micros® Systems, Inc.

8700 HMS Version 2.10
User's Manual

Declarations

Warranties

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Printing History

New editions of this manual incorporate new and changed material since the previous edition. Minor corrections and updates may be incorporated into reprints of the current edition without changing the date or edition number.

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This manual was written with FrameMaker 5.0. Some illustrations and diagrams were designed in CorelDraw 2.1.

Table of Contents

Get Started

Chapter 1: Introduction to the 8700 System

Chapter 2: Basic User Workstation Operations

Chapter 3: Touchscreen Keys (UWS/3 only)

Chapter 4: Basic Guest Check Operations

Chapter 5: Post Menu Items

Chapter 6:   Guest Check Adjustments

Chapter 7:   Correct an Error

Chapter 8:   Print and Split Check Operations

Chapter 9: Tender a Guest Check

Chapter 10: Tip Operations

Chapter 11: User Workstation Procedures

Appendix A: UWS Prompts and Messages

Appendix B: Printing and Remote Display

Appendix C: Retail Operations

Appendix D: Quick Answers to Frequently Asked Programming Questions

Index

Get Started

In this chapter

Understanding this Manual's Purpose

This *8700 User's Manual* provides step-by-step instructions for completing daily point-of-sale (POS) operations from the MICROS 8700 Hospitality Management System (HMS).

All operations described in this manual can be performed on a MICROS User Workstation (UWS), and *most* operations can be performed on a MICROS Hand-Held Touchscreen (HHT)—in which case the operation is highlighted with the HHT Icon (see page xiv). In those few cases where the HHT requires a different operating procedure than described in this manual, an HHT Note symbol (see page xiv) directing you to further instructions appears at the beginning of the procedure.

This manual does *not* provide instructions for modifying or programming a complete database in the 8700 System Configurator; however, "User Workstation Procedures" beginning on page 11-1 does provide instructions for modifying certain database fields and/or files. If you require more information, see "Finding Additional Information" on page xvi.

Who should be reading this manual?

Anyone operating (or teaching someone else how to operate) MICROS HMS equipment:

❏ Restaurant Personnel

❏ MICROS Installers

❏ MICROS Dealers

What should the reader already know?

The reader should already be familiar with the restaurant industry, including terminology and practices.

Following the Organization and Structure

This manual is designed so that most users will only need to read specific sections, where procedures are grouped with related functions.

Organization

Information in this manual is organized into the following chapters and appendices:

Chapter 1: Introduction to the 8700 System describes the 8700 System, including the software platform, hardware components, and transaction screens.

Chapter 2: Basic User Workstation Operations covers basic UWS operations, which are not directly related to sales transactions or manager procedures.

Chapter 3: Touchscreen Keys (UWS/3 only) explains how to operate the keys that are only available on a touchscreen.

Chapter 4: Basic Guest Check Operations covers basic guest check operations, such as beginning and picking up checks and service totaling.

Chapter 5: Post Menu Items describes the procedures for entering menu items.

Chapter 6: Guest Check Adjustments shows how to adjust guest checks by adding discounts or service charges, and how to exempt a tax or autogratuity.

Chapter 7: Correct an Error describes how to correct errors in an entry, enter customer order cancellations, and post menu item returns.

Chapter 8: Print and Split Check Operations shows how to print and split guest checks.

Chapter 9: Tender a Guest Check reviews procedures to tender (post payment to) a guest check.

Chapter 10: Tip Operations presents banking procedures, tip declarations, and tip payout.

Chapter 11: User Workstation Procedures describes manager procedures for modifying the system's database.

Appendix A: UWS Prompts and Messages explains all POS error and transaction privilege messages, operator prompts, activity messages, and communications messages.

Appendix B: Printing and Remote Display explains printer output and VDU display, including examples.

Appendix C: Retail Operations explains retail related functions.

Appendix D: Quick Answers to Frequently Asked Programming Questions shows how to program various 8700 database files.

Structure

Each operation in this manual is described on a single page. The odd-numbered pages (or front of every page) provide step-by-step instructions for *any* System operator; the even-numbered pages (or back of every page) contain additional information for managers and installers.

Front of Page:
- Procedures
- Prompts

Back of Page:
- Description of Procedure
- Example of Procedure
- Privilege Considerations
- Reports Affected by Procedure (if applicable)
- Programming Reference
- Related Topics
- Notes (if applicable)
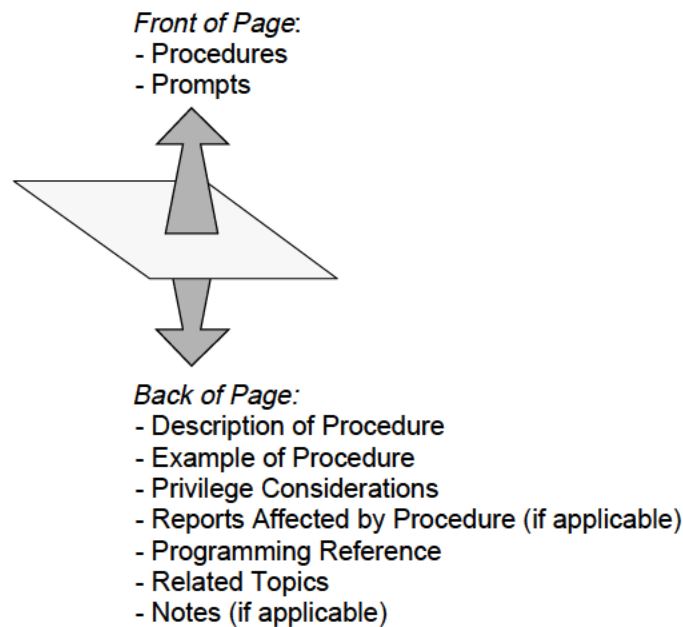
Users can create customized training manuals as illustrated in the diagram below.
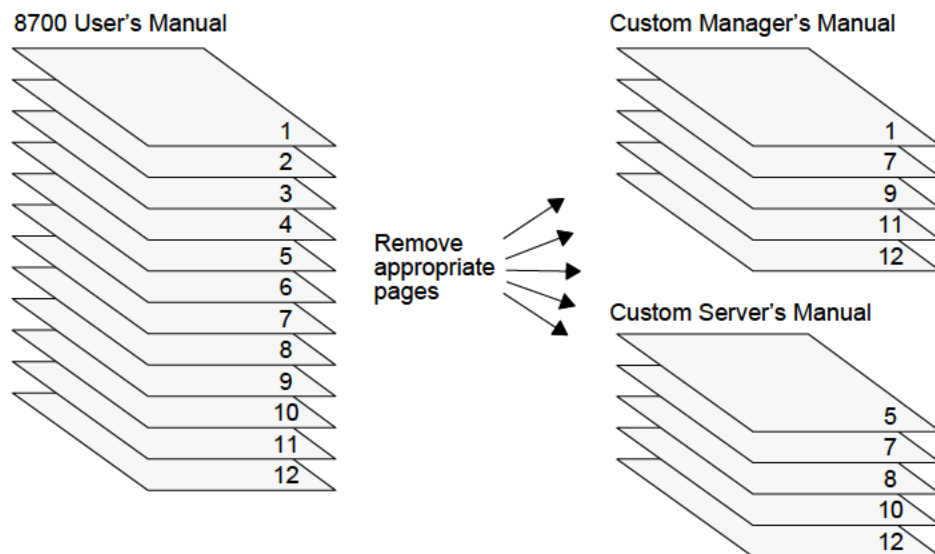
Recognizing Abbreviations, Conventions, and Symbols

This section describes the abbreviations, conventions, and symbols that are used throughout this manual.

Abbreviations

Certain phrases, as listed below, are abbreviated to make reading easier.

This abbreviation...	refers to the phrase...
HHT	Hand-Held Touchscreen.
Operator	8700 System user.
POS	point-of-sale system.
System (or 8700 System)	MICROS 8700 POS System.
UWS	user workstation. (For more information about specific designations—UWS/1, UWS/2, UWS/3— see the *8700 Feature Reference Manual*.)

Conventions

The typographic conventions explained below make following written instructions simpler.

This typographic convention...	described as...	which is used to...	is shown in the following example(s)...
+	the plus sign	indicate the order in which specific keys are pressed	[3] + [Voucher]
[Key Name]	a typing key name enclosed in brackets	denote PC or UWS keys	[Enter] [Clear]
"PROMPTS"	uppercase letters enclosesd in quotes	denote messages that may appear on screen while the System is operating	"AUTHORIZA-TION, ENTER ID NUMBER"

Symbols

The following symbols draw attention to specific information.

This symbol...	called a(n)...	is used to...
	HHT Icon	denote operations that can be performed on an HHT, as well as on a UWS. This symbol is displayed below the key symbol on the first page of an operation's description.
	HHT Note	call attention to those few instances where different procedures are required for operating the HHT.
Begin Check	Key	denote actual UWS keys and contains sample legend text. This symbol appears on right-hand pages at the beginning of the step-by-step instructions for each operation.
	Note	call attention to a specific point regarding the feature being described.
VERSION **X.X**	Version Button	highlight new features or feature enhancements that have been added to specific software versions since the last edition of this manual.

Looking for What's New in Version 2.10

There are no new additions to Version 2.10 of the *8700 HMS User's Manual.* For other additions and updates, refer to the *8700 Version 2.10 Read Me First Manual.*

Finding Additional Information

The MICROS 8700 HMS System comes with a complete documentation suite comprising hardware and software reference libraries, and individual manuals that support optional 8700 System modules or features. Each manual is listed in the table below and can be ordered by part number directly from MICROS Systems, Inc.

The 8700 HMS System...	comprises these manuals...	which include information about...	and can be ordered by part number...
hardware library	*1000/2000/4000/8700 Stand-alone Device Installation Manual*	installing MICROS stand-alone devices in conjunction with the 1000, 2000, 4000, and 8700 Systems	100016-059
	8700 Hardware Diagnostics Manual	❏ assembly- and component-level diagnostics procedures for 8700 System hardware ❏ a bench test and system diagnostics/assembly troubleshooting procedures for all UWSs, the LCC, and RCC	100068-041
	8700 Hardware Installation Guide	installing 8700 System hardware, including step-by-step instructions	100038-093
	8700 Hardware Reference Guide	8700 System hardware components, including detailed technical descriptions that can aid troubleshooting and equipment repair	100068-040
	8700 HMS Version 2.10 PC Workstation Installation & Configuration Manual	installing a PCWS for the 8700 System	100016-096
	8700 Site Preparation Manual	❏ preparing a site for MICROS equipment installation (including HHTs) ❏ AC power requirements ❏ environmental considerations	100038-092
	8700 User's Maintenance Guide	maintaining and troubleshooting 8700 System hardware	100068-039

The 8700 HMS System...	comprises these manuals...	which include information about...	and can be ordered by part number...
hardware library (cont'd)	*MICROS Guide to Local Area Networks*	installing a local area network in conjunction with the 8700 System	100038-152
	PC Workstation Model 32 Setup Guide	installing PCWS model 32 hardware (not specific to any PCWS application)	100016-085
software library	*8700 HMS V1.11 Feature Summary Manual*	the new 8700 System features released with software version 1.11	100016-093
	8700 HMS Version 2.10 Administration Applications Manual	various software modules and their use (recommended for developing site-specific documentation)	100015-076
	8700 HMS Version 2.10 Feature Quick Reference Manual	the fields and files—presented in an outline format—that are affected by each 8700 System feature (recommended for troubleshooting database and operational errors)	100016-095
	8700 HMS Version 2.10 Feature Reference Manual	❏ all 8700 System features ❏ modifying the database for each feature	100068-107
	8700 HMS Version 2.10 Hand-Held Touchscreen Programming and Operations	installing, configuring, testing, and operating HHTs	100016-097
	8700 HMS Version 2.10 Keyboard Workstation Configuration & Installation Guide	installing, configuring, and programming a KBWS	100038-157
	8700 HMS System Platform Installation Manual	❏ installing SCO ODT and 8700 System software ❏ configuring PCs for 8700-related peripherals (e.g., LCC and multi-port boards, modems, tape drives)	100038-094
	8700 HMS Version 2.10 Programming Manual	programming an 8700 System database step by step	100068-108

The 8700 HMS System...	comprises these manuals...	which include information about...	and can be ordered by part number...
software library (cont'd)	*8700 HMS Version 2.00 ReadMe First Manual*	upgrading or installing the latest 8700 System Version 2.00 software release.	100038-159
	8700 HMS Version 2.10 ReadMe First Manual	upgrading or installing the latest 8700 System software release, including: ❑ database conversion ❑ new features ❑ feature enhancements ❑ software revisions	100038-164
	8700 HMS Version 2.10 Reports Manual	interpreting and programming each 8700 System report	100068-110
	8700 HMS Version 2.10 Site & Memory Survey/ Database Prep Manual	planning and implementing a successful installation	100038-158
	8700 HMS Version 2.10 User's Manual	various operator tasks, including step-by-step instructions	100068-109
support for optional 8700 System modules or features	*1700/2000/4700/8700 PMS Interface Specifications*	designing and troubleshooting the software interface between a MICROS 1700, 2400, 2700, 4700, or 8700 POS and any Property Management System	150502-029
	8700 EJ/CP User's Manual	the MICROS 8700 Electronic Journal and Check Printer programs	100038-109
	8700 HMS CA/EDC Driver Installation Manual	installing and configuring Credit Authorization and Electronic Draft Capture drivers	varies by driver (Consult your MICROS representative.)
	8700 HMS North American Liquor Dispensing System Interface Specification Manual	developing a communications interface between an LDS and the 8700 System	150502-053
	8700 HMS Version 2.10 CA/EDC User's Reference Manual	programming the Credit Authorization and Electronic Draft Capture feature in the 8700 System	100038-160

The 8700 HMS System...	comprises these manuals...	which include information about...	and can be ordered by part number...
support for optional 8700 System modules or features (cont'd)	*8700 HMS Version 2.10 SQL Manual*	❑ importing and exporting data into and out of the 8700 database ❑ 8700 System files, fields, and status flags	100068-111
	8700 HMS Version 2.10 System Interface Module Manual	❑ developing an interface that facilitates communications between the 8700 System and various third-party systems ❑ writing scripts in the MICROS proprietary Integrated Script Language (ISL) that allows access to the SIM	100068-112
	8700 HMS Transaction Viewer User's Manual	the MICROS 8700 Transaction Viewer module, which contains the Electronic Journal, Check Printer, and Transaction Analyzer programs	100015-078
	8700 HMS Video Security System Interface Manual	implementing the VSS interface	150502-065
	PC Workstation Applications Program Interface Specifications Manual	defining the Application Program Interface for PCWS extension functions, such as the credit card reader and cash drawer interfaces	150502-059
	8700 XServer Installation Manual	installation and configuration procedures for specific MICROS recommended X Server Software	100038-128

Chapter 1

Introduction to the 8700 System

This chapter provides an overview of the 8700 System. Topics reviewed include the software platform, hardware components, and transaction screens.

In this chapter

What is the 8700?

The 8700 is an integrated Point-Of-Sale (POS) system comprising modular hardware and flexible, user-configured software. In addition to POS operations, the 8700 System also provides:

❑ Printing and Video Display Requisition

❑ Sales and Cost Reporting

❑ Labor Scheduling and Time Keeping

❑ Interfaces to third-party peripheral equipment and software, including Property Management Systems.

An 8700 System includes personal computer(s), User Workstations, printers, peripheral devices, and software. The 8700's modular design allows great flexibility in configuring a system that is both cost effective and functional. Further, the 8700 provides multitasking and multi-user capability through the Unix operating system.

8700 System Software

The software modules that make up the 8700 System include:

❑ System Configurator

❑ POS Operations

❑ Report Writer

❑ Autosequencer

❑ SQL

Each module has a different function, and although they use the same data files, they work independently of one another.

System Configurator Module

The System Configurator module is an integral part of the 8700 System, providing the means to create and edit the database files that define the parameters of the system--to program the restaurant's operation into the system. It is used to define all system hardware devices such as User Workstations, keyboards, and printers.

The System Configurator module is also used to define and edit the information files which are common to the entire system and those that are specific to each Revenue Center, e.g., menu items, operators and methods of payment. This module is described in the *8700 Programming Manual.*

POS Operations Module
This module is used for all front-of-the-house activity. It controls the User Workstations, printers and peripheral devices. This module is used to generate sales totals, and to make changes to the data at any UWS. This module is described in the *8700 User's Manual.*

Included in the POS Operations Module are the UWS Reports which are used to take autosequence reports from any UWS. Typically, this is used by managers to print single reports for quick analysis. UWS Reports are also described in the *8700 Reports Manual.*

Report Writer Module
This module uses stored point-of-sale data files to calculate and print sales, balance, and analyze totals in concise and easily readable formats for both the system and individual revenue centers within the system. To print a sequence of end-of-day reports the PC Autosequence Module (see below) or UWS Reports is usually used. These are described in the *8700 Reports Manual.*

Autosequencer Module
Autosequences are a predetermined sequence of reports. This ensures consistency in taking regular sets of manager reports such as end-of-day, and end-of-period reports. The Autosequencer Module allows the user to select and print an autosequence from the PC. The UNIX **cron** command allows PC Autosequences to be executed at specified dates and times. Thus, report functions can be performed while the System is unattended. The Autosequencer module is described the *8700 Feature Reference Manual*, and in the *8700 Reports Manual.*

SQL Module
The SQL module provides an industry standard set of commands that allow you to define, display, and update 8700 database information in tables (similar to a typical spread sheet). These commands also allow you to import database information into many accounting packages as well as standard database applications like dBase IV.

The Unix **cron** command allows SQL commands to be executed at specified dates and times. Thus, updates to the 8700 database can be performed unattended. This module is described in the *8700 SQL Manual.*

Contents   Index

User Workstation Features

User Workstations (UWS) are used to record all sales and time keeping activity in the system. There are currently three kinds of UWSs (UWS/1, UWS/2, and UWS/3) available which can be used in any combination with the 8700 System.

User Workstations that are entered in the Device Table become "active" when the POS Operations module is started, even if the UWS is not physically installed. This allows a UWS to be moved between work areas without the need for a System operator to perform a UWS restart in the Control Panel module.

The UWS/3 may be programmed to communicate at a variety of baud rates, using either RS232 or RS422.

Modes of Operation

All three User Workstations have three modes of operation which categorize the types of operations that can be performed: Transactions, UWS Procedures, and UWS Reports. Every operation performed on a UWS is done while one of these modes of operation is active. When a mode of operation is selected, a corresponding screen displays on the UWS.

The types of operations performed in each mode are briefly explained below.

Transactions
This mode of operation is used to enter sales and perform all cash drawer operations. A UWS is operated in the Transactions mode most of the time.

UWS Procedures
This mode of operation is used to perform manager-related duties, (such as changing menu item prices, assigning employee privilege codes, and assigning training status, etc.). UWS Procedures mode is generally used exclusively by managers and supervisors.

UWS Reports
This mode of operation is used to generate sales and balancing reports during the business day. UWS Reports are used by managers/supervisors for a variety of purposes such as, labor review, production information, and reconciliation of cash drawers at the end of a shift. These reports may be printed on a roll printer, or displayed on the UWS.

User Workstation/1

The UWS/1 was originally designed for the 4700 product line and is also supported by the 8700 System Software.

Features include:

❑ CRT display (80 column X 25 line).

❑ One (or two) 128-key, micro-motion or full-travel keyboards(s).

❑ Magnetic card reader (supporting track 2).

❑ RS232 port to support an optional thermal printer, bar code reader, etc.

❑ RS422 port to support optional external MICROS printer(s).

❑ Two cash drawer connectors.

❑ Rear-mount customer display (optional).

❑ Remote customer pole display (optional).

Contents   Index
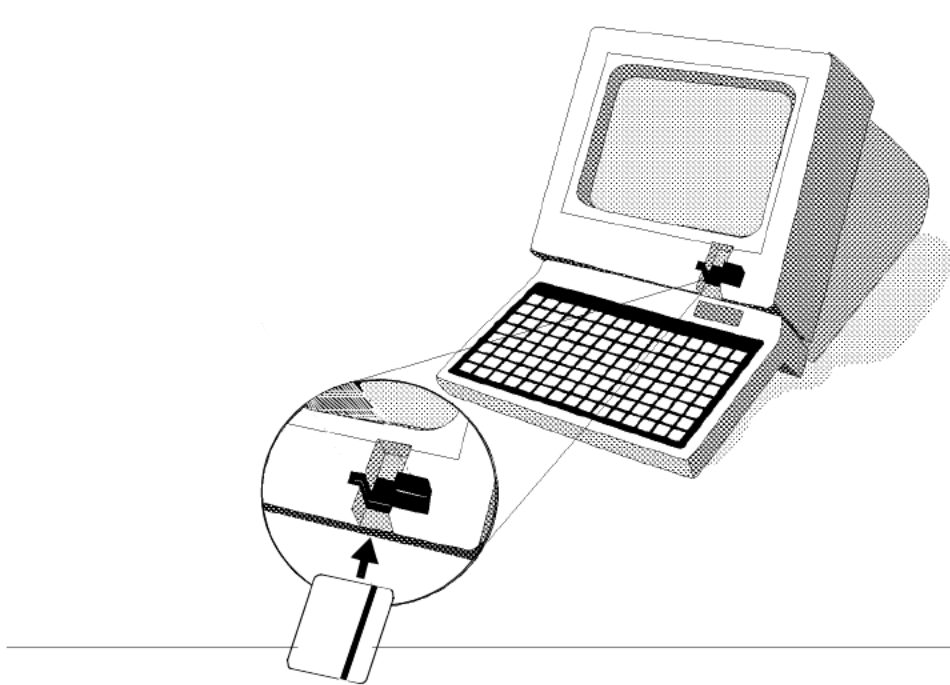
Keyboard

The UWS/1 features a 128-key, micro-motion or full travel keyboard. A clear, flexible, easy-to-clean key overlay protects the paper keyboard insert sheets you use to identify each key's function. Beneath this is a laminated, spill-resistant membrane that protects the keyboard's internal parts and components.

The keyboard keys give your finger instant, tactile feedback; you feel the "click" when the key is pressed.
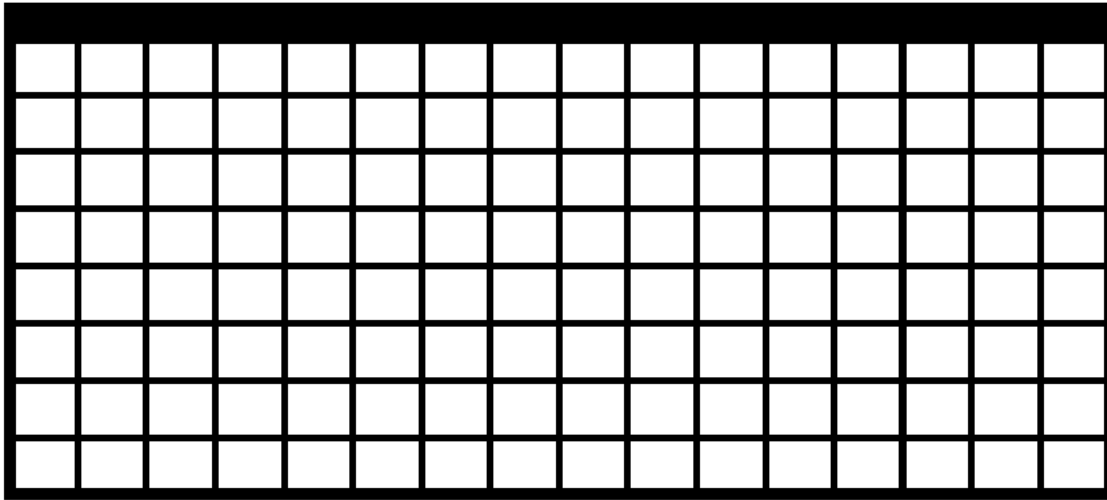
UWS/1 Keyboard Layout

Keyboard Speed

The UWS/1 and UWS/2 can "buffer" 32 keystrokes ahead. This "type ahead buffer" allows operators to maximize efficiency by continuing entries even though the system may not have completed action on all previous keystrokes. Buffeted keystrokes are a feature of the micro-motion keyboards, but not the UWS/3 Touchscreen.

For example, you can tender a guest check and immediately press keys to pick up another while the system handles printing and posting tasks associated with closing out the previous check.

Caution

Clean your keyboard with a damp, not dripping, cloth. Do not use a pointed object like pens to press keys! You could tear the overlay or the protective membrane and damage the keys.

Screen Display

The Screen Display displays transaction information during POS Operations. The same screen format is used by the UWS/1 and UWS/2. The UWS/3 has a slightly different format which provides the same information.

This illustration shows the screen display format for UWS/ 1 and UWS/2.

Contents   Index
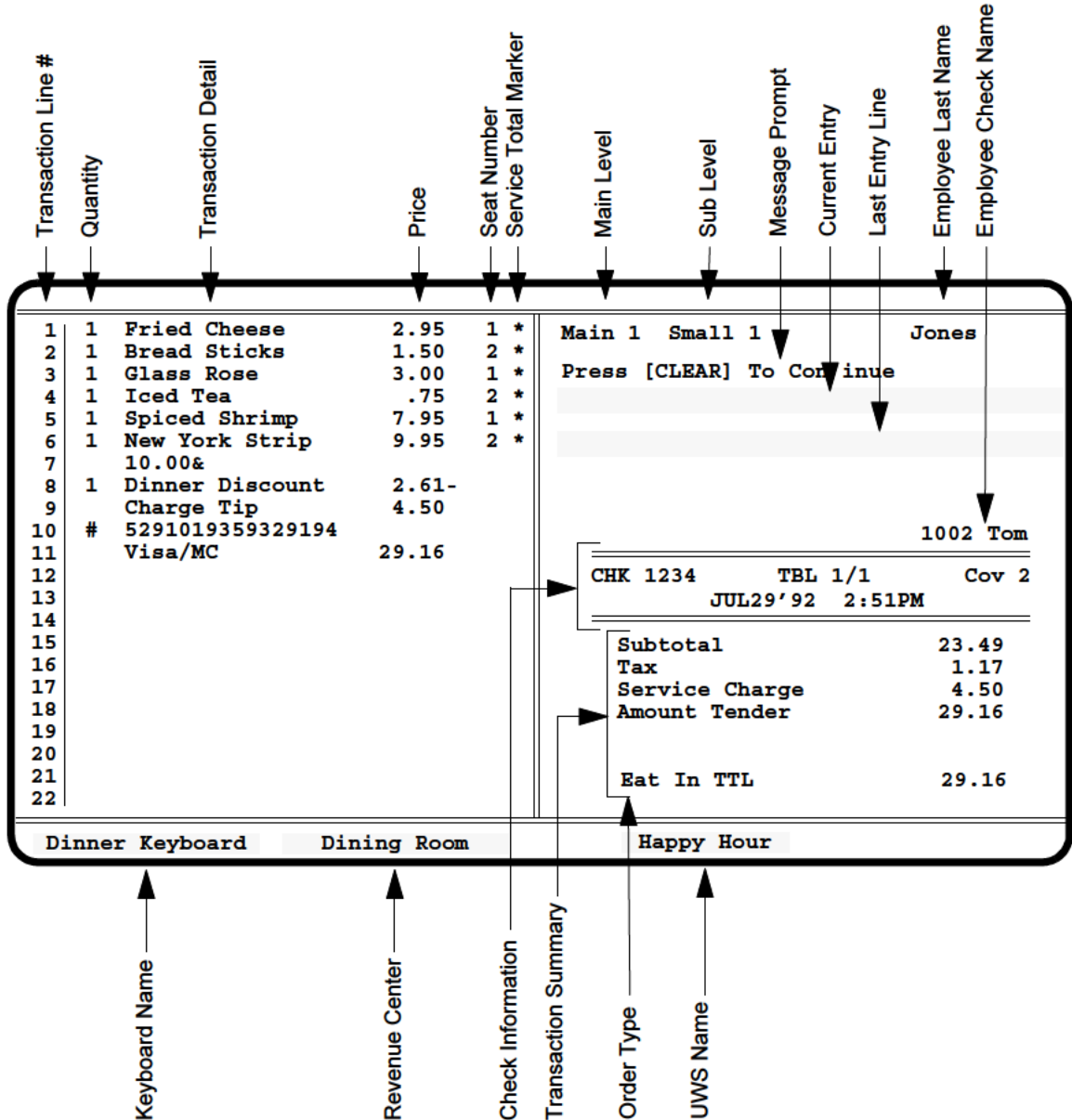
User Workstation/2

The UWS/2 design is based on the 2000 Series System Unit, and has all the functionality (except second keyboard) of a UWS/1.

Features include:

❑ Liquid crystal display (80 column X 25 line).

❑ Integrated, 128-key, micro-motion keyboard.

❑ Magnetic card reader (supporting track 2).

❑ RS232 port to support an optional thermal printer, bar code reader, etc.

❑ Integrated roll and slip printers (optional).

❑ Two cash drawer connectors.

❑ Rear customer turret display (optional).

❑ Remote customer pole display (optional).
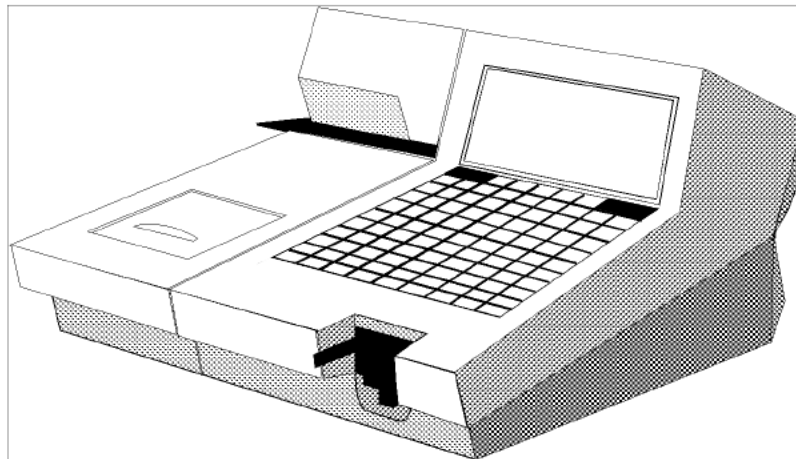
UWS/2

Screen Display
The UWS/2 uses an LCD display, and provides the same information and format found on the UWS/1 CRT display.

Keyboard
The UWS/2 features a 128-key micro-motion flat keyboard. A clear, flexible, easy-to-clean key overlay protects the paper keyboard insert sheets you use to identify each key's function. Beneath this is a laminated, spill-resistant membrane that protects the keyboard's internal parts and components.

The keyboard keys give your finger instant, tactile feedback; you feel the "click" when the key is pressed.
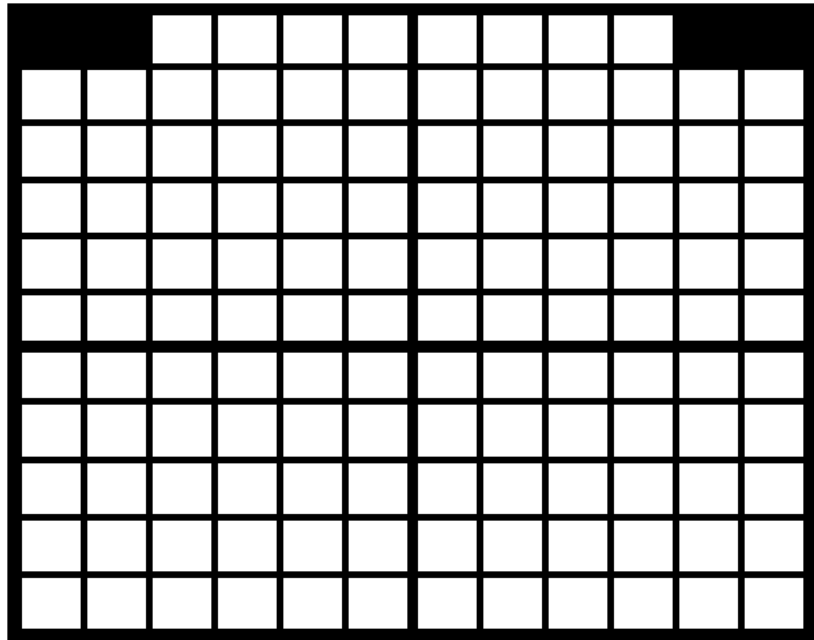
UWS/2 Keyboard Layout

Contents   Index

User Workstation/3

The UWS/3 is designed specifically for the 8700 System. Its low profile makes it an attractive alternative to other UWSs.

Features include:

❑ Single, large, integrated, LCD touchscreen display (80 column X 48 line).

❑ Touchscreen configurations with up to 60 keys per screen and three legend character sizes.

❑ Magnetic card reader (supporting both tracks 1 and track 2).

❑ Small footprint with either a wall or counter mount.

❑ Two RS232 ports to support thermal printers, slip printer, scanners, etc.

❑ RS422 port for external MICROS printers.

❑ Parallel printer interface.

❑ Two cash drawer connectors.

❑ May communicate at 1200, 2400, 4800, 9600, 19200, or 38400 baud

❑ If connected directly to an LCC (not an RCC), may communicate using either RS232 or RS422

❑ Remote customer display (optional).
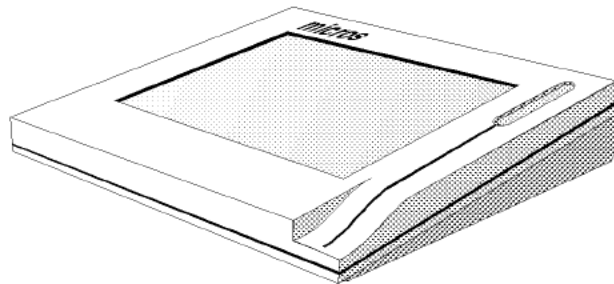
UWS/3

Touchscreen
The UWS/3 Touchscreen features a smooth, flat, touch-sensitive LCD (Liquid Crystal Display) surface. The Touchscreen is divided into two sections. The top half displays the same information as the traditional UWS displays, but in a graphics format. The bottom half is fully programmable, with up to 60 keys, varying in key size and legend character size.

Regardless of the key sizes, touchscreen keys may be programmed to perform all functions and operations offered by traditional keyboards. The advantage is that the user sees only the keys he/she needs, or is allowed to use.

This illustration shows the screen display format for the UWS/3. The LCD display splits the screen into transaction information and the Touchscreen keyboard.

Labels (top): Last Entry Line · Price · Seat Number · Service Total Marker · Prompt Lines · Employee Check Name · Main & Sub Levels · Employee Last Name

1 Filet Mignon

1	1 Ginger Ale	1.50	1	*
2	1 L.I. Iced Tea	5.50	1	*
3	1 CHICKEN FINGER	4.50	1	
4	1 CRAB CAKE APP	4.50	1	
5	1 Baby Back Ribs	13.50	1	
6	1 Filet Mignon	12.50	1	
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

Enter Meat Temperature

Transact   Sm Size   Server 202

TBL 21/3   **CHK 508**
Round-by-Round 25JUL'94 2:42PM GST 2

Subtotal   42.00
Service Charges   0.00
Tax   2.11
Amount Tendered   0.00

Eat In TTL   44.10

Void/Return/Lbs.	Trans Cancel

Enter	Clear

Black & Blue	Med Rare	Med Well	7	8	9	Page Up
Medium	Rare	Well	4	5	6	
			1	2	3	Page Down
			0	Done		

Labels (bottom): Transaction Line # · Quantity · Transaction Detail · Touchscreen Keys · Check Information · Transaction Summary · Order Type

PC Workstation

The PC Workstation (PCWS) is a personal computer that functions both as a PC and a User Workstation. For example, the PCWS can be used to record all sales and time-keeping activity in the system, as well as run various PC applications.

Features include:

- System board supporting a variety of true 32-bit processors, including 486SX 25Mhz, 486DX/2 66Mhz, and 486DX/4 100Mhz. The system board has a "zero insertion force" socket allowing easy replacement of the processor.
- Memory configurations ranging from 1 Mbyte to 64 Mbytes, with an optional cache available as 128 Kbytes or 256 Kbytes
- Disk drive options, including an internal hard drive and an external floppy disk drive
- Two display options: a color or monochrome LCD touchscreen
- An expansion slot supporting an ISA network card. MICROS provides a LAN card that includes Ethernet 10BaseT and 10Base2 interfaces. Using the MICROS LAN card allows the expansion slot to also be used for other functions, such as serial interfaces, modems, SCSI interface, or multimedia.
- Magnetic card reader (supporting both tracks 1 and 2)
- Three serial interfaces, configurable as RS232, RS422, or RS485 ports
- Parallel port interface
- Two cash drawer connectors
- PC keyboard connector
- Two remote display options: integral (rear-mounted) customer display, or remote pole-mounted customer display
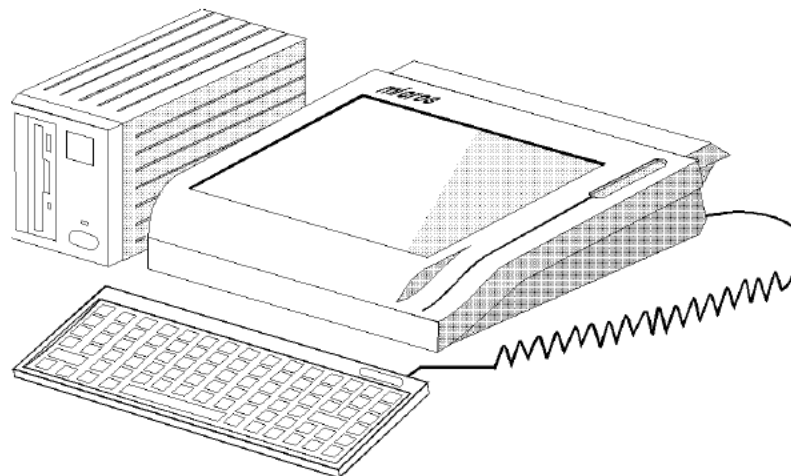
PCWS, shown with available options including floppy disk drive, PC keyboard, and integral custromer display

Miscellaneous Features

Cash Drawers
Your UWS may have one or two cash drawers attached. Programming determines which keys on the keyboard (and what operators) will open which drawer. When a privileged operator presses a key programmed to open a cash drawer, the UWS signals the correct drawer to open. The drawer may also be locked or opened in emergencies with a cash drawer key.

Customer Display
The customer display is used in conjunction with the UWS to show transaction totals and status. When a check is paid, the display will show the amount tendered and then any change due. If no transaction is in progress, the display shows "0.00" and if no operator is currently signed on the UWS, the display may be programmed to be blank, or to read, "CLOSED".

The chart below shows the types of customer displays available for each UWS.

Customer Display	UWS/1	UWS/2	UWS/3
Rear Mount	✓		
Turret Mount		✓	
Remote Pole	✓	✓	✓

Magnetic Card Reader (Internal)
The Magnetic Card Reader is used to read customer credit cards. It can also be used to sign employees in on the UWS or enter manager authorization ID numbers by using the MICROS magnetic stripe employee cards.

The UWS/3 can read tracks 1 and 2 on the magnetic card. Track 1 provides additional customer information which may be encoded on the credit card or similar identification card. The System may be programmed to print this information on the credit card voucher.

Magnetic Card Reader (External)
The Magnetic Card Reader, such as the Mag-Tek Model MT-211232, is used to read customer credit cards. It can also be used to sign employees in on the UWS or enter manager authorization ID numbers by using the MICROS magnetic stripe employee cards.

Contents

Index

The external magnetic card reader is connected via the RS232 ports on the UWS/1 and UWS/2, and may be configured to read either Track 1 or 2.

On the UWS/3, the external magnetic card reader is connected either to the RS232 ports or the PC port. The card reader may be configured to read Track 1, Track 2, or both Tracks.

Track 1 provides additional customer information which may be encoded on the credit card or similar identification card. The System may be programmed to print this information on the credit card voucher. For more information see the *8700 Hardware Installation & Maintenance Guides.*

Coin Changer
The 8700 can support a coin changer such as the Brandt Model 559/583 Coin Changer. This model includes both an RS232 and RS422 interface, making it compatible with the UWS/1, UWS/2, and UWS/3. For more information see the *8700 Hardware Installation & Maintenance Guides.*

Hand-Held Touchscreen Features

The HHT is a portable User Workstation. Like the UWS/3, it contains an 8700 Revenue Center database. Using the HHT, an operator can post orders, close guest checks, and perform almost every other operation that is available on a UWS.

The HHT communicates by radio frequency with a Base Station, which is cabled to an LCC or RCC in one of the PCs in an 8700 System. The HHT transmits posting and transaction information to the Base Station (BST), and the BST transmits guest check information and database modifications to the HHT.
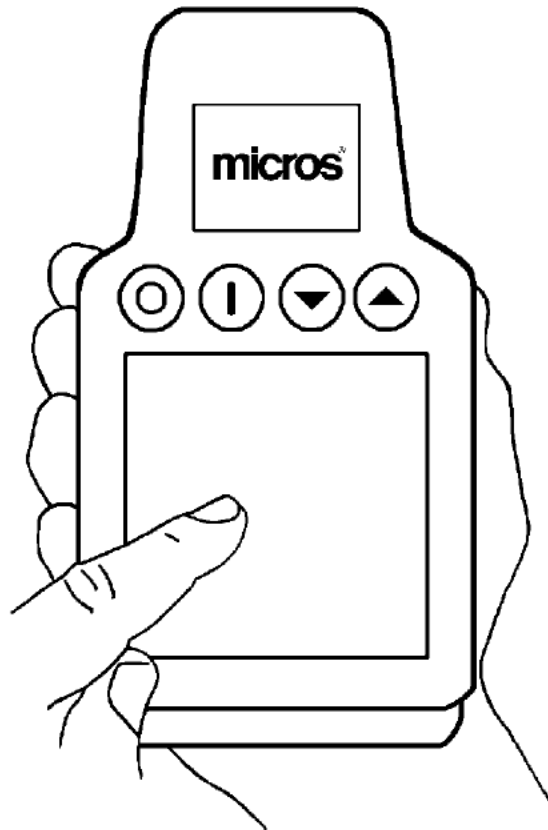
8700 HHT, shown approximately 1/2 actual size

Touchscreen
The HHT's LCD touchscreen displays 12 lines of 20 to 30 characters. (It varies because a proportional font is used.) The touchscreen overlay features 8 columns by 5 rows, for a total of up to 40 touchscreen keys. Two character sizes are available for key legends.

Contents   Index

Transmitter

The HHT communicates with its BST by radio frequency (RF), using reliable spread-spectrum technology. The 100 mw transmitter in the HHT is capable of ranges of approximately 200 to 300 feet indoors, and 600 to 1000 feet outdoors. These figures are for line-of-sight transmission. Actual transmission range depends on building layout, obstructions, and placement of base stations.

Battery

The HHT is powered by an 8-volt rechargeable battery pack with a battery life of 8 to 10 hours (4 hours if the backlight is lit continuously). Battery packs can be fully recharged in 4 to 6 hours.

The battery recharger rack available from MICROS uses standard AC current, and can recharge 4 battery packs at a time.

Base Station

The BST controls the transmission of information between the HHT and the 8700 System PC. Under ideal conditions, up to 25 HHTs can communicate with a single BST. Up to 4 BSTs can be connected to a single PC.
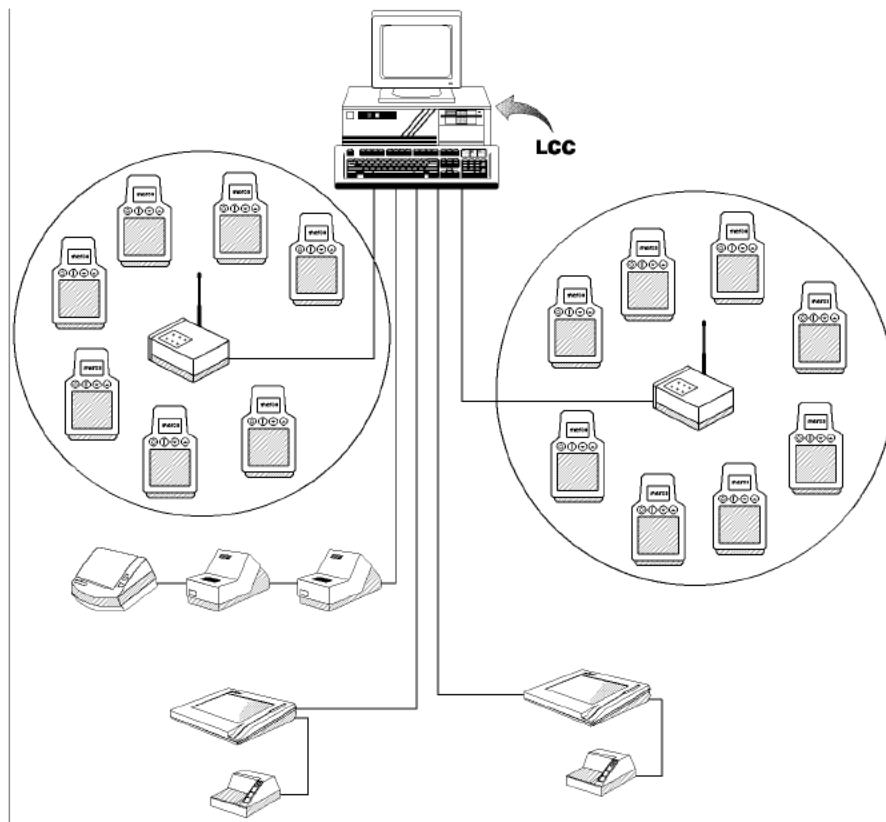
Usage

An operator signs in to an HHT in the same manner as signing in to a UWS. After beginning a guest check and posting transaction information, the operator presses the [Send] key (or a [Tender] key that is programmed to send), and the order is posted to the System, just as it would if it was posted at a UWS.

When the customer is ready to pay the check, the server uses the HHT (or a UWS) to pick up the check and to print it at a designated printer.

Usage Exceptions

An HHT operator can perform almost all of the POS operations that can be performed on a UWS. The few exceptions to this general rule spring primarily from the portable nature of the device.

Example 1
The HHT does not support a cash drawer. Therefore, Media transactions (e.g., loans and pickups) are not supported on the HHT.

Example 2
The HHT does not include a printer, and the LCD displays 12 lines at a time. For this reason, UWS Autosequences are not supported on the HHT.

POS Operations Not Supported on the HHT at this time	
UWS Autosequences	Add/Transfer Checks
UWS Procedures	Line-by-line printing
Time & Attendance functions	Credit Card Authorization
Media operations	ISL/SIM functions
Pickup Checks in Other RVCs	Alternate Text File
Adjust or Re-open Closed Checks	

Some POS operations must be performed in a different manner than on a UWS, and some transaction displays differ from the way in which they appear on a UWS. For a complete description of HHT operations, refer to the *8700 HHT Programming & Operations Manual.*

Contents

Index

Types of Keys

Direct Access Keys vs. Lookup Keys

There are two types of keyboard keys: direct access and lookup.

Direct Access Keys

A direct access key posts a menu item or performs a function without any intermediate steps[1]. For example, a [Shrimp Cocktail] key posts a shrimp cocktail.

Lookup Keys

A lookup key lists a set of items on the operator display and allows the operator to choose one. It optimizes keyboard space by linking multiple menu items or functions to a single key. For example, one set of menu items might be linked to an appetizer lookup. When an operator presses the appetizer lookup, a numbered list of appetizers appear on the display:

> **1 Shrimp Cocktail**
> **2 Chicken Wings**
> **3 Egg Rolls**

There are two types of lookup keys: Number Lookups (NLUs) and Function Lookups (FLUs). See, "Function Lookup (FLU)" on page -39.

❑ Number Lookup (NLU) Keys

 NLU keys are used for menu items, discounts, service charges and tender/media.

❑ Function Lookup (FLU) Keys

 There are two types of function lookup keys:

 Sales FLUs may be programmed to interact with current menu level assignments. Sales FLUs include either Menu Items, Discounts, Service Charges, or Tender/Media.

 Function key FLUs may be programmed to select any one of up to eight functions, based on a numerical entry preceding the keystroke.

Note

A Screen Lookup (SLU) is only used for Touchscreens. See "Previous Screen" on page 3-7.

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1. Keys may be optionally programmed to require intermediate steps, such as entering a price, reference number, or authorization number.

Special Function Keys

[Enter] Key
This key is used to complete the entry of numerical or alphabetical characters or to accept a prompt.

[Clear] Key
This key cancels the current entry and clears error messages.

[Shift] Key
This key activates the secondary function of the keys. All keys can be programmed with a second function which might include menu items with different sizes, or movement keys such as "page up" and "page down". This can effectively double the number of keys directly accessible on the keyboard (see "Shifted, Unshifted, and Alpha Keyboards" on page 1-20 and "Shift Key" on page -37).
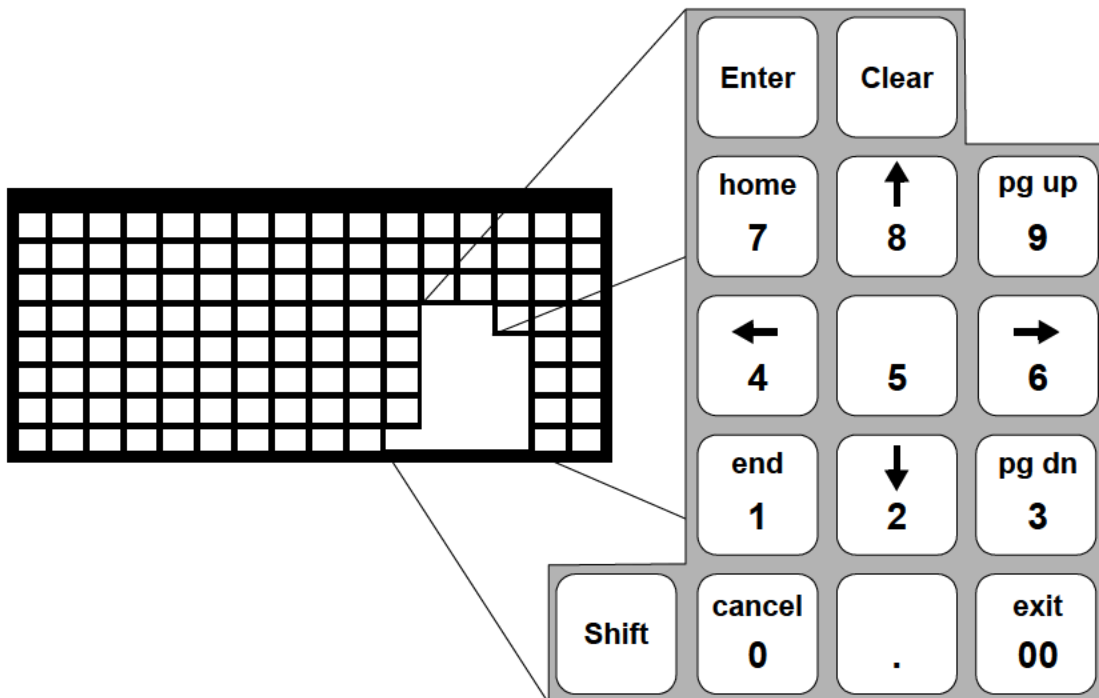
> **Note**
> The [Shift] key is not used on the UWS/3 Touchscreen.

Numeric Keys

The numeric keys are used for number entries - prices, NLU numbers, employee number, etc. Below is an example of a typical numeric keypad layout. The keypad is custom designed and be can be programmed for all UWSs in the System.

When entering prices, the UWS places the decimal point where it belongs based on the type of currency you use. For example, in U.S. dollars, if the price is $5.36, the UWS reads both entries of 536 or 5.36 correctly. If the price is $5.00, entries of 5. or 500 will read correctly. But if you just enter 5, in placing the decimal, the UWS read it as $0.05. When using a currency conversion, the decimal point location automatically adjusts for the type currency key in use.

Shifted, Unshifted, and Alpha Keyboards

To save space on a keyboard, each key location has three possible states: unshifted, shifted, or alpha. Unshifted and shifted keys work just like those on a computer or typewriter keyboard. Shifted and unshifted keys save key space, because two different features can be accessed through the same key. For example, two functions, such as [Begin Check], and [Split Check], may be programmed into the same key. To access the Split Check function, press [Shift] and the [Begin Check] key.

The alphanumeric keys make it possible to enter text when a reference number is required or when performing manager procedures that require modification of descriptor fields.

The alphanumeric keys provide a way to assign the entire alphabet, symbols, and numbers to keys on the keyboard. For certain operations, these keys are automatically accessed when they are needed. For example, if an operator presses the [Employee Meal] key, the UWS may require an employee ID number to be entered. The alphanumeric keyboard becomes active until the operator types a number and presses [Enter].

Unshifted Key

Chef Salad

Shifted Key

Taco Salad

Alpha Key

W
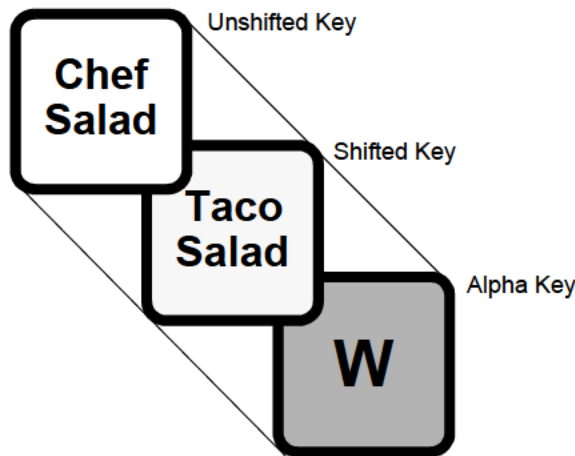
Printers

A printer is a hardware device that prints 8700 System media. Printed media can include reports, guest check, customer receipts, validation chits, timecards.

There are a several printer classifications which include:

❑ Line printers
❑ Network printers
❑ Stand-alone printers
❑ Modular-integrated printers

Line Printers

Line printers are defined, in this context, as full-page printers that are available from a variety of manufacturers. Line printers connect to the PC, either directly, or through a network. They may include dot-matrix, inkjet, and laser printers.
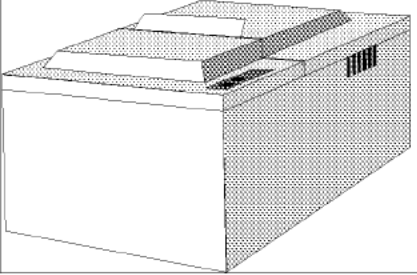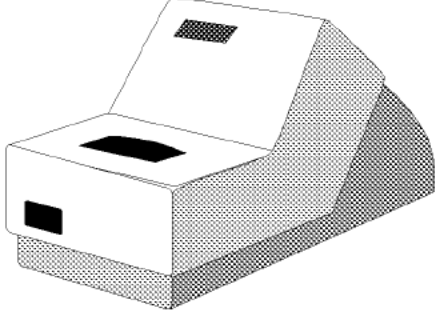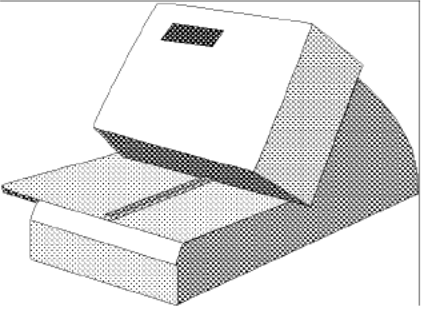
These printers are generally used to print the full-size reports (e.g., in 80-column or 120-column format) that are available from the 8700 System's Report Writer and/or PC Autosequencer modules.
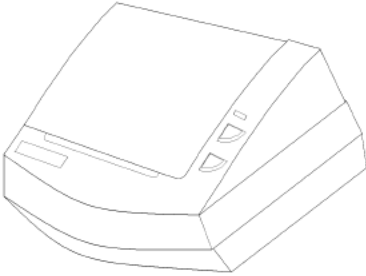
Up to four line printers may be configured for each PC in the 8700 System.
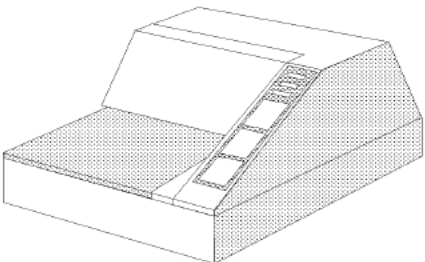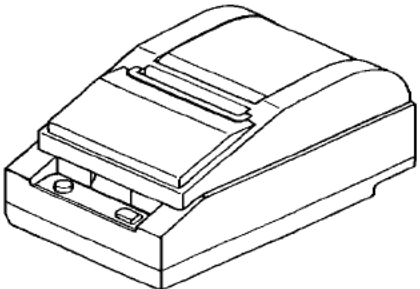
Contents   Index
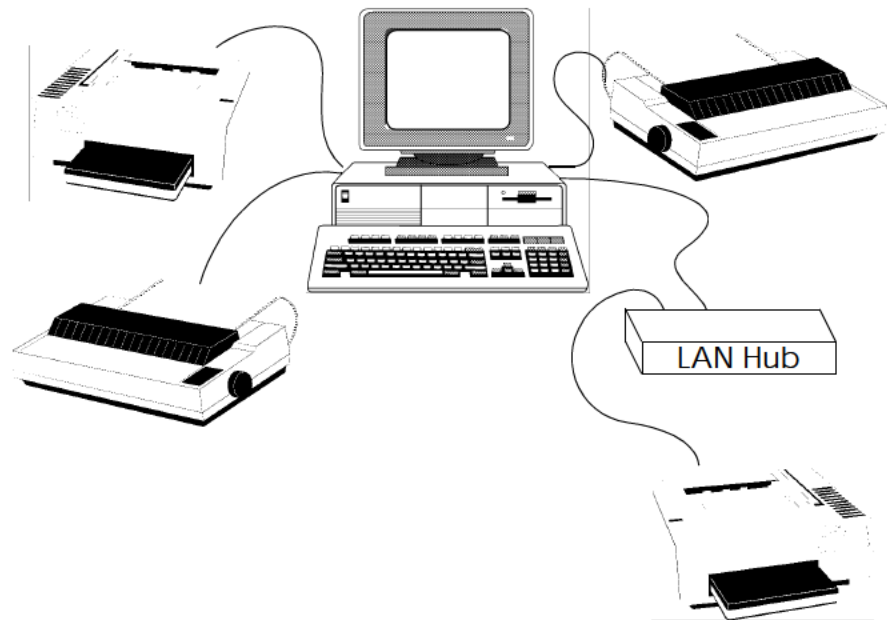
Network Printer

The table that follows provides a *snapshot* of the functionality of those printer devices that interface with a UWS via an Intelligent Device Network (IDN).
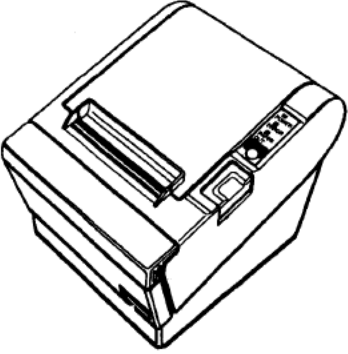
Printer Type...	Features...	Suggested Use....
Autocut Roll Printer 	❑ Automatic paper cutter ❑ Prints 3 lines per second ❑ Line feeds 18 lines per second ❑ Two-color printing option ❑ Prints 32-characters wide with double-wide printing capability ❑ Quick change ribbon design ❑ Paper feed key and Low paper/open door sensor	❑ Customer Receipts ❑ Order Receipts ❑ UWS Reports ❑ *Soft* Guest Checks ❑ Validation Chits ❑ Time Clock Receipts (chits) ❑ Credit Card Vouchers
Roll Printer 	❑ Prints 2.4 lines per second ❑ Line feeds 7.1 lines per second ❑ Two-color printing ❑ Prints 32-character wide format with double-wide format capability ❑ Quick change ribbon design ❑ Internal journal take-up reel ❑ Paper feed key and low paper/open door sensor	❑ Journals ❑ Customer Receipts ❑ Order Receipts (local or remote) ❑ UWS Reports ❑ *Soft* Guest Checks ❑ Validation Chits ❑ Time Clock Receipts (chits) ❑ Credit Card Vouchers
Slip Printer 	❑ A stop mechanism to ensure accurate positioning of guest checks ❑ Prints 2.4 lines per second ❑ Line feeds 7.1 lines per second ❑ 32-character wide format with double-wide format capability ❑ Quick change ribbon design	❑ *Hard* Guest Checks ❑ Validation Chits ❑ Customer Receipts ❑ Check Endorsements ❑ Time Cards ❑ Credit Card Vouchers

Printer Type...	Features...	Suggested Use....
Autocut Thermal Printer For use with UWS/1, UWS/3, KBWS and the PCWS via LCC/RCC or stand-alone (RS422).	❑ Fixed (non-moving) thermal print head ❑ Equipped with two RS422 port connections ❑ Prints 15 lines per second ❑ 32-character wide format with double-wide capability ❑ Automatic paper cutter	❑ Journals ❑ Customer Receipts ❑ Order Receipts (local or remote) ❑ UWS Reports ❑ *Soft* Guest Checks ❑ Validation Chits ❑ Time Clock Receipts (chits) ❑ Credit Card Vouchers

Contents   Index

Stand-alone Printer

The table that follows provides a *snapshot* of the functionality of those printer devices that interface with a UWS via a serial interface (RS232).
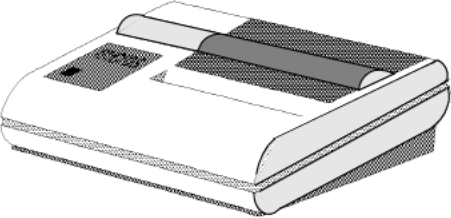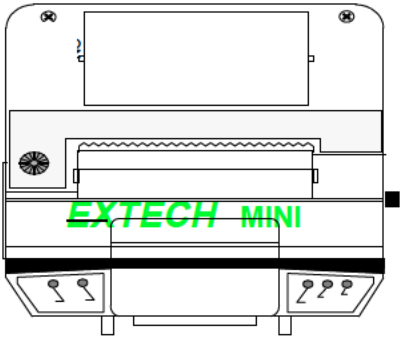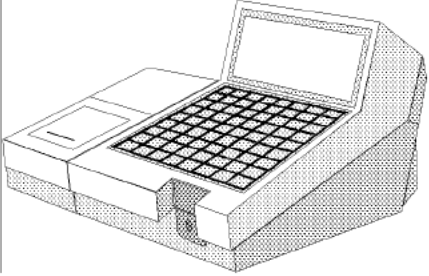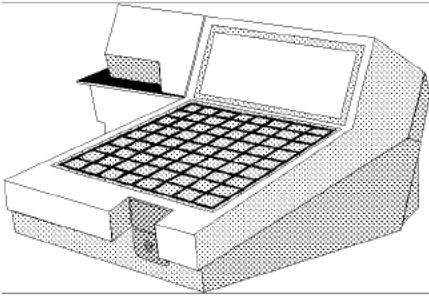
Printer Type...	Features...	Suggested Use....
Stand-alone Roll/Validation Printer For use with the UWS/3 and PCWS only.	❏ Functions as a roll printer and a validation (slip) printer ❏ Equipped with paper roll and take up wheel (for use as a journal printer) ❏ Prints validation forms with up to 15 lines of text ❏ Supports lower-case characters with descenders ❏ Prints 3 lines per second ❏ Prints 6 lines per inch	❏ Journals ❏ *Soft* Guest Checks ❏ Validation Chits ❏ Customer Receipts ❏ Check Endorsements ❏ Time Cards ❏ Credit Card Vouchers
Stand-alone Slip Printer For use with a UWS/3 and PCWS only.	❏ Stop mechanism to ensure accurate forms positioning ❏ Prints 2.3 lines per second ❏ Line feeds 25 lines per second ❏ 32-character wide format with double-wide format capability ❏ Quick change ribbon design	❏ *Hard* Guest Checks ❏ Validation Chits ❏ Customer Receipts ❏ Check Endorsements ❏ Time Cards ❏ Credit Card Vouchers
Epson TM-T80 Thermal Printer For use with a UWS/3 and PCWS only.	❏ Automatic paper cutter ❏ Prints 9 lines per second ❏ Fixed thermal print head ❏ 32-character wide format with double-wide format capability	❏ Journals ❏ Customer Receipts ❏ Order Receipts ❏ Reports ❏ *Soft* Guest Checks ❏ Validation Chits ❏ Time Clock Receipts (chits) ❏ Credit Card Vouchers

Printer Type...	Features...	Suggested Use....
Epson TM_T88 Thermal Printer For use with the PCWS Only	❏ Print Speed of 16 lines per second ❏ 32-character wide format with double-wide capability ❏ Low-noise thermal lineprinting ❏ Near-end sensor for paper ❏ Supports extended printing ❏ Capability to output control characters 0-31 and printer characters 32-255 ❏ configurable as a type 2 (roll) printer ❏ Parallel Printer	❏ Customer Receipts ❏ Order Receipts (local or remote) ❏ Reports ❏ "Soft" Guest Checks ❏ Validation Chits ❏ Time Clock Receipts (chits) ❏ Credit Card Vouchers
Omniprint Thermal Printer For use with UWS/1, UWS/2, UWS/3, and the PCWS.	❏ Fixed (non-moving) thermal print head ❏ Print speed is 6 lines per second ❏ 32-character wide format with double-wide capability ❏ Paper feed key and paper empty sensor ❏ Serial Printer	❏ Journals ❏ Customer Receipts ❏ Order Receipts (local or remote) ❏ Reports ❏ "Soft" Guest Checks ❏ Validation Chits ❏ Time Clock Receipts (chits) ❏ Credit Card Vouchers
Extech Printer/Magnetic Card Reader For use with a HHT only	❏ Provides a magnetic card reader (track 2 only) ❏ Provides a printer for Credit Card Authorization vouchers ❏ Uses serial port on the printer to establish connection with a HHT	❏ Credit Card Vouchers

Contents   Index

Modular-integrated Printers

The UWS/2 may have one or both printers attached (roll and/or slip). These optional printers are called Modular-integrated because they are separate but, when attached to the UWS/2, become an integral part of the UWS and have all of the same features of stand-alone printers.

The table that follows provides a *snapshot* of the functionality of modular-integrated printer devices:

Printer Type...	Features...	Suggested Use....
Modular-integrated Roll Printer	□ Prints 2.3 lines per second □ Line feeds 7.1 lines per second □ Two-color printing □ 32-character wide format with double-wide capability □ Quick change ribbon design □ Internal journal take-up reel □ Paper feed key and low paper/open door sensor □ Color matched to UWS/2	□ Journals □ Customer Receipts □ Order Receipts (local or remote) □ UWS Reports □ *Soft* Guest Checks □ Validation Chits □ Time Clock Receipts (chits) □ Credit Card Vouchers
Modular-integrated Slip Printer	□ A stop mechanism to ensure accurate positioning of guest checks (the slip printer automatically positions the guest check before printing. The printer also has form eject capability.) □ Prints 2.3 lines per second □ Line feeds 25 lines per second □ 32-character format with double-wide capability □ Quick ribbon change cartridge design □ Color matched to UWS/2	□ *Hard* Guest Checks □ Validation Chits □ Customer Receipts □ Check Endorsements □ Time Cards □ Credit Card Vouchers

Video Display Unit (VDU)

The Video Display Unit (VDU) is a remote requisition device which can be used as an alternative to the remote printer. The VDU controller converts incoming data from the device output network and displays order information on an IBM-compatible TTL monitor or composite monitor. The keypads are used to advance orders onto and off of the screen as they are processed.
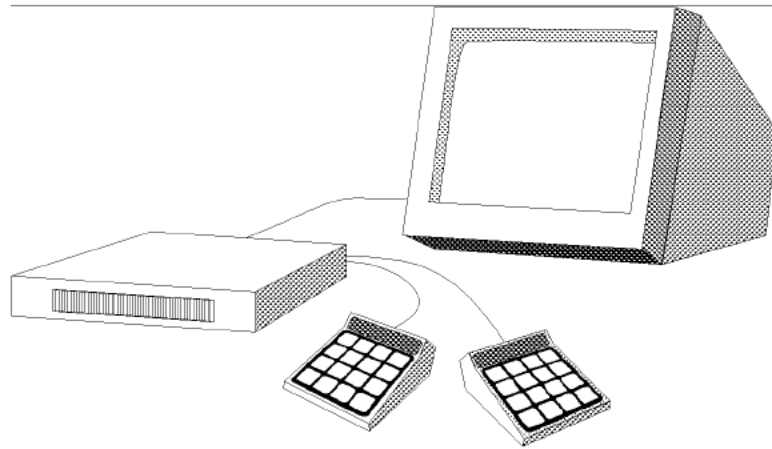
Remote Video Display Unit (VDU)

Chapter

2

Basic User Workstation Operations

This chapter discusses basic User Workstation operations, which are not directly related to sales transactions or manager procedures.

In this chapter

Introduction

Basic User Workstation Operations are actions that operators or cashiers perform that are not directly related to recording customer sales and are not management tasks. Basic User Workstation Operations, then, include such actions as using the time clock functions, signing in and out on the User Workstation, assigning and using cash drawers, and selecting modes of operations.

> **Note**
>
> In this manual, the term operator is used generically to indicate any employee signed in at the User Workstation, including designated cashiers.

Clock In
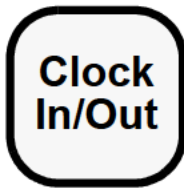
Clock In/Out

When the Time Schedule is Active

1. Press [Clock In/Out]. This prompt displays: "CLOCK IN/OUT, ENTER YOUR ID NUMBER".

2. Type your ID number using the numeric keypad and press [Enter].

   A Help Window appears listing your available job code assignments. If you are assigned only one job code, the name of the job code assignment is displayed.

3. Select a job code by pressing the job code number and [Enter]; or, simply confirm the one job code by pressing [Enter].

4. Place the time card (if used) in the slip printer and press [Enter].

   The time card or chit prints, and the clock-in time displays.

5. Remove the time card from the slip printer or tear off the time chit from the roll printer.

Prompts

Prompt	What it Means	Action Required
YOU ARE EARLY (LATE), CLOCK IN IS (WAS) nn:nn AM(PM)	Clock in is early or late.	Press [Enter]. If you are not privileged to clock in (early or late), an authorized person's ID number must be entered.
YOU ARE EARLY (LATE), BREAK BEGINS (BEGAN) AT nn:nn AM(PM)	Clock in is early or late for scheduled break.	Press [Enter]. If you are not privileged to clock in (early or late for break), an authorized person's ID number must be entered.
EMPLOYEE HAS NO VALID JOB CODE	You are not assigned a job code.	See a manager who will program your Employee File.
YOU ARE NOT ON THE SCHEDULE	You are not listed on the time keeping schedule.	An authorized person's ID must be entered, or you must be added to the schedule.
CLOCK IN TO DIFFERENT RVC	Your Job Code is in a different Revenue Center than the User Workstation.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: CLOCK IN [job code name]	You are not privileged to sign in with the selected job code.	An authorized person's ID must be entered.

Clock In

Employees clock in and out to record the hours they work at each pay rate for which they are scheduled. They may also clock in and out to record break periods, paid or unpaid. The 8700 System accumulates an employee's work time to the 1/100th of an hour and computes gross pay, both regular and overtime.

Example	Mary must clock in when she reports to work so that her time card will reflect the hours she works. Mary, a server in the restaurant, can now sign in. If she attempts to sign in before she clocks in, she will receive an error message.
Privileges	To clock in, you must be listed in the Employee File with an assigned Employee ID and at least one assigned job code. You must also be privileged to clock in under that job code. If you are not privileged to clock in under the job code you select, the following prompt displays: "AUTHORIZATION, ENTER ID NUMBER: CLOCK IN". A privileged employee (e.g., a manager) must enter his or her ID number to complete your clock-in. You do not need to sign in to clock in or out. In fact, if the timekeeping function is in use and you have a job code assigned, you cannot sign in unless you first clock-in.
Reports	Job Code Labor Reports and Time Period Reports are affected by clock in/out times.
Program	Keyboard File or Touchscreen File: ❍ [Clock In/Out] key Employee Class File: ❍ Clock In Rate(s) 1-8 - Time Clock Privileges #1 - #8 ❍ Authorized to Clock In/Out - Time Clock Privilege #9 ❍ Clock In/Out Outside Schedule - Time Clock Privilege #10 ❍ Change Revenue Center at Clock In - Time Clock Privilege #14
Options	Programming options affect the clock-in and out procedures: ❍ The System may allow a grace period for clocking in or out early or late. Each possible grace period is separately programmed in the System Parameters File. ❍ The System may be programmed so that you must clock in/out when taking breaks and breaks may be paid or unpaid. Break lengths are programmed in minutes and can be different for regular employees and employees who are minors. ❍ The System may be programmed to use an employee's scheduled clock-in time when the employee clocks in earlier than scheduled. ❍ The System may be programmed to print a time card entry, a time chit or nothing when you clock in/out. ❍ The System may or may not have a time schedule programmed. ❍ A time card and/or a time chit is printed if a printer is assigned to this function in the Workstation Table.
Related	Clock Out Sign In, Sign Out
Note	The time clock schedule is programmed through UWS Procedure #7.

Clock Out

Clock In/Out

With or Without Time Schedule Active

1. Press [Clock In/Out].
2. Type your ID number on the numeric keypad.
3. Place the time card (if used) in the slip printer and press [Enter].
4. If the following prompts appear, respond to each by pressing [Enter] for "Yes", or [Clear] for "No". These prompts may include:

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

    The time card or chit prints, and the clock-out time displays.
5. Remove the time card from the slip printer or tear off the time chit from the roll printer.
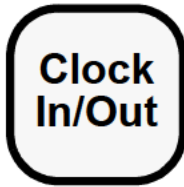
Prompts

Prompt	What it Means	Action Required
YOU ARE EARLY (LATE), CLOCK OUT IS (WAS) nn:nn AM (PM)	Clock out is early or late.	Press [Enter]. If you are not privileged to clock out (early or late), an authorized person's ID number must be entered.
YOU ARE EARLY (LATE), BREAK BEGINS (BEGAN) AT nn:nn AM (PM)	Clock out is early or late for scheduled break.	Press [Enter]. If you are not privileged to clock out (early or late for break), an authorized person's ID number must be entered.
CLOCK OUT WITH OPEN CHECK	You attempted to clock out with open checks.	Close all checks, then attempt to clock out again.

Clock Out

	Employees clock in and out to record the hours they work at each pay rate for which they are scheduled. They may also clock in and out to record break periods, paid or unpaid. The 8700 System accumulates an employee's work time to the 1/100th of an hour and computes gross pay, both regular and overtime.
Example	Mary clocks out at the end of her shift. Because she is a server, she must declare her tips at clock out.
Privileges	Operators may be prevented from clocking out if they have open checks.
Reports	Job Code Labor reports and Time Period Reports are affected by clock in/out times.
Program	Keyboard File or Touchscreen File: ❍ [Clock In/Out] key Employee Class File: ❍ Authorized to Clock In/Out - Time Clock Privilege #9 ❍ Clock In/Out Outside Schedule - Time Clock Privilege #10 ❍ Clock Out with Open Checks - Time Clock Privilege #12
Options	Programming options affect the clock-in and out procedures: ❍ The System may allow a grace period for clocking in or out early or late. Each possible grace period is separately programmed in the System Parameters File. ❍ The System may be programmed so that you must clock in/out when taking breaks and breaks may be paid or unpaid. Break lengths are programmed in minutes and can be different for regular employees and employees who are minors. ❍ The System may be programmed to print a time card entry, a time chit or nothing when you clock in/out. ❍ The System may or may not have a time schedule programmed. ❍ A time card and/or a time chit is printed if a printer is assigned to this function in the Workstation Table.
Related	Clock In Sign In Sign Out
Note	The time clock schedule can be programmed through UWS Procedure #9: Change Time Clock Schedule and printed through UWS Procedure #10: Print Time Clock Schedule.

Sign In

Keypad (or Touchscreen) Sign-In

1. Type your ID number using the numeric keypad (the numbers you enter do not appear on the screen for security).
2. Press [Enter].

   The operator prompt displays: "READY FOR YOUR NEXT ENTRY."
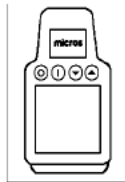
Magnetic Card Sign-In

1. Insert and withdraw employee magnetic card.

   The operator prompt displays: "READY FOR YOUR NEXT ENTRY."

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: EMPLOYEE SIGN IN	You are not privileged to sign in without authorization.	An authorized person's ID must be entered.
SIGN-IN NOT ALLOWED: EMPLOYEE ID CAN NOT BE FOUND	You entered an invalid ID #.	Re-enter the ID number.
MAGNETIC CARD REQUIRED FOR EMPLOYEE ID ENTRY	This UWS is programmed to require magnetic card sign-in; keypad or touchscreen sign-in is not allowed.	Sign in using a magnetic card.
YOU ARE NOT CLOCKED-IN: SIGN-IN NOT ALLOWED	The time clock is active but you are not clocked in.	Clock in.
AUTHORIZATION: SIGN IN TO DIFFERENT REVENUE CENTER	The User Workstation has a list of valid Revenue Centers, and you are not currently assigned to one of those Revenue Centers.	An authorized person's ID must be entered.
YOU ARE NOT ALLOWED TO DO SALES OPERATIONS IN THIS REVENUE CENTER	Your Revenue Center link is not among the possible Revenue Centers to which this UWS is linked.	Database programming
EMPLOYEE HAS NO VALID JOB CODES	The Job Code File or your record in the Employee File does not include a Job Code linked to this Revenue Center.	Database programming

Sign In

	Signing in allows an operator to use the UWS to post transactions, tender guest checks, or perform User Workstation Procedures. Only one operator can be signed in to a UWS at a time.
Example	Mary, a server in the restaurant, has just taken an order from a table of four. She must start a check on the 8700 and enter her drinks and appetizers. Before Mary begins a check, she must sign in at a UWS. Once signed in, Mary begins her check, enters the menu items, and service totals. After service totalling this round, Mary is automatically signed out. Later, when she wishes to enter the dinner entrees for this table, Mary must again sign in at a UWS.
Privileges	To sign in, an employee must be listed in the Employee File with an assigned Employee ID and be "privileged" to sign in. If you are not privileged to sign in, when you attempt to, the transaction privilege message, "EMPLOYEE SIGN IN", appears. This means someone who is privileged must enter his or her ID number to complete your sign-in. If timekeeping is being used, you may need to be clocked in before you can sign in. In this case the message, "[*name*] IS NOT CLOCKED-IN: SIGN-IN IS NOT ALLOWED", will appear.
Program	Keyboard File or Touchscreen File: ❍ [0..9] keys ❍ [Enter] key UWS Table: ❍ Allow Replacement Sign-in Outside of Transaction - Type Definition #11 ❍ Auto Begin Check when Check Operator ID or Number is Entered Outside of a Transaction - Type Definition #12 ❍ Mag Card Entry Required for Employee ID - Type Definition #13 Employee File ❍ ID Number field Employee Class File: ❍ Allow Sign In to a UWS - Transaction Privilege #1 ❍ Authorize a Sign In to a UWS - Transaction Privilege #2
Related	Sign Out Clock In Clock Out
Note	Employees who only use the System for timekeeping (for example, kitchen staff) usually have no need to sign in. You may be required to declare a bank amount when you first sign in. For this procedure, refer to the Assign Cash Drawer and Media Loan operations.

Sign In to a UWS Revenue Center

0..9

Sign In to UWS RVC #

Keypad (or Touchscreen) Sign-In

1. Type your ID number using the numeric keypad (the numbers you enter do not appear on the screen for security).

2. Press [Sign in to UWS RVC #].

   If you were last signed in to a different Revenue Center, the operator prompt displays: "CHANGE TO *<Revenue Center Name>*?"

3. If so, press [Enter] for "Yes", or [Clear] for "No".

   If you are currently clocked in (in another Revenue Center), the system clocks you out and begins the process of clocking you in to the new Revenue Center. Refer to "Clock In" on page 2-3 for more information on this process.

   If you are already clocked in to this Revenue Center, the operator prompt displays, "READY FOR YOUR NEXT ENTRY."

Magnetic Card Sign-In

1. Press [Sign in to UWS RVC #].

2. Insert and withdraw employee magnetic card.

   If you were last signed in to a different Revenue Center, the operator prompt displays: "CHANGE TO *<Revenue Center Name>*?"

3. If so, press [Enter] for "Yes", or [Clear] for "No".

   If you are currently clocked in (in another Revenue Center), the system clocks you out and begins the process of clocking you in to the new Revenue Center. Refer to "Clock In" on page 2-3 for more information on this process.

   If you are already clocked in to this Revenue Center, the operator prompt displays, "READY FOR YOUR NEXT ENTRY."

Prompts

In addition to the prompt listed below, refer to the list of prompts for "Sign In" on page 2-7, and for "Clock In" on page 2-3.

Prompt	What it Means	Action Required
CASHIER ASSIGNED TO THIS UWS NOT FOUND	The cashier number that is assigned to this UWS does not exist in the Cashier File of the Revenue Center to which you are attempting to sign in.	Press [Clear] to continue.

Sign In to a UWS Revenue Center

Signing in to a UWS Revenue Center allows an operator to sign in to a specific Revenue Center in one operation, instead of signing in and then changing Revenue Centers. After signing in, the operator may use the UWS to post transactions, tender guest checks, or perform User Workstation Procedures. Only one operator can be signed in to a UWS at a time.

Example	Mary is employed as a server in the Restaurant Revenue Center, as a bartender in the Lounge Revenue Center, and as a caterer in the Banquets Revenue Center. She may use these keys to sign in to each Revenue center as needed, depending on her scheduling and the duties she performs for each shift.
	These keys automatically clock her out and clock her in if she changes Revenue Centers, thus allowing the Restaurant, Lounge, and Banquet payrolls to accurately reflect the time she has spent working for each.
Privileges	To sign in, an employee must be listed in the Employee File with an assigned Employee ID and be "privileged" to sign in. If you are not privileged to sign in, when you attempt to, the transaction privilege message, "EMPLOYEE SIGN IN", appears. This means someone who is privileged must enter his or her ID number to complete your sign-in.
	If timekeeping is being used, you may need to be clocked in before you can sign in. In this case the message, "YOU ARE NOT CLOCKED-IN: SIGN-IN IS NOT ALLOWED", will appear.
Program	Workstation Table
	❍ Revenue Center link fields 1 through 8
	❍ ON = Link Cashier to UWS; OFF = Link to Operator - Type Definition #9
	Keyboard File or Touchscreen File:
	❍ [0..9] keys
	❍ [Sign in to UWS Revenue Center 1] through [Sign in to UWS Revenue Center 8] keys
	Employee File
	❍ ID Number field
	❍ Job Code field
	Employee Class File:
	❍ Allow Sign In to a UWS - Transaction Privilege #1
	❍ Authorize a Sign In to a UWS - Transaction Privilege #2
Related	Sign In Sign Out Clock In Clock Out Change Transaction Revenue Center Pickup Checks in Other Revenue Centers

Sign Out
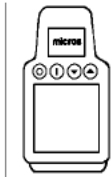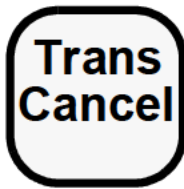
Automatic

If you are defined as a pop-up operator, you are automatically signed out at the User Workstation when a transaction is completed or cancelled. Keys that will sign you out: any [Service Total], [Transaction Cancel], or [Tender] key.

Manual

If you are a stay-down operator, you must manually sign out by pressing [Transaction Cancel] when outside a transaction. Your system may also be programmed to use [Exit] or [Cancel] for signing out.

1. Complete your transaction.

2. Press [Transaction Cancel].

Replacement

The UWS may be programmed to allow replacement sign-in outside of a transaction. If this feature is in use, an operator is automatically signed out when the next operator signs in. No action is necessary on the part of the first operator.

Prompts

None.

Sign Out

Signing out means the operator is no longer active on a UWS. After an operator is signed out, another operator can sign in. Operators can be defined as pop-up or stay-down operators. A pop-up operator is signed out automatically after a service total key is pressed. A stay-down operator is not signed out automatically after pressing a service total key. A stay-down operator must press [Transaction Cancel] outside of a transaction to sign out.	
Example	Mary, a server, is a pop-up operator. After Mary service totals her guest check, she is automatically signed out. George, on the other hand, is a cashier and a stay-down operator. After service totalling a check, George stays signed in. He can continue to ring checks and service total without having to sign in each time. When ready to sign out, George completes the current transaction and presses [Transaction Cancel].
Privileges	An employee defined as a "Pop-up Employee" is automatically signed out after closing or conducting a service total of a guest check. Additionally, a "pop-up employee" may be programmed with the auto sign out feature.
Program	Keyboard File or Touchscreen File: ❍ [Transaction Cancel] key ❍ [Exit] key ❍ [Cancel] key Workstation Table: ❍ Allow Replacement Sign-in Outside of Transaction - Type Def #11 Operator File: ❍ Pop-Up Operator - Type Definition #8 Revenue Center Parameters File: ❍ Automatic Operator "pop-up" Interval (min:sec)
Related	Sign In Clock In Clock Out
Note	The auto sign out feature is a security measure which, when enabled, will sign out a user at a UWS after a certain period of inactivity. The amount of time is programmed in the Revenue Center Parameters File. The purpose of this feature is to prevent a manager (with associated privileges) or other pop-up employee, from walking away from a UWS and remaining signed in. Auto sign out will sign out a "pop-up employee" in the following situations: ❍ If there is no active transaction ❍ If the user is not editing a file, taking a report, or executing a UWS Procedure. ❍ If no keys are being pressed. Any keystroke (except [Shift]) resets the timer. The auto sign out feature will *not* work in the following situations: ❍ Within a transaction ❍ Within a report screen ❍ Within a manager procedure

Help Screens

Help

Access the First Help Screen

Press [Help].

> **Note**
> You can use this key even if you are not signed in.
>
> If no help screens are programmed, an empty help window appears when the key is pressed. Press [Clear] to continue.

The first page of available help screens appears in the help window (this is usually a menu of available help screen pages).

Access Subsequent Help Screens

Press [Page Up] or [Page Down] to access previous/next page.

Access Specific Help Screen

1. Type the number of the help screen page to display.
2. Press [Help].

The numbered help screen page appears in the help window.

Clear Help Screen from Display

Press [Clear].

Prompts

Prompt	What it Means	Action Required
HELP SCREEN NUMBER [#] NOT FOUND	Unprogrammed page number typed.	Press [Clear] and re-enter or press [Help].
NO MORE HELP SCREENS	There are no more help screens in the "page down" or "page up" direction.	Press [Clear] to continue.

Help Screens

Help screens provide a means for giving the operator "on-line" help or information while using the 8700 System in Transaction Mode. These screens may be created for help on a variety of things: splitting or transferring a guest check, voiding items, listing daily specials, displaying directions to the restaurant, etc.

Example	Mary, a new employee at Le Chateau, happens to answer the phone. The caller wishes directions to the restaurant. Mary knows enough to press [Help].
	The first page of help screens displays as shown here.

<div align="center">

Main Menu Help Screen

2 Directions to Restaurant
3 Daily Specials
4 Employee End of Shift Procedures
5 Manager Daily Close Procedures
6 Holiday Schedule
Use [Page Up] and [Page Down] keys to find page or type page number and press [Enter].

</div>

	Mary presses [2] [Enter] to see a Help Screen that contains directions to the restaurant. She relays the information to the caller, who is impressed with the quick and clear response to his question.
Privileges	No specific privileges are necessary to use help screens and an operator does not need to be signed in to a UWS to call up a help screen.

Program	Keyboard File or Touchscreen File:
	    ○ [Help] key
	Help Screen File
	    ○ Create Help Screen text

Note	Your UWS can display as many as 99 help screens. Each can hold 12 lines (70 characters wide) of text. The number and content of help screens are tailored to the specific needs of each establishment.

2-14

Mode (Choose Reports or Procedures)

Mode

Switch Mode of Operation

1. Press [Mode].
2. Enter either [1] for Reports or [2] for Procedures.
3. Press [Enter].

   A list of the available procedures or reports is displayed.

> **Note**
> The UWS displays only those Procedures and Reports that you are privileged to access.

Alternate Procedure

Press [1] for Reports or [2] for Procedures, then press [Mode].

A list of the available procedures and reports is displayed.

Exit Report or Procedures Mode

Press [Cancel] or [Save/Exit].

Prompts

Prompt	What It Means	Action Required
NO PRIVILEGE FOR MANAGER OPERATIONS. NOT PRIVILEGED FOR THIS PROCEDURE	The Employee Class to which you belong is not privileged for this action.	Press [Clear] to continue.

Mode (Choose Reports or Procedures)

	The UWS has three "modes" of operation: POS Transactions, UWS Reports, and UWS Procedures. [Mode] is used to switch to either UWS Reports or UWS Procedures mode from the normal POS Transactions mode. Most operators will use the POS Transactions mode. MICROS recommends that when managers (or other privileged employees) are done with Procedures or Reports, they press [Clear] to return the UWS to the POS Transactions mode.
Example	Our manager Susan wants to modify the daily specials. She changes to UWS Procedures mode and selects Procedure #13 (Change Menu Item Assignment). At the end of the day, she selects UWS Reports mode and runs her autosequence reports.
Privileges	To access either UWS Procedures or UWS Reports mode you must be privileged to access at least one UWS Procedures or one UWS Reports privilege level respectively. Additional privileges must be set to allow you to change the database.
Program	Keyboard File or Touchscreen File: ❍ [Mode] key Employee Class File: ❍ Access User Workstation Procedure(s) 4 - 19 - Supervisory Privilege(s) #5 - #18 ❍ Access UWS Procedures Different Revenue Center - Supervisory Privilege #21 ❍ Access UWS Reports Different Revenue Center - Supervisory Privilege #22 ❍ UWS Reports Privilege(s) 1 through 8 - Supervisory Privilege(s) #25-#32

Change Transaction Revenue Center

Change Trn RVC, RVC 8
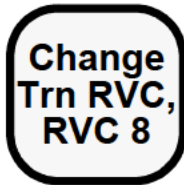
With Direct Revenue Center Select Key

1. Press the key named for the Revenue Center to which you wish to change— for example, [Change to Bar].

   The transaction Revenue Center changes to the one selected and its name appears on the status line.

Change Trn RVC, RVC ?

With Open Revenue Center Select Key

1. Press the key named for the Revenue Center changes— for example, [Change RVC].

   The prompt, "SELECT NEW REVENUE CENTER" appears.

2. Enter the number of the desired Revenue Center from the list that appears in the center of the operator display.

   The transaction Revenue Center changes to the one selected and its name appears on the status line.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION REQUIRED: SIGN IN TO DIFFERENT REVENUE CENTER	You are not privileged to use [Change Trn RVC] keys.	An authorized person's ID must be entered.
REVENUE CENTER IS NOT ACTIVE ON THIS PC	The Revenue Center number that you selected is not active on this PC, or is not listed in the UWS Revenue Center link fields.	
ENTRY TOO LARGE	The Revenue Center number was entered incorrectly.	Press [Clear] and try again.
ENTRY TOO SMALL		

Change Transaction Revenue Center

An operator may use the [Change Transaction Revenue Center] keys to change to any of the eight Revenue Centers listed in the Workstation Table's Revenue Center Link fields. This allows the operator to perform operations in those Revenue Centers without having to sign out and sign in at each change.

Revenue Center programming determines whether a staydown operator stays in the new Revenue Center after the next transaction, or returns to the original Revenue Center. This Option does not affect pop-up operators. A pop-up operator is automatically signed off at the end of a service round or transaction. When a pop-up operator signs back in, the System defaults to their original Revenue Center.

Example	Mary is a "float" employee who moves between the Lounge, Restaurant, and Nightclub Revenue Centers during the course of her shift, depending on the needs of each area. She uses the [Change Trn RVC] keys to perform operations in each area as the need arises.
Privileges	An employee must be privileged to change Revenue Centers.
Program	Workstation Table ❍ Revenue Center Link fields 1 through 8 Keyboard File or Touchscreen File: ❍ [Change Trn RVC, RVC ?] key ❍ [Change Trn RVC, RVC 1] through [Change Trn RVC, RVC 8] keys Employee Class File: ❍ Change Revenue Centers- Transaction Privilege #79 Revenue Center Parameters File ❍ Staydown Operators Return to Original Revenue Center after [Change Transaction Revenue Center] keys - RVC Option #5
Related	Sign In to UWS Revenue Center Pickup Checks in Other Revenue Centers Download a Revenue Center

Download a Revenue Center

Down-load UWS
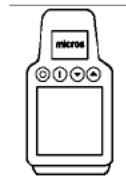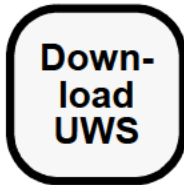
Down-load UWS, No MI

Performing this function for the HHT requires different steps and different keys than those described here. Refer to the *8700 HHT Programming & Operations Manual.*

Procedure

1. Press the [Download UWS] or [Download UWS, No MI] key.

   The prompt, "SELECT NEW REVENUE CENTER" appears.

2. Enter the number of the desired Revenue Center from the list that appears in the center of the operator display.

   The first entry in the Revenue Center list in the Workstation Table record for this UWS is replaced with the Revenue Center selected.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION REQUIRED: CHANGE UWS DEFAULT RVC	You are not privileged to use [Download UWS] keys.	An authorized person's ID must be entered.
AUTHORIZATION REQUIRED: SIGN IN TO DIFFERENT REVENUE CENTER	You are not privileged to use [Change Trn RVC] keys.	An authorized person's ID must be entered.
REVENUE CENTER IS NOT ACTIVE ON THIS PC	The Revenue Center number that you selected is not active on this PC.	Press [Clear] and try again.
ENTRY TOO LARGE ENTRY TOO SMALL	The Revenue Center number was entered incorrectly.	Press [Clear] and try again.

Download a Revenue Center

	An operator may use the [UWS Download] keys to download the database for any Revenue Center listed in the PC to which this UWS is attached. This Revenue Center then becomes the first entry in the Revenue Center list in this UWS's record in the Workstation Table.
Example	George works in the cashier's cage at a busy establishment that uses 20 different Revenue Centers. Since 12 of these Revenue Centers are kept on the PC to which George's UWS is attached, George may download any of the 12. He is not limited to the 8 shared Revenue Centers listed in the Workstation Table for his UWS.
	George must occasionally perform operations in each of the 12 Revenue Centers, including closed check adjustments and tips paid operations.
	When required to perform an operation that does not involve Menu Item keys, George uses the [UWS Download, No MI] key to reduce the amount of time required to complete the download.
Privileges	An employee must be privileged to change Revenue Centers.
Program	Workstation Table ❍ Revenue Center Link fields 1 through 8 Keyboard File or Touchscreen File: ❍ [UWS Download] key ❍ [UWS Download, No MI] key Employee Class File: ❍ Authorize/Perform UWS Download New Revenue Center - Transaction Privilege #76 ❍ Change Revenue Centers- Transaction Privilege #79 ❍ Authorize Changing Revenue Centers- Transaction Privilege #80
Related	Sign In to UWS Revenue Center Pickup Checks in Other Revenue Centers Change Transaction Revenue Center

Change Keyboard

<table>
<tr><td>**Bar Keybrd**</td><td>

With Direct Keyboard Select Key

1. Press the key named for the keyboard you wish to activate—for example, [Bar Keyboard].

   If your system is programmed to require confirmation, the prompt, "CHANGE TO BAR KEYBOARD?", appears.

2. Press [Enter] or the keyboard select key again.

   The active keyboard changes to the one selected and the new name appears on the status line.

</td></tr>
<tr><td>**Keybrd Select NLU**</td><td>

With Keyboard NLU Keys

1. Press [Keyboard Select NLU]. A help screen appears with the list of keyboards from which to choose.

2. Type the number of the desired keyboard and press [Enter].

   If the prompt, "CHANGE TO [name] KEYBOARD?", appears, press [Enter] to confirm.

   OR:

1. Type the number for the desired keyboard.

2. Press [Keyboard Select NLU].

3. If the prompt, "CHANGE TO [name] KEYBOARD?", appears, press [Enter].

   The active keyboard changes to the one selected and a new name appears on the status line.
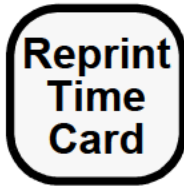
</td></tr>
</table>

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: CHANGE KEYBOARD	You are not privileged to use keyboard select keys.	An authorized person's ID must be entered.
SELECTED KEYBOARD NOT FOUND	The NLU number was entered incorrectly.	Press [Clear] and try again.
ENTRY TOO LARGE		
ENTRY TOO SMALL		

Change Keyboard

The term "keyboard" means one of the keyboard configurations programmed for your UWS or job function. You may have keyboards programmed that correspond with different menus, such as Lunch and Dinner, or with different Revenue Centers, such as Bar and Dining Room. Normally, separate keyboard overlay sheets are prepared to identify the key functions for each keyboard.	
Example	At 4:00 PM every day, the manager changes the keyboard from the Lunch keyboard to the Dinner keyboard. She selects the appropriate keyboard and changes the keyboard overlay to match.
Privileges	To change keyboards, an employee must be signed in on the UWS and be privileged to use keyboard select keys. In addition, the current keyboard must have keyboard select keys. Otherwise, the keyboard may only be changed from within System Configurator, which is outside the scope of this manual.
Program	Keyboard File or Touchscreen File: ❍ [Keyboard Select] key - Each keyboard should have a keyboard select key, preferably the same type key (direct access or NLU) and in the same location on each. ❍ [Keyboard Select, NLU] key - This key requires that the Keyboard Assignable screen be programmed. This screen is accessed by selecting **Page Forward** from the **Edit** menu of the Keyboard Detail window. Employee Class File: ❍ Authorized to Use Keyboard Select Key - Transaction Privilege #16 Workstation Table: ❍ Power-on Keyboard #1 ❍ Power-on Keyboard #2 (UWS/1)
Note	The keyboard select function does not apply to UWS/3 Touchscreens. Refer to the *8700 Feature Reference Manual.* The UWS/1 can have two keyboards daisy-chained together.

Reprint Time Card

Reprint Time Card

Procedure

1. Press **[Reprint Timecard]**.
2. Enter your ID number using the numeric keypad.
3. Insert a *blank* time card in the slip printer (if your system uses a slip printer).
4. Press [Enter].

   The entire time card prints.

Prompts

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

Reprint Time Card

This function would normally be used to replace a lost or damaged time card.

Example	Bill has lost his time card and needs a new one. He presses [Reprint Timecard] and receives the message: "AUTHORIZATION REQUIRED: REPRINT TIMECARD". He asks his manager to enter her employee number to authorize the reprint. After the manager enters her number, the time card reprints as shown below:

```
------------------------------------------------
416 JONES, BILL
TIME CARD #3                             PAGE 1
------------------------------------------------
     IN/OUT   TIME          #HRS DAY/PERIOD

1  IN            FRI  10AUG 02:36PM
                 416/500  WAIT STAFF
1  OUT           FRI  10 AUG 09:55PM
                 416                  7.32/7.32
2  IN            SAT  11AUG  08:15AM
                 416/100  HOST-DAY
2  OUT           SAT  11 AUG  12:15PM
                 416/BREAK
3  IN            SAT  11AUG  12:45PM
                 416/100  HOST-DAY
3  OUT           SAT  11AUG  16:56PM
                 416                  8:18/15:50
```

The time card provides the following information:
- Employee number, last and first name.
- The date and time of each clock in and clock out and whether or not it is a break.
- A clock detail count that records each complete clock-in/out cycle.
- Each clock-in includes the following:
  - Employee number (This should match the employee number in the time card heading.)
  - Job Code number and Job Code name that the employee clocked in under
- The cumulative time worked in hours and 1/100ths for the day and the period. The day is measured from the last clock in or the beginning of the work day, whichever is earlier. The period equals the total time worked since the last reset of the Employee Labor Detail report (usually the beginning of the pay period).

Privileges	You must be privileged to reprint a timecard. When a time card is reprinted, all clock in and out entries since the last reset of this employee's labor report are printed.
Program	Keyboard File or Touchscreen File: - [Reprint Timecard] key Employee Class File: - Authorize Reprint of a Timecard - Transaction Privilege #13
Related	Clock In Clock Out

Change Menu Level

Happy Hour

With Direct Menu Level Select Key

Press the key named for the (main or sub) menu level you wish to activate—for example, HAPPY HOUR.

The active (main or sub) menu level changes to the one selected, and the new name appears on the status line.

Bar Keybrd

With Menu Level NLU Key

1. Press [Main Menu NLU] or [Sub Menu NLU]. A help screen appears with the list of (main or sub) menu levels to choose from.

2. Type the number of the desired keyboard.

   OR:

   Type a number for the desired (main or sub) menu level (between 1 and 4) and press [Main Menu NLU] or [Sub-Menu NLU].

   The active (main or sub) menu level changes to the one selected, and the new name appears on the status line.

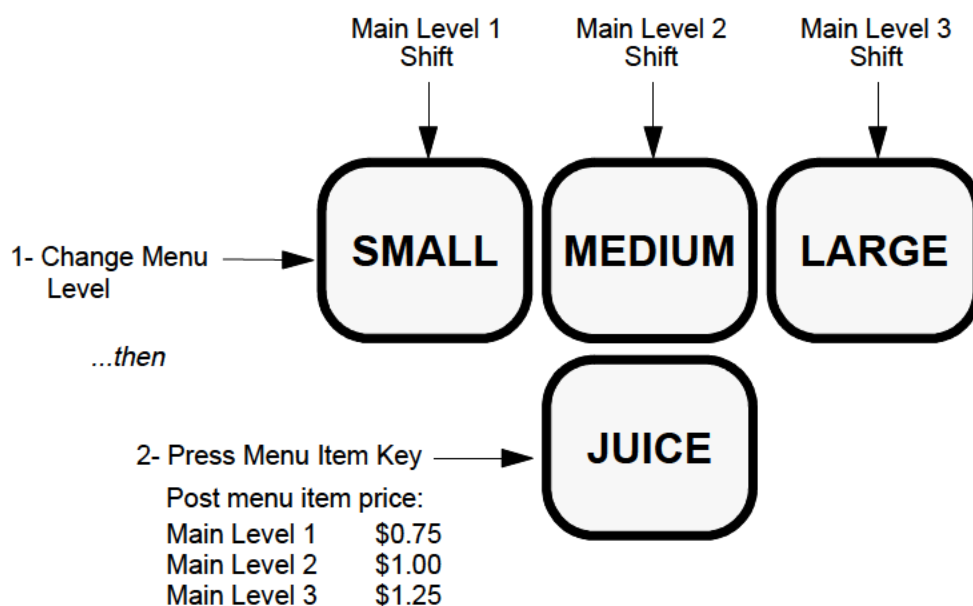### Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: CHANGE MAIN (SUB) MENU LEVEL"	You are not privileged to use menu level select keys.	An authorized person's ID must be entered.

Change Menu Level

Menu levels are generally used to control the availability of menu items or their prices. Up to eight Main Menu Levels and eight Sub Menu Levels may be programmed in your System. Menu levels are programmed to "pop-up" or "stay-down". A "pop-up" menu level is only temporarily active, while a "stay-down" menu level is active until you select another menu level.

"Auto Menu Level" is an option your System may be programmed to use. A main or sub menu level may be activated automatically for particular serving periods during specified days of the week.

Example	If a menu level called "LUNCH" is active, it allows all lunch menu items, but *not* dinner menu items even though they are on the keyboard. Likewise, since menu item prices can be linked to menu levels, selecting a menu item such as JUICE when a level called "LARGE" is active may call up a higher price than if the same item is selected when a menu level called "SMALL" is active.

Main Level 1 Shift → SMALL Main Level 2 Shift → MEDIUM Main Level 3 Shift → LARGE

1- Change Menu Level

...then

2- Press Menu Item Key → JUICE

Post menu item price:
Main Level 1 $0.75
Main Level 2 $1.00
Main Level 3 $1.25

Privileges	To change a menu level, an employee must be privileged to use the Main Menu Level and Sub-Menu Level select keys.
Program	Keyboard File or Touchscreen File: ○ [Main Level 1] through [Main Level 8] keys ○ [Sub-Level 1] through Sub-Level 8] keys ○ [Main Level NLU] key ○ [Sub Level NLU] key Employee Class File: ○ Authorize/Change Main and/or Sub Menu Level - Transaction Privileges #14 and #15 Revenue Center Descriptor File ○ Main Level Names 1 through 8, Sub-Menu Level Names 1 through 8
Related	Keyboard Select

Assign Cash Drawer 1 or 2

Assn Cash Drawr1

Automatic

No action required. A cash drawer is assigned to an operator at sign in.

Manual

1. Press [Assn Cash Drawer 1] or [Assn Cash Drawer 2].

   The current assignment is displayed, for example:

   > INACTIVE, JONES

   where "JONES" is the current operator.

2. At the prompt, "ASSIGN CASH DRAWER #n?", press [Enter] for "Yes", or [Clear] for "No".

   (You may also press the [Assn Cash Drawer #] key again for "Yes".)

> ### Note
> There are two new keycodes in V1.02 and later, [Asgn Csh Drawr] and [Unasgn Csh Drawr]. These new keys work differently from those in V1.01, and are not to be used at the same time. These new keys are explained at the end of this chapter.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: CASH DRAWER ASSIGNMENT	You are not privileged to assign a cash drawer.	An authorized person's ID must be entered.
NO CASH DRAWER ASSIGNED	A cash drawer assignment is required, but not made.	Assign cash drawer or cancel transaction.

Assign Cash Drawer 1 or 2

Your UWS may have up to two cash drawers. When a cash drawer is assigned to an individual operator, that cash drawer will open only when that operator is signed in. This provides the highest level of security.

Alternatively, several operators can be assigned to the same cash drawer. This is useful for bartenders who are allowed to "float" between UWSs.

Assign a Cash Drawer to One Operator:
If the User Workstation is programmed to require a cash drawer assignment (Type Definition #4 ON, Workstation Table), any assignment in the Operator File is ignored. This limits cash drawer access to a specific operator at this User Workstation. Once assigned, this operator becomes the default cash drawer operator. [Assign Cash Drawer] keys are used to change the default cash drawer operator assignment in the Workstation Table.

Assign a Cash Drawer to Several Operators:
If the cash drawer is not assigned by UWS in the Workstation Table (Type Definition #4 OFF), the setting of the Cash Drawer field in the Operator File is used. All operators with the same cash drawer assignment (1 or 2) can open the same cash drawer on this User Workstation, or any other UWS with #4 OFF. In this case, [Assign Cash Drawer] will have *no effect.*

Example	Bill is a bartender. At the beginning of his shift, the manager assigns Cash Drawer #1 to Bill, who is working at the Bar UWS. When Joe comes in to relieve Bill at the end of the shift, the manager uses [Assign Cash Drawer] to assign Cash Drawer #1 to Joe.
Privileges	You must be privileged to assign a cash drawer.
Program	Keyboard File or Touchscreen File: ❍ [Assn Cash Drawer 1] key ❍ [Assn Cash Drawer 2] key (if there are two drawers installed) Workstation Table: ❍ Assign Cash Drawer by User Workstation - Type Definition #4. This must set ON to enable [Assn Cash Drawer] keys. Employee Class File: ❍ Authorize/Perform Assignment of a Cash Drawer - Transaction Privilege #17. This is usually set ON for managers.
Related	Cashier Assignment
Note	Actual operation (opening and closing) of the cash drawer is controlled by options set in the Revenue Center, Operator, and Tender/Media Files. With one exception, these options are invoked by specific keys. The exception is the Revenue Center may be programmed to allow the cash drawer to open only if the balance due on the current transaction is zero.

No Sale

No Sale

Procedure

1. Sign in.
2. Press [No Sale].
   If the System is programmed to require the signed-in employee's ID, the prompt, "ENTER NO SALE EMPLOYEE ID", appears. Type the ID and press [Enter].
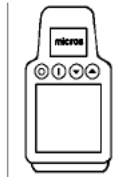
   The assigned cash drawer opens.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION REQUIRED: NO SALE	Not privileged to use [No Sale].	An authorized person's ID must be entered.
CLOSE CASH DRAWER 1 or CLOSE CASH DRAWER 2	After the cash drawer is opened with [No Sale], the operator is prompted to close the drawer.	
NO CASH DRAWER ASSIGNED	A cash drawer assignment is required, but not made.	A cash drawer must be assigned to this operator or to this UWS.
INVALID EMPLOYEE ID	The signed-in employee's ID is required to open the cash drawer using the [No Sale] key, and an incorrect ID was entered at the prompt.	Press [Clear] to continue and begin again.

No Sale

	The cash drawer normally opens only at the end of a transaction, when a [Tender/ Media] key is pressed that is programmed to open the drawer. [**No Sale]** opens the cash drawer outside of a transaction. The drawer will open only if the operator who is signed in is privileged to open a cash drawer.
Example	The bartender needs to make change for customers using the cigarette machine. He can press [No Sale] to open the cash drawer without having to begin and close a check.
Privileges	You must be specifically privileged to use [No Sale] and be privileged to open a cash drawer.
Reports	No Sale Count field - Employee Financial Report No Sale Count field - Serving Period Financial Report
Program	**Keyboard File or Touchscreen File:** ❍ [No Sale] key **Employee Class File:** ❍ Authorize Open Cash Drawer Using the NO SALE Key - Transaction Privilege #34 **Workstation Table:** ❍ Require Cash Drawer to be Closed Before New Transaction - Type Definition #3 **Revenue Center Parameters File:** ❍ Employee ID Required with [No Sale] key - Control Option #17
Related	**Assign Cash Drawer**

Media Loan

Optional (Not Required at Sign In)

1. Enter the amount of the media loan, for example, 7500 for $75.00.

2. Press [Media Loan]. If an amount entry is not made before pressing [Media Loan], the prompt, "ENTER MEDIA LOAN AMOUNT", appears. Type the amount and press [Enter].

   The loan amount displays, and the cash drawer opens if programmed to do so. Additionally, a validation chit may print if programmed to do so.

Required at Sign In

1. Sign in using your correct ID number. If you are programmed to enter a media loan amount at sign in, the prompt, "ENTER MEDIA LOAN AMOUNT", appears.

2. Type the amount of the media loan, for example, 7500 for $75.00.

3. Press [Enter].

   The loan amount displays, and the cash drawer opens if programmed to do so. Additionally, a validation chit may print if programmed to do so.

Prompts

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

Media Loan

This key records an amount of cash added to the cash drawer, often at the beginning of a shift, to be used for making change (often called an "Opening Bank").	
Example	At the beginning of her shift as manager, Susan uses [Media Loan] to issue a $200.00 bank to the cashier.
Privileges	These keys may be linked to a privilege group. If so, you must be privileged to use keys in the same group(s). Normally, only managers and persons assigned cashier responsibilities (and cashier totals) are privileged to use these keys. If a person is not privileged, an authorized person's ID number must be entered to perform the operation.
	An employee may be required to declare a media loan amount on first signing in. This has the same result as using [Media Loan], but ensures that the procedure is not overlooked. If you are programmed to declare a media loan at sign in, after signing in, the operator prompt will read, "ENTER MEDIA LOAN AMOUNT". The media loan is recorded exactly as if a [Media Loan] key was used, including validation and cash drawer operation.
Reports	[Media Loan] may also be linked to tracking totals to track loans and pickups by employee and to calculate cash drawer balances for balance reports.
Program	[Media Loan] is programmed in the Tender/Media File. The terms, "media loan" and "media pickup" may be customized. Your User Workstation keys with the same function may have different names.
	[Media Loan] may be programmed to require a validation and/or reference information. Reference information, if required, will be requested with the prompt, "ENTER MEDIA LOAN INFO", before the cash drawer opens. For example, in response to this prompt, a manager might enter: "Morning Cashier #1"
	Additional Options:
	Tender/Media File:
	❍ Open Cash Drawer - Type Definition - Pickup and Loan Keys #1
	Employee Class File:
	❍ Authorize/Perform Post of Tender/Media in Priv Group 1, 2, 3 - Transaction Privileges #58, #59, #60
	Operator File:
	❍ Bank Entry Required at Beginning of Shift - Type Definition #13
	Revenue Center Parameters File:
	❍ Cashier Totals Declaration Required with Tender/Media and Tips Paid - Control Option #1
	❍ Bank Tender/Media Link field
Related	Media Pickup

Media Pickup

**Media
Pickup**

Procedure

1. Type the amount to pick up, for example, "7500" for "$75.00."

2. Press [Media Pickup]. If an amount entry is not made before pressing [Media Pickup], the prompt, "ENTER MEDIA PICKUP AMOUNT", appears. Type the amount and press [Enter].

   The pickup amount displays, and the cash drawer opens if it is programmed to do so.

Prompts

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

Media Pickup

	This key records an amount of cash withdrawn from the cash drawer. This allows a manager to control the amount of cash on-hand in the cash drawer.
Example	During her Friday evening shift, Susan, the manager of a busy establishment, makes periodic "sweeps" of the two cash drawers to remove excess cash. Using [Media Pickup] to record the withdrawals and open the cash drawer, she removes $100.00 from each cash drawer at two hour intervals.
Privileges	These keys may be linked to a privilege group. If so, you must be privileged to use keys in the same group(s). Normally, only managers and persons assigned cashier responsibilities (and cashier totals) are privileged to use these keys. If a person is not authorized to use [Media Pickup], an authorized person's ID number must be entered to perform the operation.
Reports	These keys may also be linked to tracking totals to track loans and pickups by employee and to calculate cash drawer balances for balance reports.
Program	[Media Pickup] is programmed in the Tender/Media File. The terms, "media loan" and "media pickup" may be customized. Your User Workstation keys with the same function may have different names. [Media Pickup] may be programmed to require a validation and/or reference information. Reference information, if required, will be requested with the prompt, "ENTER MEDIA PICKUP INFO", before the cash drawer opens. For example, in response to this prompt, a manager might enter: "Petty cash removal; $20.00 for bug spray." <u>Additional Options</u> Tender/Media File: ❍ Open Cash Drawer - Type Definition - Pickup and Loan Keys #1 Employee Class File: ❍ Authorize/Perform Post of Tender/Media in Priv Group 1, 2, 3 - Transaction Privileges #58, #59, #60 Revenue Center Parameters File: ❍ Cashier Totals Declaration Required with Tender/Media and Tips Paid - Control Option #1 ❍ Bank Tender/Media Link field
Related	Media Loan

Line Feed

Shift

Clear

Procedure
Press [Shift]+[Clear].
The Roll Printer paper advances as long as keys are pressed.

Prompts
None.

Line Feed

[Shift]+[Clear] keys cause the integrated roll printer attached to a UWS/2 to feed a line each time the key is pressed. This allows you to advance a printed receipt or chit far enough to tear off.	
Press the keys as many times as needed. If you hold the keys down, paper will feed continuously until you release the keys.	
Example	When changing the paper in the roll printer, the line feed is used to advance the paper above the tear bar.
Privileges	None.
Program	Keyboard File: ❍ [Shift] key ❍ [Clear] key
Note	The "shifted function" of the [Clear] key is always a line feed, even if another shifted function is programmed in the Keyboard File. The UWS/1 and UWS/3 both use stand-alone roll printers. These printers have a line feed button on the front.

Shift Key

Shift

+

?

Procedure
Press [Shift] + [Key].

Prompts
None.

Shift Key

Each key on the keyboard can be programmed with two functions: one function which is directly accessed by pressing the key and a "shifted function," which is accessed by pressing the key in combination with [Shift]. Thus, many more functions can be placed on the keyboard.

The shifted function is only applicable to UWS/1 and UWS/2. The UWS/3 Touchscreen does not use shifted keys.

Example	Below is an example of a key with two functions listed, Begin Check by Table # and Begin Check by Check #. The function Begin Check by Check # can be accessed only when the key is pressed in combination with [Shift].
Privileges	none
Program	Keyboard File: ○ [Shift] key ○ Shifted Key field
Note	The shifted function of the [Clear] key is always a Line Feed. The Shifted Key field in the Keyboard File cannot be used for [Enter] and [Shift] keys.
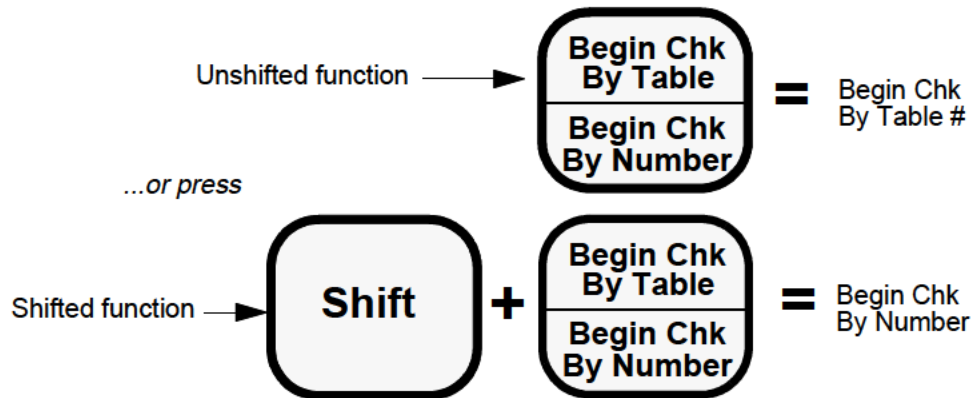
Function Lookup (FLU)

```
Check
Ops
FLU
```

Procedure

1. Press the desired FLU key, for example, [Check Ops].

   A numbered list of function keys displays.

2. Press the number of the desired function and press [Enter].

   OR:

1. Press the number of the desired function on the numeric keypad.

2. Press the appropriate [FLU] key.

Prompts

Certain function keys may have their own privilege restrictions. If you select a function that you are not privileged to use, a transaction message will display that requests an authorization number. Press [Clear] or have an authorized person enter their ID.

Function Lookup (FLU)

	FLU keys are used to list up to eight function keys such as Transfer Check, Adjust Closed Check, Tax Exempt, etc. FLU keys serve to conserve space and organize the keyboard layout.
Example	An FLU key labeled "Check Ops" is assigned to the keyboard. This key is programmed as shown below:

1- Press [FLU] key → **Check Ops**

2- Type number and press [Enter] →

```
1  Begin Check
2  Pickup Check
3  Adjust Closed Check
4  Reopen Closed Check
5  Split Check
6  Add/Xfr Check
```

George, a server in the restaurant, wants to adjust one of his closed checks. He does not know the FLU number for [Adjust Closed Check]. So, he presses [Check Ops] to get the list of check operation keys, then presses [3] [Enter] to adjust his check. George is a sharp guy. As he learns the system, he will probably remember most of the FLU numbers. When that occurs, he can adjust a closed check by pressing [3] [Check Ops].

Privileges	Certain function keys may have their own privilege restrictions. If you select a function that you are not privileged to use, a transaction message will display requesting an authorization number.
Program	Keyboard File or Touchscreen File: o [FLU] key
Related	Shift Function Key

Asgn & Unasgn Cash Drawer

**Asgn
Csh
Drawr**

**Unasgn
Csh
Drawr**

Procedure

1. Sign-in to a UWS with a Cash Drawer enabled.
2. Press [Asgn Csh Drawr] key
3. System will prompt:

    "Assign cash drawer #?"

4. Press [Enter] to assign or [Clear] to cancel. (You may also press the [Asgn Csh Drawr] key as confirmation).
5. To unassign a cash drawer, follow the same procedure using the [Unasgn Csh Drawr] key.

    A manager with the proper authorization may also unassign an operator from a cash drawer.

1. Sign-in manager to the UWS
2. Press [Unasgn Csh Drawr] key
3. System will prompt:

    "Select cash drawer to unassign"

    UWS will display a list of the current operator(s) assigned a cash drawer.

4. Select the operator to unassign (If only one drawer is assigned, press [Enter] or [Unasgn], if two drawers are assigned, enter the number of the operator you wish to unassign and press [Enter]).

Prompts

Prompt	What it Means	Action Required
UNASSIGN CASH DRAWER 1?	Confirm that you wish to unassign this cash drawer.	Press [Enter] for Yes, [Clear] for No.
UNASSIGN CASH DRAWER 2?		
SELECT CASH DRAWER TO UNASSIGN	Two Cash Drawers are assigned.	Select the operator and press [Enter] or [Unasgn].

Asgn & Unasgn Cash Drawer

Your UWS may have up to two cash drawers. The [Asgn Csh Drawr] and [Unasgn Csh Drawr] keys allow signed-in operators to assign a cash drawer to themselves. Only one operator can be assgined to a drawer at one time. When a cash drawer is assigned to an individual operator, that cash drawer will open only for that operator. This provides the highest level of security. A manager with the proper authorization (Transaction Privilege #17 set ON) may also assign and unassign individual operators. If there are two cash drawers available when an operator presses [Asgn Csh Drawr], that operator will automatically be assigned Cash Drawer #1. If a second operator presses [Asgn Csh Drawr], at the same UWS, they will be assigned Cash Drawer #2.
The following entries will appear in the Journal:

"Assign Cash Drawer #
Employee Number"

"Unassign Cash Drawer #
Employee Number"

Example	Bill is a bartender. At the beginning of his shift, Bill, who is working at the Bar UWS, assigns himself to Cash Drawer #1 using the [Asgn Csh Drawr] key. When Joe comes in to relieve Bill at the end of the shift, Bill uses the [Unasgn Csh Drawr] key to unassign Cash Drawer #1. Joe then signs-in to the UWS and uses the [Asgn Csh Drawr] key to assign Cash Drawer #1 to himself.
Program	Keyboard File or Touchscreen File: ○ [Asgn Csh Drawr] key ○ [Unasgn Csh Drawr] key Workstation Table: ○ Assign Cash Drawer by User Workstation - Type Definition #4. This must set ON to enable [Asgn Csh Drawr] and [Unasgn Csh Drawr] keys. ○ Number of Cash Drawers must have an number entry. Employee Class File: ○ Authorize/Perform Assignment of a Cash Drawer - Transaction Privilege #17. This is usually set ON for managers.
Related	Cashier Assignment Assign Cash Drawer 1 or 2

> **Note**
> These new keys work differently from [Assign Cash Drawer 1 or 2] and are not to be used at the same time.

Chapter

3

Touchscreen Keys (UWS/3 only)

Although there is little difference between the functionality of a Touchscreen UWS/3 and the micro-motion keyboards on the UWS/1 and UWS/2, some keys are available only on a Touchscreen. These functions are described in this chapter.

In this chapter

Introduction

When you sign in at a UWS/3, a "Default" Transaction Touchscreen will display based on how the system is programmed. The particular screen that displays is unique to each installation. Typically, each job function (for example, server, cashier, manager) has its own default transaction touchscreen that gives access to specific operations.

Default Transaction Touchscreens can be programmed in several files, depending on the establishment's preferences. When an employee signs in, the system reviews these files and produces the correct default transaction touchscreen based on the programming of these files. The chart below shows the files in which touchscreens can be programmed, the touchscreen priority level given to that file, and the field within the file that the system looks at when deciding which screen to display.

Priority Level	File	Field
1	Employee File	Training (ON or OFF)
2	Operator File	Default Transaction TS
3	Employee Class File	Default Transaction TS
4	UWS File	Default Transaction TS
5	Serving Period File	Default Transaction TS
6	Touchscreen Assignment File (RVC)	Screen Assignment Fields

Touchscreens programmed in higher level priority files will take precedence over others (1 is the highest priority level).

For example, when an employee signs in, the system looks at the Training field in the Employee File. If the server is in training, the system stops here and displays the Default Training Screen. If the server is not in training, the system looks to the next file. If the Operator File has a default touchscreen defined, this screen is displayed. If no touchscreen is defined in the Operator File, the system looks to the next file (Employee Class File), and so on.

2

Examples of Default Touchscreens

Below are examples of user-defined, default Touchscreens. Your particular touchscreen layout may differ.

Default Sign-In Used by all employees to clock in and to sign in; assigned in Touchscreen Assignment File.	CLOCK IN / SIGN IN / SCREEN LIGHTER / SCREEN DARKER / ENTER / CLEAR / 7 8 9 / 4 5 6 / 1 2 3 / 0
Default Transaction Used by operators to begin trans-actions and pick up checks.	BEGIN CHECK / PICK-UP CHECK / BEGIN TABLE # / PICK-UP TABLE # / ENTER / CLEAR / 7 8 9 / 4 5 6 / 1 2 3 / 0 / TRANS CANCL
Default Manager Used by managers to begin trans-actions, pick up checks, and to access UWS Procedures and UWS Reports.	UWS PROCEDURE / UWS REPORTS / BEGIN CHECK # / PICKUP CHECK # / BEGIN TABLE # / PICKUP TABLE # / FAST TRANS / FUNCTION KEYS / ENTER / CLEAR / 7 8 9 / 4 5 6 / 1 2 3 / 0 / TRAN CANCL
Default Alpha Entry Used when an alpha/ numeric entry is required.	A B C D E / F G H I J / L L M N O / P Q R S T / U V W X Y / Z / @ $ & / 7 8 9 / 4 5 6 / 1 2 3 / 0 00 . / CLEAR ENTER SHIFT

The Default Alpha Entry touchscreen (shown on the previous page) will display whenever an alpha (or numeric) entry is required. For example, when a reference number is required for a service charge.

Press [Clear] once to clear the letters or numbers from the current entry field. To remove the Alpha Entry touchscreen, press [Clear] again. If no alpha or numeric entry is made and you want to remove the alpha screen, press [Clear] once.

Screen Save Function

If, after two minutes, a key has not been pressed, the screen automatically darkens and remains dark until a key is pressed. This feature extends the life of the screen's backlight. No information is lost, only the backlight is turned off. Press the top portion of the touchscreen to turn the backlight on. Even though there are no keys in this area of the touchscreen, the UWS/3 will react and relight the backlight.

The UWS/3 may be programmed (in Diagnostics/Configuration mode) to ignore the first keystroke it receives when the backlight is turned off. If this feature is used, the first keystroke will simply turn the backlight on. Any subsequent keystrokes will be accepted and acted upon. Refer to the *8700 Hardware Installation Guide* (MICROS P/N 100038-093) for a description of the Diagnostic and Configuration functions of the UWS/3.

4

Screen Lighter/Darker (Contrast Up/Down)

Contrst
Up

Contrst
Down

Procedure

1. Sign in to the UWS.

2. Press [Contrast Up] or [Contrast Down] to adjust the screen to your satisfaction. As the key is held down, the Touchscreen becomes lighter or darker.

Prompts

None.

Contents   Index

The screen contrast keys control the contrast of the Touchscreen. An operator can sign in to a UWS/3, change the contrast of the screen, perform necessary transactions, and sign out. When the operator signs out, the contrast setting is saved in memory. The next time the operator signs in, the Touchscreen will be adjusted automatically. The UWS/3 will save the contrast settings for the last 20 operators who have signed in.	
Example	When Mary signs in she notices the overhead light is causing a glare on the Touchscreen. She presses [Contrast Down] until she can see the screen clearly. Until she changes this setting again, the screen will adjust itself to her screen contrast settings each time she signs in to the UWS/3.
Privileges	None.
Program	Touchscreen Screen File: o [TS Contrast Up] key o [TS Contrast Down] key

Previous Screen

Procedure

Press [Previous Screen].

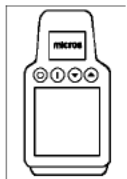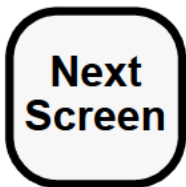The last, user-defined touchscreen is displayed.

> **Note**
>
> If several screens have been displayed and you wish to go back two or more screens, press [Previous Screen] as many times as necessary until the desired screen displays. However, note that [Previous Screen] disregards (or skips) SLU screens.

Prompts

None.

	[Previous Screen] is used with touchscreens to return you to the screen that was previously displayed. Your establishment's name for this key might be: [Done] or [Back]. [Cancel] may also be valid in some situations. This key disregards (or skips) SLU screens.
Example	Mary pressed [Salads] by mistake on her main food and beverage touchscreen. Luckily, there is a [Previous Screen] key programmed on the SLU screen that is generated by [Salads]. When Mary presses [Previous Screen], the Main Food and Beverage Touchscreen is displayed again. This scenario is illustrated below.

TACO SALAD	CEASAR SALAD	CALAMARI SALAD	CHEFS SALAD	PAGE UP
CHIX SALAD	FRUIT SALAD	HOUSE SALAD	PASTA SALAD	PAGE DOWN
POTATO SALAD	SHRIMP SALAD	ROMAINE SALAD	SEAFOOD SALAD	VOID
				Prev Scrn

1- Press key
2- Previous screen displays

SALADS	ENTREES	TENDERS		Service		Print	
		DISCOUNT/SERV					
APPS	SANDWCH	UWS PROCEDURE	7	8	9		
		UWS REPORTS	4	5	6		
SOUPS	SPECIAL	FUNCTION KEYS	1	2	3		
		SHIFT	0	.			

Privileges	None.
Program	Touchscreen Screen File: ○ [Previous Screen] key
Related	[Page Down] and [Page Up]
Note	For more information on touchscreen keys and concepts, refer to the *8700 Feature Reference Manual*.

3-8

Next Screen

Next Screen

Procedure

Press [Next Screen].

The next, user-defined touchscreen is displayed.

Prompts

None.

Contents   Index

\[Next Screen\] is used to display another user-defined screen. The screen that appears is defined in the Next Screen field for this key.	
Example	Mary is a server in the restaurant. During quiet periods, she often is required to take "to go" orders. In addition to her \[Begin/Pickup Table\] keys, Mary has a key on her Default Transaction touchscreen labeled "To Go," which allows her to bypass the normal table number and guest count requirement for starting a table. This key is really a \[Next Screen\] key, which has the Main Food and Beverage touchscreen defined in its Next Screen field. When Mary presses \[To Go\], she can enter the to go order and service total as usual. However, she is not required to enter the table and guest count information.
Privileges	None.
Program	Touchscreen Screen File: ○ \[Next Screen\] key
Related	Previous Screen
Note	For more information on touchscreen keys and concepts, refer to the *8700 Feature Reference Manual*.

Page Up and Page Down Keys

Page Up

Page Down

Procedure

Press [Page Down] to scroll to the next page of an SLU screen with multiple pages of detail.

OR:

Press [Page Up] to scroll to the previous page of an SLU screen with multiple pages of detail.

> *Note*
>
> [Page Up] and [Page Down] are dimmed if the display of items requires only one page. Additionally, if the first page of an SLU screen is being displayed, [Page Up] is dimmed. When the last page of the SLU screen is being displayed, [Page Down] is dimmed.

Prompts

None.

[Page Up] and [Page Down] appear on SLU screens that contain multiple pages of detail, if they are programmed. These keys are dimmed if the display of items requires only one page. Additionally, if the first page of an SLU screen is being displayed, [Page Up] is dimmed. When the last page of the SLU screen is being displayed, [Page Down] is dimmed.

Example	While entering an order, Mary selects a salad that requires a dressing, so an SLU screen displaying the available dressings appears. There are too many dressings to fit in the space of the screen, so a second page is created. [Page Down] scrolls from the first page to the next to access more dressings. Notice that, on the first page, [Page Up] is dimmed. On the next page, [Page Down] is dimmed (there are no items to require an additional page).

First Page

1000 ISLAND	BLUE CHEESE	FRENCH	7 SEAS	PAGE UP
HOUSE	ITALIAN	PLAIN	OIL & VINEGAR	PAGE DOWN
RUSSIAN	CEASAR	HONEY MUSTARD	LEMON	VOID / DONE

Next Page

			PAGE UP
YOGURT	PEPPER	RANCH	PAGE DOWN
			VOID / DONE

Privileges	None.
Program	Touchscreen Screen File: ○ [Page Up] key ○ [Page Down] key

3-12

Home/End Keys

Procedure

Press [Home] to display the first page of an SLU screen with multiple pages of detail.

OR:

Press [End] to display the last page of an SLU screen with multiple pages of detail.

> *Note*
>
> [Home] and [End] are dimmed if the display of items requires only one page. Additionally, if the first page of an SLU screen is being displayed, [Home] is dimmed. When the last page of the SLU screen is being displayed, [End] is dimmed.

Prompts

None.

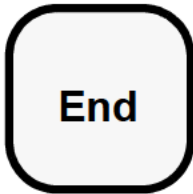|	
[Home] and [End] can appear on SLU screens that contain multiple pages of detail, if they are programmed. These keys are dimmed if the display of items requires only one page. Additionally, if the first page of an SLU screen is being displayed, [Home] is dimmed. When the last page of the SLU screen is being displayed, [End] is dimmed.	
Example	See the example for [Page Up] and [Page Down] on page 3-12. [Home] and [End] work the same way.
Privileges	None.
Program	Touchscreen Screen File: ○ [Home] key ○ [End] key

Screen Lookup (SLU)

Salads

Procedure

Press the desired [SLU] key, for example [Salads].

A new screen of generated keys displays.

Prompt

None.

Contents   Index

A Screen Lookup, or SLU, is another way to program one Touchscreen to call up another. When pressed, an SLU key scans the System's appropriate file (Menu Item, Tender/Media, Discount, Service Charge) for each item with a matching SLU number. A Touchscreen key is created for each item, and in turn, a Touchscreen is generated for these linked keys.

Example	Let's say all the salads (Ceasar Salad, House Salad, etc.) are grouped together. In this case, an SLU key could be programmed and named "Salads." When the [Salads] SLU key is pressed (shown highlighted in the diagram below), a new Touchscreen is generated and displays all menu items linked to the [Salads] SLU key.

SLU key

SALADS	ENTREES	TENDERS	Service		Print
		DISCOUNT/SERV			
APPS	SANDWCH	UWS PROCEDURE	7	8	9
		UWS REPORTS	4	5	6
SOUPS	SPECIAL	FUNCTION KEYS	1	2	3
		SHIFT	0	.	

Generated keys

TACO SALAD	CEASAR SALAD	CALAMARI SALAD	CHEFS SALAD	PAGE UP
CHIX SALAD	FRUIT SALAD	HOUSE SALAD	PASTA SALAD	PAGE DOWN
POTATO SALAD	SHRIMP SALAD	ROMAINE SALAD	SEAFOOD SALAD	VOID / Prev Scrn

Privileges	None.
Program	Refer to the *8700 Feature Reference Manual*.
Related	Post Menu Items with NLU Key
Note	An SLU is similar to the NLU, or Number Lookup, concept. SLUs differ from NLUs in appearance, in that when an SLU screen is generated, the selections appear directly on the Touchscreen, rather than in a pop-up help window on the operator display. SLUs do not require a numeric entry as do NLUs.

Chapter 4

Basic Guest Check Operations

In this chapter

Introduction

All sales transactions must be posted to a guest check. A service round begins when a check is picked up or opened by any of the following four methods:

❑ By table number (assigned by an operator, and the operator also assigning the check number)

❑ By table number (assigned by an operator, and the System assigning a check number)

❑ By check number (assigned by an operator or by the System)

❑ By "fast transaction" (check number assigned by the System)

Table numbers and/or the check numbers are used to identify the guest check and all order output.

Seat Handling

Seat handling is a means for identifying individual guests on a check. When seat numbers are active on a system, check detail can be assigned to individual seat numbers. Order information can also include seat numbers to aid in preparation timing and in assembling orders for delivery.

An operator may assign seat numbers to each menu item when an order is placed. Or, menu items may be programmed to increment the seat number automatically.

In this diagram, the order receipt detail is grouped by seat number (seats 3 and 4 are empty).

Table 101/ Group 1

Seats at a table in the restaurant dining room.

```
          Dining Room
       Kitchen - Hot Prep

412 JON
--------------------------------
TBL 101/1              GST 2
--------------------------------

SEAT 1
    1  Nachos
    1  Burger

SEAT 2
    1  Soup
    1  Club

--------------------------------
CHK 48      JAN22'93 13:32
```

Check Number
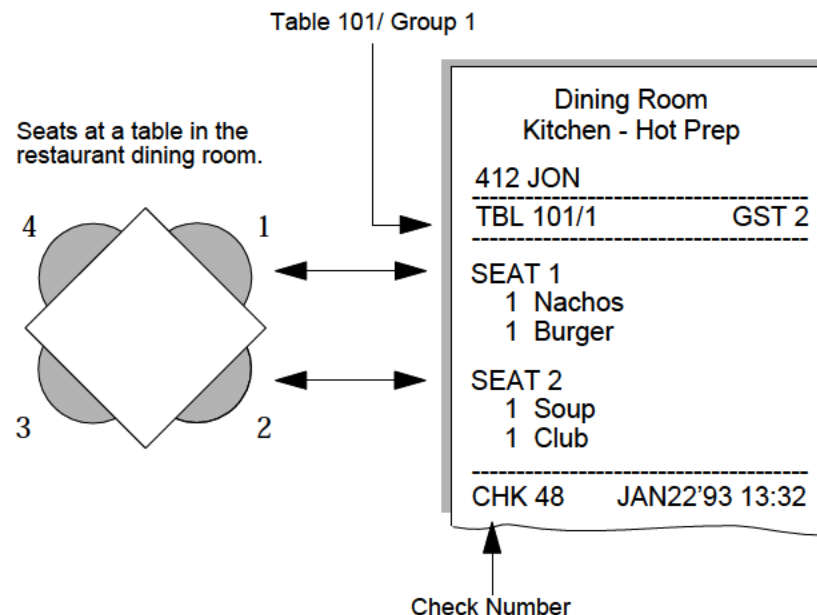
Assign/Change/View a Cashier

Assign Cashier

Automatic

No action is required. Cashier totals are linked to operators in the Operator File.

Assign Cashier

1. Sign in.
2. Enter cashier number and press [Assign Cashier].

   The cashier name appears on the UWS display. This cashier remains active until either of two events occur:

   ❑ The cashier assignment is changed again, using [Assign Cashier] as described.

   ❑ The operator completes a transaction (if cashiers are programmed to be "pop-up").

View Active Cashier

Press [Assign Cashier]. (You do not have to be signed in to the UWS.) The operator display shows one of the following:

   ❑ The name of the active cashier.

   ❑ "INACTIVE" (No cashier is currently assigned.)

Prompts

Prompt	What it Means	Action Required
ENTER YOUR CASHIER NUMBER	Cashier totals are required to begin a transaction, and no cashier is assigned.	Press [Clear]. Assign a cashier.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Cashier totals are required to post [Tender/Media] or [Tips Paid] keys, and no cashier is assigned.	Press [Clear]. Assign a cashier.
TRANSACTION IN PROGRESS	[Assign Cashier] was pressed while another check was open on this User Workstation.	Press [Clear] to continue. Service total or cancel the current transaction before assigning a new cashier.
CASHIER DEFINITION NOT FOUND	You entered an invalid cashier number.	Press [Clear] and try again with the correct cashier number.
TOO MANY DIGITS IN CHECK NUMBER ENTRY	More than four digits were entered.	Re-enter the check number, using four digits or less.

Contents

Index

<table>
<tr>
<td colspan="2">This key is used to assign cashier totals. Your system may be programmed to assign cashier numbers automatically or to allow operators to assign cashier numbers. If operators assign cashier numbers, they may be assigned to individual employees, in order to balance a cash drawer, or they may be assigned to a UWS, in order to balance a shift.</td>
</tr>
<tr>
<td>Example</td>
<td>Bob, the bartender, has arrived to begin his shift. Bob needs to assign a cashier. In this case, cashier links are assigned to individual operators. After signing in to the system, Bob assigns himself a valid cashier link.</td>
</tr>
<tr>
<td>Privileges</td>
<td>You must be privileged to assign or change cashiers.</td>
</tr>
<tr>
<td>Program</td>
<td>

Keyboard File or Touchscreen File:
- [Assign Cashier] key

Employee Class File:
- Authorize/Perform Assignment and Changes of Cashiers - Transaction Privilege #42

Workstation Table:
- UWS Assigns Cashier - Type Definition #9. Set this ON if cashier totals are assigned to a UWS (i.e., cashier totals are used to balance a shift.) Set this OFF if cashier totals are assigned to individual operators (i.e., cashier totals are used to balance a cash drawer.)

Revenue Center Parameters File:
- Cashier Totals Declaration Required with Tender/Media and [Tips Paid] - Control Option #1.
- Require Cashier Totals to Begin a Transaction - Control Option #2.
- If No Transaction Operator Cashier Totals, Post to Check Operator Cashier Totals - Posting Option #8
</td>
</tr>
</table>

Begin Check by Check Number

Begin Check By Num

System Assigns Check Number

1. Sign in.
2. Press [Begin Chk By Num].

   A new check with the number assigned by the System appears, ready for transaction entries.

Operator Assigns Check Number

1. Sign in.
2. Enter check number and press [Begin Chk By Num].
3. If a table number is required, enter the table number.

   A new check with the operator assigned number appears, ready for transaction entries.

Prompts

Prompt	What it Means	Action Required
TABLE NUMBER ENTRY REQUIRED TO BEGIN A GUEST CHECK	You are programmed to begin checks by table number.	Press [Clear]. See *Begin Check By Table Number.*
THIS OPERATOR IS NOT ALLOWED TO BEGIN A CHECK	You are not privileged to use a [Begin Check].	A privileged employee must sign in to begin a check.
TRANSACTION IN PROGRESS	[Begin Check] was pressed while another check was open on this User Workstation.	Press [Clear] to continue. Service total or cancel the current transaction before beginning a new check.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.
CHECK NUMBER nnn ALREADY EXISTS	You entered a number already used for a currently open check.	Press **[Clear]** and try again with a new check number.
TOO MANY DIGITS IN CHECK NUMBER ENTRY	More than four digits were entered.	Re-enter the check number, using four digits or less.
CHECK NUMBER ENTRY TOO SMALL (LARGE)	Check number is outside Revenue Center check number range. (For example, 1000-2000.)	Re-enter the check number within the specified range.

Contents

Index

This key is used to begin checks by check number. Your system may be programmed to assign check numbers automatically or to allow servers to assign check numbers.	
Example	Bob, the bartender, has a customer that wishes to order lunch. Bob needs to begin a guest check by check number. In this case, the system automatically assigns the check number, so all Bob needs to do is press [Begin Check By Num].
Privileges	You must be privileged to begin a guest check. You also may be required to begin a check by table number. In this case, you cannot begin a check by check number.
Reports	This key adds to the "Checks Begun" field and the "Checks" field on Financial reports and the Open Check and Closed Check reports.

Program	Keyboard File or Touchscreen File:
	
	  o [Begin Check By Num] key
	
	Employee Class File:
	
	  o Can Create New Check Using Begin Check Key - Transaction Privilege #3. (Note: requires a link to an operator set of totals.)
	
	Revenue Center Configuration File:
	
	  o PC With Check And Status Files field - Enter the number of the PC (from the PC Table) that is used to store the Open Check File and the Closed Check File.
	
	Revenue Center Parameters File:
	
	  o Operator Assigns Check Numbers - Option #1. Set to 1 if applicable. See note below for more information.
	
	  o Minimum Check Number, Maximum Check Number fields. Enter the lower and upper range for check numbers for each Revenue Center. See note below for more information.

Related	Begin Check by Table Number Fast Transactions

Note	Guest check numbers can be assigned by the 8700 System automatically. To avoid duplicating a guest check number in two Revenue Centers, we recommend that each Revenue Center be assigned an exclusive range of guest check numbers. For example, in Revenue Center #1, check numbers could range from 1 to 1000. In Revenue Center #2, check numbers could range from 1001 to 2000.
	Alternatively, check numbers can be assigned by the operator. Some restaurants issue servers a stack of guest checks printed with the restaurant logo and consecutive check numbers.
	A manager may use specific check numbers (e.g., 999) to ring complimentary menu items.
	If the system is programmed to have the operator assign check numbers, the only restriction is that two checks with the same number cannot be open at the same time. Check numbers can be duplicated provided that the first check is closed before a second with the same number is opened.

Contents

Index

Begin Check by Table Number

Begin Check By Tbl

With Numeric Table Numbers

1. Type the table number and press [Begin Check By Tbl].

2. Enter the number of guests, if required. Type the number and press [Enter] or [Guests].

   A new check appears. Notice that the system automatically adds a group number to the display of the table number (for example, the display might read TBL 4/2, where "2" is the group number).

With Alphanumeric Table Numbers

1. Press [Begin Check By Tbl]. On a UWS/3, the alphanumeric keypad displays. On a UWS/1 or UWS/2, the alphanumeric keys are active.

2. Type the table number using the alpha and numeric keys and press [Enter].

3. Enter the number of guests, if required. Type the number and press [Enter] or [Guests].

   A new check appears.

Prompts

Prompt	What it Means	Action Required
TABLE ENTRY NOT FOUND	The number entered does not exist for tables.	Press [Clear], and try again with a correct table number.
ONLY ONE CHECK ALLOWED PER TABLE	Programming allows only one check open per table. The table number entered has open check.	Press [Clear] and repeat with correct table number; or, close the existing check and repeat procedure.
ENTER CHECK EMPLOYEE ID	You are programmed to declare who the check is being started for (for example, a manager starting a check for a server, or a cashier who rings the servers' orders).	Type an employee number (not ID) and press [Enter].
THIS OPERATOR IS NOT ALLOWED TO BEGIN A CHECK	You are not privileged to use a [Begin Check] key.	Sign out at UWS. A privileged employee must sign in to begin check.

4-8

[Begin Chk By Tbl] begins a check by table number. The 8700 System may be programmed to use either 5-digit Table Numbers, or 4-character Table IDs.

The number to the right of the "/" in a table number display is the group number (for example, in the table number display LN12/1, 1 is the group number). As subsequent checks are begun at same table, the 8700 System will assign consecutive groups numbers to each check.

Example	Mary has been seated with a party of four at table 1. After taking their order at the table, she goes to the UWS to enter the order. To begin a check, she presses [1] [Begin Chk By Tbl]. The system asks Mary for the number of guests. She enters "4" and the check is begun. A check number and group number are automatically assigned to the open check. Since this is the first group at this table, the group number is 1. If there was a check already open for table 1, the group number would be 2.
Privileges	You must be privileged to begin a check.
	You may begin a guest check (whether by table or by check number) that will be handled by other employees. For example, a cashier who takes room service orders to be handled by and credited to other servers (see Require Check Employee Number with New Checks below).
Reports	This key adds to the "Checks Begun" field and the Checks Field section on Financial reports and posts to the Open Check Report.
Program	Table File
	Keyboard File or Touchscreen File:
	○ [Begin Chk By Tbl] key
	Revenue Center Parameters File:
	○ Print the Table Number Double Wide on Guest Checks Only - Format Option #3
	○ ON = Use 5-digit Table #; OFF = Use 4-character Table ID - Option #18
	Employee Class File:
	○ Can Create New Check Using Begin Check Key - Transaction Privilege #3. Note: requires a link to an operator set of totals.
	○ Authorize Opening of Checks for Multiple Groups at a Table - Transaction Privilege #30
	Operator File:
	○ Table Number Entry Required to Begin/Pickup Checks - Type Definition #1
	○ ON = Use Employee Number to Open Check for Another Employee - Type Definition #4. Set ON to require this employee to enter their employee number when opening a guest check for another employee.
	Revenue Center Configuration File:
	○ PC With Check And Status Files field - Enter the number of the PC that is used to store the Open Check File and the Closed Check File.

Contents		Index

Related	Begin Check by Check Number Edit Table Number Fast Transactions

Begin Check by ID

Begin Check By ID

1. Type the Guest Check ID and press [Begin Check by ID], or press [Begin Check by ID] and enter the ID.

   If you press [Begin Check by ID] on a UWS/3, an alpha entry touchscreen displays

2. Enter the table number, if required. Type the number and press [Enter].

3. Enter the number of guests, if required. Type the number and press either [Enter] or [Guests].

   The check appears and the System is ready for your next entry.

   To maintain unique IDs, the System updates Guest Check ID information in real time. Although the ID can be edited, it cannot be deleted.

   The [Trans Cancel] key can be used in conjunction with a guest check that contains an ID. However, if after the first service round a change is made to an ID, [Trans Cancel] will not cancel any changes made to the ID in that service round.

Prompts

Prompt	What it Means	Action Required
INVALID CHECK ID	Blank spaces were entered instead of alphanumeric characters.	Press Clear, and enter the correct ID number.
ENTER CHECK ID	The System is programmed to require a check ID with the [Begin Check].	Enter a valid check ID number, press enter.
CHECK WITH ID <ID> ALREADY EXISTS	A check is already open with that ID numeric/alpha entry.	Press Clear, and enter another ID numeric/alpha entry.

This key is used to begin checks by a numeric, alpha, or alphanumeric ID number. A unique Guest Check ID, up to 16 characters, is entered for each guest check.

Example	A local softball team drops by the bar to celebrate after the big game. The players tell the bartender that they would like separate checks. To simplify keeping track of 10 different guest checks, the bartender decides to use each player's jersey number as a guest check ID. When the left fielder, #37, orders a drink, the bartender presses [Begin Check by ID], and enters **37** as the ID.
	If the bartender's record in the Operator File is programmed to require a Guest Check ID when beginning a check, the bartender may use any key to begin a guest check, and the System will prompt for a Guest Check ID.
	After the players have been served, another customer enters the bar, orders a drink, and asks to run a tab. The bartender says, "Sure, what's your name?" The customer replies, "Steve". Since this is the second Steve running a tab at the moment, the bartender presses [Begin Check by ID] and enters *Steve - two* as the ID. (Of course, a smart bartender also asks for a credit card, and performs an initial authorization when the check is begun, in case Steve - two forgets to settle up.)
Privileges	You must be privileged to begin a guest check. You may also be required to begin a check by table number. If this is the case, you cannot begin a check by check number.
Reports	This key adds to the "Checks Begun" field and the "Checks" field on Financial reports and the Open Check and Closed Check reports.
	The guest check ID prints on the Open Check and Closed Check reports, as part of the guest check detail.
Program	Keyboard File or Touchscreen File:
	❑ [Begin Check By ID] key
	Employee Class File:
	❑ Can Create New Check Using Begin Check Key - Transaction Privilege #3. (Note: requires a link to a set of operator totals.)
	Operator File:
	❑ Guest Check ID Required to Begin/Pickup Checks - Type Definition #16
	Revenue Center Configuration File:
	❑ PC With Check And Status Files field - Enter the number of the PC (from the PC Table) that is used to store the Open Check File and the Closed Check File.
	Revenue Center Parameters File:
	❑ Operator Assigns Check Numbers - Option #1.
	❑ Minimum Check Number, Maximum Check Number fields. Enter the lower and upper range for check numbers for each Revenue Center.

Related	Begin Check by Check Number
	Begin Check by Table NumberEdit Guest Check ID
	Fast Transactions

Contents | Index

Begin Check for Another Operator

Begin Check By Num

Begin Check By Tbl

Enter

System Prompts for Employee Number or ID Number

1. Sign in.
2. Press [Begin Chk By Num] or [Begin Chk By Tbl].
3. If necessary, enter a check number or table number. The System displays one of two prompts:

   Enter Check Employee ID

   or

   Enter Check Employee Number

4. Enter the employee number or Employee ID of the employee for whom you are opening this check. (If you are prompted for an Employee ID, the System will accept either a keypad entry or a magnetic card swipe.)

   A new check appears, ready for transaction entries. Your last name appears in the upper right corner of the display. The check employee's name and employee number appear in reverse video on the blue status line, and again in the transaction summary.

Auto Begin Check

1. Sign in.
2. Enter the employee number or Employee ID of the employee for whom you are opening this check. (If an Employee ID, the System will accept either a keypad entry or a magnetic card swipe.)
3. If necessary, enter a check number. (This option cannot be used to open checks by table number.)

   A new check appears, ready for transaction entries. Your last name appears in the upper right corner of the display. The check operator's name and employee number appear in reverse video on the blue status line, and again in the transaction summary.

4. If necessary, assign a table number using the [Table Number] key.

Prompts

❑ Refer to the prompts listed for "Begin Check by Check Number" on page 4-5 and "Begin Check by Table Number" on page 4-8.