



MWS 5500

In-Store Technology User Guide

KTEC

Version 2.4 – 11/2008

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Section 1: The POS System

The POS System

In this section, you will learn about:

- In Store Technology Overview
- POS and Cash Register Functions
- Keyboard
- Terminal Display Screen
- Basic POS Operations
- Manager POS Functions and the Manager Key
- POS Reset and troubleshooting
- Troubleshoot Receipt Printer
- Assembling a POS Crash Kit

In Store Technology – Overview

What is all this stuff? In-store technology can be defined as the tools we use to collect, save and distribute information. The tools consist of hardware (such as a computer workstation or mouse) and software (like a computer program or application.) The hardware in our stores includes the Point of Sale (POS) registers and our Manager Workstation (MWS) computer system. The software we use is comprised of several different programs, all of which are designed to make your lives much easier by organizing information in a way that allows you to effectively manage your stores and provide the Ultimate Ice Cream Experience.

Data, Information and Reports

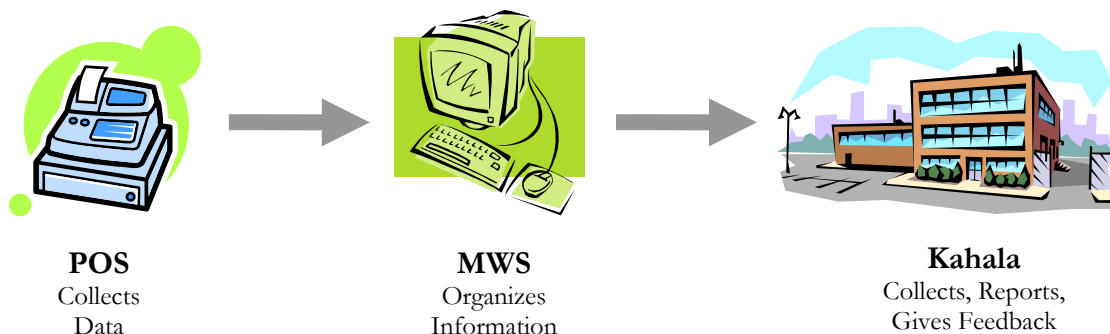
Let's think about data as random pieces of information. **Data** can exist as numbers, text, or graphics. Some examples of data on the POS include: a waffle cone, a crew member's name, the exact time your crew member clocked in or the dollar amount tendered at the register. Your POS register collects data and organizes it to make it more practical.

Information is data that has been organized in a specific way. Some examples of information include: the number of waffle cones you sold during the day, how many crew members are clocked in, or the amount of your sales totals. Your POS can produce this information in the form of simple reports.

A **report** is simply information that has been organized in a way that is most useful to you. You can print several reports directly from your POS register that classify your sales, transactions, and labor information. Your MWS PC can display, save and print many more reports—often with even more information.

Sales Information Flow

All Cold Stone locations have at least two POS terminals and an MWS computer that are connected together in a local area network (LAN). Data is collected at the register in the form of a transaction. Transaction data flows into a data collection file (database) in your MWS computer. The MWS has several programs that assemble the data as information. Your MWS automatically sends your sales information to Kahala by e-mail.



Manager Layout

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Use a manager number to move between the main layout and the manager layout.

- Press MGR #
- Enter a manager number
- Press MGR #
- Press SHIFT KEY
- Lift main layout to use manager layout
- Press SHIFT KEY to return to main layout (only needed when LVL2 is on display)

Function Keys

Function keys are programmed to perform specific operational tasks on the POS cash register. They may be used to generate a report, execute a procedure, or used for special discounts and promotions. Examples of common function keys:

CASHIER is used to logon every cashier

CLEAR is used to erase numbers or clear an error condition

CLOCK IN/CLOCK OUT are used for crew members as a time clock

BREAK OUT is used for crew members as a time clock break

RECEIPT STOP key is used to disable the receipt printer

RECEIPT ISSUE is used to print a receipt if the printer is disabled

NO TAX is used to strip taxes from the current transaction

Coupon PLU's

Coupon PLU's are keys programmed to coincide with Marketing campaigns. You can gauge the effectiveness of a campaign by tracking the usage of the Coupon PLU keys. Coupon PLU's have been designed to increase sales. Below is an example of Coupon PLU's:

PLU 123 Birthday
 PLU 164 Free Kids Create
 PLU 165 BOGO Kids Create
 PLU 205 Free Plain Waffle
 PLU 167 1/2 off Like It Shake
 PLU 168 1/2 off Love It Shake
 PLU 169 1/2 off Like It Smooth
 PLU 170 1/2 off Love It Smooth
 PLU 183 \$1 off "Why Wait"

F	NATIONAL MARKETING
O	PLU 123 Birthday
R	Monday Madness
	PLU 164 Free Kids Create
	Twofor Tuesday
S	PLU 165 BOGO Kids Create
U	Waffle Wednesday
	PLU 205 Free Plain Waffle
P	Thirsty Thursday
P	PLU 167 1/2 off Like It Shake
	PLU 168 1/2 off Love It Shake
O	PLU 169 1/2 off Like It Smooth
R	PLU 170 1/2 off Love It Smooth
T	Fast Lane Fridays
	PLU 183 \$1 off "Why Wait"

Speed Keys

Speed Keys increase speed of service by combining several actions into one:

Speed tendering Keys (\$5 - \$10 - \$20)

These keys are quick way to enter a common value of currency.

Next \$\$ key (next dollar up key)

Used to enter the next greater dollar amount above a given total

Tandem Menu keys

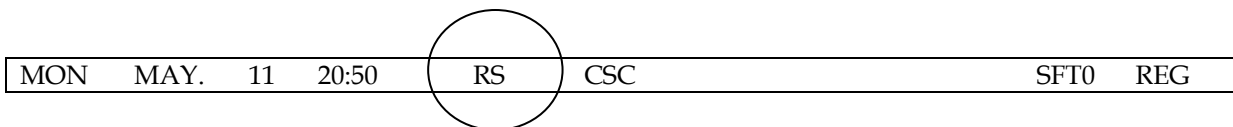
Allow you ring up 2 menu items using 1 key

Gotta Have It				
IC	CREATE	CREATE	CREATE	SIG
DIP		PLAIN	DIP	
Love It				
IC	CREATE	CREATE	CREATE	SIG
DIP		PLAIN	DIP	
Like It				
IC	CREATE	CREATE	CREATE	SIG
DIP		PLAIN	DIP	
More				
IC	CREATE	CREATE	CREATE	SIG

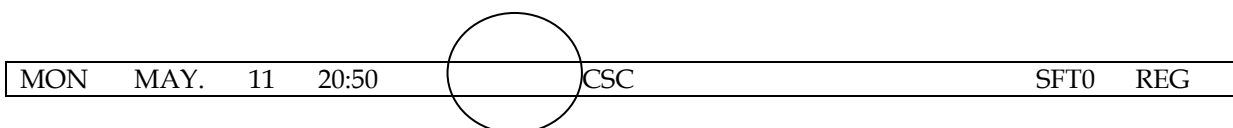
Tandem keys used for creations ordered with a waffle product.

Receipt Stop

If you do not want to print customer receipts, press and release the "RECPT STOP" key until "RS" displays at the bottom of your screen, see figure below.



If you want to issue receipts at this register, press and release "RECPT STOP" until "RS" no longer appears at the bottom of the display.



Common Workstation Keys



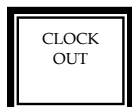
*The **RECEIPT STOP** key toggles the customer receipt on or off. Press it once to turn off the receipt. Press it again to turn on the receipt. (An "RS" message at the bottom of the screen indicates the receipt is stopped.)*



This key is used to perform manager functions at the register, no key is required. The code and manager status levels are set in POS Programming.



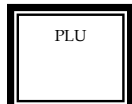
Use this key to clock in at the beginning of a shift or day.



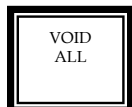
Use this key when you clock out at the end of a shift or day.



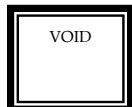
Use this key to track Crew Member breaks. Use of the Break Out key is noted on the Labor TimeKeeping report with a "B".



*Use the **PLU** key to register coded Coupon items. After you enter the Coupon code number, press this key to register the item. You can also use this key within the report and PLU program screens to access an item by its PLU number.*



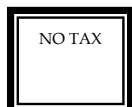
*The **VOID ALL** key cancels all items and all information you have entered for the current transaction.*



*Use the **VOID** key to void (cancel) the last item you registered, or to void an item entered earlier in the transaction. VOID cannot be used to erase an item from a transaction that has already been finalized.*



Use this key to refund an item from an order already paid.



*The **NO TAX** key strips all taxes from the current transaction. Once you press this key, the sales tax cannot be restored to the transaction.*



All transactions rung using this key are tracked in a separate destination enabling a separate total to be given for those sales.



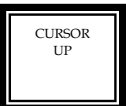




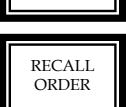

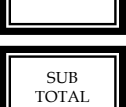


This key is used to distinguish the order as a "To Go" order; the customer is purchasing the product and taking it out of the store to consume. This button is only used in the states of Ohio and California.



This key is used to distinguish the order as an "Eat In" order; the customer is purchasing the product and eating it at the store location. This button is only used in the states of Ohio and California.

Common Workstation Keys (Continued)

	<p><i>The PROMO key changes an item price or subtotal to zero. To register an item free of charge, press the PROMO key before the item key. If you press PROMO before Subtotal (Promo Subtotal), it changes the prices of all registered items to zero.</i></p>
	<p><i>The Fundraiser Donation key is used to remove all fundraiser donations from your net sales to ensure you do not pay royalty and advertising against those sales.</i></p>
	<p><i>Use this key to scroll up thru items on the LCD display. You will CURSOR UP for Promos and Voids.</i></p>
	<p><i>Use this key to scroll down thru items on the LCD display.</i></p>
	<p><i>Use this key when a customer presents a credit card as payment for an order and leaves you a tip. You need to apply the CHARGE TIP prior to finalizing the sale</i></p>
	<p><i>Used to print receipt for last order or in conjunction with the Paid Order Recall button to print a receipt from a previous order.</i></p>
	<p><i>If you fill all available lines of the workstation screen, a "Buffer Full" message displays. When this happens, you can press GROUP PAYMT to continue with the large order.</i></p>
	<p><i>Recall Order allows you to recall orders to your register screen for review. You can also print a receipt after you return the order to the screen.</i></p>
	<p><i>This key automatically tenders a cash payment rounded to the nearest dollar value. For example, if the transaction total is \$4.85 your system tenders a \$5.00 cash payment when you press NEXT\$.</i></p>
	<p><i>The SBTL (Subtotal) key displays the transaction total, including any applicable sales tax, at any point in the transaction.</i></p>

Common Workstation Keys (Continued)



Before each transaction, use your CASHR# (Cashier) key to enter your cashier code.



Use CLEAR to free the workstation from an error condition. It also lets you erase numeric data that has not yet been registered. For example, if you accidentally press the '2' key, CLEAR erases it from the screen.



Use the \$20 Speed-Tendering key to close a transaction when the customer gives you a twenty-dollar bill. This key automatically enters a \$20.00 cash tender.



Use the \$10 Speed-Tendering key to close a transaction when the customer gives you a ten-dollar bill. This key automatically enters a \$10.00 cash tender.



Use the \$5 Speed-Tendering key to close a transaction when the customer gives you a five-dollar bill. This key automatically enters a \$5.00 cash tender.



Use this key when a customer presents a credit card as payment for an order.



Within a customer order, use the CASH key to close an order paid with cash. Within the program and report menus, use the CASH key to advance from one screen to the next and to exit any of the manager programs and routines.



The Gift Certificate Redeemed key registers the redemption of a gift certificate coupon. It is programmed with a preset amount of \$5.



To adjust the brightness of your display press and release the "LCD" key repeatedly until the desired brightness is achieved.



Runs an individual cashier report at the register.



Runs snap shot labor report at the register.



Use the @ key to register multiple item quantities.

Common Workstation Keys (Continued)



Use this key to enter a manual Coupon amount.



Money put in the register for deposits or cash returned on a Paid Out.



Money taken out of the register for goods or services rendered.

Terminal Display Screen

The terminal display screen is the register LCD that displays food orders, cash transactions, register modes, special register menus, and other items that prompt you to take action on the POS.

The terminal display screen has three columns, which display up to three orders. When you enter a new order, it first appears in the far right column of the screen (called the work area). Each time a new transaction begins, the order moves from the work area, which is current, to the left of the screen, which represents past orders, or non-current data. The left two columns (columns 2 and 3) show the 2 previous orders.

The three most current orders stay on the screen until you turn the keylock to another mode. If screen saver is enabled, the Counter Terminal display goes blank after the programmed amount of time. You can press any key to restore the screen.

#112 OUT	#113 OUT	#114	OUT
1 LG ICE	1 KZ ICE	1 RG YOGRT	4.29
CREAM			
TXTL .37	TXTL .37	TXTL .35	
TOTL 4.96	TOTL 4.96	TOTL 4.64	
CASH 5.00	CASH 5.00	CASH 5.00	
CHNG .04	CHNG .04	CHNG .36	
MON MAY. 11 20:50	LVL1	DEE	SFT0 REG
Column 3	Column 2	Column 1 "Work Area"	

The illustration above shows the terminal display screen with 3 orders, #112, #113, and #114.

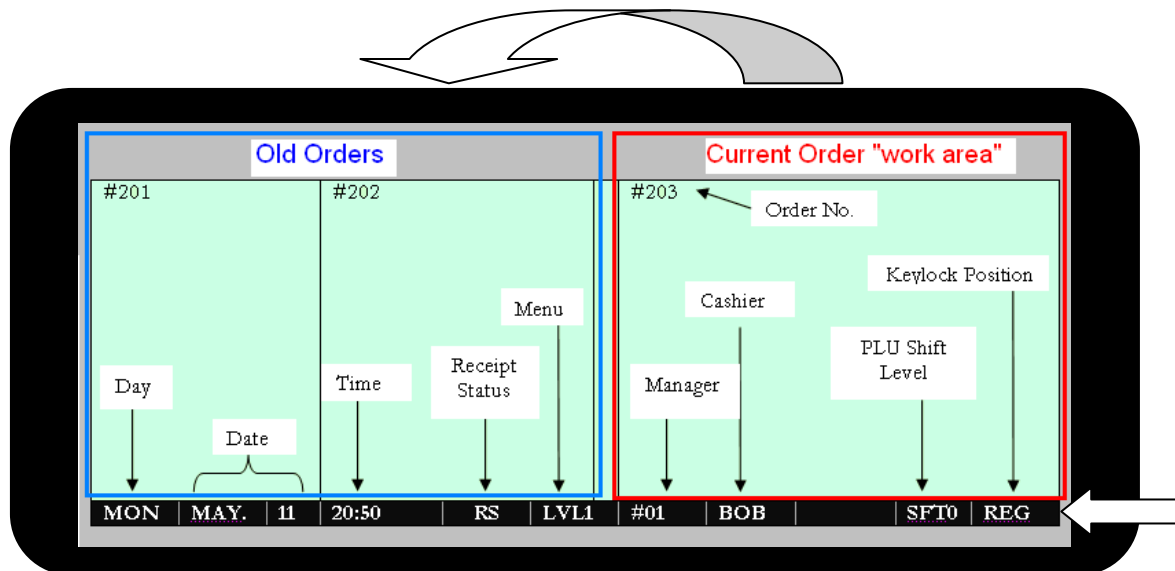


On the manager layout is the **LCD key**. Press the LCD key repeatedly until the desired level of brightness is achieved. The terminal display screen can also be rotated towards or away from the cashier to help minimize glare.

Continued on next page

Terminal Display Screen (Continued)

Old orders scroll from right to left across the display:



The bottom area of the terminal display screen contains a horizontal status bar that displays register information that is common to all modes. These visuals provide a hint about the current register mode, cashier, or transaction.

Clock In and Clock Out

At the beginning of every shift, each crew member must clock-in using the POS register. This procedure ensures that the POS will accurately track crew hours for payroll and provide precise time and attendance reports for labor scheduling.

1. Enter your **employee number** Example: **1 2 3 4**

2. Press **CLOCK IN**

CLOCK IN

3. Enter a **Job Code** Example: **1**

4. Press **CLOCK IN**

CLOCK IN

Cashier Log On

Every cashier begins an order by logging onto the register with their cashier number. To begin any transaction:

1. Press **CASHR#**

CASHR #

2. Enter your **cashier number** Example: **1 7**

3. Press **CASHR#**

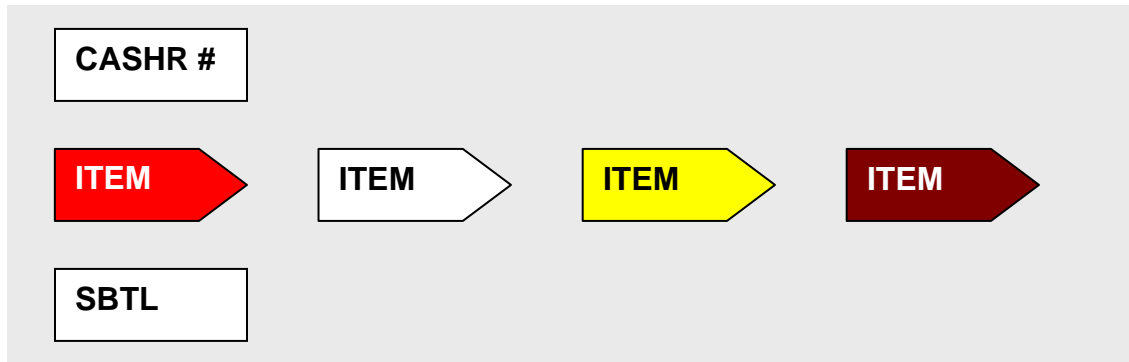
CASHR #

The terminal display screen will display the cashier name in the lower status bar while they are logged on to the POS:

MON	MAY.	11	20:50	LVL1	DEE	SFT0	REG
-----	------	----	-------	------	-----	------	-----

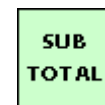
Entering Food Orders

All food orders begin and end the same way for all transactions. Food orders always begin with a cashier number logon, followed by the items, and then subtotal. The order must be subtotaled prior to tendering the sale.



Example – How to Ring a simple order:

1. Press **CASHR#**
2. Enter Cashier Number
3. Press **CASHR#**
4. Press an Item Key
5. Press **SUBTOTAL**



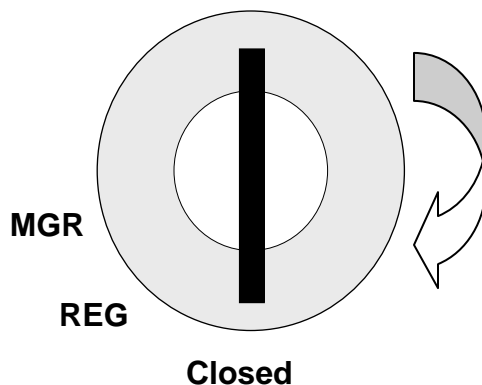
Manager POS – Overview

The POS register offers additional utilities that are frequently used by a manager or supervisor. Some of these features can only be accessed if the manager key is used to place the POS into manager mode. Other functions, like approvals for coupons or voids, simply require entering a manager number to authorize the procedure. Although a manager number can be used for most manager operations, we strongly suggest that the MGR key number be used as the primary approval method on the POS.

Register keylock functions

To turn on your register, turn the keylock clockwise from Closed to REG position.

The register keylock can be used to place the POS register into different modes. The position of the keylock determines which screen or "mode" displays when you turn on your POS workstation. For normal operations, you need only two keys to access the register: REG key and MGR key. These keys provide the first level of security for your workstations.



Register Modes

Closed: Workstation is not in use and the keyboard is disabled

REG: Standard operational mode

MGR: Manager Register functions or manager override

Key Access Positions

REG Key: Can be used for Closed/REG

MGR Key: Can be used for Closed/REG/MGR

Continued on next page

Keylock Positions

The position of the keylock determines which screen or "mode" displays when you turn on your POS workstation. In order to go into MGR Mode, you must have access to the MGR key. The keylock positions and their range of access are described below:

Closed

When you are not using a workstation, turn the keylock to the Closed position. When the keylock is in this position the customer display reads "Closed," and the keyboard is disabled.

REG (Registration) Mode

Use this keylock position for normal daily operations. After you turn to REG Mode, you can remove the key from the keylock.

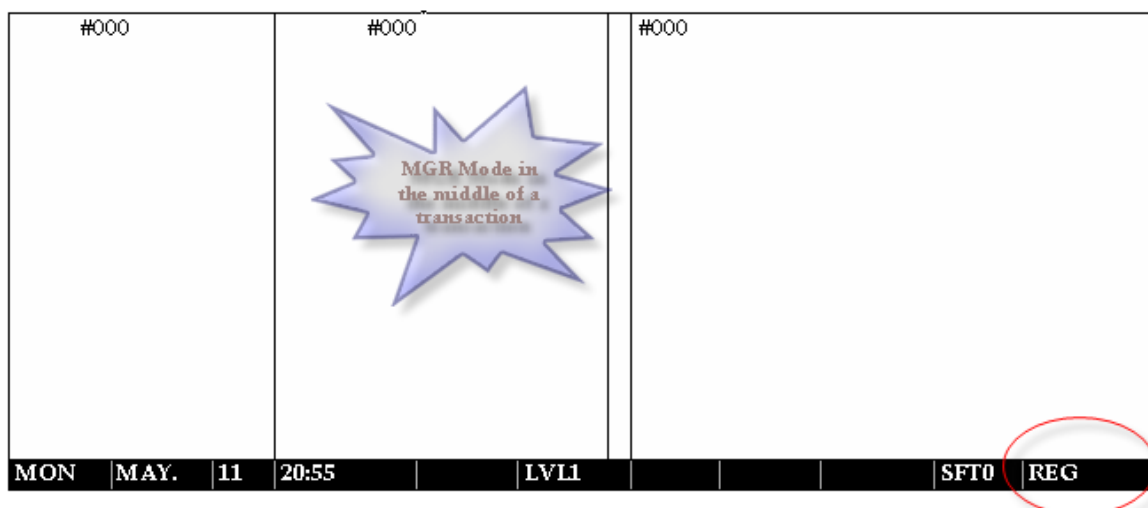
MGR (Manager) Mode

If you turn to MGR Mode during a customer order, you are in "manager override" mode. The screen is almost identical to the one you see in REG Mode. If you turn to this mode outside of an order, the menu shows the options described below.

Manager Mode within a transaction

If you are in the middle of a customer transaction when you turn the keylock to MGR Mode, you are in "manager override" mode and the screen is almost identical to the screen you see in REG Mode. Manager override is a mode that allows you access to functions that would need approval during a normal order. For example, a Void All or Refund Keys might require the MGR key turned to MGR Mode during the transaction.

Manager Override:

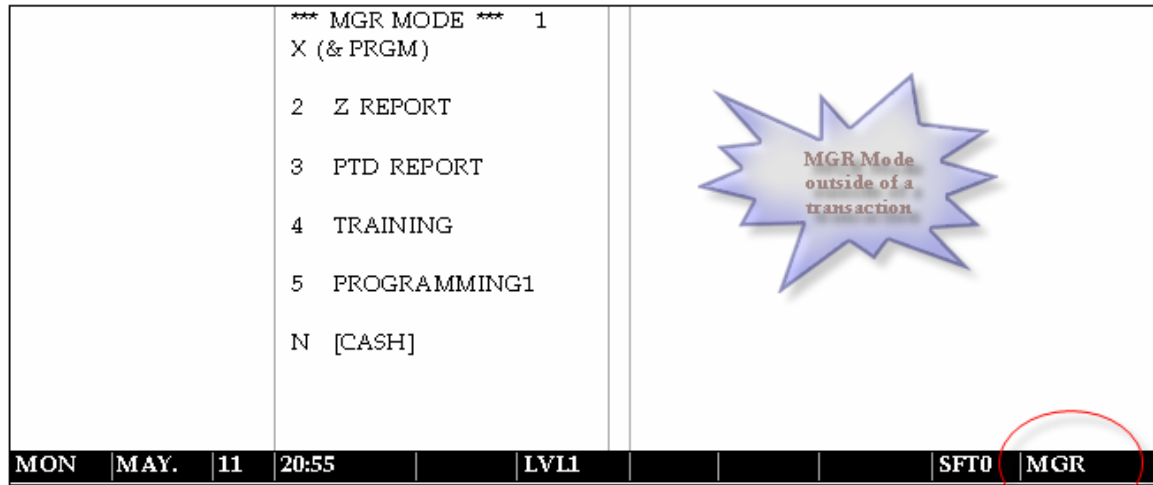


If you are in the middle of a customer transaction when you turn the keylock to MGR, the screen is almost identical to the screen you see in REG Mode.

Manager Mode outside a transaction

If you are in not in the middle of a customer transaction when you turn the keylock to MGR Mode, you are presented with the manager mode menu. The manager mode menu allows you to select from a list of common manager functions that can be performed at the register.

Manager Mode:



If you are outside of a transaction when you turn the keylock to MGR, the screen displays the MGR Mode menu. This menu lists everything you can access from the MGR keylock position.

Manager Mode Options

Option 1—X1 & Program mode

This mode displays a menu with daily programs, accounting functions, and with X1 reports. X1 reports provide a look at daily sales activity, without affecting or resetting the totals. These are the reports you can print from the register during the day.

Option 4—training mode

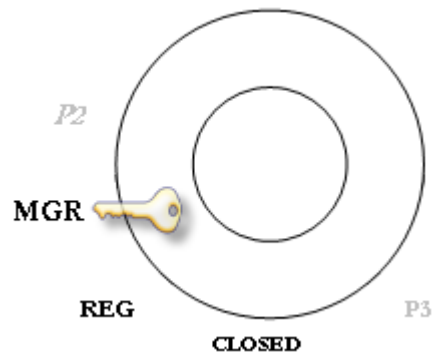
Training Mode places the workstation in a "practice" mode. New cashiers can use this mode to get hands-on system experience, without affecting your report totals.

Continued on next page

Selecting Manager Mode Options

When you turn the keylock to MGR Mode outside of a transaction, the MGR Mode screen displays. You can only access the MGR Mode menu by using your Manager Key. Use the following steps to select an option from this screen:

Turn the key to MGR Mode



The screen displays the MGR Mode menu:

*** MGR MODE *** 1									
X (& PRGM)									
2 Z REPORT									
3 PTD REPORT									
4 TRAINING									
5 PROGRAMMING1									
N [CASH]									
MON	MAY.	11	20:55		LVL1			SFT0	MGR

1. Enter the **number** listed to the left of your selection
2. Press **CASH**
3. If you want to escape from a menu, press **CASH**

Note: If you are in the middle of a transaction when you turn to MGR Mode, the REG Mode screen displays. Finish the transaction and start over.

Training Mode

The Training Mode option lets you place the register in a "practice" mode. New cashiers can use this mode to get hands-on system experience, without affecting your daily report totals.

Turning On Training Mode

Use the following procedure to place the register in Training Mode:

		*** MGR MODE *** 1			
		X (& PRGM)			
		2 Z REPORT			
		3 PTD REPORT			
		4 TRAINING			
		5 PROGRAMMING1			
		N [CASH]			
MON	MAY.	11	20:55	LVL1	SFT0 MGR

1. Turn the keylock to **MGR Mode**
2. Press 4
3. Press the **CASH**

Note: If your program disables Training Mode, the screen will not display the Training Mode option and you cannot continue this procedure. If "Enter Manager" displays, log on a manager number before you select this option.

You will be presented with the screen shown below:

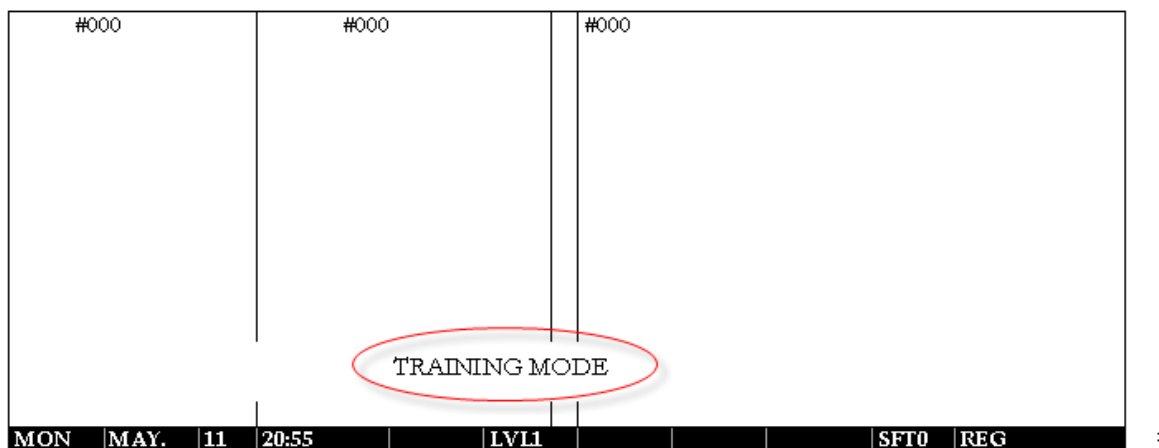
		*** TRAINING ***			
		0 REGISTER			
		1 TRAINING			
		N [CASH]			
MON	MAY.	11	20:55	LVL1	SFT0

1. Press 1
2. Press **CASH**
3. Press **CASH**

Turn your keylock back to REG Mode.

Continued on next page

Once you are in Training Mode, you will see this message at the bottom of your display:

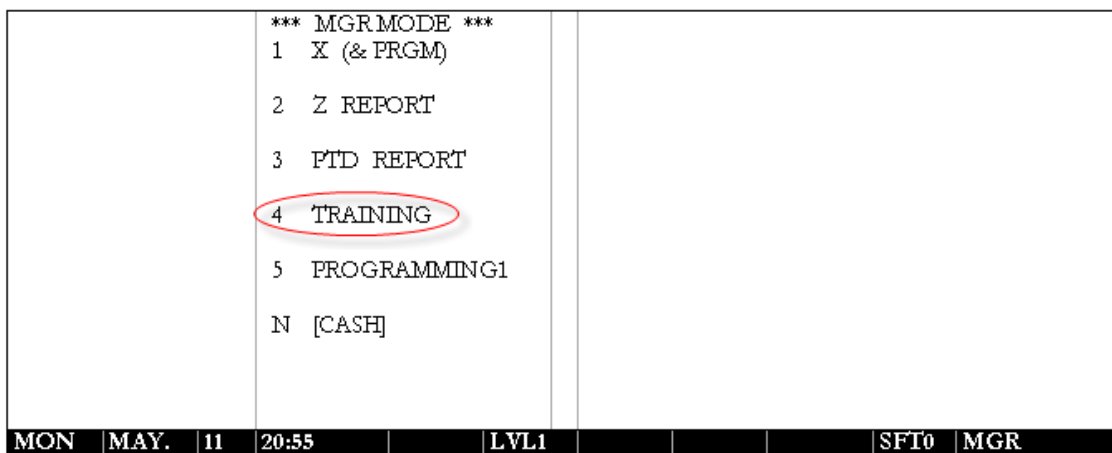


Note: Depending upon your program, cash drawers or coin dispensers can also be disabled while the register is in Training Mode.

Turning Off Training Mode

When you are ready to leave the Training Mode, use the following procedure to resume normal operations.

1. Make sure you finalize all Training Mode transactions before you start this procedure
2. When all Training Mode transactions are finalized, turn the keylock to MGR Mode



Select the Training option by doing the following:

1. Press 4
2. Press CASH
3. Press 0 and then
4. Press CASH (this will select Register Mode transactions)
5. Press CASH to exit Training Mode
6. Turn your keylock back to REG Mode

Note: Make sure the register screen no longer displays the Training Mode message. If the message displays, Training Mode is still active on your register. Cash drawers and coin dispensers are automatically reactivated as soon as you take the workstation out of Training Mode.

Manager Logon

In addition to the use of a MGR key, a manager logon number can be used as an alternate method to authorize manager-compulsed activities on the POS. Manager-compulsed activities may include any discounts, all voids, coupons and specific reports. The POS terminal display screen will display CALL MANAGER and you will need to enter a **Manager Number** using the following procedure:

1. Press **MGR #** key



2. Enter your manager number

Example: 1 2 3 4

3. Press **MGR #** key



To view your Manager's daily activities, refer to the Manager Report located in your Historical Reports.

Note: To log off your manager number, press the MGR key. Enter 0 (zero) and press MGR again. Make sure your number clears from the register display.

Using the Manager Logon number

Managers and owners will need to make their own decision regarding which method is preferred, however Kahala strongly discourages the use of the manager number as the primary method to authenticate manager compelled actions on the POS. Below is a brief comparison of the two methods to authorize a manager action:

Method	Advantages	Disadvantages
MGR Key	Requires a manager's physical presence at the POS; Less susceptible to abuse or misuse by crew	Slower; use cannot be monitored, may require distribution of a key; can be lost or stolen
MGR Code	Fast; convenient; use can be monitored by register report, cannot be lost	Can easily be shared or observed by crew; more susceptible to abuse

Common Manager Functions

Below is a summary of the most common functions using the manager (MGR) key or manager number for approval. Your POS system can be programmed to force any key to be manager compelled. Kahala strongly recommends the following functions be programmed to ALWAYS require manager approval:

Void all

The Void All function cancels everything you have entered within an order prior to taking cash. To cancel the current order, you press the Void All key. This function should only be used in the case of a customer who leaves because they have no cash. The void all key should always be programmed as a manager compelled function.

Refunds

The refund key is used to issue refunds. To refund an order, simply press the refund key and enter the item exactly the same as a normal order. The refund key should always be programmed as a manager compelled function.

Manager discounts


The MGR DISC key is used to issue discounts. This key has a preset discount percentage of 100%. To issue a discount, enter the order, press SBTL, then press the MGR DISC key. The manager discount key should always be programmed as a manager compelled function.

Common Register Reports

Below is a list of common reports that can be run directly from the POS. Reports run from the POS will print out to the register tape. To generate any report from the register, simply press the report function button on the POS keyboard. If the POS terminal display prompts you to CALL MANAGER, simply use the manager key or manager number to complete the task.

The list below is a summary of the most common reports that are run from the register:

Report Name	What it Shows	How it's used
Cashier report	Shows the activity of a specific cashier who was logged onto a register	Can be used as a measure of sales performance by a single crew member
Register report	Shows all transaction activity for a register	Commonly used for balancing a drawer or for inventory data
PLU report	Shows all PLU activity for a register	Used to view number of specific menu items sold, and percentage of sales that item represents
Time Keep Report	Shows time keep activity; job codes, regular and over time hours, cost	Used to view crew hours worked

 **NEVER** generate a financial report with the manager key set to MGR mode. A financial report run in manager mode will reset all POS data—which means you will lose all cumulative sales data for the day.

POS Manager Reset (Used for PC Offline)

On some rare occasions, the POS register might lose communications with the back office MWS computer and go offline. When this happens, the POS will display the message “PC Offline”, which really means that the POS needs to be reset. Manager Reset is the procedure used to restore normal communications and get the POS back online with the network.

To perform a manager reset on the POS:

1. Turn the MGR key clockwise to manager mode
2. Turn off the power to the register (the power switch is located on the bottom of the register towards the back of the right hand side)
3. Hold down the CLOCK IN key
4. While holding down the CLOCK IN key, turn the power back on (you will hear two beeps if done correctly; a long beep followed by a short beep)
5. Release the CLOCK IN key
6. Press 1 to continue
7. Press the CREDIT key
8. Turn the manager key back to register mode

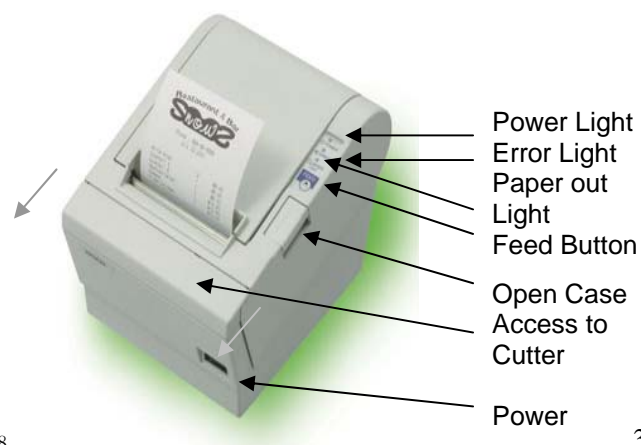
If POS Reset fails to restore communications with the back office MWS PC, perform a computer restart on the PC, then try a POS reset again. If your POS continues to stay offline, contact the Help Desk for troubleshooting support.

Receipt Printer Reset

In the case of a paper jam or printer malfunction, the POS receipt printer can be reset.

To perform a printer reset:

1. Turn the printer power switch off
2. Hold down line feed button
3. While holding down the line feed button, turn the power switch on
4. Release feed button (It will print a short receipt with settings printed on it)
5. Press and release the feed button (It will print a long receipt)
6. Once it is done printing, turn power switch off and back on



Assembling a POS “Crash Kit”

In the event of a POS system outage, you should be prepared to continue transactional operations your store. Kahala strongly recommends that you assemble a POS crisis kit or "crash kit" that can be used to continue business until you are back online with your system.

Your POS crash Kit should contain the following items:

- Telephone Number for the Help Desk
- Solar-powered calculator
- Pens & Pencils
- Customized pricing sheets
- Order forms/Receipt book
- Tax chart
- Cash reconciliation form
- Flashlight and batteries
- Manual Credit Card Machine
- Manual Credit Card Slips (carbon)
- Credit Merchant phone # with account #'s for manual authorization
- Keys to register drawers

**For System Support with your Panasonic 5500 POS Registers contact:
POS Technology Help Desk
877-811-3811**

Section 2: The MWS System

The MWS System

In this section, you will learn about:

- System Hardware and Network
- PC Security
- Using MWS Software
- Daily MWS Procedures
- POS Programming
- Sales and Labor Reporting Tools
- Time, Labor and Attendance Changes

System Hardware: The Equipment

This section describes the basic hardware components of your Panasonic Managers Workstation system. It is important to be familiar with your hardware in the event that you need to discuss an issue with support.



The system – comes as a package with the Dell Optiplex Server, 15" flat screen monitor, standard keyboard and mouse. The Dell PC runs as a server that connects to each of the POS workstations (registers).



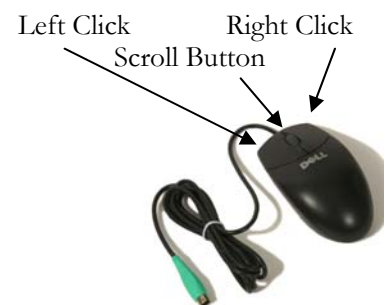
CDRW Drive
Extra Bay
Floppy Drive
Extra Bay
Power Button



AC Power In
Voltage Switch
Serial Port
Parallel Port
Integrated Graphics
P2 Ports – Mouse and Keyboard
USB Ports
Ethernet (MWS LAN)
Modem



Keyboard



Power Button - when the monitor is on, the light above the power button will be green. If the light is orange, that indicates that either the PC is turned off or the connection between the monitor and the PC has been terminated.



PowerVars – your computer can be damaged by power disturbances in three different ways: Destruction, (visible because and usually accompanied by charred components and immediate system failure), low magnitude power disturbances (not visible until the component fails), and very low magnitude power disturbances (those that interfere with the computer's ability to make proper logic decisions). Disruptive power disturbances are known to cause system lock-ups, lost files, communication errors and “no trouble found” service calls. PowerVars must be used at each register and the PC to prevent these disturbances.

Connectivity Lights – these lights will be green if the network is functioning properly. You should know where your cables are connected and where they connect to the PC, the switch and registers.



Local Area Network (LAN)

A local area network (LAN) is a computer network that allows multiple computers to communicate with each other and other office machines. The network cabling system used by each Cold Stone store is called Ethernet. All of the cables connect together into a central routing box called a switch.

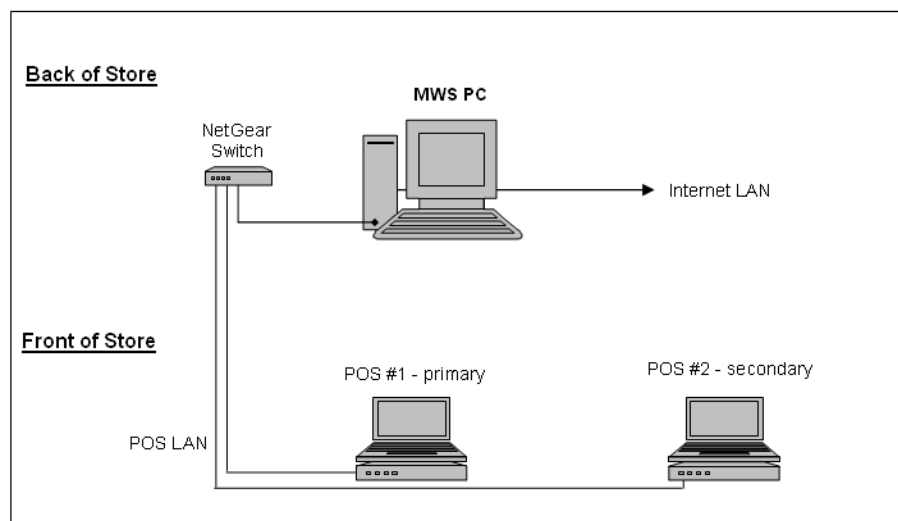
Point of Sale LAN

The Point of Sale LAN is responsible for communication between the register and the back office computer.

Internet LAN

The Internet LAN allows you to use a high speed internet connection.

The MWS network in your store



It is important to become familiar with your MWS hardware in the event that you need to discuss any PC or networking difficulties with a technical support vendor.

MWS PC security

Security for the MWS should always be a primary concern for an owner or manager. To protect the integrity of your financial reporting investment, you should make it a policy to offer only limited access to the MWS machine. The two main reasons we want to limit access are:

- **Internet cruising** can be a distraction for crew members but also can be a gateway for harmful programs to be downloaded to your system without your knowledge. This is more than a major headache, it's a business liability.
- **Viruses** are most common in e-mail and usually prompt the user to click on an attachment before they do any harm. One wrong click on a malicious program can ruin 2-3 days of operational data and potentially wipe out a year's worth historical data. Take some time to educate yourself regarding virus detection and prevention. (*See section 4 on Norton SystemWorks and virus protection*)

Using password protection to control access to the MWS PC (and all of its resources) is your best defense against malicious content and PC abuse. Every MWS PC comes loaded with basic password protection that grants limited access to crew members (no Internet privileges) and full access for managers.

A new PC is set up with the following 5 Users before it is shipped:

Administrator – for store owner use, password may be changed.

DoNotTouch – used to run eManager services. Do not change the password.

Store Manager

User Name: storemgr

Password: storemgr

- Has full access to installed programs
- Has full access to the Internet
- Has access to MWS programming

Shift Manager

User Name: shiftmgr

Password: shiftmgr

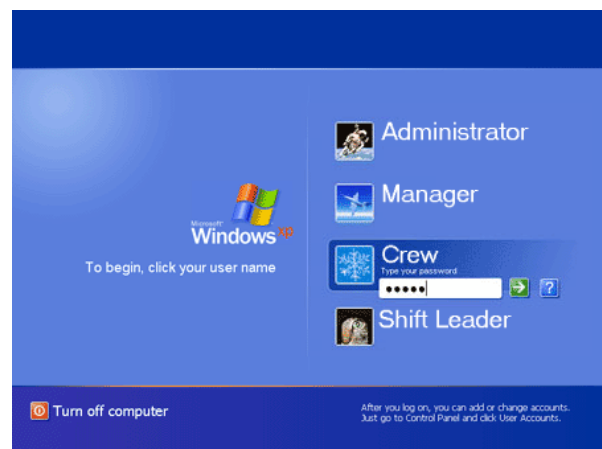
- Has full access to installed programs
- Has full access to the Internet
- Has access to MWS with further limitations in programming and reporting

Crew

User Name: crew

Password: crew

- Can run End of Day and Start of Day



Using password protection to control access to the MWS PC is your best defense against malicious content and PC abuse.

Manager Workstation Software

The Manager Work Station (back office computer) is the primary system for sales, product and labor reporting in your store. The Panasonic MWS software is a custom Windows-based application that is specifically designed to communicate with the POS cash registers. The MWS software works together with eManager to automatically send and receive important communications to Kahala. With MWS you are able to perform the following activities:

Time and Attendance Tracking and Reporting

You can edit time clock punches for an employee for the current day or adjust their weekly hours for the week.

Menu and Pricing Program Management

Modifying menu pricing is done by simply searching for an item by name in the PLU file, change its price and then send the changes to the register at the counter.

Cashier and Employee Programming

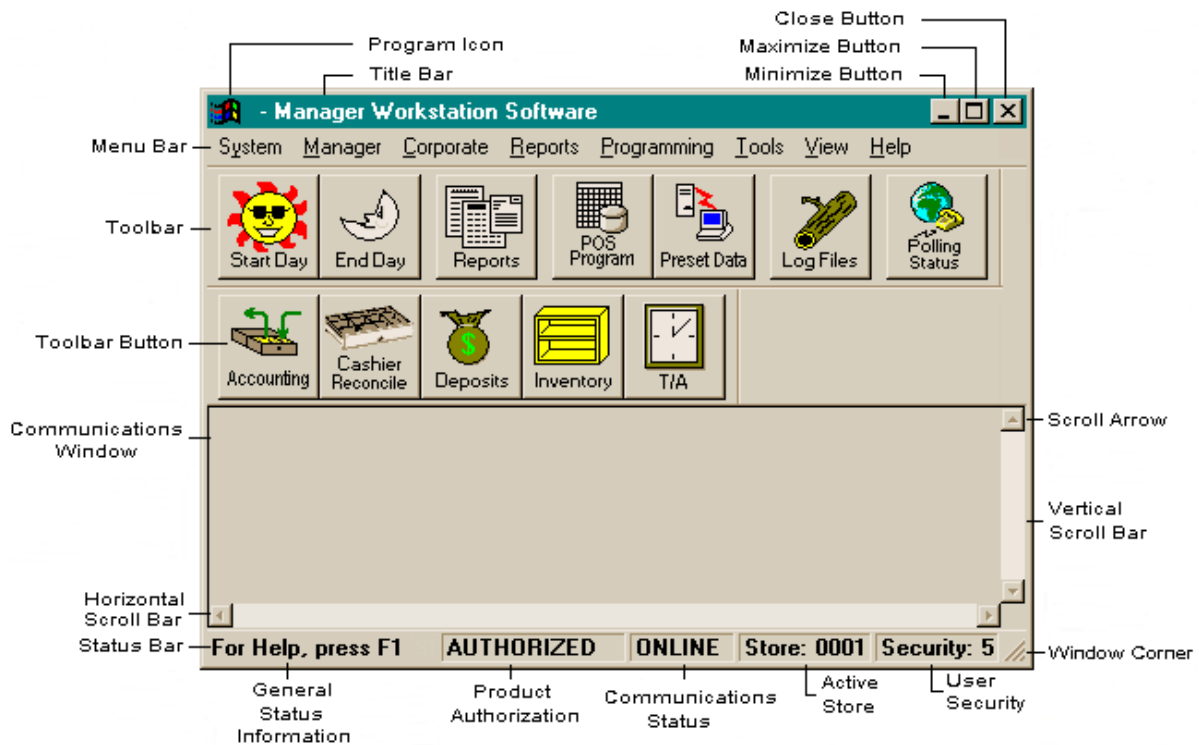
Add, remove or edit employees or cashiers and track each through register and sales reporting.

Financial and Product Sales Reporting

Daily and Weekly reports provide an abundance of useful information such as labor cost, sales ratios of products, productivity. With Historical reports you can view your reports as far back as one year (and even longer if you like, contact the Help Desk regarding this feature at **877-811-3811**). With the addition of Corporate Reporter, Enhanced Reports are easily accessible. You can see Daily Sales with Labor, Labor Cost, PLU sales, and Register Media reports by a date range. The Electronic Journal also gives you the ability to view transactions, keystroke by keystroke in real-time reporting.

How to Navigate the Manager Work Station (MWS) Software

Take a moment to familiarize yourself with the MWS window and its components, illustrated below. Menus and their individual command functions are described in the following pages under each individual menu heading.



The Toolbars

Toolbar buttons allow you to execute the more frequently used commands with the click of a button.



Continued on next page

The Standard Toolbar



Executes the **Start-of-Day** command. The system prompts you for confirmation before carrying out the command.



Executes the **End-of-Day** command. **This process is normally automated. Only use if you have confirmed that the EOD has not run.** The system prompts you for confirmation before carrying out the command.



Opens the **Daily Reports** dialog box. If you want to generate a different type of report such as **Weekly, Period, Historical, or Enhanced**, you should access the appropriate dialog box through the menus rather than use this toolbar button.



Opens the **POS Programming** dialog box. You can use this button to access the **PLU** file so that you can change your menu item pricing.



Opens the **download/downline** dialog box which allows you to send changes from the PC to your registers.



Opens the standard Windows dialog box where you can select the Script log file. This file indicates whether or not an **End of Day** or **Start of Day** was successful.

The Menu Bar

The Menu Bar contains several menus and sub-menus, each with specific commands essential to the proper functions of MWS. When using the Menu Bar you can perform all of the functions provided by the other toolbars and more.



The System Menu

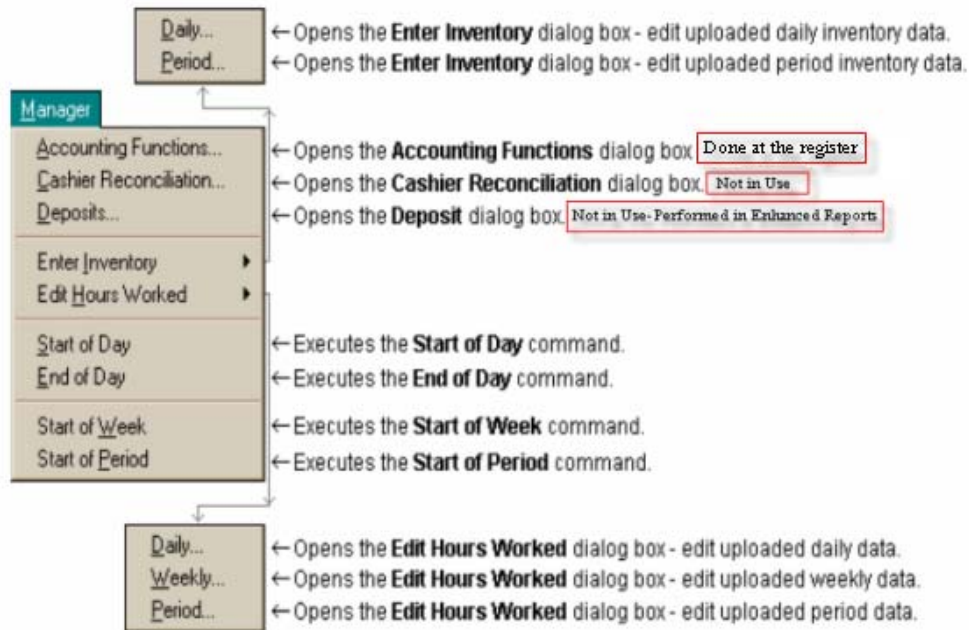
The System Menu contains most of the commands needed for the initial setup of MWS.



*The **System Menu** is used by the installer for the initial setup of your system. It is purely administrative and you shouldn't need to use it. If these functions become necessary, your Help Desk representative will walk you through the steps involved.*

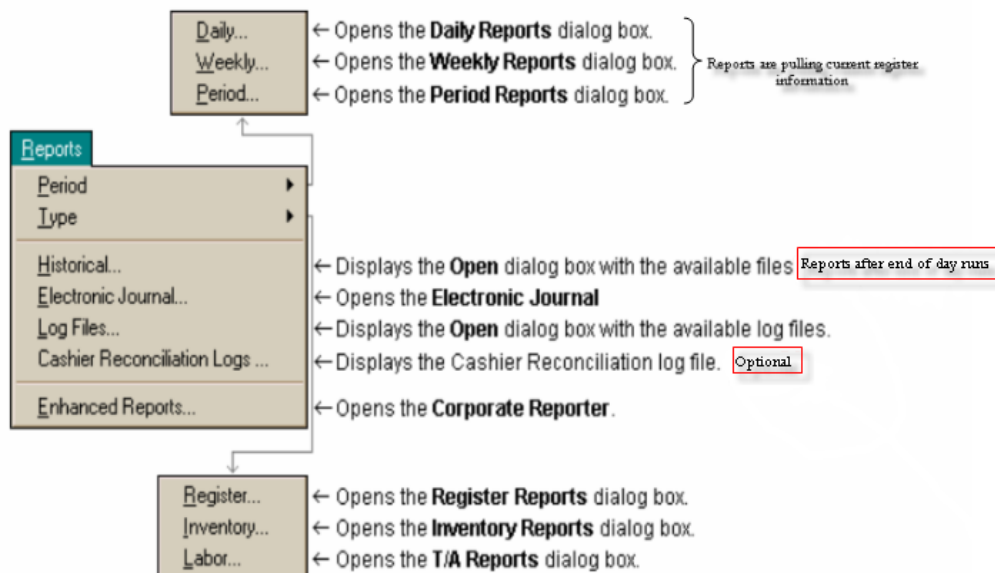
The Manager Menu

The commands on the Manager Menu allow you to perform a variety of functions, such as enter inventory (not used), edit labor hours, and perform a Start of Day, Week or Period.



Reports Menu

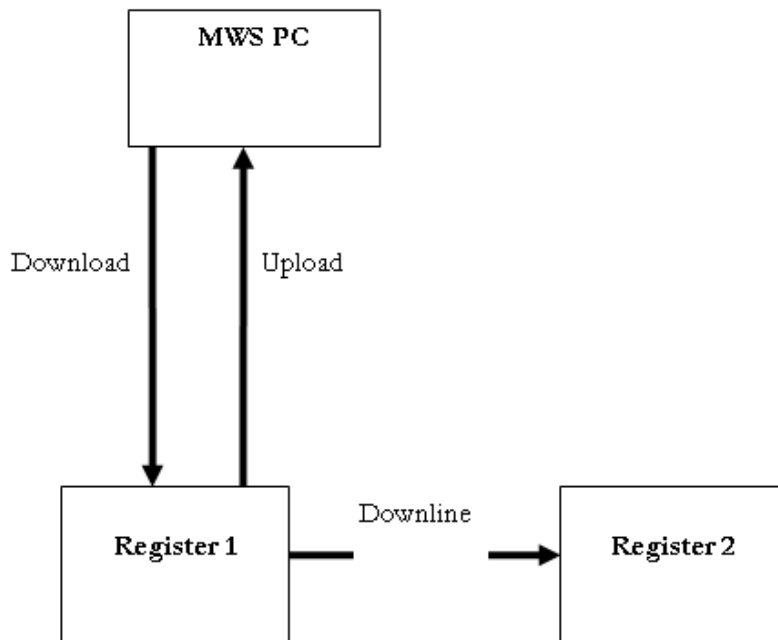
This menu provides you with several options to produce a variety of system-wide reports. You can generate a report based on a specific timeframe or by report type. The **Enhanced Reports** command has the same function as the **Reports** command on the **Corporate** menu.



The Programming Menu

POS programming option will launch the POS programming dialog window. From this window, you will be able to select from various programming options, like changing employee or cashier data, PLU menu items or manager functions.

The Download/Downline/Upload option is used to synchronize the program between the registers and your PC.



NOTE: The "Upload" Command should never be used, as it can damage POS database files.

Routine Procedures and Data Collection

As part of a regular routine, your store manager will perform simple procedures to ensure that data collected from the POS registers is being captured everyday without errors. The MWS software will assemble the data and organize it into batches that produce useful reports.

Data is collected and assembled into three batches:

- **Daily** information (data collected from **one** day)
- **Weekly** information (data collected from **seven** days)
- **Period** information (data collected from **fourteen** days)

As each batch collects information, data is combined and added to the next batch, until each needs to be reset manually. The MWS has several programs that reset data for each period:

- **Daily**—reset every day using the **Start of Day** program
- **Weekly**—reset every Wednesday using the **Start of Week** program
- **Period**—reset every other Wednesday using the **Start of Period** program

Since high-quality reporting is pivotal to your success, running each of these programs must be done as part of a regularly scheduled procedure; otherwise, data from one day will combine with the next, which will give you false indications of labor, sales or inventory in your reports.

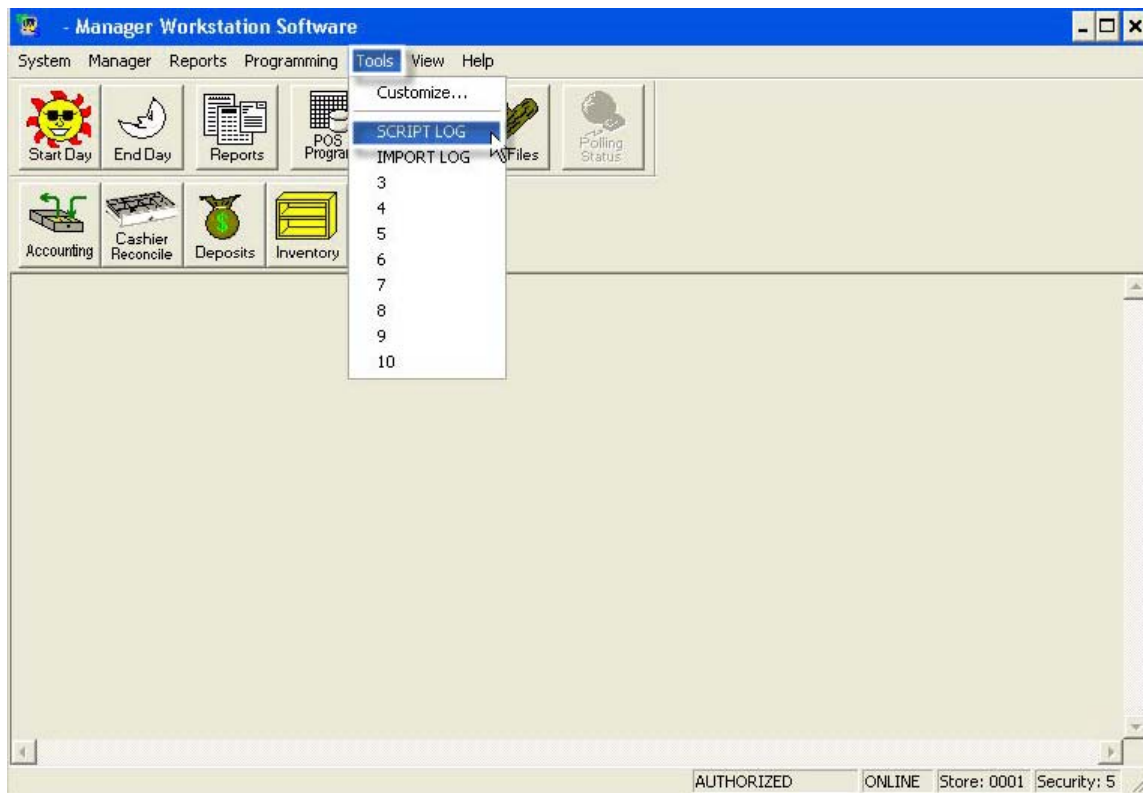
How Long Does the Information Stay in the Computer?

Your computer will store information for a period of one year on its hard drive. In addition, if a CD is placed in the CD Read/Write drive, reports can also be written to the CDRW. Replacing the CD after one year will give you the ability to store information beyond one year. What is the reason for this? Once a date for a file has been created, a new file with the same name will be created that overwrites the previous year's filename.

Check your Script Log

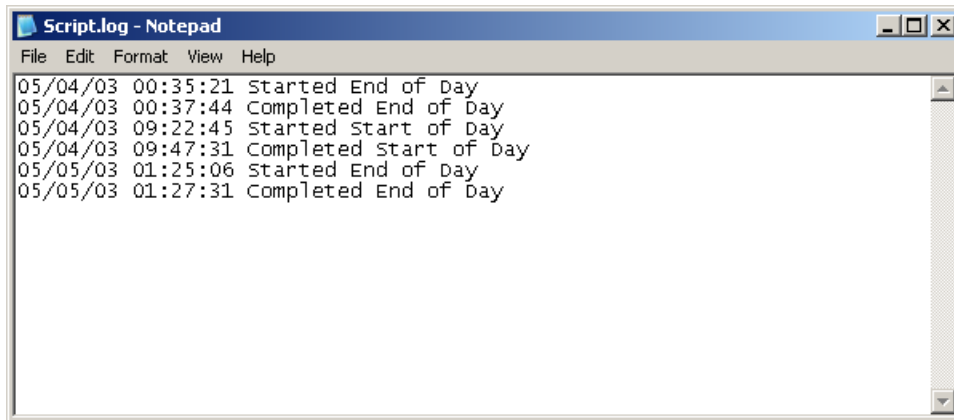
Each morning's opener should verify that the MWS software automatically completed the End of Day program. The End of Day combines data from each register, then uploads and stores the data as a historical file on the MWS computer. The End of Day must be run successfully before you can reset the registers to begin collecting new information. You can verify the success of this program (and all of your manual procedures) by opening and inspecting an activity report called the **Script log** file:

1. Point to **Tools** menu under the menu bar
2. Click on **Script Log**
3. When looking at the Script log, always scroll to the bottom of the file to see the most recent activity



Check your Script Log (continued)

The log below shows the End of Day program completed successfully on 05/05 at 1:27 am:



The screenshot shows a Notepad window with the title bar 'Script.log - Notepad'. The menu bar includes 'File', 'Edit', 'Format', 'View', and 'Help'. The text area contains the following log entries:

```
05/04/03 00:35:21 Started End of Day  
05/04/03 00:37:44 Completed End of Day  
05/04/03 09:22:45 Started Start of Day  
05/04/03 09:47:31 Completed Start of Day  
05/05/03 01:25:06 Started End of Day  
05/05/03 01:27:31 Completed End of Day
```

End of Day

The End of Day command should rarely be used as it is scheduled to run unattended each morning at approximately 3:00 AM. It is necessary to run the End of Day on the occasion when the scheduled End of Day does not run successfully, in this instance only use this function if you have confirmed that the End of Day has not run.

The End of Day command executes the endday.scr file. It will tell the primary register (register 1) to close the secondary register and consolidate the daily totals of the secondary register (also known as register 2) into the primary register. It also clears the secondary register's daily totals, and then uploads the stores daily totals from the primary and stores them in the historical files along with a copy of the electronic journal. The primary register now has the entire store's daily totals and its weekly totals have not been updated yet

Once an End of Day has been performed register #1 will not allow you to ring sales until you have run the Start of Day. While you can still ring sales on register #2 you should not, as you will not be allowed to run a Start of Day if you do.



Even though the End of Day program is configured to run automatically, your crew should make a habit to check the script log every morning to confirm the program was completed successfully. If the automatic End of Day was not successful, you should manually run the program. The End of Day must be completed before executing a new Start of Day program.

End of Day (continued)

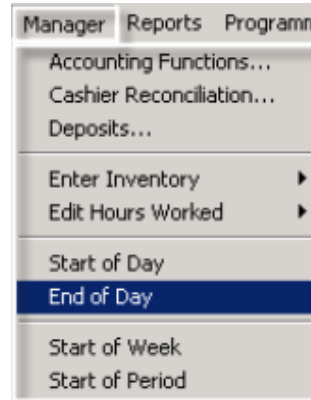
To execute an End of Day command, perform the following steps:

1. Click **End Day** on the toolbar

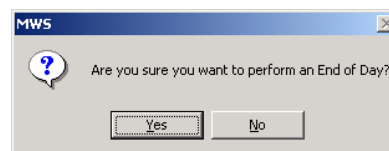


OR

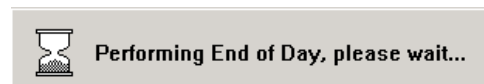
1. Point to the **Manager Menu**
2. Click **End of Day**



A dialog box appears, prompting you to confirm that you really want to execute an **End of Day** command.



3. Click **Yes** to continue and **No** to cancel
4. If you click **Yes**, the system informs you that it is performing an **End of Day**.
5. MWS continues running the **End of Day** command and informs you when it is completed (This dialog box will close after 15 seconds).



Note: Do not run two *End of Day* processes consecutively or perform more than one *End of Day - Start of Day* sequence per business day.

Start of Day

The Start of Day command will clear the previous day's totals from the primary register, update the weekly totals in the primary register, and delete the electronic journal transactions from the previous day.

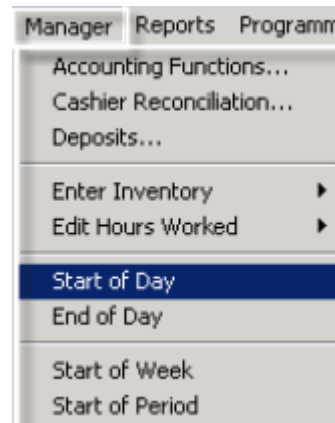
The system does not allow you to execute two Start of Day commands in one day. For example, you must execute an End of Day command before you can execute a second Start of Day command.

1. Click **Start Day** on the toolbar

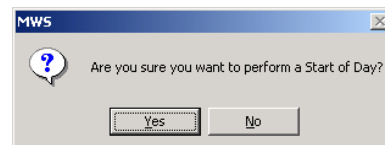


OR

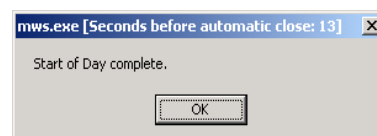
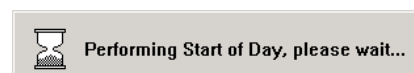
1. Point to the **Manager Menu**
2. Click **Start of Day**



A dialog box appears, prompting you to confirm that you really want to execute a **Start of Day** command.

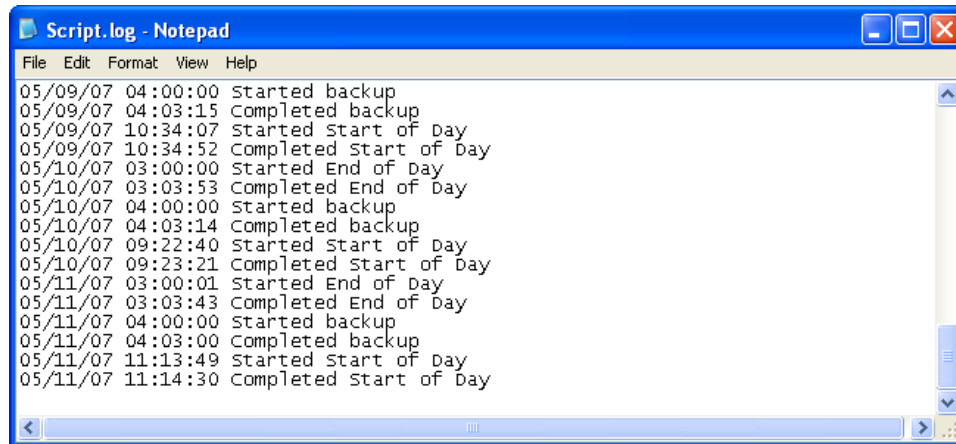


3. Click **Yes** to continue and **No** to cancel
4. If you click **Yes**, the system informs you that it is performing a **Start of Day**.
5. MWS continues running the **Start of Day** command and informs you when it is completed (This dialog box will close after 15 seconds).



Start of Day (continued)

After you perform the Start of Day, again go into Log Files and open the Script.log. You will see the screen shown below:



```
Script.log - Notepad
File Edit Format View Help
05/09/07 04:00:00 Started backup
05/09/07 04:03:15 Completed backup
05/09/07 10:34:07 Started start of Day
05/09/07 10:34:52 Completed Start of Day
05/10/07 03:00:00 Started End of Day
05/10/07 03:03:53 Completed End of Day
05/10/07 04:00:00 Started backup
05/10/07 04:03:14 Completed backup
05/10/07 09:22:40 Started start of Day
05/10/07 09:23:21 Completed Start of Day
05/11/07 03:00:01 Started End of Day
05/11/07 03:03:43 Completed End of Day
05/11/07 04:00:00 Started backup
05/11/07 04:03:00 Completed backup
05/11/07 11:13:49 Started start of Day
05/11/07 11:14:30 Completed Start of Day
```

Scroll to the bottom of the screen to see the most up to date information. Make sure that you see that the **Started Start of Day** and **Completed Start of Day** are listed as shown and that no errors are listed in-between the two lines. If there are errors, contact the Help Desk before proceeding at 877-811-3811. Close the Script.log by clicking on File and then Exit.

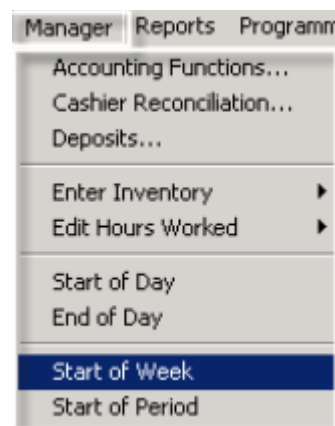
Start of Week

The Start of Week command uploads the weekly totals from the primary workstation and stores them in the historical file. It updates the time and attendance period totals, and then clears the weekly totals in the primary workstation (register #1). This is a manual procedure that you need to perform on Wednesday mornings after you have run the Start of Day.

Each time you execute the Start of Day command, data is cleared from the daily buffer and added to the weekly buffer. The data in the weekly buffer keeps collecting until you execute a Start of Week command.

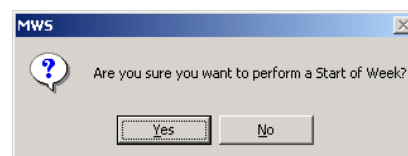
To execute a Start of Week command, perform the following steps:

1. Point to the **Manager Menu**
2. Click **Start of Week**

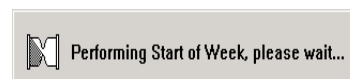


A dialog box appears, prompting you to confirm that you really want to execute a **Start of Week** command.

3. Click **Yes** to continue and **No** to cancel



4. If you click **Yes**, the system informs you that it is performing a **Start of Week**.
5. MWS continues running the **Start of Week** command and informs you when it is completed (This dialog box will close after 15 seconds).



NOTE: It is important you run *Start of Week* every Wednesday or your crew members hours will start to accumulate as “Over Time”.

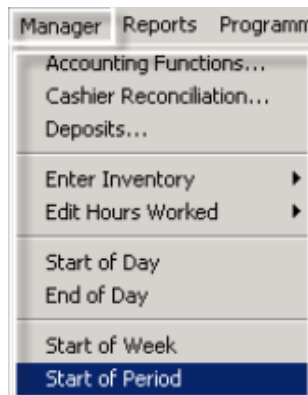
Start of Period

The Start of Period command will upload the period totals from the primary register and store them in the historical files, and then reset the Period totals for Time & Attendance. The Period totals hold the total hours worked for each employee for the two week pay period. This is a manual procedure that is to be performed on every other Wednesday morning after you have run the Start of Day and the Start of Week.

Each time you execute the Start of Week command, the data is cleared from the weekly buffer and added to the period buffer. The data in the period buffer keeps collecting until you execute a Start of Period command. The only data transferred to the period buffer is Time and Attendance data.

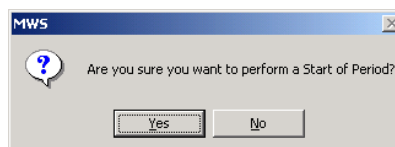
To execute a Start of Period command, perform the following steps:

1. Point to the **Manager Menu**
2. Click **Start of Period**

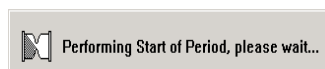


A dialog box appears, prompting you to confirm that you really want to execute a **Start of Period** command.

3. Click **Yes** to continue and **No** to cancel



4. If you click **Yes**, the system informs you that it is performing a **Start of Period**
5. MWS continues running the **Start of Period** command and informs you when it is completed (This dialog box will close after 15 seconds)



NOTE: It is important you run Start of Period every other Wednesday or the Weekly Time Period Reports will accumulate past a 2 week period.

Review of Routine Procedures

There are several MWS procedures that must be run everyday to ensure that data was collected from the POS registers without errors. As we have seen with each one of these procedures, data is organized by batch and saved as a historical file. As a manager or business owner, you will find many occasions when you will need to review a report or look at specific data collected several days, weeks, or months ago. Your MWS software will save this historical data for up to 1 year. If you wish to save data beyond a year, you can burn your MWS database files to CD-ROM Recordable disc to keep them on file, or move the old files to a different folder on your computer.

Later in this section you will learn about using the historical reporting feature to review, save or print data that has been collected as part of our normal daily procedures.

Summary of Daily Procedures

Opening

The following manual procedures must be run (in order) every day before the store is open:

1. Clock in
2. Check script log to ensure the End of Day was run successful
3. Run Start of Day
4. Check script log to ensure Start of Day was successful
 - Run Start of Week every Wednesday after Start of Day
 - Run Start of Period every other Wednesday after Start of Week

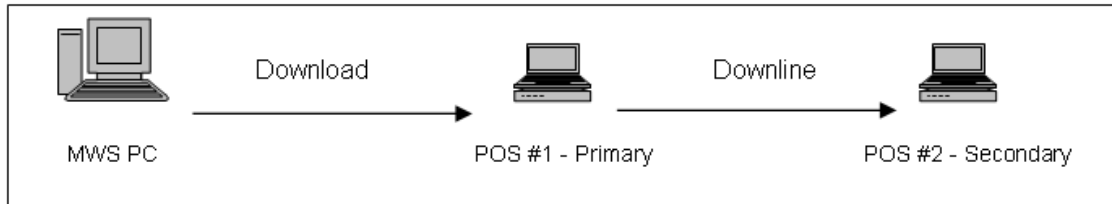
Closing

The following procedures must be every day after the store is closed:

1. Remove cash drawer
2. Run POS Financial Report
3. Run POS Time Keep Report (REG 1 - Primary)
4. Clock out any employees that have forgotten to clock out
5. Clock out
6. Log off all cashiers
 - End of Day will run automatically after 12:00 am (check it the following morning)

Download/Downline: Sending Changes to the Registers

Each time that you edit a database file in using the POS Programming feature, you need to send the updated database file to the registers. Download/Downline is the command used to send each database file to the registers. You do this by first performing a **Download** of the file sending it to the primary (Register #1) and then a **Downline** of the file sending it to the secondary (Register #2). The upload feature should never be used unless instructed to do so by technical support.



NOTE: Since the primary (Register #1) is used for clock-in and Clock out, some employee files do not need to be sent downline to register #2. However, any files that are used by both are ALWAYS sent download AND downline. Failure to downline a file after it has been downloaded will result in inconsistent transaction reporting and may require a system reset.

To Download a file:

1. Click **Preset Data** on the toolbar



OR

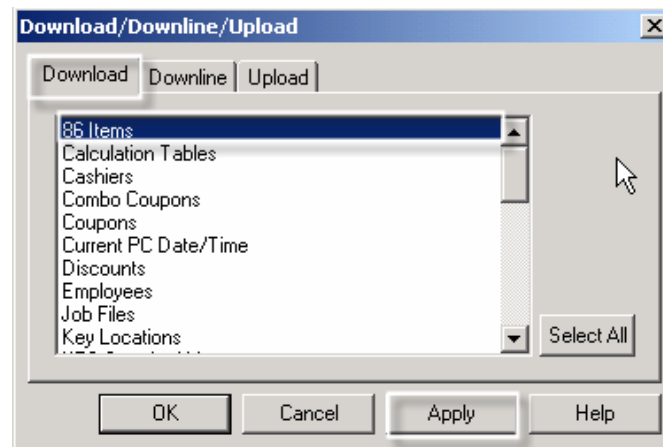
1. Point to the **Programming Menu**
2. Click on **Download/Downline/Upload**



Continued on next page

Download/Downline (continued)

The **Download/Downline/Upload** dialog box appears, with the **Download** tab selected.

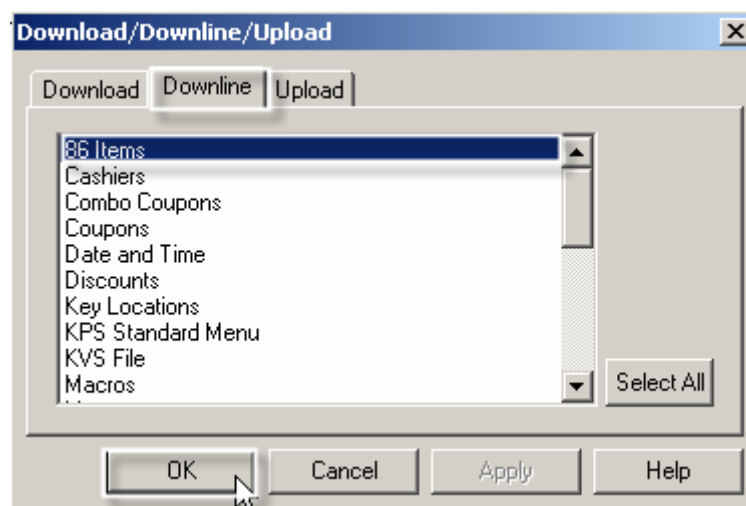


3. Click on the **Download** tab to enable the file list
4. Click on the database file that you want to download
5. Click the **Apply** button

The database file has been downloaded to register #1.

To Downline the file:

6. AFTER Download, click on the **Downline** tab:



7. Click the database file you previously downloaded
8. Click **OK**

The database file has been sent downline to Register #2.

POS Programming: How to Add, Edit, and Delete Information

When your system is installed in your store, it isn't ready to go until you enter your store's specific information. POS programming is a feature used to customize the database files that will be used by your POS registers and back office MWS PC for all transactions, sales, labor and reporting. This feature allows you to edit files for the following:

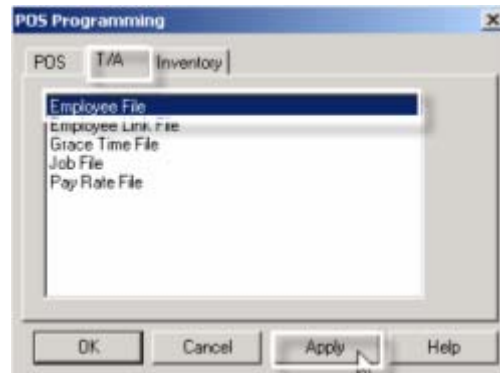
- **Cashiers** – All users of the POS cash register **MUST** have a cashier number in order to operate the register. Your installation specialist will help you to set up your initial system but, you will need to maintain that information on your own after that.
- **Managers** – If you would like to track Manager's activities on the POS, assign a Manager status to the employee database.
- **PLU's** – When new menu items are added or deleted or item costs change modify the Price Look Up (PLU) table. Cold Stone Creamery menu items are listed but, you must edit the pricing to reflect your store's prices.
- **Taxes** – Modify tax tables to reflect your state's sales tax revenue requirements.
- **Message and Prompts** – Phrases, phone number, and location of store... any printed text on the receipt. You can modify that!
- **Time and Attendance Records** – All employees must be added to the employee database. This information includes pay rate information as well as job code. If a crew member fails to clock in or out, you will also have the ability edit those hours in order to correct and produce accurate timekeeping and labor costs reporting.



NOTE: *After adding, editing, or changing programming information in any way, you must Download/Downline the modified database files from the MWS PC to the POS cash registers. If you do not perform the Download/Downline operation, the POS registers will not reflect the changes. Download/Downline is the method used to copy the modified files to both registers.*

POS Programming: Changing database files

To add new employees or make changes for time and attendance entries, click on the POS programming button or select POS Programming from the programming menu. In the POS Programming dialog, click on the Time and Attendance (T/A) tab to enable those file options. The T/A tab displays all database files that can be modified relating to time, attendance and payroll.



The (T/A) programming feature allows you to edit:

- Employee File
- Employee Link File
- Job File
- Pay Rate File
- Grace Time - **NOT USED**

After you add or change any of these files, you then Download/Downline the modified database files from the MWS PC to the register.

Adding a New Employee

When adding a new employee, a distinct new record needs to be created for clock in/clock out, payroll, job type and cashier files. In order to synchronize all of these database files successfully, you need to enter the information in a predefined order:

1. Open the **Job File** to create or verify a particular Job Code record to be used.
2. Open the **Pay Rate** File to create or verify a particular Pay Rate record to be used.
3. Open the **Employee File** to create a new Employee record.
4. Open the **Cashier File** to create a new Cashier record. (optional)
5. Open the **Employee Link File** to join the new cashier and employee files together.

The task pattern below indicates the best order to add a new employee:



Adding a New Employee (continued)

The graphic below shows all of the database files that need to be edited before your MWS system will report a new crew member correctly. These files should be updated in the order shown below because all of the files share data for each new crew member.

The image displays four screenshots of database files, each with a table of data and a control panel at the bottom.

Job File

	JOBNAME	STATUS
1	CHLW	01
2	MGR	00
3	Cake	00
4	UBH34	00
5	UBH35	00
6	UBH36	00
7	UBH37	00
8	UBH38	00
9	UBH39	00
10	UBH10	00
11	UBH11	00

Control panel: Data Field: STATUS, Record Number: 003, Buttons: Go, OK, Cancel, Show DBEdit help.

Pay Rate File

	RATE
1	5.50
2	5.75
3	6.00
4	6.25
5	6.50
6	6.75
7	7.00
8	7.25
9	7.50
10	8.00
11	8.25

Control panel: Data Field: RATE, Record Number: 1, Buttons: Go, OK, Cancel, Show DBEdit help.

Employee File

	NAME	CODE	JOB34	JOB35	JOB36
1	HOMER	12341230	101	201	
2	JOHN M	600400110	205	350	
3	AL R	3	101	0	
4	KURT H	4	101	0	
5	ANDREW W	5	101	0	
6	NATALI H	6	101	0	
7	TESSA H	7	101	0	
8	DJ D	8	101	0	
9	JIM R	9	101	0	
10	BOB	1234	101	0	
11		11	101	0	

Control panel: Data Field: JOBA, Record Number: 1, Buttons: Go, OK, Cancel, Show DBEdit help.

Employee Link File

	EMPLOYEE	EMPL NAME	CASHIER	SERVER
1	12341230	HOMER	0	0
2	600400110	JOHN M	0	0
3	3	AL R	0	0
4	4	KURT H	0	0
5	5	ANDREW W	0	0
6	6	NATALI H	0	0
7	7	TESSA H	0	0
8	8	DJ D	0	0
9	9	JIM R	0	0
10	1234	BOB	0	0
11	11		0	0

Control panel: Data Field: EMPLOYEE, Record Number: 1, Buttons: Go, OK, Cancel, Show DBEdit help.

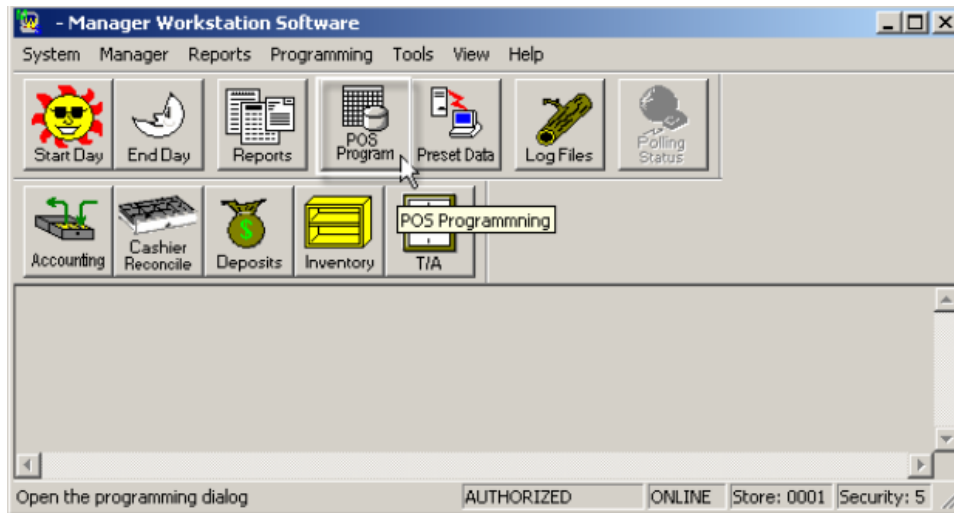
Adding a new crew member requires creating several database records in a predefined order.

Edit the Job File Database

The Job File is where you set up job codes for your store. Crew and Manager Job files are created for you by default. The status field indicates whether they are a tipped employee or not. “0” = No and “01” is Yes. Job File codes allow you to track your labor by job to evaluate job effectiveness regardless of sales.

To edit the Job File Database:

1. Click on **POS Program** Button



2. Click on the **T/A Tab**

T/A

3. Click **Job File**

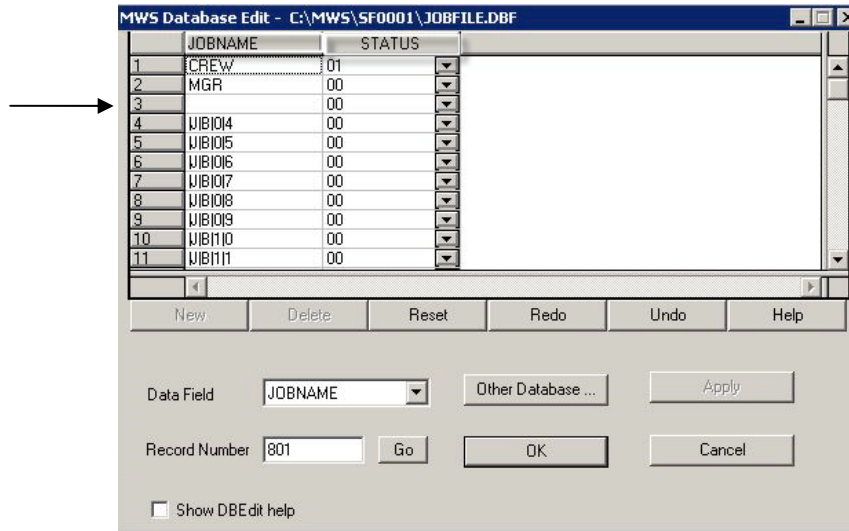
Job File

4. Click **Apply** button

Apply

Edit the Job File Database (continued)

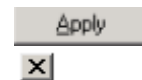
Click into an empty cell under the JOBNAME column:



The screenshot shows a window titled "MWS Database Edit - C:\MWS\SF0001\JOBFILE.DBF". It contains a table with two columns: "JOBNAME" and "STATUS". The table has 11 rows. Row 1: CREW, 01. Row 2: MGR, 00. Row 3: (empty), (empty). Row 4: UBI014, 00. Row 5: UBI015, 00. Row 6: UBI016, 00. Row 7: UBI017, 00. Row 8: UBI018, 00. Row 9: UBI019, 00. Row 10: UBI110, 00. Row 11: UBI111, 00. Below the table are buttons: New, Delete, Reset, Redo, Undo, Help. At the bottom, there is a "Data Field" dropdown set to "JOBNAME", an "Other Database ..." button, an "Apply" button, a "Record Number" field with "801", a "Go" button, an "OK" button, and a "Cancel" button. There is also a checkbox for "Show DBEdit help".

5. Enter the **Job description** using All CAPs
6. For each new job name, select a status from the STATUS pull down box
7. Press the **Tab** Key
8. Click **Apply** button
9. **Close** the POS Programming window
10. **Download** the Job File to Register 1

Example:
"SHIFT L" or
"CAKE DEC"
0=No tips, 1=Tips



NOTE: Downline is not required for the Job File because employees only use the primary register (#1) for clock in/clock out.

Edit the Pay Rate File

The Pay Rate File is a range of pay rates that are used in the employee file to assign hourly rate to specific job performed.

To edit the Pay Rate File Database:

1. Click on **POS Program** Button



2. Click on the **T/A Tab**



3. Click **Pay Rate File**



4. Click **Apply**



5. Click into a cell to add or edit values in the RATE column

6. Press the **Tab** key

7. Click **Apply**

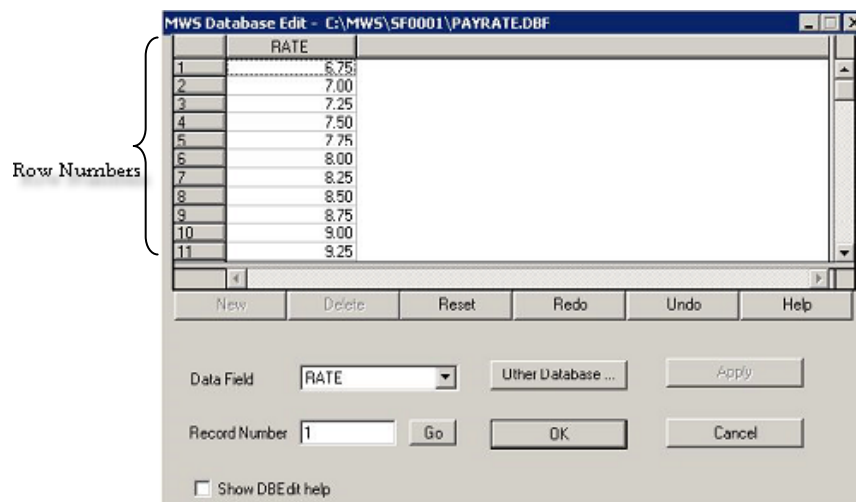


8. **Close** the POS Programming window



9. **Download** the Pay Rate File to register 1

Note the row numbers in the screen shot below. These row numbers are record numbers will be referenced by the **Employee File**. For example, if a crew member uses the record **1**; she is paid \$6.75 per hour as an hourly rate.



NOTE: Downline is not required for the Pay Rate File because employees only use the primary register (#1) for clock in/clock out.

Edit the Employee File

The Employee File tracks employee information including ID number, job code and pay rate, current status and birthdays.

To edit the Employee File Database:

1. Click the **POS Program** button



2. Click on the **T/A Tab**



3. Click the **Employee File** option



4. Click **Apply**



5. Click into an empty cell in
NAME column and add a new
employee name

6. Click Tab to move to the CODE
column cell and enter an
employee number

The screen below will appear. Notice the **Code** column. In row 1, the **Code** cell is **5547**. The last four digits of this code is the logon number (5547) that **Hannah** needs to use in order to clock in and out of the register. The digits that you enter in the **Code** column can be up to 10 digits long and do not have to be the same as those numbers to the left of the **Name** column.

**We recommend using the last 4 digits of Crew Member's Social Security Number as an employee clock in number.*

MWS Database Edit - C:\MWS\SF0001\EMPLOYEE.DBF

	NAME	CODE	JOBA	JOBB	JOBC
21	HANNAH	5547.	101	0	
22	NOEL	7673.	103	0	
23	MAGGIE	2007.	101	0	
24	ANGELA	1653.	104	0	
25	MONICA	5430.	101	0	
26	~~~~~	0.	0	0	
27	~~~~~	0.	101	0	
28	~~~~~	0.	101	0	
29	~~~~~	0.	101	0	
30	SCOTT	7997.	105	0	
31	~~~~~	0.	0	0	

Buttons: New, Delete, Reset, Redo, Undo, Help

Data Field: NAME (dropdown), Other Database ... (button), Apply (button)

Record Number: 20 (input), Go (button), OK (button), Cancel (button)

☐ Show DBEdit help

Continued on next page

Edit the Employee File (continued)

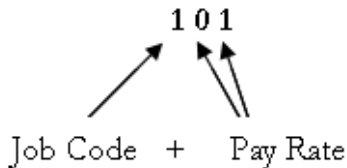
CODE	JOB A	JOB B	JOB C
5547.	101	0	
7673.	103	0	
2007.	101	0	
1653.	104	0	
5430.	101	0	
0.	0	0	
0.	101	0	
0.	101	0	
0.	101	0	
7997.	105	0	
0.	0	0	

Reset Redo Undo Help

Other Database ... Apply

Go OK Cancel

In row 1 the **JOB A** cell contains the value **101**. This code represents the Job Code and Pay Rate for the employee. See example below:



The system default is Job Code 1 and 2. Crew members will have a job code of **1** and Managers will have a job code of **2**. You can have up to 20 Job Codes and we recommend expanding the Job Code file to track your labor effectively.

7. After entering the job code, click **Apply**.
8. **Download** the Employee file.

Apply

Tip: You can assign multiple job codes and pay rates for a single crew member. For example, even though employee 5547 may use JOB A for their primary work duties, by adding an additional code to JOB B column, the same crew member can work as a Cake Decorator, or add another code to JOB C column to let them work as a shift manager. **NOTE:** Adding additional job codes allows additional job options to be displayed and chosen on the POS during crew clock in.



NOTE: Downline is not required for the Employee File because employees only use the primary register (#1) for clock in/clock out.

Edit the Employee Link File

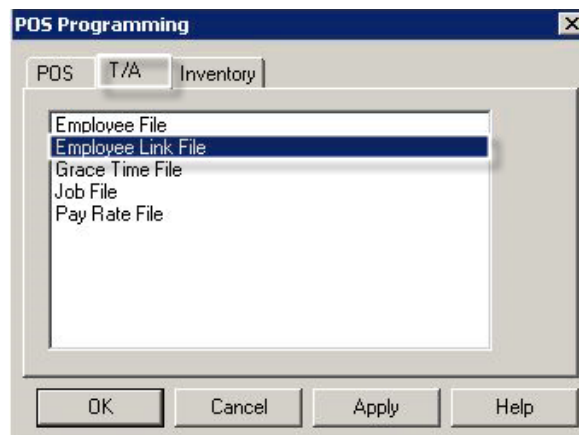
Employee Link File pairs employees to their cashier number making it possible to track their labor percentage on your Time Keep report.

To edit the Employee Link File:

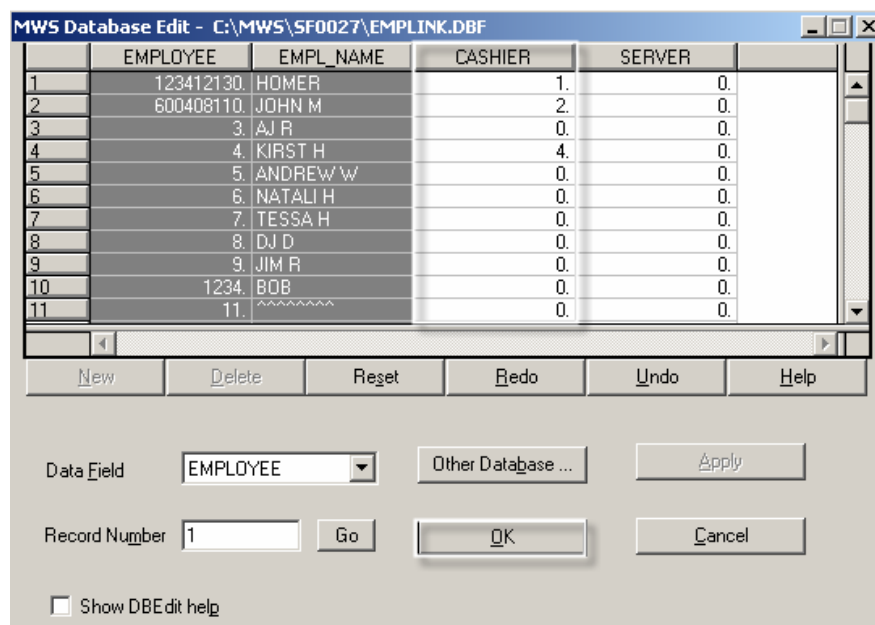
1. Click the **POS Program** button



2. Click on the **T/A** tab
3. Double click **Employee Link File**



The following screen will appear:



NOTE: In order to link the employee's labor percentage to the timekeeping report you must enter the employee's cashier number to the right of their name.

Continued on next page

Edit the Employee Link File (continued)

4. Enter the **Cashier Number**

EMPLOYEE	EMPL NAME	CASHIER
123412130	HOMER	1.
600408110	JOHN M	2.

To find the cashier number, you can look in the Cashier File.

MWS Database Edit - C:\MWS\SF0001\CASHIER.DBF			
	CODE	DESCRIPT	
1	1	FRANK	
2	2	MOLLY	



The fastest way setup the Employee Link file is to have both the Employee Link and Cashier files up at the same time.

5. Click **OK**
6. **Download** and **downline** is not required for the employee link file because it only resides on the MWS computer.



Edit the Cashier File

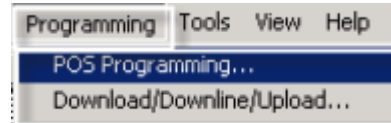
The Cashier Code File allows you to record any crew action or transaction on POS. A cashier code must be created for every the crew member that opens a transaction on the register.

To edit the Cashier File Database:

1. Click **POS Program** on the toolbar



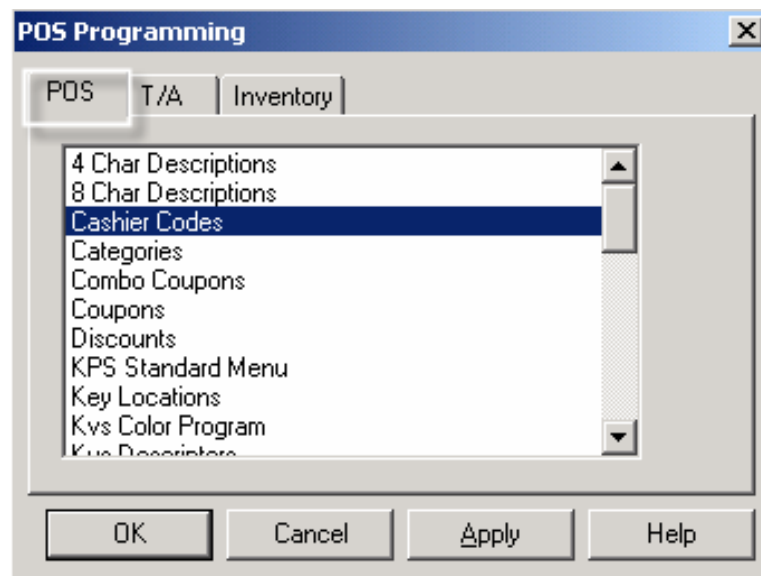
OR Click on the **Programming** menu and select POS Programming



2. Click on the **POS** tab



The **POS Programming** Dialog box appears with the **POS** tab selected and the available database files listed for this category. Click on the Cashier Codes option, then click the apply button to open the cashier.DBF file for editing:



Continued on next page

Edit the Cashier File (continued)

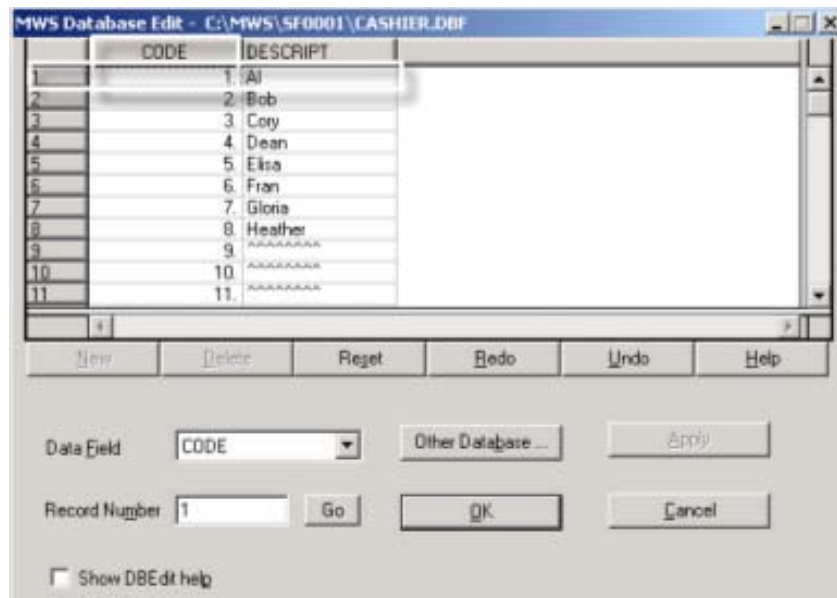
1. Click **Cashier Codes**

Cashier Codes

2. Click **Apply**

Apply

You will be presented with the screen below. Notice the **CODE** column. In row 1, the **Code** cell is **1**. This is the logon number that AI needs to use in order to log onto the workstation as a cashier. The digits that you place in the Code column can be up to 10 digits.



To add a new Cashier:

1. Double-click into an available **Code** cell
2. Enter the **Cashier** code for the new **Cashier**
3. Click on the corresponding **Descript** cell
4. Type in the **Cashier's** name
5. Click **OK**
6. **Download/Downline** the Cashier codes file

8

8

8 Heather

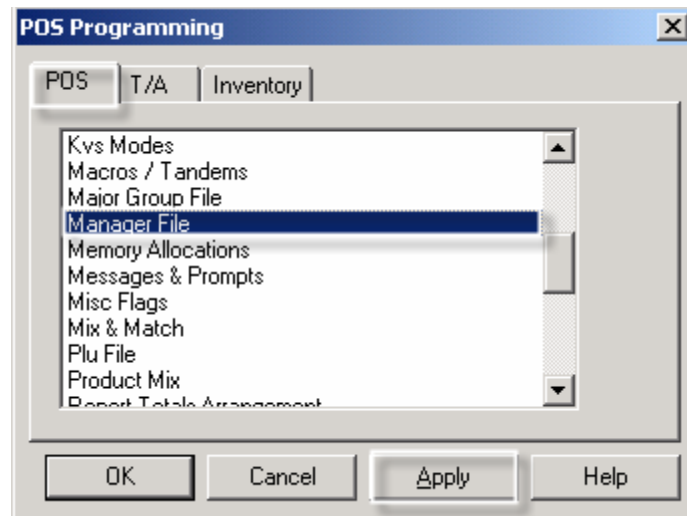
Heather

OK

NOTE: Although you are not required to use sequential numbering, Kahala recommends that you use add codes in ascending order. For example: 3, 4, 7 and 9 in order is acceptable. However, listing 4 after 9, may slow performance.

Edit the Manager File

The Manager File allows you to designate management status to record any action that requires manager involvement on the POS (for instance, void all, refunds, etc.). However, if the Manager uses the POS key, rather than enter their manager number, the activity will not be tracked. View all manager functions performed by retrieving the Manager report (MGRZ1 or Z2). Kahala recommends use of the Manager Number to track all manager operations.



Continued on next page

Edit the Manager File (continued)

To edit the Manager File Database:

1. Click the **POS Program** button



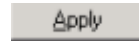
2. Click on the **POS Tab**

POS

3. Click **Manager File** option

Manager File

4. Click **Apply**



You will be presented with a screen below. Notice the **Code** column, in row 1, the **Code** cell is **5**. This is the logon number that **Elisa** needs to use in order to log onto the register. The digits that you enter in the **Code** column can be up to 10 digits long and do not have to be the same as those numbers to the left of the **Descript** column. In row 1 the **Status** cell is **2**. This is the level of authority that a **Manager** can have. The values available are **0**, **1**, and **2** with **2** being the highest level. A **Manager** with a **Status** set to **0** or **1** can perform X1 reports, and enable or disable training mode. While a **Manager** with a **Status** set to **2** has full access to the register.

These levels of authority are only for the registers and do not affect MWS security.

MWS Database Edit - C:\MWS\SF0001\MANAGER.DBF

	DESCRIPT	CODE	STATUS
1	Elisa	5.02	
2	Fran	6.02	
3	Gloria	7.02	
4	Heather	8.02	
5	~~~~~	0.00	
6	~~~~~	0.00	
7	~~~~~	0.00	
8	~~~~~	0.00	
9	~~~~~	0.00	
10	~~~~~	0.00	

Buttons: New, Delete, Reset, Redo, Undo, Help

Data Field: DESCRIPT Other Database ... Apply

Record Number: 1 Go OK Cancel

☐ Show DBEdit help

Edit the PLU File

The PLU File is a database file within the POS tab where you set all the parameters for each menu item like the price, or the menu item description. Changes to this database file will affect the way menu item is displayed at the register, on receipts, and in reports.

To edit the product PLU File Database:

1. Click the **POS Program** button
2. Click on the **POS Tab**
3. Click the **PLU File** option
4. Click **Apply**



You will see the PLU Editor screen appear:

5. Click the **Grid** button

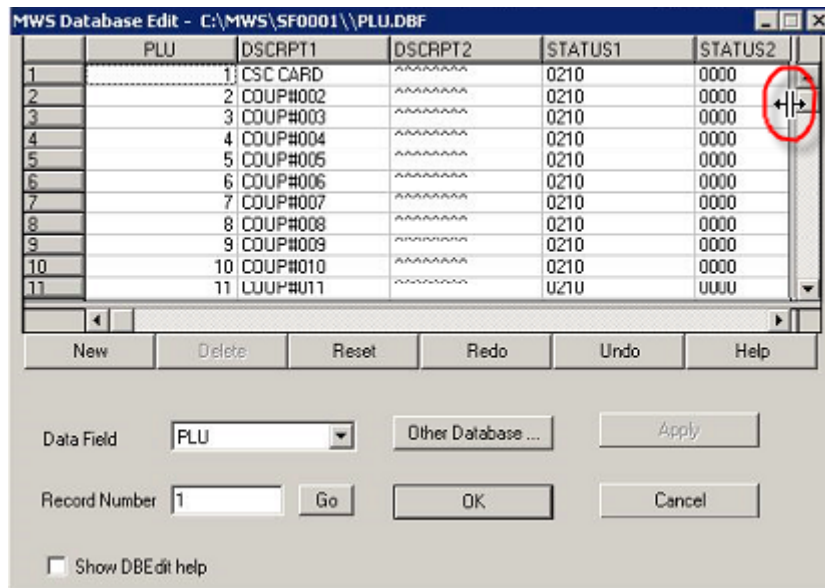


Continued on next page

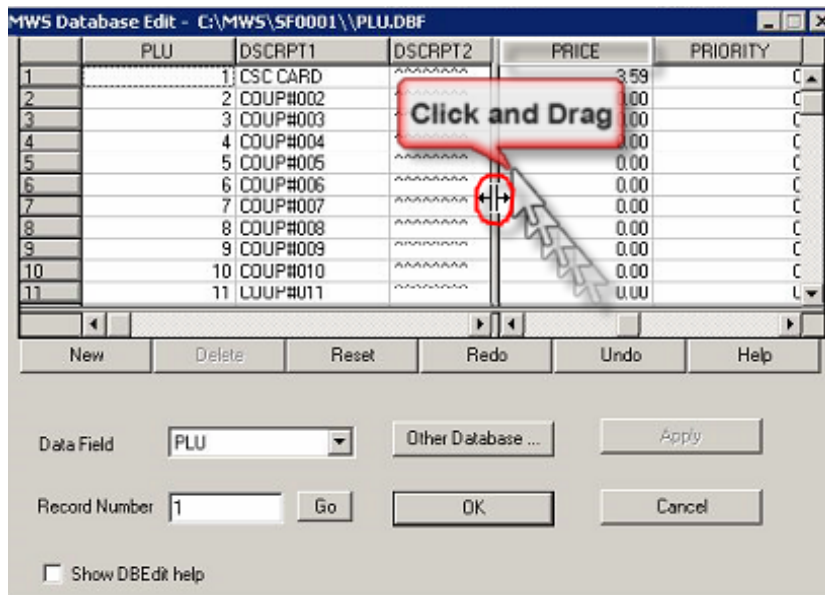
Edit the PLU File (continued)

You need to adjust the screens so the columns are close together. You can do this by putting your mouse cursor to the left of the scroll bar. Your cursor will turn into a double sided arrow when you can move the columns.

Before:



After:



Use your mouse to pull the Price column next to the **DESCRPT1** column by clicking and dragging the divider from right to left. This action will move your price column next to the description for easy visual reference.

Edit the PLU File (continued)

6. Click into the **Price** column and change the appropriate price

	PLU	DSCRIPT1	PRICE	PRIORITY	REMOTE
471	62700	PROMO D	0.00	17	
472	62701	SRD PRMD	19.99	17	
473	62702	MRD PRMD	25.99	17	
474	62703	MRC PRMD	35.99	17	
475	62704	LRC PRMD	45.99	17	
476	62800	KID CAKE	0.00	17	
477	62801	SRD KIDC	24.99	17	
478	62802	MRD KIDC	30.99	17	
479	62803	MRC KIDC	40.99	17	
480	62804	LRC KIDC	49.99	17	
481	63000	~~~~~	0.00	U	

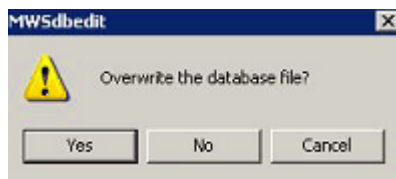
7. Click **Apply**



8. Click **OK**



You will see the following screen appear:

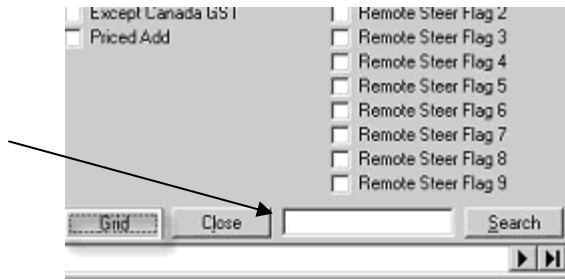


9. Click **Yes** to overwrite the database file
10. To send the changes of this database to the register don't forget to perform a **Download** and **Downline** of the **PLU File** database.

Continued on next page

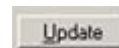
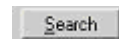
How to search for a single PLU item

1. Open the PLU Editor screen and find the search field in the lower right corner of the window



2. Enter the **PLU menu name** or **PLU number** in the search field
3. Click the **Search** button
4. Update the item parameters on the PLU editor screen
5. Click **Update** button
6. Close the PLU editor
7. **Download** and **Downline** of the **PLU File** database

Example: "KID ICE CRM" **OR** "016003"



Tip: If you need to edit a menu PLU item, but are having difficulty finding it because you do not know the proper name of the item, simply ring it up on the register – then void the transaction. Issue a receipt and use the name as it appears on the receipt to search for the PLU item.

Edit the Tax Table File

Currently we use tax table 1 and 2 because some states and products are taxed differently. Your Area Developer should be able to advise you about the proper sales tax rate for your store, and if any additional local taxes are required.

To Change/View the Tax Rate File:

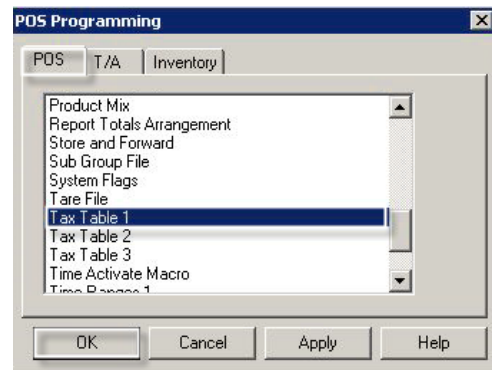
1. Click on the POS Programming button located on the Tool Bar



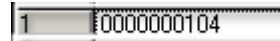
2. Click on the **POS** tab

POS

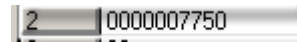
3. Scroll down and highlight **Tax Table 1**, then click **OK**



4. Line 1 will not change, this number will always remain **0000000104**



5. The last four digits of Line 2 is for the tax rate



Continued on next page

Edit the Tax Table File (continued)


ENTRY	Tax Table 1
0000000104	
0000007750	
00	
@@	
00	
@@	
00	
00	
00	
00	
00	
00	

Buttons: New, Delete, Reset, Redo, Undo, Help

Data Field: ENTRY, Other Database ..., Apply

Record Number: 100, Go, OK, Cancel

☐ Show DBEdit help

 MWS reads the tax rate as ten digits ending with a zero. For example, having a tax rate of 7.75% should be typed as 0000007750.

6. Once complete click **OK**



An additional screen will pop up asking if you would like to overwrite the database

7. Click **Yes**

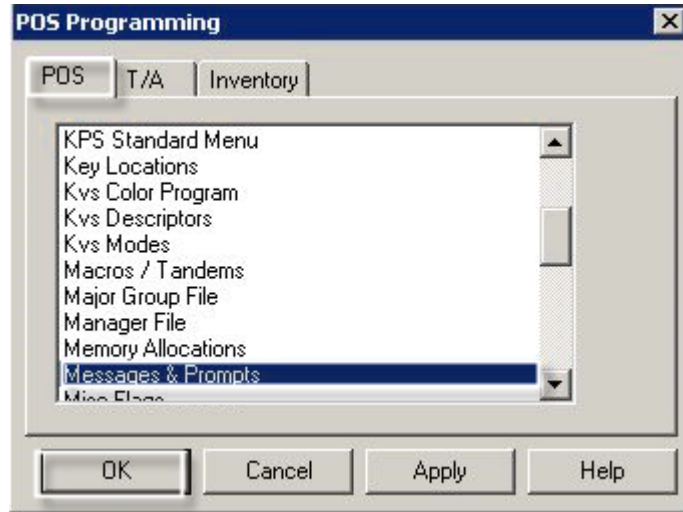
8. The final step is to do a download/downline of Tax Tables

Edit the Message and Prompts File

Message and Prompts are messages that can be displayed on the register and receipts. When there is a concept wide change to messages and prompts, the file is sent down to your system with the phone number set to a default, xxx-xxx-xxxx. You need to know how to update this file so your phone number is displayed correctly on the receipt.

To change your phone number:

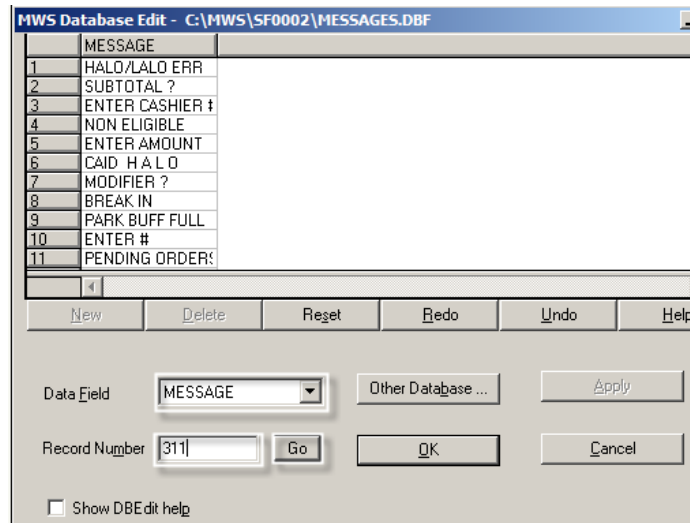
1. Click on the POS Programming button located on the Tool Bar
2. Scroll down and highlight **Message & Prompts**
3. Click **OK**



4. Click into the **Record Number** field
5. Enter **311**

Record 311 is your phone number record. Using the Go button is easier and faster than scrolling through the entire list

6. Click the **Go** button



Continued on next page

Edit the Message and Prompts (continued)

7. Click into the message cell for row **212** (record 311)
8. Enter **phone number**
9. Click **OK**

MWS Database Edit - C:\MWS\SF0002\MESSAGES.DBF

	MESSAGE
202	FOR ICE CREAM!!
203	~~~~~
204	~~~~~
205	~~~~~
206	~~~~~
207	ICIOILID
208	ISITIDINIE
209	ICIRIEJA
210	IMERIY
211	PH.
212	480-596-9526

Enter your phone number

New Delete Reset Redo Undo

Data Field MESSAGE Other Database ... Apply

Record Number 311 Go OK Cancel

☐ Show DBEdit help

10. Click **Yes** to overwrite the database file
11. Close the POS programming window
12. Download/Downline the Messages & Prompts file



MWS Reporting

Value and Benefits of Good Reporting

As we know, a well-run business is reflected by its ability to lower costs, raise revenues and provide the ultimate in products and services for customers. The goal of every savvy business owner should be to develop a series of successful strategies to achieve this objective.

The power of information in your store will help you develop winning strategies and the value of your MWS system is in the information it provides and how you use it. The MWS software is a tool for getting the right information, when you need it, in order to run your store in the most cost-effective and profitable way. The software provides primary reporting for:

Labor – first, your store’s POS cash register serves as a time-clock by which your crew members will clock in and out. The MWS software stores that information so that you can produce the following reports: The Labor by Employee report displays the total number of hours worked by each employee. The TimeKeeper report displays the total number of hours your crew worked. The Time with Labor report displays by hour, the amount of sales you’ve made and the amount of labor cost for that time period.

Sales Trends – your store’s cash register and how accurately your crew member uses it can give you some amazing insight into what products are your best sellers and when. Discover if crew members are promoting waffle products or other products including recent promotions. Use this information to forecast ice cream and waffle item production needs to meet customer demands. Use the PLU (Menu item) and Register reports to help you identify trends.

Financial Transactions – How do you know if your crew members have an inordinate amount of No Sales reported and what could be the reason for that? The answer is cashier reporting. Use the Cashier Report to view individual cashier historical transactions and identify gaps in skills in order to conduct and reinforce training. Cashier reporting may indicate if crew members are not trained to operate the POS cash register properly or may be opening the cash drawer for no apparent reason (could be an indication of possible theft)

What are other great reasons to use the Cashier Report? Competition! Increase sales! Challenge your crew members to compete and see who can sell the most dipped waffle products, Love It size Creations or cakes during a two hour shift. Crew members can view their own cashier reports to see (and prove) how they did.

How to Retrieve Reports

The MWS software collects information in batches according to phases or time clock periods. Each report can be thought of as a snapshot of all the activity that occurred during that period. Reports can either be made from current data (a report of the current batch), or past data viewed as a historical file, or in real time as an Electronic Journal file.

Reports are available as:

- **Current** Activity – Using the Report Creation Feature
- **Historical** Activity – Using Historical File Look Up
- **Real Time** Activity – Using the Electronic Journal File

Data is organized and displayed by:

- **Daily** reports (data collected from 1 day)
- **Weekly** reports (data collected from a 7 day period)
- **Period** reports (data collected from a 14 day period)

Types of information you can retrieve:

1. Employee **time and attendance**
2. Register **product and sales**

Using Historical Files

When each batch is reset during a Start of Day, Week or Period, the batched data is saved as a historical file. Historical File reports are simply reports that have been captured from any period within the last year. The MWS will allow you to view daily, weekly and period reports by date, which allows you to look back in time (perhaps this time last year) to compare sales, observe trends or forecast for inventory because of local recurring civic events or holidays, etc. Reviewing historical reports from several days or weeks ago is also very common.

Managers may use historical reports to compare labor information for time keeping (perhaps at the end of a payroll period) or see if sales have improved during certain weekend hours; perhaps as a tool to schedule more efficiently during high sales periods, etc. You will find historical reports to be very useful in **observing trends** (for costs) or **planning strategies** (for sales).



Understanding historical file names

Historical report file names are created automatically by the system. When you select a historical report, you will notice that the name format or naming convention it uses will suggest its content. The name can be broken into a prefix and suffix, with each giving an indication of what it contains, when it was made, and if was a daily, weekly or period report.

You will learn to quickly recognize a historical report by its naming convention:

0428CSH.z1r is a daily Cashier Sales report.

How to read it:

0428	CSH	.	z	1	r
					
Prefix			Suffix		

Prefix

0428—the date the report was made: 04/28 or **April 28th**

CSH—abbreviates the report name: In this case, it means **Cashier**

Suffix

z – means zeroed, indicating the data was cleared after the historical file was made

1 – indicates a Daily report (**2= weekly, 3=period**)

r – means report

Historical Report File Extensions - Overview

File Extension	Description
Z1r Daily	A report generated by using the End of Day command. The "z" stands for zeroed; indicating that all register data has been cleared and moved to the weekly totals. The 1 indicates that this is a daily report. The End of Day command creates a file with the .z1r extension, but does not clear the register data.
Z2r Weekly	A report generated by using the Start of Week command. The "z" stands for zeroed; indicating that all register data has been cleared. The "2" indicates that this is a weekly report. Time & Attendance data is the only data that is moved to the period totals.
Z3r Period	A report generated by using the Start of Period command. The "z" stands for zeroed; indicating that all register data for a pre-defined period has been cleared. The "3" indicates that this is a period report. This type of report is only available for Time & Attendance.
x1r, x2r, x3r	Any daily (1), weekly (2), or period (3) report generated by using the Reports dialog box with the Historical option checked.
txt	Any daily (1), weekly (2), or period (3) report generated by using the Reports dialog box with the Export option checked. This type of report is easily imported into other applications, like Microsoft Excel, for example.

Reports and File Naming - Examples

File Name	Report	Date the report pertains to
0428CSH.z1r	Cashier Sales	4/28
0428FOO.z1r	Food Cost	4/28
0428INV.z1r	Inventory	4/28
0428IRE.z1r	Inventory Reorder	4/28
0428LBE.z1r	Labor by Employee	4/28
0428LBJ.z1r	Labor by Job	4/28
0428M-G.z1r	Major Group Sales	4/28
0428MGR.z1r	Manager Activity	4/28
0428PLU.z1r	Menu Item Sales or PLU Sales	4/28
0428REG.z1r	Register or Financial	4/28
0428S-G.z1r	Sub Group Sales	4/28
0428TCL.z1r	Time Clock	4/28
0428TIM.z1r	Hourly Sales	4/28
0428TKP.z1r	Time Keep	4/28
0428TLB.z1r	Labor Cost by Hour	4/28

Frequently Used Register Reports

Report Name	Abbrev	Description
MMDDREG.Z#R	REG	Register report – Indicates the number of transactions by menu item, associated sales, # and amt. of credit card transactions, # and amt. of cash transactions, etc. This report can be produced via the POS or MWS Backoffice system.
MMDDCSH.Z#R	CSH	Cashier report – a full report on all activity for a specific cashier – includes # of transactions, # and \$ amount of products sold, # of No Sales, etc. This report can be produced via the POS or MWS Backoffice system.
MMDDPLU.Z#R	PLU	PLU report – displays the number of a specific menu item sold, associated dollar amount, and percentage of your overall sales that the menu item represents.
MMDDTIM.Z#R	TIM	Time All Sales report – Displays the number of transactions and dollar amount of transactions by hour of the day. Helpful for scheduling purposes.

Frequently Used Time and Attendance Reports:

Report Name	Abbrev	Description
MMDDLBE.Z#R	LBE	Labor by Employee report – displays the cost of labor for each employee clocked in during that day. Report includes tips reported, regular hours labor cost, overtime hours labor cost, and combined total.
MMDDTKP.Z#R	TKP	Timekeeper report – Displays by employee number and name, clock-in and clock-out times, # of regular hours worked, # of overtime hours worked and combined number of hours and total cost of labor.

Register Reports - Explained

The following is a list of the applicable register reports with a short description. These reports are generated daily and weekly.

Manager

Shows the activity (Programmable totals) on a register when a manager was logged on. If a cashier and a manager are logged on to a register at the same time, the manager report will include the cashier's activity.

Cashier

Shows the activity on a register when a cashier was logged on.

Register Reports (continued)

Major Group

Shows totals for each major group. For example, LLGTOTALS and Dip Totals.

Subgroup

Shows totals for each subgroup. For example, totals for Like It, Love It, Gotta Have It, Dip Bowls and Dip Cones.

PLU

Shows the totals for each PLU (menu item).

Register

Shows all activity for each register. This is commonly used for balancing.

Time - All Sales

Shows sales that occurred within programmable time-periods.

Time and Attendance Reports - Explained

The following is a list of the applicable T/A reports with a short description. You can generate daily, weekly, and period T/A reports.

Time Keep

Combines the data of the Labor by Employee and Labor by Job Code reports and adds actual clock-in / clock-out information.

Time Report w/Labor (Not available for the period)

Shows an account of your labor cost and labor information by programmable time ranges. For example, it shows the total sales for a programmed time frame, how many employees were logged in during that time and at what cost, and how this relates to profit margins.

Labor by Employee

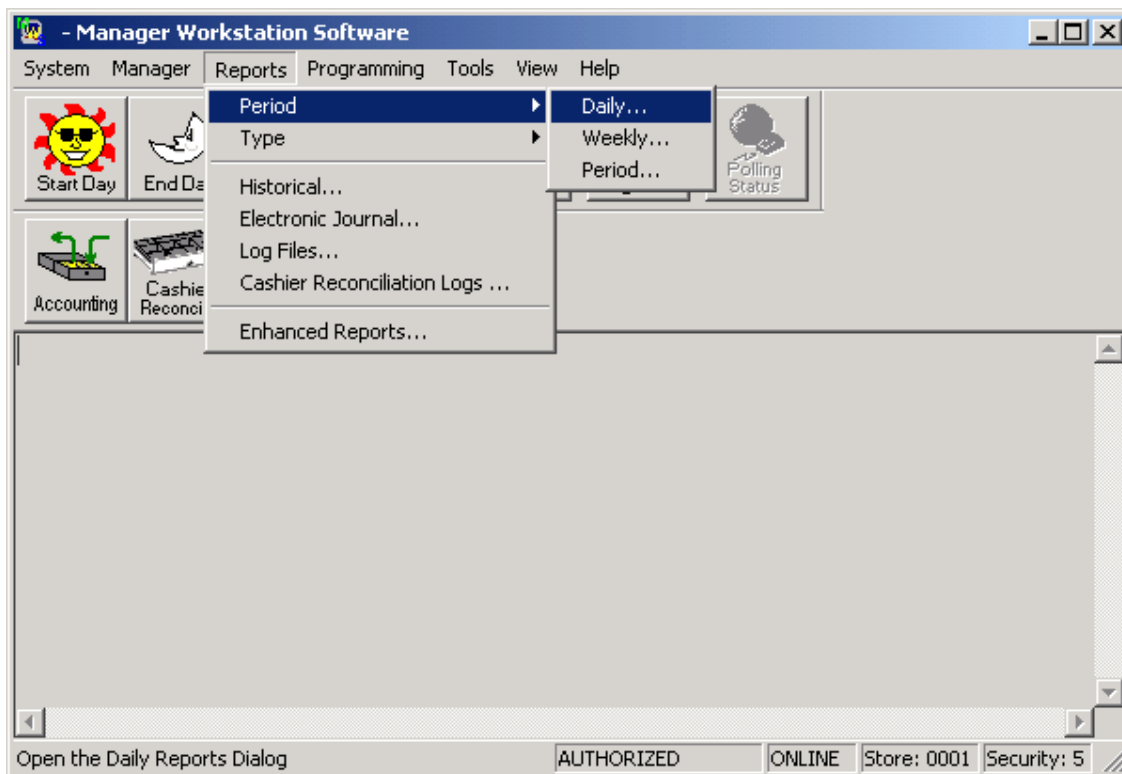
Shows labor cost for each employee clocked in during that day. This includes tips, labor cost for regular hours, labor cost for overtime pay, and combined labor cost.

Labor by Job Code

Shows labor cost by job description for all employees clocked in during that day. For example, if you have two cashiers logged in for the day, this report would show the cost for their combined regular hours, overtime hours, the sum of regular and overtime hours, and the total cost per job description.

The Reports Menu

The **Reports** menu provides you with several options to produce a variety of system-wide reports. You can generate a report based on a specific timeframe or by report type. In addition, the Reports menu features the commands to start the **Electronic Journal Viewer** and **Enhanced Reports**. Any reports created from the reports menu are a snapshot of data collected within the current the given period. For example, a daily report includes all current daily data since the last Start of Day was run. The weekly report option contains all current weekly data, and the period report option contains all Time and Attendance data for the current period. Use the **Historical file** option to view any past data from a period that is no longer current.

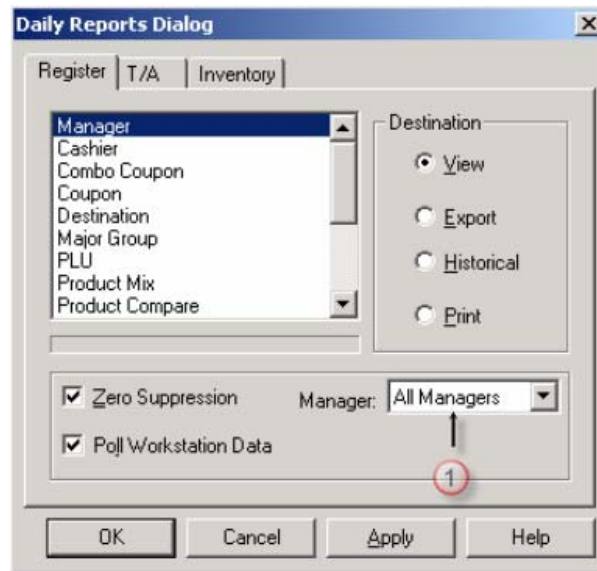


Continued on next page

Reports Menu (continued)

You have the option of viewing, exporting, and storing (historical), or printing the reports and you may choose to suppress zero totals on some reports. You can also select whether you want to upload the data from the workstation or use previously stored data to generate a report. If you select the Export or Historical option, the system generates the report file with the appropriate file extension.

The options for each tabbed page of the Reports dialog box are the same.



Several data filters options are available to allow you to create more specific reports:

Manager Option Box

Anytime you generate a cashier, manager, or employee report, the dialog box also displays a list box, allowing you to select all or individual cashiers, managers, or employees.

Zero Suppression

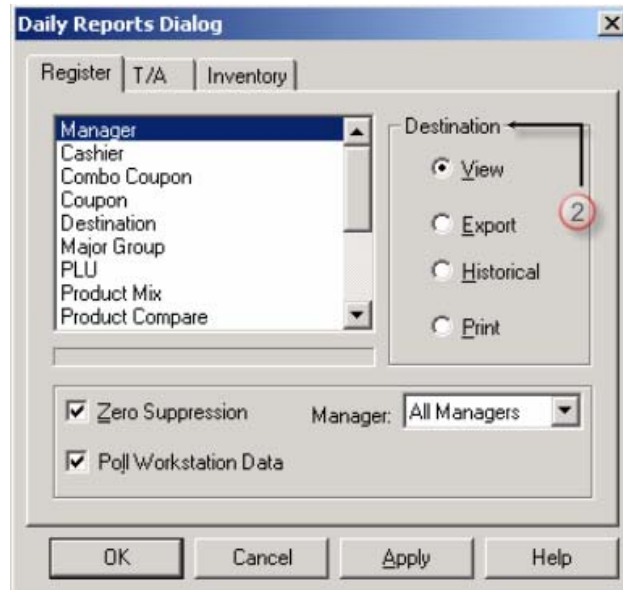
This option is used to remove all zeros from your report. Eliminating all items with a value of zero will shorten and eliminate unnecessary clutter from the report.

Poll Workstation

With this option, the system uploads the most current data directly from the register and displays it in the report. If Poll Workstation is not select, MWS opens the previously stored database file.

Report Options - Destination Area

The report destination area allows you to select several options for viewing your report.



The **Destination** area contains four options:

View Option:

If you select this option in conjunction with the Poll Workstation option, the system uploads the data from the register and displays it on the screen, using the Note Pad text editor. The system also stores the data as a database file (.dbf) on your hard disk. Each time you select these two options together; MWS displays it, and overwrites the previous database file with the latest data. If you select the View option without the Poll Workstation, MWS opens the previously stored database file.

Export Option:

If you select this option, the system stores the report as a comma delimited text file (.txt), which is easily imported into other applications like Microsoft Excel® and Microsoft Access®. The file will be saved in the following folder: **C:\MWS\sf0001**

Historical Option:

If you select this option, the system stores the report with an .x*r file extension. The * represents a number, determined by the timeframe you select for the report, see File Extensions.

Print Option:

If you check this option in conjunction with the Poll Workstation option, the system uploads the data from the register and sends it to your default printer. The system also stores the data as a database file (.dbf) on your hard disk. Each time you select these two options together, MWS uploads the current data from the register, prints the new data, and overwrites the previous database file with the latest data. If you select the Print option without the Poll Workstation option, MWS sends the previously stored database file directly to your default printer.

Daily Reports

Use this function to upload the latest data from the register since the last start of day. If you want a specific report to be available later, select the Historical or Export as explained in Report Options - Destination Area.

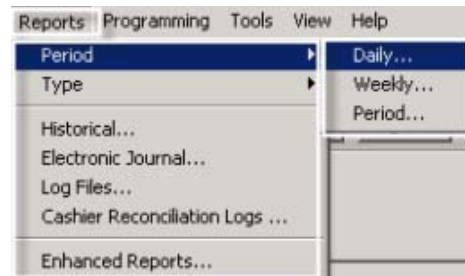
To generate a Daily report, perform the following steps:

1. Click **Reports** on the toolbar

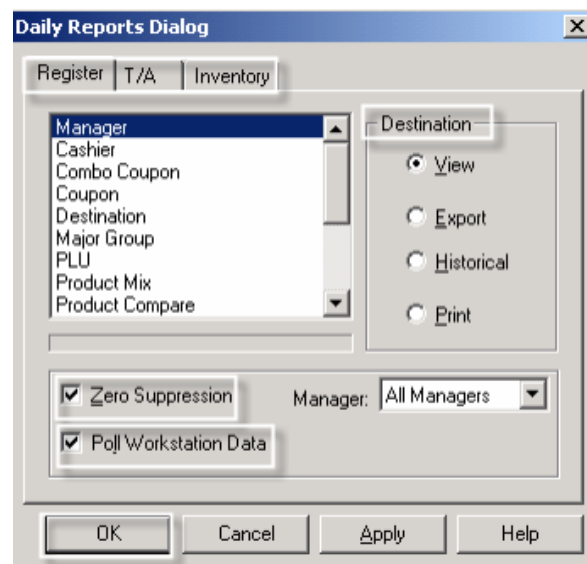


OR

1. Point to **Reports** on the **Reports Menu**



2. Point to **Period**
3. Click **Daily**



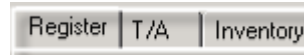
The **Daily Reports** dialog box appears with the Register tab selected. In addition to Register reports, there are two more report types to choose from, T/A (Time & Attendance). Select the report option by clicking on a Report name from option box.

Note: *The Inventory application is not used.*

Daily Reports (continued)

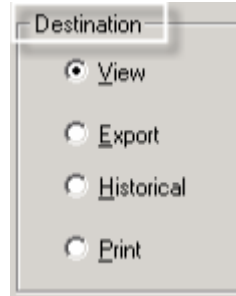
Selecting a daily Report:

1. Click the appropriate **tab** for the report you want to generate
2. Click on the **Report Name** from the dialog option box.

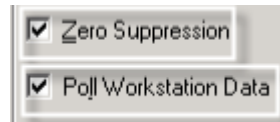


Example: **Manager**

3. Select an option. in the **Destination** area



4. Select or deselect the **Zero Suppression** and **Poll Workstation Data** options



5. Click **OK**



Weekly Reports

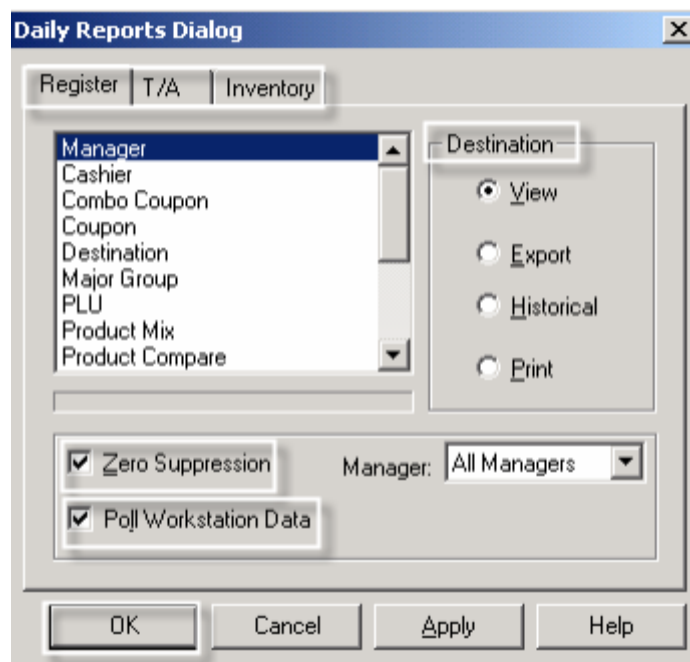
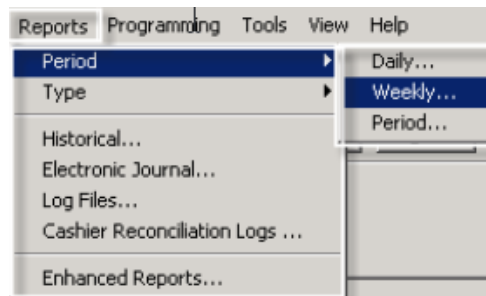
A weekly report does not necessarily contain a week's worth of data. Depending on when you run Start of Week command, a Weekly Report could contain data for a longer or shorter period. However, in our case, since the business week is from Wednesday to Tuesday, and we do the Start of Week every Wednesday morning following the Start of Day, our Weekly Reports do contain a weeks worth of data.

Note: If you execute the Start of Week prior to the Start of Day on Wednesday morning your Weekly reports will be short of data by one day and the following week will have an extra day of data for the week.

You can generate this type of report as often as you wish. If you want a specific report to be available later, select the Historical or Export option.

To generate a Weekly report, perform the following steps:

1. Point to **Reports** on the **Reports Menu**
2. Point to **Period**
3. Click **Weekly**



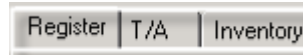
The **Weekly Reports** dialog box appears with the Register tab selected. In addition to Register reports, there are two more report types to choose from, T/A (Time & Attendance) and Inventory. Select a report option by clicking on a Report name from option box.

Note: Inventory is not used.

Weekly Reports (continued)

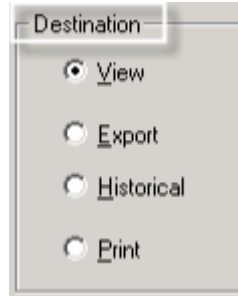
Selecting a weekly Report:

1. Click the appropriate tab for the report you want to generate
2. Click on the **Report Name** from the dialog option box.

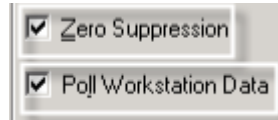


Example: **PI.U**

3. Select an option. in the **Destination** area



4. Select or deselect the **Zero Suppression** and **Poll Workstation Data** options



5. Click **OK**

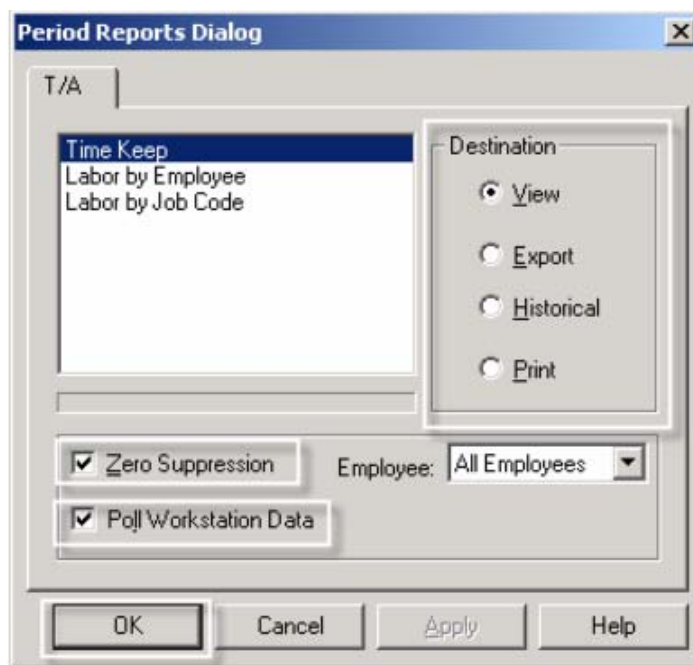
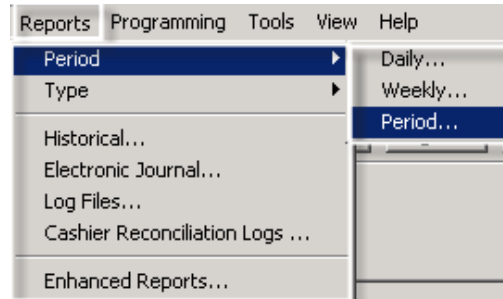


Period Reports

The time span covering a period is dictated by how often you execute the Start of Period command. You can generate this type of report as often as you wish but each time you do so, the system overwrites the database file it created the previous time you generated this report. If you want a specific report to be available later, select the Historical or Export option.

To generate a period report, perform the following steps:

1. Point to **Reports** on the **Reports Menu**
2. Point to **Period**
3. Click **Period**



The **Period Report** dialog box appears. The only available tab for this type of report is **T/A (Time & Attendance)**. Select the report option by clicking on a Report name from option box.

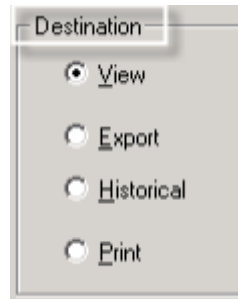
Period Reports (continued)

Selecting a Period Report:

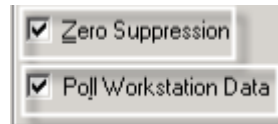
1. Click on the **Report Name** from the dialog option box.

Example: **Time Keep**

2. Select an option in the **Destination** area



3. Select or deselect the **Zero Suppression** and **Poll Workstation Data** options



4. Click **OK**

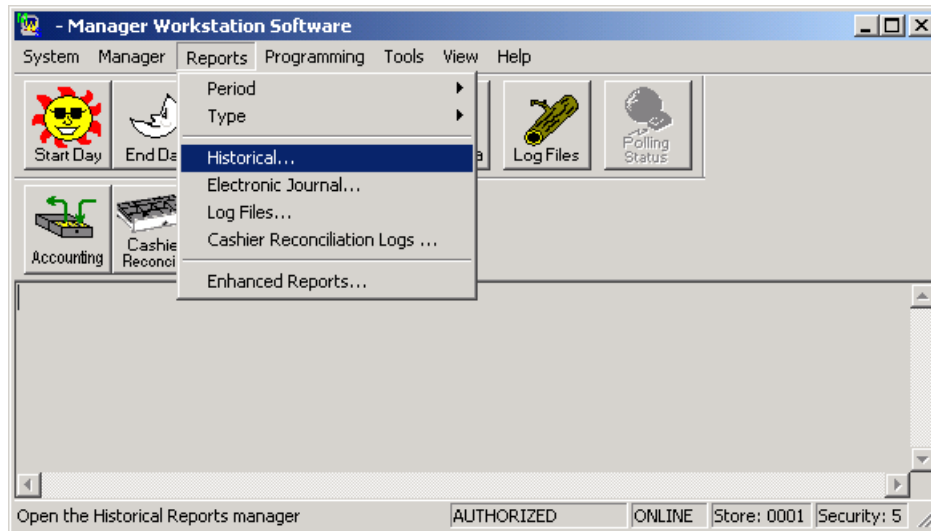


Historical Reports - Daily

This feature allows you to view reports that have been previously stored or exported.

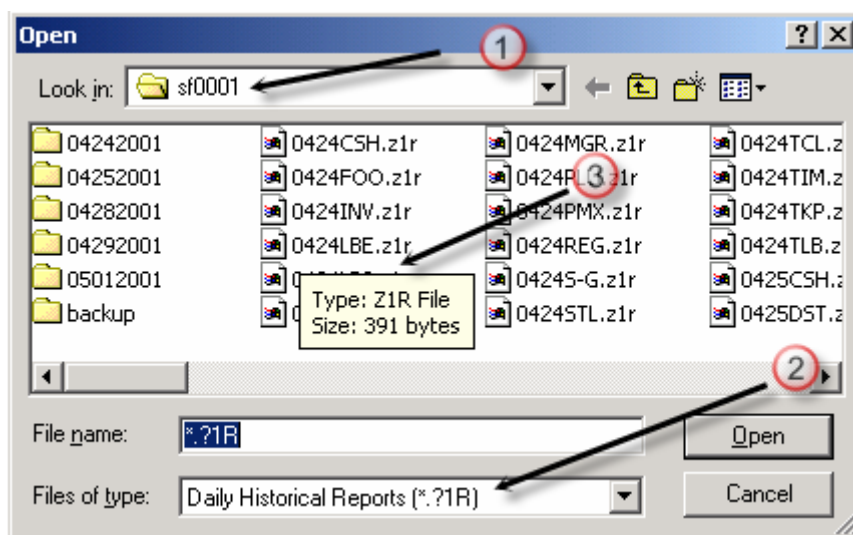
To display previously stored **Daily Reports**:

1. Point to Reports on the Reports menu
2. Click Historical



The Open dialog box appears below:

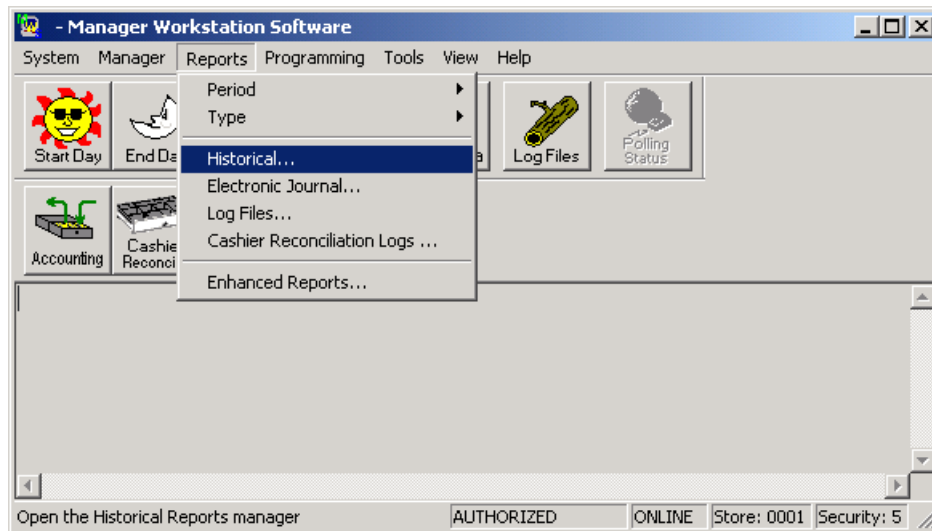
1. Look in should be set to the **sf0001** Folder. If you do not see your file, make sure that the Look in box displays the sf0001 folder
2. The Files of Type defaults to **Daily Historical Reports (*.?1R)**
3. Click the file you want to view
4. Click **Open**. The system opens the file in your default text editor.



Historical Reports - Weekly

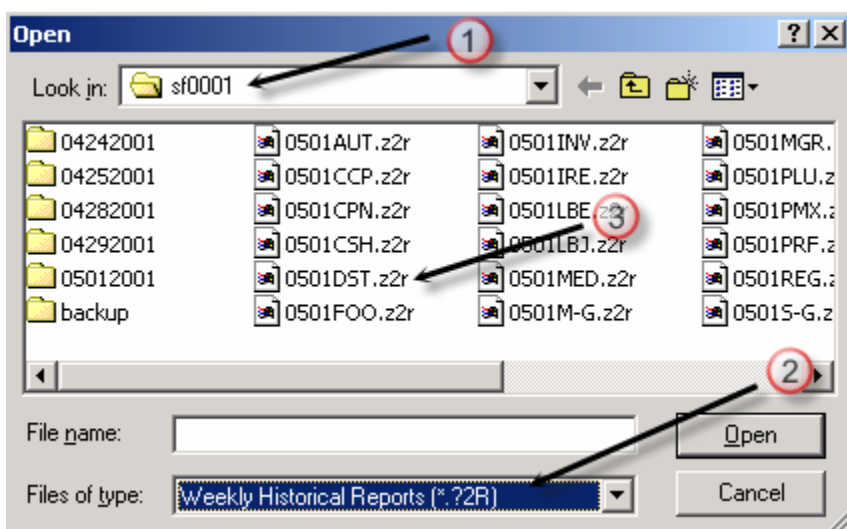
To display previously stored **Weekly Reports**:

1. Point to Reports under the Reports menu
2. Click Historical



The Open dialog box appears below:

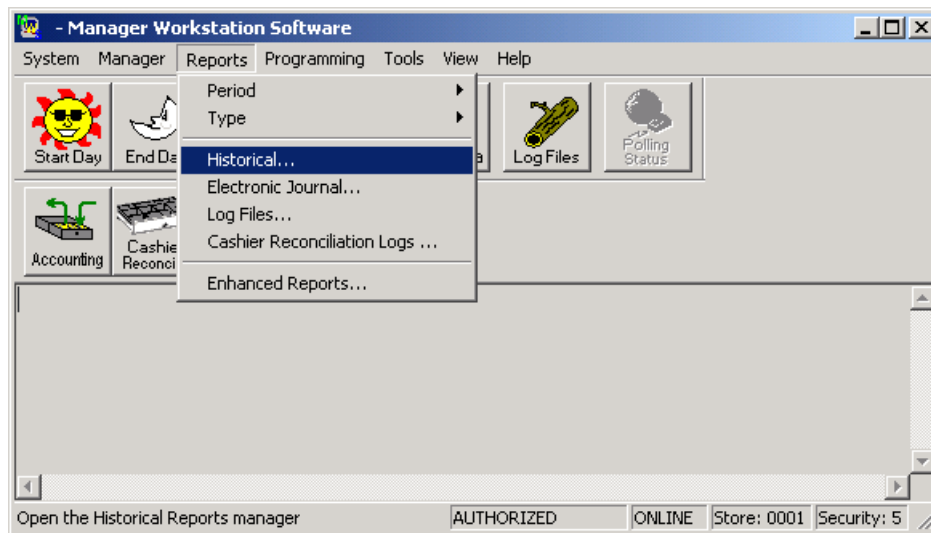
1. Look in box should be set to the **sf0001** Folder
2. The Files of Type box defaults to Daily Historical Reports (*.?1R), change it to **Weekly Historical Reports (*.?2R)**
3. Click the file you want to view
4. Click **Open**. The system opens the file in your default editor.



Historical Reports - Period

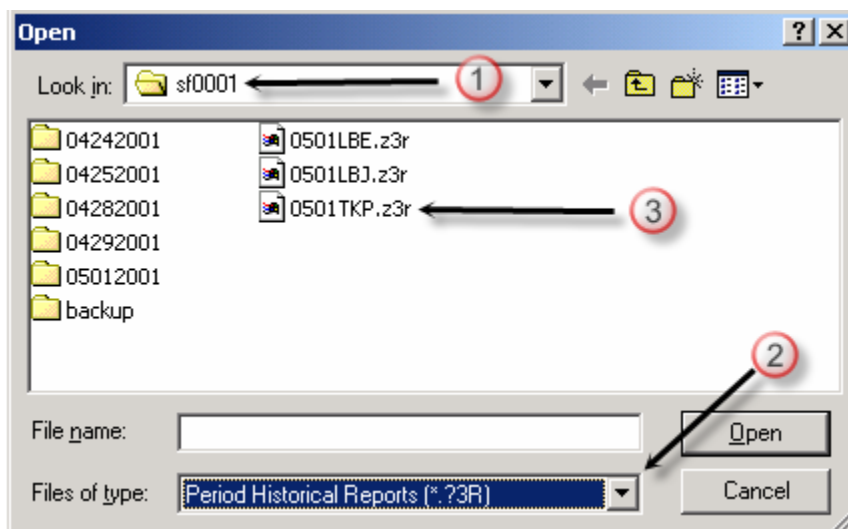
To display previously stored **Period Reports**:

1. Point to Reports under the Reports menu
2. Click Historical



The Open dialog box appears below:

1. Look in box should be set to the **sf0001** Folder
2. The Files of Type box defaults to Daily Historical Reports (*.?1R), change it to **Period Historical Reports (*.?3R)**
3. Click the file you want to view
4. Click **Open**. The system opens the file in your default editor.



The Electronic Journal

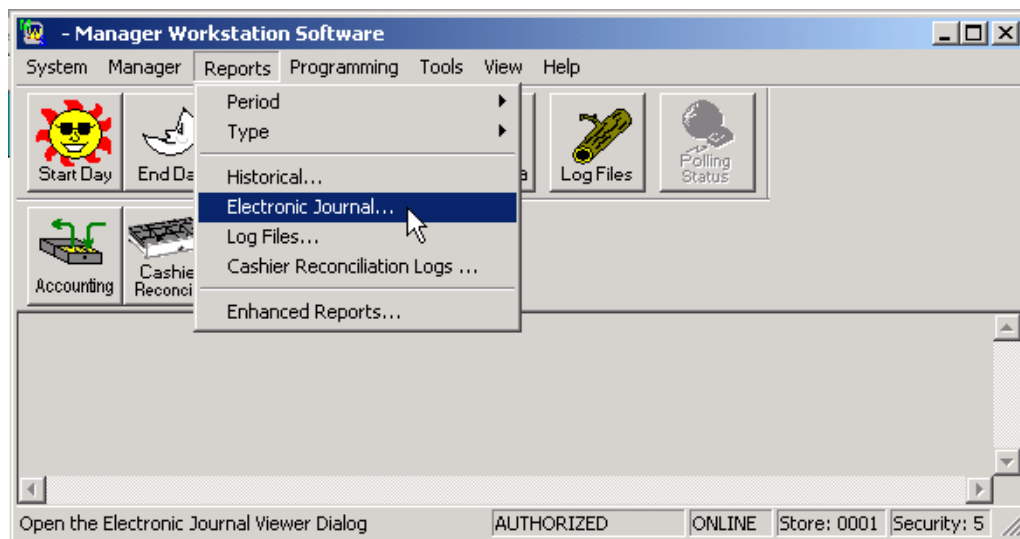
A major feature of MWS is the Electronic Journal (EJ). Sales information captured in the register is electronically recorded real-time, keystroke by keystroke in the EJ. The EJ data stores and displays in much the same way as a register journal.

The EJ is in constant communication with the registers to give you up-to-the-minute register data. This data is stored in a binary file named **z1_ej.bin**, where the system accumulates the data through constant updates until you execute a Start of Day command. When you execute a Start of Day command, EJ stores the accumulated data in a newly created historical EJ file and zeroes all values in the default file. The Electronic Journal Viewer then starts the accumulation process all over again.

You can view and print EJ reports, or you can store them to disk using the standard (Historical Reports) or comma delimited (Export) format.

To display the EJ:

1. Point to Reports under the Reports Menu
2. Click Electronic Journal



Continued on next page

Electronic Journal (continued)

The following dialog box appears, with the active store selected:

Electronic Journal

Store Number: 0001

Historical EJ File: C:\MWS\sf0001\z1ej1014.bin [Browse]

Item Search

PLU: [] Descriptor: []

Server Name: [] Cashier Name: ALEXANDR

Range Search

GCK Order: [0] - [0]

Transaction: [0] - [0]

Time Range: 11 : 00 - 13 : 00

[View] [Print to File] [Export] [Cancel]

Click the **Browse** button to select historical EJ files by date. If you want to see all sales rung up by a specific **cashier** and **time range** you can do the following:

Electronic Journal

Store Number: 0001

Historical EJ File: C:\MWS\sf0001\z1ej1014.bin [Browse]

Item Search

PLU: [] Descriptor: []

Server Name: [] Cashier Name: ALEXANDR

Range Search

GCK Order: [0] - [0]

Transaction: [0] - [0]

Time Range: 11 : 00 - 13 : 00

[View] [Print to File] [Export] [Cancel]

Electronic Journal (continued)

1. Select a cashier by using the drop down menu under **Cashier Name**
2. Enter a time in the Time Range fields (Remember it's military time!)
3. Click **View** to display the data
4. Click **Cancel** to exit Ej

ALEXANDR

11 : 00 . 13 : 00

View

Cancel

You will be able to view the following report:

=====	
Electronic Journal Report	
Store #: 0000	
CSC #00	
Date taken: 10-15-04 12:42 PM	
File: C:\MWS\SF0001\Z1EJ1014.BIN	
=====	
Reporting on ...	
CASHIER: #008	
TIME Range: 11:00A to 1:00P	
=====	
#0297	TAKE OUT (2)
1 LV I CRM	3.79
1 LV I CRM	3.79

SBTL	7.58

TXB1	7.58
TOTAL	7.58
CASH	8.08
CHANGE	.50
ALEXANDR #8	
0003 11:13 10-14-04 REG#0002	
#0299	TAKE OUT (2)
1 BKT ICE	10.19

SBTL	10.19

TOTAL	10.19
CASH	10.19
CHANGE	.00
ALEXANDR #8	
0005 11:50 10-14-04 REG#0002	
#0202	TAKE OUT (2)
1 LK I CRM	3.39
1 PL WFFL	.59

SBTL	3.98

TXB1	3.98
TOTAL	3.98
CHG1	3.98
ALEXANDR #8	
0007 12:30 10-14-04 REG#0002	

Cashier

Time Range

Register Number

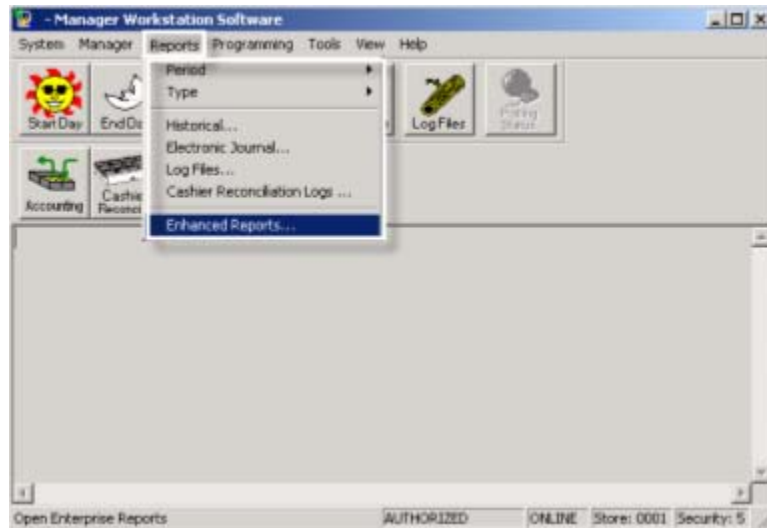
For more information on the Electronic Journal Report, see the "What Can the Electronical Journal Show Me?" page located in the Appendices.

Enhanced Reports (Corporate Reporter)

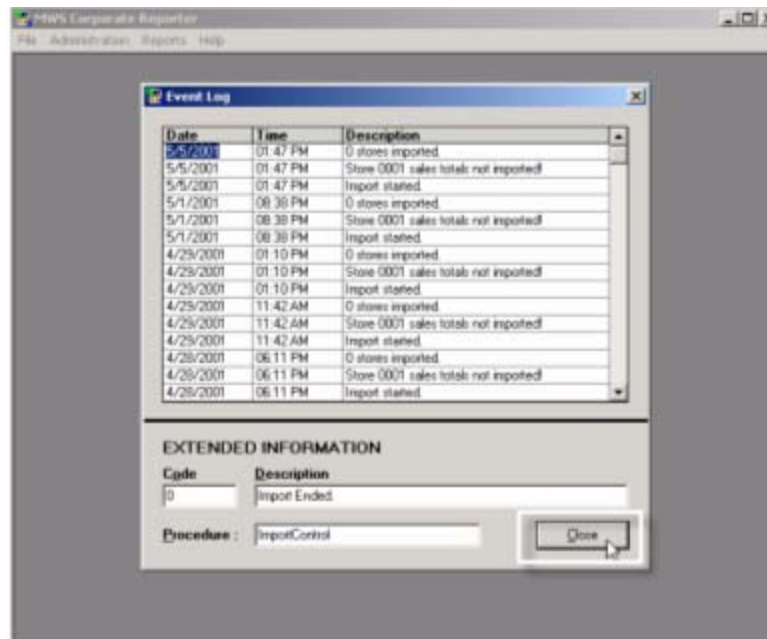
The reports you generate with Enhanced Reports are similar to the historical reports located in the Reports Menu. The only difference is Enhanced Reports has some visual enhancements.

To run an Enhanced Report, perform the following steps:

1. Point to Reports under the Reports Menu
2. Click Enhanced Reports



Corporate Reporter opens with the Event Log displayed:



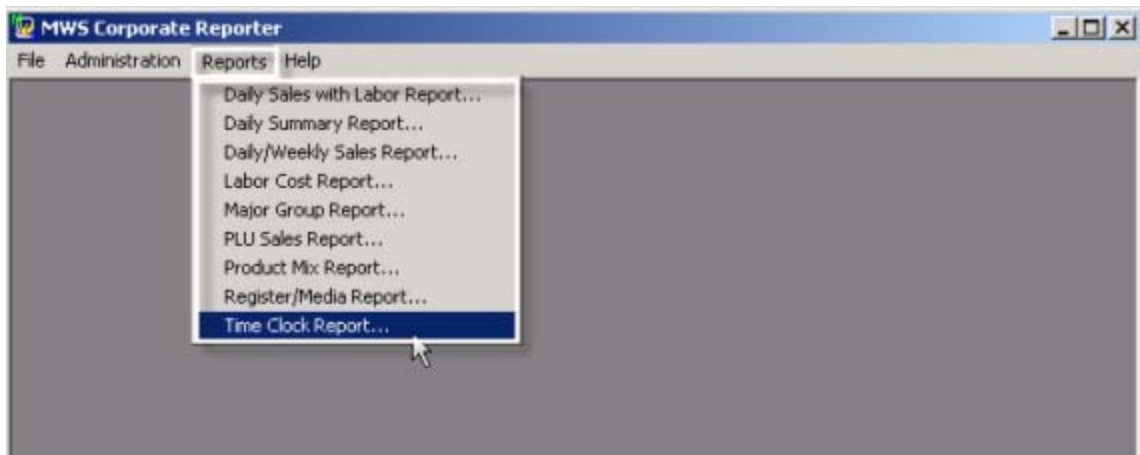
The importance of the Event Log is to verify data was imported correctly.

Corporate Reporter (continued)

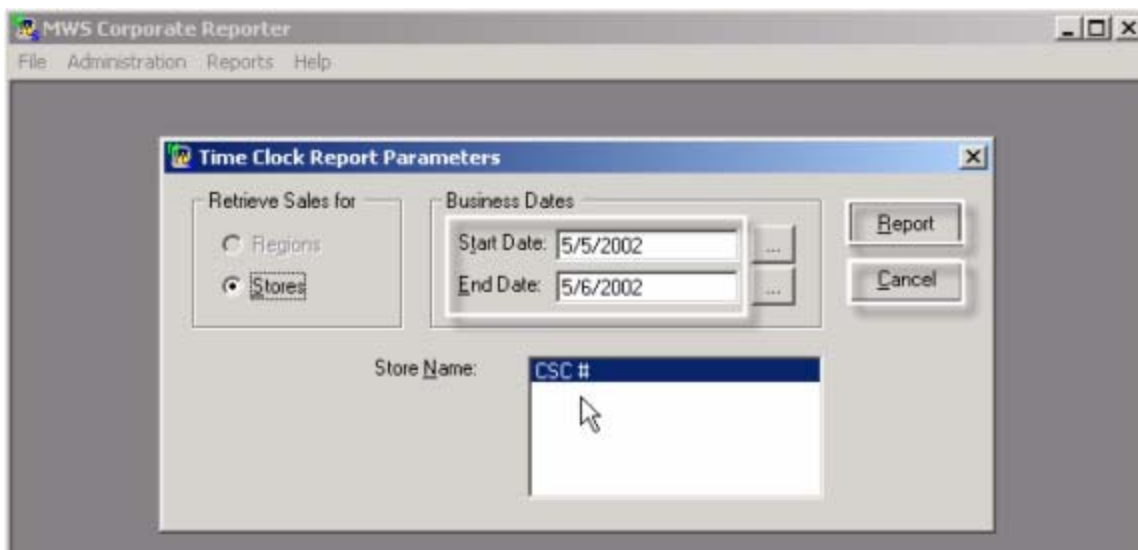
To create a report from within the Corporate Reporter:

1. Click **Close** on the **Event Log**
2. Point to the **Reports Menu**
3. Click on the report you want to run under the Reports Menu

In this example the Time Clock Report is being run:



You are presented with the following screen:



Continued on next page

Corporate Reporter (continued)

To run a Time Clock Report, perform the following steps:

1. Click into **Start Date** and **End Date** boxes and enter the new start and end date
2. Click **Report** to generate a report
3. Click **Cancel** to exit without generating a report

Start Date: 5/5/2002
End Date: 5/6/2002

OR

MWS Corporate Reporter
File Administration Reports Help

Time Clock Report Parameters

Retrieve Sales for:
Regions
Stores

Business Dates:
Start Date: 5/5/2002
End Date: 5/6/2002

Report
Cancel

Store Name: CSC #

Select Date

Date: May 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

OK
Cancel

1. Click the buttons icons next to the **Start Date** and **End Date** boxes



The system displays a calendar where you can select the month and year.

2. Click the appropriate date button
3. Click **Report** to generate a report
4. Click **Cancel** to exit without generating a report



Corporate Reporter (continued)

The following Time Clock Report will appear:

TIME CLOCK REPORT FOR STORE 0001 (CSC #81)					
<i>From 9/6/2004 through 9/7/2004</i>					
ID	Name	Business Date	Job	Punch In	Punch Out
530	ZAC	06-Sep-04	CREW	04:57 PM	08:48 PM
ID	Name	Business Date	Job	Punch In	Punch Out
1653	ANGELA	06-Sep-04	CREW	09:59 AM	04:23 PM
ID	Name	Business Date	Job	Punch In	Punch Out
2760	CHRIS	06-Sep-04	CREW	11:11 PM	11:36 PM
2760	CHRIS	06-Sep-04	CREW	07:00 PM	11:02 PM

Corporate Reporter - Manual Entries

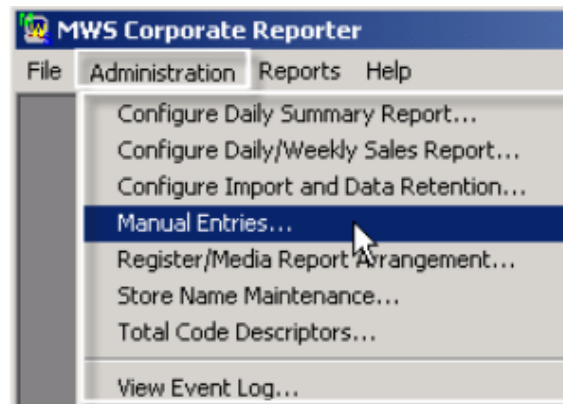
The Manual Entries function allows you to enter actual sales totals following any business day of the current business week or at any time prior to your Start of Week. Manual Entries is the information you can manually enter to display on the Form 1 (daily/weekly sales report) that is not captured on the daily register report.

The information you will typically enter manually is:

- Daily Deposit (cash removed from the store)
- Actual Coupons Collected
- Actual Credit Card Sales (corrected for tips)

To access Manual Entries:

1. Point to the **Administration Menu** under **Corporate Reporter**
2. Click on **Manual Entries**



The **Manual Entries** dialog box appears:

3. Fill in the fields
4. Click **Save**

 A screenshot of the 'Manual Entries' dialog box. The title bar says 'Manual Entries'. The main area is titled 'Enter Daily Information'. It contains several input fields: 'Business Date' (with a date picker showing 5/5/2002), 'Store Name' (with a dropdown menu showing 'CSC #'), 'Daily Deposit (-):', 'Actual Coupons:', 'Weekly Manager Salary:', 'Check Sales (-):', and 'Credit Card Sales (-):'. At the bottom, there are 'Save' and 'Cancel' buttons.

Manual Entries (continued)

To Retrieve the Daily/Weekly Summary Report (aka Form 1), perform the following steps:

1. Click on the **Reports Menu**.
2. Click on **Enhanced Reports**.
3. The MWS Corporate Reporter screen opens and its Event Log appears. To continue, click the **Close** button on the **Event Log** screen.
4. Click on the **Reports menu**.
5. Select **Daily/Weekly Sales Report**.
6. Click on the drop down button adjacent to the week ending date.
7. Select the **week ending date** for the week's information you would like to view.
8. Select the **Report button**.

The Daily/Weekly Summary Report will display on your screen:

MWS Corporate Reporter - [Daily/Weekly Sales Report for Store 0001 (6/21/2005)]

File View Administration Reports Window Help

1 of 1+ 100%

Daily/Weekly Sales Report
STORE NO: 0001 W/E: 6/21/2005

NET SALES: \$ 5,887.19
ROYALTY: \$ 353.23 ADV: \$ 0.00

Date	Wed 6/15/2005	Thu 6/16/2005	Fri 6/17/2005	Sat 6/18/2005	Sun 6/19/2005	Mon 6/20/2005	Tue 6/21/2005	TOTAL
GRAND TOTAL	119,242.50	120,243.50	121,238.70	122,713.60	124,069.00	124,732.30	125,452.50	125,452.50
PREVIOUS GRAND TOTAL	118,455.40	119,242.50	120,243.50	121,238.70	122,713.60	124,069.00	124,732.30	118,455.40
GROSS SALES	787.07	973.27	993.79	1,454.63	1,350.48	660.49	719.14	6,938.87
Wetzel's Cpus								0.00
Coupons	-10.00	-16.00	-18.29	-40.00	-36.00	-4.00	-2.00	-126.29
GC Sold	20.00	70.00	10.00	10.00	10.00			120.00
Promo								0.00
Emp Disc	-6.13	-18.65		-1.50	-7.48		-4.73	-38.49
Mgr Disc	-6.93	-0.99	-31.38	-57.35	-3.94	-27.92	-14.31	-142.84
= ADJUSTED SALES	740.07	851.87	932.77	1,340.33	1,281.53	628.02	697.65	6,472.24
Sales Tax	66.88	76.88	84.38	121.71	115.40	56.69	63.11	585.05
= NET SALES	673.19	774.99	848.39	1,218.62	1,166.13	571.33	634.54	5,887.19
Cold Stone Net	673.19	774.99	848.39	1,218.62	1,166.13	571.33	634.54	5,887.19
Wetzel's Net	673.19	774.99	848.39	1,218.62	1,166.13	571.33	634.54	5,887.19
ADJUSTED SALES	740.07	851.87	932.77	1,340.33	1,281.53	628.02	697.65	6,472.24
Credit Card		-642.21		-470.13				-1,112.36
Catering Charge								0.00
PAID Ours	-10.71		-50.00	-110.00			-10.00	-180.71
Received on Account								0.00
Catering Payment			28.13				0.27	28.40
= REQUIRED CASH	729.36	209.66	910.90	760.18	1,281.53	628.02	687.92	5,207.57
Daily Deposit		-2,182.13		-755.18				-2,937.33
= OVERSHORT	-729.36	1,972.49	-910.90	-5.00	-1,281.53	-628.02	-687.92	-2,270.24
COUPONS								
Totals Actual		25.00		15.00				40.00
Tape Total \$								0.00
+/- VARIANCE	0.00	25.00	0.00	15.00	0.00	0.00	0.00	40.00
SRL Total	140.00	175.00	199.00	300.00	249.00	120.00	151.00	1,334.00
Mix In %	19.29	28.00	21.61	25.00	23.29	19.17	23.18	22.79
Cake/Pie \$	41.90	100.75	66.83	108.75	163.60	60.85	22.95	565.65
RL %	40.00	44.00	46.73	53.67	48.19	49.17	41.72	46.21

Edit Time and Attendance Information

The Edit Hours Worked function allows you to review and edit time clock entries for your employees. You can adjust the time for a given job, or the job for a given time. For example, an employee clocked in as CREW. After one hour, you determined that you needed another Manager and assigned the job to this employee. The employee, however, never clocked out as CREW. Using the Edit Hours Worked dialog, you can adjust the employee's time to reflect one hour as CREW and the balance as a Manager.

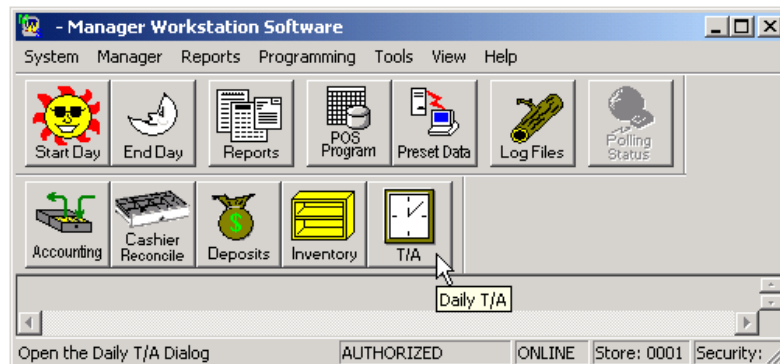
Edit Daily Hours Worked

If your crew members forget to clock in or clock out, you will need to modify their hours worked in order for the reports you run to accurately reflect the employee's hours and your LABOR COST.

You adjust the employee's punches from the Edit Hours Worked – Daily dialog box. Editing hours from any other dialog box does not adjust time clock hours in Enhanced Reports or the Labor Cost in the Form 1.

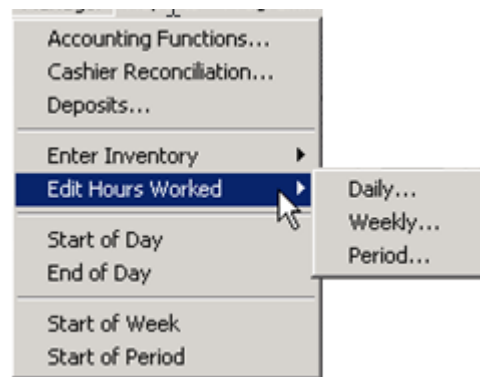
To edit **daily Time and Attendance** do one of the following:

1. Click T/A on the Manager Toolbar to edit current Daily hours worked



OR

1. Point to Manager under the **Manager Menu**
2. Point to **Edit Hours Worked**
3. Click **Daily** to edit the current day's hours



Edit Daily Hours worked (continued)

The Edit Hours Worked dialog box will appear:

Job Description	In Time	Out Time	Break	Regular Time	Over Time	Over Time2
CREW	08 : 00	15 : 30	<input checked="" type="checkbox"/> 1	7.50	0	0
			<input type="checkbox"/> 2	0	0	0
			<input type="checkbox"/> 3	0	0	0
			<input type="checkbox"/> 4	0	0	0

Week Total: 0.28 Period Total: 0.00 Current Total: 7.50 0 0

Buttons: Update, OK, Cancel, Help

Do one of the following:

1. Type or select the **employees ID Number** in the **Employee ID box**.
- OR
2. Type the first letter of the name in the **Employee Name box**. The system displays the first name that starts with this letter, narrowing down the list. Select the employee's name.

3. Click **Load**

The Employee Name box displays the name automatically.

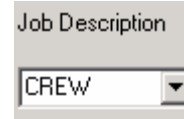
The Employee ID box displays the number automatically.

MWS uploads the appropriate data from the register

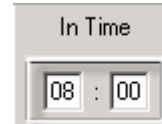
Continued on next page

Edit Daily Hours Worked (continued)


4. Select the correct job description for this period in the **Job Description** list


 A screenshot of a 'Job Description' dropdown menu. The text 'CREW' is displayed in the selection box, and a small downward-pointing arrow is visible on the right side of the box.

5. Type the correct hour and minutes (in military time), in the **In Time** box


 A screenshot of an 'In Time' input box. It features two digital-style input fields separated by a colon. The first field contains '08' and the second field contains '00'.

6. Type the correct hour and minutes (in military time) in the **Out Time** box


 A screenshot of an 'Out Time' input box. It features two digital-style input fields separated by a colon. The first field contains '15' and the second field contains '30'.

Do not check the Break Box, this feature is **not used**

7. Click **OK** to complete the edit


 A screenshot of an 'OK' button with a standard rectangular shape and a slight 3D effect.

Update

If you are editing clock-in/out times for more than one employee, click Update. The system downloads the data to the workstation and notifies you when the update is complete. The dialog box remains open, so you can edit another employee's clock-in/out data.

OK

If you have no more updates to make, click OK*. The data is downloaded to the workstation and the system notifies you when the update is complete, and then exits the dialog box.

** If you find you made a mistake, you can easily undo it by clicking Undo or Reset. You can also redo an edit by clicking Redo. However, all three of these commands must be executed before you click Update or OK. Once you download the data to the workstation, changes can only be made by repeating the above steps.*

Edit Daily Hours Worked (continued)

The Regular Time, Over Time, Over Time2 columns are non-editable, as are the Weekly Total, Period Total, and Current Total boxes:

Job Description	In Time	Out Time	Break	Regular Time	Over Time	Over Time2
CREW **	08 : 00	15 : 30	<input type="checkbox"/> 1	7.50	0	0
			<input type="checkbox"/> 2	0	0	0
			<input type="checkbox"/> 3	0	0	0
			<input type="checkbox"/> 4	0	0	0
Week Total	0.28	Period Total	0.00	Current Total	7.50	0

Weekly Total box represents the accumulated wage from the last time you executed the Start of Week command.

Period Total box represents the accumulated wage from the last time you executed the Start of Period command.

Current Total box represents the accumulated wage from the last time you executed the Start of Day command.

The two asterisks (**) between the Job Description box and the Time In box indicate that the data has been manually edited. When you generate a **Labor** report in, you will see only one asterisk for manual edits.

Edit Weekly Hours Worked

The following dialog box shows an example of a weekly Edit Hours Worked dialog box, once you have uploaded the data from the register. Only the jobs this employee actual worked are displayed and the accumulated regular and overtime hours for each job.

Note: Editing hours from this dialog box does not adjust time clock hours in Enhanced Reports. If you want the Time clock report in Enhanced Reports and the labor cost in the FORM 1 to accurately reflect the employee's hours you must adjust the employee's punches from the Edit Hours Worked – Daily dialog box.

Job Description	In Time	Out Time	Break	Regular Time	Over Time	Over Time2
MGR			<input type="checkbox"/> 1	7.00	0.00	0.00
CREW			<input type="checkbox"/> 2	7.00	0.00	0.00
			<input type="checkbox"/> 3	0.00	0.00	0.00
			<input type="checkbox"/> 4	0.00	0.00	0.00

Week Total: 14.00 Period Total: 0.00 Current Total: 14.00 0.00 0.00



To adjust the weekly hours worked:

1. Type the adjusted hours in the **Regular Time** box
2. Type the adjusted overtime hours* in the **Over Time** box
3. Click **OK** to complete the edit

**In your setup, the first overtime hours represents hours paid at time-and-a-half, and the second overtime hours are not applicable*

The Job Description, In Time, Out Time, Weekly Total, Period Total, and Current Total boxes are non-editable.

Edit Period Hours Worked

The following dialog box shows an example of a period Edit Hours Worked dialog box once you uploaded the data from the register. This dialog box is essentially the same as the dialog box for weekly edits, except that it does not contain a Weekly Total box.

Note: Editing hours from this dialog box does not adjust time clock hours in Enhanced Reports. If you want the Time clock report in Enhanced Reports to accurately reflect the employee's hours you must adjust the employee's punches from the Edit Hours Worked – Daily dialog box.

Job Description	In Time	Out Time	Break	Regular Time	Over Time	Over Time2
MGR			<input type="checkbox"/> 1	0.00	0.00	0.00
CREW			<input type="checkbox"/> 2	0.00	0.00	0.00
			<input type="checkbox"/> 3	0.00	0.00	0.00
			<input type="checkbox"/> 4	0.00	0.00	0.00
Period Total				0.00	0.00	0.00
Current Total				0.00	0.00	0.00



To adjust period hours worked:

1. Type the adjusted hours in the **Regular Time** box
2. Type the adjusted overtime hours* in the **Over Time** box
3. Click **OK** to complete the edit

Section 3: Sales Reporting and Business Software

Sales Reporting and Business Software

In this section, you will learn about:

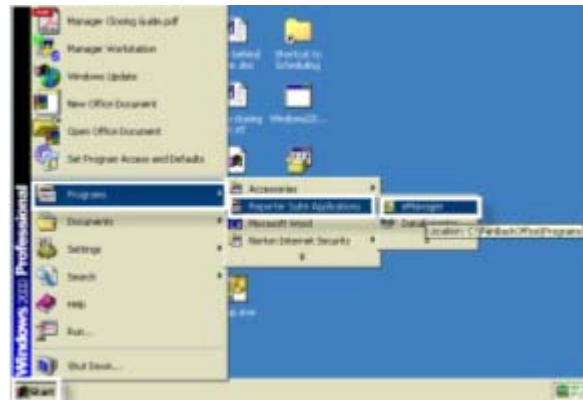
- Using Reporter Suite: eManager
- Adding a Contact in eManager
- Navigation in eManager
- Using eManager to verify Communications
- Closing eManager
- Additional Pre-Loaded Business Software

Reporter Suite: eManager

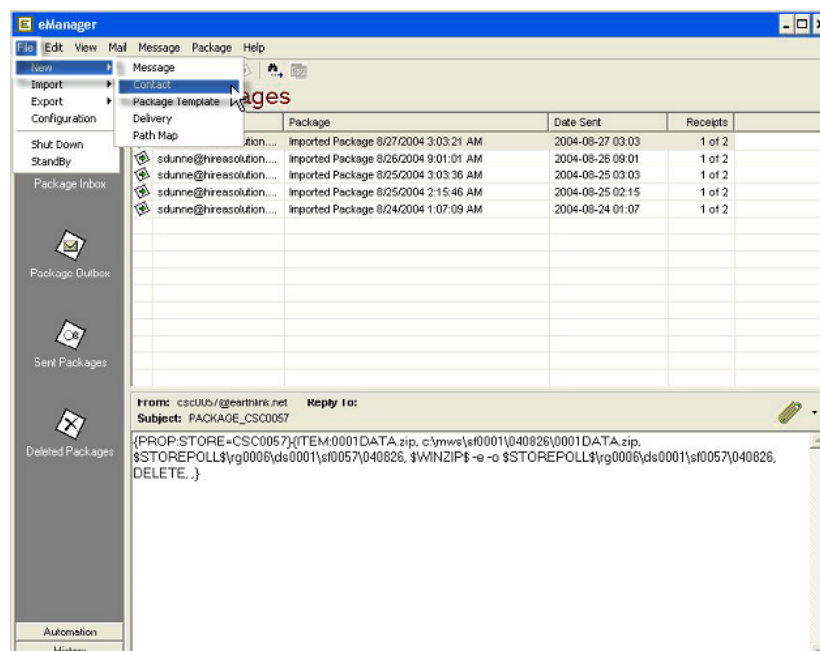
Your franchise agreement states that you are responsible for reporting your store's sales information to Kahala. You may ask, "How and when do I report financial information to Kahala?" Guess what? This happens automatically! EManager is a program that uses email to automatically transmit sales data between your store location and Kahala. Kahala will use this information to help calculate royalties for your store, so it's very important that this procedure run properly every night.

Normally, the eManager software runs an automated scheduled task that will collect your sales data (data that was batched as part of the End of Day command) and send it to Kahala in a special file format every night. This data can be imported directly into other sales reporting tools that are used by Kahala. EManager will also allow you to manually send files if the automated scheduler has failed. To start eManager:

1. Click **Start**
2. Point to **Programs**
3. Point to **Reporter Suite Applications**
4. Click on **eManager**



The following screen will appear:



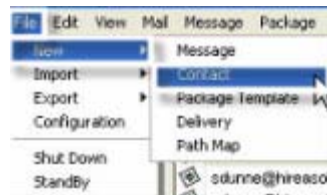
The eManager application window will look and function similar to your ordinary email client.

Adding a Contact in eManager

It is normally a good idea to add yourself as a primary contact in eManager so that you can be copied on all communications sent from your store to Kahala. If eManager is running correctly, an email with a zipped file will be sent to Kahala (and to you) with a summary of your sales for the day. Adding yourself as a contact is an easy way to ensure that all communications are happening each night without errors. A missing a message from the previous day is your cue to open eManager, send the package manually, and troubleshoot the problem so that it does not continue to occur.

To set up a contact:

1. Click **File**
2. Point to **New**
3. Point to **Contact**



The following screen will appear:

 A screenshot of the 'Contact' dialog box. It has a title bar with 'Contact' and a close button. Inside, there are two text input fields: 'Name' with the text 'Luke' and 'Email Address' with the text 'lweiser@twcny.rr.com'. Below these fields is a checkbox labeled 'Default Recipient' which is checked. At the bottom are 'Cancel' and 'OK' buttons.

1. Enter your **Name**
2. Enter your **Email Address**
3. Select **Default Recipient** so your information will be sent nightly

To view the Contact list, double click on the Contact icon.

mwssrtin@coldstonecreamery.com and **storesales@coldstonecreamery.com** should both be set as default contacts. Both are used for backup in case of hardware failure or Internet provider issues.

Navigation in EManager

The left vertical menu bar in eManager contains various folders used to organize messages. A message with MWS data attached is called a package. You can navigate each of the different folders in eManager by clicking into the left pane and clicking on a folder. Clicking onto a folder icon may enable other folder options to appear. The list below is a summary of each folder and how it is used:

The Outbox

You should check your outbox periodically to see that all messages have been sent out. The outbox is temporary storage bucket where your mail messages are held until they can be sent either automatically, or manually. If there are messages waiting in the outbox, it means they should be sent manually.

The Sentbox

The sent box shows all email packages have been sent from your computer. You may wish to review the sentbox occasionally to confirm that the messages are being sent on a regular schedule.

Package Folders

Package folders provide a method of organizing Packages based on status and type. Package Folders are found under Packages on the eManager left vertical menu bar.

Package Inbox

Contains all received packages.

Package Outbox

The package outbox contains all packages that have been prepared for outgoing mail; sales that have been zipped during the End of Day process. When eManager sends mail all Packages located in the Package Outbox are sent.

Sent Packages

A copy of all packages that have been successfully delivered to the outgoing mail server are placed in the Sent Packages folder. From here you can double-click on a Sent Package to determine if it has been received by its intended recipients.

Deleted Packages

Whenever a package is deleted, it is moved to the Deleted Packages folder.










Data Exporter

Data Exporter is the application that prepares the sales package from MWS and exports the information to eManager. **This tool is for administrative use only and shouldn't be used.**

Navigation in EManager (continued)

Package Icons

Clicking into a folder will reveal a list of packages or "messages". Each package is represented by an icon. The color and shape of the icon indicate its status. Icons with red indicate a failure of communications, icons in green indicate success. The list below is a summary:

-  A received Package that is marked as "Unprocessed" (Package Inbox).
-  An outgoing Package that has not yet been sent (Package Outbox).
-  Successfully Processed Package (Package Inbox).
-  A successfully sent package (Sent Packages).
-  Failed Processed Package (Package Inbox).
-  Failed Outgoing Package (Package Outbox).
-  Imported Package (Package Outbox).
-  Imported and successfully sent Package (Sent Packages).
-  Imported and unsuccessfully sent Package (Package Outbox).

It's a good idea to check your **Sent Packages** box every night to make sure your package has been sent with current (today's date) information. It will look like this:

Mail		Sent Packages					
Packages		S	To	Package	Date Sent	Receipts	
 Package Inbox			storesales@coldstone...	Imported Package 6/5/2007 12:21:38 PM	2007-06-05 12:21	0 of 3	
			storesales@coldstone...	Imported Package 6/5/2007 12:21:38 PM	2007-06-05 12:21	0 of 3	
			storesales@coldstone...	Imported Package 6/5/2007 12:21:38 PM	2007-06-05 12:21	0 of 3	
			storesales@coldstone...	Imported Package 6/5/2007 12:21:38 PM	2007-06-05 12:21	0 of 3	



Kahala recommends checking on a routine basis to make sure all packages are being transmitted daily. Franchise owners who fail to report sales on a daily schedule can be charged a penalty fee in addition to their normal sales royalty.

Using eManager to verify communications with Kahala

Once a day you should open eManager and check your outbox to see that sales data packages are being sent to Kahala each night. **NOTE: If logged on as crew, you will not be able to perform this task.**

Open eManager

1. Click **Start > Programs > Reporter Suite Applications > eManager**
If eManager is already open, there will be an E-icon in the icon tray (lower right corner of your screen - by the clock)
2. Click on **Packages** Tab in left pane
3. Click on **Package Outbox**

Packages waiting in the Outbox

If there ARE packages in the package outbox, they need to be sent to Kahala:

1. Connect to the Internet as you normally would
2. Return to eManager by clicking on the E-icon in the icon tray (lower right corner of your screen by the clock)
3. Click on **Mail > Get/Send Mail > Get All Mail**
4. At the bottom of your eManager screen you should see the progress (i.e.: sending 1 of 5)
5. If you click on the screen while it is sending, you will get an error box that gives you an option to switch to or retry, click retry and let it finish the process.

If your sales packages will not send, please call the Help Desk. You can use the online Sales Reporting Tool (SRT) as a backup method to report your sales manually until automated reporting problem is resolved.

Reviewing Packages that have already been sent

If there ARE NOT packages in the package outbox:

1. Click on **Sent Packages**
2. If there is a package dated today, then your sales have been sent
3. If there are no packages in the sent packages box either, please call the Help Desk at 1-877-811-3811.



Tip: Kahala recommends that you set up yourself as a contact in Emanager so that you are notified daily about sales packets sent to Kahala. If you are receiving sales packages to your email account on a consistent schedule, chances are good that the sales data is being sent to Kahala without error as well. Using this method allows you to monitor communications from your home email account.

Closing eManager

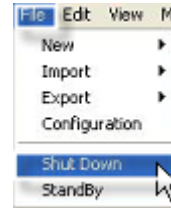
You can shut eManager down one of two ways:

1. Right click eManager in the icon tray



OR

1. Point to the **File** menu
2. Click **Shutdown**



NOTE: In order for eManager to run automated tasks, it must be left running and the computer must be turned ON overnight. Emanager will startup automatically when the computer is restarted.

Using an Internet Service Provider

Your internet connection is your primary method for networked communication and sales reporting to Kahala. All new stores are required to have a broadband (high-speed) connection to the internet. Store owners have the option of using their own local broadband provider for access. If broadband service is not yet available in your region, connecting to a local dial-up account to access the Internet with your modem is sufficient.

Using a Dial-up Account

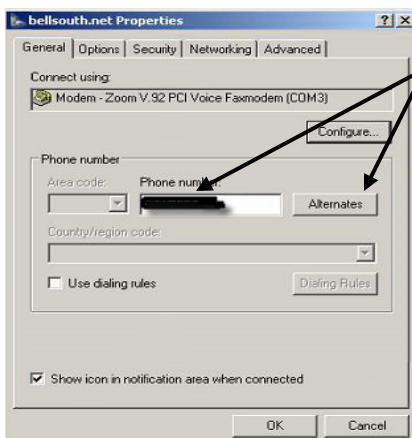
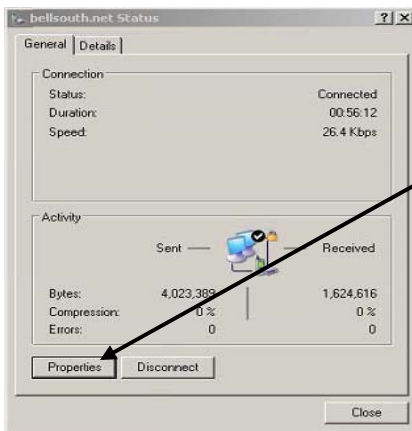
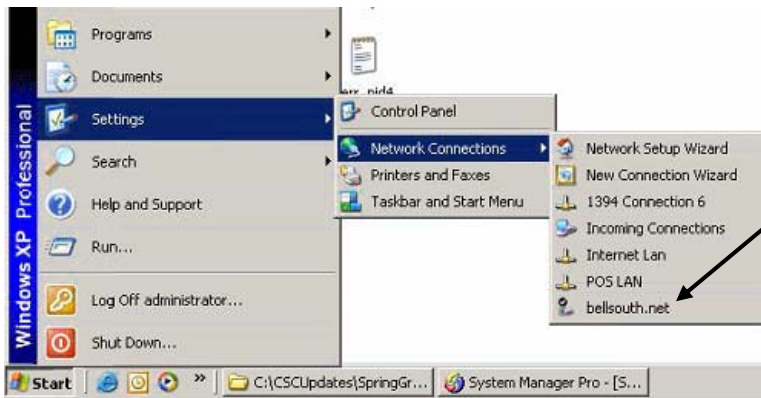
Using an ISP dial up account requires the installation of a second phone line to your store that can be used by the computer to access the Internet and send email. During the installation and setup of your MWS computer system, you should check to see that the dial-up number you have chosen for a local connection will NOT incur additional expense because of a toll charge to your phone bill.

Even access numbers in your area code may result in toll, usage, or long distance charges. Please check with your local phone company to determine whether additional charges apply. You are responsible for selecting the best number for you and for all telephone fees and charges associated with the use of the telephone number you select. It is important to check this number on the dial up configuration setting prior to your store opening; otherwise you will be responsible for unnecessary long distance phone bills that could easily be avoided.

Checking your dial up connection

Prior to the opening the store, but after phone service has been established, please verify that the modem number is a non-toll number. This can be done by identifying the modem number and calling the phone company to verify. To find the modem number, please follow these steps at the back-office PC:

1. From your Windows Desktop, Click: **Start > Settings > Network Connections**
The dial up provider should be listed; i.e. BellSouth, Qwest, etc. Select the dial up provider.



2. Click **Properties** button to display **number**. Verify with the phone company that the number is a non-toll number.
3. Verify that there are no alternate numbers that can be dialed by clicking the **Alternates** button.
4. If there are other numbers listed in the alternate box, please verify with the local phone company that the numbers are non-toll numbers.

Additional Preinstalled Software

Your MWS PC comes pre-loaded with several business applications that allow you to maintain the PC and manage sales information for your store. This section discusses each application, and how each is used. With practice, you will learn to use these software tools to make your MWS a true management workstation.

Remote Access Software

Having remote access to your PC will allow you to manage your business without being in the store! The following are two tested packages to allow you to access and control your PC remotely.

pcAnywhere

- Connect to remote computers securely
- Run all software applications remotely
- Work uninterrupted while files transfer
- This software requires you to purchase the client component for each remote location



**For details or support please contact Symantec

Software: <http://www.symantec.com/pcanywhere/Consumer/>

Support: <http://www.symantec.com/techsupp/>

Remote Desktop

- Connect to your store computer from home and have access to all of your applications, files, and network resources as though you were in front of your computer at work.
- Comes standard with Windows XP operating system
- Needs to be configured at both host and remote locations

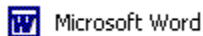


**For details or support please contact <http://support.microsoft.com/>

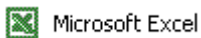
Microsoft Office

This collection of software has all the word processing and spreadsheet power you will need everyday in your store. **Microsoft Excel** is the preferred program used by Kahala to share profitability information and it will help you arrange and organize financial data. **Microsoft Word** is world famous as word processing program but it also allows you to submit your customized marketing pieces to Kahala for expert finishing.

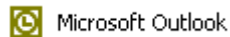
The Microsoft Office suite consists of:



Word gives you tools to easily create, share and read documents.



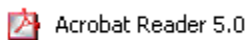
Excel helps you to turn data into readable information with powerful tools to analyze, communicate and share results. The output of Excel is spreadsheets.



Outlook is where you send and receive emails. It provides an integrated solution for managing and organizing e-mail messages, schedules, tasks, notes and contacts.

Adobe Acrobat

Adobe Acrobat allows you to easily convert any electronic or paper document—even a Web site—to a reliable Adobe Portable Document Format (PDF) file for exchange and review with others:



PDF is a universal file format that preserves the fonts, images, graphics and layout of the document.

WinZip

This program allows you to compress large files in order to send them via email.

Section 4: Protecting your Information

Protecting your Information

In this section, you will learn about:

- Quick PC Maintenance Checklist
- Norton LiveUpdate
- Norton One Button Checkup
- Norton AntiVirus
- Norton SystemWorks
- SystemWorks Subscription Renewal

Quick PC Maintenance Checklist

Your PC must be at least 6 inches off the ground and well ventilated.

Daily

- ☐ Check PC Date and Time
- ☐ Virus Definition Update

Bi-weekly

- ☐ Virus Scan

Weekly

- ☐ Norton Fast and Safe Clean Up
- ☐ Norton WinDoctor
- ☐ One Button Checkup
- ☐ Reboot PC
- ☐ Speed Disk

Monthly

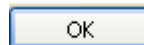
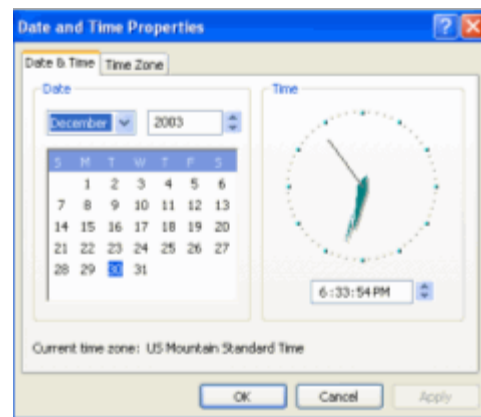
- ☐ Clean fans and connections with canned air
- ☐ Clean receipt printer including blade with rubbing alcohol

Daily Maintenance

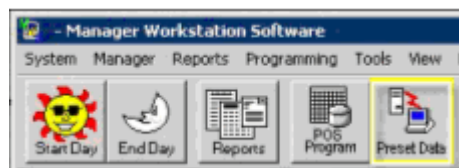
Check PC Date and Time

Check PC Date and Time by sliding your cursor over the clock in the lower right hand corner of your PC. If the date and time are incorrect, follow these steps to correct.

1. **Double click** the **clock** in the lower right hand corner of your Windows desktop task bar
2. Select correct month, year day and time
3. Click **OK**
4. Open **MWS Workstation**
5. Open the **Download/Downline /Upload** dialog box by using the menu
OR
 Click the **Preset Data** button

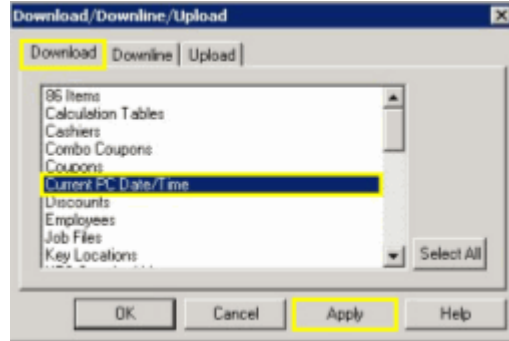


OR

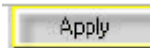


Check PC Date and Time (continued)

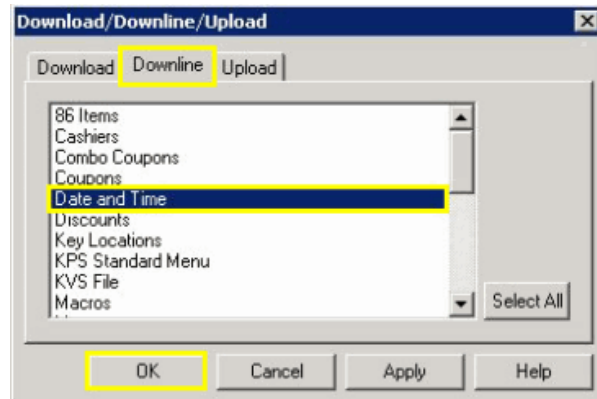
6. Select the following files (under the **Download** tab)
 - Current PC Date/Time



7. Click **Apply**



8. Select the following files (under the **Downline** tab)
 - Click on **Date and Time**



9. Click **OK**



Virus Protection

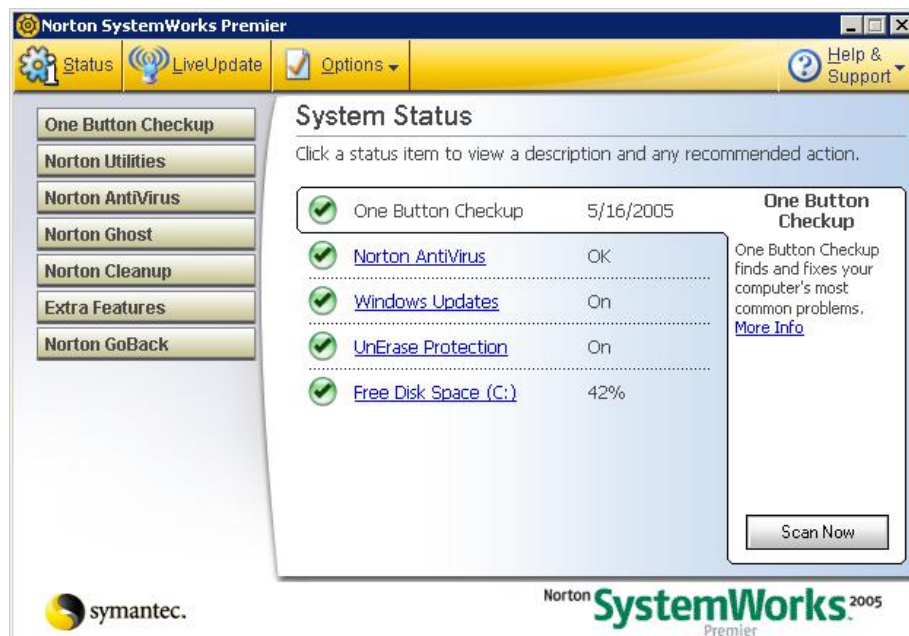
Norton SystemWorks protects the computer from known threats such as a virus, Trojan horse, malicious code, or privacy and intrusion threats. New threats are found daily. Symantec provides updates on a subscription basis and protects the PC from new threats. Having a current subscription to those updates helps keep the computer safe.

To open **Norton SystemWorks**:

Login as Administrator and double-click on **Norton SystemWorks**



The application will look like the screen below:







The Norton SystemWorks application gives you access to:

- LiveUpdate
- One Button Checkup on the left
- Navigation buttons for additional system utilities

LiveUpdate

LiveUpdate allows Norton SystemWorks to be updated and should be done once or twice a week. This process should be scheduled to run automatically. If there is no connection to the Internet (you have to dial up), the update cannot be run and needs to be done manually. During high virus alerts, this should be run daily. To run a manual update:

- | | |
|-----------------------------|---|
| 1. Click Live Update |  |
| 2. Click Next |  |
| 3. Click Next |  |
| 4. Click Finish |  |

One Button Checkup

One Button Check-up scans your computer and fixes any errors. This process should be done weekly. To run One Button Checkup:

- | | |
|----------------------------|---|
| 1. Click Start Scan |  |
|----------------------------|---|

A scan will be done of the system looking for errors; there will be a progress bar showing you time remaining.

If errors were found:

- | | |
|---------------------------|---|
| 2. Click Begin Fix |  |
|---------------------------|---|

Once fixes are complete:

- | | |
|------------------------|---|
| 3. Click Rescan |  |
|------------------------|---|

Once the scan is completed and there are no errors:

- | | |
|-----------------------|---|
| 4. Click Close |  |
|-----------------------|---|

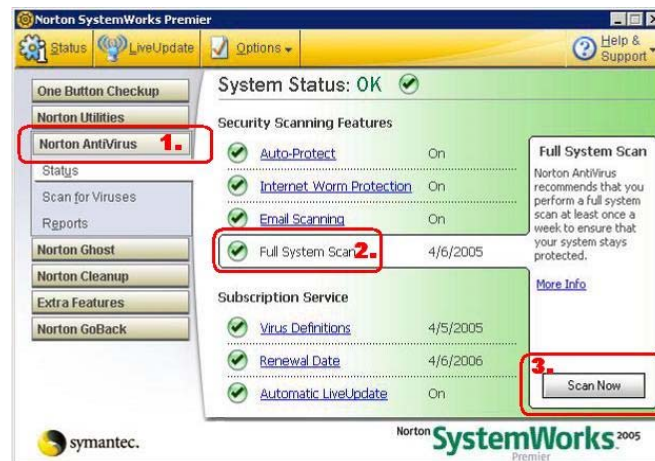
Weekly Maintenance

Norton AntiVirus

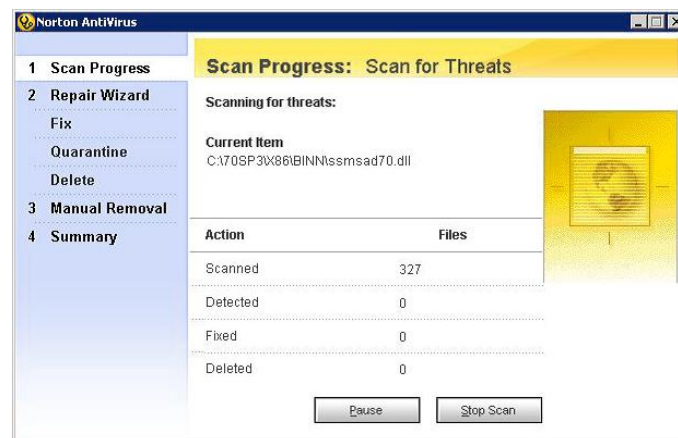
The Norton Antivirus component scans and fixes your computer for viruses. This function is not part of the One Button Checkup and should be done weekly in addition to the One Button Checkup. Virus scan should be scheduled as a bi-weekly maintenance task.

To run a manual Virus Scan:

1. Click on the left navigation menu item for **Norton AntiVirus**
2. Click on **Full System Scan**
3. Click on **Scan Now** to start scanning.



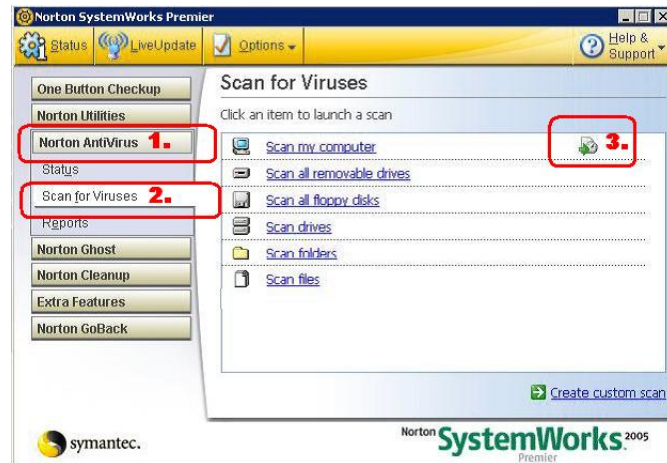
The progress window appears which displays the status of the anti-virus scan. The scan can take. Up to 60 minutes.



To schedule your anti-virus to run **automatically**, perform the following steps:

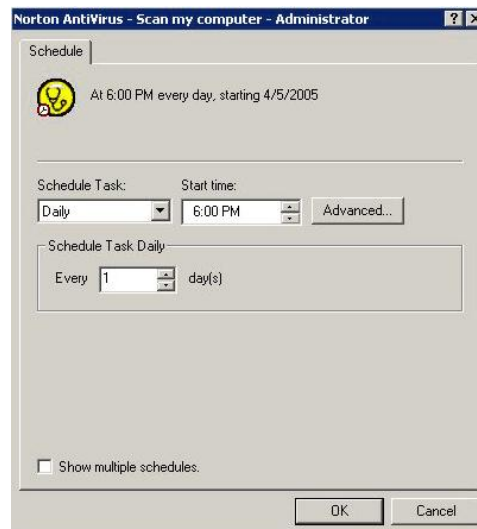
Open Norton SystemWorks:

1. Click on the left navigation menu item for Norton **AntiVirus**
2. Click on **Scan for Viruses**
3. Click on the **Schedule** icon located in the top right corner.



The scheduler window will appear. Set the scheduler as it appears on the right (Daily, 6:00PM).

1. Click **OK** to save settings.



Ideally, the *Full System Scan* and the *Virus Definitions* date should be no longer than 5 days old.



Norton CleanSweep

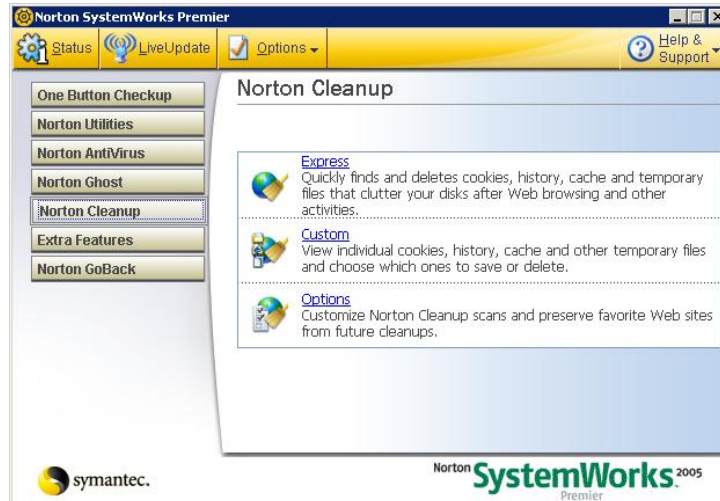
Norton CleanSweep minimizes hard disk clutter and creates more disk space, which can provide better performance.

Clean Up

- Uninstall Wizard
- Fast and Safe Cleanup

Internet

- Internet Uninstall
- Internet Cache Cleanup
- Cookie Cleanup
- Plug-in Cleanup
- ActiveX Cleanup
- Programs
- Backup Wizard
- Restore Wizard



Norton Ghost

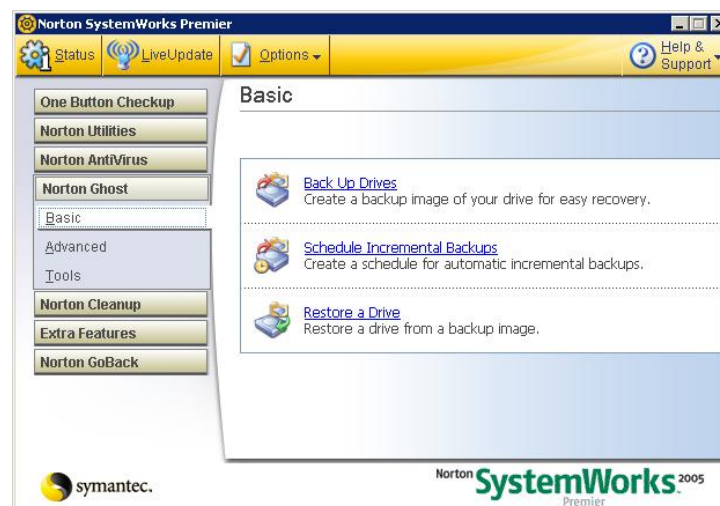
Norton Ghost provides the ability to clone one partition or hard disk to another, creating an exact copy of the original. It has the capability to perform a full system backup and restore of the computer.

Ghost Basics

- Backup
- Restore
- View Log

Ghost Advanced

- Clone
- Run Ghost Interactively
- Peer-to-Peer
- Create Virtual Partition
- Image Integrity Check



Ghost Utilities

- Norton Ghost Boot Wizard
- Norton Ghost Explorer
- Norton Ghost User's Guide

Norton Subscription Renewal online

The steps below walk you through purchasing a subscription renewal on the Symantec Web site. There are two parts to placing a subscription order online. The first is to place the order, and the second is to read your email confirmation and enter the subscription key to activate the subscription.

Note: *This is one of two ways you can purchase a subscription renewal. You can also renew the subscription by running LiveUpdate on the computer that needs the subscription renewed.*

Ordering a subscription renewal online

The steps below walk you through purchasing a subscription renewal on the Symantec Web site. There are two parts to placing a subscription order online. The first is to place the order, and the second is to read your email confirmation and enter the subscription key to activate the subscription.

Note: *This is one of two ways you can purchase a subscription renewal. You can also renew the subscription by running LiveUpdate on the computer that needs the subscription renewed.*

To place a subscription order

- 1 Go to the Symantec Renewal Center
(http://www.symantec.com/techsupp/subscribe/sub_purchase.html).
- 2 Select your product and version, Click Continue.
- 3 Select your country and language. Click "Go!"
- 4 On the "Select 1 Year Renewal" page, click "Renew!"
- 5 On the "Review your order and select how you want to pay" Web page, click the drop down menu to pick your payment method. Wait a little bit to let the page refresh. If you chose a payment method that adds a processing fee, you will now see that added to the total price. Click "Continue."
- 6 On the "Check if you have a Symantec online account" page, type in your email address. Click "Check for Account."
 - If your account is found, type in your password and go on to step 7.
 - If your account is not found, fill out the form to create an account and then go to step 7.
- 7 On the "billing information" page:
 - Double-check your payment method.
 - Type in your billing information.
 - Give your computer a nickname. The nicknames will help you keep track of your subscriptions if you have more than one computer. Click "Continue."
- 8 If you are paying with a credit card, type in the account information and click "Continue." Go on to step 9.

Ordering a subscription (continued)

If you are using another payment method, skip to step 9.

- 9 On the "confirm your order" Web page, make sure all of the information is correct. Click "Continue" or "Submit Order."
- 10 What you see and do next depends on your payment method.
 - If you are paying by check, follow the 5 steps listed on the Web page to send in your payment. Your subscription key will be sent to you when payment is received.
 - If you are paying by phone, call the number that is listed on the Web page to make your payment.
 - If you are paying by credit card, check your email for your confirmation email. The email will have the subscription key that activates your subscription. Go on to the section below titled "To complete the subscription process" for help entering the key into the program.

To complete the subscription process

Symantec sends an order confirmation that includes the subscription key. You need this key to reactivate the subscription for your program.

To enter your subscription key

- 1 Print this document by clicking the "print this document" link at the top of the page.

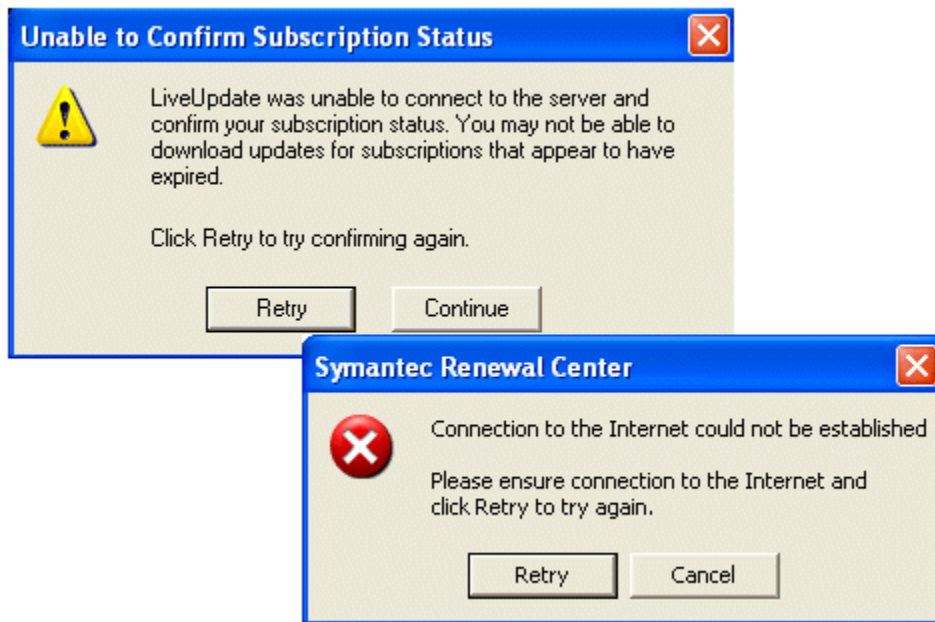
If you do not have a printer, then leave this window open while you enter the subscription key or write the steps down. If you leave this window open, do not use the Back button or click any links until the Internet connection is turned back on.

- 2 Disconnect from the Internet. If you have a cable or DSL connection, you may need to disconnect the Ethernet cable from the back of the computer.

*Note: If you do not disconnect from the Internet before continuing to step 3, then the correct windows for renewal will not appear. For information about why you need to disconnect from the Internet for this to work, read the **Technical Information** section in this document.*

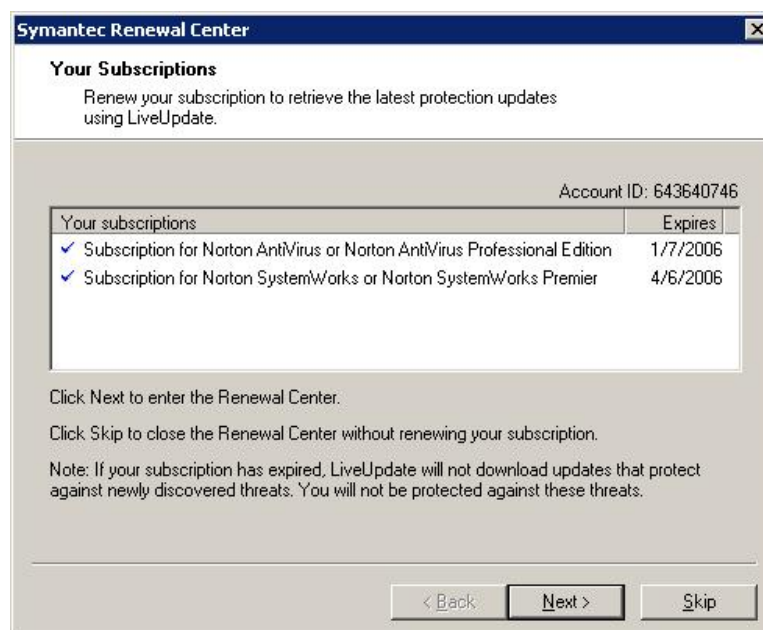
- 3 Open your Norton Symantec product.
- 4 Click the **LiveUpdate** button at the top of the window.
- 5 On the "Welcome to LiveUpdate" window, click **Next**.

A confirming subscription status window appears, and then quickly disappears. One of the following (expected) error message appears:



On the error message, click Cancel or Continue. These error messages are expected, and will not prevent you from renewing your subscription.

1. In the "Subscription Services reminder" window, click **Next**.
2. The following page appears. Select the product that you want to update. Then enter your subscription key into the field titled "Type the subscription key for the selected subscription service:"



Ordering a subscription (continued)

3. Click **Next**. (If the subscription key is not accepted, you will get one of these error messages: "The number you entered is not a valid confirmation number..." or "Invalid subscription number." If you get one of these messages, read the document "The number you entered is not a valid confirmation number" or "Invalid subscription number.")
4. The "Subscription Recap" screen confirms your purchase. Click **Finish**.
5. Connect to the Internet. (You may need to restart the computer to start the Internet connection again.)
6. **Run LiveUpdate** to download the product updates. (For information on how to run LiveUpdate, read How to run LiveUpdate.)

To confirm your subscription renewal

You can make sure the renewal worked by looking at your subscription expiration date. For details, read [Determining if your subscription renewal succeeded](#)

What to do if the subscription is still expired, or is not for the right length of time

- If the subscription did not renew for the correct length of time, follow the steps in [Your subscription was renewed for only 90 days](#)
- If the subscription is still listed as "Expired," follow the steps in [Your subscription is still expired after being corrected by Symantec](#).

Error: "The number you entered is not a valid subscription key..." or "Invalid subscription number"

Situation:

You bought a Symantec product subscription. You typed the subscription key (also called a confirmation or subscription number) in the subscription key box. When you click **Next**, you see one of these error messages:

"The number you entered is not a valid subscription key. Please check the number and try again."

"The number you entered is not a valid confirmation number. Please check the number and try again."

"Invalid subscription number"

Solution:

Usually you see this message when there is a typing error or the wrong code is typed in. To find and correct the problem, begin with the instructions in "To check the subscription key."

To check the subscription key

Before you type in the subscription key, make sure that it is the correct number.

- Subscription keys have eleven digits. They use both numbers and letters.
- Several subscription numbers are sent in the same email. Make sure that the number you are using is for the subscription that you are trying to renew. Here is how to decode the letters:
 - ND for Norton AntiVirus and Norton AntiVirus Professional Edition 2003 and 2004.
 - SP for Norton Internet Security and Norton Personal Firewall.
 - SA for Symantec AntiVirus for Palm OS and Norton AntiVirus Professional Edition 2001 and 2002.
 - AE for Symantec AntiVirus for Handhelds.
 - AA for Norton AntiSpam.

If the key that you are trying to enter does not match this format, skip to the section "What to do if you do not have a subscription key."

If you have more than one product installed that uses a subscription, on the window where you type in the subscription key be sure you click on the product name in the top box (under Your Subscriptions). Then, in the "Type your subscription key..." box at the bottom, type the subscription key for that product. Make sure it starts with the correct letter combination (ND, SP, SA, AE or AA).

- If your subscription key contains a "0," type it as the number zero (not the letter "O").
- Use the Shift key when entering capital letters. Subscription keys are case sensitive.
- Subscription keys expire. If you were sent the subscription key more than 2 weeks ago, contact Customer Service to request a new key. Please give them your order number so they can find your purchase.

To contact Symantec Customer Service, go to the regional support page. From the regional support page, click your region or country. Follow the on-screen instructions from there. If you choose the online support option, click "I need help with subscriptions" and then fill out the form that appears.

Section 5: Troubleshooting

Troubleshooting

In this section, you will learn about:

- eManager Communications
- MWS Error Codes
- PC Offline
- Receipt Printer Reset
- Technical Support Vendors

PC and Software Troubleshooting

How do I verify that eManager is sending my sales?

Once a day you should open eManager and check your outbox to see that sales data packages are being sent to Kahala each night. If logged on as crew, you will not be able to perform the following tasks.

1. Open **eManager**
2. Click Start > Programs > Reporter Suite Applications > eManager
If eManager is already open, there will be an E-icon in the icon tray (lower right corner of your screen)
3. Click on **Packages Tab** in left pane
4. Click on Package **Outbox**

If there are packages in the package outbox, they need to be sent to Kahala.

1. Connect to the Internet as you normally would
2. Return to eManager by clicking on the **E-icon** in the icon tray (lower right corner of your screen by the clock)
3. Click on Mail > Get/Send Mail > **Get All Mail**
4. At the bottom of your eManager screen you should see the progress (i.e.: sending 1 of 5)
5. If you click on the screen while it is sending, you will get an error box that gives you an option to switch to or retry, click retry and let it finish the process.

If your sales will not send, please call the Help Desk. You can use the online **Sales Reporting Tool** to report your sales manually until automated reporting problem is resolved.

If there are not packages in the package outbox:

1. Click on **Sent Packages**
2. If there is a package dated today, then your sales have been sent
3. If there are no packages in the sent packages box either, please call the Help Desk at **877-811-3811**.

Tip: Kahala recommends that you set up as a contact in Emanager so that you are notified daily about sales packets sent to Kahala. If you are receiving sales packages to your email account on a consistent schedule, chances are good that the sales data is being sent to Kahala without error as well.

Common MWS Error Codes

ERROR 9: Subscript out of range

This error will occur if there are too many folders in the **C:\MWS\sf0001** directory. eManager creates a folder every night, which accumulate over time. These folders are 6 digit dated; i.e.: 040101 = January 1, 2004.

TEMPORARY FIX: Delete all folders previous to the current quarter.

PERMANENT FIX: The Help Desk has developed a purge utility to resolve this issue, if you encounter this error, please call the Help Desk for implementation.

ERROR 75: Subscript out of range

This error is specific to excess MWS folders created in the **C:\MWS\sf0001** directory. These folders are 8 digit dated; i.e.: 01012004 = January 1, 2004.

TEMPORARY FIX: Delete all folders in excess of the amount set in MWS
System > MWS Options
Select Other tab
Business Day
Ending Time: Hour 12 / Minute 00
Previous Day Polling
Number of Days Saved: Folders may not exceed this number

PERMANENT FIX: The Help Desk has developed an alternative way to save this data, if you encounter this error, please call the Help Desk for implementation.

What can I do when my register says PC Offline?

When your registers say PC Offline it's because there is a break in the network communication. There are a few simple things you can do to restore the communication. If communication is not restored after following these steps, please call the Help Desk for support.

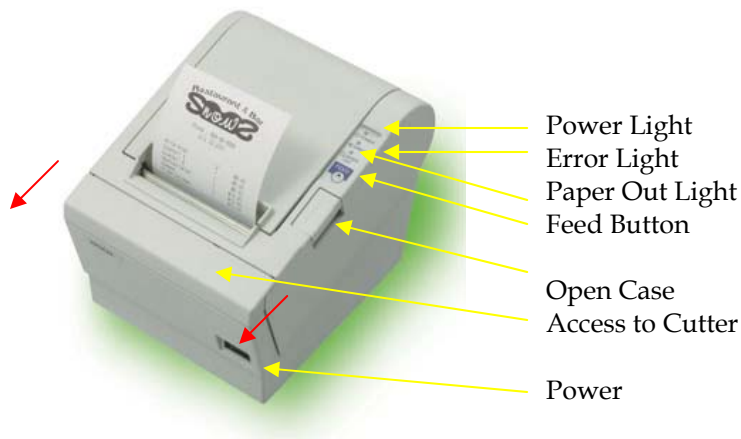
To restore communication from PC:

1. Ensure that all cables are plugged in tight and power is on at PC, Netgear hub and both registers
2. Make sure that the LAN connection has not been accidentally disabled
 - At PC, right click on My Network Places icon on desktop
 - Click Properties
 - Check status column of MWS LAN connection, it should read Enabled
 - If it reads unplugged, check cable connections
 - If it reads Disabled, right click on connection and click Enable

To restore communication from register

- Make sure all pending orders are cleared from the register
- Perform a Manager Reset at each register that says PC Offline, this will require a mgr key
 - Insert mgr key in register and turn to manager mode (turn one click clockwise from register mode)
 - Turn off register (power switch located on the lower right hand side of register towards the back)
 - While holding the clock in button on register (upper right hand corner of keyboard), turn power back on
 - You should hear a long beep followed by a short beep and be returned to manager mode, if not repeat above steps.
 - Turn key back to register mode
- Reboot your PC
 - Click Start → Shutdown
 - Select Restart from drop down
 - Click OK
- After you have logged back onto your PC, check your registers to see if the problem has been resolved. If your registers still say PC Offline, please contact the Help Desk.

Troubleshooting Receipt Printers



Connections:

- Serial cable should connect from receipt printer to register 2 port 2
- Power should be plugged into PowerVar along with register Loading Paper
- Must use 3 1/8" glossy **thermal** paper
- Paper must feed from underneath Adjust Cutter
- Pull access cover toward you (see diagram) and view instructions
- Adjust cutter by turning dial towards top of printer until arrow is exactly centered in black hole

If your printer isn't printing you will need to do one of two things:

1. Printer Reset

- Turn power switch off on printer
- Hold down line feed button
- While holding down the line feed button, turn the power switch back on
- Release feed button. (It will print a short receipt with settings printed on it)
- Press feed button. (It will print a long receipt)
- Once it is done printing, turn power switch off and back on

2. Printer Alignment

- Follow instructions to pull access to Cutter cover towards you

Technical Support

POS Technology Help Desk is the service and support provider for In-Store Technology (POS hardware and software).

For technical support with POS hardware or software, contact:

POS Technology Help Desk 1-877-811-3811
7am – 11pm (CST)

Services

- Technical support and new store opening assistance
- 7am – 11pm Central time – excluding Thanksgiving and Christmas day
- PC Reimages – New PC installation

Products Covered

- Hardware – POS Registers, Backoffice PC, Receipt Printers, Powervar/Tripplite equipment
- Software – MWS, SMP, eManager, Windows, Norton Antivirus, Logmein, Protobase and Merchant Link

Ordering Equipment

- New Registers, Replacement/New PC

Section 6: The CAT System

The CAT System

In this section, you will learn about:

- Protobase Software Administrator Operations
- Ringing a Manual Credit Card
- Voiding a Transaction
- Refunding a Transaction
- Adding a Tip
- Adding a Transaction
- Deleting a Transaction
- Performing a Deposit
- Performing a Selected Deposit
- Reports

Protobase Administration Operations

This section explains the cashier and manager operations for the **Protobase Software**.

In regards to cashier operations the manual explains how to ring credit card transactions by swiping the credit card and also, how to enter the credit card number manually.

For manager operations, this section provides examples of how to perform a void or a refund of a credit card transaction.

The PC Operations section will explain how to settle batches, look at your settlement reports, add a tip to a transaction, and add a transaction.

Register Functions

Ringling a Manual CC:

1. Log on using cashier number
2. Ring the sale
3. Press Subtotal
4. Press Credit
5. From the Menu choose which type of card i.e. MC, Visa, AMEX, Discover
6. Press Credit
7. Enter the credit card number
8. Press Acct #
9. Enter the expiration date MM/YY (example if date is 08/05, enter 0 8 0 5)
10. Press Date

Voiding a CC transaction:

Note: These instructions pertain to voiding a credit card transaction that was entered on the same day (i.e. before settlement, before End of Day)

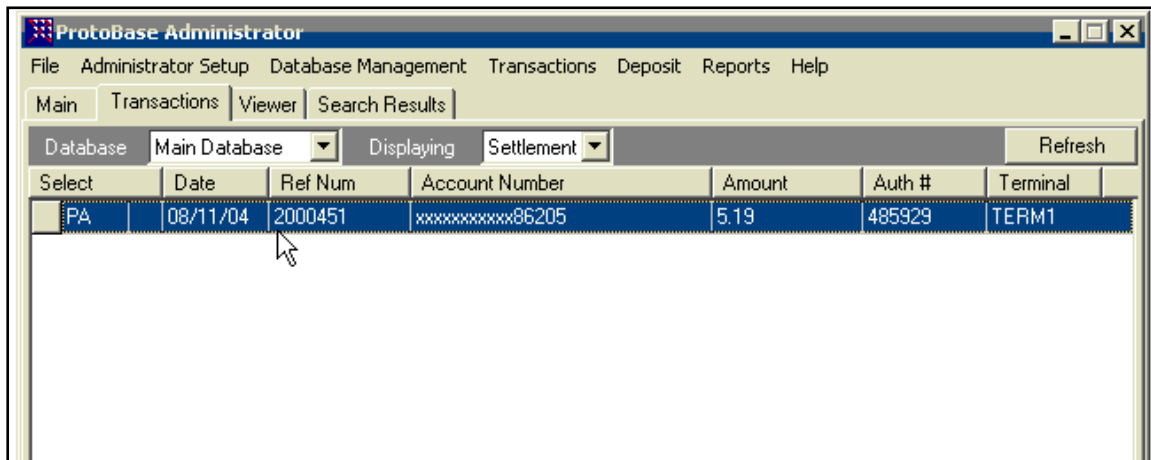
1. Use order recall to print a receipt of the transaction to be voided
2. If the customer is not available, log into PbAdmin to get the account #, expiration date, and reference #, if the customer is available you can re-swipe card
3. Start void transaction by pressing refund
4. Ring items to be voided
5. Press subtotal
6. Press CAT lookup
7. Press 2
8. Press CAT lookup
9. Press Credit
10. Enter the card type (MC, Visa, AMEX, Discover)
11. Press Credit
12. Swipe the card if the customer is available OR enter the account #
13. Press Acct #
14. Enter expiration date MM/YY (example if date is 08/05, enter 0 8 0 5)
15. Press Date
16. Enter Ref #
17. Press Cash

Refunding a CC Transaction *(this is only used if the card has been settled)*

1. Use the **EJ** to obtain the transaction information to be refunded: get the account #, expiration date, reference #, and the items to be refunded
2. Start the “sale” by hitting **Refund**
3. **Ring** the items to refunded
4. Press **Subtotal**
5. Press **CAT lookup**
6. Enter **3**
7. Press **CAT lookup**
8. Press **Credit**
9. Enter the card type
10. Press **Credit**
11. Enter the account #
12. Press **Acct #**
13. **Enter expiration** date MM/YY
14. Press **Date**
15. Enter the Ref #
16. Press **Cash**

Adding a tip

1. **Open ProtoBase Administrator** software.
2. Click on **Transactions Tab**.
3. **Double click** on the transaction item you wish to change.



4. On the **transaction tab**, in the amount box, enter the total amount of the sale including tip (this amount adds to the amount to be settled).

The screenshot shows the 'ProtoBase Administrator Detail View of Transaction : CSC #1333' window. The 'Transaction' tab is selected, and the 'Restaurant' sub-tab is active. The form contains the following fields and values:

Reference	100001	Amount	1.00
Host Ref		Customer	Laura McCully
Terminal	TERM1	Date / Bus. Date	07/14/04 07/14/04
Server ID		Time	14:17:03
Tran Type	Prior Auth	Auth #	094642
Account	xxxxxxxxxxx33145	Inc. Info	1.00
Exp. Date	05/05		
Card Type	MC	MKey	M192
Card Name	MASTERCARD		

Adding a tip (continued)

5. On the second tab, in the **Server 1 tip box**, enter the amount of the tip (this will enable you to be able to read the tip report).
6. Click **OK** to finish

ProtoBase Administrator Detail View of Transaction : CSC 932

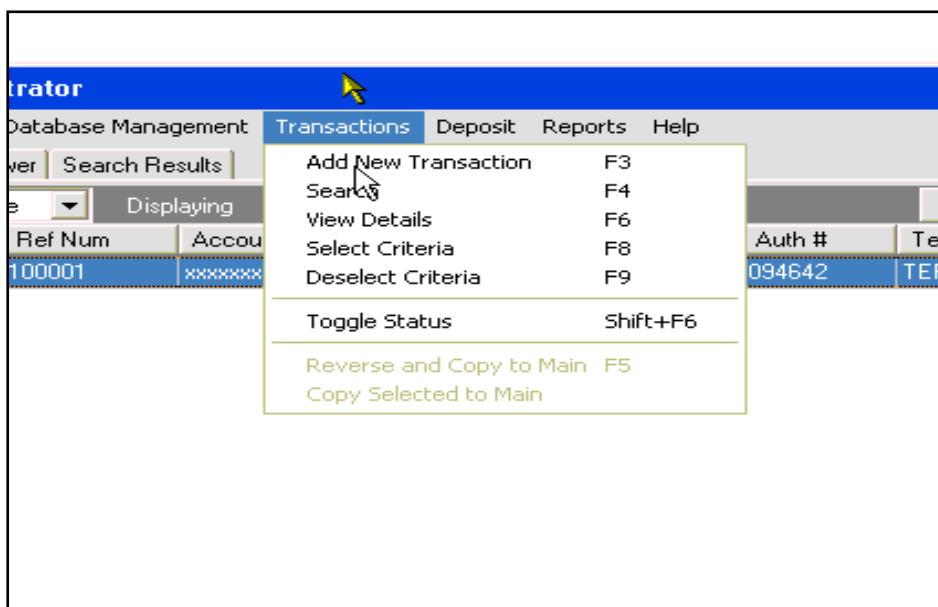
Transaction | **Restaurant** | Compliance Data | AVS Data

Check	261	Food Descr.	FOOD
Rest Chg Des	Food	Beverage Amt	0.00
Server 1	13	Bev. Descr.	BEVERAGE
Server 1 Tip	0.00	Tax Amount	0.41
Tip 1 Descr.	TIP	Adj. Tip Amt	
Server 2		Table Num	5
Server 2 Tip	0.00	ROC Num.	
Tip 2 Descr.	TIP		
Food Amount	4.78		

OK Cancel Delete Help from Processor

Adding a New Transaction

1. **Log in** to Protobase Administrator
2. Point to **Transactions** on the Menu Bar
3. Click on **Add New Transaction**



4. Complete the **transaction** information:

ProtoBase Administrator Detail View of Transaction : CSC #1333

Transaction | Restaurant | Compliance Data | AVS Data

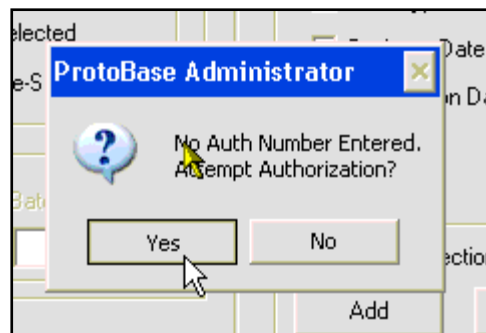
Reference	100001	Amount	1.00
Host Ref		Customer	Laura McCully
Terminal	TERM1	Date / Bus. Date	07/14/04 07/14/04
Server ID		Time	14:17:03
Tran Type	Prior Auth	Auth #	094642
Account	xxxxxxxxxxxx33145	Inc. Info	1.00
Exp. Date	05/05		
Card Type	MC	MKey	M192
Card Name	MASTERCARD		

Adding a New Transaction (continued)

5. **Fill in Reference #** (start by using the number 1 and continue by using 2, 3, 4, etc, until all transactions are added). Terminal will always be Term1, enter Tran Type as Prior Auth. Fill in **Account #** from the credit card along with the expiration date. This will automatically fill in the following fields - Card Type, MKey and Card Name.
6. Enter the **transaction amount**
7. Enter the **customer name** as shown on the card
8. **Tab 3 times** to automatically fill in Date/Bus., Date, and Time
9. **Tab** one more time and **click OK**
10. You will get the following message:



11. Click **OK**
12. Another message will appear

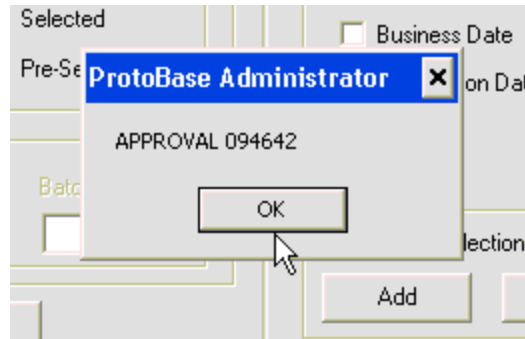


13. Click **Yes**

Continued on next page

Adding a New Transaction (continued)

14. You will then be given an approval Number
15. Click **OK**



Now you will notice the new transaction has been added.

Refunds

You can do a refund by creating a new transaction (entering the same information in the same way as a new transaction), with the exception of choosing **Refund** instead of Prior Auth under Tran Type.

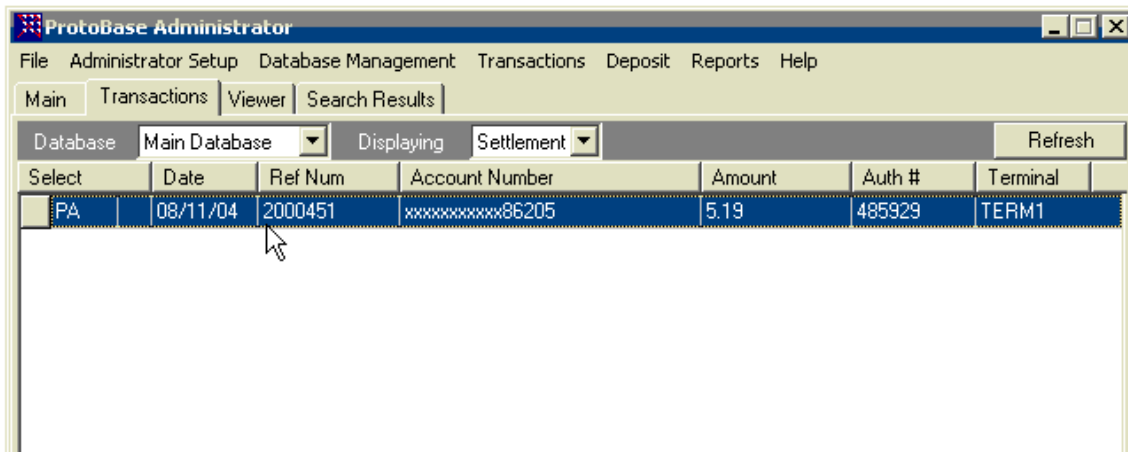
The screenshot shows the 'ProtoBase Administrator Add New Detail Transaction : CSC #1333' dialog box. The 'Transaction' tab is selected. The 'Tran Type' dropdown menu is set to 'Refund', indicated by an arrow. The form contains the following fields and values:

Field	Value
Reference	10002
Amount	1.00
Host Ref	
Customer	Laura McCully
Terminal	TERM1
Date / Bus. Date	07/14/04 07/14/04
Server ID	
Time	14:18:00
Tran Type	Refund
Auth #	
Account	xxxxxxxxxxx33145
Inc. Info	
Exp. Date	05/05
Card Type	MC
MKey	M192
Card Name	MASTERCARD

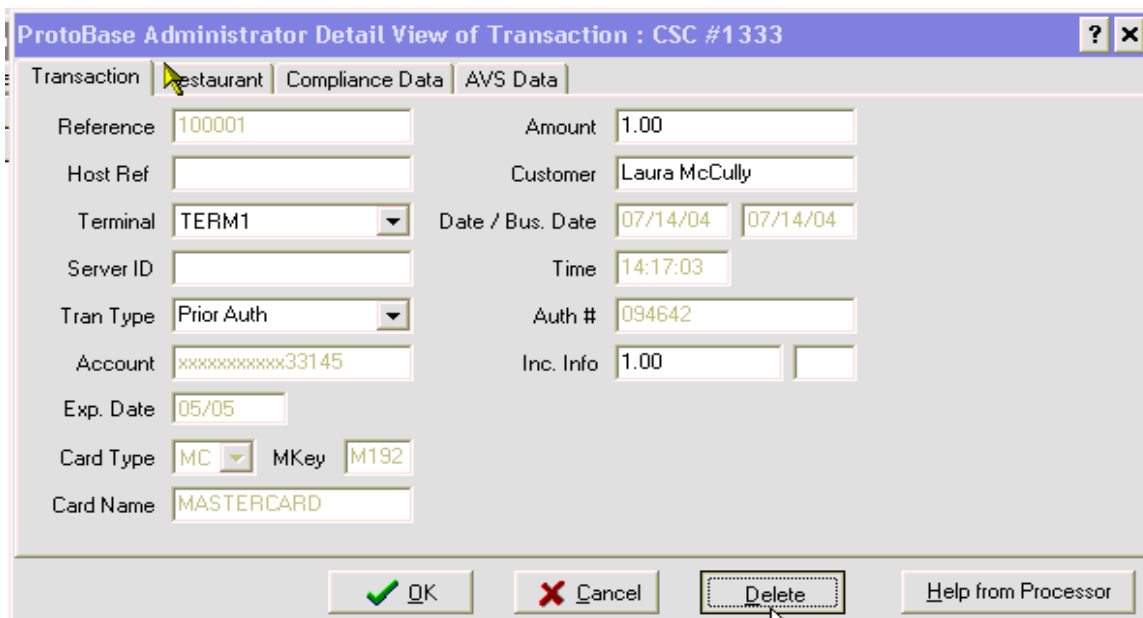
At the bottom of the dialog box are four buttons: 'OK' (with a green checkmark), 'Cancel' (with a red X), 'Delete', and 'Help from Processor'.

Delete a Transaction

1. If you need to delete a transaction from Protobase Administrator, you can **double click** on the transaction to open it:

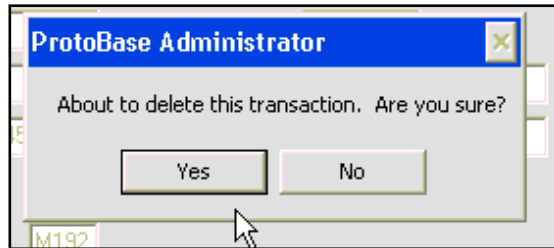


2. Click on **delete**:



Delete a Transaction (continued)

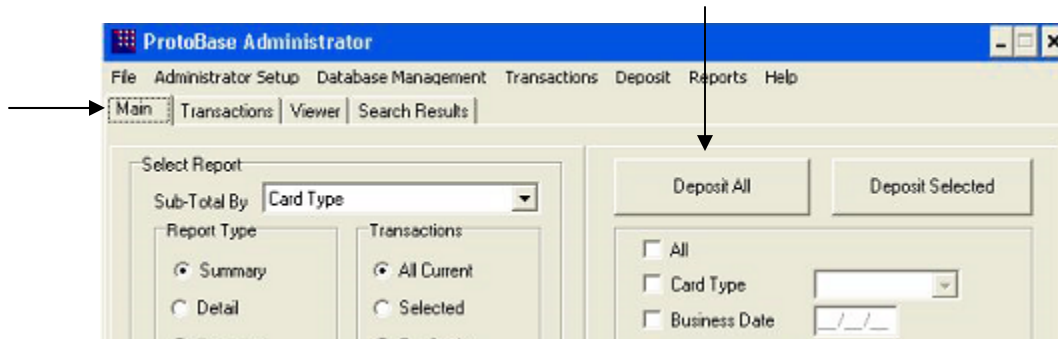
3. Confirm you want to delete by clicking **yes**.



The transaction will then be removed from the batch. Please note: deleting it in Protobase Administrator will not affect the totals appearing on your financial report from the registers. It only affects the dollar amount that gets settled.

Settling a Batch

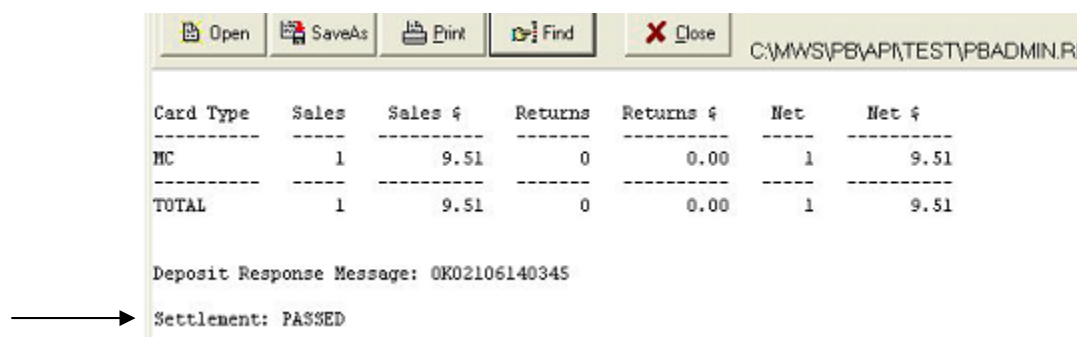
1. **Open Protobase** Administrator software.
2. Click on the **Main** tab.
3. Click on **Deposit All** button.



4. On the Settlement Information confirmation, click **OK**.



5. Once the deposit is complete, a report will be generated. **Scroll to the bottom** of the Settlement Report to see if the batch settlement **PASSED**.

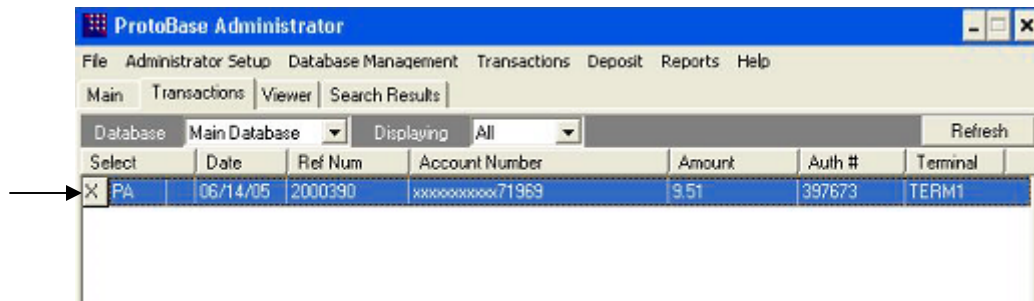


6. If Settlement report displays **FAILED**, check to see if you have an internet connection and try again.

Performing a Select Deposit

If a deposit was not settled on a previous day, ProtoBase Administrator will start accumulating transactions. To separate the days you have the option of a select deposit.

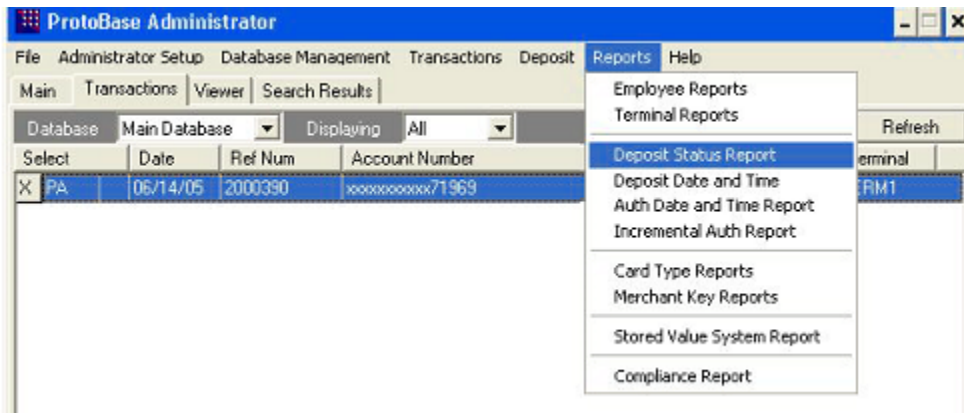
1. To select the desired transactions by date, click on the **Transactions tab**
2. Next click the **box** at the beginning of the transaction.



3. Once all the desired transactions are selected, click on the **Main tab** and choose Deposit Selected.
4. Click **YES** for the selected deposit

View a Deposit Log

1. Open PBadmin click **Reports** on the tool bar
2. Scroll to **Deposit Status Report**



3. Select PBADMIN from the drop down menu and click OK



4. The following report will appear

C:\MWS\PB\DB\PBADMIN.STL							
06/12/05	00:00:21	USER:PBADSET	TYPE:DEP	ADM:0	PB:0	BATCH:12	LOCA'
*****	Creamery #1533	KEY:M224	TERM:TERM1				
MESSAGE:OK 013 0612 0345							

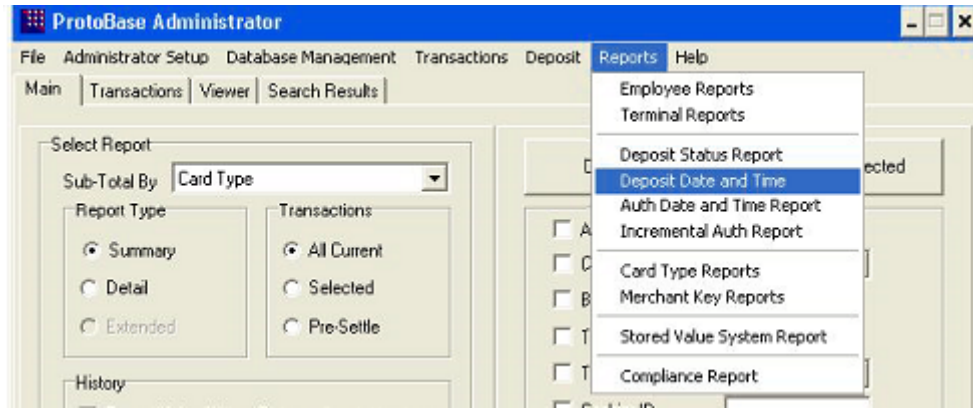
06/12/05	22:51:22	USER:PBADSET	TYPE:DEP	ADM:0	PB:0	BATCH:13	LOCA'
*****	Creamery #1533	KEY:M224	TERM:TERM1				
MESSAGE:OK 014 0612 0345							

06/13/05	17:34:50	USER:PBADSET	TYPE:DEP	ADM:0	PB:0	BATCH:14	LOCA'
*****	Creamery #1533	KEY:M224	TERM:TERM1				
MESSAGE:OK 015 0613 0345							

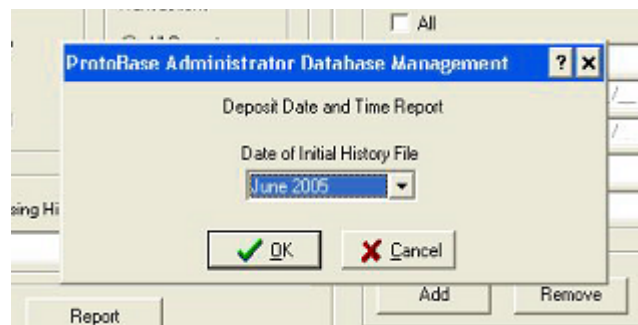
5. Find the date of when the deposit was settled
6. If the message displays OK, then the deposit was successful

View Report by Deposit Date and Time

1. Point to **Reports** on the tool bar
2. Scroll down and click on **Deposit Date and Time**



3. Select the desired month and year and click **OK**



4. The following report will appear:

Open

SaveAs

Print

Find

Close

C:\MWS\IPB\DB\T00004c8.RPT

ProtoBase Administrator Batch Summary Report for 06/05

Transaction Totals By Batch Number

For All Locations

Printed: 06/14/05 19:23

Page 1

Location: Cold Stone Creamery #1533

Batch #	Date	Time	Net #	Net Amount	Deposit	Message
000000000001	06/01/05	22:34:17	000004	47.87	OK 002	0601 0345
000000000002	06/02/05	23:01:18	000003	101.35	OK 003	0602 0345
000000000003	06/03/05	23:27:45	000008	255.35	OK 004	0603 0345
000000000004	06/05/05	00:20:38	000014	232.24	OK 005	0605 0345
000000000005	06/05/05	23:21:37	000015	251.54	OK 006	0605 0345
000000000006	06/06/05	22:52:45	000010	208.46	OK 007	0606 0345
000000000007	06/07/05	23:53:49	000011	351.25	OK 008	0607 0345

View a Detailed Monthly Report

1. On the **Main tab** under Report Type select **Detail**
2. Then check the box for Report Using **History Data**
3. Select the **desired month and year**
4. You can narrow your search by also typing the appropriate batch number. (*Note: a deposit batch number can be found by viewing the Deposit Log Report*)
5. Once the desired options are selected click **Report**

6. The following report will appear

C:\MWS\PB\DB\T00009c8.RPT

ProtoBase Administrator Location History Report
Transactions by Card Type for Batch 17 for 06/05
with Standard Detail for All Locations

Printed: 06/14/05 22:33 Batch 17 Page 1

Location: Cold Stone Creamery #1533
Batch #: 17 For: M224 Paymatech eXpres
Card Type: VISA Sales

Card Number	Exp	Auth	Date	Bus.	Time	Total
Reference Terminal Server	Tip	MKey	Processor	Type		
xxxxxxxxxxxx62876	10/08	103493	06/14/05	06/14	19:37	1.00
2000391	TERMI	5.00	M224	Paymatech	eXpres PA*5	

Credit Totals for Location: Cold Stone Creamery #1533 VISA Sales

Transaction Type	Count	Total	Tip
------------------	-------	-------	-----

Appendix

Appendix

This section will serve as a resource for the following:

- What happens during SOD/ EOD/SOW/SOP
- How to use the Fundraiser Keys
- How to read the Script Log
- What can the Electronic Journal show me?
- POS Report Definitions – Summary
- Report Examples

What happens during SOD / EOD / SOW / SOP?

These processes must be run in order. Always run Start of Day after a successful End of Day. Every Wednesday you will run Start of Day then Start of Week; every other Wednesday you will run Start of Day, Start of Week then Start of Period.

If there is a problem with End of Day, it needs to get resolved before 12:00PM and prior to ringing any sales.

End of Day (EOD) – End of Day is scheduled to run every morning at 3AM. If there is any problem with your network communication, receipt printer, if there is a pending order or a cashier is logged on, the End of Day will not complete successfully.

- Register 2 is zeroed out
- Historical Z1Rs are created – 0101CSH.z1r (cashier), 0101DST.z1r (destination), 0101FOO.z1r (food cost), 0101INV.z1r (inventory), 0101IRE.z1r (inventory reorder), 0101LBE.z1r (labor by employee), 0101LBJ.z1r (labor by job), 0101M-G.z1r (major group), 0101MGR.z1r (manager), 0101PLU.z1r (PLU), 0101PMX.z1r (product mix), 0101REG.z1r (register), 0101S-G.z1r (small group), 0101TCL.z1r (time clock), 0101TIM.z1r (sales by hour), 0101TKP.z1r (time keep) and 0101TLB.z1r (sales and labor by hour)
- Files to be sent to Kahala are created
- Sales are imported into Form 1
- Files are sent to Kahala

Start of Day (SOD) – Start of Day is designed so you can not run two in succession. If there has not been an End of Day completed successfully, the Start of Day will not complete successfully.

- Register 1 is zeroed out
- Sales numbers are added to weekly total, stored in register 1

Start of Week (SOW) – this is a compilation of all Start of Days

- Historical Z2Rs are created – 0202CSH.z2r (cashier), 0202DST.z2r (destination), 0202FOO.z2r (food cost), 0202INV.z2r (inventory), 0202IRE.z2r (inventory reorder), 0202LBE.z2r (labor by employee), 0202LBJ.z2r (labor by job), 0202M-G.z2r (major group), 0202MGR.z2r (manager), 0202PLU.z2r (PLU), 0202PMX.z2r (product mix), 0202REG.z2r (register), 0202S-G.z2r (small group), 0202TCL.z2r (time clock), 0202TIM.z2r (sales by hour), 0202TKP.z2r (time keep) and 0202TLB.z2r (sales and labor by hour)
- Time and Attendance is added to period total, stored in register 2

Start of Period (SOP) – this is a compilation of both Start of Weeks

- Historical Z3Rs are created – 0202LBE.z2r (labor by employee), 0202LBJ.z2r (labor by job) and 0202TKP.z2r (time keep)

How to use the Fundraiser Keys

The Fund Raiser Key

All sales that are rung with the Fund Raiser key are calculated for you in a separate “destination” than the rest of your sales. These sales are still added to both your net and gross sales. There is a **destination report** that will give you totals for each “destination”, which makes it very easy for you to figure a percentage of sales for donation. The destinations are Eat In (CA/OH taxable sales), Take Out (regular sales) and Drive Thru or Fund Raiser (Fund Raiser sales).

Ring up each order using the Fund Raiser key:

Using the Fund Raiser Key:

- 1 **Log on** with cashier number
- 2 Press **FUND RAISER** key
- 3 Ring Order
- 4 Press **SUB TOTAL** key
- 5 Enter amount tendered
- 6 Press **CASH** or **CREDIT** key

The Fund Raiser Donation Key

After you have made the donation, you will want to remove the dollar amount totals from your Net Sales; you do this by using the Fund Raiser Donation key. ***NOTE: You must use the Fund Raiser Donation key so that you do not pay a royalty to Kahala for sales that were part of the donation.***

To remove donation sales from your Net sales reports:

Using the Fund Raiser Donation Key:

- 1 **Log on** with cashier number
- 2 Press **MGR #** key
- 3 Enter Manager Number
- 4 Press **MGR #** key
- 5 Lift Main Layout
- 6 Enter dollar amount of donation
- 7 Press **FUND RAISR DONATN**
- 8 Press **SUB TOTAL** key
- 9 Press **CASH** key
- 10 Re-place Main Layout

Fund Raiser Keys (continued)

Viewing Destination Reports (to see your percentage of donation sales)

Current Day Report:

- 1 Destination Report – Current Day
- 2 Click on the Report Icon on toolbar
- 3 On the Register tab, click destination
- 4 Click OK

Any Previous Days Reports:

- 1 Destination Report – Previous Day (Z1R)
- 2 On tool bar click Reports → Historical
- 3 In box next to File Name, type in report name (#####dst.z1r → example: 1229dst.z1r = 12/29 daily destination report)

Current Week Report:

- Destination Report – Current Week
- On tool bar click Reports → Period → Weekly
- On the Register Tab, click destination
- Click OK

Any Previous Weeks Reports:

- Destination Report – Previous Week (Z2R)
- On tool bar click Reports → Historical
- In box next to File Name, type in report name (#####dst.z2r → example: 1229dst.z2r = 12/29 weekly destination report)

*****Note: if you have zero and negative sales as manager-compulsed procedures, you will need either a manager number or a MGR key for the register to complete the transaction.***

Store Number: 0001			
Store Name: CSC #2000			
Date: 12/31/2003 Time: 03:00:00			
DEST Z1			
EAT IN Z1 - Taxable Sales CA / OH			
TIME	CNT	TOTAL	SALE%
1100 - 1200	2	16.34	2.68
1200 - 1300	4	30.84	5.06
1300 - 1400	10	48.91	8.03
1400 - 1500	7	29.51	4.84
1500 - 1600	14	95.93	15.75
1600 - 1700	6	27.11	4.45
1700 - 1800	9	55.60	9.13
1800 - 1900	12	71.94	11.81
1900 - 2000	11	65.45	10.75
2000 - 2100	7	53.06	8.71
2100 - 2200	12	99.25	16.29
2200 - 2300	2	15.15	2.49
TOTAL	96	609.09	
TAKE OUT Z1 - Non-Taxable Sales			
TIME	CNT	TOTAL	SALE%
1100 - 1200	2	16.34	2.68
1200 - 1300	4	30.84	5.06
1300 - 1400	10	48.91	8.03
1400 - 1500	7	29.51	4.84
1500 - 1600	14	95.93	15.75
1600 - 1700	6	27.11	4.45
1700 - 1800	9	55.60	9.13
1800 - 1900	12	71.94	11.81
1900 - 2000	11	65.45	10.75
2000 - 2100	7	53.06	8.71
2100 - 2200	12	99.25	16.29
2200 - 2300	2	15.15	2.49
TOTAL	96	609.09	
DRIVE THRU Z1 - Fund Raiser Sales			
TIME	CNT	TOTAL	SALE%
1600 - 1700	6	27.11	4.45
1700 - 1800	9	55.60	9.13
1800 - 1900	12	71.94	11.81
1900 - 2000	11	65.45	10.75
2000 - 2100	7	53.06	8.71
2100 - 2200	12	99.25	16.29
2200 - 2300	2	15.15	2.49
TOTAL	59	387.56	

How to read the Script Log

Errors found in your script log can be intimidating unless you know what they mean. The following shows you some common errors, what they mean, and what you can do.

01/01/04 03:00:00 STARTED AUTO END OF DAY
 01/01/04 03:02:45 COMPLETED AUTO END OF DAY
 01/01/04 05:00:00 STARTED BACKUP
 01/01/04 05:03:10 COMPLETED BACKUP
 01/01/04 10:00:00 STARTED MANUAL START OF DAY
 01/04/04 10:01:22 COMPLETED MANUAL START OF DAY

Clean script log with no errors indicates your registers are ready for operation.

01/01/04 03:00:01 STARTED AUTO END OF DAY
 01/01/04 03:02:54 ERROR 1 EXECUTING:
 C:\PANBACKOFFICE\PROGRAMS\SFTRANS.BAT
 01/01/04 03:03:09 ERROR EXECUTING:
 C:\PANBACKOFFICE\PROGRAMS\SFTRANS.BAT
 :(RETRY LATER)
 01/01/04 03:03:54 COMPLETED AUTO END OF DAY

If only *panbackoffice* is reported in your error log, there was a problem with the Panasonic Reporter Suite. All EOD processes for MWS were successful and you can run Start of Day.

12/19/03 03:00:01 STARTED END OF DAY
 12/19/03 03:00:13 ERROR 1 EXECUTING: PC 0001 CLOSE.CMD --- CHECK ERROR LOGS!!
 12/19/03 03:00:29 ERROR EXECUTING: PC %STORE.STORE.STORENUM.STORENAME%
 CLOSE.CMD :(RETRY LATER)
 12/19/03 03:00:39 ERROR 1 EXECUTING: PC 0001
 X1_RPT.CMD --- CHECK ERROR LOGS!!
 12/19/03 03:00:54 ERROR EXECUTING: PC
 %STORE% X1_RPT.CMD :(RETRY LATER)
 12/19/03 03:38:18 COMPLETED END OF DAY

Any errors other than *panbackoffice* between started End of Day and Completed End of Day indicates that there was a problem and Start of Day will not run.

12/25/03 05:20:00 STARTED BACKUP
 12/25/03 08:57:54 ERROR 1 EXECUTING:
 C:\MWS\BACKUP.BAT
 12/25/03 08:58:01 ERROR EXECUTING:
 C:\MWS\BACKUP.BAT :(RETRY LATER)
 12/25/03 08:58:01 COMPLETED BACKUP

Any backup error indicates that your backup did not run, this does not affect End of Day or Start of Day. Make sure there is a formatted CDRW in your cd-drive.

12/19/03 10:46:53 STARTED START OF DAY
 12/19/03 10:47:03 ERROR 1 EXECUTING: PC 0001 OPEN.CMD --- CHECK ERROR LOG

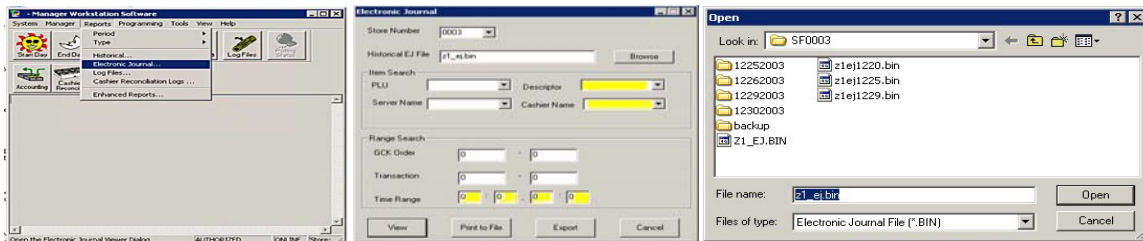
PC 0001 open.cmd indicates that an End of Day did not run successfully. Check to see if your registers say PC Offline, if they do follow the procedures from the PC Offline document. Hit cashier # – 0 – cashier # at each register and run End of Day. Check script log to ensure it ran successfully with no errors. If there are no errors, run Start of Day, if there are errors, contact the Help Desk.

What can the Electronic Journal show me?

The Electronic Journal tracks each keystroke at the register, such as recording the time, transaction number, items sold, items voided, orders deleted, no sales and cashier responsible. You can search by Cashier, PLU item and Time Range.

Opening your Electronic Journal (EJ):

1. Open **MWS**
2. Point to **Reports** menu → click on **Electronic Journal** – the EJ dialog box will appear; you can select a specific Cashier or Time Range
3. To view current day, simply select **View**
4. To view previous day, click on **Browse**, select the date you wish to look at and click **Open**



Scenario 1:

You run your financial and notice you had 88 No Sales for the day. A No Sale is used to open the Cash Drawer without ringing sales, this needs to be done at open and close to add and remove the till, to give additional change if initial change was incorrect or after a credit card is run to put slip in the drawer.

- A. Do you let it go and hope that all 88 No Sales were legitimate?
- B. Do you go to your EJ and find out who was responsible and ask them if they need some help counting change back – present it as a training issue?

Scenario 2:

A Customer comes into your store and says that they were in last week and gave your crew member \$100 bill and they only received change for a \$10 bill.

- A. Do you give them the change they claim is owed to them?
- B. Do you ask them what time they came in and what they ordered, then go to your EJ and locate the order? If the order does not exist it is likely they were not in at all.

MWS and Reporting Procedures Guide

Daily Tasks	Weekly Tasks (Wed. AM)	Bi-Weekly Tasks (Wed. AM)	Monthly Tasks	Quarterly Tasks	Annual Tasks
Verify End of Day Completed yesterday	Run Start of Week <u>after</u> Start of Day	Run Start of Period <u>after</u> Start of Week and Start of Day	Complete master P&L workbook	File and pay taxes	Prepare annual P&L
Run Start of Day	Update <i>Received tab</i> in Inventory Spreadsheet after receiving SYSCO / SYGMA order	Complete payroll	File all bills, receipts, financials, etc. in monthly folder	Adjust sales projections on Labor scheduler	Use profit Indicator module to establish goals and budget
Enter manual entries into weekly sales form in MWS: - Daily Deposits - Credit Card Sales - Actual Coupons	Update <i>Ending Inventory tab</i> in Inventory Spreadsheet using data from Z2R <u>and</u> a physical inventory	Clean Register Printers and MWS workstation fans & connections			Renew Norton anti-virus contract
Check eManager to make sure packages in outbox have been sent (yesterday's)	Validate sales information on intranet	Confirm Norton Anti-Virus files are current; download manually if needed			
Cash Control: Complete Cash Drops/hourly Sales form as needed	Create weekly schedule				
Complete Cash Out/Cash control sheets (form 3) at 5:00pm and close	Review costs, update OEI Partnership Plan and correct problems				
Print Register Report at close from Register 1	- 1 Button Checkup - Run Virus Scan - Reboot MWS				

MWS Reports

#	Report Name	Report Description	Report Type	How to access reports	Profitability	Helpful
1	Manager Report	Shows the activity (Programmable totals) on a register when a manager was logged on. If a cashier and a manager are logged on to a register at the same time, the manager report will include the cashier's activity.	Register Report	Historical		*
2	Cashier Report	Shows number of open and closed reports.	Register Report	Historical		*
3	Major Group	Shows totals for each major group. For example, LLGTOTALS & Dip Totals	Register Report	Historical		
4	Subgroup Report	Shows totals for each subgroup. For example, totals for Like It, Love It, Gotta Have It, Dip Bowls and Dip Cones.	Register Report	Historical		
5	PLU Report	Shows the totals for each PLU (menu item).	Register Report	Historical	*	
6	Register Report	Shows all activity for each register. This is commonly used for balancing.	Register Report	Historical	*	*
7	Time - All Sales	Shows sales that occurred within programmable time-periods.	Register Report	Historical		*
8	Time Keep Report	Combines the data of the Labor by Employee and Labor by Job Code reports and adds actual clock-in / clock-out information.	T/A Report	Historical		*
9	Time Report w/Labor (not available for the Period or Weekly)	Shows an account of your labor cost and labor information by programmable time ranges. For example, it shows the total sales for a programmed time frame, how many employees were logged in during that time and at what cost, and how this relates to profit margins.	T/A Report	Historical		
10	Labor by Employee	Shows labor cost for each employee clocked in during that day. This includes tips, labor cost for regular hours, labor cost for overtime pay, and combined labor cost.	T/A Report	Historical		*
11	Labor by Job Code	Shows labor cost by job description for all employees clocked in during that day. For example, if you have two cashiers logged in for the day, this report would show the cost for their combined regular hours, overtime hours, the sum of regular and overtime hours, and the total cost per job description.	T/A Report	Historical		
12	Food Cost	This report shows the cost of food, comparing units sold with cost of ingredients.	Inventory Report	Historical		
13	Inventory	Shows all inventory actually entered	Inventory Report	Historical		

#1

****MGR** Z1**

```
-----  
MGR#01  
EMP DISC           0      0.00  
MGR DISC           0      0.00  
PROMOS             0      0.00  
COUPON             0      0.00  
ERR CORR           0      0.00  
VOIDS              0      0.00  
ALL VOID           0      0.00  
REFUNDS            0      0.00  
AUDIT              0      0.00  
NO SALE            0      0.00  
GIFT SLD           0      0.00  
GIFT RDM           0      0.00  
CHEK DWR           0      0.00  
NET SALE           0      0.00  
LIKE IT            0      0.00  
LOVE IT            0      0.00  
GOTTA HV           0      0.00  
LLGTOTAL           0      0.00  
ORIGINAL           0      0.00  
MIX-INS            0      0.00  
ORIGMIX            0      0.00  
CAKE                0      0.00  
PIES               0      0.00  
CAKE/PIE           0      0.00  
DRAWER            0      0.00  
-----
```


#2

	CSHR#15	
GROSS TL	0	243.55
TAXABLE1	0	220.64
TAXABLE2	0	2.78
TAX TOTL	0	10.57
NO-TAX	0	0.00
NON-TXBL	0	0.00
SALES		232.98
NET SALE	20	223.50
ADJSALES		234.09
NO SALE	0	0.00
VOIDS	0	0.00
ALL VOID	0	0.00
REFUNDS	0	0.00
CHK AVG		11.18

LIKE IT	5	19.95
LOVE IT	4	19.96
GOTTA HV	1	4.99
LLGTOTAL	10	44.90
L%		50.00
LV%		40.00
G%		10.00
LVGH%		50.00
ORIGINAL	2	10.98
ORGNL%		20.00
MIX-INS	7	5.53
ORIGMIX	4	
MIX-IN%		110.00

WFLTOTAL	1	0.89
WFL PRD%		10.00
DIPTOTAL	2	2.98
DIP PRD%		20.00
WDP/LLG%		30.00

SPEC TTL	0	0.00
PACK TTL	0	0.00
BEVS	2	2.78

CAKE	5	120.95
PIES	0	0.00
CAKE/PIE		120.95
OTHER	2	0.10
RETAIL	0	0.00
EMP DISC	0	0.00
MGR DISC	0	0.00
STR DISC	1	-1.48
10% CPN	0	0.00
15% CPN	0	0.00
50% CPN	0	0.00
DISC TTL		-1.48
PROMOS	0	0.00
COUPON	2	7.98
PAID IN	0	0.00
PAID OUT	0	0.00
GIFT SLD	0	0.00
ACTIVATE	0	0.00
RELOAD	0	0.00
GIFT RDM	0	0.00
CHEK DWR	0	0.00
DRAWER	20	234.09

#3

Store Number: 0001
 Store Name: TEST
 Date: 05/18/2007 Time: 16:00:41

MAJOR GROUP Z1

MGRP	DESCRIPT	PROMO	WAST	CNT	PROMO_WT	WAST_WT	TOTL_WT	TOTAL
1	LLGTOTAL	5	0	102	0.00	0.00	0.00	347.62
2	DIPTOTAL	0	0	35	0.00	0.00	0.00	34.65
3	WFLTOTAL	1	0	38	0.00	0.00	0.00	22.12
4	TTL BEV	0	0	26	0.00	0.00	0.00	55.34
5	OTHER	0	0	34	0.00	0.00	0.00	17.12
6	WETZELS	0	0	0	0.00	0.00	0.00	0.00
7	HOT ITEM	0	0	0	0.00	0.00	0.00	0.00
8	CAKE	0	0	9	0.00	0.00	0.00	269.55
9	COUPONS	0	0	4	0.00	0.00	0.00	-16.76
10	WEDGE	0	0	0	0.00	0.00	0.00	0.00
11	PIES	0	0	0	0.00	0.00	0.00	0.00
12	SPEC TTL	0	0	0	0.00	0.00	0.00	0.00
13	PACK TTL	0	0	19	0.00	0.00	0.00	134.81
14	DONATION	0	0	2	0.00	0.00	0.00	-505.00
15		0	0	0	0.00	0.00	0.00	0.00
16		0	0	0	0.00	0.00	0.00	0.00
17		0	0	0	0.00	0.00	0.00	0.00
18		0	0	0	0.00	0.00	0.00	0.00
19		0	0	0	0.00	0.00	0.00	0.00
20		0	0	0	0.00	0.00	0.00	0.00
		6	0	269	0.00	0.00	0.00	359.45

#4

Store Number: 0001
 Store Name: TEST
 Date: 05/18/2007 Time: 16:01:16

SUB GROUP Z1

SGRP	DESCRIPT	PROMO	SOLD	WASTE_CNT	TOTAL	PROMO_WT	WAST_WT	TOTL_WT	SALEX%
1	LIKE IT	1	16	0.00	63.04	0.00	0.00	0.00	17.54
2	LOVE IT	2	49	0.00	159.81	0.00	0.00	0.00	44.46
3	GOTTA HV	2	37	0.00	124.77	0.00	0.00	0.00	34.71
4	DIP BOWL	0	35	0.00	34.65	0.00	0.00	0.00	9.64
5	DIP CONE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
6	WFL BOWL	1	35	0.00	20.65	0.00	0.00	0.00	5.74
7	WFL CONE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
8	OTHER	0	16	0.00	0.80	0.00	0.00	0.00	0.22
9	SMOOTHIE	0	9	0.00	32.01	0.00	0.00	0.00	8.91
10	SHAKE	0	1	0.00	4.49	0.00	0.00	0.00	1.25
11	COFFEE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
12	FOUNTAIN	0	0	0.00	0.00	0.00	0.00	0.00	0.00
13	SIMPLE SUNDAE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
14	BANANA SPLIT	0	0	0.00	0.00	0.00	0.00	0.00	0.00
15	MINE	0	2	0.00	10.98	0.00	0.00	0.00	3.05
16	OURS	0	3	0.00	23.97	0.00	0.00	0.00	6.67
17	EVRYBDY	0	2	0.00	21.98	0.00	0.00	0.00	6.11
18	KID ZONE	0	3	0.00	5.97	0.00	0.00	0.00	1.66
19	MIX-INS	0	15	0.00	10.35	0.00	0.00	0.00	2.88
20	RETAIL	0	0	0.00	0.00	0.00	0.00	0.00	0.00
21	CREATION	0	0	0.00	0.00	0.00	0.00	0.00	0.00
22	FLAVORS	0	0	0.00	0.00	0.00	0.00	0.00	0.00
23	WETZELS	0	0	0.00	0.00	0.00	0.00	0.00	0.00
24	BEVS	0	16	0.00	18.84	0.00	0.00	0.00	5.24
25	CAPP COOL	0	0	0.00	0.00	0.00	0.00	0.00	0.00
26	KID CONE	0	3	0.00	1.47	0.00	0.00	0.00	0.41
27	CATERING	0	0	0.00	0.00	0.00	0.00	0.00	0.00
28	W COUPON	0	0	0.00	0.00	0.00	0.00	0.00	0.00
29	COUPON	0	4	0.00	-16.76	0.00	0.00	0.00	-4.66
30	HOT BEVS	0	0	0.00	0.00	0.00	0.00	0.00	0.00
31	HOT ITEM	0	0	0.00	0.00	0.00	0.00	0.00	0.00
32	RDYMADE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
33	EDIBLE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
34	STANDARD	0	0	0.00	0.00	0.00	0.00	0.00	0.00
35	LG REC	0	0	0.00	0.00	0.00	0.00	0.00	0.00
36	SM REC	0	0	0.00	0.00	0.00	0.00	0.00	0.00
37	LG ROUND	0	0	0.00	0.00	0.00	0.00	0.00	0.00
38	SM ROUND	0	0	0.00	0.00	0.00	0.00	0.00	0.00
39	HRT CAKE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
40	LOAFCAKE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
41	PIE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
42	MISC	0	0	0.00	0.00	0.00	0.00	0.00	0.00

43	WEDGE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
44	ON-LINE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
45	IN-STORE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
46	WHITE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
47	GANACHE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
48	DECOPAC	0	0	0.00	0.00	0.00	0.00	0.00	0.00
49	6IN RND	0	0	0.00	0.00	0.00	0.00	0.00	0.00
50	8IN RND	0	5	0.00	131.75	0.00	0.00	0.00	36.65
51	QTR ADLT	0	2	0.00	61.90	0.00	0.00	0.00	17.22
52	FULL ADL	0	2	0.00	75.90	0.00	0.00	0.00	21.12
53	6 IN KID	0	0	0.00	0.00	0.00	0.00	0.00	0.00
54	8 IN KID	0	0	0.00	0.00	0.00	0.00	0.00	0.00
55	QTR KID	0	0	0.00	0.00	0.00	0.00	0.00	0.00
56	FULL KID	0	0	0.00	0.00	0.00	0.00	0.00	0.00
57	CK MISC	0	0	0.00	0.00	0.00	0.00	0.00	0.00
58	BLD2ORDR	0	0	0.00	0.00	0.00	0.00	0.00	0.00
59	MAW-DNTN	0	0	0.00	0.00	0.00	0.00	0.00	0.00
60	FND-DNTN	0	2	0.00	-505.00	0.00	0.00	0.00	-140.49
61	PET CAKE	0	0	0.00	0.00	0.00	0.00	0.00	0.00
62	G&G4OZ	0	0	0.00	0.00	0.00	0.00	0.00	0.00
63	G&G8OZ	0	0	0.00	0.00	0.00	0.00	0.00	0.00
64	G&G16OZ	0	0	0.00	0.00	0.00	0.00	0.00	0.00
65	G&G32OZ	0	12	0.00	77.88	0.00	0.00	0.00	21.67
66	G&G56OZ	0	0	0.00	0.00	0.00	0.00	0.00	0.00
67		0	0	0.00	0.00	0.00	0.00	0.00	0.00
68	BOTLDPST	0	0	0.00	0.00	0.00	0.00	0.00	0.00
69		0	0	0.00	0.00	0.00	0.00	0.00	0.00
70		0	0	0.00	0.00	0.00	0.00	0.00	0.00
71		0	0	0.00	0.00	0.00	0.00	0.00	0.00
72		0	0	0.00	0.00	0.00	0.00	0.00	0.00
73		0	0	0.00	0.00	0.00	0.00	0.00	0.00
74		0	0	0.00	0.00	0.00	0.00	0.00	0.00
75		0	0	0.00	0.00	0.00	0.00	0.00	0.00
		6	269	0.00	359.45	0.00	0.00	0.00	

#5

101	COUP#101	0	0	0	0.00	0.00	0.00	0.00	0.0
102	COUP#102	0	0	0	0.00	0.00	0.00	0.00	0.0
103	3-PACK	0	0	0	0.00	0.00	0.00	0.00	0.0
104	\$3 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
105	\$1 OFF	0	0	0	0.00	0.00	0.00	0.00	0.0
106	6-PACK	0	0	0	0.00	0.00	0.00	0.00	0.0
107	\$1 OFF	0	0	0	0.00	0.00	0.00	0.00	0.0
108	\$3 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
109	FREE WTR	0	0	0	0.00	0.00	0.00	0.00	0.0
110	\$1 SMTH	0	0	0	0.00	0.00	0.00	0.00	0.0
111	COUP#111	0	0	0	0.00	0.00	0.00	0.00	0.0
112	COUP#112	0	0	0	0.00	0.00	0.00	0.00	0.0
113	COUP#113	0	0	0	0.00	0.00	0.00	0.00	0.0
114	COUP#114	0	0	0	0.00	0.00	0.00	0.00	0.0
115	COUP#115	0	0	0	0.00	0.00	0.00	0.00	0.0
116	COUP#116	0	0	0	0.00	0.00	0.00	0.00	0.0
117	COUP#117	0	0	0	0.00	0.00	0.00	0.00	0.0
118	\$1 SGNTR	0	0	0	0.00	0.00	0.00	0.00	0.0
119	\$1CREATE	0	0	0	0.00	0.00	0.00	0.00	0.0
120	COUP#120	0	0	0	0.00	0.00	0.00	0.00	0.0
121	\$1 SHAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
122	BOGOGHCR	0	0	0	0.00	0.00	0.00	0.00	0.0
123	LV BDAY	0	0	0	0.00	0.00	0.00	0.00	0.0
124	COUP#124	0	0	0	0.00	0.00	0.00	0.00	0.0
125	\$1 LVIT	0	0	0	0.00	0.00	0.00	0.00	0.0
126	\$2 EVBY	0	0	0	0.00	0.00	0.00	0.00	0.0
127	\$3 CAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
128	\$1 LVIT	0	0	0	0.00	0.00	0.00	0.00	0.0
129	\$2 EVBY	0	0	0	0.00	0.00	0.00	0.00	0.0
130	\$3 CAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
131	MAW ORIG	0	0	0	0.00	0.00	0.00	0.00	0.0
132	\$2 EVBY	0	0	0	0.00	0.00	0.00	0.00	0.0
133	\$3 CAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
134	\$2 SM CK	0	0	0	0.00	0.00	0.00	0.00	0.0
135	\$3 MDRD	0	0	0	0.00	0.00	0.00	0.00	0.0
136	\$4 MDRC	0	0	0	0.00	0.00	0.00	0.00	0.0
137	\$1 LVIT	0	0	0	0.00	0.00	0.00	0.00	0.0
138	\$3 CAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
139	BOGOLVSG	0	0	0	0.00	0.00	0.00	0.00	0.0
140	BOGOGH	0	0	0	0.00	0.00	0.00	0.00	0.0
141	COUP#141	0	0	0	0.00	0.00	0.00	0.00	0.0
142	FREE WTR	0	0	0	0.00	0.00	0.00	0.00	0.0
143	\$1 SMTH	0	0	0	0.00	0.00	0.00	0.00	0.0
144	FREELKIT	0	0	0	0.00	0.00	0.00	0.00	0.0
145	BOGOKDCR	0	0	0	0.00	0.00	0.00	0.00	0.0
146	\$1 SIGNT	0	0	0	0.00	0.00	0.00	0.00	0.0
147	\$1CREATE	0	0	0	0.00	0.00	0.00	0.00	0.0
148	\$1 SHAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
149	BOGOLVCR	0	0	0	0.00	0.00	0.00	0.00	0.0
150	T-SHIRT	0	0	0	0.00	0.00	0.00	0.00	0.0

151	BOGOLVCR	0	0	0	0.00	0.00	0.00	0.00	0.0
152	COUP#152	0	0	0	0.00	0.00	0.00	0.00	0.0
153	COUP#153	0	0	0	0.00	0.00	0.00	0.00	0.0
154	BOGOGHCR	0	0	0	0.00	0.00	0.00	0.00	0.0
155	BOGOLKCR	0	0	0	0.00	0.00	0.00	0.00	0.0
156	G&GPROMO	0	0	0	0.00	0.00	0.00	0.00	0.0
157	FREEG&G	0	0	0	0.00	0.00	0.00	0.00	0.0
158	FREEG&G	0	0	0	0.00	0.00	0.00	0.00	0.0
159	\$1 G&G	0	0	0	0.00	0.00	0.00	0.00	0.0
160	USAIR	0	0	0	0.00	0.00	0.00	0.00	0.0
161	FREELVSG	0	0	0	0.00	0.00	0.00	0.00	0.0
162	FREELVSH	0	0	0	0.00	0.00	0.00	0.00	0.0
163	FREELVSM	0	0	0	0.00	0.00	0.00	0.00	0.0
164	FREEKDCO	0	0	0	0.00	0.00	0.00	0.00	0.0
165	BOGOKDCO	0	0	0	0.00	0.00	0.00	0.00	0.0
166	WTR&WAF	0	0	0	0.00	0.00	0.00	0.00	0.0
167	1/2 LKSH	0	0	0	0.00	0.00	0.00	0.00	0.0
168	1/2 LVSH	0	0	0	0.00	0.00	0.00	0.00	0.0
169	1/2 LKSM	0	0	0	0.00	0.00	0.00	0.00	0.0
170	1/2 LVSM	0	0	0	0.00	0.00	0.00	0.00	0.0
171	COUP#171	0	0	0	0.00	0.00	0.00	0.00	0.0
172	\$5 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
173	\$3 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
174	\$3 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
175	\$5 OFF C	0	0	0	0.00	0.00	0.00	0.00	0.0
176	COUP#176	0	0	0	0.00	0.00	0.00	0.00	0.0
177	BOGOLKSG	0	0	0	0.00	0.00	0.00	0.00	0.0
178	SURVEY LIKE IT	0	0	0	0.00	0.00	0.00	0.00	0.0
179	BOGOLKSHSHLK	0	0	0	0.00	0.00	0.00	0.00	0.0
180	FREELVSHSHLV	0	0	0	0.00	0.00	0.00	0.00	0.0
181	COUP#181	0	0	0	0.00	0.00	0.00	0.00	0.0
182	WTR&WAF	0	0	0	0.00	0.00	0.00	0.00	0.0
183	\$1 G&G	0	0	0	0.00	0.00	0.00	0.00	0.0
184	BOGOLKSMSMLK	0	0	0	0.00	0.00	0.00	0.00	0.0
185	FREELVMSMLV	0	0	0	0.00	0.00	0.00	0.00	0.0
186	BOGOLKSH	0	0	0	0.00	0.00	0.00	0.00	0.0
187	BOGOKDCR	0	0	0	0.00	0.00	0.00	0.00	0.0
188	BOGOLKCR	0	0	0	0.00	0.00	0.00	0.00	0.0
189	BOGOLKSM	0	0	0	0.00	0.00	0.00	0.00	0.0
190	BOGOKDCR	0	0	0	0.00	0.00	0.00	0.00	0.0
191	COUP#191	0	0	0	0.00	0.00	0.00	0.00	0.0
192	COUP#192	0	0	0	0.00	0.00	0.00	0.00	0.0
193	COUP#193	0	0	0	0.00	0.00	0.00	0.00	0.0
194	FREE KID	0	0	0	0.00	0.00	0.00	0.00	0.0
195	COUP#195	0	0	0	0.00	0.00	0.00	0.00	0.0
196	COUP#196	0	0	0	0.00	0.00	0.00	0.00	0.0
197	COUP#197	0	0	0	0.00	0.00	0.00	0.00	0.0
198	COUP#198	0	0	0	0.00	0.00	0.00	0.00	0.0
199	COUP#199	0	0	0	0.00	0.00	0.00	0.00	0.0

200	FNDR CPN	2	0	0	0.00	0.00	0.00	-505.00	-140.5
201	FREELKCR	0	0	0	0.00	0.00	0.00	0.00	0.0
202	FREELVCR	4	0	0	0.00	0.00	0.00	-16.76	-4.7
203	FREEGHCR	0	0	0	0.00	0.00	0.00	0.00	0.0
204	FREEKDCR	0	0	0	0.00	0.00	0.00	0.00	0.0
205	FREWWFL	0	0	0	0.00	0.00	0.00	0.00	0.0
206	BOGOGHIT	0	0	0	0.00	0.00	0.00	0.00	0.0
207	COUP#207	0	0	0	0.00	0.00	0.00	0.00	0.0
208	FREELKSH	0	0	0	0.00	0.00	0.00	0.00	0.0
209	FREELKSM	0	0	0	0.00	0.00	0.00	0.00	0.0
210	\$1 LVIT	0	0	0	0.00	0.00	0.00	0.00	0.0
211	COUP#211	0	0	0	0.00	0.00	0.00	0.00	0.0
212	COUP#212	0	0	0	0.00	0.00	0.00	0.00	0.0
213	\$3 CAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
214	COUP#214	0	0	0	0.00	0.00	0.00	0.00	0.0
215	COUP#215	0	0	0	0.00	0.00	0.00	0.00	0.0
216	COUP#216	0	0	0	0.00	0.00	0.00	0.00	0.0
217	\$2 EVBY	0	0	0	0.00	0.00	0.00	0.00	0.0
218	COUP#218	0	0	0	0.00	0.00	0.00	0.00	0.0
219	COUP#219	0	0	0	0.00	0.00	0.00	0.00	0.0
220	FRLVWFL	0	0	0	0.00	0.00	0.00	0.00	0.0
221	COUP#221	0	0	0	0.00	0.00	0.00	0.00	0.0
222	COUP#222	0	0	0	0.00	0.00	0.00	0.00	0.0
223	COUP#223	0	0	0	0.00	0.00	0.00	0.00	0.0
224	\$3 THEME	0	0	0	0.00	0.00	0.00	0.00	0.0
225	FREEMED	0	0	0	0.00	0.00	0.00	0.00	0.0
226	FREEMINE	0	0	0	0.00	0.00	0.00	0.00	0.0
227	COUP#227	0	0	0	0.00	0.00	0.00	0.00	0.0
228	COUP#228	0	0	0	0.00	0.00	0.00	0.00	0.0
229	COUP#229	0	0	0	0.00	0.00	0.00	0.00	0.0
230	COUP#230	0	0	0	0.00	0.00	0.00	0.00	0.0
231	FREE PET	0	0	0	0.00	0.00	0.00	0.00	0.0
232	\$5 GIFT	0	0	0	0.00	0.00	0.00	0.00	0.0
233	COUP#233	0	0	0	0.00	0.00	0.00	0.00	0.0
234	COUP#234	0	0	0	0.00	0.00	0.00	0.00	0.0
235	\$3 PET	0	0	0	0.00	0.00	0.00	0.00	0.0
236	COUP#236	0	0	0	0.00	0.00	0.00	0.00	0.0
237	COUP#237	0	0	0	0.00	0.00	0.00	0.00	0.0
238	COUP#238	0	0	0	0.00	0.00	0.00	0.00	0.0
239	COUP#239	0	0	0	0.00	0.00	0.00	0.00	0.0
240	COUP#240	0	0	0	0.00	0.00	0.00	0.00	0.0
241	COUP#241	0	0	0	0.00	0.00	0.00	0.00	0.0
242	COUP#242	0	0	0	0.00	0.00	0.00	0.00	0.0
243	G&GPROMO	0	0	0	0.00	0.00	0.00	0.00	0.0
244	G&GPROMO	0	0	0	0.00	0.00	0.00	0.00	0.0
245	G&GPROMO	0	0	0	0.00	0.00	0.00	0.00	0.0
246	FREE G&G	0	0	0	0.00	0.00	0.00	0.00	0.0
247	FREE G&G	0	0	0	0.00	0.00	0.00	0.00	0.0
248	\$1 G&G	0	0	0	0.00	0.00	0.00	0.00	0.0
249	WPI	0	0	0	0.00	0.00	0.00	0.00	0.0
250	WPII	0	0	0	0.00	0.00	0.00	0.00	0.0
301	BOTLDPST	16	0	0	0.00	0.00	0.00	0.80	0.2

43000	KD	I	CRM	0	0	0	0.00	0.00	0.00	0.00	0.0
43100	LK	I	CRM	0	0	0	0.00	0.00	0.00	0.00	0.0
43200	LV	I	CRM	0	0	0	0.00	0.00	0.00	0.00	0.0
43300	GH	I	CRM	12	0	0	0.00	0.00	0.00	41.99	11.7
43400	KD	IC	WF	1	0	0	0.00	0.00	0.00	1.99	0.6
43500	LK	IC	WF	0	0	0	0.00	0.00	0.00	0.00	0.0
43600	LV	IC	WF	6	0	0	0.00	0.00	0.00	19.14	5.3
43700	GH	IC	WF	2	0	0	0.00	0.00	0.00	6.09	1.7
43800	KD	IC	DW	0	0	0	0.00	0.00	0.00	0.00	0.0
43900	LK	IC	DW	0	0	0	0.00	0.00	0.00	0.00	0.0
44000	LV	IC	DW	0	0	0	0.00	0.00	0.00	0.00	0.0
44100	GH	IC	DW	2	0	0	0.00	0.00	0.00	5.00	1.4
44200	KD	SIG		0	0	0	0.00	0.00	0.00	0.00	0.0
44300	LK	SIG		4	0	0	0.00	0.00	0.00	15.96	4.4
44400	LV	SIG		8	0	0	0.00	0.00	0.00	25.92	7.2
44500	GH	SIG		3	0	0	0.00	0.00	0.00	9.87	2.7
44600	KD	SG	WF	1	0	0	0.00	0.00	0.00	1.99	0.6
44700	LK	SG	WF	0	0	0	0.00	0.00	0.00	0.00	0.0
44800	LV	SG	WF	14	0	0	0.00	0.00	0.00	44.66	12.4
44900	GH	SG	WF	9	1	0	0.00	0.00	0.00	31.31	8.7
45000	KD	SG	DW	0	0	0	0.00	0.00	0.00	0.00	0.0
45100	LK	SG	DW	10	0	0	0.00	0.00	0.00	39.90	11.1
45200	LV	SG	DW	12	0	0	0.00	0.00	0.00	37.48	10.4
45300	GH	SG	DW	6	0	0	0.00	0.00	0.00	19.74	5.5
45400	KD	CRT		0	0	0	0.00	0.00	0.00	0.00	0.0
45500	LK	CRT		1	1	0	0.00	0.00	0.00	3.59	1.0
45600	LV	CRT		3	2	0	0.00	0.00	0.00	12.57	3.5
45700	GH	CRT		1	1	0	0.00	0.00	0.00	4.39	1.2
45800	KD	CR	WF	1	0	0	0.00	0.00	0.00	1.99	0.6
45900	LK	CR	WF	0	0	0	0.00	0.00	0.00	0.00	0.0
46000	LV	CR	WF	3	0	0	0.00	0.00	0.00	10.87	3.0
46100	GH	CR	WF	1	0	0	0.00	0.00	0.00	3.19	0.9
46200	KD	CR	DW	0	0	0	0.00	0.00	0.00	0.00	0.0
46300	LK	CR	DW	1	0	0	0.00	0.00	0.00	3.59	1.0
46400	LV	CR	DW	3	0	0	0.00	0.00	0.00	9.17	2.6

46500	GH CR DW	1	0	0	0.00	0.00	0.00	3.19	0.9
46600	MINE	2	0	0	0.00	0.00	0.00	10.98	3.1
46700	OURS	3	0	0	0.00	0.00	0.00	23.97	6.7
46800	EVERYBDY	2	0	0	0.00	0.00	0.00	21.98	6.1
46900	SUNDAE	0	0	0	0.00	0.00	0.00	0.00	0.0
47000	BAN SPLT	0	0	0	0.00	0.00	0.00	0.00	0.0
55000	SRD SIG	0	0	0	0.00	0.00	0.00	0.00	0.0
55100	MRD SIG	1	0	0	0.00	0.00	0.00	23.95	6.7
55200	MRC SIG	1	0	0	0.00	0.00	0.00	28.95	8.1
55300	LRC SIG	1	0	0	0.00	0.00	0.00	35.95	10.0
55400	SRD CUST	0	0	0	0.00	0.00	0.00	0.00	0.0
55500	MRD CUST	4	0	0	0.00	0.00	0.00	107.80	30.0
55600	MRC CUST	1	0	0	0.00	0.00	0.00	32.95	9.2
55700	LRC CUST	1	0	0	0.00	0.00	0.00	39.95	11.1
55800	PETITE	0	0	0	0.00	0.00	0.00	0.00	0.0
56000	THM TOY	0	0	0	0.00	0.00	0.00	0.00	0.0
56100	CANDLE	0	0	0	0.00	0.00	0.00	0.00	0.0
56200	PIE	0	0	0	0.00	0.00	0.00	0.00	0.0
56300	MIX IN	15	0	0	0.00	0.00	0.00	10.35	2.9
56400		0	0	0	0.00	0.00	0.00	0.00	0.0
56500	DP WFFL	35	0	0	0.00	0.00	0.00	34.65	9.6
56600	PL WFFL	35	1	0	0.00	0.00	0.00	20.65	5.7
56700	KD WFFL	3	0	0	0.00	0.00	0.00	1.47	0.4
57000	WATER	5	0	0	0.00	0.00	0.00	2.45	0.7
57100	SODA	4	0	0	0.00	0.00	0.00	5.96	1.7
57200	TEA/LEM	7	0	0	0.00	0.00	0.00	10.43	2.9
57300	NON CARB	0	0	0	0.00	0.00	0.00	0.00	0.0
57400	CARB	0	0	0	0.00	0.00	0.00	0.00	0.0
57500	OPTIONAL	0	0	0	0.00	0.00	0.00	0.00	0.0
57600	LK COFF	0	0	0	0.00	0.00	0.00	0.00	0.0
57700	LV COFF	0	0	0	0.00	0.00	0.00	0.00	0.0
57800	LK CHOC	0	0	0	0.00	0.00	0.00	0.00	0.0
57900	LV CHOC	0	0	0	0.00	0.00	0.00	0.00	0.0
58000	LK SHAKE	0	0	0	0.00	0.00	0.00	0.00	0.0
58100	LV SHAKE	1	0	0	0.00	0.00	0.00	4.49	1.3
58200	LK SMTH	7	0	0	0.00	0.00	0.00	23.03	6.4
58300	LV SMTH	2	0	0	0.00	0.00	0.00	8.98	2.5
86000	MAW STAR	0	0	0	0.00	0.00	0.00	0.00	0.0
86100	MAW ORIG	0	0	0	0.00	0.00	0.00	0.00	0.0
86300	G&G4OZ	0	0	0	0.00	0.00	0.00	0.00	0.0
86400	G&G8OZ	0	0	0	0.00	0.00	0.00	0.00	0.0
86500	G&G16OZ	0	0	0	0.00	0.00	0.00	0.00	0.0
86600	G&G32OZ	12	0	0	0.00	0.00	0.00	77.88	21.7
86700	G&G56OZ	0	0	0	0.00	0.00	0.00	0.00	0.0
86800	CATERCHR	0	0	0	0.00	0.00	0.00	0.00	0.0
86900	CATER IC	0	0	0	0.00	0.00	0.00	0.00	0.0
86901	LIKE IT	0	0	0	0.00	0.00	0.00	0.00	0.0
86902	LOVE IT	0	0	0	0.00	0.00	0.00	0.00	0.0
86903	GH IT	0	0	0	0.00	0.00	0.00	0.00	0.0

86500	G&G160Z	0	0	0	0.00	0.00	0.00	0.00	0.0
86600	G&G320Z	12	0	0	0.00	0.00	0.00	77.88	21.7
86700	G&G560Z	0	0	0	0.00	0.00	0.00	0.00	0.0
86800	CATERCHR	0	0	0	0.00	0.00	0.00	0.00	0.0
86900	CATER IC	0	0	0	0.00	0.00	0.00	0.00	0.0
86901	LIKE IT	0	0	0	0.00	0.00	0.00	0.00	0.0
86902	LOVE IT	0	0	0	0.00	0.00	0.00	0.00	0.0
86903	GH IT	0	0	0	0.00	0.00	0.00	0.00	0.0
86904	MINE	0	0	0	0.00	0.00	0.00	0.00	0.0
86905	OURS	0	0	0	0.00	0.00	0.00	0.00	0.0
86906	EVERYBDY	0	0	0	0.00	0.00	0.00	0.00	0.0
86907	40Z	0	0	0	0.00	0.00	0.00	0.00	0.0
86908	80Z	0	0	0	0.00	0.00	0.00	0.00	0.0
86909	320Z	0	0	0	0.00	0.00	0.00	0.00	0.0
86910	-	0	0	0	0.00	0.00	0.00	0.00	0.0
86911	LG PAN	0	0	0	0.00	0.00	0.00	0.00	0.0
86912	SM PAN	0	0	0	0.00	0.00	0.00	0.00	0.0
87000	CATER CK	0	0	0	0.00	0.00	0.00	0.00	0.0
87001	SRD SIG	0	0	0	0.00	0.00	0.00	0.00	0.0
87002	MRD SIG	0	0	0	0.00	0.00	0.00	0.00	0.0
87003	MRC SIG	0	0	0	0.00	0.00	0.00	0.00	0.0
87004	LRC SIG	0	0	0	0.00	0.00	0.00	0.00	0.0
87005	PETITE	0	0	0	0.00	0.00	0.00	0.00	0.0
87006	SRD CUST	0	0	0	0.00	0.00	0.00	0.00	0.0
87007	MRD CUST	0	0	0	0.00	0.00	0.00	0.00	0.0
87008	MRC CUST	0	0	0	0.00	0.00	0.00	0.00	0.0
87009	LRC CUST	0	0	0	0.00	0.00	0.00	0.00	0.0
87100	CATER MS	0	0	0	0.00	0.00	0.00	0.00	0.0
87101	MIX IN	0	0	0	0.00	0.00	0.00	0.00	0.0
87102	CANDLES	0	0	0	0.00	0.00	0.00	0.00	0.0
87103	THM TOY	0	0	0	0.00	0.00	0.00	0.00	0.0
87200	RETAIL	0	0	0	0.00	0.00	0.00	0.00	0.0
87201	ADLT TEE	0	0	0	0.00	0.00	0.00	0.00	0.0
87202	YTH TEE	0	0	0	0.00	0.00	0.00	0.00	0.0
87203	HAT	0	0	0	0.00	0.00	0.00	0.00	0.0
87204	W HOOD	0	0	0	0.00	0.00	0.00	0.00	0.0
87205	M HOOD	0	0	0	0.00	0.00	0.00	0.00	0.0
87206	W TANK	0	0	0	0.00	0.00	0.00	0.00	0.0
87207	ADD RETL	0	0	0	0.00	0.00	0.00	0.00	0.0
87208	ADD RETL	0	0	0	0.00	0.00	0.00	0.00	0.0
87209	ADD RETL	0	0	0	0.00	0.00	0.00	0.00	0.0
87300	OPEN	0	0	0	0.00	0.00	0.00	0.00	0.0
94100	TRAINING	0	0	0	0.00	0.00	0.00	0.00	0.0
94200	CORP COUPON	0	0	0	0.00	0.00	0.00	0.00	0.0
94300	LSM COUPON	0	0	0	0.00	0.00	0.00	0.00	0.0

#6

Store Number: 0001
 Store Name: TEST
 Date: 05/18/2007 Time: 16:05:21

REG Z1

GROSS TL	221	920.75
TAXABLE1	0	163.27
TAXABLE2	0	5.96
NO-TAX	0	0.00
NON-TXBL	0	-462.99
TAX TOTL	0	25.20
SALES		895.55
NET SALE	28	331.14
ADJSALES		356.34
NET+FNDC		331.14
NO SALE	0	0.00
VOIDS	1	-3.79
ALL VOID	0	0.00
REFUNDS	0	0.00
CHK AVG		11.83
LIKE IT	16	63.04
LOVE IT	19	74.31
GOTTA HV	14	52.46
LLGTOTAL	79	275.31
KID ZONE	26	78.28
MIX-INS	68	168.16
ORIGMIX	45	
MIX-IN%		143.04%
WFLTOTAL	16	9.14
WFL PRD%		20.25%
DIPTOTAL	14	13.86
DIP PRD%		17.72%
WDP/LLG%		37.97%
SMOOTHIE	31	44.99
SHAKE	1	4.49
COFFEE	0	0.00
FOUNTAIN	21	20.79
SIMPLE SUNDAE	0	0.00
BANANA SPLIT	0	0.00
SPEC TTL		70.27
BEVS	16	18.84
TTL BEV	26	55.34

MINE	2	10.98
OURS	3	23.97
EVRYBDY	2	21.98
PACK TTL	19	134.81
CAKE	9	269.55
PIES	0	0.00
CAKE/PIE		269.55
OTHER	16	0.80
RETAIL	0	0.00
EMP DISC	0	0.00
MGR DISC	0	0.00
STR DISC	0	0.00
10% CPN	0	0.00
15% CPN	40055	0.00
50% CPN	2100	16000.00
DISC TTL		16000.00
PROMOS	0	0.00
COUPON	0	0.00
PAID IN	0	0.00
PAID OUT	0	0.00
GIFT SLD	0	0.00
ACTIVATE	0	0.00
RELOAD	0	0.00
GIFT RDM	0	0.00
VISA	0	0.00
MC	0	0.00
AMX	0	0.00
DISCOVER	0	0.00
CHRG TTL		0.00
CASH DWR	0	0.00
DRAWER	0	0.00
L%		20.25%
LV%		24.05%
G%		17.72%
LVGH%		41.77%
ORIGINAL	0	0.00
ORGNL%		0.00%
MAW-DNTN	0	0.00

Appendix

EMP DISC	0	0.00
MGR DISC	0	0.00
STR DISC	0	0.00
10% CPN	0	0.00
15% CPN	40055	0.00
50% CPN	2100	16000.00
DISC TTL		16000.00

PROMOS	0	0.00
COUPON	0	0.00

PAID IN	0	0.00
PAID OUT	0	0.00

GIFT SLD	0	0.00
ACTIVATE	0	0.00
RELOAD	0	0.00
GIFT RDM	0	0.00

VISA	0	0.00
MC	0	0.00
AMX	0	0.00
DISCOVER	0	0.00
CHRG TTL		0.00
CASH DWR	0	0.00
DRAWER	0	0.00

L%		20.25%
LV%		24.05%
G%		17.72%
LVGH%		41.77%
ORIGINAL	0	0.00

ORGNL%		0.00%

MAW-DNTN	0	0.00
FND-DNTN	0	0.00

FUNDRSR	0	0.00
6%		19.87
3% ADV		9.93
FOODNET		895.55
FICA		6.50
TL DEPST		0.00
NETGRTL*		0.00
TRNGRTL*	0	0.00
GRAND TL*		0.00

#7

Date: 10/03/2004 Time: 03:01:36

***TIME** Z1

TIME	CNT	SALES
1100 - 1200	1	4.38
1200 - 1300	8	68.56
1300 - 1400	12	112.92
1400 - 1500	25	210.92
1500 - 1600	25	239.80
1600 - 1700	28	259.33
1700 - 1800	26	253.51
1800 - 1900	26	265.54
1900 - 2000	26	262.37
2000 - 2100	24	203.83
2100 - 2200	11	90.13
TOTL	212	1971.29

#8

Date: 10/03/2004 Time: 03:01:36

TIME KEEP Z1

EMPL#	SEQ#	NAME	TIPS	TIMEIN	TIMEOUT	JOB		
00005	0000007945	ANDREW	0.00	1547	2105	CREW		
	Reg: 5.30		OT: 0.00		OT2: 0.00		Cost: 35.78	CREW
00012	0000007761	MONICA	0.00	1456	2105	CREW		
	Reg: 6.15		OT: 0.00		OT2: 0.00		Cost: 41.51	CREW
00015	0000003579	NICK	0.00	1759	2246	CREW		
	Reg: 4.78		OT: 0.00		OT2: 0.00		Cost: 32.27	CREW
00020	0000006442	ANTHONY	0.00	1654	2105	CREW		
	Reg: 4.18		OT: 0.00		OT2: 0.00		Cost: 28.22	CREW
00022	0000007673	NOEL	0.00	0955	1603	CREW		
	Reg: 6.13		OT: 0.00		OT2: 0.00		Cost: 44.44	CREW
00023	0000002007	MAGGIE	0.00	1306	1758	CREW		
	Reg: 4.87		OT: 0.00		OT2: 0.00		Cost: 32.87	CREW
00025	0000005430	MONICA	0.00	1853	2243	CREW		
	Reg: 3.83		OT: 0.00		OT2: 0.00		Cost: 25.85	CREW
00030	0000007997	SCOTT	0.00	1605	2246	CREW		
	Reg: 6.68		OT: 0.00		OT2: 0.00		Cost: 51.77	CREW
00081	0000003662	ALEXANDR	0.00	0921	1504	CREW		
	Reg: 5.72		OT: 0.00		OT2: 0.00		Cost: 40.04	CREW
Job	Reg Hour	Ot Hour	Ot2 Hour		Lbh	Cost		
CREW	47.64	0.00	0.00		47.64	332.75		
TOTAL	47.64	0.00	0.00		47.64	332.75		

#9

Date: 10/11/2004 Time: 13:51:32								
TIME KEEP Z1								
EMPL#	SEQ#	NAME	TIPS	TIMEIN	TIMEOUT	JOB		
00001	0123412130	HOMER	0.00	1348	1351	CREW		
	Reg: 0.05		OT: 0.00		OT2: 0.00		Cost: 0.28	CREW
	Sales: 78.56				Labor %: 0.36			
00002	0600408110	JOHN M	0.00	1348	1351	MGR		
	Reg: 0.05		OT: 0.00		OT2: 0.00		Cost: 0.28	MGR
	Sales: 63.91				Labor %: 0.44			
00004	0000000004	KIRST H	0.00	1348	1351	CREW		
	Reg: 0.05		OT: 0.00		OT2: 0.00		Cost: 0.28	CREW
	Sales: 129.97				Labor %: 0.22			
Job	Reg	Hour	Ot	Hour	Ot2	Hour	Lbh	Cost
CREW		0.10		0.00		0.00	0.10	0.56
MGR		0.05		0.00		0.00	0.05	0.28
TOTAL		0.15		0.00		0.00	0.15	0.84

#10

Date: 10/03/2004 Time: 03:01:36

LAB EMP Z1

EMPNO	TIPS	NAME	JOB	REG	OT	OT2	COST
0000007945	0.00	ANDREW	CREW	5.30	0.00	0.00	35.78
0000007761	0.00	MONICA	CREW	6.15	0.00	0.00	41.51
0000003579	0.00	NICK	CREW	4.78	0.00	0.00	32.27
0000006442	0.00	ANTHONY	CREW	4.18	0.00	0.00	28.22
0000007673	0.00	NOEL	CREW	6.13	0.00	0.00	44.44
0000002007	0.00	MAGGIE	CREW	4.87	0.00	0.00	32.87
0000005430	0.00	MONICA	CREW	3.83	0.00	0.00	25.85
0000007997	0.00	SCOTT	CREW	6.68	0.00	0.00	51.77
0000003662	0.00	ALEXANDR	CREW	5.72	0.00	0.00	40.04
TOTAL	0.00			47.64	0.00	0.00	332.75

#11

Date: 10/03/2004 Time: 03:01:36

LAB JOB Z1

Job	Reg Hour	Ot Hour	Ot2 Hour	Lbh	Cost
CREW	47.64	0.00	0.00	47.64	332.75
TOTAL	47.64	0.00	0.00	47.64	332.75