Sysnet

Training Manual

VENUE NAME:	
STATE:	

DISCLAIMER

The information contained in this guide is current at time of publication (for Sysnet Version 7.1.4 or greater) and is subject to change without notice. It should be noted that due to continual improvements in the software, the information in this manual may not always match, or there may be some unintended errors or omissions. Should this be the case, we will make every effort to correct the situation. H&L Australia will not be held liable for any errors or omissions in this manual.

CONTENTS

Session	**# 1 Discovery**
Objectives	**Determine the operational information for POS installation**

This session is designed to gather information on how the venue operates to facilitate a smooth installation of the H&L POS System.

The trainer will discuss the various selling locations and current processes in each area for example, food service and bar service

Other items for discussion will include:

> ➢ Review purchase order

> ➢ POS terminal placement

> ➢ Power points and cabling requirements

> ➢ Bench top modifications if necessary i.e. holes drilled, cash drawer mounts etc.

> ➢ Kitchen and Order printing placement

> ➢ Discuss the training and implementation process

> ➢ Confirm dates for installation and training

> ➢ Discuss the LIVE day process and expectations such as onsite support

> ➢ POST Live training

> ➢ Additional training modules available

Session	**# 2 Database Build**
Session Topic	**Introduction to Sysnet**
Modules	**Users**
	Suppliers
	Stock & PLU's
	System Back Up

Objectives

In this session you will:

1. Receive a general overview of the Sysnet software and operational principles of the applications

2. Learn how Sysnet works – The Server PC (POS Controller) and Point of Sale (POS) Units

3. Establish company details

4. Begin building the Sysnet Database:
   - Sysnet Users
   - Suppliers
   - Sales Tax Rates
   - Expense Groups & Stock Groups
   - Revenue Groups, Order Printing & PLU Groups
   - Varieties (optional)
   - Ranges (optional)
   - Set PriceNames and Locations
   - Stock Templates
   - Inventory (Stock) and PLU's (Sales Stock)
   - Set prices

5. Learn how to perform a Database Backup

Requirements

Sysnet Training Manual
SD Card or USB Storage Device (for Database Back Up)
Sysnet Suggested Numbering Guide

Ensure you have organised yourself and other trainees properly in order to give your full attention to the training session and receive the maximum benefit. Also ensure that there is adequate space and a quiet area with no potential for interruptions during your training session.

INTRODUCTION TO SYSNET MANAGEMENT PRINCIPLES

Cash Control with Efficient Point of Sale
A functional point of sale setup allows users to locate and select sale items with ease. Sales figures will accurately reflect the actual takings for comparison when performing cash counts.

Stock Control
Stock movements are recorded from the moment of arrival to final sale. Such detailed tracking allows Sysnet stock figures to be compared against actual stock levels. Theft or loss of stock is highlighted by a variance between the two figures.

Maximise Profitability
Profitability of individual stock lines can be easily monitored to ensure that selling prices are correctly set.

Management of Stock Levels
Previous sales are recorded as stock history to aid in the management of stock levels. Restock reports and recommended purchase orders ensure that stock is kept at a profitable level.

Debtors and Creditors Management
Debtors are linked to account sales, and creditors linked to stock purchases, to allow integrated control.

Maximise Customer Loyalty
Set discounts and bonus points for club members to improve customer loyalty. Select and manipulate member data for marketing purposes.

THE WINDOWS ENVIRONMENT AND HOW SYSNET WORKS

Mouse Functions
Sysnet is a Windows based program. Use the mouse to navigate through the Sysnet Modules. A left click will select the field, menu or item pointed to. A right click of the mouse may provide information regarding the item pointed to, or other options available within that particular field such as cut, copy, paste or clone.

Moving Between Windows Screens
Multiple applications can be run at the same time. When a module of Sysnet is open, including the Communication and Transaction Servers, it will appear as an icon in the System Tray at the bottom of the screen. Select the icon of the module to display or press ALT + TAB to move through the list of open applications or modules.

The **POS Controller** or **Sysnet Server PC** is the PC that is running the Sysnet software and is connected to each of the Point of Sale (POS) terminals, workstations and order printers.

Point of Sale or **POS Terminals** are located at the actual point where sales are made and are used by the sales staff to record sales activity. The POS terminals communicate back to the POS Controller.

Sysnet operations on the POS Controller are separated into two distinct areas of operation:

> ➢ Server Mode
> ➢ Sysnet Toolbar

Each area is described below:

The POS Controller Service and **Transaction Server** create the link between the POS Controller and the POS Units. The POS Controller runs as a service in the background of the server PC.

The Communication Server runs as an application on the server PC and must be kept open at all times. The Communication Server shows processing information and is used to download data to Versaterms. Note this application is only required when the venue is running Versaterm POS terminals.

Because the POS Controller runs as a Service the Log Viewer application is used to display details of all finalised transactions processed along with order printing, account and member transactions

The **Sysnet Toolbar** provides access to all back office modules of Sysnet. Access to the Sysnet Toolbar is by double clicking on the Sysnet Toolbar icon located on the desktop. If the toolbar is already opened it will appear at the top of the screen by default.

SYSNET TOOLBAR OPTIONS

Using the Sysnet Toolbar

Hover your mouse over each icon to enlarge and display the name of the module

Single left click on the module to be opened. A double left click will open the application in the minimised view.

When an application is running it will display a blue dot above the icon on the Sysnet Toolbar
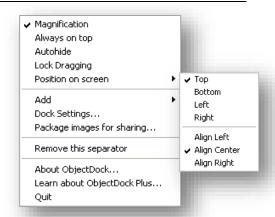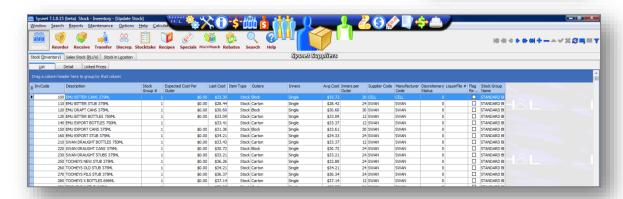
Configuring the Sysnet Toolbar

By default when the software is installed, the Sysnet Toolbar will sit centred in the top section of your desktop. Right click on the Sysnet Toolbar to alter the position of the toolbar or customise it further.

The Toolbar is designed so that it can be accessed while using any windows application, simply by pointing your mouse to where the Sysnet Toolbar is located. It will appear on top of the window you are currently working in. The Toolbar can be set to Auto Hide so it disappears while working on other applications or locked so it always appears in front.

Each icon on the Tool Bar can be linked to any module of Sysnet or any non-Sysnet related applications installed on the PC (such as Microsoft Word). To add applications to the toolbar, click with your mouse and drag the icon (such as Word or Outlook) from the desktop and drop it onto the Sysnet Toolbar. To remove the icon from the Toolbar simply click the icon with your mouse and drag it back to the desktop.

Please discuss the further customising options available with your H&L Trainer.
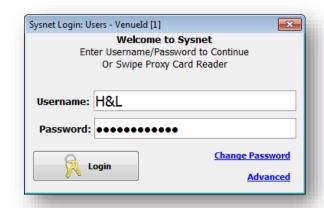
Log in Security

Each User of the system should be provided with a password that limits their access to certain functions.

This password should be used to log in when using the system and each user should log out when finished so that security is maintained.

Your H&L Trainer will discuss security options with you.

Task Icons

For example:

Icons are available in each module where more than one task can be performed. Hover with the mouse over an icon for a description of the associated task.

The Function Toolbar

The Function Toolbar provides quick and easy navigation through Sysnet. The Function Toolbar is a standard feature across most of the Sysnet Applications where it is required.

Button	Function
	Display next record
	Display previous record
	Go to next page
	Go to previous page
	Go to last record
	Go to first record
	Add a record
	Delete a record
	Edit a record
	Save changes
	Cancel changes
	Refresh
	Save bookmark
	Go to bookmark
	Grid filter builder
	Sysnet Help

"Window" Drop Down Menu

Only available in the Stock Module where more than one task is available. This menu can be used as an alternative to Task Icons to select which part of Stock to display.

"Report" Drop Down Menu

This menu is available only in modules where reports can be generated. Sometimes appearing as a printer icon; select the required report from the expanded menu.

Module Options & Functions

View – modules of Sysnet such as Stock, Users, Suppliers and Debtors have many records of information. This information can be seen in either **<LIST>** or **<DETAIL>** view by selecting the required tab.

Function Tabs – other functions may also be available within each screen. Additional tabs will appear in such circumstances

Searching – users are able to search for records by pressing the Search icon at the top of the screen. Select "containing" or "starting with", as a filter mode for the specified search criteria.

Task Icons – the tasks available in each screen can be accessed from the Task Icons, the Window drop down menu and other drop down menus such as reports, options etc.

Navigator Tool
Inside many of the applications there is also a Navigator Tool. This tool is used to add, delete, save and navigate forwards or backwards through the data in the current grid. When it is required this toolbar will appear inside the relevant application pages and should be used instead of the Function Toolbar.

REGISTERING YOUR COMPANY

1. Select the **<UTILITIES>** icon from the Sysnet Toolbar

2. Select the **<COMPANY INFO>** tab followed by the **<REGISTRATION DETAILS>** sub tab

3. Click on the **<CONTACT DETAILS>** tab

4. Enter the company information in the allocated fields, ensuring the details entered are exactly as those shown on the Registration form provided by H&L Australia.

5. (✓) to save

Note: If the details are incorrect you must advise your H&L Representative before attempting to change any information as this affects the Sysnet Registration.

SYSNET USERS
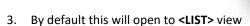
Creating User Profiles

User profiles are required for the database to allocate the level of security access to Sysnet for a single user or a group of users. Profiles must be created before Users are added to the database simply because a user cannot exist without a profile. Profiles only need to be created once then multiple users can be linked to one profile if required. Examples of some User Profiles are:
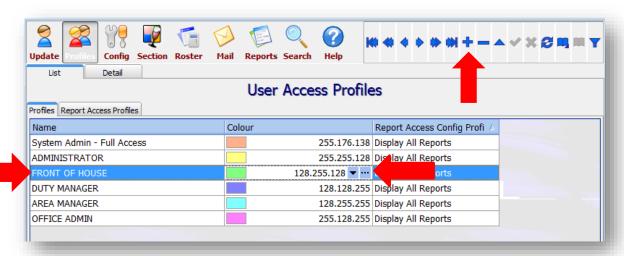
- ➢ Administrator
- ➢ Manager
- ➢ POS User
- ➢ Admin Staff

1. From the **Sysnet Toolbar** click on the **Users** Icon

2. Click on the **<PROFILES>** button

3. By default this will open to **<LIST>** view

4. Click (+) to add a new profile
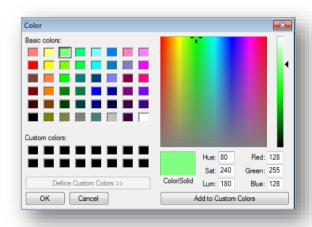
5. Type a *NAME* for the profile

6. Select a *COLOUR* for the profile using the dropdown box or click on the ellipses button   to sel[...] from the colour chart

   Note: It is optional to select a colour for the profile, however it makes them easier to identify in the User **<LIST>**.

7. Tick (✓) to save

8. Click on the **<DETAILS>** tab to begin selecting the security access for the new profile

9. Each module of Sysnet is displayed in a series of tabs in the **<DETAIL>** page
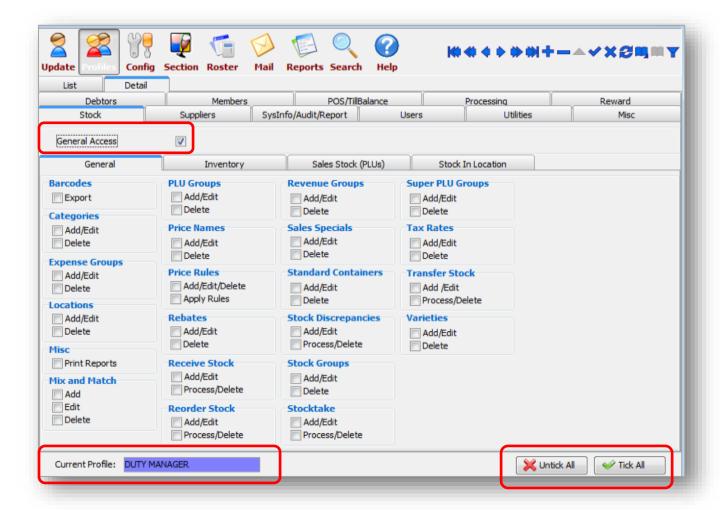
10. Click on the first tab to begin selecting the desired level of access:

  ➢ The *GENERAL ACCESS* tick box is available in each tab, this allows **"viewing rights"** only to the menu. This must be ticked first in order to begin selecting the different access for this profile

  ALTERNATIVELY

  ➢ Use the **<TICK ALL>** box to enable all settings in this tab

11. The *PROFILE NAME* currently in use is displayed at the bottom of the window
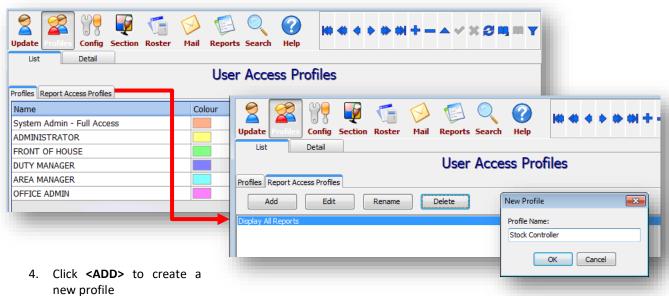
12. Move through each of the TABS selecting the desired security access as required

13. When all selections are complete for the profile, tick (✓) to save

14. Repeat steps 4-14 for all other profiles to be created

Creating Report Access Profiles (optional)

This section is optional to use however it allows the user to create a report profile and select which reports can be viewed and generated per profile. It is useful to single out the reports that are suitable for a particular job role within the organisation and likewise to hide reports that should be restricted to a higher level of access. Reports that have been disabled will simply not appear in the list of available reports when the user accesses them via the application.
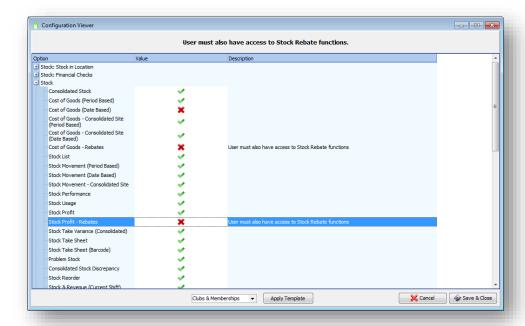
1. From the **User** Application click on the **Profiles** icon

2. Click on the **<REPORT ACCESS PROFILES>** tab

3. A default report profile has been created which allows all reports to be displayed by default and can be linked to profiles if no changes are required

4. Click **<ADD>** to create a new profile

5. Enter a Name for the Profile and press **<OK>**

6. Highlight the new profile from the list and press **<EDIT>**

7. Expand each set of reports and disable those not required

8. Click **<SAVE & CLOSE>** once all selections are made

9. Click on the **<USER PROFILES>** tab
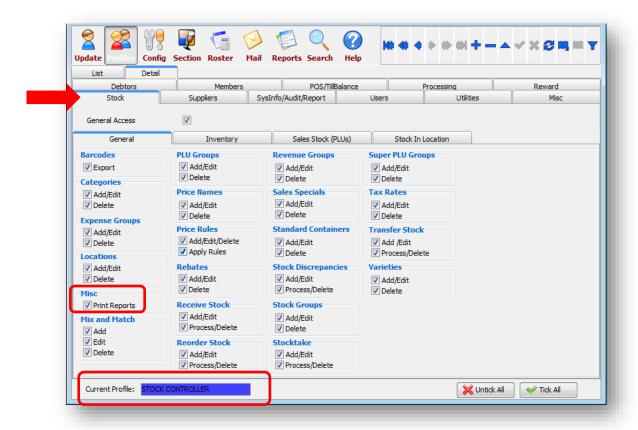
10. Click on the ellipses button to assign the report profile to the user profile

11. Highlight the profile accordingly and press **<SELECTED>**

Points to Note:

When using these report profiles, ensure the User Profile has the "Print Reports" check box enabled for each application the user should be able to generate reports for

Adding New Users

A User must be created for each employee who will be using the system, which includes both Back and Front of House Users. Each User is then linked to a User Profile to enable the required level of access to the system.

💡 **Reminder**: Ensure User Profiles have been created first as it is not possible to add a User without a User Profile

1. From the **Sysnet Toolbar** click on the **User** Icon

2. Click (+) to add a new User

3. The *USER ID* number is system generated and can be used to log on to the POS units if security wrist bands are not in use. This number can be manually altered if desired when the user is created

4. Enter the *USER NAME* which will appear on all POS terminals, receipts and order printing dockets. This name is unique to each user
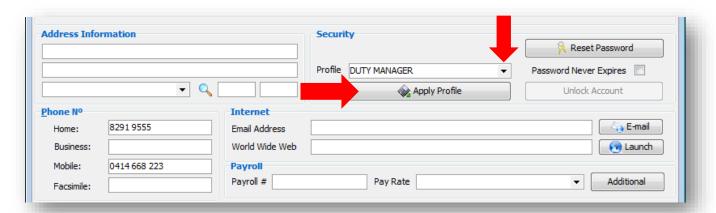
💡 **Reminder:** Use caution when using nicknames for the User Name as this will appear on all customer receipts!

5. Enter the *SALUTATION*, *SURNAME*, *GIVEN NAME* and *OTHER NAMES*
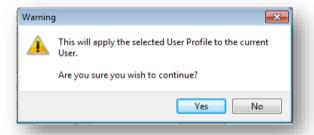
6. Enter *ADDRESS, PHONE, EMAIL* and other contact details as required (optional)

7. Select the required *USER PROFILE* from the dropdown menu

8. Click **<APPLY PROFILE>** to link the profile to the User

9. A prompt will appear to confirm the profile application. Click **<YES>** to continue and a confirmation window will appear showing the user updated successfully.

10. Click on **<RESET PASSWORD>** to add a password for the User

> **Note:** This is only required for those Users who will be using the Back of House modules of Sysnet. Front of House or POS Users only do not need a password as the User ID or Wristband is used instead.

11. Enter a password (alphanumeric) then type the password in again to confirm it

12. Press **<OK>** to set the password

13. *ACTIVE SYSTEM USER* should be ticked to indicate the user is active. This will default *ON* for new users

14. GLOBAL USER (SYSWAN) is used when Syswan is in place and the User is active at all sites within the group

15. The **<SET USER SITES>** button is used when Syswan is in place and the user can be restricted to specific sites within the group

16. *FRONT OF HOUSE STAFF MEMBER* must be ticked if the User will be using any Point of Sale Terminal. This defaults *ON* for new users

17. The *TIMER PLU #* field is used in conjunction with the Countdown Timers feature as required

18. Enter the *POSITION HELD* at the venue for example, Venue Manager, Floor Staff, Duty Manager, etc. This is used for User Messages and will appear underneath the Sender's Name in any messages they send

19. Select the *PREFERENCES* if required. This feature is optional and is used to set where in the venue the employee spends most of their time.   It will also restrict the user from logging on to Point of Sale terminals in other locations and can further lock them down to allocated cash drawers.

20. The *USER CARD* field is utilised when users are required to log onto the POS terminals using a proximity wrist band or card. Cards or bands can be assigned here (for Versaterms) or done via the Exceed POS terminal if required

Note: Multiple cards/bands can be assigned to users with different security profiles. This can be handy if some staff perform manager duties for certain shifts.

21. Tick (✓) to save

22. Repeat steps 2 – 22 to add new Users

23. Once all Users are created and linked to their appropriate profiles, they will appear in the list as shown below

User List Report

A list of all Sysnet User can be printed by selecting the **<REPORTS>** icon

Select the **User List** report and a User List window will appear to modify and filter the report. Select **<PRINT REPORT>.**

This is a handy tool to ensure all Users have been added to the system when building a new database.

SUPPLIERS

Suppliers must be created for all goods ordered and received into Sysnet. Purchase history is then captured against each supplier for reporting purposes. Sysnet will also interface with certain accounting packages to allow data to be exported and imported into the accounting software. Your H&L Trainer can provide more details on which software integrations are available.

1. From the **Sysnet Toolbar** click on the **Suppliers** Icon

2. Click on the **<MAINTENANCE>** drop down list from the top left hand corner of the Supplier Menu.

3. Click on Supplier Types and then select (+) to add a new type. Enter the type number and description, then tick (✓) to save. Repeat for any remaining Supplier Types
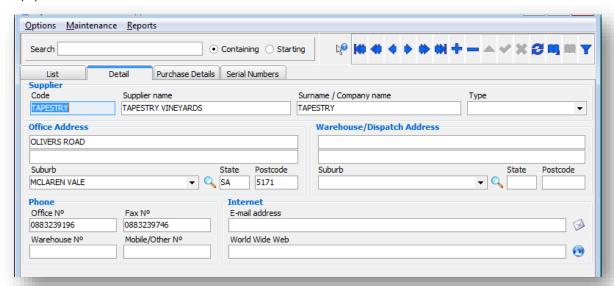
Supplier Types are used to categorise suppliers into groups such as food, liquor and miscellaneous. This feature is optional for reporting purposes as required.

4. Click on the (+) symbol to add a new Supplier and a new blank **<DETAIL>** screen will appear

5. Enter a short description e.g. 1234 or ABCD as the *SUPPLIER CODE*. Characters such as (.) or (-) or (/) must <u>NOT</u> be used in the Supplier Code

6. Enter the *SUPPLIER NAME* and any additional information as necessary.

It is important to remember the more you have entered here, the more informative your database. This can greatly assist when using features such as the Reorder Stock in the Stock Menu.

7. (✓) to save
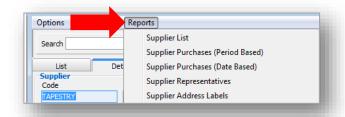
Supplier List Report

A list of Suppliers can be printed by selecting the **<REPORTS>** dropdown menu. Select the Supplier List report and the Report Filtering window will appear to select options and filtering for the report. Select **<PRINT REPORT>** to generate the report.

This can be a handy tool to review and ensure all Suppliers have been correctly added to the system when building a new database.
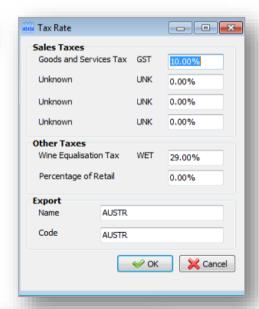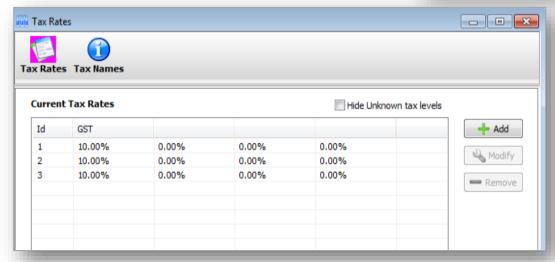
TAX RATES

1. From the Sysnet Toolbar click on the **Stock** Icon

2. Select the Maintenance drop down menu and select Tax Rates

3. Enter or check the Tax ID and Rates as required

Note: Your H&L Trainer will have installed the standard database, which will already contain this data. Please check that these are applicable for your venue.

ADD EXPENSE GROUPS

Expense Groups are used to categorise stock purchases to their relevant accounting group. Include the General Ledger code for exporting to third party accounting software. Your H&L Trainer will discuss if this is applicable for your venue.

1. From the Sysnet Toolbar click on the **Stock** Icon

2. From the **Maintenance** drop down menu, select **Groups**, then **Expense Groups**

3. Click the (+) button to add a new Expense Group

4. Enter the *EXPENSE GROUP NO & NAME* (Description)

5. Enter the relevant *GENERAL LEDGER CODE* if exporting to another software package.

ADD STOCK GROUPS

Stock Groups are used to group similar items together. These groups are determined by factors such as gross profit margins, tax rates and stock take groupings.

> Your H&L Trainer will discuss the new starting database installed along with the suggested numbering guide and stock groups. Use the following steps to create or edit any stock groups as required to suit your venue configuration.

1. From the Sysnet Toolbar click on the Stock Icon

2. From the **Maintenance** drop down menu, select **Groups**, then **Stock Groups**

3. Click the (+) button to add a new Stock Group

4. Enter a *STOCK GROUP NO* and *NAME* using the Sysnet Numbering Guide as a template

5. Link the appropriate *EXPENSE GROUP* and *TAX ID* to each Stock Group

6. Enter the auto numbering range assigned to the group

7. Enter other Stock Group information as required. These other fields are optional and can be discussed with your H&L Trainer.

8. (✓) to save

ADD VARIETIES (OPTIONAL)

Varieties are optional and mainly used by large establishments to further categorise Inventory Items. This feature is useful for venues with large wine lists.

1. From the Sysnet Toolbar click on the **Stock** Icon

2. From the **Maintenance** drop down menu, select **Varieties**

3. Click the (+) button to add a new Variety

4. Enter the *VARIETY* Name

5. (✓) to save

ADD RANGES (OPTIONAL)

The use of Ranges is optional. Ranges are useful for stock items in a certain price bracket. The sell price for all products in a range can be updated at once instead of each price individually. Examples of ranges are 500ml, 1.25L or 2L bottles of soft drink etc. Ranges can also be set as search keys on the Exceed Point of Sale terminal.

1. From the Sysnet Toolbar click on the **Stock** Icon
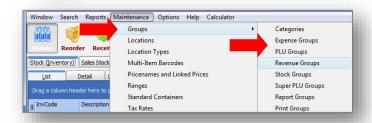
2. From the **Maintenance** drop down menu select **Ranges**

3. Click the (+) button to add a new Range

4. Enter the *RANGE* name

5. (✓) to save

ADD REVENUE GROUPS

Revenue Groups are used to categorise the total revenue. These may be the same as those established in the venue accounting package but can be created to suit the individual venue's reporting requirements.   Some examples are Liquor Drink Here, Liquor Take-Away, Non-Alcoholic Beverages, Food Sales, Tobacco Products and Miscellaneous.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **Maintenance** drop down menu, click on **Groups** then **Revenue Groups**

3. Enter the Revenue Groups as required

6. Enter the relevant *GENERAL LEDGER CODE* if exporting to another software package.

7. (✓) to save

Note: Your H&L Trainer will have installed the H&L Standard starting database which will already contain some of this Revenue Group data along with PLU Groups as mentioned below. Please check if these are applicable for your venue or make the necessary changes as required.

CREATING ORDER PRINT GROUPS

Print Groups are used to group the relevant order printers which exist in the venue. There must be a print group for each combination of order printing required.

For example, the venue has two order printers, one for main kitchen and the other for cold larder. Two print groups must be created as a minimum, one for each printer, however a third print group may be required which contains both printers to account for certain orders which must be sent to both printers simultaneously.

ur H&L Trainer or Technician will configure the actual printers and link to the Print Groups accordingly.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **Maintenance** drop down menu, click on **Groups** then **Print Groups**

3. Click (+) to add a new Print Group

4. Enter a Group Number and an appropriate Group Name

5. (✓) to save

6. Repeat as required for all other Print Groups

ADD PLU GROUPS

PLU Groups separate stock items into similar groups.
This is important when it comes to search options at Point of Sale, and also for assessing actual gross profit percentages against targets for groups of similar items.   A number of PLU Groups have already been added to the starting database, check the setup of these groups and add any additional groups as required.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **Maintenance** drop down menu, click on **Groups** then **PLU Groups**

3. Enter any new PLU Groups as required (Wine and Premix (RTD) groups are often the most modified to suit each establishment)

4. Enter the correct *TAX ID* for each group

5. Enter the Auto Numbering Ranges as required.

6. Set the default Revenue Group, Modifier Type and Print Groups as required

7. (✓) to save.

Your H&L Trainer will discuss options for setting PLU group defaults and the benefits.
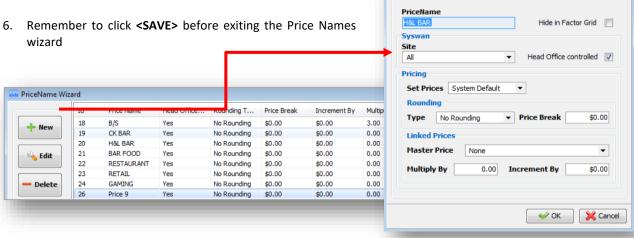
CREATE PRICENAMES

Price Names are used to set the different pricing structures used throughout the venue. Often they are location specific however they are also required for prices such as Happy Hour.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **Maintenance** drop down menu, click on **Pricenames and Linked Prices**

3. Click **<NEW>** to add a new pricename

4. Enter a description for the PriceName

5. Complete any remaining details as required and press **<OK>**

6. Remember to click **<SAVE>** before exiting the Price Names wizard
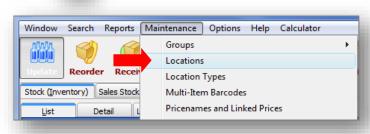
ADD LOCATIONS

Locations are the actual sales areas that exist within the venue. A Store Location should be added if the stock is not held and issued from a Liquor Store or Bottle Shop area. It is recommended that the Store Area/Liquor Store is numbered as Location # 1.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Select **Maintenance** and **Locations** from the dropdown menu

3. Click (+) to add a new Location. Enter the *LOCATION NO* and *LOCATION NAME*

4. Click on the **<DETAIL>** tab to define the default **Price Name** for the location and for each Price Level within the location.
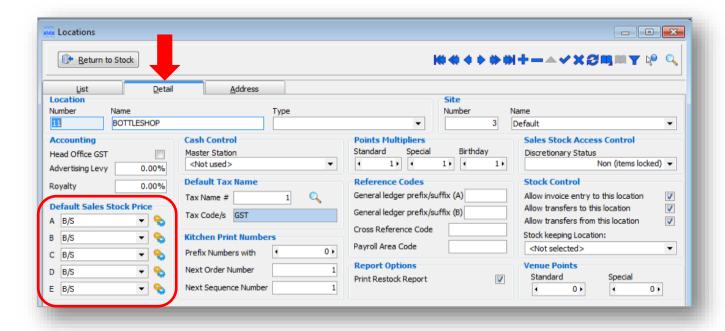
Note: Your H&L Trainer will discuss the setup of stock keeping locations, transfers and receiving stock options.

5.   (✓) to save

6.   Repeat as required for all remaining locations in the venue.

INVENTORY AND ITS RELATIONSHIP TO PLU'S (THE TWO TIER SYSTEM)

Inventory
The first tier – Inventory is the level where all stock control functions are carried out i.e. Purchases, Invoicing, Transfers, Discrepancies and Stocktakes. It is here that that cost of goods and the value of stock on hand are established. There is only one Inventory Code used for each main stock item.
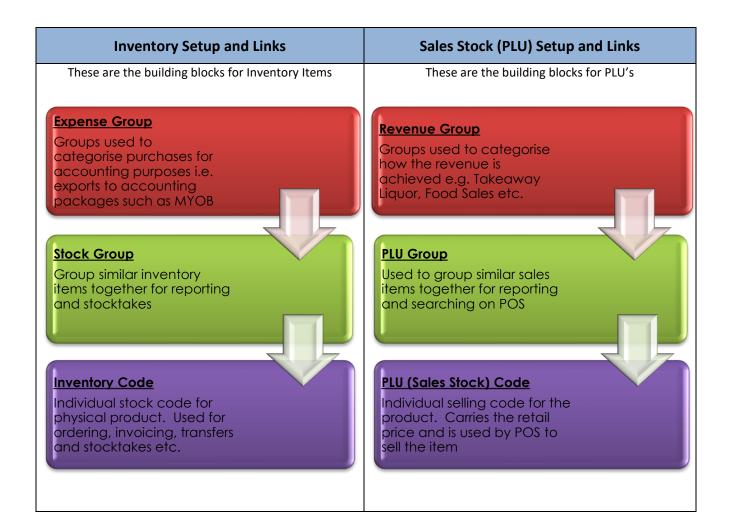
PLU's
The second tier – PLU is the level where it is determined how each inventory item is to be sold and which location it will be sold from in the venue. There is a separate PLU required for each Sales Stock item and there is no limit to how many PLU numbers can be linked to each inventory item. Each Sales Stock item can be sold in different locations at different prices with the same PLU number.
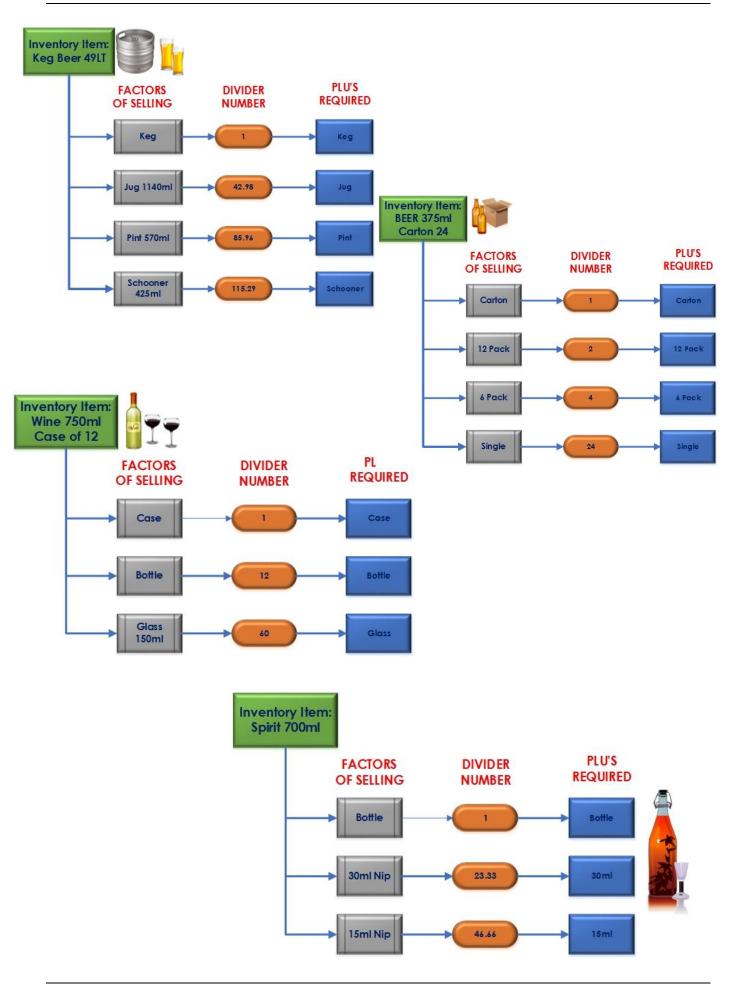
For example:
An inventory item such as a carton of beer (Inventory Code 100) purchased in cartons may be sold in the Liquor Store as a Carton (PLU 100) or broken down further to be sold as a 12 Pack (PLU 200) or 6 Pack (PLU 300) or Single Bottle (PLU 400). This may also be sold in the Front Bar, Lounge Bar, Bistro, or Restaurant (PLU 500) each using the same PLU number across each of these locations but using different prices.

Inventory Setup and Links	Sales Stock (PLU) Setup and Links
These are the building blocks for Inventory Items	These are the building blocks for PLU's
Expense Group Groups used to categorise purchases for accounting purposes i.e. exports to accounting packages such as MYOB	**Revenue Group** Groups used to categorise how the revenue is achieved e.g. Takeaway Liquor, Food Sales etc.
Stock Group Group similar inventory items together for reporting and stocktakes	**PLU Group** Used to group similar sales items together for reporting and searching on POS
Inventory Code Individual stock code for physical product. Used for ordering, invoicing, transfers and stocktakes etc.	**PLU (Sales Stock) Code** Individual selling code for the product. Carries the retail price and is used by POS to sell the item

Inventory Item: Keg Beer 49LT

FACTORS OF SELLING	DIVIDER NUMBER	PLU'S REQUIRED
Keg	1	Keg
Jug 1140ml	42.98	Jug
Pint 570ml	85.96	Pint
Schooner 425ml	115.29	Schooner

Inventory Item: BEER 375ml Carton 24

FACTORS OF SELLING	DIVIDER NUMBER	PLU'S REQUIRED
Carton	1	Carton
12 Pack	2	12 Pack
6 Pack	4	6 Pack
Single	24	Single

Inventory Item: Wine 750ml Case of 12

FACTORS OF SELLING	DIVIDER NUMBER	PL REQUIRED
Case	1	Case
Bottle	12	Bottle
Glass 150ml	60	Glass

Inventory Item: Spirit 700ml

FACTORS OF SELLING	DIVIDER NUMBER	PLU'S REQUIRED
Bottle	1	Bottle
30ml Nip	23.33	30ml
15ml Nip	46.66	15ml

STOCK GROUP TEMPLATES

Stock Group Templates are used to simplify the process of adding new products into the database. A template is created against each stock group with the necessary criteria set for each type of product including the different factors of selling. This will ensure consistency across the board when creating new products to ensure the setup is correct and reduce the chance of errors.
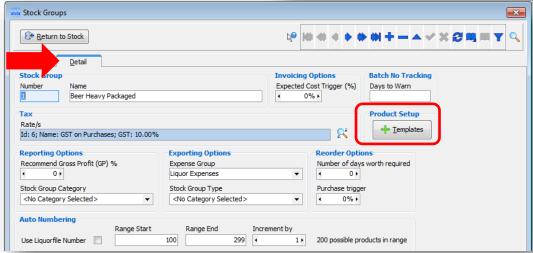
Note: Your H&L Trainer has provided a standard starting database which already contains standard templates against existing stock groups. Any new stock groups added as a result of discussion with your trainer can then have the necessary templates added.

STEP 1 – CREATING THE TEMPLATE

1. From the **Sysnet Toolbar** click on the **Stock** icon

2. Click on the *MAINTENANCE* dropdown menu and select *GROUPS* then *STOCK GROUPS*

3. Highlight the first stock group from the list and press the **<DETAIL>** tab

4. Click on the **<TEMPLATES>** button to begin adding the first template
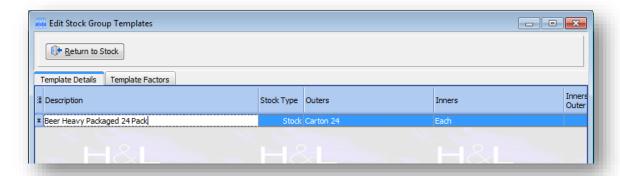
5. The product template window will appear with two tabs:

    ➢ Template Details
    ➢ Template Factors

2. From the **<TEMPLATE DETAILS>** tab click on the (+) symbol from the navigator toolbar at the bottom of the window to create the first template

3. Enter a description relating to the type of template

4. From here the following information can be set against this template and will be added to the inventory item when it is created using the template:

Stock Type	Outers (purchase unit)
Inners (stock take unit)	Inners per Outer (how many stocktake units are in the outer)
Outers Only	Minimum Order Qty
Discretionary Status	Millilitres
Include in Export	Variety
Vintage	Size
Region	Producer
Brand	Sweetness
Alcohol Percentage	Track by Method

5. Enter the information against the fields as required – use the **<TAB>** or **<ENTER>** key on the keyboard to move through each field

Note: Container Descriptions i.e. Outer, Inner, and Variety can be added on the fly and added to the list for future selections. Simply type in the description and press **<ENTER>**
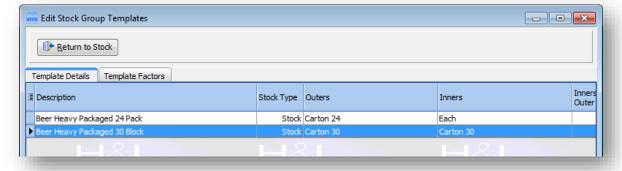
A prompt message will alert the user the description is not found and confirm the addition. Be mindful of spelling mistakes when using this!

6. Tick (✓) to save on the navigation toolbar at the bottom

7. Create any further templates for this stock group as required

Note: Creating multiple templates per stock group allows for flexibility within the group for example making a 30 pack vs 24 pack carton or different "Vintages" when it comes to wines.
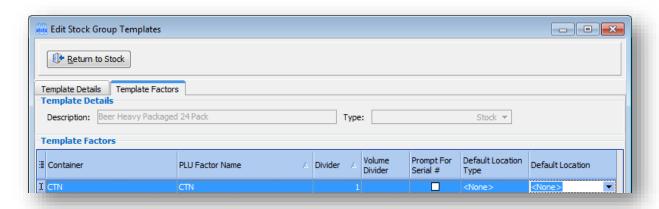
8. To add factors to the template, highlight the template from the list and press the **<TEMPLATE FACTORS>** tab

> **Note:** Each template can have a common set of factors that are assigned to each product automatically during creation, for example, Beer might have a template with Carton, 6 Pack and Single factors.

9. The TEMPLATE DETAILS section provides a reference to the template being edited and cannot be changed here, instead please go back to the template list and edit the template or select a different template

10. Click (+) on the navigation toolbar to begin adding factors to this template

11. Select the first *CONTAINER* (factor) from the dropdown list

12. The *PLU FACTOR NAME* will be automatically populated based on the selected *FACTOR,* edit as required

> **Note:** The Factor Name can be edited if required and is appended to the *PLU DESCRIPTION* when the PLU is created using a template. This can be useful in Liquor Retail environments to include the factor name, however for on premise sales this may not be necessary or useful. Delete the data from this field if not required.

13. Enter the *DIVIDER* number (how many times this factor divides into the outer unit) for this factor (or click into the field to see a calculator pop up)

14. Enable **"Prompt for Serial #"** (optional if using this feature)

15. Select a *DEFAULT LOCATION TYPE* or *DEFAULT LOCATION* if required

> **DEFAULT LOCATION TYPE**
> This can be extremely useful and highlights the benefits of using Location Types. When a Default Location type is set here, the system will automatically create PLU's for the locations linked to the location type. For example, if a venue has 4 bars, a location type of "Bars" can be created with all 4 bars linked to it. When new inventory items are created, the system will create PLU's automatically for all 4 bars in one hit.
>
> **DEFAULT LOCATION**
> Again this can be very useful to specify the location where PLU's will be created automatically when an inventory item is created. This is useful in the instance of Liquor Retail where all takeaway PLU's should ONLY be created in one location e.g. Bottleshop.
>
> **NO DEFAULTS SET**
> If the Default Location Type and Default Location are left blank here, the system will then prompt the user to select the location for each factor.
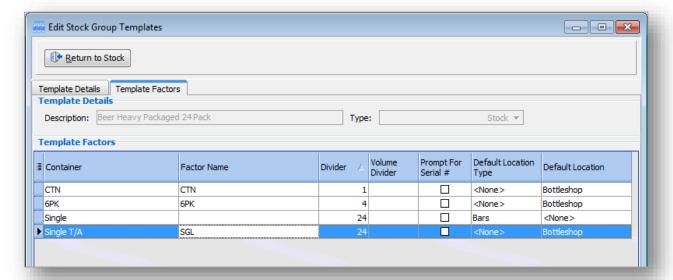
16. Repeat steps 14 – 19 for all remaining factors relating to this template

Note: In this example, the Carton, 6 Pack and Single Takeaway factors each have a *FACTOR NAME* set which will be included in the PLU Description. They are also set to the *DEFAULT LOCATION* of Bottleshop so when items are created from this stock group the PLU's will be automatically created in the Bottleshop for these factors of selling.
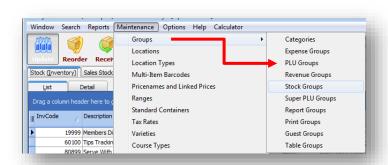
The Single (On Premise) *FACTOR NAME* is left blank and is set to the *DEFAULT LOCATION TYPE* of **Bars**, meaning PLU's for the single will be automatically created in all applicable bar locations.

17. Click on the **<TEMPLATE DETAILS>** tab and select any remaining templates to create the corresponding factors

18. Click on **<RETURN TO STOCK>** when all templates and factors for this stock group are complete

19. Repeat this process for all remaining stock groups
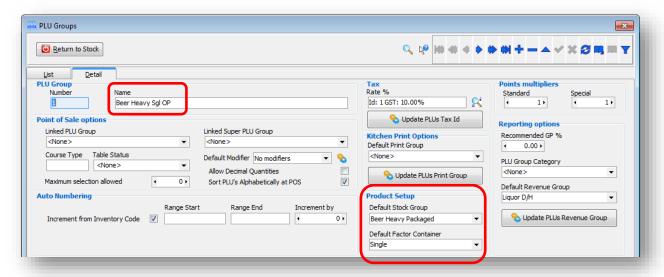
STEP 2 – LINK THE TEMPLATES TO PLU GROUPS

This step is required to link the *TEMPLATE* and corresponding *FACTOR* to the relevant PLU Group. Failure to do this step means the PLU's will not be created.

1. From the Stock menu click on the *MAINTENANCE* dropdown menu and select *GROUPS* then *PLU GROUPS*

2. Highlight the first PLU Group from the list and press the **<DETAIL>** tab
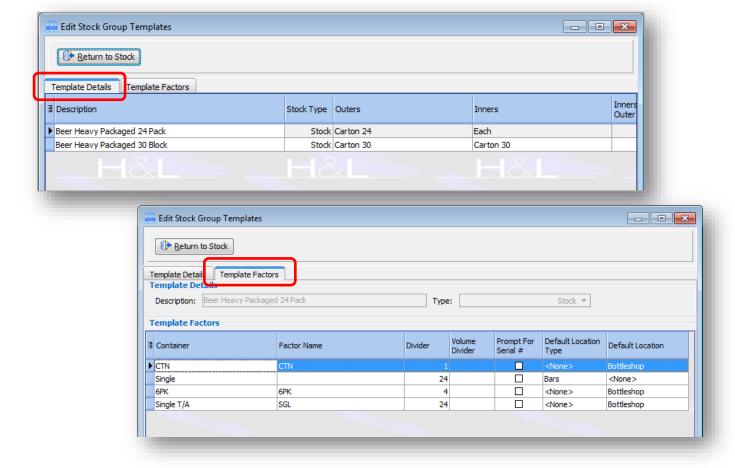
3. Select the *DEFAULT STOCK GROUP* from the dropdown list

4. Select the *DEFAULT FACTOR CONTAINER* that relates to this PLU Group

5. Tick (✓) to save and repeat with all remaining PLU Groups
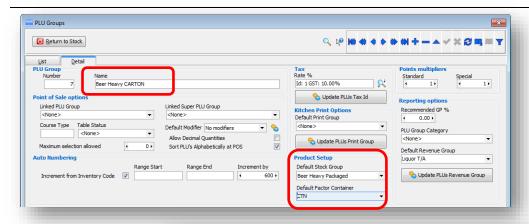
TEMPLATE EXAMPLES
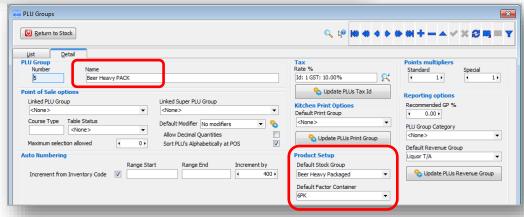
Stock Group – Beer Heavy Packaged
PLU Groups – Beer Heavy Carton, Beer Heavy 6 Pack, Beer Heavy Single T/A and Single OP
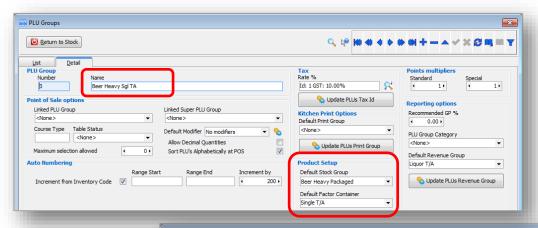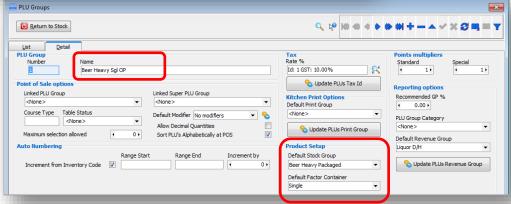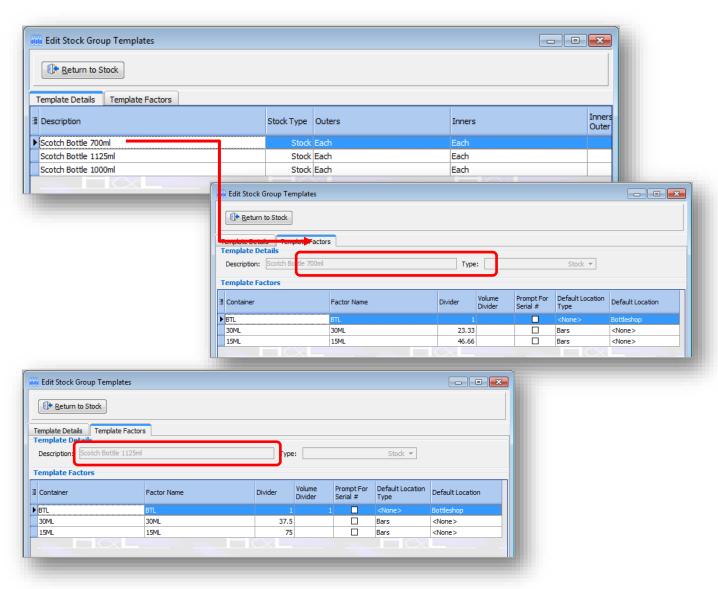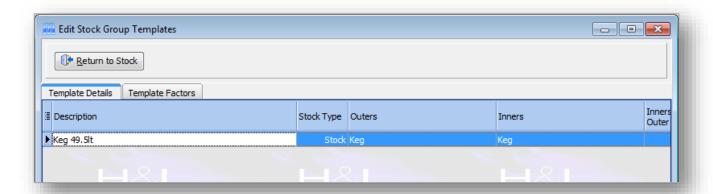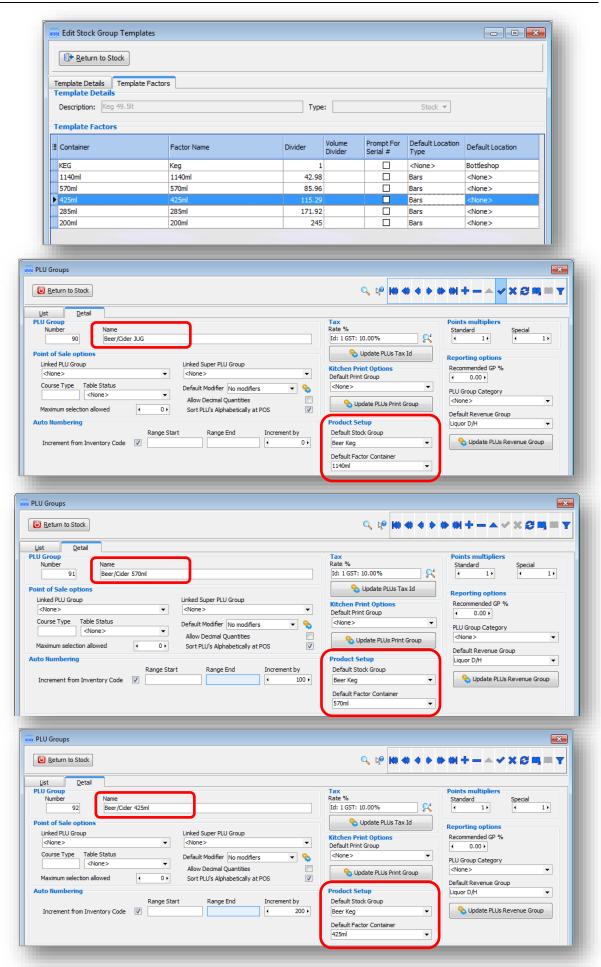
Stock Group – Scotch
PLU Groups – Bottle, 30ml and 15ml

Stock Group – Keg Beer
PLU Group – Keg, 1140ml, 570ml, 425ml, 285ml and 200ml

CREATE INVENTORY & PLU'S USING TEMPLATES

1. From the **Update Stock** menu click (+) to add a new inventory item and the inventory wizard will appear

2. Select the *STOCK GROUP* first

3. Then select the *TEMPLATE* to use

    Note: The system will only show those templates linked to the stock group

4. Once the template is selected there are two checkboxes enabled by default (recommended):

    ➢ Create Factors from Template
    ➢ Generate PLU's from Created Factors

5. Disable these checkboxes If the factors and PLU's are to be created manually

6. Enter a *DESCRIPTION* for the Inventory Item

7. Enter the *COST PER OUTER (ex-tax)* for the item

8. The **"Prompt for PLU Descriptions"** checkbox is recommended ON – see step 16 on page 35

9. The **"Prompt for Recommended Number"** checkbox is recommended ON

10. The "No to Create" is set to '1'by default
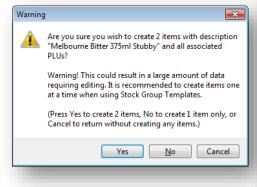
    Note: When creating inventory using the stock templates method, it is recommended to create items one at a time. If multiple items are created here (including PLU's), the same description and cost will be carried across to all items.

11. Should the user elect to create more than one item at this point a warning message will appear
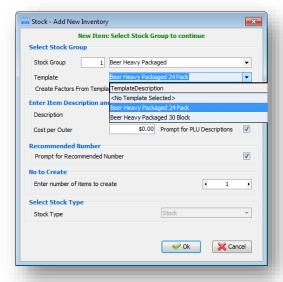
Selecting **<NO>** will reduce the number created to 1
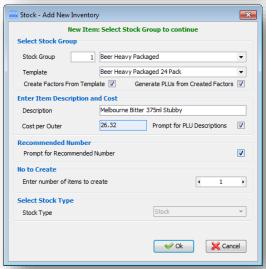
<CANCEL> will return the user to the inventory form without adding items
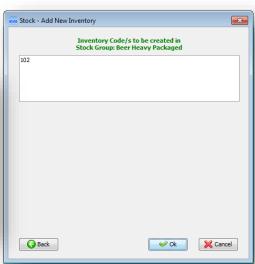
<YES> will confirm the addition of the number entered

12. A window with the recommended number will appear, press **<OK>** to continue
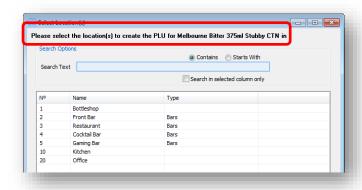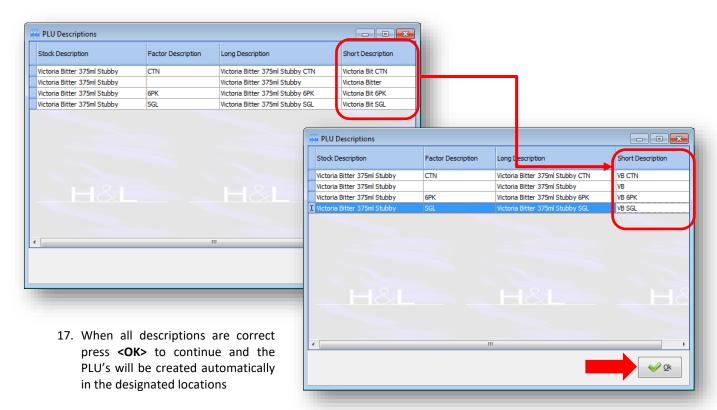
13. If a *DEFAULT LOCATION TYPE* or *DEFAULT LOCATION* has not been set against a factor in the template (refer to page 35), the user will be prompted to select the location to create the corresponding PLU for each factor

14. Alternatively if the *DEFAULT LOCATION TYPE* or *DEFAULT LOCATION* has been set the PLU's will be created accordingly

15. If the **"Prompt for PLU Descriptions"** option was selected a pop up window will appear listing all of the PLU's that are about to be created and their subsequent descriptions
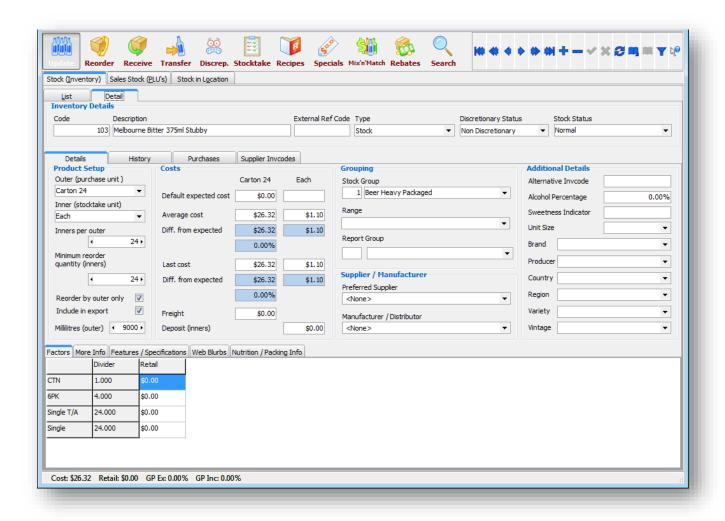
16. The user should review and If necessary can edit these descriptions to something more standard or abbreviated

   ➢ In the example below the *SHORT DESCRIPTION* (POS Description) has been shortened by the system to include the *FACTOR DESCRIPTION*

   ➢ To standardise descriptions the user could edit the SHORT description to "VB" as shown in the second example

17. When all descriptions are correct press **<OK>** to continue and the PLU's will be created automatically in the designated locations

18. The Inventory *DETAIL* screen will be opened showing the newly created item based on the template criteria

19. Ensure all details on this screen are checked carefully and edited as required

20. (✓) to save

Inventory code	A number or code for the product (follow the suggested numbering set against the stock group if applicable)	
Description	The name & size of the product	
Stock Type Group	The type of inventory item. Stock items are decremented by sales, recipes for sales or production, and non-stock keeping items, for example, Wastage reason codes and Function Charge PLU's	
Discretionary Status	Used primarily for Syswan Venues, your H&L Trainer will discuss these options with you if required. All new items will default to Non-Discretionary.	
Stock Status	The status type for stock management activity	
Outer	The purchase unit (e.g. carton of 24)	
Inner	The Stocktake unit (e.g. single bottle)	
Inners per Outer	The number of inner units in the outer unit	
Minimum Reorder Qty	This field is for system generated purchase orders and restocking. The figure must be greater than 0 for the item to appear on restock reports	
Reorder by Outer	Used for system generated purchase orders	
Include in export	Will be included in an export process (where applicable)	

Millilitres	The number of millilitres in the outer unit
Default Expected Cost	The expected price for the inventory item. Useful if there is a negotiated price with the supplier.
Average Cost	The average cost per outer = existing stock value + new purchase value / new total quantity ex TAX (landing cost)
Last Cost	The last purchase price (ex-TAX) per outer (the landing cost)
Freight	Standard Freight charge
Deposit	The required "container" deposit dollar value (if applicable)
Stock Group	The Stock Group that the product belongs to
Range	Select the Range that the product belongs to (if applicable)
Report Group	Used only in conjunction with the Production Forecasting module to report by group which items are required for production
Supplier	The Supplier the product is purchased from
Manufacturer	The product Manufacturer or alternate Supplier
Additional Details	Enter further details as required for Variety, Vintage, Region, Size, and Sweetness. These options when used can be seen on the Exceed POS or used in some Shelf label reports
	Brand and Producer can be entered manually as required but can only be viewed from this screen. This info will not appear on shelf labels

7. Enter the selling price for each factor under the relevant Price Name. This selling price is usually inclusive of TAX for Australia & NZ venues however Canada venues should set as per their regional requirements.
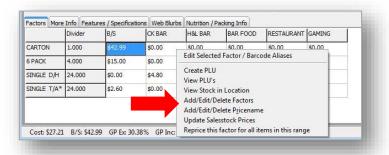
8. To enter the selling price, double click on the required field. A window will appear where the price can be entered manually or calculated by percentages if required.

9. Enter each applicable selling price against the different factors of selling as required.

10. Click on the *MAINTENANCE* dropdown menu and select *UPDATE PRICES*

   ➢ This will update the selling prices for the PLU's created in each location

   ➢ When building your new database or creating a large number of inventory items this step can be left until last so all PLU pricing is updated in one hit
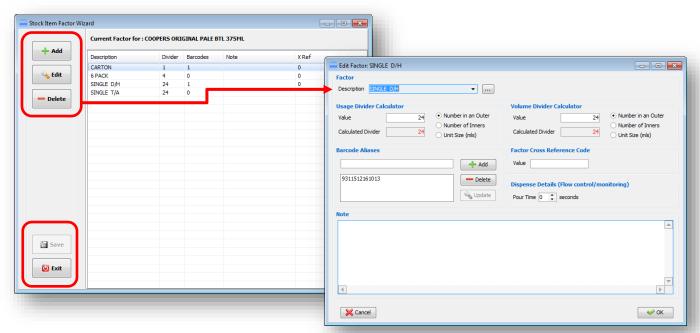
EDITING FACTORS OF SELLING

1. To edit existing factors (or add new ones), simply right click on the factor grid and select *"ADD/EDIT/DELETE FACTORS"* from the pop up menu

2. The Factor Wizard window will appear to select the desired factor and press **<EDIT>** or select **<ADD>** to create a new factor
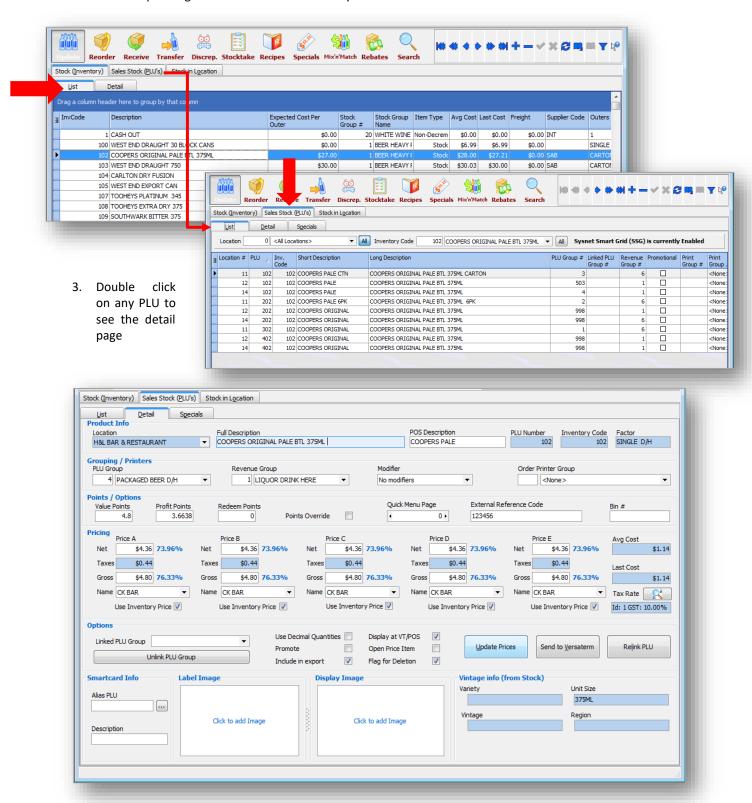
3. Enter the *DESCRIPTION*, *VALUE* (the amount of factors per outer or factor size) and the *BARCODE* (if known)

4. Remember to click **<SAVE>** before exiting the Factor Wizard

VIEWING PLU'S

The recommended option when creating inventory using Stock Group Templates is to automatically create PLU's at the same time. Once this is done the PLU's can be viewed in the SalesStock PLU's tab.

1. From the **Stock** menu highlight the desired inventory code from the list and press the **<SALESSTOCK PLUS>** tab

2. All corresponding PLU's linked to this inventory code will be listed

3. Double click on any PLU to see the detail page

4. The following table lists all fields on the PLU detail screen

Location	Indicates the location of the sales stock item is set up in. A PLU must be set up in a location for you to be able to sell the item. If you choose a different location, this will not change the location of current PLU, but will display the PLU for the same stock item in the new location
Full Description	Will be carried through from Inventory Description. Alter as necessary to reflect what the PLU is for i.e. Carton, 6 Pack etc. Recommended 30 characters max. This is displayed on Reports and is optional for display on Exceed Point of Sale searches.
POS Description	Point of Sale description 16 characters maximum available. Prints on customer receipt and order printers.
PLU Number	PLU number selected upon creation
Inventory Code	Indicates the main stock item to which this PLU is linked back to. This is the inventory item that will be decremented when the PLU is sold.
Factor	The unit in which the sales stock item is sold and the Factor that the PLU is linked to. For instance, carton, six-pack or stubby. This is the quantity of inners that will be decremented from stock in location when the PLU is sold
PLU Group	Search Group for Reporting, Point of Sale searching and Printer Groups
Revenue Group	How this PLU is categorised for revenue reporting
Modifier	These are hard-coded into Sysnet and cannot be edited, added to or deleted. The modifier options will change the behaviour of the PLU at POS, and in operations such as kitchen or bar printing.
Order Printer Group	Selected if this PLU must print to a specific printer group(s) e.g. kitchen or bar
Value Points	The number of loyalty points a member receives when they purchase this sales stock item. This field automatically picks up the Retail Selling Price and is updated during an End of Shift. Value points are used when the system is set to value points mode in Utilities.
Profit Points	The number of loyalty points a member receives when they purchase this sales stock item. This field automatically picks up the Profit made on the item and is updated on an End of Shift. Used when the system is set to Profit Points mode in Utilities.
Redeem Points	When a member uses point redemption to purchase the product with this PLU, this field signifies the number of points they receive. This allows the venue to set a different amount of points to give a member when paying for a transaction with points redemption.
Points Override	Tick this if you do not want the assigned Profit and Value Points to be calculated automatically, but wish to assign them yourself for each PLU item.
Quick Menu Page	Not used.
External Reference Code	This field can be used as an alternative stock code for Head Office (Syswan), similar to the Liquorfile Code. A common code will assist Head Office when comparing information from different venues.
Price Levels A-E	Prices are carried through from Inventory set up and Location Default Price Names
Use Inventory Price	If this is ticked, it locks the POS price to the price shown in the factor grid of the stock item. Otherwise, the POS price will not be updated from the Factor Grid and should be changed manually in the POS field.

Linked PLU Group	Used to link a PLU Group to an item for pop-up menus at the Point of Sale. For example, link a Fillet Steak PLU to the Cooking Styles group of PLU's. Press the Un-Link PLU Group button to remove any link.
Use Decimal Quantities	Used only in conjunction with integrated scales at the Point of Sale for weighing goods and calculating selling price based on weight.
Promote	Tick this if the product is on promotion, for instance you wish to track the sales of this PLU by staff members. The results are shown on the User Performance Reports. For instance, this option can be used if you wish to run an in-house staff incentive competition for garlic bread in the Bistro.
Include in Export	Used when exporting to certain external interfaces. Defaults ON.
Display at VT/POS	Means the PLU is available to be seen and used at the Point of Sale
Open Price Item	Means a prompt will appear to enter the desired price at the Point of Sale. Use with caution.
Flag for Deletion	Used to deactivate the item when it is not to be sold any longer
Update Prices	Will force a manual price update from the inventory page if the selling price has been changed.
Send to Versaterm	Clicking this button will allow a quick update of this PLU's data to all the Versaterms in the specified location. This option is only recommended if an ICM unit is not being used.
Re-link PLU	This option allows you to correct the inventory code or factor that the PLU is linked to.
Smartcard Info	This stores information relating to SmartCards. SmartCards are still in development and more information will be added once the SmartCard function is released by H&L. SmartCard will allow the customer to view the transactions on the card via Smartcard technology.
Alias PLU	This field can also be used for the receipt voucher printing function on Exceed. A promotional PLU number is entered here to create a barcode on the customer receipt. Please ask your H&L Trainer for more information if required.
Label Image	This field can be used to add an image for display on an integrated web shop. Please contact H&L for more information.
Display Image	Allows you to add an image for each PLU to be displayed at the POS when the PLU is rung up.
Vintage Info	Information entered in the Inventory Detail screen about the product. The variety, size, vintage and region information is displayed here. This information cannot be altered in this screen - it needs to be changed in the Inventory Details screen.
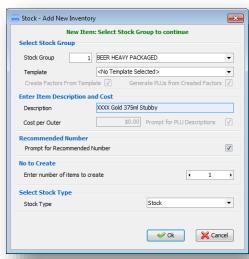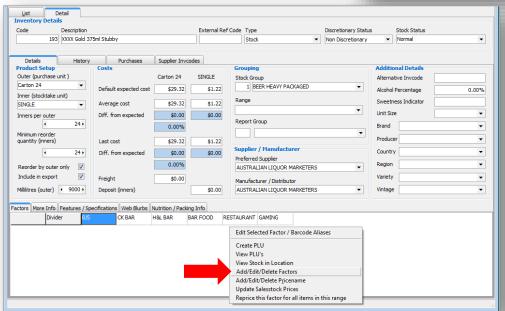
CREATE INVENTORY WITHOUT A TEMPLATE

Inventory codes can also be created without using a template which means the product setup is managed via the inventory detail screen once the record is added. PLU's are also created separately using the factor grid.

1. From the **Sysnet Toolbar** click on the **Stock** icon

2. Click (+) from the function toolbar to create a new record

3. Select the *STOCK GROUP* from the dropdown

4. Enter a *DESCRIPTION* for the new item

5. Ensure **"Prompt for Recommended Number"** is enabled

6. Enter the number of items to create

7. Select the *STOCK TYPE* and press **<OK>**

8. A window will appear to display the number(s) which are available for use according to the numbering ranges and increment values set against the stock group

9. Press **<OK>** to continue and complete the details as required

   Note: numbers can be added or edited in this window if required

10. Tick (✓) to save

11. Right click in the white section at the bottom of the window to display the task menu

12. Select *ADD/EDIT/DELETE FACTORS*
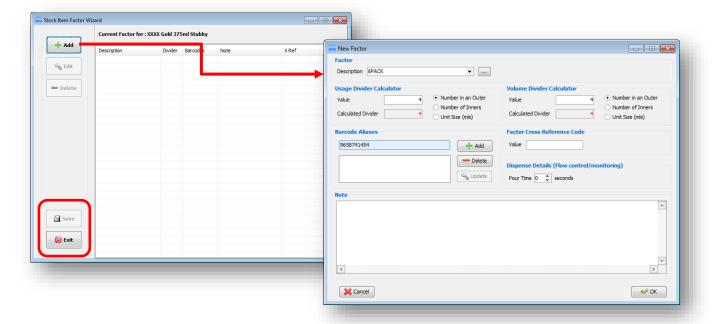
13. Click the **<ADD>** button in this window to start adding factors

Note: Factors must be added for each way the product will be sold. The factor name describes how this product will be sold. For example: Carton, 12 Pack, 6 Pack or Single.

14. Enter the *DESCRIPTION, VALUE* (the amount of factors per outer or factor size) and the *BARCODE* if known

15. Remember to click **<SAVE>** before exiting the Factor Wizard

16. Enter the selling price for each factor under the relevant price name. This selling price is usually inclusive of TAX for Australia and NZ venues, however Canada venues should set as per their regional requirements

17. To enter the selling price double click on the required field. A window will appear where the price can be entered manually or calculated by percentages if required
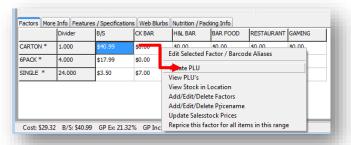
18. Enter each applicable selling price against the different factors of selling as required
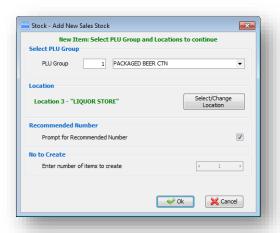
CREATING PLU'S
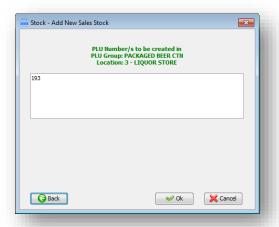
1. Select an inventory item to attach a PLU to and select the **<DETAIL>** tab

2. Highlight the relevant selling price from the factor grid and right click to view the task menu

3. Select **"Create PLU"**

4. Select the *LOCATION* to create the PLU in from the first window

	Divider	B/S	CK BAR	H&L BAR	BAR FOOD	RESTAURANT	GAMING
CARTON *	1.000	$40.99	$0.00	$0.00	$0.00	$0.00	$0.00
6PACK *	4.000	$17.99	$0.00				
SINGLE *	24.000	$3.50	$7.00				

Edit Selected Factor / Barcode Aliases
Create PLU
View PLU's
View Stock in Location
Add/Edit/Delete Factors
Add/Edit/Delete Pricename
Update Salesstock Prices
Reprice this factor for all items in this range

Cost: $29.32   B/S: $40.99   GP Ex: 21.32%   GP Inc

Note: When creating a new PLU only one location can be selected. The "Range to Locations" feature is used to copy the PLU into other locations as required. Refer to page 52 for more details

5. Another prompt will appear to select the following:

   ➢ Select the PLU Group the PLU relates to
   ➢ Enable the "Prompt for Recommended Number" check box

6. Press **<OK>** to continue

7. Confirm or enter a different *PLU NUMBER* and press **<OK>**

8. The *PLU DETAIL* window will appear. Check each field carefully to ensure the correct information is added

9. Tick (✓) to save

RANGING PLU'S

This method is used when a PLU is created and must be copied to one or more locations in the venue. This process will not prompt for a new PLU number, but will simply create the PLU in the selected location(s) using the same detail. Ranging PLU's can only be performed from the PLU LIST view.

1. From the **SalesStock PLU LIST** screen highlight the PLU to be ranged

2. Right click on the selected PLU and select *RANGE TO LOCATIONS*

3. Highlight the location(s) to range the PLU to and press **<SELECTED>**

4. The PLU will now appear in the list for the locations selected with the same PLU number in all locations

CLONING INVENTORY

This procedure will copy the detail screen of a chosen item to a new inventory code, but not the history, barcodes or existing PLU links. It is also possible to clone the same item multiple times. This can be useful to clone an item that requires minimal changes e.g. Description and Price, but all other details remain the same such as outer/inner, supplier, stock group, cost and factors. Otherwise the creating the item using a template would be recommended, refer page 41 for more details.
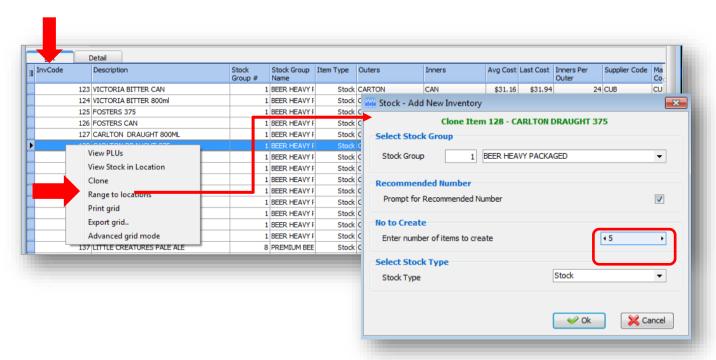
1. Select the **<INVENTORY>** tab and the **<LIST>** sub tab

2. Select an inventory item most similar to the new stock item to be added and right click to select *CLONE* from the sub menu

3. Enter the *STOCK GROUP* this item relates to

4. Tick **"Prompt for Recommended Number"**

5. Enter the *NUMBER OF ITEMS TO CREATE*

6. Select the *STOCK TYPE* from the dropdown list

7. Press **<OK>** to continue

8. The new product(s) will appear highlighted in the **<LIST>** view

9. Click on the **<DETAIL>** tab (or double click on the product) to edit the details/fields as necessary

10. (✓) to save

Note: Save time by cloning a product type multiple times. Simply enter the number of items to create when cloning. Details can be easily edited in the **<DETAIL>** view, then use the Function Toolbar Icons to move quickly to the previous ⬅ or next ➡ cloned item while remaining in the **<DETAIL>** view.
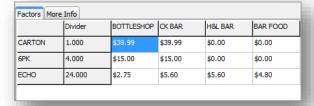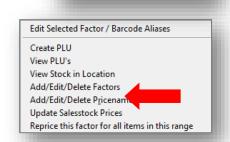
CHANGING SELLING PRICES

Most PLU's are set to "Use Inventory Price" so that price changes can be made from the Factor Grid in the **<INVENTORY DETAIL>** screen.

1. Change the price as necessary in the relevant Factor Grid

2. Selling Prices can now be updated in one of the following ways:

   ➢ Move to the **<PLU DETAIL>** screen. Press the **<UDATE PRICES>** button. This must be done for each PLU attached to the Inventory Items where the price was changed.

   ➢ From the **<INVENTORY DETAIL>** screen right click with the mouse in the bottom white section of the screen. Select "Update Sales Stock Prices" from the task menu. All PLU's attached to the Inventory Item will be updated.
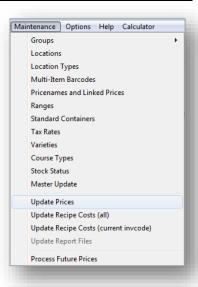
- ➢ Wait until an **End of Shift** has been run for the applicable location (this is a procedure that will be performed every day, once your system is LIVE). All PLU's will be updated to reflect the price changes.

- ➢ Complete all price changes for each Inventory Item. Select the **Maintenance** drop down menu and click "Update Prices". All PLU prices will be updated accordingly across all applicable locations.

💡 **This is the recommended option as every PLU will automatically be updated**

Maintenance	Options	Help	Calculator

Groups
Locations
Location Types
Multi-Item Barcodes
Pricenames and Linked Prices
Ranges
Standard Containers
Tax Rates
Varieties
Course Types
Stock Status
Master Update

Update Prices
Update Recipe Costs (all)
Update Recipe Costs (current invcode)
Update Report Files

Process Future Prices

FILTERING AND NAVIGATION OPTIONS

These options are available from the Options drop down menu in Stock

Synchronise Stock Pages
When moving from Inventory to PLU's, the system will only show the PLU's you had last displayed. If you wish to see all PLU's, regardless of the Inventory code link, choose the Location required from the Inventory Code drop down field or press the *ALL* button.

Always Show All PLU's
Allows you to switch between Inventory and PLU's, showing ALL PLU's <u>at all times</u> regardless of the Inventory Item that was displayed last.

Allow Editing in List Mode
Use this feature to edit in "list" mode. This is very handy for editing descriptions or groups without having to move to the **<DETAIL>** page and (✓) to save before moving on.

CHECKING YOUR PROGRESS

The following reports can help you check the setup of inventory and PLU's.

STOCK LIST
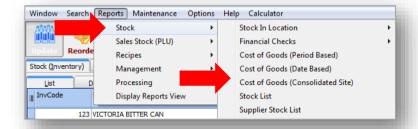
Use the Stock List report to cross check the entry of all Inventory Items, Unit Costs and Supplier Links

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **REPORTS** menu select **Stock** and then **Stock** List

3. Use the filters to select which Stock Groups are to be included or leave unfiltered to see all existing inventory

4. Click on **<PRINT>**

SALES STOCK LIST
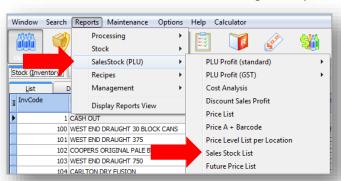
Use the Sales Stock List report to cross check the setup of all PLU's including PLU Group, Revenue Group, Factor Link and Selling Prices.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. From the **REPORTS** menu select **SalesStock(PLU)** and then **Sales Stock List**

3. Use the filters to select which PLU Groups are to be included or leave unfiltered to see all existing PLU's by location

4. Click on **<PRINT>**

SYSTEM BACKUP
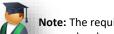
It is **strongly** recommended that a backup of the Sysnet Database is performed <u>daily</u>. In particular, the database should be backed up at the end of each training and data entry session while the database is being built. Failure to do so could result in the loss of this data should the unthinkable happen to the PC!

H&L recommends the use of external media such as SD Flash Memory Cards or USB Memory sticks in most situations (minimum 1GB memory recommended).   It is also recommended that one external media device is provided or purchased for daily backups, along with one weekly, monthly and yearly device. In effect, 10 different devices (total) for each backup type.

1.   Insert the external media device into the drive

2.   From the Sysnet Toolbar click on the **Processing** Icon
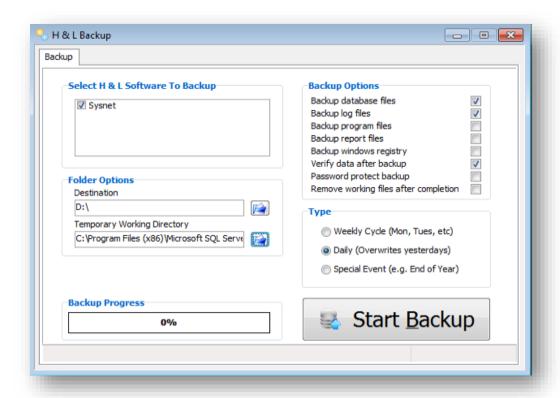
3.   Click on the <**BACKUP SYSNET**> button

4.   Select **"Daily"** followed by <**START BACKUP**>

> **Note:** The required settings will be configured here by your H&L Trainer and will be saved. These settings should not be changed unless instructed by your H&L Trainer or another H&L Representative.

5.   The Backup window will close on completion of the backup process

6.   **Remove** the external media from the drive and store in a safe location away from the PC (i.e. fireproof safe) or remove from the premises. <u>DO NOT</u> leave the external media in the drive.

Your H&L Trainer can provide a separate document on Sysnet Back up if required for daily use in the venue.

SESSION TWO REVIEW

Venue Name	
H&L Trainer	
Trainee Names	1.
	2.
	3.
	4.
Price Names	1.
	2.
	3.
	4.

	TASKS REQUIRED TO BE COMPLETED BY NEXT SESSION (TO DO LIST)	COMPLETED Y/N	COMPLETED BY
1.	Set up all Users		
2.	Set up all Suppliers		
3.	Create all additional Expense, Stock, Revenue and PLU Groups with the correct mapping/links		
4.	Check the setup of all Stock Templates and make changes where necessary		
5.	Complete the setup of all inventory products and PLU's		
6.	Check cabling has been organised and is booked		
7.	Obtain copies of all food menus for Session 3		
8.	Prepare a list of all Debtor Accounts required		

Session 3 Date	
Session 3 Topics	Creating Food Menus, Customise order dockets, Discuss keyboard designs and create Debtors

Note: Remember to check your progress using the Stock List and Sales Stock List reports.

DISCUSSION NOTES

DISCUSSION NOTES

Session	**# 3 Database Build**
Session Topic	**Locations, PLU's, Food Menus & Modifiers, Debtors**
Modules	**Stock & Debtors**

Objectives   **In this session you will:**

1. Gain an understanding of the relationship between Main Stock (Inventory) and Sales Stock (PLU's)

2. Continue building the Sysnet Database:
   - ➢ Review your progress
   - ➢ Relinking PLU's
   - ➢ Stock Status
   - ➢ Customise Kitchen Dockets
   - ➢ Adding Food Menus & Modifiers
   - ➢ Add Debtor Accounts

Requirements

Sysnet Training Manual

SD Card or USB Storage Device (for Database Back Up)

Suggested Numbering Guide

Ensure you have organised yourself and other trainees properly in order to give your full attention to the training session and receive the maximum benefit. Also ensure that there is adequate space and a quiet area with no potential for interruptions during your training session.

REVIEW STOCK LIST AND SALES STOCK LIST
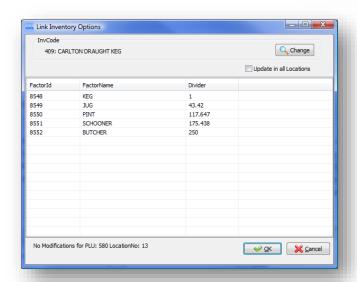
Your H&L Trainer will review the Stock List and Sales Stock List Reports with you, to ensure all existing Inventory Items and PLU's have been created correctly. This is also to check the progress of the database build and ensure you are on track for a successful implementation on LIVE Day.

RE-LINKING PLUS

Use the Re-Link PLU feature if a PLU has an incorrect Inventory Code or Factor Link. This saves deleting the PLU and starting again. This feature can be used in conjunction with the Sales Stock List so once incorrect links are identified, they can be rectified in the following way:

1. Select the **<PLU DETAIL>** screen to display the details of the offending PLU

2. Press the **<RELINK PLU>** button on the bottom right hand side of the screen

3. A new window will appear listing all of the existing factors for the Inventory Item

4. Complete one of the following;

    ➢ Select the correct factor to link the PLU to and press **<OK>** to return to the **<PLU DETAIL>** Screen

    OR

    ➢ If the PLU is linked to the incorrect Inventory Code, press the **<CHANGE>** button to search for the correct Inventory Code.

5. A search window will appear, type the name of the correct inventory item, highlight once found and press the **<SELECTED>** button to continue

6. Select the correct factor and press **<OK>** to return to the **<PLU DETAIL>** screen

7. Press the **<UPDATE PRICES>** button to complete the re-link process. This will update the correct pricing and refresh the screen accordingly.

STOCK STATUS

Stock Status is a tool to manage the status of a stock record or inventory item. The status can be set to determine the behaviour of the product in relation to stock management or sales activity.   Stock Status can be set for the **Inventory Item** or by **Stock in Location** record. This is particularly useful in a Syswan environment where Head Office can change the status for selected sites using the Stock in Location record without affecting all sites within the group.

Standard Stock Status types have been loaded into your existing database:
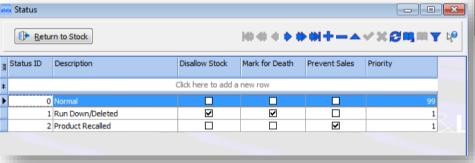
> Normal
> Run Down/Deleted
> Product Recalled
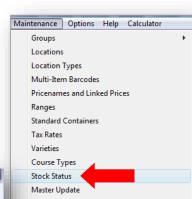
Your H&L Trainer will discuss these options with you. Add new or edit the existing Status Types if required.

1.   From the **Sysnet Toolbar** click on the **Stock** Icon

2.   Click on the *MAINTENANCE* drop down menu

3.   Select *STOCK STATUS*

4.   A window will appear with all existing Status Types

5.   Click (+) to add a new Status Type

6.   Enter a *STATUS ID* number

7.   Enter a *DESCRIPTION* for the Status type

8.   Select the following status controls:

> Disallow Stock – prevents certain stock management activity
> Mark for Death – used to run down stock then deactivate products
> Prevent Sales – prevents sales of the product
> Priority – a rating scale '1' being the highest priority and '99' being the lowest

9.   Tick (✓) to save

CREATING FOOD MENUS AND MODIFIERS

This section will discuss how to add food menu items into the database and create modifier PLU's to accommodate meal modifications and various instructions to print to the kitchen/order printers in the venue.

1. Click (+) to add a new Inventory Item

Your H&L Trainer will discuss your numbering guide with your and explain the kitchen/order printing options and modifiers.

2. Select the appropriate Stock Group, choose the "number of items" as one and enable "Prompt for Recommended Number"

3. Click **<OK>** to continue and confirm the suggested numbering

4. The Inventory Detail page will appear for editing

   ➢ Enter the Description of the Meal
   ➢ Select the Stock Type as a "Recipe (Sales Based)"

   Note: Selecting **"Recipe (Sales Based)"** for Food PLU's is important, so that recipe ingredients can easily be added in the future if food costing is to be used. Without this selection, the items will not appear in the Recipe Module.

   ➢ Outer, Inner and Inners Per Outer can be set to "Serve" and "1"
   ➢ Select the Supplier as "Recipe"
   ➢ Create a "Serve" Factor with a Divider as "1"

5. (✓) to save

6. Create a PLU using the same number as the Inventory Number

7. Edit the details of the new PLU ensuring the following details are correctly entered:

   ➢ **Full Description**
   The Meal name and description – recommended up to 30 characters max. Use for reports and searching on Exceed
   ➢ **POS Description**
   A brief meal description – maximum 16 characters allowed. Used for Point of Sale display, order printer dockets and customer receipts.
   ➢ **PLU Group**
   Selected at the time the PLU is created, these groups are used for Group Search functions at POS and for grouping on order printer dockets.
   ➢ **Revenue Group**
   All menu items and modifiers should be linked accordingly to the relevant food revenue group
   ➢ **Modifier**
   Select **"No Modifier"** for all normal menu items. Meal Modifiers such as Medium Rare, Mushroom Sauce etc. and Drink Modifiers such as No Ice, in a Tall Glass, should be selected as **"Normal Modifier"** as this affects how the item prints on order printer dockets
   ➢ **Print Group**
   Select the correct print group for where the item should print to when ordered. Modifier PLU's, do not need a print group selected.

8. (✓) to save

CUSTOMISING KITCHEN AND ORDER DOCKETS

Along with the printer profile settings, individual sections of the order dockets can also be configured to print as required, to suit the many variations possible. These printing settings can also be created as a profile which can be linked to one or many printers in the venue.

Customising options generally include changing font size, colour (red and black for most printers), bold and underline to highlight the specific sections of the docket.

The layout design is then linked to a printer configuration profile, to allow selected or multiple printers to use the same layout.

1. From the **<PRINTERS>** tab click on the **<DOCKET LAYOUT>** tab

2. Click **<+ ADD>** to begin a new layout

3. Give the docket layout a *NAME* to identify it in the list

4. The docket sections available for customising appear on the left side of the window

5. Some sections such as Table have additional options for customising. Expand these sections by pressing the arrow next to the section

6. Highlight a section to change

7. Set the style by adjusting the following:

   ➢ **Use Alternate Colour** which is red for most kitchen order printers
   ➢ **Bold** sets the font to bold face
   ➢ **Underline** prints a line underneath the text to emphasise it
   ➢ **Double Height** stretches the text in the section to twice its regular height
   ➢ **Double Width** stretches the text in the section to twice its regular width
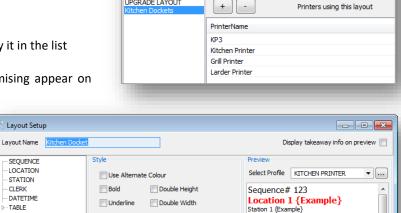
8. Set the **Alignment** of the section:

   ➢ Left Justify, Centre or Right Justify

9. Set the **Width** of the field in number of characters. Set this to N/A to allow for variable widths for the section

10. Add a Prefix if required for the section. For example, add the Prefix **"Seat #"** in the Items section under *POSITIONS*

11. Add a Suffix to the section if required. For example, add the suffix **"Customers"** to the *COVERS* section

12. As different selections are made to alter the docket appearance, click on the **<PREVIEW DOCKET>** to see the change in the display window on the right
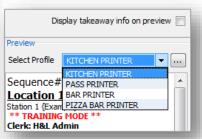
Note: This provides an <u>indication</u> only when customising, print the docket to a physical printer for actual results if required.
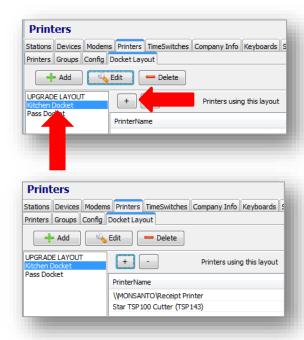
13. If the docket is being designed for use with the TAKEAWAY feature, ensure the **"Display Takeaway Info on Preview"** checkbox is enabled

14. Takeaway details can now be edited and viewed in the preview window accordingly

15. Click on the *SELECT PROFILE* dropdown to choose which profile this docket design is linked to

16. Click on the ellipses [...] tton to see the profile configuration if required

17. Click **<OK>** to complete docket customising and return to the layout tab

18. Highlight the required docket design form the left

19. Click on the [+] button to select which printers will use this docket layout

20. Highlight the required printers from the PRINTER SELECTION window

21. Press **<SELECTED>** to continue

22. The printers will now be displayed in the **<DOCKET LAYOUT>** tab

SAMPLE KITCHEN DOCKETS

➢ All docket Header Information is centred
➢ Location Name is Underlined
➢ Date/Time is Bold, Double Height and Double Width
➢ Covers is Bold, Double Height and has a Suffix added (Customers)
➢ "Consolidated Mains" is enabled
➢ "Consolidated Modifiers" is enabled
➢ Table Number selected to show at Top and Bottom of the docket
➢ "Enable PLU Grouping" is selected for items to appear under their specific group headings
➢ All docket Header Information is centred
➢ Location Name is Underlined
➢ Date/Time is Bold, Double Height and Double Width
➢ Covers is Bold, Double Height and has a Suffix added (Customers)
➢ "Consolidated Mains" is disabled
➢ "Consolidated Modifiers" is disabled
➢ Table Number selected to show at Top and Bottom of the docket
➢ Enable PLU Grouping" is selected for items to appear under their specific group headings
➢ "Show Other Printers" is enabled

➢ Location Name is Double Height and Width

➢ Date/Time is Bold, Double Height and Double Width

➢ Covers is Bold, Double Height and has a Suffix added (Customers)

➢ "Consolidated Mains" is enabled

➢ "Consolidated Modifiers" is enabled

➢ Table Number selected to show at Top and Bottom of the docket

➢ "Enable PLU Grouping" is selected for items to appear under their specific group headings

➢ "Show Positions" is enabled

➢ "Compact Positions" is enabled

➢ Group Heading is Double Width, Bold and Underlined

➢ Group "Items" are Double Width and Bold

Note: Ensure the POS Controller Service or Transaction Server are restarted to pick up new docket layout changes.

CREATING DEBTORS

The Debtors module of Sysnet offers five different account types. Additional account types can be added specifically for your venue, please discuss this with your H&L Trainer if required. All accounts can be produced as statements when required. The different account types are explained as follows:

C = City Ledger Account
This account type is used for ongoing external debtor accounts. The outstanding amounts can be brought forward during End of Month procedures by Ageing. Generally the City Ledger accounts are generated as statements prior to the End of Month process.

D = Deposit Account
This account type as the name would suggest, is for accepting deposits, particularly for functions. Deposits can then be absorbed as the function occurs.

G = Guest Account
This is a shortterm account like a house guest account. Typically used in venues who have some accommodation rooms and do not use a PMS (Property Management System) to manage these. End of Month procedures have no effect on these accounts and they can be deleted when the outstanding balance reaches $0.

I = Internal Account
This account is designed for "Write Off" or Promotional accounts. Typically they are used for Management Meals, Staff Knock-off Drinks, Bar Promotions etc. Internal Account sales are reported separately on the Revenue Breakdown report, which is then deducted from the **"Reportable Revenue"** and **"Tax Payable",** therefore not attracting GST.

S = Special
These accounts are external debtors for miscellaneous use.

To add a new Debtor:

1. From the **Sysnet Toolbar** click on the **Debtors** Icon

2. Click the (+) button to add a new Debtor

3. Enter the necessary details in each field. The *RESIDENTIAL ADDRESS* details are the details which will appear on Debtor Statements

4. Enter a company name if this is different to the Account Name as this will also appear on Debtor Statements. For example, the Account Name may be "Development Department" and the Company Name is H&L Australia. The Statement details will show as: H&L Australia, Re: Development Department

5. Enter any *COMMENTS* which are specific to the Debtor Account. Comments prompts will appear when the Debtor Account is highlighted in the **<LIST>** view, when processing a sale to the Debtor Account using SiPOS and can be activated to appear on Exceed if required

6. Set a *TRANSACTION LIMIT, DAILY LIMIT* and *CREDIT LIMIT* if required

   ➢ **Transaction Limit** – is the maximum value which can be put through in one transaction at the Point of Sale
   ➢ **Daily Limit** – the maximum value which can be charged to the debtor account per day
   ➢ **Credit Limit** – is the total maximum limit set for the account across the board. Once the credit limit is reached, charges will be rejected at the Point of Sale until the balance is reduced or the credit limit increased

7. *ALLOW CREDIT* must be ticked on to enable the account to be charged against at the Point of Sale. Disable this option to prevent any charges to the account

8. Click on the **<OTHER DETAILS>** Tab to select locations where this account is not applicable for use. For example, certain accounts may be used in the Liquor Store / Bottle Shop location only and no other areas within the venue. This feature allows accounts to be disabled in selected locations to prevent unauthorised use and minimise operator error.

9. From the **<OTHER DETAILS>** tab select the remaining options as required for the Debtor:

> ➢ Charging at Cost options
> ➢ Allow Electronic Email Statements
> ➢ Select Payment Terms

10. (✓) to save

Note: Your H&L Trainer will enter any existing outstanding balances to each account as required on LIVE day.

DESIGNING A POINT OF SALE KEYBOARD

Your H&L Trainer will provide sample keyboard designs for each type of Point of Sale terminal to be used in the venue. Blank keyboard layouts will also be provided so that a plan for the keyboards can be mapped out on paper before proceeding with the configuration in the following session. This will speed up the configuration process having planned ahead.

When designing a workable keyboard it is important to take into consideration the following:

> ➢ Allow input from operations staff

> ➢ Most popular selling stock in priority positions

> ➢ Allocating rows, columns or levels for similar items

> ➢ Colour themes:

>> o Consider environmental factors such as lighting when selecting colours and the impact this can have on the eye for the user in particularly light or dark settings

>> o Colour coding similar items into blocks of colour – makes them easier to find

>> o Blending keys to utilise space effectively

>> o Ensuring that every single key is <u>not</u> a different colour as this makes the keyboard very "busy", hard to see and more difficult to use for staff

>> o Contrast – light background = dark font and vice versa

> ➢ Offset keys – Carton, 12pk, 6pk, Single or Jug, Pint, Middy, Glass etc.

> ➢ How to use Group Search Keys to the maximum benefit

➢ Table or Function Keys

➢ Miscellaneous keys and the Management Functionality/Security Requirements - Cash Out, Price Level Change, Account Payment, Petty Cash etc.

➢ Is a floor plan required for Exceed Point of Sale?

➢ Will User security be in place – Proximity Readers or Clerk Log on Function?

➢ What is the style of service in the venue – Bistro Style, Full Table Service Style, Takeaway?

➢ How many different keyboards are required in the venue:

   o Think about where each terminal will be placed and the type of service in that area
   o Is the food service separate to beverage service
   o Is there a designated cashier terminal

SESSION THREE REVIEW

Locations	Default Price A	Default Price B	Default Price C	Default Price D	Default Price E
1.					
2.					
3.					
4.					
5.					

TASKS REQUIRED TO BE COMPLETED BY NEXT SESSION (TO DO LIST)		COMPLETED Y/N	COMPLETED BY
1.	Create all Food menu and Modifiers		
2.	Customise all Order Dockets		
3.	Create all Debtor Accounts		
4.	Organise a copy of your company logo in .jpeg format		
5.	Prepare plans for keyboard designs using blank forms provided		

List the different Keyboard Layouts required:	
1.	
2	
3	
4	

Session 4 Date	
Session 4 Topics	Point of Sale Keyboard design, Time Switches, Promo's, Order Printing configuration, review database progress and preparation for POS training.

Reminder! **Don't forget to BACK UP your database!!**

DISCUSSION NOTES

DISCUSSION NOTES

Session	# 4 Database Build
Session Topic	Program Keyboards, Printer Docket Configuration, Promos, Time Switches and Database Review
Modules	Stock
	Utilities

Objectives	In this session you will:

1. Learn how to program a point of sale keyboard

2. Understand the function of time switches

3. Create Sales Specials and Mix & Match promotions

4. Review the progress of the database in preparation for staff training and LIVE day.

Requirements	Sysnet Training Manual
	Completed Keyboard Layouts using blank templates
	List of any sales promotions applicable for live day

Ensure you have organised yourself and other trainees properly in order to give your full attention to the training session and receive the maximum benefit. Also ensure that there is adequate space and a quiet area with no potential for interruptions during your training session.
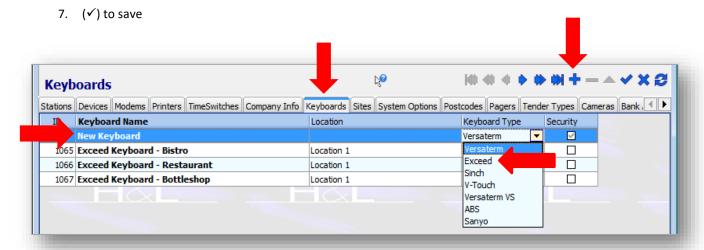
SETTING UP AN EXCEED KEYBOARD

Your H&L Trainer will demonstrate how to add and configure an Exceed Point of Sale Keyboard. Using your completed keyboard designs follow the steps to begin programming your keyboard(s):

1. From the **Sysnet Toolbar** click on the **Utilities** Icon

2. Click on the **<KEYBOARDS>** tab

3. Click (+) to add a new Keyboard

4. Enter an applicable *KEYBOARD NAME* e.g. Liquor Store, Restaurant, Front Bar

5. Select the *LOCATION* that this keyboard belongs to from the dropdown menu

6. Select the *KEYBOARD TYPE* as **Exceed** from the dropdown menu

7. (✓) to save

8. The *KEYBOARD ID* will be automatically generated upon saving the keyboard

9. Double click on the *KEYBOARD NAME* to open the keyboard

10. Configure the Menu Pages:

    ➢ Double click on the first menu page to allow editing

    ➢ Choose the type or "Layout" of the menu page

    ➢ Type the Page name in the "Enter" Field

    ➢ Click **<OK>** to Save

    ➢ Repeat for all other Menu Pages

11. Configure the keys:

> Right click on a key to display a task menu

> Click on **<EDIT>**

> A window will appear to allow configuration of the key

> Select the type of key required from the buttons at the top of the window

> Enter the PLU or PLU Group number in the relevant fields or click on the   but   to search for the item

> Enter a description of the key in the *CAPTION* field. If the description is wider than the key, you will need to delete the relevant "space" between word(s) and insert an Enter to wrap the text to the next line
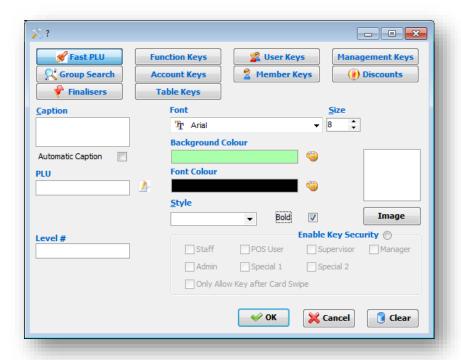
Note: Automatic Caption Field. Handy for specials where the POS description changes but the PLU stays the same.

> Choose a *FONT, BACKGROUND COLOUR, FONT COLOUR, FONT SIZE* and *STYLE OF KEY* to customise the presentation of the key

Once a style, font and font size is selected, keep this theme consistent for all keys to ensure a smarter looking keyboard!

➢ To attach a photo or logo of a certain product to a key click on the *IMAGE* button. Click (+) and browse for the correct photo

➢ Select the image and click on **<USE IMAGE>**

Note: the best size for images on keys (using 1024 x 768 Resolution) are as follows:
➢ Single key = 64 x 56 pixels
➢ Two blended vertical keys = 64 x 112 pixels
➢ Two blended horizontal keys = 128 x 56
➢ Four blended keys = 128 x 112 pixels
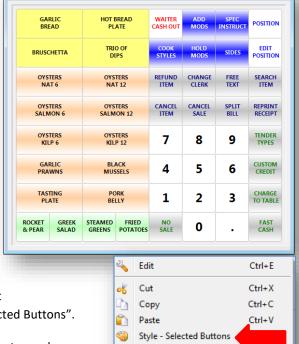
➢ Press **<OK>** to finalise

➢ Enable *KEY SECURITY* if required

➢ Click **<OK>** to finalise the key configuration

➢ Repeat with all remaining keys to be configured

➢ When all changes have been made to the keyboard, press **<SAVE>**

➢ Click on the **<PREVIEW>** button at any time to see how the keyboard will appear at point of sale

Neighbouring keys with the same details (key type, PLU Number & PLU Group Number) will "blend" to create a larger key. It is possible to highlight the blended key, right click and select a colour, font and style theme in one step by selecting "Style - Selected Buttons".

Cut, copy and paste functions can be used to move or copy details between keys and between each keyboard layout. Right click with the mouse to view the task menu options.

SAMPLE EXCEED KEYBOARDS - RESTAURANT
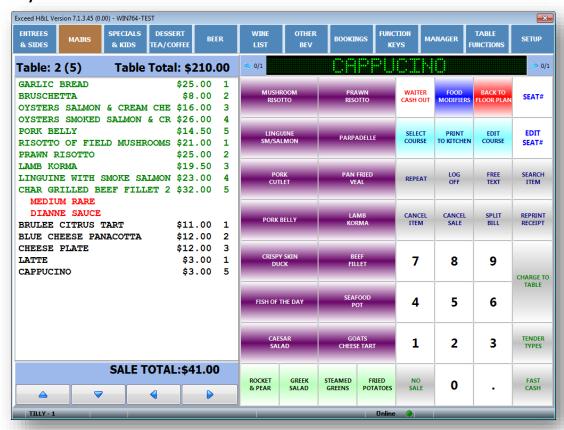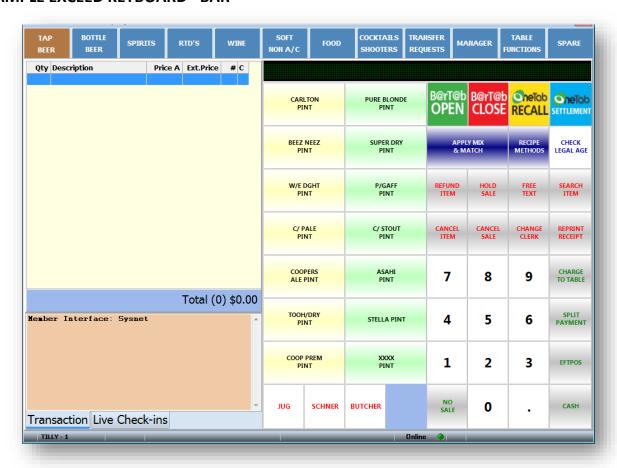
SAMPLE EXCEED KEYBOARD - RESTAURANT (WITH "VIEW COMPLETE TABLE HISTORY" ENABLED)

SAMPLE EXCEED KEYBOARD –BAR

TAP BEER	BOTTLE BEER	SPIRITS	RTD'S	WINE	SOFT NON A/C	FOOD	COCKTAILS SHOOTERS	TRANSFER REQUESTS	MANAGER	TABLE FUNCTIONS	SPARE

Qty	Description		Price A	Ext.Price	#	C

CARLTON PINT	PURE BLONDE PINT	B@rT@b OPEN	B@rT@b CLOSE	OneTab RECALL	OneTab SETTLEMENT
BEEZ NEEZ PINT	SUPER DRY PINT	APPLY MIX & MATCH		RECIPE METHODS	CHECK LEGAL AGE
W/E DGHT PINT	P/GAFF PINT	REFUND ITEM	HOLD SALE	FREE TEXT	SEARCH ITEM
C/ PALE PINT	C/ STOUT PINT	CANCEL ITEM	CANCEL SALE	CHANGE CLERK	REPRINT RECEIPT
COOPERS ALE PINT	ASAHI PINT	7	8	9	CHARGE TO TABLE
TOOH/DRY PINT	STELLA PINT	4	5	6	SPLIT PAYMENT
COOP PREM PINT	XXXX PINT	1	2	3	EFTPOS
JUG / SCHNER / BUTCHER		NO SALE	0	.	CASH

Total (0) $0.00

Member Interface: Sysnet

Transaction | Live Check-ins

TILLY - 1   Online ●

SAMPLE EXCEED KEYBOARD – BISTRO

ENTREES	PIZZAS	MAIN	CHILDRENS MENU	DESSERT	BREAKFAST	ALL DAY FOOD	BEER & WINE	OTHER BEV	MANAGER	TABLE FUNCTIONS	Setup

Qty	Description		Price A	Ext.Price	#	C

GARLIC BREAD	ROMA BREAD	DIPS TRIO	SHARING PLATE	ENTREE AS MAIN	ADD MODS	SPEC INSTRUCT	PRINT TO KITCHEN
OYSTERS NAT 6	OYSTERS NAT 12		SAUCES	HOLD MODS	COOK STYLES	SIDES
OYSTERS CHILLI 6	OYSTERS CHILLI 12		REFUND ITEM	CHANGE CLERK	FREE TEXT	SEARCH ITEM
OYSTERS KILP 6	OYSTERS KILP 12		CANCEL ITEM	CANCEL SALE	HOLD SALE	REPRINT RECEIPT
FRITTATA OF DAY	CRISPY SIRLOIN	7	8	9	
PRAWN TAILS	SALMON TARTLET	4	5	6	CHARGE TO TABLE
LEMONGRASS CHICKEN	POTATO MELANGE	1	2	3	
POTATO SKINS	BOWL OF CHIPS	NO SALE	0	.	FOOD PAY NOW

Total (0) $0.00

Member Interface: Sysnet

Transaction | Live Check-ins

TILLY - 1   Online ●

# SAMPLE EXCEED KEYBOARD – BOTTLESHOP/LIQUOR STORE
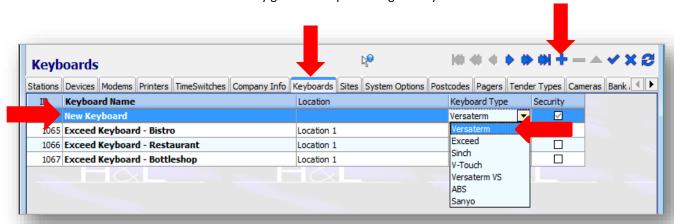
SETTING UP A VERSATERM KEYBOARD

Your H&L Trainer will demonstrate how to add and configure a Versaterm Point of Sale Keyboard. Using your completed keyboard designs follow the steps to begin programming your keyboard(s):
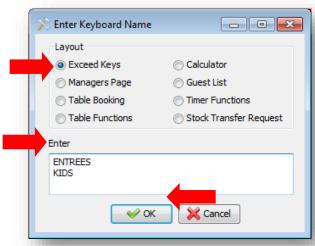
From the **Sysnet Toolbar** click on the **Utilities** Icon
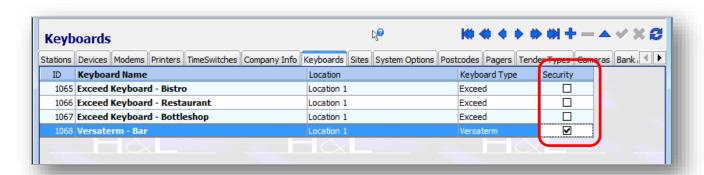
1. Click on the **<KEYBOARDS>** tab

2. Click (+) to add a new Keyboard

3. Enter an applicable *KEYBOARD NAME* e.g. Liquor Store, Restaurant, Front Bar

4. Select the *LOCATION* that this keyboard belongs to

5. Select the *KEYBOARD TYPE* as **Versaterm** from the dropdown menu

6. (✓) to save

7. The *KEYBOARD ID* will be automatically generated upon saving the keyboard

8. Enable Key Security on the Keyboard if required
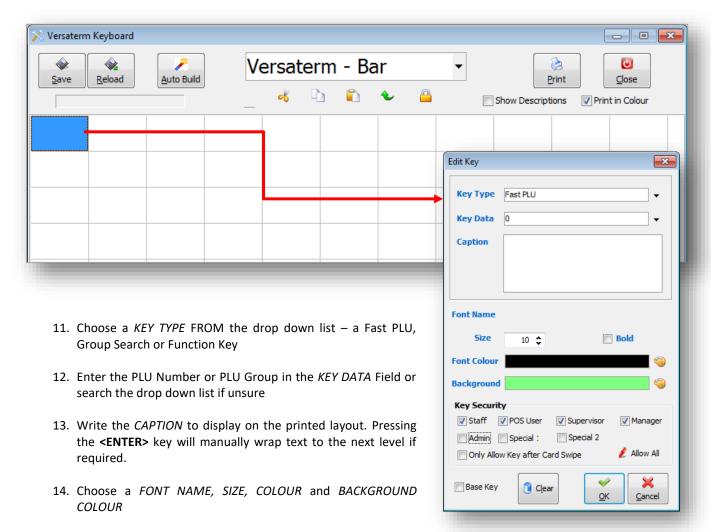
Note: For Versaterm Keyboards if key security is intended for use, then the entire keyboard must be enabled for security before the function is available.

9. Double click on the *KEYBOARD NAME* to open the keyboard

10. Double click on the key to edit

11. Choose a *KEY TYPE* FROM the drop down list – a Fast PLU, Group Search or Function Key

12. Enter the PLU Number or PLU Group in the *KEY DATA* Field or search the drop down list if unsure

13. Write the *CAPTION* to display on the printed layout. Pressing the **<ENTER>** key will manually wrap text to the next level if required.

14. Choose a *FONT NAME, SIZE, COLOUR* and *BACKGROUND COLOUR*
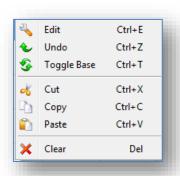
15. Select *KEY SECURITY* if required

16. If the key is a Base Key, enable this option. The key will automatically "lock" the data in place. This prevents the key from being edited until it is "unlocked" and is most commonly used for function keys rather than Fast or Group Search PLU's

> **Note:** To edit a Base Key, first unlock it by press the "Padlock" icon at the top of the screen. Alternatively right click on the key and select "Toggle Base", edit the key and lock it again using "Toggle Base".

17. The cut/copy and paste functions can also be used to move or copy details between keys and between each Versaterm keyboard layout. These can be accessed using a right click or using the icons at the top of the screen.

18. Use the **<TOP>** button (bottom left hand side of the keyboard) to move to the bottom level of the keyboard as required. This will allow for items to be programmed on the top and bottom level of various keys as required. This button will then show as **<BOTTOM>** when the user is accessing the bottom level.

19. Click on the **<SAVE>** button before exiting the keyboard

20. Enable the **"Show Descriptions"** checkbox to see the PLU descriptions on the keyboard rather than the PLU number

21. Use the **<PRINT>** button to preview the keyboard report

Note: The Versaterm keyboard report has been designed to fit correctly under the VT overlay so no alterations are required. Enable the "Print in Colour" checkbox if colour coding has been used on the keyboard.

22. Click on **<CLOSE>** to exit the keyboard

SAMPLE VERSATERM KEYBOARD - BOTTLESHOP

SETTING UP A SINCH KEYBOARD
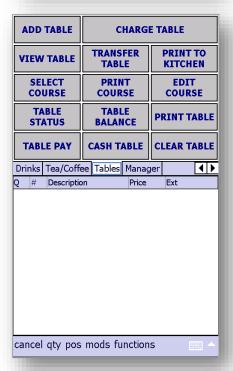
The Sinch keyboard configuration is completed using a different application to Utilities. This application will be installed on your Sysnet PC only if Sinch is being used in your venue. Once keyboards are created in this application, they will automatically appear alongside the other keyboard types in the **Utilities** module, however these are system generated and for communication purposes only.
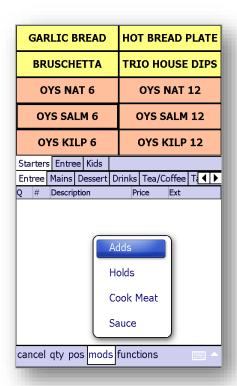
Your H&L Trainer will instruct you on how to create and configure Sinch Keyboards and provide the Sinch Point of Sale Manual and Trouble Shooting Guide which contains all set up details.

SAMPLE SINCH KEYBOARDS
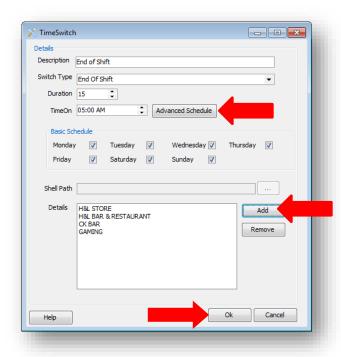
SETTING TIME SWITCHES

Time Switches are used to automate functions according to time and day of the week. They can be set to a recurring schedule on specific days and times, for a specific duration e.g. every Tuesday from 6-7pm for the entire year. These time switches can be set and scheduled much in the same way as Microsoft Outlook calendar appointments can be created.

1. From the **Sysnet Toolbar** click on the **Utilities** Icon
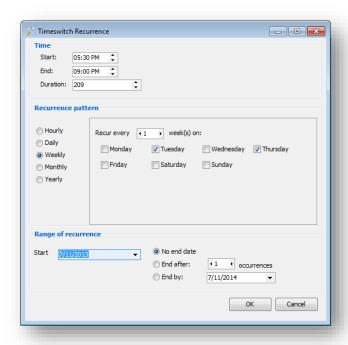
2. Click on the **<TIMESWITCHES>** tab

3. Click on the **<ADD>** button

4. Select the *TIME SWITCH TYPE* from the drop down list

5. Enter the *DURATION* in minutes

6. Enter the Start Time

7. Select the Day(s) of the week which apply to this time switch

8. Press **<ADD>** to select additional information, for example:

   ➢ For an End of Shift Time Switch select the relevant locations
   ➢ For Price Level Time Switches select the relevant stations
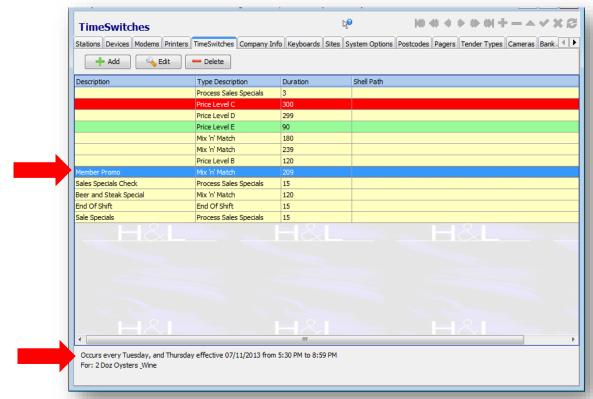
9. For scheduling and recurring options on the Time Switch, click on the **<ADVANCED SCHEDULE>** button:
    ➢ Choose start, end times and duration (minutes)
    ➢ Choose the recurrence pattern
        i.   **Hourly** – set the hourly recurrence rate and specify the minutes it is valid for during the recurrence pattern
        ii. **Daily** – set the daily recurrence rate or choose "Every Weekday"
        iii. **Weekly** – set the weekly recurrence rate and specify the day(s) of the week that it is valid
        iv. **Monthly** – set the required day and the recurrence rate for the month, or specify the relevant custom dates during the month for the required rate of recurrence
        v.   **Yearly** – set the required month and date of the specified month or choose the relevant custom dates during the specified month for the required rate of recurrence
    ➢ Choose the Range of Recurrence
        i.   Start date can be defined here also
        ii. No end date
        iii. End after the desired number of occurrences
        iv. Specify the end date

10. Click **<OK>** to complete the setup of the Time Switch and return to the list

11. Highlighting a Time Switch from the **<LIST>** view will display details of the time switch at the bottom of the window

SETTING ORDER PRINTING OPTIONS

Kitchen or order dockets can be printed in a number of ways to suit the needs of the venue. Some of these options include:

- ➢ Consolidated Mains and Modifiers
- ➢ Printing by PLU Group
- ➢ Printing by Course
- ➢ Separate Dockets for each Course
- ➢ Position/Seat Numbers
- ➢ Table Number position on the docket
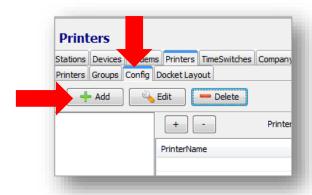
Your H&L Trainer will discuss these and other options with you to assist in configuring the printer profile settings to suit these requirements.

It is possible to create a profile with the required settings and link printers accordingly to the profile.

1. From the **Sysnet Toolbar** click on the **Utilities** Icon
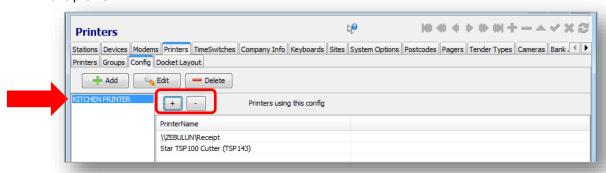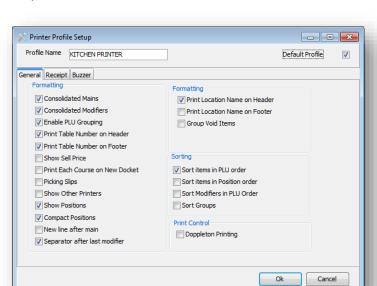
2. Click on the **<PRINTERS>** tab

3. Click on the **<CONFIG>** tab

4. Click on the **< + ADD>** button to add a new printer profile
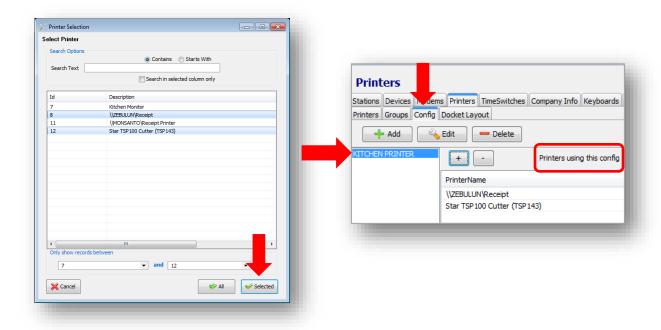
5. Name the **Printer Profile** accordingly

6. Select the Printing Options required

7. Select **"Default Profile"** if required

8. Click **<OK>** to save the settings and return to the list

9. Highlight the Printer Profile from the left hand side and click on the ⊞ on to select which printers will use this profile.

10. Select the printer(s) and press **<SELECTED>**

11. The printers linked will then be displayed

ENTERING SALES SPECIALS

Sales Specials run promotional pricing for selected items during selected dates and times. This feature is most commonly used for Liquor Store advertised specials. The Sales Special Promotions can be set to activate and deactivate automatically via Time Switches
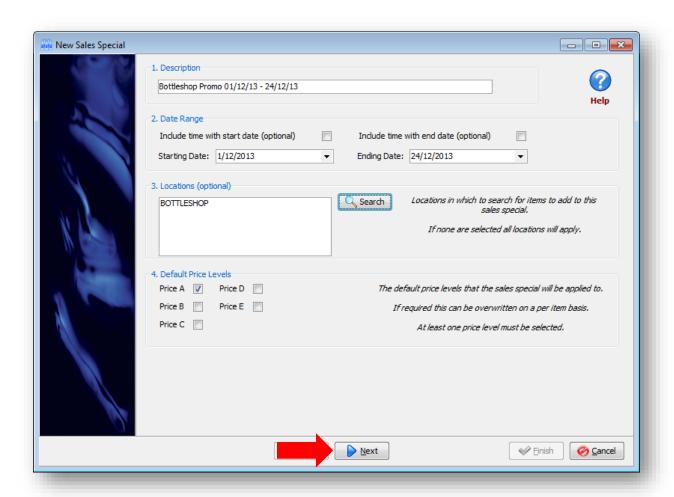
1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Click the **<SPECIALS>** icon

3. Ensure the **"Add New Sales Specials Using Wizard"** option is enabled

4. Click (+) to add a new Sales Special

5. The Sales Special Wizard will begin. Complete the following details in the first window:

   ➢ *DESCRIPTION* for the promotion
   ➢ *STARTING* and *ENDING* Dates
   ➢ Click on the **<SEARCH>** button to choose which location(s) the promotion will be available in
   ➢ Select the *DEFAULT PRICE LEVEL* the sales special will be applied to

6. Click **<NEXT>** to continue
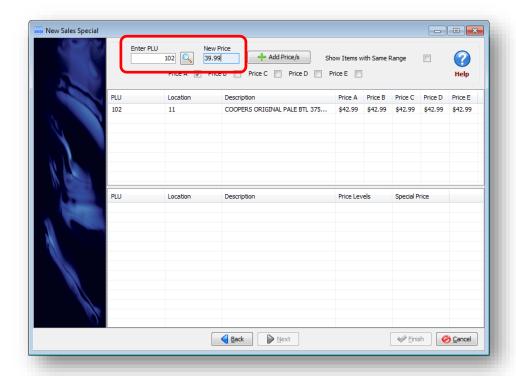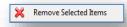
7. Enter the PLU number of the first item on special or click the   icon () search
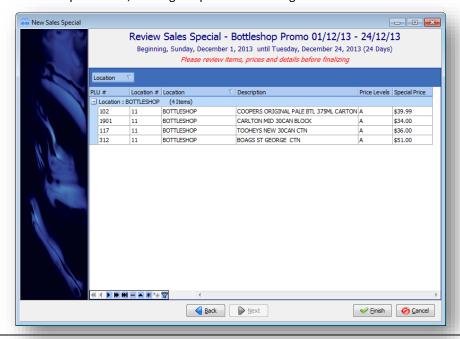
8. Type the *NEW PRICE* for the promotion

9. Click **<ADD PRICE>** to add it to the promotion

10. The item will move to the bottom section of the screen

11. Repeat with all remaining PLU's for this promotion

12. To remove items simply highlight, then right click on the item and select
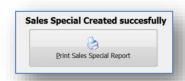
13. Click **<NEXT>** to continue

14. Review all items in the promotion, altering the price or removing items if needed

15. Click **<FINISH>** to complete the promotion set up

16. Print a copy of the Sales Special report if required

17. Click **<CLOSE>** to exit the Sales Special Wizard

Sales Special Created succesfully

Print Sales Special Report

CREATING MIX AND MATCH PROMOTIONS

The Mix and Match feature is a promotional tool which can be used a number of different ways to suit the needs of the venue. It allows the customer to literally "mix and match" items to meet the desired criteria for a promotion and gives greater flexibility and choice. This is a great tool to use in conjunction with the regular Sales Specials in a variety of outlets within the venue, while making it incredibly simple to use at the Point of Sale.

For example:
Liquor Store
Buy 6 or more bottles of Wine and receive 20% discount
Any Two 700ml Bottle of Spirits for $52
Buy a 700ml Bottle of Spirits and receive a free 2lt Soft Drink

Bar or Restaurant
Beer & Burger for $11.95
Garlic Bread and 2 Schnitzels for $25

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Click the **Mix & Match** Icon
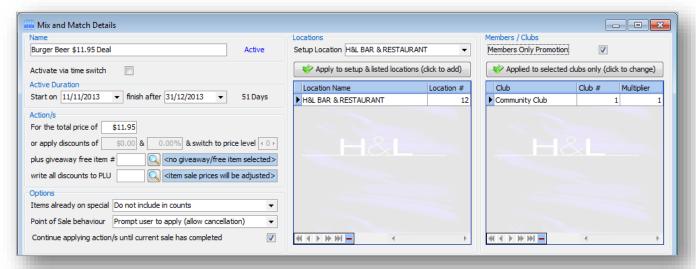
3. Click (+) to add a new promotion

4. Enter a *NAME* for the promotion

5. Choose the *SETUP LOCATION* drop down menu to select the Location where the promotion will run.

> **Note**: By default the promotion will apply to ALL locations in the venue. To disable this click **<APPLY TO SETUP & LISTED LOCATIONS>** to select the individual locations for the promotion.

6. Enable the *MEMBERS ONLY PROMOTION* checkbox if this mix and match applies to <u>members only</u>. If the promotion does not apply to all members, the user can specify the member club(s) for the promotion instead

7. Select the **"Activate via Time Switch"** tick box if this promotion should only be activated when a time switch has been created. If left disabled, the promotion will be active continuously from the start date until the end date.

8. Select a *START DATE* and *END DATE*

9. Select the appropriate *ACTION/S:*

    ➢ *TOTAL PRICE* – The total discounted amount of the sale once the quantity has been reached

    ➢ *APPLY DISCOUNTS OF $ OR %* - the desired dollar or percentage amount to discount from the total value of sale

    ➢ *SWITCH TO PRICE LEVEL* – change all items in the promotion to this PLU price level once the QTY has been reached

    ➢ *GIVEAWAY FREE ITEM* – the PLU of the item to be given for free

    ➢ *WRITE ALL DISCOUNTS TO PLU* – Enter the discount PLU (normally # 99999). Specify an alternative discount PLU if you wish to record the discount for this promotion separately
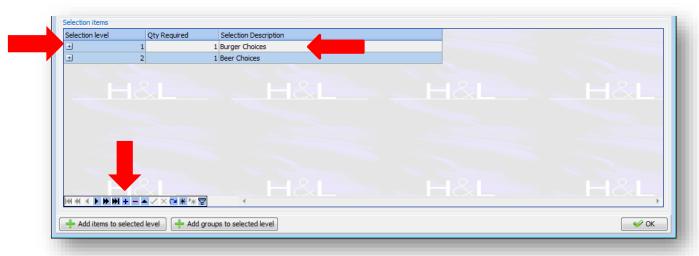
Note: Leaving this field blank means that the system will spread the amount of the discount evenly across all items in the promotion to reach the total value and directly affects the Profit % of the item for reporting purposes. Where a Discount PLU is specified, the discount is attributed to the total sale value and items are written at full price.

10. Use the *OPTIONS* to specify how items also included in a Sales Special are affected by the promotion

11. Set the *POINT OF SALE BEHAVIOUR* for the Mix & Match prompt at POS

12. Enable **"Continue applying action/s until current sale has completed"** when the promotion can be applied multiple times in the same transaction. The Exceed POS will keep looking and prompting for the promotion until the sale is finalised. Disabled, this will only apply and/or prompt once during the transaction

13. Create the Selection Levels. Selection levels are used to set the rules for the promotion and form the triggers for the promotion to apply at the Point of Sale:

    ➢ There must always be one selection level as a minimum.

    ➢ Multiple selection levels are required when the customer must choose one or more items across a range of groups.

    ➢ A simple way to know if more than one level is required is when the word "and" is used in the promotion name.

    ➢ For example; buy a Burger **and** Beer for $11.95, or buy 3 Bottles of Riesling **and** 3 Bottles of Sav Blanc for $90.

    ➢ In the first example two selection levels are required – one for the Burger choices and the other for the Beer choices. The same principle applies to the second example, one for the Riesling choices and the other for the Sav Blanc choices.

    ➢ By setting these selection levels, it means the customer must choose one from each level before the promotion is deemed valid by the point of sale and applied or prompted.

14. Click (+) on the Navigator tool to add the Selection Level 1

15. Enter the quantity of items required for the promotion to trigger i.e. how many the customer must select from this level to qualify for the promotion.

16. Repeat as required for remaining selection levels
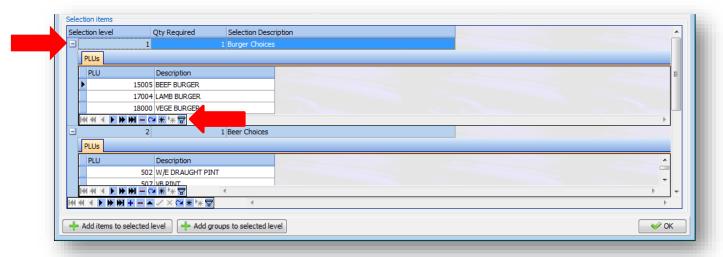
    Note: when multiple selection levels are in use, it can be handy to enter a **Selection Description** against the level, so they are easily identifiable.

17. Add items to the selection levels. Highlight Selection Level 1

18. Click **<ADD ITEMS TO SELECTED LEVEL>** to select individual PLU's to the level. If entire PLU Groups are included, use the **<ADD GROUPS TO SELECTED LEVEL>** button

19. A search window will appear. Search for the PLU or PLU Group as required and press **<SELECTED>** to add to the selection level

20. Repeat steps 16-18 to add all remaining items to each selection level

21. Clicking the (+) symbol next to the selection level will expand to display the PLU's or PLU Groups attached to the level. This will change to a (-) symbol when expanded

22. Use the Navigation tool inside the selection level to remove any unwanted items or groups added in error.

23. Click **<OK>** to save the Mix & Match Promotion

24. Refer to the section on page 84 "Setting Time Switches" if this promotion must be triggered by a Time Switch

25. Create all remaining Mix & Match promotions that are required prior to **Session #5 Point of Sale Training**.

ENTERING BARCODES (IF USING POS SCANNER)
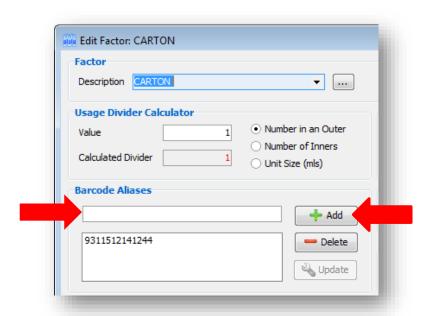
Barcodes are assigned to each different factor of selling for the purposes of stocktaking or scanning at the Point of Sale. They can be added manually to items or collected using a PDE (Portable Data Entry) Device and uploaded to the Sysnet Database.

Enter Barcodes Manually

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Locate the Inventory Item from the Inventory **<LIST>** or use the **Search** Icon

3. Double click on the item or press the **<DETAIL>** tab

4. Highlight the factor from the **Factor Grid** and right click to bring up the task menu

5. Select **"Edit Selected Factor / Barcode Aliases"**

6. In the **Barcode Aliases** field type in the Barcode number and press **<ADD>**

7. This will add the barcode to the field below.

8. To edit a barcode, highlight it from the list, type in the correct number and press the **<UPDATE>** button

9. To delete a barcode, highlight it from the list and press the **<DELETE>** button

Note: There is no limit to the number of barcodes you can attach to one factor of selling. This is helpful if the manufacturer introduces a new barcode while the older one is still in place. Both can still be used and recognised at the Point of Sale. However, the same barcode can only be entered against one product in the system by default.

Enter Barcodes with a PDE

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Select the **Reports** dropdown menu, then click on **Sales Stock (PLU)** and **Price List**

3. Select the Liquor Store/Bottle Shop location and then click on **<PRINT>**

4. Use the PDE to scan the barcode and enter the corresponding PLU number. Your H&L Trainer will demonstrate how to do this.

Your H&L Trainer or Technician will download the collected barcodes or demonstrate how to do this process also.

PRICE A + BARCODE REPORT

Using the Price A + Barcode report as a reference for checking which barcodes have not been collected.

1. From the **Sysnet Toolbar** click on the **Stock** Icon

2. Select the **Reports** dropdown menu, then click on **Sales Stock (PLU)** and Price A + Barcode

3. Filter for PLU Groups and locations if required.

4. The report can also be filtered to only display items without barcodes, which can be useful at this point to identify those missing.

5. Click **<PRINT>**

SESSION FOUR REVIEW

You have now reached a critical stage in the database build process. The next session is the Point of Sale training with your front line staff. In order to have a successful training session and instil confidence in your front of house team, it is critical that all tasks are completed by this point. This will ensure the simulated training for point of sale is as close as it can be to the real operation when LIVE day arrives. An incomplete database, half complete keyboards and processes which haven't been finalised will make for an unsuccessful training session and mean that staff will be more afraid and wary of the system.

Preparing for Session 5 – Point of Sale Training

	TASKS REQUIRED TO BE COMPLETED (TO DO LIST)	COMPLETED Y/N	COMPLETED BY
1.	All Users created and access rights assigned particularly POS		
2.	All Suppliers created and reviewed		
3.	All Inventory and PLU's must be completed ➢ Review Stock List and Sales Stock List Reports for set up		
4.	Review all Retail Pricing – Sales Stock List		
5.	Ensure all menu items and modifiers are created and linked accordingly to printer groups		
6.	All Debtor Accounts finalised and list prepared of opening balances for entry on Live Day		
7.	All advertised Sales Specials and Mix & Match promotions created		
8.	All Time Switches created for End of Periods, Promotions and Price Levels		
9.	All Keyboard designs completed		
10.	Kitchen and Order docket customising completed		
11.	The following information needs to be prepared in advance for Point of Sale Training: ➢ Refund policy ➢ Debtor information such as promotional accounts and which ones are applicable for each promotion ➢ Happy Hours and similar promotions which affect the staff		
12.	**Optional** - *Review Price A+ Barcode report for all pricing and missing barcodes. Ensure all missing barcodes are downloaded*		
13.	***HAS CABLING AND WIRELESS ACCESS BEEN COMPLETED?***		
14.	Review current training plan – are any amendments required? ➢ Onsite support on live day includes 4 hours from your H&L representative. Is any further support required?		

How does the Point of Sale Training Work?

Your H&L Trainer will conduct the Point of Sale training with your front line staff. It is vital that as many key staff as possible attend the training session to receive maximum benefit from the Trainer. It is strongly recommended that Managers, Supervisors and full time staff attend this training session.

Point of Sale Training is usually conducted the day prior to the LIVE installation so minimal time elapses between training and actual operation. However, H&L will **NOT** attempt to conduct POS training on the LIVE day as this will disrupt the installation process significantly and may impact on the success of the LIVE. This day must be reserved purely for equipment installation, configuration and troubleshooting along with H&L support during busy trade periods.

The following things should be considered:

- Plan ahead with rostering to ensure staff availability
- Ensure there is adequate space available for the training
- Allow 1 hour per group for Versaterm Training and 1.5 hours per group for Exceed or Sinch Training
- For maximum efficiency and contact with the trainer it is recommended to keep the groups small with a maximum of 5 per session

Note: Standard training sessions allow for 1 x Versaterm and 1 x Exceed or Sinch training session. Please notify your trainer if you require additional sessions as this would be additional to your quote, and charged at our standard hourly rate.

Point of Sale Training Sessions			
Date	**Time**	**Location**	**POS Training Type**

DISCUSSION NOTES

Don't forget to BACK UP your database!!

Session	**# 5 Staff Training**
Session Topic	**Point of Sale Operations**

Objectives   **In this session all POS operators will gain an understanding of:**

1. The basic principles of the Sysnet Program

2. The keyboard layout for a Versaterm and be able to operate the system to undertake a variety of sales functions

3. How to operate an Exceed unit including a variety of sales functions, including all table tracking functions

4. How to operate a Sinch Unit (if applicable)

Trainer Requirements   Relevant POS Manuals – Exceed, Sinch and/or Versaterm
Versaterm
Exceed Touch Screen
Cash Drawers
Receipt Printer
Kitchen/Order Printer
Proximity Wrists Bands & Reader
POS Scanner

Preparation for LIVE   Make changes as a result of Staff POS Training
Final Database Check

Ensure you have organised yourself and other trainees properly in order to give your full attention to the training session and receive the maximum benefit. Also ensure that there is adequate space and a quiet area with no potential for interruptions during your training session.

POINT OF SALE TRAINING

Use the applicable Point of Sale Training Checklist from the *CHECKLISTS* section of this manual to work through the different features of each POS Terminal.

Ensure all trainees sign off on the Point of Sale Training Checklist and attach to the Service Report for this session.

TRAINING MODE **must** be used for all Point of Sale Training to ensure that these sales are not recorded incorrectly in the database and affect the reporting for LIVE day operation.

The Point of Sale training process is very beneficial as this will highlight any areas which have been missed or things that should be changed in relation to the setup, once users can see the product in action. Your H&L Trainer will record the necessary points raised during training and these should be addressed prior to LIVE day.

FINAL DATABASE CHECK

	TASKS REQUIRED TO BE COMPLETED (TO DO LIST)	COMPLETED Y/N	COMPLETED BY
1.	Stock List Report reviewed carefully for set up ➢ *Stock Menu > Reports > Stock > Stock List Report*		
2.	Sales Stock List Report reviewed carefully for set up ➢ *Stock Menu > Reports > Sales Stock (PLU) > Sales Stock List Report*		
3.	Kitchen & Order Print settings finalised		
4.	Kitchen and Order Docket customising complete		
5.	Keyboards updated from POS training and complete		
6.	Sales Specials and Mix & Match tested		
7.	Till Balancing discussed with H&L Trainer		
8.	All Time Switches set		
9.	**Optional** - All Barcodes Downloaded and report reviewed ➢ Stock Menu > Reports > Sales Stock (PLU) > Price A + Barcode Report		
10.	Assign Prox. Bands/Cards to all Users on Exceed (if applicable)		
11.	Prepare list of Debtor Opening Balances		
12.	Prepare for Opening Stocktake		

Session 6 Training – Office Procedures

This session is also extremely important as it is not only a follow up to LIVE day to discuss outstanding issues, but it will step through the balancing and administrative processes for Sysnet. Please ensure the appropriate administration and managerial staff are available for this session.

Session 6 Date	
Session 6 Topics	Daily balancing processes, End of Periods, Using Audit Trail, Voids, Basic Sales Reporting and Debtor Maintenance

DISCUSSION NOTES

Don't forget to BACK UP your database!!

Session	**# 6 Office Procedures**
Session Topic	**2nd Day LIVE – Office Procedures**
Modules	**Processing**
	Reports
	Audit Trail
	SiPOS
	Debtors

Objectives

In this session you will:

1. Review LIVE day and discuss any outstanding issues

2. Confirm understanding of the procedure to manage voids and wastage

3. Learn how to perform Till Balancing

4. Learn and understand End of Period procedures with an understanding of their associated reports

5. Learn how to generate an Audit Trail to view transaction history

6. Learn basic debtor management functions

Requirements

Sysnet **TRAINING** Manual
Daily, Weekly and Monthly Procedures Checklist

Ensure you have organised yourself and other trainees properly in order to give your full attention to the training session and receive the maximum benefit. Also ensure that there is adequate space and a quiet area with no potential for interruptions during your training session.

SYSNET BACK UP PROCEDURES

H&L strongly recommend that a Sysnet Back up is completed as part of the venue's daily procedures to ensure that the most recent copy of your database is securely stored on an external device. It is also recommended that separate backups are completed for the End of Week, End of Month and End of Year Processes.

The most common back up devices used, are USB Memory Sticks or SD Flash Cards with a minimum of **1GB** of memory. Ideally there would be 10 backup devices clearly labelled for the following purpose:

  ➢ 7 x for Daily Backup
  ➢ 1 x End of Week Backup
  ➢ 1 x End of Month Backup
  ➢ 1 x End of Financial Year

BACK UP PROCEDURES

1. Select the appropriate daily, weekly, monthly or yearly external disk

2. Insert into the computer drive as required

3. From the Sysnet Toolbar click on the **Processing** Icon

4. Click on the **<BACKUP SYSNET>** button
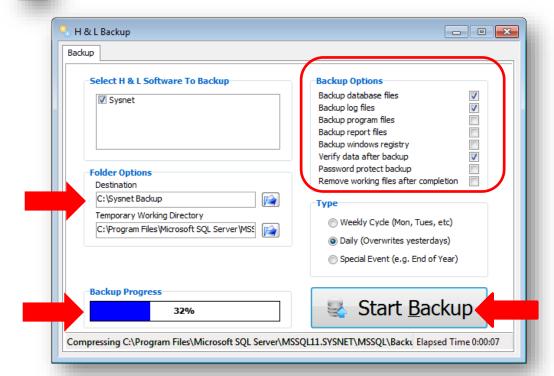
5. Ensure the **"Destination"** is selected as the correct drive for your external disk

6. Ensure the backup type is selected as **"DAILY"**

> **Note:** this can remain as **"Daily"** for Daily, Weekly and Monthly Backup types. Special Event Back up is used for "End of Year" backups.

7. Back up options should already be selected and should not be changed unless under instruction from your H&L Representative.

8. Click on **<START BACKUP>**

9. The Backup Progress will be shown on the scroll bar

10. When the backup is completed successfully, the backup screen will close and it will return to the Processing Menu.

11. Ensure the Disk is <u>removed</u> from the computer and stored in a safe location away from the Server PC i.e. Venue Safe or removed from site.

Do not leave the disk in the computer drive as in the event that the computer is damaged, the disk will most likely be damaged along with it!

H&L

Daily Procedures Checklist

**IMPORTANT! Follow the order of this list when completing each task.
Skip the tasks that are not necessary for your venue.**

☐ **Perform a Y-Read on each Point of Sale Terminal**

☐ **Enter any "Additional Revenue" and process any Account Payments in SiPOS**

For example; Public Telephone Money, Pool Table, Gaming Revenue etc.

☐ **Perform a Y-Read on the Office Location (or the location that is set for SiPOS)**

☐ **Enter all "Actual" figures into Till Balance**

Sysnet Toolbar > Till balancing > Double click on the Station (Till) to be balanced

☐ **Process all available tills in Till Balance**

☐ **Complete an End of Shift**

**End of Shift may be programmed to run automatically in your venue.
Sysnet Toolbar > Processing > End of Shift (select ALL locations)*

Optional Reports	
✓ Cash Balance	✓ Standard Profit
✓ Till Variance Report	✓ GST Profit
✓ User Cash Balance	✓ Mix & Match Report
✓ Tender Balance	
✓ Debtor Sales	
✓ Revenue Breakdown	

F.Y.I.

Automatic reports
Any of these reports can be automatically printed when the End of Period processes are performed. See page 120 for details.

☐ **Complete an End of Day**

***End of Day may be programmed to run automatically
Sysnet Toolbar > Processing > End of Day*

Optional Reports		
✓ Cash Balance	✓ Revenue (Covers)	✓ Time Sales Reports
✓ Tender Balance	✓ Flash Report	✓ False Transactions
✓ Till Variance	✓ Revenue & Tender	✓ Item Price Level Counts
✓ Debtor Sales	✓ Price Changes	✓ User Reports
✓ Revenue (Current)	✓ Mix & Match	✓ Void Reports
✓ Revenue (To Date)	✓ Discount Sales Profit	

☐ **Perform a Daily Backup of Sysnet**

Sysnet Toolbar > Processing > Backup Sysnet

Select Backup Method as "Daily" and back up to an external drive (USB Key, SD Flash Card etc.

Weekly Procedures Checklist

IMPORTANT! Follow the order of this list when completing each task.

☐ **Follow the Daily Procedures Checklist**

☐ **Ensure all Stock Transfers are entered and processed**

> *ONLY if Stock Control processes are in place*

☐ **Ensure all Liquor & Food Invoices, Credit Claims and Bonus Stock are entered and processed**

> *ONLY if Stock Control processes are in place*

☐ **Complete the Stocktake Procedures for ALL Locations**

> *ONLY if Stock Control processes are in place*

☐ **Print the Cost of Goods Report** *(OPTIONAL IF USING STOCK CONTROL PROCESSES)*
Sysnet Toolbar > Stock > Reports > Stock > Cost of Goods

> Select *WEEK*
> Select the required week from the drop down menu
> Use the group filters to modify the report

F.Y.I. **Note:** It is a good idea to review this report carefully <u>prior</u> to running the End of Week. Any issues found can be addressed before the week is closed. However, to guarantee accuracy, print the final copy of this report AFTER the End of Week is run.

☐ **Print the Profit Report**

Sysnet Toolbar > Stock > Reports > Sales Stock (PLU) > Profit Report > Historical

> Select *WEEK*
> Select the required week from the drop down menu

> Choose the location

F.Y.I. **Note:** If necessary, print 2 separate reports; one for Liquor PLU Groups and one for Food PLU Groups. Using Report Templates can be a handy tool for this report.

☐ **Complete an End of Week**
Sysnet Toolbar > Processing > End of Week

Optional Reports	
✓ Cash Balance	✓ Sales Stock Summary
✓ Petty Cash Summary	✓ Takings Analysis
✓ Petty Cash Transaction Details	✓ Takings Analysis/COGs
✓ Revenue Breakdown	✓ User Log
✓ Revenue Breakdown Summary	✓ Debtor Summary

F.Y.I. **Automatic reports**
Any of these reports can be automatically printed when the End of Period processes are performed. See page 120 for details

☐ **Perform a Daily Backup of Sysnet**

Sysnet Toolbar > Processing > Backup Sysnet

Select Backup Method as "Daily" and back up to an external drive (USB Key, SD Flash Card etc.

Monthly Procedures Checklist

IMPORTANT! Follow the order of this list when completing each task.

☐ **Follow the Daily Procedures Checklist**

☐ **Transfer all Internal Account balances to the "Write Off" Account**

☐ **Print all Debtor Statements and mail to clients**
Sysnet Toolbar > Debtors > Reports > Debtor Statements

☐ **Print a Debtor List for the Head Office or Accountant**
Sysnet Toolbar > Debtors > Reports > Debtor Statements

☐ **Ensure all Liquor & Food Invoices, Credit Claims and Bonus Stock are entered and processed**
  ➢ *ONLY if Stock Control processes are in place*

☐ **Ensure all Stock Transfers are entered and processed**
  ➢ *ONLY if Stock Control processes are in place*

☐ **Complete the Stocktake procedures for <u>ALL</u> Locations**
  ➢ *ONLY if Stock Control processes are in place*

☐ **Print the Cost of Goods Report** (*Optional if Stock Control processes are in place*)

Sysnet Toolbar > Stock > Reports > Stock > Cost of Goods

  ➢ Select *MONTH*
  ➢ Select the required month from the drop down menu
  ➢ Use the group filters to modify the report

> **F.Y.I.** **Note:** It is a good idea to review this report carefully <u>prior</u> to running the End of Month. Any issues found can be addressed before the month is closed. However, to guarantee accuracy, print the final copy of this report AFTER the End of Month is run.

☐ **Print the Profit Report**
Sysnet Toolbar > Stock > Reports > Sales Stock (PLU) > Profit Report > Historical

  ➢ Select *MONTH*
  ➢ Select the required week from the drop down menu
  ➢ Choose the location

> **F.Y.I.** **Note:** If necessary, print 2 separate reports; one for Liquor PLU Groups and one for Food PLU Groups. Using Report Templates can be a handy tool for this report.

☐ **Perform a Monthly Backup of Sysnet**
Sysnet Toolbar > Processing > Backup Sysnet
Select Backup Method as "Daily" and back up to an external drive (USB Key, SD Flash Card etc.

☐ **Age Debtors**
Sysnet Toolbar > Processing > Age Debtors

☐ **Complete an End of Month**
Sysnet Toolbar > Processing > End of Month

Optional Reports
✓ Cash Balance
✓ Revenue Breakdown

> **F.Y.I.** **Automatic reports**
> Any of these reports can be automatically printed when the End of Period processes are performed. See page 120 for details on how to do this.

💡 ***See over page for tips on understanding the End of Month Process!***

UNDERSTANDING THE END OF MONTH PROCESS

This section will detail the End of Month process in Sysnet and to explain what this process actually does. There are several tasks to consider when it comes to end of month and these can vary between venues according to the needs of the business and operating requirements. Having an understanding of how Sysnet handles end of month will assist the user in managing these areas in a timely manner.

WHAT HAPPENS WHEN END OF MONTH IS RUN?

In Sysnet, the "End of Month" process is performed from the Processing Application. Literally when this button is initiated, Sysnet will perform the following functions:

➢ Locks the Transaction Server so that sales from the <u>current shift</u> period will not be included

➢ Totals all of the "End of Shift" reports since the last End of Month and closes the period

➢ Effectively draws a line in the sand as far as a "trading period" is concerned for the purposes of reporting

➢ Closes the current day and opens a new day to allow for monthly reporting on day based data

➢ Calculates a *CLOSING VALUE* of stock on hand to compare with the opening value at the beginning of the period

   ▪ The *OPENING VALUE* is the closing value from the previous End of Month Period

   ▪ The *CLOSING VALUE* is the total value of stock on hand *AFTER* sales, stocktakes, spot checks and wastage processed during the period

➢ Calculates the total value of sales for the trading period

➢ Calculates the total cost of sales for the trading period

➢ Calculates the <u>actual</u> Gross Profit Percentages achieved for the trading period as a direct result of sales, discrepancies and wastage processed throughout the course of the period

➢ Totals and clears the month to date figures ready for the next period

WHEN SHOULD END OF MONTH BE RUN?

End of Month should <u>always</u> be run on the first day of the month or the first day of the financial period depending on how your venue manages monthly periods.

This is simply to ensure that the reporting on a complete month is consistent and accurate from period to period.

When the End of Month is <u>not</u> processed on the correct day the subsequent reporting data will include the additional days trading in that month until it is run, therefore not providing a true reflection of a month's trading activity.

Preparing for End of Month

H&L recommend that the following procedures are followed when preparing for End of Month.

Stock Management:

All stock functions should be finalised by the end of the month to ensure that the period is closed with the most accurate figures. The following areas should be covered off:

1. Ensure all stock invoices (Beverage and Food) are entered and processed so the stock on hand is up to date

2. Ensure all Stock Transfers are processed so each applicable Sysnet location is updated with current stock levels and current costs

3. Ensure any outstanding wastage is processed to ensure the stock is adjusted accordingly to account for these losses

4. Completing all of these steps in a timely fashion will ensure the stock levels are as current as possible for more effective stocktaking

5. Complete the stocktake process for all locations

Tips:

➢   Keep on top of the stock invoices and ensure they are entered <u>daily or at a minimum</u> weekly. Don't leave them all until the end of month. Doing this runs the risk of missing stock, incorrect stock levels and selling at out dated costs, impacting on your GP %.

➢   Save time by completing the bulk of your stocktakes a few days <u>before</u> the end of month. Then quick recounts can be done on any high volume products or problem stock on the day if need be.

➢   Remember that Sysnet runs a perpetual stock system, meaning stocktakes can be conducted at any time throughout the course of the month. This allows the venue to keep on top of stock takes and identify mistakes more easily.

Note: Any stocktakes left unprocessed will NOT prevent you from running your end of month process and closing the period. It simply means that once they are processed any discrepancies will fall into the next period.

Reporting

The Cost of Goods Report is an excellent tool to review carefully <u>before</u> the End of Month is run. It can assist in identifying problem areas that can be addressed before the period is closed. The Cost of Goods report provides an overall picture of the total stock movement/activity for the period.

The Cost of Goods Report can be printed from the Stock Menu under *Reports > Stock > Cost of Goods*

Need more help with Stock Reports? Speak to your H&L Trainer about our Management Reports and Advanced Stock Control Training Sessions!

Recommended Admin Procedures

1. Complete all Daily Procedures. Please refer to the Daily Procedures checklist on page 105

2. Transfer all Internal Account Balances to the "Write Off" Account (if applicable)

3. Print a Debtor List for Head Office or Accountant as required

   ➢ *Sysnet Toolbar > Debtors > Reports > Debtor List*

4. Print all Debtor Statements and mail to clients

   ➢ *Sysnet Toolbar > Debtors > Reports > Debtor Statements*

5. Perform a Monthly Backup of Sysnet

   ➢ *Sysnet Toolbar > Processing > Backup Sysnet*

   ➢ *Select Backup Method as "Daily" and back up to an external drive (USB Key, SD Flash Card etc.)*

6. If your Debtor Periods are the same as your financial periods, age the Debtor Balances (this can be scheduled to happen automatically as part of end of month)

   ➢ *Sysnet Toolbar > Processing > Age Debtors*

7. Run the End of Month procedure

   ➢ *Sysnet Toolbar > Processing > End of Month*

8. Print a Profit Report (optional)

   ➢ *Sysnet Toolbar > Stock > Reports > Sales Stock (PLU) > Profit Report > Historical*

   If necessary print 2 separate reports; one for Liquor PLU Groups and one for Food PLU Groups. Using Report Templates can be a handy tool to set up for this type of report

9. Print a new copy of the Cost of Goods report to show the final figures (optional as this can be generated at any time)

   ➢ *Stock Menu >Reports > Stock > Cost of Goods*

Points to Note:

➢ Stock Invoices cannot be "back dated" to fall into a closed period, so remember to check all invoices are entered on time

➢ Once a period is closed in Sysnet it cannot be re-opened to fix any mistakes, any adjustments made will fall into the "current" period.

> ➢ If you are having difficulty completing stock tasks (stocktakes/invoices) or debtor tasks (printing statements/ageing) before the end month, it is generally more important to roll the month (preferably before 5pm on the first day of the month) than to wait for these tasks to be completed. This will allow for correct reporting of sales, revenue, stock movements and cash balances etc. for the month. This information will be invaluable later for generating stock orders and comparing month on month figures etc.

Note: While not recommended, it is possible to use the Processed Stocktake Report for a final closing figure for accounting if need be.

Due to the nature of Debtors being run LIVE in Sysnet, it is recommended that Debtor statements are printed and debtors are aged before the venue begins trading. Otherwise any current transactions which happen during this procedure will be included in the statement and ageing

REVIEW OF LAST SESSION

Are there any questions or issues that have arisen from the first day of POS operation? Review the following:

- ➢ Price issues
- ➢ Missing inventory items
- ➢ Incorrect Barcodes
- ➢ Keyboard Changes
- ➢ Missing promotions
- ➢ Missing Debtor Accounts
- ➢ POS Operator queries
- ➢ Discount keys
- ➢ Kitchen or Order printing options
- ➢ Kitchen or Order docket customising changes

Your H&L Trainer will have provided Point of Sale Note Sheets for the staff to record any issues found on the point of sale, please review these carefully.

END OF PERIOD PROCEDURES

Your H&L Trainer will discuss the following End of Periods and their purpose.   A Checklist for each end of period has been included at the beginning of this session material to ensure each process is completed correctly.

End of Shift
This function is used to clear the totals for a particular location, to designate different periods of trading, much the same way as a Z-Reading would on a cash register.

End of Day
This function gives a total of all End of Shift readings since the last End of Day and resets the day. End of Day reports will depend on the report settings you have chosen.

End of Week
This function gives a total of all of the End of Day periods since the last End of Week and clears the week-to-date figures. The "Weekly Checklist" on page 107 should be followed. Any required reports for the week should be printed and a system back up should be done before performing End of Week.

End of Month
This function is a total of all of the End of Day periods since the last End of Month and clears the month-to-date figures. This is a very powerful routine and should only be done after following the "Monthly Checklist" on page 109 very carefully. The required reports should be printed, Debtor Statements, Debtor Ageing and a System Back up should be done before performing End of Month.

End of Year
This function is very important and should be done at the end of the operation's financial year. The process will clear all year-to-date totals. The End of Year option should only be done after the last End of Month for the year and AFTER a system backup has been performed.   This is an extremely important process and tasks MUST be completed in the correct order before closing out the year. H&L will provide an "End of Financial Year" Checklist prior to this time. Please contact your local H&L Office if you have not received one at this time.

TILL BALANCING

The Till Balancing menu is used to record ACTUAL till takings in Sysnet. This feature is highly recommended for use by H&L as it will ensure the system totals are adjusted accordingly to actual totals and produce variance reports to monitor inconsistencies. It is particularly important to use this module when exporting to a third party accounting package.
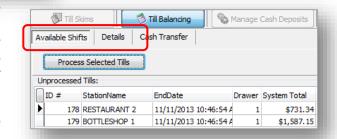
This feature must be enabled and configured before it can be used. Your H&L Trainer will discuss this with you prior to LIVE day and enable as required.
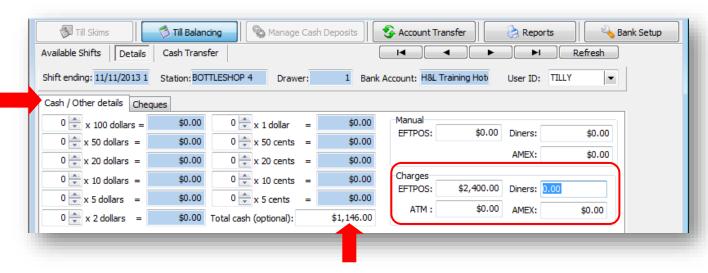
1. From the **Sysnet Toolbar** click on the **Till Balancing** Icon

1. Click on the Till Balancing Tab
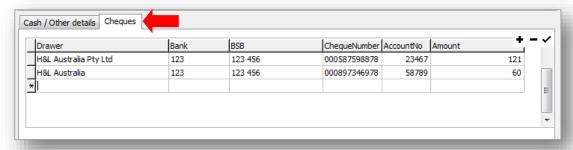
2. By default the Till Balancing window will open to the **<AVAILABLE SHIFTS>** Tab. A list of "Unprocessed tills" will be displayed. A record is created in the Till Balance Menu for a station each time a Y-Read, End of Shift is performed or User Cash Out is performed on a Waiter Float

3. Highlight the record to be processed and press the **<DETAILS>** tab

4. Select the **<CASH / OTHER DETAILS>** sub-tab. Enter the total taken per denomination OR the total cash amount in the *TOTAL CASH (OPTIONAL)* field

5. Enter the *EFTPOS* takings in the *CHARGES* area. Use the *AMEX* & *DINERS* fields to categorise the takings if desired.

6. Select the **<CHEQUES>** sub-tab to enter all cheques. Press the (+) button for each new cheque and include as many details as possible
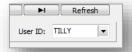
7. Press **<UPDATE>** to check your count in the bottom section of the **<DETAILS>** window. The Totals section will update to populate the *ACTUAL TOTAL* and *VARIANCE* fields
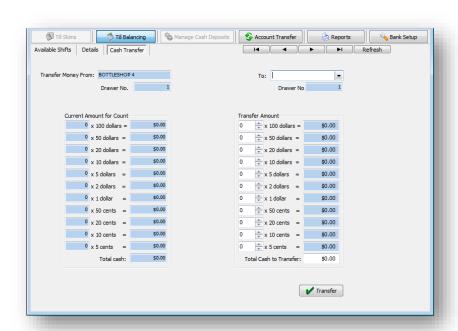
8. Check the Variance column to ensure the counts entered are correct and the variance is true

9. Select the staff member responsible for the count from the **<USER ID>** drop down box. When using Waiter Float this field is populated automatically with the float's User ID

10. When all details are correct move to the next station for balancing using the navigation arrows at the top of the **<DETAILS>** tab. Alternatively, you can return to the **<AVAILABLE SHIFTS>** tab to select the next station.
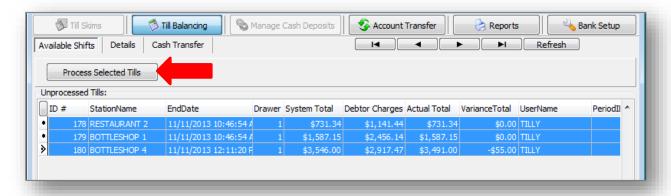
11. If C ash was transferred between tills, highlight the till where the cash was taken from and select the **<CASH TRANSFER>** tab

   ➢ Select the station where the cash was transferred **<TO>**

   ➢ Enter the dollar amounts to transfer

   ➢ Press **<TRANSFER>**
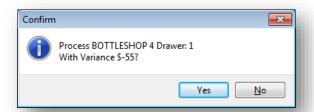
12. When all stations have been balanced they must be processed to update the System Figures

13. From the **<AVAILABLE SHIFTS>** tab highlight one or multiple stations from the list

14. Click on the **<PROCESS SELECTED TILLS>** button

15. A confirmation window will appear for each station selected for processing. This acts as a double check that variances are correct. Select **<YES>** or **<NO>** as required.

16. Once all stations have been confirmed for processing, a Till Variance Report will appear on screen showing all figures and variances. Print a hard copy if required.

Till Variance

[H&L Test] H&L Training Hotel   Printed On 12/11/2013 @ 10:08 AM

Till Read Date & Time: Monday, 11 November 2013 10:46:54AM - **Till Totals Shift ID:** 178 - **Cash Count ID:** 183 - **Entered Date & Time:** Tuesday, 12 November 2013 10:03:13AM

User ID:16 User Name:TILLY

Station: RESTAURANT 2 Drawer: 1	Cash	Cheque	EFTPOS	ATM	Diners	AMEX	Total
Till Read	$78.40	$0.00	$0.00	$0.00	$0.00	$652.94	$731.34
Actual	$78.40	$0.00	$0.00	$0.00	$0.00	$652.94	$731.34
Variance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Till Read Date & Time: Monday, 11 November 2013 10:46:54AM - **Till Totals Shift ID:** 179 - **Cash Count ID:** 181 - **Entered Date & Time:** Monday, 11 November 2013 11:07:30AM

User ID:16 User Name:TILLY

Station: BOTTLESHOP 1 Drawer: 1	Cash	Cheque	EFTPOS	ATM	Diners	AMEX	Total
Till Read	$1,587.15	$0.00	$0.00	$0.00	$0.00	$0.00	$1,587.15
Actual	$1,587.15	$0.00	$0.00	$0.00	$0.00	$0.00	$1,587.15
Variance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Till Read Date & Time: Monday, 11 November 2013 12:11:20PM - **Till Totals Shift ID:** 180 - **Cash Count ID:** 182 - **Entered Date & Time:** Monday, 11 November 2013 12:11:47PM

User ID:16 User Name:TILLY

Station: BOTTLESHOP 4 Drawer: 1	Cash	Cheque	EFTPOS	ATM	Diners	AMEX	Total
Till Read	$1,146.00	$0.00	$2,400.00	$0.00	$0.00	$0.00	$3,546.00
Actual	$1,146.00	$0.00	$2,345.00	$0.00	$0.00	$0.00	$3,491.00
Variance	$0.00	$0.00	-$55.00	$0.00	$0.00	$0.00	-$55.00
Report Total:	**$0.00**	**$0.00**	**-$55.00**	**$0.00**	**$0.00**	**$0.00**	**-$55.00**
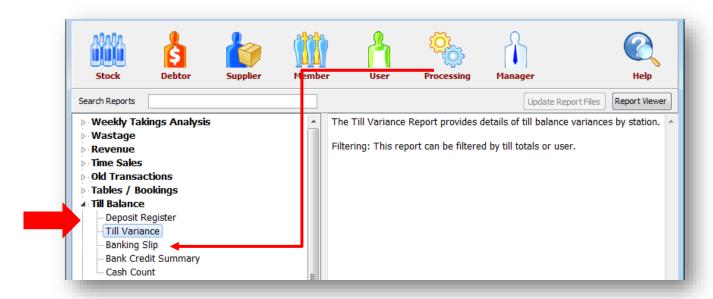
17. Till Balancing Variance reports can be reprinted at any time after processing if required:

> ➢ From the Till Balancing application click on the **<REPORTS>** button

> ➢ From the Reports application click on the *PROCESSING* icon and expand the Till Balance reports

18. Filter for *TILL TOTAL RECORDS* and/or *USER* as required

END OF PERIOD REPORTS
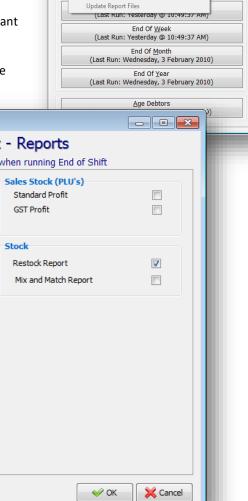
Your H&L Trainer will discuss the various End of Period reports which are available. Some of these reports are available to be printed automatically when the process is performed. If these are not required automatically, they can be manually printed at any time via the Processing or Reports menus. Your H&L Trainer will demonstrate how to print these reports and set automatic reporting.

The following key End of Period Reports will be explained by your H&L Trainer:

- ➢ Cash Balance
- ➢ Revenue Breakdown
- ➢ Void Sales Detail & Summary
- ➢ Wastage Details & Summary
- ➢ Time Sales Summary
- ➢ Profit Report

SETTING REPORTS TO PRINT AUTOMATICALLY

1. From the **Sysnet Toolbar** click on the **Processing** icon

2. Click on the *OPTIONS* dropdown menu followed by **"End of…"**

3. Each End of Period is displayed on the left side of the window

4. Highlight the desired period and make the selections to relevant reports for each period as required

5. Press **<OK>** to close the window when all selections are complete
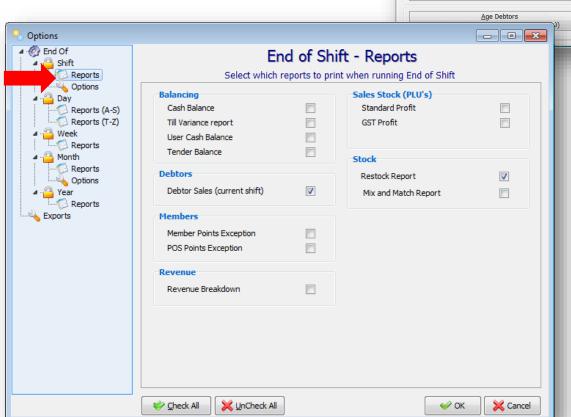
EXPORTING REPORTS TO PDF

If required, reports can be exported in pdf format to a specific location instead of printing to a physical printer. Note that both options can occur if required!

1. From the **Sysnet Toolbar** click on the **Processing** icon
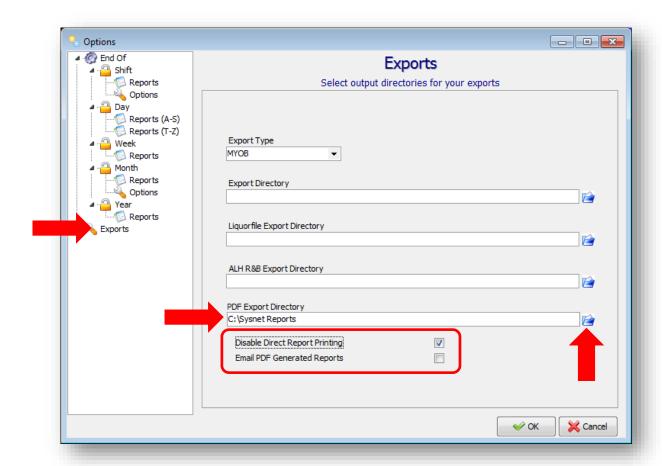
2. Click on the *OPTIONS* menu followed by **"End of..."**

3. Click on the *EXPORTS* menu from the left hand side of the window

4. Under the *PDF EXPORT DIRECTORY* specify the location for the files to be exported, or use the folder icon to browse for the location

5. Enable the *DISABLE DIRECT REPORT PRINTING* checkbox if the venue does not require physical reports to be printed (optional)

Note: Reports can also be emailed to relevant email addresses if required. This requires the Emailer Service to be installed and configured. Please discuss with your H&L Trainer if you would like to use this feature.

6. Press **<OK>** to complete the changes and close the Options window

REFUND / VOID SALE PROCEDURES

The following procedure is used to refund or reverse sales, that *HAVE* been finalised at the Point of Sale, and need to be corrected. For example:

➤ Paid to the incorrect tender i.e. paid to cash and should have been paid to EFTPOS
➤ Wrong items charged and must be refunded to balance inventory and banking
➤ Refund to customer - complaint, operator error, overcharged

For balancing, stock control and consistency purposes the sale should be reversed on the same Point of Sale Terminal as the original transaction, within the same shift.

The use of the Refund/Void function can be locked via User Security Access to senior staff if required at the discretion of the venue. However, all Refunds/Voids can be tracked using the Void Sales Detail and Void Sales Summary Reports.

EXCEED

IMPORTANT NOTE: User Security Access to **"Refund Sales"** at POS must be enabled for the appropriate Users in order to process Refunds. Please see your H&L Representative for more information.

Refund Item

1. Press the **<REFUND>** key

2. Enter the quantity to be voided (not necessary if the quantity = 1)

3. Select the item to be voided. This will appear as a negative quantity in the current sale bar and as a negative quantity and value in the sales grid

4. Finalise the sale to the tender that was originally used

Refund Sale

1. Ring up all items from the original transaction which must be voided

2. Press the **<REFUND SALE>**

3. Select **<YES>** to confirm the whole sale refund. This will change all items in the current sale grid to negative quantities and values

4. Finalise the sale to the tender that was originally used.

Note: Exceed can be enabled to auto print all receipts for refunds and voids. These can be included with all daily banking details for cross checking. Please see your H&L Representative for more information.

VERSATERM

1. Press the **<CREDIT ITEM>** key. The screen will display **"Credit Item"**

2. Select the item to be voided. This will appear on screen as a negative quantity and amount if entered correctly

3. Repeat steps 1 & 2 for each subsequent item which must be voided

4. Finalise the sale to the tender that was originally used

> **Note:** On Versaterms the **Credit Item** key can be either password protected OR Key Security can be enabled to prevent unauthorised use. However, all Refunds/Voids can be tracked using the Void Sales Detail and Void Sales Summary Reports.

SIPOS (OFFICE POINT OF SALE)
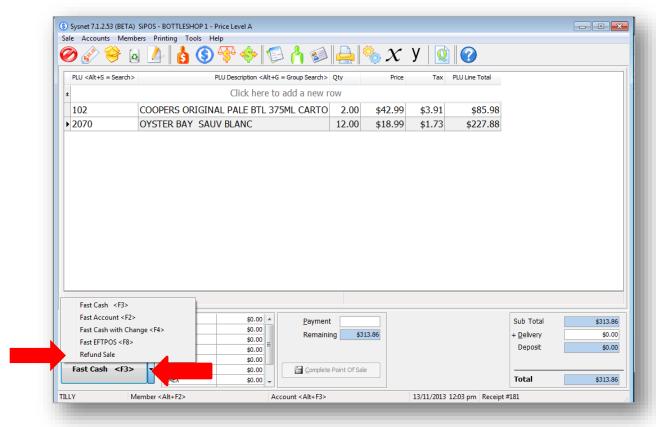
> **Reminder!** Check SiPOS is pointing to the correct **Station** before you start. This will be displayed at the top of the SiPOS Window when it is open. To change the station click on the **Configuration & Settings** Icon to open the preferences window, then select the required station from the dropdown list. Click on **<SAVE & CLOSE>** to update the station

1. From the **Sysnet Toolbar** click on the **SiPOS** Icon
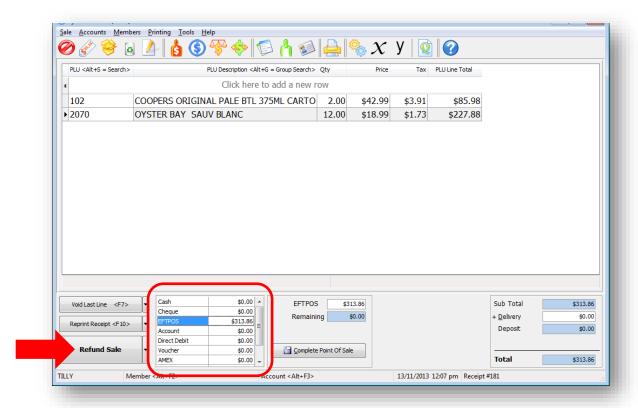
2. Enter the PLU number of the item to be voided <u>OR</u> use the **<ALT + S>** key to search for the PLU

3. Enter the correct quantity into the *QUANTITY* field

4. Press the **<ENTER>** key until a new line appears and the sale total is updated

5. Repeat with any remaining items to be voided

6. Select **<REFUND SALE>** from the fast key finalisers at the bottom
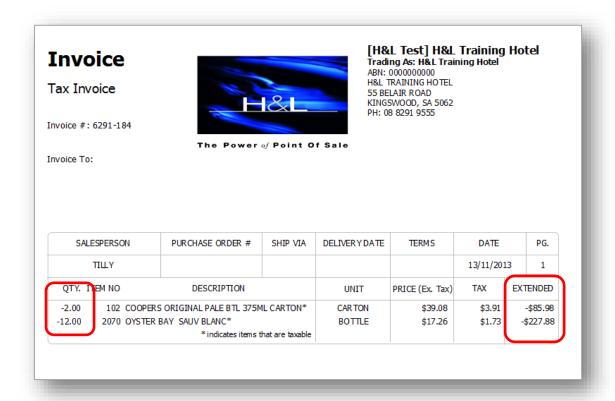
7. Enter the amount against the same tender used previously

8. Press the **<REFUND SALE>** button to complete the refund

9. All items will be processed accordingly as a negative quantity and value

AUDIT TRAIL

Sales can be reversed / voided from the Audit Trail where required. These will appear in the Audit Trail with the same docket number and are recorded against the same POS station as the original transaction.

Sales can be reversed from the Audit Trail in the following scenarios:

> - Only *CURRENT SHIFT* sales can be reversed

> - This does <u>NOT</u> include Table Sales as these must be refunded via the POS where the original sale was processed

> - User Security Access to **"Reverse Transactions"** for Audit Trail must be enabled for the appropriate Users to perform this function.

1. From the **Sysnet Toolbar** click on the **Audit** Icon
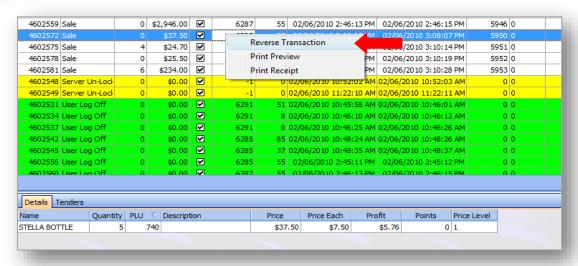
2. Use the Filters as required to locate the Sale to be voided
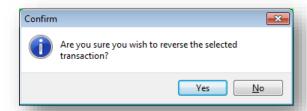
F.Y.I.   **Note:** for more information on using Audit Trail, please see the section in this manual on Audit.

3. Right click on the transaction and select **"Reverse Transaction"**
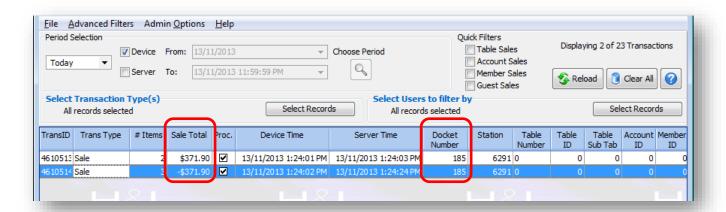
4. Select **<YES>** to the confirmation

5. The Transaction will be completely reversed against the same <u>station</u> and <u>tender</u> as the original transaction

6. This reversal will appear as a separate transaction in Audit Trail but uses the same docket number as the original sale
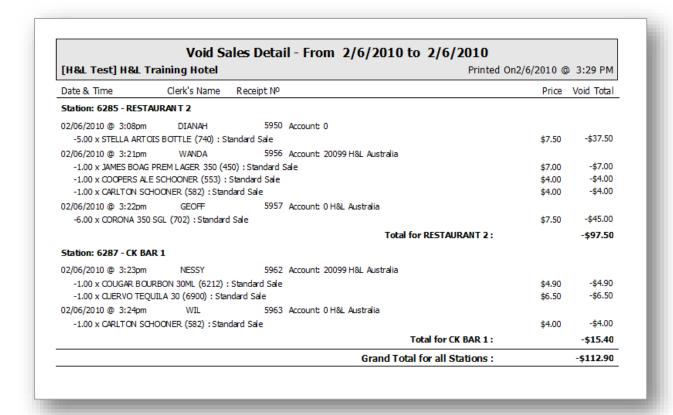
VOID REPORTS

The Void Sales Detail (recommended) and/or Void Sales Summary reports can be set to print automatically during the End of Day process.

Alternatively they can be manually printed from:
  ➤ *Reports Menu > Processing > Old Transactions > Void Sales (Detail or Summary)*

The Void Sales reports provide a great auditing tool on a daily basis to cross check daily User activity, also to see where mistakes are being made and if retraining is required.
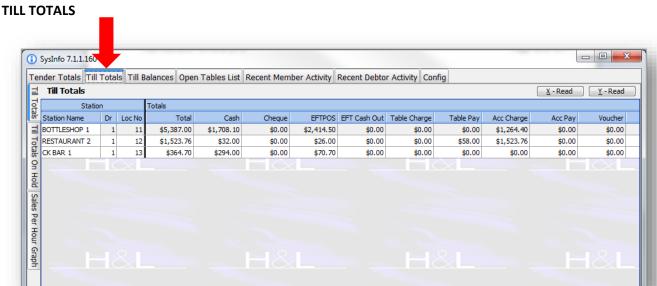
SYSINFO

SysInfo is a back of house application which provides a snapshot of the current activity in the venue. An excellent management tool, SysInfo provides an overview of information such as current till totals, open tables, recent debtor and member activity in the venue and sales activity in graphical format.

1. From the **Sysnet Toolbar** click on the **SysInfo** icon

2. The application will open to display the current shift information

3. A series of Tabs along the top and the left hand side indicate the functions available within SysInfo

TILL TOTALS
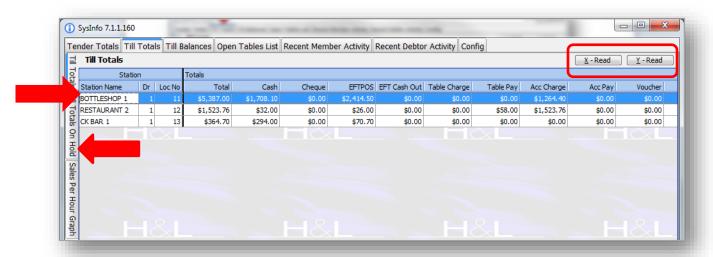
1. By default SysInfo will open to display the <u>current</u> Till Totals
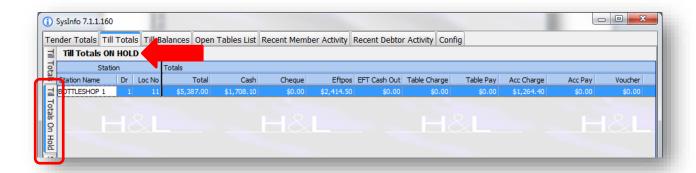
    Note: This can be handy monitor the current cash on hand for particular stations and if a till skim is required during service.

2. An X or Y-Read can be performed on any station from within SysInfo if required

3. Highlight the station from the Till Totals *LIST* and press the X-Read or Y-Read button

4. Once a Y-Read has been performed on a station, the station totals will be cleared and the record will now appear under the **<TILL TOTALS ON HOLD>** tab (left hand side)

5. Till totals on hold will be cleared once an End of Shift has been run on the location

TILL BALANCES

If the venue is using the Till Balancing feature, this tab will display a list of all records sitting in Till Balance which have yet to be processed. This list will be cleared as the records are processed.

OPEN TABLES LIST

This tab will list all open tables in the venue, including the date/time they were opened and current table balance. This tab is handy to monitor to ensure tables are not being left open for days at a time which will affect reporting.

Right clicking on a record will immediately update the table data in SysInfo rather than waiting for the configured update refresh rate. This feature is only available from the **<OPEN TABLES LIST>** tab

Clicking on the (+) symbol next to the table will expand the record to display more details which includes:

> *TABLE DETAILS* – lists of all Items charged to the table
> *TABLE PAYMENTS* – any payments made to the table including amount and tender method
> *SPLIT BILLS* – any split bills created and/or processed for the table
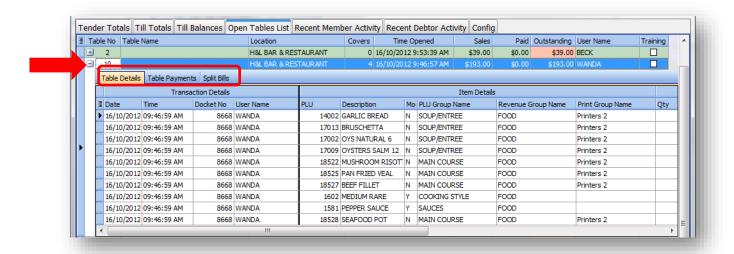
TABLE DETAILS

The table details tab is broken down into two sections:

Transaction Details	Shows the date and time each item was charged to the table along with the docket number and User who charged the items
Item Details	Shows details on each individual item charged to the table, including item PLU number and description, PLU and Revenue Group the items belong to, which printer group they are linked to, which modifier type is selected for the item and the quantity charged.

TABLE PAYMENTS

This tab details each payment made to the table including the date/time and the payment method. Additional information includes any surcharges, tips and/or service charges applied to the table.

SPLIT BILLS

This tab shows any split bills which have been created for the table account. The status of the bills is displayed as "open" or "completed" and includes the amount(s) paid and owing on the bills. The user can also see if any open tables have been performed while in training mode. The training mode check box will be enabled to indicate a training mode table.

RECENT MEMBER ACTIVITY

When the venue is using Sysnet Members, this tab will show the members who have visited the venue most recently. Members are listed by the date and time they last visited and information also includes the value spent, points awarded and redeemed, and current points balance.

RECENT DEBTOR ACTIVITY

Similar to the Members Activity this tab will display all recent activity on Debtor Accounts in the venue. The date and time of last activity is listed along with the Account Name details and current balance outstanding.
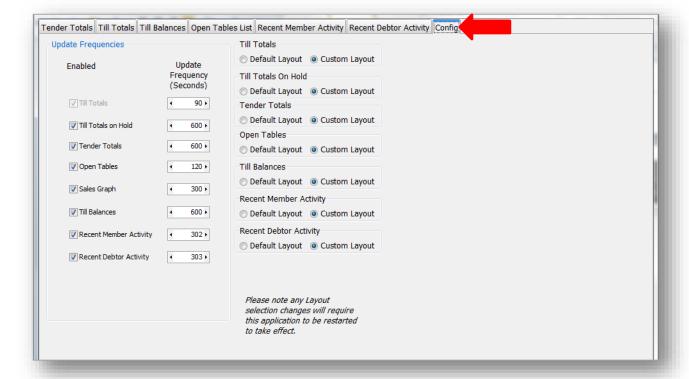
CONFIG

The Config tab is used to configure the update frequencies of the information displayed in SysInfo. The user can select which tabs are displayed in SysInfo which is handy to remove any areas the venue does not require e.g. disable the Members Activity tab if members are not in use.

The update frequency (in seconds) relates to how often the information is refreshed in SysInfo when the application remains open. SysInfo references the Transaction Server/POS Controller to update the information on screen.

Custom Layout means the user can order columns on screen within each tab to suit their viewing requirements. These changes are saved when SysInfo is closed and re-opened. When Default Layout is selected, any changes will not be saved.

USING AUDIT TRAIL

Audit Trail is an electronic journal of all activity and transactions performed at the Point of Sale Terminals in the venue. It contains a series of filter options to allow the user to sort and group transactional information in a variety of ways to audit activity on demand.

By default the Audit Trail will store 31 days of transactional data at any time. This can be extended however please **do not** attempt to do so without guidance from your H&L Representative, as this can significantly increase the size of your database. The Audit Trail can be extended to store a maximum of 60 days of transactions, but this would depend significantly on the available memory and operational resources of the Sysnet Server PC.
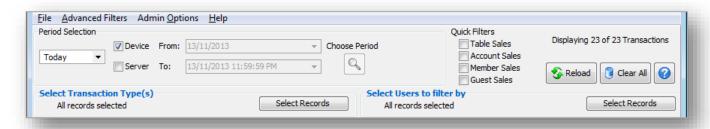
Please discuss these options with your local H&L Representative.

1. From the **Sysnet Toolbar** click on the **Audit** Icon

2. By default the Audit Trail will open to present the *CURRENT SHIFT* activity

3. The top section of the Audit Trail window presents the different filtering options available. These are all used to narrow the search for specific transactional activity.

Period Selection	Click the dropdown box to select a period of transactional information:
	➢ Today
	➢ Yesterday
	➢ Last Week
	➢ Last month
	➢ Custom – allows the user to pick the date range or choose the relevant trading period
Device or Server	Indicates the option of viewing the time the transaction was processed at the POS terminal or when it was processed through the Transaction Server
Quick Filters	View specific and most commonly used transaction types – Table Sales, Account Sales Member Sales and Guest Sales
Reload	Reloads the Grid once new filters have been selected
Clear All	Clears all current filtering options
Help?	Links to the Audit Trail section of the Help File
Select Transaction Type(s)	Filter for more specific transaction types such as Kitchen Print, Sales, Till Reads, Add Table etc.
Select Users to Filter	Filter for transactions by a selected user
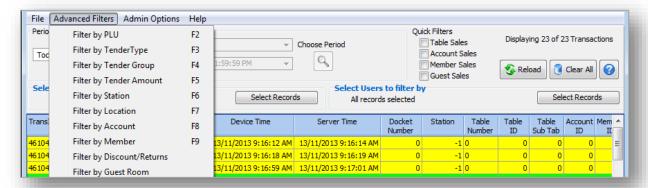
4. Use the **Advanced Filters** menu at the top of the Audit Trail window to select more specific options for filtering

5. The **File** menu allows the user to set the current view of data to be the default view. It also offers options for
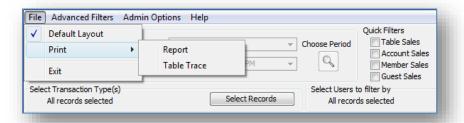
💡 **Note:** function key shortcuts can also be used for these features
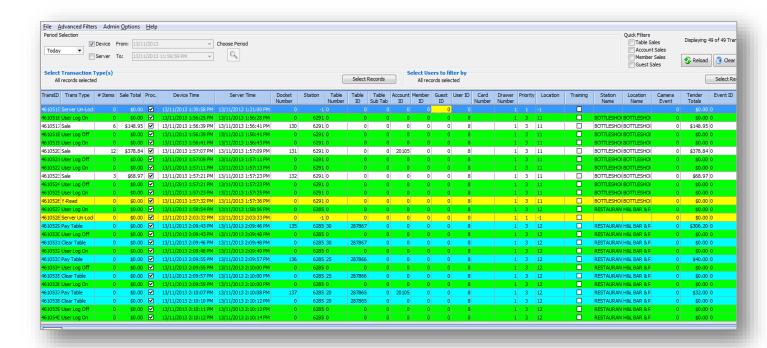
reprinting table dockets using **Table Trace**, printing the current grid data and exiting the Audit Trail.

6. General details of all transactions processed by the Transaction Server will appear in the list when Audit Trail is

opened or data is filtered in the grid

7. When a sale is highlighted from the grid, the details of the sale will appear in the **<DETAILS>** tab below
8. Click on **the <TENDERS>** tab to see how the sale was tendered
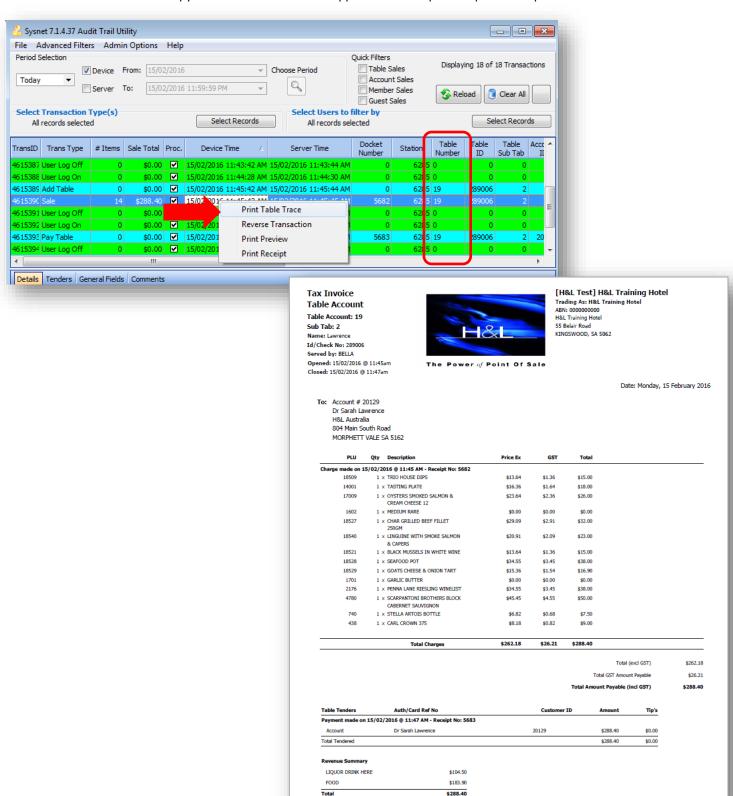
9. Table Account Invoices can be reprinted from the Audit Trail if required:

   ➢ Select the required day, range or period

   ➢ Click on the **Table Sales** Quick Filter option

   ➢ Click on the **<SELECT TRANSACTION TYPE(S)>** filter and select "Sale" (Transaction Type #100) to display all Table Sales in the grid

- ➢ Click on the **"Table Number"** column to sort the Table Numbers in order
  Scroll down to locate the appropriate table account

- ➢ Right click on the transaction and select **"Print Table Trace"**

- ➢ A copy of the Table Account will appear with the option to print as required
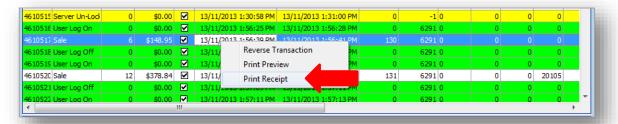
REPRINT RECEIPTS FROM AUDIT TRAIL

1. Locate the desired transaction in Audit Trail

2. Right click on it and select *PRINT RECEIPT*
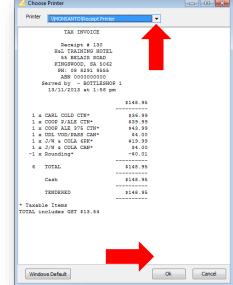
3. Select the desired *RECEIPT PRINTER* from the dropdown list

4. The receipt detail will be displayed in the window

5. Press **<OK>** to print the receipt
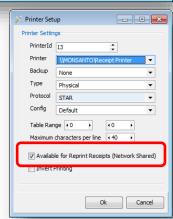
IMPORTANT NOTES:

1. This feature is designed for use with dedicated <u>receipt</u> printers only

2. It will <u>not</u> produce a receipt on Report Printers

3. The Receipt Printer(s) must be set to network sharing in Utilities to enable this feature

   ➢ Open the **Utilities** Menu

   ➢ Click on the **<PRINTERS>** tab

   ➢ Double click on the desired printer from the list

   ➢ Ensure the **"Available for Reprint Receipts (Network Shared)** option is enabled

   ➢ Press **<OK>**

   ➢ Repeat for all applicable Receipt Printers

BASIC DEBTOR FUNCTIONS

This section will discuss how to perform basic debtor functions including account payments, printing statements at end of month and ageing debtor balances.
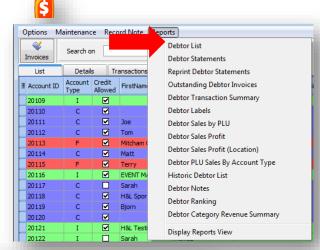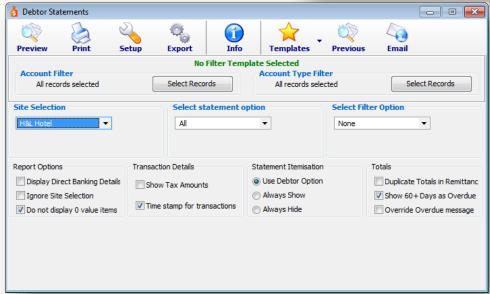
> If your venue intends to use the Debtor functions extensively, then H&L recommend you take advantage of our Debtor Management Training session! This is a detailed session covering all areas of debtor management, reporting and use at the point of sale.

PRINT DEBTOR STATEMENTS

This process forms part of the End of Month Procedure Checklist. The venue should generate statements for those applicable account types before ageing debtors is performed.

1. From the **Sysnet Toolbar** click on the **Debtors** icon

2. Click on the **<REPORTS>** button

3. Select *DEBTOR STATEMENTS*

4. Select the desired filtering options for the statement from the report filter window

5. Click on the **<PREVIEW>** icon to review the statements on screen

6. Once all statements are reviewed, print as required

STATEMENT

For Period Ending: 13/11/2013

Please Note: This statement is made up to the end of the period, any payments received after this date will be credited on the next statement.

[H&L Test] H&L Training Hotel
Trading As: H&L Training Hotel
55 Belair Road
Kingswood NSW 5062

Phone: 08 8291 9555
Fax: 08 8291 9550

Email: adminsa@hlaustralia.com.au
Web: www.powerofpos.com.au

ABN: 0000000000

The Power *of* Point Of Sale

Re: H&L Executive Team Conference
23 North Terrace
ADELAIDE SA 5000

Account ID: 20120   Balance brought forward: $0.00

Date	Invoice Number	Details		Debit	Credit	Balance
13/11/2013	144	Table charge at 3:31 PM from H&L BAR & RESTAURANT Payment on Table# 1		$ 124.50	$ 0.00	$ 124.50
13/11/2013	148	Sale made at 3:33 PM from CK BAR		$ 541.30	$ 0.00	$ 665.80
13/11/2013	149	Sale made at 3:34 PM from CK BAR		$ 201.45	$ 0.00	$ 867.25
13/11/2013	152	Table charge at 3:35 PM from H&L BAR & RESTAURANT Payment on Table# 30		$ 1,872.50	$ 0.00	$ 2,739.75

AGEING DEBTOR BALANCES

Important Note: This process will age the outstanding debtor balances and cannot be reversed. Before attempting this function, ensure all statements have been printed and a Backup of the Sysnet Database has been performed.

1. From the **Sysnet Toolbar** click on the **Processing** icon

2. Click on the **<AGE DEBTORS>** button

3. A warning prompt will appear to remind the user to print statements

4. Another prompt may appear to remind the user that a database back up has not yet been completed

Warning

It is advised that you print all required Debtor reports and statements before running this process

OK

Warning

It has been more than 22 hours since a database backup was performed.

As this process cannot be reversed, it is highly recommended that a fresh backup be done before continuing!

Last Database Backup: 13/11/2013 3:48:15 PM

Abort   Ignore

7.1.2.34 (BETA) Processing
Print   Options   Run   Plugins   Help

Backup Sysnet

Run Till Balance

End of Shift

End Of Day
(Last Run: Monday, 11 November 2013)

End Of Week
(Last Run: Monday, 11 November 2013)

End Of Month
(Last Run: Wednesday, 3 February 2010)

End Of Year
(Last Run: Wednesday, 3 February 2010)

Age Debtors
(Last Aged: Thursday, 4 February 2010)

5. Once all statements have been printed and a backup done the following confirmation will appear

6. The confirmation message relates to Syswan Groups to alert the user only the debtors belonging to the current site will be aged during this process

7. Press **<YES>** to continue

8. A confirmation message will appear once the ageing process is completed

9. Press **<OK>** to return to the Processing menu
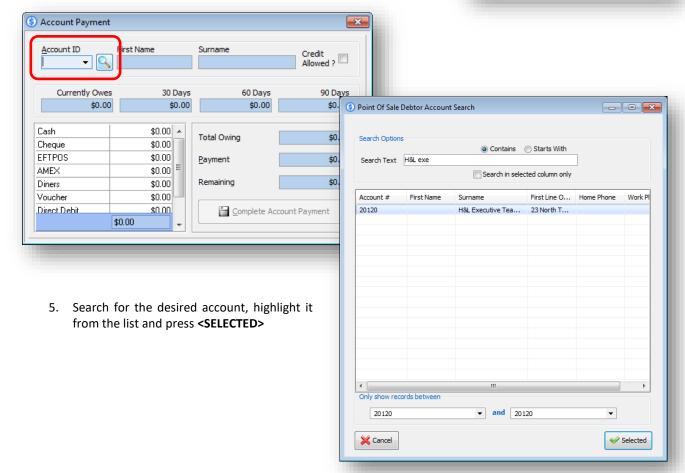
PAY DEBTOR ACCOUNTS

SiPOS

1. From the **Sysnet Toolbar** click on the **SiPOS** icon

2. Click on the ACCOUNTS dropdown menu

3. Select "Pay Account"

4. Enter the *ACCOUNT ID* if known or click on the search icon   to look for the account

5. Search for the desired account, highlight it from the list and press **<SELECTED>**
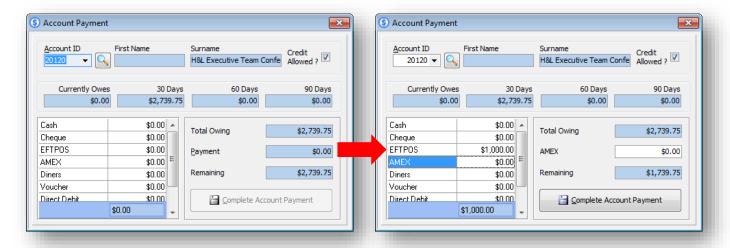
6. The current balances will be displayed for the account

7. Enter the payment amount against the relevant tender field
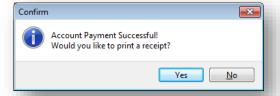
   Note: Split payments can also be performed by typing the amount against each tender accordingly

8. The remaining balance will be displayed

9. Click on the **<COMPLETE ACCOUNT PAYMENT>** button to complete the account payment

10. A confirmation message will appear and the user can print a receipt if required
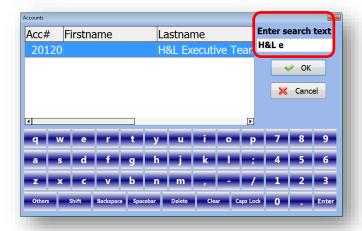
Exceed

In order to pay accounts on Exceed there must be an **Account Payment** key (Account Key Type ID#37) configured onto the keyboard. Optionally an Account Balance key (Account Key Type ID #31) can also be handy to have on the keyboard.

1. Log onto the **Exceed** terminal as normal

2. Locate and Press the **<ACCOUNT PAY>** button

3. Search for the account as required

4. highlight it from the list and press **<OK>** to continue

5. A window will appear to display the current account balance and available tenders for payment

6. Enter the account payment value into the relevant tender field

7. Press **<OK>** to continue with the payment

8. The user will be prompted for a receipt to print as required

SYSNET SALES AND BALANCING REPORTS

The following section will provide details on some of the key balancing and sales reports in Sysnet. These reports include:
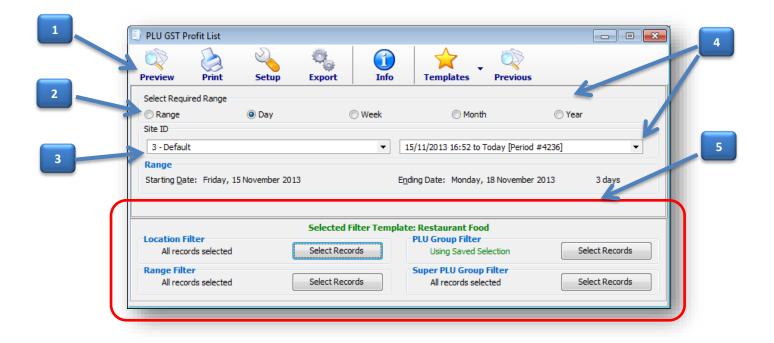
- ➢ Cash Balance
- ➢ Revenue & Tender Summary
- ➢ Debtor Sales
- ➢ PLU Profit
- ➢ Comparative Gross Sales Analysis

- ➢ Revenue Breakdown Current
- ➢ Time Sales
- ➢ Discount Sales
- ➢ Void Sales Detail
- ➢ Cost Analysis

THE REPORT FILTERING WINDOW

Each Sysnet Report will present a report filtering window once the report is opened. This filtering window allows the operator to choose various date or period, grouping and sorting options as desired before printing or previewing the report.

A typical report filtering window is displayed below for the PLU Profit GST Report which is a commonly used report in Sysnet.

1. The **Task Icons** along the top represent the different functions available. This is standard in all report filtering windows:

    Preview - Previews the report to screen

    Print - Prints the report immediately to the default network printer
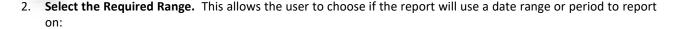
    Setup - Allows the user to change to another network printer when printing the report

    Export - Allows the user to export the report to a number of different formats

    Info - Provides a brief description of the report detail

    Templates - Allows the user to create, save and use various templates for the report

    Previous - Returns the user to the report viewer window to see previously filtered reports

2. **Select the Required Range.** This allows the user to choose if the report will use a date range or period to report on:

    ➢ **Range** – allows the user to select a date range and in some cases by hour to report on

    ➢ **Period** – uses the periods created in Sysnet. This means each time an "End of Period" process such as End of Day, Week, Month and Year, the reporting period is created.
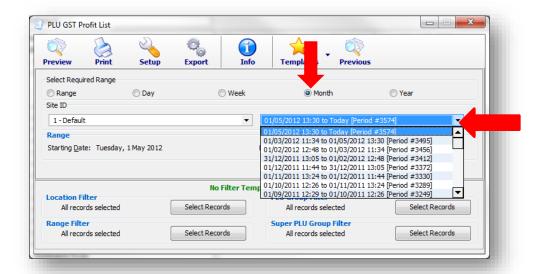
    Note: This is the most recommended method for reporting as it covers the period of trade, particularly as many venues can trade over two days e.g. open 10am and trade until 2am the following morning.

3. **Site ID** – choose the site from the dropdown list to report on.

    Note: This option applies to <u>Syswan Sites</u> only. For all other venues the site ID will generally be displayed as **"Default"** or the venue name.

4. When a period is selected for reporting i.e. Day, Week, Month or Year, select the relevant period from the drop down list

5. **Filtering Options** – the various filtering options available for the report. Click on the **<SELECT RECORDS>** button next to the desired filter to select as required

CASH BALANCE REPORT

				Bank			Account	Account	Table	Table	StoreCrd	StoreCrd		Station
Station Name	Cash	Cheque	EFTPOS	Total	ATM	Payout	Sales	Payments	Charges	Payments	Sales	Credit	Vouchers	Total
Cash Balance - From 15/11/2013 To 15/11/2013														
[H&L Test] H&L Training Hotel											Printed On 15/11/2013 @ 2:42 PM			
Location: 11 - BOTTLESHOP														
6291 BOTTLESHOP 1	$1,264.65	$2,345.00	$2,278.00	$5,887.65	$0.00	$0.00	$696.97	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,584.62
BOTTLESHOP Totals:	$1,264.65	$2,345.00	$2,278.00	$5,887.65	$0.00	$0.00	$696.97	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,584.62
Location: 12 - H&L BAR & RESTAURANT														
6285 RESTAURANT 2	$4,192.25	$0.00	$3,057.45	$8,172.25	$0.00	$0.00	$1,053.45	$0.00	$9,105.70	$9,105.70	$0.00	$0.00	$0.00	$9,225.70
		Amex:	637.04											
		Diners:	285.51											
H&L BAR & RESTAURANT Tota	$4,192.25	$0.00	$3,980.00	$8,172.25	$0.00	$0.00	$1,053.45	$0.00	$9,105.70	$9,105.70	$0.00	$0.00	$0.00	$9,225.70
		Amex:	637.04											
		Diners:	285.51											
Location: 13 - CK BAR														
6287 CK BAR 1	$3,139.35	$0.00	$2,378.00	$5,517.35	$0.00	$0.00	$2,176.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,693.35
6288 CK BAR 2	$172.85	$0.00	$0.00	$172.85	$0.00	$142.35	$350.40	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$523.25
CK BAR Totals:	$3,312.20	$0.00	$2,378.00	$5,690.20	$0.00	$142.35	$2,526.40	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,216.60
Report Totals:	$8,769.10	$2,345.00	$8,636.00	$19,750.10	$0.00	$142.35	$4,276.82	$0.00	$9,105.70	$9,105.70	$0.00	$0.00	$0.00	24,026.92
		Amex:	637.04											
		Diners:	285.51											

DESCRIPTION

As the name would suggest the Cash Balance Report provides a complete tender breakdown to assist primarily in the reconciliation of daily takings. It displays the breakdown of Cash, Cheques and Credit Cards processed through the point of sale broken down by location and POS Station. The report can be printed by date range or period and is recommended for use with all End of Period Processes.

Along with the expected banking figures, the Cash Balance Report displays the total amounts of Debtor Account charges and payments, Table charges and payments, and Vouchers. When the Till Balancing feature is enabled, the Cash Balance Report will reflect actual banking figures entered rather than theoretical or "system" figures.

GETTING THE REPORT

The Cash Balance Report can be found in two ways:

1. *Sysnet Toolbar > Processing > Print > Cash Balance Report.*
2. *Sysnet Toolbar > Reports Menu > Processing Icon > Cash Balance Report.*

FILTERING THE REPORT:

The Cash Balance Report can be filtered in a couple of different ways:

1. **Date Based or Period Based** - Using a selected date range or period based; using reporting for each period of trade. (Day, Week, Month or Year)

2. Additional filtering by Location and Station

HINTS ON READING THE REPORT

- *BANK TOTAL* = Cash + Cheque + EFTPOS

- *STATION TOTAL* = BankTotal + ATM +AccCharge -AccPay + TableCharge - TablePay + Voucher + GuestCharge – GuestPay + Visa - StoreCredit - DepositPaid + DepositRedeemed

    > **Note:** Cash Payout figures are represented but already accounted for in the cash column i.e. cash amount has been reduced accordingly.

- *TABLE CHARGES and TABLE PAYMENTS* should always be equal for the <u>report totals</u> unless there are open tables

    > **Note!** Charges and Payments by location may be different due to charges made in one location but the table is paid in another. However the <u>report totals</u> should match.

- *ACCOUNT SALES* = total value charged to any Debtor Accounts for the period of the report

- If Cash, Cheque, EFTPOS or Account Sales Figures are incorrect, it shows that staff have used the incorrect finalisers at point of sale

- If Cheque or EFTPOS are not accepted methods of payment, it is recommended that these finalisers be removed from each point of sale terminal.

WHAT IS THE CASH BALANCE REPORT USEFUL FOR?

- Determining the total banking figures for the period under review

- Determining the total account sales and payments for the period under review

- Detailing table charges and payments made at each Station and in each location

- Highlighting any differences in charges and payments due to tables left open

- Determining the total takings for the period under review

- Comparing report totals with the Revenue Breakdown Report

WHEN SHOULD CASH BALANCE REPORT BE USED?

H&L recommend printing the Cash Balance Report on a daily basis to compare with the Revenue Breakdown Report. It is also important to print it as part of weekly and monthly processes.

The report can be set to print automatically as part of all End of Period processes and would be a recommended setting.

If Till Balancing is enabled, the Cash Balance Report will display "actual" banking totals instead of "system" totals.

REVENUE BREAKDOWN REPORT – CURRENT (SHOWS PROFIT)

Revenue Break Down - From 16/4/2013 To 16/4/2013

[H&L Test] H&L Training Hotel   Printed On 16/4/2013 @ 3:33 PM

Revenue Group	Total Sales $ Inc	Internal Sales $ Inc	Reportable Rev $ Inc	Tax Payable	Expected Costs and Profit (All Values are Exclusive of TAX)				
					Total Sales $ Ex	Cost of Sales	Gross Profit $	Gross Profit %	Sale RG%
Location: BOTTLESHOP									
CHIPS & NUTS [GL: 4-7017]	$114.60	$0.00	$114.60	$8.02	$106.58	$71.76	$34.82	32.67%	1.09%
			GST $	$8.02					
BACCO & CIGARETTES [GL: 4-4019]	$216.00	$0.00	$216.00	$19.64	$196.36	$152.96	$43.40	22.10%	2.05%
			GST $	$19.64					
LIQUOR TAKEAWAY [GL: 4-4014]	$3,954.48	$0.00	$3,954.48	$359.50	$3,594.98	$2,465.32	$1,129.66	31.42%	37.47%
			GST $	$359.50					
VENDING CIGARETTES [GL: 4-4019]	$654.00	$0.00	$654.00	$59.46	$594.54	$0.00	$594.54	100.00%	6.20%
			GST $	$59.46					
ACCOMODATION [GL: 4-4020]	$38.40	$0.00	$38.40	$3.49	$34.91	$22.32	$12.59	36.06%	0.36%
			GST $	$3.49					
UNDERS/OVERS [GL: 4-4021]	-$49.20	$0.00	-$49.20	-$4.47	-$44.73	$0.00	-$44.73	0.00%	-0.47%
			GST $	-$4.47					
Rounding [GL: 4-5011]	-$0.01	$0.00	-$0.01	$0.00	-$0.01	$0.00	-$0.01	0.00%	0.00%
			GST $	$0.00					
BOTTLESHOP Totals:	$4,928.27	$0.00	$4,928.27	$445.63	$4,482.64	$2,712.36	$1,770.28	39.49%	46.70%
			GST $	$445.63					
			PST $	$0.00					
Location: H&L BAR & RESTAURANT									
LIQUOR DRINK HERE [GL: 4-7015]	$1,579.85	$49.70	$1,530.15	$139.11	$1,436.23	$443.36	$992.86	69.13%	14.97%
			GST $	$139.11					
FOOD [GL: 4-7016]	$4,686.60	$516.00	$4,170.60	$377.42	$4,263.37	$2.34	$4,261.02	99.95%	44.41%
			GST $	$377.42					
ACCOMODATION [GL: 4-4020]	$30.00	$0.00	$30.00	$2.73	$27.27	$0.00	$27.27	100.00%	0.28%
			GST $	$2.73					
UNDERS/OVERS [GL: 4-4021]	-$699.05	$0.00	-$699.05	-$63.55	-$635.50	$0.00	-$635.50	0.00%	-6.62%
			GST $	-$63.55					
SURCHARGES	$7.84	$0.00	$7.84	$0.27	$7.57	$0.00	$7.57	100.00%	0.07%
			GST $	$0.27					
CLUB DISCOUNT [GL: 4-4022]	-$8.00	$0.00	-$8.00	-$0.73	-$7.27	$0.00	-$7.27	0.00%	-0.08%
			GST $	-$0.73					
STREET SMART [GL: 4-4023]	$28.00	$6.00	$22.00	$2.00	$25.45	$0.00	$25.45	100.00%	0.27%
			GST $	$2.00					
H&L BAR & RESTAURANT Totals:	$5,625.24	$571.70	$5,053.54	$457.25	$5,117.11	$445.70	$4,671.41	91.29%	53.30%
			GST $	$457.25					
			PST $	$0.00					
Report Totals:	$10,553.51	$571.70	$9,981.81	$902.87	$9,599.76	$3,158.07	$6,441.69	67.10%	
			GST $	$902.87					
			PST $	$0.00					

Internal GST $ $50.88 *(Total Sales $ Ex is calculated by removing Tax Payable and Internal GST $)*

DESCRIPTION

The Revenue Breakdown Report is a summary report of total revenue achieved per location and across the entire venue for the period under review. It also displays the cost of sales, gross profit figures on sales, reportable revenue and TAX collected on sales.

The Revenue Breakdown Report references the Revenue Groups set up in the Sysnet database which can be customised to suit the reporting needs for each venue.

Operational Management will use the Revenue Breakdown Report in conjunction with the Cash Balance Report for balancing purposes and to monitor the sources of revenue by location.

Company Directors will use the report in conjunction with the Cost of Goods Report to see how and where the revenue has been achieved, and also to monitor Gross Profit percentages on sales.

GETTING THE REPORT

The Revenue Breakdown Report can be found in two ways:

1. *Sysnet Toolbar > Processing > Print > Revenue Breakdown Current (Shows Profit).*
2. *Sysnet Toolbar > Reports Menu > Processing Icon > Revenue Breakdown Current (Shows Profit*

Note: It can be set to print automatically when running End of Periods (See your H&L representative for more information)

FILTERING THE REPORT:

The Revenue Breakdown Report can be filtered in a number of different ways:

3. **Date Based or Period Based** - Using a selected date range or period based; using reporting for each period of trade. (Day, Week, Month or Year)

4. Additional filtering by Location and Revenue Group

5. **Hide Section?** – Select **<NO>** and the report will print including any Sections being utilised within Sysnet Locations. Select **<YES>** to hide sections if this feature is not being used in the venue.

Note: Sections can be created within Sysnet Locations to allow for separate reporting without changing the stock control set up.

6. **Grouping** – choose how the report is grouped, either by Section if this feature is being utilised or by Revenue Group.

HINTS ON READING THE REPORT

➢ *TOTAL SALES $ INC TAX* = total value of sales $ including TAX and Internal Sales for the period or date range of the report. This value should match the *STATION TOTAL* on the **Cash Balance Report** for the same period or date range.

➢ *INTERNAL SALES $ INC* = the total amount charged to Internal Debtor Accounts or Vouchers

➢ *REPORTABLE REVENUE* = Total Sales $ Inc – Internal Sales

➢ *TAX PAYABLE* = Total Taxes collected $ - Internal Sales Taxes $

➢ *TOTAL SALES EX = Sales Inc (which includes Internal Sales) – Total Taxes Collected*

The reason Internal Sales are included here (Total Sales Ex column) is so that this section balances to the Cost of Goods report.

Generally goods written off by the business are accounted for in a different manner, which is why they are subtracted from the Reportable Revenue part of the report but not the Total Sales Inc or ex columns.

The Total Sales Ex and Gross Profit represented here encompass all sales INCLUDING those written to Internal Accounts. This is also how the Cost of Goods report is calculated. The reason for this is because this figure is used for calculating KPI's such as GP and Labour cost etc. So the departments should not be penalized if their goods and services are used by non-paying customers.

For example:

If a chef is required to achieve a food cost of 35%, the following could happen

	Including Internal Sales	Excluding Internal Sales
Sales Inc	$1100.00	$1100.00
Internal	$200.00	$200.00
Reportable	$900.00	$900.00
GST Payable	$81.82	$81.82
Total GST	$100.00	$100.00
Total Sales Ex	$1000.00	$818.18
Cost of Sales	$350.00	$350.00
COG %	**35%**	**42.78%**

This section of the report is also often used as a quick check that margins are set correctly for each group and location. Having Internal Sales removed from these figures would throw the percentages off.

➢ *COST OF SALES* = Total of (Average Cost Price ex TAX x Quantity Sold) for all items sold

➢ *GROSS PROFIT $* = Total Sales $ Ex – Cost of Sales

➢ *GROSS PROFIT % =* Gross Profit $ / Total Sales ex TAX $ x 100

WHAT IS THE REVENUE BREAKDOWN REPORT USEFUL FOR?

➢ Determining the sources of revenue per location, section and venue total

➢ Determining the Total Sales in dollars including and excluding TAX

➢ Highlighting the amount of Internal Sales in dollars per location and section

➢ Determining the Gross Profit in dollars and percentage for each revenue group and location.

➢ Determining the Reportable Revenue and the Tax collected for reporting to Government Agencies

➢ Determining the Cost of Sales for each revenue group and location

➢ Highlighting problems with Cost of Sales

➢ Reviewing Gross Profit percentages and highlighting inconsistencies

➢ Monitoring the amount of discounts applied per location

➢ Making it simple for the operator to use this report for their BAS (Reportable Revenue & Tax Payable columns) i.e. it shows the actual revenue collected, and that they are not paying GST on Sales they have not been paid for

WHEN SHOULD REVENUE BREAKDOWN REPORT BE USED?

➢ H&L recommend printing the Revenue Breakdown Report on a daily basis to compare with the Cash Balance Report.

➢ It is also important to print it as part of weekly and monthly processes. The report can be set to print automatically as part of all End of Period processes and would be a recommended setting.

➢ This report can also be helpful in comparing with the Cost of Goods Report to look at revenue against total sales, purchases and closing stock value.

REVENUE BREAKDOWN CURRENT – SHOWING SECTIONS

This example shows how sections can be used within a location for reporting. Any sales processed that do not fit within the section criteria e.g. non table sales, charges to tables not linked to a section will appear as "No Section Recorded"

Revenue Break Down - From 16/4/2013 To 16/4/2013

[H&L Test] H&L Training Hotel — Printed On 16/4/2013 @ 3:38 PM

Revenue Group	Total Sales $ Inc	Internal Sales $ Inc	Reportable Rev $ Inc	Tax Payable	Expected Costs and Profit (All Values are Exclusive of TAX)				
					Total Sales $ Ex	Cost of Sales	Gross Profit $	Gross Profit %	Sale RG%
Location: H&L BAR & RESTAURANT									
No Section Recorded									
LIQUOR DRINK HERE [GL: 4-7015]	$397.30	$49.70	$347.60	$31.60	$361.18	$110.65	$250.54	69.37%	7.06%
			GST $	$31.60					
FOOD [GL: 4-7016]	$1,955.50	$362.00	$1,593.50	$145.32	$1,778.36	$0.00	$1,778.36	100.00%	34.76%
			GST $	$145.32					
UNDERS/OVERS [GL: 4-4021]	-$699.05	$0.00	-$699.05	-$63.55	-$635.50	$0.00	-$635.50	0.00%	-12.43%
			GST $	-$63.55					
SURCHARGES	$2.15	$0.00	$2.15	$0.07	$2.08	$0.00	$2.08	100.00%	0.04%
			GST $	$0.07					
CLUB DISCOUNT [GL: 4-4022]	-$8.00	$0.00	-$8.00	-$0.73	-$7.27	$0.00	-$7.27	0.00%	-0.14%
			GST $	-$0.73					
STREET SMART [GL: 4-4023]	$14.00	$4.00	$10.00	$0.91	$12.73	$0.00	$12.73	100.00%	0.25%
			GST $	$0.91					
No Section Recorded total	$1,661.90	$415.70	$1,246.20	$113.62	$1,511.58	$110.65	$1,400.93	92.68%	29.54%
			GST $	$113.62					
Section: 1 - Mezzanine									
LIQUOR DRINK HERE [GL: 4-7015]	$753.35	$0.00	$753.35	$68.49	$684.86	$221.85	$463.02	67.61%	13.39%
			GST $	$68.49					
FOOD [GL: 4-7016]	$1,341.00	$0.00	$1,341.00	$119.73	$1,221.27	$2.34	$1,218.93	99.81%	23.84%
			GST $	$119.73					
ACCOMODATION [GL: 4-4020]	$30.00	$0.00	$30.00	$2.73	$27.27	$0.00	$27.27	100.00%	0.53%
			GST $	$2.73					
SURCHARGES	$5.69	$0.00	$5.69	$0.20	$5.49	$0.00	$5.49	100.00%	0.10%
			GST $	$0.20					
STREET SMART [GL: 4-4023]	$8.00	$0.00	$8.00	$0.73	$7.27	$0.00	$7.27	100.00%	0.14%
			GST $	$0.73					
Section: 1 - Mezzanine total	$2,138.04	$0.00	$2,138.04	$191.87	$1,946.17	$224.19	$1,721.98	88.48%	38.01%
			GST $	$191.87					
Section: 2 - Patio									
LIQUOR DRINK HERE [GL: 4-7015]	$73.20	$0.00	$73.20	$6.65	$66.55	$15.74	$50.81	76.35%	1.30%

REVENUE BREAKDOWN TO DATE (SHOWS VALUE SOLD)

Revenue Breakdown To Date - From 16/4/2013 To 16/4/2013

[H&L Test] H&L Training Hotel   Printed On 16/4/2013 @ 4:37 PM

		Specified Date range	Value Sold Week to date	Month to date	Year to date
Location: 11 - BOTTLESHOP					
3	CHIPS & NUTS	$106.58	$106.58	$106.58	$106.58
5	TOBACCO & CIGARETTES	$196.36	$196.36	$196.36	$196.36
6	LIQUOR TAKEAWAY	$3,594.98	$3,594.98	$3,594.98	$8,536.27
7	VENDING CIGARETTES	$594.54	$594.54	$594.54	$594.54
10	ACCOMODATION	$34.91	$34.91	$34.91	$34.91
35	UNDERS/OVERS	-$44.73	-$44.73	-$44.73	-$23,181.94
998	Rounding	-$0.01	-$0.01	-$0.01	$0.00
999	Discount	$0.00	$0.00	$0.00	-$18.91
BOTTLESHOP totals		$4,482.64	$4,482.64	$4,482.64	-$13,732.17
Location: 12 - H&L BAR & RESTAURANT					
1	LIQUOR DRINK HERE	$1,436.23	$2,814.04	$2,814.04	$22,952.42
2	FOOD	$4,263.37	$4,989.64	$7,245.64	$20,378.92
6	LIQUOR TAKEAWAY	$0.00	$0.00	$0.00	$42.55
10	ACCOMODATION	$27.27	$27.27	$40.91	$1,486.36
35	UNDERS/OVERS	-$635.50	-$635.50	-$635.50	-$108,152.18
60	SURCHARGES	$7.57	$7.57	$7.57	$26.05
199	CLUB DISCOUNT	-$7.27	-$7.27	-$7.27	-$38.99
400	TICKETS	$0.00	$0.00	$0.00	$5,420.00
600	REASON CODES	$0.00	-$40.45	-$40.45	-$40.45
650	STREET SMART	$25.45	$29.09	$49.09	$54.55
750	Equipment hire	$0.00	$0.00	$0.00	$3,022.73
998	Rounding	$0.00	$0.00	$0.00	-$0.02
H&L BAR & RESTAURANT totals		$5,117.11	$7,184.39	$9,474.03	-$54,848.07
Location: 13 - CK BAR					
1	LIQUOR DRINK HERE	$0.00	$0.00	$0.00	$97.55
35	UNDERS/OVERS	$0.00	$0.00	$0.00	-$795.09
CK BAR totals		$0.00	$0.00	$0.00	-$697.55
Location: 14 - MEETING ROOM A					
1	LIQUOR DRINK HERE	$0.00	$0.00	$38.18	$7,244.36
2	FOOD	$0.00	$0.00	$317.18	$317.18
10	ACCOMODATION	$0.00	$0.00	$13.64	$13.64
650	STREET SMART	$0.00	$0.00	$3.64	$3.64
MEETING ROOM A totals		$0.00	$0.00	$372.64	$7,578.81
Report Totals		**$9,599.76**	**$11,667.03**	**$14,329.31**	**-$61,698.97**

DESCRIPTION

The Revenue Breakdown to Date report is a summary of total revenue achieved per location and across the entire venue for the period under review. Unlike the Revenue Breakdown Current report this report displays the total revenue in dollars for the specified range then provides the total value sold Week, Month and Year to Date for comparison.

The Revenue Breakdown to Date report references the Revenue Groups set up in the Sysnet database which can be customised to suit the reporting needs for each venue.

Operational Management will use the Revenue Breakdown Report in conjunction with the Cash Balance Report for balancing purposes and to monitor the sources of revenue by location.

Company Directors will use the report in conjunction with the Cost of Goods Report to see how and where the revenue has been achieved, and also to monitor Gross Profit percentages on sales.

GETTING THE REPORT

The Revenue Breakdown Report can be found in two ways:

3. *Sysnet Toolbar > Processing > Print > Revenue Breakdown Current (Shows Profit).*
4. *Sysnet Toolbar > Reports Menu > Processing Icon > Revenue Breakdown Current (Shows Profit).*

Note: It can be set to print automatically when running End of Periods (See your H&L representative for more information)

FILTERING THE REPORT:

The Revenue Breakdown Report can be filtered in a number of different ways:

7. **Date Based or Period Based** - Using a selected date range or period based; using reporting for each period of trade. (Day, Week, Month or Year)

8. Additional filtering by Location and Revenue Group

9. **Hide Section?** – Select **<NO>** and the report will print including any Sections being utilised within Sysnet Locations. Select **<YES>** to hide sections if this feature is not being used in the venue.

Note: Sections can be created within Sysnet Locations to allow for separate reporting without changing the stock control set up.

10. **Grouping** – choose how the report is grouped, either by Section if this feature is being utilised or by Revenue Group.

HINTS ON READING THE REPORT

➢ *TOTAL SALES $ INC TAX* = total value of sales $ including TAX and Internal Sales for the period or date range of the report. This value should match the *STATION TOTAL* on the **Cash Balance Report** for the same period or date range.

REVENUE AND TENDER SUMMARY REPORT

Revenue and Tender Summary
From 29/06/2012 10:38:44AM To 3/07/2012 9:47:54AM

[H&L Test] H&L Test Venue   Printed On 22/1/2013 @ 2:01 PM

Revenue Summary

	GL Code	SalesValue
Food Sales	40103	$235.00
Liquor Drink Here	40102	$94.55
Surcharges		$3.23
Total Gross Revenue:		$332.78
SUB (Excluding Tax)		$332.78
Goods and Services Tax		$33.27
REVENUE TOTAL		**$366.05**

Tender Summary

Cash	$83.00
Less Tips	$10.82
Less Service Charge	$0.00
Plus CC Tip Fees	$0.00
Cash Total	$72.18
AMEX	$174.83
VISA	$105.84
MasterCard	$13.20
BANKING TOTAL	**$366.05**
Vouchers	$0.00
Store Card Sales	$0.00
Store Card Credit	$0.00
Account Sales	$0.00
Account Payment	$0.00
Open Tables	$0.00
RECEIPT TOTAL	**$366.05**
+/-	$0.00

DESCRIPTION

The Revenue and Tender Summary Report is a summary of the Cash Balance and Revenue Breakdown Reports. It displays totals of sales by Revenue Group, a breakdown of taxes charged and payments received by Tender for the site as a whole. The Revenue Groups' GL Codes are displayed to aid in reconciling the figures with a third-party accounting package such as MYOB.

The Revenue and Tenders Summary Report references the Revenue Groups set up in the Sysnet database which can be customised to suit the reporting needs for each venue.

Operational Management will use the Revenue and Tenders Summary Report to monitor discrepancies between revenue and banking. Company Directors and Accountants will use the Revenue and Tenders Summary Report to reconcile figures to third-party accounting exports such as the MYOB Sales & Payments Export.

GETTING THE REPORT

The Revenue and Tender Summary Report can be found in the following way:

> ➢ *Sysnet Toolbar > Reports Menu > Processing Icon > Revenue > Revenue and Tenders Summary.*

FILTERING THE REPORT:

The Revenue and Tenders Summary Report can be filtered in a couple of different ways:

11. **Period Based** - Using reporting for each period of trade. (Day, Week, Month or Year)

12. Additional filtering by Location

HINTS ON READING THE REPORT

There are two main sections in the Revenue and Tenders Summary Report. The first section outlines the Revenue Summary while the second section details the Tenders Summary for the Site. The Revenue Summary section displays the following information:

- Each Revenue Group's description

- Each Revenue Group's GL Code

- Each Revenue Group's sale figures excluding taxes

- A subtotal of the ex-tax sale figures (Total Gross Revenue)

- The total amount of pay outs

- The sub-total (ex-tax sale figures less pay outs)

- Summary of taxes charged

- The **Revenue Total** (Sub-total plus taxes)

The Tenders Summary section displays the following information:

- **Cash** breakdown – total cash taken, less tips and service charges plus credit card tip surcharges gives total cash to bank

- The amount received for each other tender type

- The **Banking Total** (Total Cash + Cheque + EFTPOS + Credit Cards + ATM)

- The **Open Tables** amount indicates the difference between table charges and table payments

- The **Receipt Total** indicates the sum of the tenders taken

The **+/-** field at the bottom of this report indicates the discrepancy between the Revenue Total and the Receipt Total.

WHAT IS THE REVENUE AND TENDERS SUMMARY REPORT USEFUL FOR?

- Reconciling exported sales and payments figures to a third-party accounting package

- Identifying discrepancies between sales revenue and money received

- Determining the Reportable Revenue and the Tax collected for reporting to Government Agencies

- Determining the total banking figures for the period under review

- Determining the total account sales and payments for the period under review

- Highlighting any differences in charges and payments due to tables left open

- Determining the total takings for the period under review

WHEN SHOULD THE REVENUE AND TENDERS SUMMARY REPORT BE USED?

H&L recommend printing the Revenue and Tenders Summary Report on a daily basis to compare with the Cash Balance and Revenue Breakdown Reports.

The report can be set to print automatically as part of all End of Day process and would be a recommended setting.

If Till Balancing is enabled, the Revenue and Tenders Summary Report will display "actual" banking totals instead of "system" totals.

TIME SALES REPORTS

Time Sales - Summary, From 19/5/2008 07:26:57 AM To 26/5/2008 07:58:10 AM

[H&L Test] Printed On 31/3/2009 @ 1:27 PM

	5am	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm	12am	1am	2am	3am	4am	Total
LOCATION 11: DRIVE-IN																									
Total Sales $					75	971	1054	2004	1151	2800	6636	5944	6051	6232	4089	2518	1830	478	7						$41,839
Sales GST $					7	88	96	182	105	255	603	540	550	567	372	229	166	43	1						$3,804
Ex TAX Sales$					68	882	958	1821	1046	2545	6033	5404	5501	5665	3718	2289	1664	435	6						$38,035
R. Total					68	950	1908	3729	4776	7321	13354	18758	24259	29924	33641	35930	37594	38029	38035						
Total Cost $					55	744	773	1559	739	1984	4952	4217	4140	4438	2854	1778	1165	307	5						$29,708
Profit $					13	138	185	262	307	562	1081	1187	1361	1227	864	511	500	127	2						$8,327
Profit %					19	16	19	14	29	22	18	22	25	22	23	22	30	29	27						22%
Vouchers																									$0
Variance																									$0
Net Sales					68	882	958	1821	1046	2545	6033	5404	5501	5665	3718	2289	1664	435	6						$38,035
Customers					2	33	45	59	65	112	154	240	281	245	154	106	93	23	1						1,613
Avg Sales					33.89	26.74	21.29	30.87	16.09	22.73	39.18	22.51	19.58	23.12	24.14	21.59	17.89	18.89	6.36						$24
Staff Required																									0

Net Sales

DESCRIPTION

The Time Sales Reports provide the user with a breakdown of information in hourly blocks which can assist with a more detailed analysis of venue activity. There are a number of Time Sales reports which include a Summary, Analysis, Average Sales, Revenue Groups, PLU, Users and Tenders. The sample report provided above is the Time Sales Summary Report which also includes a graphical representation of sales activity for the period under review.

GETTING THE REPORT

The Time Sales Reports can be found in the following two ways:

1. *Sysnet Toolbar > Reports Menu > Processing > Time Sales > Select required report*
2. *Sysnet Toolbar > Processing Menu > Print > Time Sales > Select required report*

FILTERING THE REPORT

The Time Sales Reports can be filtered by date range or by period and printed by location. Time Sales Analysis and Average Sales reports offer the ability to compare sales activity for individual products over four different selected days.

HINTS ON READING THE REPORT
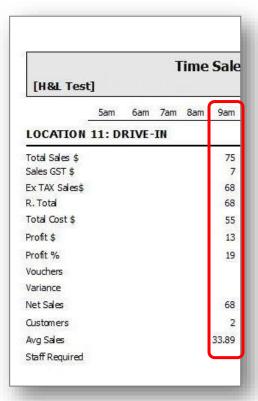
➤ *TOTAL SALES $ = the value of sales for each hour (rounded to the nearest dollar)*

➤ *SALES GST $ = value of GST generated by sales for each hour*

➤ *Ex TAX Sales $ = the value of sales for each hour excluding tax*

➤ *R. TOTAL = running total of revenue $ accrued for each hour excluding tax*

➤ *TOTAL COST $ = the expected cost of sales value for each hour (excluding wastage and discrepancies)*

➤ *PROFIT $ = the Expected Profit calculated from Ex-Tax Sales $ - Total expected cost $ for each hour*

➤ *PROFIT % = Expected Profit $ / Ex-Tax Sales $ * 100 for each hour*

➤ *VOUCHERS = value $ of vouchers sold for each hour*

➤ *VARIANCE = value of till variance and/or rounding for each hour*

➤ *NET SALES = Ex-Tax Sales $ - Vouchers $ and/or Till Variance $ for each hour*

➤ *CUSTOMERS = number of transactions for each hour*

➤ *AVG SALES = Ex-Tax Sales / Customers*

➤ *STAFF REQUIRED = the number of staff members required for each hour based on a pre-determined value set in the Sysnet Database. For more information on using this feature see your local H&L Representative.*

Time Sale

[H&L Test]

	5am	6am	7am	8am	9am
LOCATION 11: DRIVE-IN					
Total Sales $					75
Sales GST $					7
Ex TAX Sales$					68
R. Total					68
Total Cost $					55
Profit $					13
Profit %					19
Vouchers					
Variance					
Net Sales					68
Customers					2
Avg Sales					33.89
Staff Required					

TIME SALES BY REVENUE GROUP

This report provides a 'snap shot' of the day, showing sales information per Revenue Group by the hour. It shows the number of items sold, sales $ including and excluding tax, and profit on sales as dollar and percentage values. This report can be used to assist with staff rostering by identifying trading patterns. It is often used by high level management to assess the trade within a particular location. The report can be filtered by date range, location and revenue group. Options are available to include averages per customer.

TIME SALES BY TENDER

This report provides a breakdown of the tenders used per hour. It can be filtered by date range or by period; then further filtered by location, station, user and tender type. It can be useful to identify potential issues with training or balancing with particular tender types. This report could also be used in conjunction with the Audit Trail and filtered by User or Station. This report may be useful in scheduling till skims to avoid large amounts of cash remaining in the till.

TIME SALES BY PLU

Time Sales by PLU as the name would suggest, provides a breakdown of sales per PLU and per location. It can be printed by date range or period, and further filtered by location and PLU. The report details the quantity sold per hour for each period selected to review. The report also offers a condensed version which simply displays sales totals of PLUs per hour, or the full version which details production, sales, wastage and on hand quantities, along with a graphical illustration. This report is useful for monitoring particular trends for products in different locations.

TIME SALES SOLD OUT

This report provides you with the hours in which products have been marked as "sold out" using the Sold Out key at Point of Sale. Any hour with a red asterisks next to it, indicates a product sold out in that hour. This information allows you to view times where customers have asked for particular products, however, they have not been available for sale. The report offers the option to show all PLU's or only those which have been "sold out". For more information on using the Sold Out feature contact your local H&L Representative.

TIME SALES ANALYSIS

The Time Sales Analysis Report provides a more in-depth analysis using up to 4 different days as a comparison. The information is printed by location and provides hourly figures and graphical illustration of activity for sales, customers and average sales per customer. The report can be printed as a condensed version which shows total values for the dates selected, or the full version which details the values per hour for each date selected. This report can be useful to compare sales trends on the same day of the week e.g. Fridays across 4 weeks.

TIME SALES AVERAGE SALES – DATE RANGE

Time Sales Average displays average gross sales (ex) over a given month per day. The report can be filtered by location and the option to print each month on separate pages.

TIME SALES AVERAGE SALES

The Time Sales Average displays average sales for PLU's per hour and prints by location. This report gives the ability to compare average sales for up to 4 different days.

TIME SALES BY USER

Time Sales by User allows for analysis on user activity per hour including value of sales, number of customers (transactions) and average sales per customer. The report is filtered by date range or period, specific user and by location. The full version includes a graphical illustration. This report can be useful to monitor staff productivity at specific times during their shift.

WHAT ARE THE TIME SALES REPORTS USEFUL FOR?

➢ Showing an hour by hour graphical illustration of sales and customers

➢ Assisting with staff rostering by identifying trading patterns and by using the "Staff required" feature on the Time Sales Summary Report.

➢ Providing an easy method of assessing the trade of a particular area

➢ Identifying trends in sales at certain times and on particular days

DEBTOR SALES REPORT

Debtor Transaction Report - From 4/6/2010 12:56:00 to 5/6/2010 11:51:17							
[H&L Test] H&L Training Hotel					Printed On 5/6/2010 @ 11:52 AM		
							Amount
Trans # Transaction		Date and Time	Receipt #	Clerk's Name	GST	GST Ex	GST Inc
Station: 6285 - RESTAURANT 2							
H&L Australia - Account # 20099							
4602744 Table Payment		05/06/2010 11:29:19am	6049	WANDA	$0.00	$155.00	$155.00
				Total for Account: 20099	*$0.00*	*$155.00*	*$155.00*
H&L Social Club - Account # 20100							
4602749 Sale		05/06/2010 11:30:25am	6052	SAMMI	$7.50	$75.00	$82.50
				Total for Account: 20100	*$7.50*	*$75.00*	*$82.50*
Management Promos - Account # 20101							
4602752 Sale		05/06/2010 11:30:42am	6053	TOM	$3.27	$32.73	$36.00
				Total for Account: 20101	*$3.27*	*$32.73*	*$36.00*
Meal Vouchers - Account # 20102							
4602778 Table Payment		05/06/2010 11:48:56am	6066	AMANDA	$0.00	$17.00	$17.00
4602789 Table Payment		05/06/2010 11:49:59am	6067	WANDA	$0.00	$16.00	$16.00
				Total for Account: 20102	*$0.00*	*$33.00*	*$33.00*
				RESTAURANT 2 Total:	**$10.77**	**$295.73**	**$306.50**
Station: 6287 - CK BAR 1							
Management Promos - Account # 20101							
4602756 Sale		05/06/2010 11:44:58am	6056	TOM	$2.27	$22.73	$25.00
4602762 Sale		05/06/2010 11:45:59am	6058	NESSY	$4.55	$45.45	$50.00
				Total for Account: 20101	*$6.82*	*$68.18*	*$75.00*
				CK BAR 1 Total:	**$6.82**	**$68.18**	**$75.00**
Station: 6292 - BOTTLESHOP 2							
H&L Australia - Account # 20099							
4602766 Sale		05/06/2010 11:47:31am	6061	WIL	$118.31	$1,183.11	$1,301.42
				Total for Account: 20099	*$118.31*	*$1,183.11*	*$1,301.42*
				BOTTLESHOP 2 Total:	**$118.31**	**$1,183.11**	**$1,301.42**
				Grand total for all stations:	**$135.90**	**$1,547.02**	**$1,682.92**

DESCRIPTION

The Debtor Sales Report can be found under the "Old Transactions" section of the Processing Reports. It provides a breakdown of all transactions charged to Debtor Accounts at each Station throughout the venue for the period under review. Each Station details the various transactions by Account Number along with time/date stamp, Clerk Name and the value of each transaction.

GETTING THE REPORT

The Debtor Sales Report can be found in two ways:

1. *Sysnet Toolbar > Reports Menu > Processing > Old Transactions > Debtor Sale*
2. *Sysnet Toolbar > Processing Menu > Print > Old Transactions > Debtor Sale*

FILTERING THE REPORT

The Debtor Sale Report can be filtered by Date Range or Period and also by Location.

HINTS ON READING THE REPORT

- *TRANS #* = Transaction ID number generated by Sysnet

- *TRANSACTION* = the type of transaction which could be the following types:
    - **Account Sale** *(a sale tendered directly to a Debtor Account)*
    - **Account Payment** *(a dollar value paid to a Debtor Account)*
    - **Table Sale** *(a table account that has been paid to a Debtor Account)*
    - **Transfer from Account** *(appears when an Account has been paid to another Account)*

- *DATE AND TIME* = indicates the date and time the transaction was processed

- *RECEIPT #* = the POS Receipt Number generated for the transaction

- *CLERKS NAME* = the User who processed the transaction

- *GST* = GST Ex *10 %

- *GST Ex* = GST Inc / 1.1

- *GST Inc* = GST Ex *1.1

WHAT IS THE DEBTOR SALES REPORT USEFUL FOR?

This report is very handy to cross check all Account Sales processed at each POS Station. All Account Transactions at the POS have the option to produce an authorisation slip for the customer to sign. H&L recommend that this feature is used. The slips can be checked off this report to ensure all each transaction is accounted for and authorised. This report can be set to print automatically as part of the End of Shift or the End of Day processes.

DISCOUNT SALES REPORT

Discount Sales Detail - From 1/6/2010 to 1/6/2010

[H&L Test] H&L Training Hotel   Printed On2/6/2010 @ 10:54 AM

Date & Time	Clerk's Name	Receipt Nº		Discount Total
Station: 6285 - RESTAURANT 2				
01/06/2010 @ 2:55pm	GREG	5922		
-1.00 x DISCOUNT (99999) : Standard Sale				-$7.20
01/06/2010 @ 2:55pm	PENNY	5923		
-1.00 x DISCOUNT (99999) : Standard Sale				-$3.67
01/06/2010 @ 2:55pm	GREG	5924		
1.00 x COOP P/ALE ECHO (436) : Standard Sale				$1.00
1.00 x CARLTON SCHOONER (582) : Standard Sale				$1.00
01/06/2010 @ 2:56pm	TOM	5925		
5.00 x STELLA ARTOIS BOTTLE (740) : Standard Sale				$0.75
			Total for RESTAURANT 2 :	**-$8.12**
Station: 6291 - BOTTLESHOP 1				
01/06/2010 @ 2:50pm	PENNY	5914		
1.00 x COOP P/ALE CTN (336) : Standard Sale				$4.00
1.00 x BEAM BLACK 700 (6216) : Standard Sale				$4.00
1.00 x BOMBAY SAPHIRE (6770) : Standard Sale				$4.20
			Total for BOTTLESHOP 1 :	**$12.20**

DESCRIPTION

This report is a transaction based report detailing all discounts for the period under review. It is similar to the Void Sales Detail report, listing the date and time of the discount transaction, Item quantity and description, user name, receipt number and discount total.   All discounts are listed per POS station. This report can be set to print automatically as part of the End of Day Process.

Note: Where line discounts have been used, the discount value will appear against individual items. Where PLU Discounts have been used, the discount value will appear as one value against the specific discount PLU per transaction.

GETTING THE REPORT

The Discount Sales Report can be found in two ways:

1. *Sysnet Toolbar > Reports Menu > Processing > Old Transactions > Discount Sales*
2. *Sysnet Toolbar > Processing Menu > Print > Old Transactions > Discount Sales*

FILTERING THE REPORT

The Discount Sales Report can be filtered by Date Range or Period. The user can also elect to show or hide transaction details.

WHAT IS THE DISCOUNT SALES REPORT USEFUL FOR?

This is a handy tool to get a complete breakdown on all discounts processed on various POS stations throughout your venue. It provides a reference point for auditing by detailing the dates and times each transaction was completed and by which User. Any unusual activity can then be investigated in more detail using the Discount Sales Report and the Audit Trail. This can also be useful to identify any unauthorised or excessive use of discounts.

PLU PROFIT REPORTS
PLU PROFIT REPORT (STANDARD)

PLU Profit Report

[H&L Test] H&L AUSTRALIA PTY LTD						Printed On3/6/2010 @ 5:16 PM		

From 11/5/2009 To 18/5/2009

PLU	Description	Unit Cost Ex TAX	Avg Price Inc TAX	Qty Sold	Value Sold Inc TAX	TAX on Sales	Exp. COS Ex-TAX	Profit Ex-TAX	Profit % Ex-TAX
Location: 10 - BOTTLESHOP									
PLU Group: 1 - BEER- HEAVY CTN, Recommended Gross Profit: 15.00%									
290	TOOHEYS X STUB 345ML CTN	$32.09	$39.99	11.00	$439.89	$39.99	$352.99	$46.91	11.73%
400	CARLTON PREM DRY STUB 355ML CTN	$33.19	$35.99	11.00	$395.89	$35.99	$365.09	-$5.19	-1.44%
460	PURE BLONDE STUB 355ML CTN	$36.30	$47.19	6.00	$283.14	$25.74	$217.80	$39.60	15.38%
520	VIC BITTER STUB 375ML CTN	$35.92	$38.99	5.00	$194.95	$17.72	$179.60	-$2.37	-1.34%
350	CARLTON DRAUGHT STUB 375ML CTN	$33.21	$46.99	2.00	$93.98	$8.54	$66.42	$19.02	22.26%
230	COOPERS DARK STUBS CTN	$33.16	$41.99	1.00	$41.99	$3.82	$33.16	$5.01	13.13%
340	CARLTON COLD STUB 375ML CTN	$32.89	$44.99	1.00	$44.99	$4.09	$32.89	$8.01	19.58%
BEER- HEAVY CTN Totals:				37.00	$1,494.83	$135.89	$1,247.95	$110.99	8.17%
PLU Group: 2 - BEER- HEAVY BK, Recommended Gross Profit: 15.00%									
151	DR TIMS CANS 375ML BLK	$33.61	$44.00	5.00	$220.00	$20.00	$168.05	$31.95	15.98%
511	VIC BITTER CANS 375ML BLK	$37.79	$54.99	2.00	$109.98	$10.00	$75.58	$24.40	24.41%
101	FOSTERS CANS 375ML CTN	$35.72	$45.99	1.00	$45.99	$4.18	$35.72	$6.09	14.56%
221	COOPERS DARK CANS CTN	$30.72	$38.99	1.00	$38.99	$3.54	$30.72	$4.73	13.33%
BEER- HEAVY BK Totals:				9.00	$414.96	$37.72	$310.07	$67.17	17.80%
PLU Group: 3 - BEER- HEAVY PACKS, Recommended Gross Profit: 25.00%									
462	PURE BLONDE STUB 355ML 6PK	$9.08	$17.00	15.00	$255.00	$23.18	$136.13	$95.69	41.28%
292	TOOHEYS X STUB 345ML 6PK	$8.02	$17.00	13.00	$221.00	$20.09	$104.29	$96.62	48.09%
352	CARLTON DRAUGHT STUB 375ML 6PK	$8.30	$16.00	10.00	$160.00	$14.55	$83.03	$62.43	42.92%
342	CARLTON COLD STUB 375ML 6PK	$8.22	$16.00	6.00	$96.00	$8.73	$49.34	$37.94	43.47%
402	CARLTON PREM DRY STUB 355ML 6PK	$8.30	$16.00	6.00	$96.00	$8.73	$49.79	$37.49	42.95%
232	COOPERS DARK STUBS 6PK	$8.29	$15.00	5.00	$75.00	$6.82	$41.45	$26.73	39.21%
252	TOOHEYS NEW STUB 6PK	$8.22	$15.00	5.00	$75.00	$6.82	$41.11	$27.07	39.70%
162	MELB BITTER STUB 6PK	$8.65	$14.00	3.00	$42.00	$3.82	$25.94	$12.25	32.08%
522	VIC BITTER STUB 375ML 6PK	$8.98	$16.00	3.00	$48.00	$4.36	$26.94	$16.70	38.26%

DESCRIPTION

The PLU Profit Report details individual product sales for the period under review. It details the retail sales generated including and excluding GST, the cost of these sales and the profit generated in $ and %. The report is grouped by PLU Group then lists the individual PLU sales by location. This report can be generated historically by period or for the current shift.

GETTING THE REPORT

The PLU Profit Report can be found in the following two ways:

1. *Sysnet Toolbar > Reports Menu > Stock > Sales Stock (PLU) > PLU Profit Report (Standard)*
2. *Sysnet Toolbar > Stock Menu > Reports > SalesStock(PLU) > PLU Profit Report (Standard)*

FILTERING THE REPORT

The PLU Profit Report can be printed by Date Range or by Period and filtering is available by Location and PLU Group.

HINTS ON READING THE REPORT

➢ *PLU* = the Selling Code for the item

➢ *DESCRIPTION* = the name of the selling code or PLU

➢ *UNIT COST EX TAX* = the unit cost of the PLU (using average cost) excluding Tax

➢ *AVG PRICE INC TAX* =

➢ *QTY SOLD* = total quantity of this PLU sold for the period under review

➢ *VALUE SOLD INC TAX* = Qty Sold *Average Price Inc Tax

➢ *TAX ON SALES* = Value Sold /11

➢ *EXPECTED COS EX TAX* = Unit Cost Ex Tax * Qty Sold

➢ *PROFIT $ EX TAX* = Value Sold (Ex-Tax) – Expected COS (Ex-Tax)

➢ *PROFIT % EX TAX* = Profit $ (Ex-Tax) / Value Sold (Ex-Tax)

WHAT IS THE PLU PROFIT REPORT USEFUL FOR?

➢ Monitoring sales on groups of items over defined periods.

➢ Monitoring gross profit percentages on sales. It is possible to set expected gross profit percentages on each PLU Group. This report will then highlight in colour (as shown in the report sample provided) where the gross profit percentages on sales for the period have not met the recommended benchmark. This allows the venue to regularly monitor retail pricing and any discounts which can be affecting percentages. For more information on setting Expected GP% on PLU Groups contact your local H&L Representative.

➢ Great for monitoring food sales, and to analyse daily specials and popular menu items to target for promotional activity.

➢ Can be used in conjunction with the Cost of Goods Report to have detailed information on sales including and excluding GST.

WHEN SHOULD THE PLU PROFIT REPORT BE USED?

➢ H&L recommend reviewing of the PLU Profit report on a weekly and monthly basis to monitor sales, gross profit percentages and areas for investigation on pricing.

➢ Alternatively it can be printed automatically during the End of Shift Process.

➢ It is particularly useful for End of Month Processes to compare with the Cost of Goods Report to see how GP % on sales compare with the actual at End of Month after Stocktake, Wastage and Discrepancies have been accounted for.

PLU PROFIT REPORT (HISTORICAL WITH CONTRIBUTIONS)

PLU Profit Contributions Report

[H&L Test] H&L Training Hotel   Printed On 7/3/2012 @ 10:26 AM

From 6/3/2012 To 7/3/2012

PLU	Description	Unit Cost Ex TAX	Avg Price Inc TAX	Qty Sold	Exp. COS Ex-TAX	Value Sold Ex-TAX	Profit Ex-TAX	Profit % Ex-TAX	Contrib % by Margin	Contrib % by Sales
Location: 12 - H&L BAR & RESTAURANT										
PLU Group: 4 - PACKAGED BEER D/H, Recommended Gross Profit: 67.00%										
102	COOPERS ORIGINAL PALE BTL 375ML	$1.23	$4.80	1.00	$1.23	$4.36	$3.14	71.93%	0.31%	0.31%
106	PURE BLONDE	$1.44	$5.80	8.00	$11.55	$42.18	$30.64	72.63%	3.03%	2.98%
107	TOOHEYS PLATINUM 345	$1.61	$6.30	6.00	$9.66	$34.36	$24.71	71.89%	2.44%	2.43%
112	BOAGS ST GEORGE	$1.73	$6.70	7.00	$12.09	$42.64	$30.54	71.64%	3.02%	3.01%
156	BOAGS DRAUGHT	$1.26	$5.50	1.00	$1.26	$5.00	$3.74	74.77%	0.37%	0.35%
221	HAHN SUPER DRY	$1.40	$5.60	9.00	$12.56	$45.82	$33.26	72.59%	3.29%	3.23%
410	CASCADE LITE 375	$0.94	$5.45	2.00	$1.88	$9.91	$8.03	81.05%	0.79%	0.70%
415	S/W PREMIUM ECHO	$1.39	$7.00	1.00	$1.39	$6.36	$4.97	78.13%	0.49%	0.45%
438	CARL CROWN 375	$1.72	$9.00	9.00	$15.52	$73.64	$58.12	78.93%	5.75%	5.20%
448	CARLTON BLACK 375ML	$1.25	$5.60	10.00	$12.49	$50.91	$38.42	75.46%	3.80%	3.59%
PACKAGED BEER D/H Totals:				54.00	$79.62	$315.18	$235.56	74.74%	23.31%	22.25%
PLU Group: 5 - KEG BEER, Recommended Gross Profit: 75.00%										
522	CASCADE LITE PINT	$0.76	$4.80	2.00	$1.52	$8.73	$7.21	82.59%	0.71%	0.62%
523	CASCADE LITE SCHOONER	$0.51	$3.60	5.00	$2.55	$16.36	$13.82	84.44%	1.37%	1.15%
532	TOOHEYS DRY PINT	$1.40	$6.00	1.00	$1.40	$5.45	$4.05	74.25%	0.40%	0.38%
533	TOOHEYS DRY SCHNR	$0.94	$4.50	2.00	$1.88	$8.18	$6.30	76.98%	0.62%	0.58%
537	COOPERS PREM PINT	$1.16	$5.20	4.00	$4.62	$18.91	$14.29	75.55%	1.41%	1.33%
538	COOPERS PREM SCHOONER	$0.78	$4.00	2.00	$1.55	$7.27	$5.72	78.69%	@ContribPercByMargin	
542	HAHN SUPER DRY PINT	$1.36	$4.00	2.00	$2.72	$7.27	$4.55	62.53%	0.45%	0.51%
543	HAHN SUPER DRY SCHOONER	$0.91	$4.50	28.00	$25.58	$114.55	$88.96	77.67%	8.80%	8.08%
547	COOP PALE PINT	$1.39	$5.70	1.00	$1.39	$5.18	$3.80	73.24%	0.38%	0.37%
548	COOP PALE SCHNR	$0.93	$4.20	50.00	$46.49	$190.91	$144.42	75.65%	14.29%	13.47%
552	COOPERS ALE PINT	$1.33	$6.00	2.00	$2.66	$10.91	$8.25	75.65%	0.82%	0.77%
553	COOPERS ALE SCHOONER	$0.89	$4.00	4.00	$3.56	$14.55	$10.98	75.51%	1.09%	1.03%
625	COOP STOUT PINT	$1.79	$6.00	2.00	$3.58	$10.91	$7.33	67.20%	0.73%	0.77%
KEG BEER Totals:				105.00	$99.51	$419.18	$319.68	76.26%	31.63%	29.59%

DESCRIPTION

The PLU Profit Contributions Report details individual product sales for the period under review. It details the retail sales generated excluding GST, the cost of these sales and the profit generated in $ and %. This variation of the Profit Report includes contribution percentages by both sales and profit figures. The report is grouped by PLU Group then lists the individual PLU sales by location. This report can be generated historically by period and filtered by location.

GETTING THE REPORT

The PLU Profit Contributions Report can be found in the following two ways:

1. *Sysnet Toolbar > Reports Menu > Stock > Sales Stock (PLU) > PLU Profit Report (Standard) > Historical with Contributions*

2. *Sysnet Toolbar > Stock Menu > Reports > SalesStock(PLU) > PLU Profit Report (Standard) > Historical with Contributions*

FILTERING THE REPORT

The PLU Profit Report can be printed by Date Range or by Period and filtering is available by Location and PLU Group. The user can also elect to show detail product lines or display only PLU Group totals.

HINTS ON READING THE REPORT

> *PLU* = the Selling Code for the item

> *DESCRIPTION* = the name of the selling code or PLU

> *UNIT COST EX TAX* = the unit cost of the PLU (using average cost) excluding Tax

> *AVG PRICE INC TAX* = retail price of the item sold

> *QTY SOLD* = total quantity of this PLU sold for the period under review

> *EXPECTED COS EX TAX* = Unit Cost Ex Tax * Qty Sold

> *VALUE SOLD EX TAX* = Qty Sold *Average Price ex Tax

> *PROFIT $ EX TAX* = Value Sold (Ex-Tax) – Expected COS (Ex-Tax)

> *PROFIT % EX TAX* = Profit $ (Ex-Tax) / Value Sold (Ex-Tax)

> *CONTRIB % BY MARGIN* = Profit (Ex-Tax) / report total Profit (Ex-Tax)

> *CONTRIB % BY SALES* = Value Sold (Ex-Tax) / Report total Value Sold

Note: When the user has selected **Show Detail Lines = NO**, then the report will be displayed showing group totals. The columns for contributions by margin and sales will then be based on group % of total.

PLU PROFIT GST REPORT

PLU GST Profit Report, From 6/3/2012 To 7/3/2012

[H&L Test] H&L Training Hotel Printed On 7/3/2012 @ 11:12 AM

PLU No	Description	Qty Sold	Sales Inc TAX	Sales Ex TAX	Expected COS	Internal Sales	Tax Collected	Gross Profit Inc GST GP	Gross Profit Inc GST GP %	Gross Profit Ex GST GP	Gross Profit Ex GST GP %
Location: 12 - H&L BAR & RESTAURANT											
BEVERAGE											
PLU Group: 4 - PACKAGED BEER D/H, Recommended Gross Profit: 67.00%											
102	COOPERS ORIGINAL PALE BTL 375	1.00	$4.80	$4.36	$1.23	$0.00	$0.44	$3.58	74.48%	$3.14	71.93%
106	PURE BLONDE	8.00	$46.40	$42.18	$11.55	$0.00	$4.22	$34.85	75.12%	$30.64	72.63%
107	TOOHEYS PLATINUM 345	6.00	$37.80	$34.36	$9.66	$0.00	$3.44	$28.14	74.45%	$24.71	71.89%
112	BOAGS ST GEORGE	7.00	$46.90	$42.64	$12.09	$0.00	$4.26	$34.81	74.22%	$30.54	71.64%
156	BOAGS DRAUGHT	1.00	$5.50	$5.00	$1.26	$0.00	$0.50	$4.24	77.07%	$3.74	74.77%
221	HAHN SUPER DRY	9.00	$50.40	$45.82	$12.56	$0.00	$4.58	$37.84	75.09%	$33.26	72.59%
410	CASCADE LITE 375	2.00	$10.90	$9.91	$1.88	$0.00	$0.99	$9.02	82.78%	$8.03	81.05%
415	S/W PREMIUM ECHO	1.00	$7.00	$6.36	$1.39	$0.00	$0.64	$5.61	80.12%	$4.97	78.13%
438	CARL CROWN 375	9.00	$81.00	$73.64	$15.52	$0.00	$7.36	$65.48	80.84%	$58.12	78.93%
448	CARLTON BLACK 375ML	10.00	$56.00	$50.91	$12.49	$0.00	$5.09	$43.51	77.69%	$38.42	75.46%
4-PACKAGED BEER D/H Total:		54.00	$346.70	$315.18	$79.62	$0.00	$31.52	$267.08	77.04%	$235.56	74.74%
PLU Group: 7 - IMPORTED BEER, Recommended Gross Profit: 30.00%											
145	AMSTEL STUB	10.00	$90.00	$81.82	$37.80	$0.00	$8.18	$52.20	58.00%	$44.02	53.80%
740	STELLA ARTOIS BOTTLE	1.00	$7.50	$6.82	$1.58	$0.00	$0.68	$5.92	78.97%	$5.24	76.86%
826	PERONI NASTRO AZZURRO	2.00	$17.20	$15.64	$3.92	$0.00	$1.56	$13.28	77.18%	$11.71	74.90%
7-IMPORTED BEER Total:		13.00	$114.70	$104.27	$43.30	$0.00	$10.43	$71.40	62.25%	$60.97	58.47%
BEVERAGE Total:		67.00	$461.40	$419.45	$122.92	$0.00	$41.95	$338.48	73.36%	$296.54	70.70%
WINE											
PLU Group: 19 - RIESLING											
2280	SKILLOGALEE RIESLING	2.00	$72.00	$65.45	$23.45	$0.00	$6.55	$48.55	67.43%	$42.00	64.17%
19-RIESLING Total:		2.00	$72.00	$65.45	$23.45	$0.00	$6.55	$48.55	67.43%	$42.00	64.17%
PLU Group: 21 - SAUVIGNON BLANC											
1976	MOJO SAUVIGNON BLANC	2.00	$68.00	$61.82	$19.22	$0.00	$6.18	$48.78	71.73%	$42.59	68.90%
2224	STONELEIGH SAUVIGNON BLANC	5.00	$170.00	$154.55	$55.60	$0.00	$15.45	$114.40	67.30%	$98.95	64.03%
21-SAUVIGNON BLANC Total:		7.00	$238.00	$216.36	$74.82	$0.00	$21.64	$163.18	68.56%	$141.54	65.42%
WINE Total:		9.00	$310.00	$281.82	$98.28	$0.00	$28.18	$211.72	68.30%	$183.54	65.13%
Location 12 - H&L BAR & RESTAURANT Total:		76.00	$771.40	$701.27	$221.19	$0.00	$70.13	$550.21	71.33%	$480.08	68.46%
Grand Total:		76.00	$771.40	$701.27	$221.19	$0.00	$70.13	$550.21	71.33%	$480.08	68.46%

DESCRIPTION

The PLU Profit GST Report details individual product sales for the period under review. It details the retail sales generated including and excluding GST, the Expected Cost of Sales and amount of Tax collected on these sales. The Gross Profit is displayed by $ and % including and excluding GST. The report is grouped by PLU Group then lists the individual PLU sales by location. This report can be generated historically by period or for the current shift.

GETTING THE REPORT

The PLU Profit Report can be found in the following two ways:

1. *Sysnet Toolbar > Reports Menu > Stock > Sales Stock (PLU) > PLU Profit Report GST*
2. *Sysnet Toolbar > Stock Menu > Reports > SalesStock(PLU) > PLU Profit Report GST*

FILTERING THE REPORT

The PLU GST Profit Report can be printed by Date Range or by Period and filtering is available by Location and PLU Group, Range and Super PLU Group

HINTS ON READING THE REPORT

- *PLU* = the Selling Code for the item

- *DESCRIPTION* = the name of the selling code or PLU

- *QTY SOLD* = total quantity of this PLU sold for the period under review

- *SALES INC TAX* = Qty Sold *Average Price Inc Tax

- *SALES EX TAX* = Qty Sold *Average Price Ex Tax

- *EXPECTED COS EX TAX* = Unit Cost Ex Tax * Qty Sold

- *TAX COLLECTED* = Value Sold /11

- *INTERNAL SALES* = Value of sales charged to Internal Debtor Accounts

- *GROSS PROFIT $ INC TAX* = Value Sold (Inc-Tax) – Expected COS

- *GROSS PROFIT % INC TAX* = Profit $ (Inc-Tax) / Sales (Inc-Tax)

- *GROSS PROFIT $ EX TAX* = Value Sold (Ex-Tax) – Expected COS

- *GROSS PROFIT % EX TAX* = Profit $ (Ex-Tax) / Sales (Ex-Tax)

WHAT IS THE PLU GST PROFIT REPORT USEFUL FOR?

- Monitoring sales on groups of items over defined periods.

- Monitoring gross profit percentages on sales. It is possible to set expected gross profit percentages on each PLU Group. This report will then highlight in orange (as shown in the report samples provided) where the gross profit percentages on sales for the period have not met the recommended benchmark. This allows the venue to regularly monitor retail pricing and any discounts which can be affecting percentages. For more information on setting Expected GP% on PLU Groups contact your local H&L Representative.

- Great for monitoring food sales, and to analyse daily specials and popular menu items to target for promotional activity.

- Can be used in conjunction with the Cost of Goods Report to have detailed information on sales including and excluding GST.

- Useful for GST Reporting by product

VOID SALES DETAIL REPORT

Void Sales Detail - From 2/6/2010 to 2/6/2010

[H&L Test] H&L Training Hotel   Printed On5/6/2010 @ 11:22 AM

Date & Time	Clerk's Name	Receipt Nº		Price	Void Total
Station: 6285 - RESTAURANT 2					
02/06/2010 @ 3:08pm	DIANAH	5950	Account: 0		
-5.00 x STELLA ARTOIS BOTTLE (740) : Standard Sale				$7.50	-$37.50
02/06/2010 @ 3:21pm	WANDA	5956	Account: 20099 H&L Australia		
-1.00 x JAMES BOAG PREM LAGER 350 (450) : Standard Sale				$7.00	-$7.00
-1.00 x COOPERS ALE SCHOONER (553) : Standard Sale				$4.00	-$4.00
-1.00 x CARLTON SCHOONER (582) : Standard Sale				$4.00	-$4.00
02/06/2010 @ 3:22pm	GEOFF	5957	Account: 0 H&L Australia		
-6.00 x CORONA 350 SGL (702) : Standard Sale				$7.50	-$45.00
		Total for RESTAURANT 2 :			-$97.50
Station: 6287 - CK BAR 1					
02/06/2010 @ 3:23pm	NESSY	5962	Account: 20099 H&L Australia		
-1.00 x COUGAR BOURBON 30ML (6212) : Standard Sale				$4.90	-$4.90
-1.00 x CUERVO TEQUILA 30 (6900) : Standard Sale				$6.50	-$6.50
02/06/2010 @ 3:24pm	WIL	5963	Account: 0 H&L Australia		
-1.00 x CARLTON SCHOONER (582) : Standard Sale				$4.00	-$4.00
		Total for CK BAR 1 :			-$15.40
		Grand Total for all Stations :			-$112.90

DESCRIPTION

The Void Sales Detail Report displays all Voids (Refunds) which have been processed for the period under review. The Detail Report lists all voids per POS Station, with a date & time stamp, User Name, Receipt Number, voided item(s), quantity and void total value. It also shows the Debtor Account details for any voids processed to Accounts. This report can be set to print automatically as part of the End of Day Process.

GETTING THE REPORT

The Void Sales Detail Report can be found in two ways:

1. *Sysnet Toolbar > Reports Menu > Processing > Old Transactions > Void Sales Detail*
2. *Sysnet Toolbar > Processing Menu > Print > Old Transactions > Void Sales Detail*

FILTERING THE REPORT

The Void Sales Detail Report can be filtered by Date Range or Period.

WHAT IS THE VOID SALES DETAIL REPORT USEFUL FOR?

This is a handy tool to get a complete breakdown on all voids processed on various POS stations throughout your venue. It provides a reference point for auditing by detailing the dates and times each transaction was completed and by which User. Any unusual activity can then be investigated in more detail using the Void Sales Detail Report and the Audit Trail. This can also be useful to identify any potential training issues where mistakes are being corrected constantly.

COMPARATIVE GROSS SALES ANALYSIS REPORT (PLU)

Gross Sales Analysis - By PLU Group

[H&L Test] H&L Training Hotel   Printed On 5/6/2010 @ 1:46 PM

LIQUOR DRINK HERE

PACKAGED BEER D/H	Total	03/06/2010 to 04/06/2010	02/06/2010 to 03/06/2010
COOP ALE ECHO	$5.27	$0.00	$5.27
	1.00	0.00	1.00
COOP DARK ALE	$5.00	$0.00	$5.00
	1.00	0.00	1.00
COOP P/ALE ECHO	$30.00	$20.00	$10.00
	6.00	4.00	2.00
COOP PREM LAGER	$5.00	$0.00	$5.00
	1.00	0.00	1.00
PLU Group Total	$45.27	$20.00	$25.27
	9.00	4.00	5.00

KEG BEER	Total	05/06/2010 to 05/06/2010	04/06/2010 to 05/06/2010	03/06/2010 to 04/06/2010	02/06/2010 to 03/06/2010
CARLTON PINT	$36.36	$0.00	$0.00	$36.36	$0.00
	8.00	0.00	0.00	8.00	0.00
CARLTON SCHOONER	$25.45	$0.00	$0.00	$25.45	$0.00
	7.00	0.00	0.00	7.00	0.00
CAS LITE SCHNR	$3.27	$0.00	$0.00	$3.27	$0.00
	1.00	0.00	0.00	1.00	0.00
CAS LITE PINT	$34.91	$0.00	$21.82	$13.09	$0.00
	8.00	0.00	5.00	3.00	0.00
COOP PALE PINT	$31.09	$0.00	$0.00	$31.09	$0.00
	6.00	0.00	0.00	6.00	0.00
COOPERS ALE PINT	$54.55	$27.27	$0.00	$0.00	$27.27
	10.00	5.00	0.00	0.00	5.00
STELLA SCHOONER	$22.73	$0.00	$22.73	$0.00	$0.00
	5.00	0.00	5.00	0.00	0.00
TOOH/DRY PINT	$32.73	$21.82	$0.00	$0.00	$10.91
	6.00	4.00	0.00	0.00	2.00
PLU Group Total	$241.09	$49.09	$44.55	$109.27	$38.18
	51.00	9.00	10.00	25.00	7.00

DESCRIPTION

The CGSA by PLU Group Report provides a comparison of sales data grouped by PLU Groups.   For each selected period in each PLU Group the quantity and total sales value of each PLU item is reported.   Totals for the PLU Group are displayed at the bottom of the section and report totals are produced at the bottom of the report.

FILTERING THE REPORT

Select the date range or period to report on. This report allows multiple period selections by pressing the [...] button and selecting the periods you wish to report on. Filtering by PLU Group is available.   Select if you wish to display the sales value or profit of items in the report.

GETTING THE REPORT

Sysnet Toolbar > Reports > Processing > Print > Comparative Gross Sales Analysis> PLU Groups

WHAT IS THE CGSA BY PLU GROUP USEFUL FOR?

➢ The CGSA Reports are an excellent way to compare sales trends across multiple periods of trade in your venue. Use this report to compare the sales trends of your PLU Groups.

➢ Very handy tool to compare trends for items on special like Beer or Wine of the Month, and happy hours.

➢ Provides a good analysis of meals over different periods, watching the trends, looking at the popularity of certain menu items and daily specials. Great to target areas for promotions.

➢ CGSA reports are also available by Revenue Group, Section, Serving Period and Reason Code.

COST ANALYSIS REPORT

PLU Description	Unit Cost Ex TAX	Price A	Gross Profit Ex TAX	GP % On Net Price A	Price B	Gross Profit Ex TAX	GP % On Net Price B	Price C	Gross Profit Ex TAX	GP % On Net Price C	Price D	Gross Profit Ex TAX	GP % On Net Price D	Price E	Gross Profit Ex TAX	GP % On Net Price E

Cost Analysis Report

[H&L Test] H&L Training Hotel — Printed On 5/6/2010 @ 2:26 PM

False

BOTTLE SHOP

PACKAGED BEER CTN, Rec.GP: 10%

PLU Description	Unit Cost Ex TAX	Price A	GP Ex TAX	GP% A	Price B	GP Ex TAX	GP% B	Price C	GP Ex TAX	GP% C	Price D	GP Ex TAX	GP% D	Price E	GP Ex TAX	GP% E
117 - TOOH NEW CAN CTN	$33.04	$39.99	$3.31	9.12	$39.99	$3.31	9.12	$39.99	$3.31	9.12	$39.99	$3.31	9.12	$39.99	$3.31	9.12
157 - COOP LITE CN CTN	$20.33	$22.00(S)	-$0.33	(1.65)	$28.99	$6.02	22.86	$28.99	$6.02	22.86	$28.99	$6.02	22.86	$28.99	$6.02	22.86
187 - COOP PRM LITE CT	$20.33	$28.99	$6.02	22.86	$28.99	$6.02	22.86	$28.99	$6.02	22.86	$28.99	$6.02	22.86	$28.99	$6.02	22.86
190 - CARLTON MID 30CN	$30.88	$37.99	$3.66	10.59	$37.99	$3.66	10.59	$37.99	$3.66	10.59	$37.99	$3.66	10.59	$37.99	$3.66	10.59
235 - HAHN LITE 30 CAN	$29.13	$34.99	$2.68	8.42	$34.99	$2.68	8.42	$34.99	$2.68	8.42	$34.99	$2.68	8.42	$34.99	$2.68	8.42
275 - W/E DHT 36 CANS	$36.53	$42.99	$2.55	6.53	$42.99	$2.55	6.53	$42.99	$2.55	6.53	$42.99	$2.55	6.53	$42.99	$2.55	6.53
301 - W/E DGT 375 CTN	$28.82	$35.99	$3.90	11.91	$35.99	$3.90	11.91	$35.99	$3.90	11.91	$35.99	$3.90	11.91	$35.99	$3.90	11.91
302 - COOPERS ORIGINAL	$29.24	$42.99	$9.84	25.18	$42.99	$9.84	25.18	$42.99	$9.84	25.18	$42.99	$9.84	25.18	$42.99	$9.84	25.18
303 - W/E DGT 750 CTN	$30.16	$37.00	$3.48	10.34	$37.00	$3.48	10.34	$37.00	$3.48	10.34	$37.00	$3.48	10.34	$37.00	$3.48	10.34
304 - CARL FUSION CTN	$33.24	$39.99	$3.11	8.57	$39.99	$3.11	8.57	$39.99	$3.11	8.57	$39.99	$3.11	8.57	$39.99	$3.11	8.57
305 - W/E EXP CAN CTN	$34.38	$38.99	$1.07	3.01	$38.99	$1.07	3.01	$38.99	$1.07	3.01	$38.99	$1.07	3.01	$38.99	$1.07	3.01
306 - PURE BLONDE CTN	$34.56	$42.99	$4.52	11.57	$42.99	$4.52	11.57	$42.99	$4.52	11.57	$42.99	$4.52	11.57	$42.99	$4.52	11.57
307 - TOOH PLAT CTN	$38.59	$47.99	$5.04	11.55	$47.99	$5.04	11.55	$47.99	$5.04	11.55	$47.99	$5.04	11.55	$47.99	$5.04	11.55
308 - BAREFOOT RAD CTN	$34.60	$41.99	$3.57	9.36	$41.99	$3.57	9.36	$41.99	$3.57	9.36	$0.00(O)	-$34.60	0.00	$41.99	$3.57	9.36
309 - S/W BIT 375 CTN	$28.19	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38
310 - S/W BIT CAN CTN	$28.19	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38	$34.99	$3.62	11.38
312 - BOAGS ST GEO CTN	$41.81	$54.99	$8.18	16.36	$54.99	$8.18	16.36	$54.99	$8.18	16.36	$54.99	$8.18	16.36	$54.99	$8.18	16.36
313 - COOP PALE 750 CT	$30.42	$38.99	$5.02	14.17	$38.99	$5.02	14.17	$38.99	$5.02	14.17	$38.99	$5.02	14.17	$38.99	$5.02	14.17
314 - HAHN LITE CAN CT	$22.52	$27.99	$2.93	11.50	$27.99	$2.93	11.50	$27.99	$2.93	11.50	$27.99	$2.93	11.50	$27.99	$2.93	11.50
315 - PREMIUM 375 CTN	$33.31	$40.99	$3.96	10.62	$40.99	$3.96	10.62	$40.99	$3.96	10.62	$40.99	$3.96	10.62	$40.99	$3.96	10.62
318 - TOOH OLD 375 CTN	$29.56	$36.99	$4.07	12.10	$36.99	$4.07	12.10	$36.99	$4.07	12.10	$36.99	$4.07	12.10	$36.99	$4.07	12.10
319 - MELB BIT 375 CTN	$33.64	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47
320 - MELB BIT CAN CTN	$33.64	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47	$39.99	$2.71	7.47
321 - HAHN DRY CTN	$0.00	$39.99	$36.35	100.00	$39.99	$36.35	100.00	$39.99	$36.35	100.00	$39.99	$36.35	100.00	$39.99	$36.35	100.00
322 - VB 375 CTN	$31.94	$37.99	$2.60	7.52	$37.99	$2.60	7.52	$37.99	$2.60	7.52	$37.99	$2.60	7.52	$37.99	$2.60	7.52

DESCRIPTION

The Cost Analysis Report provides a list of all PLU's sorted by PLU Group displaying cost price and retail pricing for all or selected price levels.   This report is used to review the pricing for the different price levels and the different gross profits and gross profit percentages.

GETTING THE REPORT

The Cost Analysis Report can be found in two ways:

1. *Sysnet Toolbar > Reports Menu > Stock > SalesStock(PLU) > Cost Analysis*
2. *Sysnet Toolbar > Stock Menu > Reports > SalesStock(PLU)> Cost Analysis*

FILTERING THE REPORT

The Cost Analysis report can be filtered by Location and PLU Group. Additional options include the ability to select which price levels are displayed, use average or last cost, show prices inclusive or exclusive of tax and filter for specific GP % can also be applied.

WHAT IS THE COST ANALYSIS REPORT USEFUL FOR?

- ➤ Determining the gross profits generated by the different price levels

- ➤ Determining the gross profits lost through happy hour pricing

- ➤ Reviewing bar pricing and other level pricing (for example – price level B for member pricing). By setting the Expected GP % as a benchmark against each PLU Group this report will quickly highlight where pricing is not meeting the expected percentages. For more information on setting an Expected GP % please contact your local H&L Representative.

WHEN SHOULD THE COST ANALYSIS REPORT BE USED?

- ➤ H&L would recommend reviewing this on a regular basis such as monthly to ensure issues with pricing perhaps as a result of invoicing are addressed as soon as possible and won't cause ongoing problems in future months.