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Oracle Hospitality Reporting and Analytics is a web-based application that centralizes point-of-sale (POS) data to provide operational and analytical insights into business operations, and to improve efficiency by delivering information to all roles within an organization.

Purpose

This document is intended for customers subscribed to Oracle Hospitality Reporting and Analytics Advanced Cloud Services. Customers using Standard Cloud Services and On-Premise deployments may not have access to all features described in the documentation. Your organization type can affect visibility and access to features within Reporting and Analytics.

The navigation instructions throughout the documentation may not accurately depict the menu layout for your Oracle Hospitality Enterprise Back Office deployment because administrators can customize the name and organization of the groups and links in the sidebar menu. Use the navigation instructions provided as a guideline for locating the links in your deployment, or contact an administrator for assistance.

Audience

Oracle Hospitality Enterprise Back Office documentation applies to the following users:

- Users who perform day-to-day operations with Enterprise Back Office and who typically do not have permissions to configure applications.
- Administrators who configure and maintain Enterprise Back Office. Administrators can also have permissions to configure applications.
- System Administrators or Super Administrators who maintain Enterprise Back Office servers and configuration files, implement initial application settings and configurations, and maintain back-end processes such as automated jobs and data interfaces with third-party applications.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take
Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/.

Revision History

Table 1  Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2018</td>
<td>Initial Publication</td>
</tr>
<tr>
<td>March 2019</td>
<td>• Updated the topic on installing the Remote Transfer Agent (RTA) at a Location</td>
</tr>
<tr>
<td></td>
<td>• Added a topic on configuring Embedded Transfer Agent (ETA) settings in Oracle Hospitality e7 Point-of-Sale</td>
</tr>
<tr>
<td>August 2019</td>
<td>Updated the topic on installing the Remote Transfer Agent (RTA) at a Location</td>
</tr>
<tr>
<td>January 2020</td>
<td>Updated Scheduled Reports</td>
</tr>
<tr>
<td>March 2020</td>
<td>Updated Exporting Reports</td>
</tr>
</tbody>
</table>
Oracle Hospitality Reporting and Analytics is a web-based reporting solution that consolidates food and beverage data for cloud and on-premises implementations. Reporting and Analytics centralizes point-of-sale workstation data to provide insight into restaurant and store operations.

The following figure shows the most common tasks for Reporting and Analytics users. Your business requirements and organization size ultimately determine how you use Reporting and Analytics. For example, small organizations might have one person who performs system administrator tasks as well as creates and publishes analysis reports.

**Administrator, System Administrator**
- Add store and restaurant locations
- Set up roles and permissions and add users
- Set up groups for core reports.
- Ensure consistent data for reporting
- Set up financial calendars and financial periods
- Set up currency settings and exchange rates
- Synchronize the database with data from POS workstations

**Chief Operating Officer, Regional Manager, Restaurant Manager, Store Manager, Business Analyst**
- Run core reports
- View and customize report data in Microsoft Excel with the iQuery plug-in
- Set up schedules for running reports and sending them by email
- Search guest check details
- Customize layout and preferences
Using Reporting and Analytics

Oracle Hospitality Reporting and Analytics is a web-based application that centralizes point-of-sale (POS) or hotel property management data to provide operational and analytical insights into business operations, and to improve efficiency by delivering information to all roles within an organization.

- Choosing a Report Type
- Maintaining Organizations
- Re-Aggregating Data

Choosing a Report Type

Point-of-Sale (POS) applications post data to the Enterprise Back Office database, and Reporting and Analytics applies business intelligence and analytics to the data to produce visualizations and reports for analysis and interpretation.

The reports generated by Reporting and Analytics include child reports, or drill-down reports, which inherit scope and properties from the parent report to display more extensive and detailed information about the user selection. For example, if you are looking at a sales report that includes a breakdown of sales by menu item, you can select a menu item to view a drill-down report containing sales, tax, and service charge details specific to the selected menu item.

Reporting and Analytics allows you to leverage the following types of reports:

Table 2-1  Report Types

<table>
<thead>
<tr>
<th>I Want To</th>
<th>Go To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-defined reports that show information targeting specific business operations.</td>
<td>Core Reports</td>
</tr>
<tr>
<td>Reports that can be customized with selected subjects and columns using a Microsoft Excel plug-in.</td>
<td>Custom Reports in Microsoft Excel</td>
</tr>
<tr>
<td>Find specific transactions that match search criteria; for example, to analyze transactions for loss prevention purposes.</td>
<td>Retrieving Transaction Information with Audit &amp; Analysis</td>
</tr>
</tbody>
</table>

Maintaining Organizations

Administrators can configure and maintain levels, locations, and revenue centers in the Reporting and Analytics organization. Administrators can also configure and assign financial calendars, day parts, currency, exchange rates, and reason codes for the whole organization or for each level or location.
Table 2-2 Managing Organizations

<table>
<thead>
<tr>
<th>I Want To</th>
<th>Go To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure the organizational hierarchy by maintaining the levels,</td>
<td>Organizations, Locations, and Levels</td>
</tr>
<tr>
<td>locations, and revenue centers in the organization and by modifying</td>
<td></td>
</tr>
<tr>
<td>the relationships between levels and locations.</td>
<td></td>
</tr>
<tr>
<td>Configure and assign calendar configurations and financial calendars.</td>
<td>Financial Calendars</td>
</tr>
<tr>
<td>Configure and assign work day partitions.</td>
<td>Financial Calendars and Day Parts</td>
</tr>
<tr>
<td>Assign the default and available currency used by the organization and</td>
<td>Currency and Exchange Rate</td>
</tr>
<tr>
<td>by specific locations.</td>
<td></td>
</tr>
<tr>
<td>Configure and assign a list of default reasons for performing operations</td>
<td>Reason Codes</td>
</tr>
<tr>
<td>such as returns and voids.</td>
<td></td>
</tr>
</tbody>
</table>

Re-Aggregating Data

You can configure a re-aggregation job for specific dates at a single location.

1. Log in to Reporting and Analytics using the organization and system administrator credentials.

2. Click System, click OBI Re-aggregation, and then click OBI Re-aggregation.

3. Select your organization, select a location, add or remove dates for re-aggregation, and then click Save.
Organizations, Locations, and Levels

An organizational hierarchy provides the structure to an enterprise and its locations. The enterprise has only one organizational hierarchy. The hierarchy ensures totals from all locations are available for reports and controls how charts show information in Reporting and Analytics.

The hierarchy consists of levels and locations. A location is a restaurant or hotel. A level is a group of levels or a group of locations. You define the hierarchy by creating parent-child relationships between levels and locations. In the following figure of a sample organizational hierarchy, District 1 is the parent to the Las Vegas and Reno locations, and the West Region is the parent to District 1 and District 2.

You can use the organizational hierarchy to determine user access to information in the system. Using the sample hierarchy as a model, you can create a District Manager role and then assign the role to Jen, the District Manager for District 1. Because of the system relationship between District 1 and the Las Vegas and Reno locations, Jen can see information for those locations only. She cannot see information for the locations related to the other districts.

- Revenue Centers
- Adding Levels
- Adding Locations
- Establishing Relationships Between Levels and Locations
- Installing Remote Transfer Agent at a Location
- Configuring the Embedded Transfer Agent at a Location
Revenue Centers

Revenue centers enable organizations to categorize revenue data by functions within a location. At a fast food restaurant, each register and the drive-thru are examples of cost centers. At a table service restaurant, the bar and dining area are examples of cost centers. If your organization is configured for revenue centers, Reporting and Analytics enables you to filter by revenue center when you modify and run standard reports. You can also filter by revenue center when you use iQuery to work with reporting data in Microsoft Excel.

Related Topics
• Adding Levels
• Adding Locations
• Establishing Relationships Between Levels and Locations

Adding Levels

1. In Reporting and Analytics, click Portal, click Organizational Structure, and then click Levels.
2. Click Add.
3. Type a level name.
   For example, type District 1 for a district level or type East to for a region level.
4. Type a level reference to indicate the level position within the organizational hierarchy.
   Use a value of 0 if the level is the highest corporate level in the organization. Use text or numbers when adding lower levels to the organization. For example, you can use 10 for one district and 20 for another district.
5. Select the financial calendar for the level.
   For example, if the organization uses a financial calendar based on a fiscal year, select the corresponding calendar.
6. Specify values for basic level settings on the form, such as address and postal code, and then click Save.

Related Topics
• Revenue Centers

Adding Locations

1. In Reporting and Analytics, click Admin, click Portal, click Organizational Structure, and then click Locations.
2. Click Add.
3. In the Name field, type a unique name for the location.
   For example, type Columbia for a restaurant location in Columbia, Maryland.
4. In the **Location Reference** field, type a value to indicate the location position within the organizational hierarchy.

You can use a number to indicate the position. For example, if the location is the fourth location in a district level, you can use a value of 4. You can also use text to indicate the position. For example, you can use **East** for a location on the Eastern side of a district level.

5. If the location uses a financial calendar different than the parent level or the organization, select it from the **Financial Calendar** drop-down list.

6. Specify values for the remaining settings on the form and then click **Save**.

**Related Topics**

- Revenue Centers

---

**Establishing Relationships Between Levels and Locations**

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Organizational Structure**, and then click **Relationships**.

2. Select the highest level in the organization, and then click **Edit**.

3. Select **No Parent** from the **Parent Name** drop-down list.

   Select **No Parent** if there is only one level in the organization.

4. Click **Save**.

5. Select a location and then click **Edit**.

6. Select the parent level for the location and then click **Save**.

7. Repeat steps 5 and 6 to establish relationships for the remaining locations.

**Related Topics**

- Revenue Centers

---

**Installing Remote Transfer Agent at a Location**

1. Make sure you know the restaurant ID and download password:

   a. In a browser, go to the Reporting and Analytics application, and then log in with an administrator account.

   b. Go to the **.Connect Admin** portlet or **RTA Admin** portlet depending on your system configurations, select your location, and then click **Display Password**.

      If **.Connect Admin** or **RTA Admin** do not populate a list of locations, you do not have the **Can View Download passwords** portlet permission enabled for your role.

   c. Make a note of the Restaurant ID and Download Password values.

2. Download and install the Remote Transfer Agent (RTA) for your location:

   a. In Reporting and Analytics, click **Admin**, and then click **Store Download**.

   b. Select **Install RTA Client** to download RTClientInstaller.exe.

   c. Run the RTClientInstaller.exe file.
d. Enter the **Portal Server Name**, **Location ID**, **Location Password**, and then click **Install**.
   - Portal Server Name — the URL where you downloaded the RTA Client.
   - Location ID — the restaurant ID found in the RTA Admin portlet.
   - Location Password — the download password found in the RTA Admin portlet.

   If the installation fails, Reporting and Analytics shows the error log in a text editor.

   If you have an Oracle Hospitality e7 Point-of-Sale system, the *Oracle Hospitality e7 Point-of-Sale Installation Guide* provides more information on RTA settings.

## Configuring the Embedded Transfer Agent at a Location

The Embedded Transfer Agent (ETA) sends data from the e7 point-of-sale system to Reporting and Analytics. The *Oracle Hospitality e7 Point-of-Sale Installation Guide* explains how to configure ETA settings for Reporting and Analytics.
Roles, Permissions, and Users

Reporting and Analytics uses roles and portlets to control access to content and functionality. A role defines privileges for a user type, and a portlet represents content or functionality. For example, you provide access to Audit and Analysis through the Audit and Analysis portlet. You provide access to Administration modules through the Portal portlet.

The following figure illustrates a typical flow for setting up roles and adding users to Reporting and Analytics:

![Diagram](image)

Reporting and Analytics has the following default roles:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator</td>
<td>Superuser account with access to every area of the enterprise. System administrators can perform any action and make any change in the system.</td>
</tr>
<tr>
<td>Enterprise Manager</td>
<td>Manager account with access to view data across the enterprise. Users assigned to this role cannot make changes in the system.</td>
</tr>
<tr>
<td>Store Manager (F&amp;B only)</td>
<td>Manager account with access to restaurant-level reports and functions.</td>
</tr>
</tbody>
</table>

If the default roles do not meet your business requirements, you can create roles and specify privileges for the new roles. For example, your organization has a district level with three districts. Each district has three restaurants. You can create a District Manager role. When you add a District Manager user, you assign the user to the district organization level and to the new District Manager role. Because of the district-restaurant relationship settings in Reporting and Analytics, District Managers can view information for only the restaurants in their districts.

You provide access to portlets through side menus. When you configure a side menu, you add it to a role and then you define the order in which the side menu appears in Reporting and Analytics.

- Adding Portlets
- Creating Roles
- Configuring Side Menus
- Assigning Portlets to Roles
- Adding Reports
- Assigning Reports to Roles
• Adding Users

## Adding Portlets

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Portlets**, and then click **Portlets**.
2. Click **Add**.
3. Configure the portlet as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Type a unique name for the portlet. For example, when creating a report portlet, type the report name that appears in the Reporting and Analytics side menu.</td>
</tr>
<tr>
<td>Type</td>
<td>Select the portlet type. For example, select <strong>Report</strong> to create a report portlet.</td>
</tr>
<tr>
<td>URL</td>
<td>Type or select the portlet URL. The portlet type you select determines the values that appear in the URL drop-down list. For example, if you select <strong>Report</strong> from the Type drop-down list, system reports appear in the URL drop-down list.</td>
</tr>
<tr>
<td>Description</td>
<td>Type a description of the portlet.</td>
</tr>
<tr>
<td>myPage Title</td>
<td>Type the title for the portlet that appears on the user myPage.</td>
</tr>
<tr>
<td>Effective Dates</td>
<td>Select a start date for the portlet.</td>
</tr>
<tr>
<td>to</td>
<td>Select an end date for the portlet. The portlet expires on the date you select.</td>
</tr>
</tbody>
</table>

## Creating Roles

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Roles**, and then click **Roles**.
2. Click **Add**.
3. Type a unique name to identify the role in the system.
4. Optionally configure role privileges as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise User</td>
<td>Role members can view data. Role members cannot change data.</td>
</tr>
<tr>
<td>Personalization</td>
<td>Role members can customize their myPage pages.</td>
</tr>
<tr>
<td>Password Change</td>
<td>Role members can change their passwords.</td>
</tr>
<tr>
<td>Guest</td>
<td>Role members have guest-level system access and cannot make changes.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Active</td>
<td>Indicates the role is active. You cannot delete roles from the system. If you no longer need a role, clear the <strong>Active</strong> check box to deactivate the role.</td>
</tr>
<tr>
<td>Market Segment</td>
<td>When your organization is set up, it is configured as one of the following market segment types:</td>
</tr>
<tr>
<td></td>
<td>• Table Service Restaurant (TSR)</td>
</tr>
<tr>
<td></td>
<td>• Quick Service Restaurant (QSR)</td>
</tr>
<tr>
<td></td>
<td>• Hotel</td>
</tr>
<tr>
<td></td>
<td>Use the <strong>Market Segment</strong> drop-down list on the <strong>Role Administration</strong> page to override the organization-level setting for the role you are creating. For example, your organization-level setting is <strong>QSR</strong> because your organization contains all fast food restaurant locations. Your organization adds several locations that offer table service. You can configure roles for the new locations as <strong>TSR</strong> so you can view TSR dashboard data for the locations.</td>
</tr>
<tr>
<td>Sys Admin</td>
<td>Assigns system administrator rights to role members.</td>
</tr>
<tr>
<td>Role Access</td>
<td>Select the role access.</td>
</tr>
<tr>
<td>Power Role</td>
<td>Role members can configure a report to show more than 5,000 rows of data.</td>
</tr>
<tr>
<td>Enabled my2ndPage</td>
<td>Provides role members with a second myPage.</td>
</tr>
<tr>
<td>Enabled my3rdPage</td>
<td>Provides role members with a third myPage.</td>
</tr>
<tr>
<td>Info Distribution Administrator</td>
<td>Enables report mail for role members. Role members can schedule reports for email distribution.</td>
</tr>
<tr>
<td>Change Info Distribution Preferences</td>
<td>Role members can change report mail created by other users.</td>
</tr>
<tr>
<td>Can Be Assigned in HR Form</td>
<td>Members of the role can be used in HR forms.</td>
</tr>
<tr>
<td>Restrict Access to inMotion</td>
<td>Role members do not have permission to log in to the InMotion Mobile application.</td>
</tr>
<tr>
<td>Can Administer API Users</td>
<td>Role members have system rights to administer API user accounts. API user accounts enable you to integrate with Reporting and Analytics through APIs.</td>
</tr>
<tr>
<td>Revenue Center Type</td>
<td>Select the revenue centers to which members of this role have access.</td>
</tr>
<tr>
<td>OBI Subject Area Access</td>
<td>If your organization is enabled for hotel reporting, role members can work with analysis reports for the subject areas associated with the selected class.</td>
</tr>
<tr>
<td>Add/Update OBI Subject Area Classes</td>
<td>If your organization is enabled for hotel reporting, role members can add or update subject area classes for analysis reports.</td>
</tr>
</tbody>
</table>
Field | Description
--- | ---
Delete OBI Subject Area Classes | If your organization is enabled for hotel reporting, role members can delete subject area classes for analysis reports.

5. Click **Save**.

### Configuring Side Menus

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Roles**, and then click **Side Menus**.
2. Select the role, and then click **Configure**.
3. Click **Add**.
4. Type a side menu title.
5. Type a side menu number.
   The number determines the order in which the menu appears in the Reporting and Analytics navigation pane. For example, if you type 1, the menu is the first menu listed in the navigation pane on the Reporting and Analytics home page.
6. Click **Save**.

### Assigning Portlets to Roles

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Roles**, and then click **Portlets**.
2. Select the role, and then click **Configure**.
3. Click **Add**.
4. Configure settings as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portlet</td>
<td>Select the portlet.</td>
</tr>
<tr>
<td>Side Menu Title</td>
<td>Select the side menu in which the portlet appears on the Reporting and Analytics home page.</td>
</tr>
<tr>
<td>Sort Order</td>
<td>Specify the order in which the portlet appears in the side menu. For example, if you type 1, the portlet is the first portlet listed in the side menu.</td>
</tr>
<tr>
<td>Hide</td>
<td>Hides the portlet in the side menu.</td>
</tr>
<tr>
<td>Enable myPage</td>
<td>Enables users to add the portlet when they customize their myPage.</td>
</tr>
</tbody>
</table>

5. Click **Save**.

### Adding Reports

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Reports**, and then click **Portal Reports**.
2. Click **Add**.

3. Type the report name, description, specify the path to the report, and then select the report category.
   The path to the report is the name of the XML file that defines the report.

4. Click **Save**.

### Assigning Reports to Roles

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Reports**, and then click **Report Roles**.

2. Select the role, and then click **Select**.

3. Click **Add**.

4. Select the report, and then click **Save**.

### Adding Users

1. In Reporting and Analytics, click **Admin**, click **Portal**, click **Users**, and then click **Users**.

2. Click **Add**, and then complete the form.
   The following table provides tips on completing some of the settings:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logon Name</td>
<td>User name for logging in to Reporting and Analytics.</td>
</tr>
<tr>
<td>Display Name</td>
<td>The name that appears on the user’s myPage. For example, enter the user’s first name.</td>
</tr>
<tr>
<td>Role</td>
<td>Select a default role for the user or select a role you created for your organization (for example, District Manager). The user inherits the system privileges associated with the role.</td>
</tr>
<tr>
<td>Active</td>
<td>Select to enable the user account.</td>
</tr>
<tr>
<td>Org Level</td>
<td>The level you select determines the level of access for the user. For example, a District Manager can access information for all the locations related to the level. To limit access to store-level information for a store manager, select the store from the drop-down list.</td>
</tr>
<tr>
<td>Revenue Center</td>
<td>If your organization is set up as a food and beverage organization only, select the revenue center to which the user belongs.</td>
</tr>
<tr>
<td>Chain Code</td>
<td>If your organization supports hotel operations and restricts access to information at the hotel chain level, select all the hotel chains to which the user belongs.</td>
</tr>
</tbody>
</table>

3. Click **Save**.
Outage Alerts

System administrators can configure Reporting and Analytics to send an email when communication with the hosting center fails. If there is no communication outage, Reporting and Analytics sends an email every two hours with the status All OK.

Related Topics
- Setting Outage Alert Recipients

Setting Outage Alert Recipients

1. In Reporting and Analytics, click Admin, click Portal, click Alerts, and then click Outage Alerts.
2. Enter up to four recipient email addresses and then click Save.

Related Topics
- Outage Alerts
When your organization does not use an enterprise management module to control data entry, different locations can enter the same item with slight variances. Reporting and Analytics allows you to define the mastery entries for items, such as menu items, order types, room categories, and hotel chains. Item alignment matches same items under the correct master item, ensuring that reports and calculations account for variances in naming or entry and that data remains organized. The following diagram provides an overview of the workflow for automatically and manually aligning items added to the database.

This section contains the following topics:

- Item Alignment for Food and Beverage
- Item Alignment for Hotels
- Configuring Automatic Alignment Rules for Food and Beverage
- Configuring Automatic Alignment Rules for Hotels
- Configuring a Master Group
- Assigning Locations as Master Stores
Item Alignment for Food and Beverage

Item alignment for Food and Beverage organizations consists of the following components:

- **Master Items**: The parent item instance under which the same items post.
  
  For example, a restaurant chain offers a one-pound beef hamburger with cheese. Each restaurant location can name or refer to this hamburger differently, such as cheeseburger or beef burger, 1LB. By default, reports and calculations handle these two entries as completely different entities. To consolidate the two entries, you can create a Master Menu Item named Beef Cheeseburger, 1LB, and then link the two entries to the master item. Reporting and Analytics then always treats posted entries for cheeseburger and beef burger, 1LB as a Beef Cheeseburger, 1LB order.

- **Master Groups**: A grouping of locations for assigning master items and alignment rules. Each Master Group must be assigned at least one Master Store. Each location can only be assigned to one Master Group for each item type.
  
  For example, a restaurant chain offers fast food stores and seated-diner stores. The chain can create a Master Group for their fast food stores and for their seated diner stores, and then assign a headquarters store to each group. This allows the restaurant to control item alignment for fast food stores separately from seated-diner stores.

- **Master Store**: A location that sets default Master Items for selected item types for their assigned Master Group. You can only assign one master store for each item type.
  
  For example, a restaurant chain configures a Master Group for their fast food chain, and assigns the Redwood Shores location as the master store for all Front-of-House item categories, such as menu items and discounts. When a new menu item is introduced to the system in the Redwood Shores location, Reporting and Analytics treats the Redwood Shores instance as the Master Item. When a new menu item is introduced to the system in another location, Reporting and Analytics attempts to align the new menu item to existing Master Items, and you must either manually configure a Master Item or create an instance of the menu item at the Redwood Shores location.

The following diagram provides an example of an organization that defines two master groups to separate item alignment between fast food restaurants and seated diner restaurants.
Item Alignment for Hotels

Item alignment for hotels consists of the following components:

- **Master Items**: The parent item instance under which same items post.
  
  For example, a hotel chain can offer a room containing a single King-sized bed, one shower and bathroom, a TV, and a desk. Each hotel can name or refer to this room differently, such as single, standard or single bed. By default, reports and calculations handle these two entries as completely different entities. To consolidate the two entries, you can create a Room Category Master Item named Standard Single, and then link the two entries to the master item. Reporting and Analytics then always treats posted entries for single, standard and single bed as a Standard Single room entry.

- **Master Groups**: A grouping of locations for assigning master items and alignment rules. Each Master Group must be assigned at least one Master Store. Each location can only be assigned to one Master Group for each item type.
  
  A hotel chain can configure a group for each operational region. This allows the hotel chain to create a set of master items and alignment rules for different regions and countries without worrying about conflicts or different naming schema. For example, the chain can create the Master Groups US & Canada and Australia, and then assign a different Room Category Master Item to each group to account for differences in mattress sizing across the two regions.
• **Master Store**: A location that sets default Master Items for selected item types for their assigned Master Group. You can only assign one master store for each item type.

For example, a hotel chain configures a Master Group for each operational region, and assigns the Redwood Shores location as the Master Store and headquarters for all items for each region. When a new room type offering is introduced to the system in the Redwood Shores location, Reporting and Analytics treats the Redwood Shores instance as the Master Item. When a new room type is introduced to the system in another location, Reporting and Analytics attempts to align the new room type to existing Master Items, and you must either manually configure a Master Item or create an instance of the room type at the Redwood Shores location.

The following diagram provides an example of an organization that defines two master groups to separate item alignment between standard hotel and bed and breakfast locations.

**Figure 5-3  Example Master Group and Master Store**

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**Configuring Automatic Alignment Rules for Food and Beverage**

Alignment Rules define the item alignment processes by:
• Controlling how unaligned items are matched.
• Enabling standard food costs.
• Enabling item aliasing.
• Setting the start and end times for charts.
• Defining the default methods for identifying new items.
• Defining how new items are matched to existing values.

Alignment rules do not guarantee that all new items are aligned to existing items. You can use the rules to increase the likelihood of successfully automated matches. Administrators should continue to perform routine checks of unaligned items and review item alignment to ensure accuracy.

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and click **Alignment Rules**.

2. For each item type, select an item property from the corresponding drop-down list. Reporting and Analytics searches for and aligns items with exact case-sensitive matches for the selected item property.

### Table 5-1  Food and Beverage Item Alignment Rule

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Drop-down List</th>
<th>Item Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu Item</td>
<td>Menu Item Alignment Based On</td>
<td>• POS Number</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name 1 and POS Number</td>
</tr>
<tr>
<td>General Item</td>
<td>General Alignment Type</td>
<td>• POS Item Number Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POS Name Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POS Item Number and Name</td>
</tr>
<tr>
<td>Back-of-House Item</td>
<td>BOH Align Type</td>
<td>• POS Item Number Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POS Name Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POS Item Number and Name</td>
</tr>
</tbody>
</table>

3. Enter the start and end time for all charts in the portal using the 24-hour format.

4. Enter the default food cost percentage for when a percentage is not included in the Master table or the data posted from the POS.

5. Select how the system handles new menu items from the **Menu Item Name Change** drop-down list:
   • Replace an Old Name
   • Create a New Menu Item

6. Enter the **Number of Attempts** to be made to align each menu item.

7. Select how Reporting and Analytics creates or modifies tax definitions from the **Create New Tax Definition** drop-down list.
   • Select **Update Existing** to update tax definition items that exist in the system.
• Select **On Rate Change** to update tax definitions for items that undergo a rate change.

• Select **On Name Change** to update tax definitions for items that undergo a name change.

• Select **On Name or Rule Change** to update tax definitions for items that undergo both a rate and name change.

8. Select **Enable Menu Item Aliasing** to allow users to designate aligned items as an alias of the master item. Automatic alignment then performs alignment if an item matches the master item or an alias.

9. Select **Enable Other Table Aliasing** to allow un aligned menu items to alias with items found in other database tables.

10. You can enter other alignment rule information in the **Other Alignment Rules** field.

Configuring Automatic Alignment Rules for Hotels

Alignment rules do not guarantee that all new items are aligned to master items. Use the rules to increase the likelihood of successfully automated matches. Administrators should continue to perform routine checks of unaligned items and review item alignment to ensure continued accuracy.

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and click **Alignment Rules**.

2. Select the item property for alignment from the **Alignment Type** drop-down list. Reporting and Analytics searches for and aligns items with exact case-sensitive matches.

   • **Reference Only**: aligns items with the same property management system ID.
   
   • **Name Only**: aligns items with the same name.
   
   • **Name and Reference**: aligns items with the same name or property management system ID.

3. Select the number of times the application attempts to align an item.

Configuring a Master Group

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Master Groups**.

2. Click **Add**, or select a Master Group and then click **Edit**. If your organization is configured to handle both Food and Beverage organizations as well as Hotel organizations, click **Add F&B Location** or **Add PMS Location** depending on the type of location you want to add.

3. Enter a name, suffix, and comment for the Master Group, and then click **Save**. Reporting and Analytics appends the suffix to items aligned with the Master Store. This allows you to immediately identify the alignment status of items when performing manual alignment. For example, if you configure the Front of House Master Group with the **FOH** suffix, and then set a Master Item for COCKTAIL, Reporting and Analytics appends the suffix and shows the item as COCKTAIL.FOH.
Assigning Locations as Master Stores

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Master Groups**.

2. Select a Master Group, and then click **Assign Store Master**.

3. Click **Add**, and then select a **Location** from the drop-down list.

4. Select the item types or groups to designate the Master Items. You cannot designate an item type or group as a Master Item if it has been set for another Master Store in the same Master Group.
   - For Food and Beverage organizations, you must select **Menu Item**, **Major Group**, and **Family Group** together.
   - For Hotel and Resort organizations, you must select the following sets together:
     - *Rate Category* and *Rate Class*
     - *Product* and *Package Forecast Group*
     - *Revenue Type* and *Revenue Group*
     - *Promotion* and *Marketing Program*
     - *Promo Service* and *Promotion*
     - *Event Type* and *Meal Type*
     - *Trans Subgroup* and *Trans Group*
     - *Room Category*, *Room Class*, and *Rate Category*
     - *Catering Item*, *Catering Item Class*, and *Revenue Type*

5. You can select **Assign as location** if you deactivate the location as a Master Store.

Assigning Locations to the Master Group

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Master Groups**.

2. Select a Master Group, and then click **Assign Location**.

3. Click **Add**, and then select a **Location** from the drop-down list.

4. Select the item types or groups to align to the Master Items in this Master Group.
   - For Food and Beverage organizations, you must select **Menu Item**, **Major Group**, and **Family Group** together.
   - For Hotel and Resort organizations, you must select the following sets together:
     - *Rate Category* and *Rate Class*
     - *Product* and *Package Forecast Group*
     - *Revenue Type* and *Revenue Group*
     - *Promotion* and *Marketing Program*
Configuring Master Items for Food and Beverage

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Master Items**, and then click the item category for which you want to configure a Master Item.

2. Click **Add**, or select an existing master item and click **Edit**.

3. Configure the Master Item:
   a. Configure the **Name**, configure a prefix to append to items belonging to the Master Item in **Account Prefix**, and then select the **Master Group** from the drop-down list.
   b. Do not change the **POS Ref #**. Reporting and Analytics generates the reference ID.
   c. Select categories for the **Selected Hierarchy** and the **Assigned Group** levels.

Configuring Master Items for Hotels

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Hotel Master Items**, and then click the item category for which you want to configure a Master Item.

2. Click **Add**, or select an existing master item and click **Edit**.

3. Configure the Master Item:
   a. Configure the **Name** and select the **Master Group** from the drop-down list.
   b. If the item category includes parent master items, select the respective Master Items. For example, the Room Category Master Item has a parent Room Class and parent Rate Category.
   c. Do not change the **PMS Ref**. Reporting and Analytics generates the reference ID.

Manual Item Alignment

To perform manual item alignment, in Reporting and Analytics, click **Admin**, click **Warehouse**, click **Alignment**, and click the type of database item. If the organization is configured to match family group or major group, you must perform alignment in the order of Family Group, Major Group, and then Menu Items.

<table>
<thead>
<tr>
<th>I want to</th>
<th>Then do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter the list of master items.</td>
<td>Click <strong>Options</strong>.</td>
</tr>
<tr>
<td>I want to</td>
<td>Then do</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Align an item.</td>
<td>1. Click the master item from the Master Items list.</td>
</tr>
<tr>
<td></td>
<td>2. Click the unaligned item from the Unaligned Items tab, and then click Align.</td>
</tr>
<tr>
<td>Change the alignment of an item.</td>
<td>1. Click the master item from the Master Items list.</td>
</tr>
<tr>
<td></td>
<td>2. Click the item from the Aligned Items tab, and then click Transfer.</td>
</tr>
<tr>
<td></td>
<td>3. In the Select destination master item window, click the destination master item, and then click OK.</td>
</tr>
<tr>
<td>Designate an aligned item as an alias.</td>
<td>If the alignment rule allows menu item aliasing:</td>
</tr>
<tr>
<td></td>
<td>1. Click the master item from the Master Items list.</td>
</tr>
<tr>
<td></td>
<td>2. Click the item from the Aligned Items tab, and then click Alias.</td>
</tr>
<tr>
<td>Unalign an item.</td>
<td>1. Click the master item from the Master Items list.</td>
</tr>
<tr>
<td></td>
<td>2. Click the item from the Aligned Items tab, and then click Unalign.</td>
</tr>
<tr>
<td>Merge master items.</td>
<td>1. Click the master items from the Master Items list, and then click Merge.</td>
</tr>
<tr>
<td></td>
<td>2. In the Select master item dialog box, click the master item you want to keep, and then click OK.</td>
</tr>
<tr>
<td>Designate an unaligned item as a master item.</td>
<td>1. Click an item from the Unaligned Items tab and then click Create Master.</td>
</tr>
<tr>
<td></td>
<td>2. Fill out the Create Master form, and then click OK.</td>
</tr>
<tr>
<td>Configure alignment rules.</td>
<td>1. Click Modify Rules.</td>
</tr>
<tr>
<td></td>
<td>2. Fill out the form, and then click Create.</td>
</tr>
<tr>
<td>Run the alignment process immediately.</td>
<td>Click Run Alignment.</td>
</tr>
</tbody>
</table>
Financial Calendars and Day Parts

Reporting and Analytics manages the following methods for grouping time intervals for reporting and calculating data:

- **Calendar:** You can perform calculations based on standard calendar intervals, such as years, months, and weeks.
- **Financial Calendar:** You can configure financial calendars and financial years to perform configurations on fiscal intervals, such as fiscal years and fiscal quarters.
- **Day Parts:** You can divide workdays into day parts to perform calculations on different time intervals, such as breakfast periods, lunch periods, and dinner periods.

- **Financial Calendars**
- **Accounting Cycles**
- **Last Week of the Financial Year**
- **Creating a Financial Calendar**
- **Creating a Financial Year with the Automated Wizard**
- **Creating a Financial Year Manually**
- **Creating Day Parts**
- **Overriding Day Parts**

### Financial Calendars

The sales information received by Reporting and Analytics from the Point-of-Sale (POS) or hotel management application is processed by each business day, as configured by the End-of-Day (or End-of-Night) operations. For example, if a location is configured to perform End-of-Day operations every night even when it is closed on weekends, the application creates Saturday and Sunday as business days with no sales values, resulting in a seven-day week. If a store is configured to perform End-of-Day operations every week day, the application only creates Monday to Friday, and the empty sales values from Saturday and Sunday are rolled into Monday, resulting in a five-day week.

The Reporting and Analytics financial calendar organizes the business dates within the following defined fiscal year components:

- The start and end of the fiscal year. Financial calendars also define how to handle the surplus day(s) at the end of the year.
- The starting day of each week.
- The start and end of each financial period.
- The start and end of each financial quarter.
By defining the components, the financial calendar ensures that users know what to expect when viewing calculations or requesting calculations based on certain intervals. For example, a financial period always consists of four or five weeks, depending on the accounting cycle used, and always includes the same number of each day of the week, resulting in a meaningful comparison of values across periods. A calendar month can differ in the number of weeks and days, and can have different numbers of each day of the week, making comparisons across months much less reliable and meaningful.

The following illustration provides an example of the component layers that comprise a financial calendar:

**Financial Calendar (Fiscal Years)**

- FY2014
- FY2015
- FY2016
- Etc.

**Financial Year (June → May)**

- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4

**Financial Quarter (Aug → Nov)**

- August - October
- October
- October - November

**Financial Period**

- Oct 3 – Oct 9
- Oct 10 – Oct 16
- Oct 17 – Oct 23
- Oct 24 – Oct 30
- Oct 31 – Nov 6

**Week**

- Thurs.
- Fri.
- Sat.
- Sun.
- Mon.
- Tues.
- Wed.

**Day Part**

- Night (Closed)
- Breakfast
- Lunch
- Dinner

* The financial calendar can be assigned to an organization level and location, with the location settings overriding the level settings.
** The length of a financial period depends on the accounting cycle selected for the financial year. Financial periods are defined by the number of weeks since the start of the financial quarter, and do not correlate to any one specific calendar month. In this example, all three financial periods in the financial quarter include at least one day in October.

*** Each financial week begins with the day of the week of the first business day of the financial year. For example, if a financial year begins Thursday, June 1, every financial week begins on Thursday and ends on the following Wednesday.

Related Topics
- Accounting Cycles
- Last Week of the Financial Year

Related Topics
- Creating a Financial Calendar
- Creating a Financial Year with the Automated Wizard
- Creating a Financial Year Manually

Accounting Cycles

Accounting cycles define the number of weeks in each financial period in each financial quarter. For example, the 4-4-5 accounting cycle means that in each quarter, the first financial period consists of the first four weeks, the second period consists of the next four weeks, and the third period consists of the next five weeks. This quarter then accounts for 13 weeks, and the four quarters account for 52 weeks, or the full calendar year.

You can configure a financial year to adhere to one of the following accounting cycles:

Table 6-1  4-4-5 and 5-4-4 Accounting Cycle Examples

<table>
<thead>
<tr>
<th>Period</th>
<th>Jan/Feb</th>
<th>Period</th>
<th>Nar/Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-4-5</td>
<td>Q1 FY2016</td>
<td>5-4-4</td>
<td>Q1 FY2016</td>
</tr>
<tr>
<td>Week 1</td>
<td>20</td>
<td>Week 1</td>
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<td>21</td>
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<table>
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<tbody>
<tr>
<td>4-4-5</td>
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<table>
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<table>
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<tbody>
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<td>Week 11</td>
<td>63</td>
<td>Week 11</td>
<td>63</td>
</tr>
<tr>
<td>Week 12</td>
<td>64</td>
<td>Week 12</td>
<td>64</td>
</tr>
</tbody>
</table>
Table 6-2  4-5-4 and 4-4-4 Accounting Cycle Examples

<table>
<thead>
<tr>
<th>4-5-4</th>
<th>4-4-4</th>
</tr>
</thead>
</table>

The 4-4-4 accounting cycle adds an additional financial period (Period 13) to account for the remaining weeks.

Related Topics

- Financial Calendars
- Creating a Financial Year with the Automated Wizard
- Creating a Financial Year Manually

Last Week of the Financial Year

Depending on the number of days in a financial week generated by your Point-of-Sale End-of-Day operations, the last week of the year can consist of more than seven days. You can configure Reporting and Analytics to handle the extra days in one of two ways:

- **Add extra days to the last week**: By default, Reporting and Analytics creates an extended week with more than seven days.
• **Create a new financial week with the extra days:** You can select this option to create an additional week containing the additional days.

<table>
<thead>
<tr>
<th>51</th>
<th>17</th>
<th>18</th>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>52</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>53</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Related Topics**

- Financial Calendars

**Related Topics**

- Creating a Financial Year with the Automated Wizard
- Creating a Financial Year Manually

## Creating a Financial Calendar

1. Create the Financial Calendar for your organization or location:
   a. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Financial Calendars**.
   b. Click **Add**, enter a **Name** for the calendar, and then click **Save**.

2. Add a financial year to the calendar:
   a. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Financial Periods**.
   b. Select the financial calendar and click **Configure**.
   c. Click **Add Year Automatically** to use the creation wizard, or click **Add Year Manually** to manually enter all financial year.

3. Set the **Financial Calendar** field for locations and levels in the organization.
   Locations inherit the financial calendar setting for the level to which they belong.
   You can set an overriding financial calendar directly for the location.

**Related Topics**

- Financial Calendars

## Creating a Financial Year with the Automated Wizard

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Financial Period**.

2. Select the calendar for which you want to define the financial periods and then click **Configure**.

3. Click **Add Year Automatically** and then fill out the form as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Name</td>
<td>Enter a name for the financial year.</td>
</tr>
</tbody>
</table>
### Creating a Financial Year Manually

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and then click **Financial Period**.

2. Select the calendar for which you want to define the financial periods and then click **Configure**.

3. Click **Add Year Manually**, and then enter a **Name** and **Number** for the year.

4. Click **Add New Period** to add a new row to the table of periods, then enter a name for the period, the ordering number for the period, and the fiscal quarter to which the period belongs.

5. Click **Add New Period** to add a new row to the table of periods, then enter a name for the period, the ordering number for the period, and the fiscal quarter to which the period belongs.

**Related Topics**
- Financial Calendars
- Accounting Cycles
- Last Week of the Financial Year
Creating Day Parts

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and click Day Part.

2. Click Add and fill out the form as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the day part. Enterprise Back Office shows this name in day part reports.</td>
</tr>
<tr>
<td>Beginning Fixed Period</td>
<td>Select the start time for the day part. The system administrator can configure the interval for the drop-down list.</td>
</tr>
<tr>
<td>Ending Fixed Period</td>
<td>Enter the end time for the day part while making sure that the time does not overlap with the start time.</td>
</tr>
<tr>
<td>Report Display Order</td>
<td>Enter the order in which reports list the day part.</td>
</tr>
<tr>
<td>Apply To</td>
<td>Select or deselect the days of week for which this day part applies. You can click Clear Days to deselect all days.</td>
</tr>
</tbody>
</table>

3. Verify that the day part does not overlap other day parts.

4. Verify that the day parts cover all hours of a business week. If there are untouched hours, the Day Part page shows the following message:

   Warning: The day parts you've setup do not cover all fixed periods and days of the week. Please review documentation for additional details.

Overriding Day Parts

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and click Day Part Overrides.

2. Click Add and fill out the form as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Override Day Part</td>
<td>Select the day part you want to override.</td>
</tr>
<tr>
<td>Location</td>
<td>Select the location for the override.</td>
</tr>
<tr>
<td>Revenue Center</td>
<td>Select the revenue center for the override.</td>
</tr>
<tr>
<td>Beginning Fixed Period</td>
<td>Select the start time for the day part. The system administrator can configure the interval for the drop-down list.</td>
</tr>
<tr>
<td>Ending Fixed Period</td>
<td>Enter the end time for the day part while making sure that the time does not overlap with the start time.</td>
</tr>
<tr>
<td>Report Display Order</td>
<td>Enter the order in which reports list the day part.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Apply To</td>
<td>Select or deselect the days of week for which this day part applies. You can click <strong>Clear Days</strong> to deselect all days.</td>
</tr>
</tbody>
</table>
Currency and Exchange Rate

You can enter as many types of currency as necessary by the organization to control and examine financial data. If your organization uses multiple currencies, you need to create exchange rates.

- Enabling Currency Configuration and Setting the Common Currency
- Adding a Currency Type
- Adding and Updating Exchange Rates

Enabling Currency Configuration and Setting the Common Currency

1. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and click **Enterprise Options**.
2. Select **Enable Common Currency**.
3. Select the currency type from the **Common Currency** drop-down list.
   This is the currency to which other currencies are exchanged and converted.

Adding a Currency Type

1. Make sure you enabled common currency.
2. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Miscellaneous**, and click **Currency**.
3. Fill out the form as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currency Name</td>
<td>Enter the name of the currency type. For example, American Dollar.</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Optionally, enter an abbreviation for the currency. For example, USD.</td>
</tr>
<tr>
<td>Multiply</td>
<td>Select to multiply the currency against the base currency.</td>
</tr>
<tr>
<td>Round To</td>
<td>Enter the number of decimal places for rounding in the 0.0 format. For example, 0.00 to round to two decimal places and 0.0 to round to one decimal place.</td>
</tr>
</tbody>
</table>
Adding and Updating Exchange Rates

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and click Exchange Rate.

2. Search for or select a currency and click Configure.

3. On the Exchange Rate Administration page, click Add, or select an existing exchange rate and then click Edit.

4. Fill out the form as described in the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Date</td>
<td>Enter or select the date on which this exchange rate goes into effect.</td>
</tr>
<tr>
<td>Business Date</td>
<td>Optionally, enter or select the date on which this exchange rate stops being used for calculations.</td>
</tr>
<tr>
<td>Exchange Rate</td>
<td>Enter the multiplier relative to the base currency.</td>
</tr>
</tbody>
</table>
Report Categories

Report categories enable you to group custom reports and reports installed with other Enterprise Back Office products that integrate with Reporting and Analytics such as Labor Management.

- Adding Reports

Adding Reports

1. In Reporting and Analytics, click Admin, click Warehouse, click Reports, and then click Portal Reports.

2. Click Add.

3. Type the report name, description, specify the path to the report, and then select the report category.
   The path to the report is the name of the XML file that defines the report.

4. Click Save.
Core Reports

Reporting and Analytics installs pre-defined reports that show information targeting specific business operations. The core reports do not include core reports from other regions such as EMEA, customized reports, and reports installed by other Enterprise Back Office products. You can configure the core reports to handle information from within a certain date range or from data that applies to a certain organizational level, such as a revenue center or a location. For example, use the Daily Operations Summary report as part of your start-of-day process to review high-level operations data for the previous business day at a specific store. You can run the report for all locations and compare the store to the whole enterprise.

If you have system administrator privileges, you can control the scope of core reports through location groups and item groups.

If your organization uses the System Sales Summary report, configure data mapping to populate the report with workstation data from Enterprise Back Office. When you configure data mapping, you create data categories and then you map data values.

- Location Groups
- Item Groups
- Creating Reporting Hierarchies
- Creating Category Groups
- Creating Category Group Hierarchies
- Running Reports
- Modifying Reports
- Exporting Reports

Related Topics

- Creating Data Categories
- Mapping Data

Location Groups

Location groups are hierarchies of parent-child location relationships. Reporting hierarchies differ from organization hierarchies because you can use the same location in multiple hierarchies. Users can select the reporting hierarchies when running core reports, guest check queries, and Enterprise Maintenance Services. In the following example, the Columbia restaurant appears in two reporting hierarchies. The first hierarchy organizes locations into organization types and then into regions, allowing users to run reports on all corporate locations, all franchise locations, on franchise locations by region, or by each specific location. The second hierarchy organizes locations by property type, such as mall locations and free-standing locations. Both hierarchies provide users with a convenient way select more than one location by context that is familiar to their business use-case.
Item Groups

Item groups are hierarchies of parent-child item relationships. Category groups are independent of item alignment and categorization in the Point-of-Sale application. Users can select category groups when running core reports based on menu items and when using the iQuery plugin. In the following example figure, a location creates a category group hierarchy named Discounts containing the Permanent, Seasonal, and Trial Program discount groups. The location creates another level of category groups under the Seasonal group containing the Holiday Season, Spring, and Fall category groups. Users can then select Spring instead of manually selecting Mardis Gras Madness and Iris Ayes, but could also select Seasonal to include all discounts under Holiday Season, Spring, and Fall.

Figure 9-2 Discount Category Groups Example
Creating Reporting Hierarchies

1. In Reporting and Analytics, click Admin, click Warehouse, click Reporting Hierarchies, and click Hierarchies.
2. Click Add.
3. Type a hierarchy name (for example, District 1).
4. Add levels to the hierarchy:
   a. Click Admin, click Warehouse, click Reporting Hierarchies, and click Levels.
   b. Click Add.
   c. Type a reporting level name (for example, Free-standing).
   d. Click Save.
   e. Repeat these substeps to add more levels.
5. Establish relationships between levels:
   a. Click Admin, click Warehouse, click Reporting Hierarchies, and click Relationships.
   b. Select the reporting hierarchy name and then click Select.
   c. Click Assign Level.
   d. Select the level (for example, Free-standing).
   e. Select the parent level. If the level you are assigning is the first level, select No Parent from the Parent Level Name drop-down list.
   f. Click Assign Level.
   g. Repeat these substeps to assign more levels.
6. Establish relationships between levels and locations:
   a. Click Assign Location.
   b. Select the location (for example, Columbia).
   c. Select the parent level for the location (for example, Free-standing).
   d. Click Assign Location.
   e. Repeat these substeps to establish remaining level-location relationships.

Creating Category Groups

1. In Reporting and Analytics, click Admin, click Warehouse, click Category Groups, and click Category Groups.
2. Enter a name for the category group and then click Save.

Creating Category Group Hierarchies

1. To create a category group hierarchy:
   a. In Reporting and Analytics, click Admin, click Warehouse, click Category Groups, and click Hierarchies.
b. Click **Add** and then enter a name for the hierarchy.

c. Select the category type from the drop-down list and then click **Save**.

2. To add category groups to the hierarchy and to configure parent-child relationships:

   a. In Reporting and Analytics, click **Admin**, click **Warehouse**, click **Category Groups**, and click **Relationships**.

   b. Select the hierarchy and then click **Select**.

   c. To add a category group to the hierarchy, click **Assign Group**, select the group and the parent, and click **Save**.

   d. To change the parent-child relationship of a group, select the child group, click **Edit**, change the parent group, and click **Save**.

---

### Running Reports

1. In the Reporting and Analytics side menu, click the link to go to the **More Reports** page. If you cannot find the link, contact your system administrator.

2. In the Reports list, click the report name, and then click the specific report.

3. Click **Run Report**.

### Modifying Reports

1. In the Reporting and Analytics side menu, click the link to go to the **More Reports** page. If you cannot find the link, contact your system administrator.

2. In the Reports list, click the report name, and then click the specific report.

3. On the **Modify Report** tab, modify the report as described in the following table:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Business Dates** | Select business dates for the report by performing one of the following:  
|                  | • Select the range of dates for the report from the drop-down list.  
|                  | • Click **Business Dates** to open the calendar view.  
| | You can select dates in the calendar view using the following methods:  
|                  | • Click a single day.  
|                  | • Click the month name to select all the days in the month.  
|                  | • Click the day column header to select all those days in the month.  
|                  | • Click the numbered week to select all the days in that week.  
|                  | • Press and hold the **Ctrl** key to select multiple days. |
| **Locations**     | Select the locations for which the report returns data.                                                                                      |
| **Revenue Centers** | Select the revenue centers for which the report returns data.                                                                                   |
### Setting Description

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Types</td>
<td>Select the order types for which the report returns data.</td>
</tr>
</tbody>
</table>

4. On the **Preferences** tab, specify how Reporting and Analytics saves reports as described in the following table:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save</strong></td>
<td>When you select the report from the Reporting and Analytics home page side menu, the report runs with the settings you selected in step 3. For example, if you configure the Daily Operations report to search by the location Maryland, USA and then click <strong>Save</strong>, all users running the Daily Summary report generate a report for the location Maryland, USA unless they change the search settings.</td>
</tr>
<tr>
<td><strong>Restore defaults</strong></td>
<td>Restores the factory defaults for the report.</td>
</tr>
<tr>
<td><strong>Save as</strong></td>
<td>Saves the report with the settings you selected in step 3 as a custom report in Other Reports. For example, you can configure the Daily Operations report for a specific organization and save it as an alternate version of the Daily Operation report, as shown in the following image:</td>
</tr>
</tbody>
</table>

5. On the **Favorite** tab, specify settings as described in the following table:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Set as Favorite</strong></td>
<td>Makes the report easier to access. Reporting and Analytics adds a star next to the report name and adds it to the <strong>Reports</strong> section of the home page side menu.</td>
</tr>
<tr>
<td><strong>Set as Home Report</strong></td>
<td>You can configure your personal settings to open the report when you log in to Reporting and Analytics. <strong>Configuring User Preferences</strong> provides more information.</td>
</tr>
<tr>
<td><strong>Enable Auto Run</strong></td>
<td>Controls if the report runs after you click the report. If you turn off this setting, you have to click <strong>Run Report</strong> every time you want to run the report.</td>
</tr>
</tbody>
</table>

6. Click **Run Report**.
Exporting Reports

You can export reports as file formats configured by administrators, such as PDF, Microsoft Excel, and comma-separated values.

1. Run a report or modify and then run a report.
2. Click the export format icon next to the Favorites tab.
3. Save the exported file.

When you save to a CSV file, Reporting and Analytics inserts comma delimiters with double-quotations text qualifiers. Some reports also contain the following mathematical symbols: + - =. The symbols can cause formatting issues when you open a CSV file in Microsoft Excel.
Custom Reports in Microsoft Excel

iQuery is a Microsoft Excel plug-in that enables you to create reports using selected subjects and columns.

For example, if you want a start-of-day report that replaces the Operating Metrics section of the Daily Operations Summary report with information about the three best-selling items for that day and some labor performance and efficiency analysis, you can create a report with the fields you want to see. You can then save the custom report into Reporting and Analytics so you can launch the report from the sidebar.

- Installing iQuery
- Building a Custom Report in Microsoft Excel

Installing iQuery

1. Close Microsoft Excel if it is open.
2. In the Reporting and Analytics side menu, click the link to go to the iQuery Download page. If you cannot find the link, contact your system administrator.
3. Click Install MICROS iQuery - Office 2007+ and then save iQuerySetup.exe to a temporary location on your computer.
4. Double-click the iQuerySetup.exe file and then follow the prompts to install the software.
5. Validate the installation:
   a. Open Microsoft Excel.
   b. Locate the iQuery plug-in, and then open iQuery.
      The location varies depending on the version of Microsoft Excel. For example, in Microsoft Excel 2013, access iQuery from the ADD-INS ribbon.
   c. Log in to iQuery.

Building a Custom Report in Microsoft Excel

1. Select a query subject.
2. Select the column data that appears in the spreadsheet when you run the query.
   Use the up and down arrows to adjust the order of the columns in the spreadsheet. For example, if you move a column to the top of the list, that column is the first column in the spreadsheet.
3. To apply a mathematical operation to column data, select it from the Operation drop-down list.
4. Specify filters to refine query results:
   a. Select a business date or date range.
b. Select locations.

c. Select revenue centers for the locations.

d. Select other filters.

5. Define the order in which iQuery sorts the data.

6. Click **Preview** to verify that the query returns the correct results.
   
   If the preview does not return results or returns too many rows, change query settings and the preview the query again.

7. Click **Run** to show the results in Microsoft Excel.

8. Save the query.
   
   To save the query on your computer so you can run it at a later time from Microsoft Excel, click **Query**. iQuery does not save the business date because you change the date each time you run the query.

   To save the query as a report, click **Report**. Users assigned to the role for accessing custom reports can run the report from Reporting and Analytics.
Scheduled Reports

You can use Report Mail to schedule reports to run at a specified date and time, and to distribute the report by email to a user or role.

For example, you can configure Report Mail to generate and send a report every morning that summarizes operations from the previous business day. This allows you to access reports on a set frequency without logging into Reporting and Analytics or manually running the report.

- Scheduling Reports for Email Distribution

Scheduling Reports for Email Distribution

1. In the Reporting and Analytics side menu, click the link to go to the Report Mail Administration Menu page. If you cannot find the link, contact your system administrator.


3. Click Add.

4. On the Content tab, specify email content as described in the following table:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select the report type.</td>
</tr>
<tr>
<td>Report Selection</td>
<td>Select the report. For long lists of reports, specify search criteria to locate the report.</td>
</tr>
<tr>
<td>Preferences</td>
<td>Specify delivery preferences. The report you select determines the preferences that appear. If you select multiple locations, Reporting and Analytics sends one report for each location. If you select Consolidated, Reporting and Analytics sends aggregate report data for all locations in one email. Reporting and Analytics sends each report in a separate email. If you select Zip multiple files, Reporting and Analytics sends one mail with a ZIP file containing the report files.</td>
</tr>
</tbody>
</table>

5. On the Name tab, specify email settings as described in the following table:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Type the name of the report email. The name identifies the report email in the Reporting and Analytics web application.</td>
</tr>
<tr>
<td>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Description</td>
<td>Type a description of the report email. The description appears in the Reporting and Analytics web application.</td>
</tr>
<tr>
<td>Subject</td>
<td>Type a subject for the report email. The value appears in the subject line of the email sent to recipients.</td>
</tr>
<tr>
<td>Active</td>
<td>Clear the option to deactivate the report email. Reporting and Analytics saves the report email settings but does not send report emails.</td>
</tr>
<tr>
<td>Email When Error</td>
<td>Select to notify the system administrator of report email errors.</td>
</tr>
</tbody>
</table>

6. On the **Recipients** tab, select the email recipients.
   
   If you select a specific user, and you want to send the email to more users, select **Additional recipient(s) emails** and then type the email addresses.

7. On the **Frequency** tab, specify the intervals Reporting and Analytics uses to send report emails.

   Depending on your system configuration, Reporting and Analytics can run scheduled reports and send report emails after a service outage. Reports scheduled to run more than once during the interval only run once with the last set of information. If the business date changed during the service outage, all reports are run as if they were scheduled to run on the current day. They do not run for the day they were scheduled. As a result, reports scheduled to show:

   - Daily information, such as the Daily Operations report, show information for the previous business day instead of retrieving information from two days prior.

   - Up-to-date information, such as the Today’s Operations report, show information for the current business day instead of retrieving information for the previous business day.
Oracle Hospitality Reporting and Analytics enables you to retrieve high-level guest check information and transaction-level information from the system.

To retrieve high-level information, use Check Query to retrieve basic check information. For example, you can search for check totals less than $10.00 for a date range from a specific location.

To retrieve transaction-level information, use Audit & Analysis to query the system. Audit & Analysis enables you to build custom queries by applying filters. You can use the query results to identify trends that require research, such as a high number of error corrections or voided transactions. The following table describes the Audit & Analysis queries you can create. Your role or user type determines the queries you can create.

### Table 12-1  Audit and Analysis Information Query

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Detail</td>
<td>Retrieves transaction-level data. For example, you can query transactions for specific menu item purchases at a location.</td>
</tr>
<tr>
<td>Transaction Summary</td>
<td>Retrieves summary-level data. For example, you can query transactions for a tender media type such as credit card purchases for a customer.</td>
</tr>
<tr>
<td>Non-Check Transaction</td>
<td>Retrieves data for non-check transactions. For example, you can query training transactions for workstations at a location.</td>
</tr>
<tr>
<td>Authorization</td>
<td>Retrieves data for transactions that require authorization. For example, you can query voided service charges from a round for a revenue center.</td>
</tr>
</tbody>
</table>

- Retrieving Information with Check Query
- Retrieving Transaction Information with Audit & Analysis
- Exporting Audit & Analysis Queries

### Retrieving Information with Check Query

1. In the Reporting and Analytics side menu, click the link to go to the Check Query page. If you cannot find the link, contact your system administrator.

2. Specify the search criteria, and then click Search.

- Retrieving Transaction Information with Audit & Analysis
- Exporting Audit & Analysis Queries
Retrieving Transaction Information with Audit & Analysis

1. In the Reporting and Analytics side menu, click the link to go to the Audit & Analysis page. If you cannot find the link, contact your system administrator.

2. In the Create New Queries section, click the query type.
   For example, click Transaction Detail to build a query based on specific transaction details such as menu items. Your role and user type determines the queries you can create.

3. Click Locations at the top of the page and then select the location.

4. Click Business Dates and then select dates:
   a. To use a fiscal calendar, select Financial. Contact your system administrator to verify your organization uses a fiscal calendar.
   b. To use a pre-defined date or date range, select it from the Quick Select drop-down list.
   c. Select the year.
   d. To select dates from the calendar grid:
      • Click a single day.
      • Click the month name to select all the days in the month.
      • Click the day column header to select all those days in the month.
      • Click the numbered week to select all the days in that week.
      • Press and hold the Ctrl key to select multiple days.

5. Click Filters, and then specify criteria to limit the query to a useful set of results, as described in the following table:

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Types</td>
<td>Filters by discounts, menu items (Transaction Detail only), service charges (Transaction Detail only), and tender media associated with the check.</td>
</tr>
<tr>
<td>General</td>
<td>Filters by general transaction information. The query type determines the general criteria you can define.</td>
</tr>
<tr>
<td>Workstation (Transaction Detail only)</td>
<td>Filters results by checks generated from workstations at locations.</td>
</tr>
<tr>
<td>Day Parts</td>
<td>Filters by checks generated during parts of a day configured for your organization. Examples of day parts include breakfast, lunch, dinner, and late night. You can also select 15-minute intervals within an hour.</td>
</tr>
<tr>
<td>Order Types</td>
<td>Filters by order types configured for your organization.</td>
</tr>
</tbody>
</table>
Table 12-2  (Cont.) Audit and Analysis Filters

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Centers</td>
<td>Filters by revenue center. For example, you can filter on guest check transactions from the bar or restaurant.</td>
</tr>
<tr>
<td>Customer (Transaction Summary only)</td>
<td>Filters by customer information associated with transactions. For example, you can filter by the name on the credit card a customer used for the transaction.</td>
</tr>
<tr>
<td>Employee</td>
<td>Filters by employee information associated with transactions. For example, you can filter by all transactions for check employee Brian Smith.</td>
</tr>
<tr>
<td>Tax (Transaction Summary only)</td>
<td>Filter by tax information associated with transactions.</td>
</tr>
</tbody>
</table>

6. Click **Format** and define query output settings:
   a. Select the output type.
   b. To show location-specific names of menu items, tender and media, discounts, and service charges in the query, select **Use location names rather than master names**.
      Clearing this option shows the names from the master definition table.
   c. Select the columns that appear in the query and then define how the column data appears in the query.
      For example, you can group data by revenue center in ascending order. To apply a mathematical operation, select the operation from the **Function** column.

7. Click **Run** to run the query.

8. Click **Publish** to save the query and make it available to other users:
   a. Type a name and description for the query.
   b. On the **Publish To** tab, specify if the members of a role or specific users can run the query.
   c. On the **Prompted Filters** tab, select the filters that other users can set when running the published query.
   d. Click **Save**.

   The query appears in the **Public Queries** section on the Audit & Analysis page.

- Retrieving Information with Check Query
- Exporting Audit & Analysis Queries

Exporting Audit & Analysis Queries

1. Build and run an Audit & Analysis query or run a published query.
2. Click the export format icon as shown in the following example:
- Retrieving Information with Check Query
- Retrieving Transaction Information with Audit & Analysis
Manager Communication

The Reporting and Analytics Manager Log is a location-based communication tool for managers. Use the log to add entries and notes for other managers at the location. For example, you are a morning manager at your restaurant and you notice you are low on eggs. Add a to-do log entry for the evening manager to order more eggs. After the evening manager orders the eggs, the evening manager can mark the to-do entry as complete. You can also use the Manager Log to add notes on daily operations.

- Configuring Manager Log Entry Categories
- Working with the Manager Log
- Searching the Manager Log
- Adding an Entry to the Manager Log
- Updating and Closing an Entry
- Adding a Note to the Manager Log

Configuring Manager Log Entry Categories

Add Manager Log categories so managers can use them to organize log entries at a location.

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and click Manager Log Config.
2. Configure the name, column label, and description for each category, and click Save.

Working with the Manager Log

1. In the Reporting and Analytics side menu, click the link to go to the Manager Log page. If you cannot find the link, contact your system administrator.
2. Select the location, and then click View.
3. To add an entry:
   a. Click Add Entry.
      
      Your administrator adds the categories you can select when completing the form.
   b. Complete the form, and then click Add.
4. To update an entry:
   a. Select the entry from the list, and then click Update Entry.
   b. Update the form, and then click Update.
5. To mark an entry as complete:
   a. Select the entry from the list, and then click Update Entry.
b. Click **Mark Completed**.
   Reporting and Analytics removes the entry from the list of active entries.

6. To add a note:
   a. Click **Add Note**.
   b. Complete the form, and then click **Save**.

7. To update a note:
   a. Select the note from the list, and then click **Update Note**.
   b. Update the form, and then click **Save**.

8. To view the log history:
   a. Click **View History**.
   b. Select the date range and log details.
   c. To define filters for searching log entries, specify the search criteria, and then click **Add**.
   d. Click **View**.

**Searching the Manager Log**

1. In the Reporting and Analytics side menu, click the link to go to the **Manager Log** page. If you cannot find the link, contact your system administrator.

2. Click **View History**, configure the search filters, and then click **View**.
   The Manager Log search does not include notes in the search results.

3. On the results page, click **Select Again** to perform another search.

**Adding an Entry to the Manager Log**

1. In the Reporting and Analytics side menu, click the link to go to the **Manager Log** page. If you cannot find the link, contact your system administrator.

2. Click **Add Entry**, fill out the form, and click **Add**.
   Administrators can configure the list of **Categories**.

**Updating and Closing an Entry**

1. In the Reporting and Analytics side menu, click the link to go to the **Manager Log** page. If you cannot find the link, contact your system administrator.

2. Click the entry you want to update, click **Update Entry**, and then make changes to the form.

3. Click **Update** to finalize the changes to the entry, or click **Mark Completed** to change the status of the entry to **Complete**.

**Adding a Note to the Manager Log**

1. In the Reporting and Analytics side menu, click the link to go to the **Manager Log** page. If you cannot find the link, contact your system administrator.
2. Click **Add Note**, fill out the form, and then click **Save**.
User Settings

You can configure the content and layout of myPage and change personal application settings.

- **myPage**
- Configuring myPage Content
- Configuring User Preferences

**myPage**

The myPage screen appears after you log in to Reporting and Analytics. You can perform the following configurations:

- Add or remove charts or reports to run upon login.
- Change the color scheme.
- Resize windows on the screen.

You can configure up to three myPage screens. Reporting and Analytics shows your first myPage screen after you log in.

**Related Topics**

- Configuring myPage Content
- Configuring User Preferences

**Configuring myPage Content**

1. To add or remove content:
   a. From the myPage menu, click **Content**.
   b. Select or deselect the information you want show on myPage. The system administrator manages the content available in this list.

2. To move or resize content:
   a. From the myPage menu, click **Layout** and then click **OK**.
   b. Drag the center of the content to move it.
   c. Drag the corner of the content to change its size.

**Related Topics**

- myPage
Configuring User Preferences

1. On the myPage you want to configure, click **Preferences**.
2. Select your **Language** and **Time Zone** regional settings.
3. Select your Reporting and Analytics color scheme from the **Style** drop-down list.
4. Select **Remember Report Selections** if you want to save your filter selections for each report.
5. For the **First login of the day** and **Subsequent logins**, you can configure whether to:
   a. Show the content configured for your myPage.
   b. Show the report currently set as the Home Report. You cannot change the Home Report from the user preferences menu.
   c. Show the dashboard set as the Home Dashboard.
6. Select the dashboard you want to set as the **Home Dashboard**.
7. Click **Save**.

**Related Topics**

* myPage
Reason Codes

Point-of-Sale operations such as voids, returns, time card adjustments, pay rate changes, and leaves of absence typically require the manager or employee to enter a reason. You can use Enterprise Reason Codes to define and configure types of reasons and to define the available predefined reasons that managers and employees can select.

- Creating Reason Codes

Creating Reason Codes

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and click Enterprise Reason Codes.
2. Select the action and then click Select. For example, you can select Time Card Adjustments to configure the list of reasons available to managers when they justify changes to a time card.
3. Click Add, or select an existing reason and click Edit to open the reason configuration form.
4. Enter the reason in the Reason Code field.
5. To set the code as the default for the action, select Default and then click Save.
Data Export for Custom Reports and Third-Party Applications

Reporting and Analytics enables you to export data for use in custom reports and third-party applications. You map data values in Reporting and Analytics so third-party applications can process the exported data. For example, a third-party application uses a value of 100 to define hamburgers. The workstation uses a value of 1015 for hamburgers. You can map an external value of 100 to the exported data so the third-party application can process the data.

- Creating Data Categories
- Mapping Data
- Manually Exporting Data

Creating Data Categories

1. In Reporting and Analytics, click Admin, click Data Mapping, and then click Data Mapping Categories.
2. Click Add.
3. Type a name and a description.
   If you are exporting data to populate System Sales Summary reports, type category names as follows:
   - CashTotals
   - Deposits
   - PaidIn
   - PaidOut
   - TipsPaidSVC
   - TipsPaidTender
   - GiftCards
4. If your organization uses exported data in a third-party application, type an external value. The external value you specify is the value the third-party application uses to define the category.
5. Click Save.

Related Topics
- Core Reports
- Mapping Data
Mapping Data

1. In Reporting and Analytics, click **Admin**, click **Data Mapping**, and then click **Data Mapping**.

2. Click the **Choose Org Level** drop-down list and select the organization.

3. Click the **Choose Mapping Category** drop-down list and select the data category.

4. Click **Add**.

5. In the **External Reference** field, type the external reference value.
   As a System Sales Summary report example, you selected the CashTotals data category, so you type **Cash** in the **External Reference** field.
   As an example for exporting data for a third-party application, you type **100** because that is the value the application uses to define an item such as hamburgers.

6. Click the **Info Source Type** drop-down list and select the category information source.
   If you are mapping data for System Sales Summary reports, select the source according to the following table:

<table>
<thead>
<tr>
<th>Category</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>CashTotals</td>
<td>Tender Media</td>
</tr>
<tr>
<td>Deposits</td>
<td>Tender Media</td>
</tr>
<tr>
<td>PaidIn</td>
<td>Tender Media</td>
</tr>
<tr>
<td>PaidOut</td>
<td>Tender Media</td>
</tr>
<tr>
<td>TipsPaidSVC</td>
<td>Service Charge</td>
</tr>
<tr>
<td>TipsPaidTender</td>
<td>Tender Media</td>
</tr>
<tr>
<td>GiftCards</td>
<td>Menu Item</td>
</tr>
<tr>
<td>GiftCards</td>
<td>Service Charge</td>
</tr>
</tbody>
</table>

7. In the **By POS Ref** field, type the workstation reference number to map it to the external reference value.
   As a System Sales Summary report example, you specified **Cash** as the external reference and you selected **Tender Media** as the information source. If the workstation reference number for the Cash key is **101**, type **101** in the **By POS Ref** field.
   As an example for exporting data for use by a third-party application, type **1015** because that is the value the workstation uses to define an item such as hamburgers.

8. Click **Save**.

**Related Topics**
- Core Reports
- Creating Data Categories
Manually Exporting Data

1. In Reporting and Analytics, click Admin, click Data Mapping, and then click Manual Export.
2. Select the organization level.
3. Select the business date.
4. Select the export type.
5. Click Export.
Enterprise Maintenance Services

Enterprise Maintenance Services (EMS) is a Reporting and Analytics app that enables you to make changes to POS workstations, such as RES 3700 and 9700 Point-of-Sale, in your organization. Use the app to:

- Add and edit menu items
- Add and edit discounts
- Edit prices and tax rates

You can apply the changes immediately or you can schedule them in batches. To simplify making changes at multiple locations, EMS applies changes to master records for menu items in your organization. The records enable you to consolidate reporting for menu items, discounts, and tax rates. When you make changes, the master store links unaligned menu items with master menu items by matching their POS number or name.

- Accessing EMS
- Managing POS Workstation Number Ranges
- Adding Menu Items
- Editing Menu Items
- Editing Prices
- Adding Discounts
- Editing Discounts
- Editing Tax Rates
- Editing Batches

Accessing EMS

1. In Microsoft Internet Explorer, log in to Reporting and Analytics.
2. In the side menu, find and then click EMS.
3. Log in to the app with your Reporting and Analytics credentials.

Managing POS Workstation Number Ranges

The EMS app enables you to manage POS workstation number ranges for menu items and discounts. You specify number range settings when you add menu items and discounts to locations.

1. Log in to the EMS app, and then click Number Ranges.
2. To add a range, click Add, and then specify range settings.
For example, you can create a range named Appetizers. You can specify 1000 as the start of the range and 2000 as the end. The numbers within the range correspond to appetizer menu items.

3. To edit a range, select the range from the table, and then click **Edit**.
4. To delete a range, select the range from the table, and then click **Delete**.

### Adding Menu Items

When you add an item, you make a copy of an item already in the system and then update the item settings.

1. Log in to the EMS app, click **Add Menu Item**, and then filter or search for the current item.
2. Double-click the item to make a copy of it.
3. Specify POS workstation number settings, and then update the item name.
4. If necessary, update the major group and family group, click **OK**, and then click **Next**.
5. Select the view, and then select the locations to receive the menu item.
   In the tree view, use the **Location Hierarchy** drop-down list to select another location.
6. Click **Next**.
7. Update revenue center settings.
   The app shows the revenue center settings defined in the POS workstation database for your organization. The documentation for your POS workstation provides more information on settings. To use an existing menu item class, select **Existing**, and then click **Select**. Select the menu item class, and then click **OK**. To use a new menu item class, select **New**, and then enter the menu item class number.
8. To update the name, major group, or family group for the menu item at one or more locations, select **Locations Table**.
   To change a menu item name for all locations, enter the new name, and then click **Set**. To change major and family groups, click **Select**, and then select the new groups.
9. To change POS workstation definitions for the menu item, select **Definitions Table**.
   Select the location from the **Location Filter** drop-down, and then update the POS workstation definitions. POS workstation documentation contains more information about settings.
10. To change price settings for the menu item:
    a. Select **Prices Table**, and then select the location details.
    b. To set the new price, enter the price, and then click **Set**.
    c. To adjust prices, specify a currency amount or a percentage.

For example, if an item named Burger is $5.00 and you want to increase the price to $6.25, enter 1.25. To decrease the price by $1.00, enter -1.00. To increase the price by 5 percent, select **Percent** and enter 5.00 in the **Adjust**
By field. When the system makes the adjustment, the Price field shows the new price and the Diff column shows the amount of the adjustment. If you adjust prices by a percentage, you can select a value to round the percentage.

d. Click Add Price.

11. On the Publish Data page, specify when the changes take effect.
   To schedule the changes to take effect at a later time, select Create a new batch to publish, and then specify the date and time.
   To add the changes to a batch, select Add to an existing batch, and then select the batch from the table.

12. Click Publish.

Editing Menu Items

1. Log in to the EMS app, and then click Edit Menu Item.
2. Search for the item, and then double-click it.
3. If necessary, edit the item name, click Next, and then specify if you want to apply the change to every menu item in each location.
4. To edit the major group or family group, select Locations Table.
5. To edit POS workstation definitions, select Definitions Table.
6. To edit prices, select Prices Table.
7. On the Publish Data page, specify when the changes take effect.
   To schedule the changes to take effect at a later time, select Create a new batch to publish, and then specify the date and time.
   To add the changes to a batch, select Add to an existing batch, and then select the batch from the table.
8. Click Publish.

Editing Prices

1. Log in to the EMS app, click Modify Prices, and then filter or search for the item.
2. Select the item, and then click Next.
   Only the locations and revenue centers that have the menu item appear on the Selected Locations page.
3. Select the locations to receive the price changes, and then click Next.
4. To make changes to one location and Revenue Center at a time, use the location and revenue center drop-down lists to filter your selections. Otherwise, the app applies the changes to all similar items in all locations and revenue centers at once.
5. Change the prices.
   To change all menu items to the same price, enter the new price in the Set Prices field, and then click Set.
To change the prices of all menu items by the same dollar amount, enter the amount in the Adjust By field, select Units from the drop-down list, and then click Set.

To change the prices of all menu items by the same percentage amount, enter the amount in the Adjust By field, select Percent from the drop-down list, and then click Set. To round the percentage, select the round value from the Round By drop-down list.

After you click Set, the Diff column shows the difference between the old and new price and

6. To save changes for menu items and apply them in a batch at a later time, clear the Change Active check box for the menu items, and then click Next.

7. On the Publish Data page, specify when the changes take effect.

To schedule the changes to take effect at a later time, select Create a new batch to publish, and then specify the date and time.

To add the changes to a batch, select Add to an existing batch, and then select the batch from the table.

8. Click Publish.

Adding Discounts

1. Log in to the EMS app, click Add Discount, and then filter or search for the discount to use as the source for the new discount.

2. Double-click the discount to make a copy of it.

3. Specify POS workstation number settings, and then type a name for the discount.

4. Select the locations and revenue centers to receive the discount.

5. If necessary, update POS workstation settings.

   POS workstation documentation contains more information about settings

6. On the Publish Data page, specify when the changes take effect.

   To schedule the changes to take effect at a later time, select Create a new batch to publish, and then specify the date and time.

   To add the changes to a batch, select Add to an existing batch, and then select the batch from the table.

7. Click Publish.

Editing Discounts

1. Log in to the EMS app, and then click Edit Discount.

2. Search for the discount, and then double-click it.

3. If necessary, update the name, click Next, and then specify if you want to apply the change to the discount at every location.

4. Select the locations and revenue centers to receive the updated discount.

5. If necessary, select a revenue center, and then update its POS workstation settings.
6. On the **Publish Data** page, specify when the changes take effect.
   
   To schedule the changes to take effect at a later time, select **Create a new batch to publish**, and then specify the date and time.
   
   To add the changes to a batch, select **Add to an existing batch**, and then select the batch from the table.

7. Click **Publish**.

### Editing Tax Rates

1. Log in to the EMS app, click **Edit Tax Rates**, and then click **Next**.

2. On the **Edit Tax Definitions** page, select the location, select the tax, and then edit tax rate details.

3. On the **Publish Data** page, specify when the changes take effect.
   
   To schedule the changes to take effect at a later time, select **Create a new batch to publish**, and then specify the date and time.
   
   To add the changes to a batch, select **Add to an existing batch**, and then select the batch from the table.

4. Click **Publish**.

### Editing Batches

1. Log in to the EMS app, and then click **Edit Batches**.

2. Select the batch in the table, and then click **Edit**.

3. Update the batch name, publish date, or publish time, and then click **Save**.
Loss Prevention

XBR is a loss prevention tool that integrates with Reporting and Analytics. If XBR is enabled for your organization, you can set thresholds to identify suspicious trends and transactions that might require corrective action. For example, you set a discount threshold percentage of 15 percent. The system indicates a cashier routinely applies discounts significantly above the threshold.

- Configuring XBR

Configuring XBR

1. In Reporting and Analytics, click Admin, click Warehouse, click Miscellaneous, and then click XBR Setup.
2. Configure settings as described in the following table:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>XBR Follow By Interval</td>
<td>Number of seconds that elapse before a training or canceled transaction might be considered fraudulent.</td>
</tr>
<tr>
<td>XBR Check Threshold Total</td>
<td>Alerts management to checks that exceed the specified threshold.</td>
</tr>
<tr>
<td>XBR Discount Over Threshold</td>
<td>Alerts management to excessive discounting over the specified threshold percentage.</td>
</tr>
<tr>
<td>XBR Tip Over Threshold</td>
<td>Alerts management to excessive tipping over the specified threshold percentage.</td>
</tr>
<tr>
<td>XBR Closed Check Edit After Threshold</td>
<td>Alerts management to edits to closed checks after the specified threshold.</td>
</tr>
</tbody>
</table>

3. Click Save.
4. To override the organization settings for a specific location:
   a. Click Override By Location.
   b. Click Add.
   c. Select the location, and then enable and define the thresholds.