

Oracle[®] Hospitality InMotion Mobile Quick Reference Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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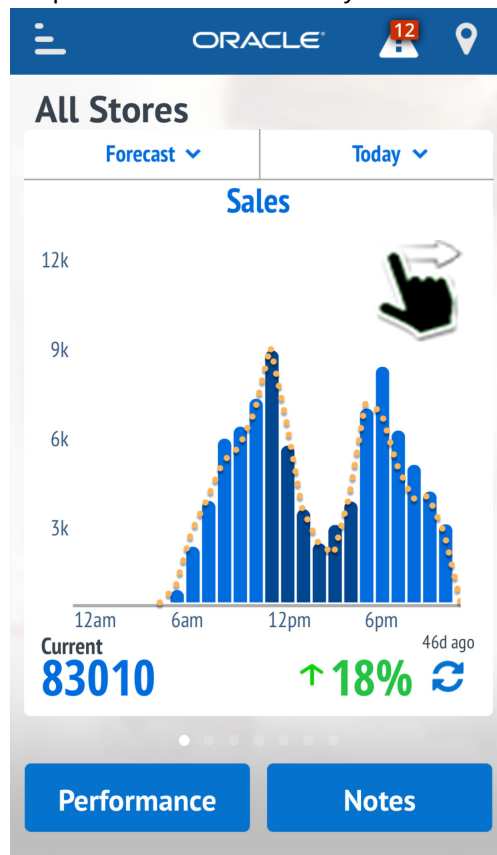
2

Dashboards

InMotion Mobile lets you view visualizations of data and comparisons to historical or forecasted data.

Dashboard Types

Swipe the screen horizontally to switch between dashboard types in the following order:



1. **Sales:** Net sales or Sales Net VAT, depending on how the organization is configured.
2. **Labor Cost:** Percentage of labor costs relative to net sales. This view is not available if you are using Oracle Hospitality e7 or 9700.
3. **Sales per Labor Hour:** Amount of sales per labor hour. This view is not available if you are using Oracle Hospitality e7 or 9700.
4. **Discount as a % of Sales:** Percentage amount of discounts relative to net sales.
5. **Check Count:** Number of checks. Dashboard also shows the average total of each check.

6. **Guest Count:** Number of guests. Dashboard also shows the average amount spent by each guest.
7. **Average Ticket Time:** The average amount of time checks are in the kitchen. The current value uses Kitchen Display System (KDS) tracking group data if it is posted by the location, or determines the average time checks are in the kitchen by calculating prep time by check. This view is not available if your location does not post KDS details.



The blinking dot represents the most recently posted transaction and is shown on the same hour mark for all graphs to help indicate the time for current data.



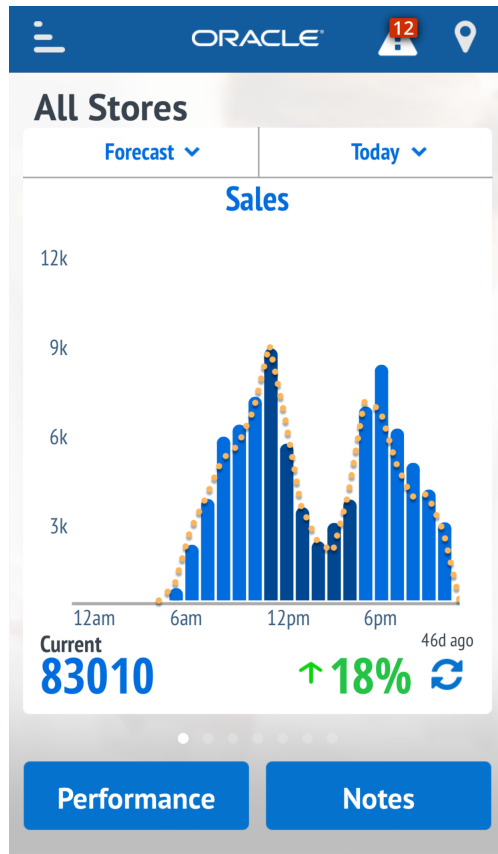
On the **Labor Cost** and the **Discount as a % of Sales** views, the usage of percentages instead of whole numbers can result in outliers that skew the y-axis. The view clips the bars at a designated threshold to allow all data to be shown.

Viewing Different Time Periods

By default, InMotion shows data for the current business date by hour. Use the drop-down list to change the scope and range of data.

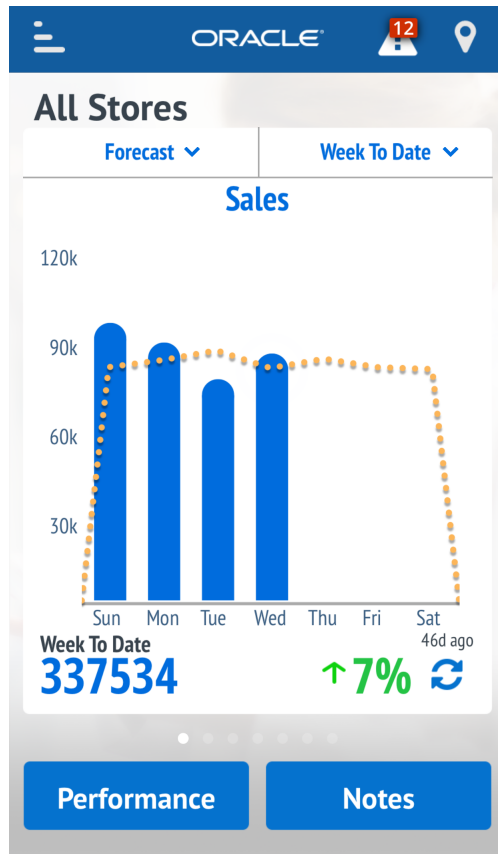
Today

Hourly data for the current business date, for example to check progress toward daily business goals.



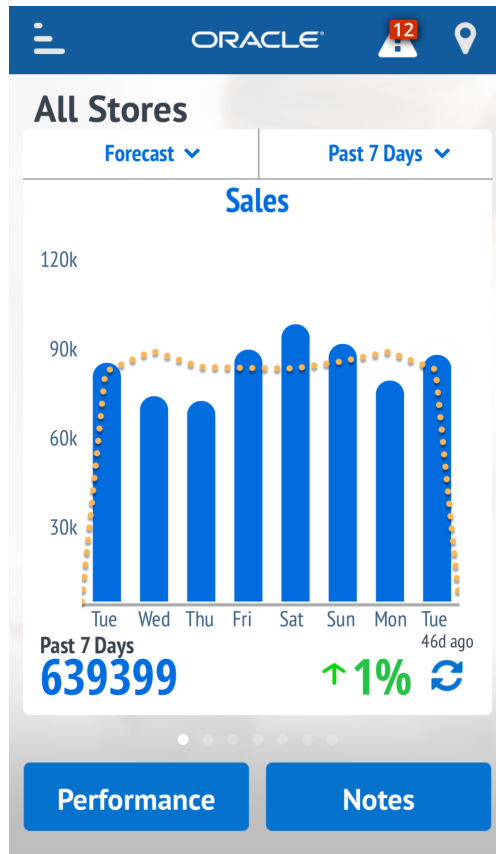
Week to Date

Daily data for the current business week, for example to check progress toward weekly business goals.

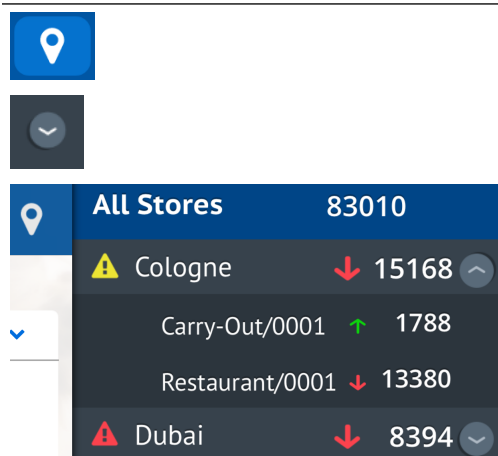


Past 7 Days

Daily data for the last seven closed business days in addition to today's current sales, for a brief historical view, for example to see trends.



Viewing All or Specific Locations



Tap the **Location** button to show your locations and revenue centers.

Tap the button next to the net sales for a location to expand the list of revenue centers.

For each location or revenue center, the list shows:

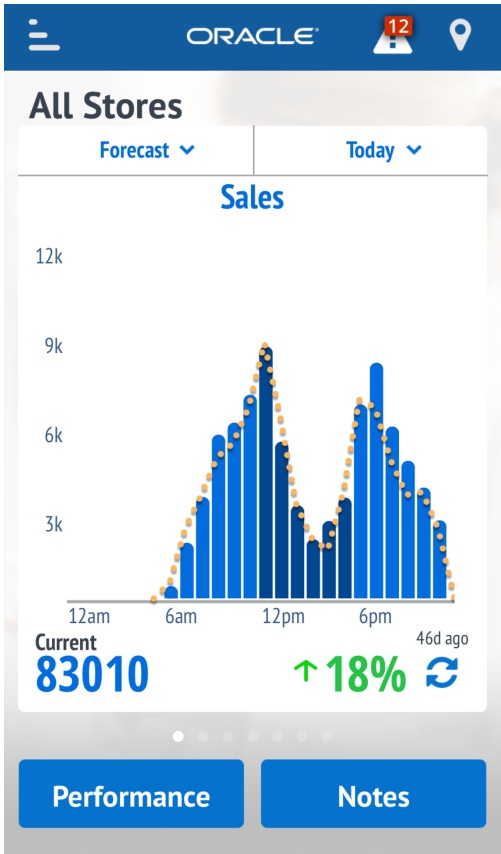
- A red or yellow warning symbol for alerts that require attention.
- An arrow indicating net sales relative to the same time last week.
- The current net sales.

Tap **All Stores** to combine data from all locations, or tap a specific location.

Comparing to Historical or Forecasted Data

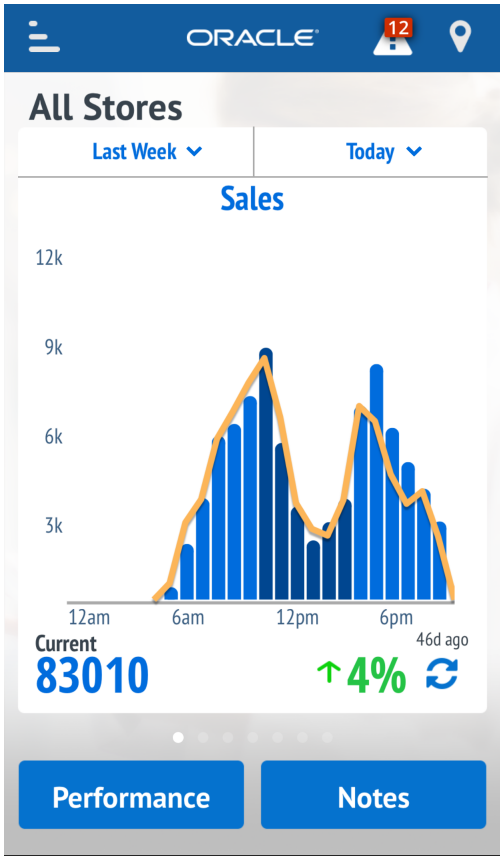
Forecast

Forecast for the current view based on the last six weeks of historical data.



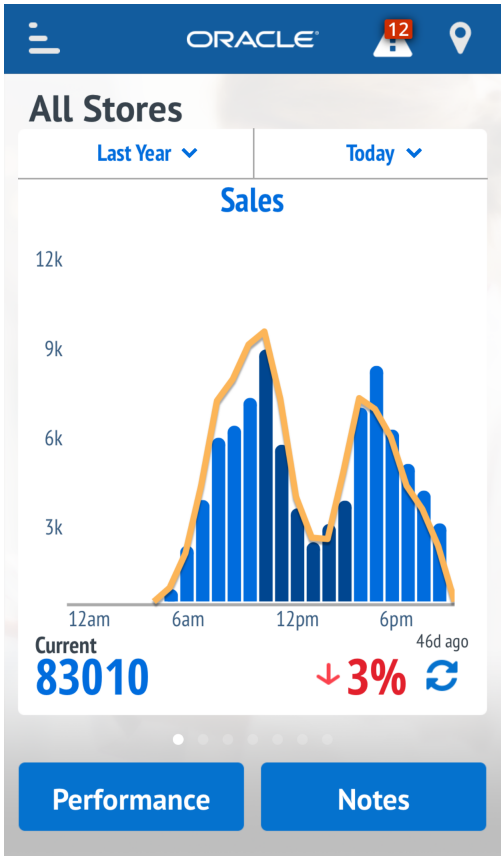
Last Week

Data from the same day last week.



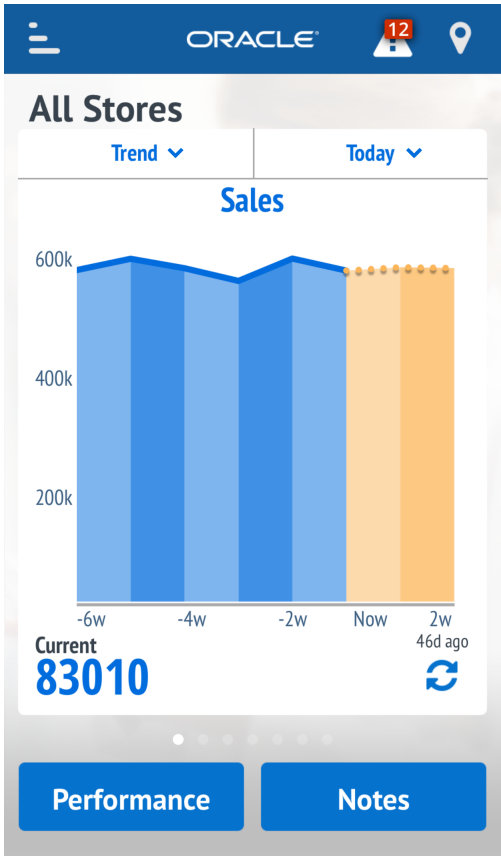
Last Year

Data from the same day last year. For example, if today is Tuesday, January 10, InMotion shows data from the second Tuesday of January last year.



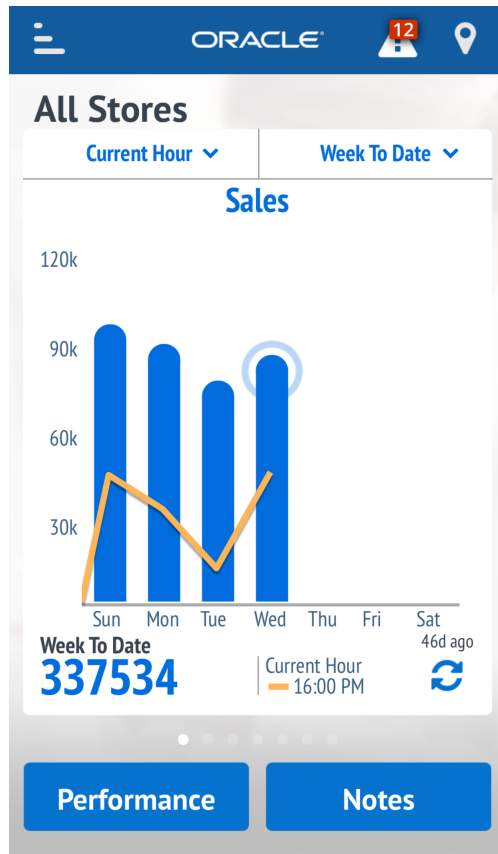
Trend

Only for **Today**. Shows totals for the last six weeks and a forecasted total for the next two weeks.



Current Hour

Only for weekly views. Compares the performance for the current day to other days by the current hour. For example, if you are viewing sales at 1:30 pm, this shows the sales total at the 1:00 pm mark for each of the past days.



Alerts

InMotion shows alerts based on thresholds or indicators. Alerts are shown for a specific location and problem once every six hours until the problem is resolved.

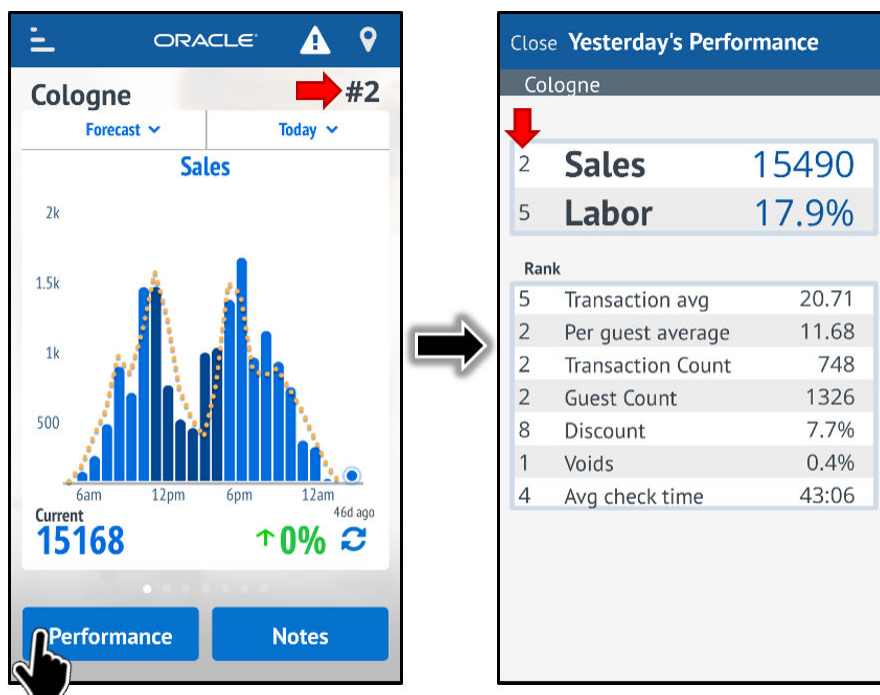
Time	Indicator	Location
2:58 PM	Today's Discounts are Too High- Current is 4%, expected is 2%	Dubai
5:28 PM	90 employees have entered overtime	Sidney
5:28 PM	14 employees are about to enter overtime	Sidney

- Discount % is too high:** The discount percentage is 50% higher than the average of the past 6 weeks. Select a type to view the check number, discount amount, and percentage of the discount in relation to the check total. Select a check to view the check detail. This alert sends a push notification to all users for the location.

- **Labor % is too high:** The labor percentage is 50% higher than the average of the past 6 weeks. Open Labor Control to view all employees with time punches for the day, the hours worked, and total hours for the week. Not available for 9700 or e7. This alert sends a push notification to all users for the location.
- **Void count is too high:** The void count is 50% higher than the average of the past 6 weeks. Select an employee to view the check number, void amount, and percentage of the void in relation to the check total. Select a check to view the check detail.
- **No Sale count is too high:** The no sale count is 50% higher than the average of the past 6 weeks.
- **Cancelled Check count is too high:** The cancelled check count is 50% higher than the average of the past 6 weeks.
- **Return % is too high:** The return percentage is 50% higher than the average of the past 6 weeks. Select an employee to view the check number, return amount, and percentage of the return in relation to the check total. Select a check to view the check detail.
- **Reopened Check count is too high:** The reopened check count is 50% higher than the average of the past 6 weeks. This does not include checks that have been edited after being completely closed at the point of sale (POS). Not available for 9700 or e7.
- **Credit Cards did not settle:** Credit cards have not settled in the past 30 hours. Only available for Symphony.
- **Employee about to enter overtime:** An employee has worked over 36 hours in the current labor week. Open Labor Control to view employees with time punches for the day, the hours worked that day, and their total hours for the week. Not available for 9700 or e7.
- **Employee is in overtime:** An employee has worked over 40 hours in the current labor week. Open Labor Control to view employees with time punches for the day, the hours worked that day, and their total hours for the week. Not available for 9700 or e7.
- **Posting exception:** The location has not posted to Reporting and Analytics in the past six hours.

Viewing Location Performance

On a dashboard, tap the **Performance** button to view performance metrics and relative ranking in the organization for the previous day.

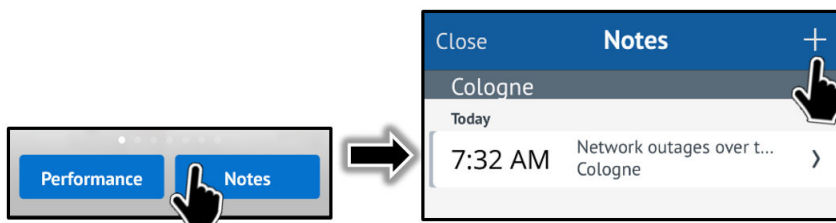


If dashboard is using the **All Stores** filter, or if the location did not post data the previous day, the screen does not show a relative ranking.

Per guest average is calculated at the location level and not the revenue center. This number can show unexpected results depending on revenue center configurations. For example, if the restaurant revenue center uses guest counts but the bar revenue center does not, the location as a whole will have skewed results.

Viewing and Entering Notes

On a dashboard, tap the **Notes** button to view notes for the select location(s) from the last two days.



Click the **+** button to add notes for a specific location. If you are viewing notes for **All Stores**, the app prompts you to select a location when posting the note.

Notes created in InMotion can be viewed in the Reporting and Analytics Managers Log, and notes created or updated in the Managers Log can be viewed in InMotion. This allows managers to communicate back and forth regardless of platform.

3

Detail Screens

InMotion mobile includes the following screens for detailed drill-down information for employees, tenders, service charges, and check details.

Labor Control

The Labor Control screen shows:

- A list of employees who clocked in for the current business day. If an employee worked at more than one location, the list shows a separate entry.
- Hours worked by the employee today.
- Hours worked by the employee this week.
- A clock icon for employees currently clocked in.
- Red background for employees working overtime (daily or weekly).
- Orange background for employees approaching overtime (daily or weekly).

Tap an employee to view their [employee details](#).

Labor Control is not available for 9700 or e7.

Employee	Hours (Day)	Hours (Week)
Anna Forsyth	7.0	13.9
Bernadette Poole	6.9	26.9
Vanessa Parr	6.9	23.0
Fiona Nash	6.9	46.8
Cameron Turner	6.6	36.4
Gordon Kelly	6.3	36.6

Employee Performance

The Employee Performance screen shows:

- A list of employees with sales records for the current business day, ordered and ranked by their sales total for each location.

- If you are viewing All Stores, the list will still show rankings per location, resulting in more than one rank 1 and so on.
- If an employee worked at more than one location, the list shows a separate entry.
- The sales total for the employee today.
- The tip percentage for the employee today.

Tap an employee to view their [employee details](#).

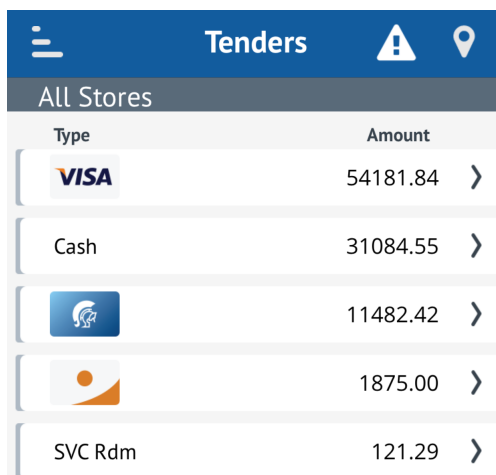
Cologne			
Rank	Employee	Sales	Tips
1	Blake Paterson	1572	1%
2	Claire Tucker	1173	13%
3	Sarah Clark	1046	13%
4	Victor Lee	1034	13%
5	Leonard Langdon	880	10%
6	Audrey Martin	845	9%
7	Anthony Anderson	812	8%
8	Faith Paterson	797	13%
9	Gabrielle James	774	19%
10	Brian Lewis	703	15%
11	Andrea Smith	691	9%



All Stores			
Rank	Employee	Sales	Tips
1	Claire Tucker	1007	12%
1	Jake Slater	798	12%
1	Justin Dickens	890	15%
1	Rachel Ball	1545	11%
2	Andrea Pullman	1400	12%
2	Brian Rees	760	13%
2	Christian Dyer	812	14%
2	Claire Tucker	1173	13%
2	Ella Watson	877	11%
2	Ella Watson	864	13%
2	Julia Lyman	877	10%

Tenders

The **Tenders** screen lists tender types used today, and the total amounts processed for each type.

Tap a tender to view a [list of checks](#) paid using the tender.

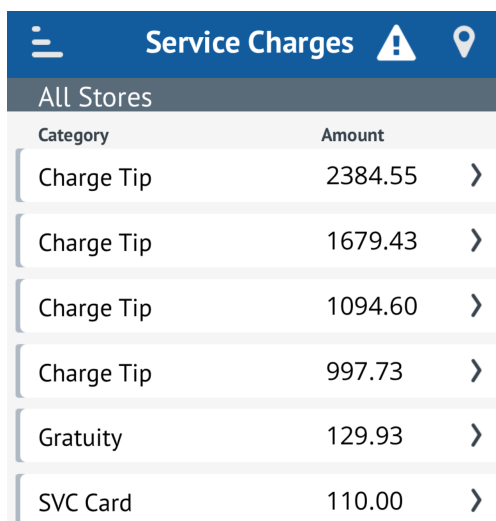


Tenders	
All Stores	
Type	Amount
VISA	54181.84
Cash	31084.55
	11482.42
	1875.00
SVC Rdm	121.29

Service Charges

The **Service Charges** screen lists the service charge types used today and the total amounts charged for each type.

Tap a service charge to see a [list of checks](#) that applied the service charge.

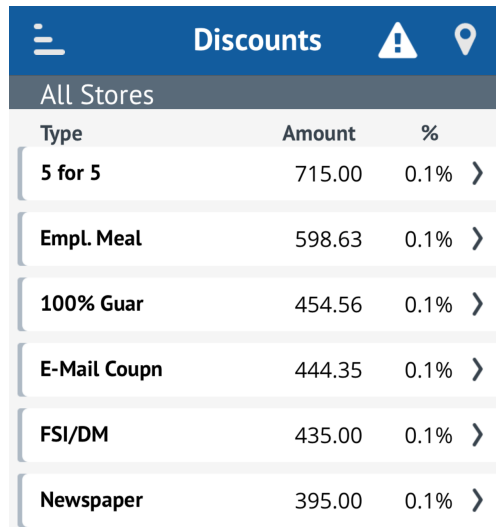


Service Charges	
All Stores	
Category	Amount
Charge Tip	2384.55
Charge Tip	1679.43
Charge Tip	1094.60
Charge Tip	997.73
Gratuity	129.93
SVC Card	110.00

Discounts

The **Discounts** screen lists the discounts types used today and the total amount deducted by each type.

Tap a discount to see a list of checks, the respective check amount, and applicable tip percentages.

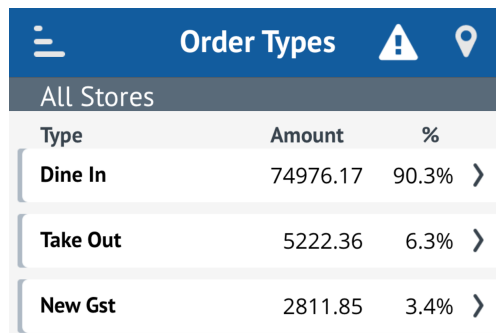


Discounts			
All Stores			
Type	Amount	%	
5 for 5	715.00	0.1%	>
Empl. Meal	598.63	0.1%	>
100% Guar	454.56	0.1%	>
E-Mail Coupn	444.35	0.1%	>
FSI/DM	435.00	0.1%	>
Newspaper	395.00	0.1%	>

Order Types

The **Order Types** screen lists the order types used today and the total amount charged using each type.

Tap an order type to see a [list of checks](#) that used the order type.



Order Types			
All Stores			
Type	Amount	%	
Dine In	74976.17	90.3%	>
Take Out	5222.36	6.3%	>
New Gst	2811.85	3.4%	>

Check Lookup

The Check Lookup lets you search for checks by date, check total, and check number. The search result shows a list of checks that match the criteria, and you can tap a check to view its [check details](#).

Employee Detail

From the **Labor Control** or **Employee Performance** screens, tap an employee to show the **Employee Detail** screen.

The Employee Detail screen shows job information, clock in and clock out times, sales information, and number of checks.

Tap the **Checks** row to view a list of checks processed by the employee.

Job Code	Clock In	Clock Out
Server	6:03 AM	10:06 PM

Rank		
1	Sales	865.39
11	Per person average	10.82
27	Tips	11%
31	Average check	17.66
25	Check Time	1:02:42

1	Checks	49	>
---	--------	----	---

Check List

The check list screen shows the check number, the check total, and the tip percentage for each check.

Tap a check to view its [check details](#).

Back		Andrea Smith	
Check	Amount	Tip	
68	5.74	0.0%	>
69	15.68	19.1%	>
70	24.72	0.0%	>
72	8.68	14.4%	>
74	6.28	0.0%	>

Check Detail

The Check Detail screen shows information similar to the Reporting and Analytics Check Detail report.

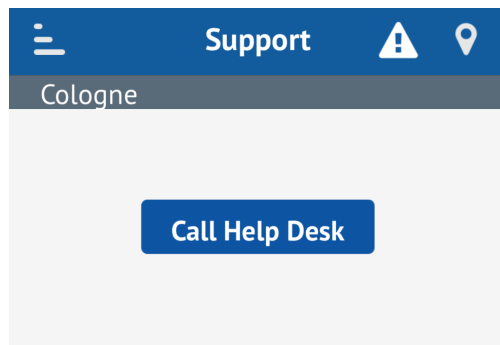
Tap the **Send** button in the top-right corner to email the check detail.

Back		Check 68	
Dubai			
Wed, Dec 20 2017	6:31 AM		
Time	Guests		
2:26:17	1		
1 NO BEVERAGE			
1 Two Eggs Ala	1.99		
1 Over Easy			
1 Side Maple Ssg	2.49		
1 Toast	0.99		
1 Wheat Toast			
1 On Same Plate			
1 On Same Plate			
1 Cash	5.74		
Sub Total	5.47		
Tax	0.27		
Service Charge	0.00		
Check Total	5.74		
Employee	Andrea Smith		

Support

When a support number is configured in the Reporting and Analytics organization settings, InMotion shows the **Support** menu link.

You can then click **Call Help Desk** to dial the help number configured for the organization using the device.



4

Troubleshooting and FAQ

What if I forgot my password?

Click **Forgot your password?** on the login page, enter your email address and security answer, and then follow the instructions in the email to reset your password.

How do I receive push notifications?

Make sure your device has Alerts (for iOS devices) or Notifications (for Android devices) enabled.

Oracle Hospitality does not support jailbroken devices.

Why can I see no line for Last Year?

The line will not be shown until there is data from the previous year.

Why do I see data from yesterday?

The dashboards do not reset to show today's values until after the first time punch or POS transaction has posted.

Why did I receive no alert after credit cards failed to settle in RES?

The following scripts must be run to allow settlement information to be posted:

- DailyTotals3700.xml (120)
- Transactions3700.xml (90)
- Control3700.xml (56)