# Oracle® Hospitality Simphony
# Manager User Guide

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# Preface

Oracle Hospitality Simphony is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

**Purpose**

This User Guide explains the daily use of Simphony at the POS client.

**Audience**

This document is intended for Oracle Hospitality Simphony workstation operators.

**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 https://docs.oracle.com/en/industries/hospitality/.

**Simphony eLearning**

The Simphony Learning Subscription provides additional product knowledge through interactive training, guided video tours, and helpful knowledge checks. After exploring the documentation library, use your Oracle Single Sign On to check out the Simphony learning opportunities at Hospitality Learning Subscriptions.

**Revision History**

| Date | Description of Change |
|------|----------------------|
| December 2018 | Initial publication |
| April 2019 | Updated Chapter 4: Enterprise Cash Management (ECM) |

| Date | Description of Change |
|---|---|
| October 2020 | Updated Counting a Receptacle Session in Chapter 4: Enterprise Cash Management (ECM) for Simphony 18.2.7. |

# 1
# Employee Management

If you are using Oracle Hospitality Labor Management, you need to add employees using Labor Management. The *Oracle Hospitality Labor Management Cloud Service Feature Reference Manual*, located at the Oracle Help Center, contains information about adding employees in Labor Management. The initial employee information is sent from Labor Management to Simphony.

To change the role for an existing employee, use the Simphony EMC. The *Oracle Hospitality Simphony Configuration Guide* contains more information on changing employee information.

# 2
# Manager Tasks for Workstation Reports and Procedures

The manager must have privileges to perform a particular procedure.

Managers can perform tasks on the workstation, such as:

- Generating workstation reports
- Changing employee settings
- Testing workstation device connections
- Updating database information using Manager Procedures

Manager procedures at the workstation include:

- Replaying checks
- Redirecting orders to other order devices
- Editing routing groups
- Adjusting menu item definitions, availability, and prices
- Creating and editing barcodes and assigning them to menu items
- Changing the serving period of a revenue center or workstation
- Reloading and refreshing the Check and Posting (CAPS) database from the Property Management Console (PMC)
- Voiding all menu items from a closed check
- Reprinting time cards
- Running Workstation Reports
- Changing Employee Settings
- Running Workstation Diagnostics
- Replaying Checks
- Redirecting Orders
- Editing Routing Groups
- Adjusting Menu Item Definitions
- Adjusting Menu Item Availability
- Adjusting the Menu Item Price on a Check
- Creating, Editing, and Assigning Barcodes to Menu Items
- Changing the Serving Period
- Reloading and Refreshing the CAPS Database
- Voiding All Menu Items From a Closed Check

# Running Workstation Reports

You need to have the appropriate privileges to run the reports.

1. Open the Reports List on the workstation.
2. Select a report or enter the Report Number, and then press **OK**.
3. Use the report filters to streamline the report, and then press **Run Report**.
4. (Optional) To print the report on the receipt printer, press the **Print** button.
5. Press **Close** to close the Reports dialog box.

**Related Topics**

- Manager Tasks for Workstation Reports and Procedures

# Changing Employee Settings

Managers can perform a variety of employee-related tasks using the workstation.

1. To add employees to a new property:
   a. Sign on to a workstation that belongs to the property to which you want to assign employees.
   b. Click the **Launch PMC** function key, and then click **Add Employee**.
   c. Click the **#** button, enter the ID of the employee that you want to assign to the property, and then click **OK**.
   d. Click **Search**, select the employee, and then click **Add Employee**.
   e. Click **OK** when prompted for confirmation.
2. To change an employee identification (ID) number:
   a. Click the **Launch PMC** function key, and then click **Edit Employee PIN**.
   b. Use the filters to narrow your search, select the relevant employee from the list, and then click **Edit**.
   c. Enter the **Employee PIN** or swipe the employee magnetic card, and then click **OK**.
3. To enroll employee fingerprints:
   a. Click the **Launch PMC** function key, and then click **Edit Employee PIN**.
   b. Use the filters to narrow your search, select the relevant employee from the list, and then click **Enroll Fingerprint**.

- To scan the same finger, click **Yes** when prompted.

- To scan three different fingers, click **No** when prompted.

   c.  Place the employee's finger on the fingerprint reader and remove it when the scan is complete. The scanner flashes red while scanning and then turns blue when complete. Remove the finger from the scanner after it turns blue.

   d.  Repeat Step 3-c two more times until the enrollment process completes.

4.  To change employee training status:

   a.  Click the **Edit Employee Training Status** function key.

   b.  To add employees to Training Mode, select the **Training** check box adjacent to the employee name, and then click **Save**.

   c.  To remove employees from Training Mode, deselect the **Training** check box adjacent to the employee name, and then click **Save**.

**Related Topics**

- [Manager Tasks for Workstation Reports and Procedures](#)

# Running Workstation Diagnostics

Workstation diagnostics assist in troubleshooting and testing the workstation's connection to peripheral devices.

1.  Click the **Launch PMC** function key.

2.  On the **Functions** tab, click **Device Diagnostics**.

3.  To test cash drawers:

   a.  To check the functionality of the cash drawers, click **Open Cash Drawer 1** and **Open Cash Drawer 2**.

   b.  To check the status of the cash drawers, click **Status**.

4.  To test the customer display:

   a.  Click **Write**. A dialog box shows the number of lines currently on the customer display.

   b.  To clear the customer display, click **Clear**.

5.  To change the display intensity:

   a.  Click **Current Intensity**.

   b.  To make the intensity lighter, click **Lighter**.

   c.  To make the intensity darker, click **Darker**.

6.  To test the scale, place an item on the scale, and then click **Get Scale Weight**.

7.  To test the coin dispenser, click **Dispense Change**.

8.  To test the barcode scanner:

   a.  Click **Log Scanner Data**.

   b.  Scan a menu item, and then click **OK**.

   c.  Click the **Support** tab, and then view the log files.

9.  To test the magnetic stripe reader (MSR):

   a. Click **Log MSR Data**.

   b. Swipe a card through the MSR, and then click **OK**.

   c. Click the **Support** tab, and then view the log files.

10. To change Internet Protocol (IP) printer settings:

   a. Click **IP Printers**.

   b. Select a printer from the list, and then click **Edit**.

   c. (Optional) Enter a new **Device Name**.

   d. (Optional) To have the application dynamically assign IP addresses for the printer, select **Use DHCP**.

   e. (Optional) Enter the new **Device IP Address**, **Device Subnet Mask**, and **Device Default Gateway**.

   f. Click **Update Printer** to save the changes.

11. To trace COM port information:

   a. Click **Start COM Port Trace**, enter the COM port number, and then click **OK**.

   b. To stop the port trace, click**Stop COM Port Trace**, enter the COM port number, and then click **OK**.

   c. To log the trace details, click **Log COM Port Trace**, enter the COM port number, and then click **OK**.

**Related Topics**

• [Manager Tasks for Workstation Reports and Procedures](#)

# Replaying Checks

1. Press the **Launch PMC** function key.

2. On the **Functions** tab, press **Replay Checks**.

3. Select one of the following locations:

   • **Workstation**: Replays checks stored in the workstations

   • **Check and Posting Service**: Replays checks stored in the Check and Posting Service (CAPS) workstation

   • **Check and Posting Backup Service**: Replays checks stored in the CAPS backup workstation

4. Select the workstation, the date, and the time period for which you want to replay the checks.

5. To find the current check replay status for the period that you selected in Step 4, press **View Transaction State**.

6. Press **Replay Checks**, and then press **OK** to confirm.

# Redirecting Orders

1. Press the **Redirect Order Device** function key, or press the **PMC Launch** function key, and then press the **Edit Redirect Order Device** button on the **Functions** tab.

2. Select the revenue center, select an order device from the list, and then press **Edit**.

3. Select the device to which you want to redirect the orders that come to the device you selected in Step 2, and then press **OK**.

# Editing Routing Groups

1. Press the **Edit Routing Groups** function key, or press the **PMC Launch** function key, and then press the **Edit Routing Groups** button on the **Functions** tab.

2. Select the workstation and the routing group.

3. Select the new order device, and then press **Save**.

# Adjusting Menu Item Definitions

You must have the appropriate permissions to change menu item definitions and prices at the property level from the workstation using the **Edit Menu Item** function key.

1. Press the **Edit Menu Item** function key.

2. Use the filters to streamline the menu item list, select an item, and then press **Edit**.

3. Make the changes on the **Definition** tab.

4. To edit price details, select the **Price** tab, and then make the changes.

5. Press **Save**, and then press **Done** to return to the Select Menu Item screen.

# Adjusting Menu Item Availability

1. Press the **Menu Item Availability** function key.

2. Use the filters to streamline the menu item list, select an item, and then press **Edit**.

3. If the menu item is not available, select **Out Of Menu Item**.

4. To change the available menu item count, select **Check Menu Item Availability**, and then enter the available count in the **Count Available** field.

   This field is enabled only for definitions that are Definition Sequence #1. The available count decrements each time the item is ordered, and the number of remaining items shows on the Menu Item SLU button.

5. Press **Save**.

6. Use the buttons with the left and right angle brackets (< >) to move between menu items from within the Edit Menu Item Availability dialog box, and then press **Done**.

7. To remove the availability settings from all menu items in the list, press **Clear Avail of All Items**, and then press **Yes** to confirm.

8. Press **Done** to close and exit the Select Menu Item: Edit Menu Item Availability screen.

# Adjusting the Menu Item Price on a Check

1. Select a menu item from the check detail area, and then press the **Menu Item Price Override** function key.

2. Enter the new price, and then press **OK**.

3. (Optional) Enter reference information, and then press **OK**.

# Creating, Editing, and Assigning Barcodes to Menu Items

1. Press the **Edit Barcode** function key, and then select a revenue center.

2. Scan or enter a barcode number, and then press **Find**.

3. To create a new barcode number, press **Yes** when prompted.

4. Press the **Select** button adjacent to the Menu Item field, select a menu item from the list, and then press **Select**. You can use the filters to streamline the list.

5. (Optional) Select a new **Price Number**.

6. (Optional) Enter the **Alternate Price** and the **Alternate Prep Cost**.

7. To change the barcode number, press **Assign Barcode**, scan or enter a new barcode, and then press **OK**.

8. Press **Save**, and then press **Done** to exit the Edit Barcode screen.

# Changing the Serving Period

You can change the serving period of a revenue center or a workstation.

1. To change the serving period of a revenue center, press the **Change RVC Serving Period** function key, select a serving period, and then press **OK**.

2. To change the serving period of a workstation, press the **Change WS Serving Period** function key, select a serving period, and then press **OK**.

# Reloading and Refreshing the CAPS Database

1. To reload the Check and Posting (CAPS) database, press the **Launch PMC** function key, press **Reload CAPS Database** on the **Functions** tab, and then press **Yes** to confirm.

2. To refresh the CAPS database, press the **Launch PMC** function key, and then press **Refresh CAPS Database** on the **Functions** tab.

# Voiding All Menu Items From a Closed Check

1. If you know the check number:

   a. Press the **Void Check** function key, enter the check number, and then press **OK**.

   b. Press **OK** again, and then press **Yes** to confirm.

2. If you do not know the check number:

a. Press the **Void Check by List** function key, select the check from the list, and then press **OK**.

b. Press **Yes** to confirm.

# Reprinting Time Cards

1. Press the **Reprint Time Card** function key.

2. Enter the employee ID of the employee whose time card you want to print, and then press **OK**.

# Changing the Kitchen Theme

You need to have the appropriate privileges to perform this task.

1. Sign on to a workstation, and then press the **Set Active Kitchen Theme** function key.

2. Select a new kitchen theme from the list, or select **None** to use the default configuration, and then press **OK**.

# Performing a Manual End of Day (EOD) Settlement

If you are using the Oracle Payment Interface (OPI) and EOD credit card settlement fails, you can a manually perform the settlement.

1. Sign on to a workstation.

2. Click the **EOD Settlement** function key.

# Enabling and Disabling Sales Recording Modules

You must have the appropriate privileges to perform this task.

1. Press the **Quebec SRM Control** function key.

2. To disable the SRM, select the SRM connected printers, and then press **OK**.

3. To enable the SRM, select the SRM connected printers that are disabled, and then press **OK**.

# 3

# POS Operations Management

Authorized workstation operators can lock and unlock workstations, transactions, and revenue centers from a workstation to avoid sales transactions during critical times. You can perform locking and unlocking operations individually or in groups.

You can prevent transactions in certain revenue centers for limited time periods, such as when running Start of Day (SOD), balancing the PMS and POS, and updating the application.

When a workstation is offline from the Check and Posting Service (CAPS) while submitting a workstation action (lock or unlock), the submitted command is queued and played as soon as possible. The following table lists offline workstation scenarios and describes the action results.

**Table 3-1    Workstation Offline Scenarios**

| Workstation Offline From CAPS | Description of Lock and Unlock Outcome |
| --- | --- |
| Workstation from which the lock/unlock action occurs is offline from CAPS | Lock or unlock only the offline workstation |
| Workstation that is being locked/unlocked (action performed from another workstation) is offline from CAPS | Lock or unlock action occurs after the workstation resumes connection to CAPS |

- Locking and Unlocking Front of House Operations From the Property
- Updating and Reloading the Workstation Database
- Running Start of Day Manually
- Closed Guest Check Operations
- Adjusting a Closed Check
- Reopening a Closed Check
- Reprinting a Closed Check

**Related Topics**

- Locking and Unlocking Front of House Operations From the Property
- Updating and Reloading the Workstation Database
- Running Start of Day Manually

# Locking and Unlocking Front of House Operations From the Property

When a workstation, transaction, or revenue center is locked, Autofire Checks continue to process. When a workstation sends a check to an order device using the

Autofire function, the totals post to Reporting and Analytics Advanced and to the Check Journal Report.

To lock and unlock a workstation, transaction, or revenue center:

1. Sign on to the workstation.

2. Click the **Workstation Control** function key.

3. Click the workstation action you want to perform, click the workstations to receive the action, and then click **OK**.

**Table 3-2    Workstation Locking and Unlocking Actions**

| Workstation Action | Click This Control To ... |
| --- | --- |
| Lock Workstations | Stop operations by workstation. If the workstation that you need to lock is offline from the Check and Posting Service (CAPS), you can physically go to the workstation and lock it. |
| Lock Transactions | Stop all sales transactions. |
| Lock Revenue Center | Stop operations within a revenue center. |
| Unlock Workstations | Restart operations by workstation. If the workstation that you need to unlock is offline from CAPS, you can physically go to the workstation and lock it. |
| Unlock Transactions | Restart sales transactions. |
| Unlock Revenue Center | Restart operations within a revenue center. |

**Related Topics**

• POS Operations Management

# Updating and Reloading the Workstation Database

Updating the workstation database refreshes the data that appears in the workstation. This allows you to obtain the latest business day information from the Enterprise database.

Reloading the workstation database updates the local data stored on a workstation.

1. Sign on to the workstation.

2. Click the **Workstation Control** function key.

3. To update the workstation database, click **Update Workstation Database**.

4. To reload the workstation database, click **Reload Workstation Database**.

**Related Topics**

• POS Operations Management

# Running Start of Day Manually

You can run the Start of Day manually from the Enterprise level of the EMC or locally from the workstation.

1. To manually run the Start of Day from the Enterprise level:

      **a.**  From the EMC, select the Enterprise level, click **Tasks**, and then click **Run PC Autosequences**.

      **b.**  Select **Increment Business Day** from the **Choose PC Autosequence** drop-down list, and then click **Run**.

**2.**  To manually run the Start of Day locally on a workstation:

      **a.**  Sign on to the workstation at the appointed time to increment SOD.

      **b.**  Press the **Start of Day** function key.

      **c.**  Press **Yes** at the prompt to confirm.

**Related Topics**

- POS Operations Management

# Closed Guest Check Operations

You can perform these operations on closed guest checks if you have the appropriate privileges.

**Table 3-3    Closed Check Operations**

| Operation | Description | Usage |
|---|---|---|
| Adjust Closed Check | Change or add a tip, tender, or guest count without reopening the check. | A guest check is accidently closed to Cash. The customer wants to pay the check with a VISA credit card. You change the tender from Cash to VISA without reopening the check. |
| Reopen Closed Check | Reopen the check and use as a regular guest check. You can add or remove tenders, menu items, discounts, service charges, and so on. | After the guest check is closed, the customer decides that he will have that piece of pie for dessert after all. So you reopen the closed check, adds the pie, and then tender and close the check again. |
| Reprint Closed Check | Reprint the check for a closed transaction in the current or previous business dates. | A customer asks for a copy of the check. |
| Reprint Previous Closed Check | Reprint a receipt for the last closed check. | A customer asks for a copy of the receipt. |

**Related Topics**

- Adjusting a Closed Check
- Reopening a Closed Check
- Reprinting a Closed Check

# Adjusting a Closed Check

**1.**  To adjust a check using the check number, press the **Adjust Closed Check** function key, enter the closed check number, and then press **OK**.

**2.**  To view a list of closed checks to adjust, press the **Adjust Closed Check From List** function key, select the check to adjust, and then press **OK**.

3. Add or change the tender, tip, or guest count on the check.

- Reopening a Closed Check
- Reprinting a Closed Check

**Related Topics**

- Closed Guest Check Operations

# Reopening a Closed Check

1. To reopen a check using the check number, press the **Reopen Closed Check** function key, enter the closed check number, and then press **OK**.

2. To view a list of closed checks, press the **Reopen Closed Check From List** function key, select the check to reopen, and then press **OK**.

3. Make the necessary changes to the check, and then close the check.

- Adjusting a Closed Check
- Reprinting a Closed Check

**Related Topics**

- Closed Guest Check Operations

# Reprinting a Closed Check

You can reprint the check for a closed transaction in the current or previous business dates, and you can reprint a receipt for the last closed check. You need to have the appropriate privileges to perform these operations.

1. To reprint the check for a closed transaction:

   a. Press the **Reprint Closed Check** function key.

   b. Select the check to print, and then press **OK**.

2. To reprint a receipt for the last closed check, press the **Reprint Previous Closed Check** function key. The receipt prints.

- Adjusting a Closed Check
- Reopening a Closed Check

**Related Topics**

- Closed Guest Check Operations

# 4

# Enterprise Cash Management (ECM)

This section describes the operations you can perform with Enterprise Cash Management (ECM). The privileged workstation operator can perform the ECM operations described in this chapter for most receptacles. Individual Receptacle Types lists each receptacle type and indicates the permissible operations. For example, you can open all receptacle sessions, but can adjust a cash deposit only for a bank deposit receptacle session. (You cannot adjust a cash deposit for a safe, till, server bank, or petty cash receptacle.)

The workstation operator must have the appropriate privilege set from the Simphony EMC in order to perform the ECM operations.

- Using the Cash Management Dashboard
- Opening a Receptacle Session
- Adding Funds (Safe Only)
- Performing an ECM Paid-In
- Performing an ECM Paid-Out
- Counting a Receptacle Session
- Recalling a Saved Count
- Adjusting a Count
- Adjusting a Count Sheet
- Depositing Cash
- Transferring Funds
- Opening, Saving, Recalling, and Submitting a Change Order (Safe Only)
- Reconciling a Change Order
- Removing Funds (Safe Only)
- Reconciling a Receptacle Session
- Adjusting a Cash Deposit (Bank Deposit Only)
- Adjusting a Reference (Bank Deposit Only)
- Till and User Assignment
- Assigning a Till to a Cash Drawer
- Assigning a User to a Till
- Performing Quick Start
- Allowing Access to the Till
- Till Assignment Status with Smart Key
- Adjusting the Starting Amount
- Auditing a Till

- Pulling Cash

- Unassigning a User From a Till

- Unassigning a Till From a Cash Drawer

- Reopening a Receptacle Session

- Viewing the Receptacle Status

- No Sale Operation

- Viewing ECM Alerts and Summary with the Engagement Cloud Service

- Tablet Swaps with the Oracle MICROS Base Station

- Offline Cash Management Operations

- Back of House Receptacles Offline

- Till Offline

- Server Bank Offline

- Consolidating Offline Server Banking Sessions

- Individual Receptacle Types

- ECM Property Reports

# Using the Cash Management Dashboard

You must have the Enterprise level permission **301 - View Cash Management Dashboard** to access the dashboard, and **302 - View Cash Management Dashboard Detail** to access the till and server bank detail from the Cash Management Dashboard.

If configured, you can access the dashboard by clicking the function button for the Cash Management Dashboard. The Dashboard appears full screen on the workstation. It is not supported on workstation devices running the Android mobile operating system.

The Cash Management Dashboard shows tabs for Safe, Petty Cash, Till, Server Bank, and Bank Deposit (unless a tab is configured to be hidden). If all tabs are configured to be hidden when the Cash Management Dashboard opens, an error message appears.

The Cash Management Dashboard provides:

- The number of each type of open receptacle session in parentheses

- A summary level and detail view of each type of open receptacle session

- One-button navigation to open, count, transfer, adjust, reconcile, and finalize receptacle sessions

The following table lists the receptacle tabs, a description of each tab, and the button commands you can use for each receptacle within the dashboard.

Click the check box adjacent to a receptacle session to select it, and then click the appropriate command button on the tab.

The information within the tabs is refreshed every five minutes or when an action is performed from the dashboard that affects the receptacle list.

**Table 4-1    Cash Management Dashboard Tabs and Operations**

| Tab | Description | Command Buttons |
| --- | --- | --- |
| Safe | Shows the number of open safe sessions at the property, in addition to Name, Employee who opened the safe session, Date Opened, Counted amount, Expected amount, and Over/Short amount. | **Open**: Open a new safe receptacle session.<br>**Count**: Count the selected safe receptacle session.<br>**Close**: Close the selected safe receptacle sessions.<br>**Exit**: Close the Cash Management Dashboard. |
| Petty Cash | Shows the number of open petty cash sessions at the property, in addition to Name, Employee who opened the petty cash session, Date Opened, Counted amount, Expected amount, and Over/Short amount. | **Open**: Open a new petty cash receptacle session.<br>**Count**: Count the selected petty cash receptacle session.<br>**Close**: Close the selected petty cash receptacle sessions.<br>**Exit**: Close the Cash Management Dashboard. |
| Till | Shows the number of open till sessions at the property, in addition to Name, Employee who is assigned to the till session, Date Opened, Workstation Status, Counted amount, Expected amount, and Over/Short amount. | **Detail**: Shows information about the selected till receptacle sessions in a dialog.<br>**Count**: Count the selected till receptacle session.<br>**Adjust Count**: Adjust the till's count.<br>**Add To Deposit**: Deposit the funds from the selected till receptacle sessions to a bank deposit receptacle session. You will be prompted to select a bank deposit, and funds (balance - start amount) for each selected till receptacle session will be deposited.<br>**Close**: Close the selected till receptacle sessions.<br>**Exit**: Close the Cash Management Dashboard. |

**Table 4-1    (Cont.) Cash Management Dashboard Tabs and Operations**

| Tab | Description | Command Buttons |
|---|---|---|
| Server Bank | Shows the number of open server bank sessions at the property, in addition to Name, Employee who is assigned to the server bank session, Date Opened, Counted amount, Expected amount, and Over/Short amount. | **Detail**: Shows information about the selected server bank receptacle sessions in a dialog.<br><br>**Count**: Count the selected server bank receptacle session.<br><br>**Adjust Count**: Adjust the server bank's count.<br><br>**Add To Deposit**: Deposit the funds from the selected server bank receptacle sessions to a bank deposit receptacle session. You will be prompted to select a bank deposit, and funds (balance - start amount) for each selected server bank receptacle session will be deposited.<br><br>**Close**: Close the selected till receptacle sessions.<br><br>**Exit**: Close the Cash Management Dashboard. |
| Bank Deposit | Shows the number of open bank deposit sessions at the property, in addition to Name, Employee who opened the bank deposit session, Business Date, Final amount, Tills Counted, and Adjustments | **Open**: Open a new bank deposit receptacle session.<br><br>**Detail**: Shows information about the selected bank deposit receptacle sessions in a dialog.<br><br>**Adjust**: Adjust a deposit for each selected bank deposit receptacle session.<br><br>**Close**: Close the selected bank deposit receptacle sessions.<br><br>**Exit**: Close the Cash Management Dashboard. |

# Opening a Receptacle Session

Where permitted, you can open a new session to track activity in a receptacle. You cannot open a session when the receptacle already has an open session; only one session can be open at a time, with the exception of bank deposits.

1. Select the function to open a new receptacle session.

2. If multiple receptacles are available, highlight the appropriate receptacle, and then click **OK**.

3. Depending on the configuration, when opening a bank deposit receptacle, you may be prompted to select a business date. Select the current business date or select one of the previous six dates.

4. If multiple classes are configured for a bank deposit receptacle or Change Order request, select the currency class, and then click **OK**.

5. If prompted, enter a reference, and then click **OK**.

   You are not obligated to enter a reference; you can click **OK** without first entering a reference.

6. Click **Yes** at the prompt to create the session for the receptacle.

# Adding Funds (Safe Only)

This operation allows you to add new funds to a safe receptacle session. You can use the money that is stored in the safe to fund other receptacles, such as tills and server banks.

1. Select the function to add funds.

2. If multiple safe receptacles are available, highlight the appropriate safe, and then click **OK**.

3. If multiple classes are configured for the safe receptacle session, select the class, and then click **OK**.

4. Enter the amount of funds, and then click **OK**. A transaction chit prints on the local printer.

# Performing an ECM Paid-In

An ECM paid-in operation allows you to accept funds for a cash management receptacle outside of a guest check. For example, the paid-in funds could come from a vendor. These funds increase the receptacle session balance when posted.

1. Select the function to perform an ECM paid-in operation.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If multiple currency classes (cash based) are configured for the receptacle session, select the class, and then click **OK**.

4. Highlight the appropriate vendor, and then click **OK**.

5. If an account is not pre-defined for the vendor, the application prompts you to select an account, and then click **OK**. If a pre-defined vendor account is tied to the vendor, the application uses the defined account.

6. If prompted, enter a reference for the transaction, and then click **OK**.

7. Enter the amount that is being collected, and then click **OK**.

8. Select the reason code for the transaction, and then click **OK**. You can click **Cancel** to bypass the reason code when not required. The transaction receipts print on the local printer for distribution.

# Performing an ECM Paid-Out

An ECM paid-out operation allows you to distribute funds from a cash management receptacle outside of a guest check. For example, the paid-out funds could be paid to a vendor. These funds decrease the receptacle session balance when posted.

1. Select the function to perform an ECM paid-out operation.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If multiple currency classes (cash based) are configured for the receptacle session, select the class, and then click **OK**.

   The class prompt is based on classes that have funds available as currency classes only.

4. Highlight the appropriate vendor, and then click **OK**.

5. If an account is not pre-defined for the vendor, the application prompts you to select an account, and then click **OK**. If a pre-defined vendor account is tied to the vendor, the application uses the defined account.

6. If prompted, enter a reference for the transaction, and then click **OK**.

   The Invoice screens appear when the Invoice Data Required option is active for the vendor.

7. Enter the required **Invoice Number**, and then click **OK**.

8. Enter the **Invoice Description** (if required), and then click **OK**.

9. Enter the amount that is being distributed, and then click **OK**.

10. Select the reason code for the transaction (if required), and then click **OK**. You can click **Cancel** to bypass the reason code when not required. The transaction receipts print on the local printer for distribution.

# Counting a Receptacle Session

You can count a receptacle session based on the Count Sheet defined for the receptacle type. During the counting process, other workstation operators cannot post transactions in order to maintain an accurate count. The person counting can optionally save the count progress prior to completion, and return later to resume the counting process. Clicking **Save** allows you to attend to other activities and recall progress in the count at a later time. Recalling a Count contains instructions to return to a count that you saved.

Clicking **Done** finalizes the count; you can adjust the count if you need to make a change due to a mistake.

If the system has **27 - Prevent Multiple Receptacle Counts** and **28 - Prevent Transactions once a Count has been Performed** enabled in the EMC, only a single count is allowed for a till or server bank receptacle session. Before the count starts, a warning message informs the workstation operator that no more transactions will be allowed after the count is complete. The workstation operator can proceed after acknowledging this message.

You can view the actual totals for each class, in addition to the values entered. A variance between these two values indicates an over or short condition. The manager might instruct you to recount the receptacle when the variance is greater than permissible levels. You must select from a list of pre-defined over or short reasons in order to complete the count. Upon completion of the count, the application prompts for authorization to change the receptacle balance to the amount entered. Upon update, the Count Sheet prints.

1. Select the function to count a receptacle.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

   If multiple till sessions are assigned to a till, select the appropriate till session (listed by receptacle name, date opened, and employee name (if configured to display employee first for tills on dashboard in the EMC)), and then click **OK**. The employee name is listed when there is only one employee assigned to a till; when multiple employees are assigned, the first employee shown in the assignment list is displayed.

3. If prompted, enter a reference for the count, and then click **OK**. The Count Sheet appears.

   You are not obligated to enter a reference; you can click **OK** without first entering a reference.

4. Enter the funds for each of the defined groups on the pages in the Count Sheet.

   The Count Sheet shows the pages and groups in the order they were set up. Use the navigation options at the top of the sheet to change the page or group shown.

   If a currency class is excluded for a receptacle type, this class does not appear in the Count Sheet.

5. (Optional) You can enter the number of defined units within a group. The Count Sheet accepts keypad entry when a keyboard is physically attached to the workstation on which the count is being performed.

6. Click **Next** to advance to the next unit, group, or page defined.

7. Continue to enter all funds until you reach the Totals Page.

   The Totals Page shows a row for each class counted. Depending on the privileges granted, the Totals Page may also show Expected totals and Variance amounts that differ from the counted amounts. If a variance appears on the Totals Page, select an over or short reason for each class to continue.

8. If the count sheet has an allowable over or short limit, recount the receptacle up to the configured number of times. When the variance falls within allowable threshold levels or you reach the recount limit, you can continue.

9. Click **Done** to complete the count. If the receptacle is configured to close on count completion, the receptacle session closes. Otherwise, the Count Sheet chit prints. This chit lists the currencies in order by primary class, followed by non-currency classes, and then alternate classes (all alphabetized).

   If the expected amount does not match the entered amount, the session balance updates to the entered amount on completion of the count. Depending on the configuration, the application prompts for approval to complete this update.

   Class values (minus starting amounts for server bank and till receptacles) are deposited according to the defined Cash Deposit Routing for the currency class.

When the counted receptacle is a server bank or till, starting amounts for each class are returned to their source receptacles.

# Recalling a Saved Count

You can recall an incomplete count for a receptacle session that was previously saved.

1. Select the function to count a receptacle.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If a saved count exists, the application prompts to use the saved count or to start a new count. Click **Yes** to use the saved count. The Count Sheet appears with previously entered values.

# Adjusting a Count

You can correct values from the previous count. When prompted, you must select an Adjust Count Reason from a list to complete the adjustment. Adjusting the amount updates the balance.

1. Select the function to adjust a count.

2. If multiple receptacle counts are available, highlight the appropriate count, and then click **OK**.

3. If multiple classes are configured for the count, select the class, and then click **OK**.

4. Select the value to adjust: **Amount**, **Reference**, or **Both**.

5. When changing the reference, enter the new reference value, and then click **OK**.

6. When changing the amount, enter the new amount for the class, and then click **OK**.

7. Enter the reason code, and then click **OK**.

# Adjusting a Count Sheet

You can change the count sheet that is used to perform a count.

1. Prior to counting, select the function to adjust a count sheet.

2. If multiple receptacles are available, highlight the appropriate receptacle, and then click **OK**.

3. Select the count sheet you want to use, and then click **OK**.

# Depositing Cash

You can transfer cash funds from your receptacle to another receptacle designated to receive cash deposits. You must count the receptacle before you can deposit cash. The application transfers cash funds into the destination receptacle and records the transfer as a cash deposit transaction for reporting purposes.

1. Select the function to deposit cash.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If multiple classes are available in the destination receptacle, select the type of funds (class), and then click **OK**.

   Currency classes are shown based on each source class balance (funds) available and the allowable destination.

4. If multiple destination receptacles are available (safe or bank deposit), highlight the appropriate session, and then click **OK**.

5. Enter the amount to transfer to the destination receptacle, and then click **OK**. A receipt prints on the local printer.

# Transferring Funds

You can transfer funds from one receptacle to another.

1. Select the function to transfer.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If multiple destination receptacles are available, highlight the appropriate session, and then click **OK**.

4. If multiple classes are available, highlight the type of funds (class) to transfer, and then click **OK**.

   Classes are shown based on each source class balance (funds) available and the allowable destination. If a class is excluded, it does not appear in the list if the receptacle is a till or server bank.

5. Enter the amount that is being transferred, and then click **OK**.

6. Select a reason code for the transfer. Click **OK** to bypass the reason code without entry (if the system is configured to allow this).

# Opening, Saving, Recalling, and Submitting a Change Order (Safe Only)

You can open a Change Order when a safe runs low on a particular denomination or to stock up for a seasonal or special event. A Change Order operation allows you to create a Change Order Request for the bank. This request contains a defined breakdown of currency units (for example, ones, fives, tens, and so on). You can adjust the PAR Level values for each day of the week and manually adjust counts based on the values calculated for the Change Order.

During the change order process you may be called away to perform other tasks. You can save your place in the change order creation process and recall the Change Order request later.

1. Select the function to open a new Change Order.

2. Highlight the appropriate safe, and then click **OK**.

3. If prompted, enter a reference for the Change Order, and then click **OK**.

You are not obligated to enter a reference; you can click **OK** without first entering a reference.

4. (Optional) Select the day of the week on the PAR Sheet to change the values.

5. The Count column shows the variance between the last count for the receptacle and the PAR Level Set defined from the EMC. You can see what is needed to return to the PAR level. Change each number as appropriate.

   a. To save the Change Order request (without submitting), click **Save**.

   b. To submit the Change Order request, click **Done**, select the submission method, and then click **OK**. A configured number of Change Orders prints to include in the safe or with the request that is sent to the bank.

# Reconciling a Change Order

After a Change Order request is submitted with the new denominational breakdown, the funds must be returned to circulation for use by the application.

1. Select the function to reconcile (or close) a Change Order.

2. Select a submitted Change Order, and then click **Yes**.

3. If prompted, enter a reference, and then click **OK**.

   You are not obligated to enter a reference; you can click **OK** without first entering a reference.

4. Enter the amount of the change order session balance, and then click **OK**. The funds are returned to the source (for example, the safe).

   If there is an over or short difference, the POS client prompts you to select an over or short reason. The over or short difference appears on the Over/Short Detail Report.

# Removing Funds (Safe Only)

Selecting this function removes money from a safe session and from tracking. These funds are no longer available for use in ECM.

1. Select the function to remove funds.

2. If multiple safe receptacles are available, highlight the appropriate safe, and then click **OK**.

3. Highlight the type of funds (class) to remove, and then click **OK**.

   Classes are shown based on each source class balance (funds) available.

4. Enter the amount of funds, and then click **OK**. A transaction chit prints on the local printer.

# Reconciling a Receptacle Session

You can reconcile (close) the receptacle's tracking session to prevent further activity and mark it as completed. Some receptacles automatically close with the completion of the count. In order to close a receptacle, the session balance must be zero (0).

1. Select the function to close the receptacle.

2. If multiple receptacles (or banks if closing a bank deposit session) are available, highlight the appropriate session, and then click **OK**.

3. Click **Yes** at the prompt to confirm the closure.

# Adjusting a Cash Deposit (Bank Deposit Only)

You can adjust the amount of a cash deposit that was placed into a bank deposit session. This accounts for cash deposits where the amount deposited by the workstation operator differs from the amount actually received in the cash deposit. When prompted, you must select an Adjust Deposit Amount Reason to complete the adjustment.

1. Select the function to adjust a cash deposit.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

   When multiple currency deposit sessions are available, the currency of the deposit is used for adjustment.

3. Enter the correct cash deposit amount, and then click **OK**.

4. Select a reason code for the adjustment, or click **Cancel** to bypass the reason code, and then click **OK**.

# Adjusting a Reference (Bank Deposit Only)

You can adjust the reference of a bank deposit session that was created. When prompted, you must select an Adjust Deposit Reference Reason to complete the adjustment. You can adjust the last reference entered for a bank deposit session.

1. Select the function to adjust a bank deposit reference.

2. If multiple bank deposits are available, highlight the appropriate session, and then click **OK**.

3. If required, select the reason code, or click **Cancel** to bypass the reason code (if allowed), and then click **OK**.

4. Enter the new reference, and then click **OK**.

# Till and User Assignment

You can assign a till to a cash drawer and assign users to a till using several methods:

• Manually

• Using Quick Start

• Using Allow All

You must assign the till to a cash drawer and assign a user to the till in order to perform cash transactions on the till.

**Related Topics**

• Assigning a Till to a Cash Drawer

• Assigning a User to a Till

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- [Unassigning a User From a Till](#)
- [Unassigning a Till From a Cash Drawer](#)

# Assigning a Till to a Cash Drawer

You must assign a till to a cash drawer before you can assign users to the till.

1. Select the function to assign a till to a cash drawer.

2. If multiple cash drawers are available, highlight the appropriate drawer, and then click **OK**.

3. Select the till, and then click **OK**.

4. If prompted, enter the starting amount, and then click **OK**

5. Click **Yes** at the prompt to confirm. Starting amount funds are transferred from the safe to the till. The cash drawer opens (if connected).

**Related Topics**

- [Till and User Assignment](#)

# Assigning a User to a Till

Depending on the configuration, you can assign one or more users to the till session on the workstation. Users that are assigned to a till session are automatically assigned to a second till that is also assigned to the workstation to support acceptance of multiple currencies based on change configuration for a currency class. For example, if users are assigned to one till (with Euro currency only) and change is issued in US Dollars, access is required for the second till on the same workstation that has US Dollars only. Thus, users from both till sessions are automatically assigned to both tills so that change can be issued.

1. Select the function to assign a user to a till.

2. Depending on your configuration, select one of the following:

   - Highlight an employee, and then click **Add** to add the employee to the assigned list. Repeat this step if more than one employee can use the till.

   - Click **Add All** to add all employees to the assigned list.

   If you attempt to assign a till that already belongs to another user when the configuration is restricted to a single user per till, the following error message appears: Only One Employee can be Assigned to Till.

3. Click **Save** to complete the assignments.

4. Click **Yes** at the prompt to confirm.

**Related Topics**

- [Till and User Assignment](#)

# Performing Quick Start

Quick Start allows you to quickly assign a user and till to a cash drawer on the workstation. This operation combines the Assign Till and Assign User operations. You must configure the user with a cash drawer in order to perform Quick Start.

1. Select the function to Quick Start a till.

2. If prompted, highlight the appropriate till, and then click **OK**.

3. If prompted, select the cash drawer (if more than one cash drawer is available).

4. If prompted, enter the starting amount, and then click **OK**.

5. Click **Yes** at the prompt to confirm. The application transfers starting amount funds from the safe session to the till session.

# Allowing Access to the Till

A manager can allow any user to perform transactions on the till, but only assign workstation operators that actually use the till. Allowing access:

- Opens the till to all workstation operators who can sign on to the workstation to which the till is assigned

- Assigns the workstation operator when performing a transaction that is tracked by ECM

1. Select the function to assign a user to a till.

2. Click **Allow All**.

3. Click **Save**.

4. Click **Yes** to the message indicating that all workstation operators can use the till.

# Till Assignment Status with Smart Key

When you implement a smart key, the key determines whether the entire workstation is usable based on the till assignment.

- When a till is unassigned, the application prompts the workstation operator to assign a till to the cash drawer.

- When a till is assigned, the application prompts the workstation operator to sign on to the workstation.

# Adjusting the Starting Amount

When opening a till, it contains a starting amount based on the till template. You can adjust the starting amount if greater or fewer funds are required to operate the till for the day. You must adjust the starting amount before adding guest check transactions against the receptacle. When you initially count the till (prior to performing activities), the starting amount might differ from the expected value. The adjusted starting value is used as part of the count.

1. Select the function to adjust the starting amount.

2. If prompted, highlight the appropriate till (the operator might be assigned to more than one), and then click **OK**.

   This step is not applicable to server banks.

3. Select the class, and then click **OK**.

4. Enter the new starting amount for the session, and then click **OK**.

# Auditing a Till

You can perform a mid-shift audit or count of a till without closing the till, even when the **Close on Count Completion** option is configured in the Templates module of the EMC.

1. Select the function for till report, and then click **Print**.

2. Select the function to audit a receptacle (till).

3. Enter a reference for the count, and then click **OK**.

4. Enter the values of each unit, and then click **Done**.

5. Select the function for till report, and then click **Print**. The till balance and count are updated on the Till Report, and the till session remains open.

# Pulling Cash

Depending on the configuration, the POS client notifies workstation operators when cash pull threshold levels are reached or exceeded. You may be required to pull cash based on the following occurrences:

• Upon reaching or exceeding a configured cash pull threshold level

• With each transaction attempt upon reaching or exceeding a defined threshold level

If the cash pull notification is disabled, you can manually pull cash.

1. Select the function to pull cash.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. If multiple classes are available for the source receptacle, select the type of funds (class), and then click **OK**.

   Currency classes are shown based on each source class balance (funds) available.

4. Enter the amount to pull, and then click **OK**.

5. If prompted, enter an optional reference for the cash pull transaction, and then click **OK**. One or more chits print (if configured).

# Unassigning a User From a Till

Unassigning a user from the till does not close the till; it prevents the user from performing additional transactions on the till. Users that are unassigned from a till session are automatically unassigned from a second till that is also assigned to the workstation to support acceptance of multiple currencies based on change configuration for a currency class. For example, if users are unassigned from one till (with Euro currency only) and change is issued in US Dollars, access is removed for the second till on the same workstation that has US Dollars only. Thus, users from both till sessions are automatically unassigned from both tills.

1. Select the function to unassign a user from a till.

2. Depending on the configuration, select one of the following:

   • Highlight an employee, and then click **Remove** to remove the employee from the assigned list. Repeat this to unassign more than one employee.

   • Click **Remove All** to remove all assigned employees.

3. Click **Save** to complete the unassignments.

4. Click **Yes** at the prompt to confirm.

**Related Topics**

• Till and User Assignment

# Unassigning a Till From a Cash Drawer

Use this operation to swap the current till for another during a shift change. Unassigning the till from the cash drawer does not close the till; it restricts the till to a limited number of operations (count, transfer, cash deposit). After unassigning a cash drawer, you can assign the till to a different cash drawer on either the same or a different workstation. You can also take the till to the back of house and reconcile it.

1. Select the function to unassign a till from a cash drawer.

2. Click **Yes** at the prompt to confirm.

**Related Topics**

• Till and User Assignment

# Reopening a Receptacle Session

You can reopen a closed front of house receptacle session. After reopening, the balance on the session is zero. An authorized user must manually return any funds to the session before posting transaction activity.

1. Select the function to reopen.

2. If multiple receptacles are available, highlight the appropriate session, and then click **OK**.

3. Click **Yes** at the prompt to return to the starting amount.

   When multiple classes are configured, the starting amount is based on the template configuration for the receptacle type. If the starting amount was adjusted for the selected session to reopen, the reopened session returns the starting amount to the adjusted starting amount.

# Viewing the Receptacle Status

The Cash Management Receptacle Status provides the following summary information for all receptacle sessions and open Change Orders at the location:

• Receptacle type

• Number of open sessions

• Primary currency class with balance

• Non-currency classes (shown in alphabetical order) with balance (if configured)

- Alternate currency classes (shown in alphabetical order) with balance (if configured)

The Totals row shows the total of each currency. The Change Order receptacle balance is not included in the Totals.

1. Select the function to view Cash Management status.

2. On the Cash Management Receptacle Status dialog, manually refresh the information on the form and optionally print the current status information to a chit.

3. Click **OK** to close the Receptacle Status dialog.

# No Sale Operation

The No Sale operation allows a privileged workstation operator to open the cash drawer outside of a transaction without performing other operations. The workstation operator typically uses this function key to make change for a customer. When configured, the workstation operator must enter a No Sale reason to open the cash drawer.

No Sale operations are recorded for:

- The workstation operator's assigned receptacle
- Reporting purposes

# Viewing ECM Alerts and Summary with the Engagement Cloud Service

If the property has configured the Engagement Cloud Service, you can view Enterprise Cash Management (ECM) alerts and summary information for till and server bank receptacles through Engagement.

1. Open Engagement or sign on to Engagement using a tablet device.

2. On the Hub page, click the ECM alert widget or the ECM summary widget. The following table describes the ECM alert and summary widgets.

**Table 4-2    ECM Hub Page Widgets**

| ECM Widgets for Hub Pages | Description |
| --- | --- |
| ECM Alert  | The ECM alert widget allows you to view ECM alerts based on cash pull thresholds for till and server bank receptacles. This widget is supported for multiple cash management classes. The ECM alert widget shows:<br>• Receptacle name<br>• Alert type<br>• Alert level (if applicable)<br>• Variance (threshold value – actual receptacle session amount)<br><br>The ECM alert widget also indicates when there are no active alerts. |

**Table 4-2    (Cont.) ECM Hub Page Widgets**

| ECM Widgets for Hub Pages | Description |
| --- | --- |
| ECM Summary | The ECM summary widget allows you to view summary information for active ECM receptacles. This widget is supported for multiple cash management classes. The ECM summary widget shows:<br>• Receptacle name<br>• Number of open receptacle sessions for each receptacle type<br>• Current total in base class amount<br><br>The ECM summary widget also indicates:<br>• Active alerts for a session<br>• Offline open receptacle sessions<br>• Multiple classes |

# Tablet Swaps with the Oracle MICROS Base Station

You can use ECM on the Oracle MICROS Tablet E-Series 11-inch and Oracle MICROS Base Station. The workstation operator can dock and undock multiple E-Series tablets from the Base Station to allow mobile activities. The till session assigned to a cash drawer persists while swapping tablets on a single Base Station.

# Offline Cash Management Operations

Most ECM features depend on access to the Cash Management Service on the primary posting workstation. When connectivity to the service is unavailable, some offline capabilities automatically start without intervention to allow limited Cash Management operations. Operations differ between front of house and back of house receptacles.

# Back of House Receptacles Offline

When a workstation is offline from the Cash Management Service, workstation operators cannot perform any functions against a safe, bank deposit, or petty cash receptacle. Operators can perform these functions only from the primary posting workstation that runs the Cash Management Service. The POS application must be accessible from the primary posting workstation in order to perform these operations.

# Till Offline

When a workstation that supports a cash drawer is offline, you can open a new offline till and assign or unassign users. These workstation operators can perform most Cash Management functions on an offline till session, including:

• Tendering transactions on guest checks

• Pulling cash: Funds are not transferred and a chit represents the cash pull

• Printing reports for the session from the workstation

• Counting the till

- Depositing cash: The application creates an offline bank deposit on the local workstation to accept the cash deposit
- Closing the till

# Server Bank Offline

When a server wants to post transactions from a workstation that is offline, you can open a new offline server bank. You can create a new server bank as a server may work on multiple workstations. Oracle Hospitality recommends limiting the number of workstations the server can use while offline. The server can perform most Cash Management operations on an offline session, including:

- Tendering transactions on guest checks
- Pulling cash: Funds are not transferred and a chit represents the cash pull
- Printing reports for the session from the workstation
- Counting the server bank
- Depositing cash: The application creates an offline bank deposit on the local workstation to accept the cash deposit
- Closing the server bank

After the workstation re-connects online and establishes communication with the Cash Management Service on the primary posting workstation, the application synchronizes all offline sessions and activity performed on the offline workstation with the Cash Management Service.

# Consolidating Offline Server Banking Sessions

If the server created more than one server banking session during the course of a shift (for example, to perform cash activities on offline workstations), Oracle Hospitality recommends consolidating all offline sessions into a single session. Consolidation reports transaction activity for the unselected sessions into the single master session to maintain a complete audit trail. The application automatically clears sessions that are not consolidated before the next business day, and does not record transaction activity from these sessions. The server should reconcile funds recorded for these sessions as an over or short count on the valid server banking session.

1. Select the function to consolidate multiple server banking sessions.

2. If necessary, on the employee form, select the employee with multiple sessions to consolidate, and then click **OK**.

   This is required only when more than one employee with multiple sessions exists.

3. Highlight the session to retain as the master session, and then click **OK** to consolidate all other sessions into the master session.

# Individual Receptacle Types

The following table lists the receptacle types and indicates the operations you can use when working in each receptacle.

**Table 4-3    Individual Receptacle Operations**

| Receptacle Type | Description | Operations Available |
|---|---|---|
| Safe | A safe is the primary cash receptacle for all ECM activity and is the source of all initial funds added to the location. ECM allows you to track and report all activity within a safe receptacle session. | • Open<br>• Add funds<br>• Paid-in<br>• Paid-out<br>• Count<br>• Save count<br>• Recall count<br>• Adjust count<br>• Adjust count sheet<br>• Deposit cash<br>• Transfer funds<br>  – To safe<br>  – To server bank<br>  – To till<br>  – To petty cash<br>• Open/submit change order<br>• Save change order<br>• Recall change order<br>• Reconcile (close) change order<br>• Remove funds<br>• Close |
| Bank Deposit | A bank deposit allows you to create a unique receptacle to track funds that will be sent to the bank for deposit into an account. ECM allows you to track and report all activity within a bank deposit receptacle session. | • Open<br>• Adjust cash deposit<br>• Adjust bank deposit reference<br>• Transfer funds<br>  – To bank deposit<br>  – To safe<br>  – To server bank<br>  – To till<br>  – To petty cash<br>• Close |

**Table 4-3    (Cont.) Individual Receptacle Operations**

| Receptacle Type | Description | Operations Available |
|---|---|---|
| Till | A till allows you to create a unique receptacle to track funds that post in the front-of-house, typically behind a counter or bar. ECM allows you to track and report all activity within a till receptacle session. | • Open<br>  – Quick Start till<br>  – Assign till<br>  – Assign user<br>  – Allow all<br>• Adjust starting amount<br>• Pull cash<br>• Paid-in<br>• Paid-out<br>• Count<br>• Save count<br>• Recall count<br>• Adjust count<br>• Adjust count sheet<br>• Deposit cash<br>• Transfer funds<br>  – To petty cash<br>  – To safe<br>  – To server bank<br>  – To till<br>• Unassign till<br>• Unassign user<br>• Audit receptacle (till)<br>• Close<br>• Reopen |
| Server Bank | A server bank allows you to create a unique receptacle to track funds that are posted in the front-of-house, typically behind a counter or bar. ECM allows you to track and report all activity within a server bank receptacle session. | • Open<br>  – On transaction<br>  – On open<br>• Adjust starting amount<br>• Pull cash<br>• Paid-in<br>• Paid-out<br>• Count<br>• Save count<br>• Recall count<br>• Adjust count<br>• Adjust count sheet<br>• Deposit cash<br>• Transfer funds<br>  – To petty cash<br>  – To safe<br>  – To server bank<br>  – To till<br>• Close<br>• Reopen |

**Table 4-3    (Cont.) Individual Receptacle Operations**

| Receptacle Type | Description | Operations Available |
|---|---|---|
| Petty Cash | Petty cash is a cash receptacle that supports manager cash activities. ECM allows you to track and report all activity within a petty cash receptacle session. | • Open<br>• Paid-in<br>• Paid-out<br>• Count<br>• Save count<br>• Recall count<br>• Adjust count<br>• Adjust count sheet<br>• Deposit cash<br>• Transfer funds<br>  – To petty cash<br>  – To safe<br>  – To server bank<br>  – To till<br>• Close |

# ECM Property Reports

The workstation property reports contain information about active receptacle sessions and transactions to assist in daily operations management. The reports include multiple classes showing additional currency and class details. You can print these reports to a local printer. The following table lists the ECM property reports.

**Table 4-4    ECM Property Reports**

| Report | Description |
|---|---|
| Bank Deposit Report | This report contains information about active bank deposit sessions for the location. |
| Cash Pull Report | This report contains information about cash pull transactions posted for the current business date. |
| Change Order Report | This report contains information about open Change Order sessions and transactions for the location. |
| Count Sheet | This report is not selectable, and it prints automatically after completion of a receptacle count. The details shown are for counts entered during a receptacle count, including class totals and over/short values (if applicable). |
| Over/Short Detail Report | This report contains information about over and short conditions recorded for the current business date. |

**Table 4-4    (Cont.) ECM Property Reports**

| Report | Description |
| --- | --- |
| Paid-In/Paid-Out Report | This report contains information about paid-in and paid-out transactions recorded for the current business date. It is based on the revenue center in which the paid-in/paid-out activity occurred. |
| Petty Cash Report | This report contains information about active petty cash sessions for the location. |
| Safes Report | This report contains information about active safe sessions for the location. |
| Server Bank Report | This report contains information about the active server bank session for the operator signed on to the workstation. |
| Server Banking Report | This report contains information about active server banking sessions for the location. |
| Till Banking Report | This report contains information about active till sessions for the location. |
| Till Report | This report contains information about active till sessions assigned on the workstation. |

The following image shows an example of a Petty Cash Report.

**Figure 4-1    Petty Cash Report**

```
                Petty Cash Report

                  ECM Property 30
                 3/15/2017 4:58:41 PM

                     RVC: All
-----------------------------------------


                Manager Petty Cash
                Session:750000000003

Opened:                    22/02/2017 17:46:38


US Dollars (USD)
Cash Dollars
Balance:                          $100.00
Deposited:                          $0.00
Coupons
Balance:                            $0.00
Gift Cards
Balance:                            $0.00

Euro (EUR)
Euros
Balance:                          €196.00
Deposited:                          €0.00

Pound Sterling (GBP)
Pounds
Balance:                           £45.00
Deposited:                          £0.00


-----------------------------------------

Totals
Open Session Count:                      1
US Dollars (USD)                   $100.00
Euro (EUR)                         €196.00
Pound Sterling (GBP)                £45.00
```

The summary section for each report shows the currency name, abbreviation, and values (using symbol and separator). Totals are shown for each currency.

You can filter a property report by revenue center. The revenue center filter is based on the employee operator assignment record, reporting privileges (for each report), and the receptacle location. The filter recognizes the level at which the receptacle was defined (such as property or revenue center). Users (managers) that have access—through operator assignment—to all revenue centers can view receptacles at the property level and below (revenue centers). When a user is assigned to a specific revenue center, the filter only shows the revenue center assignment. When a user (supervisor) has reporting privileges in a specific revenue center but only has server (non-reporting) privileges in another revenue center, the filter shows the revenue center for which they have reporting privilege. The revenue center filter is not available for the Till Report or the Server Bank Report.

# 5

# Simphony Web Portal (SWP)

The Simphony Web Portal (SWP) is a website that enables administrators and managers to:

- Import and export Simphony data
- Download the setup packages (.exe or .apk) for the EMC client and CAL

You can access the SWP using valid Simphony EMC logon credentials.

Application programming interface (API) documentation is also located in the SWP:

- https://[ServerName][:Port Number]/ImportExportApi/DataService.svc/web/Help
- https://[ServerName][:Port Number]/ImportExportApi/SecurityService.svc/web/Help

The port number is only necessary if the default https port (443) is not used.

- Starting the SWP
- Downloading CAL and EMC Client Setup Packages
- Updating the EMC Client

## Starting the SWP

You need Simphony EMC logon credentials to access the SWP.

1. Change the Internet Explorer Compatibility View settings to allow Import/Export buttons and features to be visible:

    a. Open Internet Explorer, and then press the **Alt** key.

    b. Select **Tools** and then select **Compatibility View settings**.

    c. Deselect **Display intranet sites in Compatibility View**.

    d. Close Internet Explorer.

2. To turn off Enhanced security configuration:

    a. Open **Control Panel**, and then select **Program and Features**.

    b. Select **Turn Windows features on or off**. Server Manager is selected.

    c. Click **Configure IE ESC**.

    d. Select **Off** for the Enhanced security configuration for Administrators and Users, and then click **OK**.

    e. Restart Internet Explorer.

3. Open any web browser and enter the following address: `https://[ServerName]/SimphonyApp`.

4. Enter the **User Name** and **Password**, and then click the **Login** button.

5. On the Welcome to Simphony page, select one of the following pages:

![ORACLE]

- **Import/Export**: Import or Export data in comma-separated values (CSV) format. Import and Export of Data contains more information.
- **Downloads**: Download setup packages for CAL or the EMC client. Downloading CAL and EMC Client Setup Packages contains more information.

# Downloading CAL and EMC Client Setup Packages

You can download the setup packages (.exe or .apk) for the EMC client and CAL.

1. On the Downloads page, select the **Download Type** from the drop-down list:
   - **Client Application Loader (CAL) – Windows**: Select this option to download the CAL package for a device running the Microsoft Windows operating system.
   - **Client Application Loader (CAL) – Android**: Select this option to download the CAL package for a device running the Android mobile operating system.
   - **Enterprise Management Console (EMC)**: Select this option to download the EMC client package.
2. Click the **Download** button.

# Updating the EMC Client

After downloading the EMC client setup package (EMCSetup.exe), you can update the EMC to the latest Simphony version. EMCSetup.exe contains all files required by EMC to function. The InstallShield Wizard for EMCClient starts after the download completes, and it installs all individual files in the EMCClient folder on the device.

1. Click the buttons to proceed through the InstallShield Wizard.

   The default installation path for the EMC client is `C:\Program Files\Oracle Hospitality`. You can change this path if needed.
2. Double-click the EMC icon on the desktop.

   **Figure 5-1    EMC Desktop Icon**

   

3. Log in to the EMC.

   If a newer version exists, EMC automatically downloads the latest files, and then updates itself. A progress bar indicates the duration of the login and update operation. You will be prompted to log in again after completion of the updates.

# 6

# Import and Export of Data

You can create and submit data import and export job requests through the Simphony Web Portal (SWP). Exporting data from one system and importing it to another saves time for the administrator or manager. This process allows the data to be functional and saleable on the new system's POS client workstations. The Import/Export Service enables you to:

- Import and export data manually
- Export data automatically using the scheduler
- Review the status of completed import and export jobs
- Access a Help page that provides additional database and application program interface (API) details

**Import/Export Prerequisites**

- You can export and import data with Simphony version 2.8 and later.
- Use a spreadsheet application (for example, Microsoft Excel) that can receive database export and import requests. Data export requests are usually set to output to files that are formatted with comma-separated values (CSV).
- Obtain Simphony EMC logon credentials to access the SWP.
- You must have the privilege to access the database and run the Simphony Import/ Export Service.
- Install a Secured Sockets Layer (SSL) certificate to establish a secure connection. See How to trust the IIS Express Self-Signed Certificate for information about installing SSL or digital certificates.
- Change the Internet Explorer Compatibility View settings to allow Import/Export buttons and features to be visible. See Starting the SWP for instructions.
- File Export
- Creating an Export Schedule
- Generating a File to Export
- Preparing Single Menu Item Data Files for Import
- Importing Menu Item Files
- Preparing Event Data Files for Import
- Importing Event Files

## File Export

You can extract information from the Simphony configuration database on demand or you can schedule a recurring export job. You can then import this information into an inventory management system.

Integrated menu items can be imported and exported at the Enterprise and zone levels only. Single menu item objects (that is, Menu Item Master, Menu Item Class, Menu Item Definition, and Menu Item Price) can be imported and exported at other levels. Other objects (for example, Discount, Employee Class, and Major Group to name a few) can be imported and exported at various levels.

**Related Topics**

• Creating an Export Schedule

• Generating a File to Export

# Creating an Export Schedule

Create a schedule to run an export job on a recurring basis (for example, weekly or monthly). You can create schedules only for exporting files. You cannot create a schedule to import files.

1. Click **Import/Export**.

2. Click **Schedules**.

3. Click **Add Schedule**.

4. In the **Name** field, enter the export schedule name.

5. Select a **Start Date** when the export begins.

6. In the **Time of Day** field, enter the time when the export runs (use 24-hour time in the format hh:mm).

7. Select the frequency of the export schedule:

   • To run the export on a specific day each week, select one or more days of the week. For example, to set the export to occur every Tuesday, select **Tuesday**.

   • To run the export on a specific date each month, enter one or more dates (separated by commas) in the **Dates to Run** field. For example, to set the export to occur on the 3rd and the 15th day of each month, enter **3, 15**.

8. Select **Active**, and then click **Create**.

9. To disable an active schedule from the Schedules page, click the **Disable** link adjacent to the appropriate schedule.

   You can deactivate a schedule, but you cannot delete it. When you deactivate a schedule, export jobs associated with that schedule do not process.

**Related Topics**

• File Export

# Generating a File to Export

1. Click **Import/Export**.

2. On the Import/Export Request Parameters page, select the **Export** option.

3. In the **Hierarchy Selection** area, select one or more hierarchies, and then use the arrow buttons to include hierarchies in the export.

   Select **Include Inherited** prior to selecting a hierarchy to include children in the selection.

You can export an integrated menu item (fully configured menu items) Object Type at the Enterprise and zone levels only; if you select the property or revenue center levels, you will receive an error later.

4. In the **Parameter Selection** area, select the **Language** in which to export the data.

5. (Optional) In the **Date Since** field, select the date from which to export information.

   The **Date Since** applies to both new and modified information. For example, select 06/01/2018, to export information that was new or modified since June 1, 2018. For the most recent export, select the current date.

   When a date is selected in the **Date Since** field, any record for that object that has been changed (either directly or as a result of another update) will be exported once, no matter how many times it has been changed since the selected date.

6. Select the **Format** for the export file:

   • **Excel Compatible CSV (ANSI)**: Select this option to edit the file using Excel, Notepad or Notepad++. This option is only available for the English language.

   • **International CSV (UNICODE)**: Select this option to edit the file using Notepad or Notepad++. This option is available for all character sets and languages.

   • **Pipe Delimited (UNICODE)**: Select this option to edit the file using Unicode. This option is available for all character sets and languages.

7. (Optional) Change the **Schedule** for your export.

   • To export the file immediately, ensure that the **Schedule** field shows **Process Immediately**. This is a one-time export request.

   • To schedule the export, select the recurrence and time schedule from the **Schedule** drop-down list.

   If no schedules exist, nothing appears in the **Schedule** drop-down list. See Creating an Export Schedule for more information about schedules.

8. (Optional) Enter the **Request Name**.

   This can be a description of the activity (for example, Exporting Menu Items for Zone A).

9. Select the type of information to export from the **Object Type** drop-down list.

   The information in the **Mandatory Columns** field automatically appears based on the **Object Type** you selected. The column names appear in the exported file and show the type of data to be exported. You cannot change the values in this field.

10. Select the **Data Level**:

   • **Selected Hierarchy**: Select this option to export only the current level of hierarchy. For example, if you selected the property in the **Hierarchy Selection** without **Include Inherited** to export discounts, the export only includes discounts that are created for this property, not those created at the Enterprise level or revenue center.

   • **Selected Hierarchy With Ancestors**: Select this option to export the current level of hierarchy and the higher levels (parent level). For example, if you created discounts at the property level, selecting this option exports discounts created for the property and the Enterprise levels.

- **Selected Hierarchy With Inherited**: Select this option to export the current level of hierarchy and the lower levels (child levels). For example, if you created discounts at the property level, selecting this option exports discounts created for the property and the revenue center levels.

- **Selected Hierarchy With Ancestors And Inherited**: Select this option to export all levels of hierarchy (for example, Enterprise, property, and revenue center levels).

11. In the **Columns** field, select the information to export. Use **Ctrl** + **Select** or **Shift** + **arrows** to highlight multiple column names.

   All columns are selected by default. The information in the **Columns** field is a subsection of the **Object Type** selection.

12. (Optional) In the **Sort By** field, add one ore more sort options for the results.

13. Click the **Submit Request** button.

14. To refresh the page, click the **Status** link.

15. To view scheduled exports, click **+** adjacent to the **ID** and the **Request Name**.

16. Click the **Download** link for the export request, and then click the **Open** button.

17. (Optional) Change the file as necessary (insert, update, or delete) using a text editor, such as Notepad, rename the file, and save it in a different location.

   When you export a file, the application assigns `SimphonyExport.csv` as the file name. Rename each exported file to keep them organized before importing the files.

**Related Topics**

- [File Export](#)

# Preparing Single Menu Item Data Files for Import

Because there are relationships between the databases and menu items, you must import single menu item data files in a specific order. Importing single menu item data files out of order causes the import job to fail and an inability to add the new menu items on the POS client workstations. If you are importing integrated menu items (fully configured menu items), skip this section.

After you export the required menu item data files but before you import the files, ensure that certain values contained in the prospective import files match in specific columns and rows.

1. Open the export file that contains the Menu Item (MI) Master data, and record the value of the Id column and the corresponding MenuItemName for each menu item to be imported.

2. Open the export file that contains the MI Class data.

   a. Record the name of each MI Class located in the Name column. Remaining on the same row, scroll to the ObjectNumber column and record the corresponding values there, which are associated with each MI Class name.

   b. Review the prospective MI Class import data to ensure that all fields are configured in order for the menu items to function as expected.

3. Open the export file that contains the MI Definitions data.

    **a.** Enter the ObjectNumber values from the MI Class data file into the MenuItemClass column for each MI Definition.

    **b.** Enter or verify that the values in the MenuItemMasterId column in the MI Definitions file match the values of the Id column in the MI Master data file. This holds true for menu items that have multiple definitions.

    **c.** For items with multiple definitions, ensure that the DefinitionSequence column is numbered in sequential order.

**4.** Open the export file that contains the MI Price data.

    **a.** Enter or verify that the values in the MenuItemDefID column in the MI Price data file match the values of the Id column in the MI Definitions data file. This holds true for menu items that have multiple prices.

    **b.** For items with multiple prices, ensure that the PriceSequence column is numbered in sequential order.

# Importing Menu Item Files

The default maximum size of an imported file is 4 MB.

**1.** Click **Import/Export**.

**2.** On the Import/Export Request Parameters page, select the **Import** option.

**3.** Click **Browse**, and then select the file to import. When you import single menu item data files, do so in the following order:

    **a.** Menu Item Master (Select this file first, and then continue with Step 4.)

    **b.** Menu Item Class

    **c.** Menu Item Definitions

    **d.** Menu Item Price

**4.** Select the type of information to import from the **Object Type** drop-down list.

The information in the **Mandatory Columns** and the **Columns** field automatically appears based on the **Object Type** selected. The column names appear in the imported file and show the type of data to be imported. You cannot change the values in this field.

**5.** Select the **Language**.

**6.** (Optional) Enter the **Request Name**.

This is a description of the activity (for example, Importing Menu Items for Property A).

**7.** Click the **Submit Request** button.

**8.** Click the **Status** link to refresh the page.

**9.** Click one of the following links for the import request, and then click the **Open** button:

- **Pre Import Snapshot**: Shows the before information.

- **Retrieve Import File**: Shows the after information that was imported into EMC.

**10.** Save the imported files using a text editor, such as Notepad.

**11.** Repeat Steps 1 through 10 to import each menu item data file (Menu Item Master, Menu Item Class, Menu Item Definitions, Menu Item Price).

# Preparing Event Data Files for Import

Because there are relationships between the databases and event information, you must import event data files in a specific order. Importing event data files out of order causes the import job to fail and an inability to add the new events on the POS client workstations.

After you export the required event data files but before you import the files, ensure that certain values contained in the prospective import files match in specific columns and rows.

**1.** Open the export file that contains the Event Type data, and then record the value of the Id column for each event type to be imported.

**2.** Open the export file that contains the Event Sub Type data, and then record the value of the GroupEventType column for each sub event to be imported.

To associate an Event Sub Type with a specific Event Type, verify that the value in the Id column of the Event Type data file matches the value of the GroupEventType column in the Event Sub Type data file.

**3.** Open the export file that contains the Event Area data, and then record the values of the ObjectNumber column and the HierarchyId column for each event area to be imported.

**4.** Open the export file that contains the Event Definition data.

    **a.** Copy the values from the Id columns of the Event Type and the Event Sub Type data files.

    **b.** Paste the Id values into the GroupEventSubType and the GroupEventType columns in the Event Definition data file.

**5.** Open the export file that contains the Event Definition Detail data.

    **a.** Ensure that there is a column for GroupEventArea and a column for RevenueCenterID.

    To associate a revenue center and an event area with Event Definition Details, add the following two rows in the Event Definition Details file:

       • Event Area

       • Revenue Center ID

    **b.** Copy the values from the Id column of the Event Definition data file.

    **c.** Paste the Id values into the GroupEventDefinition column of the Event Definition Detail data file.

• Importing Event Files

# Importing Event Files

The default maximum size of an imported file is 4 MB.

**1.** Click **Import/Export**.

2. On the Import/Export Parameters page, select the **Import** option.

3. Click **Browse**, and then select the file to import. When you import event data files, do so in the following order:

   a. Event Type (Select this file first and then continue with Step 4.)

   b. Event Sub Type

   c. Event Area

   d. Event Definition

   e. Event Definition Detail

4. Select the type of information to import from the **Object Type** drop-down list.

   The information in the **Mandatory Columns** and the **Columns** field automatically appears based on the **Object Type** selected. The column names appear in the imported file and show the type of data to be imported. You cannot change the values in this field.

5. Select the **Language**.

6. (Optional) Enter the **Request Name**.

   This is a description of the activity (for example, Importing Menu Items for Property A).

7. Click the **Submit Request** button.

8. Click the **Status** link to refresh the page.

9. Click one of the following links for the import request, and then click the **Open** button:

   • **Pre Import Snapshot**: Shows the before information.

   • **Retrieve Import File**: Shows the after information that was imported into EMC.

10. Save the imported files using a text editor, such as Notepad.

11. Repeat Steps 1 through 10 to import each event data file (Event Type, Event Sub Type, Event Area, Event Definition, Event Definition Detail).

• Preparing Event Data Files for Import

# 7

# Order Information Service

The Order Information Service allows third-party solutions to offer mobile ordering for delivery and pickup (for example, in seat ordering at a stadium) with status updates to the guest. Guests may pick up their order or request delivery. Updates to the order status notify the guest when orders are ready for pickup or in transit for delivery. The Order Information Service includes the latest view of the order content, such as order ID, items purchased, payment, employee delivering the order, and so on.

The following diagram illustrates the order flow using the Order Information Service:

**Figure 7-1    Order Information Service Workflow**
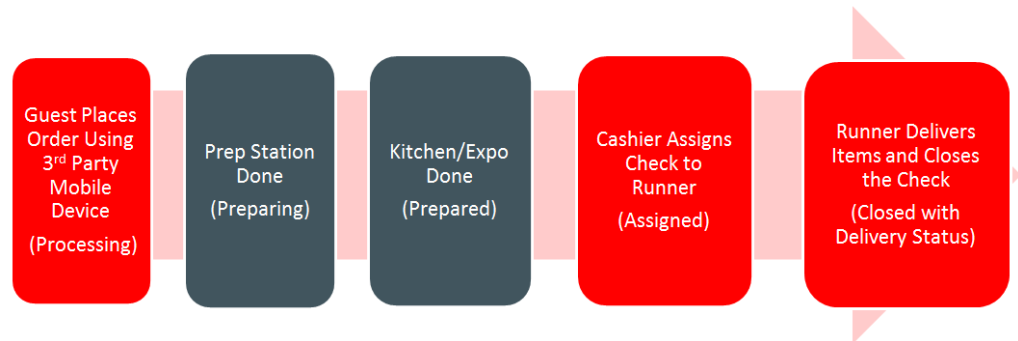


- Assigning Checks to a Delivery Agent
- Closing a Check After Delivery or Pickup
- Closing All Open Checks

**Related Topics**

- Assigning Checks to a Delivery Agent
- Closing a Check After Delivery or Pickup
- Closing All Open Checks

## Assigning Checks to a Delivery Agent

You can assign one or more checks to a delivery agent (also called a runner). This function transfers the check to the delivery agent.

1. To assign one or multiple checks, click the appropriate button:
   - **Assign Check**
   - **Assign Multiple Checks**
2. Enter the runner's employee ID number or swipe the employee card, and then click **OK**.

3. Enter the check number, and then click **OK**.

   When assigning multiple checks, the POS client prompts you to enter the next check number, and so on. Click **Cancel** when you are finished entering check numbers.

4. Click the **Get Check Detail** button.

5. Click the **Send Request** button. The check changes to the Assigned status.

6. Repeat Step 5 for each check number.

**Related Topics**

• Order Information Service

# Closing a Check After Delivery or Pickup

You can close a check and indicate the delivery status. The status applies to items that are delivered to the guest, as well as items that the guest picks up.

1. Pick up the check you want to close.

2. Click the button configured for one of the following scenarios:

   • **Delivered**: All items were delivered successfully and payment was applied.

   • **Delivery Failed**: The delivery agent cannot find the guest to deliver the prepared items. All items are voided and returned to inventory.

   • **Delivered Without Alcohol**: The alcohol items are voided and returned to inventory.

   • **Cancelled**: The order is canceled prior to being prepared and delivered. All items are voided and the check is closed to a zero dollar amount.

**Related Topics**

• Order Information Service

# Closing All Open Checks

You can close all open checks of a given order type or employee.

1. Pick up the check or checks you want to close.

2. Click the button configured for one of the following scenarios, and then click **Yes** to confirm:

   • **Close All Open Checks**: Voids all items on every check that is open and closes the checks to a zero dollar amount.

   • **Close All Open Checks by Order Type**: Voids all items on every check created by the Order Type that is open (for example, Dine In or Take Out) and closes the checks to a zero dollar amount.

   • **Close All Open Checks by Employee**: Voids all items on every check created by the employee ID that is open and closes the checks to a zero dollar amount.

**Related Topics**

• Order Information Service