



MICROS Alert Definitions v. 1.2 Installation and Setup Guide

In this Document

This document describes the procedures for the installation, configuration, and recommended setting for the RES Alert Definitions of the MICROS Alert Manager product. For more information on the MICROS Alert Manager product, including new features and enhancements as well as instructions on installing and configuring the software, refer to the MICROS Alert Manager Version 1.2 ReadMe First, MD0003-148.

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Declarations

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Introduction

The MICROS Alert Manager allows you to alert specific employees or employee classes when certain conditions occur in your establishment. Alerts are sent via a JTech paging device, email or to an Alert Manager client.

The user has the option of using already available alerts or configuring their own. MICROS Alert Manager provides the flexibility of creating your own alert criteria by writing a DLL plug-in. The MICROS Alert Manager Control Panel application is used to configure the MICROS Alert Manager software. For more information see the *MICROS Alert Manager Plug-In Development Guide, MD0003-105*.

Currently, several alerts are available for use with the RES 3700 POS system. Most alerts are compatible with all versions of RES 3.2 and 4.0. All RES alerts and alert documentation is available for download from the MICROS web site on the *Member Services | Micros Product | Restaurant Operations Solutions | RES Alert Definitions* page.

The following alerts are available for use with RES:

- ◆ **RES KDS Alerts** – Monitors the kitchen’s speed of service and notifies designated groups when an order is complete. Included is the Average Prep Time Alert, Long Ticket Time Alert, and the Order Bumped Alert. For more information see “RES KDS Alerts” on page 15.
- ◆ **RES Labor Alerts** – Monitors compliance with labor laws. Included is the Scheduled Break Alert, Unscheduled Break Alert, Child Labor Law Break Alert, Child Labor Law Work Limits Alert, and the Overtime Alert. For more information see “RES Labor Alerts” on page 20.
- ◆ **RES Loss Prevention Alerts** – These alerts are generated when high-risk behaviors associated with theft occur within the store. Included is the Cash Pull Alert, Discount Over Alert, Loss Prevention Sales Alert, Service Charge Alert, and the Void Over Alert. For more information see “RES Loss Prevention Alerts” on page 33.

- ◆ **RES Sales Alerts** – These alerts monitor the sale of specific items within the store. Included is the Alcoholic Beverage Alert, Menu Item Sales Alert, and the Sales and Cover Count Alert. For more information see “RES Sales Alerts” on page 40.
- ◆ **Void Percentage of Sales Alert** - The Void Percentage of Sales Alert notifies an employee class when the void total rung exceeds the net sales total by a configurable percentage. For more information see “RES Sales Alerts” on page 40.
- ◆ **RES System Alerts** – These alerts monitor operational issues that occur at the site. Included is the Business Date Increment Alert, Cashier Shifts Alert, Credit Card Alert, Database Backup Alert, and the Employee Shifts Alert. For more information see “RES System Alerts” on page 45.
- ◆ **System Alerts** – Monitors the PC and alerts employees when an issue arises. Included is the Disk Space Low Alert. For more information see “RES System Alerts” on page 45.
- ◆ **RES TMS Alerts** – These alerts integrate the Alert Manager application and the Table Management System. A TMS Alerts is generated when a preconfigured event occurs in the TMS System. Included is the TMS Device Event Alert, TMS Employee Event Alert, and the TMS Event Alert. For more information see “RES TMS Alerts” on page 53.
- ◆ **Test Alerts** – Verifies that all alert devices are functioning correctly at the site and that alerts can be sent to employees. Included is Test Device Alerting and Test Employee Alerting. For more information see “Test Alerts” on page 63.

Installation

This section describes how to download and install the MICROS RES Alert Definitions.

The installation of alert definitions is a two step process:

- ◆ Install Alert Definitions – Identify and download specific alerts (e.g., RES KDS Alerts).
- ◆ Install RES Identifier Lists – Allows the alert to access the site's database of employees and employee classes.

RES Alert Definitions and Identifier Lists can be installed either automatically through the Alert Manager Version 1.2 general installation, or manually, by the user.

Only RES Alerts Definitions and Identifier Lists available at the time of the Version 1.2 release of Alert Manager can be installed through the Alert Manager application. All subsequently released RES Alerts and Identifier Lists must be installed manually. See below for instructions on installing each.

Automatic Installation

Installing RES Alert Definitions

The following RES Alerts can be installed or upgraded automatically through the Alert Manager Version 1.2 installation. During installation, the user will be prompted to select the RES Alerts to be added or upgraded. The user will only be prompted if their system is running RES. For more information see *MICROS Alert Manager Version 1.2 ReadMe First, MD0003-148*.

- ◆ RES KDS Alerts
- ◆ RES Labor Alerts
- ◆ RES Loss Prevention Alerts
- ◆ RES Sales Alerts

- ◆ RES System Alerts
- ◆ System Alerts
- ◆ RES TMS Alerts
- ◆ Test Alerts

Installing RES Identifier Lists

The RES Identifier List application displays the names of store employees and employee classes on the *Device Assignments* tab in the Alert Manager Control Panel. The following Identifier Lists are automatically installed with the Alert Manager Version 1.2 general installation:

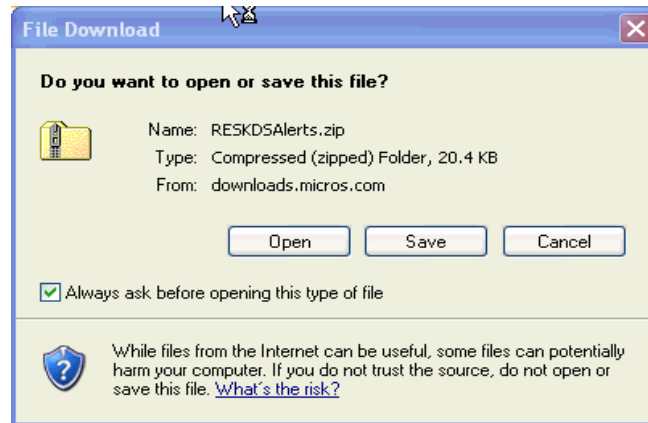
- ◆ Employee Classes Identifier List
- ◆ Employees Identifier List
- ◆ RES DBA Assignment Type Identifier List

Manual Installation **Installing RES Alert Definitions**

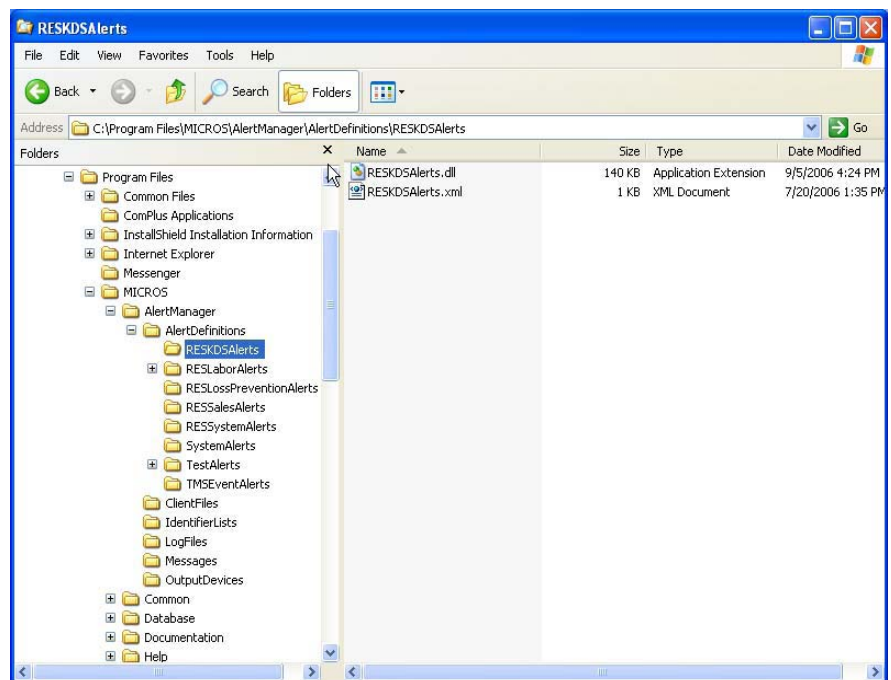
The RES Alert Definitions are available as DLL files and can be downloaded from the MICROS web site on the *Member Services / Micros Product / Restaurant Operations Solutions / RES Alert Definitions* page. Each alert type (e.g., RES KDS Alerts) has a separate DLL file.

Follow these steps to install the RES Alert Definitions:

1. Download the desired RES alert DLL zip file(s) (e.g., RESKDSAlerts.zip) from the MICROS web site.



2. Extract the RES alert definition(s) from the zip files to the correct AlertDefinitions sub-directory as shown below:



Installing RES Identifier Lists

The RES Identifier List application displays the names of store employees and employee classes on the *Device Assignments* tab in the Alert Manager Control Panel.

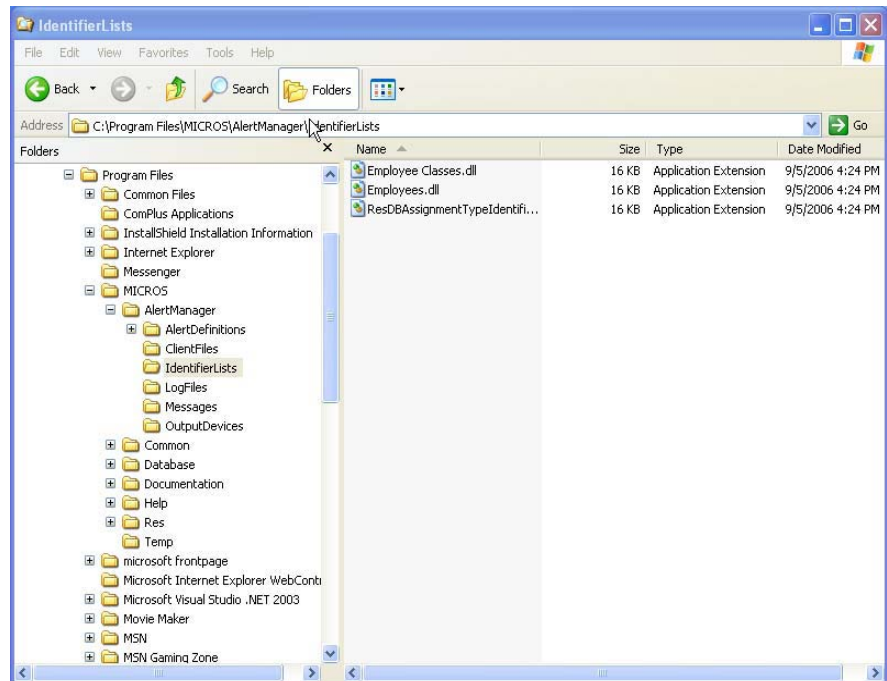
Each Identifier List DLL file can be downloaded from *Member Services / Micros Products / Restaurant Operations Solutions*.

Follow these steps to install the RES Identifier Lists:

1. Download the RES Identifier Lists zip file (**RESIdentifierLists.zip**) from the MICROS web site.

http://www.micros.com/members/product_support/micros_products

2. Copy the **Employee Classes.dll**, **Employees.dll**, and the **RESDBAAssignmentTypeIdentifierListsInterface.dll** files to the *Micros\AlertManager\IdentifierLists* folder as shown below:



Configuration

RES alerts are configured through the MICROS Alert Manager application. Setup is divided into two parts:

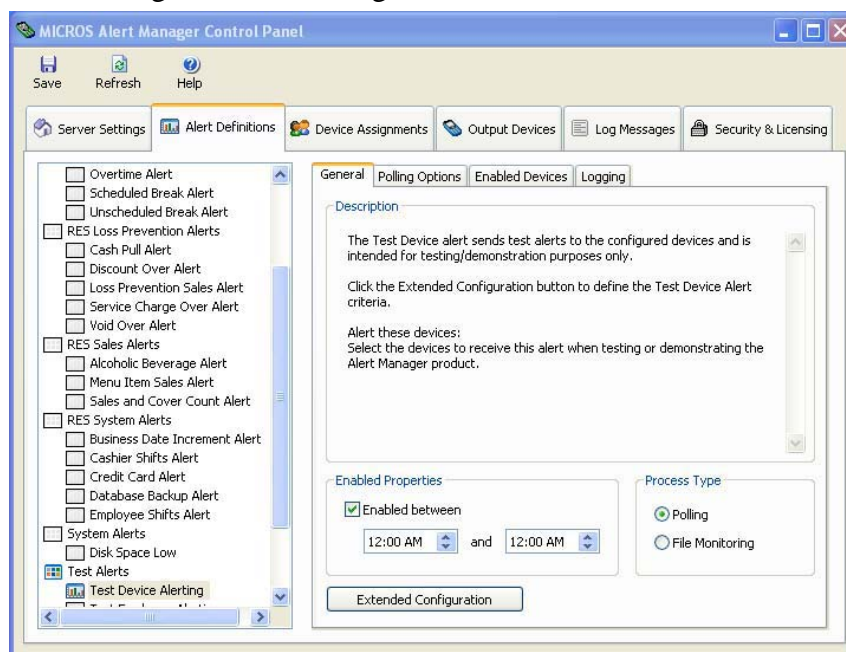
- ◆ **Basic Configuration** — Identifies generic options that are relevant to all alerts. This information is provided below.
- ◆ **Extended Configuration** — Specifies additional parameters required for a particular alert. This information is located in the alert readme first. A list of alerts and associated documents is located in the Introduction on page 3.

Basic Configuration

After installation is complete, the basic configuration options for each alert will default to the MICROS recommended settings. These settings can be changed, if desired.

The following basic configuration options are available for each alert:

1. In the **Alert Manager Control Panel** go to *Alert Definitions* / (*Select Alert*) / *General* tab. Double-Clicking the alert name will enable the alert. Configure the following fields:

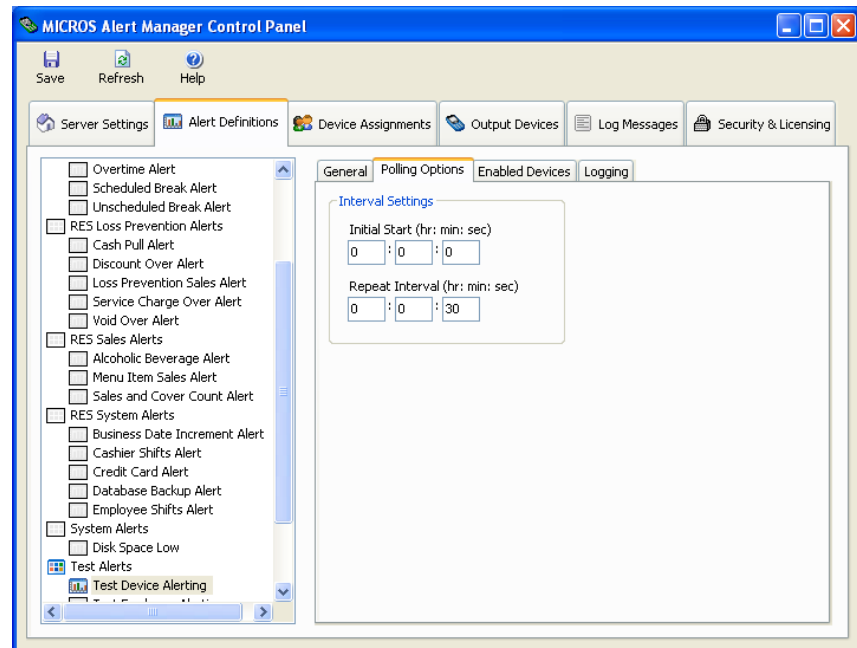


- ◆ **Enabled Between** – Select this option to activate the alert. Once enabled, use the time picker boxes to indicate when the alert is active. If the alert is always active set both of these fields to the same hour.
- ◆ **Process Type** – One of the following process types will be used to generate alerts. The process type cannot be configured by the user. One of the following process types will be available for each alert:
 - **Polling:** Enables the *Polling Options* tab which allows the user to configure how often the database is polled to determine if an alert should be sent. Polling may not be available for all alerts.
 - **File Monitoring:** Enables the *File Monitoring* tab which allows the user to determine which files to monitor for additions, modifications or deletion. The user can select the folder and/or file to be monitored. When a change to the file structure is detected, an alert is sent. This option may not be available for all alerts.

Note *More than one alert may be produced for a single file change, depending on the software program used to create the monitored file. This is the case with files generated using Word 6.0.*

2. If the **File Monitoring** option was selected as the *Process Type*, skip to step 3.

Otherwise, go to the *Polling Options* tab and configure the following fields:



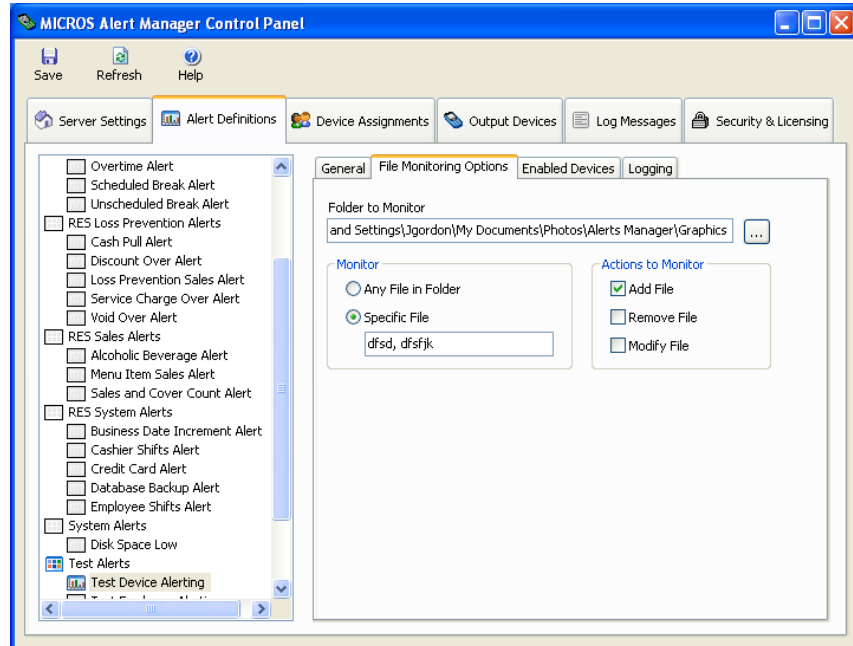
- ◆ **Initial Start (hr: min: sec)** – Enter the number of seconds to delay before sending the alert when the MICROS Alert Manager is started or the Alert Definition is enabled. This field can be left at 0.
- ◆ **Repeat Interval (hr: min: sec)** – Enter the frequency (hours, minutes, or seconds) of how often this alert definition should be sent. This field establishes how often the database is polled to determine if the alert conditions have been met.

Set the Repeat Interval at a low amount for alerts, such as KDS Bumped Menu Item that should be sent immediately. Set the Repeat Interval at a higher amount (i.e. 30 minutes) for alerts, such as Sales, Cost, and Labor that should be sent less frequently.

If the number of repeat interval seconds is set to 0, the alert will not repeat. The default Repeat Interval is 30 seconds.

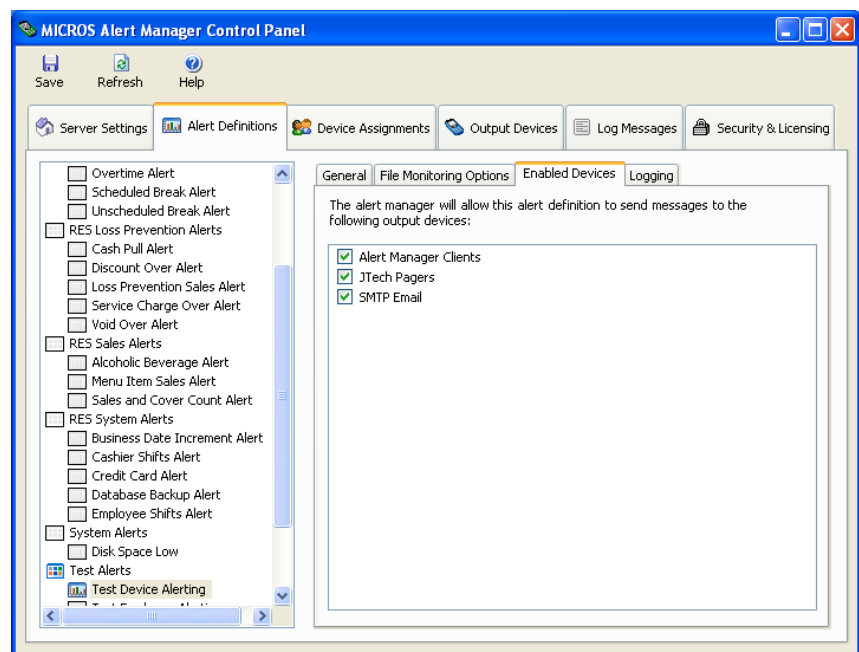
3. If the **Polling** option was selected as the *Process Type*, skip to step 4.

Otherwise, go to the *File Monitoring* tab and configure the following fields:



- ◆ **Folder to Monitor** – Use the browse button to locate the folder that will be monitored for changes.
- ◆ **Monitor** – This field determines whether a specific file, or all files in the folder will be monitored. Select from the following options:
 - **Any File in Folder**: Enable this option to monitor all files in the folder for changes.
 - **Specific File**: Enable this option if only one file in the folder should be monitored for changes. When enabled, the user must manually enter the name of the file (e.g., TestMonitoring.exe). Be certain that the value matches the file name exactly.

- ◆ **Actions to Monitor** – Determine the types of file changes that will result in an alert notification. The user can enable more than one option. Select one of the following:
 - **Add File:** Enabling this option will generate an alert notification if a file is added to the specified folder.
 - **Remove File:** Enabling this option will generate an alert notification if the selected file(s) is removed.
 - **Modify File:** Enabling this option will generate an alert notification if the selected file(s) is modified.
- 4. Go to the *Enabled Devices* tab to select the output devices that are allowed to receive an alert notifications for the selected alert definition. This list reflects the output devices installed on the system. If a new output device plug-in is added it will appear on the list.

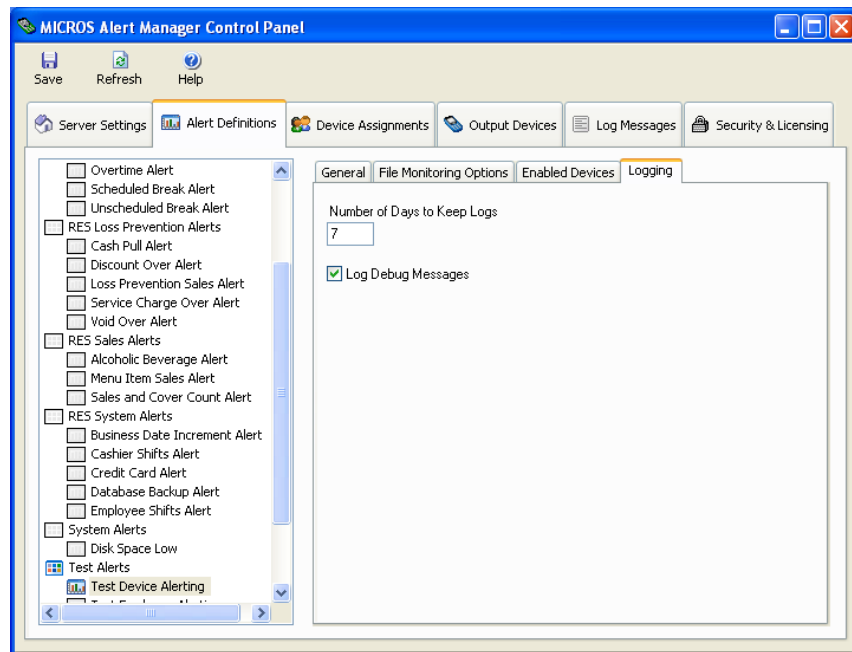


- ◆ **Alert Manager Clients** – Enable this option to allow alerts to be sent to all clients (e.g., Pocket PC) with Alert Manager software installed.
- ◆ **JTech Pagers** – Enable this option to allow alerts to be sent to JTech paging devices (e.g. Text pager).

- ◆ **SMTP Email** – Enable this option to allow alerts to be sent via email.

Enabling a device on this tab does not necessarily mean that the device will receive an alert. Additional device configuration must be performed on the *Enabled Devices* tab for each alert (*Alert Manager Control Panel | Alert Definitions | (Select an Alert) | Enabled Devices*).

5. Go to the *Logging* tab and configure the following fields:



- ◆ **Number of Days to Keep Logs** – Enter the maximum number of days to maintain the log files for the selected alert definition. A new log file is created each day. The default is 7 days.

Log Debug Messages – Select this option to log debug messages. This option should only be used for troubleshooting purposes.

RES KDS Alerts

Introduction

The following RES KDS alerts are included in the **RESKDSAlerts.dll** file:

- ◆ Average Prep Time Alert
- ◆ Long Ticket Time Alert
- ◆ Order Bumped Alert

Average Prep Time Alert

The Average Prep Time alert notifies all configured devices when the average prep time on specified Kitchen Display System (KDS) devices is over a specified amount.

Configuration

Click the Extended Configuration button to define the Average Prep Time Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device listed on the Device Assignments tab in order to receive alerts.

Count tickets from these devices

Select the devices which will have their average prep time monitored.

Average Duration

Enter the amount of time (in minutes) to use for monitoring the average prep time. This is the window of time to monitor a KDS device for an excessive Average Prep Time. For Example, if the Average Duration is set to 10 minutes, the alert looks at the past 10 minutes for any violation of the Average Prep Time.

Alert Prep Time

Enter the amount of time (in minutes) to allow as a prep time before sending an alert to the proper employees. If the computed Average Prep Time is greater or equal to the Alert Prep Time, the alert is sent.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert These Employee Classes	Management
Count tickets from these devices	Only one device, Expo
Average Duration	15
Once alert has occurred, send X times then stop.	2

Long Ticket Time Alert

The Long Ticket Time alerts employees when a monitored KDS device has displayed a specific number of red or yellow tickets, during a specified interval of time. The alert is sent if the number of tickets is greater than a configured amount. The red and yellow ticket is determined by the configuration in *POS Configurator / Devices / Order Devices / KDS / Alerts / First and Second Alert*.

Configuration

Click the Extended Configuration button to define the Long Ticket Time Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Count tickets from these devices

Select the devices to monitor for ticket time.

Duration

Enter the amount of time (in minutes) to use for monitoring the long ticket time. This is the window of time to monitor for the configured number of yellow or red tickets. The long ticket time is calculated as the difference between the Current Time and Done Time. For example, if the average duration is set to 15 and the current time is 11:20, the long ticket time alert looks for all checks that were Done between 11:05 and 11:20. If the configured number of yellow or red tickets (or a combination) is found, an alert is sent.

Red Ticket Threshold

Enter the number of red tickets that must be present in the duration interval before sending an alert to the proper employee class.

Yellow Ticket Threshold

Enter the number of yellow tickets that must be present in the duration interval before sending an alert to the proper employee class.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	3
Extended Configuration	
Alert These Employee Classes	Management
Count tickets from these devices	Only one device, Expo
Duration	10 minutes
Once alert has occurred, send X times then stop.	2
Resend after X minutes	5

Order Bumped Alert

The Order Bumped alerts employees or customers when an order has been bumped off the KDS system.

Note RES Version 3.2 Service Pack 3 or higher is required for the Order Bumped Alert.

Configuration

Click the Extended Configuration button to define the Order Bumped Alert criteria.

KDS Display Type

Select the KDS type (All Prep Done or All Expo Done) to include when alerting employees or customers of bumped orders.

Send alert to employee

Select this option to alert an employee of bumped orders.

Send alert to customer's pager

Select this option to send an alert to a guest pager for bumped orders.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	10 seconds

RES Labor Alerts

Introduction

The following RES Labor alerts are included in the **RESLaborAlerts.dll** file (All alerts are compatible with RES 3.2 and 4.0 software versions unless otherwise noted):

- ◆ Scheduled Break Alert
- ◆ Unscheduled Break Alert
- ◆ Child Labor Law Break Alert (required RES version 3.2 SP7 HF5 or higher, or RES version 4.1 or higher)
- ◆ Child Labor Law Work Limits Alert
- ◆ Overtime Alert

Scheduled Break Alert

The Scheduled Break Alert notifies members of a specified employee class (usually a manager) when one of their employees is approaching a scheduled break.

To use this alert, employee schedules must be created first using the Labor Management application. A break period must be included in the shift. For more information see the *RES Labor Management Feature Reference*.

During operations, the system uses this information to determine when to notify personnel of an upcoming scheduled break. A follow up alert can be configured, if the break is not taken.

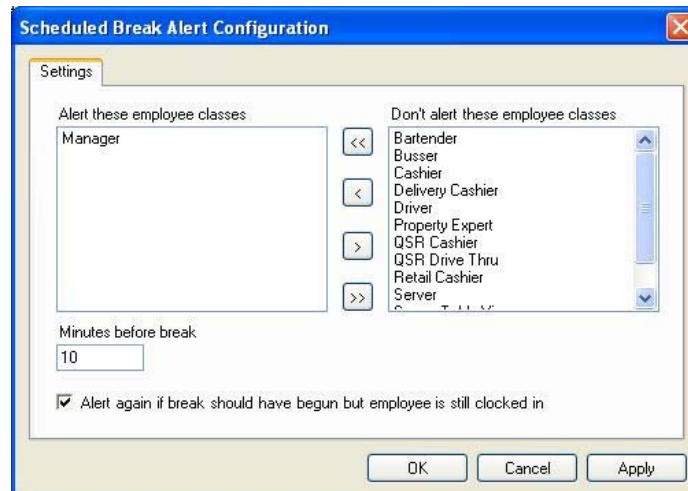
For example, suppose that Alert Manager is programmed to notify the supervisor 10 minutes prior to a scheduled break, and again, if the break is not taken. If the next scheduled break is at 3:00 PM, the first notification will be sent at 2:50 PM. If the break is not taken, the follow-up alert will occur the next time the database is polled, at 3:01 PM.

A maximum of one alert before, and one alert after the break period will be sent per employee.

Extended Configuration

Follow these steps to configure the Scheduled Break Alert:

1. Select the **[Extended Configuration]** button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **Alert these employee classes** – Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device listed on the *Device Assignments* tab in order to receive alerts. For more information on assigning devices see *Alert Manager Version 1.1 ReadMe First, MD0003-106*.
- ◆ **Minutes before break** – Specify how long (i.e., number of minutes) before the start of the scheduled break that the alert notification should be sent.
- ◆ **Alert again if break should have begun but employee is still clocked in** – Check this option to re-send the alert if the employee remains clocked-in during their scheduled break period.

The alert will be sent the next time that the database is polled after the missed break (e.g., 3:01 PM). Database polling can be configured on the *Polling Options* tab.

3. Select the **[Apply]** button and click **[Ok]**.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert these employee classes	Management
Minutes before break	10
Alert again if break should have begun but employee is still clocked in	Enabled

Unscheduled Break Alert

The Unscheduled Break Alert notifies members of a specified employee class (usually a manager) when one of their employees has been working for a configured amount of time without a break. A follow up alert can be sent, if a break is not taken.

To use this alert, the user must configure the amount of time the employee must work before taking a break in Alert Manager. This alert does not require configuration in the Labor Management application.

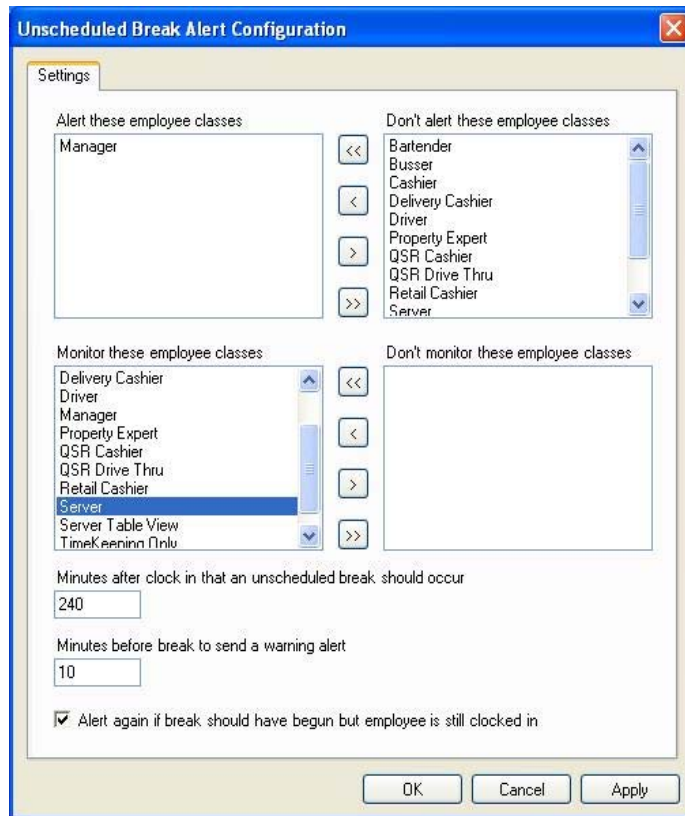
For example, suppose an employee's break is to occur 240 minutes after the employee begins work. Alert Manager is programmed to notify the supervisor 10 minutes prior to an unscheduled break, and again, if the break is not taken. If the next unscheduled break is at 4:00 PM, the first notification will be sent at 3:50 PM. If the break is not taken, a follow up alert will occur the next time the database is polled, at 4:01 PM.

A maximum of one alert before, and one alert after the break period will be sent per employee.

Extended Configuration

Follow these steps to configure the Unscheduled Break Alert:

1. Click the [Extended Configuration] button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **Alert these employee classes** – Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device listed on the *Device Assignments* tab in order to receive alerts. For more information on assigning devices see *Alert Manager Version 1.1 ReadMe First, MD0003-106*.
- ◆ **Monitor these employee classes** – Select the employee classes that will be monitored for approaching breaks.
- ◆ **Minutes after clock in that an unscheduled break should occur** – Enter the amount of time (in minutes) that an employee can work before going on break.

- ◆ **Minutes before break to send a warning alert** – Enter the number of minutes prior to a break that the alert notification should be sent.
- ◆ **Alert again if break should have begun but employee is still clocked in** – Check this option to re-send the alert if the employee remains clocked-in during their break period.

The alert will be sent the next time that the database is polled after the missed break (e.g., 4:01 PM). Database polling can be configured on the *Polling Options* tab.

3. Select the **[Apply]** button and click **[Ok]**.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert these employee classes	Management
Monitor these employee classes	All Back of House Employees
Minutes after clock in that an unscheduled break should occur	240 minutes
Minutes before break to send a warning alert	10
Alert again if break should have begun but employee is still clocked in	Enabled

Child Labor Law Break Alert

The Child Labor Law Break Alert notifies members of a specified employee class (usually a manager) when an employee, defined as a child, is about to work more than the allowed amount of time without a break.

To use this alert, the applicable ages and labor laws must be configured in the Labor Management application on the *Rules/Laws / Labor Laws / Child Labor Laws / General* tab. This information will be used to generate the conditions of the alert. A follow up alert can be configured, if the break is not taken. For more information see the *RES Labor Management Feature Reference*.

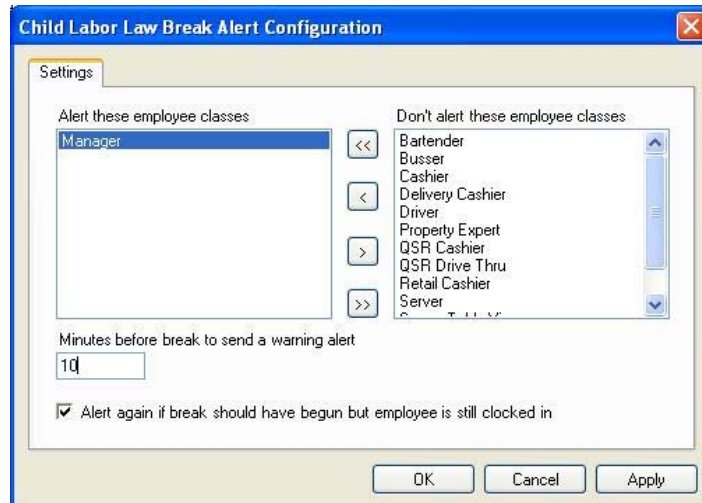
For example, suppose that a 15 year old employee must take a break after every 4 hours of work. Alert Manager is programmed to notify the supervisor 10 minutes prior to a break, and again, if the break is not taken. If the next break is at 7:00 PM, the first notification will be sent at 6:50 PM. If the break is not taken, the follow-up alert will occur the next time the database is polled, at 7:01 PM.

Note *This alert is only compatible with RES version 3.2 SP7 HF5 or higher, or RES version 4.1 or higher.*

Extended Configuration

Follow these steps to configure the Child Labor Law Break Alert:

1. Click the [Extended Configuration] button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **Alert these employee classes** – Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device listed on the *Device Assignments* tab in order to receive alerts. For more information on assigning devices see *Alert Manager Version 1.1 ReadMe First, MD0003-106*.
- ◆ **Minutes before break to send a warning alert** – Specify how long (i.e., number of minutes) before the start of the scheduled break that the alert notification should be sent.
- ◆ **Alert again if break should have begun but employee is still clocked in** – Check this option to re-send the alert if the employee remains clocked-in during their scheduled break period.

The alert will be sent the next time that the database is polled after the missed break (e.g., 7:01 PM). Database polling can be configured on the *Polling Options* tab.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert These Employee Classes	Management
Minutes before break to send a warning alert	10
Alert again if break should have begun but employee is still clocked in	Enabled

Child Labor Law Work Limits Alert

The Child Labor Law Work Limits Alert notifies an employee class when an employee, defined as a child, is about to violate child labor law work limits. A follow up alert can be configured, if work restrictions are violated.

This alert requires the use of the Labor Management application. The applicable age and labor laws must be configured on the *LM / Rules/Laws / Labor laws / Child Labor Laws / Work Restrictions* tab. This information is used when generating conditions for the alert. For more information see the *RES Labor Management Feature Reference*.

For example, a 15 year old employee cannot work more than 5 hours on a school day. Alert Manager is programmed to notify the supervisor 10 minutes prior to a work limit violation, and again, if the employee does not clock-out. If the employee will have worked 5 hours at 9:00 PM, then an alert will be sent at 8:50 PM. If the employee does not clock-out at 9:00 PM, then a follow-up alert will occur the next time the database is polled, at 9:01 PM.

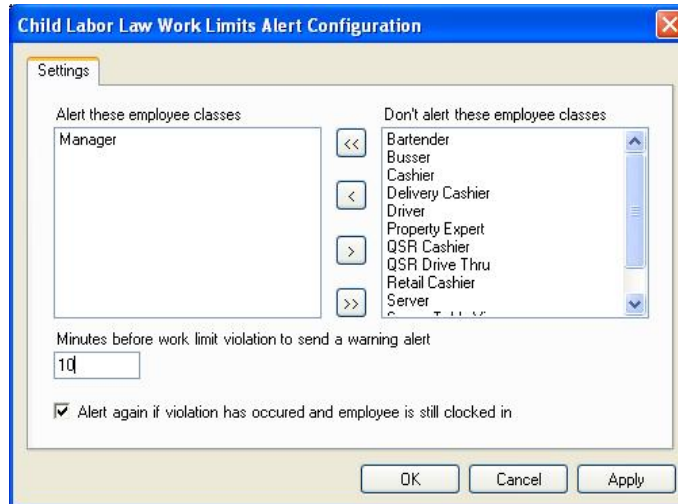
Alerts can be sent when the following violations occur:

- ◆ Over max daily hours
- ◆ Over max weekly hours
- ◆ Working past latest allowed time
- ◆ Clocked in too many days this week
- ◆ Clocked in too early

Extended Configuration

Follow these steps to configure the Child Labor Law Work Limits Alert:

1. Click the [**Extended Configuration**] button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **Alert these employee classes** – Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device listed on the *Device Assignments* tab in order to receive alerts. For more information on assigning devices see *Alert Manager Version 1.1 ReadMe First, MD0003-106*.
- ◆ **Minutes before work limits violation to send a warning alert** – Specify how long (i.e., number of minutes) before a work violation will occur that an alert notification should be sent.
- ◆ **Alert again if violation has occurred and employee is still clocked in** – Check this option to re-send the alert if the employee remains clocked-in after the work violation has occurred.

The alert will be sent the next time that the database is polled after the violation (e.g., 9:01 PM). Database polling can be configured on the *Polling Options* tab.

3. Select the [**Apply**] button and click [**Ok**].

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert these employee classes	Management
Minutes before work limit violation to send a warning alert	10
Alert again if violation has occurred and employee is still clocked in	Enabled

Overtime Alert

The Overtime alert notifies an employee class when an employee is approaching overtime. The daily and weekly number of hours before employee overtime begins may be configured. The number of minutes in which the alert notifications should begin prior to the start of overtime is also configurable. For example, if daily overtime (Daily Hour) is set to 8 and the time before overtime is reached (Minute before OT reached) is set to 30, the alert notification begins when the designated employee has been working for longer than 7 hours and 30 minutes. Only one alert is sent per employee. Once an alert has been sent, another alert will not be sent.

Configuration

Click the Extended Configuration button to define the Overtime Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Monitor these employee classes

Select the employee classes to monitor for approaching overtime.

Minute before OT reached

Enter the number of minutes prior to entering overtime when the alert notification begins.

Daily Hour

Enter the number of hours an employee is allowed to work per day before beginning the overtime alert.

Weekly Hour

Enter the number of hours an employee is allowed to work per week before beginning the overtime alert.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management
Monitor These Employee Classes	All Back of House Employees
Minutes before OT reached	60
Daily Hour	Based on State OT rules
Weekly Hour	Based on State OT rules

RES Loss Prevention Alerts

Introduction

The following RES Loss Prevention alerts are included in the **RESLossPreventionAlerts.dll** file:

- ◆ Cash Pull Alert
- ◆ Discount Over Alert
- ◆ Loss Prevention Sales Alert
- ◆ Service Charge Over Alert
- ◆ Void Over Alert

Cash Pull Alert

The Cash Pull alert notifies an employee class if Cash Management is enabled and the cash drawer (till) is over a specified amount. The configured employee class is paged with a 'Cash Drop Required' message.

Configuration

Click the Extended Configuration button to define the Cash Pull Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management
Once alert has occurred, send X times then stop.	2
Resend after X minutes.	3 minutes

Discount Over Alert

The Discount Over alert notifies an employee class when the total discount amount on a check exceeds the configured threshold amount.

Configuration

Click the Extended Configuration button to define the Discount Over Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Alert for these discounts

Select the list of discounts to monitor. If the total discount amount for any of these selected discounts exceeds the Discount Alert Amount, the alert is sent.

Discount Alert Amount

Enter the threshold discount amount. If this amount is exceeded on a check for any of the selected discounts, the alert is sent.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management
Alert for these discounts	Open Discounts

Loss Prevention Sales Alert

The Loss Prevention Sales alert notifies an employee class when a potential fraud (no fraud) type has occurred. The following loss prevention sales types are available:

No Sale

The No Sale alert message contains the employee name and the number of no sale transactions that have occurred based on the configured duration time.

Cancel

The Cancel Transaction alert message contains the employee name and total amount of cancelled transactions that have occurred based on the configured duration time.

Zero Sale

The Zero Sale alert message contains the employee name and total number of checks that have been tendered with a zero amount that have occurred based on the configured duration time.

Configuration

Click the Extended Configuration button to define the Loss Prevention Sales Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

The following configurations are available for this alert:

No Sale

Select the No Sale alert type and enter the No Sale Count Threshold and Duration. The Count Threshold is the number of times a No Sale can occur before sending the alert message. The Duration is the amount of time, in minutes, in which the No Sale counts are included. For example, if the Duration is set to 15 minutes and the Repeat Interval is set, then the alert will respond with the number of No Sales for the last 15 minutes.

Cancel

Select the Cancel alert type and enter the Cancel Amount Threshold and Duration. The Amount Threshold is the total amount that can be cancelled from transactions before sending the alert message. The Duration is the amount of time, in minutes, in which the Cancel counts are included. For example, if the Duration is set to 15 minutes and the Repeat Interval is set, then the alert will respond with the number of Cancel Transactions for the last 15 minutes.

Zero Sale

Select the Zero Sale alert type and enter the Zero Sale Count Threshold and Duration. The Count Threshold is the number of times a Zero Sale can occur before sending the alert message. The Duration is the amount of time, in minutes, in which the Zero Sale counts are included. For example, if the Duration is set to 15 minutes and the Repeat Interval is set, then the alert will respond with the number of Zero Sales for the last 15 minutes.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management

Service Charge Over Alert

The Service Charge Over alert notifies an employee class when the service charge percentage on a check exceeds the configured threshold amount.

Configuration

Click the Extended Configuration button to define the Service Charge Over Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Alert for these service charges

Select the list of service charges to monitor. If the total service charge amount for these selected service charges exceeds the service charge threshold percentage, the alert is sent.

Send alert when the sum of total service charge is over X %

Enter the total threshold service charge amount. If the total service charge amount on a check exceeds this threshold, the alert is sent.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management

Void Over Alert

The Void Over alert notifies an employee class when the void amount on a check exceeds the configured threshold amount.

Configuration

Click the Extended Configuration button to define the Void Over Alert criteria.

Alert These Employee Classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Void Over Amount

Enter the total void amount threshold. If the total void amount on a check exceeds this threshold, the alert is sent.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management

RES Sales Alerts

Introduction

The following RES sales alerts are included in the **RESSalesAlerts.dll** file:

- ◆ Alcoholic Beverage Alert
- ◆ Menu Item Sales Alert
- ◆ Sales and Cover Count Alert

Alcoholic Beverage Alert

The Alcoholic Beverage alert notifies an employee class when the number of beverages rung exceeds the number of guests by a configurable percentage or total amount. For example, if 200% is entered and there are 3 guests on the check, an alert is sent when the 6th beverage is rung up.

Configuration

Click the Extended Configuration button to define the Alcoholic Beverage Alert criteria.

Alert when ratio beverages/guests equals X %

Enter the beverages threshold percentage. If the total number of beverages on a check divided by the number of guests exceeds this percentage, the alert is sent.

Alert when total number of beverages on a single check exceeds X

Enter the beverages threshold amount. If the total number of beverages on a check exceeds this amount, the alert is sent. The number of guests does not matter.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Alert for these menu items

Select the menu items to count as beverages when the number of beverages rung exceeds the number of guests by a configurable percentage or total amount.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	5 minutes
Extended Configuration	
Alert These Employee Classes	Management

**Menu Item Sales
Alert**

The Menu Item Sales alert notifies an employee class when a specified menu item is sold.

Configuration

Click the Extended Configuration button to define the Menu Item Sales Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Alert for these menu items

Select the menu items that cause an alert to be sent when they are sold.

Display Name 1/Display Name 2

Select the menu item name to display when sending the menu item sales alert.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute
Extended Configuration	
Alert These Employee Classes	Management/Wine Steward

Sales and Cover Count Alert

The Sales and Cover Count alert notifies an employee class with the Net Sales, Cover Count, and Labor Cost information for the current business day.

Note *RES Version 3.2 Service Pack 3 or higher is required for the Sales and Cover Count Alert.*

Configuration

Click the Extended Configuration button to define the Sales and Cover Count Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert these employee classes	Management

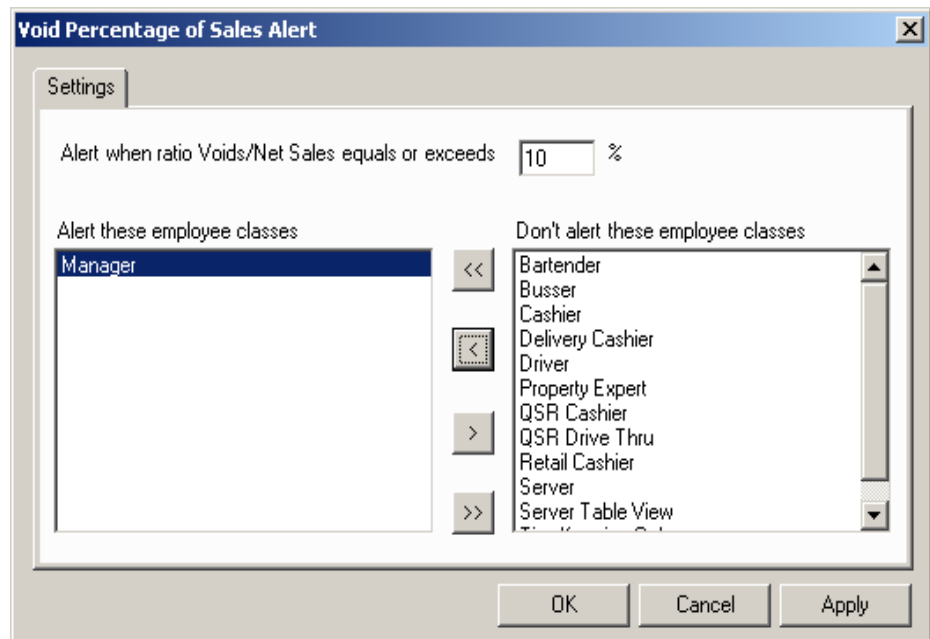
Void Percentage of Sales Alert

The Void Percentage of Sales Alert notifies an employee class when the void total rung exceeds the net sales total by a configurable percentage. For example, if 2% is entered and the Void total is an amount equal to 3% of the Net Sales total, an alert is sent, indicating Voids/Net Sales = 3%.

Note that the 'Void % Alert' requires totals posting to occur to trigger the alert. Totals posting can be configured via an AutoSequenceServer running a totals posting at designated scheduled time intervals or by requesting a report via *MICROS Applications / Reports / Auto Sequence and Reports* which will call the report view and post the totals (i.e., Daily System Sales Detail).

Configuration

Navigate to *Alert Definitions / RES Sales Alerts / Void Percentage of Sales Alert*. Click the 'Extended Configuration' button to define the Void Percentage of Sales Alert criteria.



A 'Void Percentage of Sales Alert' window appears, as seen above. Use the **Alert when Voids/Net Sales equals to exceeds X%** field to enter the voids threshold percentage. If the void amount divided by the net sales total exceeds this percentage, the alert is sent. This calculation is based on current business date net sales.

Using the arrow buttons, add the desired employee class from the **Don't alert these employee classes list** to the **Alert these employee classes list**. Click 'Apply' and then 'OK' to save the changes.

RES System Alerts

Introduction

The following RES system alerts are included in the **RESSystemAlerts.dll** file:

- ◆ Business Date Increment Alert
- ◆ Cashier Shifts Alert
- ◆ Credit Card Alert
- ◆ Database Backup Alert
- ◆ Employee Shifts Alert

Business Date Increment Alert

The Business Date Increment alert notifies an employee class when the business date has not been incremented. For example, you may wish to email a help desk when the business date has not been incremented.

Configuration

Click the Extended Configuration button to define the Business Date Increment Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Business Date Increment Time

Enter the time of day when the business day is incremented. If the business day has not been incremented by this time, an alert message is sent.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 hour
Extended Configuration	
Alert These Employee Classes	Management
Once alert has occurred, send X times then stop.	3
Resend after X minutes	10 minutes

Cashier Shifts Alert

The Cashier Shifts alert notifies an employee class when an employee's cashier shift has not been incremented.

Configuration

Click the Extended Configuration button to define the Cashier Shifts Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management

Credit Card Alert

The Credit Card alert notifies an employee class when a configured amount of time has passed between when a credit card batch is created and when the batch is settled. For example, you may wish to email a help desk if the credit card batch hasn't settled.

Configuration

Click the Extended Configuration button to define the Credit Card Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Threshold Time Since Batch Created

Enter the amount of time to pass between when the credit card batch is created and when the batch is settled before sending an alert message.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management
Once alert has occurred, send X times then stop.	3
Resend after X minutes.	10 minutes

Database Backup Alert

The Database Backup alert notifies an employee class if the last database backup file is not found. For example, you may wish to email a help desk when a database backup is not performed.

Configuration

Click the Extended Configuration button to define the Database Backup Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Once alert has occurred, send X times then stop

Enter the number of times to send an alert after the alert criteria has been met.

Resend after X minutes

Enter a delay in this field for the Alert Manager to wait until X minutes have passed to once again check to see if the alert condition is still true. If the condition is still true, another alert is sent. For example, you may have defined the Repeat Interval as 30 seconds and the alert condition may remain true for 10 minutes. If this field is blank, the alert is sent 20 times (in 10 minutes). Instead an alert can be sent and then resent X minutes into the future with this field.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 hour
Extended Configuration	
Alert These Employee Classes	Management
Once alert has occurred, send X times then stop.	3
Resend after X minutes.	10 minutes

Employee Shifts Alert

The Employee Shifts alert notifies an employee class when an employee's shift has not been incremented.

Configuration

Click the Extended Configuration button to define the Employee Shifts Alert criteria.

Alert these employee classes

Select the employee class whose members will receive this alert when the alert conditions are met. The employee class must be assigned to a device on the Device Assignments tab in order to receive alerts.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	30 minutes
Extended Configuration	
Alert These Employee Classes	Management

System Alerts

Introduction

The following MICROS system alerts are included in the **SystemAlerts.dll** file:

- ◆ Disk Space Low

Disk Space Low Alert

The Disk Space Low alert notifies an employee when the hard drive space becomes less than the configured threshold for any of the selected local disk drives. For example, you may wish to email a help desk when the disk space is low.

Configuration

Click the Extended Configuration button to define the Disk Space Low Alert criteria.

Check space on these drives

Select the hard drives to check when alerting that the hard drive space is less than the configured threshold.

Alert when space on drive is less than X MB

Enter the amount of space in megabytes to use as a threshold to alert an employee when the hard drive space on the specified hard drives goes below this amount.

Alert these employees

Select the employee whose will receive this alert when the alert conditions are met. The employee must be assigned to a device on the Device Assignments tab in order to receive alerts.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 hour
Extended Configuration	
Alert These Employees	Management

RES TMS Alerts

Introduction

The RES TMS Alerts provide a higher level of service to the customer by integrating the Alert Manager application and the Table Management System. A TMS Alerts is generated when a preconfigured event occurs in the TMS System. TMS Alerts can notify a guest when their table is ready, alert the manager when a VIP guest is greeted by the hostess, and alert the server when a guest has been seated in their section.

The following alerts are included in the **RESTMSAlerts.dll** file. These are alert categories only, specific alerts (e.g., TMS Summon Guest Alert) must be configured within these categories. All alerts are compatible with RES 4.1 or higher.

- ◆ TMS Device Event Alert
- ◆ TMS Employee Event Alert
- ◆ TMS Event Alert

Requirements

The Alert Manager server must meet the following software requirements in order for TMS Alerts to function correctly:

- ◆ Alert Manager Version 1.2
- ◆ RES Version 4.1
- ◆ Table Management Service (TMS) must be configured (this application is packaged with RES Version 4.1)

TMS Device Event Alerts

The TMS Device Event Alerts send a notification to a configured device when a specified TMS event has occurred (e.g., a customer's table is ready).

The device can be identified in two ways:

- ◆ Enter the device number when creating a waitlist request
- ◆ Enter the device number when using the Test Pager function

To setup this alert the user must configure the TMS Event Type that will result in notification, the text that will display in the alert, and the device(s) to be alerted.

Available Alerts

The following TMS Device Event Alerts are available:

- ◆ TMS Test Pager
- ◆ TMS Summon Guest

TMS Test Pager

This alert is intended to test pager functionality, and to page customers to the hostess stand.

The device can be triggered through the TMS system by selecting the [Test] button on the *Waitlist Entry* form.



The [**Test**] button can be found on the *TMS / Add Waitlist* form. Selecting the [**Test**] button with a non-zero **Pager Number** will transmit a test alert.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	2 seconds
Extended Configuration	
TMS Event Type	TMS Test Pager
Message Subject	TMS Test
Message Text	Pager is functioning.
Alert these Devices	All devices

TMS Summon Guest

This alert is designed to send an alert to the guest when a TMS event has occurred (e.g., their table is ready).

This alert is triggered from 3700 Operations when a waitlist entry is highlighted and then the Call Waitlist Entry option is selected. The Pager Number assigned to the waitlist request is used to determine which device should receive the alert. This can be done through either the Summarized Waitlist Display or the Full Waitlist Display.

For example, suppose that the Mike Rose Cafe has implemented the Table Management System and the Alert Manager application. Guest A arrives for lunch and discovers that there is a 15 minute wait. The hostess assigns Guest A a pager, and sends a notification when their table is ready.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	10 seconds
Extended Configuration	
TMS Event Type	TMS Summon Guest
Message Subject	Table Ready
Message Text	Please come to the hostess stand your table is ready!
Alert these devices	Guest Pager

**Extended
Configuration**

Follow these steps to configure the TMS Device Event Alert:

1. Click the [**Extended Configuration**] button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **TMS Event Type** – Enter the event that is associated with this alert notification (e.g., TMS Summon Guest). Use the **[Add]**, **[Modify]**, and **[Delete]** buttons to alter the Event Type list to the right of this field.

***Note** The TMS Event Type must be entered exactly (e.g., TMS Summon Guest) in order to function correctly.*

- ◆ **Message Subject** – Enter a subject for the text that will be sent along with the alert notification. Text will only be received on a text pager.
- ◆ **Message Text** – Enter the text to be sent along with the alert notification. Text will only be received on a text pager.
- ◆ **Alert these devices** – Specify which devices will be notified when the alert conditions are met. Use the directional arrow buttons to add/remove classes from the selected list.

3. Select **[Apply]** and then select **[Ok]**.

TMS Employee Event Alert

The TMS Employee Event Alert notifies a particular employee when a specified TMS event occurs. For these alerts, the employee ID is provided by the TMS Service and the alert is then routed to the device(s) assigned to that employee.

To setup this alert, users specify the TMS Event Type and the text to be sent with the alert.

Available Alerts

The following alert is available:

- ◆ TMS Table Seated

TMS Table Seated

This alert notifies a particular employee (usually a server) when a guest has been seated in their section. The alert can supply information about the guest provided to the hostess before being seated, such as the guest's name and their seating preferences. The table number will be appended automatically to the end of the configured alert text (e.g., Please attend to your new guests at Table: 10).

For example, suppose that Alert Manager is programmed to notify Server X when a guest is seated in his section. Guest A makes a reservation at the restaurant under his name. When Guest A is seated, Server X is sent an alert. Guest A is then promptly greeted by Server X.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	10 Seconds
Extended Configuration	
TMS Event Type	TMS Table Seated
Message Subject	Table Seated
Message Text	Please attend to your new guests at Table:

Extended Configuration

Follow these steps to configure the TMS Employee Event Alert:

1. Click the [**Extended Configuration**] button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **TMS Event Type** – Enter the event that is associated with this alert notification (e.g., TMS Table Seated). Use the [**Add**], [**Modify**], and [**Delete**] buttons to alter the Event Type(s) listed to the right of this field.

***Note** The TMS Event Type must be entered exactly (e.g., TMS Table Seated) in order to function correctly.*

- ◆ **Message Subject** – Enter a subject for the text that will be sent along with the alert notification. Text will only be received on a text pager.
- ◆ **Message Text** – Enter the text to be sent along with the alert notification. Text will only function on a text pager.

***Note** To receive an alert, the employee must be assigned to a device on the Device Assignments tab. For more information on assigned devices, see the Alert Manager V1.2 ReadMe First, MD0003-148.*

3. Select [**Apply**] and then select [**Ok**].

TMS Event Alert

The TMS Event Alert notifies a specified employee (usually a manager) when an important TMS event occurs.

To use this alert, the user must indicate which TMS Event Types will result in a notification, and the employee(s) that should be alerted.

For example, suppose that Alert Manager is programmed to notify the Manager when a VIP guest is greeted. Once greeted, the hostess will set guest status to Greeted. The Manager receives the notification, and arrives to introduce himself to the guest.

Available Alerts

The following alert is available for use with the TMS Event:

- ◆ TMS VIP Greeted

TMS VIP Greeted

This alert notifies a specified employee when a VIP guest is greeted by the hostess. The alert is triggered in Operations when a VIP Reservation or Waitlist request is greeted at the hostess station.

The name of the VIP guest is attached to the end of the configured alert text (e.g., A VIP has been greeted: Smith).

To use this alert, a specific employee must be designated to receive the alert.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	10 seconds
Extended Configuration	
TMS Event Type	TMS VIP Greeted
Message Subject	VIP greeted
Message Text	A VIP has been greeted:
Alert these employees	Manager

Extended Configuration

Follow these steps to configure the TMS Event Alert:

1. Select the **[Extended Configuration]** button.
2. Go to the *Settings* tab and configure the following fields:



- ◆ **TMS Event Type** – Enter the event that is associated with this alert notification (e.g., TMS VIP Greeted). Use the **[Add]**, **[Modify]**, and **[Delete]** buttons to alter the Event Type list to the right of this field.

Note *The TMS Event Type must be entered exactly (e.g., TMS VIP Greeted) in order to function correctly.*

- ◆ **Message Subject** – Enter a subject for the text that will be sent along with the alert notification. Text will only be received on a text pager.
- ◆ **Message Text** – Enter the text to be sent along with the alert notification. Text will only be received on a text pager.

- ◆ **Alert these Employees** – Specify which employee(s) **will** be notified when the alert conditions are met. Use the directional arrow buttons to add/remove an employee from the selected list.
3. Select [**Apply**] and then select [**Ok**].

Test Alerts

Introduction

The following MICROS test alerts are included in the **TestAlerts.dll** file:

- ◆ Test Device Alerting
- ◆ Test Employee Alerting

Test Device Alerting

The Test Device alert sends test alerts to the configured devices and is intended for testing/demonstration purposes only.

Configuration

Click the Extended Configuration button to define the Test Device Alert criteria.

Alert these devices

Select the devices to receive this alert when testing or demonstrating the Alert Manager product.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute minimum

Test Employee Alerting

The Test Employee alert sends test alerts to the configured employees and is intended for testing/demonstration purposes only.

Configuration

Click the Extended Configuration button to define the Test Employee Alert criteria.

Alert these employees

Select the employees to receive this alert when testing or demonstrating the Alert Manager product.

Recommended Settings

The following are suggested settings, but any actual settings should be based on your individual restaurant needs.

Polling Options	
Repeat Interval	1 minute minimum
Extended Configuration	
Alert these employees	Management