

Admin @ Restaurant Manager Interface 06.08.04a

File Configure Info Help

1 - Select file to import    2 - Print Report    3 - Transfer to A/R    Exit

Imported Data

	aracctnum	architnum	architdate	ieracctnum	itemployee	rchitcovers	architbase	rchitsrvchg	archittax	archittotal	mincode	tot.
	2350.000	68886	20060801	365	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	.000	68886	20060801	365	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	.000	68887	20060801	17	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	2350.000	68887	20060801	17	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	.000	68888	20060801	19	151	1	\$12.21	\$0.00	\$0.00	\$12.21	0	
	2350.000	68888	20060801	19	151	1	\$0.79	\$0.00	\$0.00	\$0.79	0	
	.000	68889	20060801	108	151	1	\$12.21	\$0.00	\$0.00	\$12.21	0	
	2350.000	68889	20060801	108	151	1	\$0.79	\$0.00	\$0.00	\$0.79	0	
	.000	68890	20060801	149	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	2350.000	68890	20060801	149	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	.000	68891	20060801	373	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	2350.000	68891	20060801	373	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	2350.000	68892	20060801	302	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	.000	68892	20060801	302	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	.000	68893	20060801	264	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	2350.000	68893	20060801	264	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	.000	68894	20060801	279	151	1	\$12.21	\$0.00	\$0.00	\$12.21	0	
	2350.000	68894	20060801	279	151	1	\$0.79	\$0.00	\$0.00	\$0.79	0	
	.000	68895	20060801	252	151	1	\$7.04	\$0.00	\$0.00	\$7.04	0	
	2350.000	68895	20060801	252	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	
	2350.000	68896	20060801	419	151	1	\$0.79	\$0.00	\$0.00	\$0.79	0	
	.000	68896	20060801	419	151	1	\$12.21	\$0.00	\$0.00	\$12.21	0	
	2350.000	68897	20060801	400	151	1	\$0.46	\$0.00	\$0.00	\$0.46	0	

## ASI Restaurant Manager Interface to Club Office Accounting

Version 08.04.09b

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# Restaurant Manager Interface

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# Restaurant Manager Software Interface Basics

## Overview

A software interface is essentially a data converter. It converts data in a format from one software system into a format that a different system can use. An interface typically uses a configuration file (called a cross-reference or XREF file) that has common elements of both software systems that enables translation between the two. In many cases a POS interface can work two ways; sales data from the POS system may be converted into a format the accounting system can use while customer data (names, numbers, etc.) from the accounting system may be converted into a format the POS system can use.

Because Club Office is a membership-based accounting system, the system's design is based on the assumption that every sales transaction is a member transaction and consequently flows through the accounts receivable system. Its design assumes that each transaction is linked to a member account, a G/L sales account and optionally to an employee number. The interface provides conversion services that reconcile these requirements so that the sales data can be validated, accepted and posted. Later, when the A/R system is closed for a month, the sales figures are transferred to the general ledger.

## Converting Between Differing Data File Structures

When Restaurant Manager exports its batch sales transactions, the resulting data is in a "horizontal" structure, similar to the following:

```
<Ticket Info><Employee Info><Sale Info><Sale Info><Sale Info><Sale Info><Tender Info><Member Info><Tip Info>
```

For Club Office to be able to use the data, it must be converted into the vertical structure that Club Office uses. In addition, it must also supply the proper G/L sales account so that the resulting data can be recorded in the Club Office general ledger properly:

```
<G/L Dept><Ticket Info><Member Info><Employee Info><Sale Info>  
<G/L Dept><Ticket Info><Member Info><Employee Info><Sale Info>  
<G/L Dept><Ticket Info><Member Info><Employee Info><Sale Info>  
<G/L Dept><Ticket Info><Member Info><Employee Info><Sale Info>  
<G/L Dept><Ticket Info><Member Info><Employee Info><Tip Info>  
<G/L Dept><Ticket Info><Member Info><Employee Info><Tender Info>
```

## Cross-Reference (XREF) Concepts

Typically, a POS system uses "revenue centers" and "sales groups" to group its inventory items and resulting sales data. A "revenue center" is akin to an area where sales are made such as the bar, dining room, pool, patio, etc. A "sales group" is generally a set of like products, such as cold sandwiches, alcoholic or non-alcoholic beverages. For example, the "beer" sales group might be assigned to multiple revenue centers for beer sold in various sales areas such as the bar, patio, dining room, grill and pool. This allows the POS system to provide sales reports for beer based on where it's sold on the premises.

Similarly, the Club Office general ledger may include multiple G/L sales accounts for recording beer sales in the bar, patio, dining room, grill and pool so that management can determine the profitability of the various sales areas when costs are also included. Additionally, management may wish to separate breakfast sales from lunch and dinner sales within each area. If desired, the interface can also decode the POS sales data and reassign it to the various G/L sales areas by meal times based on either the time the ticket was opened or closed.

However, for the interface to decode the information properly, the XREF file must be configured to decode all the ways that beer (in this example) is sold at the facility. Therefore, the XREF file may contain multiple elements just to be able to decode beer sales. In this example, the POS system uses sales group 11 for beer and five revenue centers:

Bar Beer	(RevCtr 1, sales group 11)
Patio Beer	(RevCtr 2, sales group 11)
Dining Room Beer	(RevCtr 3, sales group 11)
Grill Beer	(RevCtr 4, sales group 11)
Pool Beer	(RevCtr 5, sales group 11)

The interface can decode the information and assign it to the following G/L accounts based on the time of day the beer was sold:

- G/L sales acct for bar beer, breakfast
- G/L sales acct for bar beer, lunch
- G/L sales acct for bar beer, dinner
- G/L sales acct for patio beer, breakfast
- G/L sales acct for patio beer, lunch
- G/L sales acct for patio beer, dinner
- G/L sales acct for dining room beer, breakfast
- G/L sales acct for dining room beer, lunch
- G/L sales acct for dining room beer, dinner
- G/L sales acct for grill beer, breakfast
- G/L sales acct for grill beer, lunch
- G/L sales acct for grill beer, dinner
- G/L sales acct for pool beer, breakfast
- G/L sales acct for pool beer, lunch
- G/L sales acct for pool beer, dinner

As the above example demonstrates, the interface can greatly expand the ability to track sales inside the Club Office general ledger as the POS's five revenue centers for sales group 11 are expanded into fifteen G/L sales accounts. The same concept would hold true for any other sales group/revenue center matrix so that on the POS system, if there were 20 sales groups spread over five revenue centers and you wanted to decode them to breakfast, lunch and dinner sales in the G/L, it would require  $20 \times 5 = 100$  entries in the XREF file to decode the data and  $20 \times 5 \times 3 = 300$  accounts in the general ledger. Luckily, creating the XREF entries is usually a one-time setup, but as groups on the POS system are either changed or added, the XREF file must also be changed to match it. If the XREF doesn't match the data it's to decode, it can't decode it properly.

What's not clearly evident is how closely the F&B manager must work with the accounting staff when setting up new menu items and/or sales groups. Often, when the F&B manager decides to carry a new type of item, configuring the POS system to sell it might be as simple as creating only a few options on the POS system and a couple buttons. But unless the interface is made aware of the new data that's coming its way AFTER the sales have been made, the interface will likely not be able to decode it. This usually results in items that are assigned to G/L #0, which then requires manual intervention by the accounting staff before it can flow through the accounting system. In the example above, if the F&B manager created a beer sales group 6 on the POS system but the interface didn't also have an entry to decode beer sales group 6, it wouldn't be able to assign the proper G/L number to the transaction and would default to general ledger account #0 for any sales from beer sales group 6.

When a member account is either changed or added into the Club Office membership database, it is equally important that the accounting staff notify the F&B manager of the changes so that the POS system can be made aware of the new information. Often this is performed either by updating the customer list on the POS system manually or by exporting a membership data file from the accounting system and importing it into the POS system. The

interface includes a member export function to create a membership file that Restaurant Manager can import.

Also, when a new employee is hired, there must be a mechanism in place to make sure that both the POS system and accounting system have the same employee information. The interface does not include an export for this information.

**Because an *interfaced* system is by definition not *integrated* into the accounting system but is instead dependent on manual, user-directed actions to keep the two systems in sync with one another, it is imperative that the F&B manager and accounting staff keep in close communication when any membership, employee, menu or other changes are made because changes in one almost always affect the other.**

## Restaurant Manager Specifics

- **Revenue Center** – this is a numeric entry and it typically is used by the Restaurant Manager representative to reconfigure how the sales register behaves. The term really relates to a specific location inside the facility such as a bar, grill, patio or dining room. It's possible that you may need only one or two revenue centers for all items although it's equally possible that you'll have ten or more, depending on how you sell goods and services and how you want to track them.
- **Detail Transaction Codes** – Restaurant Manager has five basic pre-defined transaction type codes. Within each type you may have multiple groups. For example, a type 1 transaction is a sales item such as beer, liquor, hamburger, etc. A type 2 transaction is a tax, and you might have state sales tax, liquor tax or other local tax. If you accept cash, check, Visa, MasterCard and member charge, then you'll have five tender types (detail type 4). There are the five available DTC types available in Restaurant Manager:
  - 1 – Sales item
  - 2 – Tax item
  - 3 – Gratuity item
  - 4 – Tender item
  - 5 – Change (cash back) item
- **Sales Group** – this is an alphanumeric entry of up to 10 characters although typically, Restaurant Manager resellers normally specify that these be numerical between 1-999. A sales group is normally intended for like-items. For example, N/A beverages are probably different than alcoholic beverages, food is different than room rental, etc.
- **Tender type** – this is a numerical entry between 1-99. Cash should be type #1. The tender type is the same as the method of payment, i.e. how the customer pays for his/her purchases.

### Notes:

Because a Restaurant Manager transaction cannot be linked to two different membership accounts, when a sale is to be split between two or more customers, it's critically important that the actual sale be split into two or more individual transactions and proper sale items attached to the different customer accounts.

It is permissible for multiple payment methods to be used in a sale (part cash and part check for example) although this method should not be used if it is important that sales detail be linked to separate member accounts.

## Club Office Accounting Specifics

Remember that because Club Office is a membership-based accounting system, all sales transactions in Club Office must flow through the accounts receivable system because every sale is considered to be a “charge” sale to a member account. For true “member charge” transactions, only the sale items are passed through to the A/R system while the tender amount is not because by design, Club Office assumes that each sale is a “charge,” meaning that the tender value is unnecessary.

In the case of cash, check or credit card sales to non-members, Club Office allows the transaction to flow through the A/R system by the creation of “convenience” member accounts for “Mr. Cash,” “Mr. Visa,” etc. For these transactions, the interface also includes the tender transaction that “pays” for the “charged” items. Convenience accounts have the same status in the membership database as an actual member account; they have a name, a membership number, and all other billable settings although the dues and other typical settings for chargeable items that an actual member account would have are turned off.

When an actual member account is active for a sales transaction and the member pays with cash, check or credit card, the system uses the actual member account as a normal “charge” and generates the respective “payment” transaction as well. In this way, food and/or beverage purchase that may apply to member minimums are still applied to the member’s account while the offsetting payment does not increase the member’s receivable total. The member’s statement shows the entire transaction including the payment.

The interface configuration includes an “Offset Y/N” setting that is used to tell the interface whether it should generate the payment transaction. This must be set to “Y” for all tender types that are NOT member charge. The member charge tender is the only tender that is set to “N.”

Club Office member account numbers can range from .01 to 99999.99 although most facilities do not utilize the decimal portion of the number. (Note that Restaurant Manager’s member account structure is alphanumeric, which means that it can accommodate the decimal portion of the number if so desired.)

The interface configuration also includes settings for convenience member accounts as they apply to non-charge tender types. When the interface encounters a cash or other non-charge tender type sale, if the transaction does not have an actual member account number attached to it, it will automatically substitute the convenience member account number instead so that the transaction can flow through the Club Office A/R system.

Important: the convenience member accounts for “Mr. Cash,” “Mr. Visa,” etc. must be created in the Club Office membership system before they can be used in the interface.

Typically, employees are assigned a server or user number inside the Restaurant Manager system so that sales can be linked to them. More often than not, the server number in the POS will not match the employee’s actual number inside Club Office Accounting. To accommodate this issue, Club Office includes a “POS Operator” setting for each employee for the POS server number that is used on the POS system. A configuration setting at the Club Office POS configuration screen is used to specify whether to use the Club Office employee number or the POS operator number when validating POS transactions that have been imported into Club Office. Later, when those transactions are “accepted” and posted to member accounts via the A/R module, the system actually replaces the POS Operator number with the actual Club Office employee number so that gratuities that accrue to the employee from the sale are correctly linked to the Club Office payroll module.

## POSRM Overview

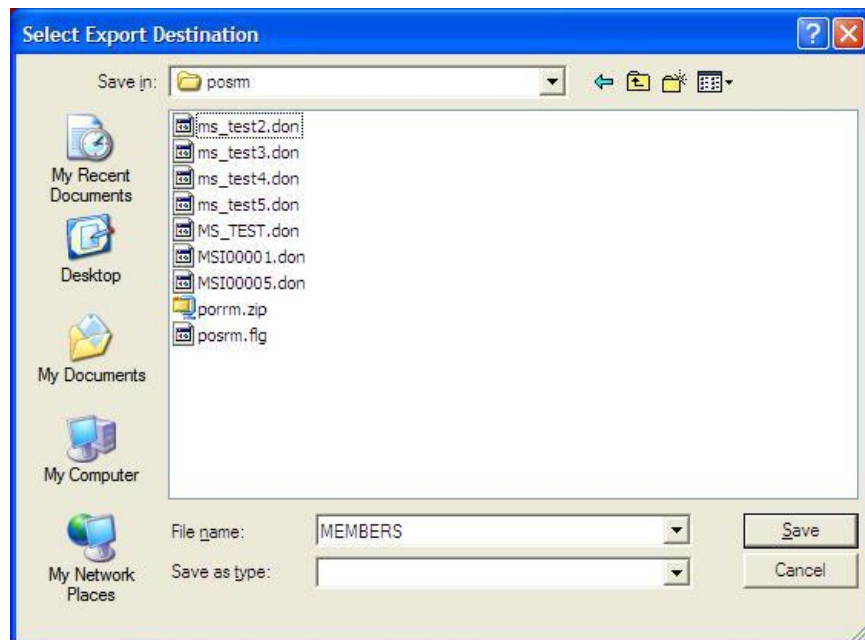
The interface module performs data conversion services that convert transactions from the ASI Restaurant Manger (RM) POS system into data that the Club Office A/R system can utilize. In a sense, the interface reverse-engineers the RM closeout data file into "chits" as if they had been manually keyed into Club Office's A/R, greatly reducing employee staff time and expense while eliminating keying errors.

The interface incorporates configuration screens to duplicate important RM settings an link them to corresponding Club Office settings. This formulates the basis of a "cross-reference" (XREF) that has common elements of both the RM Pos and Club Office Accounting which then allows for the conversion of RM data.

Following an import, the source RM data export file is renamed with the "DON" file extension to prevent accidentally importing the same data file twice. The user may reimport the DON file should the initial import not be successful. There is no limit to the number of times a file may be reimported.

## Membership File Export

The interface includes the functionality to export the Club Office membership database to a file format that Restaurant Manager can import into its guest database. This option is located in the FILE menu. A standard, Windows file "save" dialogue box is displayed which allows exporting the file to a local or networked drive, diskette or flash memory stick.





## Direct-to-RM Member Transfer

The interface can transfer the Club office membership database directly to Restaurant Manager's CLIENT.DBF file, the customer database in the Restaurant Manager system. The Direct-to-RM screen includes its own configuration options for setting the location of the CLIENT.DBF file, the credit limit for all accounts and other options to skip either suspended and/or terminated members or change the charge privileges for suspended member accounts. Prior to transferring the data, the interface creates a safety backup copy of the CLIENT.DBF file in the same folder. The backup file is named CLIENT.FBD.

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File Configure Info Help

Direct-to-RM Member Transfer

Please set a default location where the module will look for Restaurant Manager's CLIENT.DBF database when you select 'Transfer Members Now'. The CLIENT.DBF file is Restaurant Manager's customer database. Setting the default location to the CLIENT.DBF file is required before the Direct-to-RM transfer will function.

Note that if you choose to set the CLIENT.DBF data location to a networked drive or a location on another computer, you must make certain that the desired location is accessible to all users, or the module may not be able to successfully open that area, or a Microsoft Windows error may occur.

You may also set whether to skip terminated and/or suspended member accounts in the transfer, whether charge privileges are available for suspended accounts and what you wish the global credit limit to be. By default, terminated accounts are automatically set without charge privileges and the credit limit to zero.

CAUTION: replacing the Restaurant Manager CLIENT.DBF file affects sales currently in progress and requires that the Reindex procedure be performed from the Restaurant Manager Backoffice module to activate the new customer database. Consequently, you should perform Direct-to-RM ONLY when your Restaurant Manager system is quiet.

CLIENT.DBF data location:  
C:\CLIENT.DBF

Credit limit to use: 99999.00

Browse for CLIENT.DBF Save Settings

Skip "Suspended" accounts in transfer?

Skip "Terminated" accounts in transfer?

Cancel charge privileges for "Suspended" accounts?

Set credit limit for "Suspended" accounts to zero?

Transfer Members NOW Exit Screen

Note that the difference between canceling charge privileges and setting the credit limit to zero for suspended accounts is subtle to Restaurant Manager: when charge privileges are cancelled altogether, discounts that are tied to member accounts are also prevented. Setting the credit limit to zero instead allows the discount to be used yet the transaction not tendered via charge.

**IMPORTANT:** Replacing the CLIENT.DBF file while a Restaurant Manager sale is currently in progress can adversely affect such sales. In addition, Restaurant Manager requires that a reindexing procedure be performed whenever an external program changes one or more of its databases. The reindex function is available on the FILE menu of Restaurant Manager's Backoffice module. The reindexing procedure causes the POS registers to shut down for a few moments after which they restart, which obviously affects sales in progress. Sales currently in progress are saved prior to the register restart and after the restart, the server can resume where he/she left off. Consequently, in order to minimize the effect on your sales personnel, using the Direct-to-RM Member Transfer should be performed ONLY at times when your Restaurant Manager system is quiet.

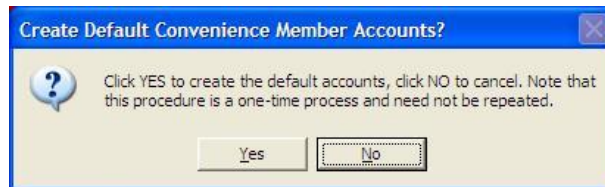
## Configure the Interface

Before the interface can be used, the RM POS system must be configured and working properly and consistently. Once the POS system is stable, the interface may be configured.



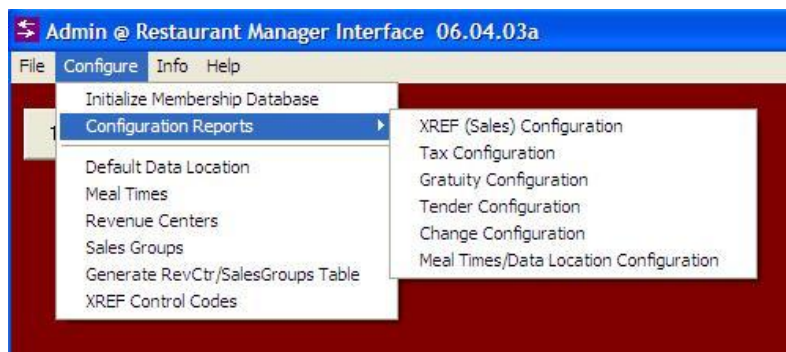
### Initialize Membership Database

This option must be selected to create a special set of Club Office membership accounts that allow Club Office to accommodate cash, check and other forms of payment that are not tied to a specific member account. This menu option must be performed one time. Once done, it will have no effect if it is repeated later.



### Configuration Reports

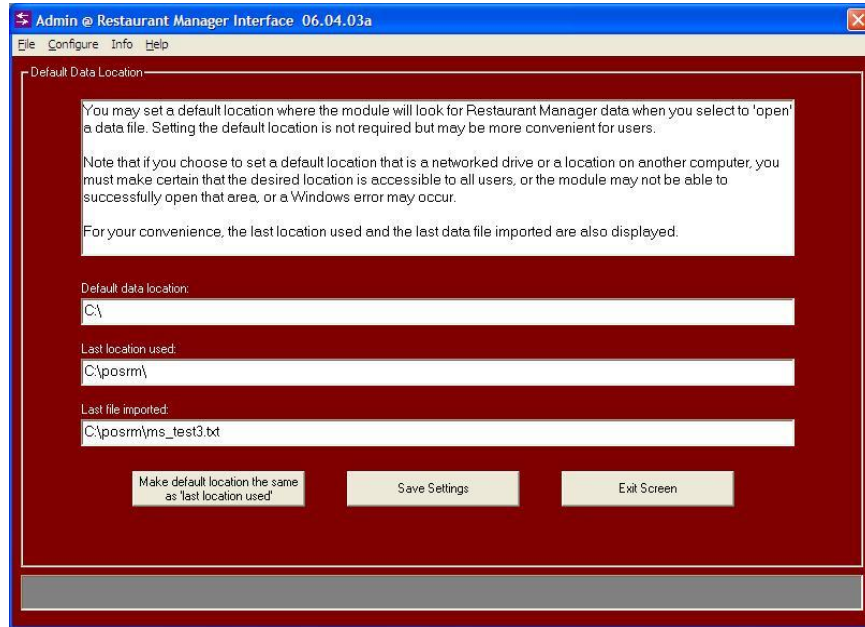
Selecting this option reveals a secondary menu of various reports for each configuration area. These are handy for diagnosing invalid or wrong configuration settings which then cause data to be assigned to the wrong G/L accounts.



### Default Data Location

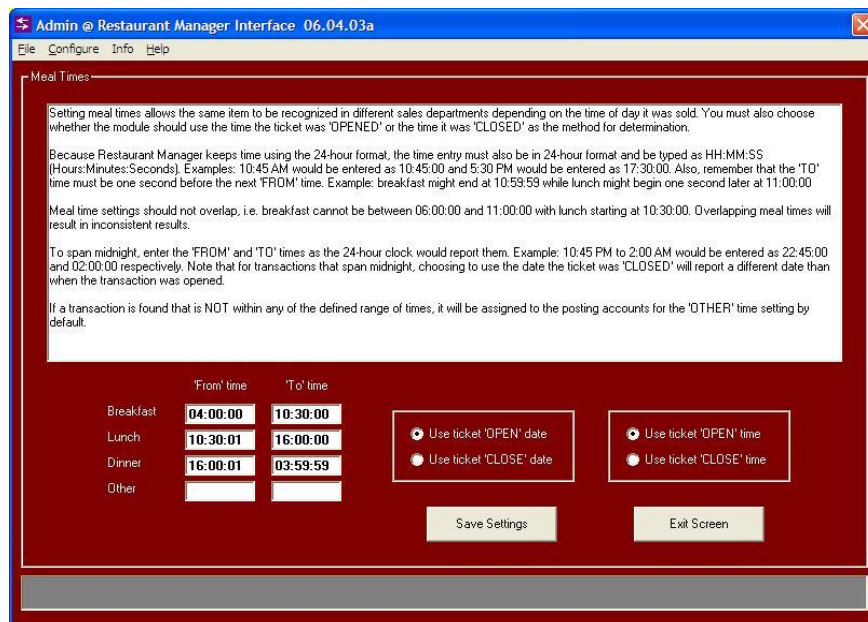
Because RM can be configured to write its closeout data file to a specific location, this option allows setting the interface to automatically open that location as a convenience to the user.

Configuring this setting manually is not required as the system will set this automatically through normal use.



### Meal Times

RM transactions include both the date and time a ticket was either "opened" or "closed." If your G/L is designed to track breakfast, lunch and dinner sales separately, for example, you must configure meal times so that the interface can decipher whether the sale applies to the sales G/L account for breakfast, lunch or dinner. An additional time of day called "other" is also available in the event you also need to decode sales to "happy hour" or some other special time of day.

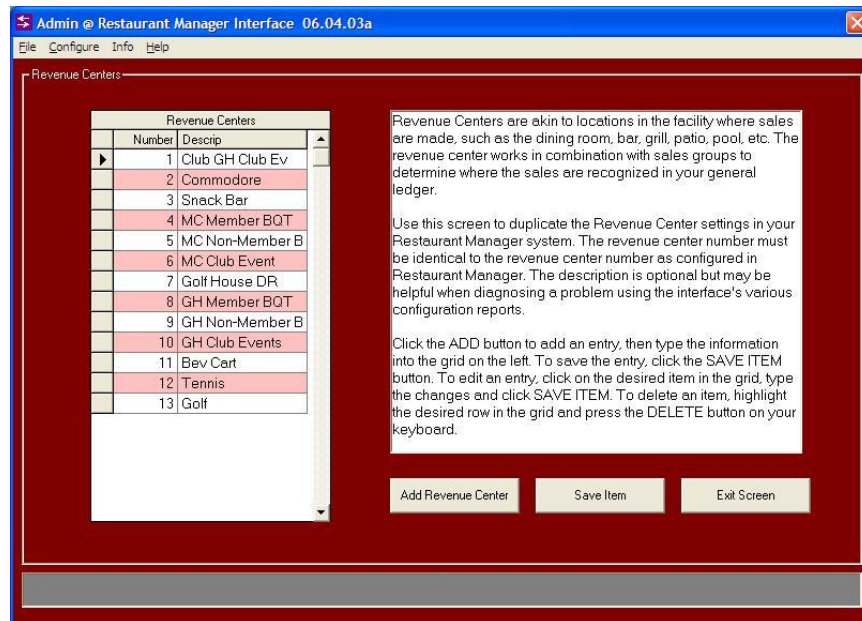


Important: Restaurant Manager determines time down to the second, so be sure not to leave a gap between two times that butt up against one another, such as breakfast into lunch.

Example: if lunch sales start at 11:00 a.m., then logically, breakfast sales END one second earlier, at 10:59:59. Also remember that RM tracks time in 24-hour format, so that 6:00 p.m. is entered as 18:00:00. Lastly, meal times cannot overlap or inconsistent results will occur. Example: breakfast cannot end at 11:15:00 after lunch has started at 11:00:00.

### Revenue Centers

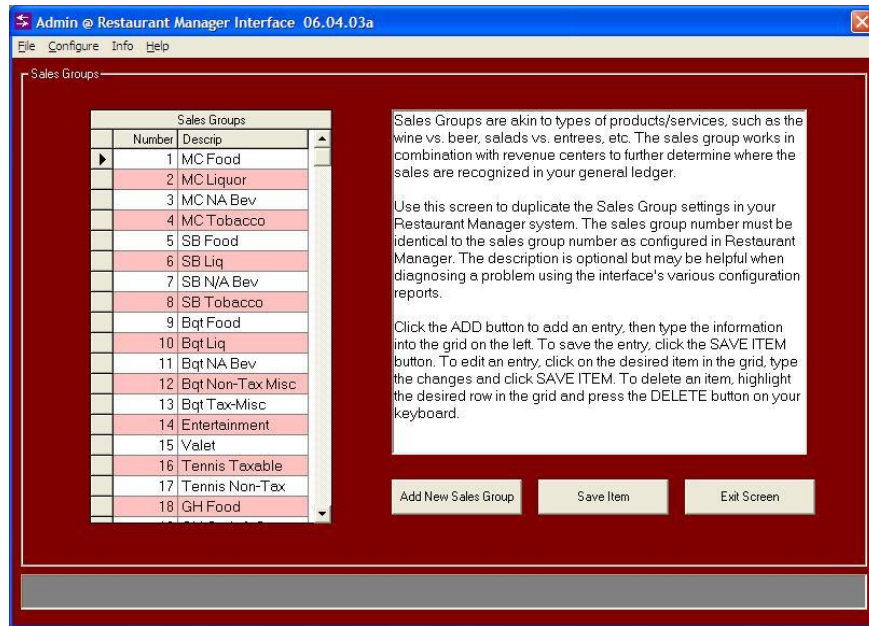
Revenue centers are akin to locations in the facility where goods/services are sold. The dining room, bar, grill, patio and pool are examples of five different revenue centers, i.e. "locations" where revenue is generated. Revenue centers function in combination with sales groups (and meal times!) to determine where to record a specific sale amount in the Club Office A/R system. The interface must have an exact duplicate set of revenue center settings as in the RM system.



### Sales Groups

Sales groups work with revenue centers to further define where a transaction should post in the Club Office A/R system. A sales group is somewhat like a department, such as beer vs. wine, salads vs. entrees and desserts, etc. For example, you might have a sales group for beer in the dining room (revenue center 1), another sales group for beer sold in the grill (revenue center 2) and another for beer sold at the pool (revenue center 3). The interface must have an exact duplicate set of sales group settings as in the RM system.

If desired, the combination of these three major configuration options, revenue centers, sales groups and meal times, can provide extraordinary detail in the Club Office A/R system. For example, 8 revenue centers, 25 sales groups and 4 meal times can result in 800 possible unique G/L accounts where sales figures can be recorded in Club Office! Of course, one doesn't necessarily have to have that many, but the possibility for such detail is certainly available.



### Generate Revenue Center/Sales Groups Table

Once your revenue centers and sales groups have been created, clicking this menu option will create a table of sales groups for every revenue center. If you elect NOT to select this option, you'll have to create each sales table entry manually. Considering that 13 revenue centers times 22 sales groups requires 286 entries, it's not hard to see how much time this function will save.



Later, should you add either a sales group or a revenue center, select this option again to create the new entries -- the existing entries won't be affected.

Note that this function only ADDS records to the sales table; it does not delete them should you delete either a sales group or revenue center at some later date.

## XREF Control Codes

The XREF control codes configuration includes sales, tax, gratuities, tender types and change items. The XREF is where you actually assign the Club Office G/L numbers to various combinations of transactions. The XREF is the heart of the interface and what actually does all the work in translating a RM detail item into a Club Office detail item.

RCNumber	GrpNumber	Btimegl	Ltimegl	Dtimegl	Otimegl
1	1	0	0	0	0
1	2	0	0	0	0
1	3	0	0	0	0
1	4	0	0	0	0
1	5	0	0	0	0
1	6	0	0	0	0
1	7	0	0	0	0
1	8	0	0	0	0
1	9	0	0	0	0
1	10	0	0	0	0
1	11	0	0	0	0
1	12	0	0	0	0
1	13	0	0	0	0
1	14	0	0	0	0

## Sales Items

The configuration screen displays the following six columns:

**RCNumber GrpNumber Btimegl Ltimegl Dtimegl Otimegl**

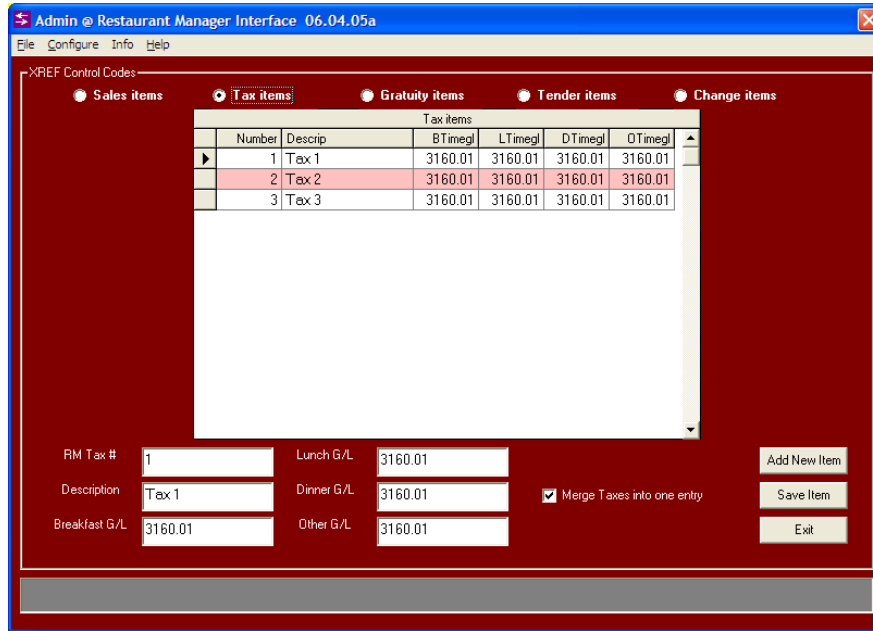
The RCNumber is the revenue center; the GrpNumber is the sales group. The other columns represent the G/L accounts for recording the item's value if it's for breakfast, lunch, dinner or other times of the day. If an item is assigned to revenue center 3 and it's a sales group 7 item that was sold at lunch time, then the interface is going to search the sales item list to find a match for RCnumber = 3 and GrpNumber = 7, and it would assign the sale to the G/L number in the Ltimegl column. Note that it's not necessary that the Btimegl, Ltimegl, Dtimegl and Otimegl be different -- only that there be valid G/L account entries for each of them! Some interface users do not divide sales by time of day and their G/L accounts for breakfast, lunch, dinner and other use the same G/L account setting.

Because there's a possibility that you may sell something in every sales group for every revenue center, it's important that every field that holds a G/L account be filled with a valid G/L posting account. For your convenience, pressing the F-5 key will recall the G/L lookup panel to the screen.

## Tax Items

Your RM system may include different taxes for different reasons, such as sales, liquor or even a local or city tax. The RM exported data includes a tax number associated with a tax item, and the tax items screen allows configuring the G/L account for these taxes according to the time of day, just like a sales item. In most cases, tax G/L accounts will be liability accounts in your general ledger. Few customers differentiate between breakfast, lunch, dinner and other times, so in most cases, the G/L accounts will be the same for each time of day. It's possible that your situation may not warrant configuring taxes in RM at all. It is suggested, however, that at least one tax be configured in the interface as a "catch-all" in the event a tax transaction slips

through somehow. You could set the G/L accounts for such a catch-all item to a suspense or other clearing account.



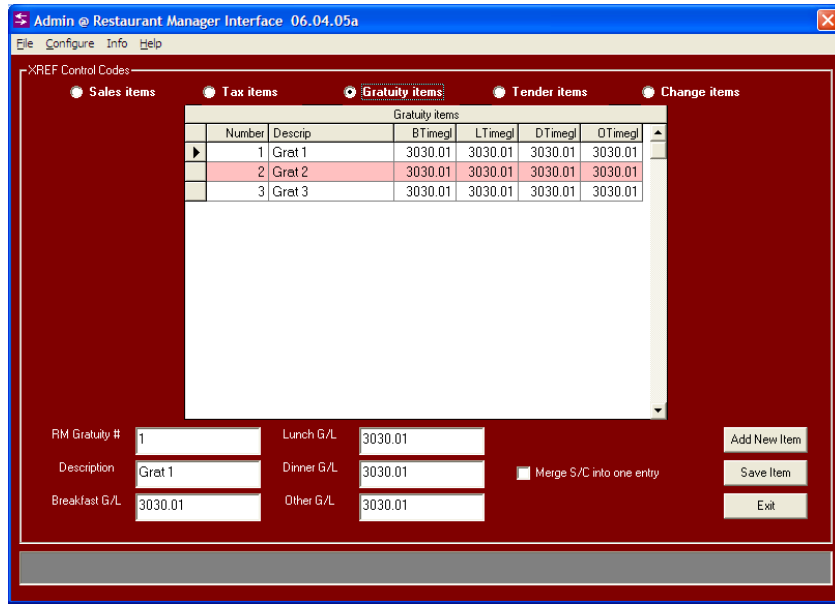
Note: it's possible that some RM resellers may configure a service charge as a "gratuity" instead of an actual "tax" that is paid to the state or local government agency. Be careful to configure such an item to the normal gratuity account for your Club Office system.

**Merge Taxes into One Line:** When Restaurant Manager encounters more than one tax in a ticket, it reports each of them separately. This will produce as many transaction lines in Club Office as there are taxes reported in the ticket. If you post all sales taxes to the same G/L account for all meal times, you can check the "Merge Taxes into one line" box. The interface will then use Tax #1 as the main tax type and post the net value of all taxes to the main sales tax G/L account number on only one line for the ticket being processed. Note that if a tax is configured as a "gratuity" you should NOT select the merge taxes box.

### Gratuity Items

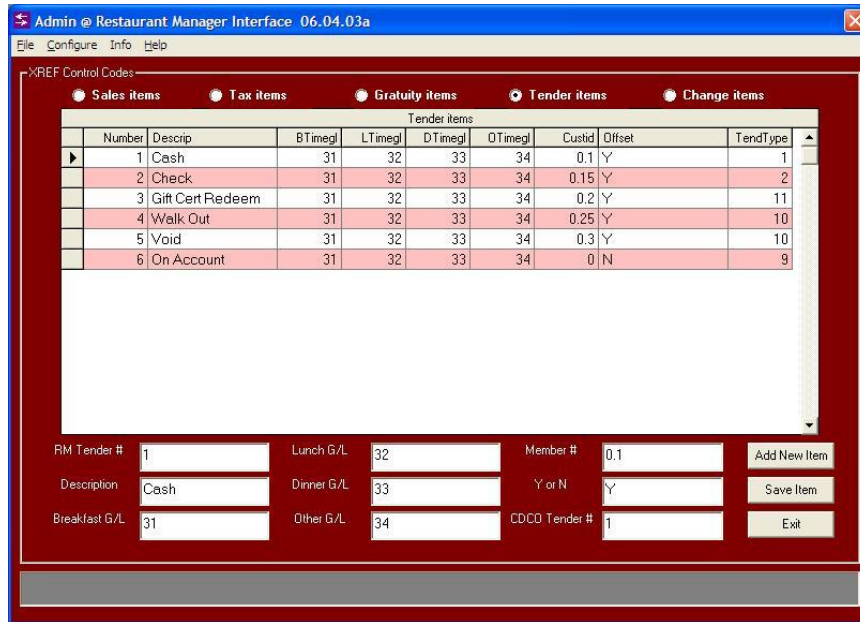
Gratuities are accommodated in exactly the same fashion as taxes. It's also possible that your situation may not warrant configuring gratuities in RM at all. It is suggested, however, that at least one gratuity be configured in the interface as a "catch-all" in the event a gratuity transaction slips through somehow. You could set the G/L accounts for such a catch-all item to a suspense or other clearing account.

**Merge Service Charges into One Line:** When Restaurant Manager encounters more than one gratuity in a ticket, it reports each of them separately. This will produce as many transaction lines in Club Office as there are gratuities reported in the ticket. If you post all gratuities to the same G/L account for all meal times, you can check the "Merge S/C into one line" box. The interface will then use Gratuity #1 as the main service charge type and post the net value of all service charges to the main service charge G/L account number on only one line for the ticket being processed.



### Tender Items/Change Items

Tenders are slightly more complicated than the other configuration items as they involve a little more understanding of how non-charge and non-member transactions are managed in Club Office. Configuring tenders and change is identical as the two share the same settings. Actually, configuring one automatically configures the other. Notice that the grid displays three new columns that are not on the other grids: Custid, Offset and TendType.



**CUSTID:** This is the Club Office member account number to use in cases where a sales transaction is not to a member account. If this sounds confusing, understand that for a transaction to flow through the Club Office A/R system it must be linked to a member account. If a sale is made just to "cash" or "check" and not linked to a member account, the interface will use the Custid account number instead. (Recall above when the Initialize Membership Database function was invoked. This created a set of system member accounts between zero and 1 that are generally used as the Custid accounts. Some Club Office users already have



member accounts set up for "Mr. Cash" or Mr. Visa" and you can certainly use those member account numbers instead of the ones that the membership initialization created. To look up member accounts, click on the MEMBER # field and press the F-5 key. When the member lookup screen is visible, click on the # sign in the lower right to view them in numerical order; the accounts between 0-1 will appear at the top of the list.

**OFFSET:** This setting tells the system which tender types for which it should automatically generate the "payment" transaction for the tender type used. For example, if a member purchased a meal and paid cash, the CASH tender type should have the offset set to Y so that both the item purchased and the cash payment show on the member's statement at the end of the month. If the offset is set to N, this will have the effect of creating a receivable on the member's account even though he/she paid cash. Note that the setting for "on account" (i.e. the "charge" function) must be set to N.

**TENDTYPE:** The Club Office A/R system includes some reports that display tender type information. If you wish to use these and have them make sense, you need to type the Club Office TendType value into this column that's equivalent to the tender type defined in your RM system. For example, Club Office's type 1 is cash and you should type a 1 in the TendType column for the RM tender that is defined as the cash tender. Other Club Office tender types are as follows:

**Club Office Tender Types**

- 1 - Cash
- 2 - Check
- 3 - Visa
- 4 - MasterCard
- 5 - Discover
- 6 - American Express
- 7 - Carte Blanche
- 8 - Diner's Club
- 9 - Member Charge
- 10 - Void Transaction
- 11 - Gift Certificate
- 12 - Prizemoney/Sweeps \*
- 13 - Credit Book \*
- 14 - Local Gift Card \*
- 15 - National Gift Card \*

**\* for Club Data's SQLPos POS Only. It is not recommended that you use these with Restaurant Manager.**

**For Advanced Users**

The XREF grids are like spreadsheets, and you can click on an item and use the arrow keys on your keyboard to move up/down, left/right inside the grid. Also, clicking on a column heading will cause the display to be sorted in ascending order by the selected column. While using these functions may help you configure your system more quickly, be very careful so as not to leave a field completely blank or with an incorrect setting.

**Normal Mode vs. TAI Mode**

RM Pos has two different modes for exporting data, one of which is the standard method and the other, the TAI method. The exported data files are slightly different in structure but the interface can automatically detect which type it is reading. However, you may also force the interface into TAI mode all the time if you wish.

To determine whether your RM export data is in normal or TAI format, simply open one of the exported data files after a closeout with Windows Notepad and view the first part of the file. If

the date displayed is in MM/DD/YY format it is the normal mode. If the date is shown as MM/DD/YYYY then it is in TAI mode.

To force the interface into using TAI mode, simply create a small text file name RMPOS.TAI inside the CDCO folder. The file doesn't have to contain anything meaningful; just the existence of it will shift the interface into TAI mode.

## How to Process an RM Export File

The procedure is essentially a simple 1-2-3 sequence, and the buttons on the main interface screen are numbered to match:

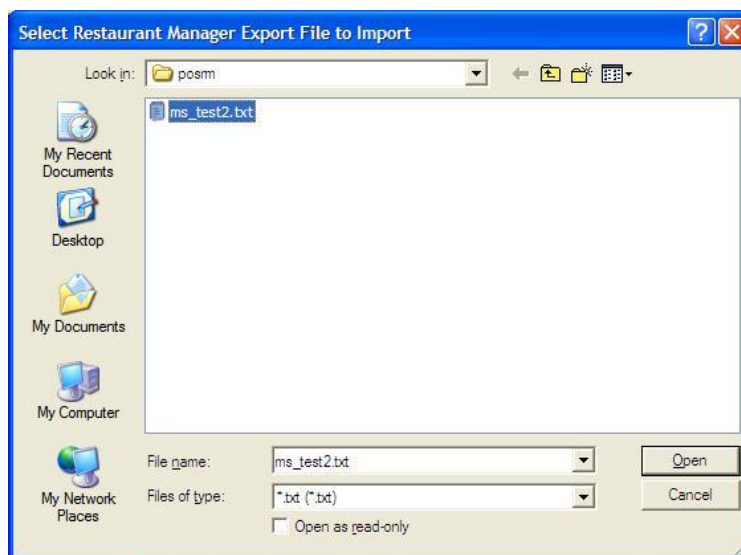
- 1 - Import the data file**
- 2 - Print a report of the imported data.**
- 3 - Transfer to A/R.**



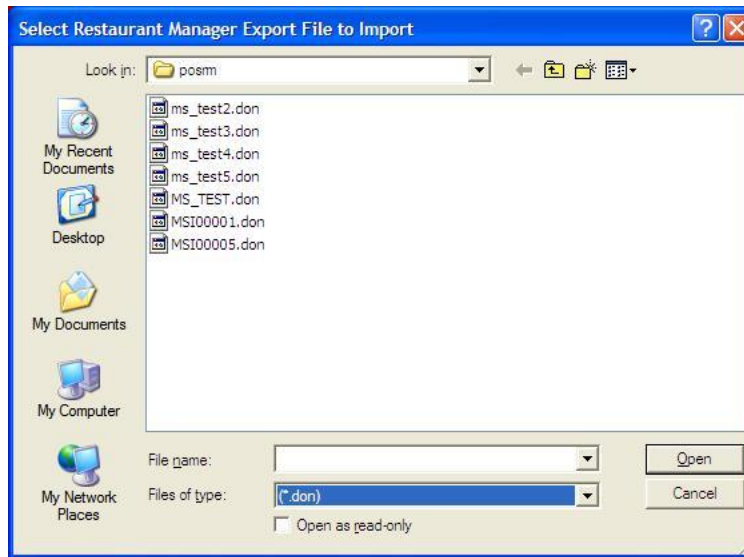
As simple as this is however, if the interface isn't set to decode the information properly, the imported data will not likely be correct and will require quite a bit of correction inside the A/R module's workspace. For this reason, the imported data first appears in the interface's workspace grid where it may be edited if desired.

### Select File to Import/Importing File

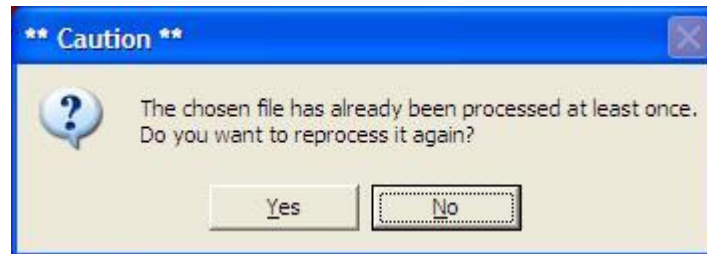
Click the button to open a standard, Windows file search dialogue box. Use the box to locate the desired RM export data file. The normal export file name begins with the letters MSI followed by digits and ending with a TXT, so you'd be looking for a file such as MSI00034.TXT. Select the file by clicking on it, and then click the OPEN button. You'll receive a confirmation box before the import begins; click YES to begin the import. During the import, the dark gray helpwindow at the bottom of the screen will display ticket numbers as they're converted. Following the last ticket, another confirmation box will appear. Click OK to reveal the workspace grid, now populated with data.



## Reimporting a File



Reimporting a data file is easy. The interface changes the name of the file slightly by appending the letters DON to the end of the file to protect you from accidentally importing the same file twice. However, the file search dialog box defaults to the TXT file type (see the bottom of the file search window) and if you click on the "files of type" box, a list will drop down and the DON type will appear. Choosing the DON type will then display a list of files having the DON file extension. These are exported files that have already been imported at least once. Also note that when you select a DON file type, the program will warn you that the file has already been imported and you'll have to choose YES to import it again.



## Review Imported Data

After importing a file, it is extremely important that the data be reviewed before transferring it to the A/R system. If the workspace display indicates a lot of transactions that will prove invalid in A/R such as G/L account zero, zeros for member or employee numbers or dollar values that don't match tickets, it's obvious that the interface's configuration needs adjustment. After making appropriate configuration changes, the same data file can be reimported again, probably with better results and fewer problems. The obvious goal is that the interface decodes everything and no adjustments are necessary, but in truth, there's usually a period of time after installing the interface before everything is configured properly before you can follow the 1-2-3 procedure confidently.

Admin @ Restaurant Manager Interface 06.04.03a

File Configure Info Help

1 - Select file to import    2 - Print Report    3 - Transfer to A/R    Exit

Imported Data

	aracctrnum	architnum	architdate	eracctrnum	alemployee	rchitcovers	architbase	rchitsrvchg	architax	archittotal	mincode	tot
	0	1	20900601	0	1	2	\$48.90	\$0.00		\$48.90	0	
	.000	1	20900601	0	1	2	\$8.75	\$0.00		\$8.75	0	
	22.000	1	20900601	0	1	2	\$10.00	\$0.00		\$10.00	0	
	11.000	1	20900601	0	1	2	\$0.79	\$0.00		\$0.79	0	
	.000	1	20900601	0	1	2	(\$7.98)	\$0.00		(\$7.98)	0	
	.000	1	20900601	0	1	2	\$0.00	\$0.00		\$0.00	0	
	11.000	1	20900601	0	1	2	\$3.18	\$0.00		\$3.18	0	
	.000	10	20900601	0	1	1	\$0.00	\$0.00		\$0.00	0	
	.000	10	20900601	0	1	1	\$31.90	\$0.00		\$31.90	0	
	.000	10	20900601	0	1	1	\$4.25	\$0.00		\$4.25	0	
	.000	10	20900601	0	1	1	\$0.00	\$0.00		\$0.00	0	
	11.000	10	20900601	0	1	1	\$2.07	\$0.00		\$2.07	0	
	11.000	10	20900601	0	1	1	\$0.38	\$0.00		\$0.38	0	
	.000	10	20900601	0	1	1	(\$48.00)	\$0.00		(\$48.00)	0	
	22.000	10	20900601	0	1	1	\$10.00	\$0.00		\$10.00	0	
	.000	2	20900601	0	1	4	\$11.00	\$0.00		\$11.00	0	
	.000	2	20900601	0	1	4	\$0.00	\$0.00		\$0.00	0	
	11.000	2	20900601	0	1	4	\$0.99	\$0.00		\$0.99	0	
	22.000	2	20900601	0	1	4	\$3.00	\$0.00		\$3.00	0	
	.000	3	20900601	0	1	1	\$0.00	\$0.00		\$0.00	0	
	32.000	3	20900601	0	1	1	\$2.50	\$0.00		\$2.50	0	
	.000	3	20900601	0	1	1	\$1.44	\$0.00		\$1.44	0	
	.000	3	20900601	0	1	1	\$16.06	\$0.00		\$16.06	0	

PDS Import Complete - C:\posim\ms\_test2.txt

## Print Import Audit

Two reports are provided that show the imported transactions in ascending ticket number order. One report is essentially the same as one of the reports that's in the A/R system. The other is a "process audit" report and should be printed to help identify invalid interface configuration issues. The reports help determine whether interface configuration settings are warranted because it's usually easier and less time-consuming to change one or two interface settings and reimport the file than to have to change potentially hundreds of problems inside the A/R workspace.

## Import Audit Report

Print Report - C:\print Window Title rar006rm.rpt - rar006rm.rpt

Exit Options Help

Restaurant Manager Interface Chit List - Chit # Sequence

Reference Date: 20900601    Page #

Reference	G/L #	G/L Name	Member #	Base	Srv Chg	Tax	Total	Covers	Emp #	Batch
1				0.00	8.75		8.75	2	1.00	msa_test2.txt
1				0.00				2	1.00	msa_test2.txt
1				0.00	48.90		48.90	2	1.00	msa_test2.txt
1				0.00	(7.98)		(7.98)	2	1.00	msa_test2.txt
1	11.000			0.00	3.18		3.18	2	1.00	msa_test2.txt
1	11.000			0.00	0.79		0.79	2	1.00	msa_test2.txt
1	22.000			0.00	10.00		10.00	2	1.00	msa_test2.txt
							63.64			
10				0.00	31.90		31.90	1	1.00	msa_test2.txt
10				0.00				1	1.00	msa_test2.txt
10				0.00	4.25		4.25	1	1.00	msa_test2.txt
10				0.00				1	1.00	msa_test2.txt
10	11.000			0.00	2.07		2.07	1	1.00	msa_test2.txt
10	11.000			0.00	0.38		0.38	1	1.00	msa_test2.txt
10				0.00	(48.00)		(48.00)	1	1.00	msa_test2.txt
10	22.000			0.00	10.00		10.00	1	1.00	msa_test2.txt
							0.00			
2				0.00	11.00		11.00	4	1.00	msa_test2.txt
2				0.00				4	1.00	msa_test2.txt
2	11.000			0.00	0.99		0.99	4	1.00	msa_test2.txt
2	22.000			0.00	3.00		3.00	4	1.00	msa_test2.txt
							14.99			
3				0.00	16.06		16.06	1	1.00	msa_test2.txt
3				0.00				1	1.00	msa_test2.txt
3				0.00	1.44		1.44	1	1.00	msa_test2.txt

1 of 2    Cancel    Close    71 of 71    Total:71    100%

## Process Audit Report

Print Report - Cryprint Window Title rar006au.rpt - rar006au.rpt

Exit Options Help

**RM Process Audit - Chit # Sequence**      Batch: ms\_test2.bt      Reference Date:      Page #

Ticket#	DTC	Revenue Center	Group# and Description	TranTime	G/L # and Name	Base\$	S/CS	Tax\$
Chit date: 20900601      CustID#: 0.00      Tender type: 0 Undefined								
1	Sales	1 Club GH Club Ev	1 MC Food	14:53:26-L		8.75		
1	Sales	1 Club GH Club Ev	1 MC Food	14:53:26-L		-7.98		
1	Sales	1 Club GH Club Ev	7 SB N/A Bev	14:53:26-L		48.90		
1	Sales	1 Club GH Club Ev	7 SB N/A Bev	14:53:26-L		-7.98		
2	Tax	1 Club GH Club Ev	1 Tax 1	14:53:26-L	11.000			3.18
2	Tax	1 Club GH Club Ev	2 Tax 2	14:53:26-L	11.000			0.75
3	Gratuity	1 Club GH Club Ev	1 Grat 1	14:53:26-L	22.000			10.00
Chit Totals						83.84		0.00
Chit date: 20900601      CustID#: 0.00      Tender type: 0 Undefined								
10	Sales	1 Club GH Club Ev	7 SB N/A Bev	15:24:23-L		31.90		
1	Sales	1 Club GH Club Ev	7 SB N/A Bev	15:24:23-L		-4.26		
1	Sales	1 Club GH Club Ev	1 MC Food	15:24:23-L		4.26		
1	Sales	1 Club GH Club Ev	1 MC Food	15:24:23-L		-4.26		
2	Tax	1 Club GH Club Ev	1 Tax 1	15:24:23-L	11.000			2.07
2	Tax	1 Club GH Club Ev	2 Tax 2	15:24:23-L	11.000			0.38
3	Gratuity	1 Club GH Club Ev	1 Grat 1	15:24:23-L	22.000			10.00
4	Tender	1 Club GH Club Ev	88	15:24:23-L		-48.00		
Chit Totals						0.60		0.00
Chit date: 20900601      CustID#: 0.00      Tender type: 0 Undefined								
2	Sales	1 Club GH Club Ev	1 MC Food	15:01:16-L		11.00		
1	Sales	1 Club GH Club Ev	1 MC Food	15:01:16-L		-3.00		
2	Tax	1 Club GH Club Ev	2 Tax 2	15:01:16-L	11.000			0.99
3	Gratuity	1 Club GH Club Ev	1 Grat 1	15:01:16-L	22.000			3.00
Chit Totals						14.99		0.00

1 of 3      Cancel      Close      71 of 71      Total 71      100%

### Transfer to A/R

Once you're satisfied that the converted information is acceptable, select the Transfer to A/R button to move the transactions out of the interface workspace and place them in the A/R workspace. Once in the A/R system, they may be validated, edited and accepted just like any normal tickets.



### How to Determine Improper Configuration Issues

After importing a file, print the Process Audit report. This report comes up as a YES/NO option when you select the "Print Report" button.

The Process Audit includes the raw data values for the type of transaction (sales, tax, gratuity, tender or change), the revenue center, sales group, and time of day. These values are what the interface uses to select the appropriate G/L posting account. If a line item has blank space where the revenue center description, sales group description or general ledger numbers should be, then those respective items need configuration changes, after which the same data file can be reimported.

For example, suppose a liquor beverage was sold from the dining room but the transaction posts to the G/L account for bar sales in the grill. Using the Process Audit report, you'd check

to make sure that the item's detail type code is a sale (i.e. DTC = 1) and that the revenue center is indeed the dining room. If those two settings are correct, then the G/L account for the time of day is probably incorrect; check the TranTime in the report. The TranTime will display a B, L, D or O at the end of the transaction's actual time and that letter will tell whether the interface used the breakfast, lunch, dinner or other G/L account.

However, if the transaction was supposed to be from the dining room but the Process Audit report displays the revenue center that came through with the transaction was the revenue center for the grill bar, then the problem is in the POS system's configuration: items sold in the dining room are configured to be from the grill bar instead.

Either way, a configuration adjustment is warranted so that similar subsequent transactions don't exhibit similar problems. In the case of the interface configuration change, it's simple enough to change the necessary interface settings and simply re-import the same data file to correct the problems. However, if the POS system needs the change, making it won't have any effect on the historical transactions just imported but making the changes will likely prevent future problems.

Understanding the Process Audit report is the key to determining configuration problems:

**Understanding the RM Interface Process Audit Report**

**Process Audit - Chit # Sequence**      Batch: **MSI00001.don**      *The name of the file that was imported. After importing, the interface changes the name by adding 'don' to the end of the file name.*

Ticket#	DTC	Revenue Center	Group# and Description	TranTime	G/L # and Name	Base\$	S/C\$	Tax\$	Total
Chit date: 20080407      CustID#: 0.00      Tender type: 6 Discover									
10	1 Sales	1 Restaurant Tbls	1 Food	12:53:51-L		9.20			9.20
	1 Sales	1 Restaurant Tbls	1 Food	12:53:51-L		-1.84			-1.84
	3 Gratuity	1 Restaurant Tbls	2 Gratuity 1	12:53:51-L	6130.000 TELEPHONE	2.16			2.16
	4 Tender	1 Restaurant Tbls	1 Cash	12:53:51-L	2090.000 SALES TAX PAYABLE	0.48		0.48	0.48
	4 Tender	1 Restaurant Tbls	8 DISCOVER	12:53:51-L	108.000	-10.00			-10.00
Chit Totals						0.00	0.00	0.48	0.00
Chit date: 20080407      CustID#: 6040.00      Tender type:									
11	1 Sales	2 Restaurant Tabs	1 Food	13:49:51-L		95			95
	1 Sales	2 Restaurant Tabs	1 Food	13:49:51-L		48			48
	2 Tender	2 Restaurant Tabs	1 Cash	13:49:51-L	2090.000 S	36			36
Chit Totals						0.83	0.00	0.36	0.83
Chit date: 20080407      CustID#: 6055.00      Tender type:									
	1 Sales	80407	1 Food	16:47:06-L		3.62			3.62
	1 Sales	80407	1 Food	16:47:06-L		0.33			0.33
	1 Tender	80407	1 Cash	16:47:06-L	2090.000 S	-3.95		0.33	-3.95
Chit Totals						0.00	0.00	0.36	0.00
Chit date: 20080407      CustID#: 80407      Tender type: 1 Cash									
	1 Sales	80407	1 Cash	16:47:06-D		6.42			6.42
	1 Sales	80407	1 Cash	16:47:06-D	2090.000 SALES TAX PAYABLE	0.58			0.58
	4 Tender	80407	1 Cash	16:47:06-D		7.00			7.00
Chit Totals						0.00	0.00	1.16	0.00
Chit date: 20080407      CustID#: 80407      Tender type: 3 Msa									
18	1 Sales	1 Restaurant Tbls	12 Liquor			11.47			11.47
	1 Sales	1 Restaurant Tbls	14 Wine			4.54			4.54
	1 Sales	1 Restaurant Tbls	1 Food			44.75			44.75
	1 Sales	1 Restaurant Tbls	2 Prep Instructions			1.95			1.95
	3 Gratuity	1 Restaurant Tbls	1 Gratuity 1			10.00			10.00
	4 Tender	1 Restaurant Tbls	1 Cash			4.48		4.48	4.48
	4 Tender	1 Restaurant Tbls	1 Cash			-77.19			-77.19
Chit Totals						0.00	0.00	4.48	0.00
Batch Totals						0.00	0.00	0.00	0.00

**DTC - Detail type Code from RM.** Only five possibilities:  
1 = sales item  
2 = tax item  
3 = gratuity item  
4 = tender item  
5 = change

These are pre-set in the interface and are not user-configurable.

**Revenue Center** These are configured to match the revenue center numbers as listed in the RM system. If a number appears without a description, it means the interface is not configured to read that revenue center, e.g. there are more revenue centers defined in RM than in the interface.

These should never be blank.

**Sales Group - these are configured to match the sales group numbers as listed in the RM system.** If a number appears without a description, it means the interface is not configured to read that sales group, e.g. there are more sales groups defined in RM than in the interface.

These should never be blank.

**Customer # attached to the sale.** If a zero, it means the CUSTID field for the tender type (XREF screen) is not configured for the tender type used, such as cash, check, visa, etc.

These should never be blank.

**The G/L account assigned to the transaction item.** This is determined by the combination of the DTC code, the revenue center, sales group and transaction time and is configured at the XREF screen in the interface. If this is blank, it means that there a G/L# has not been assigned in the interface for the combination of the DTC, rev ctr, group and time of the transaction.

These should never be blank.

**The time of the transaction (either the ticket open or ticket close time).** The letter that follows indicates whether the time of the transaction is a Breakfast, Lunch, Dinner or Other time. The interface must be configured to define the meal times, which then determines whether the G/L account for breakfast, lunch, dinner or other is used in the XREF.

These should never be blank.

**How the sale was tendered.** The number here corresponds to the TendType setting at the XREF screen for both Tender and Change items.

All tender types except member charge or other internal charge types should have the XREF Offset value set to "Y" (yes).

## Exit

Click the Exit button to close the module.

## Restaurant Manager Batch Data File Layout (version 7.1)

(This information is taken from the manufacturer's specifications, dated June 26, 1996)

The output file is generally described as being in the MSI/TAI format. The file is a line-oriented, ASCII text file in which each line describes all elements of a sale. Each line can be of a variable length depending on the number of elements in the sale. After the first data block that contains general information about all elements of the sale (date, time, ticket number, etc.), the remaining detail blocks are delimited with a \$02\$ hex entry at the beginning of the block and a \$03\$ hex entry at the block's end. The line is terminated with a standard EOL (\$0D0A\$) carriage return/line feed character. Generally, detail blocks are 21-characters although when a block is a type 04 (tender), the block is 23 characters in length due to the insertion of the 2-character tender type code.

The batch file name typically uses the naming convention: MSI-----.TXT. Configuration options inside the Restaurant Manager system specify what the name of the exported batch file will be as well as where the batch file is to be stored.

**Table A: Transaction Types.** This 2-character item is at the very start of the transaction line

- 01 – Member inquiry. Not used by this interface.
- 02 – Member search. Not used by this interface.
- 03 – Normal charge record. **This is the only type used by this interface.**
- 04 – Void transaction. Not used by this interface.
- 05 – Payment revision. Not used by this interface.

**Table B: Detail Types:** Each detail type element includes a 10-character “account group” as a secondary definition for the value of the group. Each detail type can incorporate multiple account groups and therefore, multiple values. The value is a summary total of all items that apply to that detail type and account group.

- 1 – Sales Group – indicates an item that was sold.
- 2 – Tax group – indicates a tax type.
- 3 – Gratuity group – a server gratuity. This element typically is the last entry on the transaction line.
- 4 – Tender group – how the sale was paid. This type also includes the tender type code (cash, check, Visa, etc.) as well as the customer number (if applicable) and amount tendered. Type 04 elements are 23-characters in length while all other elements are 21 characters.
- 5 – Change (cash back) group. When a customer overpays a check, this is the change back value. It is traditionally considered to be in the form of cash.

**Data Block.** This is the “header” portion of the transaction line and is normally 64 characters.

- |                      |        |  |
|----------------------|--------|--|
| • Transaction type   | 2 char | Numeric (See table A – always 03)      |
| • Cash drawer number | 3 char | Numeric (not used by the interface)    |
| • Ticket opened date | 8 char | Alphanumeric MM/DD/YY (see note 1)     |
| • Ticket opened time | 8 char | Alphanumeric HH:MM:SS                  |
| • Ticket closed date | 8 char | Alphanumeric MM/DD/YY (see note 1)     |
| • Ticket closed time | 8 char | Alphanumeric HH:MM:SS                  |
| • Table number       | 3 char | Numeric (not used by the interface)    |
| • Seat number        | 2 char | Numeric (not used by the interface)    |
| • Customers          | 2 char | Numeric (used as “covers”, see note 2) |
| • Sale type          | 1 char | Numeric (not used by the interface)    |

- Sale area 1 char Numeric (not used by the interface)
- Employee Number 4 char Numeric (employee # or server #)
- Order number 7 char Numeric (ticket number)
- Trans Seq. Number 2 char Numeric (Always "00", for future use)
- Revenue center 3 char Numeric (frequently used)
- Meal period 2 char Numeric (not used by the interface)

**Detail Block.** Detail blocks follow the data block. The normal detail block is 21 characters in length. There may be up to 100 detail blocks in a single transaction. All fields in a detail block are used by the interface.

- {BOT} 1 char Hex, always \$02\$
- Detail type code 1 char Numeric (see table B, a 1-5)
- Sales group # 10 char Alphanumeric
- Amount 10 char Numeric
- {EOT} 1 char Hex, always \$03\$

When the detail type code is 4 (tender), the block length changes to 23 characters because the method of payment (tender type) is inserted into the block. A type 4 detail block typically is the last block of the transaction line unless the sale includes a gratuity, which then becomes the last block.

- {BOT} 1 char Hex, always \$02\$
- Detail type code 1 char Numeric (see table B, type 4 tender)
- Method of payment 2 char Numeric (only 1 per transaction line)
- Customer # 10 char Alphanumeric
- Amount 10 char Numeric, right-justified.
- {EOT} 1 char Hex, always \$03\$

At the end of the last detail block, a CR/LF is appended (\$0D0A\$ hex) to terminate the line.

**Note 1:** When the POS system is configured in "TAI" mode, the year is typically configured to use a 4-character year in place of a 2-character year so that the date is displayed as MM/DD/YYYY instead of MM/DD/YY. This changes the field length to 10 characters instead of the normal 8 and the length of the data block grows accordingly.

**Note 2:** In the "TAI" mode, the POS system can be configured to use four characters for the number of customers in place of two. This causes the field to be larger and the length of the data block grows accordingly.

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## Linking RM Server Numbers to Club Office

Most facilities desire to link sales to employees either for reporting or payroll reasons, but sometimes, the server # that's identified inside Restaurant Manager doesn't coincide with the same employee's number inside Club Office's employee/payroll system, or on some systems, the magnetic card issued to the employee is not encoded with the actual employee number.

Club Office accommodates this issue by providing "POS Operator ID" and "POS Access #" settings for every employee account and a configuration option inside the main Club Office configuration system to "validate using the Operator ID" or "validate using POS Access #." The difference is that the operator ID must be numerical (double-precision number) while the access # can be alphanumeric (up to 15 characters).

Because the interface transfers imported records into the A/R daily workspace, such transactions must also be "validated" by the A/R system before they are truly certified as correct and postable into the rest of the accounting system. In the process, when the A/R transactions are finally "accepted" inside the A/R system, the operator ID (or access #) is replaced by the employee's actual number inside Club Office's payroll system. Then service charges or other gratuities that accrue to the respective employees can automatically appear inside the payroll system and modified there by the payroll personnel.

Important: If you wish to track sales and/or gratuities back to specific employees, you should not allow them to share an operator number or access #; doing so will produce confusing results after sales are imported into Club Office.

## Employees and Parties/Group Sales

When multiple employees work the same party function, it's often more desirable to "pool" the gratuities and distribute them later on some criteria other than sales. In this case, setting up a "party employee" account inside Club Office is a good idea, and all employees who work the party function use the party employee's number instead of their own. When the transactions finally flow through A/R and are visible to the Club Office payroll system, it's a simple matter to print the Payroll Service Charge Worksheet using the FROM/TO date range option to report the total gratuities earned by the "party employee," which can then be distributed to the employees who actually worked the event.

## How to Recreate the Restaurant Manager "session" file (that you import)

If the original data file becomes missing or was never created, Restaurant Manager includes a feature to recreate it.

1. Open a command prompt box on your computer.
2. Navigate to the folder where Restaurant Manager is installed. Typically the folder name is RMWIN and is probably on a network drive location (such as F:\RMWIN, etc.)
3. Type the following: `msibatch 2674` where `msibatch` is the name of the `msibatch.bat` file and `2674` is the session you want to recreate. Essentially the command is:  
`msibatch <batch#>`
4. The resulting file will probably reside in the RMWIN folder, but the `maibatch.bat` file may automatically redirect it to a different folder. You may send the `msibatch.bat` file to your Club Data tech support representative and he/she can help you with it.

## **Credits/Obtaining Support/Disclaimers**

ASI Restaurant Manager™ is a trademarked product of Action Systems, Inc. (ASI) who is not associated in any way with this software interface nor is responsible for its support. The interface is a product of Club Data Corporation who provides complete support for this interface software product.

This interface is based on Restaurant Manager version 15. It is possible that earlier or later versions of ASI's software may incorporate functionality or features of its products that may subsequently affect the performance of this interface. In such cases, please contact Club Data for assistance. Club Data will make its best possible efforts to make corrections to the interface to accommodate such Restaurant Manager version differences. Such corrections may incur additional programming charges to the end user.

## Notes