



GAAP Hospitality Training Manual Version 1.4.270

MODULE TEN – OTHER SALES FEATURES

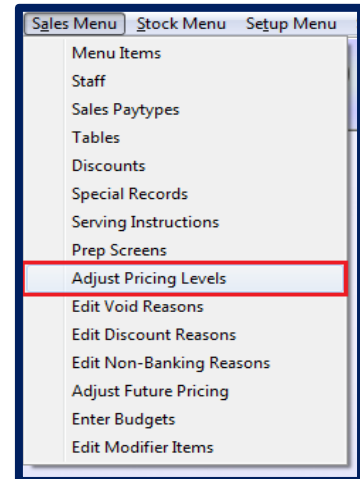
- Section 1** - Adjusting Pricing Levels
- Section 2** - Edit Void, Discount & Non-Banking Reasons
- Section 3** - Adjust Future Pricing
- Section 4** - Enter Budgets
- Section 5** - Edit Modifier Items

SECTION 1 – ADJUST PRICING LEVELS

Pricing Levels are used to apply different pricing to Menu (Sales) Items on different days, at different times or for different patrons without having to override or discount each individual transaction.

Adjust Pricing Levels is used in GAAP to setup or change the pricing of menu items on all the required pricing levels.

Adjust Pricing Levels can be accessed by clicking on the Sales Menu dropdown menu from the Hospitality Back Office home screen.



Screen Explanation:

The screenshot shows the 'Pricing Level Editor' window. It contains a table with 14 columns: Code, Name, Dep, Sell, Price 1 *, Price 2, Price 3, Price 4, Price 5, Price 6, Price 7, Price 8, Price 9, and Price 10. The table lists 17 menu items. The 'Castle Light' item (row 7) is highlighted in orange, and its 'Price 1 *' value of 14.00 is highlighted with a red box. Below the table are several controls: a 'Find' search box, a 'Show Blank Items' checkbox, 'Copy Prices' and 'Export' buttons, and 'Save', 'Save and Exit', 'Cancel', and 'Exit' buttons.

Code	Name	Dep	Sell	Price 1 *	Price 2	Price 3	Price 4	Price 5	Price 6	Price 7	Price 8	Price 9	Price 10
1	Amstel	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2	Becks Alcoholic	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3	Becks Non Alcoholic	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4	Black Label	1	15.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5	Castle	1	15.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6	Hansa	1	15.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7	Castle Light	1	16.00	14.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8	Corona	1	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9	Fosters	1	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10	Hansa Gold	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11	Heineken	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12	Millers	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13	Peroni	1	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
14	Pilsner Urquel	1	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15	Stella Artois	1	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16	Sterling Light	1	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17	Windhoek Larger	1	17.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

The Pricing Level Editor screen displays each individual Menu Item, its Department number, its normal Selling price and 10 additional selling prices for the extra Pricing Levels.

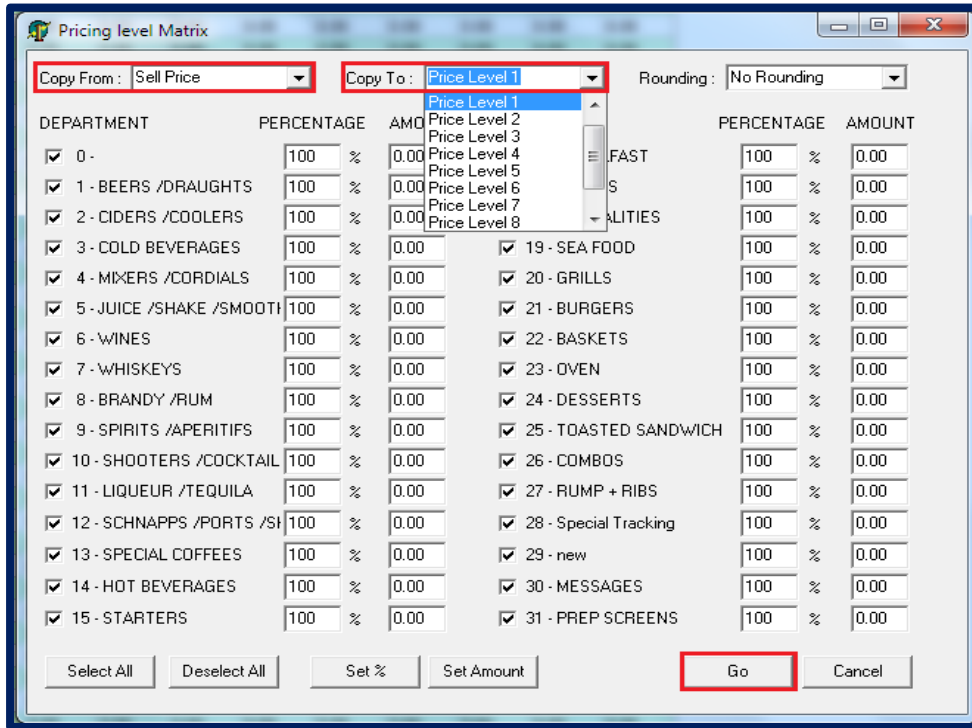
From this screen the user can click on and adjust any price on any pricing level. The Menu Item row will change colour to orange to indicate that a price has been changed. Once all the required price changes have been made, the user can click on the Save or Save and Exit buttons to apply all these changes.

The Copy Prices button is used to copy one whole pricing level to another. This is mainly used for setting up new pricing levels. See Using Copy Prices to Setup a New Pricing Level on next page.

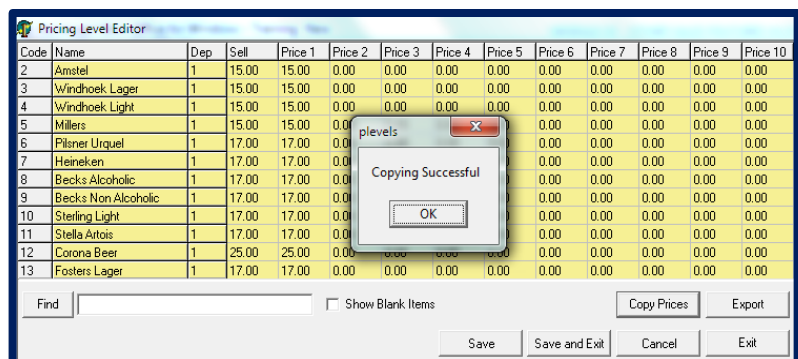
The Export button will create an Excel file that displays the pricing structure for all the Menu Items.

Using Copy Prices to Setup a New Pricing Level:

- Click on **Adjust Pricing Levels** on the **Sales Menu** dropdown from the Hospitality Back Office home screen.
- Click on the **Copy Prices** button. This will open the **Pricing Level Matrix** screen below.



- Select the Pricing to **Copy From:** and to **Copy To:** from the respective dropdown boxes. This is done to create a starting point for the new pricing level. Example: If there are no pricing levels set up, we **Copy From: Sell Price** to **Pricing Level 1** to make the prices the same.
- By default all the **DEPARTMENTS** are selected to copy at 100% of the **Copy From:** pricing level. The tick boxes and the **Select All** and **Deselect All** buttons can be used to select specific departments to copy. The percentage rate to copy at, can also be changed in the **PERCENTAGE** boxes next to the departments or by using the **Set %** button. The **Rounding** feature on the top right-hand side of the screen can be used in conjunction with the % to round off the new prices. Alternatively a set amount can be added to the **Copy From:** prices by changing the **AMOUNT** boxes or by using the **Set Amount** Button.
- Click on the **Go** button to complete the copying process.
- Click **OK** on the **Copying Successful** message.
- All the items that were copied will now appear in orange.
- Click on the **Save and Exit** button to affect the changes.
- Return to **Adjust Pricing Levels** and change the prices that have to be different from the normal pricing level.
- Click on **Save and Exit** once completed.



Naming a New Pricing Level:

Once the setup has been completed in **Hospitality Back Office** program, the final setup has to be completed from the **GAAP Touch Screen Point of Sale** program.



- Select **PRICING LEVELS** from the toolbar on the GAAP Touch Screen Point of Sale terminal and supply authorization if required.
- This will open up a list of all Pricing Levels. The Normal Pricing Level will be at the top of the list, followed by levels 1 to 10. If no name has been assigned, the Pricing Level will appear blank.
- To assign a name to a new Pricing Level, select the space where the Pricing Level should appear according to the Pricing Level used in Hospitality Back Office and click on the **Alter Pricing Level Name** button. In this example the new prices were setup on Pricing Level 1 so the space just below Normal Pricing is selected.
- Type in a name and click **OK**.
- The new Pricing Level should now appear on the list.

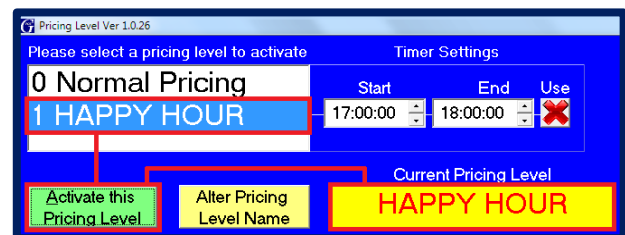


Activating a Pricing Level:

There are two ways of activating a pricing level. It can either be activated manually every time the Pricing level is required or it can be set to automatically change over to a pricing level on certain times and days.

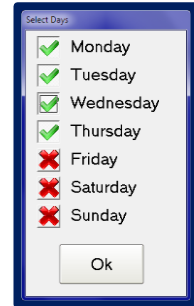
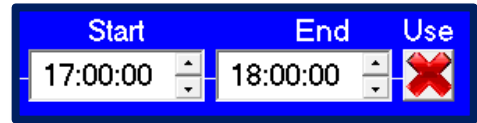
Manually activating a Pricing Level:

- Select **PRICING LEVELS** from the toolbar on the GAAP Touch Screen Point of Sale terminal and supply authorization if required.
- Select the required pricing level from the list and click on the **Activate this Pricing Level** button.
- The name displayed in the **Current Pricing Level** box should now change to the activated pricing level.
- Click the **Exit** button to complete the process.
- The active pricing level number will now appear above the number pad.
- To de-activate the pricing level, just activate **0-Normal Pricing** using the same steps as above.



- **Setting up an Automatic Pricing Level:**

- Select **PRICING LEVELS** from the toolbar on the GAAP Touch Screen Point of Sale terminal and supply authorization if required.
- Set a Start and End time for the required Pricing Level by using the up and down arrows next to the times.
- Click on the **Red X** button next to the times and select the days that the Pricing Level is required by clicking on the **X** next to the appropriate day.
- Click the **Ok** button once the required selections are made.
- A green correction mark will appear next to the times to indicate that the automatic times are now active.
- Click the **Exit** button to complete the process.
- The pricing level will now automatically activate on the set time and days according to the time set on the terminal.

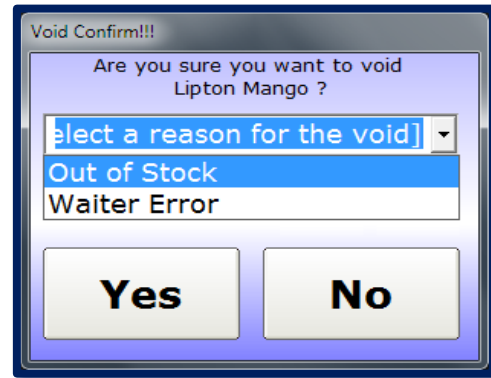
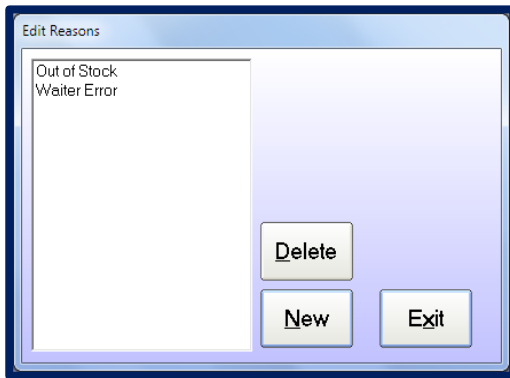
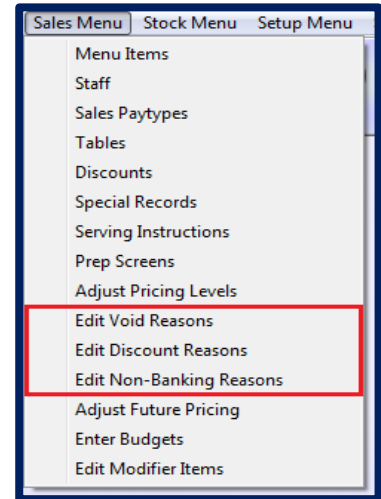


SECTION 2 – EDIT VOID, DISCOUNT & NON-BANKING REASONS

Reasons are used to obtain more information on relevant void, discount or non-banking transactions.

Creating new reasons:

- Click on **Edit Void Reasons**, **Edit Discount Reasons** or **Edit Non-Banking Reasons** from the **Sales Menu** dropdown on the Hospitality Back Office home screen.
- This will open a list of all the current existing reasons.
- To add a reason to the list, click on the **New** button, type a reason and then click the **Save** button.
- The new reason will now be added to the list.
- To remove a reason, click on the reason and then click the **Delete** button.
- Click the Exit button once complete.
- The user will now be forced to select a reason from the dropdown box when doing a Void or Discount transaction, or when closing a sale off to a Non-Banking pay type from the GAAP Touch Screen Point of Sale program.



- These reasons will now be reflected on the Voids and Discounts or Daily Paytype reports.

```

Licensee : Training Room Exercise
Files : Training New
Report Date : 16/04/2013 12:25:40
Report from : 20/09/2012 --> 00/00/2000
Voids and Discount Report
Selected Options : Voids
    
```

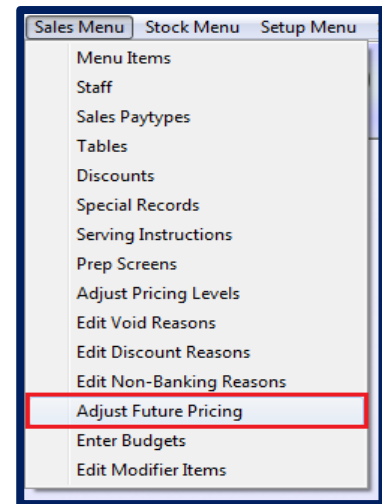
Item#	Item Name	Qty	Table	Inv. #	Time	Date	Value	Staff	Authorized By	Reason	
1208	Fillet Steak Bo	1.00	1	239	12:28:24	09/10/2012	1000.00	4 Owner	4 Owner	Out of Stock	
1208	Fillet Steak Bo	1.00	100	266	09:08:08	19/12/2012	1000.00	4 Owner	4 Owner	Waiter Error	
1418	Well Done	1.00	100	267	09:11:46	19/12/2012	0.00	4 Owner	4 Owner	Out of Stock	
1208	Fillet Steak Bo	1.00	100	267	09:11:50	19/12/2012	1000.00	4 Owner	4 Owner	Out of Stock	
33	Fillet refill	2.00	100	267	09:12:01	19/12/2012	0.00	4 Owner	4 Owner	Out of Stock	
1416	Medium	2.00	100	267	09:12:05	19/12/2012	0.00	4 Owner	4 Owner	Out of Stock	
Total :							3,000.00				

SECTION 3 – ADJUST FUTURE PRICING

Adjust Future Pricing is a tool that helps the user to alter the selling prices for release on a future date.

Adjust Future Pricing can be accessed by clicking on the **Sales Menu** dropdown menu from the Hospitality Back Office home screen.

This feature lists all the menu items with their current selling and cost prices. It also shows the items Mark Up % (**MU%**), Food Cost % (**Cost%**) and Gross Profit % (**GP%**) according to the current cost and selling prices.



The **New Price** column on the far right hand side can be used to enter the new future price. Once a new price is entered, the **MU%**, **Cost%** and **GP%** will change accordingly. The **MU%**, **Cost%** or **GP%** can also be changed and the New Price column will then reflect a suggested selling price according to that change.

Update Selling Prices Ver 1.0.1

No	Name	Cost	Sell	Dept GP	Change Cost	Item GP	MU%	Cost%	GP%	New Price
2	Amstel	6.04	15.00	0.00	6.04	0.00	117.78	45.92	54.08	15.00
3	Windhoek Lager	6.00	15.00	0.00	6.00	0.00	119.30	45.60	54.40	15.00
4	Windhoek Light	6.00	15.00	0.00	6.00	0.00	119.30	45.60	54.40	15.00
5	Millers	5.48	15.00	0.00	5.48	0.00	139.96	41.67	58.33	15.00
6	Pilsner Urquel	5.00	17.00	0.00	5.00	0.00	198.25	33.53	66.47	17.00
7	Heineken	6.00	17.00	0.00	6.00	0.00	148.54	40.24	59.76	17.00
8	Becks Alcoholic	5.00	17.00	0.00	5.00	0.00	198.25	33.53	66.47	17.00
9	Becks Non Alcoholic	6.00	17.00	0.00	6.00	0.00	148.54	40.24	59.76	17.00
10	Sterling Light	4.12	17.00	0.00	4.12	0.00	261.95	27.63	72.37	17.00
11	Stella Artois	7.00	17.00	0.00	7.00	0.00	113.03	46.94	53.06	17.00
12	Corona Beer	8.00	25.00	0.00	8.00	0.00	174.12	36.48	63.52	25.00
13	Fosters Lager	3.72	17.00	0.00	3.72	0.00	300.87	24.95	75.05	17.00
14

Find:

Buttons: Round All Values, Load Working File, Save Working File, Setup Departments, Reload Items, Update using Departments, Update Live Selling Prices, Exit

New Prices can be adjusted and saved without affecting the current selling prices by selecting the **Save Working File** button and assigning a name to the file.

To continue work on the saved file in the future, click on the **Load Working File** button and select the saved file to be used.

To affect all these price changes to the current price, load the required saved file and click the **Update Live Selling Prices** button.

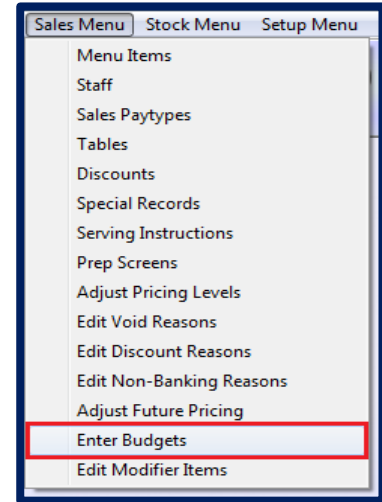
SECTION 4 – ENTER BUDGETS

Enter Budgets is a tool to help the user set up turnover targets so that they can be compared to actual turnover generated.

Enter Budgets can be accessed by clicking on the **Sales Menu** dropdown menu from the Hospitality Back Office home screen.

The daily targets can be entered by selecting the date and typing in the target. All the daily targets are added and the **Total** is reflected at the bottom of the screen.

Use the **Save Budget Values** button to save any changes. The **Clear All Budgets** button will zero all targets. The **Reload Budget Figures** button will revert to the last saved values.



The **Import from Previous Year** button can only be used if the store has been trading for more than a year. This will reflect the previous year's daily turnover figures, so that targets can be set accordingly.

Previous		May					Next	2013
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
28	29	30	1 1000	2 8000	3 10000	4 15000		
5 8000	6 3000	7 5000	8 7000	9 4000	10 5000	11 10000		
12 5000	13 2000	14 3000	15 7000	16 4000	17 5000	18 10000		
19 5000	20 2000	21 3000	22 7000	23 8000	24 10000	25 15000		
26 8000.00	27 3000.00	28 5000.00	29 10000.00	30 8000.00	31 10000.00	1		
2	3	4	5	6	7	8		
Import from Previous Year		Reload Budget Figures	Save Budget Values	Clear All Budgets	Total	206000.00	Exit	

The **Turnover Budget Report**, which is accessible from **History Reports**, will reflect the actual turnover versus the set targets.

```

Turnover Budget Report
~~~~~
Training Room Exercise
Training New
24/05/2013
11:22:15
Report Dates : 24/05/2013 -> 27/05/2013
Report DRN : 27 -> 30

```

Date		Budget	Actual	Difference	%
24/05/2013	Friday	10000.00	7128.00	-2872.00	-28.72%
25/05/2013	Saturday	15000.00	25242.00	10242.00	68.28%
26/05/2013	Sunday	8000.00	4364.00	-3636.00	-45.45%
27/05/2013	Monday	3000.00	2359.00	-641.00	-21.37%
Total		36000.00	39093.00	3093.00	8.59%

SECTION 5 – EDIT MODIFIERS

The modifier feature is used to save space on the touch screen and at the same time increase the speed of service.

Modifiers are used to choose between different sizes or variants of sales items by just selecting the modifier first, before choosing the item.

See the screen shot of the Point of Sale ordering screen below. Once Modifiers are set up, they will appear to the far right when the appropriate Touch Screen department has been selected.

The screenshot displays a Point of Sale interface. On the left, a table lists menu items:

Item Name	Quantity	Price
SML Regina	1	20.00
MED Regina	1	30.00
LRG Regina	1	40.00

Below the table is a red-bordered text box explaining that SML and MED items were created without Touchscreen Departments and are linked to Small and Medium Modifiers, while LRG items were created with Touchscreen Departments.

On the right, a horizontal row of buttons lists pizza flavors: LRG Four Seasons, LRG Hawaiian, LRG Margherita, LRG Quattro Formaggio, and LRG Regina. Below these is a vertical column of modifier buttons: Small, Medium, and a highlighted 'Modifiers' button.

An orange-bordered text box explains that without selecting a modifier, an LRG item will be rung up, but selecting a modifier first will replace the LRG item with the selected modifier item.

At the bottom, a navigation bar includes buttons for: Customer Name, Delivery Customer, Quantity, Void, Price Override, Fast Cash, Sub Total, Change Staff, Change Split Table, and Change Covers.

We will use the example in the screen shot above to help with the setup explanation.

Creating the required menu items:

Before Modifiers are setup, the required menu items have to be setup accordingly. In the example there are 5 pizza flavours and 3 sizes (Small, Medium Large) to choose from.

Therefore 15 Menu Items will have to be created, one for each different flavour and size.

There are two different types of menu Items to set up when creating modifiers:

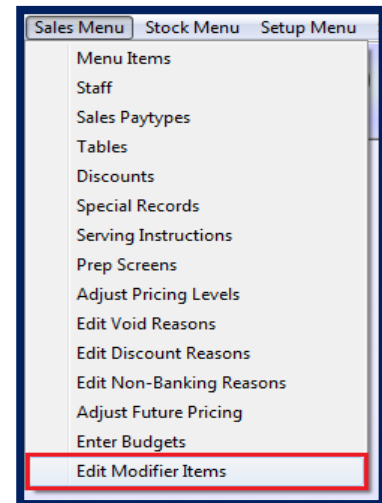
- Normal Menu Item:** This will be the items that appear on the Touch Screen. In the example, the LRG pizzas were all setup as normal menu items.
 The **Type** should be an **Ordinary Item** and the **Touch Screen Department > 0**.
 In this example the Touch Screen Department is Pizza.
- Modifier Menu Item:** This will be the items that are linked to the Modifiers. In the example the SML and MED pizzas were setup as modifier menu items.
 The **Type** should be an **Ordinary Item** and the **Touch Screen Department = 0**.
 These items should not be visible in the Touch Screen Department.

Edit Modifiers:

Once all the required Menu Items have been setup, the rest of the Modifier setup can be completed.

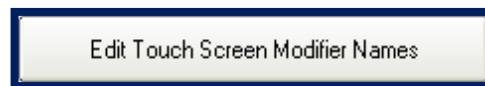
Edit Modifiers can be accessed by clicking on the **Sales Menu** dropdown menu from the Hospitality Back Office home screen.

If no Modifiers have been setup in the past, the first step would be to setup Modifier Names for the required Touch Screen Departments.

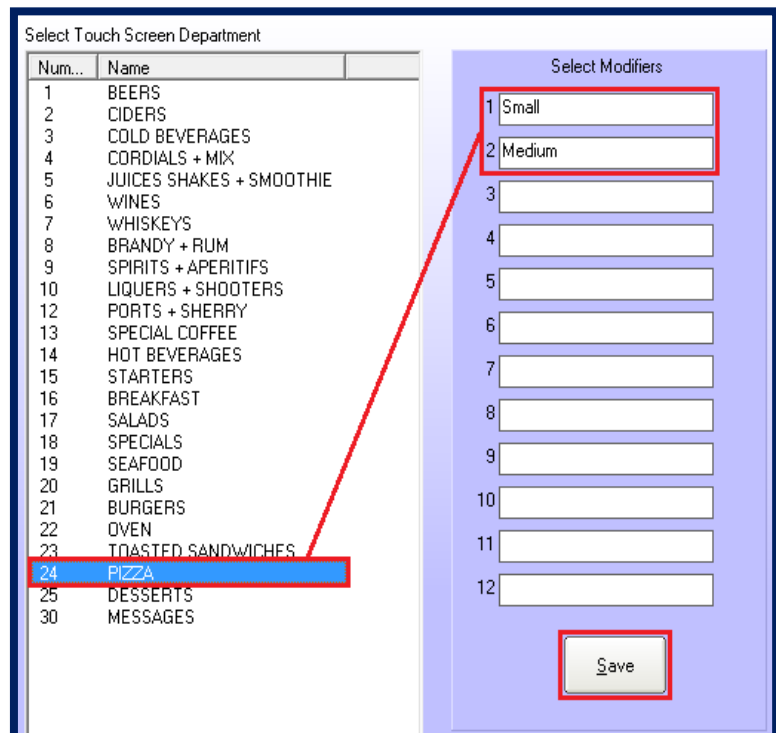


- **Edit Touch Screen Modifier Names:**

- Click on the **Edit Touch Screen Modifier Names** button at bottom of the middle column of the screen.



- Select the required **Touch Screen Department** on the left and type in the required Modifier descriptions on the right. In the example Pizza has been selected and the Modifiers, Small and Medium were added.



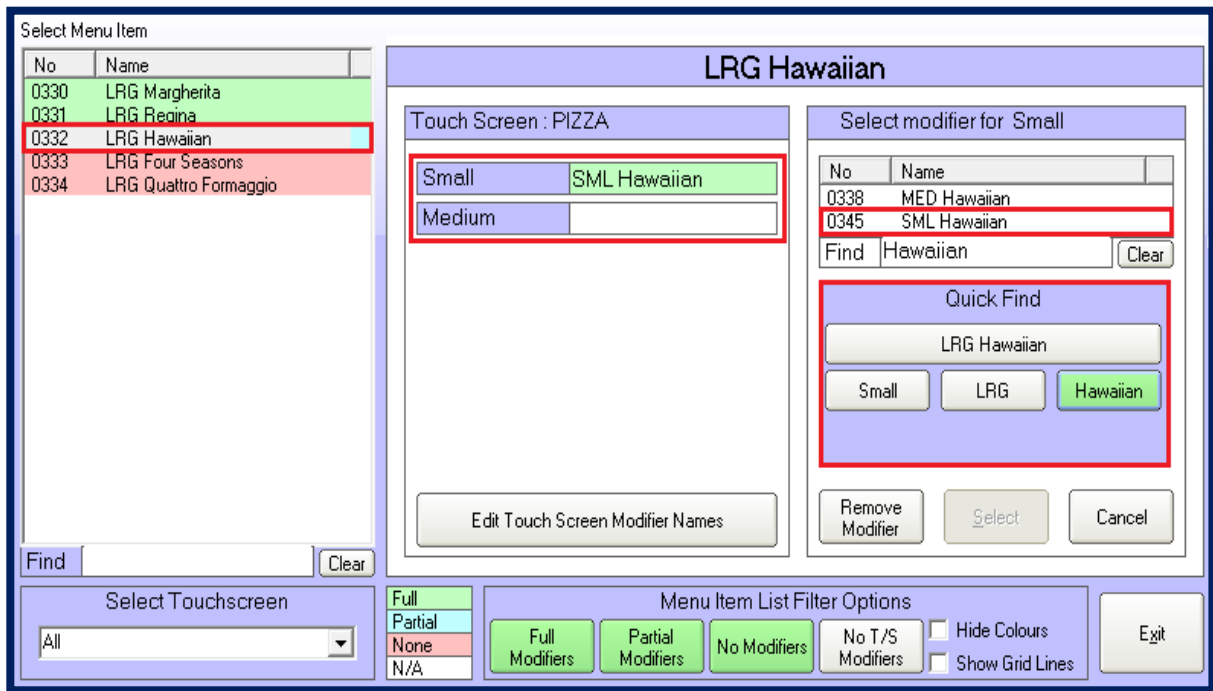
- Click the **Save** button when the required changes have been made.
- Click the **Exit** button to return to the Modifier screen.

- Note that up to 12 Modifiers can be added for each **Touch Screen Department**.

- **Linking Modifier Items:**

Once Modifier Names have been added to Touch Screen Departments all the items in those Touch Screen Department will now appear in the list on the left hand side of the screen. The **Menu Item List Filter Options** can be used to filter this list.

In our example, all the LRG pizzas appear in the list as they are the only items that have the Pizza Touch Screen Department assigned to them.



- Click on the required Item from the list on the left. The Item's name will now appear at the top of the screen (**LRG Hawaiian** in the example).
 - The Modifier names for this item now appears in the middle column and each Modifier name has a space next to it where the required item to link can be added (In our example the Modifier Names **Small** and **Medium** appear).
 - Click on the required Modifier name (**Small** in the example).
 - Find and select the required Modifier Item from the list on the right hand side of the page to link to the selected Modifier Name. The Quick Find filters can be used to make this search easier (**SML Hawaiian** in the example).
 - This process can be repeated until all the required Modifier Items have been linked to all the correct Modifier Names.
 - The colours of the item in the list on the left will change as Modifiers are added.
- | |
|---------|
| Full |
| Partial |
| None |
| N/A |
- **Green** - Full. All modifiers have menu items assigned to item.
 - **Blue** - Partial. Only some modifiers have menu items assigned to item.
 - **Red** - None. None of the modifiers have menu items assigned to item.
- Click the **Exit** button when all required changes have been made.