



Infinite Solutions to Your POS Needs

Micros RES

Site Survey



Infinite Solutions to Your POS Needs

Contact Information

Company Name

Site Phone Number

Address

Fax Number

City, State, Zip

Site Concept (ie: TSR, QSR)

Key Points (Below):

Contact

Position

Phone

Email

Contact

Position

Phone

Email

Contact

Position

Phone

Email

Contact

Position

Phone

Email



Infinite Solutions to Your POS Needs

Micros Software

- | | |
|---|-------------|
| <input type="checkbox"/> e7 | Other . . . |
| <input type="checkbox"/> RES | _____ |
| <input type="checkbox"/> Guest Services Solutions | _____ |
| <input type="checkbox"/> Kitchen Display System | _____ |
| <input type="checkbox"/> Financial Management | _____ |
| <input type="checkbox"/> Labor Management | _____ |
| <input type="checkbox"/> Product Management | _____ |
| <input type="checkbox"/> MyMicros.net | _____ |
| <input type="checkbox"/> Alert Manager | _____ |

Interfaces . . .

_____	_____
_____	_____
_____	_____



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Micros Hardware

Server: _____ Cable: _____ DSL: _____ Phone: _____

Workstations (Number Of Each):

Eclipse: _____ Workstation 4: _____ HHT: _____ KB WS 4: _____

Workstation Names:

_____	_____	_____
_____	_____	_____
_____	_____	_____

Local Printers (Number Of Each):

TM 88 (IDN): _____ TM 88 (Serial): _____ TM U220: _____

TM U230: _____

_____	_____	_____
_____	_____	_____

Remote Printers (Number Of Each):

TM 220: _____ TM 230: _____

Remote Printer Names:

_____	_____	_____
_____	_____	_____

Kitchen Display System: _____

KDS Names:

_____	_____	_____
_____	_____	_____



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Micros Hardware Continued

Cash Drawer: _____

Scanner:

Metrologic: _____ Symbol: _____ Other: _____

Scale: _____

Pole Display: _____ Customer Display: _____

Back Office Report Printer (Make And Model):

* Additional Comments/Notes *



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System - Restaurant

Location Name: _____

Fiscal Year Start Date: _____

Fiscal Year Type:

Monthly: _____ 13 Periods: _____ 4/5/4: _____ 4/4/5: _____ 5/4/4: _____

System – Time Periods

Breakfast: _____ To _____ Other: _____ To _____

Lunch: _____ To _____ Other: _____ To _____

Dinner: _____ To _____ Other: _____ To _____

Late Night: _____ To _____ Other: _____ To _____

System – Order Types

Dine In: _____ Retail: _____

Bar: _____ Other: _____

To Go: _____ Other: _____

Delivery: _____ Other: _____

* Please Check Below If These Options Will Be Used *

☐ Future Order

☐ Delayed Order

☐ Time Order

Auto Fire Time: _____ min.



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Sales – Dashboard

- ☐ Quick Service Restaurant
- ☐ Table Service Restaurant
- ☐ Contests

Employees – Employee Class

Manager:	_____	Cashier:	_____	Other:	_____
Asst. Manager:	_____	Clock In Only:	_____	Other:	_____
Bartender:	_____	Other:	_____	Other:	_____
Server:	_____	Other:	_____	Other:	_____
Host:	_____	Other:	_____	Other:	_____

Employees – Jobs

Manager:	_____	Host:	_____	Prep:	_____
Asst. Manager:	_____	Bar Back:	_____	Other:	_____
Supervisor:	_____	Busser:	_____	Other:	_____
Bartender:	_____	Expoditer:	_____	Other:	_____
Server:	_____	Cook:	_____	Other:	_____



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Employees – Time & Attendance

Payroll Type: Bi-Weekly Monthly Semi-Monthly 4 Week

Labor Week Start Day: S M T W T F S

Labor Week Start Date: _____

Labor Categories:

Management: _____ Back Of House: _____ Other: _____

Front Of House: _____ Other: _____ Other: _____

Enable Time Clock Schedule: Y N

Enforce Scheduled Breaks: Y N Prompt For Break On Clock Out: Y N

Hours Worked Before Overtime: _____

Sales – Descriptors

Sales Itemizers

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Headers

☐ Logo Printing

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

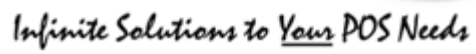


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Trailers

☐ Barcode Printing

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____



Discounts:

[illegible]



Service Charges:

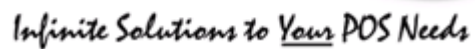
[illegible]

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Sales – Tender Media

Tender Media:

[illegible]



*** Please Check Below If This Option Will Be Used ***

Sales – Tax Rates

Tax Name	Add On	Inclusive	%

[illegible]



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Reporting

Revenue Center	Cashier	Server Banking	Auto Tips Paid

GSS – Gift Cards

Is This Customer Using Gift Cards: Y N

Gift Card Provider:

- ☐ Customer Connection
- ☐ Micros GSS
- ☐ Micros iCard
- ☐ Paymentech
- ☐ Stored Value Systems
- ☐ ValuTech
- ☐ _____
- ☐ _____
- ☐ _____

GSS – Delivery

Delivery Time: _____min.



Infinite Solutions to Your POS Needs

GSS – Account Receivable

* Please Check Below If This Is Being Used *

☐ AR

* Please Include A List Of The Following Information

- All Available Accounts/Members
- Account Limits For Each Account/Member

GSS – GL Accounts

* Please Include A List Of GL Accounts (If Available) *

GSS – Coupons

Coupon Name	Effective Dates	Expiration Time Frame

GSS – Gift Certificates

GC Name	Effective Dates	Expiration Time Frame	Sell As Svc. Charge	Sell As Menu Item



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GSS – Bonus Plans

Bonus Plan Name	Bonus Method								Min. Order Value	# Of Orders Needed	Point Multipliers			Bonus Plan Reset		Effective Dates
	By Order Count	By Order Value	By MI Count	By MI Value	By MG Count	By MG Value	By FG Count	By FG Value			Day Of Week	From & To Hours	Points	This Def.	All Def.	

Bonus Plan Name	Bonus Action			
	\$ Amount	% Discount	Award Coupon	Award GC



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Micros Required Programming Information

- **Menu Items**
 - Breakfast Menu
 - Lunch Menu
 - Dinner Menu
 - Kids Menu
 - Beer, Wine And Liquor Lists With Happy Hour Pricing
 - Ala Carte Items
 - Retail Items
 - Customer Must Provide Complete Pricing Structure For All Menu Options (Ie: All Required Preps And All Add On Items)
 - Recipe Information (If Applicable)
- **Employees**
 - Employee First And Last Name
 - Job Codes
 - Pay Rates For Each Job
 - If There Is A Predefined Number You Would Like Them Have For Clock In And Sign In Functionality, Please Provide
- **Time And Attendance**
 - Payroll Type
 - Weekly
 - Bi-Weekly
 - Semi-Monthly
 - Monthly
 - Payroll Start Date
- **System Information**
 - Revenue Center Names
 - Hours Of Operation
 - Floor Plan



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Signature

Date



Infinite Solutions to Your POS Needs

Credit Cards

- The customer will be responsible for contracting with a credit card processor.
- **Timeline**
 - Upon receiving the customer's signed contract for the Micros system, a credit card form will be submitted to Merchant Link by Infinity POS with the customer's contact information.
 - A representative from Merchant Link will contact the customer for the credit card processor's name and contact information as well as the acquiring bank.
 - The processor will complete a set of terminal id's to use with the Micros system and provide Merchant Link with that information upon completion.
 - Merchant Link will test the id's and verify that they have been programmed correctly.
 - Merchant Link will contact Infinity POS when the testing phase is complete and an installation will be scheduled.
- **Support**
 - Infinity POS is not involved with the programming and testing of the terminal id's.
 - Any issues with the processor and acquiring bank should be handled with an appropriate representative for each respective company.
 - The customer can contact our representative at Merchant Link for installation and support concerns by calling 301.562.5001.



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Infinite Solutions to Your POS Needs

Network And Security

- **Wiring**

- The customer will be responsible for the contracting and installation of the wiring for your new system.
- Infinity POS can provide recommendations for a third party company to wire your building upon request.
- Infinity POS will provide a riser diagram for the network layout and must be done according to standard Cat. 6 requirements. The contracted company must provide a document that certifies each drop.
- Infinity POS will not be responsible for the wiring, termination or labeling of the drops. The wiring will be reviewed by one of our technicians and must be done one to two weeks prior to the installation.

- **Phone Lines**

- If high speed internet is not an option, you must provide two dedicated phone lines for the Micros system.
 - One phone line will be dedicated for credit cards.
 - The second phone line will be dedicated for remote support.
- Infinity POS will not order phone lines on your behalf or do terminations at the incoming switch board.

- **Internet**

- If you choose high speed internet, you will be responsible for the ordering and scheduling of the installation with the cable or dsl provider.
- One dedicated phone line must be provided as a backup for credit cards in the event that the internet is unavailable. (A DSL Line will meet this requirement)
- Infinity POS will not be responsible for the maintenance and/or support of non-Micros related hardware.
- Infinity POS will provide a standard hardware firewall and anti-virus program. It is the responsibility of the customer to maintain and update the virus definitions.



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Infinite Solutions to Your POS Needs

Micros Training Guidelines

Manager Training

- Location

845 Robinwood Court
Traverse City, MI 49686

Or

3033 Orchard Vista Drive
Grand Rapids, MI 49646
- Manager Training will consist of 2 - 3 days, 9:00 am to 4:00 pm (Scheduled between M - F)
- Below is a list of what you and your managers will be trained on (including, but not limited to)
 - Front of House operations
 - Back of House operations
 - Reporting
 - Daily maintenance of the Micros system
 - Adding/changing menu items
 - Adding/changing employees
- Before the completion of Manager Training, there is a set of signoff documents that is required
 - Operator signoff
 - Key Operator signoff
 - Final Database Review signoff

Staff Training

- Location
 - Staff Training will be at your establishment.
- Schedule
 - Scheduling of the Staff Training will be your responsibility.
 - Staff Training can be held between the hours of 8:30 am – 5:30 pm (M – F), approved by Infinity POS.
 - Each training will consist of 1 ½ hours with no more than two people per workstation.
 - If you have bought four workstations, schedule eight people.
 - At the completion of the Staff Training, there will be an Operator Signoff to complete for each of your employees in training.



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Micros Training Schedule

Manager Training

Day 1: Date: _____ M T W T F

Scheduled Time: _____ To _____

Day 2: Date: _____ M T W T F

Scheduled Time: _____ To _____

Day 3: Date: _____ M T W T F

Scheduled Time: _____ To _____

Staff Training

Session 1: Date: _____ M T W T F

Scheduled Time: _____ To _____

Session 2: Date: _____ M T W T F

Scheduled Time: _____ To _____

Session 3: Date: _____ M T W T F

Scheduled Time: _____ To _____

Session 4: Date: _____ M T W T F

Scheduled Time: _____ To _____



Infinite Solutions to Your POS Needs

Micros Training Schedule

Manager Training

Day 1: Date: _____ M T W T F

Scheduled Time: _____ To _____

Day 2: Date: _____ M T W T F

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Staff Training

Session 1: Date: _____ M T W T F

Scheduled Time: _____ To _____

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Scheduled Time: _____ To _____

Session 3: Date: _____ M T W T F

Scheduled Time: _____ To _____

Session 4: Date: _____ M T W T F

Scheduled Time: _____ To _____

Signature

Date