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Maitre'D®
2005 Setup Guidelines

Modules and Interfaces Overview



This document will guide you an overview of the different Modules and Interfaces of the Maitre'D Back-Office Suite.

This presentation will not cover setup and usage of these options, but will give a general idea of their possibilities

Lets start by listing these Modules and Interfaces.



Modules and Interfaces Overview

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1. Point Of Sale Control



7. Accounting Interface



2. Delivery



8. Report Center



3. Electronic Funds Transfer



9. System Configuration



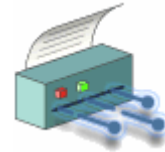
4. Inventory Management



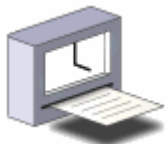
10. Server Control



5. Accounts Receivable



11. Converter



6. Time and Attendance



12. Floor Management



1. Point Of Sale Control

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The Point Of Sale (POS) Control is the core setup module.

Every other module and interface is linked to the POS Control module.

This is where all central setups are done, including workstations, employees, sales items, revenue centers, screens, payment types, promotions and taxes.



2. Delivery

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The Delivery module is used to maintain the complete database of customers including order history.

Street code records can be created for efficient dispatching among delivery drivers. The dispatch functions allow to create, map and modify delivery areas.

Delivery fees can be associated with delivery areas.

Tools to manage guaranteed delivery times are provided to help meet high performance standards.



3. Electronic Funds Transfer

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The Electronic Funds Transfer (EFT) allows to process credit card and debit card transactions from any workstation, eliminating the need for servers to run back and forth between terminal, saving valuable time and avoiding double entries.

The Maitre'D Back-Office manages all authorizations requests.

The EFT module provides reports on all transactions processed and real-time accumulation of credit card data for daily reconciliation shortens End Of Day procedures.

EFT is fully integrated with the workstation application for reduced transaction time and uninterrupted multi-transaction processing with CES, CommIdea, Nabanco, National Data Corp, NCR, Mercury Payment Systems, Moneris, MoneyLine and Visanet.



4. Inventory Management

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The Inventory module helps manage inventory and food costs in real time. This is also where Purchase Orders can be created or modified, and Merchandise Receptions are managed.

Recipes can be displayed and printed from any workstation. This is useful for employee training and customer inquiries.

The menu costing functions help maximize profits.

Reports on food costs are available, including theoretical cost vs. item cost.

Inventory Adjustments and Merchandise Receptions are simplified, and can be entered from the Back-Office or from a hand-held workstation.



5. Accounts Receivable

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Accounts Receivable allow to manage in-house charging privileges, while accommodating your customers with personalized service.

It allows to post payments and close checks to AR Accounts from the workstations.

The Accounts receivable module is used to maintain the complete database of customers including individual credit limit and history.

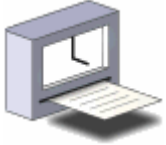
It provides monthly statements with user-defined Due Dates.

This information can also be sent to an external accounting application through the optional Accounts Receivable Interface.



6. Time and Attendance

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The Time and Attendance module allows to manage employee's working hours. The workstations are used as time recorders to control employee schedules and labor costs.

It provides the number of hours worked per employee in real time and calculates weekly wages. It also gives estimates of labor costs in relation to sales as well as total labor costs.

This module simplifies employees scheduling.

A visual display of the employee's schedule is available at all times.

ADP, TMX and Paychex interfaces are supported for payroll and Time management processing.



7. Accounting Interface

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The Accounting interface allows to create files that can be imported into accounting software applications.

It also generates reports in accounting format.

Accounting entries can be exported to:

- a. General Ledger
- b. Accounts Payable
- c. Accounts Receivable

This provides accurate, consistent and auditable accounting entries.

Compatible interfaces are ACCPAC, AS 400, Fortune 1000, Great Plains, QuickBooks, Sun Account, and others that can emulate one of those.



8. Report Center

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The Report Center module gives access to hundreds of reports templates, which are all customizable. This powerful module helps better analyze every aspect of a business, including sales, promotions, revenue center items and employee performance.

Reports are customized with the help of several available filters.

Customized report lists can be created to speed up the printing of daily reports.

There is no limit to the database size except disk space, allowing to keep valuable information for future analysis and comparisons.



9. System Configuration

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System Configuration is where general information on the restaurant is setup, such as its address and regional settings like accounting dates and currency format (\$, £, €, ¥...).

Backup functions allow the user to save database files and sales information.

Optional interfaces to other external devices can also be setup:

- a. Magnetic Card writers to create Employee or Accounts Receivable cards.
- b. Scales to weigh products at the Workstation.



9. System Configuration

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- c. Kitchen Monitors to display orders to cooks, such as Posera's Color Video Monitor system, or QSR's ePic system.
- d. Remote Displays can show orders to drive-thru guests, such as Accuvision, TechKnow or Delphi.
- e. Biometrics Devices can be used to identify employees instead of passwords or magnetic cards, such as AuthenTec or DigitalPersona U.are.U.



10. Server Control

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The Server Control module allows to manage all internal and external communications.

This is also where the End Of Day operation is performed.

Optional interfaces to other external applications can also be setup:

- a. Room Charge (Property Management Systems) interface, such as Alliance Hospitality, Aubergiste, HIS, Holidex, Hotelsoft, Hotix, IGS, Marriot, Micros, NCR, Qantel, and other hotel systems that can emulate one of those. This allows to charge guests' checks to their room.
- b. Accounts Receivable interface, through the Accounting interface or the Room Charge interface.



10. Server Control

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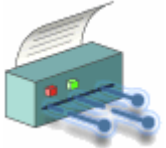


- c. Frequent Diner interface, with Givex for example. Just like the local frequent diner option, part of the money spent by guests is converted into discounts redeemable against future purchases, but the external interface allows to entice return visits across restaurants of a chain.
- d. Gift Certificate interface, such as Concord, Givex, Link, Mercury Payment Systems, Nova, Sterling Payment Tech and Valuetech. This allows to sell and accept gift certificates on magnetic cards across different restaurants of a chain. The Gift Certificate interface is a secure real-time solution that reduces fraud and duplicate use, and that provides tracking and reporting capabilities.
- e. Electronic Bar Systems, such as Berg, Azbar, Scanabar, and other systems that can emulate one of those. A bar device can be physically connected to a workstation, and gives accurate poured quantities of specific items sold through the bar. With some systems, employee can be forced to sell these items on a workstation before they can be poured.



11. Converter

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The Converter module converts data from sales, management, payroll and inventory into a standard format, that can be sent to a Corporate Office or to the Maitre'D Databoard.

This module also manages revenue center updates or other changes received from the Corporate Office.



12. Floor Management

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The Floor Management module helps to manage the sections of a Table Service restaurant efficiently.

A hostess can manage the waiting list.

The step at which each customer stands in their meal is displayed to provide the best possible service.

Incoming guests are automatically distributed among available servers.

Smoking and Non-Smoking section are managed, if applicable.



This concludes the “Modules and Interfaces” presentation.

We hope that this document helped you to understand the different Maitre'D Back-Office options.