

Ready for Reopen: Oracle MICROS RES Point-of-Sale Checklist

After a temporary closure or reduced operating scenario, we recommend that Oracle MICROS RES point-of-sale customers follow this detailed checklist to ensure your POS and inventory management systems are ready to service your guests on day one.



RES Front of House

Hardware:

- Power up all devices**
 - Check and test back office server, workstations, kitchen display controllers, printers, etc.
 - Ensure connections with network and BO server
- Employee mag cards**
 - Did employees take mag cards home? Will you need additional to reopen?
- Supplies – printer paper**
 - Check supplies of printer paper (thermal, impact) and printer ribbon
- Check peripherals**
 - Test cash drawers, printers, customer displays, scanners, scales, PEDs

Communications:

- Check network, Wi-Fi**
 - Make sure network switch, WAP (if used) is powered on and connected. Power up mobile devices and ensure they connect
- Check device communication**
 - Start RES Control Panel. Confirm all Network Nodes display as green checks and that system is set to 'Front of House'

Software Maintenance:

- Login to Modules**
 - Confirm that you can login to the back-office server (Windows login) and other back office modules:
 - Autosequences & reports
 - Database manager
 - Manager procedures
 - POS configurator
- Check for Windows updates**
 - Verify that Back Office Server and all terminals have the latest Windows updates and security patches (if applicable - doesn't

apply to CE devices). Navigate to Windows Settings → check for updates

- Store level reports**
 - Verify that any reports needed for business before store closure have been run
 - Verify reports can be run on demand
 - Autosequences & report
- Did End of Night run before shutting down?**
 - Check to see if EON Autosequence ran at the end of your last day of trading before closure. Run manual EOD or Emergency Posting Advance if necessary in the Autosquences and Reports module.
- Credit Card Batch**
 - Confirm all batches have been sent
- Cash Management Back Office (CMBO)**
 - Confirm there are no open tills or deposits; close them if necessary
- Table management**
 - Do you need to make table layout changes? Are there any changes to reservation periods/limits?
 - Login to POS Configurator module, navigate to Table Management → Operations → Touchscreen Designer Table Management

Transactions:

- Credit cards**
 - Verify credit card transactions are communicating and processing through PED
- Gift cards**
 - Verify gift card transactions are processing
- Loyalty**
 - Verify loyalty transactions are processing
- Interfaces / Integrations**
 - Test interfaces with 3rd parties (gift and loyalty, timed exports, PMS, SIMs, Web/Mobile ordering, etc.).
 - Login to POS Configurator, navigate to Operations → Devices → Interfaces or Third parties (online ordering, delivery vendors, 3rd party Inventory, Labor, BI, etc).
- Printing**
 - Ensure receipt printers are working as expected

Kitchen Display System (KDS) and Order Device Printing:

- Test order routing**
 - Ring in a sample of MI's and ensure they reach the intended devices (remote printers, KDS devices)
- Re-direct order devices**
 - Verify Order Device re-directs are as expected

Employee Management:

- Employee maintenance**
 - Review employee records and enter new employees as needed
- Assign mag cards**
 - Assign mag cards to new employees
 - Navigate to Operations → Manager Screen → Assign Employee ID
- Terminate employees not returning**
 - Enter a termination date for employees that won't be returning
 - Login to POS Configurator → Employees

- Update pay rates**
 - Update any employee pay rates
- Labor periods**
 - Close previous labor periods

Menus and Pricing:

- Review menu offering**
 - When reopening it may be a good idea to scale down menu selections and build over time. Consider removing the SLU from items that won't be offered or 86'ing them.
 - Login to POS Configurator, navigate to Sales → Menu Items
- Price changes**
 - Update prices if necessary
 - Login to POS Configurator, navigate to Sales → Price Changes

Discounts and Promotions:

- Discounts and Promotions**
 - Consider offering promotions to encourage visits, be sure to advertise any promotions on social media
 - Login to POS Configurator, navigate to Sales → Discounts
- Ensure any required Gift and Loyalty coupons have not expired**

RES Back of House

Reporting and Analytics:

- Password verification/reset**
 - System Administrator
- Users**
 - Username, password, email address
- Sales Postings**
 - Ensure Test Transactions have posted to totals

POSCFG:

- Validate login credentials to POSCFG**
 - Launch POSCFG and login with credentials

Inventory Management:

- Full stock count**
- Place order(s)**
 - Place order based on on-hand quantities and menu offering
- Menu changes**
 - Ensure new recipes are added and linked appropriately

Cleaning Guides:

Use 70 percent isopropyl alcohol solution to disinfect and clean surfaces; this concentration is optimal for killing bacteria and viruses. Prepare the cleaner using the following instructions:

- Obtain 99 percent isopropyl alcohol – available over the counter
- Obtain distilled water – available over the counter
- Prepare a spray bottle by rinsing the inside with distilled water to flush out contaminants
- Mix 7 parts alcohol to 3 parts distilled water

Clean the surfaces of hardware devices:

- Gently spray surfaces with the alcohol solution and wipe with a dry nonabrasive cloth or paper towel

We hope this checklist is helpful in managing your POS. If you are looking to improve your off-premises operations we can help. [Request a complimentary assessment.](#)

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