Customer Managed Crunchtime-POS Integration

Reference Guide

Document Details

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Overview

This document serves as a resource to outline the tools, specifications, examples, and considerations needed for customers to build an integration between Crunchtime and the POS System.

Download the latest version of this document here:
https://links.crunchtime.com/RG-CrunchtimePOSintegration

… or scan the QR code to the left.

Related Documentation

- POS Interface Guide: https://links.crunchtime.com/RG-POSinterfaceGuide
- POS Import Templates: https://links.crunchtime.com/POSimportTemplates
- Install CDP Service: https://links.crunchtime.com/CDP2Installation
- Crunchtime Developer Hub: https://developer.crunchtime.com

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Integration Scenarios

Data from the POS system is used in Crunchtime to drive various metrics and data points within the Crunchtime platform. Data from Crunchtime synced to the POS can also help streamline operations for customers. There are five scenarios/data elements that are typically integrated depending on how you leverage the Crunchtime platform.

Direction	Integration	Food/Inventory-Only Customers	Labor-Only Customers	Food/Inventory & Labor Customers
POS → CT	Sales Mix (002)	☑	☑	☑
POS → CT	Check Level Menu Mix (267)	☑	☑	☑
POS → CT	Intraday Labor Time Clock (273)	☒	☑	☑
CT → POS	Employee Information	☒	☑	☑
CT → POS	Labor Schedules	☒	☑	☑

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Business Purpose Details

The table below illustrates the Inventory and Labor business purposes for each of the integrations listed.

Food/Inventory	Labor
Sales Mix	
• Dashboard Metrics • Sales Forecasting, which helps drive Suggested Order • COGS % of Sales Metrics • Sales & Cash Reconciliation • Accounting Integration	• Dashboard Metrics • Sales Forecasting, which help drives Ideal & Earned Labor Hours • Labor Productivity
Check Level Menu Mix	
• Inventory Depletion • Menu Mix Reporting/Analysis • Theoretical Cost Reporting • Sales Forecasting, which helps drive Suggested Order	• 15min/30min/Hourly Sales Details • Sales Forecasting, which helps drive Ideal & Earned Labor Hours • Tip Pooling
Intraday Labor Time Clock	
• *Not Applicable*	• Dashboard Metrics • Employee Time Detail Reporting • Labor Productivity • HR/Payroll Integration
Employee Information	
• *Not Applicable*	• Streamlined operations • Data continuity across systems • Helps support successful Intraday Labor Time Clock Integration
Labor Schedules	
• *Not Applicable*	• Allows customer to enable schedule enforcement in the POS

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Integration Tools & Settings

Crunchtime Data Pump (CDP)

It is recommended to import Sales Mix, Menu Mix, and Time Clock data into the database via the Crunchtime Data Pump (CDP). The CDP is a Microsoft utility used to import and export data from Crunchime. It is designed to recognize file types and data points specific to Crunchtime and work with an in-application error-remediation module to help customers fix and reprocess any import errors. Additional details are outlined under the *Import/Export Specifications* section on Page 8.

- Are you a Customer managing your own integration? Make sure you know how to access your existing CDP or install a new CDP.
- If you have a Hosted CDP, submit a Support ticket to create a new set of Hosted CDP credentials for Inbound Access Only.
- Is a 3rd Party (POS Provider or Other) managing this integration on behalf of a customer?
  - Option 1: Inquire about the Hosted CDP with your customer.
  - Option 2: Install your own CDP.
  - Option 3: Manage file transfers between the 3rd party and a local customer-managed CDP.

Note: You can find the *Install CDP Service* guide here: https://links.crunchtime.com/CDP2Installation. Within this guide is a link to download the CDP install wizard.

Crunchtime APIs

It is recommended to use only the Crunchtime APIs to get/export data from Crunchtime, such as Employees and Schedules. Both are accessible as unique endpoints within the Employee Service API.

Tip: Token and access information related to APIs can be found here: https://developer.crunchtime.com/docs/getting-started-with-apis

It is recommended that Crunchtime customers create a dedicated POS Integration Application User with Account Administrator permissions in Crunchtime to GET data via the Crunchtime APIs.

Note: Most import failures must be resolved in Crunchtime, typically by the customer System Admin. For this reason we recommend using the file-based CDP Process since there is a native, in-application error remediation module. If a customer chooses to use Crunchtime APIs to import Sales Mix, Menu Mix and Time Clock Details, the integrator should be prepared to build and manage an error tracking and remediation process to alert the customer to resolve API failures. These are often a result of mismatches in various shared integration parameters that are listed in the next section.

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Integration Tools & Settings (Continued)

Crunchtime Integration Shared Parameters

The following cross-company settings must be aligned in both Crunchtime and the POS System:

Configuration Parameter	Description
All Imports/Exports	
Location Codes	All Crunchtime Imports and Exports leverage a Crunchtime Location Code. Customers should review Location Codes in Crunchtime to see if they align with the POS. If they do not, mapping and translation will need to be managed at the integration layer.
Business Day Begins At	This Location level Labor Preference in Crunchtime Enterprise Manager helps align with the end-of-day configuration in the POS. It is often configured at 3:00 or 4:00 AM. Aligning this information ensures the correct data is included in the correct business date.
Sales Mix	
Register Number	Register Number for the point-of-sale register. This must match a valid POS "Number" in Enterprise Manager that is managed by the customer. Typically, this is hard coded to the number "1".
Detail Record Type	Indicates what type of data the detail record contains: • 0 = Sales • 1 = Sales Tax • 3 = Paid Outs • 5 = Media Types • 6 = Comps & Discounts • 7 = Bank Deposits Recommendation to fill out the GL Mapping Template included in the POS Import Templates workbook as a planning resource to code POS Categories/labels to corresponding GL Codes.
Dayparts	Code for the Daypart in which the transaction occurred. Must be an existing Daypart in Enterprise Manager. If Dayparts are not configurable in the POS to align with Crunchtime, a mapping and translation should exist based on the time of sale to group transactions accordingly. Only required for "Sales" and "Sales Tax" rows. (Not used for other Sales Mix detail record types.)
General Ledger	Entries must correspond to an existing GL Number in Enterprise Manager that meets the following "Type"-specific criteria: • For Sales Tax transactions, the GL Number must be associated with the "Sales Tax" P&L Substructure. • For Media-type transactions, the GL Number must be associated with one of the following P&L Substructures: "Payment Media 1", "Payment Media 2", or "Payment Media 3". • GL Number is not required (or stored) for Bank Deposits.

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Integration Tools & Settings (Continued)

Crunchtime Integration Shared Parameters (Continued)

Configuration Parameter	Description
Check Level Menu Mix	
Revenue Centers	Crunchtime should be configured to align with the POS Revenue Center Names and Codes. Revenue Centers often align with the POS module that configures Dine In vs. To-Go.
PLU Numbers	This is the Menu Item identifier in the POS and must align with a PLU Number configured on a Recipe in Crunchtime Enterprise Manager. It must be numeric and is limited to 12 digits maximum.
Intraday Labor Time Clock	
Positions Codes	Position Codes are listed in Crunchtime Enterprise Manager. It is best practice that the Positions module in Crunchtime align with the POS Positions, but if they do not, mapping and translation will need to be managed at the integration layer.
Employees	The ID Number that identifies the employee at the punch clock location. It must correspond to a POS ID value for the processing location, on the “Locations” tab of an Active employee record in Net-Chef.
Employees, Labor Schedules	
Positions Codes	Position Codes are listed in Crunchtime Enterprise Manager. It is best practice that the Positions module in Crunchtime align with the POS Positions, but if they do not, mapping and translation will need to be managed at the integration layer.
Employees	Employees in Crunchtime may have multiple Employee Numbers. 1. Crunchtime Employee Number 2. Payroll ID Number 3. POS ID The POS ID is the number that identifies the employee at the punch clock location and should be used when creating/updating employees in the POS. As such, it should also be used when passing Labor Schedules to the POS.

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Integration Tools & Settings (Continued)

Import/Export Specifications

Imports

- Detailed specifications outlining formatting requirements, field names, data types, character limitations etc. can be viewed in the Crunchtime POS Interface Guide: https://links.crunchtime.com/RG-POSinterfaceGuide
- While the imports are required to be tab-delimited text files, the Excel-based Import Templates can be used to review and validate formatting requirements while testing: https://links.crunchtime.com/POSimportTemplates
  The content is easily copied and pasted into Notepad to create the text file.

Exports:

- All export and API details can be found in the Crunchtime Developer Hub: https://developer.crunchtime.com/docs/introduction

The specific Endpoints are as follows:

1. getEmployeesByPage: https://developer.crunchtime.com/reference/getemployeesbypagev1usingget
2. getSchedules: https://developer.crunchtime.com/reference/getschedulesv1usingget

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Integration Recommendations

Sales Mix (002)

	Field Name	Notes
	Header Row	
1	Line Type Indicator	More than one header can be included in one file if needed.
2	*Unused field*	*Null*
3	Register Number	This must match an existing register value within Crunchtime. There is typically one Register per Location and it is hardcoded to “1”.
4	Transaction Date	Date should be equivalent to the Business day in the POS. Typically the next day is after the "end of day" is run in the POS. When importing more than once per day, the file should always contain the running total up until import.
5	*Unused field*	*Null*
6	*Z Reading #*	Typically Null
7	Charged Tips	Informational only, but often populated for reporting.
8	Total Overrings	Typically Null
9	Total Voided	Value of total Voids. Informational only, but often populated for reporting.
10	Number of Voids	Informational only, but often populated for reporting. Traditionally, recorded as the count of items.
11	Total Exempt Sales	Typically Null
12	Morning Guest Count	Typically Null
13	Midday Guest Count	Typically Null
14	Ending Guest Count	Used for reporting and data related to total # of guests in Crunchtime.

	Detail Row	
1	Line Type Indicator	There will be multiple detail rows for each GL associated with the business day and header.
2	Daypart Code	Dayparts are ranges of time that are defined within Enterprise Manager. Each range is associated to a Daypart Code such as the following: ‘1’ = Breakfast (02:00 - 11:00) ‘2’ = Lunch (11:00 - 16:00) ‘3’ = Dinner (16:00 - 02:00) The Customer must determine the ranges & codes, and provide subtotals in Position 7 for each Sales (Type 0) and Sales Tax (Type 1) entry.
3	Detail Record Type	**‘0’ = Sales** – Anything contributed to Gross Sales. These values will be used to calculate COGS % **‘1’ = Sales Tax** – These can be imported to various GLs if Tax needs to be reported on separately. Examples include varying GLs for Food vs Beverage Tax or State vs City Tax etc.

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Customer Managed POS Integrations

Integration Recommendations (Continued)

Sales Mix (Continued)

	Field Name	Notes
	Detail Row (Continued)	
3	Detail Record Type (*continued*)	**'3' = Paid Outs** – Classification used for any non-revenue including: • Paid Outs & Paid Ins (Negative Paid Outs) • Service Charges • Auto Gratuities • Delivery Fees/Tips, including 3rd Party • Gift Card Sales • Charged Tips (if paid out to employees as part of their paycheck) • Donations • Deposits **'5' = Media Types** – Any tender that is not considered cash (AMEX, Visa, Mastercard, OLO, UberEats etc.) If customers are looking for Tender specific sub-totals in Crunchtime, a unique GL per tender type is required. **'6' = Comps / Discounts** – Total Value of any Comps/Discounts/Promotions. **'7' = Bank Deposits** – Typically one deposit total per day. However, customers can import as many bank deposit rows per day as needed. Unlike all other Detail Types, Bank Deposits do not require a GL Number in Position 5.
4	*Unused field*	Null
5	GL Number	Recommendation to fill out the GL Mapping Template included in the POS Import Templates workbook as a planning resource to code POS Categories/labels to corresponding GL Codes. A common mapping consideration is made related to Comps & Discounts: Some customers map Comps/Discounts at the individual discount level as they have varying GL classifications for Employee Comps vs Guest Comps vs Marketing etc. Other customers do not need or want this level of detail in Crunchtime and choose to hardcode all comps to a singular GL to simplify the integration. If you choose to map at the individual discount level, the customer and integrator will need to develop a process for when new Comps and Discounts are added.
6	*Unused field*	Null
7	Value	For Sales (Type 0) and Sales Tax (Type 1) the value is by Daypart by GL. For all other Types, the Value is by Day by GL. If a customer chooses to import Sales Mix more than once per day, the file should always contain the running total up until import.
8	*Unused field*	Null
9	Memo	Typically Null but can be used to populate the POS Description.

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Customer Managed POS Integrations

Integration Recommendations (Continued)

Check Level Menu Mix (267)

	Field Name	Notes
	Header Row	
1	Line Type Indicator	More than one header can be included in one file if needed.
2	Location Code	The Crunchtime location code typically aligns with the customer accounting platform. If the POS Location Code does not match the CT location code, a mapping table will be required to insert the Crunchtime Location Code as part of the integration.
3	Customer/Location Import Code	*Same as above.*
4	Business Date	Date should be equivalent to the Business day in the POS and imported using the location's local time. Typically the next day is after the "end of day" is run in the POS. When importing more than once per day, best practice is for the files to be imported incrementally but a full refresh of the business date is supported as well.

	Check Detail Row	
1	Line Type Indicator	There will be one Check Detail Row per check
2	Check Number	Pulled directly from the POS. A Check is considered unique based on: Check Number, Business Date, Location, and Check Open Time. If more than one file contains the same check, the previous criteria must be true in order for the check to be updated in Crunchtime.
3	Time of Sale	Either check open or check closed is used. Typically configured to check open time, in local time.
4	Check Open Time	*Same as above.*
5	Check Close Time	Must be later than the check open time. Also passed in local time.
6	Guest Count	Total guest count per check - this can be configurable based on customer requirements.
7	Exclude Consumption flag	Typically Null
8	Charged Tips	Tip Amount included on the check. Useful for Labor customers only - This is required for a customer to use Top Pooling in Crunchtime.

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Customer Managed POS Integrations

Integration Recommendations (Continued)

Check Level Menu Mix (Continued)

	Field Name	Notes
	Item Detail Row	
1	Line Type Indicator	There will be multiple Item rows underneath detail Check Detail Row based on the Number of items included on the Check.
2	Check Number	Pulled directly from the POS
3	Line Number	Each Item will have a line number
4	Time of Sale	Aligns with the Time of Sale on the Menu Mix Check Details
5	Revenue Center Code	Typically configured in Crunchtime to align with the POS Revenue Centers, Order Modes, Dining Options or Destinations (pending the POS terminology)
6	PLU Number	Each PLU included in this file feed must be defined in Crunchtime to successfully process the file. One of the primary purposes of Menu Mix is to drive inventory depletion. In the POS, a combination of two or more buttons may result in different depletion quantities. As a result, it is recommended to configure concatenation rules. For example, in the POS, operators will select two separate buttons. In Crunchtime, and in the Menu Mix file, we will merge those two buttons together to track proper depletion: ● No | PLU = 1 ● Onion | PLU = 1234 ● Crunchtime Recipe & PLU = No Onion | PLU = 11234 This logic could also be applied for things like Liquor pour sizes, Coffee/Milk/Size Combos etc. ● Small | PLU = 3 ● Iced | PLU = 77 ● Dark Roast Coffee | PLU = 3456 ● Crunchtime Recipe & PLU = Small Iced Coffee | PLU = 3773456 Many Crunchtime Customers exclude PLUs that do not drive depletion or increase sales - such as kitchen instructions, bar mods, allergens, special requests etc. The integrator would be responsible for managing an exclude list based on the PLU, a range of PLUs, a specific Category etc. It is also a common scenario that POS Buttons are not assigned a PLU or breach our data type requirements of Numeric and 12 digits maximum. If this scenario applies to you, the integrator will need to manage a mapping table that allows for a properly formatted PLU to be included on the Menu Mix Import.

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Customer Managed POS Integrations

Integration Recommendations (Continued)

Check Level Menu Mix (Continued)

	Field Name	Notes
	Item Detail Row (Continued)	
7	Parent Line Number	Typically Null The field is used to group Combo items together for extended reporting functionality and references the Line Number in Position 3.
8	Quantity	Quantity per PLU
9	Price	Price per PLU
10	Value	Extended Value (Quantity x Price)
11	Server ID	Employee Number responsible for the check
12	Item Type	Typically Null. Menu Mix details exported from POS systems typically represents Gross Sales in Crunchtime reporting. Some customers may prefer their reporting to represent Net Sales, which will require discounts to be included in the file with their own item row & PLU. By labeling Discounts as a Type '1', the customer can enable a preference that will auto-create Recipes with the Discount PLU listed in the file.
13	Recipe Name	Used for troubleshooting

Intraday Labor Time Clock (273)

	Field Name	Notes
	Header Row	
1	Line Type Indicator	Always one header per file (single location & labor date per file)
2	Location Code	The Crunchtime location code typically aligns with the customer accounting platform. If the POS Location Code does not match the CT location code, a mapping table will be required to insert the Crunchtime Location Code as part of the integration.
3	Labor Date	Date should be equivalent to the Business day in the POS and imported using the locations local time. Typically the next day is after "end of day" is run in the POS.
4	File Create Date/Time	Time clock files are flush & fill, meaning when importing more than once per day, the file should always contain the running total up until import. Time Clock Files must be processed in order and this field is used to support that requirement.

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Customer Managed POS Integrations

Integration Recommendations (Continued)

Intraday Labor Time Clock (Continued)

	Field Name	Notes
	Detail Row	
1	Line Type Indicator	There will be multiple Item rows underneath the header based on the number of employees clocked in/out at the time of import.
2	Employee Number	Must match the Employee POS ID in Crunchtime. There can be multiple detail rows per employee if they have multiple valid shifts or recorded breaks.
3	POS Code	Must match the POS Code on the Employee Maintenance > Positions Record.
4	Clock In Time	Required
5	Clock Out Time	Not Required
6	Charge Sales	Typically used as part of Payroll
7	Charge Tips	Typically used as part of Payroll - Cannot be null if a position is subject to Tips. Recommendation to hardcode to 0 if you do not intend on using the field.
8	Cash Sales	Typically used as part of Payroll
9	Cash Tips	Typically used as part of Payroll - Cannot be null if a position is subject to Tips. Recommendation to hardcode to 0 if you do not intend on using the field
10	Break Type	Recommendation to review Labor Laws to determine requirements. Most commonly used in California, otherwise '0'. ● '0' – No break type ● '1' – Paid Break ● '2' – Unpaid Break
11	Edited By	Typically Null

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Customer Managed POS Integrations

Integration Launch Planning

Testing with a Dedicated CT Test Environment

If you already have a Test Environment, it's recommended to submit a support ticket via the Zendesk Portal to refresh your Test site from Production. This will ensure you have the most accurate up to date data to test with.

If you do not already have a Test Environment and want one, reach out to your Customer Success Manager and create a support ticket via the Zendesk Portal to inquire about a temporary Crunchtime Test Environment.

Tip: It is most beneficial to create a Test environment if many of the shared integration parameters need to be updated in Crunchtime to successfully test an integration. By using a Test Environment, you can freely update these shared parameters without impacting day to day operations. Parameters that may be updated include:

- Menu Mix Revenue Centers
- Menu Mix PLUs
- Employee Position Codes
- Employee Numbering
- Sales Mix General Ledgers

Once your Test site has been created, determine where and how you'll load import files into Crunchtime.

- If you manage your own Production CDP, create a new CDP that's configured using your Test site name and credentials.
- If you use a Crunchtime Hosted CDP to import files, reach out to your Customer Success Manager and submit an additional support ticket for a temporary Hosted CDP that's connected to your Test environment.

Testing with a Test Location in your CT Production Environment

If you don't have a Test Environment, create a dedicated Test Location within your Production Environment. Ensure that when you import files or stage data for exports, you're importing using the TEST Location Code instead of a live restaurants Location Code.

Leverage your pre-existing Production CDP or Hosted CDP to import files. If you do not have a CDP, install and manage a CDP that will be used for this integration or reach out to your Customer Success Manager to inquire about a Hosted CDP.

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Customer Managed POS Integrations

Integration Launch Planning (Continued)

Integration Launch Process

1. Turn off your existing Sales integration feed.
2. Make any shared integration parameter updates in your Production Crunchtime environment.
3. Update CDP-related processes to use the Production CDP.
4. Update API-related processes to use the Production webservices cURL, api tokens, site name, username, and password.
5. Launch the new integration.



Tip: Menu Mix and Time Clock Integration files are timely. They can only be imported into open Crunchtime Post Periods. If you need time to update any shared integration parameters in Crunchtime, it is recommended to begin your cutover at the start of a fresh post period. This gives you a full seven days to make any changes while also allowing you to import the last seven days worth of Menu Mix and Time Clock Data at the end of the week. The stores can still count and post inventory/labor on time and have their end-of-week reporting ready to go.

Maintenance and Troubleshooting

Unless offline, the CDP will always import files into Crunchtime for review. Customers can configure email notifications to track errors via *Enterprise Manager > Corporate Menu > Company > Alternate Address Tab > CDP E-Mail*. If the CDP is offline, the utility will re-engage as soon as it's back online and all files will be processed in order of when they were added to the *cdp_service/upload* folder.

Once a file is successfully imported, there may be errors blocking you from reporting on the data in Crunchtime. Import errors are often a result of missing or inaccurate shared integration parameters. After testing, errors will typically be resolved by making updates in Crunchtime. This task is typically the responsibility of the customer's Crunchtime System Admin. However, some errors may also require you to work with the POS Integration team to make a change that'll ensure the same error doesn't continue to happen in the future.

When importing files via CDP, customers will need to perform the following tasks in Enterprise Manager regularly as it relates to imports and errors.

Key Daily Tasks

1. Log in to Crunchtime

If you have a problem with your URL, or your User ID, contact Crunchtime Support.

If you forgot your password, click *Forgot Password*.

1. Turn on your computer and open a browser – we recommend Chrome.
2. Go to your Crunchtime URL https://xxx-em.net-chef.com where 'xxx' is equal to your unique customer site name.
3. Login with your own user ID.

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Customer Managed POS Integrations

Integration Launch Planning (Continued)

Maintenance and Troubleshooting (continued)

Key Daily Tasks (Continued)

2. Review Inbound Integrations

There are multiple file types that can fail processing. When a file fails, the error message will list what the issues are. Then the file can either be edited and reprocessed, or canceled.

1. Check for failed files in *Inbound Integrations*.
2. Click the File Name hyperlink to view the file details.
3. Rows in the file that failed will have a hyperlink to click for more details.
4. The error message will list this issue above the fields that can be edited.
5. Once corrected, save, and exit the screen.
6. Continue correcting any additional errors in the file and then click Reprocess File.
7. Reconfirm the file has fully processed and has not failed for incomplete errors.



Tip: Add your email address to *Company > Alternate Address > CDP E-Mail* to get alerts to CDP Import Errors and FTP Transmission Failures.

3. Remediate Failed Sales Mix Files

Sales Mix files will have the total day's sales. If files are coming in more frequently than once a day, the next file that imports will auto-cancel the previously failed file, so you only need to action one file per business day. Sales Mix files can be imported into posted periods. The most common errors are:

1. Error Message: *'(GL) Description' is not a valid GL Number*.
   a. This means that a mapping to a pre-existing Crunchtime GL number is missing. The customer or 3rd party that manages the integration will need to update the mapping to ensure a GL is populated for all future files.

      Tip: *It is helpful to provide the Type (Sales, Paid Out, Comp/Discount/Payment) in addition to Sales Date, Value and Description of the failure to the party responsible for the change*.
   b. Once you know what the proper GL should be, to correct the files imported you will need to replace the error/description with the actual GL number.
   c. Reprocess the failed file(s).
2. Error Message: 'GL Number' is not a valid GL Number.
   a. If the GL Number is a number in the file, the GL account most likely does not exist.
   b. In Enterprise Manager, go to Company>General Ledger.
   c. Click the add button to add a new row.
   d. Fill in the General Ledger Description and GL Number.
   e. Select the appropriate P&L Substructure and Grouping.
   f. Go back to Inbound Integrations and reprocess the failed file(s).

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Customer Managed POS Integrations

Integration Launch Planning (Continued)

Maintenance and Troubleshooting (continued)

Key Daily Tasks (Continued)

4. Remediate Failed Menu Mix Files

Menu Mix files need to be reprocessed before the Inventory Post Period is posted otherwise you run the risk of missing depletion and inaccurate Theoretical Cost Reporting. The most common error is:

1. Error Message: *PLU 'x' does not match against any existing PLU Number*.
   a. In Enterprise Manager, go to *Products>Recipes*
   b. Search for the Recipe name that goes with the item for the PLU
   c. If the Recipe does not exist, create a new Recipe. If the Recipe exists, click into the Recipe
   d. If the PLU is global, assign to the header of the recipe. If the PLU is location specific, assign the Location to the Recipe and add the PLU
   e. Go back to Inbound Integrations and reprocess the failed file(s)

5. Remediate Failed Time Clock Files

Time Clock files need to be reprocessed before the Labor Post Period is posted.
The most common errors are:

Tip: *Fixes related to time clock files are typically resolved in Net-Chef rather than Enterprise Manager*.

1. Error Message: *Employee Number 'x' is not a valid value*.
   a. In Net-Chef, go to Labor>Employee Maintenance.
   b. Search for the Employee record if it exists; if not, create the Employee record.
   c. On the Locations tab of the Employee record, update the POS ID with the Employee Number used to clock in.
   d. Go back to Inbound Integrations and reprocess the failed file(s).
2. Error Message: *(x) Invalid POS Code*.
   a. In Net-Chef, go to *Labor > Employee Maintenance*.
   b. Search for the Employee record.
   c. On the *Positions* tab of the Employee record, assign the correct Position or update POS Code.
   d. Go back to Inbound Integrations and reprocess the failed file(s).
3. Error Message: *Labor date is in a posted period*.
   a. This error indicates the Labor date is in a Post Period that has already been posted.
   b. If the Post Period can be reopened in Net-Chef, go to *Administration > Unpost Labor*.
   c. Click *Continue*.
   d. Go back to Inbound Integrations and reprocess the failed file(s)

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