



Aspect Software, Inc.
Back-office software for restaurateurs

FAQ: Top Ten (10) Most Frequently Asked Questions

1. Why is there a message saying that my license is about to expire?

When Aspect is installed, a forty day license is entered so you may begin using the program immediately. When the invoice is paid, a permanent license is entered and you will never be asked for a license again. If your license expires while the invoice is outstanding, simply call to have it extended. The program will warn you each day starting ten days before the license expires. If the license does expire, you will only be able to view the sample data. However, your data is not lost.

2. How do I set up Aspect to run from a second computer in my office?

First, create an empty Aspect folder on the C: drive of the workstation. Next, right-click on the Windows Desktop and select New and Shortcut.

The target will be endofday.exe, located in the Aspect folder on the server. After creating the desktop icon, right-click on the icon and select Properties. At the end of the target, add [drive]:\aspect where [drive] is the drive letter of the server. For example, your target might look like: "g:\aspect\endofday.exe". You also need to change the start-in folder to C:\Aspect.

Each copy of Aspect has its own store list. Open the program and select Store Settings from the Settings menu. Click on the green '+' on the toolbar to add your store. When you press Ok, you will be prompted to set up routines to import from your POS system. **DO NOT DO THIS**. Press cancel. This step was done when you installed Aspect on the server and doing it on the workstation would likely cause the server to stop importing.

Each copy of Aspect also requires its own license. Otherwise, you will not be able to view data for your store. Call to obtain a license to the workstation.

3. Why can't I print from Aspect?

If you receive a message saying 'Report not printed', you simply need to reboot your computer. If you

are still unable to print, make sure that you have selected the correct printer in the drop-down list. You should also try printing from another program. If you are unable to print from other programs as well, then you need to inform your system administrator of the problem.

4. The buttons on the toolbar at the top have all disappeared. How do I get them back?

If the buttons on the toolbar disappear, you need to reboot the computer. This is not critical. The program will still function normally without these buttons and you can access the same commands by clicking on the File menu and Edit menu.

5. How do I import missing sales?

Sales and labor are normally imported for the previous day by selecting Import POS Totals from the Action menu.

In version 5.65 and later, you can import past sales by clicking the Import button in the Edit Daily Sales window.

In earlier versions, select Sales Summary Report from the Sales menu. Enter a range of dates that includes the day(s) you want to import. After the report opens, right-click on the day you wish to import, select Import Past Journal from the pop-up menu and press Ok. Sales for the day should import. (This will not work with Micros, RCS or Panasonic systems. Missing sales for these POS systems must be entered manually).

If the sales do not import, and you are using an HSI POS system, chances are that your sales were posted to the wrong day in HSI. This is especially true after a holiday or if the POS system has been posted twice on the same day. There are two ways to correct this. The first is to call HSI and ask them to correct the journals. You can then import the day as described above. Another approach is to select 'Import Past Journal' and then modify the name of the journal file there. The journal name will be 'g:\touchit\jor2\jorYYYYM.MDD', for example, 'g:\touchit\jor2\jor20021.224'. Try changing the date in the name to one day later (or earlier), for example, 'g:\touchit\jor2\jor20021.225', and press Ok.

6. How do I import missing labor?

Sales and labor are normally imported for the previous day by selecting Import POS Totals from the Action menu.

To import labor for a prior day, select Edit Daily Labor from the Payroll menu. Press the green '+' on the toolbar, enter the day you wish to import and press Ok. If the information is available on your POS system, it will be imported. If the program complains that the day already exists, you will need to delete it first and then insert it by pressing the green '+'.

7. How do I get terminated employees off the schedule (or active employees onto it)?

Select Edit Employee Records from the Payroll menu. Click on the binoculars on the toolbar and then on the Custom button at the bottom. Turn on the checkboxes labeled 'Terminated Employees' and 'Deleted Employees'. This will cause all employees to be displayed in the list. Double-click on any employee and note that there is a field for the employee's date-of-termination near the bottom right. If there is a date here, the employee will not appear on the schedule. If there is no date, they will.

Another thing to be aware of is deleted employees. Deleted employees will appear in light gray in the display. If you have deleted an employee, you can undelete that employee by double-clicking on their record and then selecting Ok. Answer Yes when asked if you want to Un-Delete the employee. Deleted employees will not appear on the schedule.

8. The price of one of my inventory items is wrong. How do I fix it?

Errors in price are almost always due to an incorrect conversion for an item or to an invoice that has been entered incorrectly. To correct a price, follow these steps:

Select Edit Inventory Items from the Inventory menu. Locate the item in question and double-click on it. Verify that the purchase size and count size are correct and press Ok. Do not worry about the price that appears here. Prices are determined by invoices you enter and changing the price here will have absolutely no effect.

Right-click on the item and select Conversions from the pop-up menu. Verify that the conversions for the item are correct. Any size with a number next to it must be equivalent to any other size with a number next to it. For example, you might have 1 next to case and 12 next to bottle. This means that '1 case' is the same as '12 bottles'. Correct any mistakes and press Ok.

Right-click on the item again and select Inspect from the pop-up menu. Set the date to inspect the last two or three months. When the inspect window opens, right-click anywhere on the window and select Inspect Purchases from the pop-up menu.

You will see a list of all the invoices that have been entered for this item. The column on the far right displays the unit price recorded on each invoice. If one of these is incorrect, double-click on that line and correct the invoice. Be aware that if you edit an old invoice, you will likely change your beginning inventory value for the current period.

If you do not see any invoices in the window, then you need to back out and inspect again from an earlier date.

Do not make this a habit, but as a last resort, you may force the price of an item by entering a dummy invoice. For example, you could add an invoice on which you purchase 10 units for \$100 and then -10 units for -\$100. The net result will be zero since you are backing out the inventory as well as putting it

in. This will give the program an invoice to look at to determine the price. You will need to enter a quantity that is large enough to account for the inventory currently on hand. For example, if you have 6 units on hand, your invoice must add and subtract at least six units. You could add and subtract 1000 units. It really doesn't matter as long as you cover the amount that you have on hand. The price will take effect on whatever date you enter for the invoice.

Finally, to make sure that every thing is up to date, select Update Perpetual from the Inventory menu and update your inventory from the date of your beginning count.

9. There are no sales figures on my Cost Of Sales report. How do I fix it?

Select Inventory Setup from the Settings menu and then Inventory Groups. Each group should have one or more sales links indicating the sales figure that should be used for that group on the Cost Of Sales Report.

For example, food cost will be displayed as a percentage of food sales, liquor as a percentage of liquor sales, and so on. Each of your food groups will have one sales link for representing net food sales. If you are using an HSI system, the sales link will be named 'Actual Food'. On Aloha, it's called 'Net Food'. On other POS systems, it might be named 'Food Sales' or just 'Food'.

Enter sales links for your liquor, beer and wine groups in a similar fashion using 'Actual Liquor', 'Actual Beer' and 'Actual Wine' (or Net Liquor, Net Beer and Net Wine).

Make sure to edit each of the three main groups (Food, Bar and Operating) and enter sales links for these groups as well. The Bar group will have three sales links (liquor, beer and wine) since you will want to calculate bar cost as a percentage of total bar sales. The Operating group should have one sales link named 'Net Sales'.

When you have entered sales links for each inventory group, the appropriate sales figure will be displayed on the Cost Of Sales report.

10. The legitimate usage (or perpetual) of one of my inventory items is wrong. How do I fix it?

To view the legitimate usage and perpetual for an item, select Edit Inventory Items from the Inventory menu. Locate the item in question, right-click on it and select Inspect from the pop-up menu. Set the date to inspect the last month or two.

The legitimate usage for the item is displayed for each day in the column named 'Legit Usage'. The perpetual appears in the next column. The legitimate usage is the amount you should have used based on your sales. It depends on the recipe ingredients you have entered. The perpetual is the amount of inventory you should have on hand at the end of each day. It is calculated simply by taking the previous day's perpetual, adding anything that was purchased and subtracting anything that was sold. Each time you enter an actual count, you override the perpetual and the next day perpetual is based on your

actual count.

If the legitimate usage appears incorrect, then a recipe might be entered incorrectly. If the legitimate usage appears too low, then you may have failed to include the item in a recipe.

To see which recipes account for the legitimate usage, right-click on a particular day and select Inspect Legitimate. The resulting window displays each of the menu items that contributed to the legitimate usage. If something appears incorrect, then you need to select Edit Recipes from the Inventory menu and correct the problem. If a menu item is missing, then you need to add the inventory item to the ingredients for that menu item.

If the perpetual appears incorrect, you need to look at the counts that have been entered, the purchases and the legitimate usage. The perpetual depends on all of these things. You may have entered a count incorrectly or an invoice may have been left out. There might also be an error in a recipe causing the legitimate usage to be too high or low.