



Oracle Hospitality

Oracle Hospitality CLOUD Labor Management for RES (Formerly Micros myLabor Labor Management for RES)

In efforts to streamline the task of labor management in the hospitality industry, MICROS has developed the comprehensive myLabor product. This application is designed to reduce paperwork and increase the productivity of businesses, no matter the size. myLabor is an “all-in-one”, fully automated online labor management application, which includes full-scope human resources management and integrated payroll preprocessing functionality. Additionally, a time clock application, which resides at the store but is capable of communicating valuable time keeping data directly to the web based myLabor product, is also included in this labor solution.

Overview

The MICROS myLabor product is the newest addition to the eBusiness product suite. This powerful labor management tool supports typical day-to-day labor tasks in the convenience of a web based user interface. myLabor allows for centralized labor management, increasing visibility from the store level to an enterprise-wide operation.

Similarly to other eBusiness products, myLabor operates via the mymicros.net Enterprise information portal and easily interfaces with other MICROS Solutions, like RES 3700 and mymicros.net.

In the future, a Scheduling Application and the Staffing Requirements Module will be released. These applications will work in conjunction with myLabor and will further enhance the fullness of myLabor.

Below is a summation of just some of the capabilities and features currently available in this release of myLabor.

Human Resources

Manage centralized employee information, including personal data, I-9 documents, tax filing data for federal, state, and local agencies, and other HR information. The Human Resources Module allows for one employee to have multiple location assignments. For example, an employee may be a chef at one location and a kitchen manager at another location. myLabor allows for this designation.

Human Resource Administration

The rules and regulations which govern employment may be established on an enterprise-wide basis using the Human Resource Administration Module. Setup and configuration may be managed in subject areas such as Child Labor Laws, Store Work Hours, Payroll Banks, Wage and Tip Laws, etc.

Human Resources Employee Configuration

Human Resources information, like new hire information can be entered into the myLabor User Interface. Data like an employee’s social security number, assigned jobs and locations, emergency contact information, I9 Information, etc., may be entered into the Human Resource Employee Configuration Module. Also, recurring payroll deductions like health insurance or a 401k may be assigned to individual employee records.

Upload Interface

Companies with existing Human Resources information can quickly transfer the data over to myLabor using the Upload Interface. Users will be able to enter HR information into a simple-to-use spreadsheet, and upload that data into myLabor in one simple action.

Payroll Preprocessing

The Payroll Preprocessing Module is able to quickly and easily sort and interpret payroll information. From editing time cards to updating and revising earning information, this Module is fully equipped to process payroll for it to be submitted to independent using the standard payroll export.

Payroll Preprocessing Administration

Guidelines for establishing and enforcing payroll and labor specific information for the entire organization may be defined using the Payroll Preprocessing Administration Module. Options like Labor Pay Rules, Overtime Pay Rules, Work Rules, Payroll Deductions, etc., may be defined using the simple point-and-click user interface.

Payroll Preprocessing Functionality

Revise and configure employee time cards and labor pay periods. Amend pay for employees who may have forgotten to clock in or out quickly and easily using the standard Payroll Preprocessing options. You may update time cards, view time card summaries, and manage labor pay periods using the Time Card Summary screens.

Choose Action Return Time Card Summary

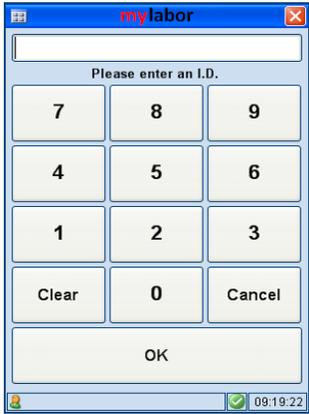
Clock In Date	Total Hrs	Reg Hrs	Time & Half Hours	Double Time Hours					Time Pay
Location Location 8									
Thu 04/10/2008	37.52	37.52	0.00	0.00					0.00
Wed 04/09/2008	77.73	77.73	0.00	0.00	564.94	564.94	0.00		0.00
Tue 04/08/2008	71.69	71.69	0.00	0.00	521.11	521.11	0.00		0.00
Mon 04/07/2008	85.69	85.69	0.00	0.00	613.66	613.66	0.00		0.00
Location Location 15									
Thu 04/10/2008	38.14	38.14	0.00	0.00	299.19	299.19	0.00		0.00
Wed 04/09/2008	113.61	113.61	0.00	0.00	839.73	839.73	0.00		0.00
Tue 04/08/2008	122.94	122.94	0.00	0.00	859.20	859.20	0.00		0.00
Mon 04/07/2008	105.07	105.07	0.00	0.00	782.84	782.84	0.00		0.00
Location Location 25									
Thu 04/10/2008	39.03	39.03	0.00	0.00	286.44	286.44	0.00		0.00
Wed 04/09/2008	115.14	115.14	0.00	0.00	889.78	889.78	0.00		0.00
Tue 04/08/2008	139.48	139.48	0.00	0.00	1,006.69	1,006.69	0.00		0.00
Mon 04/07/2008	107.14	107.14	0.00	0.00	832.00	832.00	0.00		0.00
Location Location 36									
Thu 04/10/2008	38.64	38.64	0.00	0.00	307.23	307.23	0.00		0.00
Wed 04/09/2008	86.55	86.55	0.00	0.00	681.01	681.01	0.00		0.00
Tue 04/08/2008	88.16	88.16	0.00	0.00	620.29	620.29	0.00		0.00
Mon 04/07/2008	89.74	89.74	0.00	0.00	652.89	652.89	0.00		0.00

Use these links to modify pay periods or employee clock ins by location or by date.

Enterprise Time Clock

The Enterprise Time Clock Application (TCA) is a separate POS independent store-based applet that communicates with the online web services of the myLabor Product. Sitting "on top" of the POS, the TCA records and transmits time clock activity and immediate uploads the data directly to myLabor. In the event of an unavailable internet connection, an in-store cache maintains the time clock information until an internet connection can be restored.

The flexible TCA is also sophisticated enough to operate on a variety of hand held devices, like the Motorola MC55 and MC70.



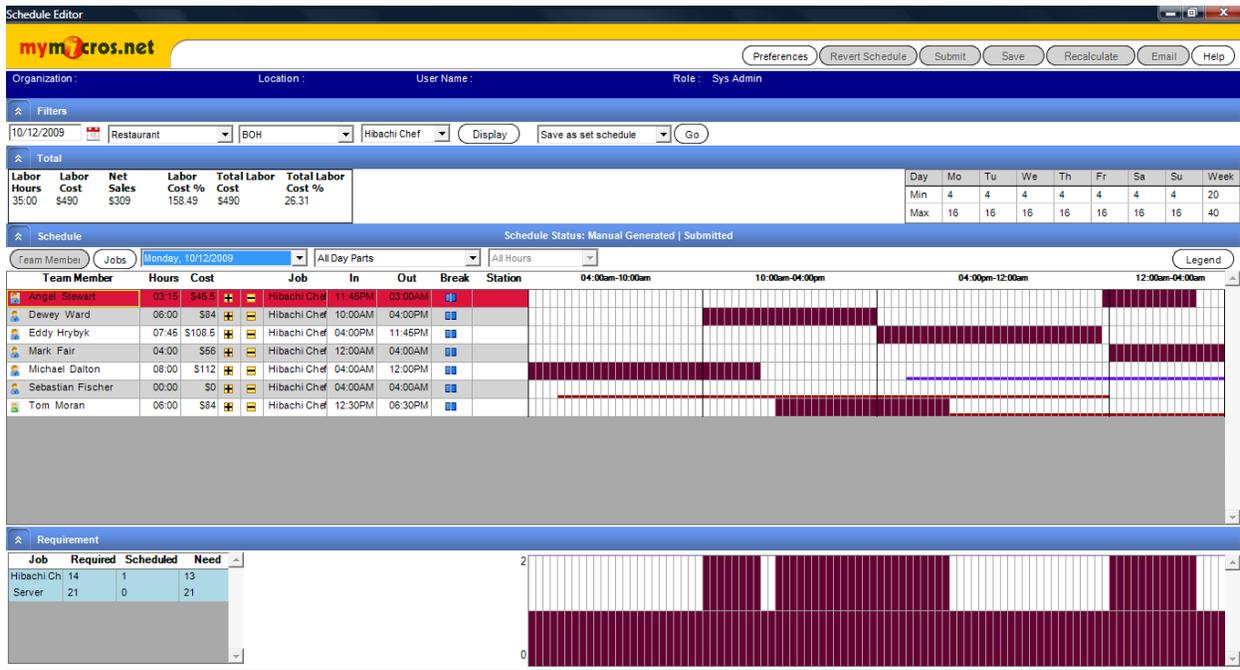
Staffing Requirements

To meet the needs of the ever-growing business, MICROS introduces the Staffing Application. By cross referencing forecasted information with a location's current staffing potential, an accurate profile is generated, thereby reducing the stress that surrounds typical manual staffing requirements. Staffing Requirements Administration encompasses all the necessary features and functionality to configure and create an adequately staffed environment.

- Theoretical Labor Requirements Created Using Five New Methods; Forecast Values 'Step Method, Productivity, Fixed Shift, Fixed Resource, and Product Mix
- Base Requirements on Job Categories or Job Codes
- Requirements at 15 Minute Intervals
- Requirements Linked to Skill Levels and Sections/Stations

Scheduling

The Scheduling Application provides a quick and easy method of creating a schedule, fully capable of accurately staffing the correct people for the right day of the week. Based on information generated from the forecasting application, the Scheduling Application is able to compute the Staffing Requirements necessary to develop the most comprehensive method for determining future scheduling needs.



Highlights

- Auto Schedule Using User Defined Choices
- Schedule by RVC
- Copy Schedule
- Set Schedule
- Weekly and Granular Staffing Requirements
- Schedule Approval Workflow

Employee Self Service

The Employee Self Service feature allows employees the means to provide their work availability, check their schedules, request time off, and exchange shifts with other employees. Employers can set up reasons for employees to classify time off requests, like out of town, sick, etc. When employees are unavailable, the data will be available in the Scheduling Application.

With Employees accounts in mymicros.net, you gain web enabled

- Request Time Off-Requests
- Switch Shifts Requests
- Shift Pool
- Print Schedules

myLabor Reports

Comprehensive reporting is part of the myLabor application. Like mymicros.net, myLabor provides application specific information, like Human Resources data, Time Cards, and Payroll information. The ability to alter date ranges and locations in the same fashion as the mymicros.net reports provides consistency across the entire eBusiness product suite. Both new and existing customers will find the ability to navigate through myLabor Reports simple and easy. Below is a sample Employee Turnover Report:

Employee Turnover Report							
Employees Hired	17						
Employees Terminated	4						
Quit	0						
LayOff	1						
Discharged	3						
Transferred	0						
Average tenure of employees	3 years,9 months,28.8 days						
Hires							
Payroll ID	Employee Name	Primary Job	Hire Date	Rehire Date			
10016	Magoo,Mister	Cook	2/1/2008				
100999	McCheese,Mayor	Cook	1/10/2008				
81002	Morrison,Mel	Cook	2/16/2008				
81001	McNabb,Donovan	Driver	2/15/2008				
	QSR Cshr 5,Tom	Fry Cook	1/9/1994	2/19/2008			
	QSR Cshr 6,Dan	Fry Cook	1/3/1988	1/31/2008			
10009	Manager,Salarietta	Manager	1/1/2008				
10011	McManager,Mac	Manager	1/1/2008				
10018	McRube,Newbie	New ent mgd job	1/1/2008				
81003	Focker,Gaylord	Server	2/17/2008				
	Server 6,Linda	Server	9/15/1999	2/18/2008			
	Server 7,Tim	Server	9/15/1999	2/24/2008			
Terminations							
Payroll ID	Employee Name	Primary Job	Hire Date	TerminationDate	RehireDate	Status	Reason
	Bartender 6,Ted	*Bartender	1/19/1999	2/1/2008	1/26/2008	Layoff	Insubordin
	Retail PM,Josh	*Bartender	2/13/1993	2/28/2008		Discharge	Unknown
10017	Zigfield,Zelda	Manager	1/1/2008	2/27/2008		Discharge	Unknown
	McBiteme,Clueless	Server	12/22/2007	2/27/2008	1/25/2008	Discharge	Unknown

Other Reports include, but are not limited to:

- Employee Job Summary
- HR Employee Master
- HR Employee Pay Rates
- Job Summary
- Phone List
- Tip Exceptions
- Time Card Summary
- Time Card Detail
- Employee I9 Renewals
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System Requirements

myLabor is dependent on mymicros.net Enterprise or Entrepreneur Editions and cannot be used as an independent product. At this time, myLabor is available only to customers running MICROS RES (3700) POS systems.

Security

Data Transmission

Data transmitted between the restaurant and the mymicros data warehouse is protected using 128 bit Secure Socket Layer (SSL) encryption.

Data Storage

The MICROS hosting center uses the top-rated Cisco Pix hardware firewall to protect servers and data from unauthorized access. Port activity is strictly controlled, and web activity is restricted to allow only valid http requests, dropping any malformed and potentially malicious packets. Additional counter measures include a real-time Intrusion Detection System, which monitors all inbound and outbound traffic so we can proactively deny traffic from hostile hosts and confirm the integrity of our systems. The full range of fail over and access protections developed by both Microsoft® and Oracle® are implemented on the database servers, to ensure data integrity and security. Data is backed up from the hosting center to a secure offsite location on a regular schedule.

Note: this does not eliminate the need for daily/weekly backups at the restaurant, for those POS systems that use a backup protocol. The Hosting Center database cannot be used to reconstruct a restaurant POS database.

Implementation

System Site Requirements

	RES (3700)	e7	Simphony
POS Version	4.0 or Higher	N/A	N/A
Client Operating System	Ws4, Ws4LX, Ws5 Windows CE 4.2 or Higher Symbol MC55, MC70	N/A	N/A
TCA Server Operating System	Windows XP Win32 with .Net Framework 2.0 or Higher	N/A	N/A
Browser	Internet Explorer 5.5 Service Pack 2 or Higher	N/A	N/A
Java Support	Java™ 2 Runtime Environment (J2RE), Standard Edition (aka the Sun Virtual Machine) version 1.5 or higher is also required	N/A	N/A
Screen Display	The optimal display setting for viewing the myLabor is 1024x768 (XGA).	N/A	N/A

System Corporate/Head Office Requirements

myLabor requires that Microsoft® Terminal Services be installed on any PC used to maintain the mymicros\myLabor database.

Note:

- The Enterprise Time Clock Application runs on Windows CE; however, the Enterprise Information Portal does not support Windows CE.
- At this time there is no support for magnetic card use on any hand held unit nor support for RES style enhanced employee security
- For information about Symphony, please refer to the Symphony V2.1 announcements

eBusiness Professional Services

Training is required for System Administrator and staff that will be supporting the myLabor product.

Other Information

Database Management, Data Transmission and Storage Security, Service Levels, Purchase Plans and Ordering Information are identical to mymicros.net Enterprise or Entrepreneur Editions.