

Using the Mobile Manager App

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Overview

This article describes how to use the Mobile Manager app. It assumes you have already installed the Mobile Manager Admin Console on a site's network and defined one or more reports to be used in the app.

Logging In to the Mobile Manager App

Once you have configured a Mobile Manager user, installed the app on a mobile device, and uploaded data to the respective S3 bucket folder, the app is ready to use.

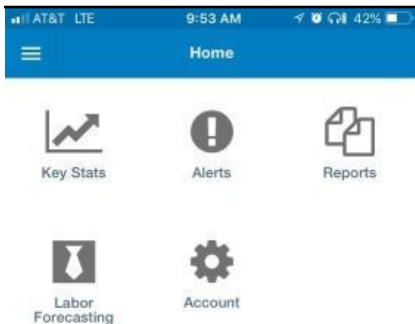
When you run the app for the first time, it will display the End User License Agreement (EULA). Tap **I Agree to the Terms and Conditions**.


The app will then display the Log In screen. In the **Email** and **Password** boxes, enter a valid email address and password.

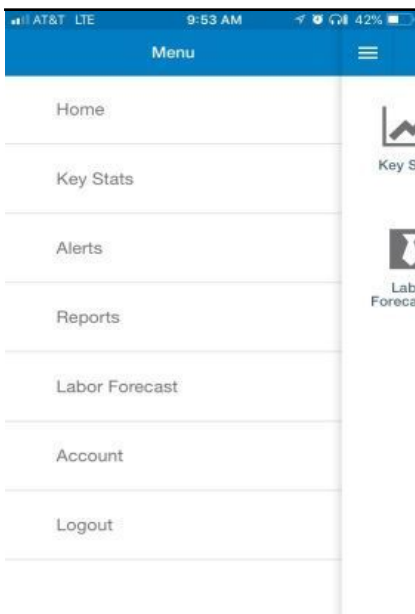
The app will then prompt you to allow push notifications. Click **Allow** to enable the Mobile Manager app to send notifications to the device.

The first time you log into the app, it will display a message stating that the default page is currently set to the Home Page, and that you can change this default page setting in the Accounts page. Click **OK**.

The app will display the Home Page, with a list of button to access its available features.



You can access a menu listing these features at any time by tapping the Menu button (.

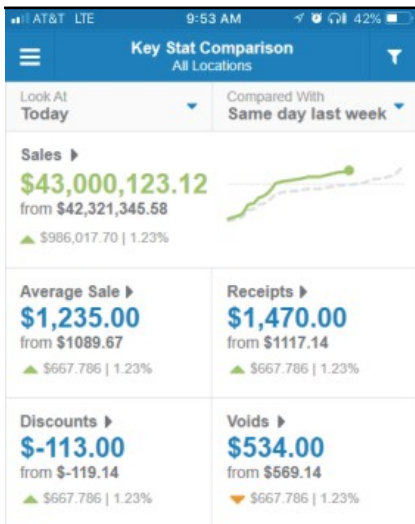


Features

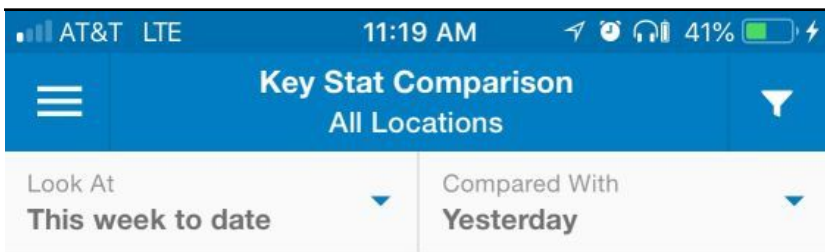
You can access the following feature pages by tapping each page's button in the Home Page or in the side menu.

Key Stats

The Key Stats page enables you to review and compare important statistics from separate days. The top page displays various buttons, each representing a key statistic (such as sales, receipts, discounts, and so on). Each button displays the total for the primary day (updated in real time), the total from the secondary day, and the amount and percentage of the difference. Each statistic also includes either an orange or green arrow indicating if the **Look At** value is higher or lower than the **Compared With** value.




At the top of the Key Stats page, you can select the two separate days whose statistics you wish to view and compare. In the **Look At** : list, tap ▼ and select an appropriate day (such as “Today”). In the **Compared With**: list, tap ▼ and select a different day (such as “Yesterday” or “Same Day Last Week”). The app will display a line graph, each line representing data from one of the two days you selected.




Sales Total ▶

\$0.00

If you tap , the app will display the stores assigned to you. To view data for a specific store, select the store whose data you wish to view. By default, all stores are selected.

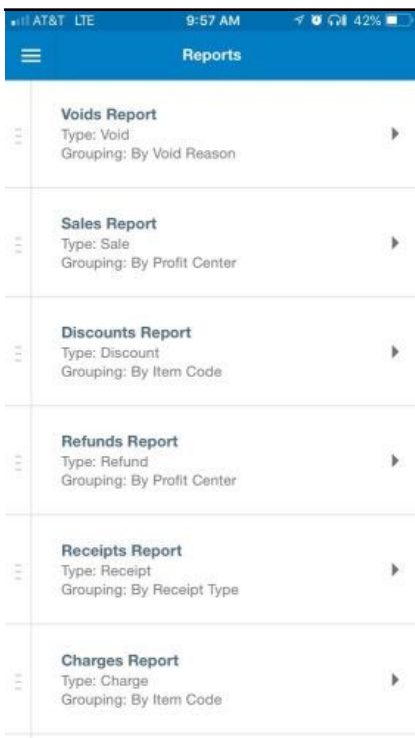
For each statistic in the Key Stats page, you can “drill down” to view more specific detail by tapping the statistic’s button. This example (below) is the Sales Totals report, listing specific sales totals from different locations.






From this screen, you can tap the down arrow (∨) to view more detailed data. If a row features a black arrow (▶), you can drill down on that detail by tapping the arrow. Drilling down on a key statistic (such as Sales) can provide several levels of information. To drill up to a higher level of the report, tap ◀. To return to the Key Stats page, tap .

Reports


The Reports page features a list of the reports that are defined in the Mobile Manager Admin Console. You can use these reports to review sales information about one or more stores. Each report’s button displays the report’s title, its type, and its grouping setting (if any).



If you tap , the app displays the stores assigned to you, allowing you to select the stores that you want to include in the reports. To change the order of the reports in the list, press a report's Reorder button () and drag it up or down in the page. To view a report, tap the report's button (). At the top of the report's page, you can select an appropriate date in the **Filter by Date** list.



If the report includes an optional parameter, the **Optional Parameter** list will also appear in the Edit Report screen. If you tap the **Optional Parameter** list, the app displays a list of the available parameters, allowing you to enable or disable the sets you want to include in the report.

If the report includes data for multiple stores, the app will list those stores below the graph, displayed with their respective totals. If you tap a store's down arrow (), the list will expand to display the store's detailed transactions.

Staff	Status	Time	Sum
Bikash	Closed	07:53	\$62.00
John	Closed	08:09	\$26.15
Bikash	Closed	10:33	\$29.87
Bikash	Closed	11:09	\$39.32

Alerts

The Alerts page displays a list of alerts triggered by any enabled push notifications. Select **Today** to view alerts that have occurred during the current day. Select **Old** to view alerts that have occurred on previous days. Select **All** to view all alerts that have occurred. For a detailed description of the app’s available push notifications, please refer to the Push Notification List.

Alert Type	Message	Time	Date
Missing Info	XENIAL Mobile Manager has not received information for IRIS-32613_01AMto08PM for 30 minutes	08:40 AM	05/11/2018
Missing Info	XENIAL Mobile Manager has not received information for IRIS-32613_01AMto08PM for 30 minutes	07:50 AM	05/11/2018
Check Total	Check #7507 total is \$59.06 by Bikash @ IRIS-32613_01AMto08PM	07:18 AM	05/11/2018
Tip	Check #7506 has tip 22% made by Bikash at store IRIS-32613_01AMto08PM	06:49 AM	05/11/2018
Check Total	Check #7506 total is \$32.76 by Bikash @ IRIS-32613_01AMto08PM	06:49 AM	05/11/2018

Labor Forecast

The Labor Forecast page allows you to review and manage labor cost for specific stores. In the **Select a Date** box, you can select the date whose labor costs you wish to review. In the **Store** list, you can select the specific store whose labor costs you wish to review. When you select a date and store, the app displays a graph comparing the projected and actual labor costs for the store, divided by each day part.



Below the line graph, the screen displays a list of each hour of the store’s business day. For each day in the list, the app displays the forecast number of staff expected to work during that hour and the actual number of staff that worked during that hour.

Time	Forecast Labor	Actual Labor
Breakfast		
00:00-01:00	1	3
01:00-02:00	3	1
02:00-03:00	16	20
03:00-04:00	17.5	15
04:00-05:00	16	20

If you tap a specific hour, the app displays a screen listing the job codes (staff positions) worked during that hour.

Job Code	Forecast Labor	Actual Labor
Bartender-Main 2 Employees	0%	0%
Server Dining 3 Employees	5.5%	10%

If you then tap a job code in the list, the app displays a list of the staff members who worked in that position during the hour. For each staff member, the app displays the total hours worked and the total labor cost for that shift.

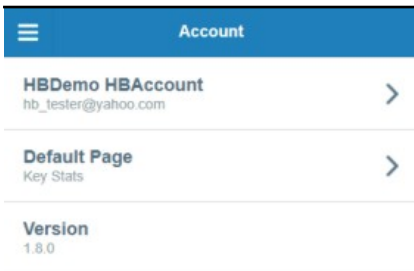



◀ Demo Store #1112
05:00-6:00 | Server Dining Room

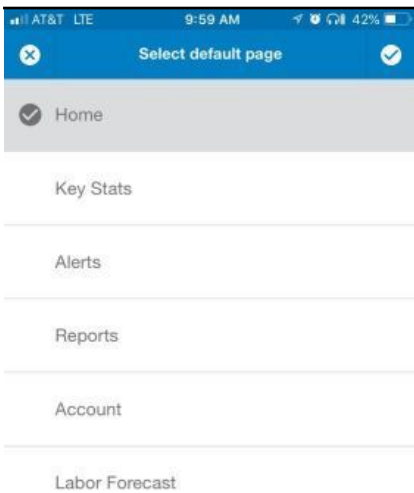
Persons	Hours Clocked In	Labor Cost
Elizabeth-Ann Mathewson	7	\$45.00
Christopher Anderson	3	\$35.00
John Kilroy	4	\$25.00

Account

The Account page displays your name and email address, the Default Page selection, and the version number of the Mobile Manager app.



If you tap **Default Page**, the app will display a list of the feature pages in the app. Tap the page that you want to set as the default page, then tap . The next time you log in, the app will access the default page immediately.



Logout

If you tap **Logout**, the app will log you out and return to the Mobile Manager Login screen.

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General Resources -> Heartland Mobile Manager -> Training Materials -> Using the Mobile Manager App

<https://pos.heartlandpaymentsystems.com/kb/index.php?View=entry&EntryID=777>