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**OnTarget, Xero & DataSmart Support
Great Service from Knowledgeable and Skilled Staff**

Your call for assistance will be responded to by a real person in New Zealand who can help you.



Maxtel + NP6 Connector Update

It is great being able to offer sites using NewPos6 a choice in Back Office software again. Your response has been incredible, exciting & rather humbling. Thanks!!!

- 34 sites are currently using full Maxtel with NP6 connector. (as of 8 December 2014)
- 9 more NP3 sites will automatically do that as they move to NP6 pre Xmas, with the last 3 NP3 sites moving in January.
- Another 47 sites are on the list to be converted back from eBOS to our full system – but have a choice as to when to move.

We’d love to have you all back by 15th December – but unfortunately it isn’t going to happen. Time and bugs are conspiring against us. We are sorry, but some of you will have to wait till next year. No-one wants to risk unnecessary change over the Mid Dec to Mid Jan busy period. David Moors has indicated that Australia would prefer sites that CAN WAIT till the New Year DO WAIT, to minimize the extra support work required at this early stage.

The NP6 connector development has been fast tracked and is progressing well. However it still has issues and requires more support than is desirable or sustainable long term. Occasionally bits don’t work automatically – and a support call to Unisys is required. Unisys can usually get it working again if it stops – but need to escalate most other issues.

When information is missing (Product mix/hourly sales/drawer changes) it usually requires escalation to Australia & some manual intervention by them to get the missing bits reinstated.

Australia has been doing a great job dealing with the issues – but they still take time which results in delays and frustration at the sites. Australia are testing some possible fixes for the known problems but they aren’t safe enough to release yet.

What this means is that it would be better for most of you that don’t have to change, to actually delay the change till early next year, when the service will be more robust.

Franchisees currently using Maxtel + NP6 Connector (in Some or All of their restaurants)

Alex Khera	Brent Rush	John Warder	Mark Julian	Nick Garner	Trevor Campbell
Andre Du Preez	Brian Baker	Justin Leck	Mark Rush	Pat Cornish	
Brent Rush	Graham Montford	Mark Jenkins	Martha Hill	Rob Parry	

Franchisees with sites scheduled to move before Christmas (NP3 to NP6 or eBOS to Maxtel).

Brent Rush	Jack Cranston	Justin Stonelake	Mark Julian	Rob Duncan
Dan Pitchforth	Justin Leck	Marcus Pohio	Nick Garner	Steve Sund

Franchisees that are on the list to move in 2015 (NP3 to NP6 or eBOS to Maxtel).

Alan & Murray Traill	Darren Rowland	Justin Leck	Martha Hill	Scott Horton	Wilhelm Maas
Bruce Davis	Eileen Byrne	Leah Hepi	Peter Foster	Simon Rhind	Justin Stonelake
Chris Boon	Jenny McAuslin	Lynley Reid	Peter Johnson	Tony Perkins	

If you are on the list above to move in 2015 but you really want to get onto Maxtel before Christmas, please contact Max ASAP on 021 921 972 to discuss dates & consequences.

How you can help...

To ensure a smooth transition back to OnTarget, and the best use of everyone’s resources, we are now preparing sites to return to OnTarget.

Information we need from you for each site:

- What is the IP Address for the SOE PC? (Normally 10.56.???.1 – to find go to Start / Run - enter “ipconfig”)
- Please check that PCAnywhere is installed and working on the SOE PC so we can dial in
- Which Timeclock are you using? (eSmartClock or EziTime Tracker, or something else?)
- Which is your McCafe register? (usually 4 or 5)
- Which are your Drive Thru registers? (usually 11 and 12)
- Do you have senior staff who are still familiar with OnTarget Cash, Stock, and Scheduling processes? We do not have the resources to provide full training to your staff on the fly, but are very happy to provide “refreshers” where needed.

We have been swamped with requests from Franchisees to return to OnTarget – careful what you wish for ;)
We’re lovin’ it! - Just sorry we can’t take you all before Xmas.

How can you prepare..?

1. The Scheduling module will be activated for your site(s) and missing hourly sales history will be imported into OnTarget before you are due to go live so you can do Projections and Schedules for the go live week in OnTarget. Please ensure your Staff Availability is current.
2. OnTarget logins should be established for Shift Managers and other staff. You should use the 4 digit employee code as their login code or else Messaging won’t work.
3. You should also review Security access on the Cash, Stock, and Scheduling modules.
4. Stock – you are going to have to schedule a full stock count on conversion date. If you enter this in eBos we can import it into OnTarget. Your Stock Variation will still have to be managed in 2 parts for the month that you convert.
5. Get your \$1000 Usages out of eBos for key stock items so you can update your OnTarget setups.



We will be doing everything we can to convert as many sites back ASAP, and we appreciate your assistance and patience.