
Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names and companies that MICROS acquired may exist throughout this existing documentation set.

Overview

Details of some of the improvements in this Iridium 2 release, covering all changes since version 132J.

This release has exciting new functionality like a Local Loyalty scheme and the ability to recall a paid for fuel transaction for when a customer has paid for the wrong fuel.

- Local Loyalty functionality has been added to Iridium 2.
This is a simple points based loyalty scheme that allows points to be collected and redeemed in store for purchases within selected sales headings, encouraging return visits and increasing footfall and basket spends.
The Loyalty also has the ability to give reward and incentive vouchers, including free or discounted items or pence per litre off fuel, to reward loyal customers.
- The ability to recall a completed fuel transaction and pay with a different method of payment has been added.
- Called Wrong Fuel, this facility will correct situations where customers pay for fuel sales on the wrong pump, making it easier to correct these mistakes quickly and without fuss.
- The fuel prepay system has been enhanced, so now any payment amount can be designated rather than just round pounds, allowing, for instance, customers to purchase shop goods and prepay fuel with the change from a ten or twenty pound note.
- It is now possible to change the warning sound on the POS which 'dings' when a fuel nozzle is lifted, alerting the operator that a fuel transaction needs to be authorized.
- The current warning sound was designed to be deliberately 'insistent', but is not to everyone's liking and so alternative warnings are available.
- The software update routine has been changed, so now the POS can be used whilst the back office is being updated, meaning less time offline and less inconvenience.
- It is now possible that certain functionality on the POS can be remotely enabled using Safeguard, which is the software used to download software updates on the back office.
- This will make enabling new functionality much easier and quicker and stops Customer Services having to manually change settings.
- The View Journal function on the POS has been enhanced, and now by default shows the previous transaction from that POS only, with an option to see across all POS if required.
- This will make it easier to find and reprint recent receipts, as the majority of customers return to the same POS they were served at.

System Enhancements

Local Loyalty

We are delighted to introduce a local loyalty system for all Prism 2 and Iridium 2 customers.

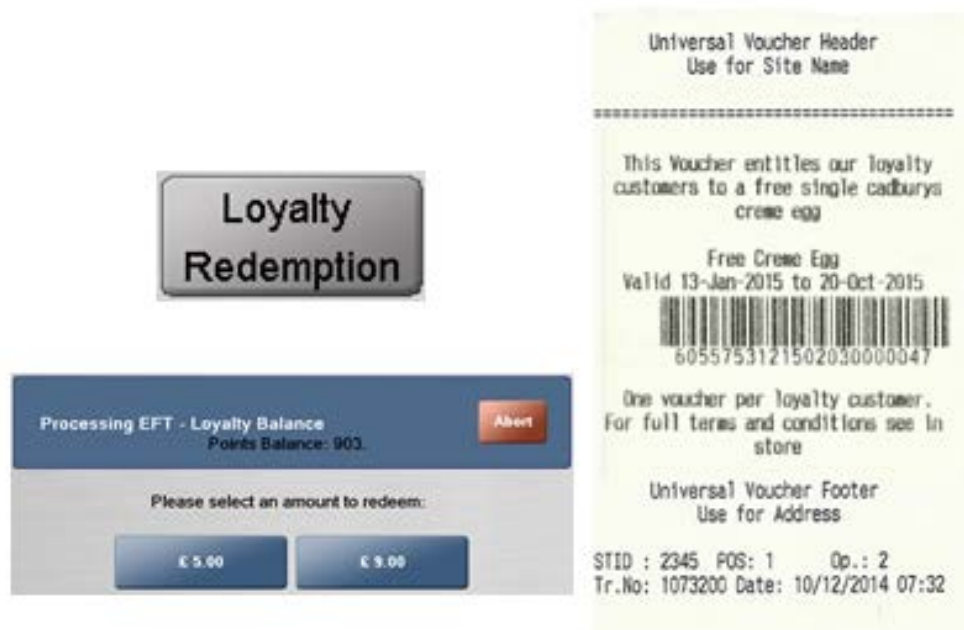
This new functionality allows a store to operate their own points based loyalty card scheme, encouraging return visits and increasing footfall and basket spends.

A barcoded or swipe card can be given to customers and when first used an account is created and points earned for transactions, with obvious departments like Paypoint and National Lottery excluded.

The features not only include points being collected and redeemed in store, but reward vouchers can be given for achieving points totals, incentive vouchers can be issued for transaction spends, plus vouchers can also be issued for just being a reward customer.

These loyalty offers can be set for specific dates, encouraging customers to return in the future and can even include pence per litre fuel discounts.

This functionality is currently on pilot, but once released it will need to be enabled by Customer Services, as a unique card range is required to be added.



Adding Fuel Sales to Resumed Transactions

A change has been made to allow fuel sales to be added to suspended transactions that have been resumed, as previously this was not allowed to prevent any reporting errors.

The method of calculating fuel sales has changed, and this restriction has therefore been removed.

Prepay Now Allows Pence Entry

An enhancement has been made to the fuel prepay function, to allow any payment amount to be set, as previously only an amount in whole pounds would be allowed.

This means that customers can purchase goods and ask for the payment remainder to be used to prepay fuel.

Correcting 'Wrong Fuel' Payments

Sometimes a customer will pay a the wrong fuel sale by mistake, so Iridium 2 POS has new functionality called Wrong Fuel that allows a fuel sale to be recalled so that it can be paid for again by the correct customer using any method of payment accepted by the store.

The payment for the original wrong fuel sale is then used against the outstanding sale amount.

After dealing with the incorrectly paid transaction, the cashier is prompted to either process the stored payment against the correct transaction now, or later. If the cashier selects later, any fuel transaction selected after a definable wait period also asks if this is the transaction to be cleared with the outstanding wrong fuel payment.

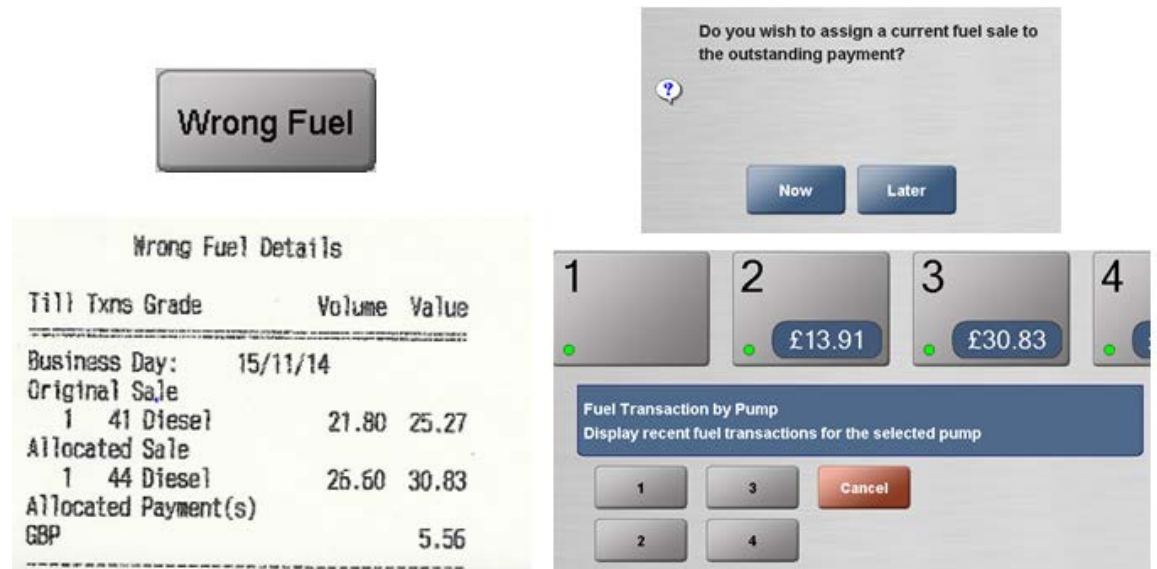
This continues until a pump transaction is selected and the wrong fuel processed against it or the wrong fuel transaction is recalled and dealt with.

Any other goods other than the fuel in the first transaction are transferred to the new clearing transaction.

If the first customer has already left and the second fuel sale is a different value to the first, the cashier can process the transaction and select a payment method for the difference, for instance manual drive off. If the original transaction was overpaid then the difference will be returned in cash.

Wrong Fuel cannot be initiated unless there is at least one unpaid fuel sale on the system, shifts cannot be closed with an outstanding wrong fuel transaction unresolved, a fuel sale from a previous shift cannot be processed as a wrong fuel transaction and all Wrong Fuel transactions are reported on the POS Day End report.

This functionality is currently being piloted, but will be enabled for all fuel customers in a later software update.



Scanning EFT and Loyalty Vouchers

A change has been made to the software to allow Loyalty and EFT vouchers to be scanned during a sale, rather than only after sub-total (the other payment button).

The operator will see the voucher is accepted, but it will only be processed as soon as the payment routine is started.

Drive Off Transactions Now Included on POS Reports

Forecourt Operation Drive Off Transactions were not included on any POS reports, which could have resulted in un-explained differences between sales and usage. They are now reported in a new section called Drive Off on both shift and day reports, if present.

Note: This is for Drive Off as a forecourt operation, not the manual tender, Drive Off.

Options for Pump Calling Tones

When a fuel nozzle is lifted on a forecourt, Iridium 2 uses a bell like sound repeated every 3rd of a second to prompt the cashier, which was designed to be insistent.

Instead of this default pump calling tone, a range of alternative tones has been added, which can be enabled by Customer Services if requested.

The repeat frequency of the sound is also now configurable.

Receipt Search Screen Includes Pump and Grade

There is a new search option that has been added to the POS for forecourts.

The search screens for Reprint Receipt and other receipt search operations now include a selector for pump and grade. These options do not appear for non-fuel convenience stores.

View Journal to Show Local POS Transactions by Default

A change has been made to the View Journal function on the POS, to make it easier to use,

Previously View Journal gave a view of the last 200 transactions in chronological order covering all of the POS, which made it difficult to look back at transactions for an individual POS.

Now it only shows the last 200 transactions for that particular POS by default, but a new All Tills button has been added which shows the traditional view of transactions across all POS.

Changes to Forced Day End

Improvements have been made to the forced day end routine, to prevent possible issues.

Previously, forced day end prompted operators to close shifts, restricted sign on after shift close until after day end run, and ran a day end when the last shift closed, as long as a day end had not been run earlier in the day.

This could cause a chain of failures to do the day end at the correct time, and each morning stores would do another manual day end before trading as it had not happened the previous evening, and then getting the same problem that night.

The logic has been changed from "Has day end run today?" to "Has day end run since the window opened?" which will prevent these issues.

Support for Petrogas Loyalty Card

Petrogas loyalty cards whether swiped or barcoded are now supported within the POS.

The loyalty card is captured, and included in the export for Petrogas to process

Option to Set Manager Override for Manual Tenders

By default all "Other" class tenders (manual EFT, manual fuel card, coupons etc.) are available to all POS operators, but now it is possible to set one or more to require manager or supervisor override.

This is a configuration change that can be made by Customer Services upon request.

Addition of Grade, Volume and Value to Audit for CCTV

The POS audit has been amended to include specific information regarding fuel grade, volume and value.

These are then events that can be searched for on certain linked CCTV systems.

TACT Updated to Send Configuration to all POS

Improvements have been made to TACT, which is the configuration tool for the POS used by the engineers when setting up or amending the system.

It has always had the ability to receive configuration from one POS, and send to all POS, but in the past engineers have avoided using this ability, causing configuration mismatches between POS and making configuring more difficult.

This release will automatically select all workstations when updating after a change has been made, however by default POS devices are not sent to all, allowing for example different scanners.

For sites that need to have one or more POS configured differently, for example only some POS are set up with Paypoint, TACT has the option to set up different groups, and then send to all is confined to members of the specific group.

TACT will not send IP addresses for IP based EFT terminals or set BP ICP night mode to other POS, as only one POS can be set in Night Mode. It will also not copy barred pumps list from source workstation and by default no POS will have a group name, meaning all the POSs are in the base group.

TACT Now Configures OPT Servers

TACT can now configure OPT Servers, making the installation by engineers easier.

Database Restore Added to TACT

TACT now has an option to restore a Lucas BOS database from the backups available.

This automates the process, including collecting transactions from the POS done since the backup that is restored.

Preauthorization Now Optional for BP ICP

Preauthorization is not currently supported by the BP ICP terminal, but may be in future.

Therefore this setting is no longer forced on. (Note that the setting was originally requested to be enabled by BP)

Support for Remote Validation and Scheduling of Patches

An enhancement has been added to allow Safeguard to validate and schedule future patch updates without having to be done manually by Customer Services.

This is a major improvement and will make the rollout of future POS updates quicker and easier.

Option for Safeguard Driven Update

Another improvement is the ability for Safeguard to send files to selected sites, and the mechanism for this to apply a change to selected sites if required.

This allows things like new functionality on the POS to be remotely enabled rather than Customer Services manually enabling it, mirroring what Prism 2 can already do.

Software Updates Now do not Block the POS

Changes have been made to allow the POS to be used whilst a software update is in progress.

Formerly a POS would bring up a foreground red screen advising a software update was in progress, stopping the operator from using the POS.

This has now changed, so that the operator gets an acknowledgeable warning screen that the update is imminent, but the red screen will only appear when the POS is ready to update, which is after the BOS upgrade is successful.

This improvement prevents POS being blocked if the BOS update was not successful, and reduces the amount of time the POS are unavailable during an update.

Card Refund Options Renamed

Card refund has been renamed, to make setting permission clearer.

Previously they were called Refund (Selling) and Refund, which could be confusing.

Support Pump Configuration Download for DOMS

This version of software now supports pump configuration downloads to the DOMS site controller, where fuelling positions have submersible pumps

Item Panel Editor Update

A change has been made to the Item panel editor to prevent an operation button from accidentally being added.

Previously if the operation tab is accessed when editing a button, then OK pressed, the only available operation, Codax was added to the button.

This has now been changed so that the default is 'no operation'.

Software Version Report for CSMS

CSMS is the head office configuration and reporting software used by groups.

A new report is available in CSMS which shows the current software version for all stores attached to the head office system.

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