



# Torex ABS-POS

## Product Definition

Date: December 16, 2009

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## **About this Document**

Oracle Corporation acquired MICROS and its Torex products. All further references to Torex should be considered as Oracle Corporation.

## Revision History

Date	Revision	Comments
11/06/2009	1.0	Rebranded ABS-POS Product Definition.
16/12/2009	1.1	Updated for 3.11.

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# 1 Introduction

## 1.1 Welcome

Welcome to the Torex™ ABS - POS Users Guide that contains detailed instructions for performing all of your Point of Service tasks on your POS terminal.

Use the Contents section (located at the front of this guide) to locate the topic you require.

## 2 Euro Compliance Statement

**ABS-POS software is fully Euro compliant.**

The installation routines will prepare the system for acceptance of multiple currency types.

Within Euro member states, currency options will be available but will require the data to be configured.

Within the UK, which is a non-member state, current legislative procedure is to trade the Euro as another instance of a foreign currency. Consequently Euro handling should be configured as a standard multi currency option via data maintenance.

The EFT authorisation module included in this release is designed to communicate to UK banks in pounds sterling.

## 3 Manager Workstation Functionality

### 3.1.1 The Desktop Window

The user can access the ABS Logon window by double clicking the Torex ABS icon on the desktop or by using the following route from the Start button: Start \ Programs \ Torex Active Business Series \ Torex ABS.

### 3.1.2 Logging On To ABS

The ABS Logon window allows the Logon name and Password (asterisks only shown) to be entered. The password field provides several security and protection features.

### 3.1.3 Main Menu Window

Shown upon successful logon, this window is divided into distinct areas providing different functionality's:

Menu Bar - provides the functions available in the application via pull-down menus.

Task Console - a panel of buttons to gain access to the back office modules.

Internet Tool Bar - where configured, will allow the Internet to be browsed and contains the standard navigation tools.

Status Console - contains status icons when certain conditions exist and shows the name of the current user logged on. Double clicking an item provides a quick launch into the application, such as Stock take in progress.

### 3.1.4 Online Help

Opens from any of the Help buttons within the application to an appropriate topic and contains numerous hyperlinks to related topics. Alternatively, access to all topics is available via the Contents, Index and Search tabs.

## 3.2 EPOS Control

### 3.2.1 Start Session

Allows the trading modes, floats and terminals required for trading to be set or verified. When you start a trading session, and the trading date is confirmed, communication is checked between the different parts of the system. Any new or updated files (such as new sales items or selling price changes) are sent as part of the extract.

### 3.2.2 End Session

Allows the takings of each terminal to be declared either by Total amounts or by Denomination.

Down dates Stock levels for Sales/Refunds/Transfers/Deliveries etc.

End session reports are generated automatically.  
Can generate Transmission records for collection by central system if configured.

### **3.2.3 Set All Floats**

Floats can all be set to the mode selected in the Default Float field. Alternatively, the floats may be set differently on individual terminals.

### **3.2.4 Set All Modes**

Allows the trading modes for all the terminals to be set to the mode selected in the Default Trading Mode field. Alternatively, the trading modes may be set differently on individual terminals.

### **3.2.5 Progress Bar \*\* NEW FOR 3.06 \*\***

Shows a progress window when the user closes ALL terminals or declares a terminal through EPOS Control.

## **3.3 Reports Window**

### **3.3.1 Customised Reports**

Allows new reports based on a standard report to be created. The user can select the items to be included, change the page setup and set default dates. Although as default the customised reports appear on the Custom Tab, the system can be configured to save custom reports to other tabs.

### **3.3.2 Print Preview**

Allow the user to view a standard or saved customised report before printing it.

### **3.3.3 The Print Window**

The user can print standard and saved, customised. Within each of the report groups the user can select individual, multiple or all reports for printing.

The Print window allows the user to modify the printer properties, selected pages to be printed or multiple copies to be selected.

### **3.3.4 Reprint Reports Window**

Once a report has been saved, it is available for reprinting within a set period of time (typically 90 days). If the report is no longer available within the Reprint window, the user can regenerate the report using Report Options.

### **3.3.5 New Report Groups \*\* NEW FOR 3.07 \*\***

New report groups for the Account Ledger, Hotel Room Ledger and the addition of a new reporting group for holding all new reports that have been created within the latest release.

### **3.3.6 Intelliview Reports \*\* NEW FOR 3.07 \*\***

Used to access back office reports over the web regardless of location hence allows head office to view, manipulate and analyse the data to create a range of static and real time outlet reports anytime, any place.

Allows BOS reports to be viewed on FOS terminals.

Both conventional ABS reports or new Intelliview reports available.

A collapsible outline (tree structure) defines the hierarchy of information similar to the report groups (tabs) previously experienced with BOS reporting.

Access control supports selective access to data for users depending on user authentication levels. Therefore, who can view and make changes to reports is controlled.

Report types include: Cross-tab Chart, Drill-down, Summary, Subreports.

The screenshot shows a software interface for financial reporting. The top menu bar includes standard icons for file, edit, and search. Below the menu is a toolbar with various buttons. The main area is a report viewer with a hierarchical tree structure. The root node is 'Takings.ivwr', which has a child node 'Takings.ivwr-CrossChart1'. The 'Takings.ivwr-CrossChart1' node is expanded to show data for 'Session: 1' and 'Session: 2'. The 'Session: 1' data is for 'Terminal: 001 WAITRESS TILL' and includes rows for CASH, SWITCH, and a summary row. The 'Session: 2' data is for 'Terminal: 002 WAITRESS TILL' and includes rows for CASH, MASTER CARD, SWITCH, and a summary row. The bottom of the report viewer shows a toolbar with buttons for 'IntelliVIEW Report Analyzer', 'Click here for more information about this document.', '5 records', and '3.1.2.19'.

Reports can be published in a variety of export formats including: XML, PDF, HTML, Excel, RTF, Word, Text, CSV.

Powerful charting and graphing features gives the flexibility to display information easily in a variety of graphic formats.

## 3.4 Staff Maintenance (Generic)

### 3.4.1 New Personnel

Users can add new members of staff (Back office users, front office users or neither) using a wizard to guide them through the steps involved. Passwords must be unique and are entered twice – the second time as confirmation.

### 3.4.2 Changes To Personnel Details

The user can amend their staff details such as Forenames, Surname, Logon Name, Language, NI Number and Point of Sale and Back Office access.

For front office users, the Point of Sale Number, Authority Level and Password can also be changed.

The User Group, Back Office Password and Password expiry can be changed for back office users.

### 3.4.3 Terminating Personnel

Users may be removed from the system. Confirmation of termination is required and for staff members, a reason has to be selected.

## 3.5 Staff Maintenance (Torex Action Lite) **\*\* NEW FOR 3.04 \*\***

### 3.5.1 Employee Details

Records are created for employees regarding their personal details, work details and times available for work. Some of this data (availability and pre-planned absence such as holidays) is used for the scheduling of labour. Other details such as costs and hourly rates are used in the KPI reports.

### **3.5.2 Labour Scheduling**

Schedules show the available time to work. It is typically run on the Friday to schedule the labour for the following week and takes into consideration any planned absences (holidays) that have been recorded prior to the schedule being run.

### **3.5.3 Schedule Edit**

The schedule once run is the basis of the Output to Payroll (OTP) and the hours that are identified as "paid" will be forwarded to the payroll department. The hours to be paid can be edited to reflect the changes to the rotas. The changes allowed include adding extra hours or breaks and absences (paid and unpaid).

### **3.5.4 Employee Absences**

Any planned or authorised absence such as holidays can be entered prior to the event and before the schedule is run. Calendar years show bank holidays and recorded absences.

### **3.5.5 Labour KPI**

Key Performance Indicators provide real-time reporting judging true performance (actual) against set targets. The presentation of these indicators such as the format of the font, graphics and data shown can be changed on the KPI displays. Targets and tolerances can be set.

### **3.5.6 Output to Payroll**

The hours shown in the Schedule Edit screen represent those hours for inclusion within the Output to Payroll (OTP). The employees name, their contracted hours and variations against the contracted time is shown.

Depending on requirements, this information can be produced in hard copy format or an export file for submission to head office.

### **3.5.7 Corrections**

Once the schedule has been committed for output to the payroll, corrections to payment details can be made.

## **3.6 Stock Control**

### **3.6.1 Stock Movements (Deliveries and Returns)**

Stock movements are performed with the use of a wizard to guide the user through the steps involved.

The stock movement can be based on a previous movement i.e. a previous stock movement can act as a template and the stock details are automatically entered on the Details window. Products can then be added, amended or deleted as required.

The Returns process may be via the Deliveries and Returns option, where separate tabs exist for the deliveries and returns, or via the Returns option (if no delivery is involved).

#### **3.6.1.1 Change Stock Movement**

The details of the products on each stock movement may be viewed but they can only be changed if the stock movement has not been included in an auditor's stock-take or frozen.

#### **3.6.2 Transfers**

Room transfers (stock movement between different stock rooms within an outlet) and Outlet transfers (stock movement between different outlets) are performed with the use of a wizard to guide the user through the steps involved.

#### **3.6.3 Stock Line Enquiry**

A stock line enquiry allows a user to count a single stock item and is performed with the use of a wizard to guide the user through the steps involved.

The count is entered and the details of opening stock, sales, deliveries, returns, cost etc. are displayed on screen and printed. It will show the computed stock on hand value and compare it to the count entered and show any variances between them.

#### **3.6.4 Automatic Stock Line Allowances**

Automatic allowances allows an authorised user to configure the allowances once, then the system will automatically generate the allowance transactions on a weekly basis at end of session, provided that the stock line is still in use.

#### **3.6.5 Line Checks**

Line checks are stock-takes on a collection of selected stock items that may be stocked in several rooms and is performed with the use of a wizard to guide the user through the steps involved.

All stock items must be counted and entered on the system. The stock-take can then be finalised and reports generated.

##### **3.6.5.1 Line Checks by Hierarchy**

When performing a Line Check, stock items to count can be selected by their hierarchy level (Family, Category, etc.) and all stock items within the selected hierarchy level will be printed on the count sheet.

##### **3.6.5.2 Line Checks – Name Management**

When finalising a Line Check, a user can enter their own Line Check name such as 'Weekly Line Check'. All Line Checks show when they were started (date and time), by whom and the names of the stock rooms involved.

#### **3.6.6 Print Preview Stock Reports**

Reports are only available when all counts have been entered on the count sheet. The reports can be generated as part of the finalisation process or they can be viewed and/or printed before the stock take is finalised to check for discrepancies/variances. Quantities in the count sheet window may then be amended where necessary.

Selected stock reports can be viewed on screen using Preview before (optionally) printing them.

#### **3.6.7 Managers Stock Take**

A manager's stock take is used to reset the managers' stock accumulator and to report on all stock transactions since either the last managers stock take or the last auditors stock take. All stock-takes are performed with the use of a wizard to guide the user through the steps involved and a count sheet is produced. Every stock item in the selected room(s) must be counted and entered on to the system.

Additional stock items, sales items or products may be added to the existing count sheet. Completion of a stock-take is performed with the use of the Finalise Stock Take wizard.

#### **3.6.8 Auditors Stock Take**

An auditor's stock take is used to reset the auditors and the managers stock accumulator and to report on all stock transactions since the last auditors stock take.

For each stock item in each room there are two stock accumulators, one for the auditors stock period and one for the managers stock period.

The auditor's accumulator holds the last stock count entered by the auditor, and all sales, stock movements and allowances since the auditors stock take.

The managers accumulator holds the last stock count entered by the manager, and all sales, stock movements and allowances since the managers stock take.

If the last auditors stock take is more recent than the last managers stock take, the accumulators will be the same because when an auditors stock take is finalised it resets the managers stock accumulator.

All stock-takes are performed with the use of a wizard to guide the user through the steps

involved and a count sheet is produced. Every stock item in the selected room(s) must be counted and entered on to the system.

### **3.6.9 Suggested Orders**

When ordering products, the Details window of the Order wizard is automatically populated with products based on:

- the configured minimum days of stock required against the current stock level,
- the average daily consumption up to the next delivery from this supplier (subsequent delivery) and
- any existing confirmed pending orders still undelivered for the supplier/stock room combination selected.

### **3.6.10 Stock on Handhelds \*\* NEW FOR 3.05 \*\***

All stock takes (Managers, Auditors or Line Checks) as started on the back office are shown on the handheld. Once selected, the count sheet is displayed and the quantities (whole and part) are entered. Features such as adding additional items to the count sheet and viewing either all or just the missing counts is available.

## **3.7 Dynamic Profit & Loss (Daily and Weekly Finalisation)**

### **3.7.1.1 Making entries on the Dynamic P & L**

Specific entries can be added via the Details window but not if the selected Statement has been finalised or the worksheet does not allow manual entries.

Not all data needs to be entered manually onto the spreadsheets. Some data is updated automatically from the Point of Sales information.

### **3.7.1.2 Amending/deleting entries**

Entries can be deleted via the Details window but not if the selected Statement has been finalised or the worksheet does not allow deletions.

### **3.7.1.3 Print current week's details**

The user may print the entire statement or an individual worksheet within the statement and the print selections may be previewed before printing. In addition, the Business Monitor (shows any additional text comments) can be printed.

### **3.7.1.4 Finalise Dynamic P & L**

Finalise may occur when all of the following are true:

1. The P & L Balance is 0.00
2. You are not in a session that has a start date before the statement end date.
3. Today's date is after the statement end date, and all sessions which have a trading date included in the current statement have successfully ended session.

No further amendments may be made to a P & L statement after it has been finalised and the finalise process cannot be undone.

### **3.7.2 Daily P&L Finalisation**

Finalisation can be configured as a daily requirement.

### **3.7.3 Entertainers and Casual Workers Configuration**

The user can enter the casual workers and the entertainers' details and on completion of adding an entry, a report (Casual workers report or Entertainers report) can be printed. The amount paid is added to the Dynamic P&L statement and affects the cash on hand.

### **3.7.4 House Float \*\* NEW FOR 3.04 \*\***

Allows a centrally maintained value nominated as a House float that a visiting auditor can check to be viewed.

## **3.8 Local File Maintenance Wizards (Independent Outlets)**

### **Sales Item Maintenance Wizard \*\* NEW FOR 3.04 \*\***

The sales item maintenance wizard provides the user with a graphical tool to aid set-up and configuration of the EPOS sales items and till screen layouts. The tool supports the set-up and maintenance of sales items, modifiers, and preparators, till screens, item links, item prices, printing destinations and up-selling triggers.

### **3.8.1 Easy Table Setup \*\* NEW FOR 3.05 \*\***

Within the Sales Item Wizard a maximum of 60 tables can be added to create a table layout. Tables can be added as a group or individually but if tables already exist that need to remain it is recommended to add tables individually as adding a range of tables overwrites any previous layout.

### **3.8.2 Promotions Wizard \*\* NEW FOR 3.05 \*\***

Added into the Sales Item Wizard, six styles of promotions can be created and maintained using the promotions wizard:

- Meal Deals: A meal combination sold for a set price for example 'Any burger and a bottled lager for £4.00'.
- Percentage Discounts: A fixed percentage is applied to the bill (entire or part) for example '10% off starters'.
- Conditional Percentage Discounts: A percentage discount is given if a certain condition is met, for example 'Spend £30 on food and get your drinks half price'.
- Conditional Value Discounts: A discount is given if a certain event occurs for example 'Spend £12 and receive £5 off'.
- Price Overrides: A product price is overridden automatically or manually for example 'Early Bird Special - any main meal for £5.00'.
- Conditional Product Discount/Price Overrides: Allows a money off discount or price override if a certain condition is met for example '£1.50 each, 2 for £2.00'.

### **3.8.3 Outlet Configuration Wizard \*\* NEW FOR 3.04 \*\***

The outlet configuration Wizard provides the user with a graphical tool to aid set-up and configuration of the EPOS operation of an outlet. The tool supports the set-up and maintenance of terminals, trading areas, kitchen and receipt printers, and handheld terminals.

## **3.9 Other Areas of Back Office Functionality**

### **3.9.1 Price Maintenance by Area / Trading Mode**

Selling prices may be updated for each sales item by trading area and trading mode. The user can select when the changes are to take effect (at next start session or on a selected date and time). Amendments are carried out with the use of a wizard to guide the user through the steps involved and price changes can be applied to single or multiple items.

### 3.10 Support Tools

The ABS-POS application includes a number of support tools in order to assist in the management and maintenance of the application.

Tool	Description
ABSAudit**	Views ABS audited logged records.
ABSdata**	Data import export tool.
ABSdatabase**	A comparison tool that can compare two databases or a database to a master database image text file.
ABSDfn**	An EFTPoS SYSTEM.DFN tool used to view and maintain SPR lines details and can be executed at command line with switches to auto update SPR lines.
ABSDictionary**	A data dictionary tool that lets you view and print table structure.
ABSeft**	To allow you to view SolveSE EFT log CSV format file and to validate bank transactions against system data.
ABSvalidate**	Covers other areas than the existing tool but not a replacement. Configurable GUI allowing you extend and maintain the validation scope
Access Control	Used to configure which User Groups have access to the controls of the Active Business Series.
Advanced Deposit Recovery*	This tool is a utility to allow site to recover Advanced Deposit details either on BOS or FOS, upon significant hardware failure. The transfer of Advanced Deposit data from FOS to the BOS is initiated as part of the EOS processing. If there is a system failure this data can be transferred using the FOS To BOS Recovery option. Likewise, the details of the Advanced deposits residing in BOS (up to the last EOS, or the last Uplift operation) can be copied back to FOS to rebuild the files using the BOS To FOS Recovery option. Any activity (deposits/redemptions/refunds) entered after the last EOS and before the system failure, is lost and has to be entered again through FOS after recovery.
Back Office Audit Setup	Allows the individual ABS audit actions to be setup or amended.
Browse Databases	Allow you to view the records contained on the database tables stored in the SQL Server.
Cleardown	Allows specific data and files to be deleted. The cleardown options may affect BOS, FOS or a combination of both. Because cleardown options deletes database data, users must always confirm that they wish to proceed. In addition, they are informed if the cleardown affects FOS. The cleardown tool is useful when an outlet is ready to go live for the first time, to clear out any transaction data that is not required.
Data Import	Allows data to be loaded into specified tables. It also allows data from specified database tables to be exported to a specific directory.
Data Takeon	Allows a text file (TAKEON.TXT) to be created in C:\BOS\FILES.TX. The Data Takeon must be performed when the system is out of session, and a stocktake must not be in progress.
Dynamic P & L	Supports the configuration of the Dynamic Profit & Loss statement. The template for the statement contains the worksheet layouts, text and formulas used to control all the financial aspects of each business. Either, the current statement may be opened to allow amendments to the statement colours, tabs, line, line details and takings, or a new statement can be created.

Financial Data Setup	Allows financial accounting periods that is, the year range, start and end days of the week, and date format to be configured for the Dynamic P & L statement. If changes are made, the user is warned that the existing database tables holding the data representing financial periods will be overwritten.
Language Conversion	Allows translation of text that is buttons, controls and tooltips can appear in English, French or German equivalents. Hard coded text (for example, text displayed in drop-down lists) may also be changed or translated.
Microsoft SQL Server Enterprise	Used to create databases and manage database tables.
Mini Tools	Allows users to ensure that each mini in the system has been configured correctly and is working. A test exists for each test that can be sent to a mini. If parameters are required, then these can be entered before transmitting the request. The test response is then displayed. Note that some tests do not go directly to the mini but instead query the values returned from the ABSService. This service will refresh (reload) details of the terminal status, trading session etc. This refresh occurs every 30 seconds.
POS Tools	Allow you to monitor and control the activity of the terminals connected to the system.
Rebuild Stock Sales Tables	Allows the relationship tables for stock to be rebuilt. This tool may be used in the situations when a session has only been partially trickled, or if sales recipes have been incorrectly set up. It is used if there has been a problem with any sales data during the current auditor's stock period. It recalculates the sales against every stock item for every stock room since the last finalised auditor's stock take. The tool can be used whilst a stock take is in progress.
Registry Settings	The Registry is the database in which configuration information is registered. It contains references to program files ABS uses to run. When the system is upgraded, the program files may change and a new key is inserted into the registry to instruct ABS of the location of the new program file. It is, therefore very important that old keys are not left in the registry. Hence, the need to clean the registry of the old key followed by the re-registering of the new key. By restricting the view to Torex registry keys, users cannot corrupt registry settings for other windows applications.
Transmission File Viewer	A transmission file is a data (text) file containing a collection of transmission records in one data stream. The function of this tool is to present the transmitted data in an easier to read format.
Transmission Files	Transmission Files are used to create a text file containing a full set of transmission records for an outlet and is used to recover valid data in the event of a failure to transmit the sales transactions to the sales tables. Transmission usually occurs periodically throughout the trading session and at end session. You do not need to end session to create these files.
Validate Tables	The Validate Tables tool validates data integrity between tables, that is, each record in a relational table should match. If they do not, then an error is reported.

\* NEW FOR 3.05

\*\* NEW FOR 3.07

## 4 Point Of Sale Functionality

The following functional definitions outline the features and functions available within the Active Business Series point of sales solution.

These are all accessible using firmware, open platform P.C. POS or wireless hand held terminals.

### 4.1 Logon Functions

	Description	Benefit
<b>Clock On / Off</b>	This function affords the user the ability to sign themselves onto the system in order that Time and Attendance information can be captured.	All staff not just front of house, hours can be captured  No need for a separate third party hardware product
<b>Self Server Sign On</b>	This function affords the user the ability to sign themselves onto the POS system in order to start processing orders without the need to go through Management Functions.  The system can be configured to prompt the user to select moneybelt or standard cash drawer trading operation. Moneybelt servers are required to enter their float values and a report slip is generated. (new in 3.07sp1). Moneybelt server declarations include this float value.	Servers are able to use the POS system straight out of the staff room without management intervention  Enhanced system security due to the fact the users can be set to self sign on using security keys  Easier reconciliation of moneybelt server declarations
<b>Self Log Off</b>	This function is used to sign servers off the system from sales operation.  Before the server is signed off, the system will validate that all orders have been completed or passed to another server.	Ease of use  Management not required for signing off servers
<b>Dallas / Torpedo key Security</b>	Dallas key security enables a server to be identified using a secure encoded Dallas key.  The system can be required to request Dallas key identification at various points within a transaction.	Ease of use  Management not required for signing off servers  Secure system access
<b>Magnetic Card Security (PC POS Only)</b> <b>NEW FOR 3.04</b>	Magnetic Card security enables a server to be identified using a secure encoded Magnetic Swipe Card.  The system can be required to request Magnetic Swipe identification at various points within a transaction.	Ease of use  Management not required for signing off servers  Secure system access
<b>Pin Code Access</b>	Pin code access can be setup via BOS to allow users to logon to POS devices be they wired or wireless without the use of a key	Ease of use  Secure system access  No need to carry a key with you

## 4.2 Advanced Deposits

	Description	Benefit
<b>Advanced Deposits Entry</b>	This function allows the user to enter advanced deposits	Advanced booking deposits can be taken. Received monies and redemptions can be tracked via reports on both FOS and BOS and via the P&L. An advanced deposit receipt with a copy for both the customer and outlet is printed at the point of entry
<b>Advanced Deposits Refund</b>	This function allows the user to refund a cancelled advanced deposit	As description
<b>Advanced Deposits Redemption</b>	This function allows the user to redeem a pre entered advanced deposit against an order/table.	Ease of payment for advanced booking payments. The customer simply hands in his advanced booking slip, the relevant deposit number is entered from this and the payment is made
<b>Detailed Advanced Deposit Reports</b>	Ability to track advanced deposits entered, redeemed and refunded both in detail and from a high level	As description
<b>Advanced Deposit Cleardown</b>	Auditor level ability to clear down finalized deposits from the system	Useful administration tool

## 4.3 Hotel/Hotel Interfaces

	Description	Benefit
<b>Hotel Ledger NEW FOR 3.07</b>	<p>The hotel ledger is intended to operate at sites particularly restaurant/pub outlets with a small number of rooms for hire, typically between 1 and 20 rooms.</p> <p>It provides options for checking in rooms (unique reference number is generated), moving rooms, adding charges for out of session sales, checking out and for simple FOS reports. These reports at the till show real time details of room occupants and charges to each or all occupied rooms.</p> <p>Sales items sold in normal trading can be charged to rooms, via Room Transfer, in one of the following lines:</p> <ul style="list-style-type: none"> <li>·Accommodation fees</li> <li>·Food and Beverage</li> <li>·Room Hire charge</li> <li>·Phone Bills</li> <li>·Other fees</li> <li>·Newspapers</li> </ul>	<p>Improves speed of service</p> <p>Greater customer service for residents</p>

<b>Account edger</b>	For the creation and maintenance of a customer account system (max 999 accounts) and provides options for creating, amending, suspending, deleting accounts and simple FOS reports. These reports at the till show account details including the status and the amount owing.	
<b>NEW FOR 3.07</b>	During normal trading sessions, any sales and room charges can be charged to an account via the Corporate Account payment method.	
	Depending on configuration, whenever a sales order or a room charge is paid-off to the account ledger, the system checks the available credit for the account. If the amount is less than the available credit, the payment is made to the Account Ledger. If the payment exceeds the available credit limit a warning message is shown.	
	Payment/settlement of account uses all available payment methods.	
	Refunds are processed in the conventional manner by entering the sales items to be refunded or the Room booking fee to be refunded and 'paying' the refund using the relevant Corporate Account payment method.	
	The P&L statement automatically incorporates the sales and payments made to the accounts.	
	The Terminal Declaration screen is updated to include the Corporate A/C Debtors line.	
<b>Remote Hotel Interfaces</b>	Interfaces to Guestline, Welcome and Rezlynx hotel systems with high levels of integration including room checks, charges to rooms etc.	
	Charges can be highly configured in numerous ways to post to different folios within the interfaced hotel system with the tools available with the ABS system	
<b>Remote Hotel Reports</b>	This give the operator the ability to print reports off of Unposted/Posted Hotel transactions	
	Ease of payment for hotel customers. Hotel charges can be made quickly and easily via the POS terminal.	
	In the case of the link being down, this is perhaps the most efficient way to manually enter the postings into the hotel system	
<b>Hotel IP Interface</b>	Interface updated from Serial to IP for Welcome and Guestline.	
<b>NEW FOR 3.10</b>		
4.4 Mobile POS	Description	Benefit
<b>Mobile Payment Methods</b>	A compact and portable device for secure payment including Chip and PIN at the table using Bluetooth technology.	It provides an integrated EFTPOS payment system with the flexibility of a mobile device
<b>NEW FOR 3.07</b>	Gratuities and part pay are supported as well as the ability to take other	This service brings comfort and security to the customers, as they do not have to go to the counter to enter their

	<p>payments such as cash and cheques.</p> <p>The device is not tied to any server or terminal hence any server can pick up any order from any terminal to complete the payment of the transaction.</p> <p>Although the Ingenico device has been used internally at Torex, any terminal vendor can write an interface from the Retail Logic middleware to connect to our POS terminals.</p>	<p>PIN and can keep control all the time of their debit or credit card</p>
<b>Thyron Terminal</b> <b>NEW FOR 3.08</b>	<p>A fully integrated portable handheld device for handling Chip and PIN card payment including authorisation at the table.</p>	<p>It provides an integrated EFTPOS payment system with the flexibility of a mobile device</p> <p>This service brings comfort and security to the customers, as they do not have to go to the counter to enter their PIN and can keep control all the time of their debit or credit card</p>
<b>Mobile POS</b>	<p>Fully functional wireless terminal offering all ABS Fos functionality. These can be used in either bar or restaurant operations and function in an almost identical way to the standard POS Terminals</p>	<p>Ability to serve customers in their comfort zone rather than forcing the customer to queue for service. Ability to use a POS device in the garden or during functions.</p>

## 4.5 POS Sales Operations

	Description	Benefit
<b>Sales &amp; Multiple Sales</b>	<p>Sales items can be rung through the till as single items or as multiple i.e. 5 X Bells whisky.</p>	<p>Quick entry of multiple items</p> <p>Quick entry of single items</p>
<b>Voiding</b>	<p>The system affords the user the ability to easily void items from an order. The round count and value are updated accordingly. Voiding operation can be configured to function dependent upon Authority levels i.e. A user authority level may allow or disallow a user from voiding products from an order:</p> <ol style="list-style-type: none"> <li>1. Before an order is sent to the kitchen</li> <li>2. After the order has been sent to the kitchen</li> <li>3. After the order has had a Bill produced against it.</li> </ol>	<p>Speed of use</p> <p>Ease of use</p> <p>Accuracy of use</p> <p>All the above void functions are captured by the system and are available for interrogation via the Back office reporting system.</p>
<b>Enhanced Voiding</b> <b>NEW FOR 3.07SP1</b>	<p>Current order items and their preparators are shown graphically as buttons and not via a list in the command window.</p> <p>When an item is selected for voiding, its associated preparators are also</p>	<p>Speed of use</p> <p>Ease of use</p> <p>Accuracy of use</p> <p>Particularly beneficial when there are a large number of items in the current</p>

	highlighted and vice versa – if a preparatory is selected the corresponding sales item is highlighted.	order as more items can be viewed at once and items/preparators are linked.
<b>Void Last Item</b>	The Void Last Item function allows the user to quickly delete the last item entered into the terminal. The authority levels that apply to standard voiding functionality will apply to the void last item function.	Speed of use Ease of use
<b>No Sales</b>	The No Sale function affords the user the ability to fire the cash drawer without entering sales.  Can be user authority driven.	No need for additional cash drawer keys to be kept in the front of house  All No Sales are logged within the audit trail information
<b>Refunds</b>	The system affords the user the ability to refund sales items that have been previously sold outside of the current transaction.  If the server's authority is below the PAM authority, the system requires intervention from the manager to proceed hence the functions can be user authority driven.	Ease of operation  All Refund transactions are captured in the audit trail  Enhanced sales operation  Refunds can be made against given payment methods  Available against EFTPoS transactions
<b>Last 5 Items Displayed</b>  <b>NEW FOR 3.07SP1</b>	A constant display of the last five items/preparators (lines) of the order is shown in the command window.  To view more items further back in the order, scroll navigation buttons can be placed on the main sales screen to enable scrolling through the whole list of items on the order.	Can easily view items on order
<b>Sales By PLU</b>	This function affords the user the ability to enter sales by a Product Look Up number.	Sales screens can be kept clear and efficient  Slow moving sales items can be left off the main sales screen
<b>Up-selling / Triggers</b>  <b>NEW FOR 3.04</b>	This up-selling function allows the terminal to be configured to prompt the user to up-sell whilst a transaction is being processed into the terminal.  There are four styles of up-selling available:  User Message – Display a Message on screen for a period of time User Confirmation – Prompt the user with a question to continue the sale Product Upgrade – Prompt the user to replace selected product with higher margin Option Product Addition – Prompt the user to buy an additional product	Encourage staff to interact with customer  Drive additional sales  Customer Retention

*Examples:*

*User Message:*

*'You have sold a Budweiser – Does the customer know that there is a two for one'*

*Promotion running?*

*User Confirmation:*

*'This Product contains Nuts – Is the customer allergic?'*

*Product Upgrade:*

*'Gordon's Single Gin 1.90 – Would the customer prefer a house double for 2.50?'*

*Product Addition:*

*'Desserts – Would the customer like a coffee as well?'*

## 4.6 Payments

	<b>Description</b>	<b>Benefit</b>
<b>Fast-Pay</b>	<p>This function allows a user to pay off an order without applying a tender amount. The system assumes that the exact tender has been paid.</p> <p>This function supports dual currency.</p>	<p>The user can pay off an order with one key depression</p> <p>Enhanced speed of operation</p>
<b>Slow Pay</b>	<p>With the payment mode of operation set to slow pay the user has the option of entering a tender amount. The system then displays the correct change amount.</p> <p>This function supports dual currency and can be configured to display change in base and change currency.</p>	<p>Reduced the number errors due to staff having to work out the change amount</p> <p>Increased data capture quality &amp; improved auditing of movements within the cash drawer</p>
<b>Fixed Tender</b>	<p>This function affords the user the ability to set up Tender buttons i.e. (5.00, 10.00, 20.00). When selected the round is paid off with a single key depression and the change shown.</p> <p>This function supports dual currency and can be configured to display change in base and change currency.</p>	<p>Ease and Speed of operation</p> <p>Tender amounts configurable</p>
<b>Enhanced Vouchers (Tesco Club-card)</b>	<p>A payment method and voucher promotion that is configured to provide a 50% discount to the (configurable) qualifying items on the order, and record the remaining amount against the payment method.</p>	<p>Drive Sales</p> <p>Customer retention</p>
<b>NEW FOR 3.08</b>		
<b>Other Payments</b>	<p>The system affords the ability to have multiple payment methods i.e. Access, BarclayCard, Switch etc.</p>	<p>Any type of Credit Card can be configured</p> <p>Any type of Debit Card can be configured</p> <p>Gift Vouchers and other customer specific payment methods can be configured</p>
<b>Other Payments Graphic Buttons</b>	Graphical display of up to 77 payment buttons on a single Other Payments screen removing the previous list	Easier and quicker access to payment methods as no need to scroll down to find the payment method

<b>tons</b>	style.	Greater number of payment methods visible at a glance
<b>NEW FOR 3.11</b>		
<b>Integrated EFTPos Payment</b>	<p>This function affords the user the ability to process credit card transactions through the POS terminals.</p> <p>Available on all Torex hardware terminals that support magnetic card swipe readers.</p> <p>Supported functionally includes:</p> <ul style="list-style-type: none"> <li>Swipe Card Entry</li> <li>Manual Card Entry</li> <li>EFT Refunds</li> <li>EFT Layaway</li> <li>On Line &amp; Manual Authorisation</li> <li>EFT Voids</li> <li>CV2 and AVS security checks</li> </ul>	<p>No need for PDQ unit</p> <p>Reduced banking charges</p> <p>Consolidated central settlement and reporting</p>
<b>Chip and PIN</b>		
<b>NEW FOR 3.05</b>	<p>The cardholder keys in their PIN at the point of sale rather than signing a receipt. The terminals at the point of sale check the PIN entered is correct. As is done now, cardholders are required to check the amount before confirming the transaction by inputting their PIN.</p> <p>The application is unique in that the EMV level 2-security layer is a software component rather than firmware embedded into a payments terminal.</p>	<p>Increased Card Security by reducing the level of counterfeit card fraud</p> <p>Largely hardware independent</p> <p>PIN is a positive verification and does not rely upon staff to agree a signature.</p>
<b>Integrated Thyron Chip and PIN</b>		
<b>NEW FOR 3.10</b>	<p>Mobile card payment interface which utilises the Thyron MPT 500 PayCell payment terminal. Transactions stored within the POS can be accessed using a Thyron terminal by selection of table number, order number, or a list of open transactions.</p> <p>Core functionality including</p> <ul style="list-style-type: none"> <li>• Full table service payments</li> <li>• Customer Not Present</li> <li>• Deposits</li> <li>• Split Bill</li> </ul>	<p>Brings comfort and security to the customers, as they do not have to go to the counter to enter their PIN and can keep control all the time of their debit or credit card payment at table</p> <p>The device is not tied to any server or terminal hence any server can pick up any order from any terminal to complete the payment of the transaction</p>
<b>Capture Card Pre Authorisation</b>	Two new pieces of functionality are offered:	
<b>NEW FOR 3.05</b>	<ul style="list-style-type: none"> <li>i) The ability to store credit card details against an open order.</li> <li>ii) The ability to pre-authorise a credit card against an open order.</li> </ul>	Increased card security by reducing chance of card skimming (card not left behind the bar)
<b>Split Payments</b>	Use of the split payment functionality affords the user the ability to take payment for orders using mul-	Payment for a given round can be split between different payment methods

<p>multiple payment types.</p> <p>This function supports dual currency and can be configured to display change in base and change currency.</p>	<p>Items within a round can be split by Item and paid off to different payment methods</p>
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## 4.7 Promotions

	<b>Description</b>	<b>Benefit</b>
<b>Meal Deal Promotions</b>	<p>The meal deal promotion affords the user the ability to apply a meal deal style discount to a given sales transaction.</p> <p><b>Example: Burger, small chips and drink for £5.00</b></p> <p>Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.</p>	<p>Drive Sales</p> <p>Customer retention</p>
<b>Percentage Discount Promotions</b>	<p>The percentage discount promotion affords the user the ability to apply a configurable discount amount to an order.</p> <p><b>Example: 10% off Drinks</b></p> <p>Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.</p>	<p>Drive Sales</p> <p>Customer retention</p>
<b>Price Override Promotions</b>	<p>The Price Override promotion affords the user the ability to apply a new price to an item or group of items within a transaction.</p>	<p>Drive Sales</p> <p>Customer retention</p>
<b>NEW FOR 3.04</b>	<p>The Override amount can be configured from the central system or left open for the manager's discretion.</p> <p>Example: Early Bird Special – Any main meal for £5.00</p> <p>Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.</p>	
<b>Conditional Discount Promotions</b>	<p>The Conditional discount promotion affords the user the ability to apply a configurable discount amount to an order based on the spend value of a particular product or group of products.</p> <p><b>Example: Spend £30.00 on Food and get £5.00 off your drinks bill</b></p> <p>Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.</p>	<p>Drive Sales</p> <p>Customer retention</p>

<b>Conditional Percentage Promotions</b>	The Conditional discount percentage promotion affords the user the ability to apply a configurable discount percentage to an order based on the spend value of a particular product or group of products.	Drive Sales Customer retention
<b>NEW FOR 3.04</b>	<b><i>Example: Spend £30.00 on Food and get your drinks ½ Price</i></b>	
	Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	
<b>Conditional Product Discount /Price Override Promotions</b>	The Conditional product discount / price override promotion affords the user the ability to apply a configurable discount or new price to an item within an order, based on the sales of other trigger items.	Highly Configurable Drive Sales Customer retention
<b>NEW FOR 3.04</b>	<b><i>Examples: Buy 1 Get 1 Free, Buy 2 Bottles of Budweiser get 3<sup>rd</sup> for £1.00</i></b>	
	Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	
<b>Trading Mode Toggle Promotions</b>	The Trading Mode toggle promotion affords the user the ability to apply the prices of another trading mode to the current order.	Highly Configurable Drive Sales Customer retention
<b>NEW FOR 3.04</b>	<b><i>Example: Happy Hour Pricing!</i></b>	
	Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period	
<b>Promotional Voucher Printing</b>	The Promotional voucher printing function affords the user the ability to print a promotional voucher based on the sales of trigger items within a transaction.	Highly Configurable Drive Sales Customer retention
<b>NEW FOR 3.04</b>	<b><i>Example: Following the sale of a pint of Cask bitter....</i></b>	
*****		
<b>FRIDAY NIGHT SPECIAL</b>		
<b>REAL ALE PROMOTION</b>		
<b>TRY ONE OF OUR REAL ALES</b>		
<b>FOR FREE !!</b>		
<b>ONLY ON PRODUCTION OF</b>		
<b>THIS VOUCHER</b>		
*****		
	Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	
<b>Extra Staff</b>	The Extra Staff Discount allows a 2nd promotion	

<b>Discount</b>	to be applied to an order, that is, allows staff to receive discount on promotional items.	
<b>NEW FOR 3.06</b>		
<b>Undo Promotion</b>	This function affords the user the ability to undo a previously applied promotion.	Ease of use Greater customer service Allows promotions to be re-calculated if additional items are added or removed from an order
<b>Time Stamp on Promotions</b>	When an order is raised, promotions applied to the order are normally validated against the Order start time and date. The enhancement allows the validation to be based on the current time and date when the promotion is applied.	Useful on time limited promotions
<b>NEW FOR 3.11</b>		

## 4.8 Bills & Receipts

	<b>Description</b>	<b>Benefit</b>
<b>Bills &amp; Receipts</b>	The system has the ability to produce bills and receipts in varying styles and configurations.  All payment methods used are detailed clearly on receipts  Tax Rates are shown clearly on receipts  Headers and Footers are configurable by Trading Area  Automated receipt printing can be configured by terminal  Automated bill printing can be configured by terminal  Different styles of receipt can be produced including long, short, detailed and summarised  Bills can be printed prior to sending order to kitchen	Flexible formats
<b>Bill Printing Status</b>	The message UNPRTD ORDER is displayed in the command window with each order until the bill is printed. When a bill is printed the message changes to BILL PRINTED.	Speed of operation Ease of operation
<b>View Bill</b>	This function affords the user the ability to view their own or other users transactions depending on authority levels configured.  The user also has the ability to produce a bill or a receipt from within this function.	Speed of operation Ease of operation Order audit interrogation at point of sales  The ability to produce a receipt for a previously paid off round  The ability to view other

<b>Split Bill by Item</b>	The Split Bill by Item function affords the user the ability to split a transaction by selecting items within the transaction and allocating them to a given split (Patron). Each split transaction may be paid using any of the configured payment methods including EFTPOS.  This function currently caters for whole sales items i.e. not glasses out of a bottle of wine.	users rounds  The ability to view any transaction from the current session	Ease of use  Greater customer service  Enhanced table operation  The EPoS system takes care of the billing for large groups of patrons who wish to share the cost of the order
<b>Product Share</b>	The ability to split bills by allocating individual products to a customer's bill is enhanced further and provides:	Ease of use  Greater customer service  Enhanced table operation	Ease of use  Greater customer service  Enhanced table operation  The EPoS system takes care of the billing for large groups of patrons who wish to share the cost of the order
<b>NEW FOR 3.05</b>	i) Split by Value – allows the complete order to be divided between the number of covers.  ii) Product Share - allows a product within a bill to be shared across a number of splits such as when customers share a salad or a bottle of wine.		
<b>Undo Split Bill</b>	This function affords the user the ability to undo a previously split order.	If the customer changes their mind and decides that 1 person will pay the bill this function will allow the bill to be un-split.	
<b>Print Last Receipt</b>	This function affords the user the ability to print a receipt for the last order that was paid off by current logged on user by selecting one button.  The production of duplicate receipts is a configurable option	Speed of operation  Easy operation  Operates with the receipt set to not automatically print	

## 4.9 Other Functions

	<b>Description</b>	<b>Benefit</b>
<b>Bar Tabs – Pick up, Transfer, Merge Tabs</b>	The functionality affords the user the ability to Create, Add To, Merge and Amend Bar Tabs.	Easy operation  Enhanced customer service through allowing groups of patrons to form new groups with relation to the ordering and tracking of rounds
		Different Bar Tab ranges can be set against different trading areas
		Bar tabs can be configured to allow tabs to be moved and merged across areas

<b>Bar Tab Name Entry</b>	Allows a name to be entered when opening a bar tab. When adding to an existing tab, tabs can be retrieved by selecting from buttons showing the name.	Gives easier identification of tabs
<b>NEW FOR 3.08</b>		
<b>Item Price Enquiry</b>	<p>This function affords the user the ability to set a given terminal into price Enquiry Mode. This will enable them to select any given product and have its selling price presented to them.</p> <p>This will not affect the current round count or sub total.</p>	<p>Ease of operation</p> <p>Enhanced sales service operation</p> <p>No need for the user to remember selling prices</p>
<b>Lock Terminal</b>	This function affords the Manager the ability to restrict access to terminal sales functionality. This function is accessible from the main sales screen.	Enhanced security of an unattended terminal
<b>Line Checks on Point of Sale</b>	Line check reporting against last closing stock, deliveries/returns and sales including current session (from last update of back office trickle – approx every 15 minutes). The enhancement will allow a user to check stock levels on a sales terminal by entering a stock code or using a description search to determine its current stock level.	Quick stock control check at point of sale
<b>NEW FOR 3.11</b>		

## 4.10 Management Functions

	<b>Description</b>	<b>Benefit</b>
<b>Start Day</b>	<p>This function will enable a user to start the trading day from the point of sale independently of back office, should the back office be unavailable.</p> <p>A start session can be run from the point of sale even though the back office system is unavailable, end of session can be completed from the back office when available.</p>	<p>Ease of use</p> <p>Resilience during back office failure</p> <p>Speed of operation</p> <p>Start session can be run Independently of back office but end session can be completed from the back office</p> <p>Only need to start the session from one of the terminals within a site</p>
<b>Start Terminal</b>	This function affords the user the ability to start terminals independently from each other.	<p>Speed of operation</p> <p>Resilience during back office failure</p>
<b>End Day</b>	<p>This function will enable a user to end the trading session from each point of sale independently of back office should the back office be unavailable.</p> <p>An end session can be run from the point of sale even through the back office system is available a back office end of day can then be completed</p>	<p>Ease of use</p> <p>Speed of operation</p> <p>Resilience during back office failure</p> <p>End session can be run Independently of back office but end-trading day can be completed from the back office</p>

		User can end the session on terminals as and when they are no longer required for that session
<b>End Day (Zero Open Orders)</b>	This function affords the user the ability to initiate a back office end of session even though open orders identified as (Bar - Not Restaurant Tables) exist on the terminals.	Ease of use Less end of session issues due to current open orders being generated but not paid off
		Less end of session issues due to servers leaving the premises with logon key and being unable to take over the current open orders
<b>Declarations on FOS</b>	This function allows a FOS system user, with a supervisor's authority level, to declare against a till. The user is prompted to declare takings against pre-set denominations / payment methods. The denomination breakdown will only be used to facilitate easier entry of the cash details, these figures will not be transferred to BOS or reported on in any way.	This function is performed at the point of sale Authority level driven
<b>NEW FOR 3.04</b>	A user with a management authority level will be required to confirm the declaration.	
<b>Open Orders Report</b>	This report details all open orders by trading area.	Instant visual table status obtainable from the terminal point
<b>Cash Lift</b>	This function affords the user the ability to remove money from a cash drawer in order to keep it within drawer floor limits. All Cash Lift data is captured for declaration processing at end of day.	This function is performed at the point of sale Increased security as the drawer is not continually loaded with cash
<b>Order Takeover/Sign Off</b>	A FOS server with manager level authority can take over another server current or laid away order and automatically sign-off that server.	Authority level driven
<b>NEW FOR 3.05</b>		
<b>Cash Check Report</b>	This report will detail the amount of monies that should be in the cash drawer including the float.	This report is obtained at the terminal point Instant visual cash check Authority level driven
<b>Money Belt Server Cash Check Report</b>	This report will detail the amount of monies that should be in a server's money belt including the float.	This report is obtained at the terminal point Instant visual cash check by Payment Methods
<b>Increase Float</b>	Using this function the user has the ability to increase the float that has	Instant visual cash check by denominations Authority level driven
		The system keeps track of cash that should be in the cash draw-

	been allocated to a given terminal.	er
<b>Gratuities Report (Management)</b> <b>NEW FOR 3.05</b>	This report gives an up to the minute statement on the total gratuities taken by each server and the payment methods used during the current session. Also shows the total for the trading area and outlet.	The change to float amount is driven through to the back office for end session declaration
<b>Advanced Deposits reports</b> <b>NEW FOR 3.05</b>	<p>A list of advanced deposits can be printed in either short or long (detailed) format in Party Name, Booking Date or Date Entered order. The print content may be selected to include:</p> <p>ALL DEPOSITS - Displays the total value refunded and/or redeemed where applicable.</p> <p>UNCLAIMED DEPOSITS - Only those deposits that remain unclaimed are printed. If a deposit has been partially redeemed then the amount outstanding is displayed. A cumulative value for the list produced is printed at the foot of the report.</p> <p>REDEEMED DEPOSITS - Only those deposits that have been redeemed partially or wholly are printed.</p> <p>REFUNDED DEPOSITS - Only those deposits that have been refunded are printed.</p> <p>The advanced deposits statistics report shows the cumulative values for deposits received, redeemed totally or partially, or refunded for the Total to Date (from the last reset), Week to Date (from the last P&amp;L finalisation), and Latest Session (from the last end session), and the last deposit reference number issued by the system. The Cumulative value in the report is the actual deposits on hand.</p>	<p>Authority level driven</p> <p>Allows the outlet to change the drawer contents throughout the trading period</p> <p>This report is obtained at the terminal point</p> <p>Instant visual check on tips due to individual servers</p> <p>Authority level driven</p> <p>This report is obtained at the terminal point</p> <p>Tracking of all Advanced Deposits hence increased security</p> <p>Telephone bookings ?</p> <p>Authority level driven</p>
<b>Business Summary</b>	The business summary details takings by payment method by trading area for the whole outlet.	<p>Instant visual business summary for the whole outlet</p> <p>Obtainable at terminal level</p> <p>Authority level driven</p>
<b>Training Sign On/Off – (Assigned via</b>	This function affords the management the ability to assign a given server to a training mode. On POS, the 'Training'	Sales processed through to the back office system are marked as training transactions

<b>Back Office Server)</b>	message shown in the command window to clearly identify the user is in Training Mode (new in 3.07sp1)	Bills and Receipts produced are clearly identified as being training
<b>Menu Item Countdown Report</b> <b>NEW FOR 3.04</b>	The Menu item countdown report function enables the user to produce a report of all items, which are currently being monitored by the menu item countdown function.  The report identifies the item being counted, the date it was counted, if the count is for the trading area or the entire outlet, the original count value and the current count value.	Enables the user to track key line items from a POS Report  Can be used to improve speed of re-stocking processes (i.e. bottling up)
<b>Key Line Sales Tracking Reports</b> <b>NEW FOR 3.06</b>	Provides sales quantity and values for up to 12 selected key sales items from a choice of 3 reports: All Servers, Individual Servers, Outlet Summary	Can be used to incentivise staff as it is a quick way to monitor who sold the item and how many special items have been sold
<b>Change Trading Mode</b>	This function affords the user the ability to change the trading mode (Sales Mode) by terminal or by trading area.	Ease of use  Many sales modes can be created i.e. Happy Hour  User can freely move to and from modes  The system is automatically put back into the default mode on end / start session
<b>Change Terminal Personality</b>	This function affords the user the ability to assign a given terminal the personality of another terminal i.e. Terminal 20 Bar can take on the Key Map and Prices of Terminal 10 Restaurant even though they are in different trading areas.	Ease of use  Enables the terminals to be moved around the establishment to cater for trading trends  Fully utilise the investment in hardware

## 4.11 Restaurant Functionality

	<b>Description</b>	<b>Benefit</b>
<b>Easy Tables</b> <b>NEW FOR 3.05</b>	Two styles of functionality are supported:  i) Basic table grid, to ensure customers with traditional firmware based terminals gain some of the basic benefits of this new functionality. ii) Enhanced table layout views supported only on the PC based terminals.  In addition to the graphical representation of the outlets tables this enhancement includes the ability to perform other table management func-	Ease of use  Instant visibility of status of tables

	tions such as attaching customer names to tables, graphically moving and merging tables and access to other table related functions (payment, bill printing etc) all through the graphical interface.	
<b>Tables – Pick Up, Merge, Move</b>	<p>Depending on the authority of a given user, it is possible for that user to pick up, merge and move orders from one table to another.</p> <p>Kitchen printer slip printed when moving tables</p>	<p>Users are able to transfer orders from Bar Tabs to Tables and visa versa</p> <p>Users are able to merge tables easily</p> <p>The above allows patrons to move freely around a restaurant / bar</p>
<b>Table/Order On Hold</b>	Tables/Orders can be placed on hold - a temporary delay for example when the customer needs to return to their group to check an item such as a forgotten drink in a round - while the same server processes another transaction. The held order is automatically accessed by the same server when they next log on in the same trading area.	Improves speed of service
<b>NEW FOR 3.06</b>		Greater customer service
<b>Auto Table Prompt in Bar Mode</b>	The Auto table prompt function enables the system to be configured to trigger a prompt for the user to enter a Tab/Table number when a particular item is selected.	<p>Reduces need for Staff training</p> <p>Reduces errors from Kitchen Orders being sent without table numbers</p>
<b>NEW FOR 3.04</b>		
<b>Table Name Enhancements</b>	Consists of two functionalities: i) Prompt for Table Name after entering Covers on opening a new table ii) Display Table Name on Easy Tables screen for easier retrieval of table	Gives easier identification of tables
<b>NEW FOR 3.08</b>		
<b>Covers</b>	<p>This function affords the user the ability to enter the number of Adult and Child covers that are present at a table at the point of sales entry on a restaurant terminal. (Zero covers not permitted)</p> <p>Can be configured by hierarchy (new in 3.11) to control what is reported as a cover for Covers reporting and Average Spend per Head analysis.</p>	<p>Ease of use</p> <p>Accurate logging of cover information</p> <p>Accurate reporting of cover information</p> <p>Accurate reporting of sales relating to cover information</p>
<b>Send Order</b>	This function allows the operator to send Food / Liquor orders that are generated at the point of sale to the kitchen / drinks preparation area.	<p>Speed and accuracy of operation</p> <p>Accurate order information is transferred directly to</p>

	Products can be routed to specific printer destinations based on product groupings.	the kitchen Efficient use of staff, allows focus on customer service
	This function is available from all terminal types including Handhelds.	
<b>Freetext Message</b>	For a server to send text messages inputted from the terminal to the kitchen printer from Sales. Max of 38 characters. Option to send message immediately or at Send Order time	Encourage staff to interact with customer Drive additional sales Customer Retention
<b>Menu Item Countdown</b>	The Menu item countdown functionality affords the user the ability to set stock levels for sales items in either a trading area or across the whole outlet.	Improves speed of service by informing the server when an item is out of stock
<b>NEW FOR 3.04</b>	As each item is sold a counter on the sales item button is decreased.	Enables the manager to track key line stock items
	The system can be configured to prevent the user selling items once it has reached a zero stock level. Stock Levels for each counted item are carried over from one session to the next.	
<b>Advanced Deposits</b>	Ability to record and report upon advanced bookings and the deposit values as they are recorded and redeemed.	Accurate recording and tracking of advanced deposits
<b>NEW FOR 3.05</b>	To further enhance this function, support is added to allow telephone bookings confirmed with a credit card. It incorporates all of the current customer not present security requirements requested by the banks for such an operation. Option to charge a forfeit for an advanced deposit refund.	
	A list of advanced deposits can be printed in either short or long (detailed) format in Party Name, Booking Date or Date Entered order. The print content may be selected to include: All Deposits, Unclaimed Deposits, Redeemed Deposits, Refunded Deposits.	
	The advanced deposits statistics report shows the cumulative values for deposits received, redeemed (totally or partially), or refunded for the Total to Date, Week to Date, and Latest	

	Session.	
<b>Gratuities</b>	All staff tips are recorded and that the relevant reporting processes are supported.	Accurately records tips by server and payment method
<b>NEW FOR 3.05</b>		
	The Servers Grats report shows all the gratuities for an individual server and the Managers Grats report shows the gratuities by area.	Separate Management and individual servers gratuity reports
<b>Service Charge /Covers Charge</b>	A charging system to help cover their staffing costs.	Increased revenue
<b>NEW FOR 3.05</b>	The system supports a comprehensive rules based solution to allow corporate standards of discretionary service charging rules to be applied across the estate.  This includes rules such as 10% added to all food items, or 5% added to all items served in a specific trading area.  Manual service charges can also be applied and undone at the POS terminal	
	A covers trigger quantity can be setup to override the percentage service charge with a covers service charge percentage.	
<b>Server Gratuity Report</b>	This report gives an up to the minute statement on the total gratuities taken by the server and the payment methods used during the current session.	Individual servers can see gratuities due to them
<b>NEW FOR 3.05</b>		

## 5 Kitchen Management Screens (LOGWOOD) **\*\* NEW FOR 3.04**

\*\*

The ABS system is able to integrate to the Logwood Kitchen monitoring system, the system is designed to either replace or work alongside the existing kitchen printers.

The Logwood system can support multiple screen operation modes to suit different kitchen operations.

Logwood functionality includes:

### 5.1.1 Order Display Screens

- o Order by Order Display
- o Item Display
- o Product Item Display
- o Elapsed order time
- o Beep to alert new order
- o Identification of cooking instructions
- o Display the original ticket

- Bump Bars

#### **5.1.2 Expedite Screens**

- Snap shot of orders by Restaurant table
- Elapsed time, with colour codes to highlight delays
- Course identification
- Orders on Hold
- Bump Bars

**Benefit:**

Improved speed of service

Easy to use

Improved tracking and management of kitchen operations

## **6 Standalone Operation**

The Active Business Series point of sale application supports basic standalone operations in the event of failure to communicate with the point of sale server.

The application will support the following:

1. Item Sales Operations
2. Refunds
3. Bar Tabs
4. No Sale
5. Void
6. Local printing

## **7 Admissions**

#### **7.1.1 Direct Ticket Printing**

The Admissions functionality provides the user with the ability to print directly from the terminal to the receipt / ticket printer.

**Benefit:**

Increased speed of receipt and ticket printing

#### **7.1.2 Open Drawer Trading**

The Open Drawer trading functionality available in the Admissions runtime immediately returns the user to the sales screen and enables the user to continue using the terminal whilst the cash drawer is open.

**Benefit:**

Increased speed of service at Admissions points

#### **7.1.3 On Screen Admissions Counter**

The On-Screen Admissions counter identifies the number of tickets that have been sold through the Admissions terminal.

**Benefit:**

Enables user to track Admissions counts, to maintain Health & safety regulations

#### **7.1.4 Unattended EFT Admissions Kiosk \*\* NEW FOR 3.04 \*\* NOT IN 3.10**

The Unattended EFT Admissions kiosk operates as a self-service terminal for Admissions tickets. It provides the customer with the ability to purchase tickets using a credit or debit card, thus beating the traditional admissions queues.

The Kiosk operation supports all of the Banks requirements to perform credit card transactions in an unattended environment.

**Benefit:**

Increase revenue by moving people into the venue quicker

Increase revenue by charging a premium for kiosk entry

Improve customer spend by providing a card payment service for admissions

Reduce 'Walk off' customer loss by reducing the length of queues

#### **7.1.5 Kiosk Sales Report \*\* NEW FOR 3.04 \*\***

The Kiosk Sales report function enables the user to identify how many tickets have been sold through the unattended payment kiosks.

**Benefit:**

Enables user to track Admissions counts, to maintain Health & Safety regulations

#### **7.1.6 Kiosk Audit Report \*\* NEW FOR 3.04 \*\***

The Kiosk Audit Report function enables the user to audit the unattended kiosk events, such as card declined, card retention alerts and payments.

**Benefit:**

Provides a tool for managers to deal with customer enquiries

Enable the manager to operate within the banks required processes

#### **7.1.7 Kiosk Alerting \*\* NEW FOR 3.04 \*\***

The Kiosk alerting features provides the Admissions counter staff with Alerts from the unattended payment kiosks.

Alerts include:

Printer Error

Out of Tickets

Card Jammed

**Benefit:**

Reduces the risk of the terminal being out of operation

#### **7.1.8 Automated Kiosk Declarations \*\* NEW FOR 3.04 \*\***

The Automatic Kiosk declarations functionality enables the system to automatically declare the total EFTPOS payments as part of the End of Session process when the terminal is closed.

**Benefit:**

Reduce time required for declarations

Reduce possibility of user error when declaring values

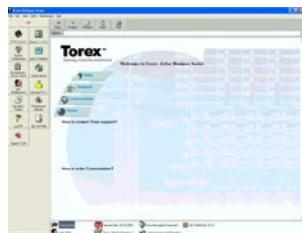
#### **7.1.9 Cloakroom Tickets \*\* NEW FOR 3.09 \*\***

For the cloakroom, two types of ticket are available, an individual and a group ticket.

1. When individual tickets are sold each item has two slips printed. One copy is given to the customer, the other attached to the item left in the cloakroom. Each ticket has a different ID number.
2. For group items a slip is printed for each item but only one slip is printed for the customer showing the number of items deposited. Only one ID number is shown on all tickets.

## 8 Pre-Requisites

### BOS



Software (Bin)

Install Backups (Based on retention dependent)

Reports (Based on retention dependent)

SQL Databases - Total

dbBOS database

dbCD database

dbTraining

### FOS



Total Size for ABS3

Total Retail Logic software

(including Chip'n'Pin components)

ABS3 Software only

ABS3 Data Files

### 8.1 Hardware Requirements

#### BOS PC

Minimum		Recommended
Processor	850Mhz	2.5Ghz
Memory requirement	256	512

#### FOS PC

Processor	<b>266Mhz</b>	YES
Memory requirement	<b>256Meg</b>	YES
Keyboard	YES	YES
Mouse	YES	YES
Logical Drives	YES	YES
10/100Base Network	YES	YES
USB 1.0 / 1.1 Support	YES	YES

### 8.2 Software Requirements

Microsoft SQL

**SQL7 + SP4, SQL 2000,  
SQL 2005**

Internet Information Services (IIS) for web reporting functionality **V5.0**

Microsoft .Net Framework for web reporting functionality **v1.1**

Minimum ABS software revision that 3.11 can be upgraded from **ABS 3.10**

Operating systems that will support 3.11 **2000, XP**

### **8.3 Communications Interfaces/Architecture Support**

Serial / IP / Connector Box **YES**

P.C PoS / Wedge Terminal Communications **YES**

3.08 Supported system configurations **Single Box, Dual Box, U5R FoS**

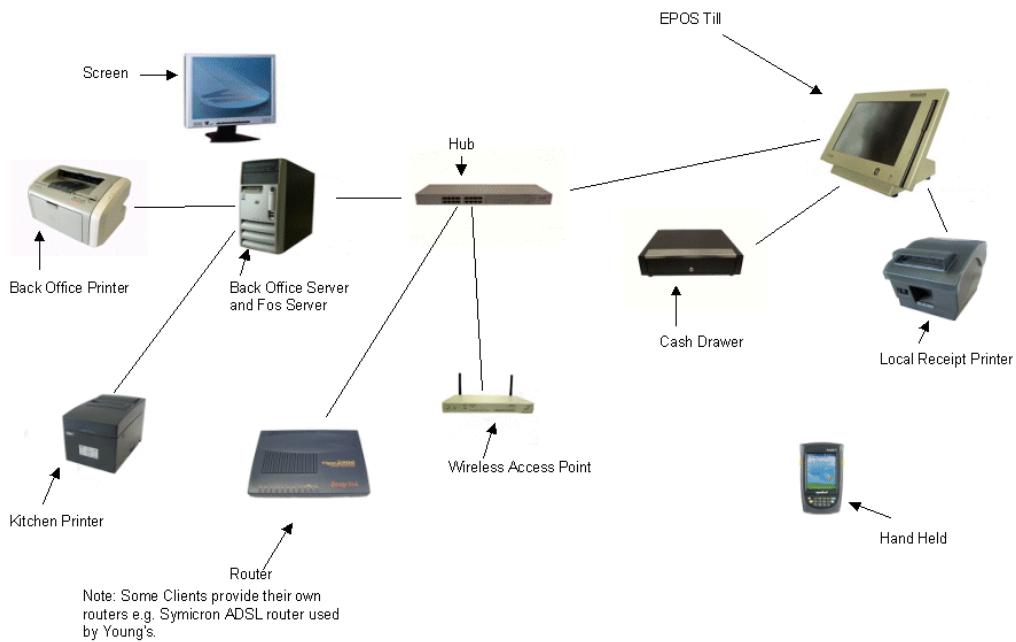
### **8.4 Dependencies**

DL4 Licensing using Per Port DLL (up to v3.09 only)

## 9 Hardware Product List

All the following Hardware is currently approved installable and supportable through the Torex Hospitality Operations Department. All requests for hardware and / or architecture changes must be accompanied by a fully completed and signed Product Change Control Form (available from the relevant Product Manager.)

## 9.1 IP Single Box Solution



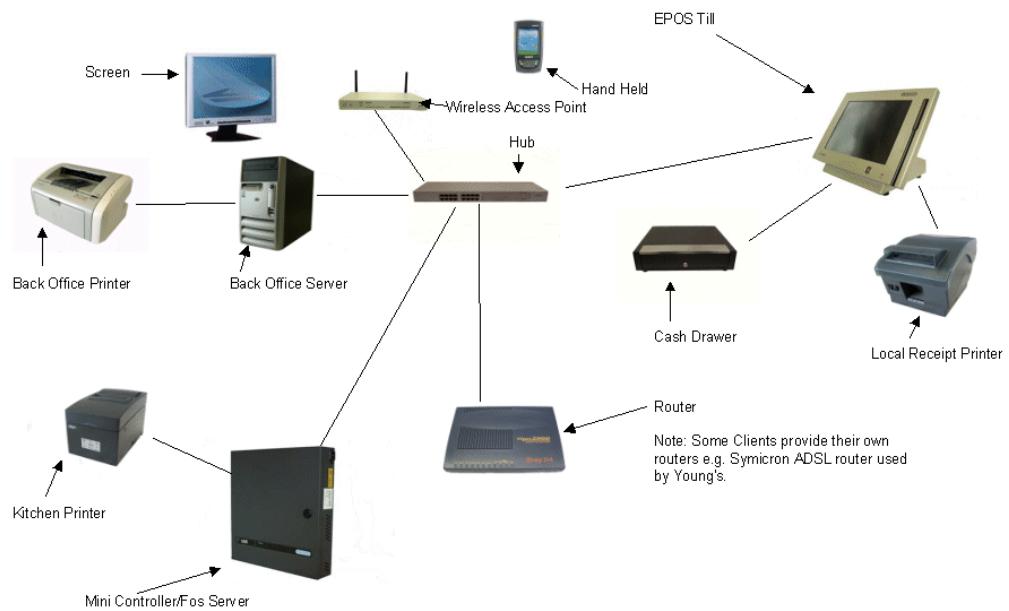
### 9.1.1 Hardware Product List for IP Single Box Solution

	Description	Part Number
Back Office Server	HP PC Black DX2000, C-1.5G,512MbRAM	HP-30085758(BPFA)
Back Office Printer	HP1020 USB Laser Printer Brother Mono Network Laser Printer	HP-1020USB(HHAA) HL5250DN(HFEA)
Cash Drawer	Large Cash Drawer, Charcoal,Std 24Volt Medium Cash Drawer, Black,Std 24Volt Medium Cash Drawer, Epson Grey,Std 24Volt	EP107XN(XUCA) ICD-3S-423-BL-24V(CTMA) ICD-3S-423-CG-24V(CTLA)
Screen	15" LCD monitor 17" LCD monitor	V7-L15PS(EJCB) MON-VA702(EJHA)
Hub	Basic 5 port 10Mbps hub Etherfast 8 Port Hub 10/100 3COM 16-port HUB - 10/100Mbps	DE-805TP(GHEA) EFAH08W(GHCA) 3C16410(GHDA)
Router	ISDN Router - A/Telesyn	AT-AR300L-TPAD(GGAA)
EPOS Till	XN900,256mb,CFM,D3,Silver (HT121)	XN922CC-AE(XSMC)
Local Printer	Star Thermal POSPrinter with Spill proof cover	STAR-TSP743SPBL(HGUC)
Kitchen Printer	Star Dot matrix POSPrinter	STAR-SP542BL(HGVA)

### Wireless Options

Handheld	Symbol PPT4486 CE.NET 6 Key HHT	STPT430(CVEA)
Access Points	Wireless Access Point 802.11b/g	3CRWE454G72(CQUA)
Adapters	Wireless 11g/56Mb USB Adapter	3CRWE254G72(CQWA)

## 9.2 IP Dual Box Solution



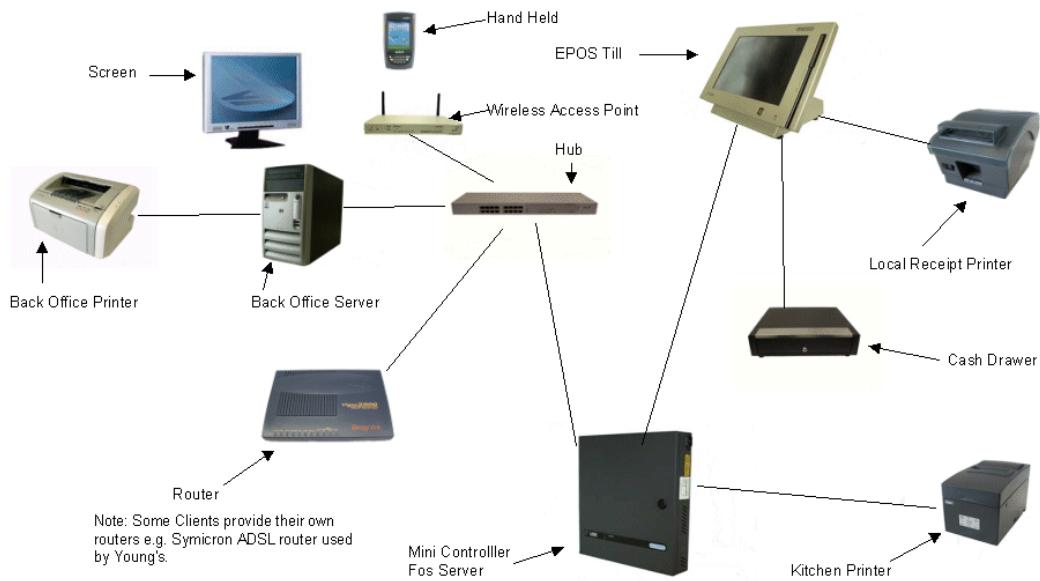
### 9.2.1 Hardware Product List for IP Dual Box Solution

	Description	Part Number
Back Office Server	HP PC Black DX2000, C-1.5G,512MbRAM	HP-30085758(BPFA)
Back Office Printer	HP1020 USB Laser Printer Brother Mono Network Laser Printer	HP-1020USB(HHAA) HL5250DN(HFEA)
Cash Drawer	Large Cash Drawer, Charcoal,Std 24Volt Medium Cash Drawer, Black,Std 24Volt Medium Cash Drawer, Epson Grey,Std 24Volt	EP107XN(XUCA) ICD-3S-423-BL-24V(CTMA) ICD-3S-423-CG-24V(CTLA)
Mini Controller/Fos Server	XN U5R,256mb,CFM,D3 HP PC Black DX2000, C-1.5G,512MbRAM	XNU5R220-AB(ANBC) HP-30085758(BPFA)
Screen	15" LCD monitor 17" LCD monitor	V7-L15PS(EJCB) MON-VA702(EJHA)
Hub	Basic 5 port 10Mbps hub Etherfast 8 Port Hub 10/100 3COM 16-port HUB - 10/100Mbps	DE-805TP(GHEA) EFAH08W(GHCA) 3C16410(GHDA)
Router	ISDN Router - A/Telesyn	AT-AR300L-TPAD(GGAA)
EPOS Till	XN900,256mb,CFM,D3,Silver (HT121)	XN922CC-AE(XSMC)
Local Printer	Star Thermal POSPrinter with Spill proof cover	STAR-TSP743SPBL(HGUC)
Kitchen Printer	Star Dot matrix POSPrinter	STAR-SP542BL(HGVA)

### Wireless Options

Handheld	Symbol PPT4486 CE.NET 6 Key HHT	STPT430(CVEA)
Access Points	Wireless Access Point 802.11b/g	3CRWE454G72(CQUA)
Adapters	Wireless 11g/56Mb USB Adapter	3CRWE254G72(CQWA)

### 9.3 Generic U5R Serial Upgrade Solution



#### 9.3.1 Hardware Product List for Generic ABS U5R Serial Upgrade Solution

	Description	Part Number
Back Office Server	HP PC Black DX2000, C-1.5G,512MbRAM	HP-30085758(BPFA)
Back Office Printer	HP1020 USB Laser Printer Brother Mono Network Laser Printer	HP-1020USB(HHAA) HL5250DN(HFEA)
Cash Drawer	Large Cash Drawer, Charcoal,Std 24Volt Medium Cash Drawer, Black,Std 24Volt Medium Cash Drawer, Epson Grey,Std 24Volt	EP107XN(XUCA) ICD-3S-423-BL-24V(CTMA) ICD-3S-423-CG-24V(CTLA)
Mini Controller	XN U5R,256mb,CFM,D3	XNU5R220-AB(ANBC)
Screen	15" LCD monitor 17" LCD monitor	V7-L15PS(EJCB) MON-VA702(EJHA)
Hub	Basic 5 port 10Mbps hub Etherfast 8 Port Hub 10/100 3COM 16-port HUB - 10/100Mbps	DE-805TP(GHEA) EFAH08W(GHCA) 3C16410(GHDA)
Router	ISDN Router - A/Telesyn	AT-AR300L-TPAD(GGAA)
EPOS Till Classic Convertor Box	XN900,256mb,CFM,D3,Silver (HT121) Classic Connectivity Box	XN922CC-AE(XSMC) XN900I-A(GFFA)
Local Printer	Star Thermal POSPrinter with Spill proof cover	STAR-TSP743SPBL(HGUC)
Kitchen Printer	Star Dot matrix POSPrinter	STAR-SP542BL(HGVA)

#### Wireless Options

Handheld	Symbol PPT4486 CE.NET 6 Key HHT	STPT430(CVEA)
Access Points	Wireless Access Point 802.11b/g	3CRWE454G72(CQUA)
Adapters	Wireless 11g/56Mb USB Adapter	3CRWE254G72(CQWA)

## 10 Constraints And Limitations

### 10.1 Table Configuration Limitations

Area	FOS	BOS	EMS	Comment
Sales Families	23	9	Total of 9999	
Sales Categories	119	99		
Sales Generic Sales Item Groups (GSI Group)	999	999		
Sales Generic Sales Items (GSI)	4000	9999		
Base Sales Items (BSI) Number	3999	99999	99999	
Sales Item Terminators (SIT)	599	99999	99999	
Sales Item Descriptors (SID)	499	99999	99999	
Sales Item Preparators (SIP)	1999	99999	99999	
BSI Routes	1999	99999	99999x99x99	
Stock Families	n/a	99	Total of 9999	
Stock Categories	n/a	99		
Stock Generic Sales Item Groups (GSI Group)	n/a	999		
Stock Generic Sales Items (GSI)	n/a	9999		
Stock Items	n/a	99999	99999	
Recipes	n/a	99999		
Recipe Components	n/a	n/a	99999x100	
Sub Recipe Components	n/a	n/a	99999	
Product Recipes	n/a	no limit	99999	
Products	n/a	99999	99999	
Suppliers	n/a	99999	9999	
UOM	n/a	999	999	
UOM Conversion	n/a	999	999x999	
PILs	1999	99999	99999	
PIL Entry	3999	99999x100	99999x100	
Key Map	59	999	999	
Key Position	3999	99999x100	99999	
PAMs	999	99999	99999	
PAMParms	999	no limit	99999	
PLU	70			
Trading Areas	39	999	999 per outlet	

Area	FOS	BOS	EMS	Comment
Trading Modes	10	999	999 per outlet	
Style of Terminal Operation (Run-times)	99	99		
Tax	49	99	99	
Terminals	99	999	999	
Cash Drawers	99	9 per outlet	9 per terminal	FOS only supports 1 cash drawer per terminal
Printers	99	99	99	
No of PDGs	99			
Spread across xx Trading Areas	20			
Each PDG limited to x Printers	4			
Promotions	999	999	999	
Promotion Parameters	1000	no limit	no limit	
Payment Methods	30	99	99	Restricted to 49 payment methods on FOS Declarations (and 20 on handheld)
Currencies	99	99	99	
EFTPOS: Acquirer	10	99	99	
EFTPOS: Card Parameters	1200	99	99999	
Key Tracking Items	12	12	n/a	
Advanced Deposits Message	8 lines	1 record	1 record	
Tab Numbers	9999			
Table Numbers	9999			
Easy Tables	70 per PIL			Restricted to no of tables on PIL.
Trigger Headers	999	999	99	
Trigger Parameters	499	499	99x999	
Service Charge Parameters	9999	99999	99	
Report Groups			99	Reports are constrained by the data sent via trickle and the stored procedures.
Reports			999	
Columns			9999	
FOS Users	999			
Order Takeover	500 servers			
Stock on handhelds				Only available using Windows 2000.
Automatic Allowance		No limit		

The following POS modules can only run from the Management Menu:

POS Module	Description
CLRDWN	Clear Dispenses
DALKEY	Touch Buttons
MIC101	Menu Item Countdown Report
PAYS	Hotel Payment Codes Setup Utility
POS002	POS User Maintenance
POS003	Mode-Map Change (Area)
POS004	Server Training
POS005	Sign Servers On
POS006	Cash Lift
POS007	Manager Details
POS008	Sales Operation
POS009	Sign Servers Off
POS011	Product Lists
POS012	Open Orders Report
POS013	Cash Check Report
POS014	Active Servers
POS015	Start Session Start Day
POS016	Start Terminal
POS017	Business Summary
POS019	Event Audit Trail
POS020	Cash Drawer Change
POS021	Increase Float
POS022	End of Day
POS025	Staff List
POS026	Transaction Audit Trail
POS028	Emergency Closedown
POS037	Kick Terminal
POS066	Change Trading Mode (Terminal)
POS068	Business Summary by Category
POS109	Terminal Sales Report (Family)
RMPOST	Print Posted Room Transfers
RMUNPT	Print Unposted Room Transfers
ROH001	Re-assign Table/Order On Hold
SET001	Adjust Contrast
SET002	Set Viewing Angle
SET003	Adjust Volume

POS Module	Description
SET004	Set Beeper Volume
SHIFTS	Setup Shift Times
SRP001	Server Reprint
TALKST	Hotel Link Status