# Oracle® Hospitality RES 3700

Patch Release Notes
Release 5.4.1 and later
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# Preface

This document highlights major changes for Release 5.4.1 and later.

For more information on RES 3700, refer to the product documentation on the Oracle Help Center and MyOracle Support.

## Audience

This document is intended for customers who have installed Patch 5.4.1 and later.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
http://docs.oracle.com/en/industries/hospitality/

## Revision History

| Date | Description of Change |
|---|---|
| March 2016 | • Initial publication. |
| May 2017 | • Support for Oracle Hospitality MICROS Tablet 720. |
| October 2018 | • Added information for the Always Show Quantity for Detail with Non-Zero Price feature. |

# 1 Patch Details

## Summary of Fixed Issues

For a complete list of fixed issues, log into MyOracle Support.

## Features and Updates

### Oracle MICROS Tablet 720 Support

RES 5.4.2 and later support Oracle MICROS Tablet 720 using Microsoft Windows 8.1.

Tablet 720 uses an OPOS scanner, which returns full barcode data. This differs from natively supported scanners, which support barcode format options.

When configuring these OPOS devices, use the following device names:

- MSR: `IDTECH_SECUREMAG_USBHID`
- Scanner: `Honeywell`

### Touchscreen Keys Reflect the Guest Check Status

Depending on the status of a guest check, POS Operations can show the following touchscreen keys in the depressed state:

- VIP Check
- Rush Order
- Change Screen
- Tray Totals
- Edit By Seat
- Filter Seat
- Delayed Order
- Future Order
- Order Type
- Void Transaction
- Void
- Return Transaction
- Return
- Main Level
- Sub Level

### Locking Check Details After Service Total

You can now configure a Service Total tender operation to lock check details. A locked check cannot be unlocked and only allows for payment operations. You can use this feature to satisfy requirements such as when a fiscal check must be presented to a customer when delivering an order. A locked check ensures that no changes can be made after it has been printed for delivery.

To set a service total tender operation to lock checks:

1. In the POS Configurator, click the **Sales** tab, and then click **Tender/Media**.
2. On the **Service TTL** tab, create or select the service total operation you want to configure.
3. Select **Activate Check Fiscal Lock**, and then click **Save**.

To allow automatic discounts to process after a check has been locked:

1. In the POS Configurator, click the **Revenue Center** tab, and then click **RVC Discount/Service**.
2. For each revenue center, select **Automatic discount effectiveness**, and then click **Save**.

## Designate Order Types as Requiring a Greeting

This option allows you to track orders placed in advance, such as a call-in order, by requiring the customer to arrive and meet with an operator before the order can be dispatched. This prevents the confusion that occurs when an order is dispatched before a customer arrives for pick-up.

When the kitchen completes and bumps an order that belongs to this order type, POS Operations lists the order at the bottom of the Orders list area with the underlined and italicized *Waiting* status. When a customer arrives to pick up the order, the operator transfers the order to the workstation and places the order. POS Operations then changes the status of the order to Ready and allows it to be dispatched as normal.

To enable this option for an order type:

1. In the POS Configurator, click the **System** tab, and then click **Order Types**.
2. Click the **General** tab, select **Require greeting**, and then click **Save**.

## Automatic Discount Grace Periods

You can now configure grace periods of up to 15 minutes for Automatic Discounts.

For example, if you have a discount that applies from 2 PM to 4 PM and you want to provide a grace period for customers who place their orders slightly too early or too late, you can now configure a 3-minute grace period so that the discount applies from 1:57 PM to 4:03 PM.

## Single-Tray Tendering

If your restaurant enables Tray Totals, you can now enable the **Single Tray tendering** option to restrict tenders to apply to only one seat at a time. If you attempt to pay more than one seat while the option is enabled, POS Operations shows the message:

```
Tender Not Allowed With Multiple Active Seats.
```

To configure this option:

1. In the POS Configurator, click the **Revenue Center** tab, and then click **RVC Seats**.
2. Select **Single tray tendering**, and then click **Save**.
3. Configure and add a button with the **Allow Tray Totals** function to the touchscreen.

## Increased Order Type Definition Limit

You can now define up to 12 Order Types.

## New Order Chits

You can now use Chit 18 with Prep Status and Chit 58 with 20-point font size.

## New Stored Procedure

You can now use the `172 Reset Beginning Check Numbers` stored procedure to reset the check number to the lowest allowed value.

## Assigning Tray Numbers During Check Creation

You can now assign a tray number when creating a check, for example when placing items on a tray in a counter-based service.

To configure this option:

1. In the POS Configurator, click the **System** tab, and then click **Expo Tray Areas**.
2. Update the following fields:
    a. Prefix: Enter what to display in POS Operations, Kitchen Display Systems, and Guest Checks.
    b. Count: Show how many tray numbers are available.
    c. Maximum usage time (Min): Enter the maximum amount of time, in minutes, that a tray will be in use. POS Operations automatically releases the tray after the entered amount elapses.
    d. Enable Full Tray Rotation: Select whether to use all available trays before re-using the trays. If you disable this option, trays will be re-used as soon as the trays are released.
3. You can now add the `175 Reset Expo Tray Rotation` stored procedure. You should typically add the procedure to the End of Day autosequence.

## Employee Privilege for Re-opening Closed Checks for Discounts

You can now configure employee privileges to allow re-opening a closed check to apply discounts. This privilege only allows users to void the current round of discounts and to add discounts. Users cannot fire menu items to the KDS.

To configure this option:

1. In the POS Configurator, click **Employees**, click **Employee Classes**, and then click the **Guest Checks** tab.
2. For each employee class, select or deselect **Reopen closed checks for discount**.

## Display and Ring Orders for Multiple Seats in Conversational Ordering Mode

You can now configure showing the total amount due for each seat on the display in Conversational Ordering Mode without filtering a specific seat.

To prevent trays or seats from collapsing when filtering:

1. In the POS Configurator, click **Revenue Center**, and then click **RVC Seats**.

2. For each revenue center, select or deselect **Do not hide trays/seats when filtering**.

To add the seat total value to the Display Detail area of the check:

1. In the POS Configurator, click **Revenue Center**, and then click **RVC Seats**.
2. For each revenue center, select or deselect **Display the total by seat**.

## New Smart Keys

You can now:

- Add Family Groups and Major Groups as options.
- Configure the rule type as `NULL`. You can only assign the `NULL` value to one smart key within a single smart key group.

## Alternate Order Routing

You can now enable menu item classes to use alternate routing, and then configure order types and workstations to use the alternate routing. For example, you can use this option to support checks that only contain beverages. The KDS display then shows an indicator specifying that the order only contains beverages, and the system routes the order to a specific device, such as the drink bar.

To enable the option for menu item classes:

1. In the POS Configurator, click **Sales**, and then click **Menu Item Classes**.
2. Click the **Print** tab, and then select or deselect **Use Alternate Order Routing** for each menu item class.

To configure an order type to use alternate routing:

1. In the POS Configurator, click **System**, and then click **Order Types**.
2. Click the **Order Devices** tab, and then select or deselect **Alternate** for each order type.

To configure a workstation to use alternate routing:

1. In the POS Configurator, click **Devices**, and then click **User Workstation**.
2. Click the **Order Devices** tab, and then select or deselect **Alternate** for each device.

## Automatically Substituting Side Items in Combo Meals Based on Condiments

POS Operations can now substitute a side item in a combo meal based on its condiments, allowing users to enter an order faster by selecting the menu item and then adding an acceptable condiment. For example, if a user enters a burger with cheese and a shake with chocolate, POS Operations automatically substitutes the entries with a cheeseburger and a chocolate shake.

## Display Priority for Condiments

You can now configure the display order of condiments in a condiment group.

1. In the POS Configurator, click **Sales**, and then click **Condiments**.
2. Click the **Condiment Selection** tab, and then enter the **Display Priority** for each condiment. POS Operations shows the lowest priority value first.

## Workstation-Specific Sign-in Screens

You can now set sign-in screens by workstations.

1. In the POS Configurator, click **Devices**, and then click **User Workstations**.
2. Click the **General** tab, and then select the **Sign in Screen** for each device.

## Economic Printing

You can now configure POS Operations to print a check only if there was a change in the current round, such as if the check total changed, if check details changed, or if the order type changed.

1. In the POS Configurator, click **Sales**, and then click **Tender/Media**.
2. Click the **Printing** tab, and then select **Eco print mode**.
   If you cannot select **Eco print mode**, make sure you enabled **Print check**.

## Overriding Printer Selections with Order Types

You can now specify printer configurations for each order type by specifying the user workstation. This option supports overriding the following printing operations:

- Customer Receipt
- Guest Check
- Memo Check
- CA Voucher
- Local Order
- Validation (only when validating transaction sales items)

To configure the overrides:

1. In the POS Configurator, click **System**, and then click **Order Types**.
2. Click the **Others** tab, and then for each order type, select **Override print selection UWS**, and then select the user workstation to be used for determining the printer.
3. In the POS Configurator, click **Devices**, and then click **User Workstations**.
4. Click the **Options** tab, click the **General** tab, and then select **Enable order type printer override**.

If a workstation has **Print Destination Selection** and **Enable order type printer override** enabled, POS Operations prioritizes allowing printer selection. If the overriding workstation does not have the correct assigned printer type, POS Operations falls back on configurations for the current workstation.

## Opening a Cash Management Deposit During End of Night Autosequence

You can now add a step to open a cash management deposit during the End of Night autosequence process. You can use the step to finalize existing open deposits, and then open a new one for the new business day.

## Disabling the KDS Bump for Checks Open at a Workstation

You can now disable the KDS Bump for checks that are open at a POS workstation. When this option is enabled, the KDS chit shows **Ordering** when a check is open at a POS

workstation, and then shows **Serviced** after the check has been serviced to allow the check to be bumped.

1. In the POS Configurator, click **System**, and then click **Kitchen**.
2. Click the **Options** tab, and then select or deselect **Disable bump while check is open at POS**.

## Re-opening Closed Checks in Dynamic Order Mode

You can now re-open a closed check that was created in dynamic order mode. When you re-open the check:

- If there is no change due on the check, you do not need to perform a void operation before performing additional operations on the check, such as adding new menu items and applying discounts.
- You cannot cancel the order.

## Configuring Display Behavior of Production Items on the KDS

You can now set production items as dynamic or static to change the display behavior on the KDS. If you set an item as dynamic, the KDS only shows the item when it has a count value.

1. In the POS Configurator, click **Devices**, and then click **Devices**.
2. Click the **Kitchen Display** tab, click the **Production Items** tab, and then for each item, set the **Persistence** value.

## Configuring Production Items in the Kitchen Theme

You can now configure the location and columns for production items.

1. In the POS Configurator, click **Devices**, and then click **Kitchen Themes**.
2. Click the **KDS Device** tab, and then click the **Production Items** tab.
3. Configure the location and columns for production items.

## Increased Maximum Number of Production Counter Columns

The KDS Controller now supports 20 production counter columns.

1. In the POS Configurator, click **Devices**, and then click **Devices**.
2. Click the **Kitchen Display** tab, click the **Product Items** tab, and then configure the number of **Columns** you want to use.
   Depending on the number of columns, new orders may fill the KDS display screen.

## Configuring KDS Chit Timer Reset

You can now configure the reset behavior of the KDS Chit Timer when an order is service totaled. By default, the **Do Not Reset KDS Chit Timer** option is enabled and the timer does not reset, as was the behavior in previous RES versions. If you disable the option, the timer resets when a check is service totaled the first time, but the timer does not reset if the check is opened and service totaled again.

1. In the POS Configurator, click **Devices**, and then click **Devices**.

2. Click the **Kitchen Display** tab, click the **Display** tab, and then select or deselect **Do Not Reset KDS Chit Timer**.

### Transferring Cash Pull from Server Bank to Deposit

You can now transfer the cash pull from the server bank to a deposit if:

- The server bank is open.
- The employee is authorized to perform the transaction.
- The server bank retains a sufficient remaining amount.

Once a server bank is closed, you cannot deposit any cash pulls. You can now use the **Cash Pull** column to view whether there are any cash pulls that must be transferred to a deposit. You can also configure the system to require depositing the cash pull before you can close the server bank or till.

1. In the Cash Management Back Office (CMBO), click **Configuration**, and then click **Options**.
2. Click the **Others** tab, and then select or deselect **Require Cash Pull Deposit Before Close**.

You can also now enforce cash pull amount verification with server banks. The option previously only worked with tills.

1. In the Cash Management Back Office (CMBO), click **Configuration**, and then click **Options**.
2. Click the **Main** tab, and then select or deselect **Verify Cash Pull Amount**.

### Always Show Quantity for Detail with Non-Zero Price

For RES 5.4.5, a new option in the POS Operations module, called **Always Print Quantity of Priced Items**, is now available.

When enabled, the quantity of all detail items with a price printed on guest checks and receipts is also printed. When disabled, only quantities greater than one are printed on guest checks and receipts.

This applies but is not limited to the following detail items:

- Priced Condiments
- Priced Combo Childs
- Discounts
- Service-Charges

To access the new option, select **POS Configurator**, **System**, **Restaurant**, **Options**, and then click **General**.

## Known Issues

### Quebec Sales Recording System (SRM) Package Deal

Oracle Hospitality RES 3700 does not support the Package Deal feature when using the Quebec Sales Recording System.