

# Oracle<sup>®</sup> MICROS Restaurant Enterprise Solution (RES) Version 5.2

## *Maintenance Release 2*

### General Information

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#### About This Document

This document provides installation instructions for the MICROS Restaurant Enterprise Solution (RES) Maintenance Release 2 for Version 5.2. The process ensures the proper transfer and configuration of the files, programs, and database required for the smooth operation of the applications.

\*\*\*\*\***IMPORTANT: New PreReq**\*\*\*\*\*

As of RES 5.2 MR1, a new prerequisite patch is required. Be sure to read the RES 5 Generation 2 (RES 5 Gen2) Prerequisite Patch Installation instructions located in the RES5\_Gen2\_Prereq\_Patch\_MD.pdf prior to upgrading.

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\*\*\*\*\***NOTE**\*\*\*\*\*

If upgrading an Enterprise Management (EM) Corporate or Store server to RES 5.2 MR2, the EM software must also be upgraded to a corresponding EM version that supports Sybase 16.

\*\*\*\*\*

\*\*\*\*\*NOTE\*\*\*\*\*

Launching back office applications can be completed by an administrator or a user on a Microsoft Windows 7 client.

Launching back office applications must be completed by either a power user or an administrator on a Microsoft XP client. (This is the same functionality that existed in RES 4.x.)

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Within each section, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, available from the MICROS website.

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## Upgrading RES

The following versions of RES databases can be upgraded to RES 5.2 Maintenance Release 2.

- ◆ 3.2 \*\*\*
- ◆ 4.3 HF1, 4.3 HF2, and 4.3 MR3 \*\*\*
- ◆ 4.4 \*\*\*
- ◆ 4.5 and 4.5 MR1 \*\*\*
- ◆ 4.6 and 4.6 MR1 \*\*\*
- ◆ 4.7 and 4.7 MR1 through MR4 \*\*\*
- ◆ 4.8 and 4.8 MR1 thru MR7 (4.8 MR3 and lower \*\*\*)
- ◆ 4.9 and 4.9 MR1 through MR10 (4.9 GR \*\*\*)
- ◆ 4.10 and 4.10 MR1, MR2
- ◆ 4.11 and 4.11 MR1 through MR5
- ◆ 4.12 and 4.12 MR1A
- ◆ 5.0 and 5.0 MR1 through MR6
- ◆ 5.1 and 5.1 MR1 through MR4
- ◆ 5.2 and 5.2 MR1A

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**Warning** *Any RES version not listed here cannot be upgraded to RES 5.2 Maintenance Release 2.*

*\*\*\* These databases must have a pre-convert script run against them prior to upgrading to 5.2 MR2.*

*All Enterprise Management databases not already at RES 5.x must run the pre-convert script.*

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## Installing a Maintenance Release

**This Maintenance Release can only be installed on a system that has the released version of RES 5.2 (build 5.2.0005.1327) installed.**

### Before You Begin

1. Close ALL running MICROS applications, except Control Panel.
2. In the MICROS Control Panel, set the Restaurant to OFF.
3. Make sure all of the POS Clients are at System Closed.
4. Close the MICROS Control Panel.

### Installation Instructions

1. Ensure that the new RES 5 Gen2 Prerequisite with Sybase 16 has been installed before proceeding to step 2. Refer to the [\*\*RES5\\_Gen2\\_Prereq\\_Patch\\_MD.pdf\*\*](#) for instructions.
2. Copy the Maintenance Release, RES\_52\_MR2.exe to the temp folder on your RES Server.
3. Double-click on RES\_52\_MR2.exe. The patch will run for a short time. Once the patch is complete, the RES server will automatically reboot.

### Installation Notes

Installing the Maintenance Release on a RES server will stop all of the running MICROS services before installing the updated files. The RES server will reboot upon completion. The Maintenance Release may include updated files for the POS Clients. Once the server has rebooted, all of the clients will install the updated files. Once finished, the clients will then reboot.

Before installing updated files on your system, the Maintenance Release preserves the original files by appending .PrePatchRestore to the existing filename. **It is absolutely critical that these renamed files be left in place**, exactly as they are. The removal or modification of these archived .PrePatchRestore files will render your RES server un-patchable by future RES releases.

The same Maintenance Release may be installed more than once. This should not be needed, except in the rare case where an installation has failed. Multiple Maintenance Releases may be installed as needed.

Installing the Maintenance Release produces a log file named MicrosNovaPatch.log, which will be located in the %windir% folder.

Installing a Maintenance Release will create a unique registry key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\MICROS\NovaFix\RES\_52\_MR2**

Within this key, a value name 'Installed Date' is created. The data for this value will be the date the Maintenance Release was installed.

All maintenance releases will add a row to the database in db\_version\_cfg to indicate that a Maintenance Release patch has been executed against the DB. The 'db\_module\_desc' will be 'RES 5.2 Maintenance Release 2'. The 'db\_service\_pak\_desc' column will be the build number of 5.2.0005.1327. Most of the db\_build\_num rows will be updated to 1,714.

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## **Declarations**

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## **Maintenance Release 2**

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### **What's New?**

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

### **New Features Summarized**

No new features have been added to this release.

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**What's Enhanced?**

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ♦ The basic feature or functionality already exists in the previous release of the software.
- ♦ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

**Enhancements  
Summarized**

No enhancements have been added to this release.



## What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in a previous version of software. To qualify as a revision, the change must satisfy the following criteria:

- ♦ The basic form, feature, or functionality must be part of the previous version of the software.
- ♦ The change must replace the current item or remove it from the application.

## Revisions Summarized

The table below summarizes the revisions included in this Maintenance Release.

| Module           | Revision  | SCR<br>or<br>TPID/<br>CR ID | Page |
|------------------|---|-----------------------------|------|
| Database Manager | Database rebuild failed when the Database was restarted   | 40498/<br>N/A               | 10   |
| KDS              | KDS Controller became unresponsive with heavy loads   | 40536/<br>N/A               | 10   |
| MDS HTTP Service | mTablet network communications were slow  | 40391/<br>35016             | 10   |
| PINpad.dll       | VivoPay 4800 message was incorrectly parsed when AmEx was tapped  | 40481/<br>32501             | 11   |
| Printing         | Chained IDN printers, connected to an mTablet R-series device, could result in an error and orders not printing | 40537/<br>N/A               | 11   |
| Reports          | By Design: Previewing report output never times out   | 66202/<br>N/A               | 12   |

## Revisions Detailed

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### Database Manager

#### *Database rebuild failed when the Database was restarted*

SCR #: 40498

CR ID #: N/A

Previously, if the Micros.DB was restarted while the database rebuild was in progress, the database rebuild would fail when it tried to copy the rebuilt database back into the Data folder. This has been corrected. Now, we rename the old .DB file to Micros.DBORG to prevent this from occurring. The Micros.DBORG file is left in case it should be needed as a backup. If another rebuild is done, the first Micros.DBORG will be overwritten by the new one.

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### KDS

#### *KDS Controller became unresponsive with heavy loads*

SCR #: 40536

CR ID #: N/A

Previously, KDS could become unresponsive at heavy loads. This has been corrected.

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### MDS HTTP Service

#### *mTablet network communications were slow*

SCR #: 40391

CR ID #: 35016

Previously, performance was slow on the mTablet for interface inquiry and other functions. This especially impacted Romanian customers using fiscal printers, which is a SIM interface. This has been corrected.

MDS HTTP Service was modified to handle persistent connections to clients. mTablet network communications are now faster for Wireless and Ethernet connections. Speed and time to 'Start RES' (load POS Operations on the mTablet) and general POS Operations performance are improved.

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## **PINpad.dll**

### ***VivoPay 4800 message was incorrectly parsed when AmEx was tapped***

SCR #: 40481

CR ID #: 32501

Reliability fixes were made for the VivoPay RFID payment device. The VivoPay 4800 message was incorrectly parsed when an American Express card was tapped. When attempting to use Tap and Pay with an American Express card, Ops displayed the error "Credit Card Type Not Found" and all subsequent attempts to Tap and Pay were ignored.

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## **Printing**

### ***Chained IDN printers, connected to an mTablet R-series device, could result in an error and orders not printing***

Target Process ID#: 40537

CR ID #: N/A

Previously, when sending an order to two "daisy chained" IDN printers connected to an mTablet R-series device, the second printer failed to complete the print job and a "Printer Communications Failure" error appeared in POS Operations. After pressing OK to the error and sending another order, the second device completed the previous print job by cutting the chit paper and then failed to complete the cutting job again. This has been corrected. The closing and re-opening of COM ports has been updated to prevent the COM port from being closed during IDN chained printing.

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## Reports

### ***By Design: Previewing report output never times out***

*Target Process ID#: 66202*

*CR ID #: N/A*

When previewing a report in (*POS Configurator / Reporting / Autosequence Steps / Report / 'Preview report output'*), the Autosequence Step does not finish until the Report Viewer window is closed. Once a report is running, the timeout feature is disabled; if no autosequence or report is running, the timeout will still work. Only one report will run at a time. This is by design.

## Maintenance Release 1A

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### What's New?

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

### New Features Summarized

No new features have been added to this release.

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### What's Enhanced?

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ◆ The basic feature or functionality already exists in the previous release of the software.
- ◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

### Enhancements Summarized

No enhancements have been added to this release.

## **What's Revised?**

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.1 software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.
- ◆ The change must replace the current item or remove it from the application.

## **Revisions Summarized**

The table below summarizes the revisions included in this Maintenance Release.

| <b>Module</b> | <b>Revision</b>  | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|---------------|--|-----------------------|-------------|
| KDS           | KDS MediaViewer showed unknown error after upgrading from IE9 to IE10      | 40437/<br>N/A         | 15          |
|               | Chits mistakenly showed "Ordering"   | 58621/<br>N/A         | 15          |
| Licensing     | Grace period ended prematurely after License Manager reloaded              | 40545/<br>N/A         | 16          |
| Setup         | Unable to install RES 5.2 MR1 with MICROS and DATABASE on different drives | 40500/<br>N/A         | 16          |

**Revisions**  
**Detailed**

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**KDS Display**

***KDS MediaViewer showed unknown error after upgrading from IE9 to IE10***

*SCR #: 40437*

*CR ID #: N/A*

Previously, after upgrading from Internet Explorer (IE) 9 to IE 10, running anything through KDS MediaViewer resulted in an unknown error. This has been corrected.

***Chits mistakenly showed “Ordering”***

*Target Process ID#: 58621*

*CR ID #: N/A*

Previously, when using Dynamic Order Mode (DOM), KDS chits could show the word “Ordering” at the bottom. This has been corrected.

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## Licensing

### *Grace period ended prematurely after License Manager reloaded*

SCR #: 40545

CR ID #: N/A

Previously, after reloading License Manager, the grace period was terminated before the expiration date. This has been corrected.

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## Setup

### *Unable to install RES 5.2 MR1 with MICROS and DATABASE on different drives*

SCR #: 40500

CR ID #: N/A

If the RES v5.2 server had the MICROS application files and database installed on separate drives, the 5.2 MR1 patch would successfully rebuild the database, but then fail to update it. This has been corrected. The 5.2 MR1A patch can be run directly on a 5.2 server and it will update the database successfully.

### **DB Update Failed**

If a 5.2 MR1 installation failed on the database update as explained above, follow the steps below to complete the installation.

1. Run the 5.2 MR1A patch.

Database Manager will show: "Database is current. No update needed. Applying Micros Compressed Script to Database."

The system thinks the Database is current because the rebuild succeeded previously, which updated the DB from SQL 11 to SQL 16.



2. After the 5.2 MR1A patch completes and reboots, take the Micros Control Panel to OFF.
3. Exit the Micros Control Panel.
4. Open a Command prompt window and execute this command:  
DM -UIV

This will apply the ConvertDB.mbz5g2 script to the database, which also updates the db\_version\_num row in table db\_version\_cfg to 1714.

## Maintenance Release 1

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### What's New?

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

### New Features Summarized

The table below summarizes the new features included in this Maintenance Release.

| Module | Feature  | SCR/<br>CR ID | Page |
|--------|--|---------------|------|
| Setup  | Installation of RES 5 Gen2<br>Prerequisite or higher is required<br>(installs Sybase 16) | 40438/<br>N/A | 20   |
| CA/EDC | Added POS support for Mastercard<br>Unique Terminal Acceptance ID                        | 40287/<br>N/A | 21   |

| <b>Module</b>       | <b>Feature</b>   | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|---------------------|--|-----------------------|-------------|
| POS<br>Configurator | Added new User Workstation option field for Unique Card Terminal Acceptance ID | 40286/<br>N/A         | 21          |
|                     | Added Tender/Media option to Mark Check as Pending Payment                     | 40381/<br>N/A         | 22          |
|                     | Added Touchscreen Function Key to Pickup Pending Payment Check                 | 40381/<br>N/A         | 23          |
|                     | Added Touchscreen Function Key to Pickup Authorization Screen Check (Bulk CC)  | 40368/<br>N/A         | 23          |
|                     | Added RVC Touchscreen link for Bulk CC Payment screen                          | 40368/<br>N/A         | 24          |
|                     | Added new Touchscreen Template #123 for Credit Auth Finalize (Bulk CC)         | 40368/<br>N/A         | 25          |
|                     | Added Touchscreen Function Key to Find Authorization Screen Check (Bulk CC)    | 40368/<br>N/A         | 25          |
|                     | Added Touchscreen Function Key for Equal Payment Feature                       | 40386/<br>N/A         | 26          |

| Module             | Feature   | SCR/<br>CR ID          | Page |
|--------------------|---|------------------------|------|
| POS<br>Operations  | Added ability to mark checks with pending credit card payments for later finalization | 40337/<br>N/A          | 26   |
|                    | Added support for Bulk Credit Card Authorization Tip Adjustment and Finalization      | 40368/<br>N/A          | 29   |
|                    | Added support for Multiple Equal Amount Tendering                                     | 40386/<br>N/A          | 40   |
|                    | Fixed Price Meals in COM Mode Enhancement   | 40343/<br>134834<br>28 | 43   |
|                    | Fixed Price Meal Course Item sorting  | 40346/<br>N/A          | 49   |
|                    | Print Class options now apply to KDS  | 40340/<br>N/A          | 50   |
| TMS User Interface | Support added for myreservations independent seating                                  | 40365/<br>N/A          | 51   |

## New Features Detailed

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### Setup

***Installation of RES 5 Gen2 Prerequisite or higher is required (installs Sybase 16)***

SCR #: 40438

CR ID #: N/A

The RES 5 Generation 2 (RES 5 Gen2) Prerequisite Patch must be installed prior to upgrading a system to RES v5.2 MR1. Please refer to the **RES5\_Gen2\_Prereq\_Patch\_MD.pdf** prior to upgrading.

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## CA/EDC

### ***Added POS support for Mastercard Unique Terminal Acceptance ID***

SCR #: 40287

CR ID #: N/A

Support was added for the Mastercard Unique Terminal Acceptor ID. This ID is loaded from the user workstation table of the database and passed to the credit card server for credit card transactions. RES currently adds this new ID in the Auth Request Message. However, RES does not send it on to the Host Processor (pending driver development to support the new ID).

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## POS Configurator

### ***Added new User Workstation option field for Unique Card Terminal Acceptance ID***

SCR #: 40286

CR ID #: N/A

A new option has been added to configure an attribute of a user workstation to be the “Card Acceptor Terminal ID”.

### **Configuration**

1. Navigate to *POS Configurator / Devices / User Workstations / General*.
  - ‘Master Card Unique Acceptor Terminal ID’

### General Rules

- ♦ The ID number can be configured with a maximum of 20 alphanumeric characters.
- ♦ The ID must be unique and workstations cannot have the same ID.
- ♦ The ID can be blank.

### ***Added Tender/Media option to Mark Check as Pending Payment***

*SCR #: 40381*

*CR ID #: N/A*

A new Service Total option was added in POS Configurator to indicate checks that are pending payment. When this new '**Mark Check as Pending Payment**' option is enabled, checks that have been credit authorized for the full check amount will not be shown in the Open Check SLU, and the check closing time will be set to the pending payment time once the check is finalized.

### Configuration

1. Navigate to *POS Configurator / Sales / Tender/Media / Service TTL*.
  - '**Mark Check as Pending Payment**'



***Note:*** When the option '**Mark Check as Pending Payment**' is enabled, the table is treated as Paid. This allows the table to be re-used without tying up the table until the server enters charge tips at the end of a shift.

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### ***Added Touchscreen Function Key to Pickup Pending Payment Check***

*SCR #: 40381*

*CR ID #: N/A*

A new function key has been added to the POS Configurator to act as an Open Check SLU for credit transactions that were marked as pending payment. This new 'Pickup Pending Payment Check' key displays pending checks only. All other open checks can still be accessed using the standard Open Check SLU key (non-pending credit transactions).

1. Navigate to *POS Configurator / Devices / Touchscreen Designer* and add (+) this new function key on the desired touchscreen (e.g., on current touchscreen(s) where the Open Check SLU key is located).
  - CATEGORY — Function: Check Access
  - FUNCTION — Pickup Pending Payment Check

### ***Added Touchscreen Function Key to Pickup Authorization Screen Check (Bulk CC)***

*SCR #: 40368*

*CR ID #: N/A*

A new function key has been added to the POS Configurator to allow the operator to pick up an authorization screen check from the new Bulk Credit Card (CC) touchscreen. The operator simply highlights the desired pending credit transaction in the Bulk CC List Area and presses the 'Pickup.Authorization Screen Check' key. This action changes to the programmed Payment Screen and displays the check detail. The operator can then apply the tip and finalize the credit transaction. (Refer to the sample screen on page 33.)

1. Navigate to *POS Configurator / Devices / Touchscreen Designer*. Locate the Bulk Credit Card touchscreen and add (+) this function key:
  - CATEGORY — Function: Check Access
  - FUNCTION — Pickup Authorization Screen Check

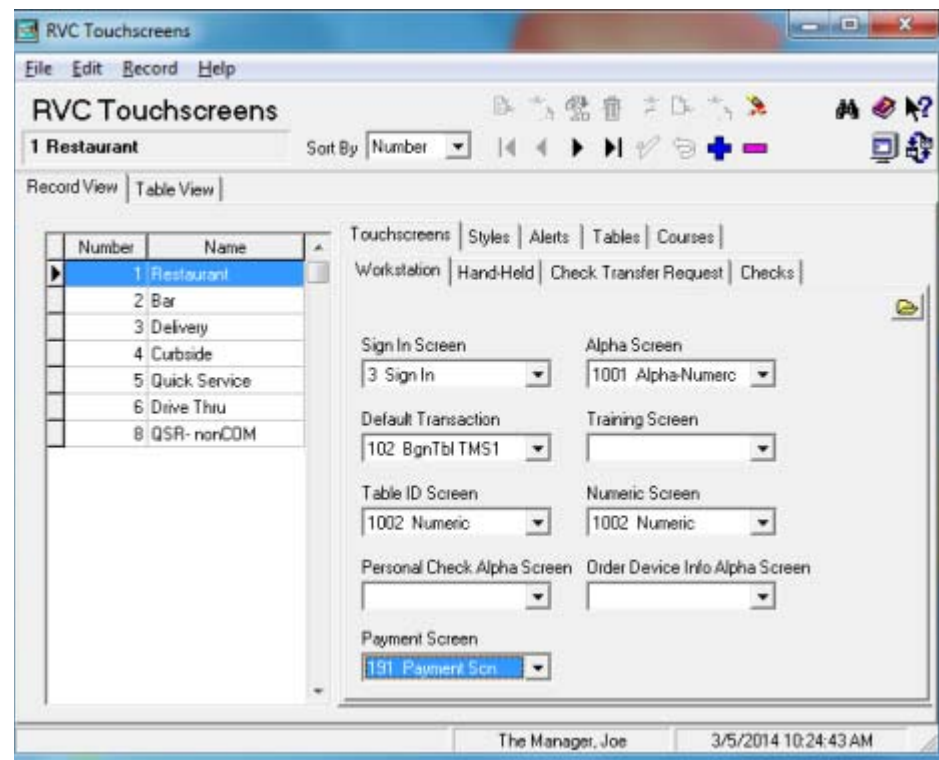
### ***Added RVC Touchscreen link for Bulk CC Payment screen***

SCR #: 40368

CR ID #: N/A

A new RVC Touchscreen drop-down has been added to the Workstation form in the POS Configurator. This provides a link to the designated 'Payment Screen' that is displayed in POS Operations along with the check detail, when the 'Pickup Authorization Screen Check' key is pressed from the Bulk Credit Card touchscreen.

1. Navigate to *POS Configurator / Revenue Center / RVC Touchscreens / Workstation*.
2. Click the 'Payment Screen' drop-down and select the desired payment screen from the available touchscreens.





### ***Added new Touchscreen Template #123 for Credit Auth Finalize (Bulk CC)***

*SCR #: 40368*

*CR ID #: N/A*

A new touchscreen Template #123 (Credit Auth Finalize) has been added to the OpsDisplaySys.cfg file to accommodate the Bulk Credit Card feature. This new template displays all pending credit card transactions in list format so they may be easily selected by the operator for tip adjustment and/or payment. (Refer to pages 31 through 34 for more details and POS Configurator screen examples.)

### ***Added Touchscreen Function Key to Find Authorization Screen Check (Bulk CC)***

*SCR #: 40368*

*CR ID #: N/A*

A new function key has been added to the POS Configurator to allow the operator to “find” an authorization screen check. This key should be added to the new Bulk Credit Card (CC) touchscreen. The operator can press the ‘Find Authorization Screen Check’ key and a dialog window opens in POS Operations that prompts with “Enter Check Number”. Simply enter the desired check number and press OK. The system will locate and highlight this check number in the Bulk CC List Area of the screen. Then the operator can enter the credit card payment amount, including tip, to finalize and close the check.

1. Navigate to *POS Configurator / Devices / Touchscreen Designer*. Locate the Bulk Credit Card touchscreen and add (+) this function key:
  - CATEGORY — Function: Check Access
  - FUNCTION — Find Authorization Screen Check

### ***Added Touchscreen Function Key for Equal Payment Feature***

SCR #: 40386

CR ID #: N/A

A new function key has been added to the POS Configurator to provide a means to divide a guest check into the desired number of equal payments. On the payment touchscreen, the operator presses the Equal Payment key and is prompted with “Enter the Number of Equal Payments”. The operator enters the number of payments needed using the numeric keypad provided. The equal payment information is then displayed in the check detail area of the screen. Each payment can then be selected and tendered separately. (Refer to page 40 for more details on this feature.)

1. Navigate to *POS Configurator / Devices / Touchscreen Designer*. Locate the Bulk Credit Card touchscreen and add (+) this function key:
  - CATEGORY — Function: Transaction
  - FUNCTION — Equal Payment

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## **POS Operations**

### ***Added ability to mark checks with pending credit card payments for later finalization***

SCR #: 40337

CR ID #: N/A

With this release, POS Operations is now able to mark checks where the credit card has been authorized for the full amount, but not finalized. The check is “marked” as pending payment using a new option available for a Service Total key type (refer to the new POS Configuration option on page 22). The pending payments checks do not appear on the Open Check SLU or the table view. The new check access function called “Pickup Pending Payment Check” lists all checks (open checks as keys) that require payments to be finalized and allows these checks to be re-opened.

The “Pickup Pending Payment Check” displays all pending payment checks belonging to the signed-in employee. If an employee is privileged to pick up checks belonging to other employees, then the display also includes all checks that are pending payments in the revenue center. When a check is marked as pending payment, the Paid icon displays briefly on the table object.

Each pending payment check shows the check number, table number (if available), the “pending payment” time, check total, and a list with the last 4 digits of all un-finalized Credit Card account numbers. Check details are not displayed.

Pending Payment Checks that contain Credit Authorizations cannot be transferred from one Revenue Center (RVC) to another. For example, a server has a number of Pending Payment Checks that were rung up in the Restaurant RVC. It is now the end of his/her shift and tips need to be applied to these checks. The cashier in the Bar RVC cannot transfer Pending Payment Checks from the Restaurant RVC into the Bar RVC. If the cashier/bartender presses the **Pickup Pending Payment Check** button, they will receive the error “No Open Checks”. Additionally, if the cashier/bartender presses the **Bulk Credit Card** key, these Pending Payment Checks will not appear and cannot be retrieved.

The server/cashier who originated the Pending Payment Checks must return to a workstation in the same RVC (i.e., Restaurant) and enter or adjust the charge tips. The Pending Payment Checks can only be picked up or viewed from the Bulk Credit Card List Area from the original RVC.

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**Important** *If a check that has been marked as ‘Pending Payment’ needs to be transferred from one operator to another within the same Revenue Center, the Check Transfer Request function must be used for those servers that do not have the privilege to access another employee’s checks. Refer to **RES46\_RMF.pdf: MD0003-145** for details on programming this feature.*

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## Configuration

The new option '**Mark Check as Pending Payment**' (located in *POS Configurator / Sales / Tender/Media / Service TTL*) can be set to a Service Total key (either an existing or new key). A server can use this Service Total key during their shift to "put away" checks with Credit Authorizations until their shift ends. At this time, the server can select a check, add the tips to these checks and credit finalize the transactions.



***Note:** Credit Finalization can now be done using the new Bulk Credit Authorization List touchscreen. Please refer to **Added support for Bulk Credit Card Authorization Tip Adjustment and Finalization** on page 29 for information about this feature.*

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A new function: Check Access Key has been added called "Pickup Pending Payment Check" (located in *POS Configurator / Devices / Touchscreen Designer*) to allow the server to pick up a pending check using an Open Check SLU key. Only open checks that contain credit card authorizations that have been marked as pending payments will appear when this new check access key is pressed. All other checks will display under the standard Open Check SLU key.

1. Select the new '**Pickup Pending Payment Check**' key, and all open credit auth related checks appear (as Open Check SLUs).
2. Select the desired check key and verify check detail.
3. Enter the Total value, including Tip, and click the **Finalize Credit Card** button.
4. A confirmation message will appear indicating the charged tip amount. Select '**Yes**' to confirm (or '**No**' to cancel tip).
5. The system will perform additional authorization (if needed) and update the customer with the state of the authorization (Authorizing..., Approved, Declined, or errors).
  - If the Total value is blank, the system will consider the CC Auth amount as the final amount.

6. If successful, a tender will be posted to the database.
7. If more than one un-finalized credit card authorization exists on the current check, highlight the next credit authorization. Enter the total value, including tip, and continue until the entire balance due is satisfied for this guest check and the check is closed.
8. If a check is not paid in full (existing tender does not cover the check balance) a warning message will appear and the check will remain open in the system.
9. Once the operator has finalized all payments on a given check, the check key will be closed in the system and that check SLU will be removed from the available open checks on this touchscreen.

### **Reports**

The following regular and 40-column reports are associated with the Mark Check As Pending Payment feature:

- ◆ Employee Open Guest Checks
- ◆ Employee Pending Payment Guest Checks
- ◆ Employee Open and Pending Payment Guest Checks

### ***Added support for Bulk Credit Card Authorization Tip Adjustment and Finalization***

*SCR #: 40368*

*CR ID #: N/A*

Support has been added to display a list of Credit Authorizations and to finalize a selected authorization. The Credit Authorization Finalize area now displays the Credit Authorization payments, Tip value, and Tip percentage.

A new Payment Touchscreen revenue center option was added for use when picking up a check from the Credit Authorization Finalize screen.



***Note:** If you open the Bulk Credit Card List Area touchscreen and there is no credit card data listed (but you should have data), this indicates that a check was opened prior to opening the Bulk Credit Card List Area touchscreen. Exit from the Build Credit Card List Area touchscreen and press the Transaction Cancel function key to close this open check. Then Sign In again and press the Bulk Credit Card key. All credit card records can now be viewed in the List Area.*

---

A new Pickup Authorization Check key code was added to pick up a check that is open or perform an edit closed check if it has already been paid in full. A double-click ability was also added to trigger the new Pickup Authorization Check keycode.

In addition, another new function key has been added to allow the ability to 'Find Authorization Screen Checks'. This provides a faster way to locate a pending payment check when the number of checks exceeds the Bulk CC List Area and the operator just needs to find a particular check by number (rather than using the scroll bar to scroll through multiple pages of checks).

After the pending payment credit card transactions are settled via the Credit Card Batch application, they no longer appear in the Bulk Credit Card List area.

After a check has been batched via the Credit Card Batch application, the user cannot adjust the charge tip. If attempted, POS Operations will display the error "Not Allowed During Edit of Batched Check", which is consistent with non-pending payment checks.

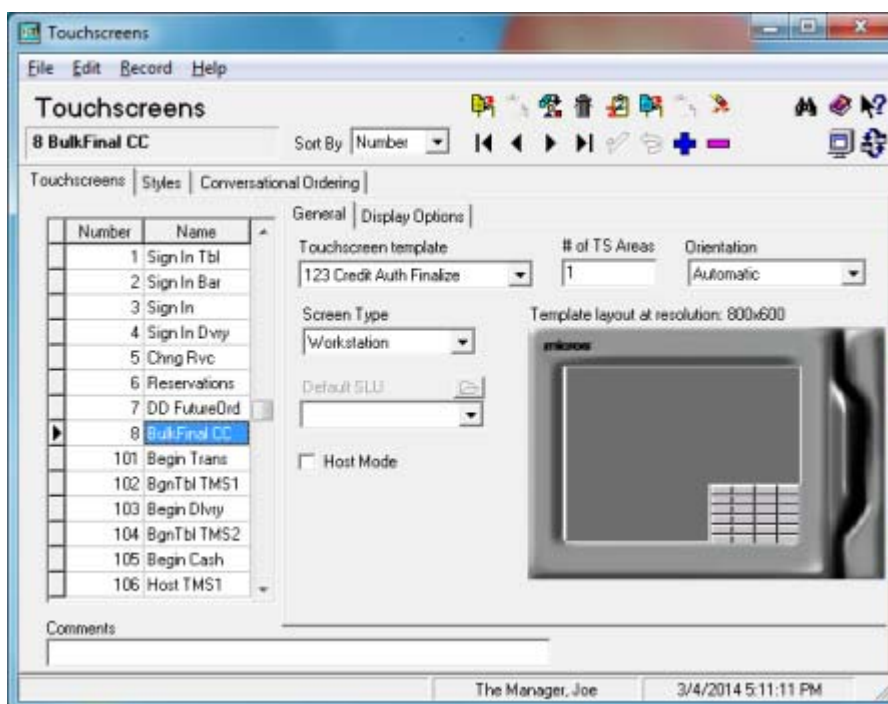
#### **Known Limitation**

The new Bulk Credit Card Authorization feature is not supported on Handheld devices.

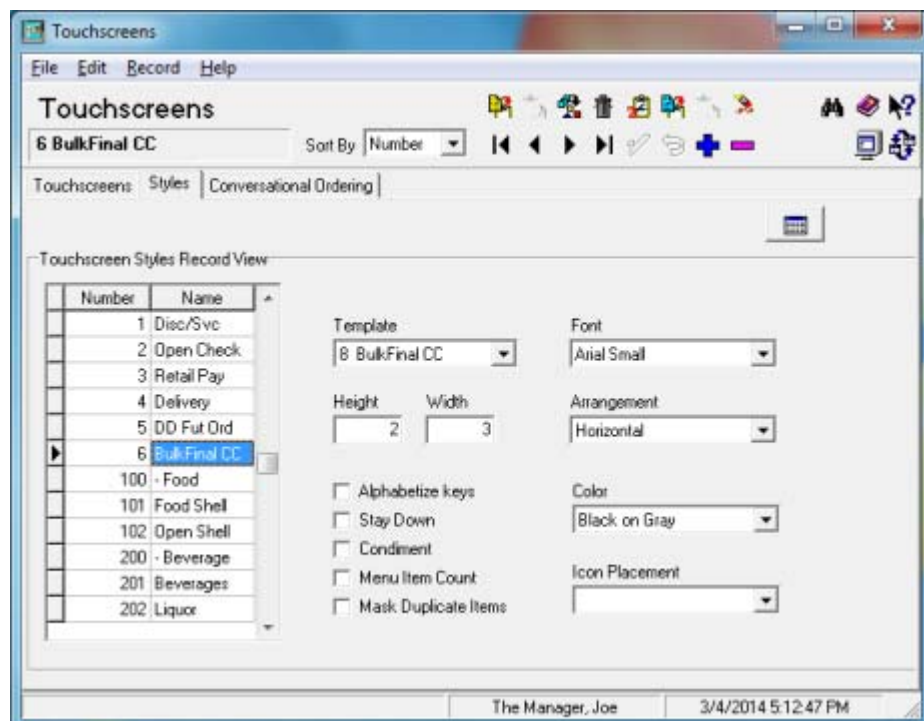
## Configuration

The Bulk Credit Card Authorization touchscreen requires a new template, as well as a touchscreen with the necessary function keys needed to perform the Bulk CC tip adjustments and Credit Card Finalizations.

1. Navigate to *POS Configurator / Devices / Touchscreens / Touchscreens* and add (+) a new touchscreen. In the example below, record 8 (Bulk Final CC) is used to link the new required Template #123 Credit Auth Finalize.

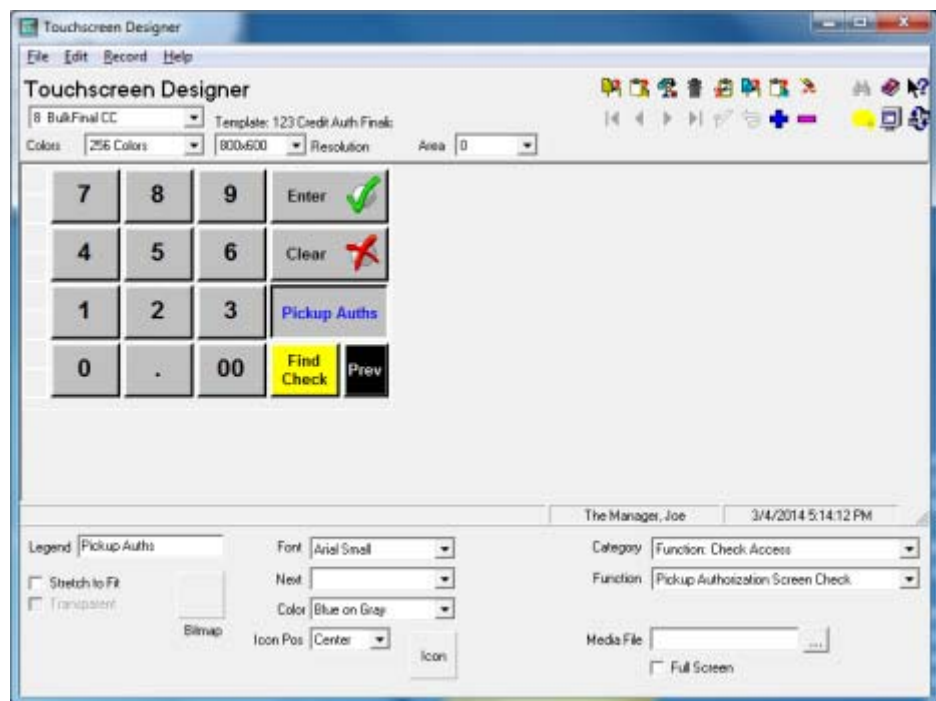


2. Once a new touchscreen (TS) has been configured, then create a TS Style. Navigate to *POS Configurator / Devices / Touchscreens / Styles* and add (+) a new style for this touchscreen. In the example below, record #6 named Bulk Final CC is linked to new touchscreen record #8 (from step 1).

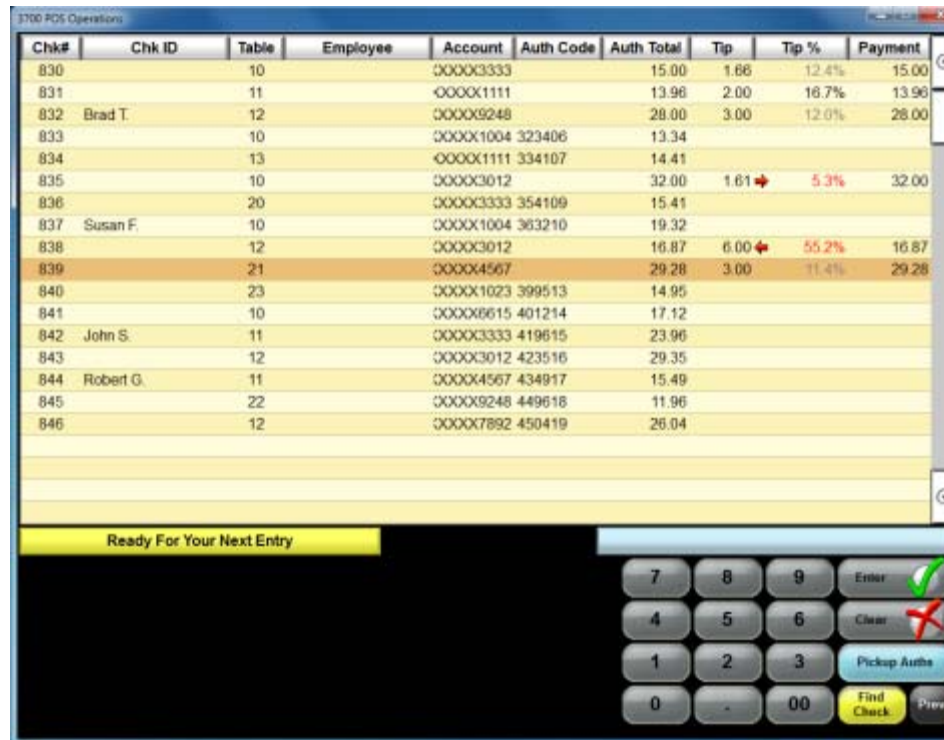




3. Navigate to *POS Configurator / Devices / Touchscreen Designer* and select the new Touchscreen #8 created in step 1. In the first example below, you see the basic keys needed to handle tip adjustments, credit finalizations and keys needed to Pickup Pending Authorization Checks.



In the second Bulk CC Final example, the new Template #123 displays above the keypad created in Touchscreen record #8. This is how the entire touchscreen will appear in POS Operations when the Bulk CC Function Key is pressed.



The screenshot displays the '3700 POS Operations' touchscreen interface. At the top, a table lists transaction details. Below the table is a yellow bar with the text 'Ready For Your Next Entry'. At the bottom right is a numeric keypad with buttons for digits 0-9, a decimal point, and a '00' button. There are also buttons for 'Enter' (with a green checkmark), 'Clear' (with a red X), 'Pickup Auths', 'Find Check', and 'Print'.

| Chk# | Chk ID    | Table | Employee | Account         | Auth Code | Auth Total | Tip  | Tip % | Payment |
|------|-----------|-------|----------|-----------------|-----------|------------|------|-------|---------|
| 830  |           | 10    |          | XXXX3333        |           | 15.00      | 1.88 | 12.4% | 15.00   |
| 831  |           | 11    |          | XXXX1111        |           | 13.98      | 2.00 | 16.7% | 13.98   |
| 832  | Brad T.   | 12    |          | XXXX9248        |           | 28.00      | 3.00 | 12.0% | 28.00   |
| 833  |           | 10    |          | XXXX1004 323406 |           | 13.34      |      |       |         |
| 834  |           | 13    |          | XXXX1111 334107 |           | 14.41      |      |       |         |
| 835  |           | 10    |          | XXXX3012        |           | 32.00      | 1.61 | 5.3%  | 32.00   |
| 836  |           | 20    |          | XXXX3333 354109 |           | 15.41      |      |       |         |
| 837  | Susan F.  | 10    |          | XXXX1004 363210 |           | 19.32      |      |       |         |
| 838  |           | 12    |          | XXXX3012        |           | 16.87      | 6.00 | 55.2% | 16.87   |
| 839  |           | 21    |          | XXXX4567        |           | 29.28      | 3.00 | 11.4% | 29.28   |
| 840  |           | 23    |          | XXXX1023 399513 |           | 14.95      |      |       |         |
| 841  |           | 10    |          | XXXX8615 401214 |           | 17.12      |      |       |         |
| 842  | John S.   | 11    |          | XXXX3333 419615 |           | 23.96      |      |       |         |
| 843  |           | 12    |          | XXXX3012 423516 |           | 29.35      |      |       |         |
| 844  | Robert G. | 11    |          | XXXX4567 434917 |           | 15.49      |      |       |         |
| 845  |           | 22    |          | XXXX9248 449618 |           | 11.96      |      |       |         |
| 846  |           | 12    |          | XXXX7892 450419 |           | 26.04      |      |       |         |

4. Navigate to *POS Configurator / Revenue Centers / RVC Touchscreens / Touchscreens / Workstation* and link the 'Payment Screen' that needs to appear next to the check detail when the 'Pickup Authorization Screen Check' key is pressed.

- 'Payment Screen'

### Bulk Credit Card List Columns

- ♦ **Chk#** – This column lists the check numbers for pending payment credit transactions. All pending checks will include the 'Auth Code'.
- ♦ **Chk ID** – This column includes the Guest Check ID (e.g., Brad S.) entered for this check. If Guest Check IDs are not used, this column will remain blank.
- ♦ **Table** – This column displays the table number for each guest check, if used, in this Revenue Center.
- ♦ **Employee** – This column displays the name of the employee that performed the credit authorization or the check employee, if they are the same.
- ♦ **Account** – This column lists a portion of the credit card account number to be used for cross-reference purposes. Only the last 4 digits are displayed, preceded by 'XXXX' for security reasons.
- ♦ **Auth Code** – This column contains the credit authorization code received from the Host Processor for the corresponding account number. If more than one authorization was obtained for the same card number, this will reflect the last auth code received.
- ♦ **Auth Total** – This is the authorization amount for this check. If more than one authorization was obtained for this check, this total reflects the total of all authorizations for this check.
- ♦ **Tip** – This is the tip amount entered for this check number.
- ♦ **Tip Percentage** – The Tip Percentage column contains the configurable Tip % alert indicators so that the system can display an icon when the tip percentage value is unusually high or low. The current default values are located in the OpsDisplaySys.cfg file and colorization for the various Tip Percentages have been added. See the Tip Alert list below:
  - TipAlert High 15, 0, Black
  - TipAlert High 8, 0, Gray

- TipAlert Low 8, 10387, Red
  - TipAlert High 20, 0, Green
  - TipAlert High 25, 10388, Blue
  - TipAlert High 50, 10386, Red
- ♦ **Payment** – This column reflects the last credit finalization amount, after tip adjustments. If there were no tips added, the Payment amount will be the same as the Auth Total column.

### **POS Operations Instructions**

1. To perform a Tip Adjustment and/or Credit Finalize a transaction using the new Bulk Credit Card List touchscreen, simply Sign In and press the **Bulk CC** key. (Note that the user name was configured when the key was added in TS Designer.)

2. Highlight the check number desired (e.g., Chk# 842 for \$23.96 in the example below).

300 POS Operations

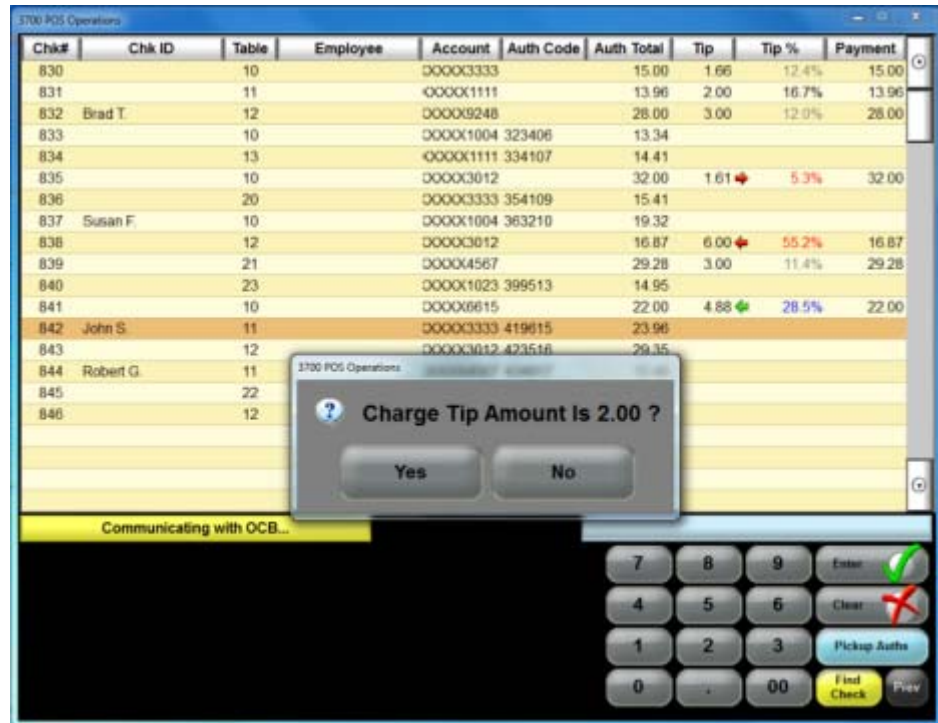
| Chk# | Chk ID    | Table | Employee | Account         | Auth Code | Auth Total | Tip  | Tip % | Payment |
|------|-----------|-------|----------|-----------------|-----------|------------|------|-------|---------|
| 830  |           | 10    |          | XXXX3333        |           | 15.00      | 1.66 | 12.4% | 15.00   |
| 831  |           | 11    |          | XXXX1111        |           | 13.96      | 2.00 | 16.7% | 13.96   |
| 832  | Brad T.   | 12    |          | XXXX8248        |           | 28.00      | 3.00 | 12.0% | 28.00   |
| 833  |           | 10    |          | XXXX1004 323406 |           | 13.34      |      |       |         |
| 834  |           | 13    |          | XXXX1111 334107 |           | 14.41      |      |       |         |
| 835  |           | 10    |          | XXXX3012        |           | 32.00      | 1.61 | 5.3%  | 32.00   |
| 836  |           | 20    |          | XXXX3333 354109 |           | 15.41      |      |       |         |
| 837  | Susan F.  | 10    |          | XXXX1004 363210 |           | 19.32      |      |       |         |
| 838  |           | 12    |          | XXXX3012        |           | 16.87      | 6.00 | 55.2% | 16.87   |
| 839  |           | 21    |          | XXXX4567        |           | 29.28      | 3.00 | 11.4% | 29.28   |
| 840  |           | 23    |          | XXXX1023 399513 |           | 14.95      |      |       |         |
| 841  |           | 10    |          | XXXX6615        |           | 22.00      | 4.88 | 28.5% | 22.00   |
| 842  | John S.   | 11    |          | XXXX3333 419615 |           | 23.96      |      |       |         |
| 843  |           | 12    |          | XXXX3012 423516 |           | 29.35      |      |       |         |
| 844  | Robert G. | 11    |          | XXXX4567 434917 |           | 15.49      |      |       |         |
| 845  |           | 22    |          | XXXX8248 449618 |           | 11.96      |      |       |         |
| 846  |           | 12    |          | XXXX7892 450419 |           | 26.04      |      |       |         |

Ready For Your Next Entry

7 8 9 Enter  
4 5 6 Clear  
1 2 3 Pickup Auths  
0 . 00 Find Check Prev

3. Enter the total amount, including tip, and press the **Enter** key (e.g., \$25.96).

4. POS Operations prompts with “Charge Tip Amount is 2.00?” (Yes/No).



5. Select **Yes** to confirm the tip amount.
6. A copy of the guest check is printed and the check is closed in the system.
- Tip Adjustment**
7. If a mistake was made, for Chk# 842 in the previous example, simply press the **Bulk CC** key and the last check remains highlighted when the form opens.
8. Enter the new adjusted Credit Final amount, including tip adjustment (e.g., \$27.00) and press the **Enter** key.
9. POS Operations prompts with “Charge Tip Amount is 3.04?” (Yes/No). Select **Yes** to confirm the tip and finalize this credit transaction. (Note that the ‘Auth Total’ column is now adjusted to \$27.00, as well

as the 'Payment' column. The 'Auth Total' column reflects the total of all authorizations for this check.)

10. The adjusted guest check prints "Closed Check Edit" (in bold face print).

### Additional Operational Tips:

- ◆ To open a check and add a tip in the conventional manner, viewing the check detail, the operator can use the scroll bar to locate the check in the Bulk Credit Card List and then highlight and press the 'Pickup Authorization Screen Check' key.
- ◆ To view the check detail for any check, the operator can also simply highlight the desired check in the Bulk CC List and double-tap to open the check (Double-Tap feature).



- ◆ To find a check that is not on the Bulk CC touchscreen, press the 'Find Authorization Screen Check' key and enter the check number.

### ***Added support for Multiple Equal Amount Tendering***

SCR #: 40386

CR ID #: N/A

The Equal Amount Tendering feature allows the operator to evenly divide a check into the number of payments requested by the customer. The operator simply navigates to the payment screen and presses the 'Equal Payment' key. POS Operations will prompt the user to enter the number of equal payments, if the operator has not already specified this number prior to pressing this key. POS Operations then displays "*Enter The Number Of Equal Payments*" using the numeric keypad provided.

This allows the operator to enter the number of equal payments needed to tender the current Amount Due of a check. There is no limit to the tender type used. It can be a credit card authorization or a payment, gift card, cash, etc.

### **Business Rules**

1. Once the equal payment mode is turned on, the operator is not allowed to modify the check in any way. A proper error message will be displayed.
2. The check should not be in filter seat mode to activate the equal payment mode.
3. The operator can exit from equal payment mode by pressing the Cancel key (similar to exit from filter seat mode). Any applied tenders before the cancel will remain on the check.
4. If the operator service totals the check, POS Operations will in turn cancel the equal payment mode.
5. The logic to split the amount into equal shares will be the same as the one currently used to print shared checks. (See *POS Configurator / Sales / Tender/Media / Printing*, 'Print shared check'.)

### **Configuration**

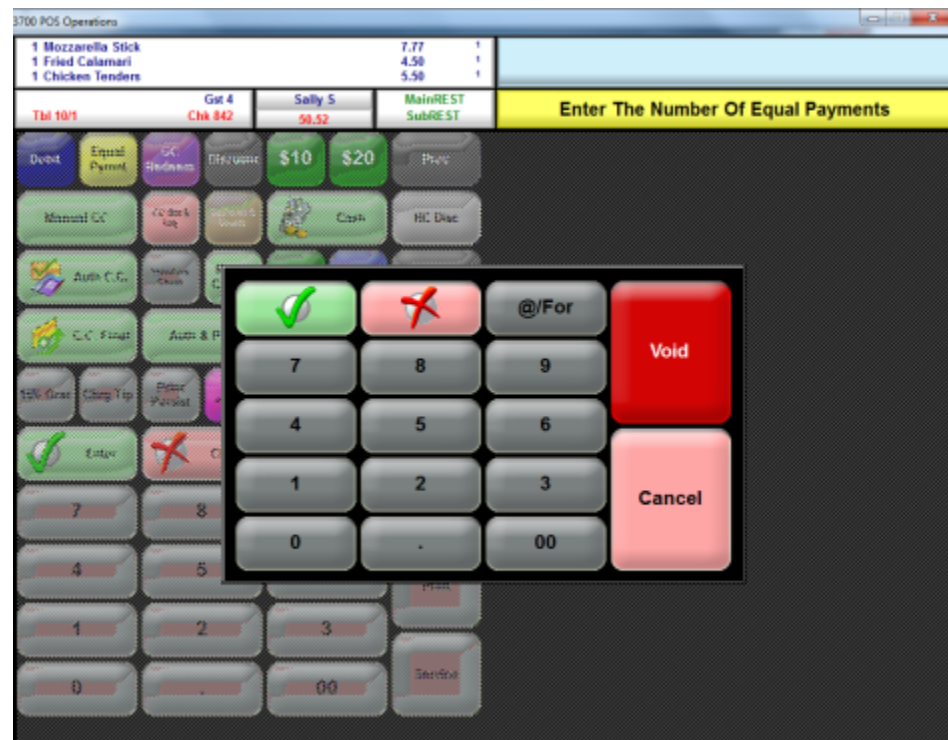
1. Navigate to *POS Configurator / Devices / Touchscreen Designer*.



2. Configure this new function key by selecting the following settings from each drop-down:
  - Category — Function: Transaction
  - Function — Equal Payment

### POS Operations Instructions

1. When ringing a check in POS Operations, the user will be prompted with “Enter The Number Of Equal Payments” using the numeric keypad provided.



2. After entering the number of payments, the Check Detail portion will prompt the user to enter the first payment.



***Note:** If a credit card Auth existed prior to beginning the equal payment function, the user will be prompted to re-use the card presented for the initial Auth.*

3. In the Check Detail screen, each equal payment is indicated, as well as any remaining balance.

The screenshot shows the '700 POS Operations' window. At the top, there are tabs for 'Ttl 10/1', 'Get 4 Cln 941', 'Sally 5', and 'MainREST SubREST'. Below these is a list of items with their prices and quantities. To the right of the list is a numeric keypad and a grid of function buttons. At the bottom left, there is a summary section showing the subtotal, tax, service charge, and payment, along with the total amount due.

| Item               | Price | Qty |
|--------------------|-------|-----|
| 1 Mozzarella Stick | 7.77  | 1   |
| 1 Fried Calamari   | 4.50  | 1   |
| 1 Chicken Tenders  | 5.50  | 1   |
| 1 Potato Skins     | 5.95  | 1   |
| 1 Soup Of Day      | 3.00  | 1   |
| 1 Onion Soup       | 5.00  | 1   |
| 1 Clam Chowder     | 5.75  | 1   |
| 1 Potato           | 4.00  | 1   |
| 1 Coke             | 1.25  | 1   |
| 1 Diet Coke        | 1.25  | 1   |
| 1 *Coffee/Tea      | 1.25  | 1   |
| 1 Iced Tea         | 1.25  | 1   |

| Description                | Amount |
|----------------------------|--------|
| Enter Equal Payment 1 of 4 | 12.63  |
| Equal Payment 2            | 12.63  |
| Equal Payment 3            | 12.63  |
| Equal Payment 4            | 12.63  |
| Equal Payment Remaining    | 50.52  |

| Category     | Amount |
|--------------|--------|
| Subtotal     | 46.47  |
| Tax          | 4.05   |
| Service Chrg | 0.00   |
| Payment      | 0.00   |

**Eat In Ttl 50.52**



***Note:** The operator will not be allowed to override the equal payment amount. Any input at this point will be ignored by POS Operations.*

4. When POS Operations iterates through each equal payment, it will exit from the equal payment mode.

### ***Fixed Price Meals in COM Mode Enhancement***

SCR #: 40343

CR ID #: 13483428

RES 5.2 MR1 now has the ability to handle Fixed Price Meals in Conversational Ordering Mode (COM). In previous versions of RES, it was necessary to order each Fixed Price Meal (FPM) one by one, which was too time consuming for large parties (e.g. 12 or more). By enhancing FPM's to operate in COM mode, orders can be entered utilizing Build Screens. In addition, COM provides the ability to enter multiple FPM child items, as well as parent items, utilizing the enhanced Quantity key functionality that Conversational Ordering Mode provides.

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***Important***    *For more detailed information on COM mode, refer to **Restaurant Enterprise Series Conversational Ordering Mode Information and Configuration Guide (MD0003-131)**, available on the MICROS Member Services website.*

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### **Configuration**

1. Enable Conversational Ordering Mode (COM) for each Revenue Center using this feature. This option is located in *POS Configurator / Revenue Center / RVC Transactions / General*. Enable the option '**Conversational Ordering Mode**'.
2. Per important note above, you will need to set up COM Build Screens, per your customer's requirements. In the examples to follow, the RES Sample database containing some existing Fixed Price Meals was modified to illustrate this feature.

3. To designate a Menu Item as a Fixed Price Meal (FPM) type, enable the option '**Fixed Price Meals**' in the *POS Configurator / Sales / Menu Item Classes / Price/Totals*.

For details on programming FPMs, open POS Configurator and click on the book (?) icon in the upper right corner. Under Feature Reference click 'F-K', expand the letter F, and open the Fixed Price Meals help topic. This will provide a general description of this feature and more configuration details.

4. Fixed Price Meal COURSES need to be set up in the *POS Configurator / Sales / Courses / Courses tab*, and also under the *Course Membership tab*, where each course is checked that is a part of the FPM. These settings create the specific FPM Course selections that appear in Tab format on the COM Build screen.
5. An Edit By Seat key needs be configured to use FPM's properly in COM. Navigate to *POS Configurator / Devices / Touchscreen Designer* and select the desired COM Build Screen. Then configure the following key settings:
  - CATEGORY — Function: Seat
  - FUNCTION — Edit By Seat
6. In addition, a Print Seat Check key needs to be configured to print by seat with FPM's in COM mode. Navigate to *POS Configurator / Devices / Touchscreen Designer* and select the desired COM Build Screen. Then configure the following key settings:
  - CATEGORY — Function: Tender/Media Number
  - FUNCTION — Seat Check



**Note:** This needs to be set up as a Service Total key, and under this Tender/Media key Printing options enable: *Print Check, Print memo check, and Print check for active seat.*

---

7. To tender an order, you must press the Edit By Seat key to view each seat in filter mode. Each individual seat can then be paid, one by one, by double-tapping the seat number header in the check detail portion of the POS Operations touchscreen. (No special configuration is needed to be able to pay the check. The 'Edit By Seat' key in step 3 above is used to filter out each seat prior to payment.)

## **POS Operations Instructions**

### Example A

In the Fixed Price Meal (FPM) example below, modifications were made to the QSR Revenue Center options and related COM build screens, along with FPM Course Membership settings to create the Tabs seen in this example (e.g., Soups/Salad (Course 1) and Entrée (Course 2)).

1. The SLU Group "Specialties/FPM" key is pressed.
2. The operator enters each FPM (e.g., "Lunch Special #1").
3. The next COM build screen calls the FPM Course item selections (listed under each Tab).
4. After each FPM Course item (e.g., "Soup Of Day" for Soup/Salad selection), you **MUST** press the QUANTITY key, even if it is only one. This is needed to take the user to the next required FPM Course Tab along with the menu items allowed (e.g., next Course is ENTRÉE) in the example below).
5. Press the next Course item (e.g., "Chkn Fettucine").

6. Once all FPM Courses have been satisfied in POS Operations, the user then presses the 'Edit By Seat' key so that all FPM's appear filtered by seat and in an orderly fashion.



7. Prior to accepting Payment for the orders, go to the Payment COM build screen, which is the suggested location for the PRINT SEAT CHECK service total key. This will print out a copy of the check by each seat number, with the items listed below each seat.
8. Pick up this check and press the 'Edit By Seat' key to display FPM's by seat.
9. Once FPM's have been filtered, then simply double-tap the desired seat number and tender this seat.
10. The "Press Clear To Continue" prompt will appear. Press the Clear key to advance to the next seat (see next screen image).



11. Once all seats have been paid, the check will be closed in the system.



**Note:** Quantity keys in COM Mode can also be used to enter multiple FPM's (parent items). This also applies to Courses (child items). In this case, the parent item is selected first and then the QTY key is pressed.

### Example B

The following example details the process required to ring a FPM using the COM Quantity keys and a condiment with Reference Required.

1. Press the FPM key (i.e., Dinner Special).
2. Press the (3) quantity key on the COM Build screen. Three separate 'Dinner Specials' will appear.
3. The first Course Tab for the FPM is 'Soup/Salad'. Press 'Chowder' SLU and then select the quantity.
4. Press (3) and the Check Detail will show three 'Chowder' soups.
5. The COM Build screen then proceeds to the second Course Tab for this FPM, which is 'Entree'.
6. In this example, ring up one entree without a Special Prep and the remaining two with Special Prep instructions.
  - a) Ring the entree without the prep first. Press 'Tri Pasta' and select (1) for the quantity.
  - b) Press the 'Chk Breast' entree SLU. Then press 'Special Prep', which prompts for Reference entry.
  - c) Enter "Spicy" as the special prep info. instructions and press the Enter key.
  - d) Select (2) for the Quantity. This will clone the 'Chk Breast', as well as the 'Add Special Prep' and 'Spicy' in the Check Detail.



**Note:** The Server can enter the single entree first, followed by the quantity, followed by the multiple quantity entree with the special prep. Be sure to enter the Condiment with the Reference Info. BEFORE selecting the Quantity.

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7. Press PAY and CASH to finalize, or press the Service Total key for this guest check.

### ***Fixed Price Meal Course Item sorting***

*SCR #: 40346*

*CR ID #: N/A*

Fixed Priced Meals (FPM) in Conversational Ordering Mode (COM) will appear in the order entered in Check Detail.

1. To sort by course in the Check Detail, select the 'Edit By Seat' function key. This will display the FPMs in course order by each seat number.
  - FPM course items are displayed in course order by pressing the 'Edit By Seat' key.
  - When the Service Total key is pressed, the Edit By Seat mode is exited and the Check Detail is no longer sorted in course order. The Check Detail appears in the order in which the server rang the course items.
  - In the current round, when the server exits from Edit By Seat mode, the items will appear in the order in which they were rung.
  - Subsequent rounds will have these previous round items separated from the current round items, and the previous round items will be sorted appropriately.
  - In general, current round items go to the bottom as this makes it easier for the operator to see which items were added during the current round.

2. To print in course order, use the 'Print Seat Check' function key.



***Note:** When selecting the 'Edit By Seat' function key and then Service Totaling, the FPM Courses will print in the order in which they were entered (rather than sorting by Course Order), unless the 'Print Seat Check' key is used.*

---

### ***Print Class options now apply to KDS***

*SCR #: 40340*

*CR ID #: N/A*

With this release, two Print Class options can allow a menu item's NLU and/or Barcode information to print to the KDS, along with other remote order devices (i.e., not just the printers). Prior to this release, the NLU always printed to the KDS. Now, the NLU option can be suppressed and can be set to no longer display on the KDS (as well as the Remote Print Device and Guest Check). Previously, the Barcode number never printed to the KDS. Now it can be printed to the KDS.

### **Configuration**

1. Navigate to *POS Configurator / Sales / Menu Item Classes / Print*.
  - **'Print Barcode ID on Remote Order Device'**
  - **'Print NLU on Remote Order Device'**
2. When these options are disabled, the Barcode ID and/or NLU information will not display on the KDS.

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## TMS User Interface

### *Support added for myreservations independent seating*

SCR #: 40365

CR ID #: N/A

Support has been added to mark a Reservation or Wait List request as fulfilled for clients who do not desire to use the full features of Table Management System (TMS). This feature allows the user to bypass the table selection requirement for customers making their own online reservations using the MICROS myreservations independent seating software. This is accomplished for Wait Lists and Reservations by disabling the Employee Class option '**Table entry required**'. Also, a new option '**Require table during seating**' must be disabled in RVC Table Management.

The MICROS myreservations software allows customers to make their own reservations online. In this case, table numbers are not used. These online reservations are then pushed down from the myreservations host to the appropriate store's RES system. When the customer arrives at the store location for their reservation, the manager/hostess seats the guest from the RES system via the POS Operations Waitlist Display.

### Configuration

1. Navigate to *POS Configurator / Employees / Employee Classes / Transactions / Required Entries*. Disable '**Table entry required**'.
2. Navigate to *POS Configurator / Revenue Center / RVC Table Mgmt.* Disable '**Require table during seating**'.
3. Navigate to *POS Configurator / Devices / Touchscreen Designer*. Select the touchscreen and location for placement of this key, needed to seat a customer:
  - CATEGORY — Function: TMS
  - FUNCTION — Seat Waitlist Entry

4. Navigate to *POS Configurator / Devices / Touchscreen Designer*.  
Select the touchscreen and location for placement of this key, needed to greet a customer (for Reservations only):
  - CATEGORY — Function: TMS
  - FUNCTION — Greet Table Entry



**Note:** For more detailed information on RES Table Management and configuring a Waitlist display on a touchscreen, refer to the **RES41\_RMF.pdf document (MD0003-098)** available on the MICROS member Services website.

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### POS Operations Instructions

To Seat a customer from the Ops Waitlist display:

1. Simply highlight the customer in the POS Operations Waitlist display, and press the 'Seat Waitlist Entry' key on the touchscreen.

In the case of Reservations, versus Waitlist entries, the customer must be 'Greeted' prior to being seated.

1. Press the 'Greet Table' key.
2. Select the Reservation from the Waitlist display in Ops.
3. Then press the 'Seat Waitlist Entry' key.

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**Important** For more information about MICROS myreservations, log in to the Member Services website: [http://members.micros.com/members/product\\_support/micros\\_products/customersolutions/myreservations/default.aspx](http://members.micros.com/members/product_support/micros_products/customersolutions/myreservations/default.aspx).

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## **What's Enhanced?**

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

- ♦ The basic feature or functionality already exists in the previous release of the software.
- ♦ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

## **Enhancements Summarized**

The table below summarizes the enhancements included in this Maintenance Release.

| <b>Module</b>    | <b>Enhancement</b>  | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|------------------|---|-----------------------|-------------|
| Database Engine  | Database Engine Updated to Sybase SQL Anywhere 16                             | 40329/<br>N/A         | 54          |
| POS Configurator | Added new option 'Allow Zero Value Changes to Previous Round Item' (COM only) | 40317/<br>N/A         | 54          |
| POS Operations   | Allow Zero Value Changes to Previous Round Item' added                        | 40303/<br>33313       | 55          |

## Enhancements Detailed

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### Database Engine

#### *Database Engine Updated to Sybase SQL Anywhere 16*

SCR #: 40329

CR ID #: N/A

The database engine has been updated in RES v5.2 MR1 from Sybase 11 to Sybase SQL Anywhere 16. Please refer to the [\*\*RES5\\_Gen2\\_Prereq\\_Patch\\_MD.pdf\*\*](#) for more information. Due to this database engine update, a new Prerequisite Patch is required prior to installing RES 5.2 MR1.

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### POS Configurator

#### *Added new option 'Allow Zero Value Changes to Previous Round Item' (COM only)*

SCR #: 40317

CR ID #: N/A

A new option **Allow Zero Value Changes to Previous Round Item** has been added to allow or prevent previous round changes that do not cause a price change.



**Note:** This new option is only valid when using *Conversational Ordering Mode (COM)*. COM must be enabled in *POS Configurator | Revenue Center | RVC Transactions | General | **Conversational ordering mode***.

---

When the **Allow Zero Value Changes to Previous Round Item** option is enabled, the employee class will be allowed to make changes to an item that does not affect the price (i.e., add a condiment that does not change the menu item's price) after the check has been service totalled.

When the **Allow Zero Value Changes to Previous Round Item** option is disabled, authorization is required when changing a previous round item without price changes.

### Configuration

1. Navigate to *POS Configurator / Employees / Employee Classes / Guest Checks / Guest Check Control*.

- **‘Allow Zero Value Changes to Previous Round Item’**

This new option was added to the existing options **Allow Changes to Previous Round Item** and **Allow Minor Changes to Previous Round Item**. When the new option **Allow Zero Value Changes to Previous Round Item** is enabled, the existing options are disabled.

---

## POS Operations

### *Allow Zero Value Changes to Previous Round Item’ added*

*SCR #: 40303*

*CR ID #: 33313*

Previously with Dynamic Order Mode (DOM) enabled, employees with the options **Allow Changes to Previous Round Item** and **Allow Minor Changes to Previous Round Item** disabled (*POS Configurator / Employees / Employee Classes / Guest Checks / Guest Check Control*) were able to modify items without manager authorization after the check was service totalled and items were sent to the kitchen. This has been changed.

The following new option was added:

- ♦ **‘Allow Zero Value Changes to Previous Round Item’**

A Zero value change occurs when a change is made to a previous round item that does not cause the price to change.

The existing two options now read:

- ◆ **‘Allow Major Changes to Previous Round Item’** (this label was updated with the word “Major”)

A major change occurs when a change is made to a previous round item that causes the price to decrease.

- ◆ **‘Allow Zero Value Changes to Previous Round Item’**

A minor change occurs when a change is made to a previous round item that causes the price to increase.

These two existing options are disabled when the new option **Allow Zero Value Changes to Previous Round Item** is enabled.



## What's Revised?

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES Version 5.2 software. To qualify as a revision, the change must satisfy the following criteria:

- ♦ The basic form, feature, or functionality must be part of the previous version of the software.
- ♦ The change must replace the current item or remove it from the application.

## Revisions Summarized

The table below summarizes the revision included in this Maintenance Release.

| Module                    | Revision   | SCR/<br>CR ID   | Page |
|---------------------------|--|-----------------|------|
| CMBO                      | Many forms were missing labels of edit boxes when not using Windows Classic                            | 40406/<br>N/A   | 61   |
| Credit Card Batch         | Reopened Closed Check was not included in CC Batch   | 40305/<br>34672 | 61   |
|                           | Settlement would fail with zero dollar auths   | 40304/<br>34276 | 61   |
| DBS RPC Server            | POS Operations failed to load, displaying "Fatal Error: Invalid Workstation Revenue Center Programmed" | 40459/<br>N/A   | 62   |
| GSS - Accounts Receivable | Report Viewer could not filter Accounts Receivable Invoice Printing                                    | 40300/<br>34859 | 62   |
| GSS - POS Interface       | Date format on 'Member Since' field has been changed   | 39682/<br>32998 | 63   |
| KDS Controller            | SIPS caused incorrect KDS Course Alert times   | 39521/<br>32554 | 63   |

| <b>Module</b>        | <b>Revision</b>  | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|----------------------|--|-----------------------|-------------|
| Manager Procedures   | Back button did not exit Manager Procedures in RES 5.x         | 40420/<br>35067       | 63          |
| MDS HTTP Service     | MDS HTTP Service could stop unexpectedly                       | 40369/<br>34966       | 64          |
| Menu Board           | Menu Board Viewer showed mouse cursor                          | 40165/<br>34294       | 64          |
| Ordering Module (OM) | OM: Pizza with three sections could not be edited              | 40285/<br>34769       | 64          |
| POS Configurator     | Available Workstation List was blank on WS4 / LX in RES        | 40364/<br>34950       | 65          |
|                      | Changed TS Designer Key Name to 'Pickup Pending Payment Check' | 40430/<br>N/A         | 65          |

| <b>Module</b>     | <b>Revision</b>  | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|-------------------|--|-----------------------|-------------|
| POS<br>Operations | Attempt to take report in SAR mode on mTablet resulted in .TRN file error                          | 40284/<br>N/A         | 65          |
|                   | Check Detail area of Template "111 QSR Order Detail" displayed scroll bar with 1024x600 resolution | 40279/<br>34728       | 66          |
|                   | Demo Sales did not post to correct demo date   | 40403/<br>35043       | 66          |
|                   | Future Order did not post Auto Service Charge  | 39791/<br>N/A         | 66          |
|                   | Incorrect Cover Count showed when 'Use Condiment Placeholders' was enabled                         | 40347/<br>34333       | 66          |
|                   | "No Style Programmed" error displayed after voiding Fixed Price Meal (in COM mode)                 | 40338/<br>34919       | 67          |
|                   | Ordering Module entry via Transaction Services did not function properly                           | 40421/<br>35045       | 67          |
|                   | Performance issue occurred when Transaction Services retrieved open check summary information      | 40297/<br>34791       | 68          |
|                   | POS Operations would shut down when the Protégé was unresponsive                                   | 40306/<br>34296       | 68          |
|                   | POS Operations stopped working with Protégé when check amount exceeded 1.000\$                     | 40308/<br>34194       | 68          |
|                   | Protégé remained on "Waiting For Command" screen   | 40302/<br>34291       | 69          |

| <b>Module</b>                    | <b>Revision</b>  | <b>SCR/<br/>CR ID</b> | <b>Page</b> |
|----------------------------------|--|-----------------------|-------------|
| POS<br>Operations<br>(continued) | Reference detail was not correctly cloned when multiplying quantities of Menu Items with condiments of Fixed Priced Meals in COM | 40342/<br>N/A         | 69          |
|                                  | Unable to final tender transaction with Manually Enabled Automatic Discount  | 40380/<br>N/A         | 69          |
| Printing                         | 'Override Print Group' was ignored in COM  | 40345/<br>34013       | 70          |
| Reports                          | Apostrophe in report name caused error "Report Service Reported: Failed"   | 38117/<br>29730/      | 70          |
|                                  | Authorizing employee name was missing from Daily RVC Discount Detail Report  | 40301/<br>32078       | 70          |
|                                  | Daily Revenue Center Discounts Report took a long time to complete   | 40344/<br>34673       | 71          |
|                                  | Unspecified script error occurred with IE 9 or higher  | 39137/<br>N/A         | 71          |
| Setup                            | Database Service and Database Engine shortcuts removed   | 40463/<br>N/A         | 72          |
| Sybase 16                        | Syntax changes were made for proper connection to database and external programs   | 40451/<br>N/A         | 72          |
| TMS Service                      | Table Management System experienced slow response time   | 40349/<br>34433       | 73          |
| Transaction Services             | Delayed Orders did not prompt for send time after servicing from POS Operations  | 40307/<br>33905       | 73          |

**Revisions**  
**Detailed**

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**CMBO**

***Many forms were missing labels of edit boxes when not using Windows Classic***

SCR #: 40406

CR ID #: N/A

Previously, many forms did not display edit box labels or message text when the Windows Classic theme was not used. This problem occurred in Cash Management, Manager Procedures, and some EM Corporate forms. This has been corrected.

---

**Credit Card Batch**

***Reopened Closed Check was not included in CC Batch***

SCR #: 40305

CR ID #: 34672

After tendering a check to a Credit Card, if the site used the Reopen Closed Check function and POS Operations went down while the check was still open (i.e., rebooted or lost power), the check would not be included in the Credit Card Batch. This has been corrected.

---

***Important***     *The Workstation must be restarted (powered back on). This is needed to reset the ownership status of this guest check. Then this check will be included in the Credit Card Batch.*

---

***Settlement would fail with zero dollar auths***

SCR #: 40304

CR ID #: 34276

Previously, records for Zero Dollar Authorizations that did not have an Auth Code would cause the Credit Card Batch Utility to close during settlement. This occurred with or without omitting the records from the batch. This has been corrected.

---

## DBS RPC Server

### ***POS Operations failed to load, displaying “Fatal Error: Invalid Workstation Revenue Center Programmed”***

SCR #: 40459

CR ID #: N/A

Previously, when at least 512 revenue centers were configured in RES v4.x and 513 revenue centers were configured in RES v5.x, POS Operations failed to load and displayed the error message “Fatal Error: Invalid Workstation Revenue Center Programmed”. This has been corrected.

### **Known Limitation**

The number of Revenue Centers that can be successfully loaded during database download is limited to the amount of memory available in each workstation type. The UWS4 has noticeably less memory available for database download, and an “Insufficient Memory” error may occur during startup of POS Operations.

---

## GSS - Accounts Receivable

### ***Report Viewer could not filter Accounts Receivable Invoice Printing***

SCR #: 40300

CR ID #: 34859

Previously, after creating an Invoice (*Accounts Receivable / Invoice Generation*) or selecting an individual Invoice (*Accounts Receivable / Account Maintenance / Invoices*), Report Viewer displayed every invoice generated in the system instead of the newly generated Invoice or individually selected Invoice. This has been corrected.

---

## **GSS - POS Interface**

### ***Date format on 'Member Since' field has been changed***

*SCR #: 39682*

*CR ID #: 32998*

The date format of the 'Member Since' field is now hardcoded to the US date format of MM/DD/YYYY. This is consistent with the other GSS date fields.

---

## **KDS Controller**

### ***SIPS caused incorrect KDS Course Alert times***

*SCR #: 39521*

*CR ID #: 32554*

Previously, with Single Item Per Sub-order (SIPS) enabled, when an order contained menu items with different prep times from a single dining course, the KDS Course Alert failed to display on all menu item chits from the order when they reached the target done time together. This has been corrected.

---

## **Manager Procedures**

### ***Back button did not exit Manager Procedures in RES 5.x***

*SCR #: 40420*

*CR ID #: 35067*

Previously, when launching manager procedures from Ops.exe and pressing the 'Back' button, manager procedures was not always exited. This has been corrected.

---

## MDS HTTP Service

### *MDS HTTP Service could stop unexpectedly*

SCR #: 40369

CR ID #: 34966

Previously, an unexpected termination of the MDS HTTP Service might occur during Cash Management operations. This has been corrected.

---

## Menu Board

### *Menu Board Viewer showed mouse cursor*

SCR #: 40165

CR ID #: 34294

Previously, the mouse cursor occasionally displayed before the Menu Board refreshed. The cursor also displayed when a mouse was connected to the device and a right-click was performed. This has been corrected. The Menu Board Viewer will not display a mouse cursor unless the registry is set to allow for this.

---

## Ordering Module (OM)

### *OM: Pizza with three sections could not be edited*

SCR #: 40285

CR ID #: 34769

Previously, when attempting to build a Pizza with three sections in POS Operations, the second and third pie sections were masked and/or distorted, preventing the user from selecting them. This has been corrected.



---

## POS Configurator

### *Available Workstation List was blank on WS4 / LX in RES*

SCR #: 40364

CR ID #: 34950

Previously, when running reconfigure CAL on a WS4 and WS4LX, the “Available Workstation List” did not display the workstations configured within the system. This has been corrected.

### *Changed TS Designer Key Name to ‘Pickup Pending Payment Check’*

SCR #: 40430

CR ID #: N/A

In POS Configurator | Devices | TS Designer | Function: Check Access, the ‘Put Away’ function key has been changed to ‘Pickup Pending Payment Check’.

---

## POS Operations

### *Attempt to take report in SAR mode on mTablet resulted in .TRN file error*

SCR #: 40284

CR ID #: N/A

Previously, a user was unable to request a report in SAR mode on an mTablet. When prompted with “Enter Offline Reporting” and selecting Yes, the following error message appeared: “Error opening .TRN file.” After this, another error appeared: “Failure Loading and Initializing Standalone Reporting DLL”. This has been corrected.

***Check Detail area of Template “111 QSR Order Detail”  
displayed scroll bar with 1024x600 resolution***

SCR #: 40279

CR ID #: 34728

Previously, the Check Detail area of Template “111 QSR Order Detail” (*POS Configurator / Devices / Touchscreens*) incorrectly displayed the scroll bar when the mTablet screen resolution was set to 1024x600 (*POS Configurator / Devices / UWS / Options / Display / POS Window Configuration*). This has been corrected.

***Demo Sales did not post to correct demo date***

SCR #: 40403

CR ID #: 35043

In RES 5.1 and higher, DEMO sales were posting to the wrong date ('2015-09-08' instead of '2025-09-08'). This has been corrected.

***Future Order did not post Auto Service Charge***

SCR #: 39791

CR ID #: N/A

Previously, Future Orders did not post the auto gratuity properly in all expected totalizer locations on the Daily SYS and RVC Sales Reports after tendering a Guest Check. This resulted in an 'Outstanding' balance between Check Begun and Checks Paid. This has been corrected.

***Incorrect Cover Count showed when ‘Use Condiment Placeholders’ was enabled***

SCR #: 40347

CR ID #: 34333

Previously, when the option ‘**Use Condiment Placeholders**’ was enabled (*POS Configurator / Revenue Center / RVC Transactions / General*), and ‘**Add to cover count**’ was also enabled (*POS Configurator / Sales / Menu Item Classes / Price/Totals*) the cover count displayed incorrectly in POS Operations, on the order device output, and the journal file. This has been corrected.

***“No Style Programmed” error displayed after voiding Fixed Price Meal (in COM mode)***

SCR #: 40338

CR ID #: 34919

Previously, when a Fixed Price Meal (FPM) with Course Selections was rung on the same seat as a Menu Item with required condiments and in that same round the FPM was voided, the required condiment was also removed from the additional menu item and POS Operations displayed the error “No Style Programmed” (in COM mode only). This has been corrected.

***Ordering Module entry via Transaction Services did not function properly***

SCR #: 40421

CR ID #: 35045

Previously, items added to the Ordering Module via Transaction Services could not be picked up at the workstation. This was due to a problem with the handling of reference entries with extra spaces at the end and could cause an API exception. This has been corrected.



***Note:*** The Ordering Module is not available with a Workstation 4 in RES v5.x.

---

***Performance issue occurred when Transaction Services  
retrieved open check summary information***

SCR #: 40297

CR ID #: 34791

Previously, the response time of the “getOpenChecks” Transaction Services call increased with the number of open checks in v5.x. The code was picking up each check and calculating the Discount Engine discounts to produce the amount due. The Pending Discount Total value that is stored with the check has been altered so that it includes any rounding/truncation by revenue center and any pending automatic discounts. This improves the performance to get the open check totals, while the results are now the rounded/truncated total due.

***POS Operations would shut down when the Protégé was  
unresponsive***

SCR #: 40306

CR ID #: 34296

In previous versions, when the Protégé was in a bad state (i.e., frozen, locked up, displaying memory errors, OCPDisplay unresponsive), POS Operations would error and need to be shut down. This has been corrected.

***POS Operations stopped working with Protégé when check  
amount exceeded 1.000\$***

SCR #: 40308

CR ID #: 34194

Previously, with **Ops uses thousands separator** enabled (*POS Configurator / System / Restaurant / Currency*), ringing a check where the subtotal exceeded 1.000\$ on a POS Operations workstation with a Protégé configured would cause POS Operations to stop working. This has been corrected.

***Protégé remained on “Waiting For Command” screen***

SCR #: 40302

CR ID #: 34291

In previous versions, when connection with the Protégé was lost, POS Operations needed to revert back to ASCII mode; otherwise the Protégé would remain on the “Waiting for Command” screen. This has been corrected and POS Operations now switches to UNICODE mode to support special characters.

***Reference detail was not correctly cloned when multiplying quantities of Menu Items with condiments of Fixed Priced Meals in COM***

SCR #: 40342

CR ID #: N/A

Previously, when using Conversational Ordering Mode (COM) Quantity keys with Fixed Priced Meals (FPM) and multiplying quantities of Menu Items with condiments that contained Reference details, the Reference detail was not correctly “cloned”. This has been corrected. The multiple quantity feature creates an exact copy of the Course Item and all associated condiment/reference details.

***Unable to final tender transaction with Manually Enabled Automatic Discount***

SCR #: 40380

CR ID #: N/A

During testing, a new issue was found where the final tender did not work properly when a Manual Discount was applied. POS Operations displayed Change Due but the transaction was not finalized. The check remained open but displayed the Change Due (and the cash drawer would not open). This has been corrected.

---

## Printing

### ***'Override Print Group' was ignored in COM***

SCR #: 40345

CR ID #: 34013

When Conversational Ordering Mode (COM) was enabled in a revenue center, the **'Override print group'** option was ignored in *POS Configurator / Sales / Menu Item Classes / Print option*. The **'Override print group'** option now works properly in COM if the Condiment Menu Item Class has this option enabled.

---

## Reports

### ***Apostrophe in report name caused error "Report Service Reported: Failed"***

SCR #: 38117

CR ID #: 29730

Previously, if a report name contained an apostrophe, the Report Viewer returned the error "Report service reported: Failed." This has been corrected.

### ***Authorizing employee name was missing from Daily RVC Discount Detail Report***

SCR #: 40301

CR ID #: 32078

Previously, the Revenue Center Discount Detail Report did not include the Authorizing Employee for Manual Quantity Threshold (BOGO) discounts. This has been corrected.

***Daily Revenue Center Discounts Report took a long time to complete***

SCR #: 40344

CR ID #: 34673

Previously, when running the Daily Revenue Center Discount and/or Detail Report for a date range spanning five or more days, the report could take over 10 minutes to complete. This has been corrected.

***Unspecified script error occurred with IE 9 or higher***

SCR #: 39137

CR ID #: N/A

Previously, an unspecified script error could occur when running reports from Report Viewer, with Internet Explorer 9 or higher. This has been corrected.

---

## Setup

### *Database Service and Database Engine shortcuts removed*

SCR #: 40463

CR ID #: N/A

The following two shortcuts were removed from *Start / All Programs / Micros Applications / Utilities / Database / Sybase SQL Anywhere*:

- ♦ MICROS Database Engine
- ♦ MICROS Database Server

These shortcuts were rarely used and the decision was made to remove them from the MICROS Applications menu. If either of these functions are needed for any reason, go the SQL Anywhere 16\Bin32 folder and launch the executable file. For example, open Windows Explorer and go to: C:\Program Files (x86)\SQL Anywhere 16\BIN32 folder. Locate the desired executable (either 'dbeng16.exe' or 'dbsrv16.exe') and double-click on EXE to open (run).

---

## Sybase 16

### *Syntax changes were made for proper connection to database and external programs*

SCR #: 40451

CR ID #: N/A

The RES Gen2 Prerequisite Patch requires new syntax changes for connection to the database and the external program scripts. When calling DBISQL, you must now add "-nogui" to suppress the GUI and require user intervention during End-of-Night (EON) Autosequences. For example: "dbisql -q -nogui ScriptName.sql". This will ensure that additional instances of DBISQL.exe are not left running, which could cause the next day's EON to run improperly. Please refer to the [RES5\\_Gen2\\_Prereq\\_Patch\\_MD.pdf](#) for details on proper programming.



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## TMS Service

### *Table Management System experienced slow response time*

SCR #: 40349

CR ID #: 34433

Previously, the Table Management System (TMS) was slow when multiple workstations were run and the WaitList and tables were fairly full. This has been corrected.

---

## Transaction Services

### *Delayed Orders did not prompt for send time after servicing from POS Operations*

SCR #: 40307

CR ID #: 33905

When sending a delayed order from Transaction Services and then picking up the check in POS Operations, the order was sent immediately without re-prompting the user to confirm/enter the fire time when the check was serviced. This has been corrected with this release. Now when a Delayed Order check that was opened via Transaction Services is picked up in POS Operations; it no longer fires the order to the kitchen as soon as the check is picked up. POS Operations now waits and the order is fired at the original auto fire time that was entered via Transaction Services.

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## What's Known

What's Known is defined as what needs to be completed for a successful version upgrade for certain modules.

### What's Known Summarized

The table below summarizes What's Known in this version.

| Module         | Feature  | SCR/<br>CR ID | Page |
|----------------|--|---------------|------|
| POS Operations | Ordering Module not supported on UWS4 clients in RES 5.x | 40390/<br>N/A | 74   |

### What's Known Detailed

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#### POS Operations

##### ***Ordering Module not supported on UWS4 clients in RES 5.x***

*SCR #: 40390*

*CR ID #: N/A*

The Ordering Module is not supported on a UWS4 client in RES 5.x. Any attempt to use the Order Module in POS Operations will result in the following error:

“Ordering Module Not Available.”