



*Restaurant Enterprise Solution
(RES) Version 4.11
Read Me First*

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.10 release of the MICROS Restaurant Enterprise Solution (RES) software.

*******REMINDER*******

It is recommended that custom applications be re-installed and tested after applying any upgrade to a RES system. This includes SQL scripts that add or alter custom stored procedures.

Upgrading RES

The following versions of RES 4.x (and lower), can be upgraded to 4.11 without losing any fixes from those previous releases:

- ◆ 4.0 HF3
- ◆ 4.1 HF3
- ◆ 4.3 HF2
- ◆ 4.4
- ◆ 4.5 MR1
- ◆ 4.6 MR1
- ◆ 4.7 MR4
- ◆ 4.8 MR7
- ◆ 4.9 MR7
- ◆ 4.10 MR2 ***

*** See Appendix O in the *RES411_Install_rmf.pdf* for steps to successfully update a RES 4.10 MR2 database to RES 4.11.

Document Organization

For clarity, information is divided into self-contained chapters, reflecting the additions and modifications made to the following RES products:

- ◆ 3700 Point-of-Sale (POS) System
- ◆ Kitchen Display System (KDS)
- ◆ Guest Service Solutions (GSS)
- ◆ Cash Management (CM)
- ◆ Labor Management (LM)
- ◆ Product Management (PM)
- ◆ Financial Management (FM)
- ◆ RES Platform

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.

Declarations

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3700 POS

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 version.

Module	Feature	CR ID/ SCR	Page
Mobile MICROS	Motorola™ MC55a Mobile MICROS Handheld (MMH) Device is now Supported	N/A/ 39204	5
MICROS PCWS 2015	MICROS PC Workstation 2015 is now Supported	N/A/ 39465	7
Manager Procedures	Support Added for CM by Revenue Center	N/A/ 39423	8

New Features Detailed

Mobile MICROS

Motorola™ MC55a Mobile MICROS Handheld (MMH) Device is now Supported

CR ID #: N/A

SCR #: 39204

With this release, RES now supports the Motorola™ MC55a MMH device for POS Operations only. The new device runs on Windows Mobile Version 6.5.

Known Limitation: Web applications (Manager Procedures and PM Procedures) are not supported on the MC55a in RES 4.11.

Known Limitation: In RES 4.11 a site can either use the MC55a, or all other currently supported handheld devices, but not both. This is because

a new set of screen templates for MVGA (Mobile VGA) was added to the OpsDisplaySys.cfg file, and those templates will need to be linked in POS Configurator in order for the MC55a screens to display properly.

The other handheld devices will Not display properly with the new templates. The new templates (2118-2904 in *Devices / Touchscreens / Touchscreens / General*, **Touchscreen Template**) are in essence, copies of all existing 240 x 320 templates, but changing all font sizes, using the following conversions:

HHT	MVGA
7	4
8	4
9	5
10	5
12	6
14	6
16	6
20	8
24	8

When creating OpsDisplayUser.cfg templates for the MC55a in Version 4.xx (4.11 and higher), the above font conversions may be used as a base, and then adjusted as necessary. Depending upon the user's touchscreens, some buttons may need to have the font size adjusted (*Devices / Touchscreen Designer*) when using the new OpsDisplaySys.cfg also.

Note *RES 5.0 and higher does Not have this limitation. Both the MC55a and all of the other supported handheld devices can use the existing templates. This also means that if the templates are re-linked in POS Configurator for 4.11, they will have to be switched back to the original templates if that database is converted to RES 5.0. The new templates do not and will not exist in the 5.x versions of OpsDisplaySys.cfg.*

Configuration

1. In order to “convert” an existing database to use the MC55a rather than earlier HHT units, simply change the ‘Touchscreen template’ link for all HHT Touchscreens (Sample DB = 6000 - 6018) from the original template, to its equivalent “+2000” value.

Example: For the sample DB in *Devices / Touchscreens / Touchscreens / General*, change touchscreen 6000 “HH Sign In” from being linked to Touchscreen Template ‘411 HH Logo Pad1’ to Touchscreen Template ‘2411 MVGA Logo Pad1’.

Change Touchscreen 6001 from being linked to template 405 to 2405.

Change Touchscreen 6002 from being linked to template 405 to 2405.

Whatever template number the current HHT touchscreen is linked to add 2000, and that is the new template number it should be linked to in order to work with the MC55a. Do this for all HHT touchscreens. All new touchscreen template names begin with ‘MVGA’.

Please refer to the *RES411_Install_RMF.pdf* “Mobile MICROS (MMH) Client Installation” section for more information.

MICROS PCWS 2015

MICROS PC Workstation 2015 is now Supported

CR ID #: N/A

SCR #: 39465

With this release, the MICROS PC Workstation 2015 has been certified for scale use with RES version 4.11 and higher. The NTEP CC certification value for the 2015 is ‘12-041’.

Manager Procedures

Support Added for CM by Revenue Center

CR ID #: N/A

SCR #: 39423

A new option has been added to support Cash Management by Revenue Center. With the option **Cash Management By Revenue Center** enabled in *Cash Management Back Office (CMBO) / Configuration / Options / Others*, then when logging in to CM on the Client, a drop down will list all Revenue Centers. After selecting a Revenue Center, the user will see only the tills, server banks, and deposits that are specific to the selected Revenue Center.

Configuration

Enable CM By Revenue Center Option

1. Navigate to *Cash Management / Back Office (CMBO) / Configuration / Options / Others*.
 - **Cash Management By Revenue Center**

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 version.

Module	Enhancement	CR ID/ SCR	Page
POS Operations	Support Added for Zero Dollar Initial Auth	N/A/ 39285	9
	Support Added for Non-Priced Trigger Items for Enhanced Discounts	N/A/ 37637	10
	Un-Combo Auto Combo	N/A/ 39062	13

Enhancements Detailed

POS Operations

Support Added for Zero Dollar Initial Auth

CR ID #: N/A

SCR #: 39285

POS Operations now supports a zero-dollar initial credit card authorization. The use case for initial auths is the bar tab scenario. With the zero dollar initial auth, the open-to-buy limit on the customer's account will not be affected and the initial auth will not have to be reversed during pre-settlement.

Currently, if the tender is configured to have a zero dollar initial auth, POS Operations will prompt during the transaction for the initial auth amount.

The new option **Initial Auth as Zero Dollar Account Verification** has been added to *POS Configurator / Revenue Center / RVC Credit Cards*. If this option is enabled, POS Operations will ignore the tender's configured amount or keyed amount and do the initial auth for zero dollars. The option is disabled by default.

Note *This feature requires the use of a Credit Card driver that also supports Zero Dollar Authorizations.*

Support Added for Non-Priced Trigger Items for Enhanced Discounts

CR ID #: N/A

SCR #: 37637

A new feature has been added to Automatic Discounts to allow a non-priced menu item to be used as a discount trigger. An example would be a 'Buy 1 Get 1 Free' promotional coupon that needs to be added to the guest check before the customer is entitled to the discount (free item). Once this non-priced promo coupon item has been entered, the discount is then applied. This non-priced trigger item can be entered at any point during the transaction. At the beginning of the transaction, before any main trigger items are entered, in the middle, or as the last entry on the guest check. The discount engine will analyze the discount criteria and if all conditions are met, the discount is applied (i.e., second menu item price is subtracted; for the Buy 1 Get 1 Free promotion). If one of the menu items rings up at a higher price than the other, the discount is applied for the lesser amount.

Important Note

This new zero-priced discount trigger feature is not supported when using the Order Module (OM).

General Rules

The non-priced discount trigger must be programmed as 'Automatic' (type).

You must have the **Max Award Quantity** configured, under Discount/Rule setup; otherwise it is possible that more than one reward will be granted.

Configuration

Enable the following options in POS Configurator to allow this feature.

1. Navigate to *POS Configurator* | *Revenue Center* | *RVC Transactions* | *General*.
2. Enable this main option that is required--for each Revenue Center--that this new Auto Discount trigger is to be used.
 - **Automatic Discounting**
3. Navigate to *POS Configurator* | *Revenue Center* | *RVC Discount/Service* options.
 - **Allow non-priced menu items as discount triggers**
4. Navigate to *POS Configurator* | *Sales* | *Menu Items*.
 - Configure names and information for all non-priced Coupon menu items with the preset price set to 0.00 for each price level allowed. (An NLU Group and NLU #'s can be assigned to save keyboard space if needed, or SLU's can be used.)
 - Configure the main promotional menu items belonging to the promotional category, if not already in database.
5. Navigate to *POS Configurator* | *Sales* | *Menu Item Sets*.
 - Create a new Menu Item Set for the non-priced COUPONS.
 - Create a Menu Item Set for the main promo item(s).

6. Navigate to *POS Configurator* | *Sales* | *Discounts* and program this discount:
 - Under the General tab, make sure that this non-priced discount (i.e., 'Buy 1 Get 1 Free') is set as:
 - Type = Automatic (required)
 - Percent = 100
 - Remaining options (per user requirements)
 - Under the Options tab, enable **Preset** price option.
 - Under Rule Setup tab, set the following (example):
 - Rule Type = Multi Item Price Threshold
 - Trigger 1 = link to non-priced Coupon Menu Item Set
 - Trigger 2 = link to the main promo item category's Menu Item Set
 - Trigger Quantity = 1
 - Trigger Total = (optional)
 - Award Set = same as Trigger 2 link
 - Award Qty = 1
 - Max Award Quantity = 1 (this option box must have a value)
 - Award Type = Percent Off
 - Constraint Type = No constraint
 - Option checkboxes (none in this example)

Un-Combo Auto Combo

CR ID #: N/A

SCR #: 39062

A new feature has been added to allow a Combo Meal, determined to be a deal via Auto Combo Recognition (ACR), to be undone. This will revert items in the deal back to their original prices. For example, after ringing menu items in POS Operations, and a meal deal has been auto-selected but the customer decides they want a different deal, the cashier can now Un-Combo this Combo Meal. The cashier can simply press the new function key called **Un-Combo Auto Combo**, and the combo meal is then reverted back to displaying all items in the meal.

This new feature is designed to reduce the number of Voids and improve operational flexibility when ringing Combo Meals. For example, once the cashier presses the **Un-Combo Auto Combo** key, the main parent item (i.e., Dbl Cheeseburger) can be highlighted and Voided, leaving the side items in the check detail. This allows another parent item to be selected in place of the original selection for the customer (i.e., Hamburger).

Exactly how much menu item detail associated with this combo meal is displayed depends on a second option called **Keep added combo sides after Un-Combo**. This option works in conjunction with the main option to determine whether combo sides should be kept on the check when the new Un-Combo Auto Combo key is used.

General Rules

If the combo sides are present when a combo meal deal is rung, the un-combo function should keep all side items on the check.

If the combo sides were added by the system (ACR) when a combo occurs, the un-combo function will keep or not keep the sides on the check, depending on the RVC option **Keep added combo sides after un-combo**.

Configuration

Enable the following options in POS Configurator to allow this feature.

1. Navigate to *POS Configurator* | *Sales* | *Combo Meals* | *Combo Meals* | *General*.
 - **Allow Un-Deal Auto Combo**
2. Navigate to *POS Configurator* | *Revenue Center* | *RVC Transactions* | *Quick Service* and enable this related option (if needed). This second option defaults to disabled.
 - **Keep added combo sides after Un-Combo**
3. Navigate to *POS Configurator* | *Devices* | *Touchscreen Designer*.
4. Create this new function key on each desired touchscreen.
 - Category - Function: Transaction
 - Function - Un-Combo Auto Combo

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Revision	CR ID/ SCR	Page
CA/EDC	Batch Detail Records are not Ordered Correctly	N/A/ 39351	17
	Residual Batch Payment Records Could Prevent Settle from Completing	N/A/ 39344	17
	Credit Card Charged Twice if Left in Re-opened State with \$0.00 Balance	32132/ 39325	17
Peripherals	Customer Display does not Show Cyrillic Characters Correctly	31949/ 39306	18
Printing	Sales Recording Module (SRM) Does Not Record Sales if Printer is Offline	32231/ 39372	18
POS Configurator	Order KDS Button by Name	N/A/ 39393	19
	Toggle Kitchen Theme On and Off	N/A/ 39482	19

Module	Revision	CR ID/ SCR	Page
POS Operations	Posted Itemizers do not Sum Correctly After Split or Partial Payment	32053/ 39294	19
	GSS Cannot Write to Journal Disk File Without Delivery + Licensed	32166/ 39346	20
	Using "Void Check" Key on a Future Order API Check Fails, but no Message is Provided	N/A/ 39376	20
	Partial CC Payment via API Web Client Closes Check	N/A/ 39370	20
	MagTek Firmware and IPAD Library Files Updated for Win32 and WinCE 6.0	N/A/ 39390	21
	MagTek IPAD Prompts Changed for Manual Entry of Gift Card Account Numbers	N/A/ 39375	21
	Menu Item Swap Function with Combos and Adding Condiments in COM Mode Incorrectly Swaps Parts of Combo	32012/ 39275	22
TMS	Database Deadlock Issues	N/A/ 39380	22

**Revisions
Detailed**

CA / EDC

Batch Detail Records are not Ordered Correctly

CR ID #: N/A

SCR #: 39351

Previously, when a credit card batch was created, it was possible that the previous detail records were not ordered correctly. This was the result of attempting to batch multiple authorizations for the same card number and could cause the wrong auth record to be used for settlement. This has been corrected.

Residual Batch Payment Records Could Prevent Settle from Completing

CR ID #: N/A

SCR #: 39344

Previously, if the settlement process was interrupted while processing batch payment records during pre-settlement, the last submitted batch payment record received would be left in the Credit Card Service (CCS) queue. The next attempt to settle the batch would not clear the request queue resulting in CCS timing out and the batch not settling. This has been corrected.

Credit Card Charged Twice if Left in Re-opened State with \$0.00 Balance

CR ID #: 32132

SCR #: 39325

Previously, after closing a Check to a Credit Card, if the Check was re-opened and an additional \$0.00 Menu Item was added but not re-tendered, the transaction was batched with the Check still open. If the Check was then tendered after the batch was created, the transaction was batched a second time and the Credit Card was authorized twice. This has been corrected.

Peripherals

Customer Display does not Show Cyrillic Characters Correctly

CR ID #: 31949

SCR #: 39306

Previously, if the Windows Regional Settings were set for Russian language, Cyrillic characters were not displayed properly on the LCD 6" Customer Pole Display for CE clients. This has been corrected.

Note For Win32 clients (i.e., PCWS 2010), the "PcwsApi.sys" file, located in \Windows\System32\Drivers, must be v4.0.0.8 or higher for this LCD pole display to display characters properly.

Printing

Sales Recording Module (SRM) Does Not Record Sales if Printer is Offline

CR ID #: 32231

SCR #: 39372

Previously, if the printer attached to the SRM device was unplugged, turned off or the door was open and a check was tendered, the SRM did not record the sale. This has been corrected.

POS Configurator

Order KDS Button by Name

CR ID #: N/A

SCR #: 39393

Previously, when configuring a KDS toolbar or bumpbar, the buttons were not listed in any specific order. They are now listed in alpha-numeric order for ease of use.

Toggle Kitchen Theme On and Off

CR ID #: N/A

SCR #: 39482

Previously, once any kitchen theme was activated, it was not possible to turn kitchen themes off. The only way to switch away from the current kitchen theme was to select a different theme.

With this release, themes can now be toggled on and off. If you toggle the active theme off by unselecting it, that theme's settings will remain in effect, unless the settings are manually changed.

POS Operations

Posted Itemizers do not Sum Correctly After Split or Partial Payment

CR ID #: 32053

SCR #: 39294

Previously, PMS Interface posted itemizers did not sum to the total itemizers when a partial or split payment was made. This has been corrected.

GSS Cannot Write to Journal Disk File Without Delivery + Licensed

CR ID #: 32166

SCR #: 39346

In previous versions, when Servicing or Tendering a Check with an Order Type having **DeliveryType** enabled on a UWS and with a Journal Printer linked, the error 'Delivery+ Feature Is Not Licensed!!!' displayed in POS Operations. This would occur if the client was, in fact, not Licensed for Delivery+. This has been corrected.

All receipt and guest check formatting remains the same with the license checks to enforce the license when using the revenue center print formatting parameters (i.e., If not properly licensed, the GSS formatting must be set to Do Not Print for the Delivery Time, or the license error will still display).

Using "Void Check" Key on a Future Order API Check Fails, but no Message is Provided

CR ID #: NA

SCR #: 39376

Previously, using the Void Check function on a future order from a POSAPI client would not void the items and close the Check. This has been corrected.

Partial CC Payment via API Web Client Closes Check

CR ID #: NA

SCR #: 39370

Previously, when making a partial Credit Card payment via the API Web Client on a re-opened closed Check, the Check was prematurely closed without full payment. Therefore, this Check could not be accessed to make the final payment. This has been corrected.

MagTek Firmware and IPAD Library Files Updated for Win32 and WinCE 6.0

CR ID #: N/A

SCR #: 39390

RES 4.11 requires new updated firmware from MagTek. These firmware changes require new IPAD devices.

In addition to the new IPAD firmware changes, MagTek has updated the IPAD library files that run on the Win32 and WinCE 6.0 workstations. Communication with the IPAD is more reliable. Also, new firmware and interface changes allow modifications to prompt selections on the IPAD when manually entering account information.

MagTek IPAD Prompts Changed for Manual Entry of Gift Card Account Numbers

CR ID #: N/A

SCR #: 39375

Updates were made to the POS Operations executable file and the PinPAD.dll file to change the data prompting on the MagTek IPAD device for manually entered Gift Card Account Numbers. Previously, Gift Card Redemption prompted for three lines of data:

- ◆ Account Number
- ◆ Expiration Date
- ◆ Card Verification Code

With this release, one line of data prompts:

- ◆ Account Number

The Expiration Date and Card Verification Code have been removed.

Menu Item Swap Function with Combos and Adding Condiments in COM Mode Incorrectly Swaps Parts of Combo

CR ID #: 32012

SCR #: 39275

Previously, the function Menu Item Swap would not work properly when ringing a Combo Meal and adding an allowed condiment, when swapping for another Combo Meal. This would cause the combo meal to end up in an invalid state with a zero price. This has been corrected, with a known limitation that POS Operations will ignore the user added allowed condiment(s) when swapping to another combo meal. The Combo Meal will now be swapped with the assigned side items and correct price; however, the user will need to re-add the allowed condiments needed.

TMS

Database Deadlock Issues

CR ID #: N/A

SCR #: 39380

Previously, with Table Management enabled, it was possible to get database deadlocks related to the sptms_refresh_table_status and sp_postsaleEx procedures. With this release, Table Management has a dedicated connection to the database instead of opening and closing the connection each time an action is required. This dedicated connection, along with other changes made to stored procedures and views, will both avoid deadlocks and improve the speed performance of Table Management functions.

Kitchen Display System (KDS)

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 version.

Module	Feature	CR ID/ SCR	Page
KDS Display	KDS Load Balancing	N/A/ 39364	23
	Start Hides Other Preps	N/A/ 39164	28

New Features Detailed

KDS Display

KDS Load Balancing

CR ID #: N/A

SCR #: 39364

Dynamic KDS Load Balancing

With this release, RES now supports the ability to distribute new orders to KDS prep stations based on which station has the fewest number of currently active menu items. Prep stations are linked to a Primary Distribution Group and orders are routed to the prep station with the fewest un-bumped menu items within that order device's Primary Distribution Group.

An example of how this might be used is a restaurant that has 3 cold KDS prep stations and wants to be sure an even number of cold items goes to each of them. The cold menu items would be configured to go to just KDS01. But the items would then be distributed evenly to the other members of the Primary Distribution Group that KDS01 is linked to. Each time another cold item is fired, the KDS Controller determines which member of that Primary Distribution Group has the fewest active items, and sends the order to that station.

For the most equal distribution of menu items the **Single Item Per Suborder** option should be enabled. If SIPS is not enabled, then an entire round of cold items will go to the single KDS Cold prep station with the fewest items on screen.

Manual KDS Load Balancing

There are now two new buttons that can be used on KDS tool bars and bump bars. The **Pull Order** button will pull the most recent order from that KDS prep station's Primary Distribution Group. That chit will disappear from its original prep station and simultaneously appear on the station that pulled it. If the most recent order is already Claimed, Marked, or Started, then the next most recent order will be pulled instead. Chits with voided items on them cannot be pulled. If no item can be pulled, a message will be presented on the KDS screen that explains why. Orders cannot be pulled from outside of a prep station's Primary Distribution Group.

The **Push Order** function can be used to send a chit from the current KDS prep station to any other prep station in the restaurant. Primary Distribution Groups are not required or considered when using Push Order. To use this feature, a specific order on the KDS prep station is selected and the **Push Order** button is pressed. A dialog will then be presented with every Prep station in the restaurant to choose from.

Note *Since **Push Order** allows a cold item to be sent to a hot prep station and vice versa, it might be useful to name the KDS prep stations in a way that makes it clear which is hot and cold (e.g., KDS01 Cold, KDS04 Hot).*

Note *Manual KDS load balancing requires the **Enable Load Balancing** option to be turned on. Using the **Push Order** and **Pull Order** buttons without having **Enable Load Balancing** turned on will have unpredictable results and is not supported.*

Configuration

Enable the following options in POS Configurator.

1. Navigate to *System / Kitchen / Options*.
 - **Enable load balancing**
2. Navigate to *System / KDS Distribution Groups*, create Distribution Groups and then link KDS Prep devices.

Only KDS Prep stations may be a part of a KDS Distribution Group.

Example: Create a 'COLD Group 3' that includes KDS01, KDS02, and KDS03.

3. Navigate to *Devices / Order Devices / KDS / Options*, and link KDS Order Devices to a Primary Distribution Group.

An order device may only be linked to a specific 'Primary Distribution Group' if it is already a member of that 'KDS Distribution Group'. Not every KDS order device is required to have a Primary Distribution Group, but in general each prep station that was a part of a KDS Distribution Group would likely also have that group linked as its Primary Distribution Group.

Example: Link order devices KDS01, KDS02, and KDS03 to COLD Group 3.

Note *In this example, if masking is used to send cold menu items to only KDS01 and it has a 'Primary Distribution Group' of 'COLD Group 3', then menu items will be load balanced to KDS02 and KDS03 even if those two order devices do NOT have any primary distribution group linked. However, without a 'Primary Distribution Group' link, those two prep stations will not be able to use the 'Pull Order' function.*

4. Navigate to *Devices / User Workstations / Order Devices*.

Note *You can use either the Devices | User Workstation | Order Devices tab, and/or the Print classes form to (mask) keep a menu item from going to more than one member of a distribution group. You are not prevented from sending the same menu item to more than one member of a Distribution Group, but that would be improper configuration and is not supported.*

Example: If you have a Chicken Caesar salad that needs lettuce from a cold prep and chicken from a hot prep, then have that menu item go to one member of both the COLD Distribution Group and the HOT Distribution Group.

Example: Link each workstation to KDS01 Cold, KDS04 Hot, and KDS07 Expo, but not to KDS02 Cold or KDS03 Cold. The Load Balancing will take care of sending items to those displays.

5. Navigate to *Devices / KDS Bump Bars*, and create **Push Order** and **Pull Order** buttons (if desired).
6. Navigate to *Devices / KDS Tool Bars*, and create **Push Order** and **Pull Order** buttons (if desired).

Note Do Not put Pull Order or Push Order buttons on Expo or SOS bump bars and tool bars. The Pull Order won't work, since it does not have a Primary Distribution Group, and pushing an order from an Expo/SOS would not make sense.

Changing an existing KDS prep station into any other type of device in either the Devices or the Order Devices forms will also remove any existing KDS Distribution Group and Primary Distribution Group links. When such a change occurs, the user will be notified with the message:

"This order device will be removed from KDS Distribution Groups."

For this reason, KDS order device configurations should remain consistent, especially when KDS Themes are being used.

By Design: When using Dynamic Order Mode (DOM) and not using Single Item Per Suborder (SIPS), unpaid Checks are not allowed to be moved with either the Push Order or Pull Order functions. If this is attempted, the following message will display:

“Order cannot be moved until it is paid”.

Load Balancing and Kitchen Themes

1. Once you have your system configured correctly, navigate to *Devices / Kitchen Themes*, and select *File / Import Current Configuration / Import to New Theme*.
2. Give the theme an intuitive name.

Note There is also a new **Primary Distribution Group** field in *Kitchen Themes | Order Devices | KDS Options*, if you wish to configure a theme directly instead of importing it.

If **Enable load balancing** is turned on in *POS Configurator / System / Kitchen*, it can be turned off for a specific KDS Theme by not having any 'Primary Distribution Group' linked to the KDS order devices in *Devices / Kitchen Themes / Order Devices / KDS Options*. With no primary distribution group, the manual load balancing function 'Pull Order' is not supported, but 'Push Order' is supported.

WARNING! As always when using kitchen themes, it is critical that the configured KDS prep stations are not changed from a KDS device into any other type of device. Nor should a KDS prep station be changed into an Expo or SOS and vice versa. If these types of changes are required, then any existing kitchen themes should be deleted and re-created once the configuration changes are complete.

Start Hides Other Preps

CR ID #: N/A

SCR #: 39164

A new KDS feature has been added, called 'Start hides other preps'. When this option is enabled, starting a menu item at one KDS prep station will make that item disappear from all other prep stations. The order will not be removed from expo or SOS displays.

As an example of this feature, we'll use a restaurant that sends all menu items to four different prep stations; each kitchen staff member can make every menu item, but only one person should make any particular item. With a screen full of orders, confusion may arise over who is or should be making a specific order. With this new option enabled, there is no need to look at the display and select any specific menu item. Instead, the assigned kitchen staff member presses the **Order Started First** button on the KDS toolbar or bumpbar. The oldest order, or order in the top left corner of the KDS display, will then be marked as 'Started' and it will automatically be removed from every other KDS prep station. Now the assigned kitchen staff member sees the 'Started' order in the top left corner of their KDS display. No other display will have that same order. It is recommended that a custom 'Start' color is selected to make this even clearer.

Configuration

Enable the following options in POS Configurator to allow this feature.

1. Navigate to *POS Configurator* | *System* / *Kitchen* / *Options*.
 - **Start hides other preps**
2. Select the *Colors* tab / *Item Status Colors*.
3. Enable the **Use Custom** option for 'Start'.
4. Click the icon to the left of 'Start' and select a color.

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**

There are no enhancements in this version of software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of software.

Guest Service Solutions (GSS)

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 version.

Module	Feature	CR ID/SCR	Page
POS Interface	Refuse Order Feature (Hoax Address)	N/A/ 38571	32

New Features Detailed

POS Interface

Refuse Order Feature (Hoax Address)

CR ID #: N/A

SCR #: 38571

A new feature has been added to help reduce the number of hoax callers. A new option has been added to flag a customer in the GSS database as a 'Hoax Address'. The verification procedure uses Address Line 1, Address Line 2, and/or Postal Code to find a match in the database. As long as there is a matching hoax address in the database, the warning will be displayed. This new feature does NOT use Abbreviations in *GSS Back Office / Edit / Delivery Area Street Mapping / Abbreviations*. The new stored procedure specifies new matching rules for Hoax Address.

When a hoax address match is found and the warning is displayed, there will be an audit record created in the SQL Table `micros.chk_event_dtl`. This is tracked when a transaction is cancelled because of a hoax address, or when (despite the warning that the address is hoax) the user continues with the order. This new event type is defined as:
`ECHK_EVENT_GSS_HOAX = 3`. When the POS configuration option

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Use Hoax Address Validation is enabled, then in a transaction-- regardless of whether a customer is selected (**Accept** in *Customer* dialog) or not (**Cancel** in the *Customer* dialog)--a record will be added in *micros.chk_event_dtl* with the current check seq, check event type = 3 and the current time.

Note *If your operation requires the check to be closed, when cancelling from the Select Customer screen, you will need to use the GSS Function 'Customer Force Main Hist Dlg' or 'Customer Force Alt Hist Dlg'. This is defined in POS Configurator | System | Macros for the Begin Delivery key in POS Operations.*

In POS Operations, when selecting a customer from the *GSS Customer* dialog, the following warning message is displayed to the user if the address is a hoax:

“The address is a hoax. Would you like to accept the customer anyway? (Yes/ No)”.

- YES= Override
- NO = Cancel

Support has been added to the Caller ID bar for this new hoax address feature. If the caller has a hoax address, a notification icon will display on the Caller ID bar (similar to the hoax caller icon). Any hoax address related callers will appear and flash with the

- ◆ Red (!) Exclamation Point to indicate that this is a hoax address.
- ◆ Yellow (!) Exclamation Point to indicate that this is a hoax caller.

Note *If only one checkbox has been enabled, then either the 'Red (!)' or the 'Yellow (!)' appears over the Customer Name. If both 'Hoax Caller' and the newer 'Hoax Address' checkboxes have been enabled for that customer calling in, then both red and yellow icons will flash simultaneously in the Caller ID bar: Yellow (!) on left and Red (!) on right of customer name/phone.*

Important Note

Hand-held devices are not supported by this new feature.

General Rules

This new feature does NOT use Abbreviations in *GSS Back Office / Edit / Delivery Area Street Mapping / Abbreviations*. The new stored procedure 'spgss_is_hoax_address.sql' specifies new matching rules for Hoax Address.

Address Matching

Example 1 - The following address is marked as a hoax in *GSS BackOffice / Customers* (gss_customer_def table):

- line_1 = "123 Main Street"
- line_2= "Unit 1"
- postal_code = "123456"

Example 2 - Now have a new customer and the user enters the following in the customer form:

- line_1 = "123 Main Str"

The system will identify the words "street" and "str" for verification consideration; the other words will be ignored. In addition, the check should will only happen using the alphanumeric characters and no special chars, such as “,.-_><!\"'§\$%&/()=?*’#+~@”.

Configuration

Enable the following options in POS Configurator and GSS Back Office to allow this feature:

1. Navigate to *POS Configurator / GSS / Delivery*.
 - **Use Hoax Address Validation**
2. Navigate to *GSS Back Office / Screen Designs*.

3. Select the form(s) that need this new 'Hoax Address' field. Highlight this new field on the form and right-click. Un-hide this new field by selecting 'Show'.

- **Hoax Address**

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**

There are no enhancements in this version of software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of software.

Cash Management (CM)

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 version.

Module	Feature	CR ID/ SCR	Page
CM Back Office (CMBO)	Support Added for Performing CM Declaration on Clients	N/A/ 39233	38
	Support Added for CM by Revenue Center	N/A/ 39423, 38967	46

New Features Detailed

CM Back Office (CMBO)

Support Added for Performing CM Declaration on Clients

CR ID #: N/A

SCR #: 39233

Previously, the user could only open and close tills on a client. With this release, the user will be able to perform counts on tills and server banks, and create and finalize deposits.

Configuration

Set up an External Program

1. Navigate to *POS Configurator / System / External Programs*.
2. Add a new record and set the following options:
 - User Interface -- Windows
 - Run Style -- Normal
 - Command Line -- `$(MICROS_DIR_POS)\bin\procedures.exe -Q`
(the Q is not case sensitive)
 - Leave all other fields blank or options not enabled.

Create a Button

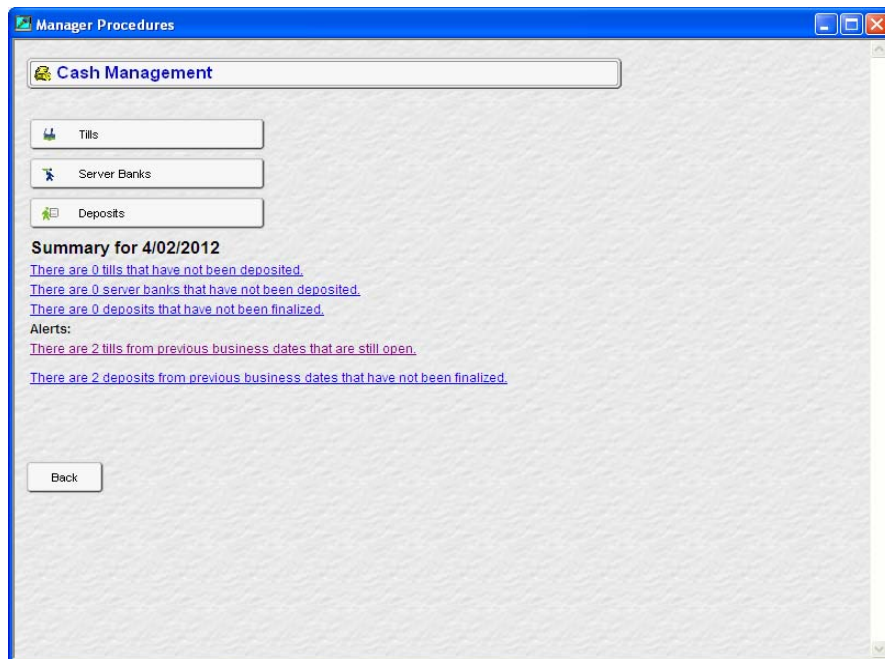
1. Navigate to *POS Configurator / Devices / Touchscreen Designer*.

As an alternative, you can navigate to Manager Procedures / Others / Cash Management.

2. Select the appropriate touchscreen (Manager's function screen).
3. Add a button with the following attributes:
 - Category -- External Program
 - Program -- Select the record that was set up in the External Program

Open CM on a Client

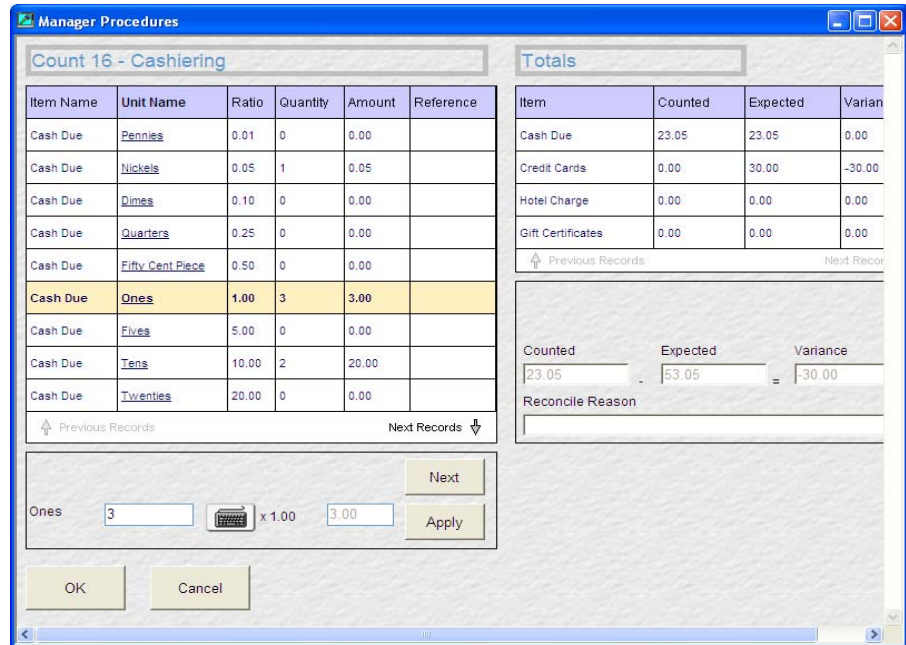
1. When CM is opened on a Client, the Cash Management screen will display the following:
 - Tills
 - Server Banks
 - Deposits
 - Summary (will display hyperlinks)
 - Alerts (will display hyperlinks)



2. Select any of the buttons or links.
3. When counting a till or server bank, a keyboard can be used.

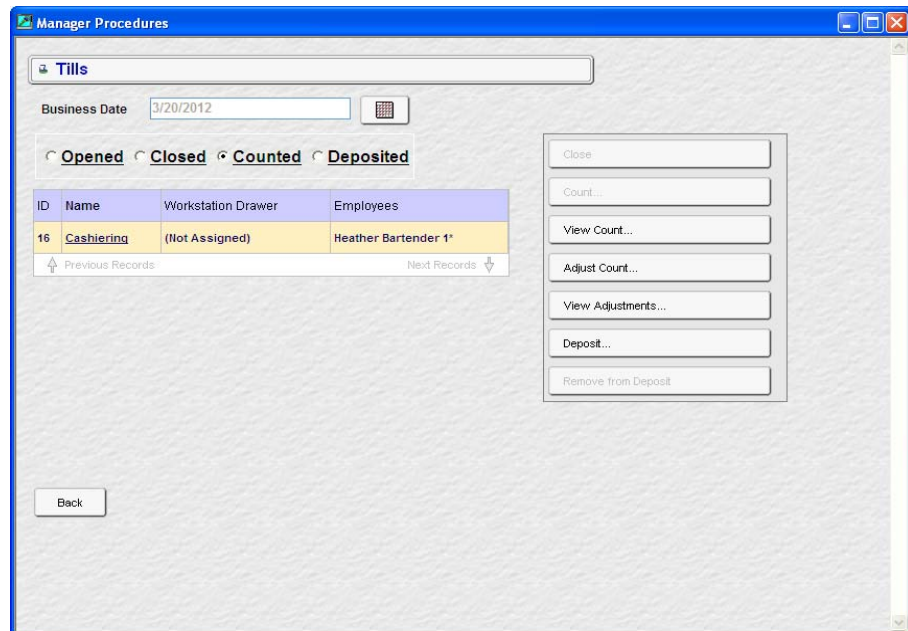
Note *If a keyboard is not available, click on the little keyboard icon, and an on-screen keyboard will pop up.*

4. Select the Unit Name (in order to select a row, you must select the Unit Name), enter the number, and click the **Apply** button.



5. When all items have been entered, click on the **OK** button to save the count.

6. On the Counted screen, you can View Count, Adjust Count or View Adjustments, or Deposit.



7. If there is no deposit opened, you will be prompted to open one. Add the count into the deposit.

Deposit 16 - Cashiering into 12 - Daily Deposit

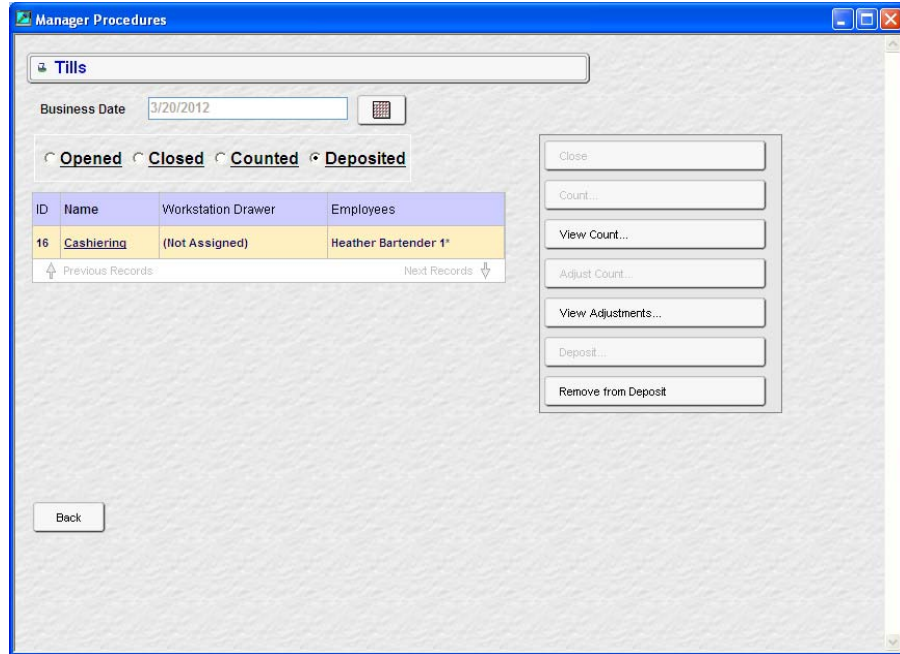
Deposit: 12 - Daily Deposit Till or Server Bank: 16 - Cashiering

Deposit Item	Amount
Credit Cards	30.00
Cash Due	23.05

Previous Records: Next Records

OK Cancel

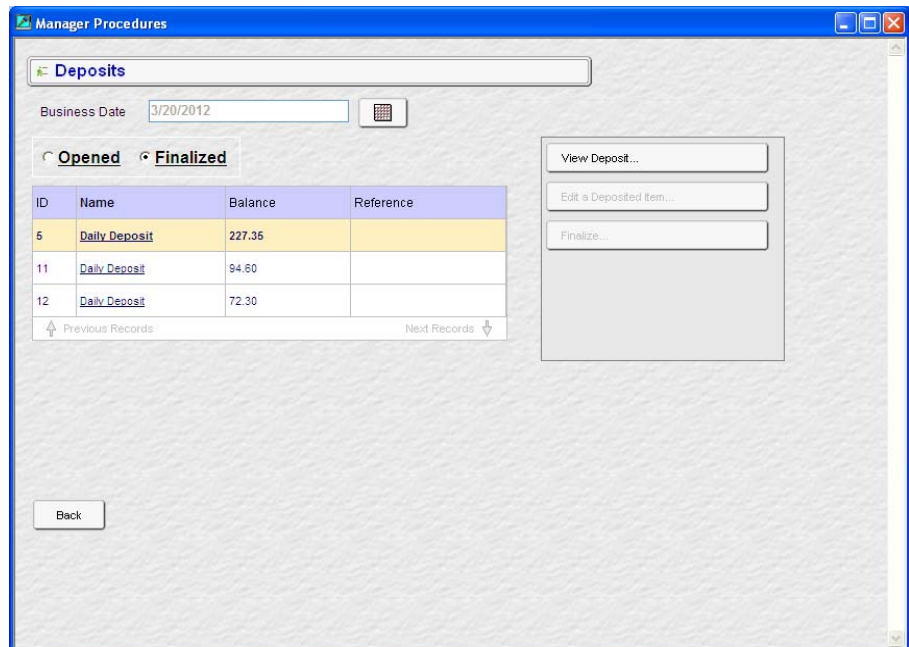
8. On the Deposited screen, click the **Back** button to return to the beginning.



9. Click the **Deposit** button or the link under Alerts.

10. On the opened deposits screen, click the **Finalized** radio button, and then click **Yes** when prompted with “Once a deposit is finalized it cannot be modified. Are you sure you would like to finalize this deposit?”

Only the **Maximum Deposit Amount** option is enforced when using CM on a client (*CMBO / Configuration / Options / Limits*).



Support Added for CM by Revenue Center

CR ID #: N/A

SCR #: 38967

With this release, Cash Management data can be stored by Revenue Center. After a user logs in to Cash Management, they will select a Revenue Center; the user will see details of only the selected Revenue Center.

A new option has been added to support Cash Management by Revenue Center. The option **Cash Management By Revenue Center** is set in *Cash Management Back Office (CMBO) | Configuration | Options | Others*. This option is disabled by default.

With **Cash Management By Revenue Center** enabled, when a user logs into Cash Management, a drop down with all revenue centers listed will be displayed. After selecting the RVC, the user will only see the revenue center tills, server banks and deposits that are specific to the selected revenue center. In addition, the selected RVC will be displayed in the bottom right beside the logged in user.

A new field, `rvc_seq`, was added to some of the CM detail tables in the database. When assigning a till in POS Operations, the till will have the `rvc_seq` of the revenue center for the workstation configured.

Just as server banks are started automatically on the server's first check, the `rvc_seq` on the workstation will be used for the server bank. Each revenue center will have its own safe and deposits.

When CMBO is opened, the user will select a revenue center. Once a revenue center is selected, the user will see only items in that revenue center (e.g., server banks, tills, deposits, safes).

When the new option **Cash Management By Revenue Center** is enabled, and the user selects a revenue center in CMBO, then when selecting the **View All** option, tills for only the selected revenue center will be displayed.

Note *The Cash Management By Revenue Center feature supports the new CM on Client feature.*

Configuration

Enable CM By Revenue Center Option

1. Navigate to *Cash Management Back Office (CMBO) | Configuration | Options | Others*.
 - **Cash Management By Revenue Center**

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management 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 version.

Module	Enhancement	CR ID/ SCR	Page
CM Back Office (CMBO)	Allow Free Text Reasons	N/A/ 39207	48

Enhancements Detailed

CM Back Office (CMBO)

Allow Free Text Reasons

CR ID #: N/A

SCR #: 39207

Previously, the only way an employee could enter free text for the **Reasons** within Cash Management Back Office was to grant the Employee Class privileges to **Configuration** (*Employees / Employee Classes / Cash Management / General*). With this release, the new option **Free reason** has been added to *Employees / Employee Classes / Cash Management / General*. Enabling this option will allow employees to enter free text or select from a list of pre-defined reasons. If the option is disabled, only the pre-defined reasons are available. The option defaults to disabled.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancement	CR ID/ SCR	Page
CM Back Office (CMBO)	Deposit from Safe Error	N/A/ 39408	49
CM - Database	Assigning Till not Updating Database Correctly	30957/ 39410	50

Revisions Detailed

CM Back Office (CMBO)

Deposit from Safe Error

CR ID #: N/A

SCR #: 39408

Previously, when depositing an item from the safe, selecting Apply and then OK, an error was displayed. This has been corrected.

CM - Database

Assigning Till not Updating Database Correctly

CR ID #: 30957

SCR #: 39410

Previously, assigning a workstation to a till could fail to update the database correctly. This would result in the till being assigned as if the workstation was offline. This has been corrected.

Labor Management (LM)

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

There are no new features in this version of software.

What's Enhanced

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- ◆ 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**

There are no enhancements in this version of software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.
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Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Revision	CR ID/ SCR	Page
Human Resources	Receive Message When Selecting Employee Status Tab	32154/ 39334	54
	Cannot Remove Options Using Form Designer	32153/ 39335	54
	Validation for Work Permit and Age Certificate Incorrect	31379/ 39039	55
	Employee Setup Tabs	32094/ 39311	55

Revisions
Detailed

Human Resources

Receive Message When Selecting Employee Status Tab

CR ID #: 32154

SCR #: 39334

Previously, when navigating to the *Employee Setup / Employee Status* form, the following warning message would be displayed:

Do to limitations in your screen size, the following control groups are not fully in visible range:

- Inactive

Do you wish to temporarily restore all controls to their default positions?

When selecting [Yes], the Inactive field still was not visible. This has been corrected. Now when the form is opened, it will adjust based on screen size.

Cannot Remove Options Using Form Designer

CR ID #: 32153

SCR #: 39335

Previously, on the *Employee Setup / Employee Status* form, the **Part-time** and **Seasonal** options could not be removed using Form Designer. This has been corrected by moving both options from the top portion of the form, which does not allow the fields to be removed.

Validation for Work Permit and Age Certificate Incorrect

CR ID #: 31379

SCR #: 39039

Previously, on the *Employee Setup / Personal* form, the **Work permit information** and **Age certification information** options were not correctly validating if they were required. The validation uses the **Labor law state** linked in the *Labor Management / General / Restaurant / Labor* tab. The validation always used the first record in *Labor Management / Rules/Laws / Labor Laws*. This mainly affected restaurants that use Enterprise Management since multiple states need to be configured. This has been corrected.

Employee Setup Tabs

CR ID #: 32094

SCR #: 39311

Previously, on the *Labor Management / General / LM Access* form, if the **HR - Modify Salary Pay** option was set to 'None', the Hourly Job tab was hidden while the Salary Job tab was available. This has been corrected. Now when the **HR - Modify Salary Pay** option is set to 'None', the Salary job tab is hidden and the Hourly Job tab is available.

Product Management (PM)

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

There are no new features in this version of software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management 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

There are no enhancements in this version of software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.
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Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of software.

Financial Management (FM)

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

There are no new features in this version of software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management 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**

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS 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.
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Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Revision	CR ID/ SCR	Page
Reports	Receive Insufficient Disk Space Error Opening Report	21753/ 29242	61

Revisions Detailed

Reports

Receive Insufficient Disk Space Error Opening Report

CR ID #: 21753

SCR #: 29242

Previously, when opening an FM template, the user could receive the error 'Insufficient disk space c:\temp\Inmem000.REM'. This has been corrected.

RES Platform

Introduction

This chapter comprises changes made to the RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility
- ◆ System Security
- ◆ Database Manager

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**

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management 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

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the PM 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.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.