



*Restaurant Enterprise Solution
(RES) Version 4.9
Read Me First*

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.8 release of the MICROS Restaurant Enterprise Solution (RES) software.

This document contains updates to the Version 4.9 release of the MICROS Restaurant Enterprise Solution (RES) software.

*******IMPORTANT*******

In RES 4.9 there is a dependency on the file WinHTTP.dll. This file is not included in the Windows NT operating system. Consequently, RES 4.9 and higher will not run on Windows NT. Windows NT clients are not supported.

*******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.

*******IMPORTANT*******

The following SCR's were fixed in 4.8 Maintenance Release 3, but are not fixed in this release of RES 4.9. These fixes are currently planned to be in RES 4.9 Maintenance Release 1. If any of these fixes are needed at a site, you should verify that RES 4.9 Maintenance Release 1 is available BEFORE upgrading to RES 4.9.

SCR# 37866: GSS | Customer Search Results Have Changed

SCR# 37867: GSS | 'Validate Block Numbers' Option Can Prompt That Address is Outside the Delivery Area

SCR# 37865: Reports | Time Period Report Duplicates Order Type Info

SCR# 37907: PINPad.dll | Too Much Card Data Results in ViVO pay Error

SCR# 37889: OPS | Tendering When Using Filter Seat Causes Breakpoint Error

SCR# 37885: CM | CM Not Always Translating Correctly

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.

Note *Previously, changes to the Table Management System were listed in a separate TMS section. However, since TMS is so closely related to POS Operations both sections will now be combined in the 3700 POS section.*

New Features Summarized

The table below summarizes the new features included in this version.

Module	Feature	CR ID	Page
POS Configurator	Save Existing Table Layouts	N/A/ 37694	8
	Add/Assign Multiple Sections To A New Layout	N/A/ 37452	9

Module	Feature	CR ID	Page
POS Operations	Waitlist Entry Edit Control Enhancements	N/A/ 37562	9
	Seated Time Shows On Table Objects	N/A/ 37595	10
	Course Color/Icon Display On Table Object	N/A/ 37622	10
	Alert Status For Initial Check Access	N/A/ 37623	11
	Alert History For Table Status	N/A/ 37624	12
	Server Availability	N/A/ 37529	12
	User Defined Employee and Section Colors	N/A/ 37613	16
	Check Detail Lists All Error Corrects by RVC	N/A/ 37347	18
	Permit Manual/Voice Authorization of an External Tender	N/A/ 37641	19
Printing	Slip Printing Supports Special On Demand	N/A/ 37431	19
User Interface	Section Status Display	N/A/ 37321	20

Module	Feature	CR ID	Page
	Multiple Floor Plan Layouts	N/A/ 37320	21
	Hide Table Icons/Status	N/A/ 37412	24
	Show Next Available Table & Server	N/A/ 37322	25
	Server Efficiency Rating	N/A/ 37323	27
	TMS API Enhancements to Allow for Course and Status Updates	N/A/ 37324	32
TMS Services	On Screen Keyboard	N/A/ 37341	35
	Begin/Pickup Selected Table	N/A/ 37336	36
	Quick Seat Number Pad	N/A/ 37337	37
	Course Status Icons	N/A/ 37340	38
	Digital Clock	N/A/ 37359	39
	Quick Seat Double Tap	N/A/ 37342	40
	Quote Time in Minute Increments	N/A/ 37343	41
	Available Servers and Tables List	N/A/ 37344	42
Common	TMS Capabilities With Hand-Helds	N/A/ 37681	43

New Features Detailed

POS Configurator

Save Existing Table Layouts

CR ID #: N/A

SCR #: 37694

With this release, TMS is now able to save table layouts into the database. The saved layout will have the ability to have a unique name and object number.

To use this feature, 'Seating Section Layout Mode' must be enabled. Also there is an employee class option, 'Edit Seating Section Layout' that has to be enabled.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function key has been added to support this feature:

Category = Function: TMS

Function = 'Save As Seating Section Layout'

Navigate to the *POS Configurator / Employees / Employee Class / Privileges / TMS Privileges*

- ◆ Edit Seating Section Layout

While not in 'Seating Section Layout Mode' the user can load the saved seating section layout from POS Operations. Once selecting the new function key, 'Load Seating Section Layout' the user will be prompted a dialog box that will sort all the saved seating layouts by sequence number.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function key has been added to support this feature:

Category = Function: TMS

Function = 'Load Seating Section Layout'

Add/Assign Multiple Sections To A New Layout

CR ID #: N/A

SCR #: 37452

With this release, it is now possible to multi select sections to be assigned at one time. After the user has added a new Seating Section, using the Create Section Layout key, the user can now make multiple section selections from the dialog box. This is accomplished by simply clicking on each desired section in the dialog box.

POS Operations

Waitlist Entry Edit Control Enhancements

CR ID #: N/A

SCR #: 37562

With this release, the dialog box edit controls have been modified to work more like windows edit controls. Now the user will be allowed to: arrow back and forth, insert, delete, select character, use Home key, End key, Shift and Control key when editing. The following TMS dialog boxes have been enhanced:

- Waitlist Entry
- Reservation
- Quick Seat using On-Screen Keyboard

Seated Time Shows On Table Objects

CR ID #: N/A

SCR #: 37595

With this release, POS Operations will now allow Seated Time to display on Table Objects when Table Management Systems is in use. Using the “Toggle Show Seat Time” key, the user can easily turn On and Off the display of the table’s seated time.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function key has been added to support this feature:

Category = Function: TMS

Function = Toggle Show Seated Time

Course Color/Icon Display On Table Object

CR ID #: N/A

SCR #: 37622

With this release, when the system is configured (by Revenue Center) to display the table object course icon/color, POS Operations will display the lowest course not yet marked as done that is at least as high as the current course.

This means that the course icon will only advance to the next higher course.

Example: If appetizer, entree, and dessert are bumped, the dessert icon will show. Ordering another appetizer at this point will not change the icon displayed because the dessert is higher course than the appetizer.

With this design, the system should be configured with course values that increase with the normal progression of the meal. The basic example is that the customer would order a Beverage, Appetizer, Soup, Entree, and finally a Dessert.

If the 'Number of Seats' is blank in RVC Table Seating, the Dining Course Icon never appears on the Table Object(s); even after all courses for this table are bumped from the KDS. The table capacity must be programmed for Table Management features to work properly in POS Operations. The Number of Seats can still be changed at the time the table is seated using the Quick Seat function.

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Touchscreen / Courses*

- ◆ Show course before KDS done

Alert Status For Initial Check Access

CR ID #: N/A

SCR #: 37623

With this release, POS Operations will now support existing Alert 1 and 2 status on a table object if the initial check access by the server does not occur within the configured time frame. For example, if the hostess seats a table and the server has not added any items to the check within the first designated time frame, then this table will go to Alert Status 1. If the second designated time frame is reached and the server still has not placed an order for this customer, the table object will change to Alert Status 2.

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Touchscreens / Tables*

- ◆ Enable table object alerts

- ◆ Table object alert only when seated

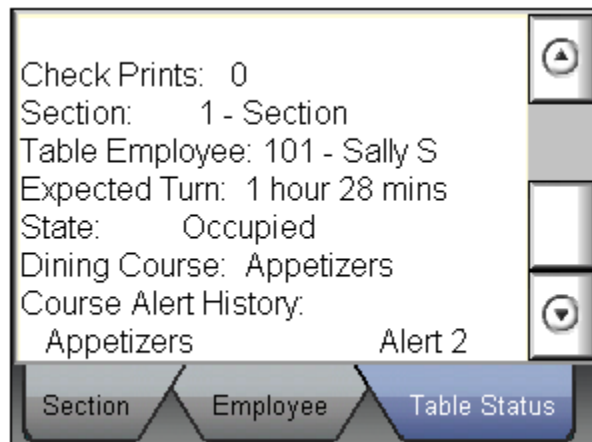
Note Alert Status Color 1 and 2, along with configurable time frame, are also programmed in Revenue Center | RVC Touchscreens | Tables.

Alert History For Table Status

CR ID #: N/A

SCR #: 37624

With this release, POS Operations will support the ability to view all Dining Course Alerts under the Table Status. By pressing an active table object and then pressing the 'Table Status' tab, located at the bottom of the TMS Legend portion of the touch screen, all the previous alerts will appear under Course Alert History. The peak alerts by course also display.



Server Availability

CR ID #: N/A

SCR #: 37529

With this version release it is now possible to set a time in minutes that a server will have reduced availability to wait on tables. This puts that server at the back of the list of the Table Management suggestion process. A new TMS function key called 'Server Availability' must be configured

on the desired touchscreen. When this key is pressed a new dialog box appears. The user then selects a server from the drop down list and sets the minutes they will have reduced availability to wait tables.

Once a server has had their 'Server Availability' minutes set, the next time this employee is viewed in the dialog box list, a highlight is used to indicate that this server is has reduced availability.

Only employees with tables assigned to them will display in the Server Availability dialog. Clocked out employees will also display if they have tables assigned to them.

An error message will display when no servers have been assigned to tables or if the server that is being set to unavailable does not have any tables assigned.

The Table Management Suggestion Process could still potentially seat a guest at this servers table during this time period, but it will be less likely.

When setting a server to have an Unavailable Time does NOT guarantee that they won't get any tables assigned to them in that period of time. It does mean that they will get less tables suggested for them by the System than they would have otherwise.

Example:

Andy Section - 1

Bill Section - 2

Cathy Section - 3

Andy is having difficulty dealing with all of his tables so the manager brings up the Server Availability dialog and sets Andy as Unavailable for the next 60 minutes. By setting Andy as Unavailable, the system will prefer not to assign a table to him until 2 other checks have been seated at other sections.

Here is an example of the table assignments that might take place when Andy has been made unavailable:

Bill, Cathy, Andy

Bill, Cathy, Andy
Bill, Cathy, Andy

If by chance Andy has the only 2 top table in the restaurant, the system will still allow that table to be used as a suggested table so that the 2 top party does not have to wait the full 60 minutes to be seated.

Here is an example of the table assignments that might take place when Andy has been made unavailable but has the only 2 top in the restaurant:
Andy, Bill, Cathy
Bill, Cathy, Andy
Bill, Cathy, Andy

Notice that it will still prefer to seat a guest with Bill and/or Cathy before suggesting that Andy get a table. In this last example, after the 2 top was assigned to Andy, the system seated 2 tables to Bill and 2 tables to Cathy before allowing Andy to get another assignment.

After the 60 minutes has expired, the system will go back to the normal table suggestion process, in which case it is possible to have Andy double seated.

The system should have the *Revenue Center* | *RVC Table Mgmt* | *Waitlist* | *Table Calculations* | *Server Minutes Since Last Table* value configured (non-zero) to help avoid this scenario.

Set Server Availability

Employee
101. Server 1, Sally

Unavailable Time (minutes)
8

7 8 9
4 5 6
1 2 3
0 Clear

OK
Cancel

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Table Management / Options*

- ◆ Default Reduced Availability (min)

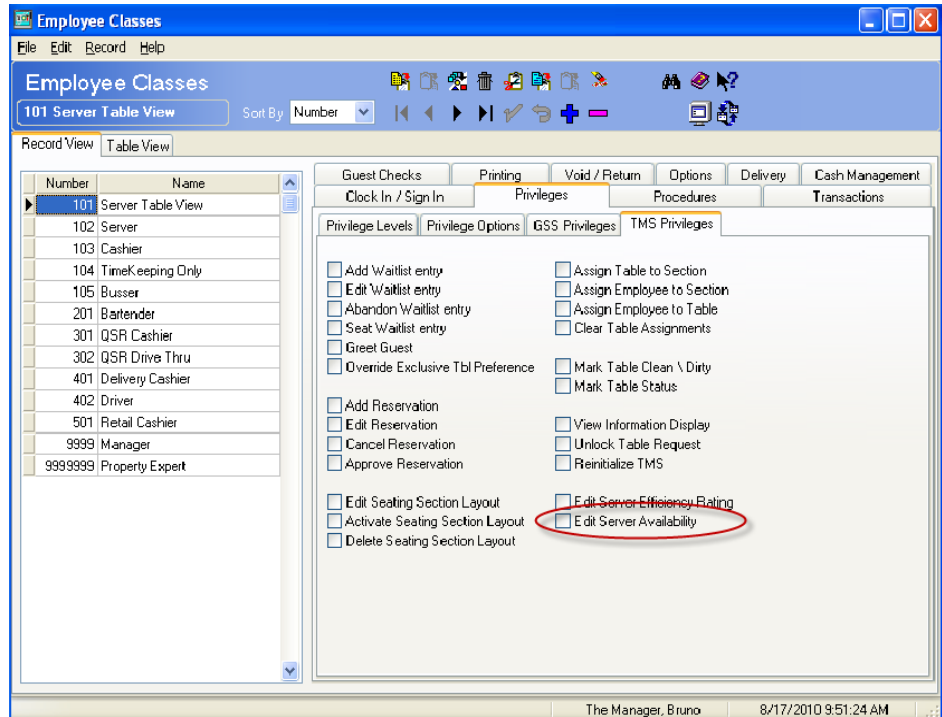
This value can be anywhere from 0 to 999 minutes and is used to establish a typical amount of time most employees will be unavailable (i.e.- lunch break; etc). This time can be overridden by setting a different value in the 'Set Server Availability' dialog box, when the function key is used to set the reduced availability time in minutes (0 to 999).

Configuration

Navigate to the *POS Configurator / Employees / Employee Class /*

Privileges / TMS Privileges

- ◆ Edit Server Availability



User Defined Employee and Section Colors

CR ID #: N/A

SCR #: 37613

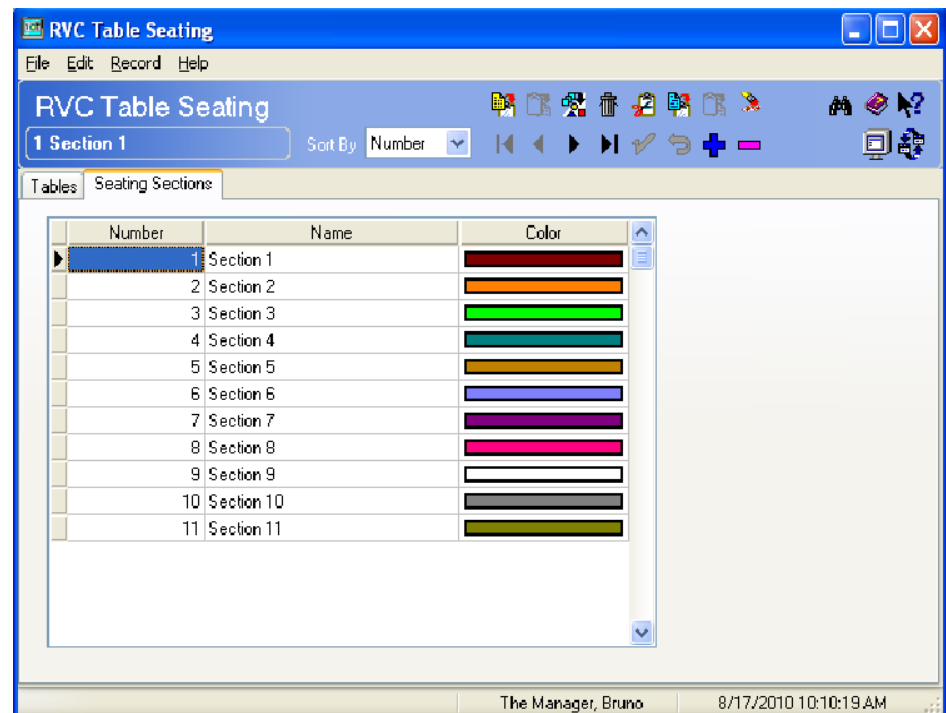
Previously, colors for employee and section assignments were hard coded. With this version release, the color assignments have been moved over to POS Configurator. The user will now be able to configure employees and section color lines easily.

Configuration

Seating Section Line:

Navigate to the *POS Configurator / Revenue Center / RVC Table Seating / Seating Sections*

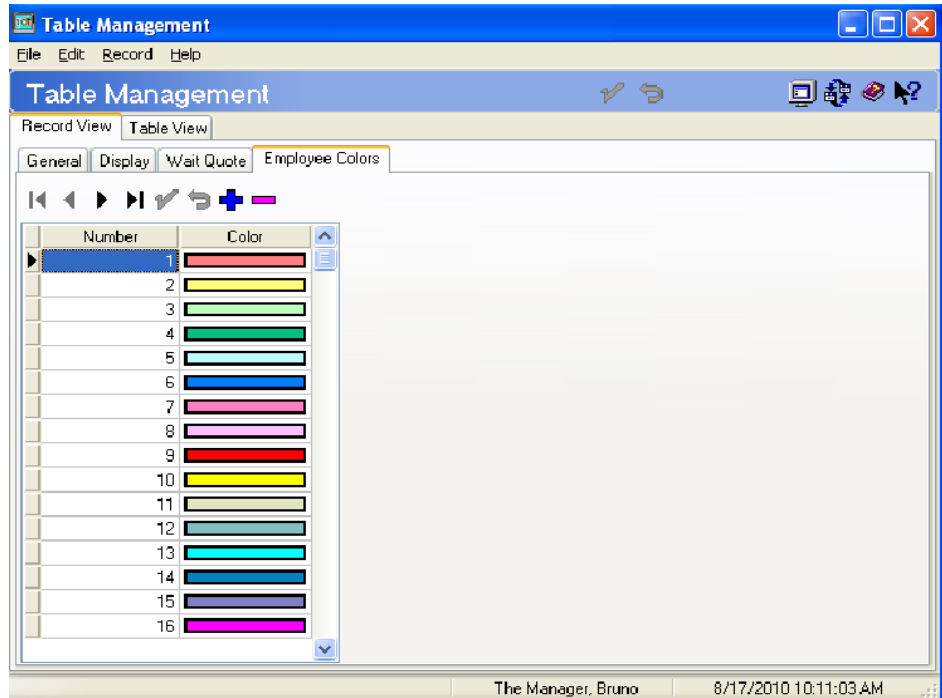
- ◆ New Column: *Color*



Employee:

Navigate to the *POS Configurator / Table Management / Table Management / Employee Colors*

- ◆ New Tab: *Employee Colors*



Check Detail Lists All Error Corrects by RVC

CR ID #: N/A

SCR #: 37347

With this release, POS Operations will now support the ability to add all error corrects to check detail. This option can be enabled by revenue center.

When this option is enabled Last Item Void details will be written to the Micros.dtl table with a Void_Type of E and a Record_Type of S.

If this option is disabled, Last Item Void details will not be written to the Micros.dtl table.

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Posting /*

Options

- ◆ Post Last Item Void Detail

Note *This option is to support Datavantages XBR product.*

Permit Manual/Voice Authorization of an External Tender

CR ID #: N/A

SCR #: 37641

With this release, POS Operations can now support the ability to permit an external tender to prompt for 'Authorization Code' when performing a manual/voice authorization.

An external tender is configured by creating a 'Tender/Media Number' touchscreen key and linking that key to an 'External' tender/media type record. The type is 'External' and the 'CA Driver' field should be set with the appropriate driver.

This is in support for Canadian EMV (Europay, Mastercard, and Visa).

Note *The external tender will not work in SAR or in BSM.*

Printing

Slip Printing Supports Special On Demand

CR ID #: N/A

SCR #: 37431

There is a new method of slip printing called Special On Demand. This prints to a slip printer on demand by round. It provides the ability to not

print each round except when requested by the server.

When Special On Demand is enabled, the check will always print on the first service total, even if the tender does not have the option 'Print check' enabled. If the check is split, the new checks will also print right away when created. If the check is transferred, a new check will print on transfer. After the first round prints, later rounds will only print if the option 'Print check' is enabled for the tender used. If more items are added and printed, the new items are appended to bottom of the existing check.

Configuration

Navigate to the *POS Configurator / Employees / Employee Classes / Printing Tab*

- ◆ Special On Demand

User Interface

Section Status Display

CR ID #: N/A

SCR #: 37321

With this release, three new touchscreen keys have been added to support the Section Status Display Feature.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function keys has been added to support this feature:

Category = Function: TMS

Function = (One of the three new keys listed below:)

1. 'Show/Hide Employee Table Lines'
2. 'Show/Hide Section Rectangles'
3. 'Show/Hide Employees Table Circles'

Multiple Floor Plan Layouts

CR ID #: N/A

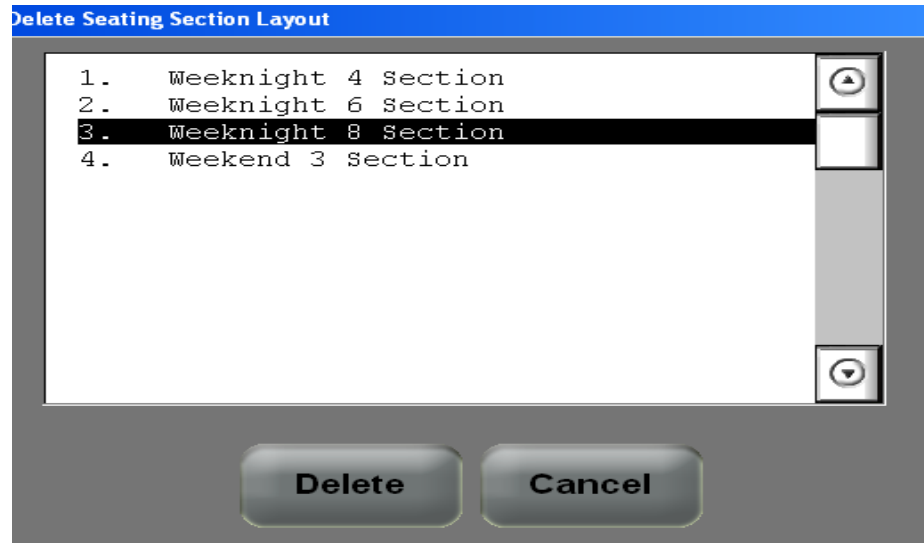
SCR #: 37320

With this version release, it is now possible to support multiple floor plan layouts.

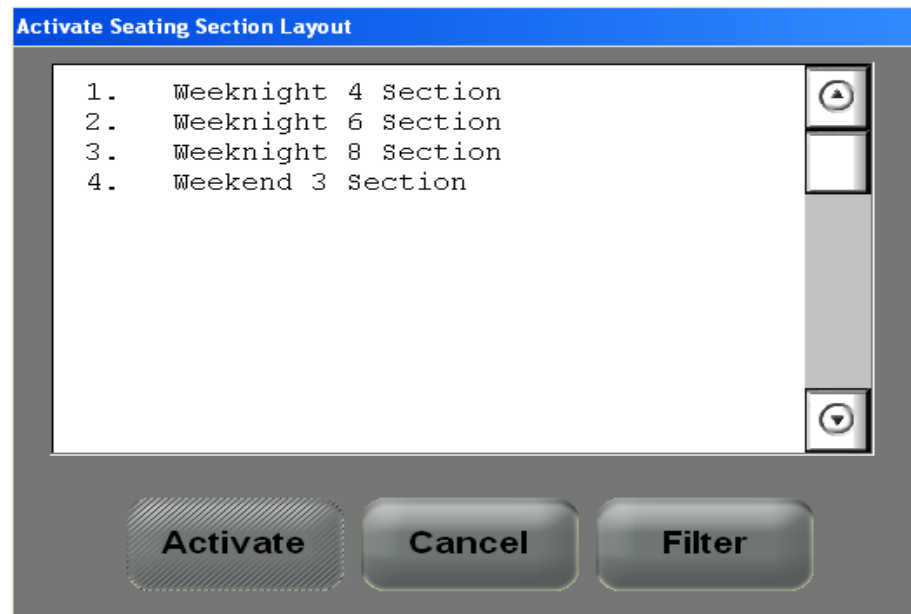
Floor plan layouts can be configured either on POS Operations or in POS Configurator.

While POS Operations is not in the "Seating Section Layout Mode" the user will be able to do the following:

- ◆ **Create New Layout** - Creates a new layout.
- ◆ **Load Layout** - Loads a seating section layout from the database and enters into 'Seating Section Layout Mode'.
- ◆ **Delete Layout** - Permanently removes a layout.



- ◆ **Activate Seating Section Layout** - Activates the layout and updates all of the table section assignments. Tables not assigned to a section will optionally be closed. A filter button will filter the Seating Section Layout List based upon the Linked Layouts in the currently active Seating Section Layout. The key will be grayed out if no layout is active.



To create layouts in POS Configurator:

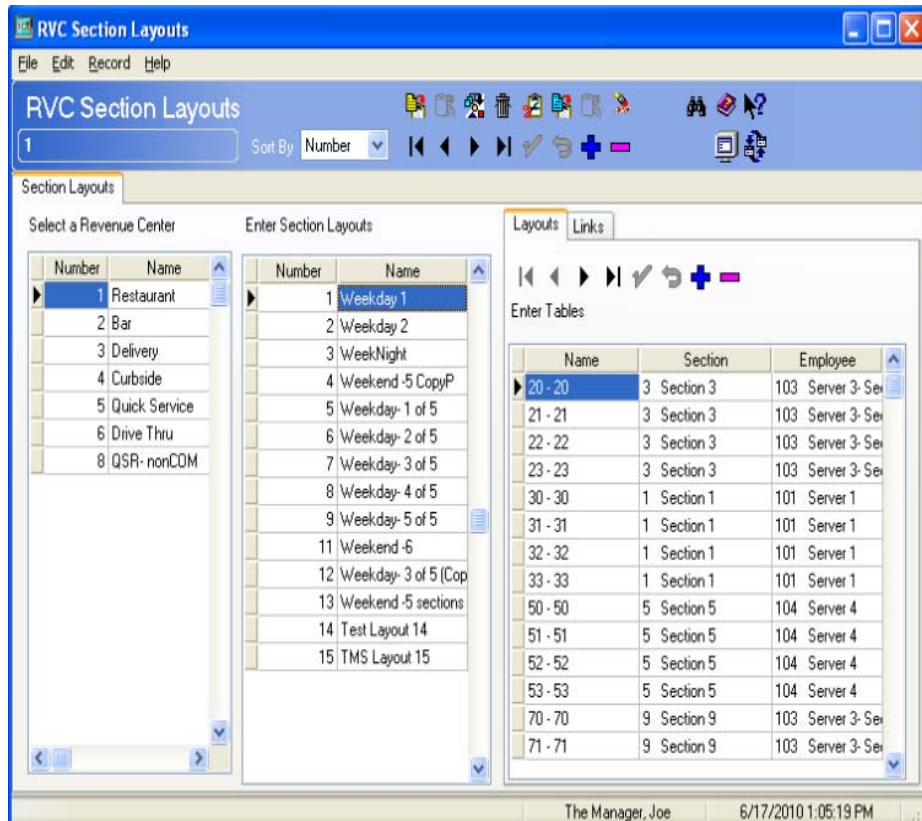
Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Section Layout / Layouts*

By entering a new section layout, the user will designate tables, sections and employees.

The new tab links, will utilize the 'Filter' functionality.

Note *This can be done at POS Operations by selecting the 'Create New Layout' Function.*



Hide Table Icons/Status

CR ID #: N/A

SCR #: 37412

With this release, a new function key has been added to toggle the display of table icons and table status from the table objects screen.

This would work much the same way as the Hide/Show Table button in the TMS legend. The difference is that it will be available as a POS function and not limited to a touchscreen template.

Configuration

Navigate to POS Configurator | Devices | Touchscreen Designer

The following function key has been added to support this feature:

Category = Function: TMS

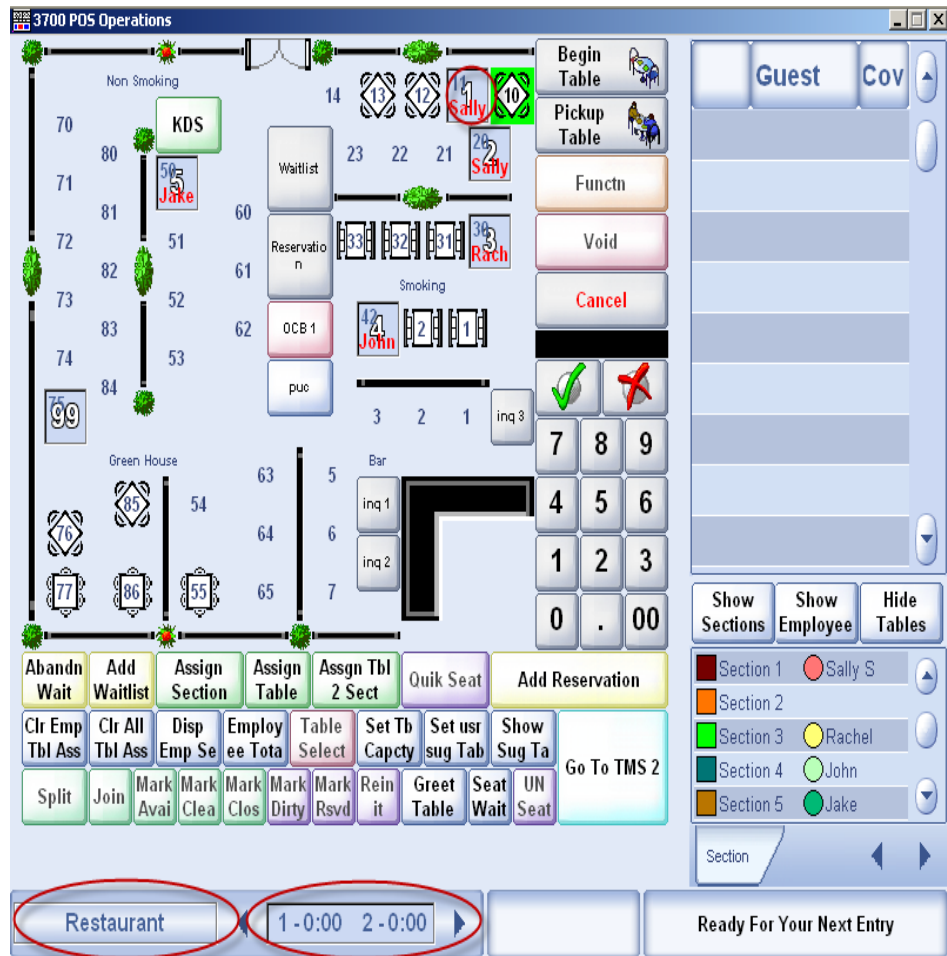
Function = 'Show/Hide Table Icons'

Show Next Available Table & Server

CR ID #: N/A

SCR #: 37322

With this release, a new feature has been added to toggle on and off the ability to suggest available tables. When toggled, the display will show the next available table and/or server to be seated.



The Revenue Center Name and the Estimated Wait Time areas now have a frame around them to indicate that they can be selected. The Estimated Wait Times area acts like a toggle key to enable or disable the display of the Next Available Table information.

When a table is sat, the table legend will move from the center of the table object to the top left corner. The table capacity will appear at the center of the table object in large font. The server name is optional to display below the table capacity, also in large font. The table icon and standard table decorations will not be displayed. The table select icon is the exception to this rule as it will display when the table is selected.

In addition to the toggle functionality via a touchscreen key or Estimated Wait Times area, an option bit to toggle this feature on by default may be configured.

The next available table is determined by the TMS Table Suggestion Process. Therefore it is possible for all of the next available tables to belong to the same server. Once one of the next tables is sat, the system recalculates the new set of available tables and update the display.

When employess are assigned to tables, the screen refreshes once every 15 seconds or when a TMS operation is performed.

Configuration

Navigate to the *POS Configurator / Table Management / Table Management / Display*

- ◆ 'Enable by default'
- ◆ 'Show server name'

The following function key has been added to support this feature:

POS Configurator / Devices / Touchscreen Designer

Category = Function: TMS

Function = 'Toggle Show Next Table'

Server Efficiency Rating

CR ID #: N/A

SCR #: 37323

With this release it is now possible to configure a server efficiency rating for an employee.

- ◆ Server Efficiency Rating

TMS will use the server's efficiency rating when suggesting the next available table. This feature can be used as a mechanism to reward the most efficient servers with more tables and ultimately increase their table utilization.

The server efficiency rating can be set from POS Configurator or POS Operations. The values range from 0 - 99. A rating of 99 would entail that the server was very efficient and could handle a high threshold of tables.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function key has been added to support this feature:

Category = Function: TMS

Function = 'Server Efficiency Rating'

Set Server Efficiency Rating

Employee
101. Server 1, Sally

Rating
25

7 8 9
4 5 6
1 2 3
0 Clear

OK
Cancel

- ◆ Server Efficiency Slider

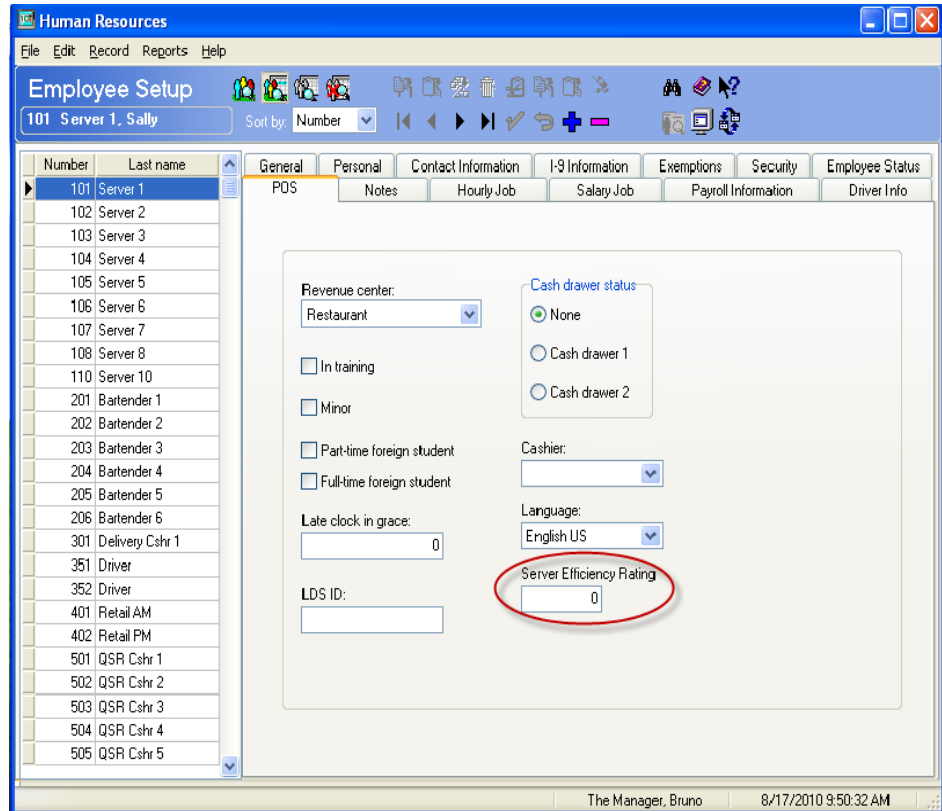
The server efficiency slider will specify the degree of consideration that the system will give to a server's efficiency when determining the next available table.

The server efficiency rating will be weighted against all other inputs in the table calculation. By setting the server efficiency rating slider to high and all the other sliders to low, the server efficiency rating would solely determine the next available table.

Configuration

Navigate to the *POS Configurator / Employees / Employees / POS*

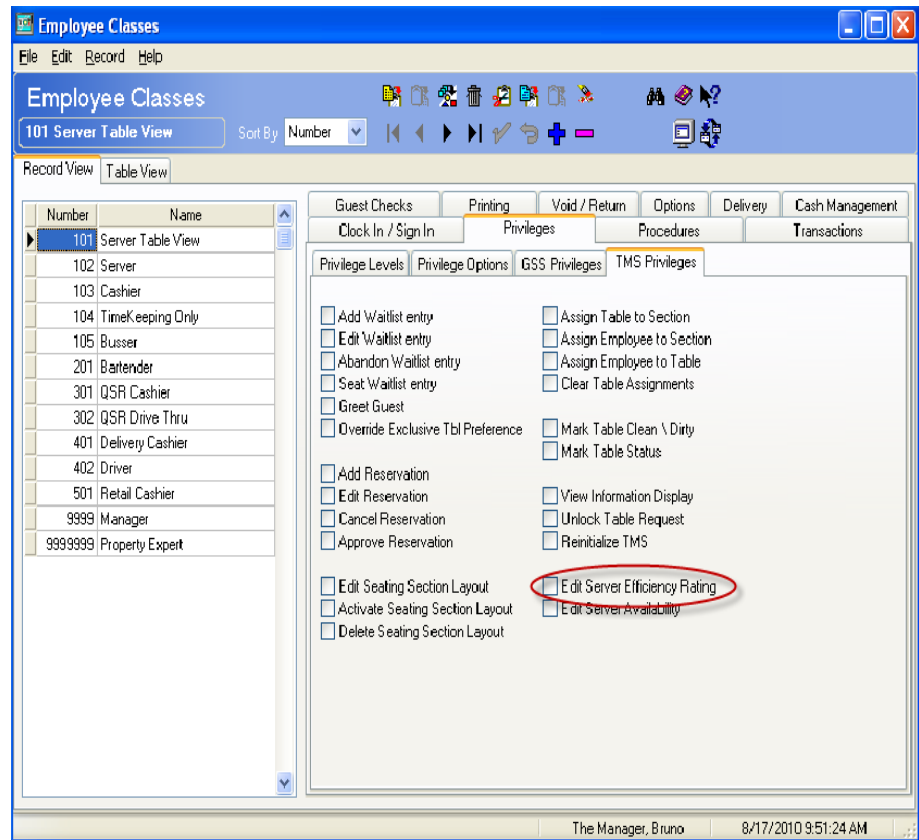
- ◆ Server Efficiency Rating



Configuration

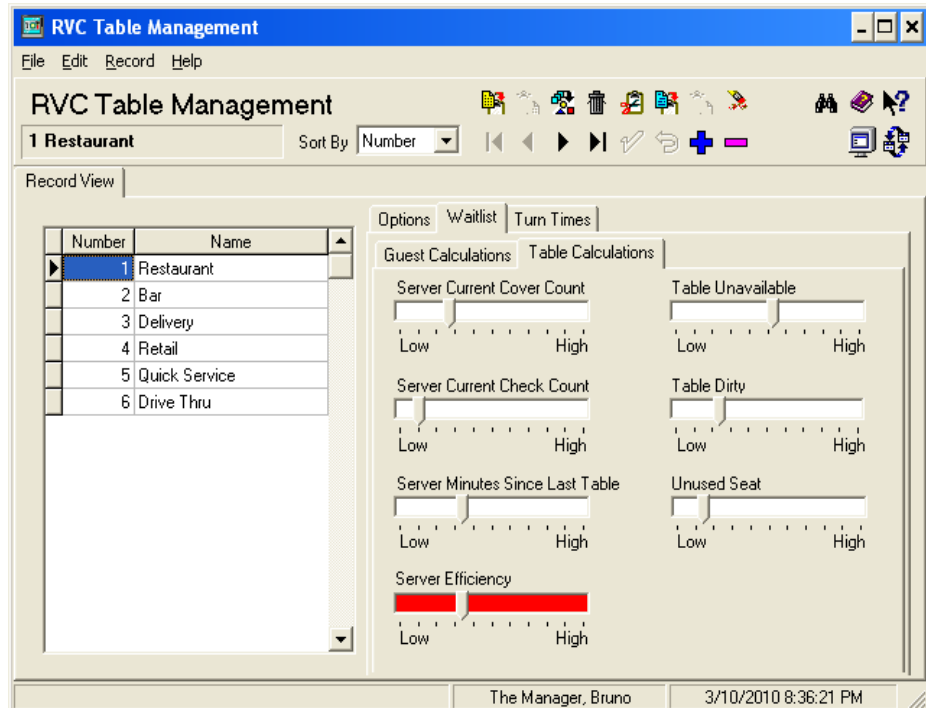
Navigate to the *POS Configurator / Employees / Employee Classes / Privileges / TMS Privileges*

- ◆ Edit Server Efficiency Rating



Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Table Management / Waitlist / Table Calculations*



TMS API Enhancements to Allow for Course and Status Updates

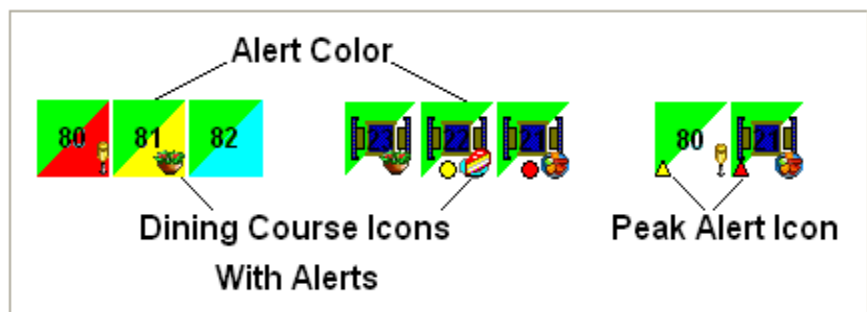
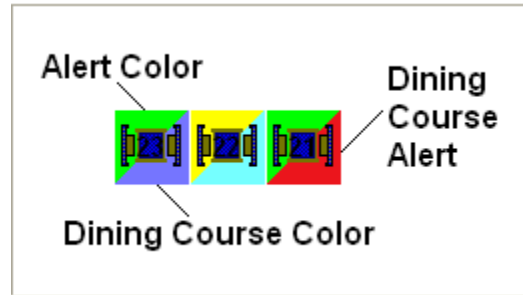
CR ID #: N/A

SCR #: 37324

With this release, the ability to support Kitchen Course Alerts has been introduced.

The Kitchen Course Alerts feature allows for the display of alerts on touchscreen tables when the next food course has not been prepared by the kitchen before the alert time.

In RES 4.9 POS operations will display the Kitchen Course Alert as an icon or colored triangle.



Note *'Show Course before KDS done' will not work unless 'Enable Table Object Course Alerts' is enabled as well.*

Configuration

Navigate to the *POS Configurator / Revenue Center / RVC Touchscreens / Courses*

- ◆ Alert 1 Group Box
 - Alert Color
 - Alert Icon
 - Peak Alert Icon
- ◆ Alert 2 Group Box

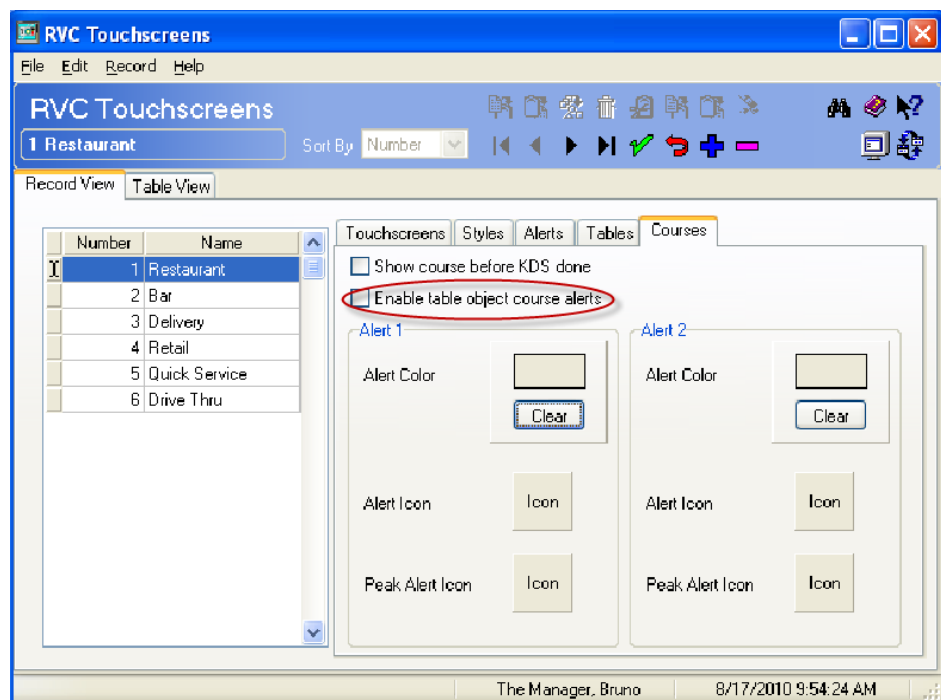
Alert Color

Alert Icon

Peak Alert Icon

Navigate to the *POS Configurator / Revenue Center / RVC Touchscreens / Courses*

- ◆ Enable Table Object Course Alert



TMS Services

On Screen Keyboard

CR ID #: N/A

SCR #: 37341

With this release, a touchscreen keyboard has been implemented to accommodate reservations and the new seating section layout dialog box.

The keyboard will be displayed by default. The user can hide/unhide the keyboard from the dialog by pressing the 'Keyboard' key. The keyboards last visible state will be stored in the registry.

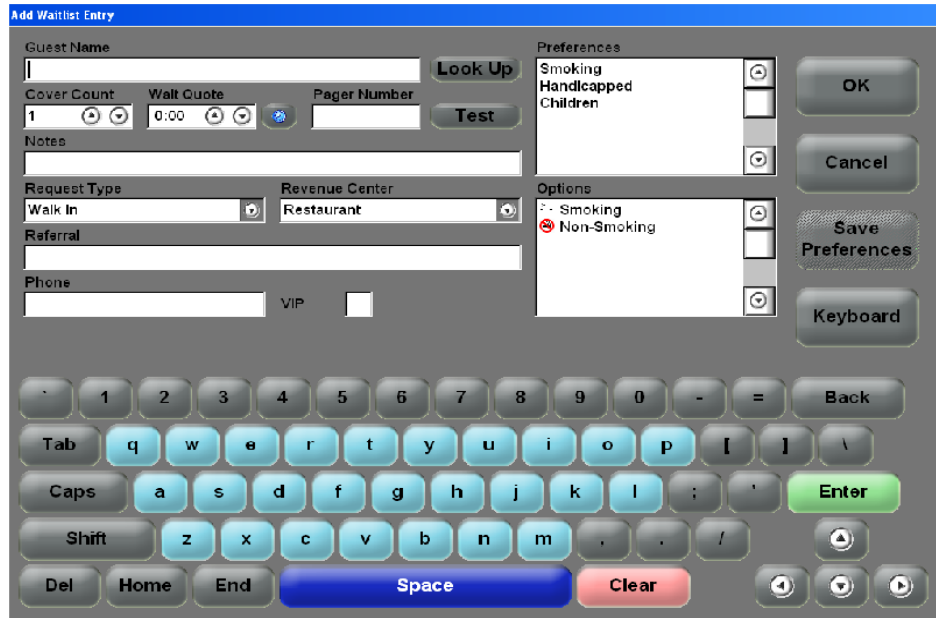
The keyboard is defined using the VirtualKeyboardDefinition tag. This is displayed on a dialog box template where the VirtualKeyboardArea tag is defined.

Example:

```
#*****  
# Virtual Keyboard Definitions for Mode 1  
#*****  
    VirtualKeyboardDefinition 1  
  
    #*****  
    Resolution 1024, 768  
    #*****  
        Key 0, 65, 50, 60, "1", 0, 0, 1, 6, KeyAlpha, 49, 33  
        ...  
        ...  
        ...  
        Key 220, 935, 50, 60, ">", 0, 0, 1, 6, KeyRightArrow  
    End #Resolution 1024,768
```

End

=====



Begin/Pickup Selected Table

CR ID #: N/A

SCR #: 37336

With this release, new functionality to be able to begin and pick up checks in TMS has been introduced.

In Host Mode the user can perform the following:

1. Begin Table:
 - ◆ Once the user selects a table and clicks on the 'Begin Table' key, two prompts appear. The first is for the cover counts to be entered, followed by the selection of the server.
 - ◆ If the user does not select a table first and clicks on the 'Begin Table' key, the user is prompted for, cover count, table number and the server.
2. Pickup Table:

- ◆ Once the user selects an open table and clicks on the 'Pickup Table' key, the user can add menu items and service total the check.
- ◆ If multiple tables are selected first and then clicks on the 'Pickup Table' key, the user is prompted for a table number entry.
- ◆ If a table has more than one check, the user is prompted for the Group Number.

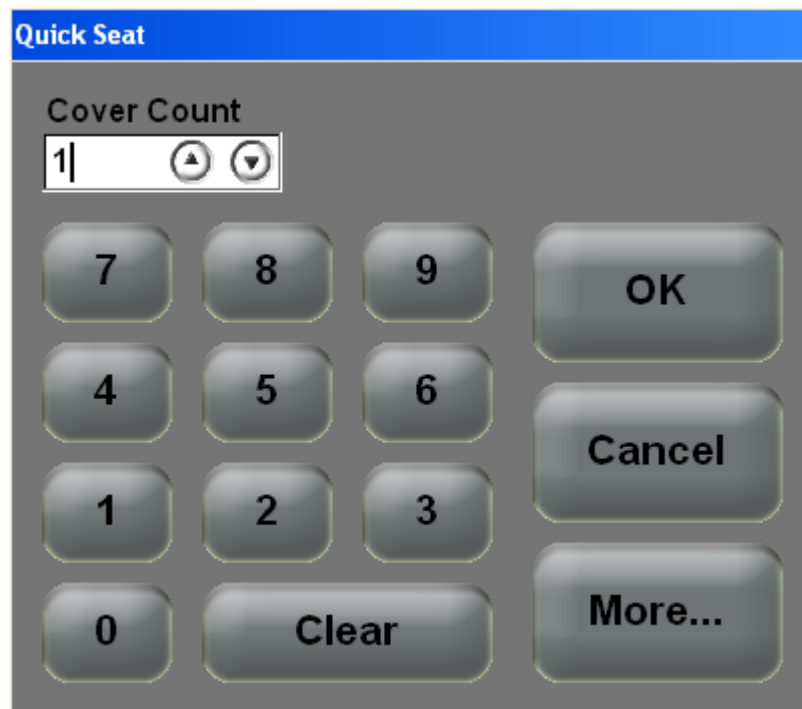
Quick Seat Number Pad

CR ID #: N/A

SCR #: 37337

With this release, Quick Seat has been enhanced to include a numeric pad. This addition is to support the ability to modify the number of covers in the Cover Count dialog box.

When the host seats a guest by touching a Quick Seat touchscreen key, a dialog box which has a number pad as well as the up and down arrows will be displayed. The host will be able to enter a number which will overwrite the default cover count, or press the up and down arrows to adjust the cover count.



Course Status Icons

CR ID #: N/A

SCR #: 37340

With this release, support has been added to allow table objects to display icons for dining courses. Each course icon is displayed on the table object as the courses are prepared and bumped from the kitchen (KDS).

A new option is also available to display the first course icon as soon as the server service totals the guest check. (This option is located in *POS Configurator / Revenue Center / RVC Touchscreen / Courses - 'Show course before KDS done'*.)

If an icon is not defined, then the course color will be displayed on the table object. If there are not any more courses for a table, the table object will continue to display the last course. For example, if a table does not order dessert, the entrée icon would continue to display.

Configuration

Navigate to the *POS Configurator / Sales / Descriptors / Dining Courses*

To configure icons, select the dining course and navigate to the course icon column. Double click on the coordinating row, the icon selection box appears.



Note *The user would need to create a 'CustomIcons.dll' file and create small icons to appear in the correct location.*

Digital Clock

CR ID #: N/A

SCR #: 37359

With this release, the TMS host screen can show real time based on current system time and displays in hours and minutes.

The OpsDisplayUser configuration file now supports two new Information Box Elements that can display the current date and/or time. This has been added to the new touchscreen template #121 'Seating Section Layout'.

This can be added to any touchscreen that the customer wants to display

the clock information.

Display Info Element TYPE:

- ◆ 'current_time'
- ◆ 'current_date'



Quick Seat Double Tap

CR ID #: N/A

SCR #: 37342

With this release, it is now possible to use the Quick Seat functionality by double tapping the table object in operations. This feature is only available in Host Mode.

If the Show Next Table & Server feature is enabled, the next available table for each 2, 4, 6 top (based on current table capacities) will be highlighted. The host will greet the guest and determine the party size, then the host will then double tap the appropriate table to seat the guest. The Quick Seat Dialog will be displayed to allow the user to adjust the cover count and confirm the assignment. Displaying the Quick Seat dialog also allows the user to cancel the operation. If after closing the dialog it is realized that a mistake has been made the host will either have to unseat the guest or have the servers involved transfer the check.

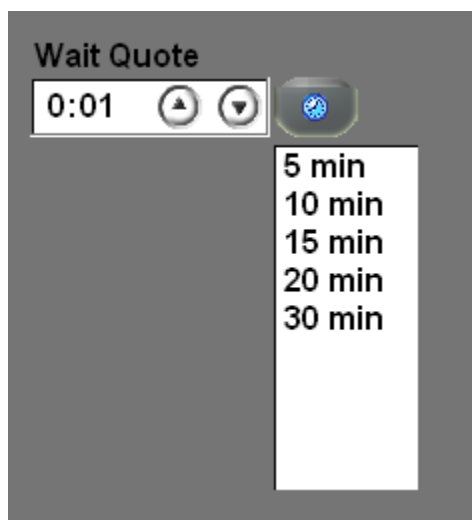
Quote Time in Minute Increments

CR ID #: N/A

SCR #: 37343

With this release, it is now possible to quote wait times in minute increments.

The new TMS setting Quote Time Interval has been added to control the increment of the quote time spin control in the waitlist dialog. This feature has given the user the ability to give a more accurate quote wait time to a guest.



Configuration

Navigate to the *POS Configurator / Table Management / Table Management / Wait Quote*

- ◆ A Quote Time Interval edit box with a range from 1-60 minutes.
- ◆ A list of up to 16 Quick Quote entries

Note *New touchscreen template #122 Waitlist 2 has been added to support the following columns:*

- Alerts
 - Arrival Time
 - Waiting Time
 - Estimated Quote
 - User Entered Wait Quote
 - Guest Name
 - Cover Count
 - Preference
-

Available Servers and Tables List

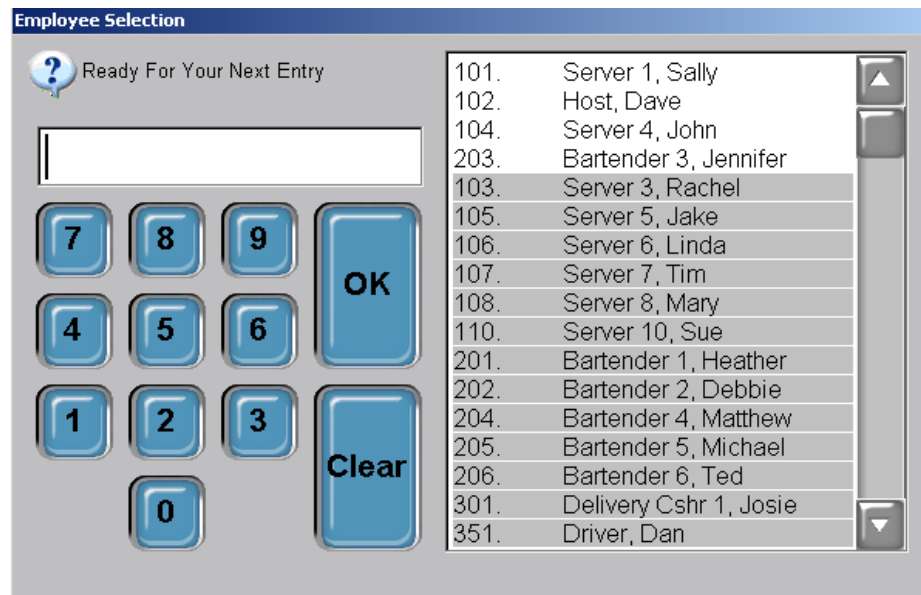
CR ID #: N/A

SCR #: 37344

With this release, POS Operation will now display a list of servers for the host to choose from when seating a table which does not already have a server assigned.

The list will only include employees that have the employee class option "Include Employee in Server List" enabled. If no employees have this option bit enabled, the classic numeric touchscreen will be displayed.

The list sorts clocked in employees on top. Employees that have not clocked in will be highlighted in grey. The sort order is based on the option RVC | RVC Display Design 'Sort pop-up windows' if enabled the employee will sort alphabetically by last name if disabled sort by employee number.



Configuration

Navigate to the *POS Configurator / Employees / Employee Classes / Options*

- ◆ Include Employee in Server List

Common

TMS Capabilities With Hand-Helds

CR ID #: N/A

SCR #: 37681

Due to limited screen size, hand-helds only support the following TMS Section Layout features:

- 1.) Activate Layout

- ◆ When activating a layout from a hand-held, the confirmation of the layout change can only be viewed on a PC Workstation.

2.) Server Availability

3.) Server Efficiency Rating

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	Feature	CR ID	Page
POS Operations	Reprinting Voucher From An Open or Closed Check	N/A/ 37195	46
POS Configurator	Icon Selection Dialog Box Expanded	N/A/ 37524	47
TMS User Interface	Hardcoded Colors in Databases/ Themes	N/A/ 37691	48

**Enhancements
Detailed**

POS Operations

Reprinting Voucher From An Open or Closed Check

CR ID #: N/A

SCR #: 37195

The 'On Demand CC Voucher' function key may be used to print or reprint a voucher after an authorization has been performed. Previously, the Credit or Debit voucher could only be printed from authorizations on a closed check or on a check (open or closed) that immediately proceeded the reprint operation.

The 'On Demand CC Voucher' function has been enhanced to allow printing of a voucher when the check number is keyed-in, regardless of whether the check is open or closed.

Previous limitations of this feature, such as not available in SAR, still apply.

Configuration

Navigate to the *POS Configurator / Devices / Touchscreen Designer*

The following function key has been added to support this feature:

Category = Function: Transaction

Function = 'On Demand CC Voucher'

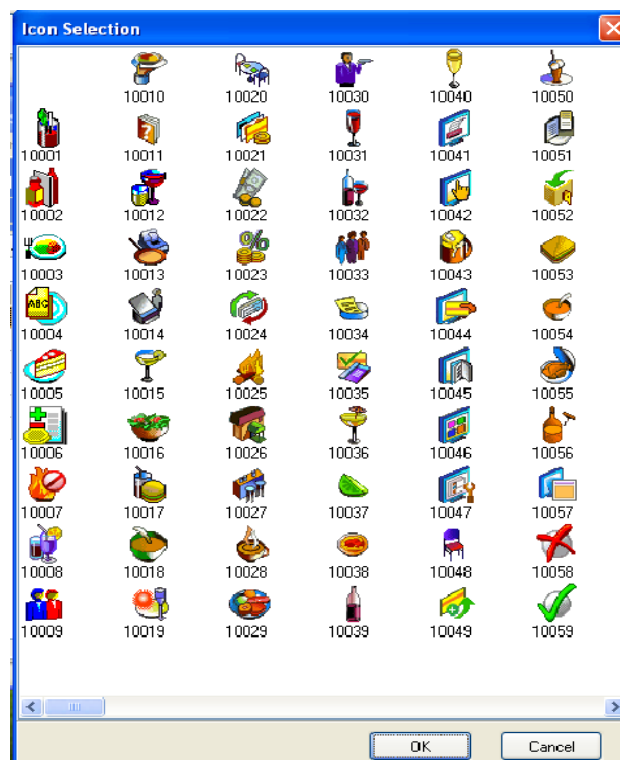
POS Configurator

Icon Selection Dialog Box Expanded

CR ID #: N/A

SCR #: 37524

With this release, it is now possible to find icons easier. The dialog box for icons has expanded to display six column lists. Ten icons per column. Showing a total of 60 icons.



TMS User Interface

Hardcoded Colors in Databases/Themes

CR ID #: N/A

SCR #: 37691

Prior to version 4.9, the colors were hardcoded and were not configurable in POS Configurator. The following features now support configurable color options.

- ◆ Decrementing Specials (Menu Item Availability)
- ◆ Employee Name in Employee Table Lines
- ◆ Next Seated Capacity
- ◆ Next Seated Table Text
- ◆ Next Seated Server Text
- ◆ Table Seated Time



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	Feature	CR ID	Page
POS Configurator	BY DESIGN, Clearing All Totals Does Not Clear KDS Open Orders	N/A/ 37576	53
POS Operations	Pick Up Check SLU Not Displaying Correct Message	29152/ 37555	54
	Force Default Item Confirmation Fails With 'Combo It' Key	N/A/ 37567	54
	Missing Build Screen When Using The 'Combo It' Key	N/A/ 37566	54
	Overlapping Future Orders Message Box With Handheld Devices	28436/ 37119	55
	Ops Crashes on NT Clients Using Touchscreen Templates 119 or 120	N/A/ 37171	55

Module	Feature	CR ID	Page
	Touchscreen Keys Do Not Draw Inverse With Themes Enabled	N/A/ 37584	55
	BY DESIGN, Using the @for Function Does Not Properly Ring In the Correct Combo Quantity	N/A/ 37585	55
	Touchscreens Not Updating Correctly After Changing Menu Levels with COM	29160/ 37593	56
	Applying Discount Could Give 'No Sales to Discount' Error With COM	29163/ 37594	56
	One Touch Sign In Not Working Properly If Magnetic Card Entry Required Is Enabled	N/A/ 37604	56
	'Item Price Substitution' Discount Rule Type Not Working as Expected	N/A/ 37609	56
	Ops Errors with 'Unhandled Exception - BREAKPOINT' with Reference Number Required	29131/ 37580	57
	Tip Track Screen Pops Up for Non-Tipped Employees	N/A/ 37586	57
	Void Closed Check Causes Credit Card Authorization Not To Batch	N/A/ 37750	57
	Virtual Keyboard Does Not Support Ä Characters	N/A/ 37775	58
	Combo of More Than One Menu Item Is Not Working Correctly	29223/ 37639	58
	Default SLU for Touchscreens is Not Working with Auto Menu Levels	29383/ 37814	58

Module	Feature	CR ID	Page
Manager Procedure	Unable To Edit Time Clock	29298/ 37692	59
CAL	CAL Client List Blank on WS5	N/A/ 37534	59
	CAL Version 21 Does Not Work with Force Update Packages	N/A/ 37496	59
	BY DESIGN, MersCAL will Not Install Package if NAME in Setup.dat Does Not Match Folder	N/A/ 38358	60
Delivery Dispatch	Takeout Order Selection Causes Invalid Argument Error	N/A/ 37543	60
	Check Detail Does Not Display Correctly in Delivery Dispatch Module	27938/ 36712	60
	Incorrect Time Available for Drivers	29235/ 37652	61
Printing	IP Printing Loses Orders	29227/ 37663	61
	Print Engine Does Not Log	N/A/ 37815	61
Reports	Daily RVC Discounts Detail Report Could Have Incorrect Authorizing Employee	28493/ 37157	62
	TMS - Employee Section Assignments; 'Failed to open row set'	N/A 37463	62
	Rounding Totals Discrepancies with Edit/Reopen Closed Check	28800/ 37334	62
	Report Viewer Not Translating to Chinese or Japanese Characters	28590/ 37213	63

Module	Feature	CR ID	Page
Transaction Analyzer	Voiding Items with @for Will Cause Items to Disappear From TA	28715/ 37291	63
Peripherals	Customer Display Does Not Work With Language Set To 'Chinese (PRC)'	28401/ 37582	63
Interface	Room Inquiry Record Number Only Shows One Digit.	N/A/ 37326	64
Setup	MdsServices.xml is Not in Order Confirmation Package	N/A/ 37486	64
PINpad.dll	Too Much Card Data Results in ViVOpay Error	N/A/ 37812	64
Database	Database Failure to Update	N/A/ 37829	65
Print Manager	Incorrect Trailer Count	25960/ 35339	65
RESDBS	MyLabor Does Not Work Properly with 'Employee Break Enhancements'	N/A/ 37571	65
TMS Service	Wait Quote Unknown When Taking a Reservation	29236/ 37653	66

**Revisions
Detailed**

POS Configurator

BY DESIGN, Clearing All Totals Does Not Clear KDS Open Orders

CR ID #: N/A

SCR #: 37576

When clearing all totals from POS Configurator, open KDS orders will

not be cleared. This is by design. User must run KDS amnesia (ExecKdsCmd -A) to clear all orders from the KDS.

POS Operations

Pick Up Check SLU Not Displaying Correct Message

CR ID #: 29152

SCR #: 37555

In RES versions prior to 4.8, if the 'Pickup Open Check SLU' or the 'Open Check SLU With No Table' keys were selected and there were no open checks, the message 'No Open Checks Found' would be displayed. In RES version 4.8 the Open Check SLU screen would be displayed but the touchscreen would be blank. The functionality has been restored to show the error message 'No Open Checks Found'.

Force Default Item Confirmation Fails With 'Combo It' Key

CR ID #: N/A

SCR #: 37567

Previously, if a user enabled the 'Force default item confirmation' for combo meals and used the 'Combo It' key, the placeholder fulfillment warning would not appear once service totaling. This has been corrected.

Missing Build Screen When Using The 'Combo It' Key

CR ID #: N/A

SCR #: 37566

Previously, if a user selected a menu item and selected the 'Combo It' key, the build screen would not appear. This has been corrected.

Overlapping Future Orders Message Box With Handheld Devices

CR ID #: 28436

SCR #: 37119

Previously, if taking a future order on a hand held device the prompt 'When do you want to fire this order' had its options buttons overlapping each other. This has been corrected.

Ops Crashes on NT Clients Using Touchscreen Templates 119 or 120

CR ID #: N/A

SCR #: 37171

Previously, if an NT client was using touchscreen templates 119 or 120, Ops would crash. This has been corrected.

Touchscreen Keys Do Not Draw Inverse With Themes Enabled

CR ID #: N/A

SCR #: 37584

Previously, when Themes were enabled, touchscreen keys did not draw in a depressed state when pressed. This has been corrected.

BY DESIGN, Using the @for Function Does Not Properly Ring In the Correct Combo Quantity

CR ID #: N/A

SCR #: 37585

By Design, when a user selects a quantity key, selects the '@for' function and selects a combo meal. The incorrect quantity would be rung in. This is by design because Conversational Ordering Mode (COM) does not support '@for'. The user would simply select the quantity key and follow that by the combo meal.

Touchscreens Not Updating Correctly After Changing Menu Levels with COM

CR ID #: 29160

SCR #: 37593

Previously, changing menu levels when using Conversational Ordering Mode (COM), would not update the touchscreen correctly. The touchscreen could display incorrect menu items. This has been corrected.

Applying Discount Could Give 'No Sales to Discount' Error With COM

CR ID #: 29163

SCR #: 37594

Previously, the ability to select discount items when using Conversational Ordering Mode (COM) when processing Quantity Threshold and Total Price Threshold based discounts would error with "No sales to discount". This has been corrected.

One Touch Sign In Not Working Properly If Magnetic Card Entry Required Is Enabled

CR ID #: N/A

SCR #: 37604

Previously, if an employee was required to use a magnetic card (*Employees | Employee Classes | Clock In/Sign In | Require mag card emp ID*) and the user workstation did not allow keyed ID entry (*Devices | User Workstations | Options | General | Allow keyed ID entry*) the 'One Touch Sign In' key would not work properly. POS Operations would error with the 'Magnetic Card Entry Required' message. This has been corrected.

'Item Price Substitution' Discount Rule Type Not Working as Expected

CR ID #: N/A

SCR #: 37609

In previous RES versions, when applying a discount that had a rule type

'Item Price Substitution' and the option 'Trigger Items must be selected' enabled, POS Operations would display the dialog box 'Please Select the Items to Discount'. Rather than the item selected being discounted, the most expensive item listed in the dialog box would be discounted. This has been corrected.

Combo Meals Rung with Quantity Key in Non-COM Rings Too Many

CR ID #: 29148

SCR #: 37581

Previously, in Non-COM mode, selecting 4 @ for a combo meal would result in 4 combos then 3 combos then 2 combos then 1 combo being rung in. This has been corrected.

Ops Errors with 'Unhandled Exception - BREAKPOINT' with Reference Number Required

CR ID #: 29131

SCR #: 37580

Previously, if the option bit 'Reference required' was enabled and more than one tender using this option was applied to a Filtered Seat; this would generate an 'Unhandled Exception - BREAKPOINT' error in OPS. This has been corrected.

Tip Track Screen Pops Up for Non-Tipped Employees

CR ID #: N/A

SCR #: 37586

Previously, when using Tip Track a non-tipped employee would be prompted to enter in a tip. This has been corrected.

Void Closed Check Causes Credit Card Authorization Not To Batch

CR ID #: N/A

SCR #: 37750

Previously, credit card authorizations on a voided closed check would be

omitted from the batch. This has been changed so that the authorizations, one positive and one negative for the same amount are now batched.

The 'Void Closed Check' operation should not be permitted if there is a debit card or Auth n' Pay transaction with the 'Persistant Payment' tender option on the check.

Virtual Keyboard Does Not Support Ä Characters

CR ID #: N/A

SCR #: 37775

Previously, when editing the OpsDisplayUser.cfg file to support German characters, the POS Operations on screen keyboard would display '?'. This has been corrected.

Combo of More Than One Menu Item Is Not Working Correctly

CR ID #: 29223

SCR #: 37639

Previously, when ringing up a menu item with a quantity of one or more and then converting to a combo meal using the 'combo it' functionality the main menu item did not consolidate. This has been corrected.

Default SLU for Touchscreens is Not Working with Auto Menu Levels

CR ID #: 29383

SCR #: 37814

Previously, when having the default touchscreen configured to have a default SLU screen, it caused the wrong menu items to show up for Auto Menu Levels. This has been corrected.

Manager Procedures

Unable To Edit Time Clock

CR ID #: 29298

SCR #: 37692

After upgrading to 4.8 MR1, if you attempt to edit the clock out time through Manager Procedures for an employee that was clocked in the edit box will be grayed out. This has been corrected.

CAL

CAL Client List Blank on WS5

CR ID #: N/A

SCR #: 37534

Previously, when reconfiguring CAL from a WS5, no clients would display in the client list dialog. This has been corrected.

CAL Version 21 Does Not Work with Force Update Packages

CR ID #: N/A

SCR #: 37496

Version 21 (1.0.3.21) of CALsrv.exe would not install the Force Update packages to clients. The Force Update packages are used by nova fixes and maintenance releases to force clients to upgrade even though the RES version has not changed. This has been corrected.

BY DESIGN, McrsCAL will Not Install Package if NAME in Setup.dat Does Not Match Folder

CR ID #: N/A

SCR #: 38358

In RES 4.8 and later, if a CAL package's setup.dat does not have a PRODUCT value then McrsCAL compares the NAME string from the setup.dat with the package folder name. If these strings don't match, McrsCAL won't install the package. The work around for this is to make the folder name match the NAME in setup.dat.

Delivery Dispatch

Takeout Order Selection Causes Invalid Argument Error

CR ID #: N/A

SCR #: 37543

Previously, when Delivery Dispatch had less Take Out Orders than Delivery Orders and the operator had the last Delivery Order selected; selecting an order from Take Out could cause an 'An Invalid Argument was encountered' error. This has been corrected.

Check Detail Does Not Display Correctly in Delivery Dispatch Module

CR ID #: N/A

SCR #: 36712

Previously, when cashing out a check in the Delivery Dispatch module using the [**Pay Cash**] button, the full check detail would not display. This has been corrected.

Incorrect Time Available for Drivers

CR ID #: 29235

SCR #: 37652

Previously, if a driver had made a delivery and then clocked out, they could clock in later and the 'Time-In' would be based upon the driver return time instead of the driver clock in time. This would cause the driver to be listed in the wrong order in the Delivery Dispatch module. This has been corrected.

Printing

IP Printing Loses Orders

CR ID #: 29227

SCR #: 37663

Previously, Epson Printers TM 200 and TM 220B configured as IP would only print some of the orders. This was due to the PrintController.dll. This has been corrected.

Print Engine Does Not Log

CR ID #: N/A

SCR #: 37815

Previously, PrintEngine.exe would not write to the 3700d.log. This has been corrected. Now PrintEngine.exe will write to the 3700d.log at verbosity 1 or higher.

Reports

Daily RVC Discounts Detail Report Could Have Incorrect Authorizing Employee

CR ID #: 28493

SCR #: 37157

Previously, if an employee picked up another employee's check and then applied a discount that required manager approval, the Daily RVC Discounts Detail report would show the transaction employee as the authorizing employee. This has been corrected.

TMS - Employee Section Assignments; 'Failed to open row set'

CR ID #: N/A

SCR #: 37463

Previously, when executing the report 'TMS-Employee Section Assignments' from Autosequence and Reports an error would occur. 'Failed to open row set'. This has been corrected.

Rounding Totals Discrepancies with Edit/Reopen Closed Check

CR ID #: 28800

SCR #: 37334

Previously, when Tender rounding has been configured with Rounding based on Ten Digits, the rounding total was not voided when the user edited a reopen closed check. This would cause the rounding total to double when being tendered again. This has been corrected.

Note *Void Closed Check is not supported for use with Tender or Revenue Center Rounding options.*

Report Viewer Not Translating to Chinese or Japanese Characters

CR ID #: 28590

SCR #: 37213

Previously, report viewer (Adobe) was not translating to Chinese or Japanese characters correctly. Also the date string appeared as a row of boxes. The date string issue has been corrected.

Transaction Analyzer

Voiding Items with @for Will Cause Items to Disappear From TA

CR ID #: 28715

SCR #: 37291

Previously, voiding an item rung in with @for would cause menu items to not appear in Transaction Analyzer. This has been corrected.

Peripherals

Customer Display Does Not Work With Language Set To 'Chinese (PRC)'

CR ID #: 28401

SCR #: 37582

Previously the LCD customer pole display did not show Chinese characters when using a PCWS 2010. This has been corrected.

Interface

Room Inquiry Record Number Only Shows One Digit.

CR ID #: N/A

SCR #: 37326

Previously, when performing room inquiries with the standard interface the dialog box would only show single digit numbers. This has been corrected.

Setup

MdsServices.xml is Not in Order Confirmation Package

CR ID #: N/A

SCR #: 37486

Previously, when the Version 4.9 incremental or cumulative patch was executed, the MdsServices.xml would be missing from the Order Confirmation package. This has been corrected.

PINPad.dll

Too Much Card Data Results in ViVOpay Error

CR ID #: N/A

SCR #: 37812

Previously, when the ViVOpay Drive Thru device returned with a larger buffer than 128 bytes in length, an unpredictable application error occurred. This has been corrected.

Database

Database Failure to Update

CR ID #: N/A

SCR #: 37829

Previously, some zero decimal databases could fail to update. This has been corrected.

Print Manager

Incorrect Trailer Count

CR ID #: 25960

SCR #: 35339

Previously the 'Maximum Lines Per Page' setting was not properly applied to all check pages. This has been corrected.

RESDBS

MyLabor Does Not Work Properly with 'Employee Break Enhancements'

CR ID #: N/A

SCR #: 37571

Previously, when using MyLabor with RES, the user would receive an error message when signing in after a successful clock in. This has been corrected.

TMS Service

Wait Quote Unknown When Taking a Reservation

CR ID #: 29236

SCR #: 37653

Previously when taking a reservation, the confirmation dialog box would display 'Wait Quote: Unknown'. The wait time should not be displayed when taking a reservation and has been removed.

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	Page
Display APP	Prioritize KDS Display	N/A/ 37504	67
	Select or Mark Single Item in Chit Mode	N/A/ 37500	73
	Disable Double Touch Item Bump	N/A/ 37769	76

New Features Detailed

Display APP

Prioritize KDS Display

CR ID #: N/A

SCR #: 37504

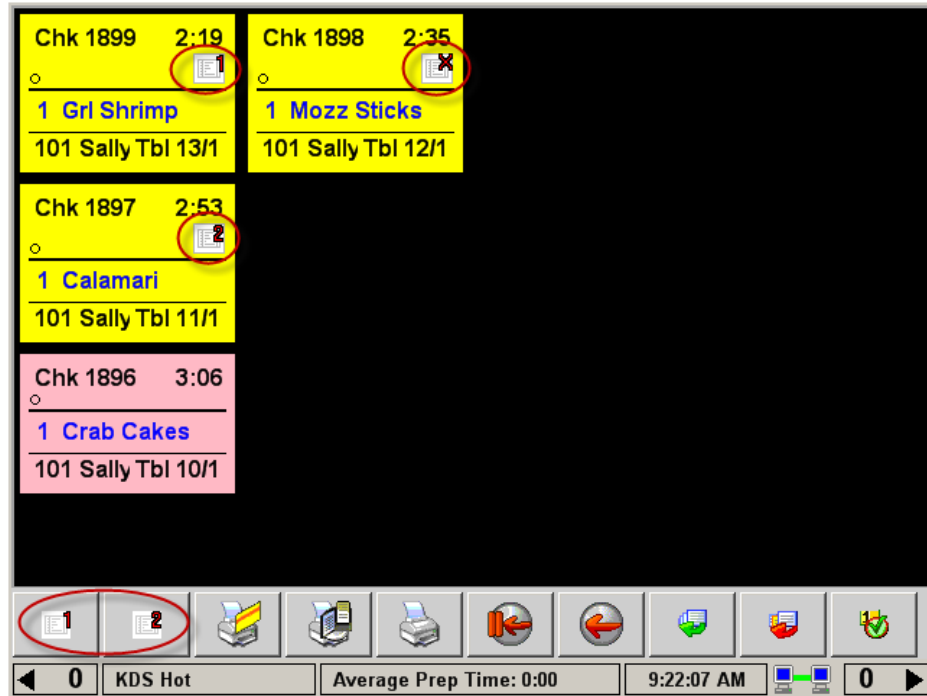
With this version release, it is now possible to prioritize KDS chits. When a kitchen personnel needs to focus on a particular chit, they are now able to either touch or select the chit on the bump bar and then select the new KDS function 'Priority Order 1-8'.

In the image below, we have added 2 new toolbar keys [Priority Order 1] and [Priority Order 2].

The 'Grl Shrimp' chit was the last to be sent to the KDS but displays first because it was set as Priority 1. Notice the icon shows what priority level it has been assigned.

The 'Calamari' chit was set as Priority 2.

The 'Mozz Sticks' chit had been given a priority but its priority change was cancelled. Notice the icon shows a priority cancelled indicator.



Note *Recalled KDS orders cannot be prioritized. However, recalled orders will still sort to the beginning of the list on the KDS display.*

Configuration

Navigate to the *POS Configurator / Devices / KDS Tool Bars*

Navigate to the *POS Configurator / Devices / KDS Bump Bar*

New KDS Functions: Priority Order 1 - 8

The following icons are used for KDS Display Layouts that support Element 14:

- ◆ Reorder Chit List (re-prioritize order)



- ◆ VIP Orders



- ◆ Rush Orders



- ◆ Recalled Orders



The following KDS Display Layouts support Element 14:

Navigate to the *POS Configurator* | *Devices* / *Devices* / *Kitchen Display* / *General*- under dropdown option 'Display Layout':

- ◆ 1,'Chit-Standard'
- ◆ 2,'Chit-Standard w/Seat'
- ◆ 3,'Chit-Std. w/Item Status'
- ◆ 7,'Chit-Seat Separator'
- ◆ 8,'Chit-Std-DOM'
- ◆ 11,'List-Standard'
- ◆ 12,'List-Check Number'
- ◆ 13,'List-Table Number'

- ◆ 14,'List-Std-OT'
- ◆ 15,'List-ChkNum-OT'
- ◆ 16,'List-Tbl-OT'
- ◆ 21,'Chit-Standard-OT'
- ◆ 22,'Chit-Standard-OT w/Seat'
- ◆ 23,'Chit-Std-OT w/Item Status'
- ◆ 27,'Chit-OT-Seat Separator'
- ◆ 29,'Chit-Std-DOM2'
- ◆ 31,'List-DOM1'
- ◆ 32,'List-DOM2'
- ◆ 33,'List-DOM3'
- ◆ 35,'Chit-Std-DOM-11'
- ◆ 36,'Chit-Std-DOM-12'
- ◆ 38,'Chit-Standard-OT-1'
- ◆ 39,'Chit-Std-OT-GSS w/Item Status'
- ◆ 40,'Chit-Standard w/Hdr'
- ◆ 41,'Chit-Standard w/Info'
- ◆ 42,'Chit-Std-DOM2 w/Hdr'
- ◆ 43,'Chit-Std-DOM2 w/Info'
- ◆ 50,'Chit-Standard-OT - Gst'
- ◆ 51,'Chit-Standard-OT w/Seat - Gst'
- ◆ 52,'Chit-Std-OT w/Item Status - Gst'

- ◆ 100,'SE-Std-DOM-4'
- ◆ 101,'SE-Std-DOM-1'
- ◆ 102,'SE-Std-DOM-5'
- ◆ 103,'SE-Std-DOM-2'
- ◆ 106,'SE-Standard'
- ◆ 107,'SE-Standard-OT'
- ◆ 108,'SE-Std-DOM-4-2'
- ◆ 109,'SE-Std-DOM-1-2'
- ◆ 110,'SE-Std-DOM-5-2'
- ◆ 111,'SE-Std-DOM-2-2'
- ◆ 112,'SE-Standard-2'
- ◆ 113,'SE-Standard-OT-2'
- ◆ 114,'SE-Std-OT Z'
- ◆ 200,'SE-Std-DOM-4-3'
- ◆ 201,'SE-Std-DOM-1-3'
- ◆ 202,'SE-Std-DOM-5-3'
- ◆ 203,'SE-Std-DOM-2-3'
- ◆ 206,'SE-Standard-3'
- ◆ 207,'SE-Standard-OT-3'
- ◆ 208,'Chit-Std-DOM-3'
- ◆ 221,'Chit-Standard-OT-3'
- ◆ 229,'Chit-Std-DOM2-3'

- ◆ 235,'Chit-Std-DOM-11-3'
- ◆ 236,'Chit-Std-DOM-12-3'
- ◆ 300,'Chit-Std. w/Item Status Z'
- ◆ 301,'Chit-Std-DOM Z'
- ◆ 302,'Chit-Standard-OT Z'
- ◆ 304,'Chit-Std-OT w/Item Status Z'
- ◆ 305,'List-Std-OT Z'
- ◆ 306,'List-Tbl-OT Z'
- ◆ 307,'Chit-Std-DOM2-OT-Z'
- ◆ 308,'Chit-DOM-OT-Z'
- ◆ 309,'Chit-Std-OT-Seat-Z'
- ◆ 310,'List-Chk#-OT-Z'
- ◆ 400,'List-Std Row Num'
- ◆ 401,'List-Std OT Row Num'
- ◆ 402,'List-Chk# OT Row Num'
- ◆ 403,'List-OT Zone Row Num'
- ◆ 404,'List-DOM Row Num'
- ◆ 500,'Chit-Standard CookTime'
- ◆ 503,'Chit-DOM-OT-Z CookTime'
- ◆ 504,'List-Standard CookTime'
- ◆ 505,'List-Std-OT CookTime'
- ◆ 506,'List-DOM3 CookTime'

- ◆ 507,'List-OT Zone CookTime'
- ◆ 508,'List-Row Num CookTime'
- ◆ 509,'List-Chk# Row Num CookTime'
- ◆ 600,'Chit-Standard RCookTime'
- ◆ 604,'List-Standard RCookTime'
- ◆ 605,'List-Std-OT RCookTime'
- ◆ 607,'List-OT Zone RCookTime'
- ◆ 608,'List-Row Num RCookTime'
- ◆ 609,'List-Chk# Row Num RCookTime'

Note *Only the EXPO station will broadcast KDS Priority changes to other prep stations. A prep station will not broadcast changes to an EXPO.*

Select or Mark Single Item in Chit Mode

CR ID #: N/A

SCR #: 37500

With this version release the user will have the ability to Bump or Mark single items in Chit or List mode without using Single Item per Sub-Order. This feature works in Dynamic Order Mode (DOM).

Configuration

Navigate to the *POS Configurator / Devices / Devices / Kitchen Display / Display / General*

- ◆ Enable Item Select

Once the item is 'Item Selected', the selected items can be set as 'Item Prep Done' and hidden from the display. It can also be 'Item Marked' and displayed with a different background color. When the Chit Layout includes an Item Status area, the display will show an icon for 'Item Selected', 'Item Marked', and 'Item Recalled' as well as the configured background color for these item states.

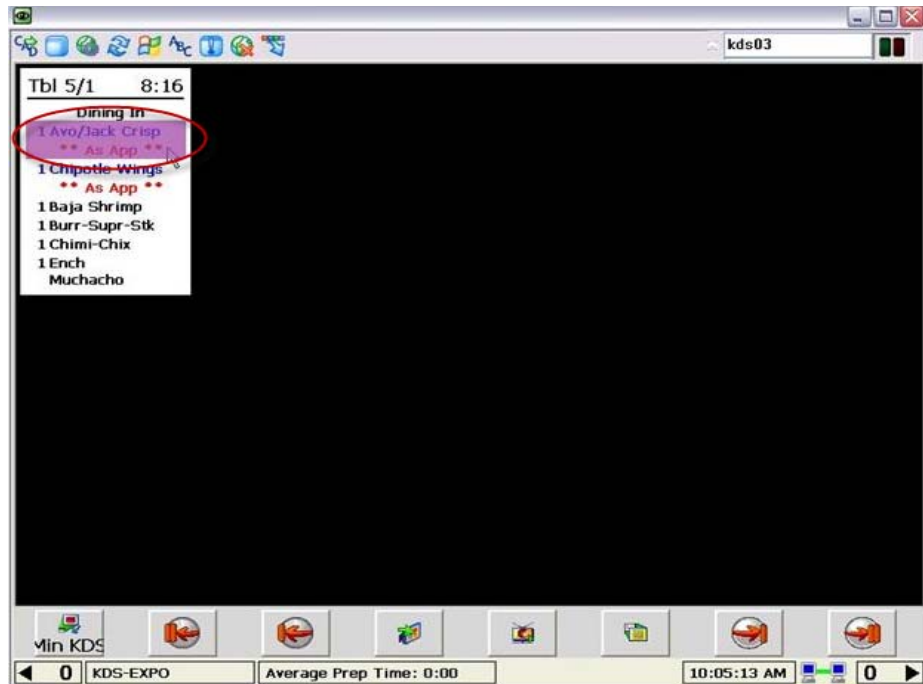
Selecting or changing any item on a chit will restart the chits Selection Time-Out counter at zero.

KDS Display Functions:

- ◆ Select Next Item - Use existing Select Next Item key to select the next item. Using this while selecting the last item will select the first item of selected suborder.
- ◆ Select Previous Item - Use existing Select Previous Item key to select the previous item. Using this while selecting the first item will select the last item of the selected suborder.
- ◆ Done Item - Using existing Done Item key or touch screen double tap when configured to allow double bump to set the 'Selected' items as a 'Prep Done Item' .
- ◆ Recall Item - Use a new Recall Item key to recall a 'Prep Done Item'. The system will display all the Prep Done items and the operator can then select one of them and use the Recall Item key again to recall the specific item.

***Note** Whether 'Disable Double Touch Bump' is on or off, double tapping a 'Recallable Item' will result in it being Recalled and highlighted as Recalled.*

- ◆ Mark Item - Use a new Mark Item key to mark the selected item. This function keeps the item on the KDS Display and can be useful when gathering large orders at an Expo device.



The following options do not apply when bumping a single item:

- ◆ Print on Expo Done
- ◆ Print on Prep Done
- ◆ Print on All Prep Done

Note *If all the items of a suborder have been set to 'Item Prep Done', we will perform a standard bump of the suborder. If we recall the suborder, the items should all reset their 'Prep Done Item' status. If we recall a 'Prep Done Item', the suborder may need to be recalled with the non-recalled items treated as being a 'Prep Done Item'.*

Disable Double Touch Item Bump

CR ID #: N/A

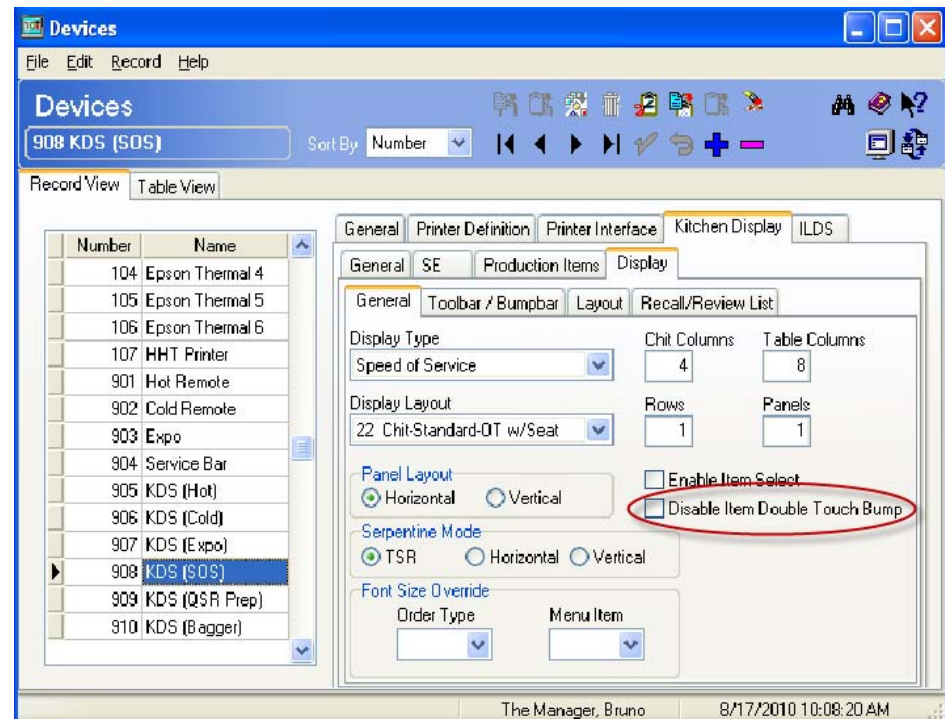
SCR #: 37769

With this version release the user will have the ability to disable double touch item bump at the item level.

Configuration

Navigate to the *POS Configurator / Devices / Devices / Kitchen Display / Display*

- ◆ Disable Double Touch Item Bump



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

Module	Feature	CR ID	Page
Media Viewer	Add .wmv File to Media Filter	N/A/ 37732	77

Enhancements Summarized

Media Viewer

Add .wmv File to Media Filter

CR ID #: N/A

SCR #: 37732

Previously Media Viewer was only able to display .jpg, .mpg, .gif and .bmp files. With this release .wmv files are now supported.

Note *Not all .wmv files will necessarily play due to requiring different codecs etc.*

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	Feature	CR ID	Page
KDS Layouts	Page Down Key Functions as End Key When Serpentine Mode is Set to Horizontal	23323/ 31809	78
KDS Display APP	KDS Background Color Does Not Show If 'Item Status Color' is Set to 'Use Custom'	N/A/ 37689	79

Revisions Detailed

KDS Layouts

Page Down Key Functions as End Key When Serpentine Mode is Set to Horizontal

CR ID #: 23323

SCR #: 31809

When setting up a KDS Display unit, if the radio button for Serpentine mode is set to Horizontal, the Page Down Key will function the same as the End key. For example if there are 3 pages of orders, using page down will skip to page 3 instead of page 2. This has been corrected.

KDS Display APP

KDS Background Color Does Not Show If 'Item Status Color' is Set to 'Use Custom'

CR ID #: N/A

SCR #: 37689

The KDS background color selected in *Menu Item Classes / KDS Options / Highlight Scheme* would not show if in *POS Configurator / System / Kitchen / Colors / Item Status Colors*, any of the 'Use Custom' options were selected. This has been corrected.

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

There are no new features on 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.
- ◆ 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

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**

The table below summarizes the enhancements included in this version.

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	Feature	CR ID	Page
Backup Server Mode	BY DESIGN, Correct Configuration for Using Cash Management and Backup Server Mode	29082/ 37550	86
Backoffice GUI	Till Adjustment With Negative Amount Not Working	29192/ 37611	86
	Cannot Transfer a Cash Pull Over \$1,000 with Separator	29291/ 37724	87
	CM Not Always Translating Correctly	N/A/ 37868	87

**Revisions
Summarized**

Backup Server Mode

BY DESIGN, Correct Configuration for Using Cash Management and Backup Server Mode

CR ID #: 29082

SCR #: 37550

If using Cash Management and also Backup Server Mode, errors can occur if Stand Alone Resiliency is not also enabled. Possible errors include being prompted that a till assignment is required even though you already have a till assigned, having checks post to an incorrect till, and having extra tills opened in cash management back office.

To correct all of the above, follow these steps:

1. For all Ops clients, enable POSCFG | Devices | User Workstations | Options | General, 'Enable stand alone'.
2. In Micros Control Panel take Restaurant to OFF.
3. Reboot Server and all clients.

Note *No workstation will be able to actually go into Stand Alone Mode unless authorized by an employee with that privilege in Employee Classes | Options 'Enter Stand-Alone Mode.'*

Backoffice GUI

Till Adjustment With Negative Amount Not Working

CR ID #: 29192

SCR #: 37611

Previously, when making a negative adjustment to a till in Cash Management, the adjustment would save as 0.00. This has been corrected.

Cannot Transfer a Cash Pull Over \$1,000 with Separator

CR ID #: 29192

SCR #: 37724

Previously, zero decimal database could not transfer a cash pull of over \$1,000 to a deposit in Cash Management. This has been corrected.

CM Not Always Translating Correctly

CR ID #: N/A

SCR #: 37868

Previously, if configured to translate to a language other than English, CM would encounter issues translating some text within CM. 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

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.
- ◆ 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	Feature	CR ID	Page
Reports	Error When Running 'Scheduling Efficiency Detail', 'Forecast Accuracy Report' and 'Consolidated Scheduling Efficiency'	27990/ 33835	90

Revision Details Reports

Error When Running 'Scheduling Efficiency Detail', 'Forecast Accuracy Report' and 'Consolidated Scheduling Efficiency'

CR ID #: 27990

SCR #: 33835

Previously, after creating scheduling requirements for a week, the following reports fail with the error, 'Error: 723 Error in File C:\Program Files\Micros\Res\eo\Report'. This has been corrected.

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

Module	Feature	CR ID	Page
Set Up	Set Up	N/A/ 36771	92

Enhancements Summarized

Set Up

Inventory Item Form Takes a Long Time to Open

CR ID #: N/A

SCR #: 36771

Previously, when opening the Inventory Items form in Setup, the elapsed time can take up to thirty seconds. This has been corrected.

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

Module	Feature	CR ID	Page
Receiving	Receiving	N/A/ 37506	93

Revision Detail

Receiving

Support 3 Decimal Places For All Fields

CR ID #: N/A

SCR #: 37506

Previously, Product Management (PM) supported 3 decimal places in some, but not all fields. Now, if both the computer and database are configured for 3 decimal places, PM will support 3 decimal places in all fields except for adjustments. The adjustments field is used for both percentages and amounts and therefore only allows 2 decimal places.

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.
- ◆ 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.

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**

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.