



*Restaurant Enterprise Solution
(RES) Version 4.6
ReadMe First*

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.5 release of the MICROS Restaurant Enterprise Solution (RES) software.

This document contains updates to the Version 4.6 release of the MICROS Restaurant Enterprise Solution (RES) software.

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.

*******IMPORTANT*******
Systems that have installed the RES 4.5 Maintenance Release 1 patch will be unable to upgrade to RES 4.6. The next available build that RES 4.5 MR 1 Systems can upgrade to is RES 4.7.

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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	Page
Mobile MICROS	The Motorola™ MC55 Mobile MICROS Handheld (MMH) Device is now Supported	5
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**New Features
Detailed**

Mobile MICROS

The Motorola™ MC55 Mobile MICROS Handheld (MMH) Device is now Supported

With this release, RES now supports the Motorola MC55 MMH device. This new device runs on the Windows Mobile Version 6.1 operating system. RES versions 4.4 and greater support the MC55 MMH.

For RES versions 4.4–4.6, the MC55 uses the same installation package as the MC70. The installation package may or may not change in the future.

POS Configurator

Employee Class Privilege to Insert and Remove Menu Item Price Records

RES has added the ability to assign employee privileges to create and remove price records for menu items.

This feature is useful for some EM stores that would like to be able to create a price record for menu items. Some EM stores may be subscribed to menu items, but not to price tiers because they want to control the prices locally. In this situation, EM will not deploy a price record to the store for new menu items. Therefore, the store must be able to add price records. “Full menu item access” and “Allows adds and deletes” privileges need to be enabled to allow the store to change all attributes of the menu item.

To support this functionality the **Add and Delete Prices** option was added to the *Employees / Employee Classes / Procedures* tab. Enable this option to allow the selected employee class to insert and remove price records for a menu item. If this is disabled, then the selected employee class cannot create a new price record for the menu item, or delete existing price records.

Tip TRAC Introduced

Tip TRAC (TIP REPORTING ALTERNATIVE COMMITMENT) reporting is used to calculate employees' tax responsibility when declaring tips.

When enabled, this feature is useful to sites that want to ensure their employees are declaring an appropriate percentage of cash and credit card tips for tax purposes.

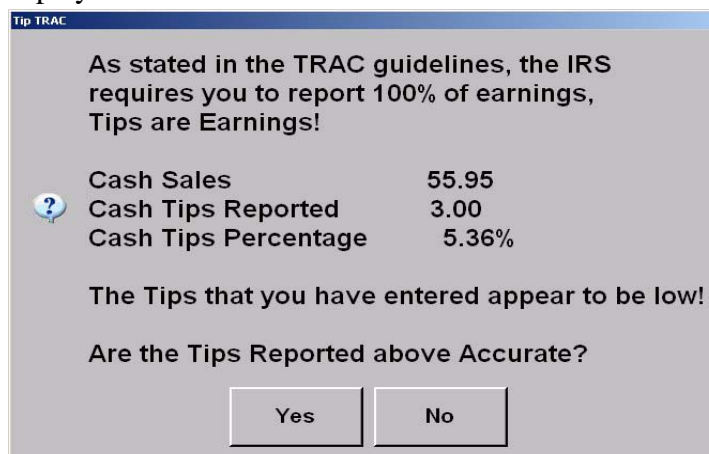
After an employee declares his or her tips, Tip TRAC compares the amount of cash and credit card tips declared against a minimum percentage of cash and credit card sales programmed within the POS configurator.

If the amount of tips declared is below the configured minimum, the employee cannot proceed to clock out. The employee must either adjust the amount of tips declared to an acceptable percentage or seek manager approval. Management approval is always required to declare a percentage of tips below the configured minimum.

When Tip TRAC is enabled, the system will also print the Clock In Time, Declared Tips, Cash Tips, and Credit Tips on the Clock Out chit.

Declaring Cash Tips

If the amount of cash tips declared is lower than the minimum percentage configured within the system, a prompt similar to the example below will display.



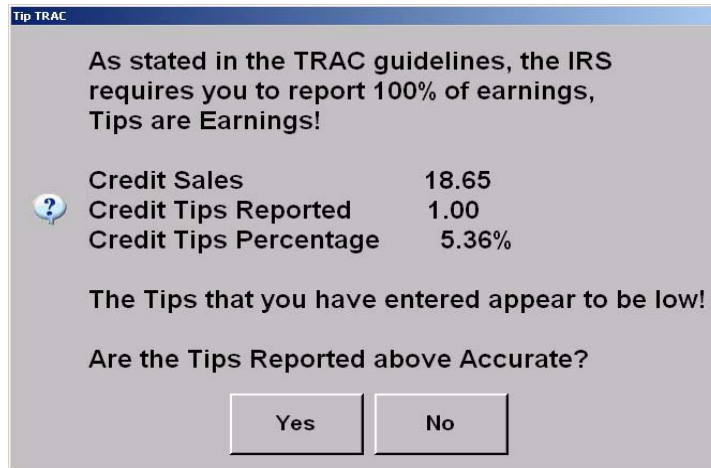
If the operator selects 'No,' the declared tip amount must be adjusted by the operator before he or she can clock out.

If the operator selects 'Yes' and is not authorized to accept a cash tip amount below the configured percentage, a manager must approve the tip declaration by entering his or her user ID when the prompt below displays.

The screenshot shows a dialog box titled "Authorization is required for:". Inside the dialog, there is a yellow warning icon followed by the text: "Sally Server 1 has declared a cash tip amount of 3.00 with a cash sales amount of 55.95. The tip amount appears to be too low! The tip percentage is 5.36%". Below the text is an empty text input field. At the bottom of the dialog is a numeric keypad with buttons for digits 0-9, an "OK" button, and a "Clear" button.

Declaring Credit Card Tips

If the amount of credit card tips declared is lower than the minimum percentage configured within the system, the prompt similar to the example below will display.



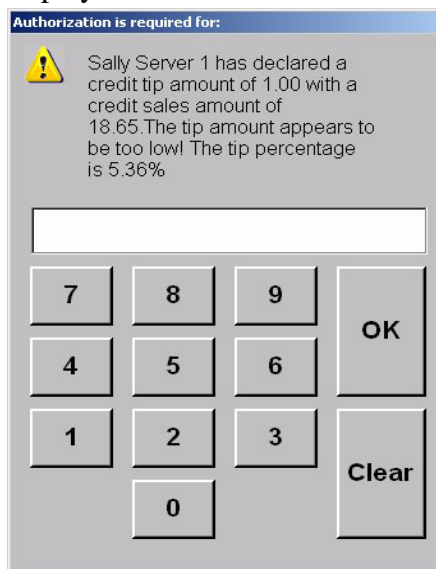
A dialog box titled "Tip TRAC" with a blue header. The main text reads: "As stated in the TRAC guidelines, the IRS requires you to report 100% of earnings, Tips are Earnings!". Below this is a table with a question mark icon in the first column:

Credit Sales	18.65
Credit Tips Reported	1.00
Credit Tips Percentage	5.36%

Below the table, the text says: "The Tips that you have entered appear to be low!" and "Are the Tips Reported above Accurate?". At the bottom are two buttons: "Yes" and "No".

If the operator selects 'No,' the declared tip amount must be adjusted by the operator before he or she can clock out.

If the operator selects 'Yes' and is not authorized to accept a credit card tip amount below the configured percentage, a manager must approve the tip declaration by entering his or her user ID when the prompt below displays.

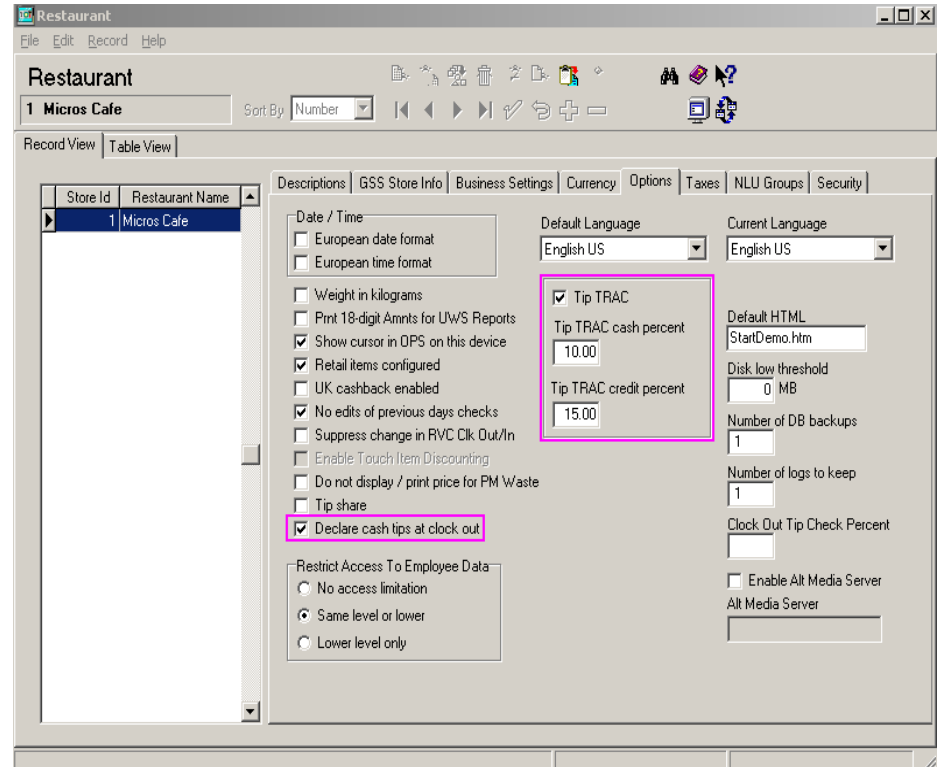


A dialog box titled "Authorization is required for:" with a blue header. It contains a yellow warning icon and the following text: "Sally Server 1 has declared a credit tip amount of 1.00 with a credit sales amount of 18.65. The tip amount appears to be too low! The tip percentage is 5.36%". Below the text is a white input field. At the bottom is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, and 0, along with "OK" and "Clear" buttons.

Configuration

Tip TRAC is enabled within the *POS Configurator System / Restaurant / Options tab* by selecting the new **Tip TRAC** option bit.

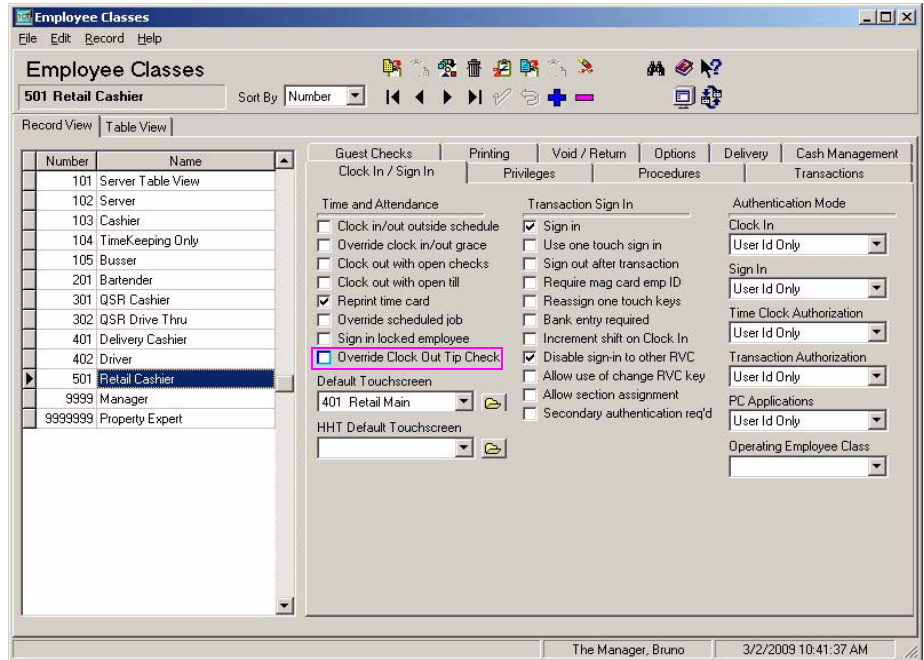
Two new fields, **Tip TRAC cash percent** and **Tip TRAC credit percent**, are used to control the minimum percentage of tips declared without requiring management approval.



A new **Declare cash tips at clock out** option bit allows the restaurant to prompt the operator for the total tip amount during the clock out process. This option is enabled by default.

When this option is disabled, the Cash Tips amount will be calculated by subtracting the Credit Tips from the declared tips amount.

The *Employees / Employee Classes / Clock In/Sign In Override Clock Out Tip Check* option, as seen below, enables managers to approve clock out tip declarations that are below the minimum configured cash or credit tip declaration percentage.



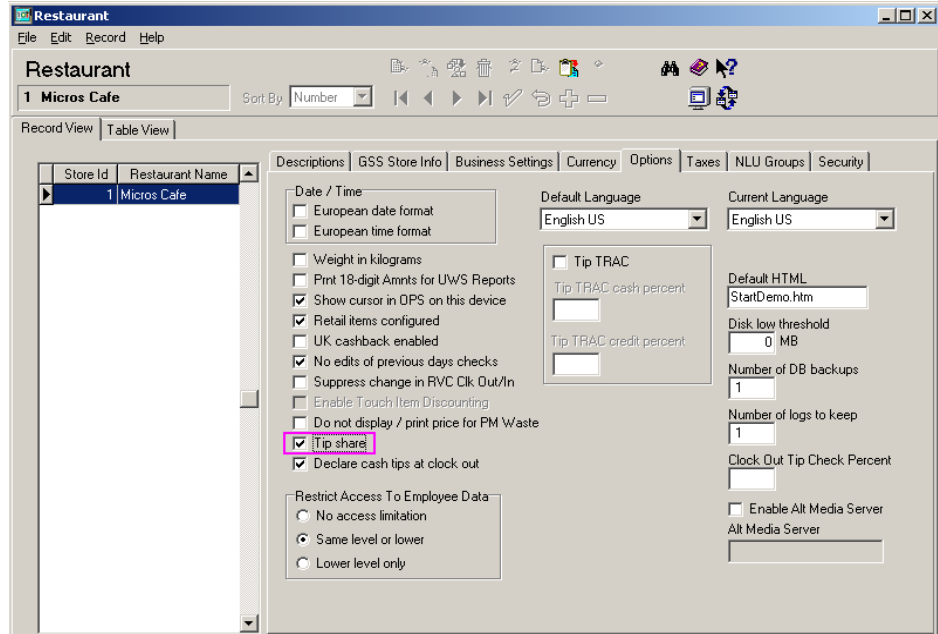
Tip Share Introduced

The Tip Share feature allows a site to configure a suggested percentage of an employee's gross receipts that should be shared with other employees. Tip Share is calculated as: the Assigned Percentage x Gross Receipts.

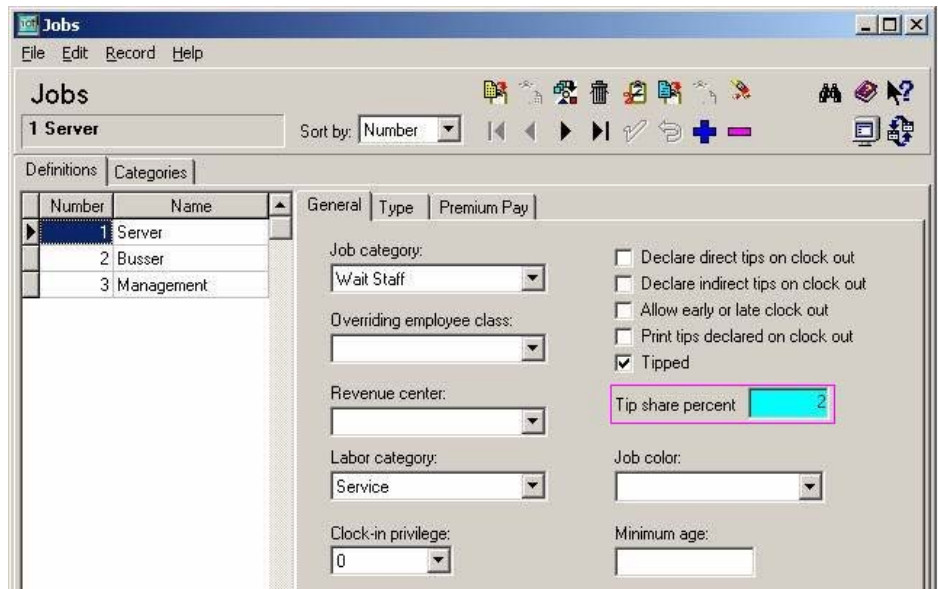
The suggested amount of tips to share appears as the line item 'Tip share' on the 40ColEmployee Detail, Order Types, and Tracking report. This report is accessible from *Autosequences and Reports / Reports / Employee / 40Col. Employee Detail, Order Types, and Tracking*.

Configuration

To enable this feature, navigate to the *System / Restaurant / Options* form and check the **Tip share** option, as seen below.



The percentage is configured by job code using the *Employees / Jobs / General / Tip share percent* field, as seen below. Note that this field is only available when the **Tipped** option is enabled.



POS Operations

Beginning a Check Triggers a System Macro to Run

When a check is started at a table, the system can be configured to fire a System Macro. To support this functionality the Macro option has been added to the *POS Configurator / Revenue Center / RVC Table Seating / Options* tab. Use this field to identify the System Macro that will run when a check is started in the selected Revenue Center.

This functionality can be useful when used in conjunction with the Curbside feature. For example, a macro can be configured to set a specific order type, and link the check to a GSS customer. Beginning a check by table will run a macro that starts a check, sets order type to Curbside and links the check to a GSS customer.

RES will currently not trigger the System Macro when a table is created by the Table Management System.

Check Transfer Request

With this release, RES has added support for a more efficient way to initiate and transfer checks between employees. This new functionality allows an employee who owns the check to transfer a check to another employee.

In the past, check transfers required that the following occur:

- ◆ The employee who will be the final recipient of the check would initiate the transfer. The original owner of the check could not initiate the transfer
- ◆ The employee requesting the check must know the check number.
- ◆ The employee requesting the check must know the revenue center where the check resides.

Please note that the legacy method of check transfers can still be used, and may also be used in conjunction with the new functionality discussed in this section.

To simplify the check transfer process the following changes were made to this functionality:

- ◆ The employee who owns the check can initiate the transfer request.
- ◆ The employee can easily transfer multiple checks in rapid succession.
- ◆ The employee transferring the check is prompted with a list of employees available to receive transferred checks.
- ◆ When the employee receiving the check logs in they will see the Resolve Check Transfer Requests SLU Screen that includes a list of checks pending transfer for them to either accept or return to the original owner.

This functionality can be used in situation where multiple employees work together to complete an order, such as the Curbside feature. For example, suppose that the Bartender answers the phone for Curbside orders, but a separate team of employees actually run the orders out to the customer's vehicles. The bartender will transfer the check to an employee in the Curbside Takeout section of the restaurant.

Keep in mind that a check transfer does not occur, and the check's ownership does not change until someone else accepts ownership of the check.

Use Cases

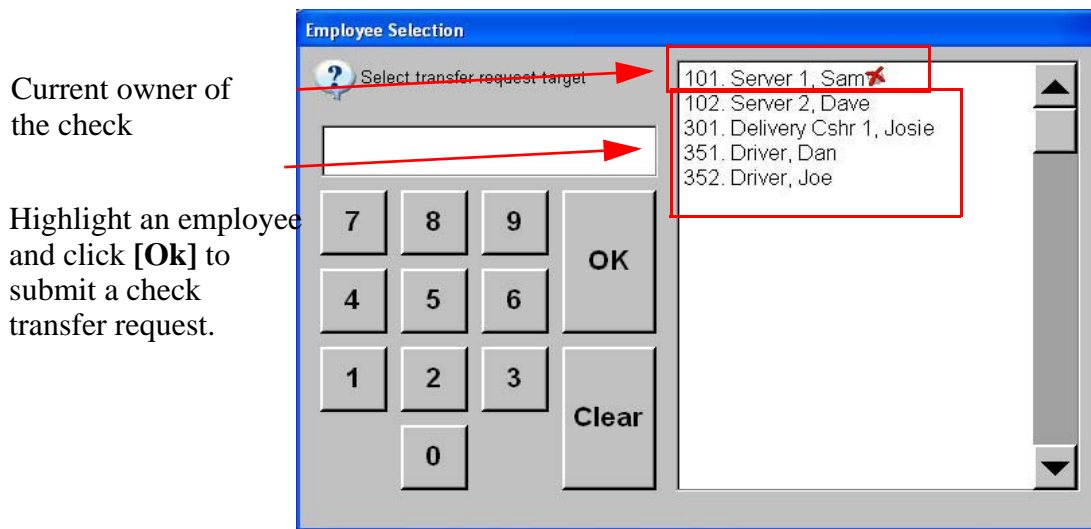
There are two usage scenarios for the check transfer feature, a check transfer request that is initiated inside of the check, and a check transfer request that is initiated outside of the check.

Inside of the Check

In this usage scenario, the employee initiating the transfer has the check to be transferred open on the system. Employee A is the original owner of the check, and Employee B is the new owner after the transfer is complete.

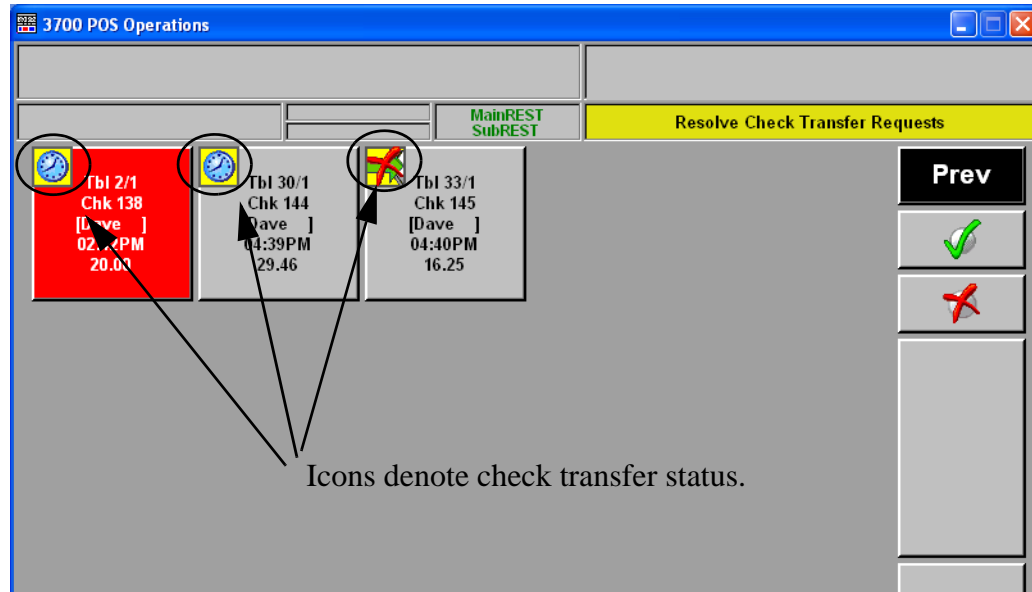
1. Employee A signs into the system.
2. Employee A begins a check.

3. Employee A selects the [**Transfer Check**] key on the appropriate touchscreen. In this case, it may be located on the Function Touchscreen.
4. An Employee Selection Prompt appears with all available employees to which this check can be transferred, as well as the original employee. The current owner of the check will be denoted with a red X icon. Employee A selects Employee B from the Employee Selection Prompt and clicks [**OK**].



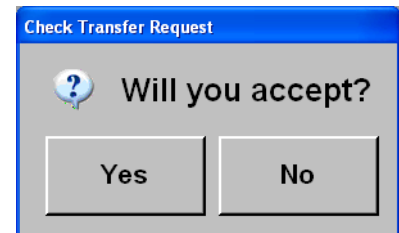
5. Employee A service totals the check.

- Employee B logs into the system and the Resolve Check Transfer Requests SLU Screen displays. This screen displays all checks pending acceptance.

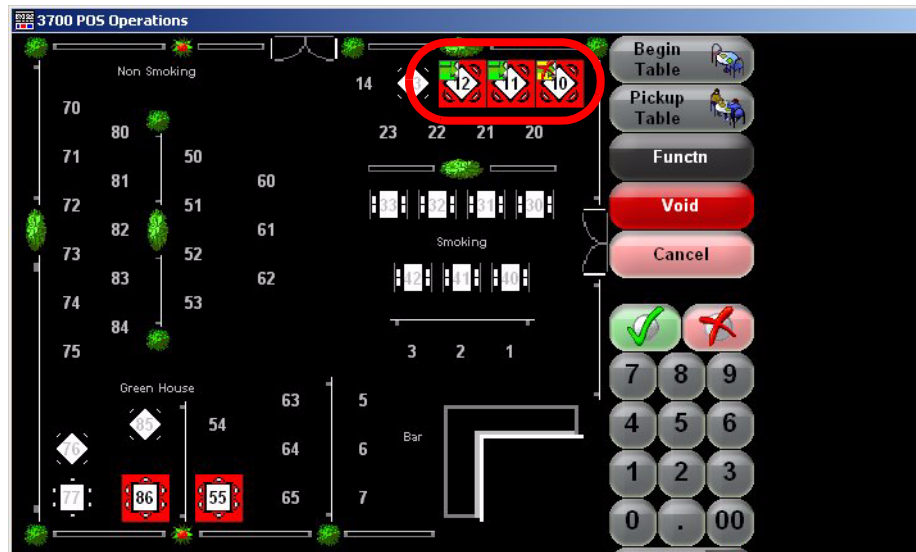


Employee B will either:

- Accept the check transfer by clicking on the check and **Yes** to the acceptance prompt.
- Reject the Check Transfer by clicking on the check and selecting **No** to the acceptance prompt. In this situation the check is returned to Employee A and they will see this check on the Resolve Check Transfer Request SLU Screen upon their next log in.
- Delay making a selection by clicking on the **X** icon on the Resolve Check Transfer Requests SLU Screen. Employee B will be re-prompted each time they log into the system. If no selection is made after a configured period of time, the check request will expire and will be returned to Employee A.



- Transfer check status will appear on the Table Display screen.

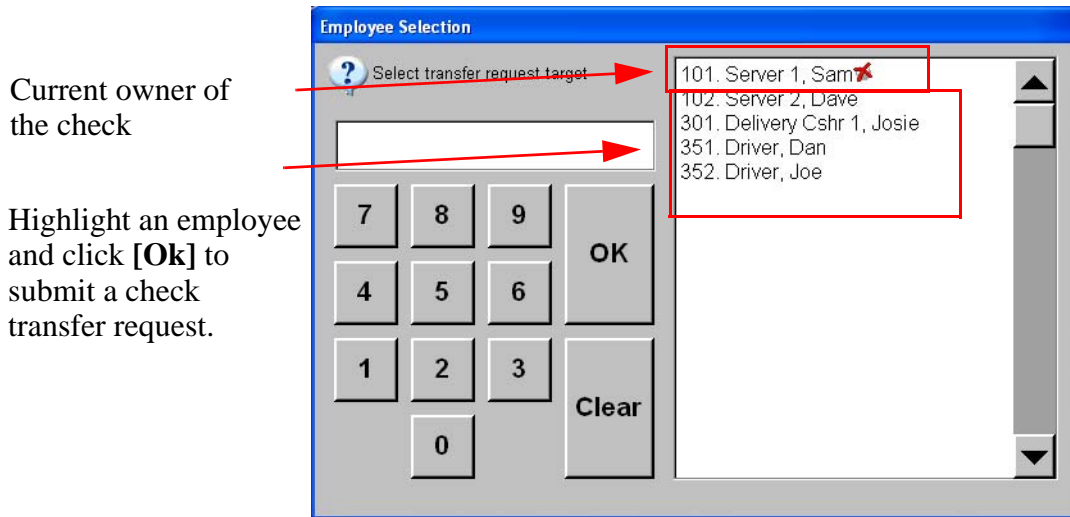


Outside of the Check

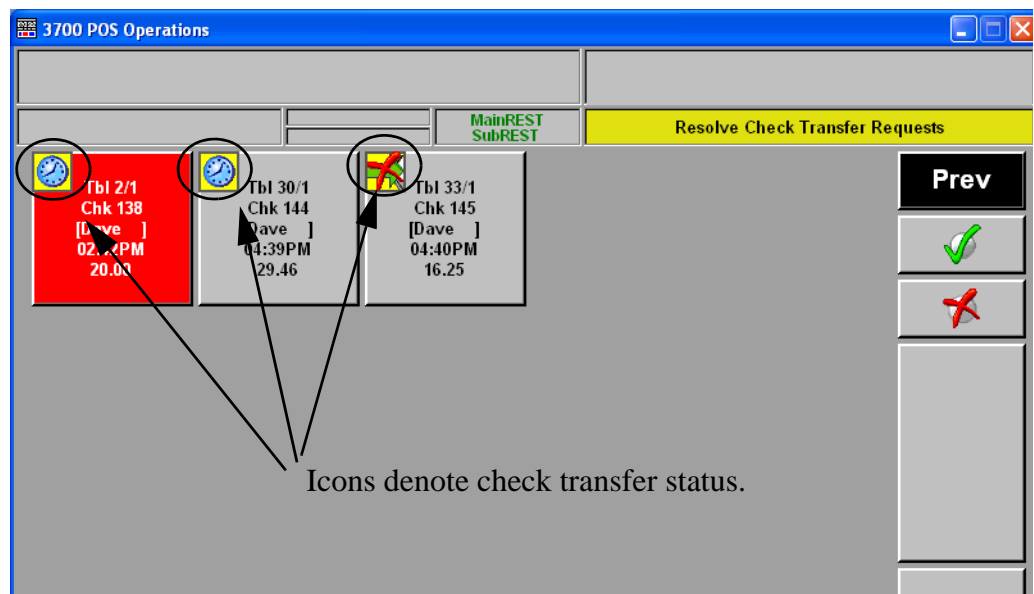
In this usage scenario, the employee initiating the transfer is logged in to the system, but does not currently have any checks open.

- Employee A signs into the system.
- Employee A selects the [**Transfer Check**] key. In this case, it may be located on the Employee Transaction Touchscreen.
- Employee A is prompted to select from her list of open checks. The prompt, 'No Open Checks Found,' will display if the employee does not have any assigned checks.
- Employee A selects an open check and an Employee Selection Prompt appears with all available employees to which this check can be transferred, as well as the original employee. The current owner of

the check will be denoted with a red X icon. Employee A selects Employee B from the Employee Selection Prompt and clicks [OK].



5. Employee B logs into the system and the Resolve Check Transfer Requests SLU Screen displays. This screen displays all checks pending acceptance.

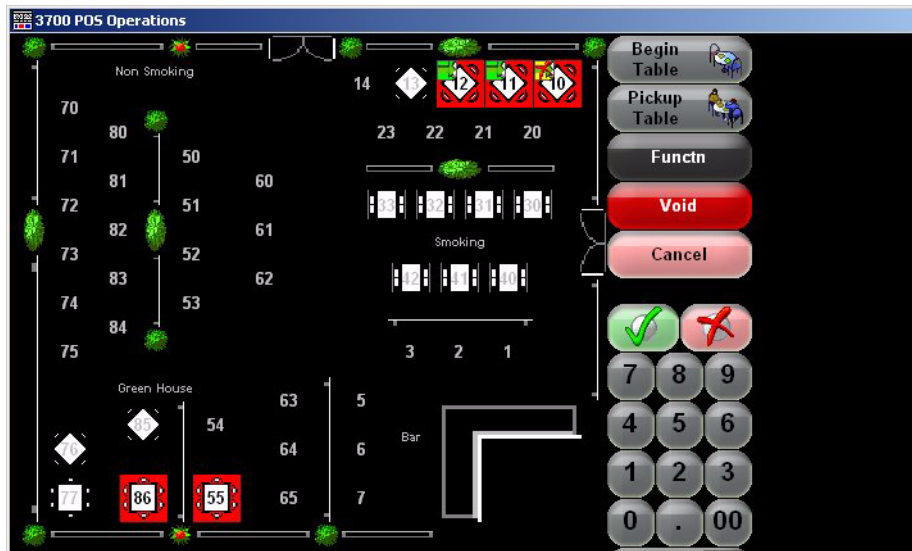


Employee B will either:

- ◆ Accept the check transfer by clicking on the check and **Yes** to the acceptance prompt.
- ◆ Reject the Check Transfer by clicking on the check and selecting **No** to the acceptance prompt. In this situation the check is returned to Employee A and they will see this check on the Resolve Check Transfer Request SLU Screen upon their next log in.
- ◆ Delay making a selection by clicking on the **X** icon on the Resolve Check Transfer Requests SLU Screen. Employee B will be re-prompted each time they log into the system. If no selection is made after a configured period of time, the check request will expire and will be returned to Employee A.



6. Transfer check status will appear on the Table Display screen.



Configuration

Follow these steps to configure this functionality:

1. Go to *Employees / Employee Classes / Guest Checks / Guest Check Control* and enable the following options for the appropriate employee class (e.g., server).
 - ◆ **Receive check transfer requests.** Enable this option if the selected employee class can receive a request to transfer a check. Only employees that are members of an employee class with this option enabled will appear in the Employee Selection Prompt.
 - ◆ **Initiate check transfer requests.** Enable this option if the selected employee class can initiate a request to transfer a check to another employee.
2. Go to the *Revenue Center / RVC Touchscreens / Touchscreens / Check Transfer Request* and configure the following options for all applicable revenue centers:
 - ◆ **Expiration time in seconds.** Enter a value to indicate the length of time that can transpire before the check transfer request expires. The employee must accept the transfer request before this time has elapsed.
 - ◆ Use the remainder of the form to associate an icon with applicable Check Transfer Status. The icons can display on the table objects on the Table Display Screens, or on the checks in the Check Transfer SLU Screens.

Expired Icon. This will display when the Expiration time in seconds threshold is met. This icon will display on a table object on a table screen when the check does not involve the signed in user or no user is signed in.

Expired Out Icon. This will display when the Expiration time in seconds threshold is met. This icon will display when the request was initiated by the signed in user.

Pending Icon. This icon indicates that the check transfer request is pending and has not yet been accepted or rejected. This icon

will display on a table object on a table screen when the check does not involve the signed in user or no user is signed in.

Pending In Icon. This icon indicates that the check transfer request is pending and has not yet been accepted or rejected. This icon will display when the transfer request is targeted for the signed in employee.

Pending Out Icon. This icon indicates that the check transfer request is pending and has not yet been accepted or rejected. This icon will display when the transfer request was initiated by the signed in user.

Reject Icon. This icon will display when the check transfer request was rejected. This icon will display on a table object on a table screen when the check does not involve the signed in user or no user is signed in.

Reject Out Icon. This icon will display when the check transfer request was rejected. This icon will display when the transfer request was initiated by the signed in user.

3. Create a Check Transfer key. Go to *Devices / Touchscreen Designer / Select the appropriate touchscreen (e.g., the Function screen or the Table Management screen)* and add a new touchscreen button. Configure the following options:
 - ◆ From the **Category** drop-down select **Function: Check Operations**.
 - ◆ From the **Function** drop-down select **Check Transfer Request**
4. Save all changes.

Curbside

With this release, RES has added support for Curbside Pickup. A Curbside order is a type of takeout order that is brought out to the customer's vehicle while they wait in the parking lot of the restaurant.

Curbside service allows a site to expedite the order pickup process, and enhance the customer experience. The traditional order pickup experience is as follows:

1. Customer places an order in person or over the phone.
2. Customer drives to the store and parks their car.
3. Customer walks into the restaurant.
4. Customer waits for assistance.
5. Customer requests their order from the cashier/employee.
6. Employee retrieves the order.
7. Customer Pays.
8. Customer Returns to their vehicle.
9. Customer leaves with their order.

Curbside service simplifies the transaction, and allows the customer to stay in the comfort of their own vehicle when picking up their order. Additionally, this system greatly expedites the order pickup process.

The Curbside transactional flow is as follows:

1. Customer places order, and indicates the make, model and color of the vehicle that will be arriving to pick up the order (e.g., Silver Mazda Protege).
2. Customer drives to the store's Curbside service area. Once they arrive, an employee recognizes that they have arrived to pick up their order. The employee already knows which order is associated with that vehicle.
3. The employee brings the order to the vehicle and receives payment for the order.

4. Customer leaves with their order.

New and Enhanced Functionality

The following changes were made to support Curbside functionality. Enhancements are listed by the module they affect.

POS Operations

- ◆ Orders whose promise time is farther in the future than it will take to prepare the order (e.g., the preparation time) will now be marked as a Delayed Order.
- ◆ A manager can adjust the Promise Time manually using a Promise Time Adjustment dialog.
- ◆ Orders can be routed to devices based on the Order Type.

Delivery Dispatch

- ◆ Delivery Dispatch screens are now configurable. Multiple screen resolutions are now supported (e.g., 1024x768 and 800x600).
- ◆ Promise Time and Pickup Check keys are now available from the main Delivery Dispatch screen.
- ◆ Checks can now be sorted by Promise Time.
- ◆ The Fire Time and Fire Time Remaining are newly added columns to the Delivery Dispatch display. These columns must be configured to display.
- ◆ Delivery Dispatch orders can be sorted either by Time, by Promise Time, or by Zone. The user can configure any one of the following keys to display using Screen Designer.
 - ◆ **Sort by Time.** When selected, this will sort Delivery Dispatch orders by the time that they were entered into the system.
 - ◆ **Sort by Promise Time.** When selected, this will sort Delivery Dispatch orders by the quoted Promise Time, with the most recent listed first.

- ◆ **Sort by Zone.** When selected, this will sort Delivery Dispatch orders by the zone.
- ◆ **Sort Toggle.** Selecting this key will toggle the Delivery Dispatch order view between Sort by Time, and Sort by Zone. This key existed in previous versions of Delivery Dispatch, however all sites (new and upgraded) will need to un-hide this key using Screen Designer.

GSS

- ◆ Supports the use of multiple screen designs in multiple screen resolutions.
- ◆ GSS | Screen Design for 1024x768 will be generated automatically with upgrade.
- ◆ Supports the use of specific customer dialogs for Delivery, Takeout and Curbside orders.
- ◆ Interfaces with the configurable on screen keyboard on Windows CE clients (e.g., WS4, WS4 LX, and WS5).
- ◆ Text Wizard Input utility added to allow for faster data entry when providing vehicle information.
- ◆ Allows for the Prep Time for Delivery, Takeout and Curbside orders to be affected by an Expedite Time.
- ◆ Able to configure the Order Type Prep Time Adjustment to display on the Promise Time dialog.
- ◆ Supports the use of an Ask Later key that allows the operator to hold off entering a Promise Time.

KDS

- ◆ Supports the display of GSS customer information on the KDS display and the printing of order chits.

Attach GSS Customer to a Curbside Order

The user can attach a GSS customer record including name, phone number and car make/model, to a Curbside order. This information will appear on the printed check, as well as on the KDS runner chit.

The user can find an existing GSS customer in the database. When beginning a new check, the cursor will always land on a configurable field, such as the phone number field. The user will enter the phone number and will select the [**Find**] button to locate the customer in the GSS database. If the customer does not already exist, the user can simply enter the customer information in and this data will be available for orders taken at a later date.

To facilitate the entry of customer data, the keyboard in GSS has been enlarged for all screen resolutions. Additional re-configuration is not necessary if the site has a mix of screen resolutions (e.g., some display 800x600, some display 1024x768).

A configurable text file can be added that pulls in data such as the customer's car type (e.g., make, model, color), and allows this data to be attached to a GSS customer record. The GSS system must be configured to permit the addition of this new data.

Curbside Order Type Added

The Curbside Order Type has been added, to allow a site to differentiate customers placing orders for Curbside pickup from other types of orders (e.g., Delivery, Take Out).

When a Curbside order is placed, the check is rung as the Curbside Order Type.

Promise Time Enhancements

The Promise Time functionality has been enhanced to support Delivery, Takeout and Curbside order types. The Promise Time is derived from the food item with the longest Prep Time, as well as any Order Type Prep Adjustment, Operator Prep Time Adjustment, or Manager Prep Time Adjustment.

There are two types of Promise Times, a User Promise Time and an Auto Promise Time. The User Promise Time allows for the Operator Prep Time Adjustment. If the User Promise Time is set for some time beyond the Auto Promise Time, the order is added to the system as a Delayed Order and will thus hold the items from the KDS system until the appropriate time. GSS is required to make use of the User Promise Time and thus the Delayed Order functionality.

Note: Due to enhancements in 4.6 that allow the user to delay the fire time of menu items in the 'Prompt for Promise Time' dialog, revenue centers that have DOM enabled will NOT prompt for promise times, whether that bit is enabled or not.

For Delivery Orders, the Expected Drive Time is included in the Promise Time calculation.

- ◆ The Longest Prep Time is the time it takes for an item to be prepared in the kitchen. The Prep Time is configured in POS Configurator on the *Sales / Menu Items / General / Preparation Time* tab. A condiments such as Medium Well can be configured to affect the prep time for a burger.
- ◆ The Order Type Prep Time Adjustment is the amount of extra time that is needed for an order to be prepared for a specific Order Type. For example, Takeout and Curbside orders need to be packaged in a particular manner, which can cause a delay when preparing the order. This delay can be configured in POS Configurator under *System / Order Types / General / Future/Delayed Order Offset Time*.
- ◆ The Operator Prep Time Adjustment is a value that can be altered when the operator is taking the order from the guest. This feature can be used when the operator knows something about the items being ordered and their likelihood to take longer than the time that is configured in the database, then the operator can add a prep time adjustment.

- ◆ The Manager Promise Time Adjustment is a value entered in POS Operations that increases the Promise Time quote for all guests for a particular Order Type until the time adjustment expires. A new touchscreen key must be programmed for this functionality. The expire time can be set in POS Configurator under *System / Order Types / General / Promise Time Adjustment Expire Minutes*.
- ◆ The Expected Drive Time is only used with Delivery Orders. It is based upon the customers address and the GSS Delivery Area Street Mapping information. This can be configured using *GSS / Edit / Delivery Area Street Mapping / Driving Minutes*. If the customers address is not found, a default time is used. The default delivery time is configured in *POS Configurator under GSS / Delivery / Delivery Time (minutes)*. If this value is used, the Expected Drive Time is computed based up this Delivery Time field minus the Longest Prep Time.

There are several different scenarios that affect Promise Times. Promise Time functionality has been enhanced to accommodate all of these scenarios.

- ◆ Customer places an order for immediate pickup. In this situation, the order is fired immediately, and a Promise Time appears that projects the earliest time that the order will be ready. The Promise Time is calculated by adding the Prep Time, Manager Promise Time Adjustment, the Expedite Time, and the Operator Adjustment to the Order Type Fire Time.
- ◆ Customer places an order for pickup in the future. In this situation, the customer requests an order for pickup at a time in the future. The order is delayed and the Promise Time is the time indicated by the customer.
- ◆ Customer places an order for pickup in the future, but calls prior to that time to request an early pickup. In this situation, the operator manually adjusts the Fire Time to be the Current Time, and the order is sent to the kitchen early.

- ◆ The kitchen is extremely busy, and they are unable to prepare orders as quickly as they normally would. The manager sets an Order Type Promise Time Adjustment that delays all orders for the Curbside Order Type to incorporate an additional 15 minutes of prep time.

Using the Feature

This section contains some sample usage scenarios for the Curbside feature:

Scenario 1: Simple Curbside Transaction

This scenario describes a straightforward curbside transaction.

1. Customer calls into the Mike Rose Cafe to place an order for Curbside pick-up.
2. The operator picks up the phone to take the order. They sign into the system.
3. The operator requests the customer's telephone number. At this time, the operator will search the system via GSS for this phone number to locate the customer's record.
 - ◆ If the record is present in the system, then the operator will confirm the customer's information and will continue to the next step.
 - ◆ If the customer does not already have a record in the system, the operator will enter their information into the system.
 - ◆ Operator asks the customer for the Make, Model, and color of their vehicle and enters this information into the system if it is not already present.
4. Customer indicates what they would like to order.
5. The operator sends the order. At this time, a Promise Time will appear on the screen, and the operator will provide that time to the customer. Promise times can be incremented if desired, but they cannot be decremented.

6. The customer's name and car information can appear on the kitchen monitors, and can appear on the runner chit that prints once the order is complete.
7. The operator creates a Curbside check. The operator will ask the customer if the order is for pickup now, or for some time in the future. This determines whether the order will be fired now, or delayed until a future time. In this scenario, the customer indicates that the order is for immediate pickup.
8. When the customer arrives to pick up their order, the operator brings it out to their car. The operator accepts payment for the order.

Scenario 2: Customer Calls to Move Up Their Order

In this scenario a customer places an order at noon for pickup at 5pm. The customer calls back at 3:45pm and requests pickup at 4:00pm.

1. Customer calls to place an order at noon for pickup at 5pm.
2. Operator picks up the phone to take the order. They sign into the system.
3. The operator requests the customer's telephone number. At this time, the operator will search the system via GSS for this phone number to locate the customer's record.
 - ◆ If the record is present in the system, then the operator will confirm the customer's information and will continue to the next step.
 - ◆ If the customer does not already have a record in the system, the operator will enter their information into the system.
 - ◆ Operator asks the customer for the Make, Model, and color of their vehicle and enters this information into the system if it is not already present.
4. Customer indicates what they would like to order.

5. The operator creates a Curbside check. The operator will ask the customer if the order is for pickup now, or for some time in the future. This determines whether the order will be fired now, or delayed until a future time.

In this scenario, the customer indicates that the order is for pickup at 5pm. This order will not be fired (Delayed Order) until the Promise Time minus the current prep time equals the current time. Therefore, if the Promise Time is 5pm and the prep time is 30 minutes, then the order will be fired at 4:30pm.

6. The operator sends the order. At this time, the Promise Time of 5pm will appear on the screen.
7. At 3:45 pm the customer calls back and requests to pickup their order at 4pm.
8. The operator signs into the system and enters into the Curbside screen. They select the check in question, and use the Promise Time Key to bring up the Promise Time dialog. The Promise Time dialog allows the Promise Time to be set to fire the items immediately.

If the time between the fire time and the pickup time is too short for the order to be complete, then an alert will show a new promise time. For example, this order will take 30 minutes to complete. Therefore, the new promise Time would be 4:15.

9. When the customer arrives to pick up their order, the operator brings it out to their car. The operator accepts payment for the order.

Configuration

Configuring Curbside functionality can be broken down into the following categories. MICROS recommends that configuration occur in the sequence outlined in this section.

Keep in mind that this section only outlines the options that comprise the Curbside feature. Additional options can be configured as desired, unless otherwise noted.

- ◆ POS Configurator

- ◆ Delivery Dispatch
- ◆ Touchscreen Key Values
- ◆ KDS
- ◆ Order Devices
- ◆ GSS
- ◆ Design and Import Text Wizard Information
- ◆ Delivery Dispatch
- ◆ Miscellaneous Configuration

POS Configurator

Use this section to complete the POS Configurator programming necessary for the Curbside feature.

1. Go to *Devices / Order Devices / KDS / Options* and select a KDS Device that will be used for Curbside Takeout. Select the **Print GSS Info On KDS Chit** option. This will enable the Curbside runner to identify the car associated with the order.
2. Go to *Employees / Employee Classes* and select the employee class that will be permitted to adjust Promise Times. Then navigate to *Privileges / Privilege Options* and enable the **Order Type Promise Time Adjust**.
3. Go to *Revenue Center / RVC Print Design / GSS Printing* and select the appropriate RVC where Curbside orders will be placed.

Use the **Promise Time Print Format** drop-down to specify where the Promise Time will be printed on the customer receipt.

4. Go to *System / Order Types* and select/add the Order Type that will be used for Curbside. On the General tab, enable the **Curbside Type** option.

5. Go to the *System / Order Types / General* tab and enter a value in the Promise Time Adjustment Expire Minutes field. When this threshold is reached, a temporary Promise Time Adjustment made by a manager will expire, and Promise Times will be projected without this adjustment.
6. Go to the *Expedite Time* tab. Use the table on this tab to configure a set of Expedite Time values for a given number of menu items.

Select the Plus sign to add a new Expedite Time record. The user may add multiple Expedite Time records.

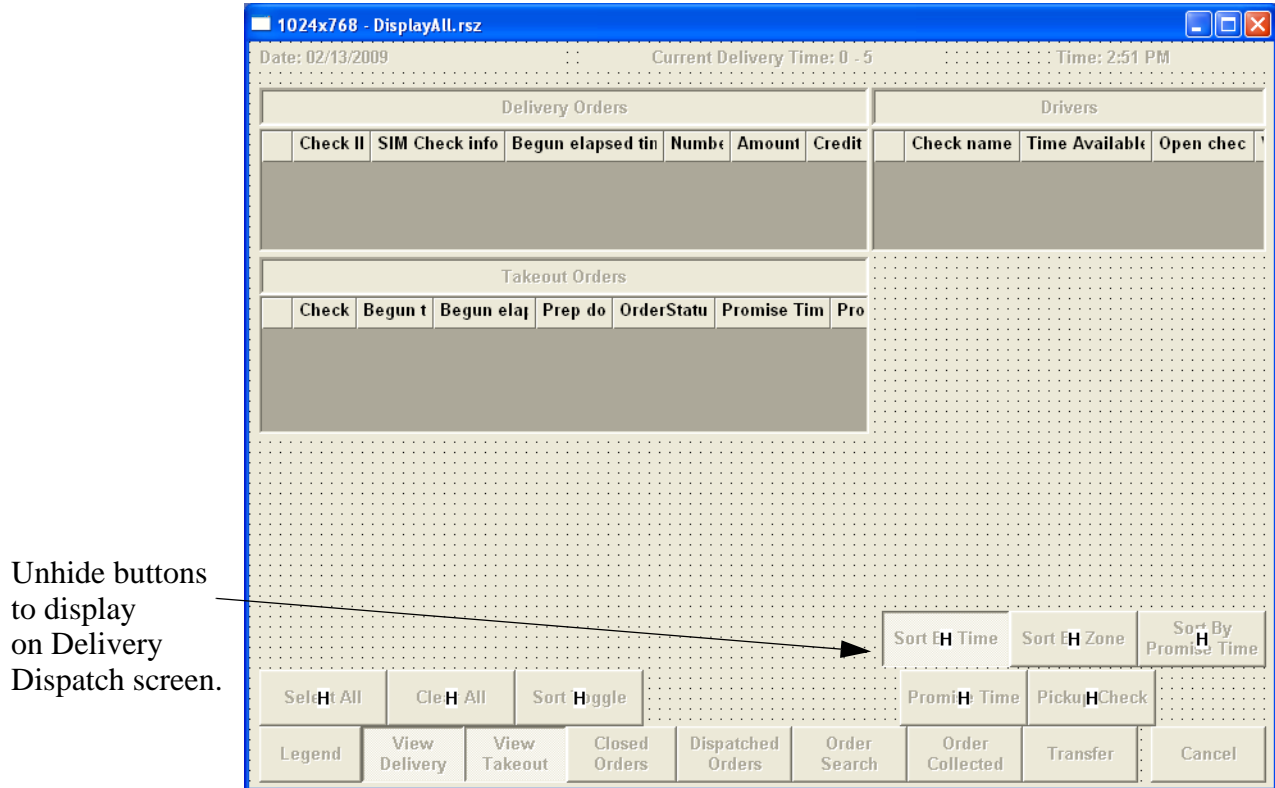
- ◆ **Number.** Enter a value in the Number column to identify the Number associated with this record. The system will generate this number automatically.
 - ◆ **Quantity.** Enter a value in the Quantity column to identify the total quantity of items associated with this Expedite Time record.
 - ◆ **Minutes.** Enter a value in the Minutes column to identify the total amount of time for the identified quantity of items.
7. Go to *GSS / Restaurant*. Select **GSS Enabled** on the *General* tab. Additional GSS configuration will be performed later in this section.
 8. Save all changes.

Delivery Dispatch

New sorting options were added to Delivery Dispatch. As a result of these changes, the Toggle View key must also be programmed to display on the screen.

1. Go to *Delivery Dispatch Configuration Utility / Screen Design*. Select the correct screen size, 1024 x 768 or 800 x 600, by right-clicking in an open area and then selecting a screen size. If both screen sizes are needed, the following steps must be completed for each screen.

- The following keys may be added to the screen. To display right-click on the key and select **Show**.



- ◆ **Sort by Time.** When selected, this will sort Delivery Dispatch orders by the time that they were entered into the system.
- ◆ **Sort by Promise Time.** When selected, this will sort Delivery Dispatch orders by the quoted Promise Time, with the most recent listed first.
- ◆ **Sort by Zone.** When selected, this will sort Delivery Dispatch orders by the zone.
- ◆ **Sort Toggle.** Selecting this key will toggle the Delivery Dispatch order view between Sort by Time, and Sort by Zone. This key existed in previous versions of Delivery Dispatch, however all sites (new and upgraded) will need to un-hide this key using Screen Designer.

3. Save all changes by right-clicking an open area and select Save.

Touchscreen Key Values

Use this section to create the appropriate touchscreen keys to be used with the Curbside feature.

1. Go to POS Configurator | Devices | Touchscreen Designer and select the appropriate touchscreen.
2. Create the following new touchscreen buttons:
 - ◆ On a Function/Manager Function screen, create a Manager Promise Time Adjustment key. From the **Category** drop-down, select **Function: Non-Sales**. From the **Function** drop-down, select **Manager Promise Time Adjust**.

A manager will select this key and then enter a value. This value will be added to the projected Promise Time. When the employee provides the customer with their Promise Time, this value will be automatically incorporated.

- ◆ Create a touchscreen key as appropriate for the site. The user may program one of the following:
 - On a Function screen, create a Customer Specific Dialog key. From the **Category** drop-down, select **Function: GSS**. From the **Function** drop-down, select **Customer Specific Dlg OR**
 - On a Function screen, create a Customer Specific Dialog key. From the **Category** drop-down, select **Function: GSS**. From the **Function** drop-down, select **Customer Force Specific Dlg**. This function will cancel the transaction if a GSS customer is not accepted.
- 3. Save all changes.

KDS

Use this section to configure a KDS at the site to print Curbside chits.

1. Go to *POS Configurator / Devices / Devices* and select the KDS Display that will be used when preparing orders for Curbside customers.
2. Go to *Kitchen Display / Display / General* and select **39 Chit-Std-OT-GSS w/Item Status** from the **Display Layout** option. A custom chit layout can be designed if this layout is not appropriate for the site's screen resolution.
3. Save all changes.

Order Devices

Use this section to configure the Order Devices that will be used for printing Curbside runner chits.

1. Go to *POS Configurator / Devices / Order Devices* and select a KDS Device used to prepare Curbside orders.
2. Go to *KDS / Printer Definition* and use the **Primary Runner Chit Printer** drop-down to select the device where the runner chit will print Curbside orders to be taken out to the customer's vehicles.

These chits will print once the order has been done in KDS.

3. Go to the *KDS / Options* tab and enable one or more of the following options (as desired):
 - ◆ **Print on expo done.** Will print the Primary Runner Chit when the order is marked Expo done. Most sites will likely enable this option.
 - ◆ **Print on prep done.** Will print the Primary Runner Chit when the Prep station order is marked done.
 - ◆ **Print on all prep done.** Will print the Primary Runner Chit when the last prep order is marked done.

4. Save all changes.

GSS

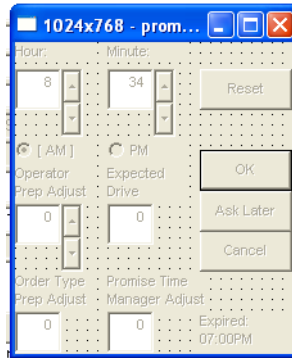
All necessary GSS screens have already been created, and no changes are needed to use them. However, the user may configure these screens as desired. The following screens can be accessed by logging into GSS BackOffice and selecting the *Screen Designs* form and scrolling down to select the appropriate screen. Additionally, all screens are now supported in both 800x600 and 1024x768 resolutions.

- ◆ **Curbside Customer Screen.** This is a new screen added to support Curbside ordering.

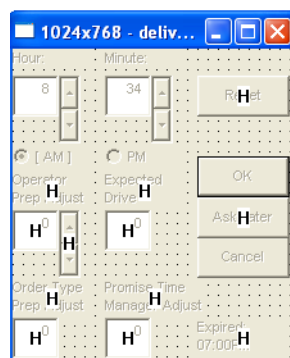
The screenshot shows a software window titled "1024x768" with a blue title bar. The main area is a form with a dotted grid background. The form includes the following fields and controls:

- Search/Navigation:** A sidebar on the right contains buttons: "Find", "Find Next", "Prev", "Clear", "Update", "Add", "Keyboard", "Hselect", "Accept w/Orders", "Accept", and "Cancel".
- Customer Information:** Fields for "First Name", "Last Name", "Address Line 1", "Address Line 2", "City", "State", "Postal", "Email", "Group Name", "Notes", "Hoax Caller", "Birthday" (set to 11/9/2009), "Phone 1-4", "Member Since" (1/9/2009 8:11), "# of Visits" (0), "Last Order Date", "Amount Spent", "CC On File", "Available Bonus Plans", "Delivery Notes", and "Complaints".
- Special Features:** A "Delivery Zone" icon and a "H" icon are present.
- Footer:** A small "H" icon is located at the bottom left of the form area.

- ◆ **Promise Time.** This screen has been enhanced with the addition of three new keys. As in the past, this screen may be edited.



- ◆ **Operator Prep Time Adjust Key.** The operator selects this key to adjust the Prep Time associated with this order.
- ◆ **Reset Key.** Resets the values on this screen to the original values.
- ◆ **Ask Later Key.** Holds the menu items from firing. If selected, the operator can put off entering a Promise Time, and menu items will be held from firing. The Promise Time prompt will appear each time the order is Service Totaled, Tendered, or items are Sent to the kitchen if the tender is configured to Prompt for Promise Time.
- ◆ **Delivery Time.** This screen has been enhanced to allow the user to customize its appearance. Notice that several fields are hidden as they are not used when providing the actual delivery time. Show these fields as desired.



Design and Import Text Wizard Information

During the Curbside ordering process, the operator will want to enter vehicle data and tie this information to the order so that the runner can identify the vehicle associated with the order.

In order for this to occur, the site must create an .inf file that contains relevant vehicle information that can be populated in POS Operations. Follow these steps to set this up.

This section describes populating the .inf file with vehicle information, however, this file could be populated with any information desired by the site.

Before you begin, create a list of all of the vehicles' make, models, and colors that will be entered into the file.

1. Create a text file in the `\Micros\RES\GSS\Txt` folder called **text_wizard.inf**.
2. Format the text file as follows:
 - ◆ Each user defined field in GSS can have its own text wizard configuration. The text file consists of a specific list of text used to prompt for the input from the operator (e.g., make and model, color of the car). This does not have to be vehicle-specific, however, for the purposes of Curbside, this sample file is configured for vehicle selection.
 - ◆ Categories of Information. The Vehicle field will consist of two categories of information: Vehicle Type and Color. The different categories of information are separated by a comma and a space (e.g., Vehicle Type, Color).
 - ◆ A list of Vehicle Type strings and a list of Color strings are used to display the text wizard area.

- ◆ Use the list of data to enter text into the .inf file. The text file should be formatted as follows:

```
Version 1.0
Choice List

[Choice1]
ChoiceText1
ChoiceText2
...
ChoiceTextN

[Choice2]
ChoiceText1
ChoiceText2
...
ChoiceTextN

[ChoiceN]
ChoiceText1
ChoiceText2
...
ChoiceTextN

UserDefinedText1
UserDefinedText2
...
UserDefinedTextN

[UserDefinedText1]
TextWizardStepData

[UserDefinedText2]
TextWizardStepData

...

[UserDefinedTextN]
TextWizardStepData
```

Sample Configuration File:

```
Version 1.0
Color
Make & Model

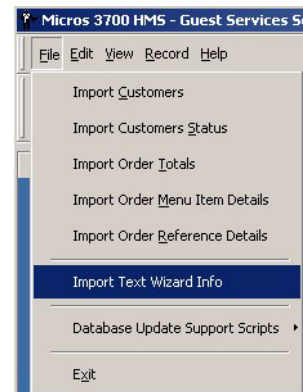
[Color]
Black
White
Light Blue

[Make & Model]
Acura MDX
Acura RL
Acura TSX

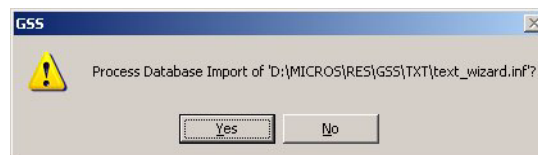
Vehicle

[Vehicle]
Make & Model, Color
```

- ◆ Save the .inf file.
3. The data from the text file can be loaded from the GSS Backoffice by selecting the *File* drop-down menu, and then selecting **Import Text Wizard Info**. If the Import Text Wizard Info is not available in the list, navigate to *View / Customize / Toolbars* and click on “Reset All.”



The user will be prompted with the following confirmation dialog. Keep in mind that the filename and file location must be correct, or the user will receive an error.

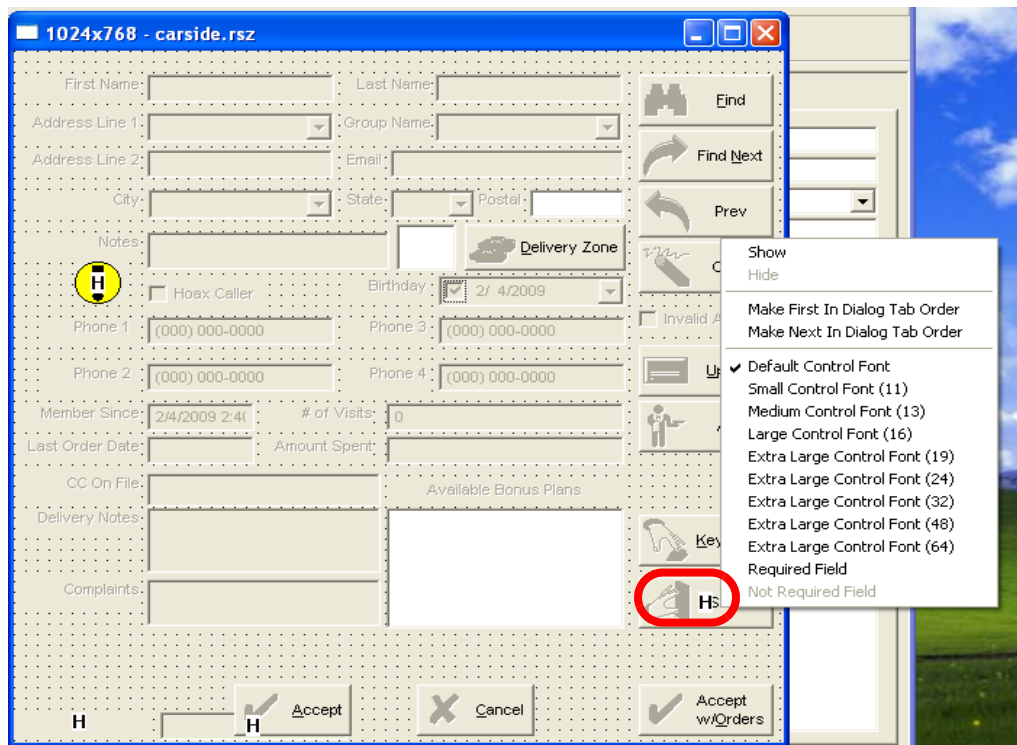


Selecting **Yes** will proceed with the import. Once the Import is complete, it will indicate whether it was successful or not, and will indicate which tables in the database were affected.



4. To display the newly configured text a **Select** key has been added in GSS. To add this key navigate to the *GSS BackOffice / Screen Designs / Curbside Customer Screen* and drag and drop the Select key to the desired location.

This key will be hidden by default so that upgraded sites will not see the new key unless it is configured to display. Hidden buttons will display with an **H** on top of the key. Right-click on the Select button and select **Show** to display this key.



All GSS and Delivery Dispatch keys that are added to the application will now be handled in this way.

The form will also need to be updated to allow the custom field name to be visible to the operator. The *POS Configurator / GSS / Restaurant / General / Define Custom Field Name* section contains a set of 10 user-defined fields. One or more of those fields needs to be set to include a name, such as 'Vehicle', to match the configuration of the Text Wizard Information from the GSS backoffice. See the details of the **text_wizard.inf** file.

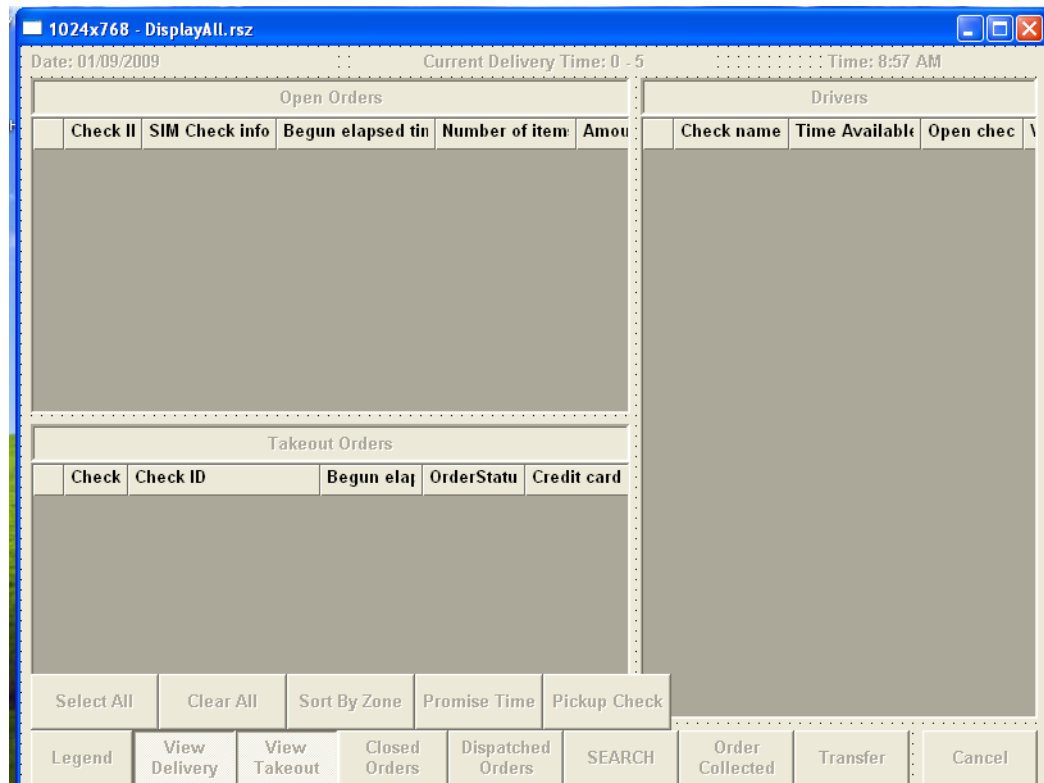
GSS Customer Information has two formats:

- ◆ Delivery Check Information - Used for Delivery Order Types
- ◆ Guest Check Information - Used for all other Order Types

Include the newly configured user defined field(s) in the Guest Check Information format since it will be used with the Curbside order type. The format of the entry would be something like '{UserDefined_6}'.

Delivery Dispatch

With this release, the appearance of the Delivery Dispatch screen, including the order of the columns and the location of the buttons can be configured. To access the configuration screen log into the *Delivery Dispatch Configuration Utility* and select the **Screen Design** button.



The screen includes the addition of the Promise Time, and the Pickup Check buttons. Selecting the Promise Time button allows the operator to directly configure the promise time for this order. Selecting Pickup Check will bring up the highlighted open check, and allow the operator to alter the check.

Once a configuration change is made, the user must restart POS Operations for the changes to take effect.

Layout now supports 800x600 and 1024x768 resolutions. The appropriate resolution will be automatically selected.

After changes are made using the Screen Design Utility, manipulating the sizing bars on the main Delivery Dispatch Configuration screen will have no effect on the appearance of the screen.

The **Fire Time** (the time that the order is set to fire to the kitchen), and the **Fire Time Remaining** (the amount of time remaining until the order fires to the kitchen) columns can now be added to the Delivery Dispatch screen.

Enable the options for them to display in Delivery Dispatch.

The screenshot shows the 'Configure Delivery Display' window with the 'Display Fields' tab selected. The 'Order Fields To Display' section has several options checked, including 'Check ID', 'Amount', 'Number of items', 'Began time', 'Began elapsed time', 'Credit card order', and 'OrderStatus'. In the 'Display Options' section, 'FireTime' and 'FireTimeRemaining' are checked and highlighted with a red box. An arrow points from the text 'Enable the options for them to display in Delivery Dispatch.' to the 'FireTime' checkbox. The 'Driver Fields To Display' section has 'Check name', 'Time Available', 'Open checks', and 'Value of orders' checked.

Miscellaneous Configuration

This section outlines the remaining configuration steps required for Curbside.

1. Go to *POS Configurator / GSS / Restaurant / General* and use the **Define Custom Field Names** drop-down to configure a custom field for the Vehicle information entry in GSS. For example, select User Defined 6 from the drop-down and enter the value Vehicle.
2. Configure the privileges as desired for the site manager using the *Employees / Employee Classes / Privileges / GSS Privileges* tab.

3. Enable the **Add/Update Customer** option for the employee classes that will be taking Delivery Orders, Takeout Orders, and Curbside Orders.
4. Go to the *Sales / Tender/Media* and select a tender (e.g., Service). Go to the *Tender* tab and enable **Prompt for Promise Time**. When enabled, the user will be prompted to enter a promise time for delivery of the order to the customer. This option will only affect order types that have either **Take out Type**, **Curbside Type**, or **Delivery Type** enabled on the *System / Order Types* form. Go to *System / Order Types / General* tab and enable the 'Prompt for promise time' option for the Curbside order type.
5. Go to *Sales / Menu Items / Definition / General* and enter a **Preparation Time** for all menu items that can be ordered through Curbside. This is the amount of time required to prepare this menu item.
6. Save all changes.

Table Management

Host Mode

A new mode has been added to minimize the steps required to seat a guest at a table. When Host Mode is enabled the table is highlighted and the guest can be seated.

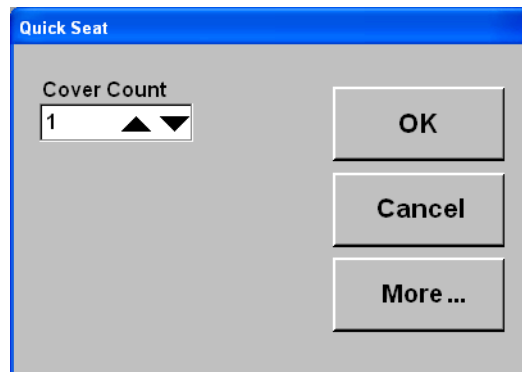
In the past, the host would have to enter Table Select mode, and then assign a guest to a table.

To support this functionality the **Host Mode** option was added to the *Devices / Touchscreens / Touchscreens / General* tab in POS Configurator. Enable this option for the TMS touchscreen used to seat guests.

Quick Seat

Quick Seat functionality has been added to the Table Management Service module to allow a host to add and to automatically seat a guest without having to add them to the Waitlist first.

By pressing the Quick Seat key, the Quick Seat dialog will appear. Use the dialog box to select the appropriate information so that the guest can be added to the system and seated immediately.



- ◆ **Cover Count.** If a table is selected, then this value will reflect the cover count of the selected table. If a table is not selected before the Quick Seat button is selected, then this value will reflect 1. The operator may change this value, if desired.
- ◆ **Ok.** When selected, the guest will automatically be seated at the selected table. If no table is selected, then TMS will select a table where this guest should be seated.
- ◆ **Cancel.** Selecting this button will cancel the current Quick Seat request, and the current table selection will be reset (if a table selection was made).
- ◆ **More...** Selecting this button will display the Add Waitlist Entry dialog box.

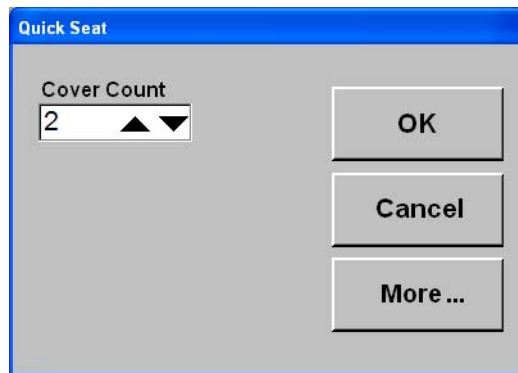
Quick Seat is supported on hand held devices. This feature supports printing a Waitlist Chit.

Using the Quick Seat Feature

This functionality is designed for a scenario where a guest needs to be quickly seated at a table.

The Mike Rose Cafe has just finished their Lunch Rush, and there are no longer any guests waiting in line. Customer A comes in and requests a table for 2. The hostess checks the TMS waitlist and sees that there are no guests with reservations expected, and no guests waiting to be seated.

The hostess selects a vacant table and presses the **Quick Seat** button. Note that the new Quick Seat touchscreen button [**Category - Function: TMS Function - Quick Seat**] must be added to the TMS screen. The Quick Seat dialog box opens. The hostess enters a value of 2, and then **Ok**.



The guest is seated at the table and a check is opened.

Table Management Enhancements

The following changes were made to TMS to improve functionality:

- ◆ TMS Waitlist now supports double clicking. When a record is double clicked the waitlist dialog box will appear with the information for that record.

When a blank area is double clicked, a new blank record will appear in the waitlist dialog box.

- ◆ Reservations now support double clicking. When a reservation record is double clicked the edit reservation dialog box will appear with the information for that record.
- ◆ When a blank area is double clicked, the add reservation dialog will appear.
- ◆ TMS option added to ignore cover counts.

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	Page
CA/EDC	Customer Credit Card Voucher Lines Increased	49
Menu Board	Menu Board File Errors are now Accessible from the Server	49
POS Configurator	Ignore TMS Cover Counts	49
	KDS Backup Order Device Showed Invalid Device Links	50
POS Operations	Delivery Dispatch Promise Time Enhancement	50
	Order Routing by Order Type	50
Print Manager	ML TCP/IP Card Ethernet V is now Supported	51
Reports	Credit Card Batch Detail Report Includes New Flag When The Same Credit Card Number is Used Multiple Times in a Batch	52
Table Management System (TMS)	Table Management Suggested Table Criteria Enhanced	52

Enhancements
Detailed

CA/EDC

Customer Credit Card Voucher Lines Increased

The Customer Credit Card Voucher lines have been increased from 40 to 80 in order to satisfy Canadian Debit Certification Requirements.

Menu Board

Menu Board File Errors are now Accessible from the Server

In order to facilitate diagnosing file errors, Menu Board now includes the ability to view all menu board file errors from the server.

To view the file errors from the server, open an Internet Explorer browser window and type the following address:

```
http://[Server IP address]/menuboard/  
startmenuboard.aspx?checkfiles=1
```

Select the Go button. The browser page will then display any Menu Board file errors.

POS Configurator

Ignore TMS Cover Counts

A cover count identifies the number of people that can be seated at a table. With this release, the user may program a revenue center to disregard TMS cover counts.

To configure this functionality go to Revenue Center | RVC Table Management | Options and enable the Ignore TMS Cover Count field for all applicable revenue centers. When this option is enabled, the cover count will not be set for the check when it is started through Table Management. Instead, the cover count will be incremented as menu items with the **Add to cover count** (*Sales / Menu Item Classes / Price/Totals*) option bit enabled are added to the check.

Note *Cover counts on checks that are not started using Table Management will not be ignored by this option.*

KDS Backup Order Device Showed Invalid Device Links

In the past, the **Backup Device** drop-down (*Devices / Kitchen Themes / Order Devices / KDS Options*) would contain invalid device links, including the device currently in use. This has been corrected, and now the Backup Device drop-down will only display available KDS devices (excluding the device currently in use). If the device is not identified as a KDS device, then it is grayed out.

POS Operations

Delivery Dispatch Promise Time Enhancement

The Promise Time feature in Delivery Dispatch has been enhanced to prohibit the time from being changed to be less than the computed promise time. In the past, the Promise Time could be incremented, or decremented. Now, the promise time can only be incremented.

Order Routing by Order Type

Orders can now be routed to specific order devices based on their order type, such as Eat In or Carry Out. If this functionality is programmed, then the order type will override the workstation's configured order routing.

This feature will only function in a Revenue Center that does not have Dynamic Order Mode (DOM) enabled.

This functionality could be used to configure the Eat In order type to send ordering menu items to the Eat In Expo Device, while a Curbside Takeout order type would send ordered items to a Curbside Takeout Device.

To support this functionality the **Enable Order Devices 1-32** option was added to the *POS Configurator / System / Order Types / Order Devices* tab. Use this form to enable the order devices that are supported for the selected order type.

Print Manager

ML TCP/IP Card Ethernet V is now Supported

CR ID #: 26715

SCR #: 35880

RES 4.4 and greater now supports ML TCP/IP Card Ethernet V when used in conjunction with the Epson TM-U220PA printer.

Reports

Credit Card Batch Detail Report Includes New Flag When The Same Credit Card Number is Used Multiple Times in a Batch

The Credit Card Batch Detail Report has been enhanced to include a plus (+) indicator, in the 'Flags' column of this report, if the same credit card number was used on multiple checks within a single batch. The continuous use of the same credit card number for multiple checks can be a sign of fraud. This measure allows the managers to be on the lookout for these situations.

Credit Card Batch Detail									
Micros Cafe - Micros Cafe									
Batch Created on Monday, Feb 2, 2009 - 15:20					The Adm				
					Printed on Thursday, February 05, 2009				
Rec #	Account #	Exp Date	Trans Key	Chk #	Employee	Auth Code/Amount	Auth Date/Time	Flags*	
Batch # 8 - For Business Date: Monday, Feb 2, 2009 - Settlement Driver: TVCS- Settle Merchant Name: TVCS- Settle									
2 - Bar									
Visa/M.C.									
1	XXXXXXXXXXXX0007	XX/XX	MAMB44447430156	2374	201 - Bartender 1	140700	9.07 02/02/09 11:44	+	S
2	XXXXXXXXXXXX0007	XX/XX	MAMB44433020011	2375	201 - Bartender 1	150700	9.07 02/02/09 13:11	+	S
3	XXXXXXXXXXXX0007	XX/XX	MAM38B444011134	2376	201 - Bartender 1	160700	9.07 02/02/09 13:11	+	S
4	XXXXXXXXXXXX0007	XX/XX	MAMB44419210131	2378	201 - Bartender 1	187000	61.70 02/02/09 13:21	+	S
5	XXXXXXXXXXXX0007	XX/XX	MAMB44457280251	2379	201 - Bartender 1	191300	18.13 02/02/09 13:29	+	S
6	XXXXXXXXXXXX1111	XX/XX	MAM504445220156	2380	201 - Bartender 1	123456	7.56 02/02/09 13:43	K	S
Visa/M.C. Total								6	
Bar Total								6	
Batch Total								6	

Duplicate credit cards result in both records being flagged.

Table Management Suggested Table Criteria Enhanced

CR ID #: N/A

SCR #: 36196

Table Management has been enhanced to use some of the following criteria to suggest tables:

1. If even one employee is assigned to one table, TMS will only suggest tables that have an employee assigned to them.

2. If an employee is assigned to some tables and they have a job, they must be clocked in, or TMS will not suggest seating guests at their tables.
3. If an employee is assigned to some tables and he or she does NOT have a job, then TMS will still suggest guests be seated at those tables, even though the employee is not clocked in.
4. If a table does not have any seats, TMS will not suggest that guests be seated there.

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
Biometrics	Enrolling a Duplicate Fingerprint via POS Configurator Would Not Generate an Error Until the Third Successful Fingerprint Read	N/A/ 34140	58
Cash Management	The CM_ITEM_DEF Table no longer Contains Duplicate Entries	N/A/ 35565	59
Database	By Design: Incremental Database Backup Fails After a Patch Upgrade Unless a Full Backup of Database is Done First	N/A/ 35942	59
Database Management	All Fields Translate as Expected when Using a Corporate Database	N/A/ 36026	60
DBUpdate Server	The Server Services now Load as Expected After Rebooting the Server	24762/ 33875	60

Module	Revision	CR ID/ SCR	Page
Delivery Dispatch	Delivery and Collection Order Lists now use Independent Display Headings	N/A/ 35854	61
	The MICROS.sp_delivery_checks(...) Procedure now Returns Checks by Specific Order Type	N/A/ 36174	61
	The Begun Elapsed Time Displays Correctly for all Time Zones	21674/ 29105	61
Enterprise Management	Adding Price Record for EM Store via Manager Procedures Would Not Set a Default Effective Date	N/A/ 21145	62
	Creating a New Job no longer Deletes Overtime Definitions from the Previous Record	26971/ 36103	62
Interface	The Correct Discount Itemizer Amount is now Sent to the PMS	25626/ 35016	62
Menu Board	Menu Board now Displays a Message if the Page File does not Contain the Correct Permissions	N/A/ 35991	63
Peripherals	The 'Send to Table Number ILDS' Option now Functions as Expected	26712/ 35957	63
POS Configurator	Able to Copy Records from Tax Rates Form When This Function Should be Prohibited	N/A/ 33193	63
	Attempting to Block Copy and Paste Records Could Result in an Error Condition	N/A/ 34391	64
	Block Delete Would Not Function Correctly When the First Item in the List to be Deleted Was the First Object Number	N/A/ 29802	64

Module	Revision	CR ID/ SCR	Page
POS Configurator	The Condiments Tab Was Slow to Open	N/A/ 34322	64
	'Define Customer Field Names' Option Name is now Correct	N/A/ 35840	65
	Delivery Dispatch Open and Pay Button Was Not Working Correctly	N/A/ 35912	65
	Menu Board Prices Would Not Appear in Table View	N/A/ 34828	65
	Saving a New Employee Record After Entering a Complex Password with Complex Security Enabled Would Result in an Error Condition	N/A/ 33191	65
POS Operations	Delivery Dispatch Open and Pay Button Was Not Working Correctly	26627/ 35912	66
	Delivery Dispatch Window Would Refresh and Scrolls to the Top of Open Orders	24574/ 33657	66
	Splitting a Check in the Ordering Module Could Result in Unexpected Behavior	26237/ 35599	66
	TMS Would Not Function on a Server With Two Network Cards	N/A/ 34222	66
	The Message Prompts now Display as Expected when Using Credit Auth/Finalize within a Macro	26487/ 35797	67

Module	Revision	CR ID/ SCR	Page
Product Management	A Power User can now Login to PM without Error	26807/ 35995	67
	Employees can no longer Reconcile Counts when Restricted through Security Access	26784/ 35989	67
Reports	Reports Containing Graphs Would Not Display Correctly on Back Office Clients	25717/ 35072	68
	The Summary Section of the Cost of Sales Detail Report now Shows the Correct Totals When Using VAT	22205/ 30124	68
	Counts are no longer Inflated when Tracking Discount Categories in Tracking Groups	26690/ 335947	68
Setup	Distributed Service Manager Could Cause Issues Requiring a Server Reboot	26207/ 35919	69
	Upgrading When the Touchscreen Resolution is Set to a non-Standard Resolution Caused POS Operations to Return an Error Condition	N/A/ 35632	70
Table Management Service (TMS)	By Design: TMS Information on Hand Helds (HHT) can be Modified but not Saved	N/A/ 36007	71
Text Translator	Using Japanese Would Cause Buttons in Manager Procedures to Display Incorrect Characters	N/A/ 35831	71

Module	Revision	CR ID/ SCR	Page
Transaction Analyzer	A Check with a Touch Voided Tender Would Cause an Error Condition When Attempting to View/Print a Check Via TA	25602/ 34973	72
Transaction Services	Moving Credit Card Payments Between Seats Could Cause Issues at Settlement	26373/ 35734	72

**Revisions
Detailed**

Biometrics

***Enrolling a Duplicate Fingerprint via POS Configurator
Would Not Generate an Error Until the Third Successful
Fingerprint Read***

CR ID #: N/A

SCR #: 34140

When attempting to enroll a duplicate fingerprint, the system will notify the user that “No duplicate finger prints allowed.”

In POS Operations, this message would appear the first time that the user attempted to create a duplicate finger print record. However, when attempting to enroll a duplicate fingerprint from the *POS Configurator / Employees / Security* form, the message would not appear until after the third successful read of the finger print. This has been corrected, and the message will now always appear following the first attempt.

Cash Management

The CM_ITEM_DEF Table no longer Contains Duplicate Entries

CR ID #: N/A

SCR #: 35565

Previously, duplicate entries in the CM_ITEM_DEF table caused Cash Management transaction posting failures. During the posting process, the correct POS record could not be distinguished due to the duplicate entries. This has been corrected.

Database

By Design: Incremental Database Backup Fails After a Patch Upgrade Unless a Full Backup of Database is Done First

CR ID #: N/A

SCR #: 35942

After installing a patch, attempts to perform an incremental database backup (e.g., calling DM -T) is unsuccessful. This is because a full database backup must be performed before incremental backups can occur. This is by design.

Database Management

All Fields Translate as Expected when Using a Corporate Database

CR ID #: N/A

SCR #: 36026

Previously, some Database Management fields did not translate correctly on a corporate database. These fields included:

- ◆ Rebuild/Update- Create EM Concept Database, Select Concept, Apply Script, and Database Script file
- ◆ Backup Database- Number of DB Archives
- ◆ Database Utilities- Copy Micros.log
- ◆ Select Database- Select EM Concept, OK, and Cancel

This has been corrected.

DBUpdate Server

The Server Services now Load as Expected After Rebooting the Server

CR ID #: 24762

SCR #: 33875

Previously after rebooting the server, the server services (i.e., DSM and LDS) failed to load when OPS was opened. This issue occurred because the key containers were not being deleted when the applications terminated. This has been corrected.

Delivery Dispatch

Delivery and Collection Order Lists now use Independent Display Headings

CR ID #: N/A

SCR #: 35854

The Delivery Dispatch program contains configurable columns that display on the Delivery and Collection order lists. Previously, the column names were not configurable for each list and were shared between both lists which can cause display errors.

Now, the column names for the Delivery and Collection order lists are independent so that headings display properly.

The MICROS.sp_delivery_checks(...) Procedure now Returns Checks by Specific Order Type

CR ID #: N/A

SCR #: 36174

Previously, the MICROS.sp_delivery_checks(...) procedure returned checks without regard to the order type of the check. Now, the procedure opens faster and only returns checks with Delivery, Takeout, or Curbside order types.

The Begun Elapsed Time Displays Correctly for all Time Zones

CR ID #: 21674

SCR #: 29105

Previously when using Delivery Dispatch, certain time zones caused the Begun elapsed time to show as '-1:-1' instead of a valid running time. This has been corrected.

Also, the Promise Time Remaining foreground color now displays correctly. Previously, the foreground color was being set to the Overdue Color when the User Promise Time was greater than the current time. Now, the foreground color is set to the Overdue Color when the User Promise Time is less than the current time.

Enterprise Management

Adding Price Record for EM Store via Manager Procedures Would Not Set a Default Effective Date

CR ID #: N/A

SCR #: 21145

Previously, adding a price record through Manager Procedures for an EM store database would not insert a default date into the effective field for that record. As a result the record can be saved with a blank effective from field. This has been corrected.

Creating a New Job no longer Deletes Overtime Definitions from the Previous Record

CR ID #: 26971

SCR #: 36103

Previously after adding a new record to the *Labor Management / Time and Attendance / Jobs* table, the prior record's overtime definition was deleted from that job record in the Section Info tab.

This issue only occurred when using a corporate Enterprise Management system since the Section Info tab is only visible on the corporate system. Overtime definitions were deleted because the 'Overtime Level' grid data was not properly refreshed. This has been corrected.

Interface

The Correct Discount Itemizer Amount is now Sent to the PMS

CR ID #: 25626

SCR #: 35016

Previously when using 'Amount Substitution' as the award type for an Automatic Discount and the PMS Interface option 'Prorate PMS Itemizers' was enabled, the value for discount itemizers was incorrectly doubled when it was sent to the PMS. This has been corrected.

Menu Board

Menu Board now Displays a Message if the Page File does not Contain the Correct Permissions

CR ID #: N/A

SCR #: 35991

Previously, when menu board page files were copied from a network or flash drive, the files would lose their permissions. As a result the menu board would display as a blank white screen with no error message. Now if a menu board page file does not have the correct permissions, a message will display that indicates which file is receiving the error.

Peripherals

The 'Send to Table Number ILDS' Option now Functions as Expected

CR ID #: 26712

SCR #: 35957

Previously, the option 'Send Table Number to ILDS' (*POS Configurator / Devices / Devices / ILDS*) did not work when enabled. This has been corrected.

POS Configurator

Able to Copy Records from Tax Rates Form When This Function Should be Prohibited

CR ID #: N/A

SCR #: 33193

Previously, the user was permitted to copy a record in the Tax Rates form when this function should have been prohibited. As a result, the user would encounter an error condition when they attempted to paste the record. This has been corrected.

Attempting to Block Copy and Paste Records Could Result in an Error Condition

CR ID #: N/A

SCR #: 34391

Previously, attempting to copy and paste a block of records could result in the following error condition:

```
Input value 10000000 is outside range 1 to 999999
```

This has been corrected, and now attempting to block paste objects to the last object number is prohibited, if part or all of the object numbers will be out of range as a result (e.g., 1, 9999999). Attempting to perform this operation will produce an error condition.

Block Delete Would Not Function Correctly When the First Item in the List to be Deleted Was the First Object Number

CR ID #: N/A

SCR #: 29802

Previously, using the block delete function to remove multiple menu item records on the *Sales / Menu Items* form when the first menu item to be deleted was also the first object number on that form, would only remove the first record from the list. This has been corrected.

The Condiments Tab Was Slow to Open

CR ID #: N/A

SCR #: 34322

Previously, the *Sales / Condiments* tab would take an extended period of time to open. This has been corrected, and performance has been optimized.

'Define Customer Field Names' Option Name is now Correct

CR ID #: N/A

SCR #: 35840

The **Define Customer Field Names** option on the *GSS / Restaurant / General tab* is incorrect. This option has been corrected to be **Define Custom Field Names**.

Delivery Dispatch Open and Pay Button Was Not Working Correctly

CR ID #: 26627

SCR #: 35912

Previously, selecting the Open and Pay button in Delivery Dispatch would not open the check. Instead it would close the dispatched orders window and the check would remain in the Delivery Dispatch window.

This button has been renamed Open Order and now successfully opens the order.

Menu Board Prices Would Not Appear in Table View

CR ID #: N/A

SCR #: 34828

Previously, the table view of the *Sales / Menu Items / Prices* form would not display Menu Board prices. This has been corrected.

Saving a New Employee Record After Entering a Complex Password with Complex Security Enabled Would Result in an Error Condition

CR ID #: N/A

SCR #: 33191

Previously, creating a new employee record with Complex Security enabled and then attempting an initial save after entering their complex password would result in an error condition. This has been corrected.

POS Operations

Delivery Dispatch Window Would Refresh and Scrolls to the Top of Open Orders

CR ID #: 24574

SCR #: 33657

When viewing open orders in Delivery Dispatch and the screen refreshed, then the scroll bar would return to the top of the screen. This has been corrected.

Note: It is recommended that workstations being used for delivery dispatch do not use the "Windows XP" theme. If this theme is used, there can be issues with scroll bars not always appearing.

Splitting a Check in the Ordering Module Could Result in Unexpected Behavior

CR ID #: 29434

SCR #: 35599

Previously, splitting a check in the Ordering Module could result in an error condition on a CE client, or could cause POS Operations to close unexpectedly on a Win32 client. This has been corrected.

TMS Would Not Function on a Server With Two Network Cards

CR ID #: N/A

SCR #: 34222

Previously, Table Management Service would not function if it was run on a server with two network cards and the first network card in the binding order was not the local (MICROS) network. This has been corrected and now the binding order does not affect the Table Management Service.

The Message Prompts now Display as Expected when Using Credit Auth/Finalize within a Macro

CR ID #: 26487

SCR #: 35797

Previously, using the Credit Auth/Credit Finalize function key in a macro caused the message prompts to not display. Instead, the messages appeared in the yellow option bar. Now, the message prompt displays as expected.

Product Management (PM)

A Power User can now Login to PM without Error

CR ID #: 26807

SCR #: 35995

Previously after creating a user with power user rights, that power user was unable to login to PM, resulting in an error. This has been corrected.

Employees can no longer Reconcile Counts when Restricted through Security Access

CR ID #: 26784

SCR #: 35989

Previously, a user from an employee class that is not allowed to reconcile an inventory count (configured in Backoffice classes) was still able to reconcile counts in PM. This has been corrected.

Reports

Reports Containing Graphs Would Not Display Correctly on Back Office Clients

CR ID #: 25717

SCR #: 35072

Previously, a report that contained a graph (e.g., Consolidated Time Period Summary with Graph (TP_S204.rpt) would not display the graph correctly on a back office client. This has been corrected.

The Summary Section of the Cost of Sales Detail Report now Shows the Correct Totals When Using VAT

CR ID #: 22202

SCR #: 30124

Previously when using VAT, the Cost of Sales Detail report from Report Explorer caused the sales summary to incorrectly include the tax. This issue only occurred when using the VAT options 'by the round' and 'post taxable totals only.' Now, the sales summary section of the Cost of Sales Detail report shows correct totals.

Counts are no longer Inflated when Tracking Discount Categories in Tracking Groups

CR ID #: 26690

SCR #: 35947

Previously in RES v. 4.4, when tracking discount categories in tracking groups, the counts were being inflated. This has been corrected.

Setup

Distributed Service Manager Could Cause Issues Requiring a Server Reboot

CR ID #: 26207

SCR #: 35919

Previously there was the potential for the Distributed Service Manager service to become dead locked in certain circumstances. This issue was more likely to occur on multi-core, multi-processor and hyper-threaded CPU systems. To correct this issue licensing and crum reload operations have been isolated onto separate threads.

As a result of this improvement, any configuration change that involves a crum reload will now require the user to select the Reload DB button in the Micros Control Panel. Most commonly changed items will still occur automatically.

Some changes that still occur automatically include:

- ◆ Menu items
- ◆ Menu item classes
- ◆ Employees
- ◆ Employee classes
- ◆ Most 'User Workstation' tabs, but not 'Peripherals'
- ◆ Redirecting a printer
- ◆ Any changes made in Manager procedures.
- ◆ Switching KDS themes
- ◆ Touchscreens

Any configuration changes to the devices below requires the user to press 'Reload DB' in Control Panel in order for the change to be processed by the system.

- ◆ IFS
- ◆ ILDS
- ◆ KDS
- ◆ NALDS
- ◆ PINpads
- ◆ Printers
- ◆ Peripherals
- ◆ CCS (driver configuration)
- ◆ MAL (licensing)
- ◆ MDS (node configuration).

Any change made in the *Devices / Network Node* or *Devices / Devices* tabs also requires the user to press 'Reload DB' in Control Panel in order for the change to be processed by the system.

This change does not affect EM.

Upgrading When the Touchscreen Resolution is Set to a non-Standard Resolution Caused POS Operations to Return an Error Condition

CR ID #: N/A

SCR #: 35632

Previously, performing a system upgrade when the screen resolution of the operating system was set to something other than a standard resolution (e.g., other than 1024x768 or 800x600) resulted in an Access Violation when opening POS Operations.

Now, when a non-standard resolution is used the user will receive a message indicating that the specified resolution is not supported and the default resolution will be used.

Table Management Service (TMS)

By Design: TMS Information on Hand Helds (HHT) can be Modified but not Saved

CR ID #: N/A

SCR #: 36007

The TMS information displayed on HHTs can be modified for the current order only. Although preference changes will not be saved to the database, these preferences will print on the guest's confirmation chit for that order.

Text Translation

Using Japanese Would Cause Buttons in Manager Procedures to Display Incorrect Characters

CR ID #: N/A

SCR #: 35831

Previously, when using the Japanese language the Clear and Backspace buttons in Manager Procedures would display nonsensical characters. This has been corrected.

Transaction Analyzer

A Check with a Touch Voided Tender Would Cause an Error Condition When Attempting to View/Print a Check Via TA

CR ID #: 25602

SCR #: 34973

Previously, voiding a tender using the touch void functionality would result in the following error condition when attempting to view or print a check in Transaction Analyzer:

```
Could not open query: Key violation. [Sybase][ODBC  
Driver][Adaptive Server Anywhere] SELECT returns more than  
one row
```

This has been corrected.

Transaction Services

Moving Credit Card Payments Between Seats Could Cause Issues at Settlement

CR ID #: 26373

SCR #: 35734

Previously, if credit card payments were moved between seats, and a payment was made through the POS API (e.g., Transaction Services), then the moved payments would fail to batch/settle with the error "Batch Create Integrity Check Failed." This has been corrected.

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	Page
Controller	Expo Done Exempt	73
Display	Display Theme Name on KDS Display	74
	KDS Recall Shows Additional Detail	75
	New Orders Flash on the Screen	77
	Sort Items on Display by Menu Item Class	79
Interface	Audible New Item Notification	79

New Features Detailed

Controller

Expo Done Exempt

An Expo Station can be configured to not done a sub-order when it is done on another Expo station. This feature streamlines kitchen operations by allowing a site to configure and manage multiple expediter stations. This will improve speed of service and guest satisfaction.

Use Case

This section describes a sample scenario in which the expo done exempt feature can be useful.

A kitchen has multiple expo stations including both an inside assembler expo station and an outside garnish expo station. After all prep stations have completed their items on the order, they bump the order and both expo stations display the entire check.

The inside expo station assembles all items for that check and places the order in the window for the outside expo to garnish before the server picks up the order for the guest.

In the past, when the inside expo bumped the order, it was also cleared from the outside expo screen. At that point the outside expo was not aware the check had been bumped and this could cause delays in getting food to the guest. With the Expo Done Exempt feature, the user can program the expo stations so that bumping an order from one station does not cause the order to be bumped from the other. The order is only cleared from the screen after it is bumped from that device.

To support this functionality, the **Expo done exempt** option was added to the *Devices / Order Devices / KDS / Options* tab in POS Configurator. Enable this option for each applicable device.

Using Kitchen Themes

This feature can also be configured to use a kitchen theme within the *POS Configurator / Devices / Kitchen Themes / Order Devices / KDS Options* form. To use a kitchen theme with this feature, enable the **Expo done exempt** option.

Display

Display Theme Name on KDS Display

The user can now configure the KDS Theme name to display on the KDS. This allows the kitchen to know which theme is currently active.

To configure this functionality, enable the **Include theme in device names** option on the *POS Configurator / System / Kitchen / Options*.

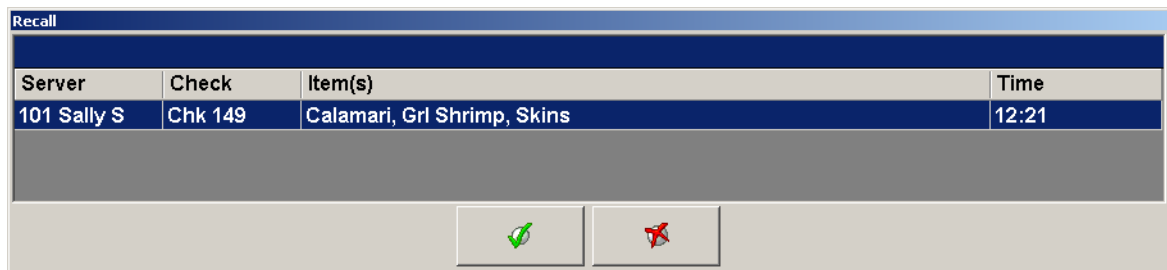
Enabling this option will cause the name of the Theme (e.g., Lunch Rush) found in *Devices / Kitchen Themes* to display after the name of the device on the KDS display(s) status bar.

KDS Recall Shows Additional Detail

The user can now configure between 1 and 6 columns to display on the KDS Recall and Review display lists. Each KDS device can have its own unique configuration, however, if a KDS Display has multiple panels, the Recall list will appear in the same format for all panels on that Display.

The user can configure any of the following nine preset choices to display on the Recall Display list:

- ◆ Check #
- ◆ Table #
- ◆ Revenue Center
- ◆ Done Time
- ◆ Done Time Elapsed
- ◆ Order Time Elapsed
- ◆ Server
- ◆ Order Type
- ◆ Items



Server	Check	Item(s)	Time
101 Sally S	Chk 149	Calamari, Grl Shrimp, Skins	12:21

The **Items** column is unique in that it may display several menu items. In this scenario, a comma-separated list of menu item names, and quantity (if it exceeds 1) will display.

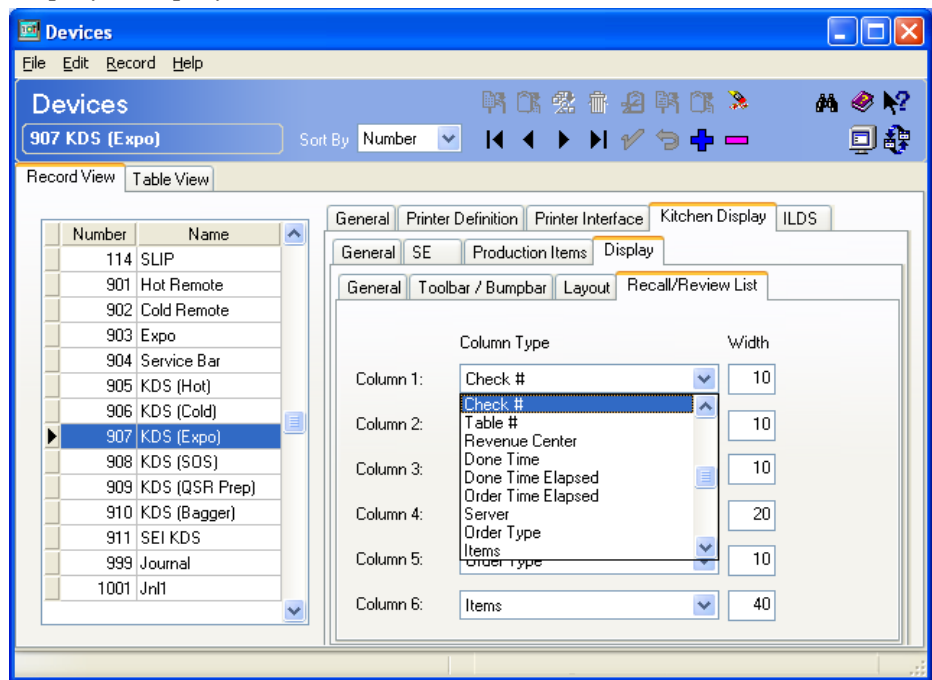
If the KDS Display is a Single-Item-Per-Suborder (SIPS) display, the list of items will include the Parent and Modifier items (Modifiers preceded by an asterisk).

The width of each column is configurable. Only one column with the same title will be allowed. If multiple columns of the same type (or with the same title name set in KDSControllerText.cfg) are configured, then all of the subsequent columns after the duplicate column will be missing from the display.

Configuration

To support this functionality, the following options were added:

A new *Recall/Review List* tab has been added to the *Devices / Kitchen Display / Display* form.



Use this form to configure the look of the customized Recall/Review list display.

- ◆ Use the **Column Type** drop-downs to select up to 6 types of detail that will display in the Recall list.

Column data must be configured in pairs to ensure that the column will display. If any column is configured with a blank type or a width of zero, it will be ignored (skipped). This will allow the user to effectively eliminate an unwanted column without having to move all other columns up in the list.

If all column types are blank or all column widths are 0 (or blank), then the list will revert to the previous default values (4 equal width columns: Check, Table, RVC, (Done) Time).

- ◆ Use the **Width** fields to determine how each column will display. Column widths are represented as a numeric value relative to the total screen width. It is recommended to configure the column widths as a percentage, but is not mandatory.

New Orders Flash on the Screen

The user may find it difficult to determine which orders were recently added to the KDS Displays, since certain KDS configurations (e.g., above Normal priority orders) are inserted in the middle of the order list of orders, above regular priority orders but at the end of the list of above normal priority orders. To differentiate newly added orders from other orders, the user may configure these orders to flash on the screen.

When configured to do so, the order will toggle between normal and inverse colors (e.g., white with black text, and black with white text), for a configurable duration of time.

This functionality is configured by Order Device.

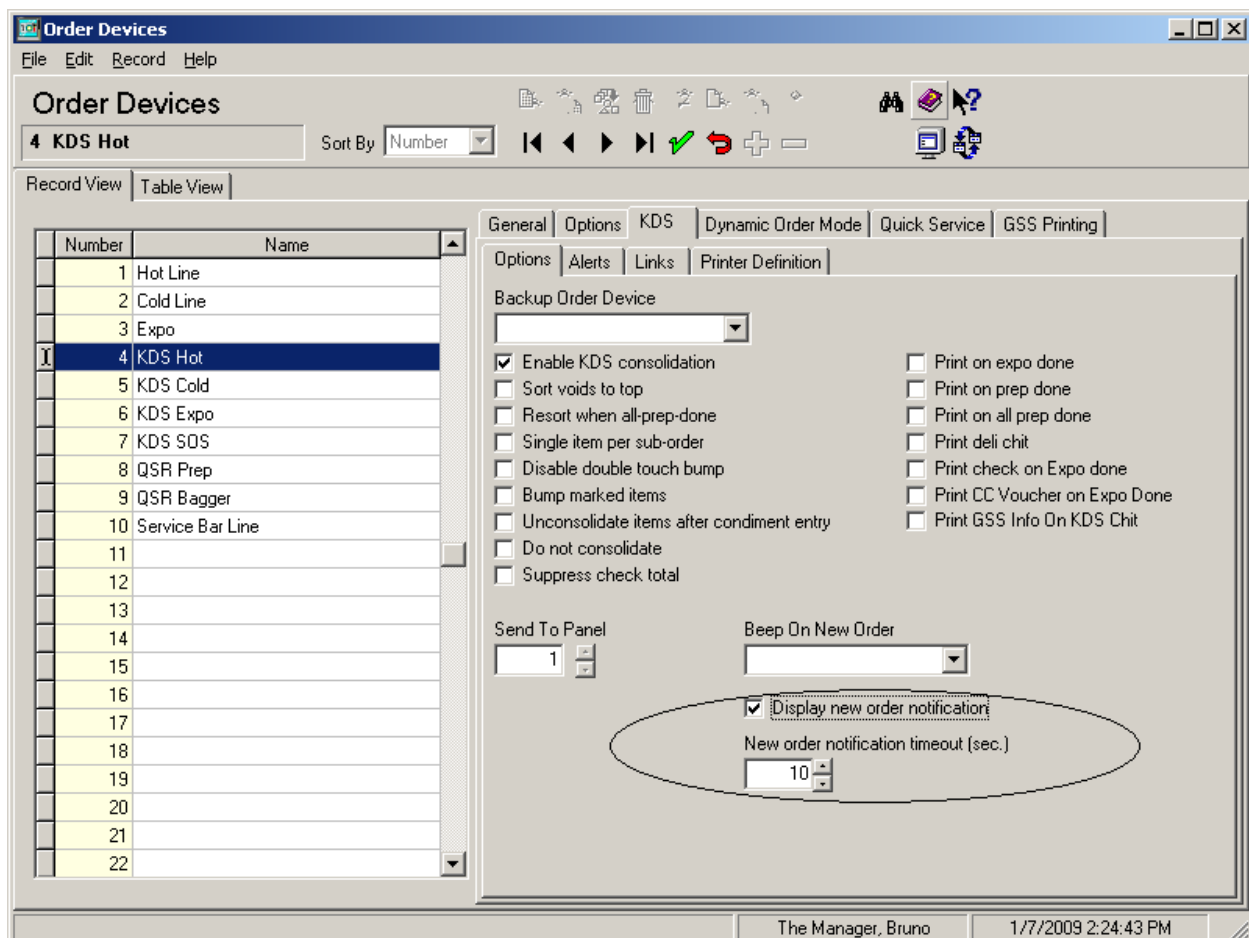
If an order is flashing at the time of a KDS Controller reload (or change of KDS Theme), the flashing will not resume upon completion of the reloading.

Due to the nature of DOM orders being updated dynamically as items are entered, this feature was not implemented for DOM mode, but only for non-DOM orders.

POS Configurator Changes

To support this functionality, the following new options were added to the *POS Configurator / Devices / Order Devices / KDS / Options* tab:

- ◆ **Display new order notification.** Enable this option for new orders to flash when they appear on the KDS Display.
- ◆ **New order notification timeout (sec.).** Use this value to determine the length of time in seconds that the newly added items will flash on the screen. Once this threshold is reached items will display normally.



Using Kitchen Themes

This feature can also be configured to use a kitchen theme within the *POS Configurator | Devices | Kitchen Themes | Order Devices | KDS Options* form. To use a kitchen theme with this feature, enable the **Display New Order Notification** option.

Use the *Kitchen Themes* **New order notification timeout (sec.)** option to determine the length of time in seconds that the newly added items will flash on the screen. Once this threshold is reached items will display normally.

Sort Items on SIPS Display by Menu Item Class

Menu item classes can now be configured to appear at the top of the KDS for Single Item Per Suborder (SIPS) displays. If a menu item class is programmed to sort to the top of the screen, then all items in that class will go to the top of the KDS Display (or above normal menu items).

For example, the Mike Rose Cafe has programmed 3 menu item classes: appetizer, entree, and dessert. They program the appetizer and dessert menu item classes to be given above normal sort priority. If an order is rung with a Calamari appetizer, and a Steak entree, then the Calamari will appear at the top of the screen.

To configure this functionality, go to the *POS Configurator | Sales | Menu Item Classes | KDS Options* tab and enable the **KDS Sort Priority Above Normal** option for the menu item class that should appear at the top of the screen (e.g., appetizer). All menu item classes that do not have this option enabled will be considered normal, and will sort as they have in the past.

Interface

Audible New Item Notification

An audible notification can be configured to sound via the MICROS Kitchen Display System Bump Bar speaker when a new order arrives at an order device.

With the addition of the MICROS Bump Bar Hardware, the RES KDS Display Application provides the means to sound an audible signal on the bump bar speaker. The number of beeps and the duration associated with this notification is configurable. For more information regarding the MICROS Bump Bar including ordering information, refer to *PMA 08-925*.

Configuration

Configuration for this feature is a two step process:

- ◆ Navigate to the **Beep on new order** drop-down (*POS Configurator / Devices / Order Devices / KDS / Options*) and select **Bump Bar Speaker**.
- ◆ Modify the `KDSDisplay.cfg` file (`\MICROS\Res\KDS\Etc`) to determine the number of beeps that will occur and the length of each beep in milliseconds. The default values have been added to the installed `KDSDisplay.cfg` file:

```
#<!--range from 50 to 1000 ms beep duration -->  
  
BumpBarBeepDurationMs = 75  
  
BumpBarBeepPulses = 3
```

Using Kitchen Themes

This feature can also be configured to use a kitchen theme within the *POS Configurator / Devices / Kitchen Themes / Order Devices / KDS Options* form. To use a kitchen theme with this feature, select the desired **Bump Bar Speaker** from the **Beep on new order** option.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current KDS functionality. 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	Page
Interface	Prep Station Linking Enhancement	81

Enhancements Detailed

Interface

Prep Station Linking Enhancement

The Linked Devices feature allows a user to program a single bump bar to control multiple KDS clients. When an order is received, it is displayed at multiple prep stations, and when it is marked done at one prep station, and bumped from the display, it is removed from all prep stations simultaneously.

In the past, the Prep Station Linking feature would not function correctly on a Single Item Per Suborder (SIPS) display. If a SIPS order is done on one prep station, all items in the order were done on all linked prep stations. This could cause items that were not actually prepared to be removed from the display.

With this release, the Prep Station linking functionality has been enhanced to support SIPS mode. This allows Kitchen Themes to be designed with multiple prep stations linked together. When a suborder is done on one of the linked displays, it is automatically done on all linked order devices. Only done items (not all items in the order) will be removed from the KDS displays.

If a done item is recalled on any of the linked prep stations, it will be recalled on all of the linked order devices, to maintain consistency between the linked prep stations.

Only the Done and Recall actions are coordinated between linked prep stations. All other functionality is maintained at each local prep station.

Use Case

The Mike Rose Cafe has the following KDS Stations in the kitchen:

- ◆ Broil
- ◆ Fry
- ◆ Expo
- ◆ To Go Expo

The Cafe has reached a slow period, and the manager switches the KDS theme to “One Cook.” In this theme, Broil, Fry, Expo, and To Go Expo KDS Stations are active, Broil and Fry are linked.

A customer orders a well done burger, with a 10 minute prep time and a Caesar salad with a 1 minute prep time. Both items are sent to the kitchen at 2:00pm.

The well done burger immediately appears at both prep stations. The cook sees the burger and starts the burger at the Fry prep station. All KDS displays are updated to indicate that the burger was started.

At 2:09pm, the Caesar salad appears at both prep stations. The cook prepares the Caesar salad, and at 2:11, the cook bumps the Caesar salad from the Fry prep station. The Caesar salad is removed from both prep stations. The cook then bumps the well done burger from the Fry prep station, which also removes it from the Broil station.

The cook places the two plates in the window, the server picks the items up and bumps them from the Expo monitor.

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. This issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below lists the revisions present in this release.

Module	Feature	CR ID/ SCR	Page
Display	Updates Prevented When Perpetual Selection was Enabled Using a Bumpbar	N/A/ 35971	84
Interface	Option to Send to Panel Would Not Save Configuration Changes Correctly	26544/ 35842	85

Revisions Detailed

Display

Updates Prevented When Perpetual Selection was Enabled Using a Bumpbar

CR ID #: N/A

SCR #: 35971

Previously, if a KDS device had perpetual selection enabled and a bumpbar was used to select an order on the KDS device, then updates would be prevented from installing. This was not an issue if the order was selected using a touchscreen. This has been corrected.

Interface

Option to Send to Panel Would Not Save Configuration Changes Correctly

CR ID #: 26544

SCR #: 35842

Previously, making a change to “Send To Panel” in *POS Configurator / Devices / Kitchen Theme / Order Devices / KDS Options* form for a KDS Device with more than one panel configured and saving the change would appear to save the changes correctly. However, selecting a different KDS Device and then returning to the original KDS Device the user would observe that the system had not saved the changes. This has been corrected.

Guest Service Solutions (GSS)

What's New

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 GSS functionality. 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	Page
Interface	GSS Keyboard Enhanced to Work with CE Workstations	87
	GSS Screen Design for 1024x768 Are Generated Automatically	87

Interface

GSS Keyboard Enhanced to Work with CE Workstations

GSS has been enhanced to allow the configurable on screen keyboard to function on Windows CE workstations. The keyboard will display as configured in the *GSS Back Office | Screen Design | Keyboard Screen | GSS Keyboard* configuration screen. This screen provides greater usability for entering customer data in GSS.

If the *POS Configurator | Devices | User Workstations | Options | General | Automatically Display Keyboard* option is enabled for the workstation, the configured GSS keyboard will display on the workstation screen when the customer selection screen is displayed.

In the past, the Windows CE Input Panel Would Appear instead.

GSS Screen Design for 1024x768 Are Generated Automatically

Upon upgrade to RES Version 4.6, a version of all GSS touchscreens located on the *GSS | Screen Design* form will be generated in a 1024x768 resolution. In the past, only 800x600 resolutions were available.

The 1024x768 format is achieved by taking the 800x600 forms and making them 28% larger. The x position and width of the screen will be increased by 1024/800, and the y position and height of the screen will be increased by 768/600.

What's Revised

There are no revisions in this release.

Cash Management (CM)

What's New

There are no new features in this release.

What's Enhanced

There are no enhancements in this release.

What's Revised

There are no revisions in this release.

Labor Management (LM)

What's New

There are no new features in this release.

What's Enhanced

There are no enhancements in this release.

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. This 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
Human Resources	The Override Overtime Rate Calculates More Precisely	N/A/ 36169	91

Human Resources

The Override Overtime Rate Calculates More Precisely

CR ID #: N/A

SCR #: 36169

Previously, the Override overtime rate did not calculate correctly for tipped employees when using a two digit wage multiplier. The rate was off by one penny.

The Override overtime rate is calculated for tipped employees using the following equation: ((minimum wage * multiplier) - (minimum wage - pay rate)).

The miscalculation occurred when the rate contained more than three digits after the decimal (i.e., 7.055). The rate was truncated to two digits past the decimal without rounding the third digit correctly. For example: $(7.05 * 1.5) - (7.05 - 3.525) = 10.575 - 3.525 = 7.055$. The rate would calculate as 7.05 instead of 7.06.

This rounding issue has been resolved and now the Override overtime rate calculates correctly for tipped employees.

Product Management (PM)

What's New There are no new features in this release.

What's Enhanced There are no enhancements in this release.

What's Revised There are no revisions in this release.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

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

What's Enhanced

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. This 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
Desktop	Able to Lock Out all Employees When Using Secure Desktop	25027/ 34195	95

Desktop

Able to Lock Out all Employees When Using Secure Desktop

CR ID #: 25027

SCR #: 34195

When using Secure Desktop, a site could encounter a situation where all employees would be locked out if a single user attempted to log in using the incorrect credentials until they became locked out. This has been corrected.