



*Restaurant Enterprise Solution
(RES) Version 4.5
ReadMe First*

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.4 release of the MICROS Restaurant Enterprise Solution (RES) software.

This document contains updates to the Version 4.5 release of the MICROS Restaurant Enterprise Solution (RES) software.

Note *All features, enhancements, and revisions included in the RES 3.2 Service Pack 7 Hotfix 7 have been ported into RES 4.5.*

A RES 3.2 Service Pack 7 Hotfix 7 database can be upgraded to RES 4.5 (but cannot upgrade to versions lower than RES 4.5).

Any issue listed in the RES 3.2 Service Pack 7 Hotfix 7 ReadMe First is also added/ resolved in RES 4.5.

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.

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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
CA/EDC	Credit Card Voucher Updated to Adhere to New MasterCard Security Standards	5
	Swiped Account Entry Always Available to the Driver	5
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New Features
Detailed

CA/EDC

Credit Card Voucher Updated to Adhere to New MasterCard Security Standards

With this release, credit card vouchers have been updated to adhere to the new MasterCard security standards. The expiration data has been removed from the guest check and credit card vouchers.

To satisfy this requirement, the functionality of the **Mask expiration date** option on the *POS Configurator / Sales / Tender/Media / CC Tender* tab has been changed. When this option is enabled, the expiration date is completely removed from guest checks, customer receipts, and credit card vouchers. The POS Operations display and the journal will continue to show XX/XX in the check detail.

Additionally, on the guest check the tender reference line will show XXXXXXXXXXXXXXX1234, where in the past, it would display XXXXXXXXXXXXXXX1234 XX/XX.

Swiped Account Entry Always Available to the Driver

At settlement the driver will now always use the authorization associated with a swiped card entry. Normally, the initial authorization is a swiped entry, while additional authorizations are not swiped.

CaEDC currently sends up to three auth records to the settlement driver as part of the settlement record. In the past, if there were multiple authorizations associated with a single payment, RES would submit these authorizations to the driver in reverse chronological order. If more than three authorizations were performed, then the initial authorization would not be included. As a result, the driver would not always send the swiped card entry at settlement.

Now, the first swiped authorization is sent at settlement so that the swiped entry is available to the driver.

Confidence Test

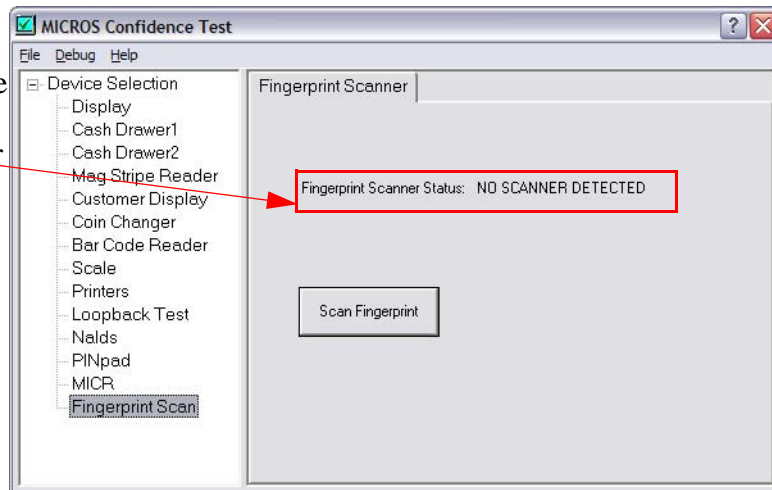
Fingerprint Scanner Included in Confidence Test

The Fingerprint scanner is now included in the Confidence Test Utility for RES.

For more information on configuring this device, see the *Fingerprint Driver No Longer Loaded Automatically* section on page 32.

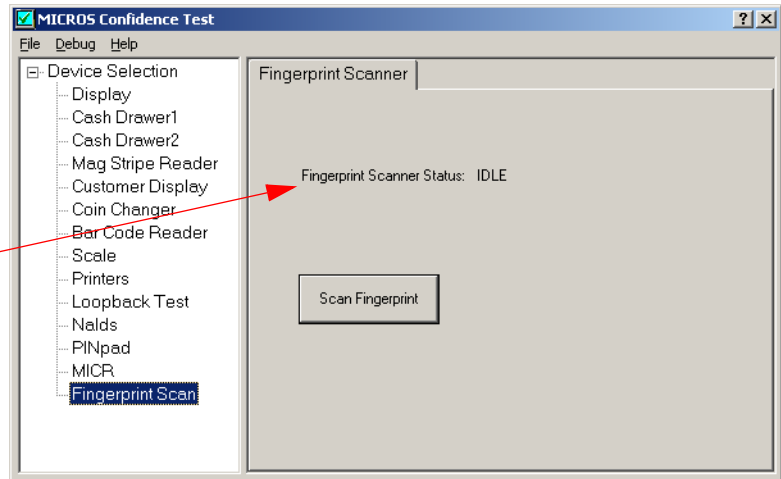
To perform a Confidence Test once the Fingerprint device is configured, and attached to the appropriate workstation, open the Confidence Test Utility and navigate to the Fingerprint Scan device selection. Select the **[Scan Fingerprint]** button and then place your finger on the scanner to test that this device is functioning correctly.

This status message displays if no Fingerprint scanner is configured on the client.



This message displays when the driver is loaded on the client.

This message will display regardless of whether the scanner is connected to the client or not.



This test should be performed on each workstation with an attached Fingerprint scanner to verify that it is functioning correctly.

Conversational Ordering

All Condiment Prefix

The All condiment prefix will modify all default condiments with a specified prefix, indicating that the customer has ordered a specific quantity of the default condiments (e.g., Heavy All, Lite All).

Like other prefixes in Conversational Ordering, the All button can be toggled on and off. When selecting the All prefix, any condiment selections made before that selection will be removed. If additional condiment selections are made after selecting All, and then the prefix is toggled off, those selections will be removed from the check.

Optionally, the user may configure the system to track usage of the All prefix. Configuration steps are provided in the *Optional Configuration: Tracking the All Usage* section.

POS Configuration

This sample configuration assumes that the user is creating a Heavy All condiment prefix. The name and functionality of this prefix can be configured differently to suit the needs of the site.

1. Go to the *POS Configurator / Sales / Menu Item Classes* form and add a new class record with the **Name** (e.g., Heavy All). Configure the following fields:

On the *Description* tab

- ◆ **Sales Itemizer.** Select the appropriate Itemizer record (e.g., *Food*).
- ◆ Configure the remaining options as desired.

On the *General Options* tab:

- ◆ **Condiments.** Enable this option.
- ◆ **Condiment prefixes.** Enable this option.
- ◆ In the **Prefix Type** drop-down, select **All**
- ◆ Save all changes.

2. Go to the *Menu Items* form and add a new record with the Name (e.g. Heavy All). Configure the following options:

On the *Definition / General* tab:

- ◆ **Menu Item Class.** Select **Heavy All** from the drop-down.
- ◆ **Menu Level Class.** Select the class associated with all menu levels (e.g., All Levels).

On the *Definition / Groups* tab:

- ◆ **Condiment Membership.** Select the record associated with prefixes (e.g., **Prefix**).
- ◆ Configure the remaining fields as desired.

3. Save all changes.

Optional Configuration: Tracking the All Usage

This section describes the steps to set up All usage tracking:

1. Go to *Revenue Center / RVC Transactions / Menu Levels* and select an RVC record (e.g., Counter).
2. Add **Heavy All** to the appropriate sub-level.
3. Save all changes.
4. Go to *Sales / Menu Items / Definition / Options* and select the menu item named **Heavy All**.
5. Use the **Prefix Override Level** option to select the corresponding sub-level record.

When configured, the Heavy All prefix will be tracked in all Sales Detail reports.

Min/Max Condiments Supported

Conversational Ordering Mode now supports the Min/Max condiment feature. Min/Max Condiments allow the user to apply condiments to a menu item based on a range of values. With this feature, the user can:

- ◆ Allow a site to configure a preset number of different condiments for a menu item.
- ◆ Create required condiment groups with similar attributes (cost).
- ◆ Select one or more condiments from a single group, up to a predefined maximum value.
- ◆ Define relationships between different condiment groups.

The Min/Max Condiment feature works for both individual condiments (on a non-ellipse touchscreen key), and for groups of condiments (represented on an ellipse button on the group touchscreen key). Min/Max functionality varies slightly depending on the type of touchscreen key being used.

- ◆ On a non-ellipse touchscreen key, the keys will appear as follows:
 - ◆ A Min/Max Condiment key will display the quantity of the condiment ordered in the right hand side of the key.
 - ◆ This key will display in the Min Max Key Color as defined in POS Configurator.
 - ◆ If this condiment is not satisfied, but the touchscreen key is selected, then the color will appear as the opposite of the Min Max Key Color (e.g., Black on Yellow becomes Yellow on Black).
- ◆ On an ellipse key representing a group of condiments, then the touchscreen key will appear as follows:
 - ◆ This key will display in the Min Max Key Color as defined in POS Configurator until the time that the condiment group members satisfy the Min/Max quantity threshold. At that time, the key will display as the Min Max Satisfied Color. This is true of all condiments in that condiment group.
 - ◆ The ellipse key will display a Min/Max Condiment Satisfied Indicator or a Min/Max Condiment Not Satisfied Indicator in the bottom-left side of the key. The appearance of this Indicator depends upon the theme selected. For a complete list of Indicators and their corresponding themes, see the **ThemeDesigner.chm** file (*\Res\Support\Utils\ThemeDesigner*).

ThemeDesigner is available by navigating to *MICROS Member Services / MICROS Products / RES / RES Software / Version 4.0 / RES V4.x Theme Designer Utility and Documentation*.

- ◆ Selecting the ellipse key will bring the operator to a build screen that contains the list of condiment group members. Since each key now represents a specific condiment, the behavior of these keys mimics that of the single condiment touchscreen key described above.

A **Clear Min-Max Prefix Type** has been added to allow the operator to clear Min/Max condiment selections from the screen. See the *Using the Feature* section for more information on this functionality.

Using the Feature

Jim's Cafeteria offers a variety of dipping sauces with their Chicken Nuggets. They configure their system to only allow a maximum of a 2 dipping sauce selection with the purchase of one of their Nugget Meals. Additional dipping sauces can be purchased for \$0.50 each.

Customer A arrives and places an order for a 12 piece Nugget Meal with BBQ and Sweet and Sour Dip. The cashier performs the following operation:

1. Select the 12 piece Nugget Meal from the COM build screen.
2. Select BBQ Dip. The BBQ Dip button is depressed and a 1 displays on the right hand side of the button. The check detail contains a BBQ Dip with a price of \$0.00.
3. Select Sweet and Sour Dip. The Sweet and Sour Dip button is depressed and a 1 displays on the right hand side of the button. The check details contains a Sweet and Sour Dip with a price of \$0.00.

Customer A now requests that a Teriyaki dipping sauce be added to the meal.

4. The cashier selects Teriyaki Dip. The Teriyaki Dip button is depressed and a 1 displays on the right hand side of the button. The check details contains a Teriyaki Dip with a price of \$0.50.

Selecting the same condiment multiple times (e.g., 2 BBQ Dips) would increment the number displayed in the right hand side of the button.

Customer A decides that they do not want to pay for the additional sauce, so the cashier removes the Teriyaki Dip from the check.

5. The cashier selects **Clear Min-Max**, and then presses the Teriyaki Dip to remove the dip from the check. The BBQ Dip and the Sweet and Sour Dip remain on the check.

Theme Designer

Theme Designer has been updated to support Min/Max Condiment functionality. For more information, see the Theme Designer help.

Configuring the Feature

Follow these steps to configure Min/Max Condiments for a condiment group in Conversational Ordering:

1. Go to *POS Configurator / Sales / Condiments / Condiment Selection* and select a condiment record.
2. Add a new Condiment Group associated with this record, or select a Condiment Group to be modified. Enable the **Use Min-Max** option.
3. Configure the following fields:
 - ◆ **Minimum.** Enter the minimum number of selections that must be made from a condiment group. The default value is 1.
 - ◆ **Threshold 1.** (Optional) Enter the number of selections that can be rung at the default menu level. Once this value is met, the system will automatically change the active menu level to the menu level specified in the drop-down list. If used, the value must be greater than the Minimum.
 - ◆ **Menu Level.** (Required only if a Threshold value is entered.) Select the menu level that will be active once the appropriate number of condiment selections (as indicated by the corresponding threshold value 1 or 2) is met.
 - ◆ **Threshold 2.** (Optional) Enter the number of selections that can be rung at the default menu level. Once this value is met, the system will automatically change the active menu level to the menu level specified in the drop-down list. If used, the value must be greater than the Minimum.
 - ◆ **Menu Level.** (Required only if a Threshold value is entered.) Select the menu level that will be active once the appropriate number of condiment selections (as indicated by the corresponding threshold value 1 or 2) is met.

- ◆ **Maximum.** Enter the maximum number of selections that can be made from a condiment group. The default value is 99.
 - ◆ Save all changes.
4. Go to *POS Configurator / Devices / Touchscreens / Conversational Ordering / Condiments* and select the appropriate record. Use the **Min Max Key Color** field to select a color to use when rendering the Min Max touchscreen key.
 5. Go to the *Devices / Touchscreens / Conversational Ordering Options* tab and use the **Min Max Satisfied Color** field to determine which color will be used to display the condiment when the Min Max quantity is reached.
 6. Repeat steps 1-5 for all applicable condiment records.
 7. Go to the *POS Configurator / Sales / Menu Item Classes* form and add a new class record with the **Name Clear Min-Max**. Configure the following fields:

On the *Description* tab

- ◆ **Sales Itemizer.** Select the appropriate itemizer record (e.g., *Food*).
- ◆ Configure the remaining options as desired.

On the *General Options* tab:

- ◆ **Condiments.** Enable this option.
- ◆ **Condiment prefixes.** Enable this option.
- ◆ In the **Prefix Type** drop-down, select **Clear Min-Max**.

8. Go to the *Menu Items* form and add a new record with the **Name Clear Min-Max**. Configure the following options:

On the *Definition / General* tab:

- ◆ **Menu Item Class.** Select **Clear Min-Max** from the drop-down.

- ◆ **Menu Level Class.** Select the class associated with all menu levels (e.g., All Levels).

On the *Definition / Groups* tab:

- ◆ **Condiment Membership.** Select the record associated with prefixes (e.g., **Prefix**).
- ◆ Configure the remaining fields as desired.

9. Save all changes.

Delivery Dispatch

Delivery Dispatch Custom Info Lines

With this release, Delivery Dispatch allows the user to create a set of custom information lines that can appear within the Delivery Dispatch module. This feature provides the user with additional control over the Delivery Dispatch display.

These customizable lines can serve a variety of purposes including:

- ◆ To save space on the display by combining information.
- ◆ To return information not available with any other info line in Delivery Dispatch.

To use this functionality, the user will need to create a custom stored procedure that returns the appropriate information. A maximum of 16 Custom Info Lines can now be configured with up to 64 characters each.

Contact your MICROS Sales Representative for more information.

Use Cases

- ◆ Several address records at a site use both address line 1 and address line 2 to represent the customer's address. The site will use Custom Info Lines to display a single address line with both line 1 and line 2 fields combined. The site will create a custom stored procedure to combine these two fields and they will display in a Custom Info Line.
- ◆ The Check Total and Number of items fields are available as separate display columns in the Delivery Dispatch application. The site uses a custom info line to combine them into the following single item on the display to save space on the screen **\$15.45 (3)**.
- ◆ The Customer Name and VIP Status fields are available as separate display columns in the Delivery Dispatch application. Using a custom info line to combine them into Mike Rose (*) to save space on the display.
- ◆ The restaurant wants to display information that is not normally available with Check Info Lines or GSS Info Lines. A developer can add whatever text based information they can gather and populate into the database. When the CUSTOM stored procedure is called to collect the information for the custom info lines, any data that had been posted by third party applications can be pulled into the custom info lines. This might include traffic alerts or the last time the customer queried the order status from a web based application.

Configuration

Configuring this functionality is a two step process:

- ◆ Create a script that adds a stored procedure via Sybase Central. A sample script is provided on page 19.
- ◆ Configure Custom Info Lines in the Delivery Dispatch Configuration Utility.

Configure Custom Info Lines

Custom Info Lines can be configured in the Delivery Dispatch Configuration Utility in the same way that other display lines (e.g., GSS Info Lines) can be added or removed from the Delivery Dispatch Display.

Navigate to *Delivery Dispatch Configuration Utility / Display Info Lines / Select Info Line Group / Custom Info Lines*. Use this screen to add or remove *Custom Info Lines* from the display. As you enable, or disable Lines, review the display area at the top of the screen to see the inclusion/removal of that particular line. For more information see the 3700.chm *Feature Reference Manual / Delivery Dispatch / Procedures*.

Sample Script

This script can be added as a Stored Procedure via Sybase Central to identify the behavior of the Custom Info Lines in Delivery Dispatch.

CUSTOM.sp_GetDDCustomInfo.sql

```
%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%  
%%  
%% FILE:          sp_GetDDCustomInfo.SQL          %%  
%% AUTHOR:       Robert Worth                    %%  
%% DATE:        25-AUG-08                        %%  
%%  
%% PURPOSE: Delivery Dispatch Custom Formatted Info Lines %%  
%%           If the order is a delivery order, this code will combine %%  
%%           address line 1 and address line 2 into a single line. %%  
%%           The longer of the two is placed first. %%  
%%  
%% REVISION LOG:                                %%  
%%  
%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%  
%%  
if object_id('CUSTOM.sp_GetDDCustomInfo') IS NULL THEN  
    CREATE PROCEDURE CUSTOM.sp_GetDDCustomInfo AS  
        SELECT * FROM DUMMY;  
END IF;  
  
ALTER PROCEDURE CUSTOM.sp_GetDDCustomInfo (  
    IN p_chkSeq    INTEGER,  
    OUT p_line_01 CHAR(64),  
    OUT p_line_02 CHAR(64),  
    OUT p_line_03 CHAR(64),  
    OUT p_line_04 CHAR(64),  
    OUT p_line_05 CHAR(64),  
    OUT p_line_06 CHAR(64),  
    OUT p_line_07 CHAR(64),  
    OUT p_line_08 CHAR(64),  
    OUT p_line_09 CHAR(64),  
    OUT p_line_10 CHAR(64),  
    OUT p_line_11 CHAR(64),  
    OUT p_line_12 CHAR(64),  
    OUT p_line_13 CHAR(64),  
    OUT p_line_14 CHAR(64),  
    OUT p_line_15 CHAR(64),  
    OUT p_line_16 CHAR(64),  
    OUT p_error   SMALLINT )  
  
BEGIN  
    DECLARE err_NOTFOUND EXCEPTION FOR SQLSTATE '02000';  
    DECLARE DB_CALL_NOT_FOUND SMALLINT;  
    DECLARE v_delivery_format CHAR(1);  
    DECLARE v_PreferLine1Length SMALLINT;  
    DECLARE v_PreferLine2Length SMALLINT;  
    DECLARE v_addr_1 CHAR(24);
```

```
DECLARE v_addr_2 CHAR(24);

SET DB_CALL_NOT_FOUND = 2;
SET p_error = 0;
SET p_line_01='';
SET p_line_02='';
SET p_line_03='';
SET p_line_04='';
SET p_line_05='';
SET p_line_06='';
SET p_line_07='';
SET p_line_08='';
SET p_line_09='';
SET p_line_10='';
SET p_line_11='';
SET p_line_12='';
SET p_line_13='';
SET p_line_14='';
SET p_line_15='';
SET p_line_16='';

//These are the values that will need to be tweaked.
SET v_PreferLine1Length = 10;
SET v_PreferLine2Length = 10;

//Notice that I am replacing p_line_01. So this is the line you
//would want to display in Delivery Dispatch.
SELECT FIRST
      TRIM(line_03),
      TRIM(line_04),

      delivery_format
INTO   v_addr_1,
      v_addr_2,
      v_delivery_format
FROM   MICROS.gst_info_dtl
WHERE  chk_seq = p_chkSeq;

//We are only going to set the p_line_01 in this example
//if the order type is a delivery order.
IF v_delivery_format = 'T' THEN
  //If address line 2 is not blank
  IF CHAR_LENGTH(COALESCE(v_addr_2,'')) > 0 THEN
    IF CHAR_LENGTH(COALESCE(v_addr_1,'')) < v_PreferLine2Length THEN
      SET p_line_01 = v_addr_2 + ', ' + v_addr_1;
    ELSE
      IF CHAR_LENGTH(COALESCE(v_addr_2,'')) < v_PreferLine1Length THEN
        SET p_line_01 = v_addr_1 + ', ' + v_addr_2;
      ELSE
        SET p_line_01 = v_addr_2 + ', ' + v_addr_1;
      END IF;
    END IF;
  END IF;
```

```
        ELSE
            SET p_line_01 = v_addr_1;
        END IF;
    END IF;

    IF SQLSTATE = err_notFound THEN
        SET p_error = 0;
    END IF;
END;

-----
-- GRANT PERMISSIONS
-----
CALL dba.sp_grant_permission('custom.sp_GetDDCustomInfo','P',7);
```

POS Configurator

External Cross Reference Field Added to Discount and Service Charge Forms

To support the import/export of discount and service charge data for use by third party packages, RES has added four new options in POS Configurator.

- ◆ **External Cross Reference 1** (*Sales / Discounts / Options*). Use this field to enter the name/ID used by a third party package as a cross-reference for this discount.
- ◆ **External Cross Reference 2** (*Sales / Discounts / Options*). Use this field to enter the name/ID used by a third party package as a cross-reference for this discount.
- ◆ **External Cross Reference 1** (*Sales / Service Charges / Options*). Use this field to enter the name/ID used by a third party package as a cross-reference for this service charge.
- ◆ **External Cross Reference 2** (*Sales / Service Charges / Options*). Use this field to enter the name/ID used by a third party package as a cross-reference for this service charge.

POS Operations

Expo Printer Will Only Print New Items Added to a Recalled Check

The system can be configured to only print new items to the expo printer in a situation where a check is recalled and items are added to the order. If configured, these new items will be printed on an expo check and will be identified by the header “Add to Order”.

This feature eliminates confusion and prevents the kitchen from making the original items a second time.

To support this functionality, the **Add To Order Header** option has been added to the *POS Configurator / Devices / Order Devices / General* tab. Use the drop-down to select the header that will print for the selected printer when a check is recalled, and new items are added to the check. Leave this field blank to keep the legacy behavior, which is to reprint all items on the check.

Mask Condiment Prefix

The user can now indicate whether a condiment prefix will print and display or not for a particular menu item class.

To enable this functionality, go to the *POS Configurator / Sales / Menu Item Classes / Print/Display* tab and configure the **Hide Condiment Prefix** option to one of the following values:

- ◆ **0 - Never.** Select this option to never mask the condiment prefix.
- ◆ **1 - Always.** Select this option to always mask the condiment prefix.
- ◆ **2 - Non-Default.** When selected, the condiment’s prefix is tested to see if the prefix type is set to something other than default.

This option will only be visible when the *Sales / Menu Item Classes / General Options / Condiments* option is enabled. If the *Sales / Menu Item Classes / General Options / Condiment Prefixes* option is enabled, then the Hide Condiment Prefix option will be grayed out.

MX870 New Features

With this release, the MX870 has been enhanced to include the following new features:

- ◆ Gift Card Support
- ◆ Contactless Support
- ◆ New Platform

MX870 Gift Card Support Added

With this release, RES has added gift card support for the MX870. Gift cards can be tendered in the following ways on the MX870:

- ◆ Using a **Gift Card Redeem** key on the Payment touchscreen in POS Operations. When pressed, the redeem button will interact with the MX870 to retrieve card account information.

The transaction flow on the MX870 is similar to the process for tendering a credit card. The gift card holder may swipe the card while the OCB is displayed on the MX870, or when the swipe card prompt is displayed. The cardholder is prompted to confirm the payment.

- ◆ Using a **Pickup Payment** key. The Pickup Payment key is a new **Function: Transaction** type touchscreen key. The key permits the cardholder to swipe any type of card on the MX870 (credit card or gift card) without the cashier having to press the specific payment tender key POS Operations. If the card holder swipes a gift card, Pickup Payment performs a gift card redeem. If the cardholder swipes a credit card, Pickup Payment performs a credit card lookup function. The cardholder may swipe at any time during the transaction. Pressing the Pickup Payment key will prompt for a swipe (if one has not been performed) and then prompt for payment confirmation.

If this method is used, the user must configure the following new options on the *POS Configurator / Revenue Center / RVC Credit Cards / Mx870 / Gift Card Redemption* form:

- ◆ **Interface.** Use the drop-down to select the interface associated with the gift card tender used on the MX870 device.
- ◆ **Inquire Number.** Enter a numeric value to be associated with gift card transactions on the MX870 device.
- ◆ Enter a numeric value for the Inquire operation for the appropriate gift card interface.

SIM Scripts

Two new ISL variables have been created for use by the gift card ISL scripts. The variables are:

- ◆ PINPAD_TYPE : 0 = No PINpad, 1 = PINpad 1000, 2 = MX870 Terminal
- ◆ PINPAD_INPUT_MODE : 0 = Do not retrieve input from PINpad, 1 = Retrieve input from PINpad

The two variables may be used together to allow a gift card SIM script to retrieve track data from the MX870. PINPAD_TYPE is set by OPS to indicate the type of PINpad configured for this OPS client. PINPAD_INPUT_MODE may be set by the SIM script to determine whether the MX870 prompts for input when the OPS input screens are displayed.

For example:

```
sub getCardData(ref svan, ref track1, ref track2, var promptMsg: A255,
var titleMsg: A255)
var cardInput : A64
var trackData[3] : A512
var allowManualEntry: N1 = TRUE
var isManualEntry : N1 = FALSE
var keyData: key
var pinPadType : N1 = @PINPAD_TYPE
var useWindowInputCmd: N1 =
(CFG[CI_READ_TRACK_ONE_AND_TWO] ="Y")
svan = ""
track1 = ""
track2 = ""
forever

if (pinPadType = 2)
@PINPAD_INPUT_MODE = 1
endif

continueOnCancel
clearArray trackData
cardInput = ""
isManualEntry = FALSE
touchscreen CFG[CI_CARD_DATA_TS]
if (useWindowInputCmd)
window 3, 75, titleMsg
displayMSInput 1, @CENTER, cardInput, promptMsg, 0, 0,
trackData[1]{m1, *}, "", 0, 0, trackData[2]{m2, *}, ""
display 3, @CENTER, MSG[MSG_PROMPT_ENTER_CANCEL]
windowInput
else input cardInput{m2, *}, mid(promptMsg, 1, 38)
endif

@PINPAD_INPUT_MODE = 0
```

Contactless Support

The MX870 now supports contactless communication between the terminal and the customer's form of payment. Contactless communication is a method of automatic identification that retrieves data from a tag using an embedded reader. There are multiple forms of contactless communication, including Radio-frequency identification (RFID). The MX870 now supports this functionality for credit cards.

In the past, credit card account information would be provided to the POS through the card's magnetic stripe or keyed in through the workstation. Recently, credit card issuers have been embedding the account information within a microchip built into the card. This allows the account information to be read from the card using a contactless reader.

The MX870 terminal, includes a contactless reader as an optional way for the card holder to provide account information. The customer would wave their credit card in front of the reader, and the reader would obtain the tender information. If desired, cards can still be swiped or entered manually.

This feature must be used in conjunction with a credit card driver that supports contactless payment. At this time, only the CaFDMS credit card driver supports this functionality. Refer to the documentation specific to the supported credit card driver for programming steps.

The contactless reader is an optional add-on part to the MX870. Refer to the *MX870 Product Marketing Announcement, PMA 08-924* for ordering information.

New Platform

The MX870 now supports a new platform image, **micros_v2_0.tgz**. For more information on this platform, and where to obtain this file, please consult the *VeriFone MX870 Terminal Installation and Setup Guide for 3700 POS, MD0003-143*.

Open Cash Drawer Before Being Prompted to Enter Amount

The cash drawer can now be configured to open without first prompting the user to enter an amount first. In the past, the operator was required to enter the amount first, and then they the drawer would open.

To support this functionality, the **Open drawer before prompt** option was added to the *POS Configurator | Sales | Tender/Media | Tender | General Options* tab. When enabled, a privileged user is able to open the cash drawer without entering an amount. This option is disabled by default.

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
Conversational Ordering	Hide Add and No Modifiers	29
	Plain Modifier Enhanced to Indicate Default Condiments are not Used for PM Inventories	29
POS Operations	About Touchscreen Key Enhanced to Display NTEP CC# for Weights and Measures	30
	Both Names Option Affects Check Detail Area	30
	Delivery Dispatch Options Require that the KDS uses Delivery Dispatch Option is Enabled	31
	Do Not Display Price of Wasted Items	31
	Fingerprint Driver No Longer Loaded Automatically	32
	MX870 OCB Will Not Display PM Waste Transactions	32

Enhancements Detailed

Conversational Ordering

Hide Add and No Modifiers

The user now has the ability to hide specific condiment prefixes (e.g., No, ADD). When this option is turned on, the condiment prefix key will not display on the build screen.

To support this functionality, the following option was added in POS Configurator:

- ◆ **Hide Touchscreen Prefix Key** (*Sales / Menu Item Class / General Options*). Enable this option for the specified menu item class to mask that class' touchscreen key from being displayed on the build screen.

Plain Modifier Enhanced to Indicate Default Condiments are not Used for PM Inventories

The Plain Condiment Modifier in Conversational Ordering has been enhanced to function with the Product Management (PM) application. When the Plain modifier is used, POS Operations will transmit data to PM indicating that all of the default condiments associated with the menu item were not used (e.g., No Lettuce).

In order for this feature to function correctly, the **Match condiment quantity** option must be enabled on the *Sales / Menu Item Classes / General Options* form in POS Configurator.

POS Operations

About Touchscreen Key Enhanced to Display NTEP CC# for Weights and Measures

The About 3700 touchscreen key has been enhanced to display the NTEP CC# associated with the workstation platform. This feature allows a Weights and Measures inspector to press the **About** key, and then press **More** to view the PCWS scale certification tag number that matches the side of the workstation to ensure that the scale license key matches that on the side of the workstation.

To configure this key, navigate to *POS Configurator / Devices / Touchscreen Designer / Select the Sign-In Screen* and add a new key with the following settings:

- ◆ Function: Non Sales
- ◆ Function: About 3700 POS Operations

Both Names Option Affects Check Detail Area

Selecting the **Both Names** option (*POS Configurator / Sales / Menu Item Class / Print/Display / Print on check/receipt*) will now cause both names to appear in the guest check detail as well as on the check/receipt.

Delivery Dispatch Options Require that the Delivery Dispatch uses KDS Option is Enabled

Delivery Dispatch has been enhanced so that certain features require that the **Delivery dispatch uses KDS** (*Revenue Center / RVC Transactions / Delivery*) option be enabled.

- ◆ **Begun Time.** This field will be blank unless the **Delivery dispatch uses KDS** option is enabled.
- ◆ **Make Time Remaining.** This field will be blank unless the **Delivery dispatch uses KDS** option is enabled.

Do Not Display Price of Wasted Item

The user may now configure a menu item to be designated as waste in POS Operations (e.g., a waste transaction) without displaying, or printing its associated price.

To support this functionality, the following options have been added in POS Configurator:

- ◆ **Do not display/ print price for PM Waste** (*System / Restaurant / Options*). Enable this option to prevent the display of prices for items designated as waste.
- ◆ **PM Waste Header** (*Revenue Center / RVC Print Design / Headers*). Select a header to print when an item in this revenue center is designated as waste.
- ◆ **PM Waste Trailer** (*Revenue Center / RVC Print Design / Trailers*). Select a trailer to print when an item in this revenue center is designated as waste.

Fingerprint Driver No Longer Loaded Automatically

To conserve memory, the Fingerprint driver is no longer loaded automatically on all workstations. Now, in order to conserve memory, the finger print driver will not be loaded unless a finger print scanner is configured for that POS client on the *Devices / User Workstations / Peripherals* form.

If the configuration work is not performed, then the user will receive an error message. The following message will appear on all Windows 2000, XP, WS4, WS4LX and WS5 platforms:

```
Fingerprint Reader Not Configured.
```

If the user attempts to use this feature with a handheld device, then they will receive the following message:

```
Feature Not supported on this platform.
```

MX870 OCB Will Not Display PM Waste Transactions

The MX870 Order Confirmation Board (OCB) has been enhanced to not display Waste Transactions. This is system default behavior.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/ SCR #	Page
Biometrics	Upgrading Caused Finger Print Reader to Become Non-functional and Required Several Reboots	N/A/ 34853	39
Conversational Ordering	Known Limitation: Condiment Consolidation Not Supported in COM	N/A/ 35531	39
	Declaring Order Type Caused Touchscreen to Incorrectly Jump to the Main Screen	N/A/ 34474	39
	Known Limitation: Incorrect Build Screen May Generate if Operator Selects a Menu Item With No Build Screen Linked	N/A/ 35575	40
	Menu Items Would Lose Their Reference Entries When Changed Via the Swap Key	N/A/ 35099	40

Module	Feature	CR ID/ SCR #	Page
Conversational Ordering Cont'd	Pole Display and Rear Displays Would not Function Correctly	N/A/ 34387	40
	Known Limitation: Unable to Delete Manual Discount if Only 1 Type of Menu Item Ordered	N/A/ 34552	41
	Unable to Remove Default Condiments from a Combo Meal	N/A/ 35923	41
Database	Known Issue: Barcode Entry Limitation	24531/ 33581	41
	DM Command -Q Required User ID and Password When Used via a Command Line	N/A/ 35745	41
	Encryption Value Maximum Could be Reached, Causing Issues with Credit Card Functionality	N/A/ 35109	43
	RESSimDB.exe Would not Stop When the Database is Turned Off	N/A/ 30077	44
	Known Issue: Some DM Switches Will Not Run Together from a Command Line	N/A/ 35309	44
	Unable to Create Check When Chk_Seq Exceeds 10,000,000	N/A/ 35121	45
Menu Board	Menu Board Would Not Work with Regional Settings Other Than English	N/A/ 35033	45

Module	Feature	CR ID/ SCR #	Page
POS Configurator	Copying and Pasting a Touchscreen with an Icon and Multiple Versions Caused an Error	N/A / 34681	46
	Custom Touchscreen Templates in EM Displayed Incorrectly with Mixed 3.x and 4.x Versions	26294/ 35655	46
	GSS Configuration Option Was Missing	N/A/ 35250	47
	POS Configurator will Incorrectly Timeout if User is Clicking Through and Not Making Changes	N/A/ 35276	47
	Unable to Sort SLU Groups by Name or Object Number	N/A/ 35127	47
POS Operations	Attempting to Highlight and Drag a Finger on a Split Check Screen Would Cause an Error Condition	N/A/ 35279	48
	Auto Menu Level Used When Beginning Check With Caller ID	25021/ 34188	48
	Both Names Would Incorrectly Cause Both Menu Item Names to Appear in Check Detail Area	N/A/ 34451	48
	Changing Payment of a Closed Check with Auto Service Charge Caused Auto-Service Charge to Post Incorrectly	25254/ 34417	49
	By Design: Display Prefix on Condiment's Line Option Causes Prefix Price to be Excluded from Condiment's Price	N/A/ 35640	49

Module	Feature	CR ID/ SCR #	Page
POS Operations Cont'd	Editing Closed Check Caused Closed Check Time to be the Same as Open Check Time	25356/ 34610	49
	Enabling the Suppress from Net Sales Totals Option Caused VAT Tax and Discounts to be Subtracted from Net Sales	N/A/ 35642	49
	Filtering by Seat with Tray Totals Caused the Display to Jump to the Bottom of the Screen	N/A/ 32505	50
	Fixed Price Meal Course Child Items Could Sort Incorrectly	N/A/ 35391	50
	By Design: Future and Delayed Orders Will Not Be Fired If Open During Pre-Set Firing Time	N/A/ 34191	50
	If Both Names Option Enabled and Menu Item Only Had One Name Defined Then Blank Lines Would Print for Missing Name	N/A/ 24460	50
	Insert Condiment Hangs at Alphanumeric Screen When Reference Required	24947/ 34076, 25834	51
	Post to SVC Charges Total Option Not Posting to Charged Receipts Correctly	N/A / 34985	51
	Replaying a Previous Round Discount Would be Unsuccessful When Emerging from BSM	N/A/ 35795	51

Module	Feature	CR ID/ SCR #	Page
POS Operations Cont'd	Known Issue: Restart Client After Changing Theme	N/A/ 35492	52
	Selecting a Check from an Open Check SLU Resulted in an Error Condition	N/A/ 35123	52
	Voiding and Returning Items in the Same Round Caused Incorrect Totals	24759/ 33873	52
Printing	Double-Byte Characters May Print Incorrectly	N/A/ 35132	52
Reports	Inventory Item Transaction Journal Report Open Balance was Incorrect	22623/ 30694	53
	KDS Tracking Caused Employee Reports to be Incorrect	N/A/ 34840	53
	Payroll ID Would Not Appear in Some Custom Reports	N/A/ 34415	53
Transaction Services	Able to Cancel Check With Outstanding Total	N/A/ 35184	54
	Add to Existing Check Incorrectly Permitting Posting to a Closed Check	26077/ 35396	54
	Check Closed When Performing a Gift Redeem Authorization	25536/ 35115	54

Module	Feature	CR ID/ SCR #	Page
Transaction Services Cont'd	Check Could be Closed through Transaction Services with an Outstanding Balance	26219/ 35643	55
	Gift Card Voucher Would Not Print Balance on Hand Held Device	25494/ 35038	55
	Produce Error if Incorrect Employee Attempts to Add To A Check and Close Out the Check	N/A/ 35113	56
	Subtotal on Gift Card Voucher Would Incorrectly Include Tip	26056/ 35440	56
	Unable to Discount a Fixed Price Meal	N/A/ 35310	56
Translate	Japanese Translation Could Show Invalid Characters	23553/ 32274	57
User Interface	User Permitted to Bypass Login in Secure Desktop Mode	22988/ 31189	57

Revisions
Detailed

Biometrics

Upgrading Caused Finger Print Reader to Become Non-functional and Required Several Reboots

CR ID #: N/A

SCR #: 34853

Previously, after upgrading the system, the Workstation 5 integrated fingerprint reader would become non-functional, and the user was required to reboot the system. This has been corrected.

Conversational Ordering

Known Limitation: Condiment Consolidation Not Supported in COM

CR ID #: N/A

SCR #: 35531

Condiment display consolidation (*POS Configurator / Revenue Center / RVC Display Design / Consolidation Mode*) is not yet supported with Conversational Ordering Mode.

Declaring Order Type Caused Touchscreen to Incorrectly Jump to the Main Screen

CR ID #: N/A

SCR #: 34474

Previously, declaring an order type could cause the touchscreen to incorrectly jump to the previous user touchscreen. This has been corrected.

Known Limitation: Incorrect Build Screen May Generate if Operator Selects a Menu Item With No Build Screen Linked

CR ID #: N/A

SCR #: 35575

Selecting a menu item in Conversational Ordering Mode that is not linked to a Build Screen may cause an incorrect build screen to appear.

When no Build Screen is programmed, the system will attempt to display the SLU screen from which the menu item was ordered. If the touchscreen key that was pressed when ordering the item is directly linked to a menu item, and no SLU screen is currently displayed, then the last active SLU screen is used as the build screen.

All menu items in Conversational Ordering must have a Build Screen linked. This is by design.

Menu Items Would Lose Their Reference Entries When Changed Via the Swap Key

CR ID #: N/A

SCR #: 35099

Previously, when a menu item with an associated reference entry was changed using the SWAP key, the new menu item would not retain the data contained in the reference entry. The operator was required to input the reference data again. This has been corrected.

Pole Display and Rear Displays Would not Function Correctly

CR ID #: N/A

SCR #: 34387

Previously, when ringing menu items in Conversational Ordering Mode, the Pole Display and the Rear Display attached to the workstations would not display the name of the menu item or the menu item price. This has been corrected.

Known Limitation: Unable to Delete Manual Discount if Only 1 Type of Menu Item Ordered

CR ID #: N/A

SCR #: 34552

Due to the nature of Conversational Ordering and the Single Selection Mode functionality, single item orders with an item discount may not have the single item unselected. This behavior prevents the item discount from being selected without the menu item. Operations such as a Touch Void can thus not be performed without acting on both the discount and the menu item.

Unable to Remove Default Condiments from a Combo Meal

CR ID #: N/A

SCR #: 35923

Previously, when ringing a combo meal in Conversational Ordering Mode the operator was unable to remove certain default condiments from the check. This has been corrected.

Database

DM Command -Q Required User ID and Password When Used via a Command Line

CR ID #: N/A

SCR #: 35745

Previously, the Database Manager command -Q (e.g., Quiet) incorrectly required a password when used via a command line. This has been corrected.

Known Issue: Barcode Entry Limitation

CR ID #: 24531

SCR #: 33581

POS Operations will not load on any Client or Server when more than 32767 barcode records (barcode_def) are defined in the database. This is a known issue.

To resolve this issue, delete some of the barcode record entries in the database so that there are fewer than 32767 records and restart POS Operations.

Encryption Value Maximum Could be Reached, Causing Issues with Credit Card Functionality

CR ID #: N/A

SCR #: 35109

Previously, the credit card encryption value sequence (encrypt_value_seq) had a maximum value of 7 digits. When this value was reached, the site would encounter issues with their credit card functionality. The following changes have been made to resolve this issue:

- ◆ The encryption value has been increased to a maximum of 10 digits (<2147483647).
- ◆ The encryption value sequence references the SEQ_NUM_EX data type, rather than the SEQ_NUM data type.

This change impacts the following tables:

- ◆ cc_auth_dtl
- ◆ cc_batch_item_dtl
- ◆ cc_batch_xfer_item_status
- ◆ cc_item_dtl_temp
- ◆ cc_vchr_dtl
- ◆ ref_dtl
- ◆ tmed_dtl
- ◆ gss_customer_def
- ◆ encrypt_cc_value_dtl

RESSimDB.exe Would not Stop When the Database is Turned Off

CR ID #: N/A

SCR #: 30077

Previously, the RESSimDB.exe file would not stop running when the database was turned off. This could prevent files from being updated when running a patch. This has been corrected.

Known Issue: Some DM Switches Will Not Run Together from a Command Line

CR ID #: N/A

SCR #: 35309

The following DM switches cannot be run together from a Command Line (cmd):

- ◆ DM -CON, -EK, -DK do not work in conjunction with -B, -T -K
- ◆ The DM.log will not log any errors regarding the -CON cmd.

These are known limitations. To perform these unrelated actions, execute DM multiple times with the corresponding switches.

Unable to Create Check When Chk_Seq Exceeds 10,000,000

CR ID #: N/A

SCR #: 35121

Previously, the column chk_seq for the database table chk_dispatch_dtl had the wrong data type assigned, causing a scenario where the chk_seq could exceed 10,000,000 and a new check could not be created. This issue has been corrected, and the chk_seq in the chk_dispatch_dtl table now have a data type of seq_num_ex.

Unable to Select an Available EM Concept

CR ID #: N/A

SCR #: 32696

Previously, the user was not able to select an available EM concept database in DM. As a result, DM functionality was only accessible if the concept database was marked as unavailable. This issue was corrected in RES Version 4.3 and EM Version 4.3.

Menu Board

Menu Board Would Not Work With Regional Settings Other Than English

CR ID #: N/A

SCR #: 35033

Previously, when attempting to use the menu board with a regional setting configured that was something other than English, the menu board will display with a blank white screen. This has been corrected.

POS Configurator

Copying and Pasting a Touchscreen with an Icon and Multiple Versions Caused an Error

CR ID #: N/A

SCR #: 34681

Previously, EM Corporate could encounter an error condition when attempting to copy and paste a touchscreen with an icon that had multiple touchscreen versions. This has been corrected.

Custom Touchscreen Templates in EM Displayed Incorrectly with Mixed 3.x and 4.x Versions

CR ID #: 26294

SCR #: 35655

Previously, if a site is running EM 4.3 as a Corporate server with stores running RES versions below 4.0 (e.g., 3.1 and 3.2), EM Corporate could encounter an issue where custom touchscreen templates defined using the **OpsDisplayUser.cfg** file would not display correctly. When a custom touchscreen template was selected in touchscreens the application would revert back and display the previous template. This has been corrected.

A discrepancy exists between the touchscreen templates that can display in RES versions below 4.0, and touchscreen templates that can display in RES versions 4.0 and above. In RES versions below 4.0, touchscreen templates can only support one touchschscreen area. RES versions 4.0 and above can support multiple touchscreen areas.

For this reason, if an EM Corporate Server running EM 4.5 or higher has stores running RES versions below 4.0, then the following touchscreen templates will not be available in the touchscreens drop-down as they have more than one touchscreen area:

201,202,203,302,850,851,852,860,861,862,870,871,872,873,874,880,881,882,890,891,892,901,902,903,904.

Once all stores are upgraded to RES 4.x, then all of the aforementioned screens will be available.

GSS Configuration Option Was Missing

CR ID #: N/A

SCR #: 35250

Previously, the **GSS Configuration** option was missing from the *Employees / Employee Classes / Privileges / GSS Privileges* tab. This option grants an employee class access to the *GSS Back Office View / Customize menu options* form. This has been corrected.

POS Configurator will Incorrectly Timeout if User is Clicking Through and Not Making Changes

CR ID #: N/A

SCR #: 35276

If a user was clicking through the forms in POS Configurator, but not making any changes, then the system would incorrectly timeout once the **Maximum Idle Time in Minutes** threshold was reached. This has been corrected.

Unable to Sort SLU Groups by Name or Object Number

CR ID #: N/A

SCR #: 35127

Previously, SLU Groups in POS Configurator would not sort records by Name or by Object Number, regardless of the sorting method selected. Instead, the form would always sort by sequence number. This has been corrected.

POS Operations

Attempting to Highlight and Drag a Finger on a Split Check Screen Would Cause an Error Condition

CR ID #: N/A

SCR #: 35279

Previously, highlighting an area and then dragging a finger across the screen on a CE client on the split check screen would cause the following error message to appear:

```
Edit_Check::removed_selected_detail: key 0 obj 0 not found.
```

This has been corrected.

Auto Menu Level Used When Beginning Check With Caller ID

CR ID #: 25021

SCR #: 34188

Previously, when using Caller ID to begin a check in POS Operations, the Auto Menu Level was ignored, and the system would use the default level associated with the Revenue Center. This has been corrected.

Both Names Would Incorrectly Cause Both Menu Item Names to Appear in Check Detail Area

CR ID #: N/A

SCR #: 34451

Previously, enabling the Both Names option on the Sales | Menu Item Class | Print/Display | Display on Touchscreen option would correctly cause both names to appear on a SLU key, but would incorrectly cause both names to appear in the guest check detail. This has been corrected.

Changing Payment of a Closed Check with Auto Service Charge Caused Auto-Service Charge to Post Incorrectly

CR ID #: 25254

SCR #: 34417

Previously, reopening a closed check containing an auto-service charge and changing the payment would cause the auto-service charge to post to Gross receipts. This has been corrected.

By Design: Display Prefix on Condiment's Line Option Causes Prefix Price to be Excluded from Condiment's Price

CR ID #: N/A

SCR #: 35640

When *POS Configurator / Revenue Center / RVC Display Design / Display prefix on condiment's line* option is enabled, the prefix price will not be rolled into the condiments price. Additionally, the pole display will not be updated with the correct total. This is by design.

Editing Closed Check Caused Closed Check Time to be the Same as Open Check Time

CR ID #: 25356

SCR #: 34610

Previously, editing a closed check and reprinting it could cause the closed check time to be the same as the open check time. This has been corrected.

Enabling the Suppress from Net Sales Totals Option Caused VAT Tax and Discounts to be Subtracted from Net Sales

CR ID #: N/A

SCR #: 35642

Previously, enabling the **Suppress from Net Sales Totals** option (*POS Configurator / Sales / Menu Item Class / Price Totals*) would cause the VAT inclusive tax and discounts to be subtracted from the Net Sales totals. This has been corrected.

Filtering by Seat with Tray Totals Caused the Display to Jump to the Bottom of the Screen

CR ID #: N/A

SCR #: 32505

Previously, selecting a seat when using Tray Totals would cause the display to jump to the bottom of the screen, and the operator would have to scroll back up to view their selection. This has been corrected.

Fixed Price Meal Course Child Items Could Sort Incorrectly

CR ID #: N/A

SCR #: 35391

Previously, Fixed Price Meal course child items would sort incorrectly if the parent menu item was separated from the child menu item with intermediary menu items. In this situation, the child would appear below the intermediary menu items, rather than their parent items. This has been corrected.

By Design: Future and Delayed Orders Will Not Be Fired If Open During Pre-Set Firing Time

CR ID #: N/A

SCR #: 34191

If a future or delayed order check is open during the time designated as the firing time, then that check will not fire. This is by design.

If Both Names Option Enabled and Menu Item Only Had One Name Defined Then Blank Lines Would Print for Missing Name

CR ID #: N/A

SCR #: 24460

Previously, if the **Both Names** option was configured (*Sales / Menu Item Class / Print/Display / Print on check/receipt*) and the menu item only had a single menu item name defined (e.g, just Name 1, or Name 2), then the check would print blank lines in place of the both menu item names. This has been corrected.

Insert Condiment Hangs at Alphanumeric Screen When Reference Required

CR ID #: 24947

SCR #: 34076, 25834

Using the 'Insert Condiment' function to add a condiment that was part of a condiment SLU, and required a reference, would correctly display the alphanumeric keypad to allow the operator to enter the reference information, but would fail as soon as the Enter button was pressed. The error message “No Entries Exist” would display, but the system would not allow the user to clear or exit the alphanumeric screen.

At this point, the user could cancel the transaction, but only if the site was not using DOM. If DOM was enabled, transaction cancel would also fail. The workstation would have to be restarted to return to normal functionality.

This problem has been corrected.

Post to SVC Charges Total Option Not Posting to Charged Receipts Correctly

CR ID #: N/A

SCR #: 34985

Previously, enabling the **Post to svc charges total** (*POS Configurator / Service Charge / Service Charge*) option would incorrectly post the service charge amount to charged receipts. The correct behavior is for service charges to post to Service Charge totals. This has been corrected.

Replaying a Previous Round Discount Would be Unsuccessful When Emerging from BSM

CR ID #: N/A

SCR #: 35795

Previously, attempting to replay a previous round discount when emerging from Backup Server Mode (BSM) would be unsuccessful. This has been corrected.

Known Issue: Restart Client After Changing Theme

CR ID #: N/A

SCR #: 35492

Making a theme change on a workstation (*User Workstations / Options / Display / Theme Name*) requires that the POS client be restarted.

Selecting a Check from an Open Check SLU Resulted in an Error Condition

CR ID #: N/A

SCR #: 35123

Previously, attempting to select a check from an open check screen lookup (SLU), such as the Pickup Table button, when the Chk_Seq exceeds 9,999,999 would cause the following error message to appear:

No more checks.

This has been corrected.

Voiding and Returning Items in the Same Round Caused Incorrect Totals

CR ID #: 24759

SCR #: 33873

Previously, voiding a menu item, and then returning items in the same round would cause POS Operations to calculate totals incorrectly. This has been corrected.

Printing

Double-Byte Characters May Print Incorrectly

CR ID #: N/A

SCR #: 35132

Previously, double-byte characters may print incorrect characters, or print nonsensical characters. This has been corrected.

Reports

Inventory Item Transaction Journal Report Open Balance was Incorrect

CR ID #: 22623

SCR #: 30694

Previously, the Inventory Item Transaction Journal report (e.g., InvenItemTransJournal.rpt) could contain an inaccurate Open Balance total because the report could fail to include record transactions from closed periods. This would occur when the date range included the last day of the period. To correct this issue the Business date column of this report will now refer to the `ilcg_itm_day_ttl/ilcg_itm_day_closed_ttl` to determine the open business date and close business date.

KDS Tracking Caused Employee Reports to be Incorrect

CR ID #: N/A

SCR #: 34840

Previously, creating a KDS Tracking Group would cause Employee Tracking Groups to be incorrect. As a result, Employee Results would contain incorrect totals, or no totals. This has been corrected.

Payroll ID Would Not Appear in Some Custom Reports

CR ID #: N/A

SCR #: 34415

Previously, custom reports relying on the stored procedure `speo_R_emp_info` would not contain the payroll ID number (`payroll_id`). This has been corrected.

Transaction Services

Able to Cancel Check With Outstanding Total

CR ID #: N/A

SCR #: 35184

Previously, Transaction Services (POS API) could produce an exception error and cancel a check with an outstanding balance. This would occur if the discount option to **Apply to auto svc chg** was enabled and the gratuity was not linked properly in the Revenue Center. This has been corrected, and Transaction Services now checks for the validity of the auto service charge prior to trying to use it. This eliminates the exception error and now properly closes the check.

Add to Existing Check Incorrectly Permitting Posting to a Closed Check

CR ID #: 26077

SCR #: 35396

Previously, selecting the Add to Existing Check function in Transaction Services would incorrectly permit the user to post to a closed check. This has been corrected.

Check Closed When Performing a Gift Redeem Authorization

CR ID #: 25536\

SCR #: 35115

Previously, when performing a Gift Card Redeem Auth transaction, a gift card on a Pay at the Table device (e.g., a VX670) would cause the check to close unexpectedly. This has been corrected.

Check Could be Closed through Transaction Services with an Outstanding Balance

CR ID #: 35544

SCR #: 35643

Previously, it was possible to tender a check for less than the balance, and then close the check with an outstanding balance remaining. This could occur if one of the following were true:

- ◆ A menu item on the check contained a fraction of a menu item.
- ◆ A menu item was moved between seats.

This has been corrected.

Gift Card Voucher Would Not Print Balance on Hand Held Device

CR ID #: 25494

SCR #: 35038

Previously, a gift card balance voucher would not print on the handheld device (e.g., a VX670) the gift card voucher would not print the remaining balance on a hand held device when a credit authorization voucher was also defined. This has been corrected.

Produce Error if Incorrect Employee Attempts to Add to a Check and Close Out the Check

CR ID #: N/A

SCR #: 35113

Previously, if the server attempting to add to an existing check was not the Check Employee who created the check, they would be allowed to add to that check and close it out. This has been corrected, and now attempting to do so will produce the following error message:

The employee passed to the API is not the Check Employee for this check.

A properly authorized employee will be able to add to a check created by another employee if the **Pick up others' checks** option (*Employees / Employee Classes / Guest Checks / Other Employee's Checks*) is enabled for their employee class.

Subtotal on Gift Card Voucher Would Incorrectly Include Tip

CR ID #:26056

SCR #: 35440

Previously, the gift card voucher that printed from a pin pad would incorrectly include the tip in the subtotal amount. This caused the total amount to be inflated. This has been corrected.

Unable to Discount a Fixed Price Meal

CR ID #: N/A

SCR #: 35310

Previously, the user would receive an error message when attempting to discount a Fixed Price Meal. This has been corrected.

Translate

Japanese Translation Could Show Invalid Characters

CR ID #: 23553

SCR #: 32274

Previously, translating the following modules into Japanese could result in the display of invalid characters:

- ◆ POS Configurator
- ◆ Autosequences and Reports
- ◆ Product Management (PM)
- ◆ Procedures

This has been corrected.

User Interface

User Permitted to Bypass Login in Secure Desktop Mode

CR ID #: 22988

SCR #: 31189

Previously, if the system was in Secure Desktop Mode, under certain circumstances, the user was able to bypass the authentication process and log into Windows by selecting [**Cancel**] when prompted to enter their employee id. This has been corrected, and the [**Cancel**] button has been removed from the log in screen.

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
Display	Differentiate Order Display by Color	58

New Features Detailed

Display

Differentiate Order Display by Color

The KDS Display can now be configured to utilize color in order to differentiate between different order types. When configured, items will display highlighted in the color associated with the order type. For example, the Drive Thru can be assigned Green, and the Counter can be assigned red.

This feature allows the operator to quickly determine the type of order being prepared.

To configure this functionality, use the **KDS Highlight Scheme** on the *POS Configurator / System / Order Types* form to assign a color to a specific device.

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
Controller	Display Guest Count on SOS	60

Enhancements
Detailed

Controller

Display Guest Count on SOS

The guest count will now display in the bottom-right side of the KDS chit when using any of the new **Gst** display layouts (50 - 54). This feature permits the kitchen staff to better plan for a table. For example, the food expediter would know how many plates to bring to a table when delivering an appetizer.

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
DOM	Check ID Would Not Display when DOM and Fire on Fly were Used	N/A/ 33950	62
Display	By Design: Downgrading RES Version on a DC LX Kitchen Display Device Causes Error	N/A/ 32951	62
	KDS Function Summary Expanded Would Freeze the KDS Display	25062/ 34244	63
	Site Using Auckland, Wellington Time Zone Could Cause KDS Display Time to be 1 Hour Ahead	21596/ 28939	63

Revisions
Detailed

DOM

Check ID Would Not Display when DOM and Fire on Fly were Used

CR ID #: N/A

SCR #: 33950

Previously, if the Dynamic Order Mode (DOM) was enabled and Fire on Fly was enabled on the order device, then the Check ID would not display once the check was service totaled or tendered. This has been corrected.

Display

By Design: Downgrading RES Version on a DC LX Kitchen Display Device Causes Error

CR ID #: N/A

SCR #: 32951

Downgrading the version of RES installed on a DC client will not remove all of the appropriate files, resulting in a `MissingMethodException` error condition. This is by design, as KDS clients were not designed for downgrading.

If you find yourself in this situation, however, you may follow these steps to correct this issue after downgrading:

1. On the DC client, navigate to the FS2/MICROS folder and delete all files and sub-folders.
2. Re-deploy CAL. After the DC client is rebooted, KDS will start successfully.

KDS Function Summary Expanded Would Freeze the KDS Display

CR ID #: 25062

SCR #: 34244

Previously, selecting the KDS **Summary Expanded** function from a bumper would cause the KDS display to freeze on an Remote Display Controller (RDC) or on a WS4. This has been corrected.

Site Using Auckland, Wellington Time Zone Could Cause KDS Display Time to be 1 Hour Ahead

CR ID #: 21596

SCR #: 28939

Previously, when a site using Auckland, Wellington time, and a server with the Automatically adjust clock for daylight savings time option enabled, would cause the KDS display to be 1 hour ahead of the Windows CE system's time. This has been corrected.

Guest Service Solutions (GSS)

What's New

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

New Features Summarized

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

Module	Feature	Page
Import/ Export Wizard	GSS Support Functions are Now Integrated	65
Operations	GSS Address Capture Enhancements	67

New Features Detailed

Import/Export Wizard

GSS Support Functions are Now Integrated

GSS Support Functions Were Integrated into GSS Backoffice. These can be seen on the *GSS BackOffice | File | Database Update Support Scripts* form.

To view the integrated scripts, the following must occur:

- ◆ **GSS Configuration** (*POS Configurator | Employees | Employee class | Privileges | GSS Privileges*) must be enabled.
- ◆ Open *GSS BackOffice | File* and verify that you can see **Database update support scripts**. If not, select *View | Customize | Menu | Reset* and select **OK**.

The **Add/Update Queries** employee class privilege must be enabled on the *POS Configurator | Employees | Employee Classes | Privileges | GSS Privileges* tab to run the new functions.

The functionality of the GSS Support files has been enhanced. The new options in *GSS Backoffice | File | Database Update Support Scripts* are:

- ◆ Clear A/R Info. Clears Accounts Receivable Information.
- ◆ Clear A/R Totals. Clears Accounts Receivable Totals (but leaves definitions).
- ◆ Clear GC Info. Clears Gift Certificates/Card Information.
- ◆ Clear GC Totals. Clear Gift Certificate/Card Information totals (but leave definitions).
- ◆ Export GSS Data. Export GSS Related Data to .csv files located in the *\Micros\GSS_EXPORT* folder.
- ◆ Import GSS Data. Imports GSS Related Data from .csv files. In order to import successfully, the located in the *\Micros\GSS_EXPORT* folder must contain the appropriate .csv files.

The code from the GSS support scripts has been added to the following new stored procedures:

- ◆ spgss_clear_ar_info
- ◆ spgss_clear_ar_ttls
- ◆ spgss_clear_gc_info
- ◆ spgss_clear_gc_totals
- ◆ spgss_export
- ◆ spgss_import

The export and import stored procedures have been altered to handle the MICROS.gss_delivery_address_def table and the MICROS.gss_customer_def *invalid address* columns that are new with RES 4.5.

Operations

GSS Address Capture Enhancements

With this release, GSS has been enhanced to improve the method used to collect address information from the customer. The goal of these enhancements is to allow the operator to quickly and efficiently gather accurate information from the customer.

GSS now contains the following features aimed at facilitating the data collection process:

- ◆ Once a postal code is entered, the system will determine the validity of the code. Immediate feedback is provided to the operator if the postal code is not present in the database.
- ◆ When the operator enters a postal code, a list of addresses located within that area will appear. The operator may select from the list of address matches, eliminating the need to enter the remainder of the customer's information manually.
- ◆ If the postal code is valid, it will be matched to the appropriate Delivery Zone(s). If the postal code is not valid, then the Delivery Zone will be listed as Out of Area (OOA).

These enhancements speed up the order-taking process by limiting the amount of information the operator needs to enter into the GSS system. As a result, speed of service will improve.

These enhancements are also beneficial to sites that use their address information as a marketing tool. By ensuring that the addresses in the database are correct, the site can more efficiently use this data to communicate promotions and other marketing materials.

Usage

When entering address information into GSS, the user will receive immediate feedback from the system about their entry.

Postal Code Validation

If a valid postal code is provided, the foreground and background will remain unchanged. If only one Delivery Zone is found that matches the postal code, then the Delivery Zone field is filled in with the correct zone information.

Micros 3700 HMS - Guest Services Solution BackOffice

File Edit View Record Help

Customers

Find Customer

Customer Selection/View/Modification Screen | Order History | Bonus Plans

First Name [] Last Name []

Birthday [2/ 4/2008] Phone 1 [(000) 000-0000]

Address Line 1 [] Group Name []

Address Line 2 [] Fax [(000) 000-0000]

City [Columbia] State [MD] Postal [SE22 8EP]

Country []

Email [] Active [TRUE]

Member Since [2/4/2008 11:45:55 AM] Order Count []

Last Order Date [] Amount Spent []

Notes [] Delivery Zone [A-1]

Other Info [Contact Title] []

CC Number [] CC Expire Date []

Delivery Notes []

Hoax Customer

Available Bonus Plans Customer Complaints

Gold Plan

Bonus Plans

Coupons

Gift Certificates

Screen Designs

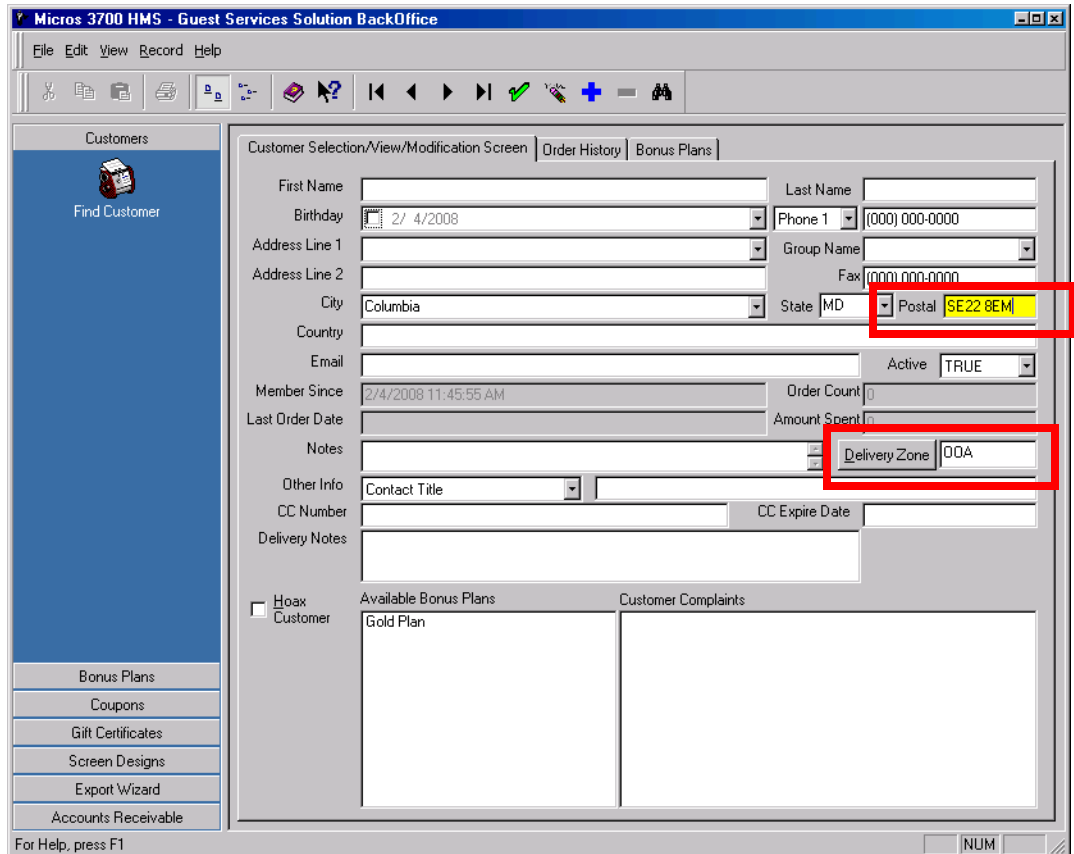
Export Wizard

Accounts Receivable

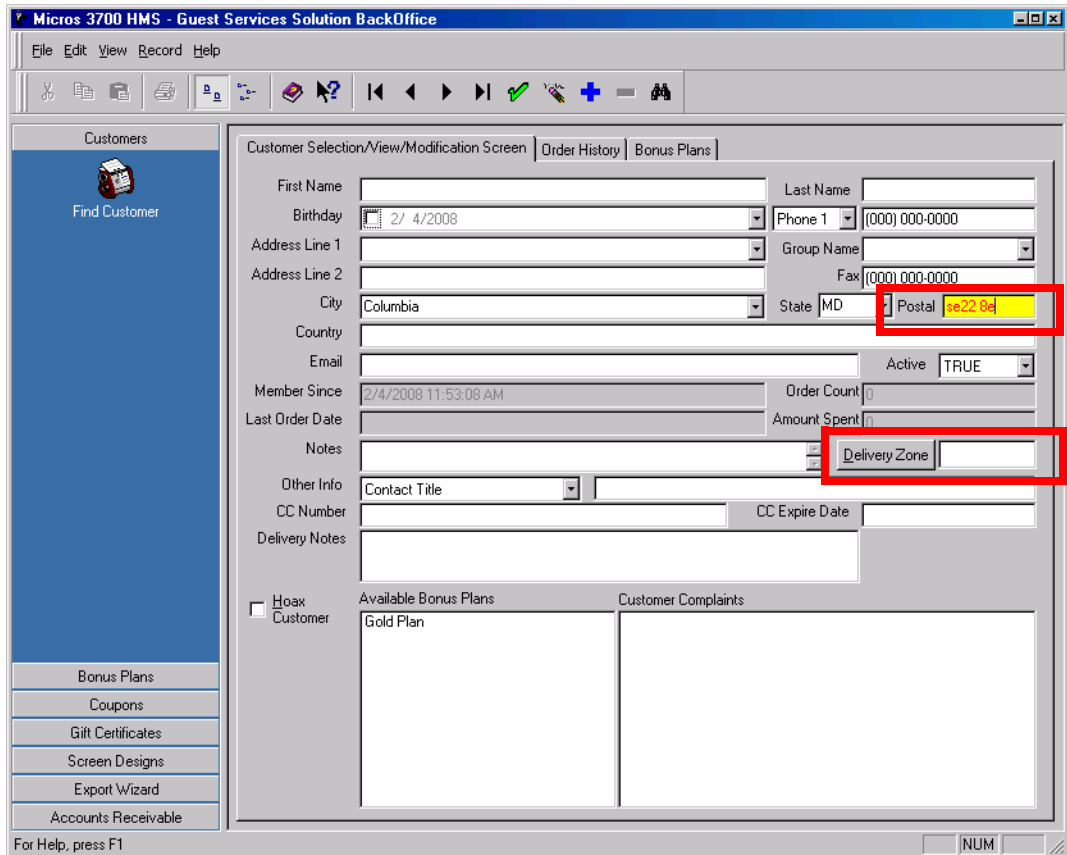
For Help, press F1

NUM

When a valid postal code is provided, but it does not match any Delivery Zone records, the background color is changed to Yellow, and the foreground color remains the default, Black. The Delivery Zone field is set to OOA (Out of Area).



When an invalid postal code is entered (one that does not conform to the system's configuration), the background color changes to Yellow, and the foreground color changes to Red. The Delivery Zone text is cleared.



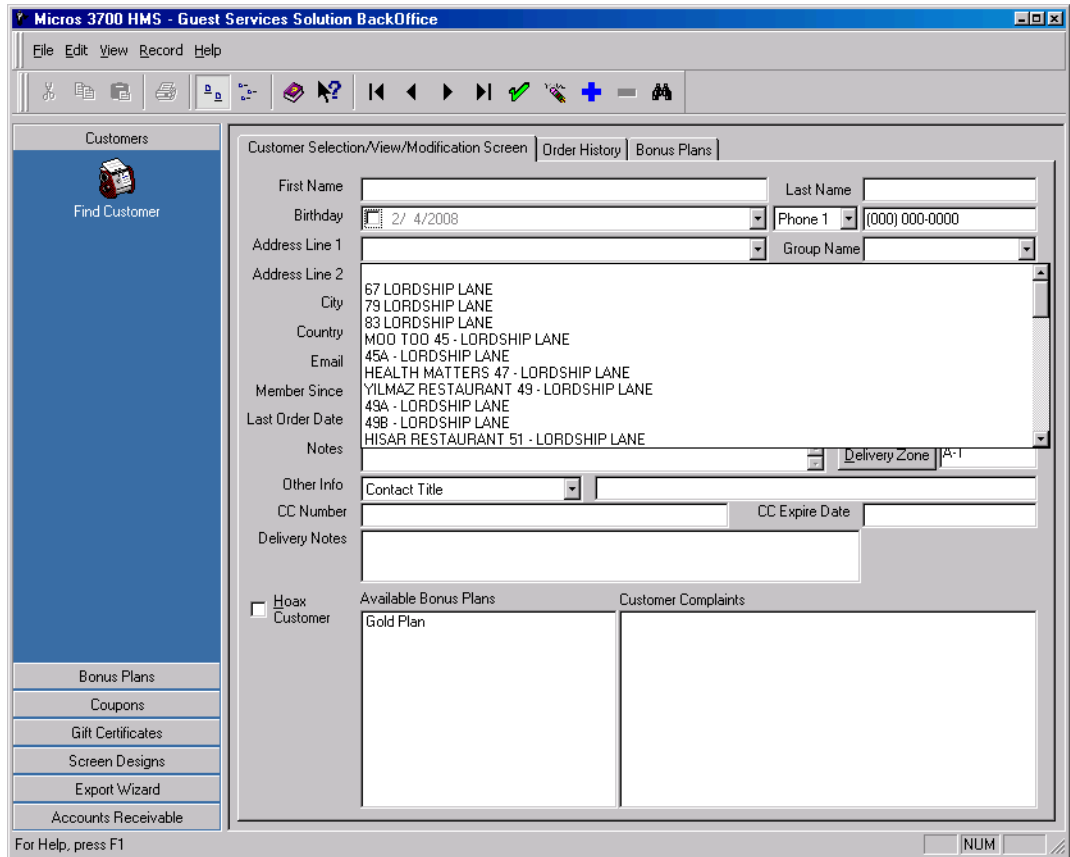
Matching Results

When entering information in the Postal Code, or Address Line 1 fields, the user will receive immediate feedback regarding the success of the search.

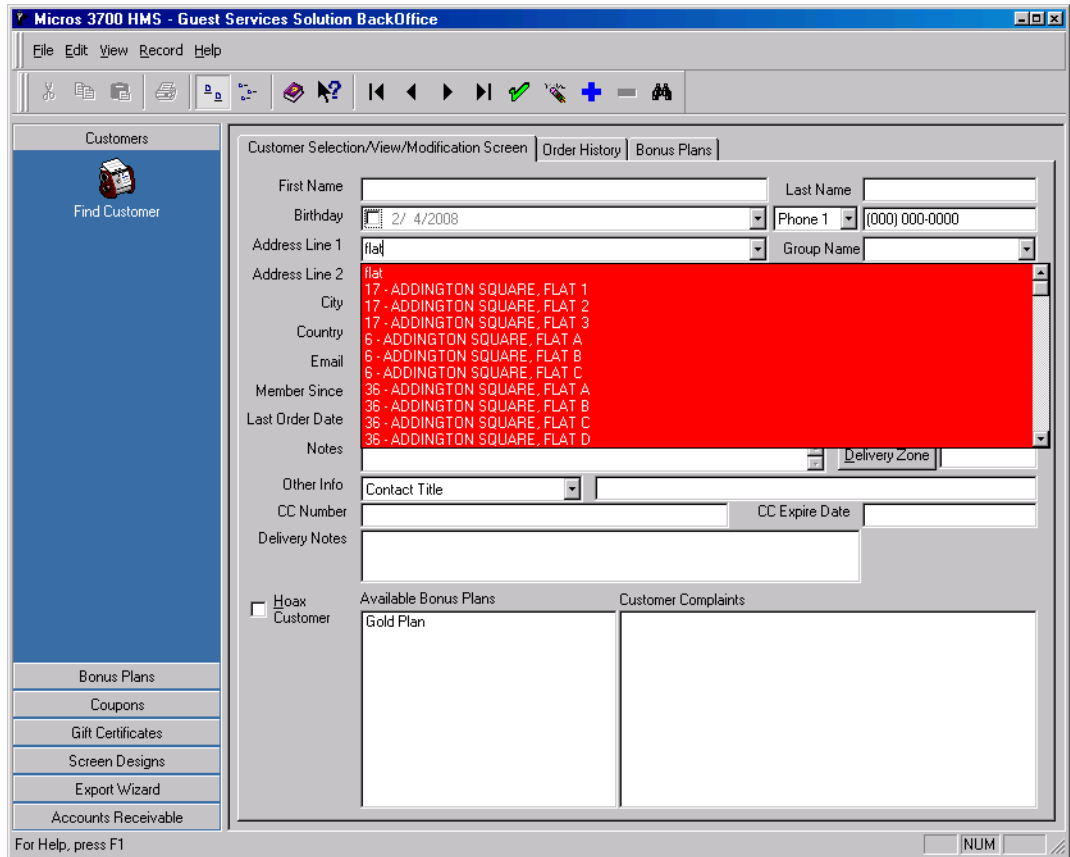
NOTE: Address Line 1 search criteria does not have to be entered in any specific order. A few key words may be all that is required to locate the correct address.

If the Postal Code, or Address Line 1 entry is sufficient to narrow down the Address List to less than 10 Delivery Zone records, and less than 100 Address Lines, then the Address Line 1 drop-down list will display in the default color.

In this case, the user may select a record from the drop-down to complete their entry.



If the search results are too broad, and the Address Line 1 drop-down list will display with a Red colored background. This shows the operator that more information must be provided to generate a meaningful list.



Abbreviations

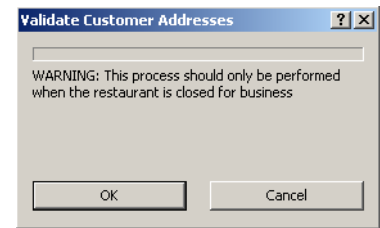
Sometimes, the entire address is too long, and needs to be abbreviated. Abbreviations are defined by selecting the **[Abbreviation]** button on the *Edit / Delivery Area Street Mapping* form.

Select the **[Default Abbreviation]** button to toggle the highlighted item as the Default Abbreviation from the Abbreviations List selection box. Up to 50 characters can be saved for Address Lines 1 and 2, but only 24 characters per line can be displayed or printed. The Default Abbreviation will be used if needed to avoid an address from being truncated on the display of check.

Validating Customer Addresses

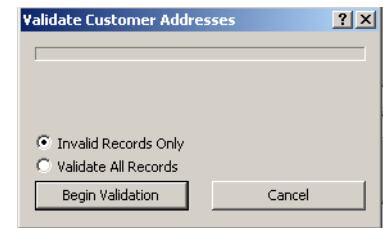
Upon upgrading, all customer addresses will be marked as Invalid, until they have been confirmed to be valid. To simplify this process, the Validate Customer Addresses operation has been added. Follow these steps to validate your pre-existing addresses:

1. After upgrading your system, open GSS and navigate to the *Edit / Validate Customer Addresses* option.



2. The user will receive a prompt warning the user that this operation should only be performed when the restaurant is closed for business as it could take several hours to perform. Select [**Ok**] to continue.

3. The user will then be prompted to determine which types of records they would like to update:



- ◆ **Invalid Records Only.** System goes through all addresses marked as being invalid. These records are compared against the Address Database, and if they are found to be present in the Delivery Area, are updated to clear the Invalid Address flag.

This option should be used when a store upgrades to RES Version 3.2 SP7 HF7 and GSS is used, or has otherwise made changes to the Address Database that only affected delivery address information.

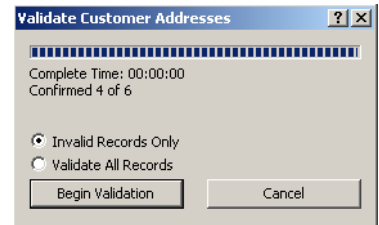
- ◆ **Validate All Records.** The system will go through all Address records in the database, and compare them against the Address Database. If an invalid address record is found to be present in the Delivery Area, it is updated to clear the Invalid Address flag. Likewise, if a valid record is found to be invalid, its status will be updated.

This option should be used if a store has made changes to the Address Database, that either altered or removed delivery address information.

4. Click [**Begin Validation**] to start the process.

A status window will display that counts down the amount of time remaining, and counts the total number of confirmed address records.

NOTE: A confirmed record is any record whose status was changed.



Caveat

As a result of this new feature, the GSS database may run noticeably slower in the following situations:

- ◆ The system will be noticeably slower if the user enters only numeric data when the Validate Block Numbers option is turned off (e.g., 12 rather than 12 Newberry Lane).
- ◆ The system will be noticeably slower if you enter several sets of numbers separated by spaces when the Validate Block Numbers option is turned off (e.g., 1 2 23 15).

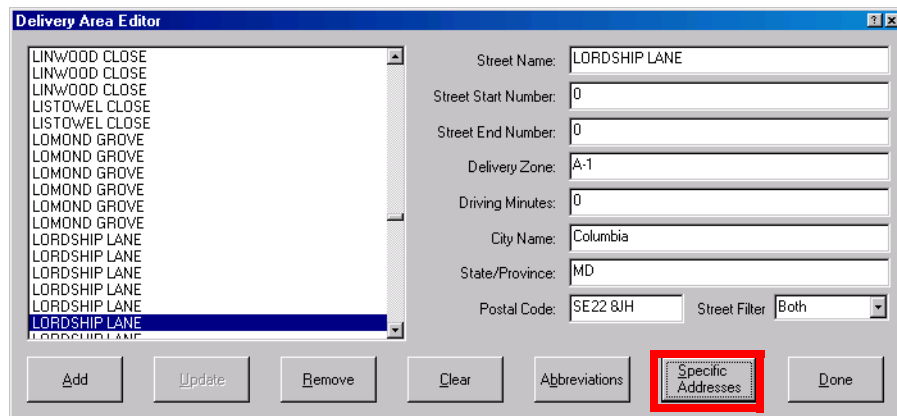
Configuration

The Configuration section is divided into the following sections:

- ◆ GSS Back Office Configuration
- ◆ POS Configurator

GSS Back Office Configuration

In order to maximize the efficiency of these new features, it is advantageous for the user to configure as many specific addresses as possible. The new *Configure Specific Addresses* form can be used to add new addresses to the GSS database. This form can be accessed by going to *Edit / Delivery Area Street Mapping* and selecting the [**Specific Addresses**] button.



The screenshot shows the "Delivery Area Editor" window. On the left is a list of street names, with "LORDSHIP LANE" selected. On the right are configuration fields: Street Name (LORDSHIP LANE), Street Start Number (0), Street End Number (0), Delivery Zone (A-1), Driving Minutes (0), City Name (Columbia), State/Province (MD), and Postal Code (SE22 & JH). A "Street Filter" dropdown is set to "Both". At the bottom, there are buttons for "Add", "Update", "Remove", "Clear", "Abbreviations", "Specific Addresses" (highlighted with a red box), and "Done".

The new *Configure Specific Addresses* form is used to manage Specific Address records in the GSS database.

The screenshot shows a window titled "Configure Specific Addresses". It has several input fields: "Street Name" (Madison Avenue), "City Name" (Columbia), "Postal Code" (21046), "Delivery Zone" (A-5), and "State/Province" (MD). Below these is a list of address records: "Memco 129 Marboro Square, Suite 99 E", "Pets R Us 123 Marboro Square, Suite 34 B", and "Spencers 445 PG Plaza, 229 F" (which is highlighted). Further down are fields for "Organization Name" (Spencers), "Premises Number" (445), "Premises Name" (PG Plaza), and "Unit Name" (229 F). At the bottom are four buttons: "Add Address", "Update Address", "Remove Address", and "Done".

You may use this screen to Add a specific address to a street by completing the configurable fields and selecting [**Add Address**], or to delete a specific address by highlighting a record and selecting [**Remove Address**]. When finished select [**Done**] to close this screen.

The following fields may be configured for a new specific address:

- ◆ **Organization Name.** Enter a name for the organization that this specific address record represents (e.g., MICROS Corporate). Leave this field blank if the address is not associated with a specific organization.
- ◆ **Premises Number.** Enter a premises number associated with this specific address record. This may include non-numeric data (e.g., 134B).

NOTE: Specific addresses should only be used when the street start and end numbers are 0. Otherwise, you could have multiple valid addresses that do not actually exist.

For example:

Main Street range 1-1000

Specific Address = Apt. 50

Apt. 50 would now be considered valid for 1,000 different addresses on Main Street.

- ◆ **Premises Name.** Enter a unique descriptor to identify the premises associated with this specific address record. Leave this field blank if the address is not associated with a specific premises name. If a premises has an associated name, it may not have a premises number.
- ◆ **Unit Name.** Enter a unique descriptor for the unit that this specific address record represents. This field may be used to enter apartment complex numbers (e.g., Flat 11m Apt 1B).

POS Configurator

To utilize this functionality, configure the following fields on the POS Configurator | GSS form:

- ◆ **Address Display Format** (*GSS Restaurant / Address Display Format*). Use this option to determine how the address will display in GSS. If no text is entered, the address format will default to the following layout:

{OrganizationName} {PremisesName} - {PremisesNumber}
{StreetName}, {UnitName}

For example: Mike Rose Café – 123 East Main Street, Unit 1B

The Address Line 1 and the Address Line 2 text will be derived from this format. Use a character (e.g., - or a ,) to indicate where the Address Line 2 begins. Using the example above, Line 2 would begin after the dash character, yielding Mike Rose Café for Address Line 1, and 123 East Main Street, Unit 1B for Address Line 2.

The following variables are acceptable, all of which should be included in the format field:

- ◆ {OrganizationName}
- ◆ {PremisesName}
- ◆ {PremisesNumber}
- ◆ {StreetName}
- ◆ {UnitName}

These variables are defined in the GSS Back Office | Delivery Area Street Mapping | Specific Addresses.

A restaurant in Indonesia would set this field as follows in order to have the Premises Number display after the Street Name:

{OrganizationName} {PremisesName} - {StreetName}
{PremisesNumber}, {UnitName}

For example: River Road 1376, Unit 4B

The Address Line 1 and the Address Line 2 text will be derived from this format. Use a character (e.g., - or a ,) to indicate where the Address Line 2 begins. Using the example above, Line 2 would begin after the comma character, yielding River Road 1376 for Address Line 1, and Unit 4B for Address Line 2.

- ◆ **Postal Code Regular Expression** (*GSS Delivery*). When enabled, the postal code entered will be validated. This step ensures that a legitimate code is entered into the system. The validation expression will vary based on region (e.g., USA is different than the UK).

In the UK, the following regular expression would be used to validate the postal code:

(GIR 0AA|[A-PR-UWYZ]([0-9]{1,2}|([A-HK-Y][0-9]|[A-HK-Y][0-9]([0-9]|([ABEHMNPRV-Y]))|[0-9][A-HJKS-UW]) [0-9][ABD-HJLNP-UW-Z]{2}))

In the US, the following might be acceptable to ensure a 5 digit number:

([0-9][0-9][0-9][0-9][0-9])

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 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/ SCR #	Page
Gift Certificates	Newly Issued Gift Certificates Display and Print With \$0.00 Amount	N/A/ 35101	82
	Possible Overlap Between Gift Certificates and Gift Cards	N/A/ 35097	82
	Transferring Value to a New Gift Card Prompts User to Print but Does Not	23902/ 30222	83
Import/Export Wizard	Attempting to Preview encrypt_value_seq Would Cause Error	N/A/ 35155	83
Operations	Able to Add Invalid Address Without Being a Privileged Employee	N/A/ 35803	83
	Unable to Display in European Date Format	24695/ 22819	84

Module	Feature	CR ID/ SCR #	Page
Reports	GSS Daily GC Report Contains Issues	N/A/ 51000	86
	Voided Gift Card Tender Would Not Display On Gift Certificate Liability Report	N/A/ 35103	87

**Revisions
Detailed**

Gift Certificates

Newly Issued Gift Certificates Display and Print With \$0.00 Amount

CR ID #: N/A

SCR #: 35101

Previously, a newly issued gift certificate with Reference Required enabled would incorrectly cause the card's value to display and print as \$0.00. This has been corrected.

Possible Overlap Between Gift Certificates and Gift Cards

CR ID #: N/A

SCR #: 35097

Previously, it was possible for a Gift Card and a Gift Certificate to be issued the same ID number. As a result, when attempting to redeem a Gift Certificate, the Gift Card could be incorrectly charged.

To resolve this issue, two options have been added to the *GSS Backoffice / Gift Certificates* form:

- ◆ Min Key Value
- ◆ Max Key Value

These values should be defined separately for Gift Certificates and Gift Cards. Use these fields to ensure that all gift certificates and gift cards have a unique range to eliminate the risk of overlapping ID numbers.

Pre-existing gift cards and gift certificates that do not fall within the defined ranges can still be redeemed. Since new gift certificates always increment by 1 over the previously issued certificate of the same type, the certificate range should start below the last certificate sold and go up from there.

Use the *GSS GC Liability* report to determine the last certificate number issued. When selling a gift card, any number will be accepted as long as it is not in the range of some other gift certificate or gift card.

Transferring Value to a New Gift Card Prompts User to Print but Does Not

CR ID #: 23902

SCR #: 30222

Previously, transferring value from one gift card to another would prompt the user to Print the new gift certificate, however, the certificate would fail to print. This has been corrected.

Import/Export Wizard

Attempting to Preview encrypt_value_seq Would Cause Error

CR ID #: N/A

SCR #: 35155

Previously, selecting the encrypt_value_seq column and clicking Preview Results would cause an error message to appear indicating that this field cannot be located. To resolve this issue, the encrypt_value_seq has been removed from the list of available columns.

Operations

Able to Add Invalid Address Without Being a Privileged Employee

CR ID #: N/A

SCR #: 35803

Previously an employee that did not have the GSS privilege **Accept Invalid Street** enabled was permitted to add a new customer with an invalid address. This has been corrected.

Unable to Display in European Date Format

CR ID #: 24695

SCR #: 22819

Previously, GSS was unable to display and print using the European Date Format (e.g., DD/MM/YYYY). This has been corrected, and GSS can now display and print using the European date and time format, however, to accomplish this, the user needs to edit the GSStext.txt file.

Follow these steps to change the GSStext.txt file to the European Date Format:

Before you Begin

1. Ensure that the European date format (DD/MM/YYYY) is selected in Windows Regional Settings.
2. Navigate to *POS Configurator / System / Restaurant / Options* and select both **European date format** and **European time format**.

Edit the GSStext.txt File

The user must translate the GSStext.txt file to use the format desired.

1. Navigate to *Micros\common\bin* and double-click on the **Translator.exe** file (NOT Translate.exe).
2. In upper-left corner select the **[Open]** button.
3. Browse to *Micros\RES\GSS\Txt* and select **GSStext.txt**, and select **[Open]**.
4. Click **Create New**.
5. In the *Create New Translation Folder* window enter your new name (Ex: European Date Format).
6. Click **[OK]**.
7. Select *Translate / New / Fill Translation with Original*.

8. Select the eye glasses button and enter **%m**. Click **Find Next**.
9. Copy and paste the new *Coupon Expires* string as directed below and then click **Find Next** to locate the next string in the list to edit. Continue until the list is complete.

Formatting Strings:

Default	Suggested European
Coupon Expires: %m/%d/%Y	Coupon Expires: %d/%m/%Y
%m/%d/%y %I:%M%p	%d/%m/%y %H:%M
%m/%d/%Y	%d/%m/%Y
%I:%M%p	%H:%M
%m/%d/%Y %I:%M%p	%d/%m/%Y %H:%M
%m/%d/%Y	%d/%m/%Y
%m/%d/%y %I:%M%p	%d/%m/%y %H:%M
%m/%d/%y	%d/%m/%y
<p>Do NOT change these 3 lines.</p> <ul style="list-style-type: none"> ◆ { %Y-%m-%d %H:%M:%S } ◆ { %Y-%m-%d } ◆ { %H:%M:%S } 	

10. Search for and replace the following strings.

Default	Suggested European
%b %d, %Y	%d %b %Y
M/d/yyyy	d/M/yyyy
h:mm:ss tt	H:mm:ss

11. Save changes and exit **Translator.exe**.
12. Save a copy of the original GSS Text files.
13. Copy the 4 new GSS text files into *Micros\RES\GSS\Txt*.
14. Restart GSS Back Office and POS Operations. All Dates should now display in the European Date format.

Reports

GSS Daily GC Report Contains Issues

CR ID #: N/A

SCR #: 35100

Previously, the GSS Daily Gift Certificate Liability Report contained the following issues:

- ◆ **Issue:** The “Card #”, “Employee”, and “Amount” fields were all present on a single line above all other column headers.
Solution: All the column headers are now on same line.
- ◆ **Issue:** The report contained two columns, one called “Number” and one called “Card #”. The term “Number” was ambiguous, as the user may find it difficult to determine what “Number” means.
Solution: The “Number” column was changed to “Cert #.”

- ◆ **Issue:** The “Number” column behaved inconsistently. When the item was a gift certificate, the column would correctly show the gift CERTIFICATE #. However, if the item was a gift CARD, it would show the gift certificate detail sequence number (e.g., gift_certificate_dtl_seq #) that appears the same as the gift Certificate Number, and could confuse the user.

Solution: Behavior has been changed so that if the item is a CERTIFICATE, then the “Cert #” column will be populated and “Card #” will be blank. If the Item is a CARD then the “CARD #” column will be populated, and the “Cert #” column will be Blank.

Voided Gift Card Tender Would Not Display On Gift Certificate Liability Report

CR ID #: N/A

SCR #: 35103

Previously, tendering a gift card, and then voiding it would incorrectly remove that gift card from the Gift Certificate Liability Report. This has been corrected and the report will now show any gift card that still has value remaining.

Cash Management (CM)

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 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
Operations	Indicator Icon Added to Deposited Tills	89

**Enhancements
Detailed**

Operations

Indicator Icon Added to Deposited Tills

The *Cash Management / Tills* screen has been enhanced to visually indicate which tills have been deposited and finalized. Once a deposit is finalized, an icon is placed next to the till. Finalized deposits cannot be edited.

In the past, the *Cash Management / Tills* screen listed the various states of the tills (e.g., Opened, Counted), however; when a till was Deposited, there was no indication of whether it had been finalized or not.

Server Banks have also been enhanced to contain the icon once they are finalized.

What's Revised

There are no revisions in this version of the software.

Labor Management (LM)

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 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/ SCR #	Page
Scheduling	Exiting the Scheduling Application Could Produce an Error Condition	25196/ 34351	91

Scheduling

Exiting the Scheduling Application Could Produce an Error Condition

CR ID #: 25196

SCR #: 34351

Previously, making a change to Weekly Assignments, saving, and then exiting the Scheduling application when no other applications are open would cause an access violation error to occur. This has been corrected.

Product Management (PM)

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/ SCR #	Page
Inventory	By Design: Attempting to Preview the Inventory Count Sheet Resulted in an Error Condition	N/A/ 35783	94
Receiving	Non-Inventory Items Adjustments Not Applied Correctly	24696/ 33818	94
Reports	Running Reports Could Produce Error Condition at EM Corporate	N/A/ 35656	94

**Revisions
Detailed**

Inventory

By Design: Attempting to Preview the Inventory Count Sheet Resulted in an Error Condition

CR ID #: N/A

SCR #: 35783

If the user created any invalid links in PM, then attempting to preview the Count Sheet will result in an error condition. This is by design.

Receiving

Non-Inventory Items Adjustments Not Applied Correctly

CR ID #: 24696

SCR #: 33818

Previously, applying a line item adjustment to a non-inventory item on an invoice/packing slip, then adding a new inventory item would cause the adjustment from the non-inventory item to be removed and re-applied to the new item. This has been corrected.

Reports

Running Reports Could Produce Error Condition at EM Corporate

CR ID #: N/A

SCR #: 35656

Previously, the select statement that queried for ob_vat_by_rnd_add_net_sls did not include the where clause for store_id. This could have resulted in errors running some reports such as Recipe Theoretical Cost if more than one row was returned. This has been corrected.

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

There are no revisions in this version of the software.