



*Restaurant Enterprise Solution  
(RES) Version 4.4  
ReadMe First*

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## About This Document

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ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.3 Hotfix 1 release of the MICROS Restaurant Enterprise Solution (RES) software.

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**Note**     *The RES Version 4.3 Hotfix 2 software will be released after RES 4.4, and contains functionality not present in RES 4.4. As a result, RES 4.4 does not support upgrading from RES 4.3 HF2. A site running RES 4.3 HF2 will be able to upgrade to RES 4.5 or later.*

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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

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
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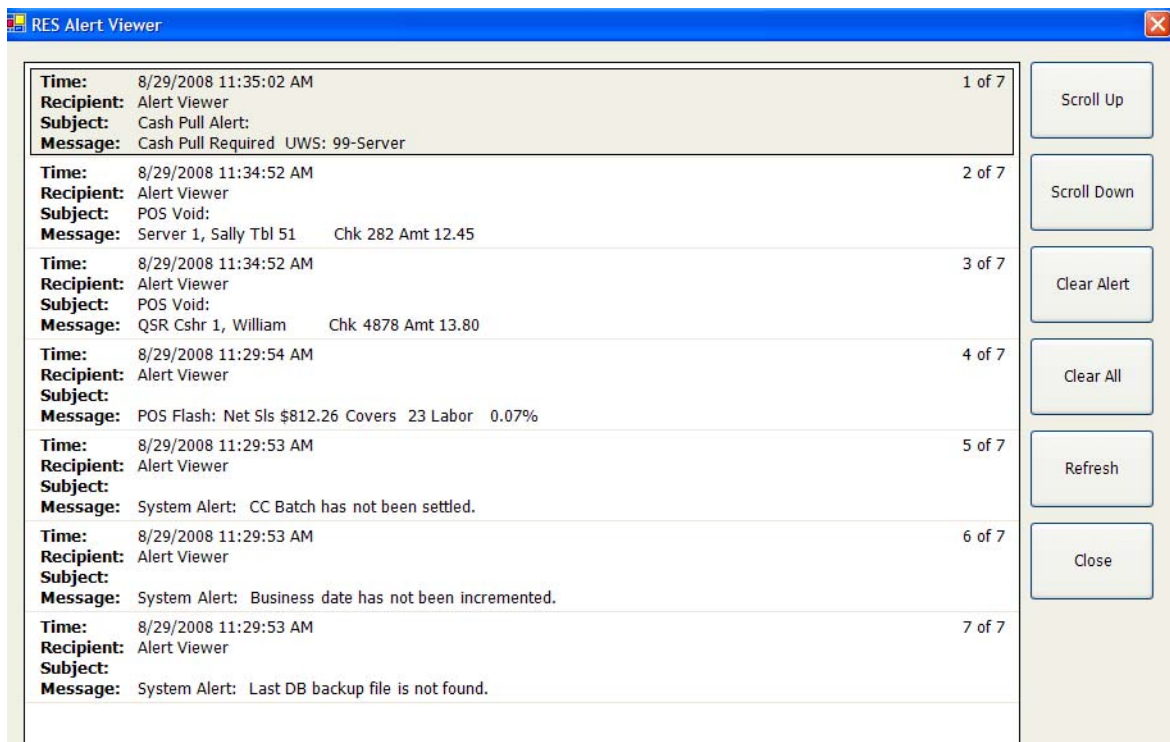
## New Features Detailed

## Alerts

### *Alert Viewer Utility*

With this release, RES has created the integrated Alert Viewer Utility that enables a user to view alerts generated by Alert Manager on a POS workstation.

When an alert is generated, it will appear within the Alert Viewer. No additional hardware is required to use the Alert Viewer Utility. This utility will run on all workstations and devices (including the KDS).



To use this utility, Alert Manager must be installed and running at the site. For additional information refer to the *Alert Manager Version 1.2* documentation. Please note that at the time of release, Alert Manager Version 1.2 is not yet released.

## Display

The Alert Viewer display is composed of two separate parts, the Alert Display Table that contains a list of all alerts, and the Function Keys that appear along the right-hand side of the utility.

This section provides a description of each of the options that make up the Alert Viewer Utility.

- ◆ Alert Display Table.
  - ◆ **Time.** Lists the date and time that this alert occurred.
  - ◆ **Recipient.** The intended recipient of this alert. The recipient of the alert is identified in the Alert Manager Control Panel.
  - ◆ **Message.** This field contains the text sent with the alert. This text provides a context for the alert, and identifies the reason why an alert was generated.
  - ◆ **Subject.** Identifies the type of alert (e.g., void, overtime).
- ◆ Function Keys.
  - ◆ **Clear Alert.** Clears the highlighted alert and refreshes the Alert Viewer Display.
  - ◆ **Clear All.** Clears all of the alerts that appear in the Alert Display Table.
  - ◆ **Refresh.** Updates the Alert Display Table with the newest alerts. The table will not refresh automatically.
  - ◆ **Exit.** Exits the Alert Viewer Utility.
  - ◆ **About.** Displays the Alert Viewer About Box, containing version information.
  - ◆ **Help.** Select this button to display Alert Viewer help.

The scroll buttons on the top and bottom of the Alert Viewer Utility are used to scroll through all of the alerts listed in the table. These buttons will only appear if the alerts cannot be displayed on the screen simultaneously.

### Keyboard Shortcuts

Alert Viewer supports the following keyboard shortcuts:

- ◆ Arrows. Use the Up, Down, Left and Right, arrows to scroll through the Alert Display Table.
- ◆ Alt + X. Exit.
- ◆ Alt + R. Refresh.
- ◆ Alt + C. Clear Selected Alert.
- ◆ Alt + L. Clear Line.
- ◆ Alt + A. Clear All.
- ◆ Alt + B. About the Utility.
- ◆ F1. Help.

### **About the Utility**

The Alert Viewer Utility can be run on any workstation or device. To prevent confusion, make sure that only a single instance of the utility is running on a device at a time.

Alert Viewer should always be displayed in full screen, as this increases visual clarity. When displaying, the Windows Task Bar will be hidden and cannot be accessed until the Alert Viewer is minimized.

If translating the utility, use the *e7 Text Translation utility*. For more information see the *e7 Text Translation Utility ReadMe* First.



### Alert Viewer and the MICROS Control Panel

Alert Viewer will run successfully as long as the MICROS Control Panel is at Database status. Once the Control Panel is brought to OFF status while Alert Viewer is running, it will cause the “System Closed- Please Start RES Database” message to appear whenever attempting to use the utility.

If the MICROS Control Panel is brought from Front-of-House to Back-of-House, then the Alert Viewer will continue to run. This is true even if the workstation indicates that the system is closed. However, once the user exits Alert Viewer, then it will close and the system closed message will appear.

### Security

This utility supports both complex and classic MICROS security settings.

All logging is recorded in the 3700d.log. Security events will log to the Windows Event Viewer. The following event types are logged:

- ◆ Login successes
- ◆ Login failures
- ◆ Not privileged to launch Alert Viewer
- ◆ Password changes
- ◆ Logouts

## Configuring the Utility

Alert Viewer configuration is performed in the Alert Manager Control Panel. Configuration is divided into the following sections:

- ◆ Before You Begin
- ◆ Output Device Configuration
- ◆ Device Assignment
- ◆ Alert Definitions
- ◆ Setup an External Program
- ◆ Setup Touchscreen button
- ◆ Translation (If Used)

### Before You Begin

Before you begin, follow these steps to verify that your version of Alert Manager supports the Alert Viewer:

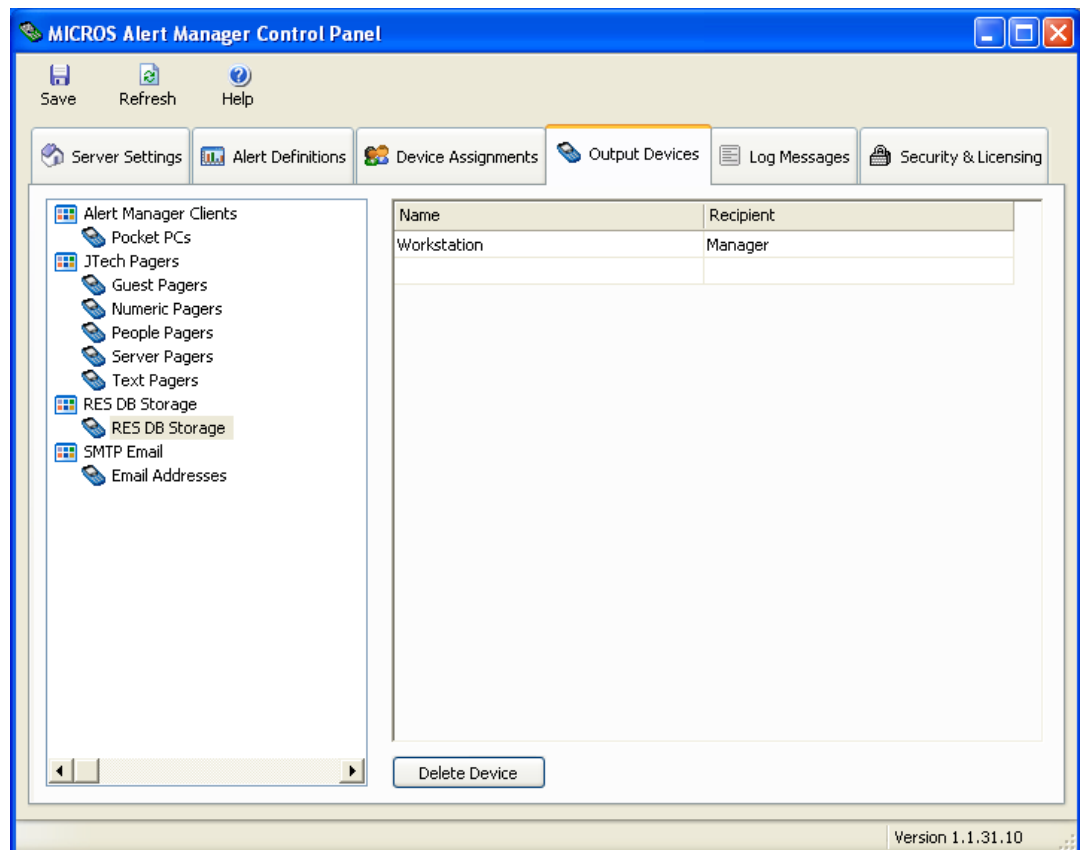
1. Open the Alert Manager Control Panel.
2. Click on the *Output Devices* tab.
3. Locate RES DB Storage in the devices tree on the left side of the form. If this device is present, then the correct version is installed.

If you do not have the correct version of Alert Manager installed, contact your MICROS sales representative.

## Output Device Configuration

Follow these steps to configure your output devices for Alert Viewer:

1. Go into the *Alert Manager Control Panel* and select the *Output Devices* tab.
2. Select the **RES DB Storage** record in the devices tree in the left-side of the window. This will permit **Alert Viewer** to run on a workstation.

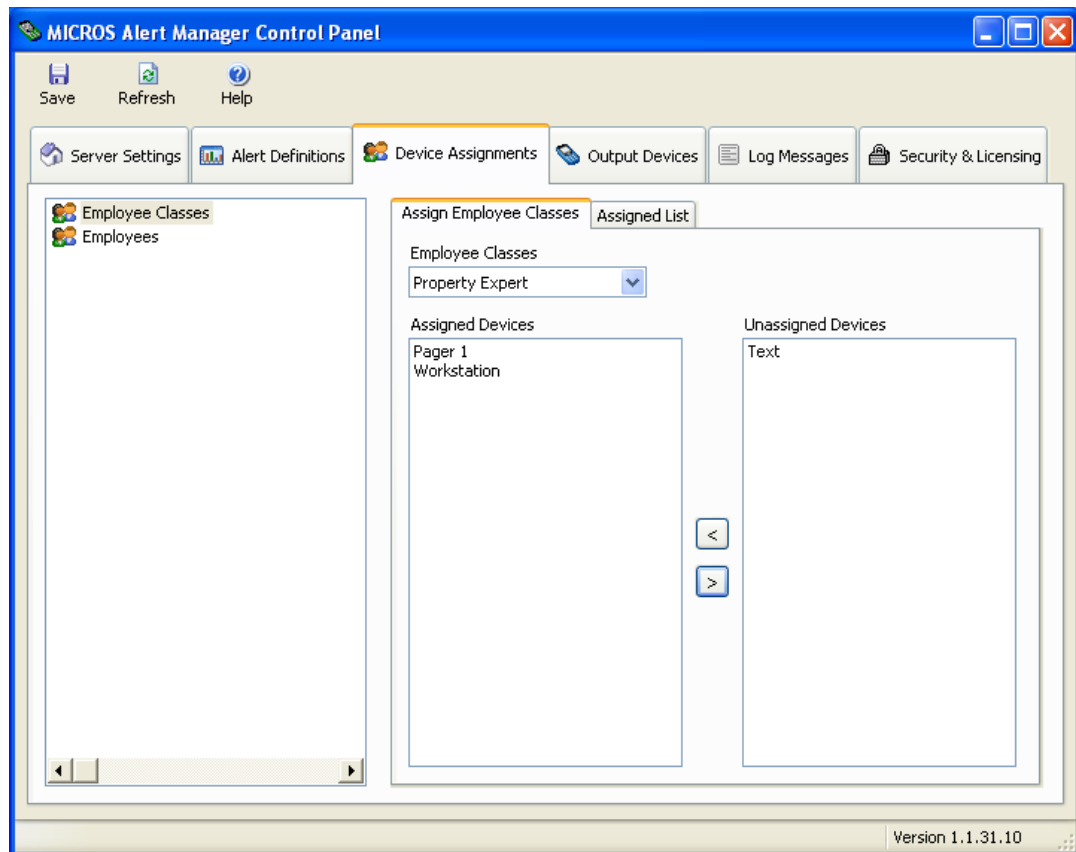


3. Identify the *Name* for this output device (e.g., Workstation), and the intended *Recipient* of this device (e.g., manager).
4. Save all changes.

## Device Assignment

Follow these steps to assign the device:

1. Click on the *Alert Manager Control Panel / Device Assignments* tab.
2. Select either an Employee Classes or specific Employees from the tree located in the left pane.
3. Select the Employee or Employee Class from the drop down list to assign a device to.
4. Select an un-assigned device (e.g., Workstation) and click the left arrow to assign the device to the employee or employee class.



### Alert Definitions

Each site will program their own set of Alert Definitions. For more information on the available alert definitions, see the *MICROS Alert Manager ReadMe First*.

### Setup the External Program

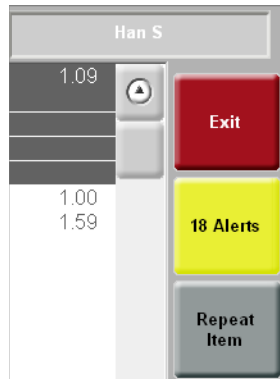
An external program must be setup in the database to use this functionality.

1. Navigate to POS Configurator | System | External Programs and add a new External Program for Alert Viewer.
2. Name the new record (e.g., Alert Viewer).
3. Program this record as follows:
  - ◆ Select **Windows** from the *User Interface* drop-down.
  - ◆ Select **Maximized** from the *Run Style* drop-down.
  - ◆ Enable the **Show Alert Status** option.
4. Enter the following in the **Command Line** field:  
  
**\$(MICROS\_DIR\_COMMON\_BIN)\RESAlertViewer.exe\$(Login ID)**
5. Save all changes.
6. Go to *Devices / Touchscreen Designer* and select the appropriate touchscreen that will launch Alert Viewer (e.g., Manager Screen). Add a new touchscreen button to this screen with the following settings:
  - ◆ **Category.** Select **External Programs**.
  - ◆ **Program.** Select **906 AlertViewer**.
  - ◆ Configure other fields as desired.

7. Save all changes.

### Setup Touchscreen Button

A touchscreen button can be configured that displays the number of active alerts.



Pressing the button will bring up an alerts window that displays all active alerts. This is a quick reference for an user in POS Operations to triage relevant alerts.

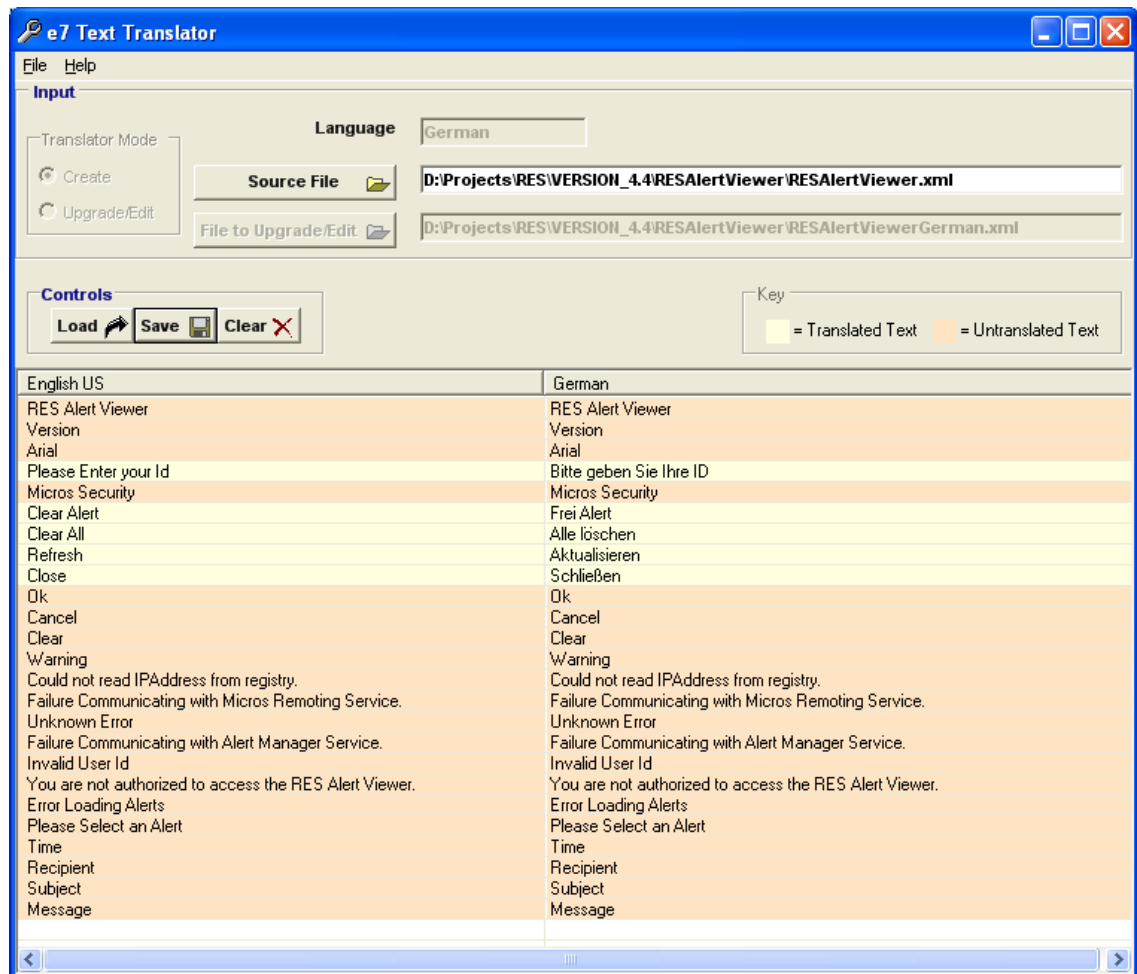


To program this functionality:

1. Navigate to POS Configurator | Devices | Touchscreen Designer and add a new touchscreen key.
2. Select **Category: External Program**.
3. From the **Program** list select **115 Alert Viewer**.
4. Save all changes.

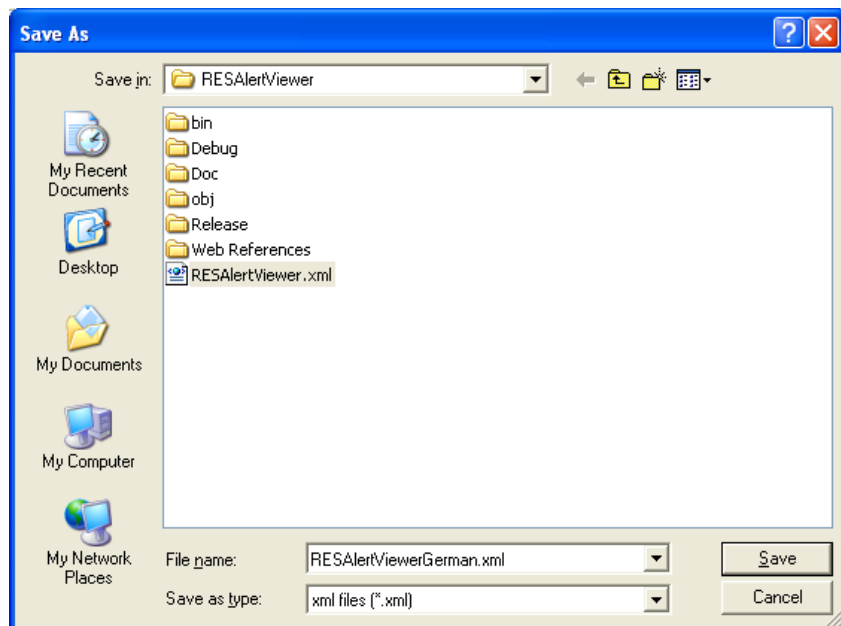
### Translation (If Used)

Translating the Alert Viewer Utility is done using the e7 Text Translator utility. This Utility takes the underlying .xml files that contain the text strings that appear in the utility, and translates them as desired. For more information about this utility see the *e7 Text Translator Utility Documentation, MD0003-136*.



1. Select the Translator Mode, choose Create to generate a new translation file, or select Upgrade/Edit to change an existing translation file.

2. Enter the new language (i.e. German). This string must match the language name selected in the RES database and created using the Translate utility.
3. Select the Source File (i.e. RESAlertViewer.xml).
4. Press the **[Load]** button.
5. Double-click on the line to be translated and enter the new text.
6. Press the **[Save]** button when finished. Enter the file name, this should be the existing filename plus the language(i.e. RESAlertViewerGerman.xml).





### Store Procedures

The following stored procedures were added to support the Alert Viewer Utility. They may be run as part of the site's End of Night Autosequence, or as desired.

- ◆ Clear all alerts (sp\_MarkAllAlertsCleared)
- ◆ Purge all alerts (sp\_PurgeAllAlertEventStatus)
- ◆ Purge alert history (sp\_PurgeAlertEventStatus)

The following stored procedures have been modified to support the Alert Viewer Utility:

- ◆ Purge History (sp\_PurgeHistory). This procedure will purge all alerts from the utility by calling the sp\_PurgeAllAlertEventStatus procedure.
- ◆ Clear All (sp\_ClearAll). This procedure will purge all alerts from the utility by calling the sp\_PurgeAllAlertEventStatus procedure.

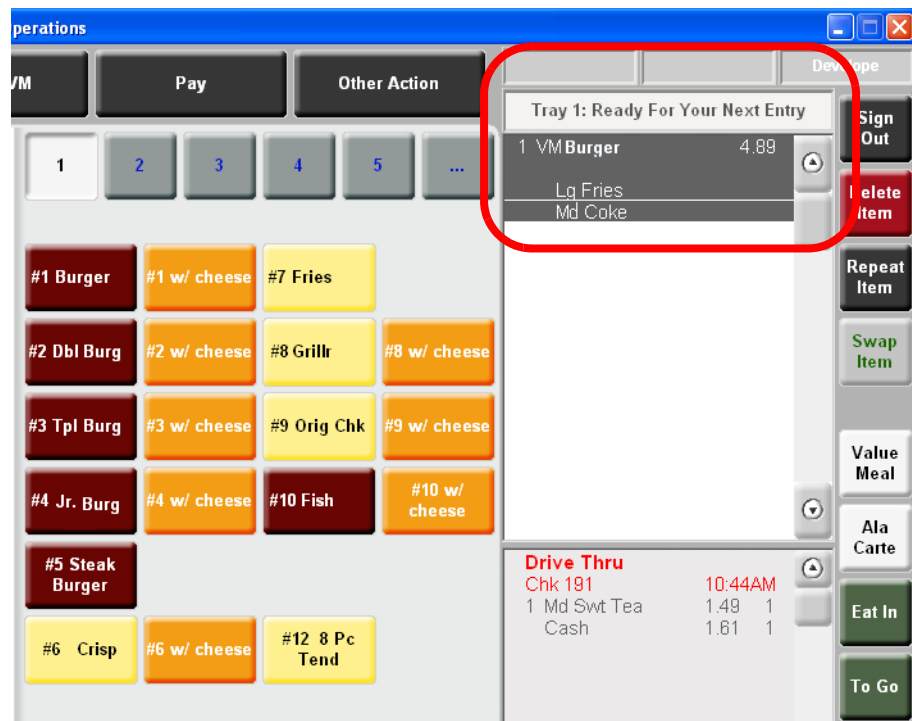
The following autosequence steps have been added to support the Alert Viewer Utility:

- ◆ **166 Purge All Alerts.** This step will purge all alerts from the utility. MICROS recommends adding this step to the End of Week Autosequence.
- ◆ **167 Mark All Alerts Cleared.** This step will mark all of the alerts in the utility as cleared. MICROS recommends adding this step to the End of Night Autosequence.

## Conversational Ordering

### *Allow Combo Meals to be Rung with Mixed Sizes*

The user may now program Combo Meals that are composed of different sized combo meal sides (e.g., Hamburger, Small Drink, Medium Fries). In the past, this type of combo meal was not supported in Conversational Ordering Mode.

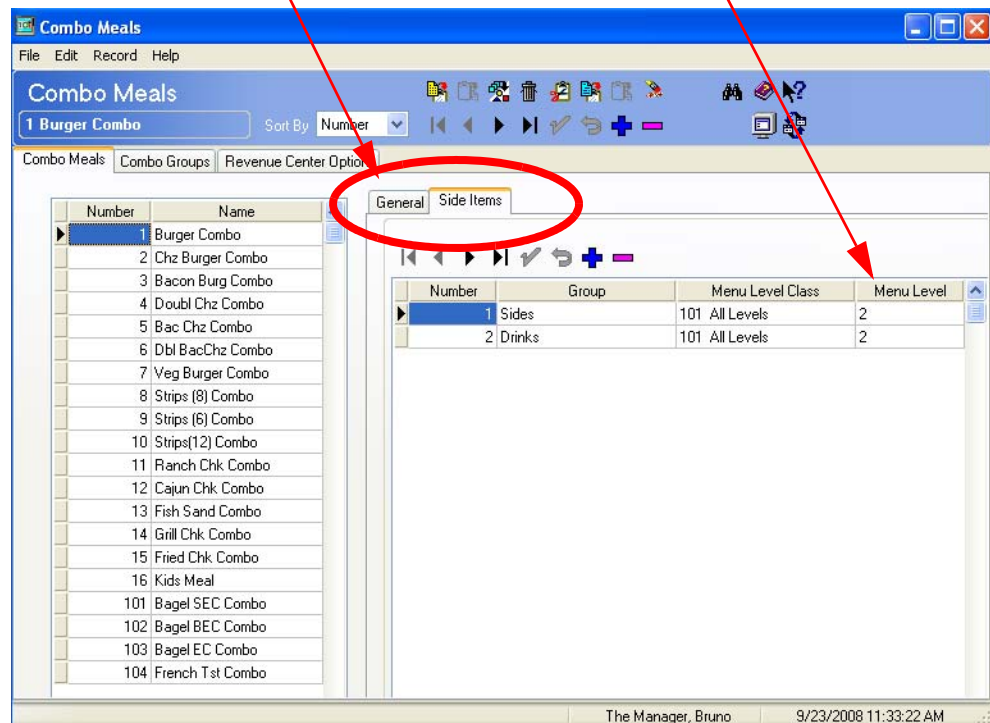


This functionality permits to user to enable/disable combo meal sides by menu level. A site can limit the availability for specific combo meal sides (e.g., a kids meal fry) to certain sizes. Unavailable combo meal sizes will not display on the build screen.

The *POS Configurator / Sales / Combo Meals* screen has been redesigned to show combo meal attributes and side items in separate tabs named *General* and *Side Items*.

Now 2 separate tabs

Use the Menu Level column to identify the active Menu Levels for this menu item.



To configure this functionality the following options were added to the *POS Configurator / Sales / Combo Meals / Side Items* tab.

- ◆ **Menu Level Class.** Use this field to select the appropriate menu level class associated with the side items for the selected combo meal.
- ◆ **Menu Level.** Use this field to select a menu level associated with the side items for the selected combo meal.

### ***Combo Meal Placeholder Prompting***

COM can now be configured to prompt for any unfulfilled combo meal placeholders immediately after the combo meal is rung, rather than when the Check for Placeholders function key is selected, or at the end of an order. The user will be brought to the appropriate screen to make a combo meal menu item selection.

For example, the customer orders a Hamburger Combo Meal with Fries. The operator enters the Hamburger Combo with fries, but does not make a drink selection. The build screen will automatically go to the drink screen for the operator to make a selection.

This functionality gives the user greater flexibility when programming their combo meals in Conversational Ordering. This allows the user to determine the more intuitive flow of the combo meal transaction.

This functionality can be ideal in a Drive-thru situation, where it may be preferable to prompt the cashier for combo meal placeholders after the combo meal is rung.

To enable this functionality select the **Scan for Placeholder After Order** option on the *Sales / Combo Meals / Combo Meals* | General tab. When enabled, COM will prompt for any unfulfilled combo meal placeholders immediately after the combo meal is rung. The user will be brought to the applicable screen to make a combo meal side item selection.

The default behavior (**Scan for Placeholder After Order** is disabled) is to scan for placeholders when the Check for Placeholders key is selected, or at the end of the order.

### ***Combo Meal Substitutions***

In the past, Conversational Ordering Mode supported menu item substitutions. Menu item substitution determines the appropriate menu item based on the operator's condiment input for the active menu item. The feature can change menu items if the condiment change results in the creation of a completely different menu item. For example, ordering a Cheeseburger without Cheese will substitute a Hamburger menu item. Adding cheese again will reconvert the menu item back to a Cheeseburger.

With this release, Conversational Ordering Mode now supports this same functionality for combo meals. In the case of combo meals, substitution occurs based on the addition or subtraction of condiments from the combo meal main item. Side item modifications have no effect on substitutions.

When a substitution occurs, the same condiments added to the original combo meal main item will remain on the substituted item (if they are available on the new item).

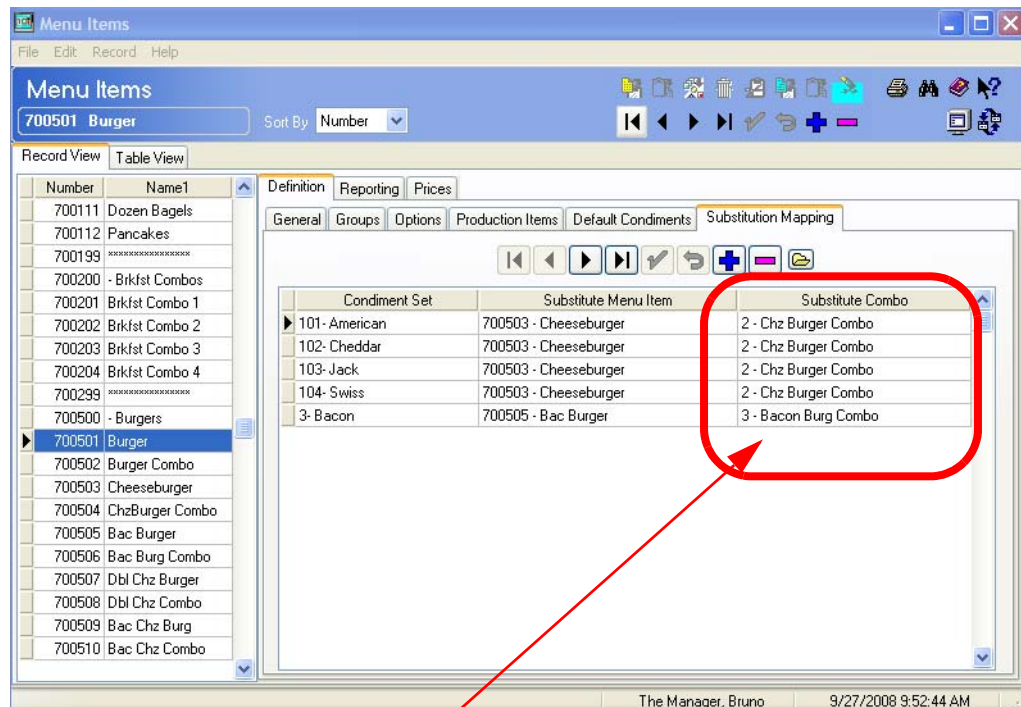
Side items, however, will only be maintained if it is permitted on the substituted combo meal. If the side is not permitted, then it will be replaced with that combo meal's default combo meal side item.

For example, suppose that the original combo meal was ordered with fries. When that combo meal is substituted with a new combo meal that only allows a baked potato side item, the fries are replaced with a baked potato.

For additional information on Conversational Ordering in general, or Menu Item Substitutions specifically, please see the *Conversational Ordering Mode Information and Configuration Guide, MD0003-131*.

## Configuration

To support this functionality, the **Substitute Combo** table has been added to the *Sales / Menu items / Definitions / Substitution Mapping* tab in POS Configurator. POS Configurator.



**Use the drop-down to select the combo meal to be substituted when the specified Condiment Set is not ordered.**

### ***Option Added to Prohibit Build Screen's Appearance When Ordering Items***

The user may now configure Conversational Ordering to suppress the build screen from appearing when a menu item is ordered. When enabled, access to the menu item build screen must be done by selecting the item in the detail area of POS Operations.

If this functionality is enabled, the build screen will still appear if the operator touches the detail on the screen, or if they attempt to modify a menu item (e.g., select the **Combo It** button).

To support this functionality, the **Suppress Build Screen** option has been added to the *POS Configurator / Sales / Menu Item Classes / General Options* form. This option is only enabled if it is not a condiment.

### ***Override Printing Condiment if Charge Option***

The user can now configure a condiment prefix to print, even if the **Only Print Condiment if Charge** option is enabled. This feature is ideal for a site that would like to show the customer all of the condiments that were added to their check without charging them.

Enable the **Override Only Print Cond. if Charge** option (*Sales / Menu Item Classes / Print/Display Options*) for the selected condiment prefix to always print that prefix and its associated condiment, even if the **Only Print Condiment if Charge** option is enabled. This option is grayed out if the record is not identified as a condiment prefix.

For example, the Mike Rose Cafe offers the following condiments with their Hamburger:

<b>Condiment</b>	<b>Price</b>
Lettuce	Free (default condiment)
Tomato	Free (default condiment)
Mayo	Free (default condiment)
Cheese	\$0.50
Bacon	\$0.75

A customer orders a burger with Lettuce, Mayo, Cheese and Bacon, and instructs the operator to hold the Tomato. If both the **Override Only Print Cond. if Charge** and the **Only Print Condiment if Charge** options are enabled, then the receipt will print as follows:

**Hamburger**

**Add Lettuce**

**Add Mayo**

**Add Cheese + \$0.50**

**Add Bacon + \$0.75**

Note that the No Tomato modifier is not included.



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## Desktop

### *Added Option to Allow and/or Disallow Back Office Classes to Exit the Desktop in Secure Mode*

An option has been added to the *POS Configurator / Employees / Back Office Classes / System Level* tab to govern an employee's permissions to exit the desktop while in secure mode. The **Terminate Secure Desktop** option will be enabled to FULL control, by default. This is to maintain backward compatibility to previous RES versions. When this option is turned on, the Exit icon on the toolbar will be disabled.

To prohibit employees from being able to exit the Micros Secure Desktop, change this option to NONE (disabled) under the Back Office Class Security Level settings.

### *Windows Integrated Logon*

The Windows Integrated Logon feature provides the ability to streamline the login process for users with access to a back office PC. After logging into the PC, the user is no longer prompted to log in to access MICROS applications.

To support this functionality, the employee will log on using their employee Windows Domain Name and/or Windows User Name. These are optional fields that can be programmed in POS Configurator. If no domain exists, then only the Windows User Name will be necessary to log in.

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#### **Note**

*For myLabor customers, these fields are also available in the myHR employee setup interface. If the site is a myLabor participant, these fields will be pushed down to the stores and saved in the local RES database.*

*At the store level, access to the back office PC of the restaurant will be controlled through the Windows logon. All access to MICROS backoffice applications will be disabled at the store level.*

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## Windows Integrated Mode

Sites using this functionality will enable the Windows Integrated Mode. When running in this mode, the user will log on, and will be authenticated by Windows. Once they have been authenticated, their credentials will be passed to all back office applications. These applications will accept the Windows logged on user without further prompting for a logon.

### How it Works

When an authenticated user logs into Windows the User Name will be passed to Micros access control and be compared to the Domain\User Name list in the local database.

- ◆ If the Windows User Name has a match in the database, the user is authenticated and allowed to logon to the PC. They are authenticated to all MICROS applications on the backoffice PC with no further requirement for identification or authentication.
- ◆ If the user does not exist in the local database, the logon to the Micros Desktop or application will be denied and the configured error message will display. The only option on the message box is **OK**. If no message is defined, or the database is not running, a default message will appear. If not in MICROS Desktop secure mode, the user is logged into Windows, but the Micros Desktop does not launch.
- ◆ If the site is using Micros Desktop in secure mode. They will only be able to access applications that have a button (plug in) on the desktop. They will have no access to the operating system.

If the user receives the error message while in this mode, and they select the **OK** button, then the message will be dismissed and the user will be automatically logged out of Windows.

- ◆ If the Micros User Account is disabled, an appropriate Micros defined message will be displayed and the application will not launch. Again, if in secure mode, the user will be logged out of Windows.

When the Integrated Logon Mode is enabled, the Windows Logon ID will work on both the client(s) and the server. Therefore, the Windows user should be configured to log onto all appropriate terminals and/or the domain.

If the client(s) and server are part of a domain, the user is not required to log onto the machine locally, rather they may log onto the domain. If no domain is used at the site, then the user must be a local Windows user.

### Configuration

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

- ◆ **Windows Domain Name** (*Employees / Employee Setup / Security*). Enter the domain name that this employee uses to log into the Windows system (if domain is used at the site). If this option is used, the Windows User Name and Windows Domain Name combination must be unique for each employee.
- ◆ **Windows User Name** (*Employees / Employee Setup / Security*). Use this field to enter the Windows user name used by the selected employee to log into Windows. This field is required if using this feature.
- ◆ **Use Windows Integrated Logon** (*System / Restaurant / Security*). Enable this option to use the Windows Integrated Logon feature. If this feature is enabled, the system will bypass most existing security options and use the Windows user's authorizations for authentication.

This option can only be enabled if there is at least 1 employee in the database that has a Windows user name defined in the system.

- ◆ **Failed Integrated Logon Message** (*System / Restaurant / Security*). Use this field to configure a customized message that will appear when a user attempts to logon using the Windows Integrated Logon feature, but the user is not located in the database and cannot log into the system. For example, "User cannot be located in the RES database."

If no message is configured, then the following default message will appear:

The Windows user could not be found in the Micros Database.

This field supports a maximum of 256 characters, and therefore, will not appear in the table view for this form.

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## **Hand Held Devices**

### ***MC70 Supported***

The MC70 hand held device is now supported in RES.

## **Integrated Scripting Language (ISL)**

### ***Add Item Discount and GetMaxDiscount Functions Added***

With this release, RES introduces two new ISL functions that facilitate the addition of item discounts to a check. One possible use for these new functions is the ability to write an ISL script that will apply discounts to the menu items with the highest tax rate first.

To facilitate the addition of item discounts to a check via ISL, the following new functions are now supported:

- ◆ **ItemDiscount Command.** This command is used to apply a list of discount amounts to the corresponding list of detail index values. The GetMaxDiscount function will be used to help the ISL developer determine how much can actually be discounted for each menu item.

When this command is processed, the discount object number, array size, detail index array, discount amount array, and optionally, a discount reference string, will be used to apply the discount amounts to the applicable menu items using the discount object number.

**Syntax** (entered as a single line)

- ◆ ItemDiscount obj\_num, array\_size, detail\_array[], amount\_array[]
- ◆ ItemDiscount obj\_num, array\_size, detail\_array[], amount\_array[], ref\_num

### **Argument/Description**

- ◆ obj\_num – An integer expression evaluating to the discount definition object number used to apply the discount.
- ◆ array\_size – An integer expression evaluating to the intended number of discount items to be added.
- ◆ detail\_array[] – An array of integer values corresponding to the detail index numbers to be discounted.

- ◆ amount\_array[] – An array of monetary values corresponding to the discount amounts to be applied to each detail.
- ◆ ref\_num – A string value that can optionally be used as the reference number if the discount definition requires a reference entry.
- ◆ **GetMaxDiscount Function.** This function will return the remaining amount of a menu item that can be discounted for a particular discount definition.

### **Possible Usage**

Food is taxed at 5% and Liquor is taxed at 8%. The Customer has a \$5.00 off coupon. The check contains \$10.00 in food and \$10.00 of liquor. This feature could be used in conjunction with the Item Discount Command to automatically apply the \$5.00 off to the Liquor items because that will reduce the over all tax burden the most.

### **Syntax**

- ◆ GetMaxDiscount( detail\_index, disc\_obj\_num )

### **Argument/Description**

- ◆ detail\_index – The index of the menu item that is to be checked.
- ◆ disc\_obj\_num – The object number of the discount definition to be used. The discount definition used will control the tax class, discount itemizer, discount restrictions by check and item, cover count restrictions, seat filtering restrictions, till assignment restrictions, and transaction state restrictions.

- ◆ **ReapplyAutoDiscounts.** When this command is added to the ISL file, it will remove automatic discounts prior to executing each ISL event and reapply the automatic discounts after each ISL event completes. This was added to facilitate the usage of the ItemDiscount Command and GetMaxDiscount Function.

This command is global, meaning that it will remain in affect until the script file has been changed (i.e., until a new script is downloaded to the UWS). The default action is to leave the automatic discounts alone with each event.

### Sample

This section contains a sample script containing the new functions.

ReapplyAutoDiscounts

Var DISC\_OBJ : N3 = 207

Event INQ : 1

Var index : n3

Var dtl\_index\_list[ 100 ] : n5

Var disc\_amount\_list[ 100 ] : \$12

Var list\_size : n3 = 0

Var overflow : n1 = 0

If @cknum = 0

    exitwitherror "Begin a check and try again"

EndIf

For index = 1 To @numdtl

    If @Dtl\_Type[ index ] = "M" And GetMaxDiscount(index,  
    DISC\_OBJ) > 0.0

        If list\_size < 100

            list\_size = list\_size + 1

            dtl\_index\_list[ list\_size ] = index

            disc\_amount\_list[ list\_size ] = GetMaxDiscount(index,  
DISC\_OBJ)/2

        Else

```
        overflow = 1
    EndIf
EndIf
EndFor

If list_size > 0
    If ( overflow = 0 )
        ItemDiscount DISC_OBJ, list_size, dtl_index_list,
disc_amount_list
    Else
        InfoMessage "Unable to apply discount", "Detail Limit Exceeded"
    EndIf
EndIf

ReapplyAutoDiscounts

//A reference entry can be included with the call,
//it will only be used if the discount is configured
//to require a reference entry.
// ItemDiscount DISC_OBJ, list_size, dtl_index_list, disc_amount_list,
";)"
EndEvent
```

The sample SIM file will discount 50% of the amount of the check. It will recalculate the available amount to discount each time it is run.

---

**Notes** *There will be some rounding in the discount calculations, so a discount may be off by as much as 1 cent per menu item discounted.*

*The ISL script will use the discount itemizer info from Discount obj\_num 207, but will NOT actually ring the discount configured in 207. It will apply the discount configured in the ISL script file.*

---



## Caveats

Keep the following information in mind when using this feature.

**This feature will function correctly if the following conditions are met:**

- ◆ The discount that the function is linked to is:
  - ◆ A Manual Discount
  - ◆ Rule Setup Page is blank

## Configuration

Before you begin, read the *Caveats* section to understand the limitations of this feature. These limitations impact configuration.

1. Insert the ISL file (e.g., pms1.isl) into the \POS\ETC folder.
2. Go to *POS Configurator / Devices / Interfaces* and configure the ISL file. All that is required is to have a *name* configured for the record (e.g., GetMaxDiscount) and the **SIM Interface** option must be enabled.
3. Add a button on the Payment screen that calls the appropriate SIM interface record and Inquire number.
4. Make sure that the discount referenced in the isl file matches the correct discount object number configured in POS Configurator. This value can be altered on the first line of the sample ISL file, if desired.
5. Configure the appropriate discount on the *Sales / Discounts* form. This step shows a sample discount configuration.
6. Select the appropriate Menu Item Class from the *Sales / Menu Item Classes / Price / Totals* tab and enabled the **Allow item discount** option.

### ***ISL Touchscreen Keys Support 80 Characters***

The text on ISL generated touchscreen keys now supports up to 80 characters. In the past, the text on an ISL generated touchscreen key was limited to a maximum of 16 characters.

This feature makes the display more versatile, and a touchscreen key can display additional text without requiring the user to scroll.

### ***SIM Variables Added to Support OCB When in COM Mode***

The following SIM variables were added to support OCB when a site is in Conversation Ordering Mode (COM).

- ◆ **@com\_active.** Determines if Conversational Ordering Mode is active in the current Revenue Center.

#### **Example:**

Event Inq : 4

    Errormessage "Conversational Ordering Mode status is ",  
    @com\_active

EndEvent

- ◆ **@dtl\_is\_default\_condiment.** Determines whether the condiment as it is ordered with its parent, is a default condiment.

**Example:**

```
Event Inq : 4
var i : n3
for i = 1 to @numdtlt
  if @dtl_is_default_cond[i]
    Errormessage "Default Condiment Found ", @dtl_name[i]
  endif
Endfor
EndEvent
```

- ◆ **@dtl\_prefix.** This variable will return the prefix type of a prefix condiment. Will return one of the following values:
  - ◆ 0 = NOT A PREFIX
  - ◆ 1 = DEFAULT\_PREFIX
  - ◆ 2 = NO\_PREFIX
  - ◆ 3 = PLAIN\_PREFIX
  - ◆ 4 = EVERYTHING\_PREFIX
  - ◆ 5 = ADD\_PREFIX
  - ◆ 6 = SUBSTITUTE\_PREFIX

**Example:**

```
Event Inq : 4
var prefix :n1
var prefix_type[6]: A32
prefix_type[1] = "DEFAULT_PREFIX"
prefix_type[2] = "NO_PREFIX"
prefix_type[3] = "PLAIN_PREFIX"
prefix_type[4] = "EVERYTHING_PREFIX"
prefix_type[5] = "ADD_PREFIX"
prefix_type[6] = "SUBSTITUTE_PREFIX"
var i : n3
for i = 1 to @numdtlt
    prefix = @dtl_prefix[i]
    if prefix
        Errormessage "Prefix Found, type is ", prefix_type[prefix]
    endif
Endfor
EndEvent
```

---

## POS Configurator

### *Minimum Employee ID Length*

With this release, RES has added the ability to configure the minimum length required for employee identification numbers (e.g., POS Operations Identification Number).

To enable this option, enter a value in the **Minimum POS Id Length** field on the *System / Restaurant / Security* tab. Acceptable values range from 0-10, with 0 indicating that there is no minimum Id length.

Identification numbers with leading zeros will not be accepted. POS Configurator will not permit the user to save an Id number containing a leading zero.

Employees already programmed in the database that do not meet the minimum Id length requirements will be forced to change their passwords. Attempting to exit POS Configurator before all employee identification numbers are compliant will result in an error condition. The user will then be forwarded to the *Employee* form with the first non-compliant employee selected.

This feature also affects Manager Procedures functionality. A Manager changing an employee's identification number via Manager Procedures will also be required to enter a valid id to conform with the standards outlined above, or the change will not be accepted.

---

## POS Operations

### *Added Option to Only Allow Employee to Enroll Their Own Fingerprints*

A privileged employee may be configured to only be able to enroll their own fingerprints. To use this feature, enable the **Only Enroll Signed In Employee** option on the *POS Configurator / System / Restaurant / Security* tab.

When this option is enabled, the signed in user can only enroll their own fingerprints, however, they will still be able to delete all users' fingerprints. When disabled, any privileged employee may enroll any other employee's fingerprints into the system.

The employee privilege to enroll fingerprints is programmed using the **Allow Finger Print Enrollment** option on the *POS Configurator / Employees / Employee Classes / Privileges / Privilege Options* tab.

### ***Employee Privilege to Cancel Order Containing Previous Round***

The ability to cancel a check that contains either items from a previous round, or a last item void is now an employee privileged operation.

To support this functionality, the **Allow Cancel Order After Service Total** option was added to the *POS Configurator / Employees / Employee Classes / Guest Checks / Guest Check Control* tab. Enabling this option will permit members of the selected employee class to cancel a check if it contains either a previous round item, or has a last item void.

This option is enabled by default. The user must disabled this option, to keep an employee from cancelling a check if it contains either a previous round item, or has a last item void.

**Keep Certain Menu Item Classes From Posting to Net Sales**

The user may now prohibit certain menu item classes from posting to Net Sales. For example, this functionality is useful in a situation where a store does not want to include gift card sales in their net sales total.

To support this, the **Suppress From Net Sales Total** option has been added to the *POS Configurator / Sales / Menu Item Classes / Price/Totals* tab. When enabled, menu items associated with this menu item class will not post to the site's net sales total. This option is supported for all order type totals.

**Item suppressed from Net Sales and Total Revenue values.**

**Not suppressed elsewhere in report.**

**Daily System Sales Detail**  
1715 - 1715

Database Developer  
Printed on Wednesday, May 07, 2008 - 4:13 PM

Period From : 05/07/		<b>Net Sales</b> 13.45							
<b>Wednesday</b>		<b>+Service Charge</b> 0.00							
		<b>+Tax Collected</b> 2.47							
		<b>=Total Revenue</b> 15.92							
<b>Net Sales</b>				<b>Change Grand Tot</b> 33.37		<b>Gross Receipts</b> 0.00			
<b>+Service Charge</b>				<b>Rounding Total</b> 0.00		<b>Charged Receipts</b> 0.00			
<b>+Tax Collected</b> 2.47				<b>Grand Total</b> 33.37		<b>+Checks Begun</b> 1 33.37			
<b>=Total Revenue</b> 15.92						<b>-Checks Paid</b> 1 33.37			
<b>Item Discount</b> 0.00		<b>Change Grand Tot</b>		<b>+Checks Begun</b> 1		<b>Indirect Tips Decl</b> 0.00			
<b>+Subtotal Discount</b> 0.00		<b>Rounding Total</b> 0.00		<b>-Checks Paid</b> 1		<b>=Total Tips</b> 0.00%			
<b>=Total Discounts</b> 0.00		<b>Grand Total</b> 33.37		<b>=Outstanding</b> 0 0.00		<b>Tips Paid</b> 0.00			
		<b>Training Total</b> 0.00				<b>Tips Due</b> 0.00			
		<b>Mgr Voids</b> 0 0.00							
		<b>Error Corrects</b> 0 0.00							
		<b>Cancel</b> 0 0.00							

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Eat In	13.45	100.00%	0	0.00%	0.00	1	100.00%	13.45	0	0.00%	0.00	0.00
3 - Drive Thru	0.00	0.00%	0	0.00%	0.00	0	0.00%	0.00	0	0.00%	0.00	0.00
<b>Total</b>	<b>13.45</b>		<b>0</b>		<b>0.00</b>	<b>1</b>		<b>13.45</b>	<b>0</b>		<b>0.00</b>	

1 - Default												
<b>Food</b>	15	30.90		<b>Cash</b>	1	33.37					<b>Manger Comps</b>	0 0.00
<b>Beverage &amp; Shakes</b>	0	0.00		<b>+Paid In</b>	0	0.00					<b>Employee Meals</b>	0 0.00
	0	0.00		<b>Start Bank</b>	0	0.00					<b>Coupons</b>	0 0.00
	0	0.00		<b>-Paid Out</b>	0	0.00						0 0.00
	0	0.00		<b>-Cash Pull</b>	0	0.00						0 0.00
<b>Charity Sales</b>	0	0.00			0	0.00						0 0.00
<b>Gift Cards</b>	0	0.00		<b>Gift Redeem</b>	0	0.00						0 0.00
<b>Permitum</b>	0	0.00			0	0.00						0 0.00
	0	0.00			0	0.00						0 0.00
	0	0.00		<b>Visa</b>	0	0.00						0 0.00
	0	0.00		<b>Master Card</b>	0	0.00						0 0.00

To exclude gift card sales from net sales totals, the site would like gift cards to a specific menu item class, and enable the **Suppress From Net Sales Total** option for that menu item class.

This option bit will be ignored by POS Operations and hidden in POS Configurator if the **Enable US Tax or Canadian GST** option is disabled (*POS Configurator / System / Restaurant / Taxes*).

### How it Works

This section describes how the suppression of menu items from the net sales total affects reporting.

- ◆ When enabled, affected menu item totals are included in the begin check and closed check figures on reports.
- ◆ When enabled, affected menu items will not be added to the net sales totals.
- ◆ Affected menu items will be added to the begin checks and checks paid totals.
- ◆ When enabled, affected menu items will not be added to net sales in the order type section of reports like the Daily system sales detail.
- ◆ When enabled, affected menu items will not add to net sales in the labor section of reports.
- ◆ When enabled, affected menu items will be added to their perspective tracking totals. Therefore, if a non-revenue menu item is linked to the food major group, and the food major group is in tracking, then that item's sales will be included in the tracking totals on all reports that support tracking.
- ◆ When enabled, affected menu items will not be added to net sales on the menu item sales reports. The menu item sales report will be broken into two sections, menu items that are included in sales, and menu items that are not included in sales. This is true for all reports of this type, major, family, and menu item group.



- ◆ When enabled, affected menu items will have no effect on the Tax Collected field on reports.

### **Caveats**

Please note that the **Suppress From Net Sales Total** feature is not intended to work with the following features, and may cause reports to become unbalanced:

- ◆ Subtotal Discounts
- ◆ Inclusive or VAT Tax
- ◆ Sharing a menu item that has the Suppressed option turned on
- ◆ Splitting a Check
- ◆ Changing the Order Type of a service totaled check
- ◆ The following Employee reports will contain incorrect totals:  
EMP\_701.rpt, EMP\_701\_1.rpt, EMP\_701\_2.rpt

When the US Tax option is disabled, the **Suppress From Net Sales Total** option will be invisible to the user.

### **Reports Modified to Support the Suppress Menu Item Price Feature**

All Family Group, Major Group, Menu Item Group and Menu Item Reports have been updated to support the Suppress Menu Item Price feature. These reports will each have a new group total for these sales called Suppressed Net Sales.

In the past group totals were calculated as follows:

1. Calculate Total Sales
2. Subtract Subtotal Discounts
3. Calculate Net Sales

Now, totals will be calculated as follows:

1. Calculate Total Sales
2. Subtract Subtotal Discounts
3. Subtract Suppressed Totals
4. Calculate Net Sale

#### Reports Affected

This change affects the following reports:

- ◆ FG\_R001.RPT - 42 - RVC Family Group Sales Detail
- ◆ FG\_R001.RPT - 54 - RVC Major Group Sales Detail
- ◆ FG\_R001.RPT - 66 - RVC Menu Item Group Sales Detail
- ◆ FG\_R002.RPT - 44 - Consolidated RVC Family Group Sales Detail
- ◆ FG\_R002.RPT - 56 - Consolidated RVC Major Group Sales Detail
- ◆ FG\_R002.RPT - 68 - Consolidated RVC Menu Item Group Sales Detail
- ◆ FG\_R010.RPT - 43 - RVC Family Group Sales Detail By Category
- ◆ FG\_R010.RPT - 55 - RVC Major Group Sales Detail By Category
- ◆ FG\_R010.RPT - 67 - RVC Menu Item Group Sales Detail By Category
- ◆ FG\_R012.RPT - 45 - Consolidated RVC Family Group Sales Detail By Category
- ◆ FG\_R012.RPT - 57 - Consolidated RVC Major Group Sales Detail By Category
- ◆ FG\_R012.RPT - 69 - Consolidated RVC Menu Item Group Sales Detail By Category
- ◆ FG\_R101.RPT - 46 - RVC Family Group Sales Summary

- ◆ FG\_R101.RPT - 58 - RVC Major Group Sales Summary
- ◆ FG\_R101.RPT - 70 - RVC Menu Item Group Sales Summary
- ◆ FG\_R111.RPT - 47 - Consolidated RVC Family Group Sales Summary
- ◆ FG\_R111.RPT - 59 - Consolidated RVC Major Group Sales Summary
- ◆ FG\_R111.RPT - 71 - Consolidated RVC Menu Item Group Sales Summary
- ◆ FG\_S001.RPT - 48 - SYS Family Group Sales Detail
- ◆ FG\_S001.RPT - 60 - SYS Major Group Sales Detail
- ◆ FG\_S001.RPT - 72 - SYS Menu Item Group Sales Detail
- ◆ FG\_S002.RPT - 50 - Consolidated SYS Family Group Sales Detail
- ◆ FG\_S002.RPT - 62 - Consolidated SYS Major Group Sales Detail
- ◆ FG\_S002.RPT - 74 - Consolidated SYS Menu Item Group Sales Detail
- ◆ FG\_S010.RPT - 49 - SYS Family Group Sales Detail By Category
- ◆ FG\_S010.RPT - 61 - SYS Major Group Sales Detail By Category
- ◆ FG\_S010.RPT - 73 - SYS Menu Item Group Sales Detail By Category
- ◆ FG\_S012.RPT - 51 - Consolidated SYS Family Group Sales Detail By Category
- ◆ FG\_S012.RPT - 63 - Consolidated SYS Major Group Sales Detail By Category
- ◆ FG\_S012.RPT - 75 - Consolidated SYS Menu Item Group Sales Detail By Category
- ◆ FG\_S101.RPT - 52 - SYS Family Group Sales Summary
- ◆ FG\_S101.RPT - 64 - SYS Major Group Sales Summary

- ◆ FG\_S101.RPT - 76 - SYS Menu Item Group Sales Summary
- ◆ FG\_S111.RPT - 53 - Consolidated SYS Family Group Sales Summary
- ◆ FG\_S111.RPT - 65 - Consolidated SYS Major Group Sales Summary
- ◆ FG\_S111.RPT - 77 - Consolidated SYS Menu Item Group Sales Summary
- ◆ FG\_S202.RPT - 86 - Consolidated SYS Family Group Sales Detail w/Graph
- ◆ FG\_S202.RPT - 87 - Consolidated SYS Major Group Sales Detail w/Graph
- ◆ FG\_S202.RPT - 88 - Consolidated SYS Menu Item Group Sales Detail w/Graph
- ◆ MI\_R001.RPT - 78 - RVC Menu Item Sales Detail
- ◆ MI\_R002.RPT - 79 - Consolidated RVC Menu Item Sales Detail
- ◆ MI\_R003.RPT - 242- Daily RVC Menu Item Order Type Sales Detail
- ◆ MI\_R101.RPT - 80 - RVC Menu Item Sales Summary
- ◆ MI\_R102.RPT - 81 - Consolidated RVC Menu Item Sales Summary
- ◆ MI\_S001.RPT - 82 - SYS Menu Item Sales Detail
- ◆ MI\_S002.RPT - 83 - Consolidated SYS Menu Item Sales Detail
- ◆ MI\_S004.RPT - 243 - Daily System Menu Item Order Type Sales Detail
- ◆ MI\_S101.RPT - 84 - SYS Menu Item Sales Summary
- ◆ MI\_S102.RPT - 85 - Consolidated SYS Menu Item Sales Summary
- ◆ MI\_TPR01.RPT - 191 - Daily RVC Time Period Menu Items Report
- ◆ MI\_TPR02.RPT - 244 - Daily RVC Time Period Menu Item Order Type Sales Detail

- ◆ MI\_TPS01.RPT - 190 - Daily System Time Period Menu Items Report
- ◆ MI\_TPS03.RPT - 245 - Daily SYS Time Period Menu Item Order Type Sales Detail
- ◆ FG\_R001.RPT - 107 - 40Col - RVC Family Group Sales Detail
- ◆ FG\_R001.RPT - 111 - 40Col - RVC Major Group Sales Detail
- ◆ FG\_R001.RPT - 115 - 40Col - RVC Menu Item Group Sales Detail
- ◆ FG\_R101.RPT - 108 - 40Col - RVC Family Group Sales Summary
- ◆ FG\_R101.RPT - 112 - 40Col - RVC Major Group Sales Summary
- ◆ FG\_R101.RPT - 116 - 40Col - RVC Menu Item Group Sales Summary
- ◆ FG\_S001.RPT - 109 - 40Col - SYS Family Group Sales Detail
- ◆ FG\_S001.RPT - 113 - 40Col - SYS Major Group Sales Detail
- ◆ FG\_S001.RPT - 117 - 40Col - SYS Menu Item Group Sales Detail
- ◆ FG\_S101.RPT - 110 - 40Col - SYS Family Group Sales Summary
- ◆ FG\_S101.RPT - 114 - 40Col - SYS Major Group Sales Summary
- ◆ FG\_S101.RPT - 118 - 40Col - SYS Menu Item Group Sales Summary
- ◆ MI\_R001.RPT - 123 - 40Col - RVC Menu Item Sales Detail
- ◆ MI\_R101.RPT - 124 - 40Col - RVC Menu Item Sales Summary
- ◆ MI\_S001.RPT - 125 - 40Col - SYS Menu Item Sales Detail
- ◆ MI\_S101.RPT - 126 - 40Col - SYS Menu Item Sales Summary
- ◆ MI\_TPR01.RPT - 193 - 40Col - Daily RVC Time Period Menu Items Report
- ◆ MI\_TPS01.RPT - 192 - 40Col - Daily System Time Period Menu Items Report

### New Columns Added to Totals Tables

The following columns were added to totals tables:

- ◆ dtl.suppressed\_rpt\_ttl
- ◆ sale\_dtl.chk\_begun\_ttl
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_1\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_2\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_3\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_4\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_5\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_6\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_7\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_8\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_9\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ttl.suppressed\_10\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_1\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_1\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_2\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_3\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_4\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_5\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_6\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_7\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_8\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ttl.suppressed\_9\_sls\_ttl MONEY18

- ◆ dly\_rvc\_mi\_ttl.suppressed\_10\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_1\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_1\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_2\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_3\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_4\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_5\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_6\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_7\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_8\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_9\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_ttl.suppressed\_10\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_sys\_mi\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_rvc\_mi\_ot\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_sys\_maj\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_rvc\_maj\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_sys\_fam\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fam\_grp\_ttl.suppressed\_sls\_ttl MONEY18
- ◆ dly\_rvc\_fixed\_prd\_mi\_ot\_ttl.suppressed\_sls\_ttl MONEY18

### Modified Procedures

The following Procedures have been modified to Post to new Totals Columns:

- ◆ sp\_post\_fam\_maj\_mi\_grp\_cum
- ◆ sp\_post\_fixed\_prd\_mi\_ot\_cum
- ◆ sp\_post\_mi\_cum
- ◆ sp\_post\_mi\_ot\_cum
- ◆ sp\_post\_tm\_prd\_mi\_cum
- ◆ sp\_insertDtIEx
- ◆ sp\_postsaleex
- ◆ sp\_post\_cum
- ◆ sp\_post\_ot\_cum
- ◆ sp\_post\_emp\_cum

The following Procedures and views have been modified to return suppressed net totals to reports:

- ◆ v\_get\_sales\_ttl
- ◆ sp\_R\_menuitem\_ot\_fam\_grp
- ◆ sp\_R\_rvc\_menuitem\_fam\_grp
- ◆ sp\_R\_rvc\_time\_prd\_mi\_ot\_ttls
- ◆ sp\_R\_rvc\_time\_prd\_mi\_ttls
- ◆ sp\_R\_sys\_menuitem\_fam\_grp
- ◆ sp\_R\_sys\_time\_prd\_mi\_ttls
- ◆ v\_R\_rvc\_fam\_grp
- ◆ v\_R\_rvc\_maj\_grp



- ◆ v\_R\_rvc\_menuitem\_fam\_grp
- ◆ v\_R\_rvc\_menuitem\_maj\_grp
- ◆ v\_R\_rvc\_menuitem\_mi\_grp
- ◆ v\_R\_rvc\_mi\_grp
- ◆ v\_R\_sys\_fam\_grp
- ◆ v\_R\_sys\_maj\_grp
- ◆ v\_R\_sys\_menuitem\_fam\_grp
- ◆ v\_R\_sys\_menuitem\_maj\_grp
- ◆ v\_R\_sys\_menuitem\_mi\_grp
- ◆ v\_R\_sys\_mi\_grp

### ***Only Print a Condiment if There is a Charge***

An option has been added, to allow the user to restrict a condiment from printing on the check if it does not have an associated price.

For example, if there is no charge for extra lettuce on a sandwich, then this condiment will not print. If there is a charge for extra bacon on a sandwich, then that condiment will print.

Use the **Only Print Condiment if Charge** option (*Menu Item Classes / Print/Display*) to enable this feature.

### ***Prohibit Menu Item Changes After Service Total***

The user may now prohibit the operator from making changes to items after the check has been service totaled.

To support this functionality, the **Allow Changes to Previous Round Item** option has been added to the *Employees / Employee Classes / Guest Checks / Guest Check Control* form in POS Configurator. Enable this option to permit members of the selected employee class to make changes to previous round items, or items that are not last item voidable. If the employee is not authorized, the system will prompt for authorization.

This option is enabled by default. Disable this option to restrict users from changing previous round items.

### ***Require Entry of Authorization ID for Privileged Employees***

The user may now program one employee class to assume the privileges of a different employee class when using POS Operations. For example, when a manager (privileged) employee class begins ringing checks, they will assume the privileges of the operating employee class. The manager will see the same touchscreens, and are subject to the same access restrictions as that of the operating employee class. If attempting to perform a privileged operation, the manager user class will be prompted for their password.

In the past, if a privileged employee class was logged into a workstation and left without logging out, other employees would be able to take advantage of the situation and ring unauthorized transactions.

For example, during a busy lunch rush, a manager is ringing transactions on a workstation. The manager is called to help out with an issue in the kitchen, and they walk away from the workstation without logging out. Other cashiers are now able to perform any manager privileged function using the manager's authorization.

The operating employee class option resolves this issue. Using the Operating Employee Class option to assign the same permissions of the base employee class to the manager employee class, the unscrupulous cashier will be prompted to enter their password for all privileged functions.

### **Configuration**

Follow these steps to configure this option for an employee class:

1. In POS Configurator go to the *Employees / Employee Classes / Clock In/Sign In* tab and select the appropriate employee class to be modified (e.g., Managers).
2. Use the **Operating Employee Class** drop-down to select the employee class whose permissions will be imposed on the selected employee class whenever they enter into an operational mode (e.g., Cashiers). Only configured employee classes will appear in the drop-down.

3. Save all changes.

The Operating Employee Class is only supported in POS Operations. It is not supported by Manager Procedures, Cash Management, or any other Back Office application.

***Support Added for MX870 Terminal***

The MX870 provides a robust color display, high quality sound, and electronic payment capabilities in a single compact device.



The MX870 functions as an extension of the workstation in order to make ringing transactions more efficient. During a transaction, the operator will ring items into their workstation. The MX870 will display items as they are rung, and will prompt the customer when their input is required.

For more information on this device, refer to the *MX870 Terminal Installation and Setup Guide for 3700 POS, MD0003-143* documentation.

### ***TCP/IP Printers Supported***

With this release, RES has added support for TCP/IP printers. A site can now connect an Epson Ethernet printer to the RES network directly. The following printers are supported:

- ◆ TM-U220B
- ◆ TM-T88
- ◆ TM-U300

IP Printing does not currently support the multi-language interface card.

### **Configuring an IP Printer**

This section discusses how to setup the IP Printer to function with a RES system. This section is divided as follows:

- ◆ Requirements
- ◆ Steps to Set Up Printer
- ◆ POS Configuration

#### Requirements

Before you begin, make sure that the most updated version of Firmware is installed. The following versions are required:

<b>Printer</b>	<b>Firmware Version</b>
TM-T88IV	TM BIOS Version 10.02
TM-U220B	TM BIOS Version 1.02 ML

---

***Notes***     *IP Printers are supported on CE Platform Version 4.2 and above. This version is required in order to use this functionality with a Windows CE device (e.g., WS4).*

---

### Steps to Set Up Printer

1. Connect your IP printer via network cable to your Server's Hub or network.
2. Power the IP printer on.
3. On the RES Server, install the configuration utility for the IP Printer (Wcfg300.exe). This is available on the MICROS Member Services site.
4. Select *Start / Programs / Epson TMnet Winconfig / TMnet Winconfig ver 3.00*.
5. Highlight **Ethernet** (or the correct Interface type), to display a list of all IP printers.
6. Change the Printer's default IP Address.
  - ◆ Highlight the printer's IP Address and click **Configuration**.
  - ◆ Go to the *TCP/IP* tab and select either **DHCP** or **manual**. If Manual is selected, enter the new IP Address,
  - ◆ Click **OK**, and select **Yes** to the 30 seconds to send prompt.
  - ◆ Click **OK** to the password prompt.
  - ◆ Click **OK** to the configuration successfully completed message.
7. Change the Device's Name from the default setting.
  - ◆ Turn the printer to **OFF**, then Turn Dip Switch **4 ON**. The switch is located on the Back of printer, next to Ethernet port.
  - ◆ Turn the printer **On**.
  - ◆ Launch TMnet WinConfig.

- ◆ Highlight printer and click **launch browser**. If the printer cannot connect, then you may need to configure your IP, subnet, and default Gateway to match your network first, using the **configuration** button.
- ◆ Click **OK** to the **WebAssist and WinConfig may conflict** message.
- ◆ Select **Configuration Page**.
- ◆ Enter a name in **Device Name** field.
- ◆ Select **Save Settings**.
- ◆ Select **Save Settings** again on the next screen.
- ◆ Turn the printer **Off**. After name and settings are correct, Turn Dip Switch 4 OFF again. Turn the printer back **On**. Otherwise, if Dip switch 4 is left on and there is a quick Power blip, the IP printers will reset to the Default values.

The TMNetConfig.exe utility can be used to view and reset IP info. The Default IP for the UB-EML-equipped printers is 192.168.192.168.

- ◆ Close TMNet WinConfig.

### POS Configurator

To support this new hardware, the following options were added in POS Configurator:

1. Go to *POS Configurator / Devices / Devices / General* and create a new record called **Epson TCP/IP 2**.
2. In the **Device Type** field, select **Roll Printer**.

3. Use the **Network Node** field to link to a Valid Client.

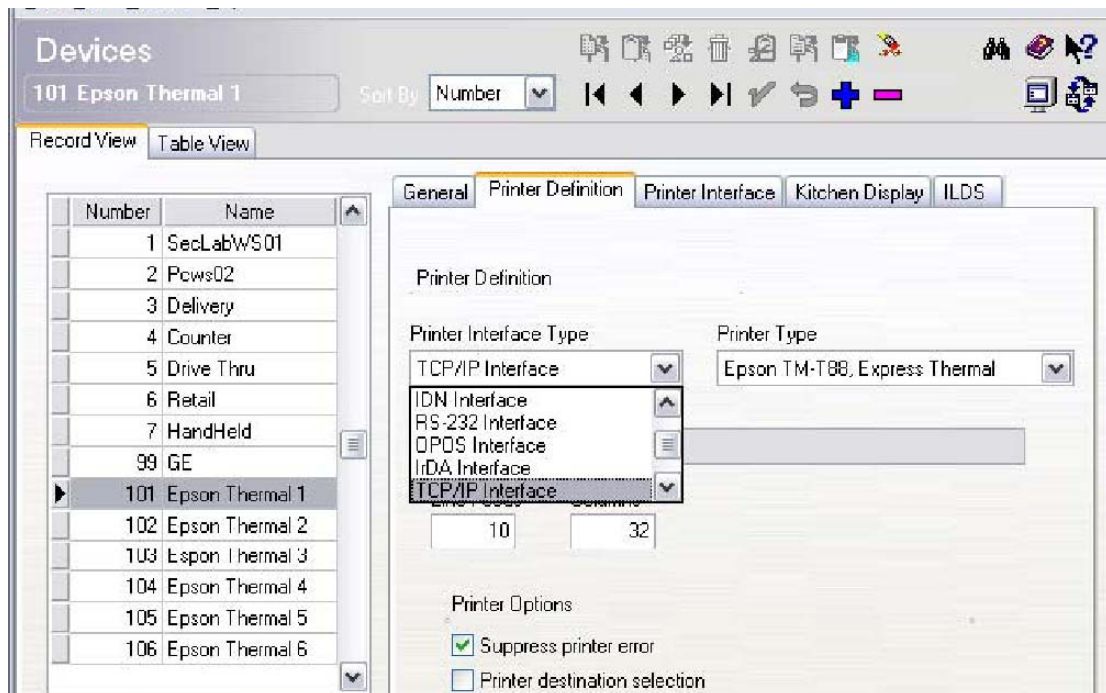
---

**Notes** *The IP printer is NOT actually physically attached to the workstation, but this setting controls which workstation's Print Controller will format and control the output to the printer. This controls the distribution of work so that no single Workstation needs to handle the print formatting for all printers.*

---

4. Go to the *Devices / Printer Definition* tab and use the **Printer Interface Type** field to select **TCP/IP Interface** from the list of choices available in the drop-down. This selection is only available if the **Roll Printer** Device Type is selected on the *Devices / General* tab.

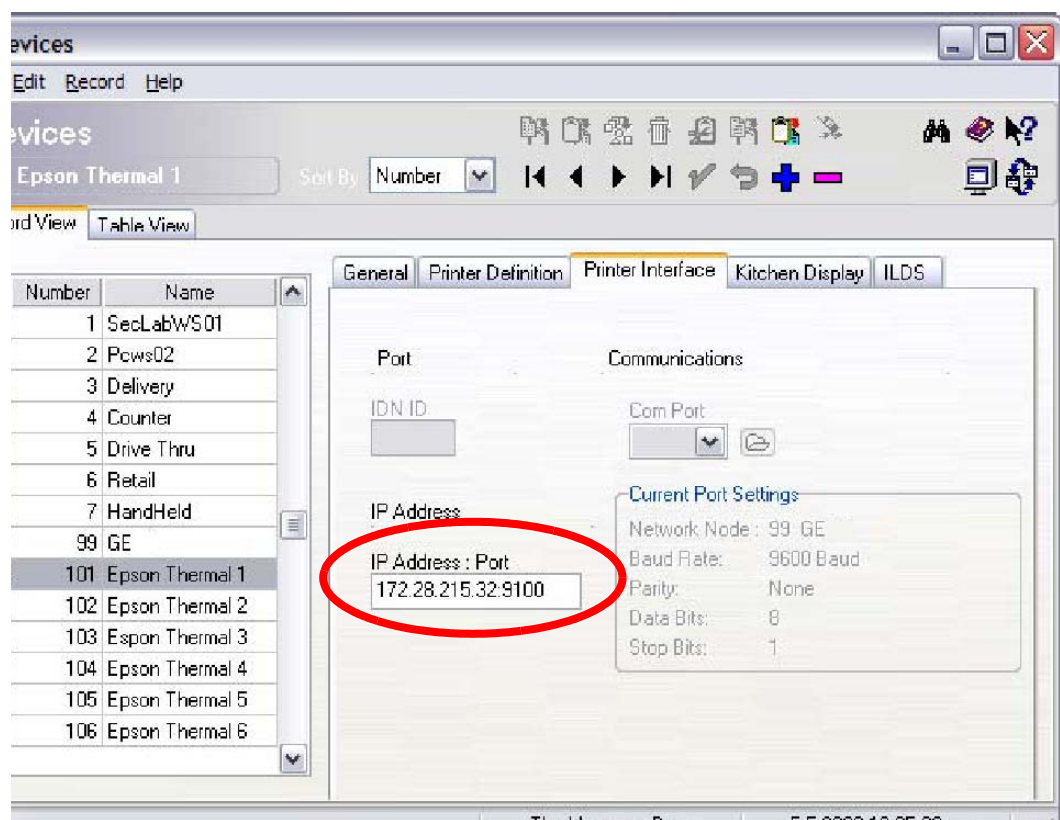
If the TCP/IP Interface is selected, the **IDN ID** and **Com Port** fields on the *Printer Interface* tab will be made unavailable, since they are not used.





5. In the Printer type field, select the appropriate printer (e.g., Epson TM-T88, Express Thermal, Epson TM-300 Roll, or Epson TM-200 Roll).
6. Go to the *Devices / Printer Interface* tab and use the **IP Address: Port** field to configure the IP address of the TCP/IP printer (e.g., 192.168.100.100:9100). This field is only enabled, if the TCP/IP Interface is selected on the *Printer Definition* tab.

Each printer has its own unique IP Address, and the default port for Epson Ethernet Printers is 9100.



**Notes** *The IP can be whatever you want, but it must match what you configured the Printer to be and it should match the first 3 octets of the Server's IP. The Port should be 9100.*

7. Save all changes. The IP Printer should now be operational.

## **TMnet WinConfig Application**

IP Printers are not included in the MICROS Confidence Testing. MICROS recommends using the Epson TMnet Winconfig Utility for testing purposes. This utility is available on the MICROS Member Services website.

The Epson TMnet WinConfig application is a utility distributed by Epson and not MICROS, therefore, users should contact Epson for support related issues regarding this utility.

---

## **Reporting**

### ***Report Viewer***

The Report Viewer application permits the user to view any report configured in the database. This includes all Front-of-House, Back-of-House, and all custom reports to be display within the same application. Reports can then display on workstations, Windows (Win32) clients and PCs. Reports produced using a Win32 workstation are generated in pdf format, and reports produced using a Windows CE (Win CE) machine are generated in HTML format.

Report Viewer offers a simplified, and efficient way for employees to interact with reports. The user can pre-define the report's parameters, and the user does not need to spend valuable time configuring this information at runtime.

Additionally, Report Viewer permits the user to customize user privileges by report. Read, and modify access can be granted or restricted based on the report being generated. This allows the user an unprecedented amount of control over access to individual reports. Default Report Viewer ranges are also configured by employee class for each report individually. Printing is not a privileged operation, and all employees with access to Report Viewer may use this function.

When a report is generated, it is assigned a url. Users on the same network can access the report if they know the url.

Urls are generated based on the following parameters:

*http://<servername or ip address>/ReportViewer/  
Default.aspx?reportNum=<Report Number as Configured in POS  
Configurator>*

For example, a sample server with the following parameters:

- ◆ Server Name = MICROSRESServer
- ◆ Report Number as generated in POS Configurator = 101

Would generate the following url:

*http://MICROSRESServer/ReportViewer/Default.aspx?reportNum=101*

## Installation

Report Viewer is installed as part of the RES core installation. These files are stored in the \MICROS\Common\ReportViewer folder.

---

***Note**      Report Viewer is not supported for hand-held devices.*

---

## Using the Feature

The Report Viewer application has significantly enhanced the experience of accessing reports. This application is fully integrated with both MICROS Desktop and POS Operations. This integration eliminates the need to log in multiple times when launching this application to view a report.

Report Viewer is an ASP .NET 1.1 application running under IIS, and may be accessed using either a Windows (Win32), or a Windows CE (Win CE) device. The output will appear differently depending upon the device used.

- ◆ **Win32 devices.** Reports will output as pdfs and display using a pdf viewer. Available options (e.g., modify) will depend upon employee class permissions as configured in POS Configurator. Printing, however is not a privileged operation and will appear for all employees accessing Report Viewer.

The screenshot shows the 'Report Viewer' application window. The title bar reads 'Report Viewer 9716 - LM - Scheduled vs. Actual Time Card'. The window contains a report titled 'LM - Scheduled vs. Actual Time Card' for 'Micros Cafe - Micros Cafe'. The report date is '10/15/2008 to 10/22/2008' and the filter is 'Employee'. The report is printed by 'Bruno The Manager' on '10/22/2008 - 11:12:08PM'. The report displays a table with columns for Employee Number, Name, Day/Date, Job, Scheduled Punch Time, Paid Hours, Break Hours, Actual Time Card Job, Punch Time, Paid Hours, Break Hours, Paid Hours Variance, and Status. The table lists employees 202, 203, 701, 351, 352, and 501 with their respective scheduled and actual times and statuses.

Number	Employee Name	Day/Date	Job	Scheduled			Actual Time Card			Paid Hours Variance	Status	
				Punch	Time	Paid Hours	Job	Punch	Time			Paid Hours
202	Bartender 2, Debbie	Tue 10/21	Bartender	IN	5:00:00PM	6.00	Bartender	IN	4:33:00PM	7.00	(1.00)	Early Late
				OUT	11:00:00PM			OUT	11:33:00PM			
				Total		6.00			7.00			
203	Bartender 3, Jennifer	Tue 10/21	Bartender	IN	12:00:00PM	6.00	Bartender	IN	12:02:24PM	4.53	1.47	Early Late
				OUT	6:00:00PM			OUT	4:34:12PM			
				Total		6.00			4.53			
701	Busser 1, Tim	Tue 10/21					Busser	IN	4:53:24PM	2.85	(2.85)	Not Scheduled Not Scheduled
								OUT	7:44:24PM			
				Total					2.85			
351	Driver, Dan	Tue 10/21	Driver	IN	2:30:00PM	5.00	Driver	IN	3:59:24PM	2.78	2.22	Early Early
				OUT	7:30:00PM			OUT	6:46:12PM			
				Total		5.00			2.78			
352	Driver, Joe	Tue 10/21	Driver	IN	4:00:00PM	5.00	Driver	IN	5:46:12PM	5.00	1.00	Early Late
				OUT	10:00:00PM			OUT	10:46:12PM			
				Total		6.00			5.00			
501	QSR Cehr 1, William	Tue 10/21	QSR Cashier	IN	3:15:00PM	4.00				4.00	Absent Absent	
				OUT	7:15:00PM							

Adobe pdf Viewer version 6 or higher must be installed on all Win32 clients to use Report Viewer.

**Note** *The Adobe pdf plug-in is not translated using a Micros mechanism. To translate into another language, the user must download the appropriate Adobe pdf version for their country.*

Downloads are available on the following website:

<http://www.adobe.com/products/acrobat/readstep2.html>

To exit Report Viewer, click the [Close] button.

**Note** The pdf viewer can be configured to display, or not to display certain (or all) of the buttons on the toolbar. For more information, see the appropriate Adobe documentation.

- ♦ **WinCE devices.** Reports will output in HTML format. Reports viewed in this format do not require a download of the Adobe pdf Viewer. As a result, some functionality available on a Win32 device as a result of the Adobe pdf viewer toolbar, is not available on WinCE devices including zooming, e-mail capabilities, and paging.

**Report Viewer** 9716 - LM - Scheduled vs. Actual Time Card Sort by: Class help close

click to hide selections

Select a Report  
9716 - LM - Scheduled vs. Actual

Select a Range  
Emp Sched vs Actual

Date Range  
Start Date: 10/19/2008  
End Date: 10/22/2008  
Quick Select: Week to Date

Employees

Run

**LM - Scheduled vs. Actual Time Card**  
Micros Cafe - Micros Cafe

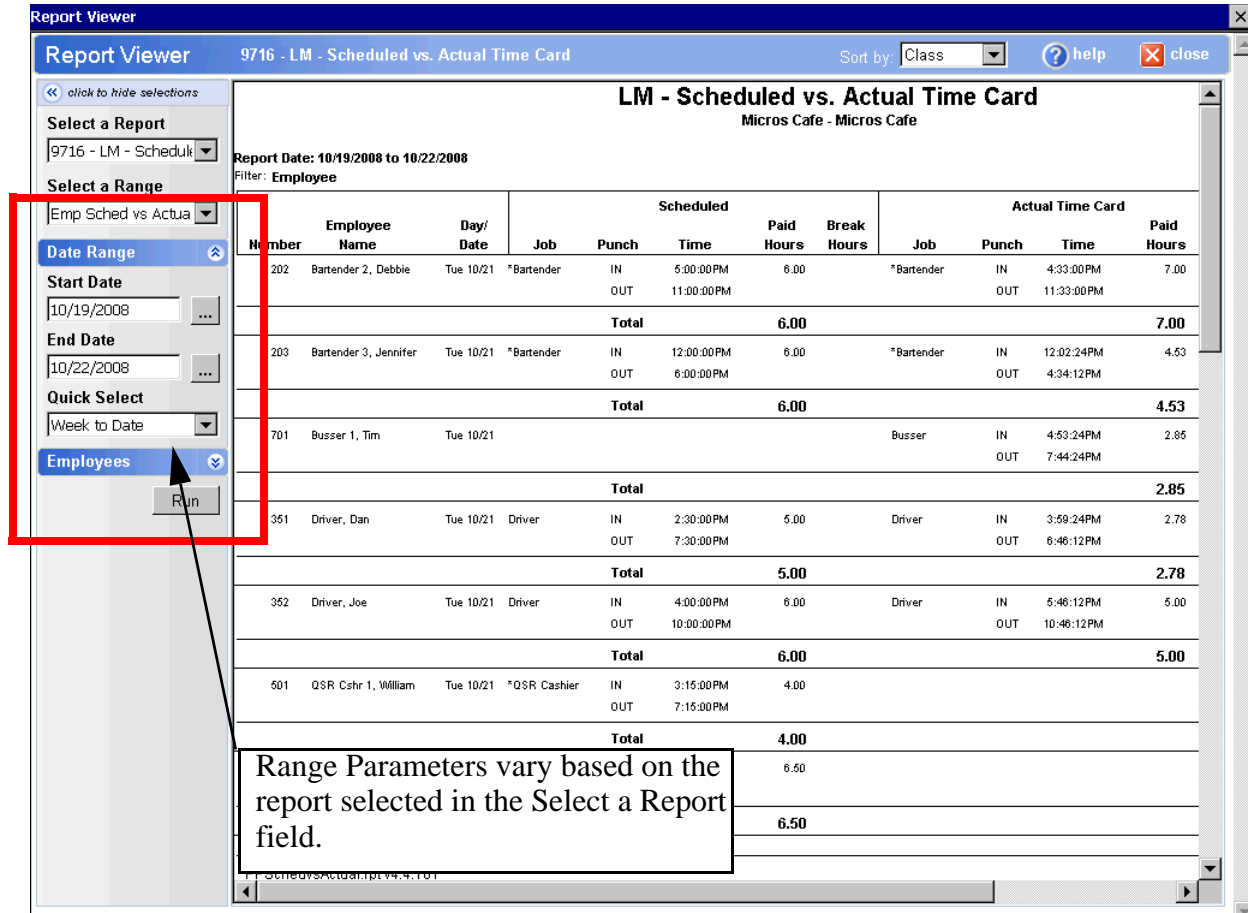
Report Date: 10/19/2008 to 10/22/2008  
Filter: Employee

Employee Number	Employee Name	Day/Date	Job	Scheduled			Actual Time Card				
				Punch	Time	Paid Hours	Break Hours	Job	Punch	Time	Paid Hours
202	Bartender 2, Debbie	Tue 10/21	*Bartender	IN	5:00:00PM	6.00		*Bartender	IN	4:33:00PM	7.00
				OUT	11:00:00PM				OUT	11:33:00PM	
						<b>Total</b>	<b>6.00</b>			<b>7.00</b>	
203	Bartender 3, Jennifer	Tue 10/21	*Bartender	IN	12:00:00PM	6.00		*Bartender	IN	12:02:24PM	4.53
				OUT	6:00:00PM				OUT	4:34:12PM	
						<b>Total</b>	<b>6.00</b>			<b>4.53</b>	
701	Busser 1, Tim	Tue 10/21						Busser	IN	4:53:24PM	2.85
									OUT	7:44:24PM	
						<b>Total</b>				<b>2.85</b>	
351	Driver, Dan	Tue 10/21	Driver	IN	2:30:00PM	5.00		Driver	IN	3:59:24PM	2.78
				OUT	7:30:00PM				OUT	6:46:12PM	
						<b>Total</b>	<b>5.00</b>			<b>2.78</b>	
352	Driver, Joe	Tue 10/21	Driver	IN	4:00:00PM	6.00		Driver	IN	5:46:12PM	5.00
				OUT	10:00:00PM				OUT	10:46:12PM	
						<b>Total</b>	<b>6.00</b>			<b>5.00</b>	
501	QSR Cshr 1, William	Tue 10/21	*QSR Cashier	IN	3:15:00PM	4.00					
				OUT	7:15:00PM						
						<b>Total</b>	<b>4.00</b>				
502	QSR Cshr 2, Karen	Tue 10/21	*QSR Cashier	IN	5:00:00PM	6.50					
				OUT	11:30:00PM						
						<b>Total</b>	<b>6.50</b>				

PPSchedvsActual.rpt v4.4.101

## Layout

The Report Viewer application contains the following report parameters:



Report Viewer 9716 - LM - Scheduled vs. Actual Time Card

Sort by Class help close

### LM - Scheduled vs. Actual Time Card

Micros Cafe - Micros Cafe

Report Date: 10/19/2008 to 10/22/2008  
Filter: Employee

Number	Employee Name	Day/Date	Job	Scheduled			Actual Time Card					
				Punch	Time	Paid Hours	Break Hours	Job	Punch	Time	Paid Hours	
202	Bartender 2, Debbie	Tue 10/21	*Bartender	IN	5:00:00PM	6.00		*Bartender	IN	4:33:00PM	7.00	
				OUT	11:00:00PM				OUT	11:33:00PM		
				Total			6.00				7.00	
203	Bartender 3, Jennifer	Tue 10/21	*Bartender	IN	12:00:00PM	6.00		*Bartender	IN	12:02:24PM	4.53	
				OUT	6:00:00PM				OUT	4:34:12PM		
				Total			6.00				4.53	
701	Busser 1, Tim	Tue 10/21						Busser	IN	4:53:24PM	2.85	
									OUT	7:44:24PM		
				Total							2.85	
351	Driver, Dan	Tue 10/21	Driver	IN	2:30:00PM	5.00		Driver	IN	3:59:24PM	2.78	
				OUT	7:30:00PM				OUT	6:46:12PM		
				Total			5.00				2.78	
352	Driver, Joe	Tue 10/21	Driver	IN	4:00:00PM	6.00		Driver	IN	5:46:12PM	5.00	
				OUT	10:00:00PM				OUT	10:46:12PM		
				Total			6.00				5.00	
501	OSR Cshr 1, William	Tue 10/21	*OSR Cashier	IN	3:15:00PM	4.00						
				OUT	7:15:00PM							
				Total			4.00					
							6.50					
							6.50					

Range Parameters vary based on the report selected in the Select a Report field.

- ◆ **Select a Report.** Use this drop-down to select the appropriate report to be generated.
- ◆ **Select a Range.** Use this area to identify a range to be used when generating the report. For example, if running a Stock on Hand report, the user could specify All Items.
- ◆ **Range.** This area will populate based on the type of report you are running. These parameters mimic what can be seen in Report Explorer and Autosequences and Reports. There are generally three types of range parameters that may appear.

- ◆ **Date Range.** This allows the user to specify the range of dates to be used when running the report. This is a common Range parameter. This range contains Start Date (the first date to use for this report), End Date (the last date to use for this report), and Quick Select (date ranges defined in POS Configurator | Report) fields.
- ◆ **Ranges.** Allows the user to define other start and end parameters. These parameters will vary based on the report being generated. For example, if generating an RVC report, these ranges would be the Start RVC, and the End RVC.
- ◆ **Item Selection.** Allows the user to specify which items should be included in the report. These parameters will vary based on the report being generated. For example, if generating a Menu Item report, the user would specify which menu items to include.
- ◆ **Sort By.** Identifies how the list of available reports is sorted in the drop-down. The available options are:
  - ◆ **Number.** The object number of the item.
  - ◆ **Name.** The name of the item.
  - ◆ **Class.** The report class as identified on the POS Configurator | Report | Report Class form.
  - ◆ **Category.** The report category (a grouping of report classes) as defined on the POS Configurator | Report | Report Category form.
- ◆ **Help.** Causes the Report Viewer help file to display
- ◆ **Close.** Closes the Report Viewer application.

### Available HTML Pages

There are two main pages available for viewing reports, **Default.aspx** and **Viewer.aspx**. Each page-type provides a different level of customization and access when viewing a report.

**Default.aspx** should be used if the user would like to view or edit the parameters used in producing the report.

The screenshot shows a web browser window displaying the 'Report Viewer' application. The main content area shows a report titled 'LM - Scheduled vs. Actual Time Card' for 'Micros Cafe - Micros Cafe' covering the date range 10/19/2008 to 10/22/2008. The report is filtered by 'Employee'. The report data is presented in a table with columns for Employee Number, Name, Day/Date, Job, Scheduled (Punch Time, Paid Hours, Break Hours), and Actual Time Card (Job, Punch Time, Paid Hours, Break Hours, Paid Hours Variance). The table lists employees 202, 203, 701, 351, and 352, along with their respective scheduled and actual time card details.

The left sidebar contains configuration options for the report:

- Select a Report: 9716 - LM - Scheduling
- Select a Range: Emp Sched vs Actual
- Date Range: 10/19/2008 to 10/22/2008
- Quick Select: Week to Date
- Employees: [Dropdown]
- Run button

A red box highlights the sidebar, and a callout box with an arrow pointing to the sidebar contains the text: "Includes toolbar that allows the user to set the report parameters."

Employee Number	Employee Name	Day/Date	Job	Scheduled			Actual Time Card				Paid Hours Variance	
				Punch	Time	Paid Hours	Job	Punch	Time	Paid Hours		Break Hours
202	Bartender 2, Debbie	Tue 10/21	*Bartender	IN	5:00:00PM	6.00	*Bartender	IN	4:33:00PM	7.00		(1.0)
				OUT	11:00:00PM			OUT	11:33:00PM			
			Total			6.00				7.00		
203	Bartender 3, Jennifer	Tue 10/21	*Bartender	IN	12:00:00PM	6.00	*Bartender	IN	12:02:24PM	4.53		1.4
				OUT	6:00:00PM			OUT	4:34:12PM			
			Total			6.00				4.53		
701	Busser 1, Tim	Tue 10/21	*Busser	IN	7:44:24PM	2.85	*Busser	IN	4:53:24PM	2.85		(2.8)
				OUT	7:44:24PM			OUT	7:44:24PM			
			Total			2.85				2.85		
351	Driver, Dan	Tue 10/21	*Driver	IN	3:59:24PM	2.78	*Driver	IN	3:59:24PM	2.78		2.2
				OUT	6:46:12PM			OUT	6:46:12PM			
			Total			5.00				2.78		
352	Driver, Joe	Tue 10/21	Driver	IN	4:00:00PM	6.00	Driver	IN	5:46:12PM	5.00		1.0
				OUT	10:00:00PM			OUT	10:46:12PM			
			Total			6.00				5.00		



**Viewer.aspx** should be used when only the report needs be displayed without the need to view/modify report parameters. One use for this page-type is to restrict the user from altering the report parameters.

**LM - Scheduled vs. Actual Time Card**  
Micros Cafe - Micros Cafe

Report Date: 10/19/2008 to 10/22/2008  
Filter: Employee  
Bruno T  
Printed on 10/22/2008

Employee Number	Employee Name	Day/Date	Job	Scheduled				Actual Time Card					Paid Hours Variance
				Punch	Time	Paid Hours	Break Hours	Job	Punch	Time	Paid Hours	Break Hours	
202	Bartender 2, Debole	Tue 10/21	*Bartender	IN	5:00:00PM	6.00		*Bartender	IN	4:33:00PM	7.00		(1.00)
				OUT	11:00:00PM				OUT	11:33:00PM			
				<b>Total</b>				<b>6.00</b>				<b>7.00</b>	
203	Bartender 3, Jennifer	Tue 10/21	*Bartender	IN	12:00:00PM	6.00		*Bartender	IN	12:02:24PM	4.53		1.47
				OUT	6:00:00PM				OUT	4:34:12PM			
				<b>Total</b>				<b>6.00</b>				<b>4.53</b>	
701	Busser 1, Tim	Tue 10/21						Busser	IN	4:53:24PM	2.85		(2.85)
									OUT	7:44:24PM			
				<b>Total</b>				<b>2.85</b>					
351	Driver, Dan	Tue 10/21	Driver	IN	2:30:00PM	5.00		Driver	IN	3:59:24PM	2.78		2.22
				OUT	7:30:00PM				OUT	6:46:12PM			
				<b>Total</b>				<b>5.00</b>				<b>2.78</b>	
352	Driver, Joe	Tue 10/21	Driver	IN	4:00:00PM	6.00		Driver	IN	5:46:12PM	5.00		1.00
				OUT	10:00:00PM				OUT	10:46:12PM			
				<b>Total</b>				<b>6.00</b>				<b>5.00</b>	
501	QSR Cshr 1, William	Tue 10/21	*QSR Cashier	IN	3:15:00PM	4.00							4.00
				OUT	7:15:00PM								
				<b>Total</b>				<b>4.00</b>					

The user can enter the desired page-type in the command line, or enter it directly into the URL:

<http://localhost/ReportViewer/Viewer.aspx?ReportNum=9716>

## Accessing Report Viewer

The user may access the Report Viewer application in the following ways:

- ◆ Through POS Operations
- ◆ Through the MICROS Desktop
- ◆ From Any PC in the Network with Access to the RES Server

### Through POS Operations

When accessing via POS Operations, the user will program a touchscreen key into a touchscreen that will run Report Viewer as an external program. Steps for configuring this key are provided in the *Configuration* section.

Once the touchscreen key is programmed, the user will follow these steps to run a report:

1. Create an external program to be used to launch a report using `procedures.exe` as the (secure) container for the report. `Procedures.exe` has been modified to support the following new command line switches:
  - ◆ `Procedures.exe /R`. Launches `Default.aspx` within the procedures browser.
  - ◆ `Procedures.exe /V`. Launches `Viewer.aspx` within the procedures browser.

Parameters for use by the report can also be passed on the command line by enclosing them in quotes. For example:

**`Procedures.exe /R "&ReportNum=9716&Range=2"`**

2. Select the appropriate touchscreen key that is linked to this external program.

---

**Note** *If viewing reports via POS Operations, security information (i.e. the currently signed in MICROS user) is automatically passed to ReportViewer from POS Operations.*

---

### Through the MICROS Desktop

Links can be added to any HTML page embedded in the desktop to allow access to any report available the currently logged on MICROS user.

---

**Note** *If viewing reports via MICROS Desktop, security information is NOT automatically passed from the Desktop to ReportViewer unless the Desktop has been configured to use its own secure browser window*

---

HKEY\_LOCAL\_MACHINE\SOFTWARE\MICROS\Common\Micros Desktop\Html HandleNewWindow = 1

### From Any PC in the Network with Access to the RES Server

Any user can navigate to a URL from any machine on the network with access to the RES Server. In this way users can access reports without having to install RES on office PC's, Corporate etc. Users will be prompted to log in to the server with valid MICROS user credentials.

### **Caveats**

The following are known issues pertaining to the Report Viewer feature;

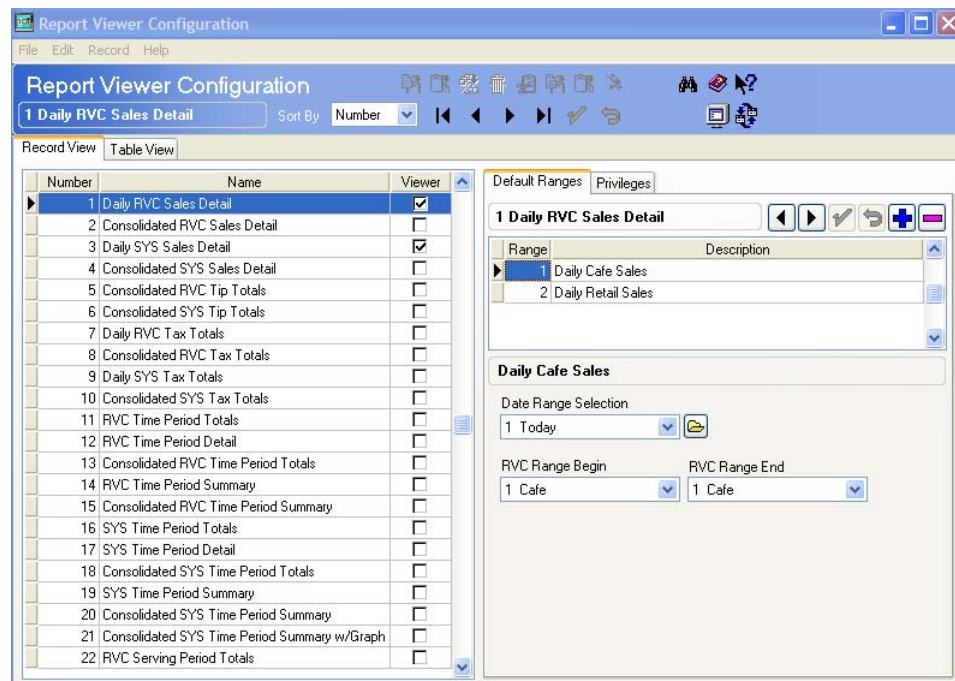
- ◆ When Internet Explorer is minimized, and a report is run, then the report selection drop-down will remain open and visible. This only occurs when minimizing in internet explorer by clicking on the taskbar button.
- ◆ The Adobe pdf plug-in is not translated using a Micros mechanism. To translate into another language, the user must download the appropriate Adobe pdf version for their country.

- ◆ WinCE devices will not show a multi-page report one page at a time. Rather, all reports will display as a single page HTML report.
- ◆ List items may move slowly when being moved from one list box to another. For example, moving menu items between available and selected lists.

## Configuration

This section describes how to configure Report Viewer to display the appropriate reports. This section pertains to all sites configuring this feature. These steps should be repeated for all reports that the user would like to view using the Report Viewer application.

1. Go to the *POS Configurator / Reporting / Report Viewer* form.
2. The *Report Number and Name* table will display all of the reports available in the database. This includes all Front-of-House, Back-of-House, and custom reports that have been defined in the Report Templates form.



Use the *Viewer* column to indicate if the selected report should display in the Report Viewer application.

3. Go to the *Default Ranges* tab and add a new record to configure a Range record. Although this step is not required, MICROS recommends that a minimum of one Range record be configured for each report. This limits the amount of data returned for each report.

Use the *Description* column to assign a meaningful and concise name that represents this range. The user will be required to select a default range later, and creating a meaningful description will greatly assist in making this selection.

There is no limit to the number of Ranges that the user may create for a report.

4. The remaining area at the bottom is used to display report-specific parameters. These will change depending on the report selected. Use this area to refine the selected Range for this report.

For example, if the *Daily RVC Sales Detail* is selected, then this area will contain the following fields:

- ◆ **Date Range Selection.** Use this field to select the appropriate date, or range of dates to use when generating this report.
- ◆ **RVC Range Begin.** Select the first Revenue Center to use when generating this report (e.g., Restaurant).
- ◆ **RVC Range End.** Select the ending Revenue Center to use when generating this report. If you are only generating data for a single Revenue Center, then you would select the same record as the RVC Range Begin. If a different Revenue Center is selected, then all RVCs in between the Begin and End ranges will be used in the report.

5. Go to the *Privileges* tab. All employee classes configured in the database will appear in this tab. Use this area to determine employee class privileges and their default range for the selected report. Configure the following fields for each employee class:
  - ◆ **View.** Enable this option if the selected employee class can view the selected report.
  - ◆ **Modify.** Enable this option if the selected employee class can modify the output of the selected report.
  - ◆ **Default Range.** If desired, assign a Default Range record to this employee class. If the employee fails to select a range when running the report, then this range will be used. MICROS recommends that a default be selected for each employee class with View privileges for this report.
6. Save all changes.

### Additional Information

#### URL Parameters

The following can be passed as parameters on the URL:

- ◆ **ReportNum.** The number (as defined in POS Configurator) of the report to be run.
- ◆ **Range.** The range number (as defined in POS Configurator).
- ◆ **StartDate.** Starting date of the report.
- ◆ **EndDate.** Ending date of the report.
- ◆ **ShiftRangeStart.** Object Number of the starting of shift in the range.
- ◆ **ShiftRangeEnd.** Object Number of the ending shift in the range.
- ◆ **ShiftRangeSource.** All, Current or Previous.
- ◆ **RvcRangeStart.** Object Number of the starting revenue center in the range.

- ◆ **RvcRangeEnd.** Object Number of the ending revenue center in the range.
- ◆ **CshrRangeStart.** Object Number of the starting cashier in the range.
- ◆ **CshrRangeEnd.** Object Number of the ending cashier in the range.
- ◆ **EmpRangeStart.** Object Number of the starting employee in the range.
- ◆ **EmpRangeEnd.** Object Number of the ending employee in the range.
- ◆ **MiGrpRangeStart.** Object Number of the starting menu item group in the range.
- ◆ **MiGrpRangeEnd.** Object Number of the ending menu item group in the range.
- ◆ **MiRangeStart.** Object Number of the starting menu item in the range.
- ◆ **MiRangeEnd.** Object Number of the ending menu item in the range.
- ◆ **SrvPrdRangeStart.** Object Number of the starting serving period in the range.
- ◆ **SrvPrdRangeEnd.** Object Number of the ending serving period in the range.
- ◆ **TmPrdRangeStart.** Object Number of the starting time period in the range.
- ◆ **TmPrdRangeEnd.** Object Number of the ending time period in the range.
- ◆ **StoreRangeStart.** Object Number of the starting store in the range.
- ◆ **StoreRangeEnd.** Object Number of the ending store in the range.
- ◆ **StoreGrpRangeStart.** Object Number of the starting store group in the range.

- ◆ **StoreGroupRangeEnd.** Object Number of the ending store group in the range.
- ◆ **ListRangeStart<EOobjType>.** Object Number of the starting object of type <EOobjType> in the range.
- ◆ **ListRangeEnd<EOobjType>.** Object Number of the ending object of type <EOobjType> in the range.
- ◆ **ListItems<EOobjType>.** A comma delimited list of seq numbers for types <EOobjType>

Specifying a Range along with other parameters will overwrite the corresponding Range parameters with those specified.

#### EO Object Types

- ◆ Cost Center
- ◆ Ingredient
- ◆ Recipe
- ◆ Inventory Item
- ◆ Inventory Location
- ◆ Store Group
- ◆ Store
- ◆ Employee
- ◆ Vendor
- ◆ Invoice
- ◆ Item Par Level
- ◆ Inventory Unit
- ◆ Inventory Cost Group



- ◆ Physical Inventory Count
- ◆ Packing Slip
- ◆ Order
- ◆ Item Class
- ◆ Item List
- ◆ Order Class
- ◆ Major Group
- ◆ Cost Group
- ◆ Menu Item
- ◆ Ap. Export Batch
- ◆ Revenue Center
- ◆ Cashier
- ◆ Menu Item Group
- ◆ Serving Period
- ◆ Time Period
- ◆ Employee Shift
- ◆ Cashier Shift
- ◆ Family Group
- ◆ Purchase Order
- ◆ Vendor Bid
- ◆ Job
- ◆ Job Category

- ◆ Schedule Week
- ◆ Accounting Year
- ◆ Accounting Period
- ◆ Account
- ◆ Availability Type
- ◆ Transfer
- ◆ Allowance
- ◆ Currency

---

## Setup

### ***New Prerequisite Required***

The 4.4 release of RES requires version 4.3.9.1332 of the Prerequisites. For additional information on the installation process, see the *RES 4.3 Prerequisite Patch Documentation*.

## What's Enhanced

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

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

## Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
CA/EDC	Automatic Offline Credit Card Authorization	77
Confidence Test	Access Code Dialog Appears at Start of all Mag Card Reader Operations	83
Conversational Ordering	Able to Configure SLU Sorting in POS Operations	84
	Define the Condiments that Persist When Menu Item is made Plain	84
	Discount Multiple Menu Items Simultaneously	86
	Upsize Combo Meal Sides When Part of Combo Meal	86
Database	Backing Up Database via a Command Line Does Not Require User Name and Password	87
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Module	Feature	Page
OCB	OCBServer Enhanced to No Longer Limit Connection Attempts <i>Clarify Change #: 22542</i>	88
POS Configurator	Disable Match Condiment Quantity	89
	Override Menu Level Feature for Default Condiment Sets	89
POS Operations	Discount Enhancements	91
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Reports	Add Tracking Total Support for Combo Meal Savings	99
	Combo Meal Savings Tracking Total Added	99
	Include VAT Tax in Net Sales Totals	100
	Reports Will Append the Name of all Minor Employees with an Asterisk	100

## Enhancements Detailed

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### CA/EDC

#### *Automatic Offline Credit Card Authorization*

When a site goes offline, and their credit card network connection is unavailable, the site must perform manual credit card authorizations by selecting the [**Manual Authorization**] key and entering an authorization code. In many situations, a site may not want to spend the time to obtain a voice authorization over the phone from the credit card processor because of the business disruption this poses. Instead, the site will make up their own authorization code, and assume the risk of a card charge back.

RES has enhanced the manual authorization process so that a site can configure the manual authorization code to generate automatically. This feature streamlines the manual authorization process so that employees do not spend additional time manually entering authorization codes. This feature is ideal for an environment where voice authorizations are not sought for manual credit card transactions.

Additionally, this feature minimizes the risk of fraud that could arise from employees who realize that the network is down, and that the site is not obtaining card authorizations from the credit card processor. An automatically generated code would prevent the operator from realizing that the system is down.

At this time only the TransactionVault credit (TVCA) driver supports auto offline authorization.

#### **Basic Use Cases**

##### **Example 1:**

In a quick service environment transaction amounts are small and the number of declined transactions are small. When a restaurant goes offline, rather than slow down service by obtaining a voice authorization for every transaction, the restaurant would prefer to risk a charge back by forcing transactions through without an authorization code.

### **Example 2:**

A restaurant is concerned that while the offline, the employees will be able to fraudulently tender transactions to known bad credit cards. By removing the error message presented to the employee when an online authorization fails, the employee can no longer distinguish between online and offline transactions. This prevents the employees from knowing when the system is unable to contact the credit card processor for authorization.

### **How It Works**

When the Automatic Offline Credit Card Authorization feature is enabled, the transaction will flow as follows:

#### **Authorization**

1. The driver is unable to contact the credit card host through the primary and backup IP addresses and through dial backup.
2. The driver will generate a random 6-digit authorization code and return an approval to POS Operations (Approval is dependent upon whether floor limits are used, continue reading for more information).

POS Operations pauses before responding so that it is not obvious that no attempt was made to contact the host. Only the random 6-digit auth code appears on the credit voucher. Neither the credit card driver nor POS Operations will generate a Trans Vault key for an auto offline authorization, meaning that no TransVault key will be printed on the authorization voucher.

3. The transaction is flagged as having been automatically approved.
4. POS Operations will mark the authorization detail as having been auto approved but will not indicate that the auth code was manually generated on either the voucher or the display.

## Settlement

5. At settlement Automatic Offline Credit Card Authorizations are passed to the settlement driver, and are flagged as auto offline auth transactions.
6. The **Auth Offline Transactions** option (*Devices / CA/EDC Drivers / System*) was added to the Transaction Vault credit settlement driver (TVCS) to control how these transactions are handled at settlement. Future drivers may handle this differently.
  - ◆ By default the option is disabled, and the settlement driver will treat these transactions as manually keyed and manually authorized transactions, and will obtain a vault key for the transactions during pre-settlement.
  - ◆ With the option enabled the settlement driver will attempt to obtain a real authorization from the issuing bank to replace the authorization generated by the credit driver. The authorization request will treat the authorization as a card present / manually keyed transaction (transaction code '54'). The transaction timestamp in the MLA group will be the current date and time.
7. The batch settlement report will show an **L** flag next to transactions where an auto offline auth was generated. The "**L**" flag has been added to the Credit Card Batch Detail report, in the flags column, to indicate an Auto Offline Authorization. This occurs if the Host Processor is down and the transaction amount is below the designated floor limit. An auto offline auth transaction was obtained rather than an actual authorization. The **L** flag will appear in the same column as the manual authorization flag since the two flags can not both appear for the same transaction.
8. If an authorization request is declined, the settlement driver will change the authorization code on the record to 'DECLINED' and mark the record as omitted by the driver (a 'D' flag on the batch detail report). These transactions will also be shown in the omitted record summary of the batch transfer report.

This feature can be enabled either with a floor limit, or without a floor limit.

- ◆ **With No Floor Limit.** If the feature is enabled without a floor limit, all transactions will be automatically authorized with a random 6-digit numeric authorization code during a network outage.
- ◆ **With the Floor Limit Enabled.** If the floor limit is enabled then transactions under the floor limit will be automatically authorized and transactions above the floor limit will continue to return an error when the credit card driver is unable to contact the host. POS Operations passes the auto offline auth setting and floor limit, to the driver as part of every authorization request.

The existing floor limit functionality is not changed by this feature. If the existing base floor limit is programmed not to go online for authorization, then transactions which are under the base floor limit will continue to generate a voucher in POS Operations without contacting the driver.

If the floor limit is enabled and the authorization amount exceeds the amount of the floor limit, and POS Operations is unable to obtain an authorization from the credit card host, then POS Operations will display the error message `Manual Auth Required`. For these transactions it is necessary to obtain a voice authorization to complete the transaction. For `Auth&Pay` (e.g., the `CC Lookup` function key) tenders POS Operations will automatically prompt for a manual authorization code after displaying the error message. If the transaction employee is not privileged to add a manual authorization to the check a manager's authorization will be required. For standard credit authorizations (`CC Auth/ CC Final` keys) there is no automatic prompt and the `Manual Auth` key must be used to complete the transaction as a separate step.

Transactions are flagged as automatic offline authorization transactions when sent to the settlement driver. Depending on the settlement driver used, an auto offline authorization may be submitted for authorization before settlement, or added to the batch as a manual authorization with the generated authorization code.



The credit card driver will only generate an automatic offline authorization code when it is unable to contact the credit card host. Other errors which can cause the driver to reject a transaction (e.g., invalid driver configuration) will continue to generate errors in POS Operations.

### SAR Mode

Since POS Operations is unable to contact the driver for authorization when operating in SAR mode, POS Operations will also have the ability to automatically generate a random 6-digit numeric auth code when the feature is enabled and the workstation is in SAR mode. When in SAR, POS Operations pauses before responding so that it is not obvious that no attempt was made to contact the host.

Only the random 6-digit auth code appears on the credit voucher. Neither the Transaction Vault Credit driver or OPS will generate a Trans Vault key for an auto offline authorization which means that no vault key will be printed on the authorization voucher.

### **Configuration**

To support this functionality, the following options were added at the revenue center level.

- ◆ **Enable auto offline auth** (*Revenue Center | RVC Credit Cards | General*). Highlight the appropriate tender and enable this option if Automatic Offline Credit Card Authorizations are supported.

By default the option is not enabled and the operator will receive an error message any time POS Operations is unable to contact the credit card host. When this option is enabled and POS Operations is unable to contact the credit card host for authorization a random, 6-digit numeric auth code is generated and the transaction will appear to have been approved normally.

By enabling this feature by revenue center, transactions in one revenue center can receive an auto offline authorization while transactions in another revenue center continue to require voice authorization during a network outage.

- ◆ **Enable auto offline floor limit** (*Revenue Center / RVC Credit Cards / Floor Limit*). Enable this option if using floor limits to designate a maximum amount that can be authorized when using the Automatic Offline Credit Card Authorization feature.

If the auto offline floor limit is enabled, then the **Auto offline floor limit**, (*Revenue Center / RVC Credit Cards / Floor Limit*) is used to set the upper limit on the amount of the authorization which can receive an auto offline authorization. The amount is programmed in dollars and cents (or local currency).

Unlike the existing base floor limits which are programmed by tender and can only be enabled and disabled by revenue center, the auto offline floor limit is set by revenue center. As a result, each revenue center can have a different floor limit or no floor limit at all by disabling the **Enable auto offline floor limit** for the revenue center. The floor limit applies to all authorizations within the revenue center.

If the floor limit is enabled, and the authorization amount exceeds the amount of the floor limit, and POS Operations is unable to obtain an authorization from the credit card host, then POS Operations will display the error message `Manual Auth Required`. In this situation, it is necessary to obtain a voice authorization to complete the transaction.

#### [Transaction Vault Driver Configuration](#)

To prevent a restaurant from being offline for an extended period without being aware of the network outage, the following options were added to the TVCA driver.

- ◆ **Max offline transactions** (*Devices / CA/EDC Drivers / System*). This option controls the maximum number of automatic offline transactions that can be processed by the driver.

- ◆ **Max offline amount** (*Devices / CA/EDC Drivers / System*). This option controls the maximum dollar value of automatic offline transactions that can be processed. The maximum offline amount is entered as dollars and cents with no decimal (e.g., 2500 is the equivalent of \$25.00).

When either limit is exceeded the driver will return the 'Manual Auth Required' error to OPS. For Auth&Pay (e.g., the CC Lookup function key) tenders OPS will automatically prompt for a manual authorization code.

The total count and dollar value of the offline authorizations is reset any time a batch is successfully settled by the settlement driver. In addition a new driver diagnostic will be added which will reset the totals to zero. This diagnostic will be available through both the credit card GUI and the command line settlement application.

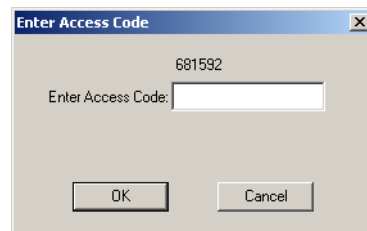
The system wide limits are not enforced when the workstations are operating in SAR mode.

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## Confidence Test

### *Access Code Dialog Appears Before Reading Mag Card*

The user will now be prompted to enter their Access Code at the start of all Mag Card Reader operations.



If the incorrect code is entered, then an error will appear indicating that the wrong code was entered and the dialog will appear for another attempt. If the [**Cancel**] button is selected, the dialog box will disappear and all fields on the tab page will be left blank.

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## Conversational Ordering

### *Able to Configure SLU Sorting in POS Operations*

The user is now able to configure how SLUs will sort when they appear on a build screen in Conversational Ordering Mode. In the past, SLUs would appear in the build screen based on their object/record numbers. In order for a SLU key to appear at the top of a list, it had to have the lowest record number.

The following options may be configured:

- ◆ **Alphabetize keys** (*Devices / Touchscreens / Styles*). Enable this option if SLU keys should appear alphabetically in POS Operations. Disabled this option to display SLU keys in order of item record number
- ◆ **SLU Priority** (*Sales / Menu Items / Definition / General*). Enter a number that identifies the selected menu item SLU's sort priority.

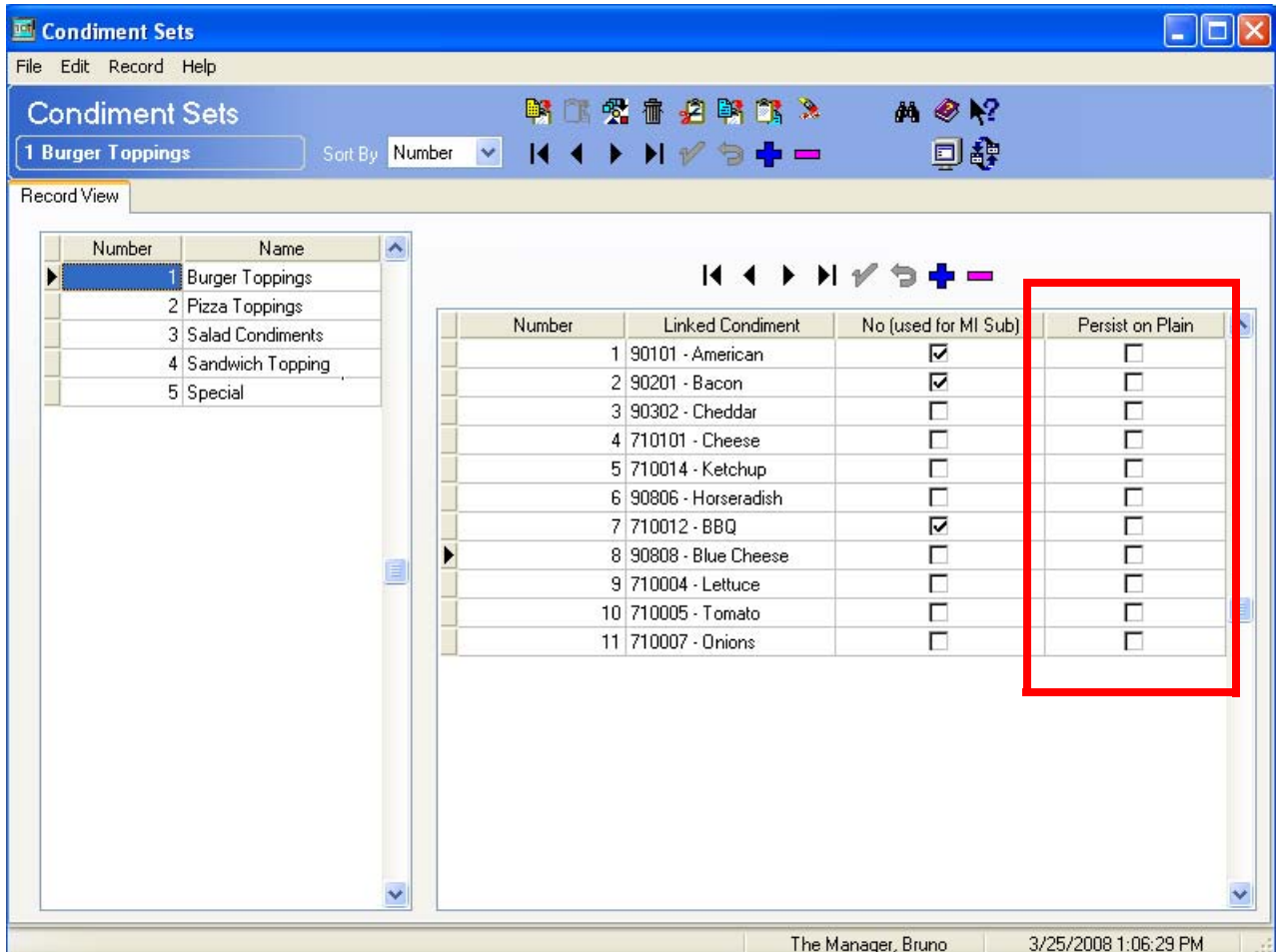
One possible use case is if there is a long list of items sorted alphabetically. Placing a higher priority on the most frequently ordered items will cause them to appear at the top of the screen.

### *Define the Condiments that Persist When Menu Item is made Plain*

In order to provide the user with additional control over the ordering process, a user may program a menu item in Conversational Ordering to determine exactly which condiments will display when the item is made Plain.

In the past, selecting Plain would remove all condiments from the menu item. Now, the user may program which condiments, if any, will remain on the menu item when this key is selected.

To configure this behavior, go to the *Sales / Condiment Sets* form, select a Condiment Set record and enable the **Persist on Plain** option for all applicable condiments.



### ***Discount Multiple Menu Items Simultaneously***

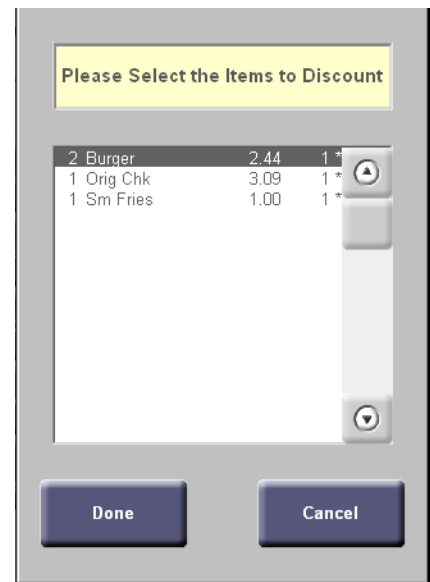
The operator is now able to apply a discount to multiple menu items simultaneously in Conversational Ordering Mode.

In the past, if the operator selected Pay, applied a discount, and then selected the menu item to be discounted, they would be returned to the menu item's Build Screen. The user was required to repeat these steps for each menu item being discounted.

Now, once the Discount key is selected, the operator will be prompted with a discount dialog box.

When this appears, select the appropriate menu item for this discount. The user may select multiple menu items if desired. Once a selection is made, the **[Done]** key will become enabled. Select this key to apply the discount.

If the discount cannot be applied to the selected menu item, then the system will display an error message and return the operator to the build screen.



### ***Upsize Combo Meal Sides When Part of Combo Meal***

Combo meal sides in Conversational Ordering Mode have been enhanced to permit the user to upsize or downsize individual sides without requiring the user to change the size of the whole combo meal. In the past, combo meal side sizes could not be mixed in COM. The enhanced functionality mirrors that of Combo Meals in traditional RES.

To support this functionality, Combo Meal sizes on the *POS Configurator | Sales | Combo Meal | Combo Group | Sizes* tab will now allow the user to select up to four **Size** and **Size Menu Level** combinations. In the past, selecting a Size would gray out the Size Menu Level selection, and vice-versa.

## Database

### *Backing Up Database via a Command Line Does Not Require User Name and Password*

With this release, RES will no longer require the entry of a user name and password when backing up a database via the command line (cmd).

Existing batch files with a User Name and Password defined do not need to be changed. In this situation, DM will ignore these.

### *Invalidated Databases Differentiated from Validated Databases*

The conventions used to name a database have been enhanced to allow the user to differentiate between validated and invalidated database files.

In the past, regardless of whether database validation succeeded or failed, an archived copy of the bad database would be created (e.g., micros.mbz). The user would have no way to determine whether the database had succeeded validation based on the name of the file, as in both scenarios the file name would be the same.

Now, if a database fails validation the following will occur:

- ◆ An archived .mbz file will not be created for the invalid database.
- ◆ A MicrosKeyBackup.mbz file will not be created unless the user has selected the option to backup the passwords key in Database Manager.

The archived .mbz file will not be deleted until database validation is successful.

---

## OCB

### *OCBServer Enhanced to No Longer Limit Connection Attempts*

*CR ID #: 22542*

When an OCB Display (Order Confirmation Board) is powered off or disconnected from the OCBServer, the OCBServer will attempt to reconnect to the OCB display every 5 seconds as long as the OCB Service is running on the server. In the past, the OCBServer would attempt to reconnect 10 times, and would stop if a successful connection was not made. In this situation, the user had to restart the OCB Service to re-initiate the connection.

Now if communications are interrupted, no user intervention is needed. When re-connection occurs, orders will appear on the OCB display immediately. If an order is being rung when the connection is re-established, then the OCB may display improperly until the order is complete. The next orders will recover and will display correctly.

If communication is lost between the OCB display and the OCB Communication Switch, then the user will need to restart the OCB Service on the OCBServer once communications are restored to re-initiate the connection.



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## POS Configurator

### *Disable Match Condiment Quantity*

The user may now configure a condiment to not deplete in quantity when its parent menu item is ordered in quantity. In this situation, the condiment will appear as being depleted once, when the parent menu item will reflect the actual menu item quantity. POS Operations reports will reflect this functionality, however, it will have no effect on PM inventory.

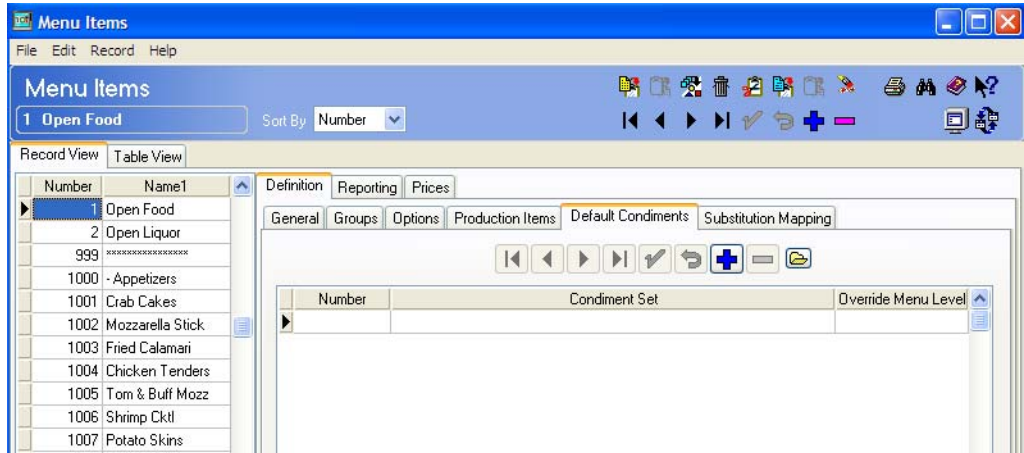
To configure this option, enable the **Disable match condiment quantity** option on the *Sales / Menu Item Classes / General Options* form.

### *Override Menu Level Feature for Default Condiment Sets*

With this release, the user may configure override menu levels for default condiment sets. Typically, when default condiments are rung, they will ring at a specified menu level without requiring operator intervention. When this occurs, the condiments are rung at the active menu level.

Now, the user may configure the menu level for default condiments using the menu item form. The menu level is configured by Condiment set. This means the same condiment set can be configured at different menu levels.

Default condiments may be configured to use override menu levels. To configure this option use the **Override Menu Level** option on the *Sales / Menu items / Definition / Default Condiments* tab in POS Configurator.



## POS Operations

### *Discount Enhancements*

The discount feature has been enhanced to provide the user with greater flexibility when programming discounts with trigger and award menu items. Namely, discounting has been enhanced to provide the following features:

- ◆ The operator can now be required to select the trigger item(s) for the discount by making a selection in the check detail area.

For example, if the discount is Buy One, Get One Free (BOGO) Burger, the operator would select one of the Burger items on the check and the system would look for a second Burger as the award item to apply the discount. If there were four Burgers present on the check, and the operator only selected one Burger, then the discount would be applied once rather than twice. In the case, if the operator selected two Burgers, then the BOGO discount would be applied twice to the check.

- ◆ Ability to constrain the awarded menu items participating in a discount by requiring that they share a common attribute. The common attribute can be a Menu Item, Family Group, Major Group or Discount Itemizer.

For example, the Mike Rose Cafe is offering a BOGO discount on chicken sandwiches. To define this discount, the user would constrain the menu item participants by the chicken sandwich family group.

- ◆ When a discount is applied, certain trigger and award menu items can be excluded from participation in that discount.

For example, suppose the discount is buy one burger and get the second free. The check currently has 3 burgers rung. If the Burger menu item is not programmed to prohibit reusing the same menu item for multiple discounts, then the operator is able to add two free BOGO Burger discounts. The Participant feature allows the user to prohibit this abuse.

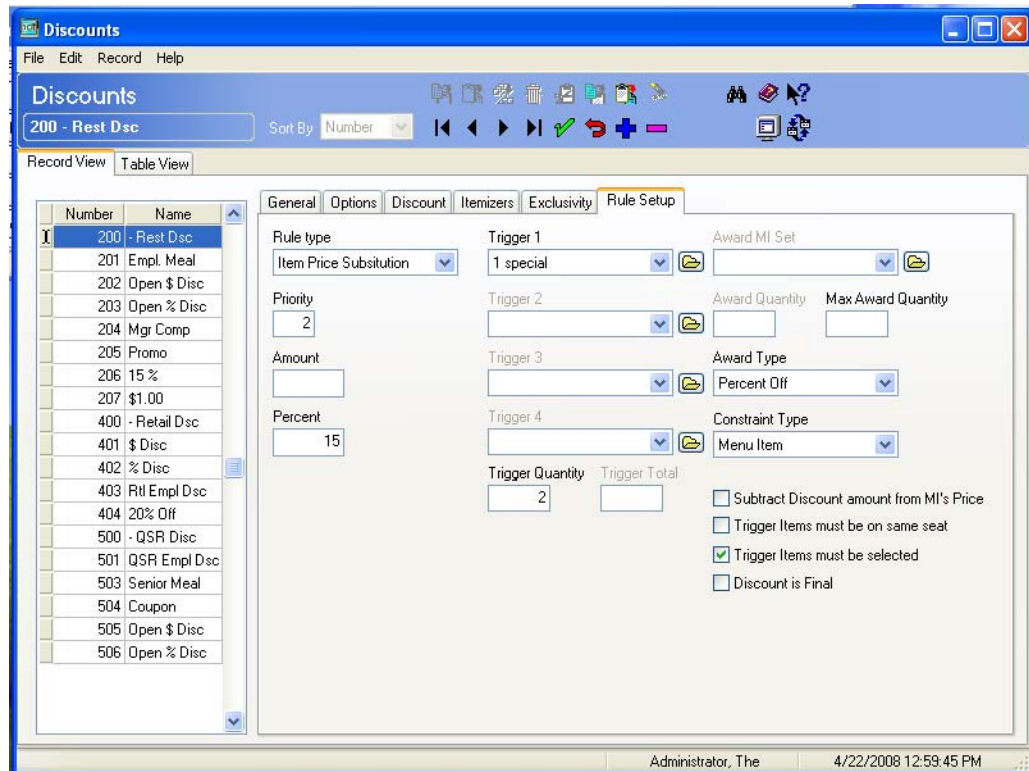
In the past there was no way to restrict the re-use of trigger and award menu items in this way. Therefore, the same hamburger could be used to trigger the discount of multiple hamburgers on the check.

### Configuration

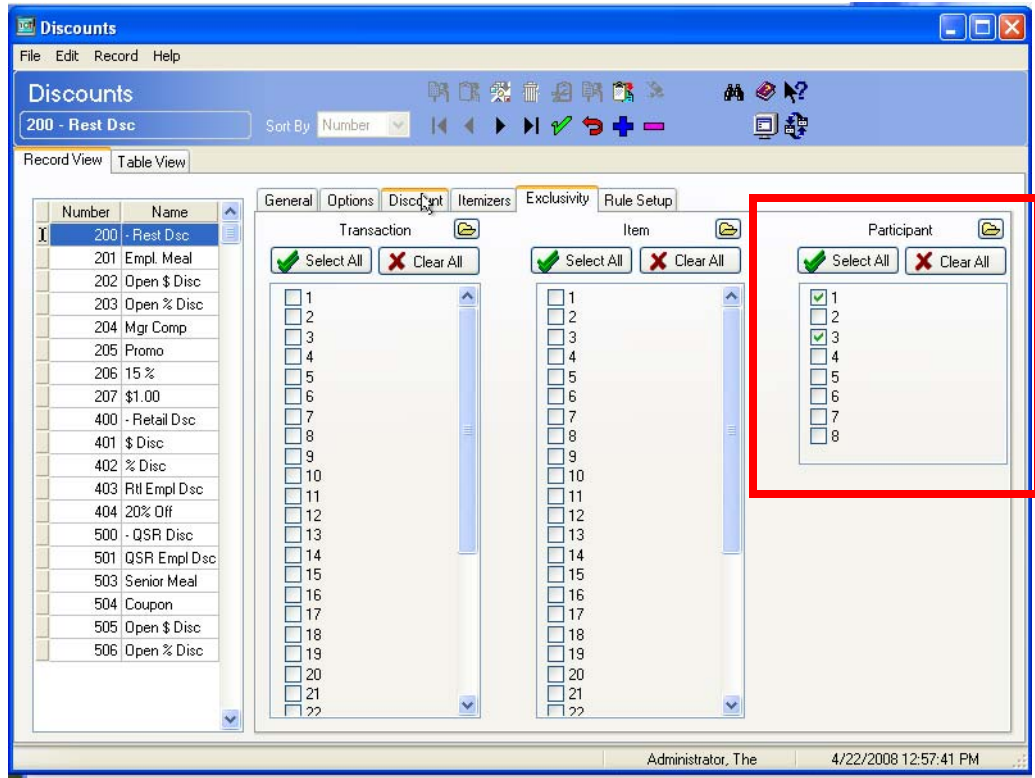
To support this new functionality, three new options have been added in POS Configurator. This section explains the function and use for each of these options.

- ◆ **Trigger Items must be selected.** Enable this option to require that the trigger items be selected by the operator in the check detail area in order for this discount to be applied.

- ◆ **Constraint Type.** Use this option to select a menu item that will be excluded from the award/ trigger group of items for this discount. When a discount is configured to constrain specific menu item participants, the trigger and award items must all share a common attribute. These attributes can be the Menu Item, Family Group, Major Group, or Discount Itemizer. With this option, a discount can be configured to have a certain Menu Item Set for the Trigger and Award items, but exclude certain menu items in that Set using the constraint.



- ◆ **Participant.** Discounts associated with the same participant exclusivity group cannot both be applied to the same transaction. This feature may be used when the Trigger item(s) and Award item(s) need to be excluded from participation in other discounts. The system can be configured to allow some discounts to reuse Trigger and Award menu items while others may not.



### *Future/ Delayed Order Enhancements*

A Future/Delayed Order refers to a check whose menu items are entered by the operator to be fired at a time in the future. These items are not fired to the kitchen, and do not post to store sales until the time specified is reached.

With this release, the Future/Delayed Order feature has been enhanced to simplify user input when specifying a time for Future/Delayed Orders, reducing instances of operator error and increasing efficiency.

Enhancements include the following:

- ◆ A built-in button that includes the current business date. In the past, when saving a future order, the operator was always prompted to enter the date. Now, the operator can select the button to indicate that the order is for the current business date. This method frees up the operator from manually entering text and does not rely on them to enter the correct date.
- ◆ The inclusion of a [**Send Now**] button. This feature is advantageous if a customer arrives before the order has been fired. A future order can now be quickly and efficiently fired as soon as the button is selected.
- ◆ Service Totaling of an Autofire check after it is entered into the system will cause a Popup dialog box to appear with the following buttons:
  - ◆ **Ok.** Accepts the specified date.
  - ◆ **Change.** Will prompt the user for a new date and time to fire the order.
  - ◆ **Send Now.** Will fire the order immediately.
  - ◆ **Cancel.** Cancels the service total request.

- ◆ **Confirmation Prompt.** This prompt appears, requesting the operator to confirm their future order entry. This prompt includes the following enhancements:
  - ◆ Doesn't include the date for orders being fired today.
  - ◆ Specifies *Tomorrow* for orders to be fired during the next business day.
- ◆ **Last Entry Area.** The Last Entry Area of the check includes the following enhancements:
  - ◆ Doesn't include the date for orders being fired today.
  - ◆ Specifies *Tomorrow* for orders to be fired during the next business day.
- ◆ **Future Order SLU.** POS Operations will use the words *Today* and *Tomorrow* (where appropriate) instead of the actual date.

### Shortcuts for Delayed and Future Orders

The operator can specify the fire time (in 24 hour format) for Future and Delayed Orders before pressing the [**Future Order**] or the [**Delayed Order**] button. This will generate a corresponding fire time within the next 24 hours. For example, if it is currently 3pm, entering the value 1700 and then selecting the [**Future Order**] button will generate a fire time of 5pm today.

Macros can be written for use with this feature. For example, the user may write macros for 5:00am, 5:15am, 5:30am and program a touchscreen key to turn the order into a future order that fires at the time linked to the key. This will also work for Delayed Orders.



## Using the Feature

The section describes the steps that the operator should take when using the Future/Delayed Order feature.

1. Select the **[Future/Delayed Order]** button.
2. A dialog box will appear with the following options:
  - ◆ **Send Now.** Will fire the order within 30 seconds of being selected.
  - ◆ **Today.** Indicates that the order will be fired during the current business day.
  - ◆ **Tomorrow.** The tomorrow option will not appear if the current time is between 12:00-12:30am. This prevents the operator from making a mistake if they do not realize that the date has recently changed.
  - ◆ **Other.** Selecting this option will allow the operator to specify a date in the future for the order to fire. Once a date is selected, the operator can proceed to step 3.
  - ◆ **Cancel.** Selecting this option will cancel the future order and return the operator to the check.
3. A dialog box will appear allowing the user to specify the time to fire the order.

The system will no longer prompt to select AM/PM if the order is fired during the current business day and the database is configured to show 12 hour times are configured (*POS Configurator / System / Restaurant / Options / European Time Format*) and one of the following are true:

- ◆ The order is entered in the afternoon.
- ◆ The specified time has passed in the morning (e.g., it is currently 11:00 AM and the fire time is 3:00).

4. The order will fire at the appropriate time. Once fired, items will post to sales totals for that day.

### ***Print Condiment and Condiment Prefix on the Same Line***

The user may now configure condiments, and condiment prefixes to print on the same line in POS Operations.

In the past, if a condiment was modified by a condiment prefix, the prefix would appear on the line above the condiment that it modified. For example:

No  
Pickles

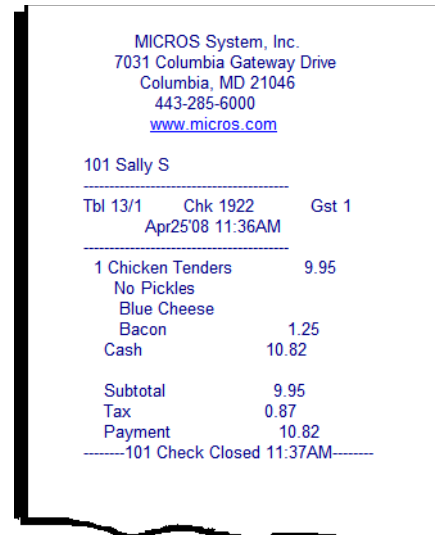
When the condiment and condiment prefixes wrap to the following line, they will be indented an extra space beyond the normal starting point for condiments.

There is a maximum of 4 lines available for a single condiment and its associated prefixes. If the condiment exceeds this limit, then the item will be truncated.

If a condiment is configured to print with an appended unit price, it will appear as before. If there is no room for the unit price on the same line as the condiment, then it will print below the last condiment line. The total will appear on the same line as the unit price.

If a condiment prefix has a quantity associated with it, then it will continue to print on a separate line from the condiment it modifies.

To configure this feature, go to the *POS Configurator / Revenue Center / RVC Print Design / Options* form and enable the **Print prefix with condiment** option.



This option only applies to Revenue Centers where Conversation Ordering Mode is not enabled. If COM is enabled, the condiment prefix will always print next to the condiment that it modifies.

---

## Reports

### *Add Tracking Total Support for Combo Meal Savings*

The **Combo Meal Savings Tracking Total** has been added to the *POS Configurator / Reporting / Tracking Group / Tracking Total Type*. When selected, this Tracking Total will track the savings granted as a result of ordered combo meals by Major Group.

### *Combo Meal Savings Tracking Total Added*

The Combo Meal Savings Tracking Total Type is now supported. This allows the user to track the total amount that customers saved by ordering a combo meal.

Follow these steps to configure this new tracking total:

1. Go to *Reporting / Tracking Groups* and add a new record. Enter a Name for this Tracking Group.
2. Add a new **Tracking Group Totals** record. Enter a Name for this tracking total to be displayed on reports (e.g., Combo Meal Savings).
3. From the **Tracking Total Type** drop-down, select **Combo Meal Savings**.
4. Configure additional options as desired.
5. Save all changes.

### ***Include VAT Tax in Net Sales Totals***

In RES versions 3.2 SP6 and lower, when using VAT by round, the VAT tax was included in some sales totals. This was found to be incorrect for certain customers. To support all customers, RES has added a new option to allow a site to be configured correctly.

To configure this functionality, enable the **Include VAT in Net Sales Totals** option on the *POS Configurator / System / Restaurant / Taxes* tab.

This option does not affect order type totals in reports. POS Operations must be restarted on all workstations after enabling this option. This option is disabled by default.

### ***Reports Will Append the Name of all Minor Employees with an Asterisk***

Running a report that includes the names of employees, will append the names of all employees defined as minors with an asterisk (e.g., Charles Smith\*). This is new system behavior and cannot be modified.

This feature requires the use of the Labor Management (LM) Child Labor Laws feature. A minor is defined on the *LM / Rules/Laws / Labor Laws / Child Labor Laws / General* tab in the **Maximum Age** field. Reports will identify a minor based on the employee's age at the time that the report is run.

At this time, Transaction Analyzer reports do not support this feature.

## What's Revised

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

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Autosequences and Reports	Attempting to Run the RVC Menu Item Sales Detail Report Resulted in an Error Condition	25055	110
	Reports May Use Wrong Date Range	N/A	110
Biometrics	Logging into Manager Procedures Using Finger Print Reader Renders Device Non-Functional	N/A	110
CA/EDC	Card Expiration Dates Issue	N/A	111
	Settlement Fails if a Secondary Authorization is Performed for a Positive Amount After An Authorization for a Negative Amount	24334	111
	Unable to Re-Authorize Check for Smaller Amount than Original Authorization	26003	

Module	Feature	CR ID	Page
Conversational Ordering	Applying Manually Enabled Automatic Discount Could Add Additional Menu Items to the Check	N/A	112
	Auto Discounts Won't Correctly Apply if Menu Item Quantity Entered Using Keypad	N/A	112
	Cancelling an Order May Cause an Outstanding Balance	N/A	112
	Changing Size of a Combo Meal Could Result in an Error Condition	N/A	112
	Combo Meal with a Toy Would Ring in Toy as a Separate Menu Item	N/A	113
	Condiment Sorting Was Not Displayed in Order Entered	N/A	113
	Modifying a Default Condiment Would Remove Automatic Discounts	N/A	113
	Numeric Keypad Remains Depressed When Ordering Other Menu Items	N/A	113
	Removing a Default Condiment Once an Automatic Discount is Applied Changed Focus to Last Item in Check Detail	N/A	114
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Module	Feature	CR ID	Page
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	Substitution and Default Condiments Not Working in SAR Mode	N/A	114
	Swap, Switch and UnCombo Operations Incorrectly Tallied in Reports	N/A	115
	Voiding a Discount Would Only Void Menu Items	N/A	115
	When Auto Discounts Enabled in COM, the Last Item Void Privilege was Applied Sporadically	N/A	115
	Workstation 5 Slow When Running Conversational Ordering Mode	N/A	115
Database	EO End Of Day Stored Procedure Would Not Update Theoretical Cost Properly	N/A	115
	By Design: Employee Schedule Records Associated with a Template Will Not be Deleted when Clearing All Totals	N/A	116
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Module	Feature	CR ID	Page
Delivery Dispatch	Blank Column Could Appear in Delivery Dispatch Configurator	N/A	117
	Changing the Language Would Not Save Successfully	N/A	117
	Promise Time Configuration Issues	N/A	117
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Enterprise Management	Unable to Change Data Encryption Key on EM Concept Database	N/A	118
Hand Held Devices	Unable to Load GSS Operations on 8800	N/A	119
ILDS	The ILDS Does not Refresh Automatically	23733	121
Manager Procedures	Able to Adjust Time Card to Before Business Date	N/A	122
Menu Board	Menu Board Would Not Work if Regional Settings Were Set to Something Other Than English	25585	123
Order Confirmation Board (OCB)	Displays One Discount Next to Each Applicable Menu Item Rather Than Once for Entire Order	N/A	123
Peripherals	Known Issue: Hydra Cash Drawer Configured as a OPOS Printer Will Only Pop Once	N/A	124
	Themes and Peripherals May Encounter Issues when Rebooting in SAR	N/A	125



Module	Feature	CR ID	Page
POS Configurator	Opening Employee Form May Cause an Error Condition	N/A	125
	Pasting Menu Items with Linked Condiments Does Not Capture Child Items	N/A	125
	POS Configurator Help Button Indicates that Documentation is Not Installed	N/A	126
	Unable to Add a Payroll Deduction via POS Configurator	N/A	126
	Unable to Edit First Record on Substitution Mapping Form After Editing Second Record	N/A	126
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<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Operations	Access Violation Occurs When Attempting to Order a Condiment	N/A	127
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	Applying a Manually Enabled Automatic or Automatic Discount Could Cause the User to be Stuck at the Payment	N/A	127
	Applying a Touch Item Discount to a Item Consolidated on the Screen Would Only Apply the Discount to a Single Item	N/A	128
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	Cash Pull Chits May Not Print	N/A	128
	CC Lookup/Recall Did Not Function Correctly	N/A	129
	The Change Menu Level Dialog Form Lists Sub ML in the Title Bar but Lists the Main Menu Level Names	N/A	129
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Module	Feature	CR ID	Page
POS Operations Cont'd	Discount Item Price Substitution Won't Allow Menu Item Voiding	N/A	130
	DOM May Create a Ghost Open Check on the System	N/A	131
	KNOWN ISSUE: Configuring the Combo Meal Main Item with Multiple Price Levels, but Disabling Menu Item Class to Enable Prices 2 Through 10 Caused the Menu Item To Ring at Menu Level 1	N/A	131
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	KNOWN ISSUE: Line by Line Printing Does Not Work in 4.x Versions	N/A	132
	Manually Enabled Automatic Discount Would Apply Discount to Already Discounted Amount	N/A	132
	Popup Touchscreens with Multiple Touchscreen Areas Display Incorrectly	N/A	132
	Posting Tax Totals of 10000 or Higher Were Truncated	N/A	133
	Receive Error Condition When All Discounts Are Manual and Rule Types Used	N/A	133
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Module	Feature	CR ID	Page
POS Operations Cont'd	SLU Groups Would Not Work if System was Rebooted While in SAR Mode	N/A	134
	A Suspended Credit Authorization Would Not Print a Trailer When the Print Voucher in Background Option is Disabled	35315	135
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	Touch Re-Fill Operation Would Not Produce Error if Item Not Refillable	35316	135
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	Touch Reordering When No Item Selected Would Not Display Error	N/A	136
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Module	Feature	CR ID	Page
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	No Bold Printing on Serial or IP TM-T88 Printer on Win32 Device	N/A	137
	Secondary Printing Produced Unusual Characters	24784	138
Reports	By Design: System Voids Do Not Deduct from Change Grand Total	N/A	138
Setup	Upgrading from 4.1 HF2 to 4.1 HF3 Caused Fiscal User to Lose Privileges	24629	139
SIM	SIM Functions @CHKNUM and @CHKSEQNUM Retain Last Reported Check	N/A	139
Table Management Service (TMS)	Unable to Add a Reservation While in Grace Period	N/A	139
Transaction Analyzer	Column Header Information Not Shown When a TA Report is Output to a Disk File	N/A	140
Transaction Services	Transaction Services Incorrectly Formats the Account and Amount of an SVC Redeem Authorization	N/A	140

**Revisions  
Detailed**

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**Autosequences and Reports**

***Attempting to Run the RVC Menu Item Sales Detail Report  
Resulted in an Error Condition***

*CR ID #: 25055*

Previously, attempting to run the Consolidated RVC Menu Item Sales Detail report (mi\_r002.rpt) would cause the following error message to appear:

Error 519 - No Print Window

This has been corrected.

***Reports May Use Wrong Date Range***

*CR ID #: N/A*

Previously, if the user identified a Date Range for a report, and subsequently attempted to run a report for the current shift, a previous shift, or a specific shift on a Windows CE Device, then the report would still return data for the Date Range. This has been corrected.

---

**Biometrics**

***Logging into Manager Procedures Using Finger Print  
Reader Renders Device Non-Functional***

*CR ID #: N/A*

Previously, attempting to log into Manager Procedures using the Finger Print reader on a Windows CE Device would render the Finger Print reader non-functional. This has been corrected.

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## CA/EDC

### ***Card Expiration Dates Issue***

*CR ID #: N/A*

In the past, cards followed the rule that any two digits with a date of 39-99 corresponded to the years 1939-1999 respectively. As a result, cards with expiration dates between 2039-2099 were incorrectly read as being expired.

This issue has been corrected, and the expiration dates on credit and debit cards are now supported through the year 2079.

### ***Settlement Fails if a Secondary Authorization is Performed for a Positive Amount After An Authorization for a Negative Amount***

*CR ID #: 24334*

If a credit authorization was performed for a negative balance check, this does not communicate with the bank; therefore there is no auth code issued. If this check was left in a Service Total state, then picked up and additional items added to bring the check back to a positive balance; the check would never obtain an authorization if below the secondary floor limit. Therefore, this credit transaction would fail the settlement process.

A new rule has been implemented to ignore secondary floor limits for any transaction that does not contain a previous auth code. This will ensure that these transactions can be settled.

### ***Unable to Re-Authorize Check for Smaller Amount than Original Authorization***

*CR ID #: 26003*

Previously, the user was unable to re-send an authorization for an amount less than the original authorization amount. This has been corrected.

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## **Conversational Ordering**

### ***Applying Manually Enabled Automatic Discount Could Add Additional Menu Items to the Check***

*CR ID #: N/A*

When a manually Enabled Automatic Discount was applied to a check via Conversational Ordering Mode, additional menu items could be incorrectly added to the check. This has been corrected.

### ***Auto Discounts Won't Correctly Apply if Menu item Quantity Entered Using Keypad***

*CR ID #: N/A*

Previously, an automatic discount would not correctly apply if the menu item quantity was modified using the quantity area in Conversational Ordering Mode. This has been corrected.

### ***Cancelling an Order May Cause an Outstanding Balance***

*CR ID #: N/A*

Previously, cancelling an order could incorrectly lead to an outstanding balance. This is because the cancel order operation was incorrectly attempting to perform a last item void. This has been corrected.

### ***Changing Size of a Combo Meal Could Result in an Error Condition***

*CR ID #: N/A*

If the operator rang a combo meal that contained menu items with different sizes, then they would receive the following error message, "Menu item configured differently." This has been corrected.



***Combo Meal with a Toy Would Ring in Toy as a Separate Menu Item***

*CR ID #: N/A*

Previously, when a combo meal was configured to include a toy, it would incorrectly ring the toy in as a separate menu item. This has been corrected.

***Condiment Sorting Was Not Displayed in Order Entered***

*CR ID #: N/A*

Previously, when condiment sorting was enabled in Conversational Ordering, condiments would not display in the order that they were rung into the system. This has been corrected.

***Modifying a Default Condiment Would Remove Automatic Discounts***

*CR ID #: N/A*

Removing a default condiment from a menu item in Conversational Ordering Mode after an automatic discount had been applied would cause the automatic discount to be removed. This has been corrected.

***Numeric Keypad Remains Depressed When Ordering Other Menu Items***

*CR ID #: N/A*

If no Build Screen was defined, and the numeric keypad was used to enter a menu item quantity, it would remain depressed while other menu items were rung. This has been corrected.

***Removing a Default Condiment Once an Automatic Discount is Applied Changed Focus to Last Item in Check Detail***

*CR ID #: N/A*

Previously, removing a default condiment from a menu item in Conversational Ordering Mode after an automatic discount has been applied would highlight the last item in the check detail. This has been corrected.

***Removing a Priced Condiment Would not Update the Amount Due***

*CR ID #: 25850*

Previously, ringing in an item and adding a priced condiment, and then removing that condiment from the check would not update the total amount due. This has been corrected.

***Some Types of Discounts are Incorrectly Applied in COM***

*CR ID #: N/A*

Previously, discounts that were not touch item or trigger-item discounts would not function correctly in Conversational Ordering. This is because a single item is always selected in COM, and the system would incorrectly apply the discount to the selected item. This has been corrected.

***Substitution and Default Condiments Not Working in SAR Mode***

*CR ID #: N/A*

Previously, menu item substitutions and default condiments were not supported in Stand Alone Resiliency (SAR) Mode. This has been corrected.

### ***Swap, Switch and UnCombo Operations Incorrectly Tallied in Reports***

*CR ID #: N/A*

Previously, the swap, switch and uncombo operations were incorrectly being applied to the error correct totals, when only voided items should have been included. This caused incorrect report totals. This issue has been fixed.

### ***Voiding a Discount Would Only Void Menu Items***

*CR ID #: N/A*

Previously, attempting to void a discount in Conversational Ordering Mode would void the last menu item added to the check and fail to void the discount. Repeating this operation until all menu items were voided from the check could cause POS Operations to close unexpectedly. This has been corrected.

### ***When Auto Discounts Enabled in COM, the Last Item Void Privilege was Applied Sporadically***

*CR ID #: N/A*

Previously, if Automatic Discounts were enabled in COM, and a privileged employee attempted to apply a last item void, their last item void permissions would be applied sporadically, sometimes prompting them for authorization to perform the void, and sometimes not. This has been corrected.

### ***Workstation 5 Slow When Running Conversational Ordering Mode***

*CR ID #: N/A*

A Workstation 5 (WS5) running Conversational Ordering Mode could operate at a slower rate than other devices. This issue has been corrected.

---

## Database

### ***EO End Of Day Stored Procedure Would Not Update Theoretical Cost Properly***

CR ID #: N/A

Previously, the EO End of Day Stored Procedure would not update theoretical cost. This stored procedure calls speo\_update\_mi\_theo\_cost and this would not update the mi\_product\_status.theo\_cost column in the database. This resulted in the data not being posted to the database. This has been corrected.

### ***By Design: Employee Schedule Records Associated with a Template Will Not be Deleted when Clearing All Totals***

CR ID #: N/A

When an Employee Schedule record is associated with a template, and the user Clears all Totals, that employee schedule record will not be deleted. As such, the associated employee record cannot be deleted from the database. This is by design.

To resolve a potential conflict, the Schedule Templates must be deleted.

### ***Using the DBA and Default Password to Change the Data Key Would Cause Database Manager to Encounter an Error***

CR ID #: N/A

Previously, attempting to change the data key from the Command line using the DBA and the default password would cause Database Manager to encounter an error and to close unexpectedly. This has been corrected.

## **Delivery Dispatch**

### ***Blank Column Could Appear in Delivery Dispatch Configurator***

*CR ID #: N/A*

Previously, a column could be missing from the Delivery Dispatch Configurator. This was because of a naming mismatch in the Promise Time Remaining field. This would only apply to sites using the UK.dll file. This has been corrected.

### ***Changing the Language Would Not Save Successfully***

*CR ID #: N/A*

Previously, when saving a new language in Delivery Dispatch, the application would appear to save successfully; however, upon reopening the application, the new language would not be saved. This has been corrected.

### ***Promise Time Configuration Issues***

*CR ID #: N/A*

If the Promise Time feature of Delivery Dispatch is not configured properly, then potential issues may arise such as premature printing, and not being prompted to confirm promise times.

This section is intended to provide a description of desired behavior, and to explain how to configure the feature to behave that way.

- ◆ To require the user to **[Ok]** the promise time before it is printed, the user must enable both the **Prompt for Promise Time** (*Sales / Tender / Media / Tender*) and the Print Check options (*Sales / Tender / Media / Printing*) are enabled for all applicable tenders.
- ◆ For Promise Times to print correctly on the check, the **Prompt for Promise Time** option must be enabled and a selection must be made from the **Promise Time Print Format** drop-down on the *Revenue Center / RVC Print Design / GSS Printing* tab. The available printing options are as follows:

- ◆ Do Not Print.
- ◆ Before Header.
- ◆ After Header.
- ◆ After Trailer.
- ◆ Before Header & After Header
- ◆ Before Header & After Trailer
- ◆ After Header & After Trailer

---

**Note**     *If the **Prompt for Promise Time** option is disabled, and the **Promise Time Print Format** option is enabled (any selection besides **Do Not Print** is made from the drop-down), the default Promise time will print.*

---

### ***Unable to Translate Certain Fields***

*CR ID #: N/A*

Previously, the user was unable to translate certain fields in the Delivery Dispatch Configuration Utility. This has been corrected.

---

## **Enterprise Management**

### ***Unable to Change Data Encryption Key on EM Concept Database***

*CR ID #: N/A*

Previously, attempting to change the data encryption key on an EM Concept database would change the key for the incorrect database. This has been corrected.

## Hand Held Devices

### *Unable to Load GSS Operations on 8800*

*CR ID #: N/A*

Previously, the 8800 handheld device was not able to load GSS Operations (GSSOps.dll) during an upgrade. To resolve this issue, MICROS recommends taking the following action:

- ◆ Install and run the CE Preload Utility
- ◆ Edit the CEpreload.cfg

### Installation Directions for CE Preload

For more information on the CE Preload Utility, see the *RES 3700 POS CE Pre-Load Utility Documentation, MD0003-071*, available on the MICROS Member Services site.

#### On the Hand Held Device:

1. Unzip **CEpreload.zip** in Temp directory. This file is available on the MICROS Member Services site.
2. Copy **CEpreload.exe** and **CEpreloadExit.exe** from `\Temp\MICROS\Res\CAL\HHT\Micros\Bin` into the `\MICROS\Res\CAL\HHT\Micros\Bin` folder.
3. Copy **CEpreload.cfg** from `\Temp\MICROS\Res\CAL\HHT\Micros\Etc` into the `\MICROS\Res\CAL\HHT\Micros\Etc` folder.
4. Warm boot all HHT clients (2800 and 8800's). This will allow the new files to be downloaded.
5. On each HHT client, go to *Programs / File Explorer / My Device / Micros\Bin*.
  - ◆ Tap and hold **CEpreload.exe**, then tap **Copy**.

- ◆ Go to *My Device / Windows / Startup*, tap empty space, then **paste shortcut**.
6. Warm boot all HHT clients a 2nd time. This allows the already downloaded files to be Started.

#### **On the PPC (Mc50)**

1. Copy *Temp\MICROS\Res\CAL\PPC\Packages\CEPreload* into the *\MICROS\Res\CAL\PPC\Packages* folder.
2. Copy **CEpreload.cfg** from *Temp\MICROS\Res\CAL\PPC\Files\Micros\Etc* into the *\MICROS\Res\CAL\PPC\Files\Micros\Etc* folder. The Package will install automatically and CAL will transfer **CEpreload.cfg** to the clients automatically.
3. On each PPC client (Mc50), go to *File Explorer / My Device / Micros\Bin* folder.
  - ◆ Tap and hold **CEpreload.exe**, then tap **Copy**.
  - ◆ Go to *My Device / Windows / Startup*, tap empty space, then **paste shortcut**.
4. Warm boot all Mc50 clients

#### **On the PPC70 (Mc70)**

1. Copy the *Temp\MICROS\Res\CAL\PPC70\Packages\CEPreload* folder into the *\MICROS\Res\CAL\PPC70\Packages* folder.
2. Copy **CEpreload.cfg** from *Temp\MICROS\Res\CAL\PPC70\Files\Micros\Etc* into the *\MICROS\Res\CAL\PPC70\Files\Micros\Etc* folder. The Package will install automatically and CAL will transfer **CEpreload.cfg** to the clients automatically.
3. On each PPC70 client (Mc70), go to *File Explorer / My Device / Micros\Bin*.



- ◆ Tap and hold **CEpreload.exe**, then tap **Copy**.
- ◆ Go to *My Device / Windows / Startup*, tap empty space, then **paste shortcut**.

4. Warm boot all Mc70 clients.

### **Edit the CEpreload.cfg**

The user may need to edit the CEpreload.cfg for their specific needs. For example: The line to preload **GSSops.dll** is commented out by default with //. This is because most restaurants do not use GSS.

To preload **GSSops.dll**, remove the // at the beginning of that line.

---

## **ILDS**

### ***The ILDS Does not Refresh Automatically***

*CR ID #: 23733*

When an item is ordered through the LDS interface, the ILDS service locates the employee who placed the order, identifies the employee's current revenue center assignment, and then searches for a matching table in that revenue center.

Previously, if an employee worked in multiple revenue centers, and the table number entered in the LDS system was valid but not listed in the employee's current revenue center, then the item could not be added to the check, even after the employee changed their revenue center assignment. In this situation, the ILDS service would generate the following error message in the 3700d.log:

```
Table not found [XXXX] - Skipping fast transaction.
```

This issue has been resolved, and the ILDS service will now search all revenue centers for a matching table number when an item is received from the LDS system. The employee can then change revenue centers and open a check for that table and pick up the item.

---

**Note**     *The ILDS service loads tables, menu items, and employees on startup. It is still necessary to stop and start the service after making database changes that affect the ILDS service.*

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## **Manager Procedures**

### ***Able to Adjust Time Card to Before Business Date***

*CR ID #: N/A*

The user was able to adjust an employee's time card punch to reflect a date before the first business date in manager procedures. When this occurred, the employee could not be clocked out.

This issue has been corrected, and an error message will now appear when attempting to perform this function.

---

## **Menu Board**

### ***Menu Board Would Not Work if Regional Settings Were Set to Something Other Than English***

*CR ID #: 25585*

Previously, attempting to use the Digital Menu Board feature with regional settings other than English would cause the board to display a blank white screen. This has been corrected.

---

## **Order Confirmation Board**

### ***Displays One Discount Next to Each Applicable Menu Item Rather Than Once for Entire Order***

*CR ID #: N/A*

Previously, applying a single discount would display as a single line item on the check detail, however, the OCB display would insert the discount next to each menu item the discount was applied to. This has been corrected.

***Known Issue: Voided Menu Item's Price Remains on Screen***

*CR ID #: N/A*

A menu item's price would remain on the Order Confirmation Screen after voiding a menu item from the check. This issue will occur if the baud rate is set to 38400 (4 in the OCBServer.ini file).

To resolve this issue, set the baud rate to 19200 (3 in the OCBServer.ini file).

---

**Peripherals**

***Known Issue: Hydra Cash Drawer Configured as a OPOS Printer Will Only Pop Once***

*CR ID #: N/A*

If the Hydra Cash Drawer is programmed in POS Configurator as an OPOS printer, then the cash drawer will only pop once. Ringing additional checks to cash will not cause the cash drawer to pop. This is a known issue.

To resolve this issue, configure the Hydra Cash Drawer as a serial printer in POS Configurator.

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***Note***      *Programming a Hydra Cash Drawer as a serial printer may have certain limitations. Namely, the Cash Drawer may encounter issues when handling an error condition.*

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### ***Themes and Peripherals May Encounter Issues when Rebooting in SAR***

*CR ID #: N/A*

Previously, the user could encounter the following issues after rebooting while in SAR mode:

- ◆ Rebooting a SAR Client with themes enabled, all clients would receive the following error message, “Workstation Theme failed to load.” The user would receive this message twice, and then POS Operations would load without a theme.
- ◆ Rebooting could cause peripherals to stop working.
- ◆ When coming out of SAR, peripherals may not work until the client is rebooted.

These issues have been corrected.

---

## **POS Configurator**

### ***Opening Employee Form May Cause an Error Condition***

*CR ID #: N/A*

Previously, opening the Employee Setup form in POS Configurator could cause an Access Violation error condition. This has been corrected.

### ***Pasting Menu Items with Linked Condiments Does Not Capture Child Items***

*CR ID #: N/A*

Previously, copying a menu item with linked menu items (e.g., a menu item with linked condiment sets) and pasting that item, would not paste the child menu items (e.g., the linked condiment sets) associated with the original item. This has been corrected.

***POS Configurator Help Button Indicates that Documentation is Not Installed***

*CR ID#: N/A*

Previously, attempting to select the POS Configurator help button could generate an error indicating that the help was not installed, when in fact it was. This has been corrected.

***Unable to Add a Payroll Deduction via POS Configurator***

*CR ID #: N/A*

Previously, the user was unable to add a Payroll Deduction via the *Employees / Employee Setup / Payroll Information / Recurring deductions* button in POS Configurator. All options on the *Recurring deductions* form would be grayed out except for the [Close] button. This has been corrected and the user may now Add, Delete, Edit and Save deductions using this form.

***Unable to Edit First Record on Substitution Mapping Form After Editing Second Record***

*CR ID #: N/A*

The user was unable to edit the first record on the *Sales / Menu Items / Substitution Mapping* form if the second record on that form was edited first. This issue has been corrected.

***When Enable Alt Media Server Option is Disabled, System Still Looks for the Media Server***

*CR ID #: N/A*

When the *System / Restaurant / Options / Enable Alt Media Server* option is disabled, but there is data present in the field (e.g., ip address, server name or domain name), the system will still look to the disabled field for the Media Server. This has been corrected.

## POS Operations

### *Access Violation Occurs When Attempting to Order a Condiment*

CR ID #: N/A

Previously, attempting to order a condiment with a Min/Max quantity in a revenue center with the **Assume max condiment quantity** option enabled would cause the operator to receive an Access Violation error and POS Operations to close unexpectedly. This has been corrected.

### *Altering Menu Item Quantities Does Not Update Condiment Quantities*

CR ID #: N/A

Changing the quantity of a menu item would not correctly update the quantity of the associated condiments. This has been corrected.

Please note that the *POS Configurator / Sales / Menu Item Classes / General Options / Match condiment quantity* must be enabled for condiment quantity to update successfully.

If the user would prefer to maintain this legacy behavior, they may enable the **Disable match condiment quantity** option on the *Sales / Menu Item Classes / General Options* tab.

### *Applying a Manually Enabled Automatic or Automatic Discount Could Cause the User to be Stuck at the Payment Screen*

CR ID #: N/A

Applying a manually enabled automatic or an automatic discount when the **Display subtotal after order type** option was enabled (*POS Configurator / Revenue Centers / RVC Transactions / General*), would repeatedly prompt the user to declare an order type. As a result, the user would be stuck at the payment screen.

This issue has been corrected; however, if the **Display subtotal after order type** option is enabled, and a discount is applied to the check, the user will be prompted to re-declare an order type. This behavior is by design.

***Applying a Touch Item Discount to a Item Consolidated on the Screen Would Only Apply the Discount to a Single Item***

*CR ID #: N/A*

Previously, applying a touch item discount to multiple consolidated items on a check would incorrectly apply the discount to only a single item. This has been corrected.

***Automatic Discount With a Trigger Quantity of 0 Would Cause an Error Condition***

*CR ID #: N/A*

An Automatic Discount with a configured Trigger Quantity of 0 would cause an error condition when the discount was applied. This issue has been corrected; however, when configuring an automatic discount, a Trigger Quantity and an Award Type should be specified.

***Can Select Condiment Reference Lines Without Selecting the Condiment***

*CR ID #: N/A*

The operator was able to select condiment reference lines without selecting the condiment itself. Conversely, the operator could also select the condiment without also selecting its associated reference lines. This has been corrected.

***Cash Pull Chits May Not Print***

*CR ID #: 25371*

Previously, a Cash Pull chit with two signature lines configured would not print when performing a cash pull transaction. This has been corrected.



### ***CC Lookup/Recall Did Not Function Correctly***

*CR ID #: N/A*

Previously, using the CC Lookup/Recall function key would cause the following issues:

- ◆ The following error message would appear:

Card is expired.

- ◆ Keying in the card number manually and selecting the CC Lookup/Recall button would incorrectly prompt the user with the following, rather than prompt them to enter the expiration date:

Visa/M.C. Amount is \$0.00?

These issues have been corrected.

### ***The Change Menu Level Dialog Form Appears with Sub Menu Level in the Title Bar but Lists the Main Menu Level Names***

*CR ID #: N/A*

When attempting to select the Menu Level for an item, a form would appear with the name Sub Menu Level in the title bar. The form, however, would contain a list of Main Menu Level names. This has been corrected and both Sub Menu Level and the Main Menu Level change dialogs are correct.

### ***Clearing All Totals Would Not Clear Review Order Screen***

*CR ID #: N/A*

When an environment using the Review Order screen clears all totals, the review order detail is still intact after restarting POS Operations. This has been corrected.

### ***Clearing Error or Prompt Could Cause Check Detail to Clear***

*CR ID #: N/A*

Previously, clearing an error message or a prompt by selecting OK could cause the check detail to clear. Selecting NO to certain error messages and prompts could also clear check detail. For example, selecting OK to the "Cannot Add Different Order Types" message could cause the check detail to be cleared.

This has been corrected.

### ***Condiment Display Format Changes After Partial Tender***

*CR ID #: N/A*

Previously, the indentation of the condiments in the check detail would change when a partial tender was applied to the check. This has been corrected.

### ***Discount Item Price Substitution Won't Allow Menu Item Voiding***

*CR ID #: N/A*

Previously, a menu item could no longer be voided from the check after a Discount Item Price Substitution had been applied to it. This has been corrected.

***KNOWN ISSUE: Configuring the Combo Meal Main Item with Multiple Price Levels, but Disabling Menu Item Class to Enable Prices 2 Through 10 Caused the Menu Item To Ring at Menu Level 1***

*CR ID #: N/A*

If the combo meal main item is configured to ring at menu level 2, but the menu item class option bit does not have prices 2-10 enabled, then the menu item will be rung at level 1. However, the database table will indicate that the item was rung at price level 2. As a result, combo meal savings totals will be incorrect. This is a known issue.

Make sure that when configuring combo main and side items to use multiple price levels, that the menu item class option bit **Enable Prices 2 through 10** (*Sales / Menu Item Classes / Price/Totals*) is turned on for each of the side items. If this option is disabled, the combo meal side items will be posted at the requested level but the level 1 price will be rung.

***DOM May Create a Ghost Open Check on the System***

*CR ID #: N/A*

Previously, cancelling a check using DOM could fail to record this action correctly. As a result, an open check may appear in reports, however, this check could not be located and closed. This has been corrected.

### ***Issues With Fixed Price Meals Rung by Seat***

*CR ID #: N/A*

Previously, the following issues would occur when ringing Fixed Price Meals by seat:

- ◆ If two or more fixed price meals are assigned to different seats, highlighting one parent item will highlight all child items, even those belonging to different seats.
- ◆ Ringing two (or more) fixed price meals with child items that require condiments, and assigning them to Seat 1 and Seat 2, would cause all child items for both meals to be assigned to Seat 1.

These issues have been corrected.

### ***KNOWN ISSUE: Line by Line Printing Does Not Work in 4.x Versions***

*CR ID #: N/A*

The Line by Line feature will not print one line at a time in RES 4.x versions. Instead, all lines will print altogether at the end of the transaction. This is a known issue.

### ***Manually Enabled Automatic Discount Would Apply Discount to Already Discounted Amount***

*CR ID #: N/A*

Previously, a manually enabled automatic discount would be incorrectly applied to an already discounted price on the check. This has been corrected.

### ***Popup Touchscreens with Multiple Touchscreen Areas Display Incorrectly***

*CR ID #: N/A*

When a touchscreen template with multiple touchscreen areas is displayed as a popup, then additional popup boxes will appear on the screen as well. This has been corrected.

***Posting Tax Totals of 10000 or Higher Were Truncated***

*CR ID #: N/A*

Previously, posting tax totals that were 10000.00 would cause the first digits of the total to be truncated (10000 would be truncated to 0000). This has been corrected.

***Receive Error Condition When All Discounts Are Manual and Rule Types Used***

*CR ID #: N/A*

When all discounts were configured as manual, and a Rule Type was enabled, the operator would encounter the following error condition when applying the discount to a check:

No sales to discount

This has been corrected.

***Ringling Discounts Could Cause a Memory Leak***

*CR ID #: N/A*

Previously, ringing a discount could result in a system memory leak. This issue has been corrected.

***SLU Groups Would Not Work if System was Rebooted While in SAR Mode***

*CR ID #: N/A*

Previously, if a system was rebooted while in SAR mode, then SLU Groups would no longer work correctly. This has been corrected.

***A Suspended Credit Authorization Would Not Print Trailer  
When the Print Voucher in Background Option is Disabled***

*CR ID #: N/A*

Previously, when the **Print voucher in background** option was disabled (*POS Configurator / Revenue Center / RVC Credit Cards / Printing*), suspending a Credit Card Authorization, would cause the Credit Card Voucher Trailer Lines to not print once the check was picked up. This has been corrected.

***TID Did Not Keep Discount with Item in Check Detail***

*CR ID #: N/A*

Previously, applying a Touch Item Discount (TID) when the discount type is either automatic or manually enabled automatic, the discount would not be listed directly after the menu item to which it was applied. This has been corrected.

***Touch ReFill Operation Would Not Produce Error if Item  
Not Refillable***

*CR ID #: N/A*

Previously, attempting to touch refill a menu item that was not available for refill would not produce an error message indicating that the operation is not permitted. This has been corrected.

***Touch ReFill Performed Same Operation as Re-Ordering***

*CR ID #: N/A*

Previously, the Touch ReFill operation would fail to insert the REFILL descriptor next to the refilled menu item, and the refilled item would incorrectly be billed at the full menu item price. This behavior is consistent with the re-ordering operation. This has been corrected.

### ***Touch Reordering When No Item Selected Would Not Display Error***

*CR ID #: N/A*

Previously, selecting the touch reorder key without selecting a menu item would not produce an error. This has been corrected and a `No Detail Entry` error message will now display.

### ***Touch Reordering Would Not Charge Price at Current Menu Level***

*CR ID #: N/A*

Previously, reordering a menu item in a subsequent round would not charge the reordered menu item at the current menu level. For example, ordering a Hamburger during Happy Hour, and then reordering the Hamburger when Happy Hour pricing ends would reorder the Hamburger at the Happy Hour price. This has been corrected.

### ***Unable to Perform a Partial Authorization for a Split-Tender Check***

*CR ID #: N/A*

The partial authorization feature would not allow a partial authorization for a credit card unless the credit card payment was for the full amount of the check. Any attempt to pay a portion of the check when the payment exceeded the available balance on the card, would result in a message of *Exceeds amount available*; which is the same message received when partial authorizations are not enabled.

The problem has been corrected and POS Operations will now allow partial authorizations for any credit card tender.



### ***Un-Privileged User Can UnCombo a Combo Meal and Delete Menu Items***

*CR ID #: N/A*

Previously, a user was able to uncombo a combo meal and delete menu items in the previous round when the employee privilege **Allow Changes to Previous Round Item** option was disabled (*POS Configurator / Employees / Employee Classes / Guest Checks / Guest Check Control*). This has been corrected.

### ***Voiding Last Item on Check Removes TID***

*CR ID #: N/A*

When a Touch Item Discount (TID) was applied to the first menu item on a check, and paid, then reopening the check and voiding the last menu item would cause the first menu item's (TID) to be voided as well. This has been corrected.

---

## **Printing**

### ***By Design: IP Printers Cannot Be Configured to Run Off Of HandHeld Devices***

*CR ID #: N/A*

At this time, IP Printers cannot be used with a Handheld device. This is by design.

### ***No Bold Printing on Serial or IP TM-T88 Printer on Win32 Device***

*CR ID #: N/A*

Previously, the Serial TM-T88 printer would not print text in bold (e.g., to indicate the color red) on a Win32 device. This has been corrected.

### ***Secondary Printing Produced Unusual Characters***

*CR ID #: 24784*

When Secondary Printing was enabled along with the option to print Both Names on Order Printer, unusual characters would print to the left of secondary menu item name 2. This has been corrected.

---

## **Reports**

### ***By Design: System Voids Do Not Deduct from Change Grand Total***

*CR ID #: N/A*

System voids do not deduct from the Change Grand Total. The total value of all sales activity in the system for the period of the report. Change in Grand Ttl is represented as an absolute value; it is always a positive number.

Change in Grand Ttl is calculated as follows:

- + Total Revenue
- + Total Discount
- + Return
- + Voids
- + Credit Total

This field is used in conjunction with Credit Total and Grand Total to verify system accounting security.

Change in Grand Total is not used to balance revenue. System Voids are not included.

To balance totals to account for System Voids, create a tracking totals record. Configure the record to subtract the total from the Change in Grand Total amount.

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## Setup

### *Upgrading from 4.1 HF2 to 4.1 HF3 Caused Fiscal User to Lose Privileges*

*CR ID #: 24629*

Previously, when a site upgraded from RES 4.1 HF2 a fiscal user would lose all of their configured access privileges. This has been corrected.

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## SIM

### *SIM Functions @CHKNUM and @CHKSEQNUM Retain Last Reported Check*

*CR ID #: N/A*

Previously, when using the @CHKNUM and @CHKSEQNUM SIM variables in conjunction with Delivery Dispatch, these variables would incorrectly send on the previously created check, rather than the most recent check. This has been corrected.

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## Table Management Service (TMS)

### *Unable to Add a Reservation While in Grace Period*

*CR ID #: N/A*

Previously, the user was unable to add a reservation while the system was in grace period. When this occurred, the user was required to restart POS Operations or the TMS Service to correct the issue. This has been corrected.

---

## Transaction Analyzer

### *Column Header Information Not Shown When a TA Report is Output to a Disk File*

CR ID #: N/A

Previously, when running a report in Transaction Analyzer that was output to a disk file (e.g., txt or xls formats), the column header information would not be included. This has been corrected.

---

## Transaction Services

### *Transaction Services Incorrectly Formats the Account and Amount of an SVC Redeem Authorization*

CR ID #: N/A

A stored value card redeem authorization transaction performed via transaction services would not correctly format the account and amount information when this data exceeded what could fit on a single line (e.g. was greater than 22 characters).

Now, when this issue occurs, the Redeem Finalize transaction will, by default, attempt to finalize an amount that is different from the authorization amount.

## Kitchen Display System (KDS)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
Controller	Prevent Order From Being Bumped Before the Item is Paid For	141

### New Features Detailed

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#### Controller

#### *Prevent Order From Being Bumped Before the Item is Paid For*

The user may now prevent an order from being bumped from a prep station if it has not yet been paid for.

To support this functionality, the following option has been added to the *POS Configurator / Devices / Order Devices / Dynamic Order Mode* tab:

- ◆ **No prep done before paid.** When enabled, this option prevents an item from being bumped from the selected order device, until after the order has been paid for. If the operator attempts to bump the item before it is paid for, they will receive an error message.

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**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. These 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	Page
Controller	Menu Items Not Sent to KDS When Quantity is Modified	N/A	144
	BY DESIGN: Production Items are Rounded	N/A	144
	Production Item Count Is Incorrect when Conversational Ordering Mode is Used in Conjunction with DOM	N/A	144
Display	Rush and VIP Orders Do Not Behave the Same as Normal Orders in the Menu Item Prep Countdown	N/A	144

## Revisions Detailed

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### Controller

#### ***Menu Items Not Sent to KDS When Quantity is Modified***

CR ID #: N/A

Previously, making a change to the menu item quantity would successfully record the new quantity in sales reports; however, the item would not display on the KDS. This has been corrected.

#### ***BY DESIGN: Production Items are Rounded***

CR ID #: N/A

KDS production items can be configured as a decimal number. In this situation, the decimal numbers are rounded to the nearest integer when they are used to generate a production item count. For example, the value 3.14159 becomes 4.

#### ***Production Item Count Is Incorrect when Conversational Ordering Mode is Used in Conjunction with DOM***

CR ID #: N/A

Previously, if a site was using Conversational Ordering Mode, and Dynamic Ordering Mode (DOM), then the production item count would be incorrect. This has been corrected.

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### Display

#### ***Rush and VIP Orders Do Not Behave the Same as Normal Orders in the Menu Item Prep Countdown***

CR ID #: N/A

Previously, Rush and VIP orders would behave differently than that of normal orders when the Menu Item Preparation Countdown feature was used. The Rush and VIP order have been corrected to mimic the behavior of normal orders.



## Guest Service Solutions (GSS)

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### What's New

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Configurator	Nightly Procedures Encounter Issues When Multiple Languages are Used	25374	147
POS Interface	Reopening or Reprinting a non-GSS Check Showed Incorrect Customer Information	25645	147

**Revisions  
Detailed**

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**Configurator**

***Nightly Procedure Encounters Issues When Multiple  
Languages are Used***

*CR ID #: 25374*

Previously, when using more than one language in RES, the GSS nightly stored procedures would not run successfully. This has been corrected.

---

**POS Interface**

***Reopening or Reprinting a non-GSS Check Showed  
Incorrect Customer Information***

*CR ID #: 25645*

Previously, when reopening or reprinting a non-GSS check, the check would display the customer information associated with the previous GSS check. This has been corrected.

## Cash Management (CM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Configuration	Able to Prohibit Operator from Closing a Till With Open Transactions	149
	New Options Added to CM	150
Operations	Deposit Enhancements	152
	Only Start Check if Employee Assigned to that Till	156
POS Interface	Verify Cash Pull Amount	157

## New Features Detailed

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### Configurator

#### *Able to Prohibit Operator from Closing a Till With Open Transactions*

A till may be configured to prohibit the operator from closing a till with open transactions.

To support this functionality, the following option was added on the *Cash Management / Configuration / Options* form:

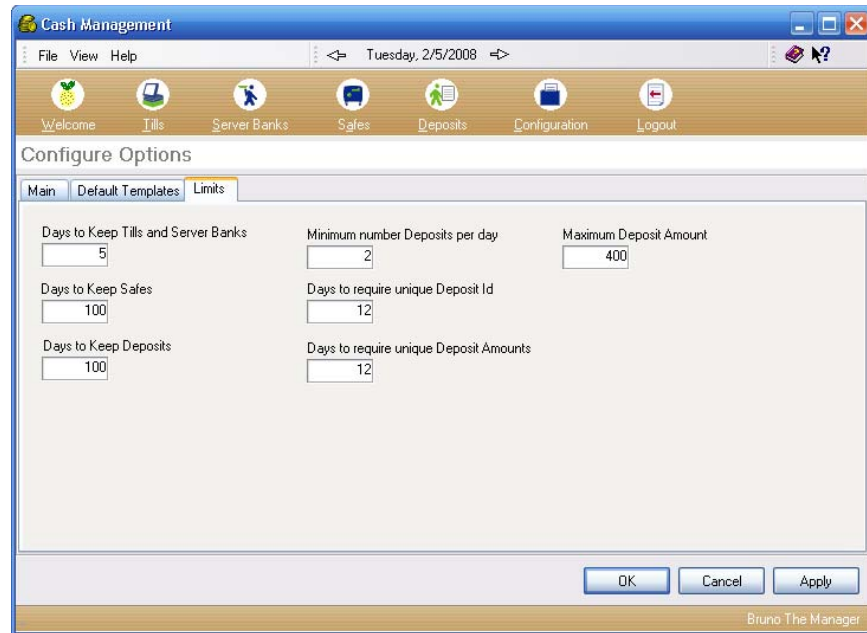
- ◆ **Require Check Close Before Till Close.** If enabled, before closing a till, the system will verify that none of employees assigned to the till have any open checks. If any employee has open check, the system will not close the till and will produce the following message:

Unable to close till with open checks.

### *New Options Added to CM*

The following new options have been added to CM:

- ◆ Located on the *Configuration | Options | Limits* tab.



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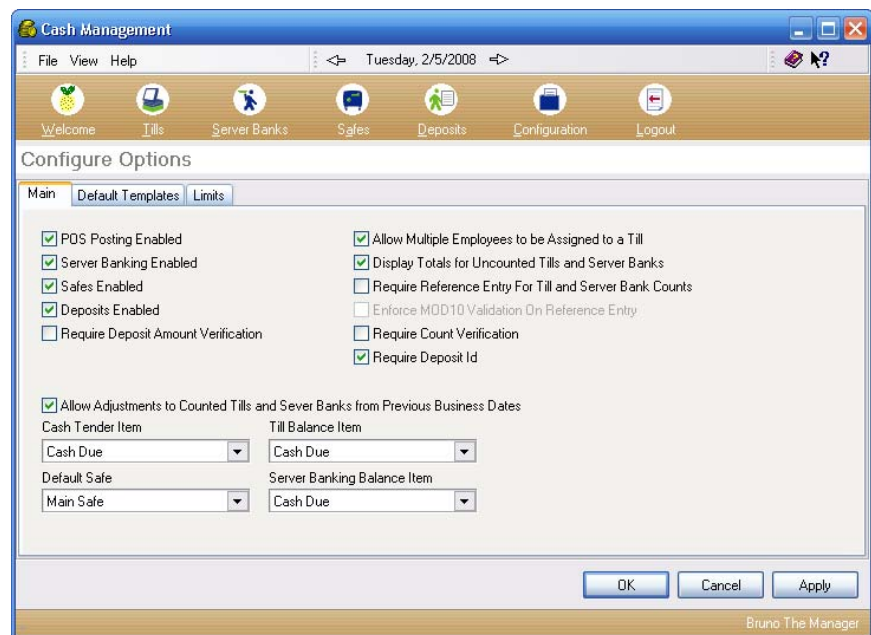
**Note** *The Purging tab has been renamed the Limits tab. The Days to Keep Tills and Server Banks, Days to Keep Safes, and Days to Keep Deposits options are now located on the Limits tab.*

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- ◆ **Minimum number Deposits per day.** Use this field to identify the minimum number of deposits that must be made during a single business day. If this number is not met, then the End of Day Autosequence will generate an error.

Please note that an error will only generate if the **164 CM - Minimum Deposit Check** procedure is added to the pre-close autosequence.

- ◆ **Days to require unique Deposit Id.** Enter the number of days to require that the Id associated with the deposit (e.g., the deposit bad id number) is unique. If a non-zero number is entered, the system will verify that the number is unique for the specified period of time. After this period has expired, the same deposit id may be re-used.
- ◆ **Days to require unique Deposit Amounts.** Use this field to indicate the amount of time that the user may not duplicate deposit amounts. If enabled, when a deposit is made, the system will verify that no other deposits exist for the same amount during the configured period. If duplicates exist, then the deposit cannot be finalized.
- ◆ **Maximum Deposit Amount.** Indicate the maximum amount that may be deposited at once. When this field is used, the user may not enter a count that exceeds the specified number.
- ◆ Located on the *Configuration / Options / Main* tab:



- ◆ **Require Deposit Id.** When enabled, the user must enter an identification number for each deposit.

---

## Operations

### *Deposit Enhancements*

With this release, Cash Management has added the following enhancements to the deposit feature:

- ◆ Ability to Configure a Maximum Deposit Amount
- ◆ Allow Adjustments to Deposits Directly
- ◆ Transfer a Cash Pull From a Till to a Deposit

### **Ability to Configure a Maximum Deposit Amount**

The user is able to put a maximum threshold on the amount that may be included in a single deposit. If the deposit amount exceeds this value, then the deposit is not permitted.

To support this functionality, the **Maximum Deposit Amount** option has been added to the *Configuration / Options / Limits* tab in Cash Management. When enabled, the user can specify a maximum threshold amount for a deposit.

### **Allow Adjustments to Deposits Directly**

The user may now make adjustments directly to a deposit. In the past, in order to adjust a deposit, an adjustment would have to be made first to a till that was part of the deposit.

To support this functionality, the **Allow Line Item Adjustments for Deposits** option has been added to the *Configuration / Options / Main* tab in Cash Management. When enabled, a privileged user may adjust a deposit.



When the user attempts to finalize the deposit, a prompt will appear and they will be required to enter the amount of the deposit. The amount entered will be compared against the previously entered deposit amount (actual amount). If the user is privileged, then they will receive a prompt asking if they want to adjust the deposit. Selecting **[Yes]** will compare the entered amount to the actual amount. If the difference between the two amounts does not exceed the **Maximum Deposit Amount**, then the adjustment is approved.

This option cannot be enabled if the **Require Deposit Amount Verification** option is turned on.

Once an adjustment is entered, there is no way to remove it. If the user selects **[Cancel]** when they are prompted to confirm the adjustment, then they will be asked to re-enter the deposit amount and the steps will be repeated. If another adjustment is performed, it will be recorded as a second line adjustment.

Report

The **CM Deposit Line Adjustment Report** has been added to track deposit line adjustments. The Deposit Line Adjustment report will list every adjustment made to the deposit and calculate the total amount adjusted. This report contains the following information:

**CM Deposit Line Adjustment Report**  
QSR SHELL - QSR SHELL

Date Range: 2008/02/25 to 2008/02/25  
Filter: Business Date

Printed on 2/25/2008 1:25:51PM  
Report Employee

Monday, February 25, 2008

Deposit Name: 8 - PM Deposit			
Time	Authorizing Employee	Reference - Reason	Adjustment Amount
1:25:34PM	DD, P.E.	Change Delivered from Bank	\$ 1,982.00
<b>8 - PM Deposit Total:</b>			<b>\$ 1,982.00</b>
<b>Business Date Total:</b>			<b>\$ 1,982.00</b>
<b>Total:</b>			<b>\$ 1,982.00</b>

- ◆ The Name of the Deposit (e.g., 8PM Deposit).

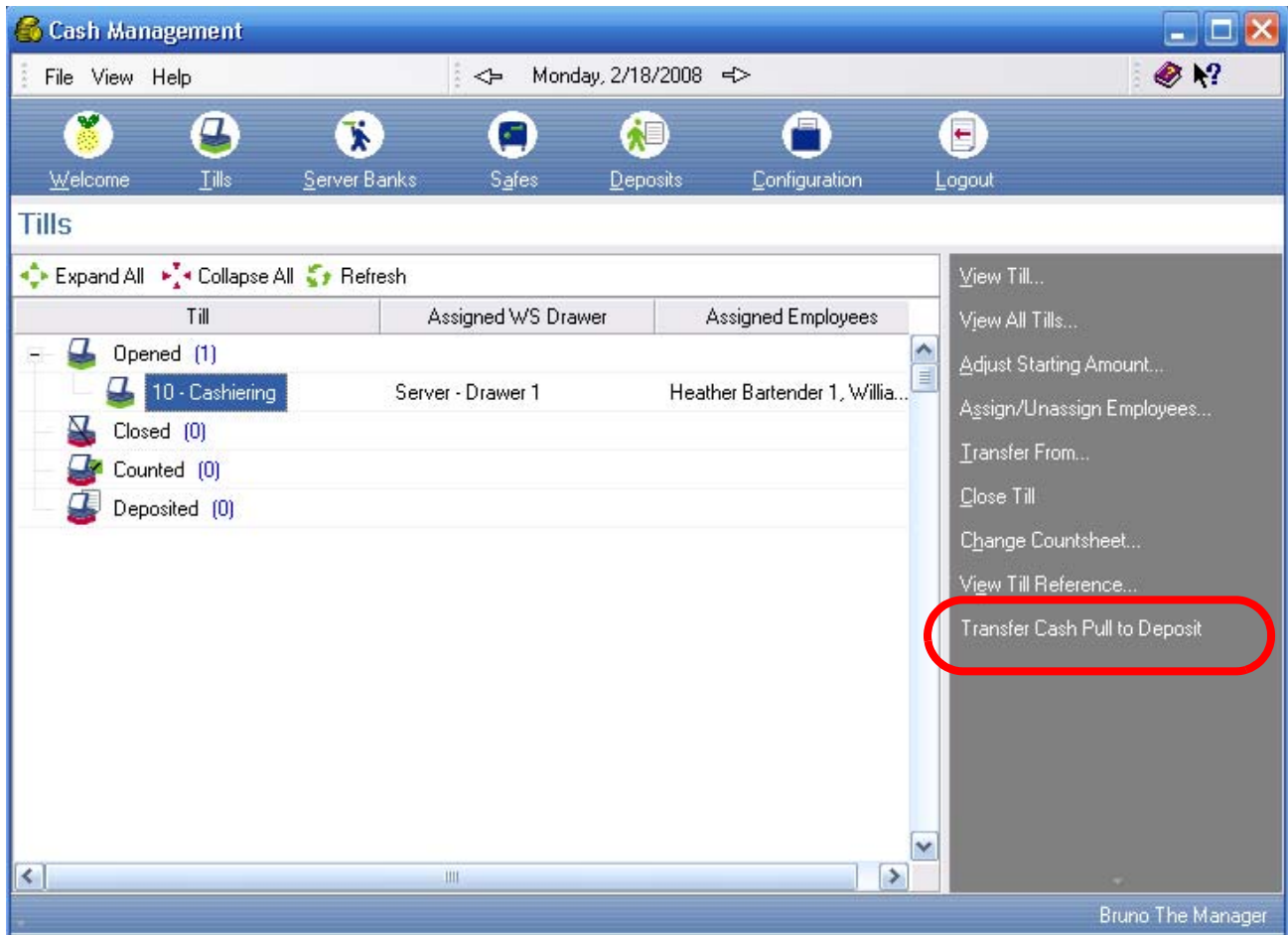
- ◆ Time that the adjustment was made.
- ◆ Employee who authorized the adjustment.
- ◆ Reference reason for the adjustment.
- ◆ The amount of the adjustment.
- ◆ Total amount adjusted for the period reported.

This report may be run via the **DepositLineAdjustment** stored procedure or through *Autosequences and Reports / Reports / Cash Management / CM Deposit Line Adjustment Report*.

### **Transfer a Cash Pull From a Till to a Deposit**

The user can now transfer a cash pull directly from a Till into a Deposit. In the past, a cash pull would be automatically put into the Till and then counted.

Now, selecting the **Transfer Cash Pulls to a Deposit** (*Cash Management / Tills*) will launch a window containing a list of all of the cash pulls available for the selected Till.



If a deposit is not open when this action is selected, then the user will be prompted to select a deposit.

The user can select a cash pull from the list.

### ***Only Start Check if Employee Assigned to that Till***

The user may now prevent an employee from ringing orders on a till that is not assigned to them. In the past, an employee not assigned to a till was able to ring an order on that till, although they were prevented from tendering the order. This could occur mistakenly, and the manager was required to clear the order from the till.

Now, if an employee attempts to log into a till not assigned to them, they will be prevented from taking an order and will be prompted with an error message indicating they are not assigned to this till.

This feature improves speed of service, and employee efficiency. The manager is no longer required to spend time correcting this employee error. Additionally, when performing counts at the end of the night, there will be no confusion or debates regarding the amount counted in the till. All employees are held uniquely responsible for the amount in their till as only they can access it.

To support this functionality, the following options have been added to the *POS Configurator / Employees / Employee Classes / Transactions / Transaction Control* form:

- ◆ **Allow check begin before till assignment.** When enabled, this option permits the selected employee class to authorize an employee to ring transactions when the employee does not have a cash management till assigned. This option will override the **Require Till Before Transaction** option on the *Devices / User Workstation / Options / General* tab.
- ◆ **Require Till Before Transaction.** When enabled, this option will restrict transactions from beginning on the workstation unless the transaction employee has a cash management till assigned.

## POS Interface

### *Verify Cash Pull Amount*

The user may now configure Cash Management to prohibit the user from performing a cash pull for a value that is higher than the amount present in the cash drawer, or more than the **Maximum Deposit Amount** (*Cash Management / Configuration / Options / Limits*).

To support this functionality, the following option was added to the *Cash Management / Configuration / Options / Main* form:

- ◆ **Verify Cash Pull Amount.** When enabled, the system will use the Maximum Deposit Amount and the current till balance to either validate or invalidate cash pulls. If enabled, the system will check for the following:

- ◆ That the cash pull amount does not exceed the Maximum Deposit Amount value. If this occurs, the user will receive the following error message:

Cash pull amount may not exceed maximum deposit amount.

- ◆ That the cash pull amount does not exceed the till's balance. If this occurs, the user will receive the following error message:

Cash pull amount may not exceed till balance.

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**Note** *If the Cash Management till template selected does not include a starting till balance, then the amount may not be pulled from the till.*

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**What's Enhanced**

There are no enhancements in this version of the software.

## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Operations	BY DESIGN: Safe Must Always be Active	N/A	160
Reports	CM Till Over Short Detail Report Would Encounter an Error Condition When a Closed Till Had no Employees Assigned	N/A	160

**Revisions  
Detailed**

---

**Operations**

***BY DESIGN: Safe Must be Enabled***

*CR ID #: N/A*

A safe should always be active if Cash Management is used. If a safe is not active, then the difference between the counted amount and a deposit amount could be lost in the system and not accounted for. This is not an issue if there is always an active safe.

---

**Reports**

***CM Till Over Short Detail Report Would Encounter an Error Condition When a Closed Till Had no Employees Assigned***

*CR ID #: N/A*

Previously, the CM Till Over Short Detail report would encounter an error condition if a closed till did not have an employee assigned to it. This has been corrected.



## Labor Management (LM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Auto Schedule	Auto Scheduling Slow With 30 Minute Day Parts and a Large Amount of Skills Levels	N/A	163
Database	Receive Error When a Job is Linked to 3 Overtime Rules and 2 of Them Contain the Same Daily Overtime Threshold Value	N/A	163
Scheduling	Weekly Assignments Won't Print if Print Preview is Disabled	23807	164
Setup	LM Not Always Translating Correctly	N/A	164

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## **Auto Scheduling**

### ***Auto Scheduling Slow With 30 Minute Day Parts and a Large Amount of Skills Levels***

*CR ID #: N/A*

Previously, auto scheduling will take a long time to run if a site configured 30-minute day parts and contained a large number of skill levels (e.g., 13). This has been corrected.

---

## **Database**

### ***Receive Error When a Job is Linked to 3 Overtime Rules and 2 of Them Contain the Same Daily Overtime Threshold Value***

*CR ID #: N/A*

Labor reports could encounter an error when one job was linked to 3 overtime rules, and 2 of them had the same daily overtime threshold value (e.g., hours per day). If all three overtime rules appeared in the same pay period, and certain labor reports were run (those that call the sp\_ProcessPunch stored procedure), then the following error message would appear:

```
SELECT returns more than one row
```

This has been corrected.

---

## Scheduling

### *Weekly Assignments Won't Print if Print Preview is Disabled*

*CR ID #: 23807*

The weekly assignments report would not print if the **Show Preview Before Printing** option was disabled (*LM / Scheduling / Weekly Assignments / Options / Print*). This issue has been resolved.

---

## Setup

### *LM Not Always Translating Correctly*

*CR ID #: N/A*

Previously, if configured to translate to a language other than English, LM would encounter issues translating some text within LM and its associated applications (e.g., HR, Payroll Processing). These issues included incorrect translations, failure to translate certain fields, and inaccurately altering the time keeping conventions to reflect the new language. These issues have been corrected.

## Product Management (PM)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
Inventory	Stored Procedure Verifies that Specified Tasks are Completed in PM	165

### New Features Detailed

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#### Inventory

#### *Stored Procedure Verifies that Specified Tasks are Completed in PM*

The Verify Tasks Complete stored procedure has been added so that, when run, it verifies that a specified task has been performed in PM. If all of the specified tasks have not been completed when this stored procedure is run, then it will return an error condition and the autosequence will stop.

A potential use for this feature is to verify inventory counts. In this situation, this stored procedure will be added to the End of Day (EOD) autosequence. The manager will not be able to complete the EOD unless the requisite counts have been performed. If the count was performed, EOD will run successfully.

By allowing the user to streamline their business processes, this new feature increases store efficiency and reduce rework.

This feature will be supported by EM.

### Caveat

At this time, not all Manager Log Task functions will work with the Verify Tasks Complete stored procedure. Manager Tasks that require Sales/Labor data requests will always fail this stored procedure and should not be used in an autosequence at this time.

### Setup

Configuration for this feature requires setup in both Product Management and POS Configurator.

- ◆ **Product Management.**

1. Label the appropriate task as required. Go to the *Product Management / Tasks / Inventory Schedule / Modify* and select the appropriate task.

The screenshot shows a software dialog box titled "Add an Inventory Schedule Task" with a sub-header "Inventory Schedule Setup". The dialog is divided into several sections:

- Scheduled task name:** An empty text input field.
- Task Type:** Two buttons: "One Time" and "Recurring".
- Task occurs:** Radio buttons for "Daily", "Weekly" (selected), "Monthly", "Period", and "Yearly".
- Weekly:** A section for weekly scheduling with "Every 1 week(s) on" and checkboxes for days of the week: Mon (checked), Tue, Wed, Thu, Fri, Sat, Sun.
- Start and end dates:** A date field showing "09/07/2015" and an "Until" checkbox.
- Schedule:** A dropdown menu set to "Once" and four time selection fields: "10:42 AM", "12:00 AM", "12:00 AM", and "12:00 AM".
- Next occurrence:** A text field displaying "Monday, September 07, 2015".
- Must Complete:** A checkbox labeled "Must Complete" which is circled in red.
- Available tasks:** A list box containing "Beer Spot", "Bread Count", "Full Inventory - Food & Bev", and "Meat Nightly Spot".
- Selected tasks:** An empty list box with a cyan background.
- Navigation:** Two arrow buttons (right and left) between the task lists.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

2. Enable the **Must Complete** option.
  3. Repeat this step for all tasks that will be included in the new stored procedure.
- ◆ **POS Configurator.**
1. Go to *POS Configurator / Reporting / Autosequence Steps*.
  2. Select the Autosequence that this stored procedure will be added to (e.g., End of Day).
  3. Select the Blue Plus Sign to add a new autosequence step.
  4. Select **Stored Procedure** as the *Autosequence Step Type*.
  5. Go to the *Stored Proc.* tab and select Stored Procedure **9003 Verify Tasks Complete**.
  6. Save all changes.

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Ordering	Added Inventory Items Inserted at Top	24267	170
Reports	System Generated Transfer Would Cause Reports to Fail	25341	170

**Revisions  
Detailed**

---

**Ordering**

***Added Inventory Items Inserted at Top***

*CR ID #: 24267*

Previously, adding new inventory items to an order would insert those items at the top of the order. This was inconvenient if the user was adding items to the bottom of the order. This has been corrected.

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**Reports**

***System Generated Transfer Would Cause Reports to Fail***

*CR ID #: 25341*

Attempting to run a report after a system generated transfer would result in an error condition. This issue occurred because the PM view used for reporting (e.g., **veo\_R\_inven\_tran.sql**) would only support a 1-digit Trans Type, when there was a 2-digit Trans Type present. To resolve this issue, the **veo\_R\_inven\_tran.sql** view has been fixed to support 2-digit Trans Types.

## Financial Management (FM)

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### What's New

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

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### 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 FM 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.

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.

All reported issues that are deemed known, but are not fixed in this release are also included. These issues will contain the preface **KNOWN ISSUE** in front of the feature name.

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Setup	KNOWN ISSUE: Excel 2007 Not Supported	N/A	173

**Revisions  
Detailed**

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**Setup**

***KNOWN ISSUE: Excel 2007 Not Supported***

*CR ID #: N/A*

At this time, Excel 2007 is not supported by FM. Therefore, the following formats may be opened, but may not be saved in Excel 2007:

- ◆ Microsoft Excel 97 - Excel 2003 and 5.0/95 Workbook
- ◆ Microsoft Excel 4.0 Workbook

## RES Platform

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### 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

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## What's New

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

## New Features Summarized

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

Module	Feature	Page
MICROS Desktop	Integrated Windows User Login	175

## New Features Detailed

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### MICROS Desktop

#### *Integrated Windows User Login*

MICROS Desktop can now be configured to allow an employee to log in using their Windows User name and password. This feature is discussed generally in the *Windows Integrated Logon* section on page 25, this section describes how this feature is used in conjunction with the MICROS Desktop.

Attempting to log into MICROS Desktop after they have logged into Windows will pass their User Name and Password to MICROS Desktop, rather than requiring them to log into a second time.

This feature is intended for employees with access to Back Office applications (e.g., Cash Management, Product Management, etc.), and the back office PC, not for use with Front of House operations (e.g., POS Operations).

This feature will save the user time by accepting their Windows user credentials in lieu of a second login. Additionally, the user is only required to remember a single user name and password.

If this feature is enabled, the employee will use their User ID and their Domain (if used) to log in. These options must be configured for each employee logging in this way. For more information see the *Configuration* section on page 177.

As in the past, all user logon attempts will be recorded in the MICROS Security Event Log (in the Windows event log). Failed logon attempts will display a user-defined error message. If no message is defined, or the RES database is not running, then a default error message will appear.

If a Windows User who is not affiliated with a back office class attempts to log in, they will receive the Failed Integrated Logon message.

### **Security**

This feature is affected by MICROS security in the following ways:

#### **If in Secure Mode**

- ◆ If the system is starting up and logon fails, then the user will be logged out of Windows.
- ◆ The site will only be able to access applications that have direct links on the desktop. They will have no access to the operating system.
- ◆ Logging off or locking the desktop will log the user out of Windows.

#### **If Not in Secure Mode**

- ◆ If the logon attempt fails, and the user selects [**Ok**], the user will remain logged into Windows, however, they will not be logged into the MICROS Desktop.
- ◆ Logging off or locking the desktop will log the user out of Windows.



## Configuration

To support this option, the following fields have been added in POS Configurator.

- ◆ **Use Windows Integrated Logon** (*System / Restaurant / Security*). Enable this option to use the Windows Integrated Logon feature. If this feature is enabled, the system will bypass most existing security options and use the Windows user's authorizations for authentication.

This option can only be enabled if there is a minimum of 1 Windows user already defined in the system.

- ◆ **Failed Integrated Logon Message** (*System / Restaurant / Security*). Use this field to configure a customized message that will appear when a user attempts to logon using the Windows Integrated Logon feature, but the user is not located in the database and cannot log into the system. For example, "User cannot be located in the RES database."

If no message is defined, a default message will appear.

This field supports a maximum of 256 characters, and therefore, will not appear in the table view for this form.

- ◆ **Windows User Name** (*Employees / Employee Setup / Security*). Use this field to enter the Windows user name used by the selected employee to log into Windows. This field is required if using this feature.
- ◆ **Windows Domain Name** (*Employees / Employee Setup / Security*). Enter the domain name that this employee uses to log into the Windows system (if domain is used at the site). If this option is used, the Windows User Name and Windows Domain Name combination must be unique for each employee.

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## What's Enhanced

There are no enhancements in this version of the software.

## What's Revised

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All reported issues that are deemed known, but are not fixed in this release are also included. These issues will contain the preface **KNOWN ISSUE** in front of the feature name.

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
MICROS Desktop	Locking the MICROS Desktop Would Not Close Currently Open Forms	26034	180

**Revisions  
Detailed**

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**MICROS Desktop**

***Locking the MICROS Desktop Would Not Close Currently  
Open Forms***

*CR ID #: 26034*

Previously, if a MICROS form was open while using the MICROS Desktop, and then the Desktop was locked, then the form that was open would not be closed. This has been corrected.