



*Restaurant Enterprise Solution
(RES) Version 4.3
ReadMe First*

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.1 release of the MICROS Restaurant Enterprise Solution (RES) software. Please note that Version 4.2 was an internal release only.

This document contains updates to the Version 4.3 release of the MICROS Restaurant Enterprise Solution (RES) software.

This release also includes all changes made in RES Version 3.2 SP7 HF6. For additional information see the *RES Version 3.2 Service Pack 7 Hot Fix 6 Documentation*.

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

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

- ◆ Financial Management (FM)
- ◆ RES Platform

Within each section, product information is organized as follows:

- ◆ What's New
- ◆ What's Enhanced
- ◆ What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, available from the MICROS website.

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3700 POS

What's New

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

New Features Summarized

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

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SIM	Trans_Number SIM Variable Returns the User Workstation Transaction Number	88

New Features Detailed

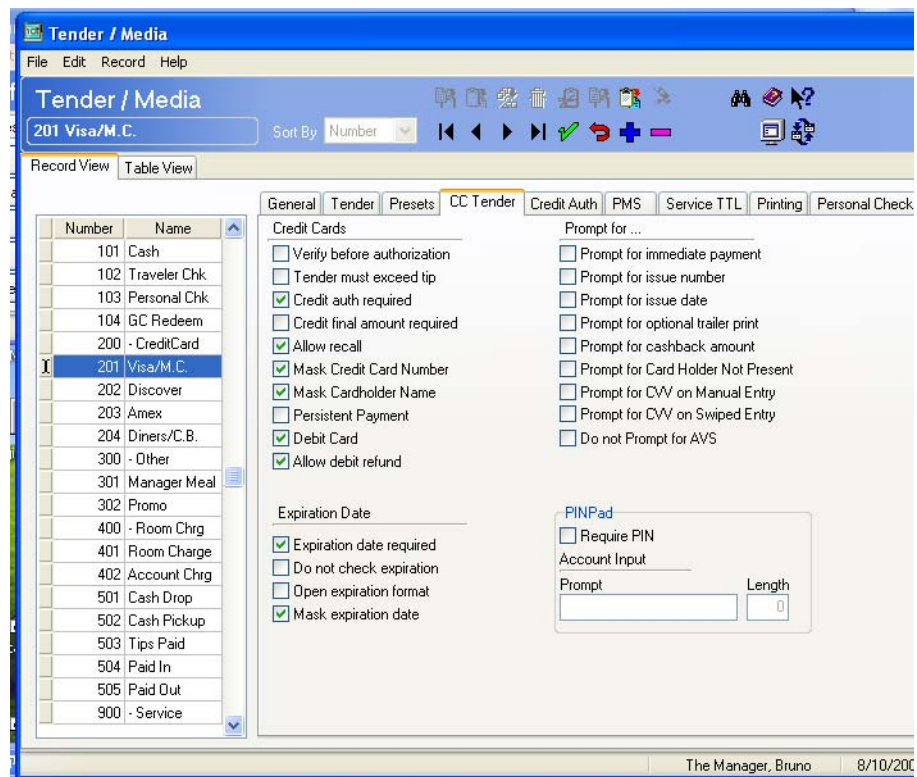
CA/EDC

Debit Tender Refund

A debit tender refund is a negative transaction used to void a PIN Debit Card transaction. When this type of transaction is performed, funds are returned to the cardholder's account.

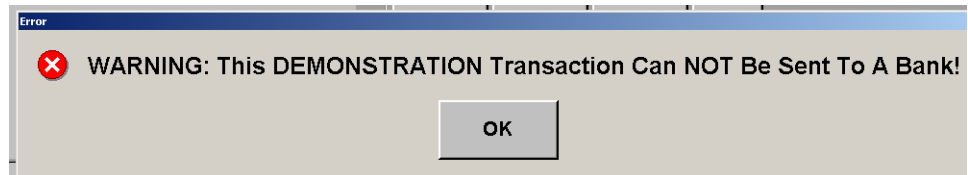
Most US processors do not support this type of transaction. Therefore, please refer to the specific payment driver setup documentation to determine if this feature is supported by the processor.

Refund transactions are now permitted for debit card drivers. To enable this feature select the **Allow Debit Refund** option on the *Sales / Tender / Media / CC Tender* tab.



Receive Prompt When Attempting to Authorize a Transaction Using the Demo Driver

The user will now receive the following prompt when attempting to authorize a transaction using the demonstration driver:



Devices

Workstation 5 (WS5)

The Workstation 5 (WS5) is MICROS's latest addition to the workstation family. The inexpensive and durable WS5 is equipped with the Microsoft© Windows© CE 6.0 operating system and can be easily integrated into an existing RES system running 4.1 HF3 or higher.

Similar in appearance to the **MICROS WS5**, the low profile WS5 adds an Active 15" Color LCD, 10/100/1000 Ethernet interface, and additional peripheral USB ports.

WS5 is a POS appliance designed specifically for the hospitality industry. It is supported in RES for the purpose of running POS Operations, Kitchen Display System, and Manager Procedures.

Supported Devices

This section identifies the printers and hardware peripherals supported by the Workstation 5.

◆ Serial Printers

- ◆ Epson TM-T80 Roll
- ◆ Epson TM-T85 Roll
- ◆ Epson TM-T88 Roll
- ◆ Epson TM-200 Roll
- ◆ Epson TM-300 Roll
- ◆ Express Thermal

◆ IDN Printers

- ◆ AutoCut Roll
- ◆ Express Thermal
- ◆ Epson TM-T88 Roll
- ◆ Epson TM-200B Roll
- ◆ Epson TM-200D Roll

◆ Peripherals

- ◆ 2 Cash Drawers (standard DIN)
- ◆ Coin Dispenser (RS232)
- ◆ External Keyboard (USB)
- ◆ External Magnetic Card Reader (RS232)
- ◆ External Mouse (USB)
- ◆ External Pole Display

- ◆ Integrated Magnetic Card Reader
- ◆ Rear Display
- ◆ Scale (RS232)
- ◆ Scanner (RS232)
- ◆ Touchscreen

Hand Held Devices

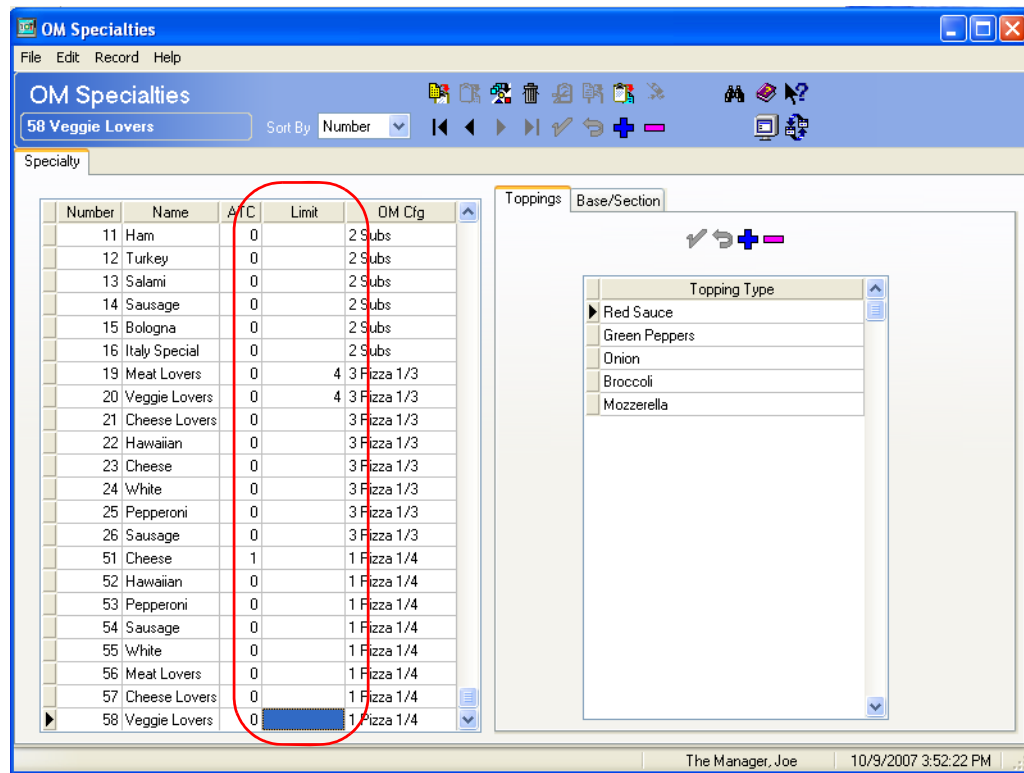
Support Added for the Fujitsu B-Pad A521 Windows Mobile 5 Device

With this release, support has been added for the Fujitsu B-Pad A521 Windows Mobile 5 Device.

Ordering Module

Limit the Number of Toppings Allowed on an OM Specialty

The user can now limit the number of toppings allowed on a particular OM Specialty by configuring the *Limit* column on the *POS Configurator / Ordering Module / OM Specialties* form.



If the operator exceeds the Limit for an OM Specialty then the additional topping will not be added, and the system will generate the following message:

Too Many Toppings

If attempting to add a double portion of toppings when only a single topping can be added before the limit threshold is reached, the user will encounter the following message:

Too Many Toppings - Please Remove One

In this situation, the double portion will be added, however, the message will appear until a topping is removed. Until this condition is satisfied, the Accept, Next and Prev buttons will be disabled.

The Limit will not count items that are included with the OM Specialty. For example, if a Pepperoni Pizza comes with Pepperoni, then this topping will not be included in the Limit calculation.

The Limit must be greater than or equal to the Allowed Topping Count (ATC) value listed on the *OM Specialties* form.

Ordering Module Support 1024x768 Screen Resolution

The Ordering Module will now support a high resolution display (e.g., 1024x768 resolution). Previously, only the 800x600 resolution was supported.

POS Configurator

Added the 9997 - Set Ob Exported True Other Pay Stored Procedure to Mark Other Pay Detail as Exported

The 9703- Set Ob Exported True stored procedure closes the payroll period when *mymicros* is used by marking the pay detail records as exported. This procedure, however, would only set the time card detail records to exported, not the other pay detail records.

Now, the **9997- Set Ob Exported True Other Pay** stored procedure has been added to mark the other pay detail records as exported.

Allow Partial Authorization Option Added for Credit Card Tenders

With this release, the **Allow Partial Authorization** option has been added to the *Sales / Tender/Retail / Credit Auth / Authorization* tab. When enabled, partial authorizations are permitted for the selected credit card driver. A partial amount is any amount less than the amount requested by the credit card driver.

Enable this option only if this functionality is supported by the selected driver.

Driver Information Tab Added to Employees Form in POS Configurator

The *Driver Info* tab has been added to the *Human Resources / Employee Setup* form in the Human Resources application, permitting a site to configure information specifically relating to a delivery driver.

This form provides fields for Driver's License, Insurance and Vehicle Information for the driver. When needed, the site will have all information on hand in the system.

The screenshot displays the 'Human Resources' application window, specifically the 'Employee Setup' form for '351 Driver, Dan'. The 'Driver Info' tab is selected, showing fields for Driver's License, Insurance, and Vehicle information.

Number	Last name
101	Server 1
102	Server 2
103	Server 3
104	Server 4
105	Server 5
106	Server 6
107	Server 7
108	Server 8
109	API Employee
110	Server 10
201	Bartender 1
202	Bartender 2
203	Bartender 3
204	Bartender 4
205	Bartender 5
206	Bartender 6
301	Delivery Cshr 1
351	Driver
352	Driver
401	Retail AM
402	Retail PM
501	QSR Cshr 1
502	QSR Cshr 2
503	QSR Cshr 3

Driver's License			
Number	State	Name (as appears on License)	Expiration date
M55511114444	MD	Jim the Driver	08/26/2009

Insurance			
Company	Agent	Coverage Amount	
Great Insurance	Mr. Reasonable Deal	50000.00	
Policy Number	Policy Type	Expiration date	
55551111111	Personal	08/04/2009	

Vehicle		
Make	Model	Year
Mazda	Rx8	2004
License Plate Number	License Plate State	
M44HK5	MD	
Registration Number	VIN	Expiration Date
JJ55HHJHJG889	JH78654HGF89765JL0	8/31/2008

The Manager, Joe 8/23/2007 11:53:10 A

Additionally, the **9735 - LM Employee Driver Exception** report has been added to determine if any of the driver's information will expire during the specified date range.

Employee Driver Exceptions

Micros Cafe - Micros Cafe

Bruno The Manager

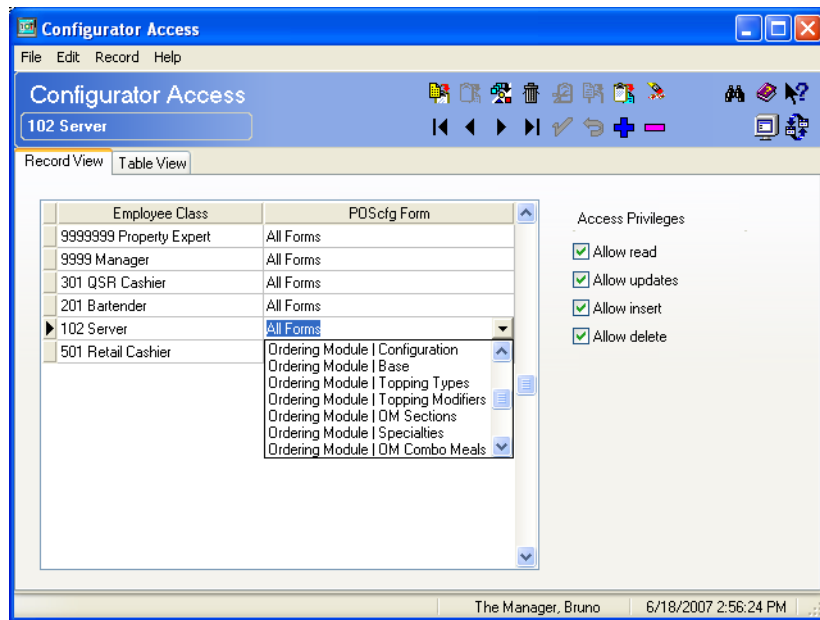
Report Date: 9/6/2007 - 11/30/20 **Printed on** 9/6/2007 - 8:20:29PM

Number	Employee Name		Expiration Date
351	Driver, Dan	Driver's License	9/21/2007
351	Driver, Dan	Insurance	9/30/2008
351	Driver, Dan	Vehicle's License	4/17/2008
352	Driver, Joe	Driver's License	9/7/2007
352	Driver, Joe	Insurance	10/31/2007
352	Driver, Joe	Vehicle's License	2/29/2008

This report can be run via *Report Explorer*. In order to run this report, the user must setup a new report (*Report Explorer / New / Report / Existing Report / LM – Employee Driver Exception*).

Require Permissions to Access Ordering Module Forms

The user must now assign permission by employee class in order for an employee to access the Ordering Module forms in POS Configurator. To grant an employee class access to the forms go to *Employees / Configurator Access* and add the appropriate forms from the **POScfg Form** drop-down box.



POS Operations

Added Function Key to Change Revenue Center Without Requiring the Employee to Sign Out

A new keycode has been added to allow an employee to change their Revenue Center (RVC) while they are still signed into the system. Previously, the Change RVC function (*Devices / Touchscreen Designer / Category*) required the user to sign out before the change would go into effect.

After this key is selected, POS Operations will display the next screen configured for the key. If this key is selected when using the Table Management Service (TMS), the TMS Waitlist and Reservation information and the TMS Wait Estimate will switch to represent the Revenue Center's information.

Follow these steps to enable create this touchscreen key:

1. Go to the *Devices / Touchscreen Designer* form and select the appropriate touchscreen.
2. Add a new touchscreen key.
3. From the **Category** field select *Change Revenue Center No Sign Out*.
4. Use the **Revenue Center** field to determine the new revenue center.
5. Save all changes.

Allow Manually Entered Account Numbers on a PINPad Device

An option has been added to allow a manually entered account number to be entered from a PINPad device. This feature is only available with custom interfaces. Do not set this option for US PIN debit tenders.

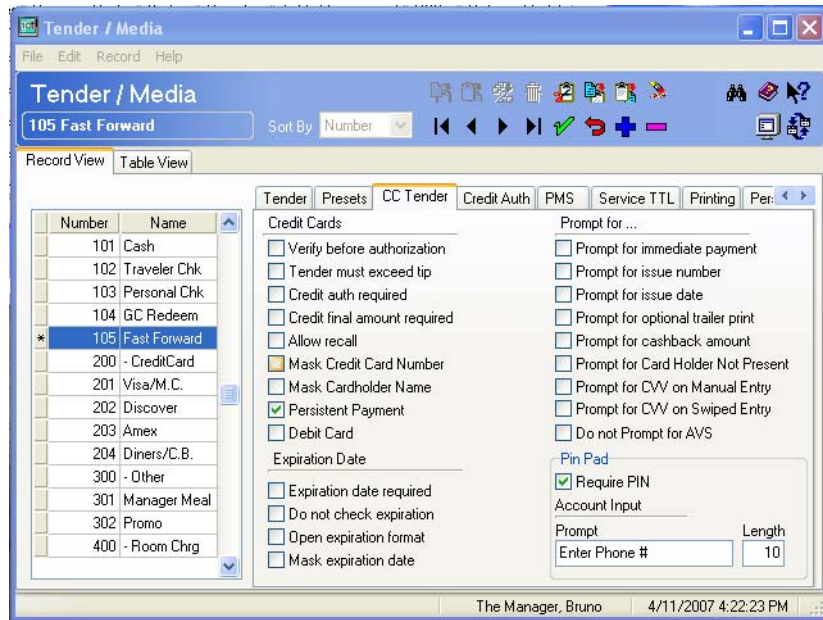
Enabling the Feature

Follow these steps to enable this feature:

Note *In order to use this feature a PINPad device must be setup for each client that will accept the custom tender. PINPad devices can be configured by going to POS Configurator / Devices / User Workstations / Peripherals and adding a new PINPad Peripheral Type.*

1. Go to the *POS Configurator / Sales / Tender/Media / CC Tender* tab and add the custom tender.

2. Configure the following fields:



- ◆ Enable the **Require PIN** option.

- ◆ In the **Account Input** area enter the **Prompt** message that the customer will receive before they enter their telephone number. Use the **Length** box to indicate the length of the entry that can be entered using the PINPad. Only a value matching this length will be accepted.

3. Configure other options as necessary.

Biometric Support

Biometric support provides an additional layer of POS security by requiring employees to sign in using a fingerprint scanner. The scanner ensures the employees' identity by comparing the fingerprint scanned to the fingerprint stored in the database.

Previously, identification methods included the use of a mag stripe card, or entering an employee identification number. Either of these methods allowed for the possibility that an individual could use another employee's identity to log into the system. For example, an employee could obtain a manager's authorization code and perform manager authorized functions, such as returns and time card adjustments.

By forcing an individual to scan their fingerprint, identity theft becomes a difficult task. Unlike with identification numbers and mag stripe cards, only the employee associated with that fingerprint can log into the system.

An employee may be required to log in using their fingerprint alone, or in conjunction with other login methods to add an additional layer of security. For example, the system would prompt the employee to scan their fingerprint and to enter their authorization code to log in.

Biometric support can be applied to the following employee functions:

- ◆ Employee Clock in and Clock Out
- ◆ Sign In and Sign Out
- ◆ Back Office Login
- ◆ Manager Authorization

How it Works

Fingerprint scanning can be performed in the following ways:

- ◆ By the Digital Persona U.are.U 4000B Fingerprint Reader. The reader attaches to the workstation via the USB port.



Digital Persona fingerprint scanner is a Verifinger and Fingercell
Copyright 2007 Neurotechnologija Ltd. RES will automatically
recognize the fingerprint reader once it is plugged into the
workstation.

- ◆ Using the embedded fingerprint scanner present on the Workstation 5. If the Workstation 5 is purchased with the attached fingerprint scanner, then RES will automatically recognize the biometric functionality.

Scanner is fully-integrated into the WS5



RES will store up to 10 finger print images in the database for each employee. The employee will touch their finger to the reader and the system will identify the employee and perform the requested function.

- ◆ **Caveat**

At this time the finger printer scanner is not supported by the Windows CE Human Resources Wizard. Therefore, MICROS recommends that when programming a touchscreen key to access the Windows CE Human Resources external program, that the key be placed on a touchscreen that can only be accessed after the user has signed into POS Operations.

When configuring the external program, specify the macro \$(LoginID) at the end of the Command Line so that the currently signed in user's security credentials will be inherited by the Windows CE Human Resources Wizard.

Example: humanresources.exe WizEmpPos \$(LoginID)

Installation

The Biometrics feature is fully integrated for all workstations except for the Win32 client and the RES Server. Win32 clients and RES Servers require additional setup.

Notes



*Windows 2000 or higher is required to install the Biometrics feature. **The Biometrics feature is NOT supported on Windows NT clients.***

In order to run Biometrics on a Workstation 4, the GR Version 2.3 Operating System must be installed (e.g., RC 15.2 and Version EngPlatform 4.2 Version 0x04000f02).

Follow these steps to install the biometrics feature on these devices; do not connect the fingerprint scanner until after completing these steps:

1. Go to the `\Micros\Digital Persona` folder and double-click on the **InstallOnly.bat** file.
2. After running the **InstallOnly.bat** file, you may connect the fingerprint scanner.

In the event that the fingerprint scanner was connected before running the InstallOnly.bat file, the user will need to perform the following steps:

1. Disconnect the fingerprint scanner.
2. Go into Device Manager and delete the **U. R. U.@4000B Finger Print reader** device.
3. Go to the `\Micros\Digital Persona` folder and double-click on the **InstallOnly.bat** file.

4. After running the **InstallOnly.bat** file, you may connect the fingerprint scanner.

All other workstations do not require additional setup and the fingerprint scanner can be connected after installation of the RES 4.3 software.

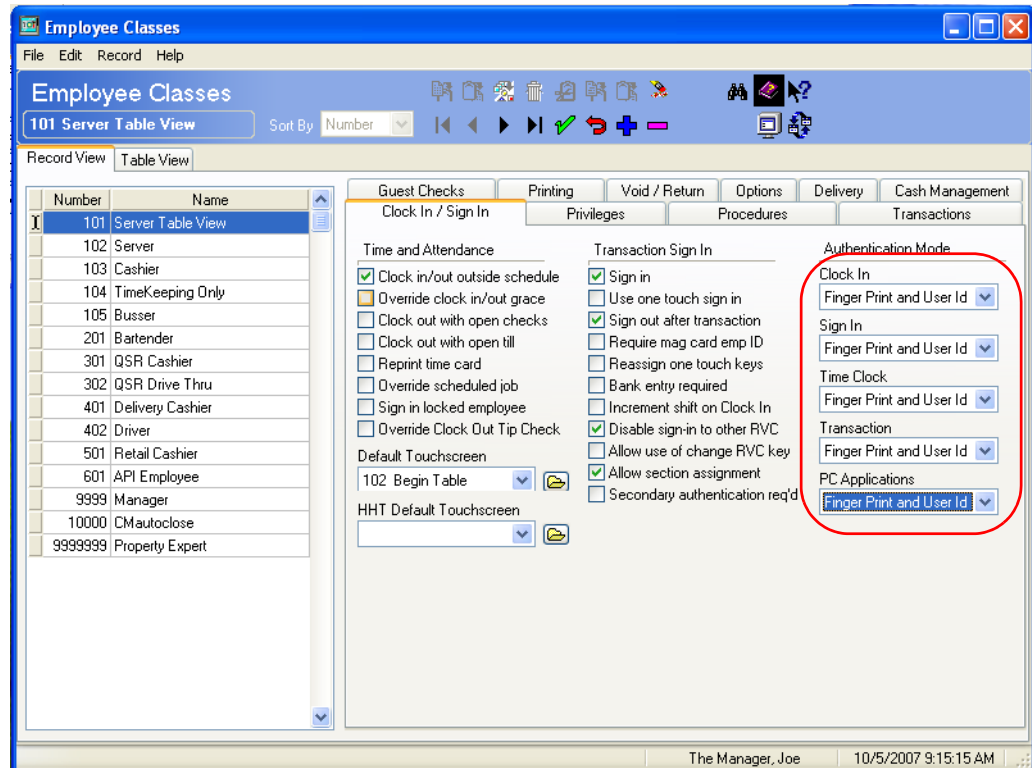
Using Biometrics

This section is divided as follows:

- ◆ Identifying the Authentication Mode
- ◆ Enrolling Fingerprint Templates
- ◆ Deleting Fingerprint Templates
- ◆ **Identifying the Authentication Mode**

Go to the *Employee Classes / Clock In/Sign In* tab to configure the **Authentication Mode** for each of the employee functions: Clock In, Sign In, Time Clock, Transaction, PC Applications.

The following authentication modes are available:



- ◆ **User ID Only.** The employee can verify their identity by inputting their employee identification code either manually or by using a mag stripe card. This is the default setting.
- ◆ **Finger Print or User Id.** The user can log in by either entering their User Identification number or by scanning their fingerprint.
- ◆ **Finger Print and User Id.** The user must both scan their fingerprint and log in with their User Identification number.
- ◆ **Finger Print Only.** The user can log in by scanning their fingerprint.

Repeat these steps for each employee class.

If the employee must change the password at first logon, they will be prompted to do so even if the Finger Print Only option is selected.

If the system is set up to have passwords expire, and the Finger Print Only option is selected, the employee will not be prompted to change their password if they do not have an existing password. If the employee does have an existing password they will be prompted to change the password once it expires. If the employee has ever had a complex security password, then they will also be prompted regarding expiring passwords.

The authentication mode can be overridden by employee or by device. If desired configure the following options to allow an authentication mode override:

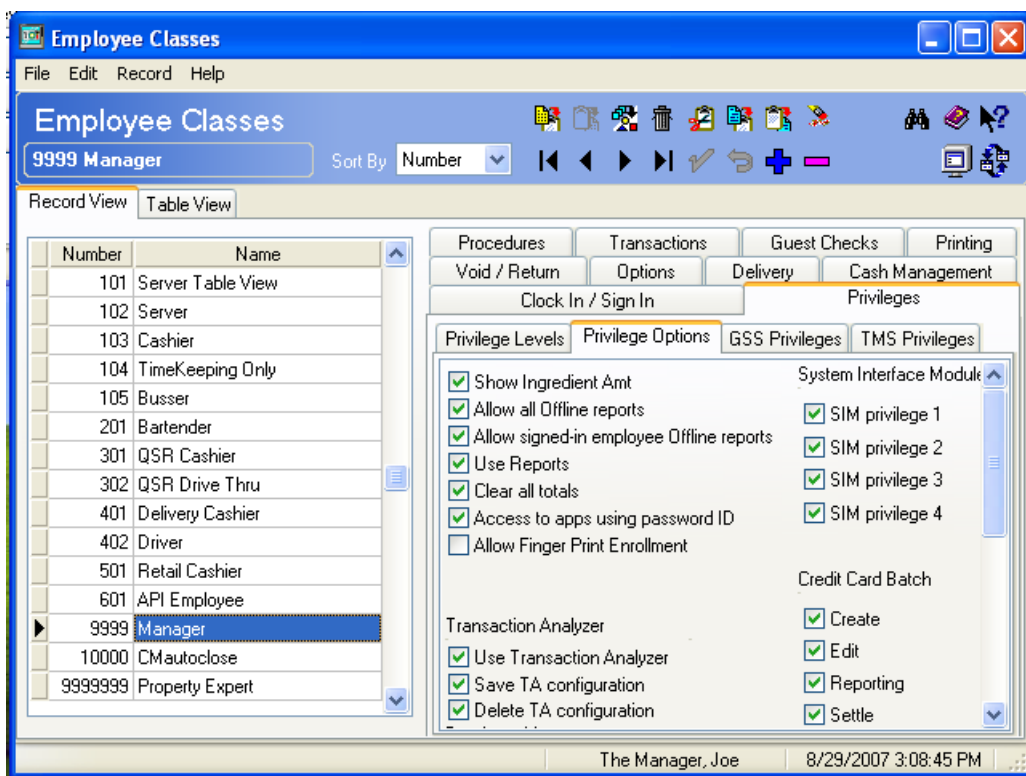
- ◆ **Override Authentication Mode** (*Devices / Network Node / Network*). Enable this option to permit an override of authentication mode on the selected user workstation. This can be useful in a situation where the fingerprint scanner is not working.
- ◆ **Override Authentication Mode** (*Employees / Security*). Enable this option to permit the selected employee to override authentication mode.

◆ **Enrolling Fingerprints**

A privileged user can enroll an employee's fingerprints in either of the following ways:

- ◆ Using the Enroll Fingerprint key in POS Operations.
- ◆ Through POS Configurator.

Only privileged users can enroll and delete fingerprints from the system. Go to the *Employees / Employee Classes / Privileges / Privilege Options* tab and enable the **Allow Finger Print Enrollment** option for all employee classes that can perform this function.



If this option is not enabled, then the employee will be prompted to enter an authorization code when enrolling via POS Operations. The employee will not be able to enroll via POS Configurator.

Using the Enroll Fingerprint Key in POS Operations

A privileged employee can add fingerprint templates by selecting the **Enroll Fingerprints** key in POS Operations.

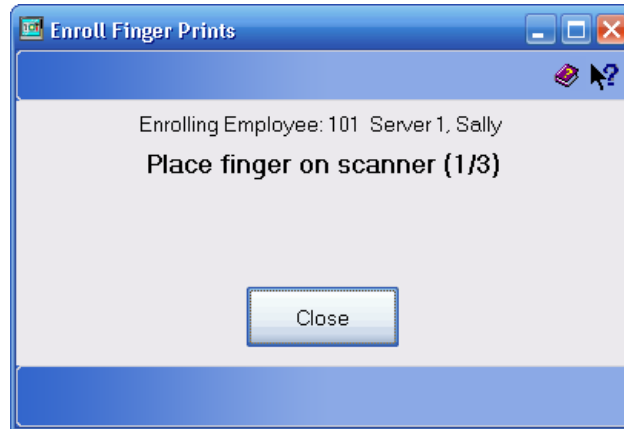
Follow these steps to add the key:

1. Go to *Devices / Touchscreen Designer* and add a button to the appropriate touchscreen. Remember that managers will be the primary users of this functionality, therefore the key may be most appropriately added to the Manager Function screen.
2. Select *Function: Non Sales* as the **Category** drop-down.
3. Select *Enroll Fingerprints* from the **Function** drop-down.
4. Save all changes.

Once the Enroll Fingerprints key is selected, the following will occur:

1. The manager will be asked to select the desired employee from a list.
2. The employee will be prompted to scan the same fingerprint three times. This is so the system can generate a more accurate fingerprint template based on a composite of the three scans. Scanning different fingers will cause an error to occur.

Refer to the employee name at the top of the prompt to ensure that fingerprints for the correct employee are being enrolled.



3. After the scan of the first finger is complete, another prompt will appear asking if additional fingerprints should be scanned.

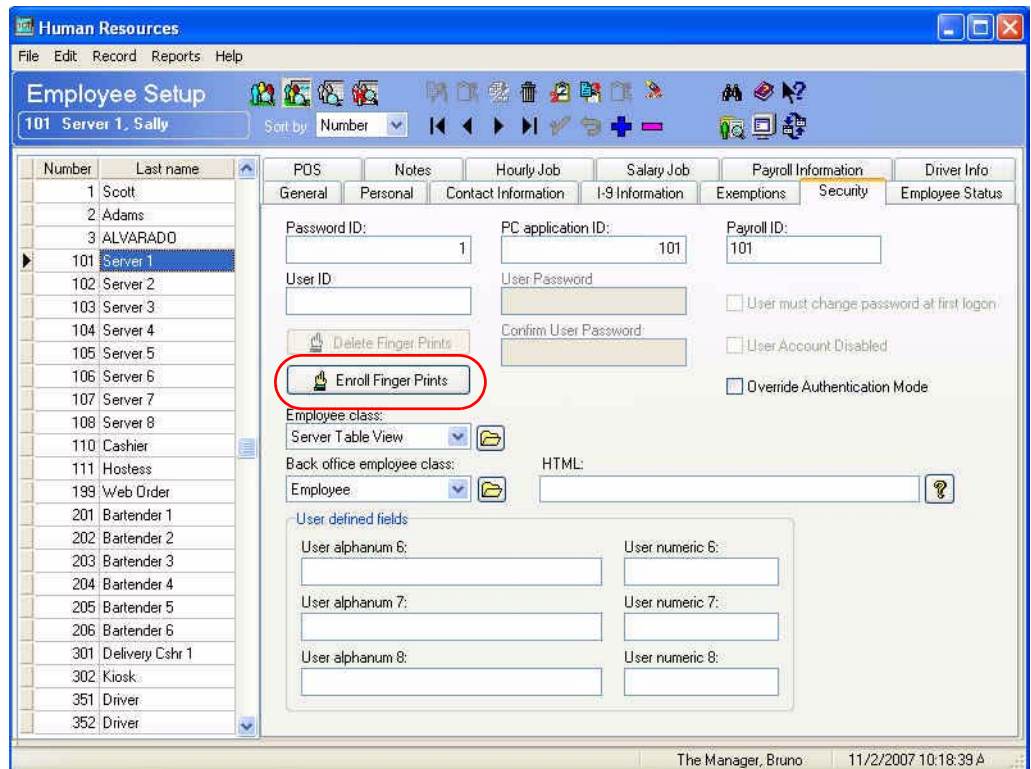


The employee can scan in as many as 10 fingerprints. This data is saved in the system automatically.

Through POS Configurator

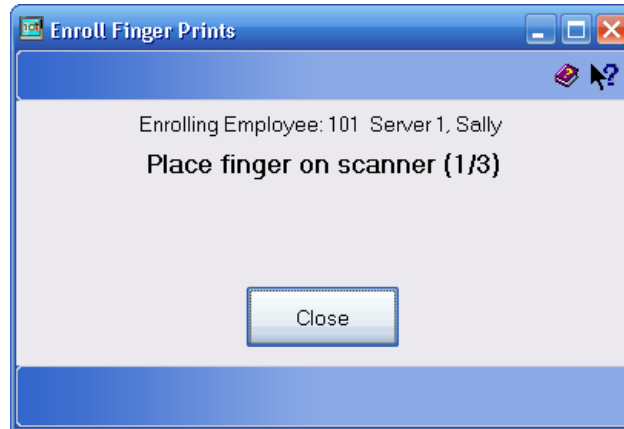
Follow these steps to enroll a fingerprint via POS Configurator:

1. Go to the *Employees / Security* tab and highlight the employee whose fingerprints will be enrolled.
2. Select the **Enroll Fingerprints** button.



3. The employee will be prompted to scan the same fingerprint three times. This is so the system can generate a more accurate fingerprint template based on a composite of the three scans. Scanning different fingers will cause an error to occur.

Refer to the employee name at the top of the prompt to ensure that fingerprints for the correct employee are being enrolled.



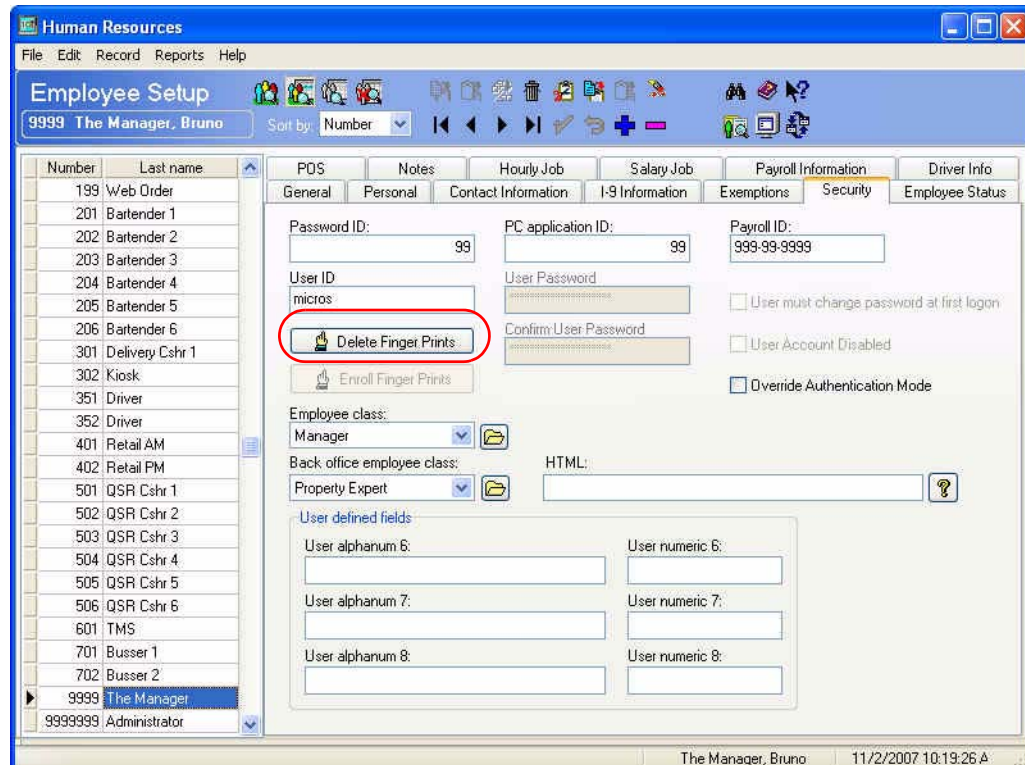
4. After the scan of the first finger is complete, another prompt will appear asking if additional fingerprints should be scanned.



The employee can scan in as many as 10 fingerprints. This data is saved in the system automatically.

- ◆ **Deleting Finger Print Templates**

The user may encounter a situation when they need to delete all finger print templates for an employee, for example if the employee is terminated. If this occurs, go to the *Employees / Employee / Security* tab, highlight the desired employee and select the **Delete Finger Prints** button.



Conversational Ordering Mode

With this release, RES introduces the Conversational Ordering Mode feature. This feature was designed with the Quick Service Market in mind and provides a streamlined ordering process that improves operator efficiency.

Additional information regarding the use and configuration of this feature can be found in the *Conversational Ordering Mode Information and Configuration Guide, MD0003-131*.

Please note that Conversational Ordering Mode has not been beta tested. MICROS recommends that any potential users should proceed with caution. If you are interested in going live with this feature please contact Carol Brader at cbrader@micros.com.

Digital Menu Board

The MICROS Digital Menu Board is an innovative tool that displays menu item content while simultaneously drawing the customer's attention to other customizable information, such as current store promotions, using graphics and text.

The Digital Menu Board is a fully integrated part of the RES 3700 POS System that provides a more direct and robust alternative to traditional menu boards.



Graphic(s)
can be
configured
to display
anywhere.

Menu Items
can display
anywhere
and in any order.

Menu boards are an invaluable component of a restaurant's communication with its customers; particularly in a quick service environment. A menu board relays basic information to the customer, including a list of available menu items and prices.

Despite its advantages, a traditional menu board contains drawbacks as well. A traditional menu board must be changed by hand in between meals (e.g., breakfast to lunch menu) and when a price changes. Additionally, the store relies on employee memory to change the board when appropriate.

As a fully integrated part of the POS, the MICROS Digital Menu Board solves the problems associated with a traditional menu board. All of the digital menu board changes are automatic, and require no intervention from store employees. By removing the manual labor requirement, employees can focus on customer service and food preparation rather than on changing the menu board.

The Digital Menu Board changes based on periods. When one period ends (e.g., lunch), the menu associated with the next period (e.g., dinner) will appear automatically. Likewise, when the price of a menu item changes in POS Configurator, the price will change on the board.

Additionally, the Digital Menu Board provides a customized look and feel for the store's menu display. Items such as custom graphics can be configured to appear to advertise a store promotion (e.g., the daily lunch special). Graphics can also change by period.

The display device contains stand alone resiliency. Should the digital menu board go offline, it will continue to display the most recent menu board.

The Digital Menu Board feature is EM manageable. Once the menu board hardware is set up in the store, EM Corporate can manage the content for the store's menu board. In this case, the only input required from the store is to link the display device. All required files (e.g., HTML) will also need to be located at the store.

Terminology

The following terms are relevant to a discussion of the Digital Menu Board feature:

- ◆ **Periods.** A configured segment of the day. A Period can be as short as 15-minutes and as long as the entire business day. Restaurants often use Periods to differentiate between meal times (e.g., Breakfast, Lunch).

With the Digital Menu Board Periods are used to determine when the display will change (e.g., breakfast menu shifts to lunch menu).

- ◆ **HTML.** Hypertext Markup Language (HTML) is the primary language used to create and edit the Menu Board web pages.
- ◆ **Menu.** A section of the Menu Board that displays menu items and their associated prices. The menu will shift based on the current Period. Menus display on the Menu Board Panel.
- ◆ **Menu Board.** A web page used to display the menu items and graphics to the customer. This page will appear on the display device (e.g., the LCD monitor).

- ◆ **Division.** The HTML div sections in the board HTML used to determine the layout of the Menu Board. Each part of the menu board (e.g., graphics, text) belong to a specific section. The user should determine the total number of divisions that will be needed for the menu board prior to beginning configuration.

For example, if a menu board contains one graphic at the top, and separate areas for text, then the total number of divisions would be 5.

Division 1

Division 2

Division 3

Division 4

Division 5

Burgers		Beer	
Classic	7.00	Heineken Draft	Pint Pitcher 4.50 11.00
Bacon Cheese	7.50	Pete's Draft	5.00 12.00
Jamacian Burger	8.50	Bass Ale	4.50 11.00
Portobello	8.00	Smuttynose IPA	5.00 12.00
Blackened Chicken	8.50		
<small>Choice of Lettuce, Tomatoes, Onion, Pickles, Mango Chutney, and Pesto Mayo</small>			
Sides		Bottles	
Steak Fries	Asparagus	Bass Ale	4.50
Sweet Potato Fries	Shore Corn	Amstel Light	4.50
3 Potato Salad	Collard Greens	Corona	4.50
Onion Rings	Succotash	Petes Wicked Ale	5.00
Asian Slaw	Spicy Slaw	Budweiser	3.50

Menu Board pages are configurable, therefore the size and the location of each division can be changed. In the image above, Division 1 is used to display a graphic.

- ◆ **Menu Board Panel.** The content that is displayed in a division of Board HTML. These panels can include text or graphics, and will display based on period.

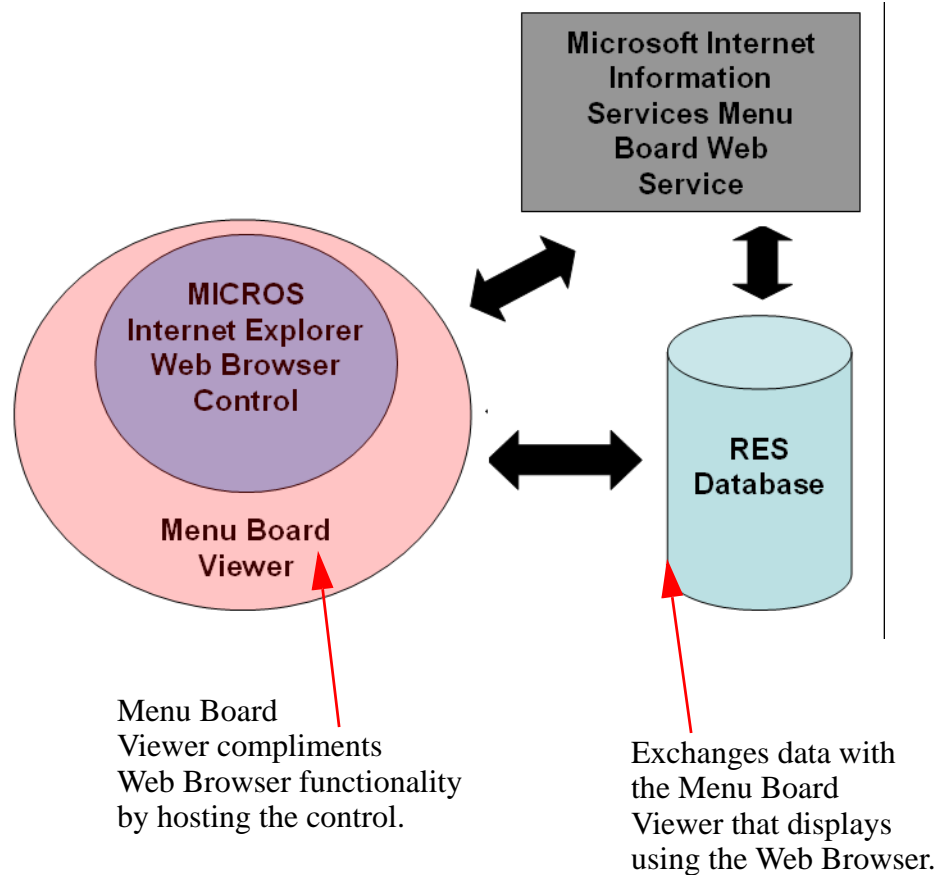
For example, the Menu Board Panels in the image above are the areas of division 2, 3, 4, 5. Therefore there are 4 total Menu Board Panels.

How It Works

The Menu Board is created as a custom-designed web page that dynamically updates its content based on preconfigured settings, such as periods. This page will appear on the selected display device (e.g., an LCD monitor).

The menu board web page content is created using a combination of HTML pages and programming performed within POS Configurator. This content is brought together using a series of four components. These applications function together to deliver customized content to the Digital Menu Board display.

The diagram below illustrates the communication between each of the four components of the digital menu board feature:



- ◆ **Menu Board Viewer.** This application (**MBViewer.exe**) works in conjunction with the Web Browser to display the menu board content. This application will poll the RES database every 15 seconds to see if any changes should be reflected on the Menu Board.
- ◆ **Menu Board Web Service.** IIS Hosted ASP.net web service that generates the HTML code that will be delivered to the MenuBoard Viewer via IIS for rendering.

- ◆ **RES Database.** This is where the user will set the options to define the menu items and prices displayed as well as when the Menu Board will update (e.g., periods) using POS Configurator.

Please note that the Digital Menu Board will not display on the Workstation 4, the Workstation 4 LX, or the Workstation 5. Be certain that the types of graphics being used (e.g., flash) are supported on the device you are using to display the menu board.

Menu Board Content

This section describes how to create and manage menu board content. There are two ways that menu board content is managed.

- ◆ HTML Content
- ◆ POS Configuration

Before you begin configuration check the resolution settings for your hardware device. Make sure that the menu board you will be displaying contains the correct resolution for your device.

- ◆ **HTML Content**

The HTML Content is how the actual layout of the menu board web page is created (e.g., how many divisions are present on the page). The Menu Board Viewer takes these pages, adds data from the database and displays the pages using a Web Browser.

There are two basic types of HTML pages required to produce the Digital Menu Board's content, Main HTML, and Board HTML. MICROS will provide the basic template for each of these pages, available as an HTML file. Background information as well as the location of each of these pages is provided in this section.

The sample pages may be used to create menu board content without any additional coding. The samples are basic pages, and can be built upon to include graphics such as jpeg images, animated gifs, or flash animators.

If using a Restaurant Display Controller (RDC) LX, keep in mind that this device does not support flash.

The following sample pages are available with RES installation:

- ◆ 4 Panel HTML Page supporting 864h x 1152w resolution
- ◆ 5 Panel HTML Page supporting 864h x 1152w resolution
- ◆ 4 Panel HTML Page supporting 1050h x 1680w resolution
- ◆ 5 Panel HTML Page supporting 1050w x 1680h resolution
- ◆ Main HTML page supporting all panel and resolution formats

The Main and Board HTML pages must be located in the
`\MICROS\Common\MenuBoard\Pages` directory.

Notes



If you will be generating menu board content on your own DO NOT MAKE CHANGES TO THE MICROS SAMPLE HTML PAGES. Make a copy of the sample to edit, and then edit the copied file.

MICROS Professional Services is also available to modify these files. For additional information contact your MICROS sales representative.

- ◆ **Main HTML**

The Main HTML contains all of the static content that will not be changed.

The following is a template of the minimum content that must be displayed in this file.

```
<html>  
<body bg color scroll="no">  
<div id="menu_change">  
</div>  
</body>  
</html>
```

The fields listed below represent items that may need to be changed within this file.

- ◆ **BG Color** – This identifies the background color displaying on the controller.
- ◆ **div id= “menu change”** – Identifies the next layer of content (the Layout HTML) and links the two pages together.

- ◆ **Board HTML**

This layer of HTML determines the specific time-period when the menu board will display, as well as the location of where the menu data will appear on the screen.

In addition to text this file may contain user customized content (e.g., images, flash movies, etc.). The only limitation is that all content must be able to run on a Win32 client.

If the user would like to incorporate an image into the display they can do so in the following ways:

- ◆ A static image can be added to the Board HTML.

- ◆ Set up a panel that will be an image in POS Configurator. To set up a dynamically displaying image, the image file(s) must be located in the following path:

\Micros\Common\MenuBoard\Images

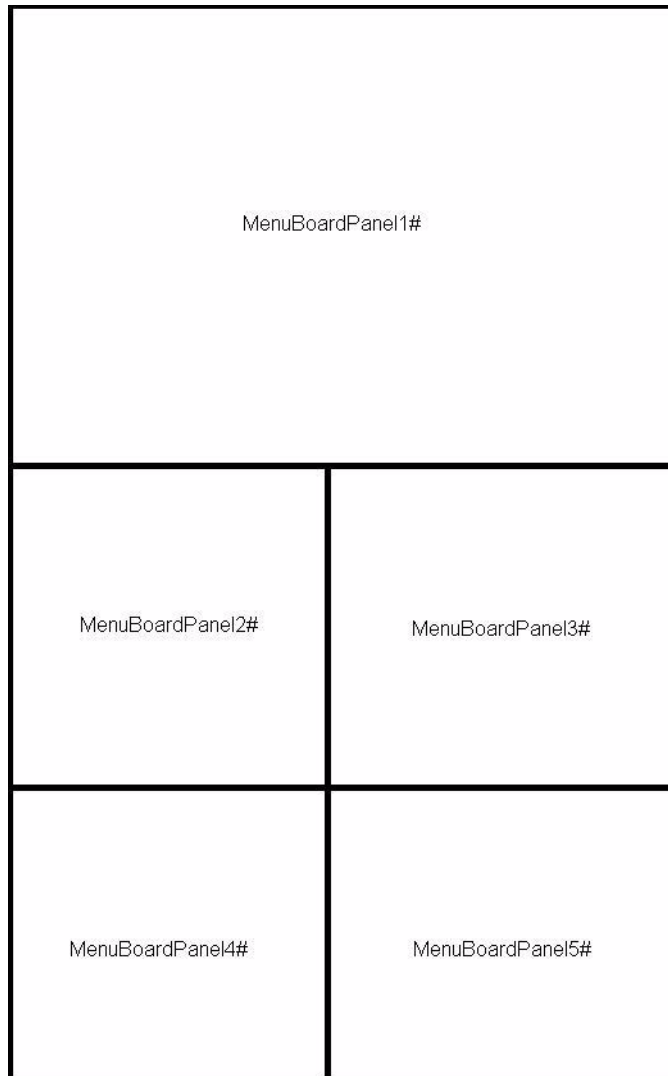
The sample below demonstrates part of a sample lunch menu display:

```
<div style="
  position: absolute;
  width: 30%;
  height: 30%;
  z.-index: 3;
  left: 50%;
  top: 25%;
  padding: 0px;
  overflow: hidden;
  "
  id="layer2">
  MenuBoardPanel1#
</div>
```

Note that the Menu Board Panel number text is appended with a #. Without inserting the # at the end of this text, the panel will not appear (e.g., MenuBoardPanel1#).

Sample Menu Board with HTML Content

The image below illustrates the origination of the digital menu board content for a 1680hx1050w 5 Menu Board Panel:



The following aspects of the HTML dictate how this file will appear:

- ◆ The `<div>` field in the Layout Board HTML determines the number of divisions present in the menu board. In this case there are 5 divisions.

- ◆ The appearance for each of the 5 divisions is described in the Layout HTML. The division being described is listed above each section (e.g., MenuBoardPanel1#). This corresponds to each one of the sections labeled above. These descriptors include:
 - ◆ **position: absolute.** Indicates that the values stated in this HTML file are absolute.
 - ◆ **width.** The width of the content present in this division.
 - ◆ **height.** The height of the content present in this division.
 - ◆ **z-index.** Allows you to layer content. If you have a price that you would like to display on top of an image, you would use this value to put the price on top. Higher values indicate that the content should be on top.
 - ◆ **left.** Where the content is in relation to the left margin.
 - ◆ **top.** Where the content is in relation to the top
 - ◆ **padding.** The size of the border around the content.
 - ◆ **overflow.** If the text cannot fit into the division, how will the additional text be presented.

Additional tags may be added if desired. Be careful when adding a customized tag, as this may cause display issues. For example, entering a “</Table>” descriptor and then additional text below will cause all of the text to display clumped together.

- ◆ Specific content displaying on the menu board (e.g., which menu items display and their prices, images, etc.) is programmed in POS Configurator. See the *POS Configuration* section for additional information on programming the database for digital menu board.

- ◆ **POS Configuration**

The Menu Board display is managed in POS Configurator. This configuration indicates when and how the menu board should appear on the display device.

The steps in this section describe the options required to configure this feature. Additional options may be configured as desired.

To simplify configuration, this section has been divided into the following categories:

- ◆ Configuring the Menu Board
- ◆ Setup and Link the Menu Board Panel

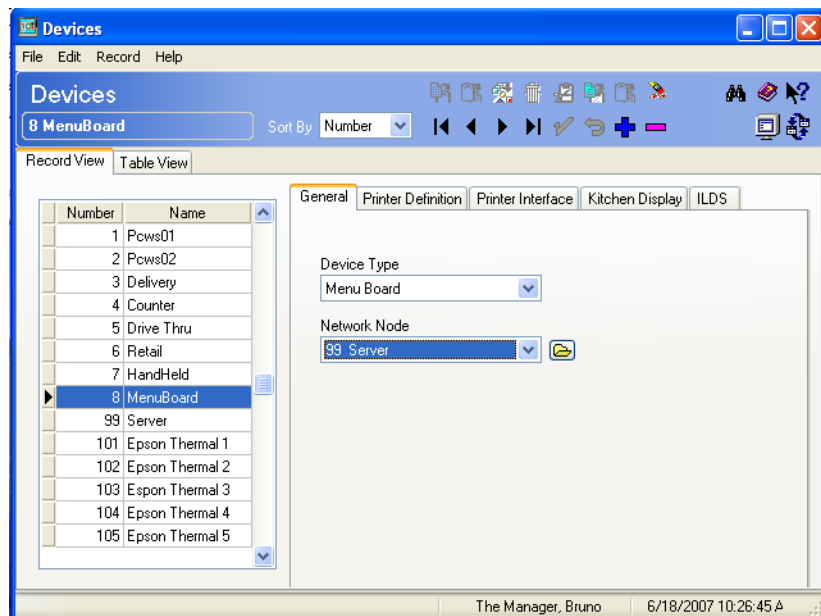
The display device can be any monitor displaying any resolution, however, the Board HTML must be configured for that resolution.

Configuring the Menu Board

1. Go to the *Devices / Network Node* form and add a new record. This will be the client that will be hosting the menu board. In the name column enter a unique descriptor for this record (e.g., Menu Board). Identify the **IP Address** for this node.

MICROS recommends that the client running the menu board should be a dedicated client. No other processes or applications should be running on this client.

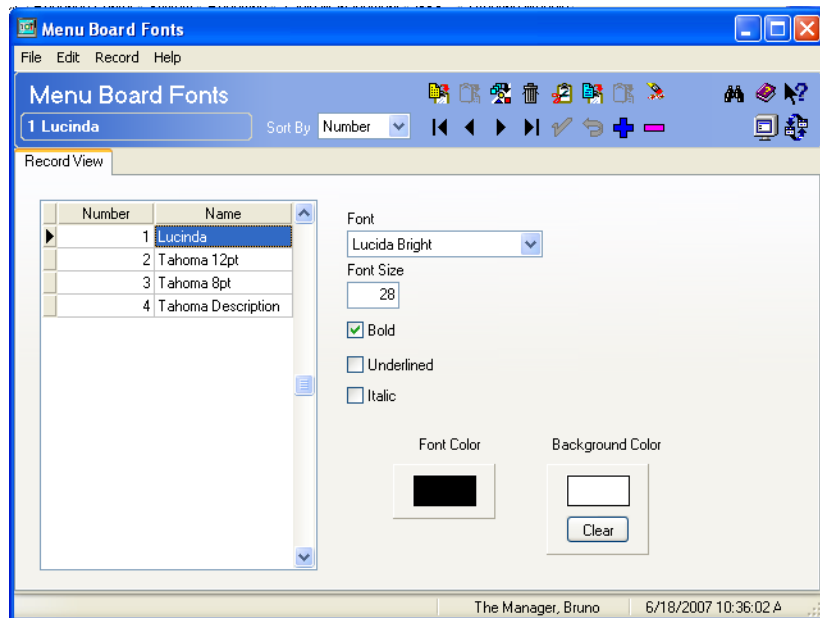
2. Go to *Devices / Devices* form and add a new device record. This will be the device that contains the Menu Board. In the name column enter a unique descriptor for this record (e.g., Menu Board).
3. Configure the following options on the *General* tab.



- ◆ **Device Type.** Use this drop-down box to select *Menu Board*.
- ◆ **Network Node.** Use the drop-down box to select the node where this device will be hosted (e.g., Server). Nodes are defined on the *Devices / Network Node* form.

- ◆ Save all changes.
4. Go to the *Devices / Menu Board Fonts* form. This is where all of the fonts used to display the Menu Board are defined.

Add a new record and configure the following options. A separate record must be configured for each font used on the menu board.



- ◆ Enter a unique descriptor for this font record in the **Name** column (e.g., Tahoma 12pt).
- ◆ **Font.** Use the drop-down box to select the font associated with this record. The fonts displayed here represent the fonts available on the computer where POS Configurator is running. Make sure to select a font that is also available on the computer that will run the viewer.
- ◆ **Font Size.** Enter a value to indicate the size of the font. A separate record should be added if multiple font sizes must be configured for a single font.
- ◆ **Bold.** Enable this option if this font should be bolded.

- ◆ **Underlined.** Enable this option if this font should be underlined.
- ◆ **Italic.** Enable this option if this font should be italicized.
- ◆ **Font Color.** Click on the Font Color box to select the color in which the text will appear.
- ◆ **Background Color.** Click on the Background Color box to select the color in which the background behind the text will appear. Select **[Clear]** to reset this color back to the default (blank).

If left blank, the background will be set to transparent.

- ◆ Save all changes.
5. Go to the *Devices / Menu Boards / Menu Board Set* tab. This is where the groups that categorize the different menu boards are defined. For example, the Fall Menu Board Set would have several linked menu boards for breakfast, lunch, and dinner menus.

The Menu Board Set feature allows the menu board to change based on the date. Each menu board must be affiliated with a menu board set during step 5 of configuration.

Notes

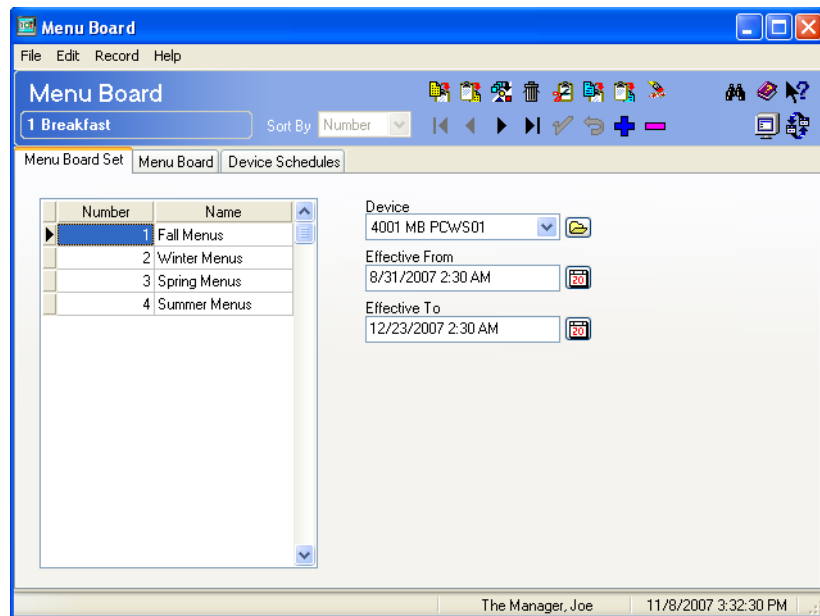


Only one menu board can be linked to a menu board set for a specific period. For example, you cannot link both the Lunch Menu Board and the Dinner Menu Board for the period All Day to the Fall Menus Menu Board Set.

One Menu Board Set should be configured for each display device.

Add a new record and configure the following fields for each Menu Board Set. If using multiple display devices, a unique menu board set record should be created for each device.

For example, the Mike Rose Cafe uses separate menu boards for each season of the year (e.g., Fall, Winter, Spring, Summer). They use two separate menu boards to project this information. Therefore, the Mike Rose Cafe will need to program 8 menu board sets, a Fall, Winter, Spring and Summer menu board set for each of their display devices.



- ◆ Add a unique descriptor for this menu board set in the **Name** column (e.g., Fall Menu).
- ◆ **Device.** Select the device where this menu board set will display. The display device must be defined on the *Devices / Devices* form.
- ◆ **Effective From.** Select the calendar icon to choose a date and time when this menu board set will start being active. This field is optional if only one menu board set is configured.
- ◆ **Effective To.** Select the calendar icon to choose a date and time when this menu board set will stop being active. This field is optional if only one menu board set is configured.

- ◆ Save all changes.

Note *If using multiple menu boards, MICROS strongly recommends that you take failure scenarios into account when configuring Menu Boards. For example, if one of the menu boards fails and you need to display menu board content on a single board.*

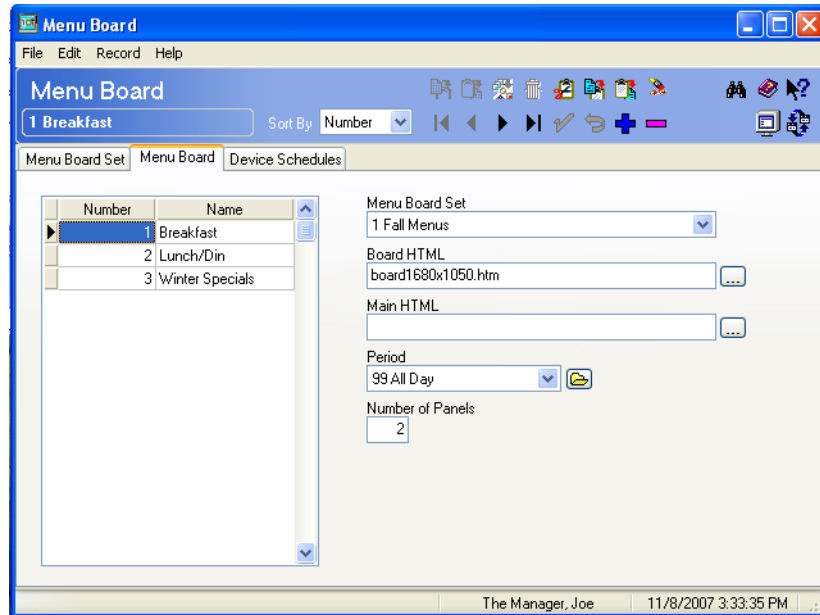
Example:

A site is using three menu boards, each displaying a single menu board panel. One of the menu boards stop working unexpectedly. To account for this scenario, the site has programmed 2 different Menu Board records.

The first record is programmed with 3 menu board panels. The second record accounts for this “backup” scenario, where 2 panels display the menu board content.

When the menu board goes down, the site can easily re-configure their database to display the menu board onto two display devices.

- Go to the *Devices / Menu Boards / Menu Board* tab. This is where you define the different menu boards. This form can be used to configure a menu board for different periods (e.g., Breakfast, Dinner), or for different devices (e.g., Specials Menu Board, Server Menu Board). Add a new record and configure the following fields for each Menu Board.



- ◆ Add a unique descriptor for this menu board set in the *Name* column.
- ◆ **Menu Board Set.** Use the drop-down box to identify the menu board set associated with this menu board.
- ◆ **Board HTML.** Identify the file that will be used to determine the Board HTML for this menu board.
- ◆ **Main HTML.** Identify the file that will be used to display the Main HTML content for this menu board set.
- ◆ **Period.** Identify the period of the day in which this menu board will display. Only configured periods will appear in the drop-down box.

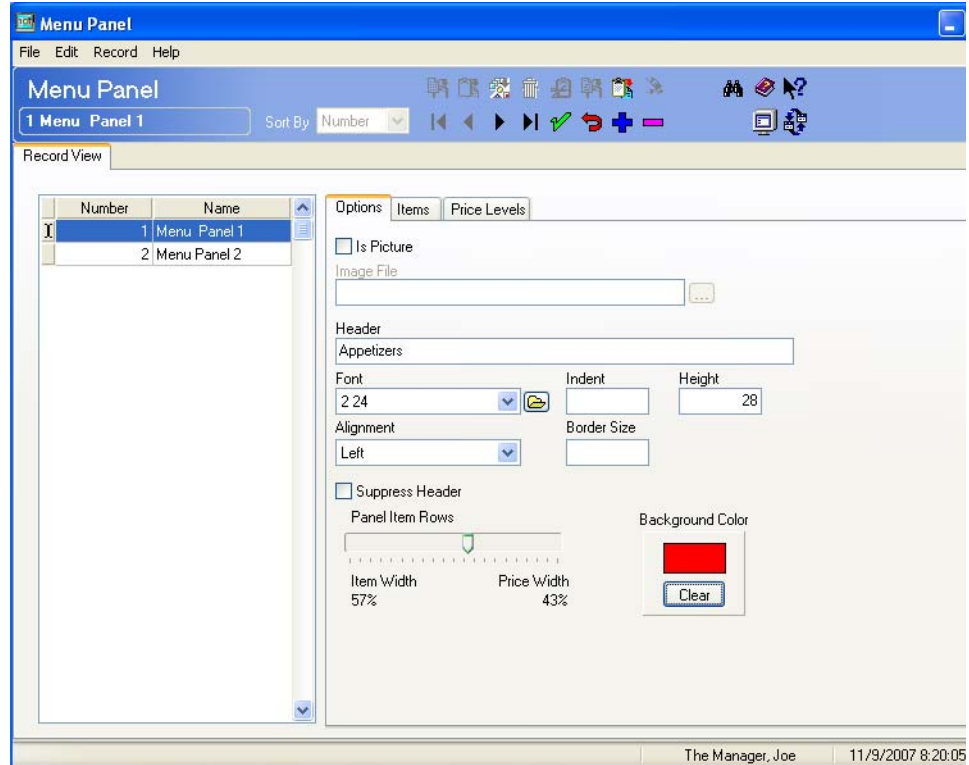
- ◆ **Number of Panels.** Enter a value to indicate the number of panels located on this menu board.
 - ◆ Save all changes.
7. Go to the *Device Schedules* tab to view a summary of the menu board sets programmed to run on a menu board device. Select the appropriate **Device** and **Menu Board Set** from the appropriate drop-down boxes to populate the form with the configured values.

All of the fields on this form are read only. Return to the appropriate configuration form to make changes.

[Setup and Link the Menu Board Panel](#)

1. Go to the *Devices / Menu Panel* form to configure the different panels that will display on the menu board.

Add a new record and configure the following options on the *Options* tab. A separate record should be added for each panel.



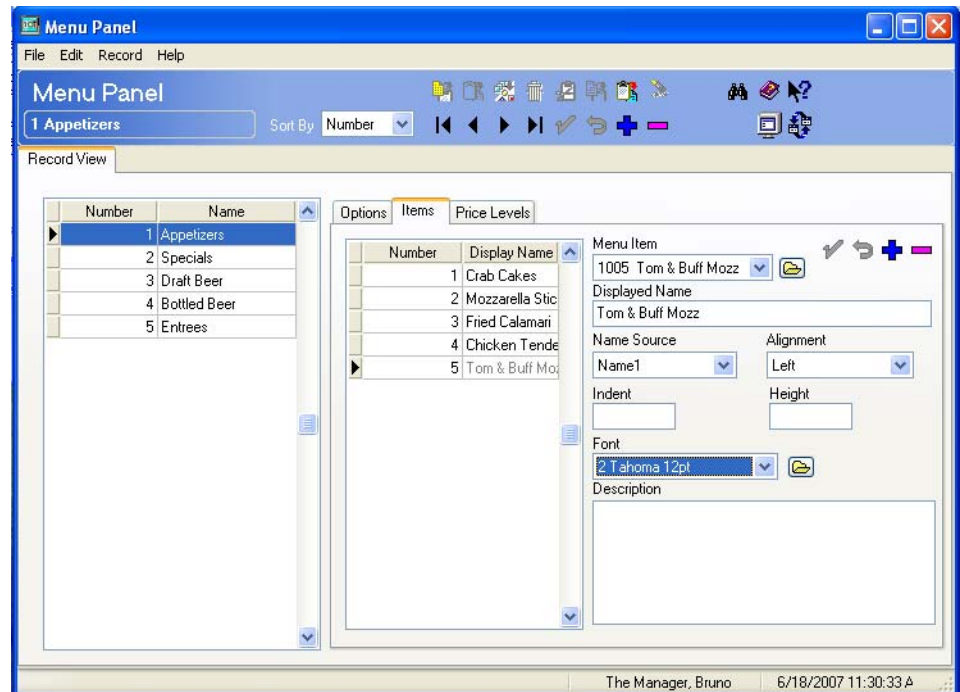
- ◆ Enter a unique descriptor for this panel record in the **Name** column.
- ◆ **Is Picture.** Select this option to display an image in this panel. When enabled, the header and item controls will be disabled. Enabling this option will also enable the Image File field.
- ◆ **Image File.** Use this field to link to the image file that will be displayed. This field is only active when the **Is Picture** option is enabled.
- ◆ **Header.** Enter the text that can appear as the header for this panel. This should be text that will easily identify the menu items grouped in this panel (e.g., Appetizers).

- ◆ **Font.** Use the drop-down box to select the font that will be used to display the header in this panel. Only font records identified on the Menu Board Fonts form will appear in the drop-down box.
- ◆ **Indent.** If desired, enter a value to indicate how far the header will be indented in the menu board panel. This field is only used if the board is aligned on the left side.
- ◆ **Height.** Identify the height of the header within the menu board panel
- ◆ **Alignment.** Use the drop-down box to determine the alignment of the header in this panel. The options are left, right and center.
- ◆ **Border Size.** Enter a value to determine the thickness of the border surrounding the header. Leave this field blank if no border will be used.
- ◆ **Suppress Header.** Enable this option to suppress the header field when displaying the menu panel.
- ◆ **Panel Item Rows.** Use the meter to determine the width of the menu item column compared with the price column when displaying this menu panel. If there are multiple price columns, the panel item row price width value will be divided by that number. For example, if this field is set to 50%, then each price would be set to 25% each.
- ◆ **Background Color.** Click on the Background Color box to select the color in which the background behind the text will appear. Select [**Clear**] to reset this color back to the default (blank).

If left blank, the background will be set to transparent.

- ◆ Save all changes.

2. Go to the *Items* tab and configure the following fields:



- ◆ Add a menu item record. A separate record must be added for each menu item that will display in this panel.

The **Number** can be changed so that the items may be rearranged. The **Display Name** is automatically assigned once the Menu Item is selected and defined.

- ◆ **Menu Item.** Select the menu item that will display in this menu board panel. Once selected and saved the other fields will become populated. This field can be left blank if using a custom name or description and do not want prices to display.
- ◆ **Displayed Name.** This is the name that will display in this menu board panel. This name should be a friendly descriptor that will be easily understood by the customer. This name will be populated depending on the selected made in the Name Source field. This field cannot be edited unless *Custom Name* is selected as the Name Source.

- ◆ **Name Source.** Use the drop-down box to select the origin of the menu item name as it will display in the menu board panel. Select one of the following options:
 - **Name1.** Use the Name1 as identified on the *Sales / Menu Items / Definition / General* tab in POS Configurator.
 - **Name2.** Use the Name2 as identified on the *Sales / Menu Items / Definition / General* tab in POS Configurator.
 - **CrossReference1.** Use the Cross Reference Name 1 as identified on the *Sales / Menu Items / Definition / Options* tab in POS Configurator.
 - **Crossreference2.** Use the Cross Reference Name 2 as identified on the *Sales / Menu Items / Definition / Options* tab in POS Configurator
 - **Description.** Enter a customized description. A maximum of 255 characters can be entered.
 - **CustomName.** Enter a customized name. This can be a maximum of 32 characters.

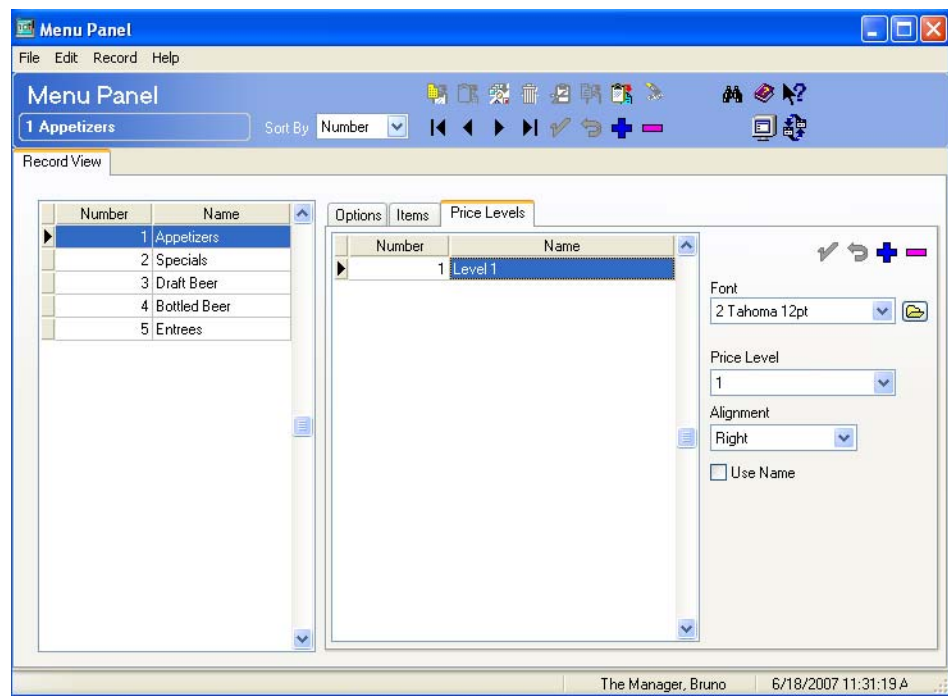
- ◆ **Alignment.** Use the drop-down box to determine the alignment of the menu items listed in this panel. The options are left, right and center.

- ◆ **Indent.** If desired, enter a value to indicate how far the menu item will be indented in the menu board panel. This field is only used if a left alignment is used.

- ◆ **Height.** Identify the height of this menu item within the menu board panel.

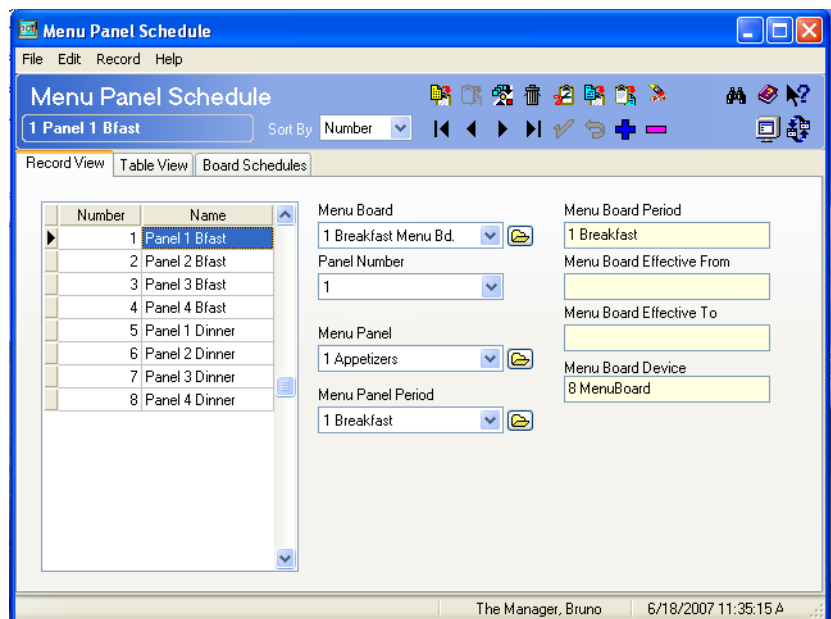
- ◆ **Font.** Use the drop-down box to select the font that will be used to display this menu item. Only font records identified on the Menu Board Fonts form will appear in the drop-down box.

- ◆ **Description.** This field is only used if the Description Name Source type is selected. Use this field to create additional text that will display next to the menu item. This can be used to provide additional information about the item.
 - ◆ Save all changes.
3. Go to the *Price Levels* tab and select which price level will be used. A separate record should be added for each price level. Levels can be listed in any order.



- ◆ In the **Name** column enter a unique descriptor for this record (e.g., Level 1).
- ◆ **Font.** Use the drop-down box to select the font that will be used to display the price. Only font records identified on the Menu Board Fonts form will appear in the drop-down box.
- ◆ **Price Level.** Use the drop-down box to select the appropriate price level associated with this menu panel record

- ◆ **Alignment.** Use the drop-down box to determine the alignment of the price in this panel. The options are left, right and center.
 - ◆ **Use Name.** Enable this option to list the *Name* of this price level in the menu board panel (enter the Name as configured on this form).
 - ◆ Save all changes.
4. Go to the *Devices / Menu Panel Schedule | Record View* tab. Use this form to link each panel to the appropriate menu board and indicate when each panel will display. If desired select the *Table View* tab for an alternate configuration view.

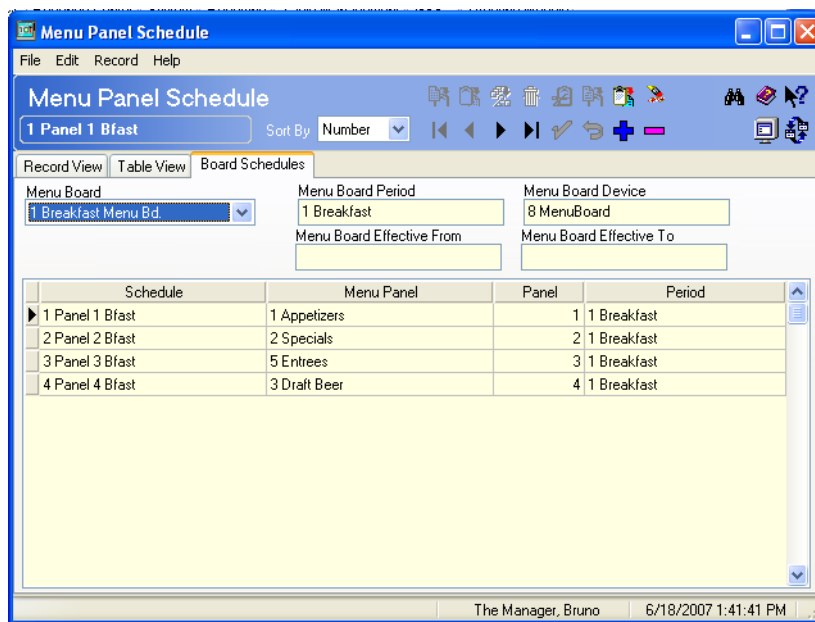


- ◆ Add a new record. A separate record should be added for each menu board panel for all menu boards as well as for any different periods.
- ◆ Enter a unique descriptor for each record in the **Name** column.

- ◆ **Menu Board.** Use the drop-down box to select the menu board associated with this panel. The **Menu Board Period, Menu Board Effective From, Menu Board Effective To** and **Menu Board Device** fields will all be populated automatically with the appropriate settings for the selected menu board. This is read-only.
- ◆ **Panel Number.** Select the panel number associated with the highlighted panel record. This will determine the placement of the panel on the menu board.
- ◆ **Menu Panel.** Select the appropriate menu panel associated with this record.
- ◆ **Menu Panel Period.** Select the period of time that this panel will display (e.g., Breakfast).
- ◆ Save all changes.

- You have completed configuration for the Menu Board. Select the Start RES menu item from the Windows start button. The Menu Board should now display successfully.

The *Board Schedules* tab is contains a complete summary of all of the settings configured for each menu board. Select the appropriate menu board from the Menu Board drop-down box to display all of the configured data relating to that record. Fields on this form cannot be edited.



Print the Payment Total Amount in Bold

With this release, the payment total amount on the guest check can be configured to print in bold. To configure this option select the **Print Payments Double Wide** option on the *RVC / RVC / Print Design* form in POS Configurator

Remote Order Device Info Lines

The Remote Order Device Info Lines feature is intended to allow a restaurant to supply special instructions for the order. These instructions will appear on the Runner Chit, the Order Device Output, and the KDS Display (if configured).

For example, a group of customers are celebrating a child's birthday party. The group requests that paper plates be used for all items served. The server adds the instructions to the Remote Order Device Info Lines so that the kitchen staff is aware of the accommodation.

A new KDS chit layout has been created to support the addition of the new lines. When using this new layout, the Info Lines will display on the KDS order.

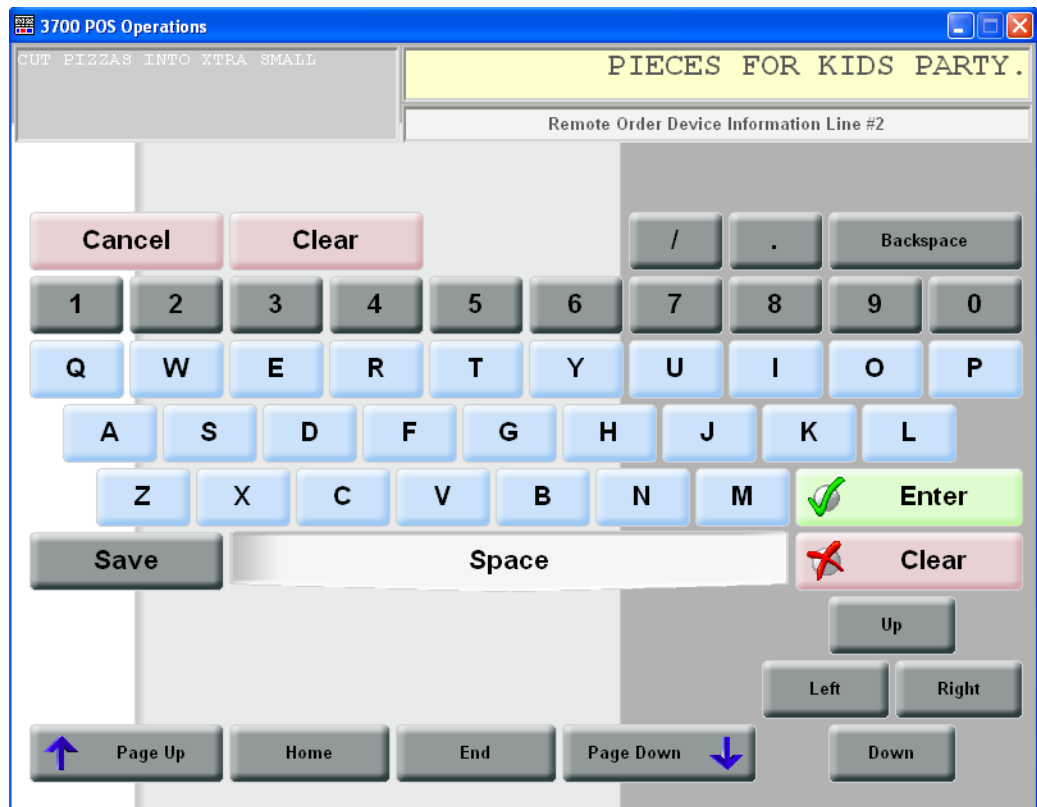
How It Works

Any special instructions will likely be given to the operator from the customer. The operator will be primarily responsible for entering instructions. To accommodate this use case, this information can be added directly onto the check in POS Operations. This allows the operator to add special instructions to the order. These instructions will appear at the top or bottom of the order based on the configuration, and are not linked to a specific menu item.

Once the appropriate items have been added to the check, the operator will select a Remote Order Device Info Lines touchscreen key. Selecting this key will display a touchscreen used to enter special instructions regarding the order. This touchscreen contains the following features:

- ◆ An embedded Info Pad that will display up to 4 lines of text.
- ◆ An area that displays the text actively being entered.

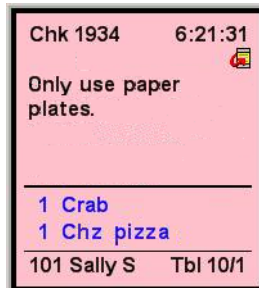
- ◆ An alpha-numeric keypad that allows easy text entry. A maximum of 4 lines can be configured for each check. Each line can have a maximum of 32 characters.



To go to the next line of text select the **[Enter]** key. When finished select the **[Save]** key to transfer the information to the check.

When the order is service totalled, the information will be printed on the remote order device and/or displayed on the KDS client. Once the KDS order is bumped, it will also print to the KDS runner chit.

The appearance of the chit may differ depending on the configured settings. Text will wrap automatically if more text is entered than can fit on one line.



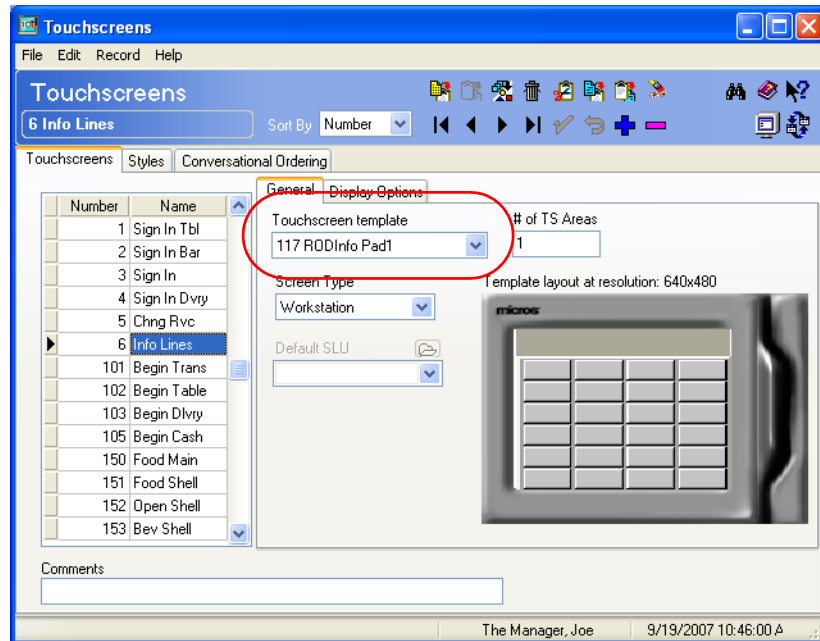
Configuration

This section describes how to configure Remote Order Device Info Lines for both a workstation and a handheld device. If hand helds are not used, skip these sections.

Follow these steps to configure this feature:

1. Go to the *Devices / Touchscreens* form and create a new Touchscreen. This will be the screen that the operator uses to enter the Order Device Information text.

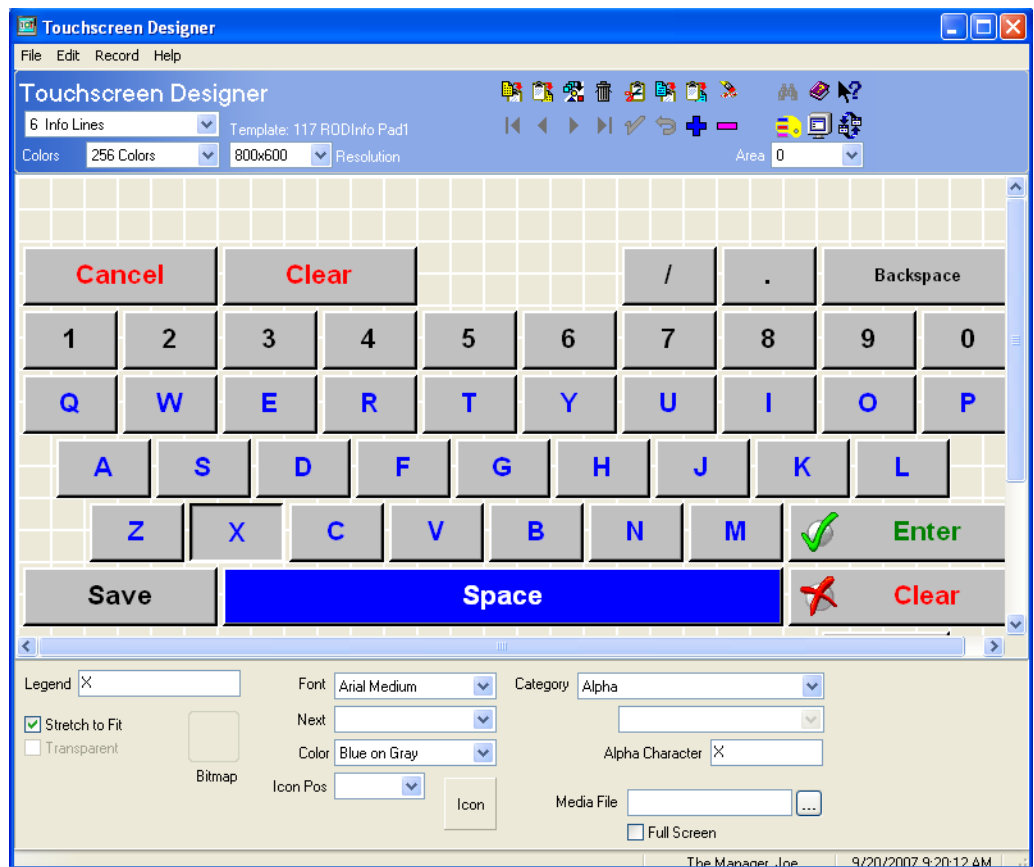
2. Use the **Touchscreen Template** field to select *117 RODInfoPad1* from the drop-down. Use the *Name* column to assign a friendly descriptor (e.g., Info Lines).



Warning! Create a new touchscreen for the Remote Order Device Info Line Touchscreen Templates. DO NOT LINK AN EXISTING TOUCHSCREEN to either the 117 RODInfoPad1 or the 118RODInfoPad1 templates. The Info Lines templates will not work correctly for other POS Operations functions.

3. If hand held devices are used, add a second touchscreen record. Use the **Touchscreen Template** field to select *118 HHRODInfoPad1* from the drop-down. Use the *Name* column to assign a friendly descriptor (e.g., HH Info Lines).

4. Go to the *Devices / Touchscreen Designer* form and select the newly created touchscreen. Add an alpha-numeric keypad to the screen. This can be accomplished by copying and pasting an alpha-numeric keypad from another touchscreen by selecting *File / Copy Touchscreen* and pasting onto the new touchscreen.



If hand holds are used, repeat this step for the handheld info line touchscreen (e.g., HH Info Lines). Additionally, MICROS recommends that the user add the following buttons:

- ◆ **Enter.** Used to move from one info line to the next. To add this key select *Function Numeric* from the **Category** field, and *Enter* from the **Function** field.

- ◆ **Clear.** Used to delete the existing Info Line. To add this key select *Function Numeric* from the **Category** field, and *Clear* from the **Function** field.
 - ◆ **Cancel.** Used to exit the screen without saving the Info Line text. To add this key select *Function Transaction* from the **Category** field, and *Transaction Cancel* from the **Function** field.
 - ◆ **Save.** Used to exit the screen and save the Info Line text. To add this key select *Function Movement* from the **Category** field, and *Save Exit* from the **Function** field.
5. Save all changes.
 6. Select the appropriate touchscreen that will be used to access the Order Device Info Lines form. Add a new key with the following configuration settings:
 - ◆ Select *Function: Non-Sales* from the **Category** field.
 - ◆ Select *Remote Order Device Info Lines* from the **Function** field.
 7. Go to the *RVC Touchscreens / Touchscreens / Workstation* tab and select the **Order Device Info Alpha Screen**. From the drop-down, select the touchscreen you created in Step #1.
 8. Go to the *RVC Touchscreens / Touchscreens / Hand-Held* tab and select the **Order Device Info Alpha Screen**.
 9. Go to the *Devices / Order Devices / General* form and select the **Order Device Info Print Format** option to be used for printing the Order Device Info Lines.

This option controls the remote order printer only. The location where information is printed on the KDS and the Runner chits are not configurable.

10. Save all changes.

Remote Order Device Info Lines may be configured to appear on the KDS display. If desired, go to the *Devices / Devices / Kitchen Display / Display / General / Display Layouts* field and select one of the following chit layouts:

- ◆ #41 Chit-Standard w/Info
- ◆ #43 Chit-Std-DOM2 w/Info

SLU Groups

An efficient method of saving space on a touchscreen is to add a Screen Lookup (SLU) key in lieu of a hard coded menu item key. A SLU is a pre-defined categorization of items that display together when the SLU key is selected. The SLU content is generated dynamically by looking up the appropriate keys at runtime to determine which keys should display for that SLU record. A single SLU key can provide access to hundreds of menu items. Likewise, a SLU Group is a categorization of several dynamically generated SLU keys, providing even greater efficiency.

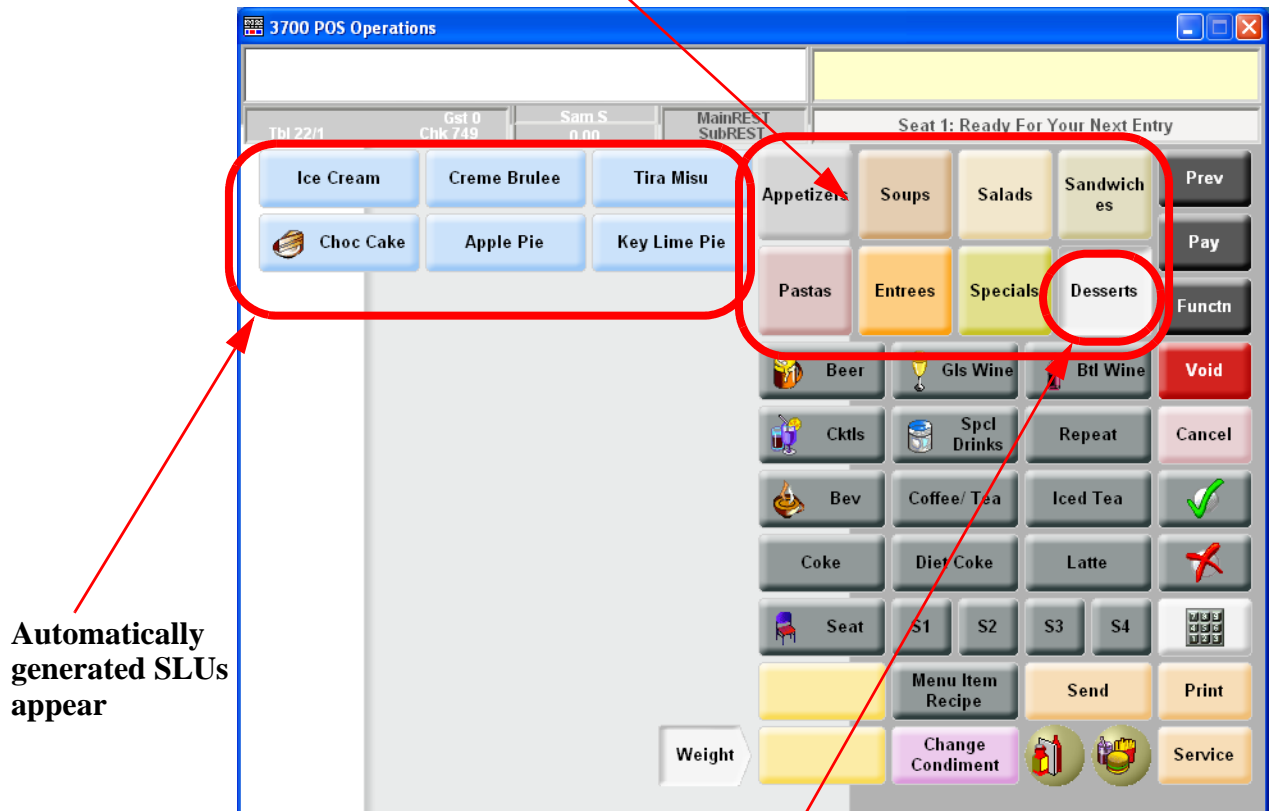
With a traditional touchscreen, each SLU key must be programmed using hard coded function keys. This method limits the versatility of each touchscreen, especially if the number of SLU keys needed exceeds the allotted space on the touchscreen. As a result, several similar touchscreens may have to be programmed.

With SLU groups, the same touchscreen area can be programmed on several different touchscreens, corresponding to a specific SLU Group. If the user needs to make a change to the SLUs available in this SLU Group, then they only need to make it in one place. All of the touchscreens will be changed automatically, and no configuration is required in Touchscreen Designer.

For example, the Mike Rose Cafe has decided to sell dessert during lunch and dinner. The Cafe has programmed the Lunch/Dinner SLU Group onto multiple touchscreens. The Mike Rose Cafe must update their dessert menu and create the new SLU. Rather than add the dessert SLU or new menu item keys on every touchscreen, they only need to add one new SLU linked to the dessert SLU Group on the *SLU Groups* form.

SLU Groups also allow the user to determine what the active SLU is at all times. When a SLU is active, it will stay depressed until another selection is made. That way the operator will always know their place in the transaction.

**Programmed as a SLU Group Area
in Touchscreen Designer.**



**Automatically
generated SLUs
appear**

**Selected SLU Group remains depressed until another
selection is made**

When a SLU button is pressed it becomes an Active SLU button. Based on the active SLU, keys will automatically generate on the screen. The operator can selected from one of these items to place an order.

In the example above, selecting the Desserts SLU key yields a complete list of available Desserts in the SLU Area of the touchscreen. When configuring a touchscreen with a SLU Group key, make sure that part of the screen is free to display the Menu Item keys associated with that group.

All of the defined SLU is will appear on the touchscreen within the designated SLU group key. If because of space limitations, not all of the SLU keys can appear on the screen, then the operator may use the paging buttons to scroll through all of the available SLU keys. The paging buttons will appear automatically unless the SLU group area is too small to display a single SLU button and the paging buttons.

SLU Group keys will be listed in order by object number in POS Operations. Configure a SLU first if you would like for it to appear as the first SLU key within the group.

A SLU group can be defined by discount, service charge, tender/media, or menu item.

Configuration

This section describes how to configure the appropriate forms in POS Configurator to enable the SLU Groups feature.

SLU Keys

Linking Menu Item SLUs will determine which menu items appear when the appropriate SLU key is selected. Remember that with touchscreens, individual menu items are not configured on the touchscreen, their associated SLU keys are.

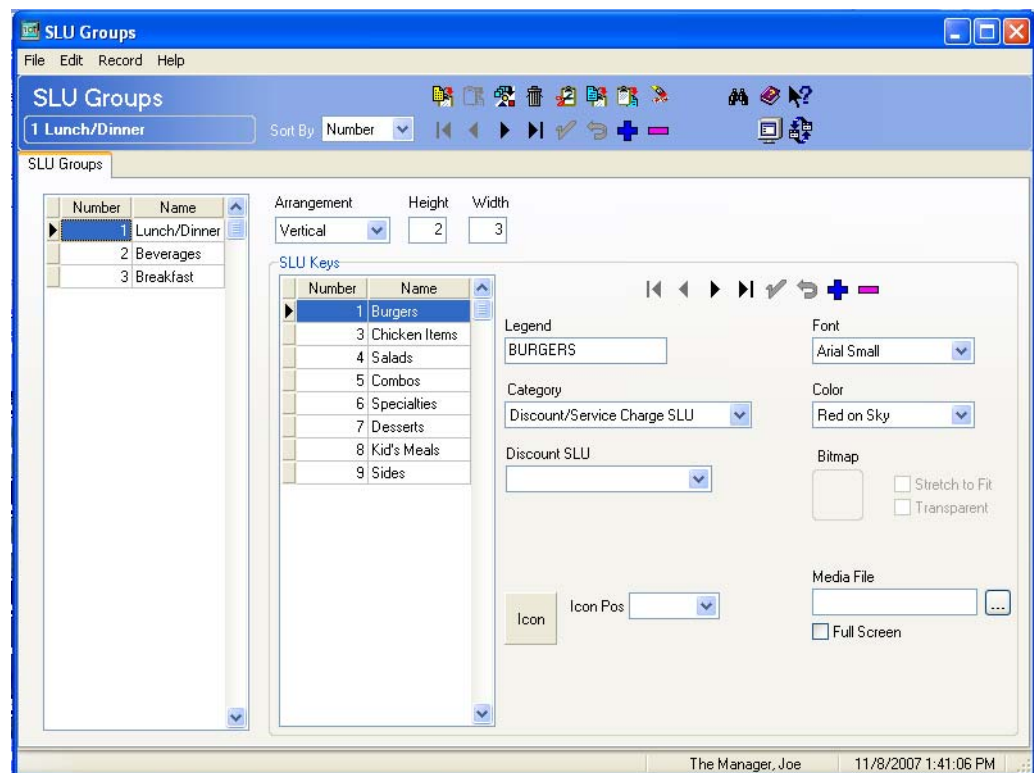
Go to the *Menu Items / Definition / General* form and link the menu items to the appropriate Menu Item SLUs. The user can now configure up to 8 Menu Item SLUs per menu item.

Menu Item SLUs are created and defined on the *Sales / Descriptors / Menu Item SLU* tab.

SLU Groups

A grouping of menu item SLUs can be categorized together in a SLU Group. In this case the SLU Group would be programmed onto the touchscreen, and the linked Menu Item keys will appear when that SLU key is selected.

For example, programming a SLU Group called Lunch/Dinner would generate keys linked to the menu item SLUs available during lunch and dinner.



Follow these steps to program a SLU Group:

1. Go to the *Devices / SLU Groups* form and add new SLU Group record. Use the Name column to assign a friendly descriptor (e.g., Lunch/Dinner).

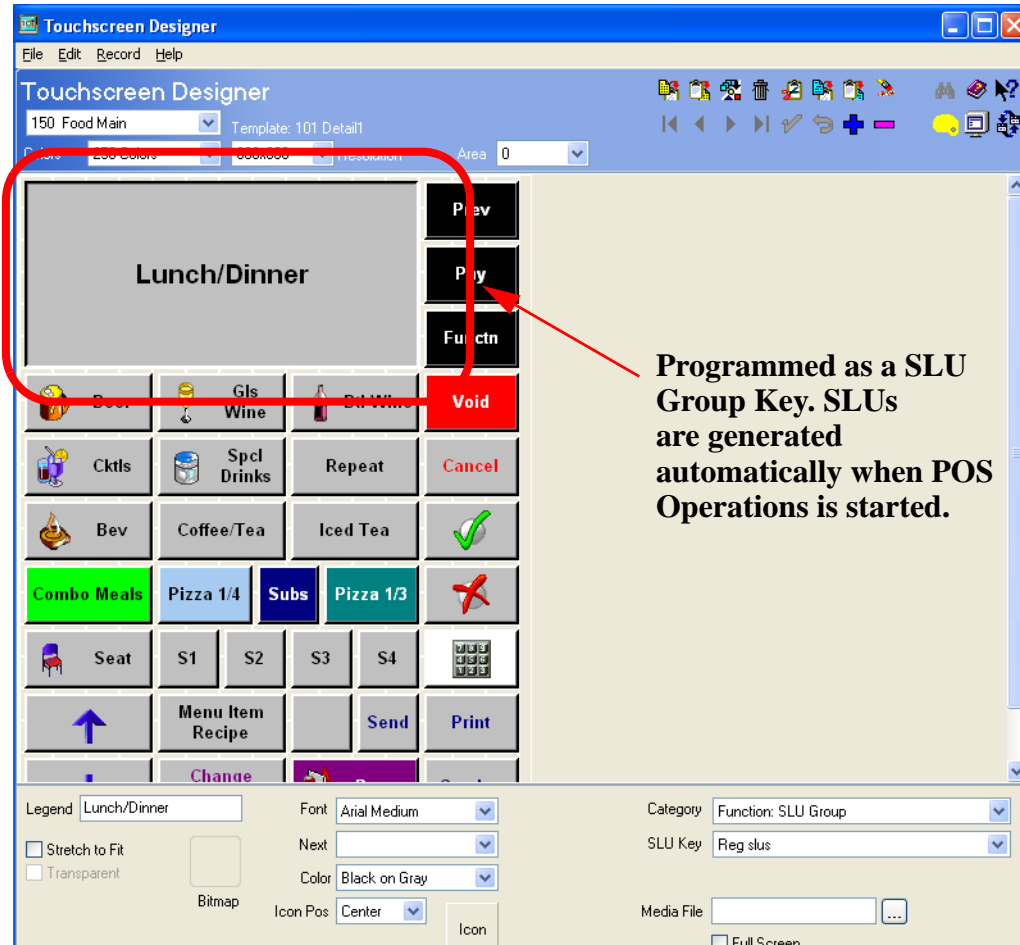
2. Configure the following fields for this SLU Group.
 - ◆ **Arrangement.** Select how the SLUs will appear when they are generated in this SLU Group. Your choices are either vertical or horizontal.
 - ◆ **Height.** Indicate the height of the SLU keys when they display as part of this SLU Group.
 - ◆ **Width.** Indicate the width of the SLU keys when they display as part of this SLU Group.
3. Add SLU records to indicate which SLUs are a part of this SLU Group record (e.g., burgers, chicken items).
4. Configure the following fields for each SLU record belonging to this SLU Group:
 - ◆ **Legend.** Identify the name of this SLU as it will display when generated as part of the SLU group.
 - ◆ **Category.** Select the type of record this is. The options are:
 - Discount/ Service Charge SLU
 - Menu Item SLU
 - Tender/Media SLU
 - ◆ **SLU.** Use the drop-down to select the SLU item associated with this record. The items displayed in the drop-down will change depending on the Category selection made.
 - ◆ **Font.** Identify the font used to display this SLU key.
 - ◆ **Color.** Identify the color to display the SLU key.
 - ◆ **Bitmap.** Identify the bitmap (if desired) to display on the SLU key.
 - ◆ **Icon.** Identify the icon (if desired) to display on the SLU key.

- ◆ **Media File.** Identify the media file (if desired) to display on the SLU key.
5. Save all changes.

Touchscreen Key

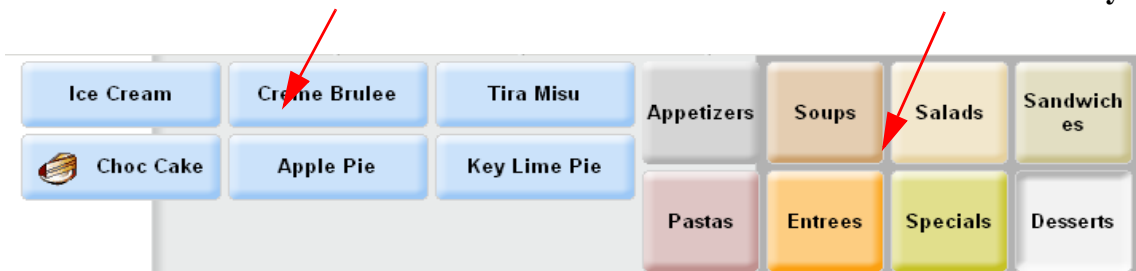
1. Go to the *Devices / Touchscreen Designer* form and select the appropriate touchscreen where the SLU Groups will be located. This functionality will not work with a traditional touchscreen.
2. Add a key to the touchscreen.
3. **SLU Group Areas.** This area of the touchscreen will be generated automatically depending on the configured SLU keys. Add the appropriate SLU group areas to the touchscreen. Select **Function: SLU Group** from the **Category** drop-down.

4. Go to the **SLU Key** drop-down and select the appropriate SLU group linked to this key.



Menu Items associated with the active SLU.

SLU Group will generate a list of associated SLU keys.



SLU groups are defined on the *Devices / SLU Groups* form. SLUs are defined in the SLU section of the *Menu Items / Descriptors / General* tab.

Smart Keys

Smart keys will allow the user to program a space on the touchscreen to perform a different function based on either revenue center, order type, serving period, workstation, or employee class.

A major advantage to the smart key feature is that they allow a site to minimize the number of touchscreens in use. In the past the user had to configure additional touchscreens to accommodate slight touchscreen differences based on factors such as revenue center, or order type.

Now, with the smart key feature, the key will adapt to account for these changes. The appropriate smart key will activate based on the selected criteria.

Smart keys are highly customizable. A user can program the size, position and appearance of these keys.

Smart keys are programmed on the *Devices / Smart Keys* form and are added to the touchscreen in *Touchscreen Designer*.

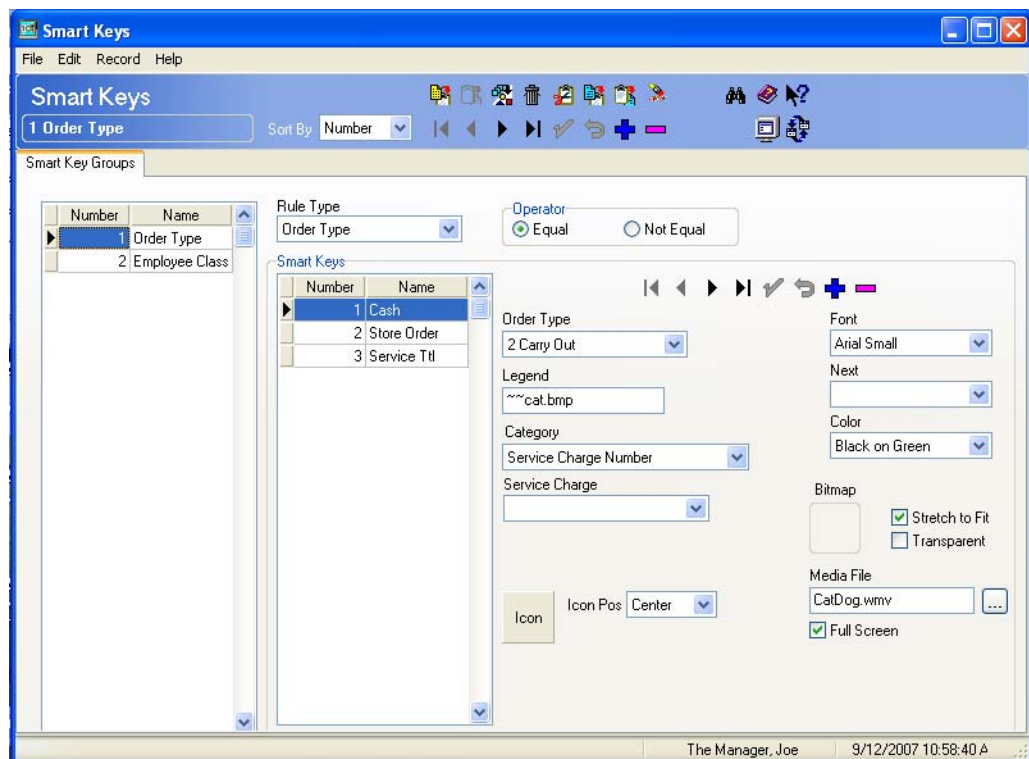
Configuration

Smart keys are dynamic areas on a touchscreen that change based on predefined criteria. This criteria is defined on the *Devices / Smart Keys* form.

Follow these steps to configure smart keys:

1. Select the Blue Plus Sign on the tool bar to add a new Smart Key record. Use the *Name* column to assign a unique descriptor for this record. This is the record that will appear in the **Smart Keys** drop-down in *Touchscreen Designer*.

A separate record should be created for each grouping of smart keys.



2. Use the **Rule Type** drop-down to select the type of smart key that will apply to this smart key group. This is the rule that will determine the active status (e.g., when the appropriate key will be displayed). Select from the following options:
 - ◆ Revenue Center
 - ◆ Order Type
 - ◆ Serving Period
 - ◆ Workstation
 - ◆ Employee Class
3. Use the **Operator** fields to determine when the smart key group will be active. Select one of the following options:
 - ◆ **Equal.** Indicates that the smart key is displayed when the Rule Type matches the smart keys value (i.e., order type) identified below.
 - ◆ **Not Equal.** Indicates that the smart key is displayed when the Rule Type does not match the smart key's value (i.e., order type).
4. Select the Blue Plus Sign on the form to add a new smart key record associated with this smart key group. Use the *Name* column to identify a unique descriptor associated with this record (e.g., Store Order).
5. Configure the following fields for this record:
 - ◆ **Type.** Use the drop-down box to select the Rule Type value associated with the selected smart key. The name of this field will change to match that of the selected Rule Type. For example, if the Revenue Center Rule Type is selected, this field will be populated with the names of all Revenue Centers.
 - ◆ **Legend.** Enter the name that will display on the smart key.

- ◆ **Next.** Use the drop-down to select the next touchscreen that will display when this smart key is selected.
- ◆ **Category.** Select the category of the smart key being created. Depending on the selection made, a related field may display below.

To look up a category, type the first letter to automatically display it. If there is more than one item that begins with the same letter, the list will display alphabetically. If needed, click the drop-down arrow to select from the rest of the list.

- ◆ **Function.** Select the actual function that this smart key will perform. This field will change depending on the **Category** selected.
 - ◆ **Icon Pos.** If desired, select the position where the icon should display on the smart key. Use the Icon box to select the appropriate icon.
 - ◆ **Font.** Select the font used to display the legend.
 - ◆ **Next.** If desired, select the next touchscreen that will display when this smart key is selected.
 - ◆ **Color.** The color used to display the legend and the smart key. For example, selecting black on green indicates that the legend is black and the smart key is green.
 - ◆ If desired select the Bitmap that will display on the smart key. The user can also determine if the bitmap will be stretched to fit the size of the key, and/or if the bitmap is transparent.
 - ◆ If desired, select the media file that will play when this key is selected. Enable the **Full Screen** option if the media file should expand to the size of the full screen when playing.
6. Save all changes.
 7. Repeat steps 4-6 for all smart keys associated with this smart key group.

8. Go to the *Devices / Touchscreen Designer* form and add a button to the appropriate touch screen.
9. From the **Category** drop-down select *Smart Key*. Use the **Smart Key** field to determine the type of smart key this will be (e.g., Order Type).
10. Save all changes.

Suppress Check ID Printing

The Check ID feature allows the user to provide information about the guest in order to facilitate food and beverage delivery. By providing a description of the customer, the server or runner can easily locate the customer when needed. This feature is particularly useful in a situation when the customer is not seated at a table.

Because the Check ID can include a physical description (e.g., guy in the red hat) that the customer is not aware of, the restaurant may want to suppress this identifier. For this reason, RES has added several option bits to allow the user to suppress Check ID printing to the following:

- ◆ Guest Checks
- ◆ Customer Receipts
- ◆ Credit Card Vouchers
- ◆ Runner Chit
- ◆ By Order Device

Check ID printing cannot be suppressed on the KDS Display.

Enabling the Feature

To support this feature the following options bits have been added in POS Configurator:

- ◆ **Suppress guest check id** on the *Revenue Center / RVC Print Design / Guest Checks* tab. Enable this option for specific print designs.
- ◆ **Suppress guest check id** on the *Devices / Order Devices / Sorting/ Formatting* tab. Enable this option for every applicable printing device.

RES Products

Functionality Supported by Clients

The following tables list the RES features and functions that are supported by each client platform. An **X** indicates that the functionality is supported on the hardware platform. If no **X** appears, then it is not supported on the client platform in RES Version 4.3.

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
MICROS Documentation	X	X	X	X	X					
Export Utility	X		X	X	X					
MICROS Desktop	X	X	X	X	X					
Version Info	X		X	X	X					
OPS/GSS Text Translator	X		X	X	X					
Language Administrator	X		X	X	X					
Rotatelog.exe	X	X	X	X	X					
Log Viewer.exe	X		X	X	X					
LogMan.exe	X		X	X	X					
Control Panel	X									
Command Line Control Panel	X	X	X	X	X					
Database Validation Utility	X									
Database Update Utility	X									
Database Backup Utility	X									
Database Rebuild Utility	X									
Int'l Liquor Dispensing System				X	X					

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Remote Reboot Utility	X									
Peripherals Confidence Test	X	X	X	X	X	X	X	X		
License Manager	X	X	X	X	X					Only shows status on clients
OCB/SIM Interface	X	X	X	X	X	X	X	X	X	
DBMS Console	X									
Right to Left Character Sets (Hebrew)	X	X	X	X	X					CE.NET does not support right to left characters
Fiscal Cash Register Support	X	X	X	X	X	X	X	X	X	The POS FCS interface works on all client platforms. Country-specific customizations will need to be tested and possibly changed to support the WS4, WS4 LX, and WS5

BackOffice Applications

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Financial Management	X			X	X					
Labor Management • Human Resources • Forecasting • Scheduling • Payroll Processing	X			X	X					
Cash Management BackOffice	X			X	X					
Cash Management - POS UWS Cashiering	X	X	X	X	X	X	X	X		
Cash Management – POS Client Server Banking	X	X	X	X	X	X	X	X	X	
Time Off Request Wizards	X	X	X	X	X	X	X	X		

Front of House Applications

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Transaction analyzer - Direct App Access	X			X	X					
Transaction Analyzer Via Autosequences Step	X	X	X	X	X	X	X	X	X	
Autosequences & Reports	X			X	X					
Autosequences Scheduler Status	X									
POS Configurator	X			X	X					
Credit Card Batch Settlement	X									
Manager Procedures	X	X	X	X	X	X	X	X	X	
EJ Print	X	X	X	X	X					
Delivery Dispatch POS Operations	X	X	X	X	X	X	X	X		
Delivery Dispatch Configurator	X	X	X	X	X	X	X	X		
GSS - POS Support	X	X	X	X	X	X	X	X		
GSS - BackOffice Support	X									
KDS - KDS Client Support	X	X	X	X	X	X	X	X		Will operate on the Display Controller
KDS - KDS Controller Support	X			X	X					
KDS - OPS Client Support	X	X	X	X	X	X	X	X	X	
KDS Runner Chit Printing	X	X	X	X	X	X	X	X		Runner's chit printer can be attached to any supported client
Backup Server Mode – Server Mode				X	X					
Backup Server Mode – POS Client Support		X	X	X	X	X	X	X	X	

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Stand-Alone Resiliency – POS client Support		X	X	X	X	X	X	X	X	
Interface Server Support	X	X	X	X	X	X	X	X	X	
SIM	X	X	X	X	X	X	X	X	X	**SIM scripts may need to be edited for use on CE platforms.
NA Liquor Dispensing Interface	X	X	X	X	X					
Menu Item Information	X			X	X					
Pin Pad Support for Debit Cards	X	X	X	X	X	X	X	X		
UWS/40-Col Reports via Reports Module	X			X	X					
UWS/40-Col Reports via POS Autosequence	X	X	X	X	X	X	X	X	X	
SAR Dialogs		X	X	X	X	X	X	X	X	
SAR Reports		X	X	X	X	X	X	X	X	
Translate Print DLL	X	X	X	X	X					Needs to be updated for CE platform
OPSDisplayUserCfg	X	X	X	X	X	X	X	X		Current V3.1 files may need to be edited for version 3.2
Bitmaps	X	X	X	X	X	X	X	X	X	
Icons – MICROSIcons.DLL	X	X	X	X	X	X	X	X	X	
Icons – CustomIcons.DLL	X	X	X	X	X	X	X	X	X	There are 3 separate customicons.dll's available for each of the 3 platforms. Users will need to edit all 3 if they want to see a custom icon on all 3 platforms.

**SIM support will be available on all three client platforms. With the following exceptions:

- ◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files.
- ◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, WS5, or Mobile MICROS and will require development work in order to be compatible.

Existing SIM scripts should be tested on WS4, WS4 LX, WS5, and Mobile MICROS platforms prior to being deployed to a customer site.

Front of House Features

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Line-by-Line Check/Receipt Printing	X	X	X	X	X	X	X	X		
Slip Printing	X	X	X	X	X	X	X	X		Automatic backup printing is supported on all clients
Backup Printing and Prompting (Supervised)	X	X	X	X	X	X	X	X	X	
Quick Counts	X									This is a part of manager procedures
QuickBooks Interface	X	X	X	X	X	X	X	X	X	
Autosequences – Support via POS	X	X	X	X	X	X	X	X	X	

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Credit Card Authorization	X	X	X	X	X	X	X	X	X	
Standard PMS Interface	X	X	X	X	X	X	X	X	X	
SIM PMS Interface	X	X	X	X	X	X	X	X	X	**SIM scripts may need to be edited for use on CE platforms.
Language Translation for POS	X	X	X	X	X	X	X	X	X	Each client platform has its own set of text files that will need to be translated
Right to Left Characters Sets (Hebrew)	X	X	X	X	X					CE.NET does not support right to left cahracaters
Local Journal Printing	X	X	X	X	X	X	X	X	X	Not recommended on Mobile MICROS and Ws4 due to client's limited storage
Suspended CC Auth Status Activity Window	X	X	X	X	X	X	X	X		
Review Order	X	X	X	X	X	X	X	X		
Restaurant View	X	X	X	X	X	X	X	X	X	
Clock In and Out	X	X	X	X	X	X	X	X	X	
External programs	X	X	X	X	X	X	X	X	X	External Programs need to support a specific client platform
Logo Printing IDN Printers	X	X	X	X	X	X	X	X	X	

Functionality	RES Server	Win NT UWS	Win 2000 UWS	Win 2003 UWS	Win XP UWS	WS4 UWS	WS4 LX UWS	WS5 UWS	Mobile MICROS UWS	Notes
Logo Printing Serial Printers	X	X	X	X	X	X	X	X	X	
Logo Printing IrDA Printers										Extech 3500 ford not support logo printing
OPOS Support	X	X	X	X	X					CE does not support the OPOS standard
Native Peripheral Hardware Support (without OPOS) <ul style="list-style-type: none"> MICROS Cash Drawer Scanner Scale Magnetic Card Reader Pole Display Rear Display Coin Dispenser 	X	X	X	X	X	X	X	X		
Native Roll Printing Support (IDN/Serial) <ul style="list-style-type: none"> TMT-88 TM-200B TM-200D TM-300 TM-230 	X	X	X	X	X	X	X	X		All printers listed can be used as order devices accessible by all client platforms
Slip Printing Support TM-295 (serial Only)	X	X	X	X	X	X	X	X		
Extech T3500									X	

**SIM support will be available on all three client platforms. With the following exceptions:

- ◆ Access to local file systems through SIM for reading and writing files will require changes to the SIM script to take advantage of new path variables to locate external files.

- ◆ Integration of .dll files with SIM will require that those .dll's be compatible and compiled specifically for the Windows CE.net platform. Win32.dll's and executables will not run on the WS4, WS4 LX, WS5 or Mobile MICROS and will require development work in order to be compatible. (This includes SIM ODBC.dll).

Existing SIM scripts should be tested on WS4, WS4 LX, WS5 and Mobile MICROS platforms prior to being deployed to a customer site.

Setup

Display Controllers Support the MdsHttpService that Includes the Addition of Several Core Features

With this release, the Display Controllers will now support the MdsHttpService. This includes support for the following core features:

- ◆ These devices will now log to the 3700d.log.
- ◆ Verbosity on these devices can now be controlled via the Control Panel.
- ◆ These devices can be Remotely Rebooted from the Control Panel. To utilize this feature go to *Start | Control Panel* and enter **remotereboot (device name)**.
- ◆ Support for time synchronization to ensure that all devices are set to the same time.

As a result, a Display Controller can now run the Digital Menu Board. For additional information see the Digital Menu Board section beginning on page 32.

SIM

Trans_Number SIM Event Prints the Workstation Transaction Number

The trans_number SIM variable has been added to return the workstation's transaction number. This event will print the workstation transaction number on the check after it is tendered.

The workstation transaction number increments following each transaction.

The following is a sample trans_number event:

```
event tmed : 101
  startprint @chk
  printinline "Trans Number", @trans_number
endprint
endevent
```


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	Attempting to Change the Settlement Driver Associated With a Specific Tender/Media Will Prompt the User for Verification Before Making the Change	91
	Credit Authorization Vouchers Enhanced to Include Transaction Type and Card Entry Information	91
	Only One Debit Tender Can be Configured	92
License Manager	Logging Enhancement	92
Ordering Module	Ordering Module Enhancements	93
	Recipe Changes When a Large Number of Toppings are Ordered	95
POS Configurator	Discounts and Service Charges Have Been Split Into Two Separate Forms	98
	Link 8 Slu Keys to a Single Menu Item on the Sales Menu Items General tab	98

Module	Feature	Page
POS Operations	Check Name Expanded to 8 Characters	99
	Close Popup Key Can be Configured to Act as a Change Screen Key	99
	Consolidated Service Charges	100
	Delivery Dispatch Enhancements	101
	Discount Enhancements	131
	Display Enhancements Made to the Open Check SLU	175
	Theme Enhancements	175
	Workstation Transaction Number is Incremented for Each Transaction	183
Reports	Credit Card Batch Transfer Report Shows When a Debit Reversal Failure Occurs	183
Setup	Connection Advisor Service is no Longer Used	184
SIM	Restrict SIM Access to the New Discover Cards with the Preamble 644	184
Transaction Services	Transaction Services Enhancements to Support Discounts	184

**Enhancements
Detailed**

CA/EDC

Attempting to Change the Settlement Driver Associated With a Specific Tender/Media Will Prompt the User for Verification Before Making the Change

Now when a user changes the credit card settlement driver associated with a specific Tender/Media (*POS Configurator / Sales / Tender/Media / Credit Auth / EDC Driver*) they will be prompted with the following message and asked to select **Ok** or **Cancel**:

Make sure that you have batched all current transactions and understand the impact of making this change BEFORE proceeding.

If the user selects **Ok** then the change is allowed. If the user selects **Cancel** then the settlement driver will not be changed.

Credit Authorization Vouchers Enhanced to Include Transaction Type and Card Entry Information

All credit card authorization vouchers (including both standard and custom vouchers) have been enhanced to include the following new fields:

- ◆ **Trans Type.** POS Operations will print "Trans Type:" and then one of the following transaction types: "PURCHASE", "PURCHASE CORRECTION", "REFUND", "REFUND CORRECTION", "PRE_AUTHORIZATION", or "PRE_AUTHORIZATION ADVICE".
- ◆ **Card Entry.** POS Operations will print "Card Entry" followed by either KEYED or SWIPED.

This information will appear on all authorization vouchers.

Only One Debit Tender Can be Configured

Only one tender/media record can be identified as the debit tender in POS Configurator. Once the **Debit Tender** field is enabled (*Sales / Tender / Media / CC Tender*) for one tender, the field will be disabled for all other tenders.

License Manager

Logging Enhancement

License Manager may be setup to create a local log in the *\Micros\Common\Etc* folder.

The name of the log file created is LicManager.log. To enable create a DWORD value called MLMLog under the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\COMMON\LICENSEMANAGER

Set the value of the new key to 1.

MICROS recommends that this only be turned on if requested by support personnel.

Ordering Module

Ordering Module Enhancements

With this release, the Ordering Module has been enhanced to include the following:

Ordering Module Enhancement

The Ordering Module will now display all menu items that have been rung for that OM Configuration (e.g., pizza, sub) on the check. If the operator sends a group of items, then returns to that OM Configuration, all items will display. Previously, only the items that were currently being rung would display in the Ordering Module.

Edit Key Enhancement

The **[Edit]** key allows the user to return to the Ordering Module to make changes to a menu item. Previously, the user would highlight a specific OM menu item and would select the **[Edit]** key to make changes.

Now, the user can select the **[Edit]** key, and all menu items associated with that OM Configuration will appear. From there the user can make changes to one or multiple menu items as desired.

This is optional functionality. If no OM Configuration is configured, then the **[Edit]** key will behave as in the past.

Selecting the **[Edit]** key when nothing is on the check will cause the following error message to appear:

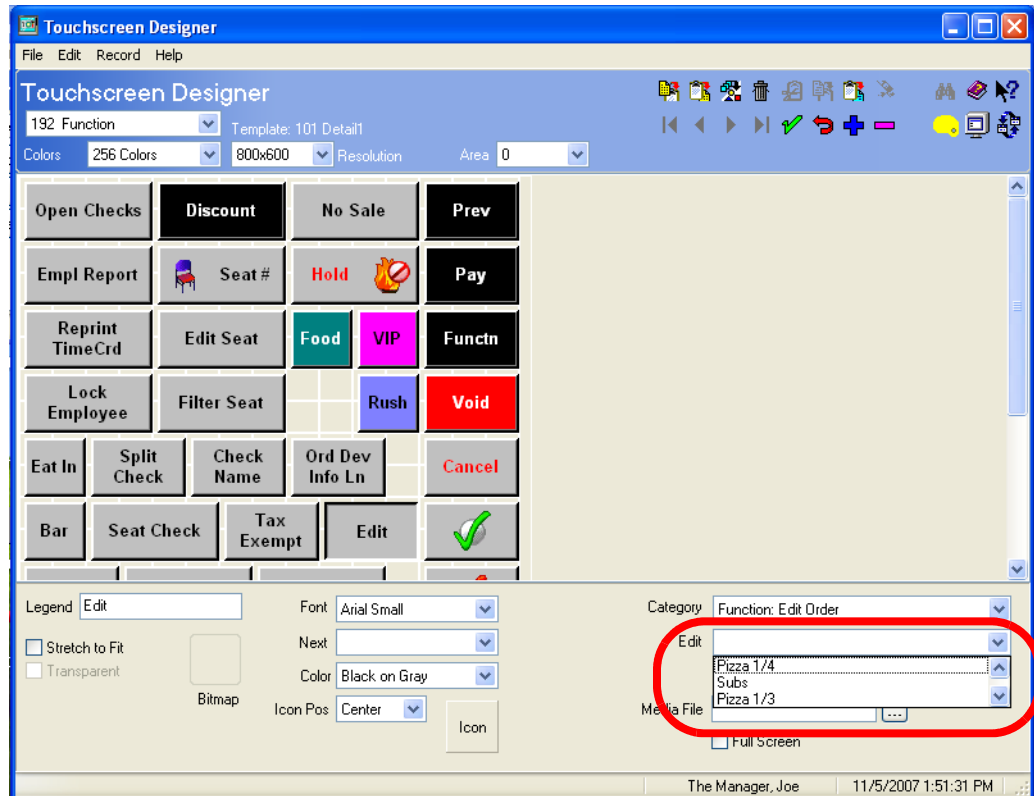
```
Edit Not Allowed
```

Selecting the **[Edit]** key when no OM menu items are present on the check will cause the following error message to appear:

```
No OM Configuration
```

Follow these steps to configure this functionality:

1. Go to the *Devices / Touchscreen Designer* form in POS Configurator and select the touchscreen where the Edit key will be configured.
2. Add a new key and enter the desired name in the **Legend** field.
3. Go to **Category** and select *Function: Edit Order* from the drop-down.



4. Go to the **Edit** field and select the appropriate OM Configuration from the drop down.
5. Save all changes.

Recipe Changes When a Large Number of Toppings are Ordered

Ordering a large number of toppings can now change the menu item linked to the OM base. In many cases, after a certain number of toppings are added to a pizza, the restaurant may add smaller amounts of each topping type than if only a single topping were ordered.

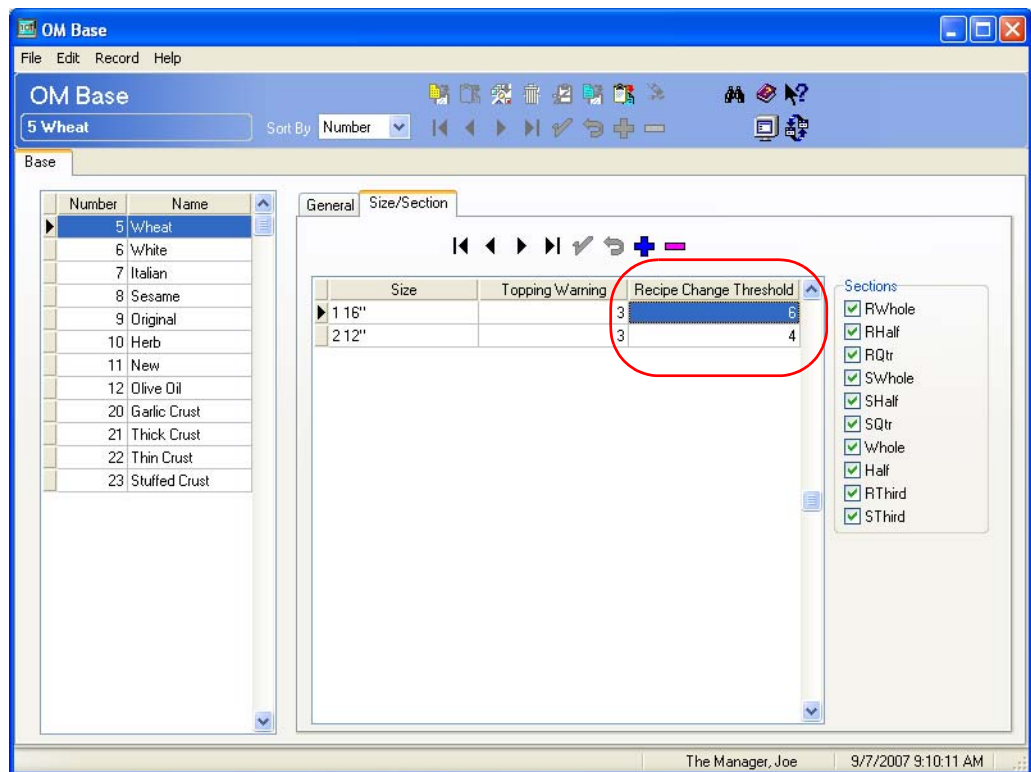
For example, the recipe for a Large Pepperoni Pizza calls for 21 slices of Pepperoni. However, the recipe for a Large Pizza with Pepperoni, Sausage, Pineapple, and Bacon will only call for 10 slices of Pepperoni.

Now, the Ordering Module can be configured to change the recipe automatically based on the scenario described above. Prices can also be configured to change based on the recipe.

Configuration

To support this feature the following two new options were added in POS Configurator.

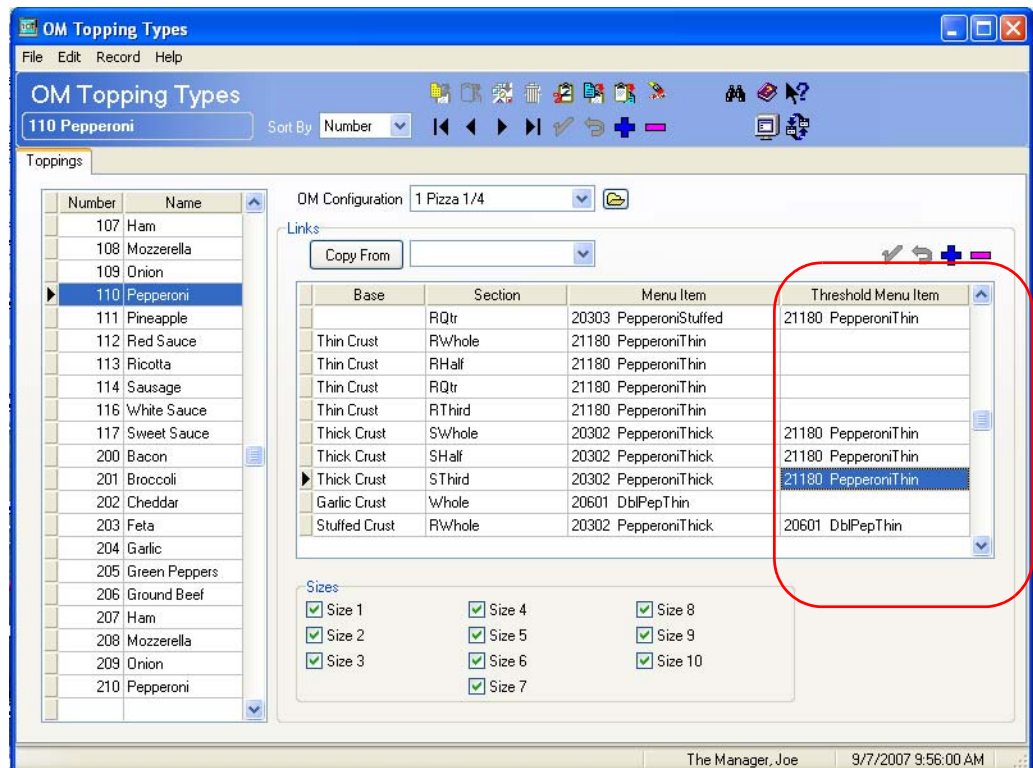
- ◆ **Recipe Change Threshold** option has been added to the *Ordering Module / OM Base / Size/Section* tab. Use this field to determine the number of toppings that must be added to that base to switch to a new menu item (configured on *Ordering Module / OM Topping Types*).



Make sure that all of the applicable sections listed on the right side of the form are enabled.

- ◆ As in the past, go to the *Sales / Menu Items* form and add additional menu items to account for the different recipes. This may result in the creation of several new menu items. Prices are configured on the *Prices* tab.

Once the new menu items are created, go to the *Ordering Module / Topping Types* form. Use the new **Threshold Menu Item** column to select the menu item that should be selected once the topping threshold is reached.



If a topping is linked to an OM specialty, it cannot be linked as a Threshold Menu Item. Therefore, separate Threshold Menu Items should be created specifically for OM specialties.

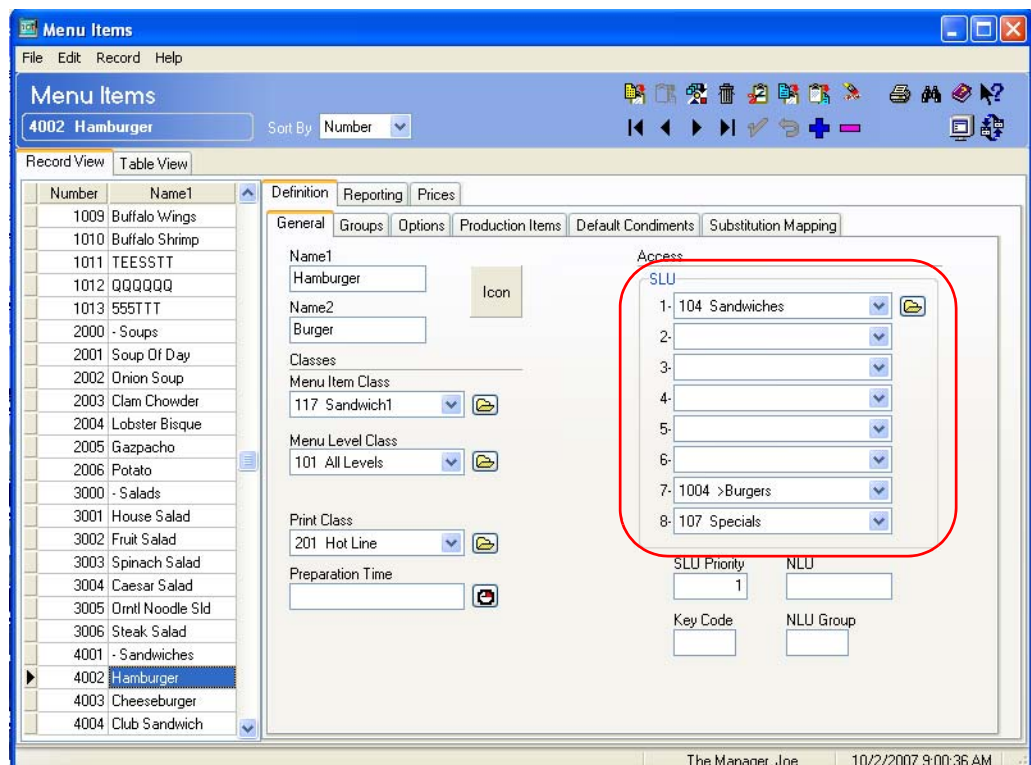
POS Configurator

Discounts and Service Charges Have Been Split Into Two Separate Forms

With this release, the Discounts/Service Charges form has been split into two separate forms. The *Discounts* and the *Service Charges* forms can still be accessed by selecting *Sales*.

Link 8 SLU Keys to a Single Menu Item on the Sales / Menu Items / General tab

The user can now link up to 8 SLU keys to a single menu item on the *Sales / Menu Items / General* tab in POS Configurator. In the example below, the Hamburger menu item is linked to the Sandwiches, Burgers and Specials SLUs and will appear when those SLUs are called in POS Operations.



POS Operations

Check Name Expanded to 8 Characters

The number of characters supported in the check name has been expanded to 8. Previously, this field was limited to 7 characters.

Close Popup Key Can be Configured to Act as a Change Screen Key

The **Close Popup** key (*Devices / Touchscreen Designer / Category - Function: Touchscreen*) can be configured to act as a Change Screen key.

If a Popup screen is not open at the time that the Close Popup key is selected, then the configured touchscreen will appear. If a Popup screen is open, when the Close Popup key is selected, then the Popup screen will be closed and the operator will return to the previous touchscreen.

To configure the change screen feature, select a touchscreen from the **Next** drop-down.

Consolidated Service Charges

The consolidated service charge feature combines multiple service charges into a single service charge listed on the receipt. In the past, each service charge would be listed separately.

The consolidated charges will appear on the display, the guest check, and the customer receipt. When service charges are consolidated only the name of the first service charge will appear. A count field indicates the number of service charges combined into a single line item.

This permits the user to configure two service charges in the system that will consolidate into one entry for the customer. For example, suppose that a site charges a \$2.00 Delivery Fee for all delivered orders.

Of the \$2.00, \$1.25 is kept by the restaurant, and \$0.75 is given to the employee who delivered the order. This feature allows the guest to see a single charge on their bill, but reports will reflect the two amounts.

MIKE ROSE CAFE			
7031 Columbia Gateway Drive			
COLUMBIA, MD			
443.285.6000			
CHK:219	Gst:0		
28 WILSON	Dining 2		
CF: 28.00	OTG: 0		
Trn: 203	Mar:14:07 04:21PM		
1 Spaghetti	8.60	1	
1 Iced Tea	1.25	1	
Delivery Charge	2.16	1	
Subtotal:		14.00	
Cash Back:		3.00	
Total:		17.00	
=====			
THANK YOU FOR DINING WITH US!			

In order to configure this option go to the *Sales / Service Charges / General* tab and enter a value in the **Consolidation Group** fields. All service charges that are members of the same group will be consolidated regardless of other settings in POS Configurator. If two service charges are members of different consolidation groups, then they will be listed separately on the check.

Service charges that are configured to **Post to Charged Tips** (*Sales / Service Charges / Service Charge*) will not be consolidated.

MICROS recommends that you set up a macro that rings both items onto the check. Make sure that the first item's name is the descriptor you would like you guest to see on the check. In the example above, the Delivery charge kept by the restaurant is called "Delivery Charge," and the charge given to the employee is called "Emp Del Chrg."

Delivery Dispatch Module Enhancements

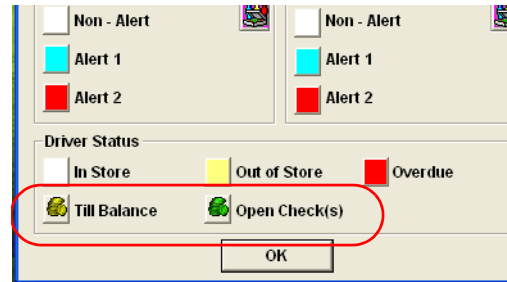
The Delivery Dispatch module assists restaurants with the logistical challenges of managing their delivery and takeout operations. With this release, RES has added the following enhancements to the Delivery Dispatch module to increase efficiency and system accuracy.

- ◆ Promise Time calculation provided by the system. The promise time for takeout orders and for delivery orders are calculated differently. The takeout promise time takes into account the Food Preparation Time, where the delivery promise time is calculated by taking into account the Food Preparation Time and the Drive Time to reach the customer's location.
- ◆ The manager can monitor the order's status throughout the order fulfillment process, including when the order was Sent, Prep Done, Expo Done, Dispatched, Paid, Undispatched, and Delivered. The manager can also view the length of time that the order has been at the current status (e.g., 10:01 minutes since it was dispatched for delivery).

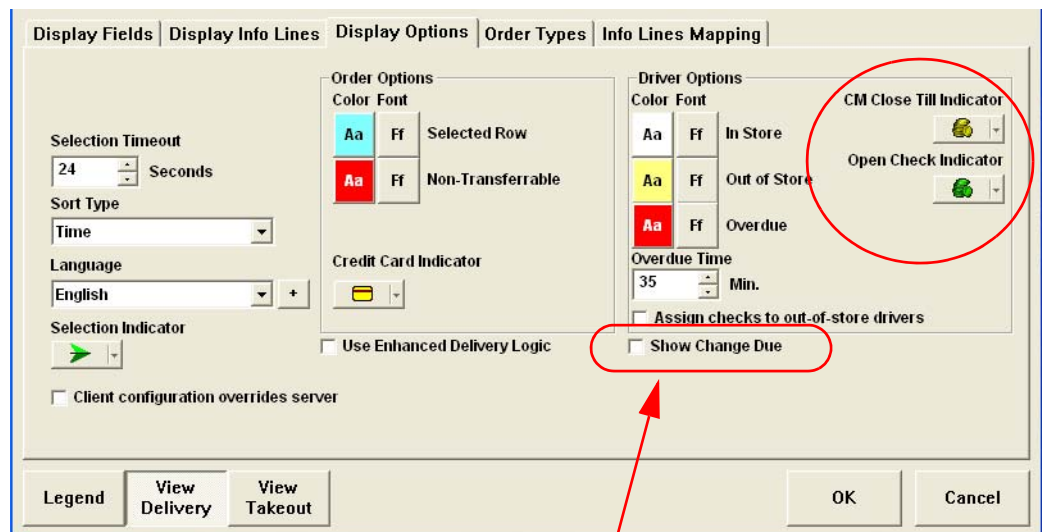
Additionally, the manager can monitor the driver's status, including whether they are available for further orders or not.

- ◆ Can display takeout and delivery orders separately. These two order types can be configured to display with different info columns. For example, the user could remove the Dispatch Time column for takeout orders because this time is irrelevant.
- ◆ An integrated order search built into the Delivery Dispatch Module that allows the user to search by check number, customer name, address, phone number, and/or postal code.
- ◆ Enhancements made to touch functionality, making the Delivery Dispatch Utility more sensitive in situations where a mouse is not being used.

- ◆ Icons display next to the driver's name to allow the user to quickly determine information about the driver. Driver status will display an Open Check icon if the driver has open checks assigned to them. If the driver does not have any open checks assigned, then they can have a Cash Management Till Balance, which is denoted by a separate icon.



These icons can be configured on the *Delivery Dispatch Configuration Utility / Display Options* tab and are visible in the legend dialog (illustrated above).



Enable this option to display the change due for the selected order.

- ◆ Change due can be configured to display for the selected order.

Functionality

This section provides a detailed discussion of the enhancements made to the Delivery Dispatch Module.

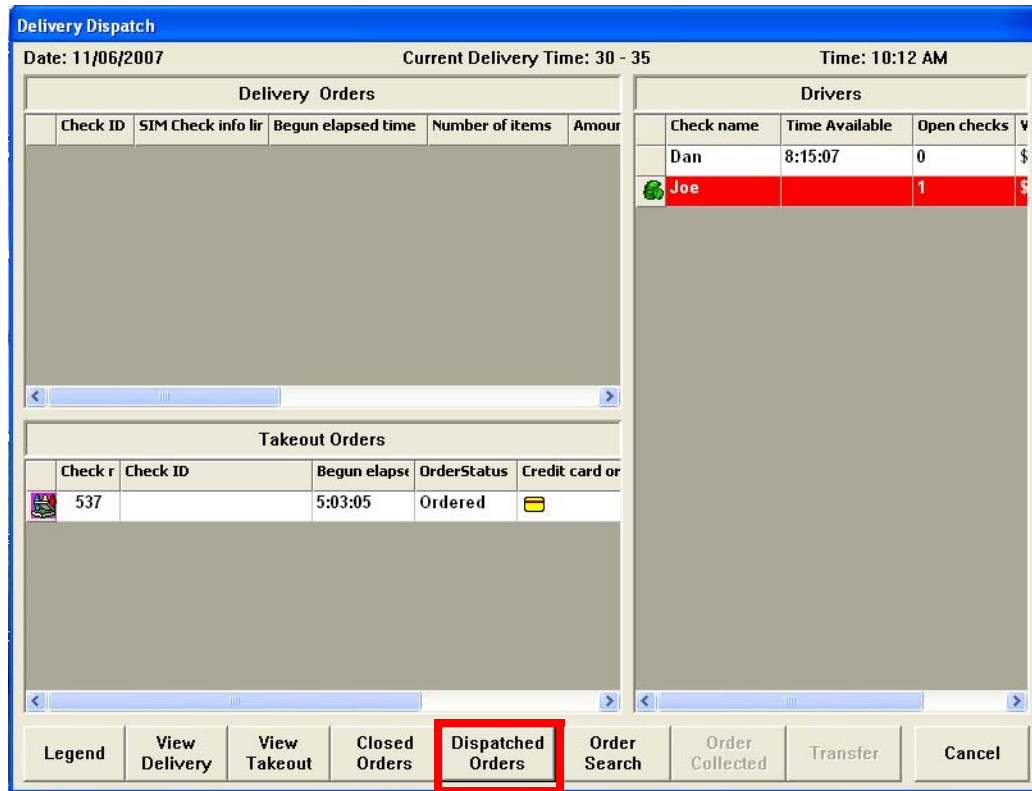
As in the past, Delivery Dispatch will run as a module accessible from POS Operations. The configuration for this module is performed both through POS Configurator and the Delivery Dispatch Configuration Utility.

Note *Checks in the Delivery Dispatch Module can only be viewed by employees from that Revenue Center.*

The current date and time will now display on the utility as well as the length of time that the order has been at its current status (e.g., 2:00 minutes as Prep Done).

◆ **View Dispatched Orders**

The user can now view all dispatched orders by selecting the **[Dispatched Orders]** key on the main screen in the Delivery Dispatch Utility.



Note that the new Delivery Dispatch systems will contain the header “Delivery Orders” for the delivery orders area. Likewise, the takeout orders area will contain the header “Takeout Orders.” Legacy Delivery Dispatch systems, however, will contain the header “Open Orders” for the delivery order area.

An existing site wishing to use delivery and takeout orders should follow these steps to replace the “Open Orders” header with the “Delivery Orders” header:

1. Open the `\MICROS\RES\POS\BIN\DeliveryDispatch.Ing` file.

2. Locate the text **pnlConfigOrderHeader = Open Orders**.
3. Replace the **Open Orders** text with **Delivery Orders**.
4. Save all changes.

This will cause a window to appear listing all of the dispatched orders that have been assigned to drivers. This window can contain basic information about the order such as the customer's name, the address being delivered to, and the driver assigned to that order.

Dispatched Orders Count: 1
Dispatched Orders Value: \$20.33

GC#	Address	Phone	Dispatch Time	Promise Time	Exp Del Time	Driver	Value	Status
568	123 Main Stre	(443) 285-1	3:31 PM			Joe Driver	\$20.33	Dispatched

UNDISPATCH TRANSFER PAY CASH OPEN AND PAY CLOSE

From here the user can perform other operations such as:

- ◆ Transfer checks. Select the [**Transfer**] button to transfer the check to another driver. This will display a list of all other drivers available to dispatch the order to. Select a driver from the list and selecting the [**Transfer**] button will reassign the check to that driver.
- ◆ Undispatch a check. Select the [**Undispatch**] button will take an order from the driver and place it back onto the Delivery Order list.
- ◆ Pay a check. Select the [**Pay Cash**] key takes the selected order and processes it with a cash payment. For additional information see *Show Change Due* on page 124.


- ◆ Open a check and submit payment. Select the **[Open and Pay]** key allows the check to be opened for viewing and/or payment.

The Delivery Dispatch window will also display the Recent Delivery Time.

- ◆ **New Functions Built Into the Utility**

The user can now perform the following functions directly from the Delivery Dispatch Utility:

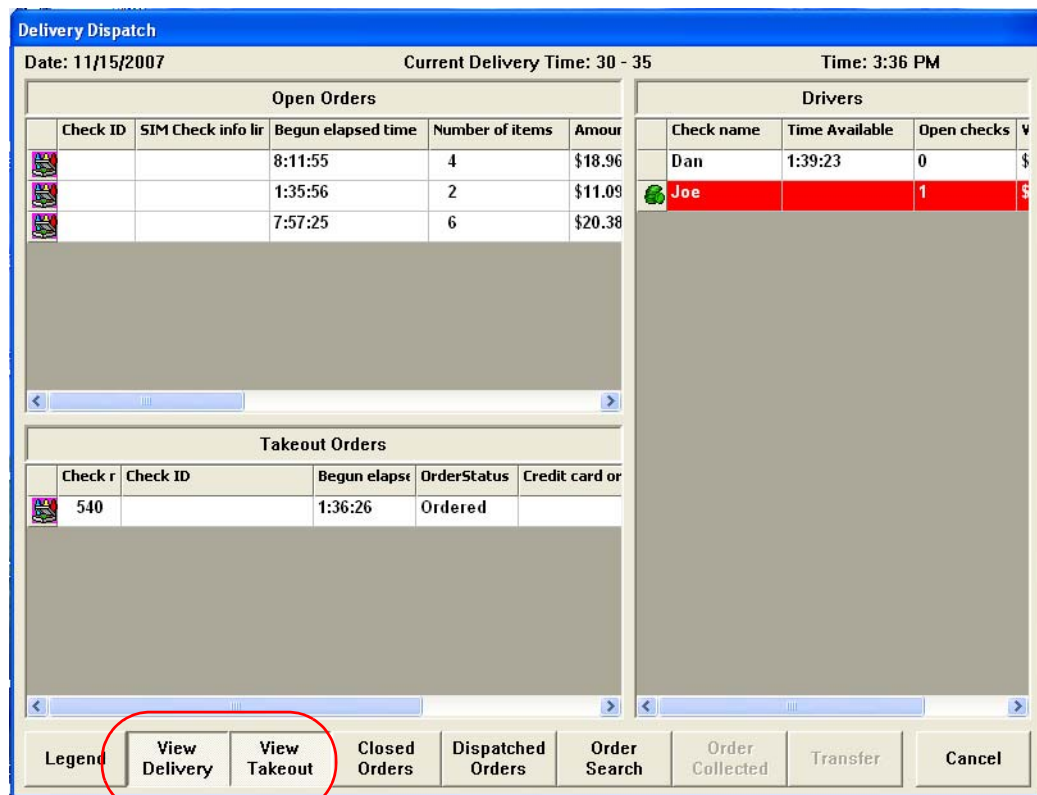
- ◆ Ability to open and pay checks directly from the Delivery Dispatch Utility.
- ◆ The Driver Details windows now provides the following built-in functionality:
 - ◆ Transfer checks. Select the **[Transfer]** button to transfer the check to another driver. This will display a list of all other drivers available to dispatch the order to. Select a driver from the list and selecting the **[Transfer]** button will reassign the check to that driver.
 - ◆ Undispatch a check. Select the **[Undispatch]** button will take an order from the driver and place it back onto the Delivery Order list.
 - ◆ Pay a check. Select the **[Pay Cash]** key takes the selected order and processes it with a cash payment. For additional information see *Show Change Due* on page 124.
 - ◆ Open a check and submit payment. Select the **[Open and Pay]** key allows the check to be opened for viewing and/or payment.
- ◆ Ability to drill down on a driver to see which checks are assigned to them. This can be done by double-clicking on a driver in the utility.
- ◆ The Driver Details window will show the total value for the order, the total amount tendered, and the total amount outstanding.

- ◆ A credit card icon  will denote orders associated with a credit card authorization. This allows the user to easily determine which orders are associated with credit card tenders.
- ◆ Closed checks cannot be cleared from the Delivery Order screen without transferring them to a driver. All delivery checks MUST be dispatched to a driver before being closed. If a check is closed before being dispatched it will continue to display in the Open Order window.
- ◆ Dialog boxes (e.g., Check Status, Collection Status) will display Promise Time, Promise Time Remaining, Order Value, and Total Due Information for the selected order.

◆ **Different Views for Takeout and Delivery Order Types**

The Takeout and the Delivery order types can be viewed separately or together. These order types can be configured separately to include/exclude information relevant to that order type.

To view the Takeout orders while in Delivery order view, select the **[View Takeout]** key. Once in takeout mode, the user can select the **[View Delivery]** key to toggle back to the delivery view. Select both keys to display all orders simultaneously.



Once a takeout order has been accepted by the customer, select the **[Order Collected]** key to identify that this order has been given to the customer.

◆ **Promise Time**

The promise time is an estimation of how long it will take for the customer to receive the order. This feature allows the operator to provide the customer with a more accurate calculation of when the order will be ready.

Promise time is calculated differently based on whether the order is for takeout or for delivery. Both delivery methods begin with an automatically-generated promise time. The automatically-generated promise time is calculated differently for takeout and delivery orders. In each case, the time is calculated down to 15 second increments.

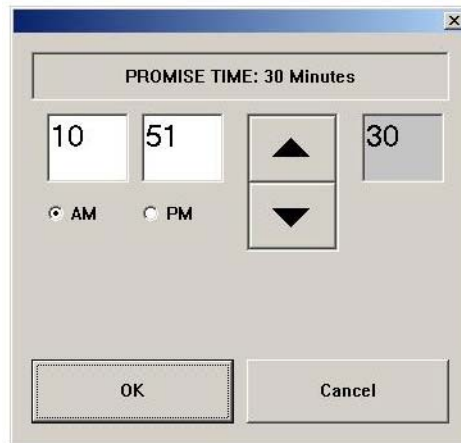
- ◆ Takeout orders are calculated using the expected preparation time. This is calculated by taking the menu item, including its condiments, that will take the longest time to prepare. The time calculation starts at the moment that the order is added in POS Operations.
- ◆ Delivery orders are calculated based on the expected preparation time and the expected drive time. As with takeout orders, the expected preparation time is calculated by taking the menu item, including its condiments, that will take the longest time to prepare. The drive time is the length of time it will take to drive from the restaurant to the delivery location.

Expected drive time is calculated based on the customer's address. Using GSS, the system attempts to locate the address in the system, and is then able to approximate how long it will take to drive to that location.

If the customer's address is not located in GSS, the system will match the address to a delivery zone to approximate drive time.

If neither the address, nor the delivery zone can be located, the system will use the **Delivery Time** configured on the *GSS / Delivery* form in POS Configurator (e.g., 30 minutes). This time will also be used if no customer is linked to the order in GSS, or if GSS is not enabled.

When the order is placed, the user can be prompted to confirm or to adjust the automatically generated promise time. An auto promise time will display in place of a user promise time until a user promise time is selected.



Note *Promise Time prompting is configured by tender by enabling the POS Configurator | Sales | Tender/Media | Tender | Prompt for Promise Time option.*

Once the user accepts the promise time by selecting [**Ok**], it is stored as the User Promise Time. This data is used for reporting purposes.

Both the promise time and the time remaining until the promise time has expired can display in the Delivery Dispatch module in POS Operations. The promise time as it displays is the user promise time. The promise time remaining is the difference between the user promise time and the current time. If the current time exceeds the user promise time, then the order is late.

Once menu item preparation is complete, the Prep Done Elapsed Time will display. This counts the time since the preparation was complete for the order.

Please note that GSS must be enabled in order for Promise Time to function (*POS Configurator / GSS / Restaurant / GSS Enabled*). For instructions on configuring this see the *Configuration* section beginning on page 117.

◆ **Preparation Time**

The preparation time provides the tools to estimate the amount of time before the kitchen should complete preparing the order. The time remaining until the order should be completed can also display in POS Operations in the Delivery Dispatch utility.

The module will calculate the make time by adding the Preparation Time to the Begun Time for the order. If configured, the make time will appear once the user accepts the promise time. At this time, the make time remaining will appear on the module. The make time will clear when expo is complete.

If no promise time is given, then the make time and the make time remaining will still display in Delivery Dispatch. The preparation done time will count up once preparation is complete.

The Make Time and the Make Time Remaining will both display as counter times (e.g., 6:30), indicating minutes as well as seconds.

If an item is voided, it will only affect the preparation time if either the total weight or the total quantity of matching items is greater than zero.

Instructions for adding the make time and the expected make time to the delivery dispatch display are provided in the *Configuration* section beginning on page 117.

◆ **Driver Availability**

The driver has the ability to mark themselves as available, or unavailable. This allows the system to consider assigning checks to available drivers without requiring the driver to close out their existing checks first.

Now, the driver can wait until the end of their shift before cashing out their checks, streamlining efficiency.

Once a driver is marked available, this information can be used to determine the approximate delivery time, particularly when the driver has taken more than one order on a single trip. This information will be used for reporting purposes.

The user can set themselves as available/ unavailable by selecting the appropriate touchscreen key. Follow these steps to add this key to a touchscreen:

1. Go to the *Devices / Touchscreen Designer* form and select the touchscreen to used for Delivery Sign-Ins.
2. Add a touchscreen button.
3. From the **Category** field select the *Function: Non-Sales* option.
4. From the **Function** field select the *Driver Available* option.
5. Use the Legend to assign a friendly descriptor (e.g., Available).
6. Save all changes.

◆ **Perform Driver to Driver Transfer**

The user can modify the dispatch status of an order as well as the driver currently assigned to the order through the Delivery Dispatch Module. A Driver-to-Driver transfer can be accomplished in the following ways. Please note that checks can only be transferred to drivers who are marked as available:

- ◆ Through the Driver Details window. Follow these steps to transfer a check using this method.
 1. Double-click on a Driver whose status is Out-of-Store to display a Dialog Box with a list of the checks currently assigned to that driver.

DRIVER DELIVERY DETAILS

Joe Driver Time Out 00:00:00
Exp Time In 00:00:00

Check #	Address	Promise Time	Exp Del Time	Value
8176	678 Main Street	00:00:00	00:00:00	\$14.13
8177	201 Gateway Drive	00:00:00	00:00:00	\$17.56

Total	\$31.69
Tendered	0.00
Amount Outstanding	\$31.69

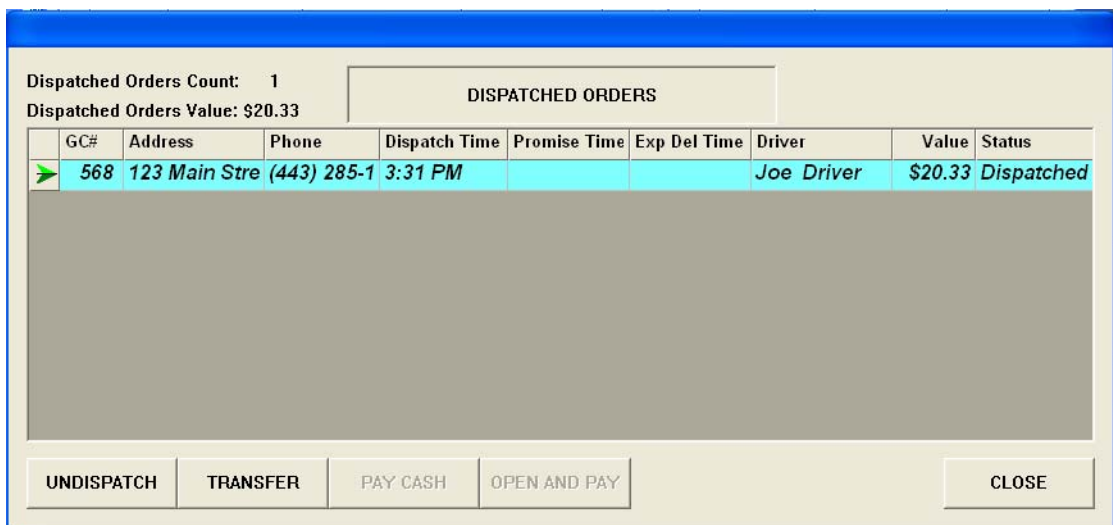
UNDISPATCH TRANSFER PAY CASH OPEN AND PAY CLOSE

2. Select the **[Transfer]** button to transfer the check to another driver. This will display a list of all other drivers available to dispatch the order to. Select a driver from the list and selecting the **[Transfer]** button will reassign the check to that driver.

Additionally, the user can perform the following operations from this window:

- Select the **[Undispatch]** button will take an order from the driver and place it back onto the Delivery Order list.
- Select the **[Pay Cash]** key takes the selected order and processes it with a cash payment.
- Select the **[Open and Pay]** key allows the check to be opened for viewing and/or payment.

- Select the [**Close**] key to return to the Delivery Dispatch Utility.
- ◆ Through the Dispatched Orders list. Follow these steps to transfer a check using this method
 1. From Delivery Dispatch Utility select the [**Dispatched Orders**] button.
 2. This will cause a list of all dispatched orders to appear.



3. Highlight the appropriate order that will be transferred.
4. Select the [**Transfer**] key. This will display a list of all other drivers available to dispatch the order to. Select a driver from the list and selecting the [**Transfer**] button will reassign the check to that driver.

Additionally, the user can perform the following operations from this window:

- Select the [**Undispatch**] button will take an order from the driver and place it back onto the Delivery Order list.
- Select the [**Pay Cash**] key takes the selected order and processes it with a cash payment.

- Select the **[Open and Pay]** key allows the check to be opened for viewing and/or payment.
- Select the **[Close]** key to return to the Delivery Dispatch Utility.

In order to use this functionality, the Assign checks to out-of-store drivers must be enabled (*Delivery Dispatch Configuration | Display Options*).

◆ **Order Search Feature**

The user now has the ability to search for specific orders within the Delivery Dispatch Module. The **[Order Search]** key is located at the bottom of the Delivery Dispatch Module. Enter the search criteria and select the **[Search]** key.

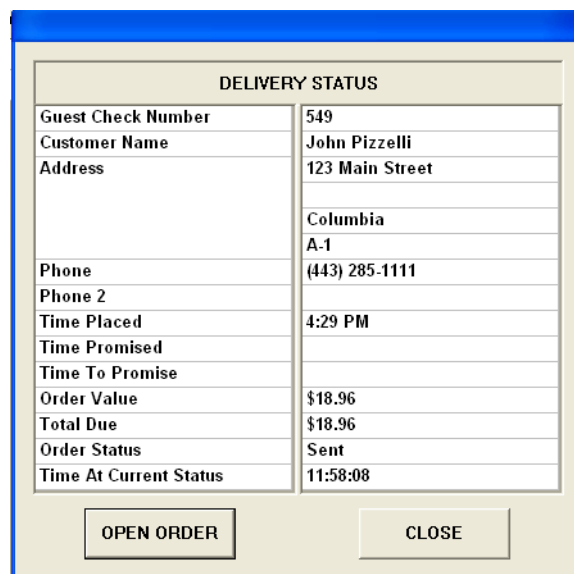
The screenshot shows a dialog box titled "SEARCH" with a light beige background and a blue border. It contains five input fields arranged vertically. The first field is labeled "Chk #" and contains the number "0". The second field is labeled "Phone #". The third field is labeled "Post Code". The fourth field is labeled "Address". The fifth field is labeled "Name" and contains the text "PIZZELLI". At the bottom of the dialog, there are two buttons: "SEARCH" on the left and "CLOSE" on the right.

Searching can be done using any of the following criteria:

- ◆ **Check Number.** The check number assigned in POS Operations.

- ◆ **Phone Number.** This input is compared without regard to non-numeric information. For example, the system would understand (123) 456-7899 to be the same number as 1234567899, and 123-456-7899. This allows data to be entered as quickly as possible.
- ◆ **Postal Code.** The customer's postal code as entered in GSS.
- ◆ **Address.** The customer's address as it was entered in GSS.
- ◆ **Customer Name.** The customer name as entered in GSS.

If a match is detected it will display as a pop-up window on top of the Delivery Dispatch Module. Searches will be performed among the Delivery, or the takeout order types. The heading at the top of the window (e.g., Delivery Status) will depend on the order type being searched.



The screenshot shows a pop-up window titled "DELIVERY STATUS" with a table of order information and two buttons at the bottom: "OPEN ORDER" and "CLOSE".

DELIVERY STATUS	
Guest Check Number	549
Customer Name	John Pizzelli
Address	123 Main Street
	Columbia
	A-1
Phone	(443) 285-1111
Phone 2	
Time Placed	4:29 PM
Time Promised	
Time To Promise	
Order Value	\$18.96
Total Due	\$18.96
Order Status	Sent
Time At Current Status	11:58:08

For more information see page 124.

When the Search button is pressed, the system will present the first matching record that it finds. For example, if searching for the customer name “Smith,” only the first record will appear. For this reason it is important to enter as much information as possible to yield the correct matching record.

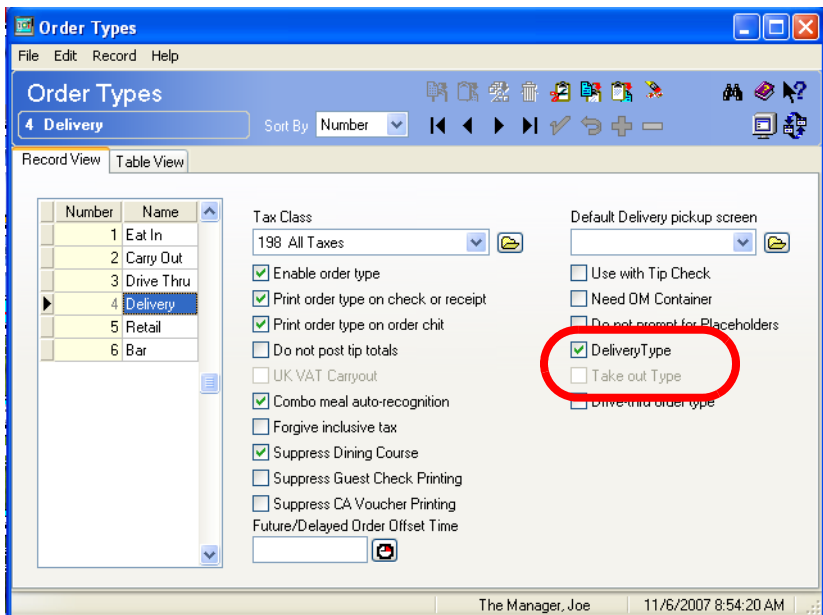
Configuration

Configuration for the Delivery Dispatch Module is performed in both POS Configurator and the Delivery Dispatch Configuration Utility.

◆ POS Configurator

The following options should be configured in POS Configurator.

- ◆ **GSS Enabled** (*POS Configurator / GSS / GSS Restaurant*). The user must enable this option to display the Promise Time.
- ◆ **Delivery Type** (*POS Configurator / System / Order Types*). This option will identify the selected order type is associated with delivery operations.



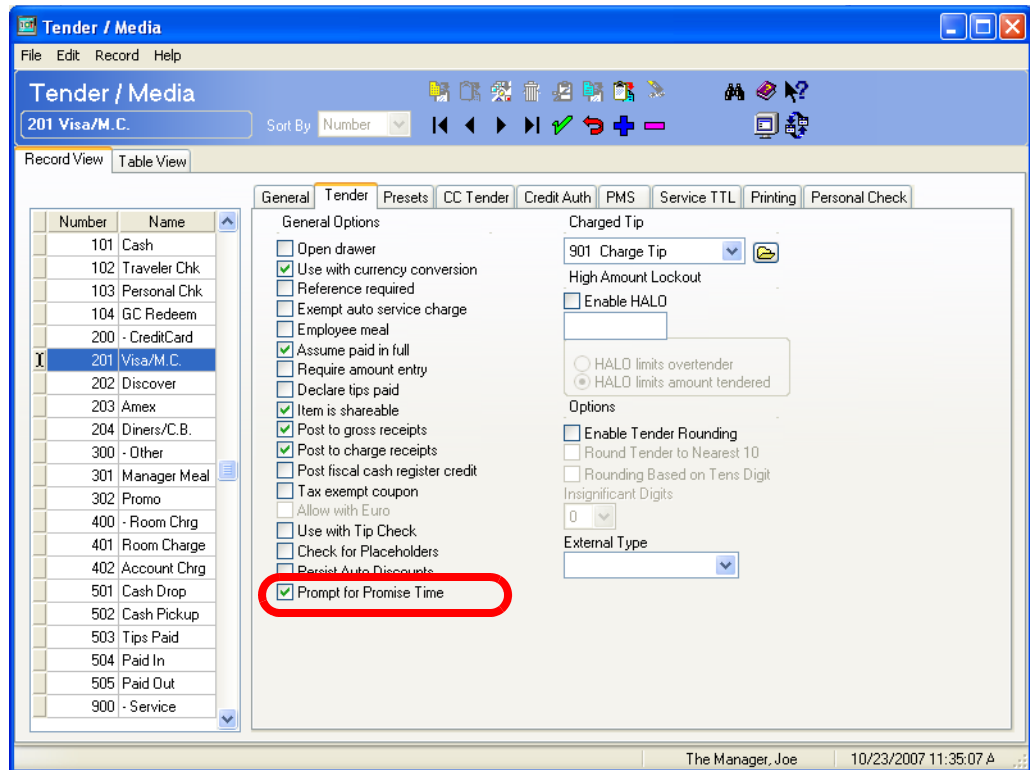
Having this option bit selected allows the **Prompt for Promise Time** option (*Sales / Tender/Media / Tender*) to work with this order type. This option will also incorporate the drive time into the total promise time calculation for deliveries. Additionally, this option allows the order to display in the Delivery Order Area.

- ◆ **Take Out Type** (*POS Configurator / System / Order Types*). This option will identify the selected order type is associated with takeout operations.

Having this option bit selected allows the **Prompt for Promise Time** option (*Sales / Tender/Media / Tender*) to work with this order type.

Additionally, this option allows the order to display in the Collection Order Area.

- ◆ In order to prompt the operator for the Promise Time, the **Prompt for Promise Time** (*Sales / Tender/Media / Tender*) must also be configured for all applicable tenders. When enabled, a prompt will appear requesting a promise time for customer orders.



This option will only affect order types that have either the **Take out Type** or the **Delivery Type** options enabled on the *System / Order Types* form.

- ◆ **Delivery Dispatch Configuration Utility**

The following options have been added to support enhancements to the Delivery Dispatch module. POS Operations will have to be restarted in order for configuration changes to go into effect.

Note that any of the display field text (e.g., Promise Time, Order Status) is configurable, so that the user can control the text that displays in the column headers. To edit the text, select any of the columns on any of the forms and enter the desired changes.

- ◆ **Order Status** (*Delivery Dispatch Configurator / Display Fields*). This new column will display the status of the order (e.g. Prep Done). This allows the user to quick track where the order is in the preparation and delivery process.

Select the column to edit the text as desired.

The screenshot shows the 'Configure Delivery Display' window. It features two data tables at the top: 'Open Orders' and 'Drivers'. The 'Open Orders' table has columns for 'Prep don', 'SIM Chec', 'SIM Check in', 'SIM Chec', 'SIM Chec', 'SIM Chec', and 'OrderSta'. The 'Drivers' table has columns for 'Check name', 'Time Available', 'Open checks', and '\$'. Below the tables are configuration tabs: 'Display Fields', 'Display Info Lines', 'Display Options', and 'Order Types'. The 'Display Fields' tab is active, showing 'Order Fields To Display' and 'Driver Fields To Display' sections. The 'Order Fields To Display' section includes checkboxes for 'Check number', 'Check ID', 'Amount', 'Number of items', 'Begun time', 'Begun elapsed time', 'Prep done elapsed time', 'Credit card order', 'Order Type', and 'OrderStatus'. The 'Driver Fields To Display' section includes checkboxes for 'Last name', 'First name', 'Check name', 'Time in', 'Time out', 'Time Available', 'Open checks', 'Value of orders', and 'DriverTimeDueBack'. A vertical slider is positioned between the two sections, with values 200, 450, and 100. At the bottom, there are buttons for 'Legend', 'View Delivery', 'View Takeout', 'OK', and 'Cancel'. Red arrows point from the text 'Select the column to edit the text as desired.' to the 'OrderStatus' checkbox and the 'OrderSta' column header in the 'Open Orders' table.

- ◆ **Promise Time and Promise Time Remaining** (*Delivery Dispatch Configurator / Display Fields*). Enable these fields to display the Promise Time and the Promise Time Remaining on the Delivery Dispatch Module in POS Operations. The promise time remaining will count down the amount of time left to meet the promise time quoted to the customer.

The screenshot shows the 'Configure Delivery Display' window. It features two tables at the top: 'Open Orders' and 'Drivers'. Below these are configuration tabs: 'Display Fields', 'Display Info Lines', 'Display Options', and 'Order Types'. The 'Display Fields' tab is active, showing 'Order Fields To Display' and 'Driver Fields To Display' sections. In the 'Order Fields To Display' section, 'PromiseTime' and 'PromiseTimeRemaining' are checked and circled in red. In the 'Driver Fields To Display' section, 'Time Available' and 'Open checks' are checked. A vertical slider is visible between the two sections, with values 200, 450, and 100. At the bottom, there are buttons for 'Legend', 'View Delivery', 'View Takeout', 'OK', and 'Cancel'.

Open Orders						
	Amount	Credit card order	Order Ty	SIM Chec	PromiseT	PromiseT
	\$100.01		1	Chk 3; C		
	\$200.02		2	Chk 6; C		
	\$300.0		3	Chk 9;		
	\$400.04		4	Chk 12; C		

Drivers			
Check name	Time Available	Open checks	V
First 1 Last 1	00:00	5	\$
First 2 Last 2		10	\$
First 3 Last 3		15	\$

Order Fields To Display

- Check number
- Check ID
- Amount
- Number of items
- Begun time
- Begun elapsed time
- Prep done elapsed time
- Credit card order
- Order Type
- OrderStatus
- PromiseTime
- PromiseTimeRemaining
- MakeTime
- MakeTimeRemaining

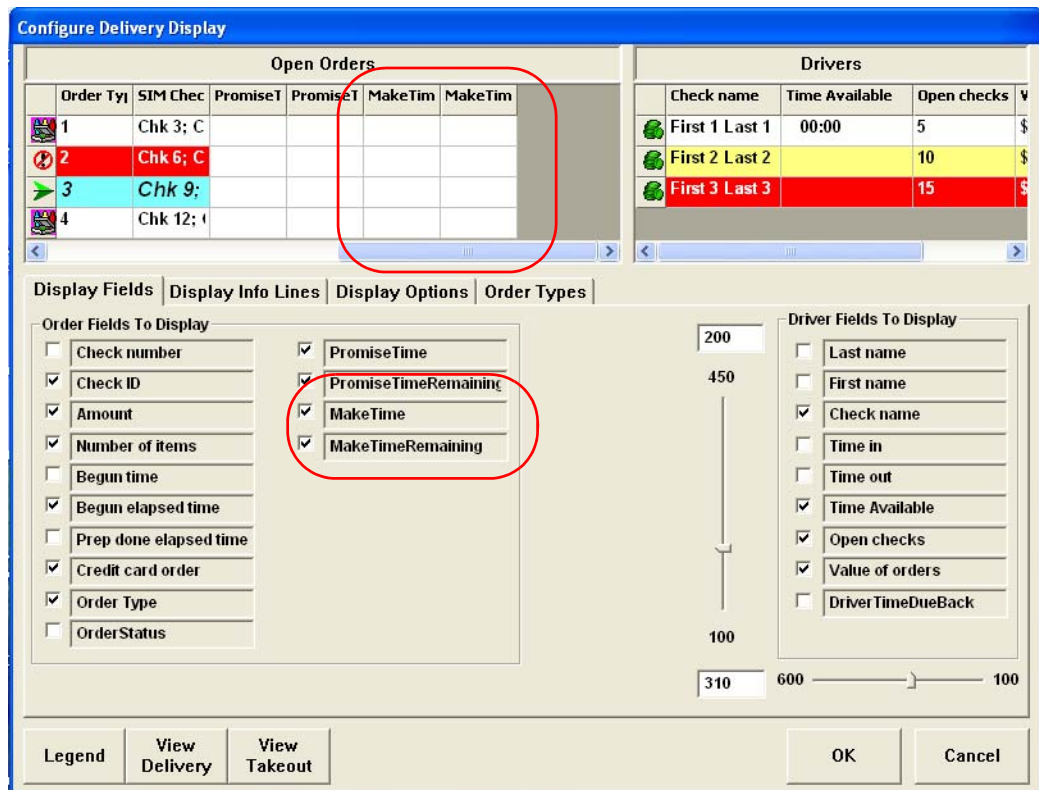
Driver Fields To Display

- Last name
- First name
- Check name
- Time in
- Time out
- Time Available
- Open checks
- Value of orders
- DriverTimeDueBack

The Promise Time Remaining will turn red and reflect a negative number when the time expires.

Please note that GSS must be enabled in order for Promise Time to function (*POS Configurator / GSS / Restaurant / GSS Enabled*).

- ◆ **Make Time and Make Time Remaining** (*Delivery Dispatch Configurator / Display Fields*). Enable these fields to display the Make Time and the Make Time Remaining on the Delivery Dispatch Module in POS Operations. The make time remaining will count down the amount of time left to finish preparing the order.



- ◆ **Configure SIM Check Info and GSS Info Lines** (*Start / Programs / Delivery Dispatch Configurator / Display Info Lines*). Enable the check boxes next to all of the applicable SIM and GSS Info lines that should appear on both takeout and delivery orders. The presence of check boxes allows the user to include or exclude data as best fits their operation.

Select the info line(s) and edit the text, if desired

The screenshot shows the 'Configure Delivery Display' window. At the top, there are two tables: 'Open Orders' and 'Drivers'. Below these are tabs for 'Display Fields', 'Display Info Lines', 'Display Options', and 'Order Types'. The 'Display Info Lines' tab is active, showing two columns of checkboxes for 'SIM Check Info Lines To Display' and 'GSS Info Lines To Display'. A red arrow points to the checkbox for 'SIM Check info line 5', which is checked. Below the checkboxes is a 'Delivery Zone Info Line' dropdown menu set to 'SIM Check info line 5'. At the bottom, there are buttons for 'Legend', 'View Delivery', 'View Takeout', 'OK', and 'Cancel'.

Open Orders					Drivers			
Check ID	SIM Check info line	Begin elapsed time	Number of items	Amount	Check name	Time Available	Open checks	Value
Check ID	Chk 3; Chk Info	00:00	4	\$100.0	First 1 Last 1	00:00	5	\$
Check ID	Chk 6; Chk Info	00:00	8	\$200.0	First 2 Last 2		10	\$
Check ID	Chk 9; Chk Info	00:00	12	\$300.0	First 3 Last 3		15	\$
Check ID	Chk 12; Chk Info	00:00	16	\$400.0				

These fields can be used to represent items such as customer name, address, and delivery zone.

Select the **[View Delivery]** and the **[View Takeout]** buttons to toggle between the different ordering options.

- ◆ **Show Change Due** (*Delivery Dispatch Configurator / Display Options*). Enable this option to display the amount of change due to the customer for the selected order. Configure this option separately for Delivery and Takeout orders.

The screenshot shows the 'Configure Delivery Display' window. At the top, there are two tables: 'Open Orders' and 'Drivers'. Below these are tabs for 'Display Fields', 'Display Info Lines', 'Display Options', 'Order Types', and 'Info Lines Mapping'. The 'Display Options' tab is active, showing 'Order Options' and 'Driver Options' sections. In the 'Driver Options' section, the 'Show Change Due' checkbox is highlighted with a red circle.

Open Orders					Drivers				
Check ID	SIM Check info	lir	Begun elapsed time	Number of items	Amount	Check name	Time Available	Open checks	V
Check ID	Chk 3; Chk Info		00:11	4	\$100.0	First 1 Last 1	00:11	5	\$
Check ID	Chk 6; Chk Info		00:11	8	\$200.0	First 2 Last 2		10	\$
Check	Chk 9; Chk Ir		00:11	12	\$300	First 3 Last 3		15	\$
Check ID	Chk 12; Chk Info		00:11	16	\$400.0				

Display Options

Order Options

Color Font: Aa Ff Selected Row, Aa Ff Non-Transferrable

Credit Card Indicator:

Use Enhanced Delivery Logic

Show Change Due

Driver Options

Color Font: Aa Ff In Store, Aa Ff Out of Store, Aa Ff Overdue

Overdue Time: 35 Min.

Assign checks to out-of-store drivers

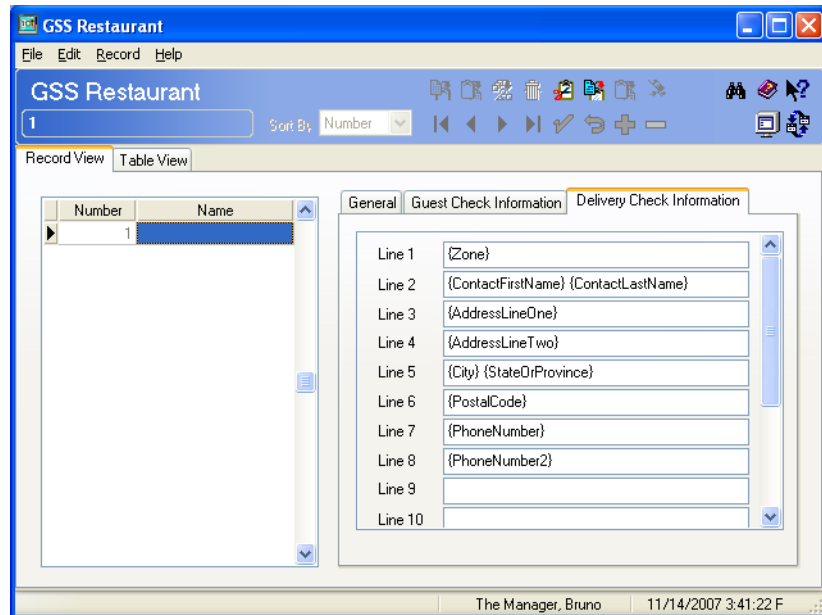
Show Change Due

- ◆ **Info Lines Mapping** (*Delivery Dispatch Configurator / Info Lines Mapping*). The 8 fields listed on this form are hard coded and cannot be changed. In order for the correct information to display in the Order Search window, you must match the correct hard coded info line field (displayed on the left of the form) with the correct GSS Info line from the associated drop down box.

Configure Delivery Display

Open Orders					Drivers		
Check ID	SIM Check info line	Begun elapsed time	Number of items	Amount	Check name	Time Available	Open checks
Check ID	Chk 3; Chk Info		4	\$100.0	First 1 Last 1	5	\$
Check ID	Chk 6; Chk Info		8	\$200.0	First 2 Last 2	10	\$
Check ID	Chk 9; Chk Info		12	\$300.0	First 3 Last 3	15	\$
Check ID	Chk 12; Chk Info		16	\$400.0			

The GSS Info line information is configured on the *POS Configurator / GSS / Restaurant / Delivery Check Information* tab.



For example, if the **Line 1** is configured to be the *Zone*, then the *Delivery Dispatch / Info Lines Mapping / Delivery Zone* field needs to be linked to **GSS Info Line 1**.

New Report: RVC Delivery Speed of Service

To provide additional information regarding a site's takeout and delivery operation, RES has added the **RVC Delivery Speed of Service** Report.

Run the Report

The **RVC Delivery Speed of Service** Report is an RVC Time Period Report and can be found in the `\Micros\RES\Pos\Reports` folder.

Follow these steps if running this report using Autosequences and Reports:

1. Go to *Reports* tab and select the **Time Period** key.
2. Select the **RVC Delivery Speed of Service** report and click [Next].

3. The user will be prompted to configure the following parameters for the report:

The screenshot shows a software window titled "MICROS Autosequences and Reports". The window has a menu bar with "File" and "Help". Below the menu bar is a title bar "Autosequences and Reports" with an "Exit" button. The main content area is titled "RVC Delivery Speed Of Service" and contains three rows of configuration options, each with a "From" and "To" column. The "Business Date" row shows "9/17/2007" for both. The "Revenue Center" row shows "Restaurant" for "From" and "Drive Thru" for "To". The "Time Period" row shows "Breakfast" for "From" and "Complete Day" for "To". At the bottom of the window are buttons for "Previous", "Next", "Preview", and "Print". The status bar at the very bottom displays "Starting Revenue Center", "Joe The Manager", and "9/18/2007 2:03:29 PM".

- ◆ **Business Date.** Use the drop-down boxes to indicate the date range that should be included in the report.
 - ◆ **Revenue Center.** Use the drop-down boxes to indicate the breadth of Revenue Centers that should be included in the report.
 - ◆ **Time Period.** Use the drop-down boxes to indicate the time periods that should be included in the report.
4. When finished click [**Preview**] to display the report.

◆ **RVC Delivery Speed of Service**

This report provides a detailed breakdown of the speed of service for a specified business date, time, and revenue center. Data is available for all aspects of the ordering process, including promise time and dispatch time and well as averages. Data is provided for all drivers working during the specified period of time.

Delivery Speed Of Service														
Micros Cafe - Micros Cafe										Bruno The Manager				
From : 09/14/2007		To : 09/14/2007		Printed on Friday, September 14, 2007 - 4:41 PM										
Delivery Grp	ClkOpen	Order Time	SellTo Start	Start To Done	Done To Expo	Kitchen TotalTime	Wait Time	Travel Time	Dispatched Time	User Promise	System Promise	Delivery Time	Total Clk Flag	
Friday, September 14, 2007														
3 - Delivery														
2 - Lunch														
4 - Delivery														
351 - Dan Driver														
8173	1	4:29 PM	0:06	1:21	0:02	1:23	0:04	10:00	2:00	5:00	5:00	3:00	12:00
Pizzelli, John (443) 285-1111														
8174	1	4:29 PM	0:07	1:10	0:02	1:12	0:01	10:00	1:00	5:00	5:00	5:00	12:00
Howard, Stan (443) 285-3333														
8175	1	4:29 PM	0:31	0:28	0:02	0:30	-0:02	10:00	1:00	6:00	6:00	6:00	11:00 L
Jones, Howard (443) 285-4444														
4 - Delivery Avg: 0:15 0:60 0:02 1:02 10:00 5:00 5:00 5:00														
2 - Lunch Avg: 0:15 0:60 0:02 1:02 10:00 5:00 5:00 5:00														

Dispatch Times				Promise Times			
2 - Lunch				2 - Lunch			
<=18 mins:	3	100.00 %	3 100.00 %	Promise Time	Number Orders	On Time	Late
Total:	3			5	3	2 67 %	1 33 %
					3.00	2.00 67 %	1.00 33 %

This report provides all of the tools necessary to scrutinize a site's takeout and delivery service times including the following service times:

- ◆ **Check Open.** The time that the check was started. This time begins when the first item is rung.

- ◆ **Order Time.** The length of time that it took the operator to ring the order. This time begins with the first item rung and ends after the final item is rung.
- ◆ **Kitchen Time.** Time from the end of the last item rung to the time when all preparation and expo are done. This time is broken into three components:
 - ◆ **Sent to Start.** Starts after the last item is rung on the check and ends when the first item is started in the kitchen.
 - ◆ **Start to Prep Done.** Begins when the first item is started in the kitchen and ends when all of the prep is complete.
 - ◆ **All Prep Done to Expo Done.** Begins when the prep is complete on the final item and ends when expo is done.
- ◆ **Wait Time.** Starts when all prep and expo are done and ends when the order is dispatched to a driver for delivery.
- ◆ **Travel Time.** Starts when the item is dispatched for delivery to when the driver is again available for other deliveries.
- ◆ **Dispatched Time.** The time from when the check is service totalled to when it is transferred to the driver.
- ◆ **User Promise Time.** This is the promise time quoted to the customer.
- ◆ **System Promise Time.** This is the promise time recommended by the system. This may or may not be the promise time quoted to the customer.
- ◆ **Delivery Time.** The estimated time when the order was delivered to the customer. Delivery Time is estimated when the driver takes more than one order during a single trip.
- ◆ **Total Check Time.** The duration of time from when the first item was rung to when the driver closed the check.

- ◆ **Flags.** Contains additional information regarding this order. If applicable, one of the following flags may be listed:
 - ◆ **L.** The order was delivered late.
 - ◆ **U.** The order was undispached from a driver and then dispatched again.

Discount Enhancements

Discounting in RES has been significantly enhanced to simplify the way that discounts are applied to the check and to provide additional flexibility when using discounts.

Traditionally, discounts are manually applied to the check by selecting a **Discount** key. This method relies heavily on the operator to apply the discount at the appropriate time.

Enhancements to the discounting feature broaden the scope of how discounts may be used while minimizing the amount a site relies on the operator. With this release, RES has incorporated the following discounting enhancements:

- ◆ Automatic discounting. The system can automatically apply a discount to the check when appropriate, with no input required from the operator.
- ◆ Manually Enabled Automatic discounting. The user can manually enable a discount by pressing the **Discount** key at any point during the transaction, and the system will automatically apply the discount when the appropriate menu item(s) are added to the check.
- ◆ Several new discount types are now supported. This accounts for many discount scenarios including Buy One Get One Free. For more information see the *Discount Styles* section beginning on page 133.
- ◆ Best possible deal calculation. When multiple discounts are possible, POS Operations will apply discounts in an order that will give the customer the best deal financially.
- ◆ Discounts effective by time period. The user can now program discounts to become active or inactive based on the time period. For example, Happy Hour pricing can be automatically activated between the hours of 4pm and 6pm Monday through Friday.

Legacy discount functionality is still supported. If a site upgrades without configuring new discount functionality, then legacy discounts will continue to operate as in previous releases.

A site may continue to use legacy discounts concurrently with new discount functionality.

Terminology

The following terms are relevant to a discussion of the discounting feature:

- ◆ **Activation Type.** The method used to apply the discount to the check. Discount types include automatic, manually enabled automatic, and manual.
- ◆ **Awards.** An award is a menu item that is given at a discounted price when a trigger menu item is added to the check. For example, if the discount is buy 2 entrees and receive an appetizer free, then the awarded menu item is the appetizer.

Awarded items must be added manually by the operator. The system will not add the awarded items to the check automatically.

The trigger and award menu item may, or may not be the same.

- ◆ **BOGO (Buy-One-Get-One).** A discount scenario that offers the customer a discounted item or a free item when another item is purchased. The discount requires that an initial purchase is made and that a second item is added to the check.
- ◆ **Discount Itemizers.** The RES legacy method of associating menu items with discounts. Menu item(s) are assigned to discount itemizer(s), and then those itemizer(s) are enabled or disabled for specific discounts. This functionality still exists in RES.
- ◆ **Exclusivity.** When two discounts are exclusive to one another, they cannot both be applied at the same time. There are two types of exclusivity, item and transactional. Item exclusivity indicates that the two discounts cannot both be applied toward the same menu item. Transactional exclusivity indicates that two discounts cannot be applied on the same check.

Exclusivity is defined by exclusivity group.

- ◆ **Menu Item Sets.** A collection of menu items that may be affected by a discount. Menu item sets can be configured to include or exclude Major Groups, Family Groups, Menu Items, Discount Itemizers, or all of these items. Menu item sets are programmed on the *Sales / Menu Item Sets* form in POS Configurator.
- ◆ **Trigger Items.** A trigger is a menu item set that activates the automatic, or manually enabled automatic discount when it is added to the check. Discounts are determined by trigger item, awards, or both.

Caveat

Discounts will only apply to items added to the guest check. At this time, this feature cannot add menu items to the check when trigger items are purchased.

Discount Functionality

This section describes key concepts in understanding the enhancements to the discount feature. To provide a good background in discount functionality, this section has been divided as follows:

- ◆ Display
- ◆ Types
- ◆ Discount Types
- ◆ Best Deal Calculation
- ◆ Priorities
- ◆ Effectivity
- ◆ Exclusivity

MICROS recommends that you read this section before programming or using the new discount features.

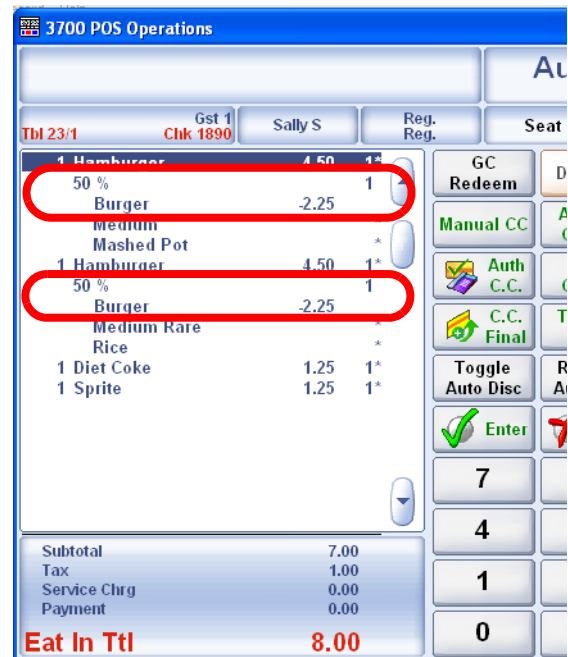
◆ **Display**

As in the past, when a discount is applied to a check it will appear as a separate line item. Depending on how the discount is applied to the check, the discount will either appear automatically or after the operator manually applies a discount.

The total amount at the bottom of the check will adjust as discounts are added and removed. If an item that activated a discount is voided, then the check will automatically adjust to reflect the change.

For example, if using a discount that with the purchase of an appetizer, a desert can be purchased at 50% off. Table A orders 2 appetizers and 2 desserts. When they receive the appetizers they decide to send one back. In this situation the check will automatically adjust to charge full price for the second dessert.

The user can configure where the discount appears on the check. Use the **Touch Item** option on the *Sales / Discounts / Discount* tab to determine how a discount will display in relation to the menu item(s) that it modifies. This option is only available if the **Item Discount** option (*Discounts / Discount*) is also enabled. The Touch Item option affects all discounts.



When the Touch Item option is enabled, the discounted amount will appear below the menu item(s) that activated the discount.

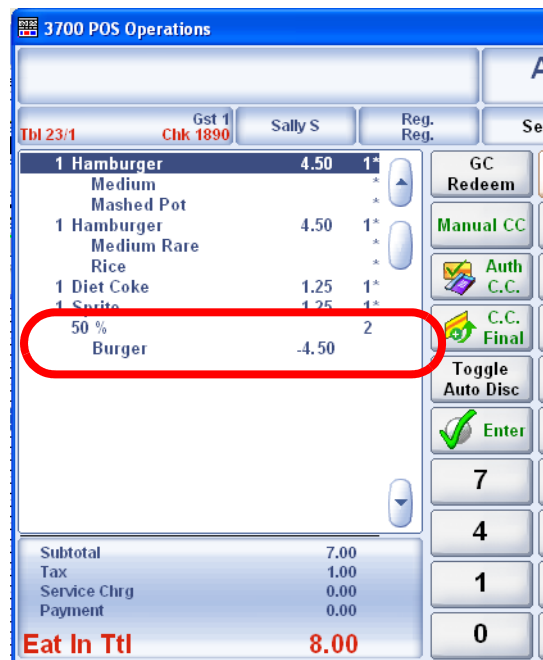
Note *Options on the Sales / Discount / Discount form will be grayed out until an option on this form is enabled. Once any option is enabled, all options will become available. After the form is saved all options will become grayed out again.*

In the example, a 50% discount was applied to both the Hamburgers on the check.

If the Item Discount and the Touch Item discount options are disabled, and a manual discount is applied, then the discount will only apply to the last item on the check.

If the Item Discount and the Touch Item discount options are disabled, and a automatic discount is applied, then the discount will apply to the relevant menu items.

In the example, the discount is applied to the Hamburgers, but appears at the bottom of the check.



Individual line item discounts on the check can be highlighted if the discount is added manually. Automatic discounts cannot be selected.

To void a manual discount, highlight the discount and void it by selecting the **[Void]** key. To un-select the item touch the discount line item again.

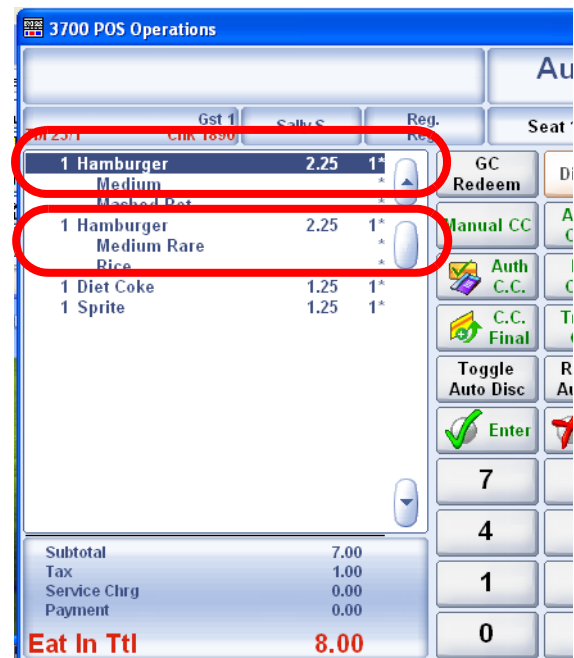
Automatic discounts can be removed from the check by selecting either the Toggle Automatic Discounts key or the Remove Automatic Discounts key. Turning off automatic discounting will remove all automatically and manually applied automatic discounts from the guest check.

Discount Integrated into Menu Item Price

The menu item may be configured to reflect the discounted price in the menu item without showing how much was subtracted.

If enabled, there is no way to determine by viewing the check that a discount was applied, aside from the lowered price.

In the example on the right, the regular price for a Hamburger Sandwich is \$4.50. In this case a 50% discount is applied to the price. The price is then lowered to represent the discounted price.



To enable this feature select the **Subtract from MI Price** option on the *Sales / Discounts / Rule Setup* tab.

Seat Filtering

Seat filtering allows the user to display only the menu items and their associated totals that apply to specific seat(s). When this feature is enabled, only the discounts related to the filtered seat(s) will display. After a seat has been filtered, the user may also print a memo check, which will only include the transaction detail for the filtered seat(s).

If seat filtering is enabled, and the trigger items for a discount are spread across multiple seats, then the discount will not appear unless both seats are defined in the seat filter. As a result, some discounts may be lost when printing a memo check.

For example, suppose that a server uses the seat filtering for Table A. The restaurant is running a promotional discount, if you purchase 2 appetizers, you will receive \$5.00 off of your total check. At Table A, the customers located in seats 1 and 2 each order an appetizer. Although Table A qualifies for the \$5.00 discount, it will not appear on the memo receipts unless both seats 1 and 2 are present in the same seat filter.

- ◆ **Types**

The activation type indicates how the discount is applied to the guest check. Traditionally, discounts are entered manually by the operator. Now, discounts may be programmed in a variety of ways to suit the needs of the restaurant.

In addition to the traditional manual activation type, RES introduces automatic, and manually applied automatic discount activation types. All discounts must be fully configured in POS Configurator.

Manual Discounts

Legacy discount behavior requires that the server select the appropriate discount and apply it to the guest check.

Traditionally, this has included the following discount types:

- ◆ **Preset Dollar.** A pre-set currency value (e.g., \$1.00) applied against the price of item(s) or the guest check.
- ◆ **Open Dollar.** A currency value entered by the operator when prompted for the discounted amount.
- ◆ **Preset Percentage.** A pre-set percentage value (e.g., 15%) applied against the price of item(s) or the guest check.
- ◆ **Open Percentage.** A percentage entered by the operator when prompted for the discounted amount.

Manual discounts will only take effect if added to the check after the applicable menu item is added. This system relies on the operator to determine when the discount applies. In many cases, applying a discount will also require manager authorization.

If the discount is removed, the check will be adjusted automatically.

[Splitting Checks with Manual Discounts Applied](#)

As in the past, when a check is split and a manual discount is applied, the discount will be split across all checks.

[Automatic Discounts](#)

This new activation type enables the system to automatically recognize when a discount is applicable. This category includes both automatic, and manually enabled automatic discounts.

An automatic discount will only be applied to the check if the following criteria are met:

- ◆ The items rung on the check are linked in POS Configurator to the discount being applied.
- ◆ The discount represent the best deal for the customer. If multiple exclusive discounts are applied to a check, only the one that delivers the best deal to the customer will be applied.

When using the automatic discounting feature, the user may select a preset percentage or associated dollar amount.

How Automatic Discounts Work

After each menu item is added to the guest check, POS Operations will remove any existing automatic discounts, and re-calculate new automatic discounts.

Automatic Discount Types

The following automatic discount types can be applied to a guest check:

- ◆ **Manually Enabled Automatic Discount.** This discount type is entered manually by the operator, however, the system automatically determines when and if the discount should be applied to the check. This discount type can be entered at any time on the open guest check, but will not be applied until the trigger and award items (if applicable) are added. This functionality differs from manual discounts, where the discount must be applied to a menu item already present on the check.

Quantities are not supported with this feature, each discount must be entered individually. For example, the operator cannot select a quantity of 2, and then select a discount. In this scenario, the discount must be selected 2 times.

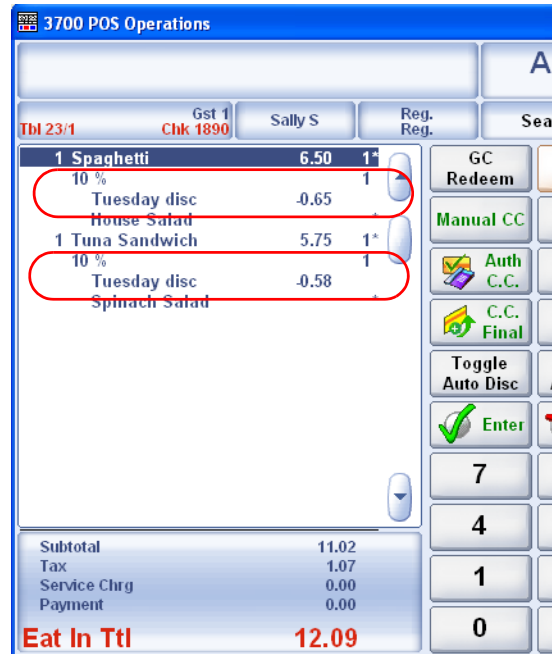
When a manually enabled automatic discount is rung, the Last Entry area of the screen will display the discount name along with the price \$0.00.

- ◆ **Automatic Discount.** An automatic discount is added to the check and applied by the system, not the operator. Once the system examines the check and determines that the trigger and award menu item (if applicable) has been entered, the discount will automatically apply itself.

Once added to the check, an automatic discount cannot be touch voided. These discounts can be voided by selecting the [**Remove Auto Discounts**] key or by turning off automatic discounting.

For example, the Mike Rose Cafe offers a 10% off discount on Tuesdays to all customers. The restaurant has configured this discount to be enabled automatically. Therefore, this discount is applied to all applicable checks at the start of each transaction.

The discount is applied to each menu item as it is added to the check.



Selecting the [**Remove Automatic Discounts**] key or the [**Toggle Automatic Discounts**] key will remove all automatically applied discounts from the check. The total amount is adjusted accordingly.

An automatic discount type cannot be configured as an open discount.



Employee Privileges and Automatic Discounts

The type of automatic discount used will determine whether employee privilege levels are applicable. A manually enabled automatic discount can be configured as an employee privileged operation when an automatic discount does not take employee privileges into account.

As in the past, manual discounts can be configured as an employee privileged operation.

For information on configuring employee privileges see the *Configuring Discounts / Add a Discount* section beginning on page 159.

Persist Auto Discounts

If the **Persist Auto Discounts** option (*Tender/Media | Tender*) is enabled, automatic discounts cannot be altered after they are added to the check. Once applied to the check, automatic discounts can only be removed by toggling Off the Automatic Discounting button.

When this option is disabled for automatic discounting, the amount discounted could potentially change each time that the check is service totalled. A situation could arise where the check is service totaled and given to the customer. Before the server returns with payment, additional items are added to the check. When the server views the check they discover that the automatic discounts have changed.

This feature does not affect manual discounting behavior.

Once the discount is persisted, the following operations are not permitted on the guest check:

- ◆ Voids
- ◆ Splitting Checks
- ◆ Editing Checks (e.g., edit seats)
- ◆ Adding Checks
- ◆ Combo Meal Editing (e.g., substitutions, resizing, selecting the combo key and autocombo recognition)

- ◆ Editing Ordering Module Items
- ◆ Seat Filtering

Attempting to split a check after discounts are persisted will generate the following error message:

Not Allowed - Must Remove Automatic Discounts

To split a check after automatic discounts are persisted, the operator must perform the following steps:

1. Pick up the check.
2. Remove Automatic Discounts.
3. Service Total the check.
4. Pick the check back up and split the check. Once the check is split successfully the operator can re-apply automatic discounts.

Automatic discounts will be rendered inactive if a check with Persist Auto Discounts enabled is service totalled, and then it is picked back up. All trigger items added to the check after this point will not register their associated automatic discounts. To reactivate automatic discounts, the user must toggle On the Automatic Discounting key.

Splitting Checks with Automatic Discounts Applied

Automatic and manually enabled automatic discounts are affected differently when a check is split.

Splitting a check with automatic discounts applied will apply the discount (when appropriate) to the original check as well as to the new checks. The open check SLU will display the checks discounted total.

Applying a manually enabled automatic discount type and then splitting the check will not split the discount. The original check will retain the discount. The newly created check will not have any discounts applied. To discount the new check, apply the manually enabled automatic discount.

Discount Types

Restaurants take a varied approach to implementing discounts. Discounts can be used to promote particular menu items, to encourage customers to patronize the restaurant, or to reward customers for their patronage.

The type of discount implemented will depend largely on the goal of the restaurant. A single restaurant also has the flexibility of implementing multiple types of discounts simultaneously.

For this reason, RES now supports several discounting scenarios. Each discount style can be applied to the check using any of the activation types (e.g., manual, and automatic).

The following discount types are supported:

- ◆ **Sales Prices.** The discount is applied directly to the selected menu item(s). This can also be referred to as a sale price for that item. For example, 25% off all alcoholic drinks.

These automatic discounts will be applied before any other automatic discounts.

- ◆ **Item Price Substitution.** The menu item's price is discounted. For example, all Hamburgers are \$2.00 off.

Item Price Substitution can also be used for a discount that requires a quantity of items to be ordered in order to receive the discount. In these cases, both the trigger and award menu item is the same. For example, if three burgers are ordered, they are each 20% off.

- ◆ **Quantity Threshold.** This discount type is ideal for BOGO scenarios that require a quantity of menu items to be ordered to activate the discount. The discount can be configured to include free menu items.

In these cases, the trigger and the award menu items are typically different. For example, buy two entrees and receive an appetizer for free.

If the trigger and award menu items are the same, then this discount type will operate in the same way as an Item Price Substitution.

- ◆ **Total Price Threshold.** This discount type is ideal for BOGO scenarios that require that a price threshold of menu items be reached to activate the discount. The discount may be configured to include free menu items.

In these cases, the trigger and the award menu items can be different. For example, receive 15% off of a purchase of \$50.00 or higher.

- ◆ **Combination Pricing.** Used to discount a combination of menu items. In order for the discount to be applied, a single item from each of the Menu Item Sets must be on the check.

For example, buy a Hamburger, fries and a Coke for \$4.00.

These discount styles are programmed on the *Discounts / Rule Setup* form in POS Configurator. See the *Configuration* section for additional information on how to program these discounts.

◆ **Best Deal Calculation**

POS Operations will calculate automatic discounts to obtain the best possible deal for the customer. When multiple discounts are applied to a menu item or to the check, they may affect the price differently. This concept is illustrated in the example below.

Example:

Suppose that Customer A eats a \$50.00 meal at the Mike Rose Cafe. When he receives the check, Customer A presents the server with two separate discounts to be applied toward the check.

The first discount is his Senior Citizen's discount for 10% off of the total amount of the check. The second discount is for \$5.00 off of the total amount of the check. The total amount discounted will depend on the order that the two discounts are applied to the check. In this case there are two possible scenarios:

Scenario 1	Scenario 2
(Senior Citizen's discount applied first and \$5.00 Off coupon applied second)	(\$5.00 off coupon applied first and Senior Citizen's discount applied second)
\$50.00	\$50.00
- \$5.00 (10% Senior Citizen's disc.)	- \$5.00 (\$5.00 off coupon)
-----	-----
\$45.00	\$45.00
\$45.00	\$45.00
- \$5.00 (\$5.00 off coupon)	- \$4.50 (10% Senior Citizen's disc.)
-----	-----
\$40.00 Amount Due	\$40.50 Amount Due
Total = \$10.00 Discounted	Total = \$9.50 Discounted

The system will calculate the discount order described in Scenario 1 because this yields the highest discount for the customer.

By default, the system will always attempt to find the best deal. However, if desired, the user can indicate their own order for applying discounts using the Priorities feature. For more information see the *Priorities* section beginning on page 148.

The best deal calculation is also important when exclusive discounts are applied to the check. In this situation the system will discard the discount that delivers the least favorable deal to the customer.

For example, suppose that there are two exclusive discounts available to apply to the check. The first is a coupon for 10% off of the total check amount, while the second is for 15% off of the total check amount. The system will select the 15% discount because it offers the greater savings for the customer.

When tasked with applying multiple discounts to a transaction, the system will run through all of the possible discount combinations to determine the best deal. As more discounts are applied to the check, the amount of time necessary to perform these calculations will increase.

To prevent excessive wait times, the system will stop performing best deal calculations when a time threshold is reached. If this occurs, the system will select the best deal from the calculations that have already been performed. A best deal calculation timeout will occur at the following time thresholds:

- ◆ 0.5 Seconds for Automatic and Manually Enabled Automatic Discounts
- ◆ 3 Seconds when you select the Add Automatic Discounts key

This threshold will only be reached in strenuous cases where several discounts can be applied to the check. If several automatic discounts are used, MICROS recommends that you utilize some or all of the following criteria to reduce the amount of time required to calculate the best deal:

- ◆ Use discount exclusivity to reduce the number of available discount options.

- ◆ Reduce the number of active discounts. If multiple discounts can be rolled into a single discount record, combine them to decrease the number of discounts.
- ◆ Use priorities to determine the order that discounts should be calculated.

Caveat For Sale Price Discounts

When multiple discounts are configured to apply to a single menu item using a sale price discount, the discounts will not apply in the order that provides the best deal. Instead, they will apply in the order they are configured (e.g., by object number).

This is because the Sale Price Discount is intended to reflect that the menu item is on sale; therefore, only a single discount of this type would be applied.

When multiple discounts will be applied to a single menu item, MICROS recommends programming these discounts using the Item Price Substitution discount type. For additional information see the *Discount Types* section beginning on page 144.

◆ **Priorities**

The Priorities feature allows the user to influence the order that discounts will be applied to the check. When multiple discounts are available, the system will apply them in the order that delivers the best deal for the customer. However, if a priority number is assigned to a discount, then that ranking will take precedent over the best deal calculation.

A priority level acts as a sub-group for discounts. Priority levels range from 1-99, with 1 given the highest priority. If no priority level is assigned, or a zero is entered, the system will not factor priority assignments into the best deal calculation.

If priorities are assigned, the system it will only search for the best deal within the applicable priority level. Discounts with a lower level priority will be given secondary consideration.

For example, suppose that there are two exclusive discounts available, the first is a coupon for 10% off the total check, while the second is for 15% off the total check. The 10% coupon is assigned a priority level of 1, while the 15% coupon is assigned a priority level of 2. Although the 15% discount represents the better deal, the system will select the 10% coupon because it has a higher priority number.

The best deal searching feature can be disabled by defining each automatic discount as a different priority level.

- ◆ **Effectivity**

Effectivity is used to determine when a discount is active in the system. Assigning a window of time that the discount can be applied prohibits the operator from applying a discount when not appropriate. Effectivity can be configured by day, hour or minute and applies to all discount types.

With this release, effectivity has been enhanced to permit the user to configure discounts based on time periods. The user can configure a maximum of four time periods for each discount. This feature can be used to seamlessly transition a discount from active to inactive without operator intervention.

For example, the Mike Rose Cafe offers Happy Hour discounts on beer between 4pm and 6pm daily in the bar area. During this time, all of the beers rung in the Bar Revenue Center will be automatically discounted to reflect Happy Hour pricing.

If the server takes a customer's order before the end of the time period, but fails to enter the order until after the end of the time period, then the prices will not reflect the discount.

To avoid this issue MICROS recommends that the site create a grace period when configuring effectivity for discounts. By programming the discount effectivity to end a few minutes after the special is over, servers have enough time to enter orders at the discounted price.

◆ **Exclusivity**

If two discounts are exclusive to each other, then they cannot both be applied at the same time. Discount exclusivity is the process of determining which discounts cannot be applied to a check simultaneously.

For example, exclusivity would be used to keep a customer from applying both their senior citizen discount and a coupon for 25% off of their entire order toward the same check.

When enabled, the system will determine whether the identified discounts can be applied to the check. If multiple exclusive discounts are applied to the check, the system will attempt to apply discounts using the best deal calculation.

Exclusive discounts are assembled together in an exclusivity group. Discounts from the same group are mutually exclusive.

Discounts can be made exclusive either by menu item or by transaction.

Menu Item Exclusivity

Menu item exclusivity indicates that when this discount is applied, it must be the only discount from that exclusivity group applied to the menu item. Another discount can only be applied if it represents a better deal than the current discount. In this case, the better deal discount will take the place of the other discount.

Item exclusivity will only prohibit two discounts from being applied to the same menu item. Item exclusivity will not keep the same discount from being applied to different menu items on the check.

For example, suppose that the Mike Rose Cafe has defined the Senior Citizen's Discount and the 25% off coupon with Simple Item Exclusivity. Both of these discounts are also part of the same exclusivity group. Server A attempts to apply both discounts to the same guest check. The system will now automatically select the discount that delivers the best deal based on the simple exclusivity settings.

Transaction Exclusivity

With transaction exclusivity, discounts in the same group are exclusive for the entire guest check, meaning that no two from that category can be added.

For example, the Senior Citizen's Discount and the 25% off discount are a part of the same transaction exclusive discount group. They cannot both be applied to the guest check.

Up to 32 transaction exclusivity groups may be defined. A specific discount can belong to all, none, or some of these groups.

If two or more exclusive discounts are applied then the best deal will automatically be selected.

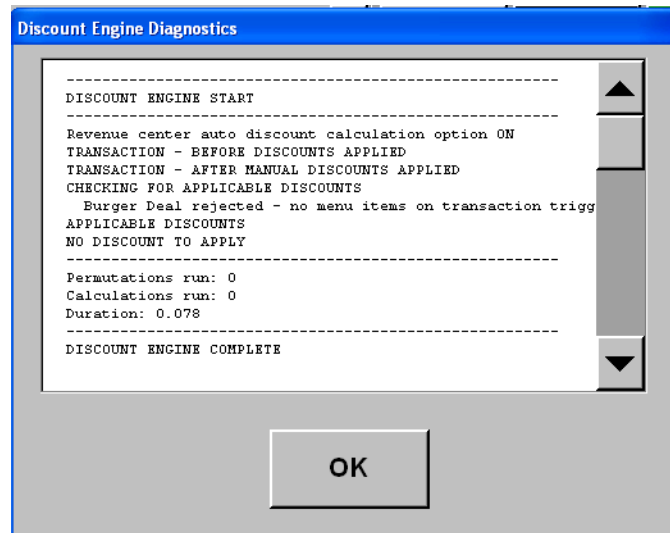
Discounts Diagnostic Feature

Embedded in POS Operations is the ability to poll the system to determine the current status of the discounts feature.

When run, the diagnostic will display the following information:

- ◆ The discount options currently active and inactive for this check.
- ◆ Any discounts applied to the check.
- ◆ Trigger menu items present on the check.
- ◆ Number of discount calculations performed and the duration of these calculations.

To view the Discount Diagnostic window enter **1702** in the keypad and press either the **[Add Auto Discounts]** key, or a manual discount key with an assigned Rule Type. The diagnostic will display as a secondary window on top of POS Operations.



This feature does not work with traditional manual discounts with no Rule Type configured.

The discount diagnostic is intended primarily as a troubleshooting and inquiry tool. When finished click **[Ok]** to close the discount diagnostic window.

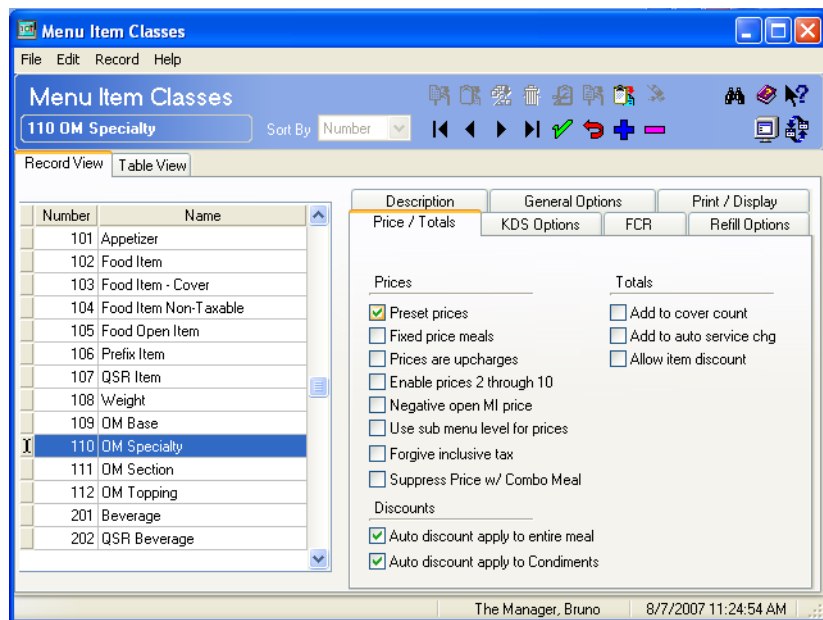
Compatibility with Existing RES Functionality

Automatic and Manually Enabled Automatic discounts will be applied in the following ways to existing RES functionality:

- ◆ **Condiments.** Priced condiments are optionally discounted if their parent item is discounted. Condiments alone cannot be discounted.
- ◆ **Combo Meals.** Main and side combo items are optionally discounted if the parent combo item is discounted. Combo meal condiments can optionally be discounted as part of a combo meal, however, these items cannot be discounted alone.

- ◆ **Fixed Price Meals.** Courses are optionally discounted if the parent Fixed Price Meal item is discounted.
- ◆ **Ordering Module.** OM Specialties and toppings are optionally discounted when the Base item is discounted.

To configure these options go to the *Menu Item Classes / Price/Totals* form and configure the following options for the appropriate menu item class:



- ◆ **Auto discounts apply to entire meal.** When enabled, auto discounts can be applied to the entire meal (e.g., combo meal, fixed price meal).
- ◆ **Auto discounts apply to condiments.** When enabled, auto discounts associated can be applied to priced condiment menu items.

Auto discounts refers to both automatic and manually enabled automatic discount functionality.

Configuring Discounts

To support this feature the Discount/Service Charges form has been separated into two forms.

Discount configuration is divided into the following sections. This is the suggested configuration order for programming the feature. Although additional fields are available for discount configuration, this section will only describe those necessary to configure this feature.

- ◆ Turning on Automatic Discounting
- ◆ Menu Item Sets
- ◆ Add a Discount
- ◆ Discount Itemizers
- ◆ Discount Exclusivity
- ◆ Rule Setup
- ◆ Touchscreen Keys

◆ **Turning on Automatic Discounting**

Follow these steps if automatic discounting will be enabled at the site.

1. Go to the *Revenue Center / RVC Transactions / General* tab and select a Revenue Center.
2. Enable the **Enable Automatic Discounting** option.
3. Repeat this for each revenue center where this feature will be used.

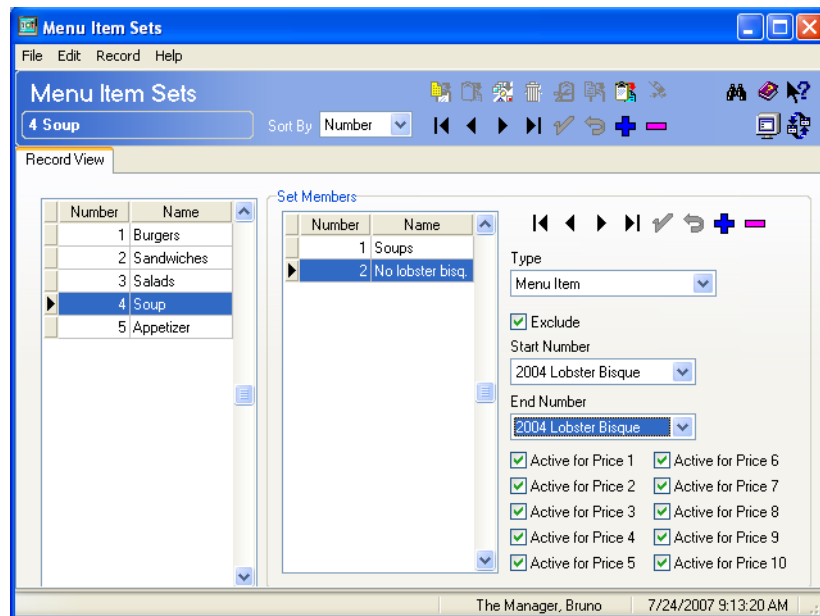
Enabling this option will turn on the Live Auto Discounting mode which will automatically calculate the automatic discounts after each menu item is rung on the check. Alternatively, when the **Enable Automatic Discounting** option is not enabled, the operator can manually select the Toggle Automatic Discounts key to turn on automatic discounting.

◆ **Menu Item Sets**

A Menu Item Set is a grouping of assorted items in the database to which a discount can be applied. The types of items that can be categorized in a set can include Family Groups, Major Groups, Menu Items, Discount Itemizers, or a combination of all of these items.

Create a Menu Item Set for all groups of items that are affected by discounts (e.g., Appetizers, Soups). Later in the configuration process, each discount will be linked to a Menu Item Set.

1. Go to the *Sales / Menu Item Sets* form and select the Blue Plus Sign to add a new Menu Item Set record.



2. Assign the set a unique descriptor in the *Name* column and save the record. Be sure to assign a name that accurately describes this set (e.g., Appetizers).
3. Use the Blue Plus Sign located within the form to add a items to be associated with this Menu Item Set record. Enter a unique descriptor in the *Name* column within the form.

A separate item record should be created for each grouping of items associated with this Menu Item Set record. To include all menu items from a particular group except one, the user would have to create two item records.

For example, in the image above the Soups Menu Item Set includes all soups on the menu to which a discount can later be applied. Since Lobster Bisque is expensive, the user would like to exclude it from this Menu Item Set. To do this, they create two item records, the first is the Soups Family Group, and the second is the Lobster Bisque Menu Item that will be excluded from this set.

4. Use the **Type** drop-down box to identify the item associated with this record. The type can be defined as any of the following options:
 - ◆ All. Any of the items listed below.
 - ◆ Major Group
 - ◆ Family Group
 - ◆ Menu Item
 - ◆ Discount Itemizer

The **Start Number** and **End Number** fields will become populated based on the **Type** selection made (e.g., selecting a Family Group Type will cause only Family Group records to appear in these fields).

5. Enable the **Exclude** option if the identified item should not be used in this Menu Item Set record. For the example above, the user would enable this option to exclude Lobster Bisque from the Soups Menu Item Set.

6. Use the **Start Record** and **End Record** drop-down boxes to define which records are associated with this Menu Item Set record. Only the records associated with the selected Type will appear in the drop-down box. Items are listed by object number.

Selecting a start record and an end record will also include all records listed in between the selected items. For example, selecting start record 101 - Chicken Fingers, and end record 105 - Buffalo Wings will also include items 102, 103, and 104 listed in between the selected records.

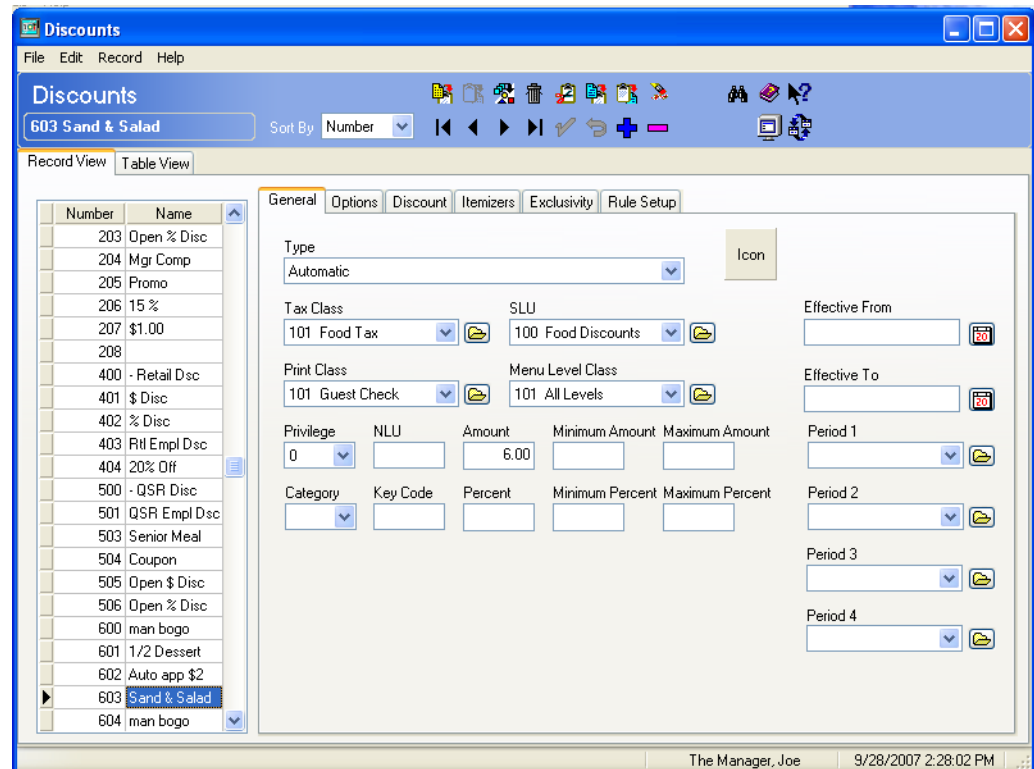
Both start and end records must be entered for each item record. If a record includes only a single item (e.g., Lobster Bisque), then select that item from both the start and end drop-down boxes.

7. Enable the **Active for Price x** fields to determine which price levels are active for this record.
8. Save all changes.

◆ **Add a Discount**

This section describes how to add a discount. Repeat these steps for every new discount.

1. In POS Configurator go to the *Sales / Discounts / General* tab and select the Blue Plus Sign to add a new discount record.



2. Select the appropriate discount activation type from the **Type** drop-down box at the top of the form. The available options are:
 - ◆ **Manual.** The operator will add this discount manually by pressing the appropriate Discount key.
 - ◆ **Automatic.** This discount will be applied automatically by the system. Note that Open Discounts are disabled if automatic discounting is turned on.

- ◆ **Manually Enabled Automatic.** This discount will be enabled manually by the operator, but will be applied by the system automatically.

3. Configure the following fields as appropriate on the form:

- ◆ **Icon.** Select a graphic to be associated with this discount, if desired.
- ◆ **Tax Class.** Use this field to associate this discount with a tax type. For example, a discount that applies to hamburgers would be categorized as a Food Tax.
- ◆ **SLU.** Select the Screen Lookup (SLU) where this discount will appear.
- ◆ **Print Class.** Select the appropriate print class from the drop-down box to indicate where this discount will print.
- ◆ **Menu Level Class.** If appropriate, select a menu level associated with this discount. If a menu level is selected, this discount can only be applied to that menu level class.
- ◆ **Privilege.** Use the drop-down box to select a privilege level associated with this item. The options are as follows:
 - 0. All employees can access the discount.
 - 1. Access is restricted to employees assigned to Privilege Level 1 or higher.
 - 2. Access is restricted to employees assigned to Privilege Level 2 or higher.
 - 3. Access is restricted to employees assigned to Privilege Level 3 or higher.

Privileges depend on the type of discount being applied. A manual, or a manually enabled automatic discount will take privileges into account. An automatic discount, however, does not take privileges into account.

- ◆ **NLU.** Use this field to identify a Number Lookup (NLU) for this discount, if applicable.
- ◆ **Amount.** Enter the amount of this discount, if applicable.
- ◆ **Effective From/ Effective To.** Use these fields to identify the period of time that this discount is effective. If you enter a value in the Effective From fields, you must also enter a value in the Effective To field. Leave these fields blank if this discount is effective all the time.

***Note** Discounts can be configured to be active for menu items ordered during a certain period of time (e.g., for Happy Hour between 4pm and 6pm). However, if menu items were ordered during that period of time, but not entered into the system until after the time period is over, the automatic discount will not apply.*

- ◆ **Period 1-4.** Use the drop-down box to select the time period(s) when the selected discount is active. The discount will become inactive after this period has expired. A maximum of 4 time periods can be selected.
 - ◆ **Category.** Select a category to track this discount.
 - ◆ **Key Code.** Enter the number assigned to this key.
 - ◆ **Percent.** Enter the percent associated with this discount, if applicable.
4. Go to the *Options* tab and configure the following fields. All other fields can be enabled as desired. The **Reset itemizers** and the **Item is shareable** options will always be grayed out.
- ◆ If desired, you can enable the **Preset** option if the discount is a manually enabled automatic discount. This option is grayed out for automatic discounts.
 - ◆ **Reference Required.** This option is grayed out and cannot be enabled if this is an automatic discount.

- ◆ **Print Validation.** Enable this option for a validation chit to print at the validation printer designated for this UWS. The validation chit will print once the check is service totaled.
- ◆ **Cash Management Till Required.** If no till is assigned, then the selected automatic discount will be ignored.

5. Go to the *Discount* tab and configure the following options:

- ◆ Enable the **Touch Item** option to display the discount below the menu item that it modified. Disable this option if all discounts should appear at the bottom of the check. This option is only available if the **Item Discount** option is also enabled.

For more information on this feature see the Display section beginning on page 135.

- ◆ **Discount Depleted Amount.** This option should be disabled if this is an automatic discount. If a menu item has already been discounted, automatic discounts will always apply the discount to the lowered price.
- ◆ The **Assume Entire Amount**, and **Employee Meal** options should be disabled if this is an automatic discount.
- ◆ Use the *Restrictions* area of the form to select one of the following options (only one can be selected):
 - No Restrictions. There are no restrictions on this discount.
 - One Discount per Item. After this discount is applied to a menu item, no further discounts can be applied.
 - One Discount per Check. After this discount is applied to a check, no further discounts can be applied.
 - One Discount per Seat. This selection does not apply to automatic discounts.
 - One Discount of this type per seat. This selection does not apply to automatic discounts.

6. Save all changes.

◆ **Discount Itemizers**

An Itemizer is a grouping of totals that are accumulated for analysis and reports. A discount may be programmed to compute a single discount itemizer, or any mix of discount itemizers.

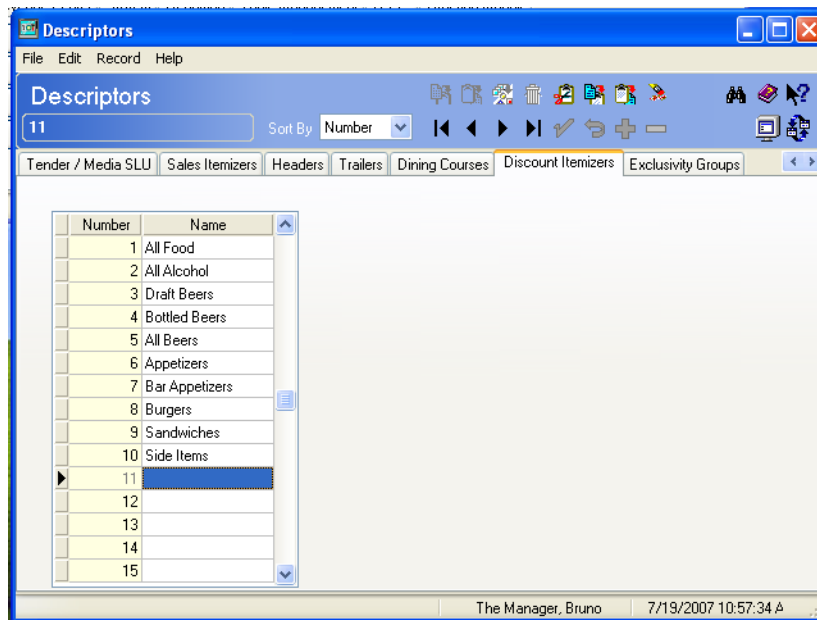
For example, a discount coupon for 10% off the cost of a meal may apply only to food sales (not liquor). In this situation, the user would assign food items to discount itemizer #6 and liquor items to discount itemizer #7. The discount is then programmed to only apply to itemizer #6.

If this is an automatic discount, the *Discounts / Discount Itemizers* tab will be grayed out.

Follow these steps to program discount itemizers:

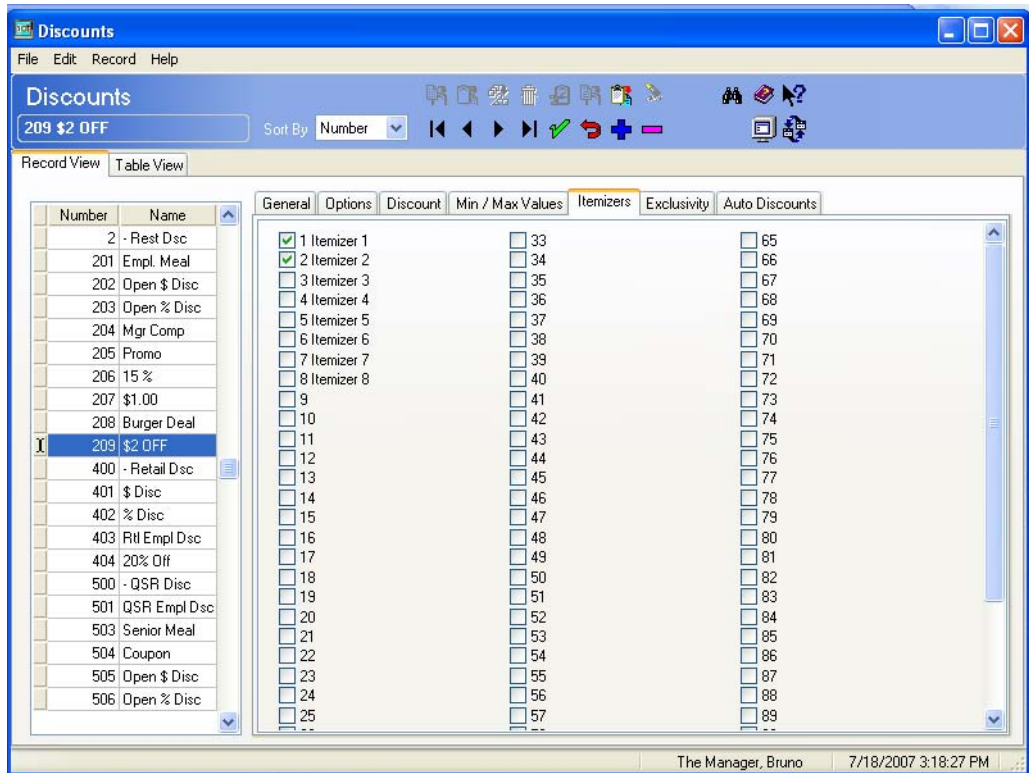
1. Go to the *Sales / Descriptors / Discount Itemizers* tab.
2. Select the Blue Plus Sign to add an itemizer record. A maximum of 96 itemizers can be created.

Because of the number of itemizers, the user can now identify an itemizer by name. Select the *Name* column to enter the Itemizer name of your choice.



3. Save all changes.

- Go to the *Sales / Discounts / Itemizers* tab. This tab is used to associate discount records to the appropriate discount itemizers. Link each applicable discount to the appropriate itemizers.



- Save all changes.

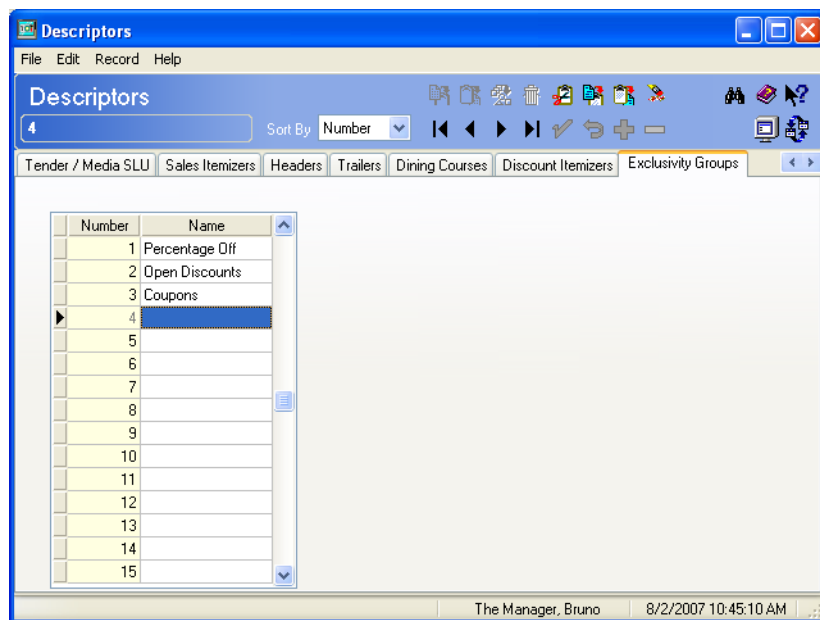
◆ **Discount Exclusivity**

Discount exclusivity is used to determine which discounts cannot be applied simultaneously. Exclusivity can be determined by transaction or by menu item. Mutually exclusive discounts should be linked to the same exclusivity group. For additional information see the *Exclusivity* section beginning on page 150.

Follow these steps to configure discount exclusivity:

1. Go to the *Sales / Descriptors / Exclusivity Groups* tab and select the Blue Plus Sign. Be certain to use a unique descriptor that can easily be identified when linking specific discounts to exclusivity groups.

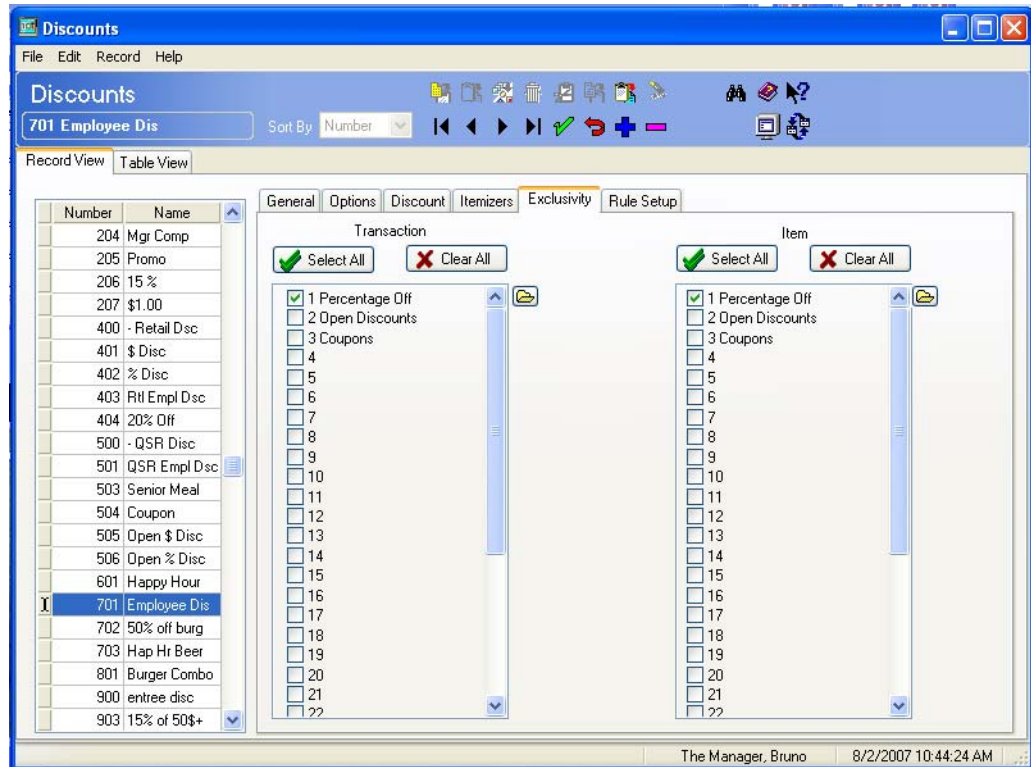
For example, if this exclusivity group contains exclusive percentage discounts you can name the group Percentages.



2. Save all changes.

- After all of the Exclusivity Groups are identified, go to the *Sales / Discounts / Exclusivity* tab to define exclusivity by either menu item or by transaction. A list of all available exclusivity groups will appear in two separate tables, one for transaction exclusivity and one for menu item exclusivity.

Use this form to enable the appropriate exclusivity groups for each applicable discount.



For example, suppose the Mike Rose Cafe offers a 10% off Senior Citizen's Discount and a 15% off Employee Discount. The Cafe does not want an individual to apply both discounts to the same check. To accomplish this they identify a Percentage Check exclusivity group. This exclusivity group is linked to both the Senior Citizen's discount record and the Employee discount record.

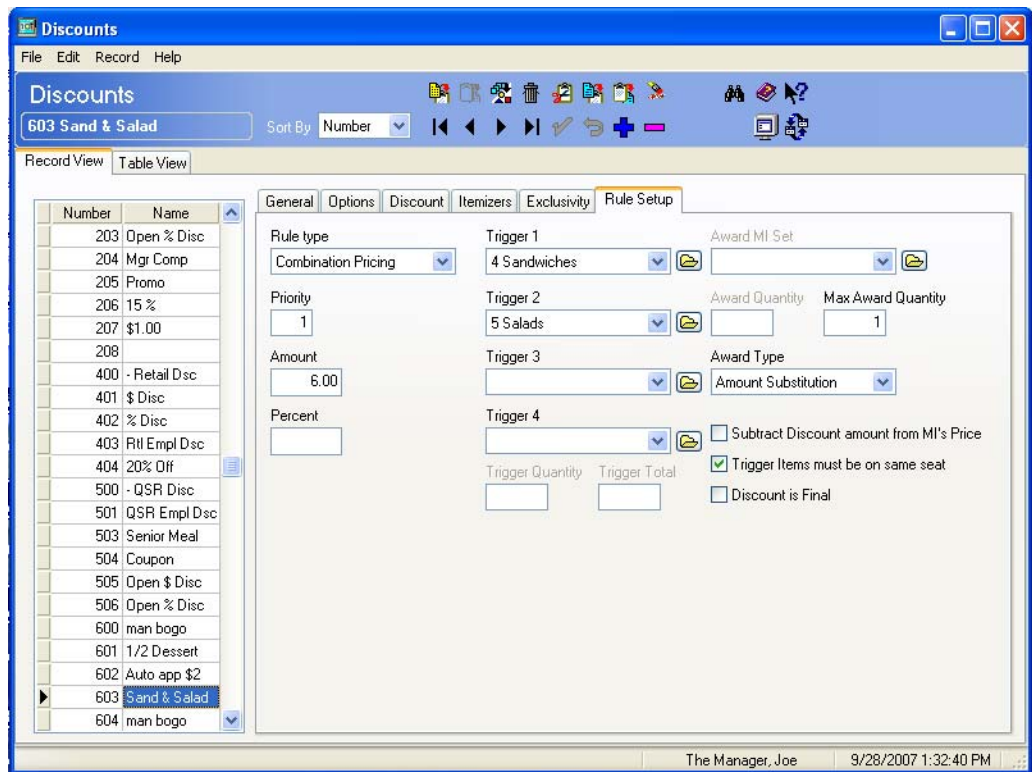
To save time when configuring use the [Select All] and the [Clear All] keys at the top of each column.

4. Save all changes.

◆ **Rule Setup**

Use the Rule Setups tab to configure when a discount will be activated. This form can be configured for Automatic, Manually Enabled Automatic and Manual activation types.

1. Go to the *Sales / Discounts / Rule Setup* tab and select the appropriate discount to be configured.



2. Use the **Rule type** drop-down box to select the appropriate discount type. This field should be left blank for legacy discounts or simple discounts.

Select from the following options:

- ◆ **Sales Prices.** The discount is applied directly to the selected menu item(s). This can also be referred to as a sale price for that item.

- ◆ **Item Price Substitution.** The menu item's price is discounted.

Item Price Substitution can also be used for a discount that requires a quantity of items to be ordered in order to receive the discount. In these cases, both the trigger and award Menu Item Set is the same.

- ◆ **Quantity Threshold.** This discount type is ideal for scenarios that require a quantity of menu items to be ordered to activate the discount. The discount may include free menu items, or additional discounts. In these cases, the trigger and the award Menu Item Sets are different.

- ◆ **Total Price Threshold.** This discount type is ideal for scenarios that require that a price threshold of menu items be reached to activate the discount. The discount may include free menu items, or additional discounts. In these cases, the trigger and the award Menu Item Sets are different.

- ◆ **Combination Pricing.** Used to discount a combination of menu items. In order for the discount to be applied, a single item from each of the Menu Item Sets must be on the check.

3. Use the **Trigger** drop-down box to select the Menu Item Set trigger that will activate this discount. When an item from this Menu Item Set is added to the check, the discount can be applied.
4. Use the **Trigger Quantity** field to determine how many of the selected trigger Menu Item Set(s) must be added to the check before the discount can be applied. This option is only available for Quantity Threshold and Item Price Substitution discounts.

5. Use the **Trigger Total** field to determine the total amount threshold of items from the trigger Menu Item Set(s) that must be added to the check in order for this discount to be active. This option is only available for Total Price Threshold discounts.
6. Discounts can be used to award menu items for a discounted price when a trigger item is added to the check. Use the **Award Mi Set** drop-down to select a Menu Item Set that will be awarded to the customer after the trigger item is added to the check. Awarded menu items must be manually added to the check by the operator, items will not be added automatically.

Award Mi Sets are only active when the Quantity Threshold and the Total Price Threshold **Rule types** are selected.

7. Use the **Award Quantity** field to determine the minimum amount of items from the selected Menu Item Set that can be discounted on the check. The maximum quantity permitted should be configured in the **Max Award Quantity** field. Items quantities above this threshold will not be discounted.
8. Select the appropriate **Award Type** from the drop-down box. Select from the following choices:
 - ◆ **Percent Off.** This discount will be for a percentage off of the total price.
 - ◆ **Amount Off.** This discount will be for an amount off of the total price.
 - ◆ **Amount Substitution.** This discount will replace the regular menu item price with a new discounted price.

9. Enable the following options where applicable:

- ◆ **Subtract Discount amount from MI's Price.** Enable this option if the discounted amount should be factored into the menu item price. If enabled, the subtracted amount will not be listed in the check detail.

For example, suppose that a Happy Hour special offers a discount of 50% off of the purchase of all Hamburgers. A customer orders a Cheeseburger for \$9.00 during Happy Hour. The guest check will automatically list the Hamburger's price at \$4.50 without indicating that a discount was received.

- ◆ **Trigger must be on same seat.** If the trigger and award menu item sets are different, then both the menu item trigger and the awarded items need to be ordered from the same seat.

For example, if the discount is buy 1 entree and receive an appetizer free, then both the entree and the appetizer must be ordered from the same seat.

- ◆ **Discount is final.** Enable this option if, after this discount is applied, no further discounts may be added.

10. Use the **Priority** box to enter a value to assign to this discount. For more information see the Priorities section beginning on page 148.

11. Save all changes.

12. Repeat these steps for all applicable discounts.

- ◆ **Touchscreen Keys**

New touchscreen keys have been added to support the discount enhancements. These keys can be added by going to *Touchscreen Designer* and using the **Category** drop-down to select the **Function: Transaction** option. Program these keys into the applicable touchscreen for the desired functionality.

MICROS recommends that these keys should not be used frequently.

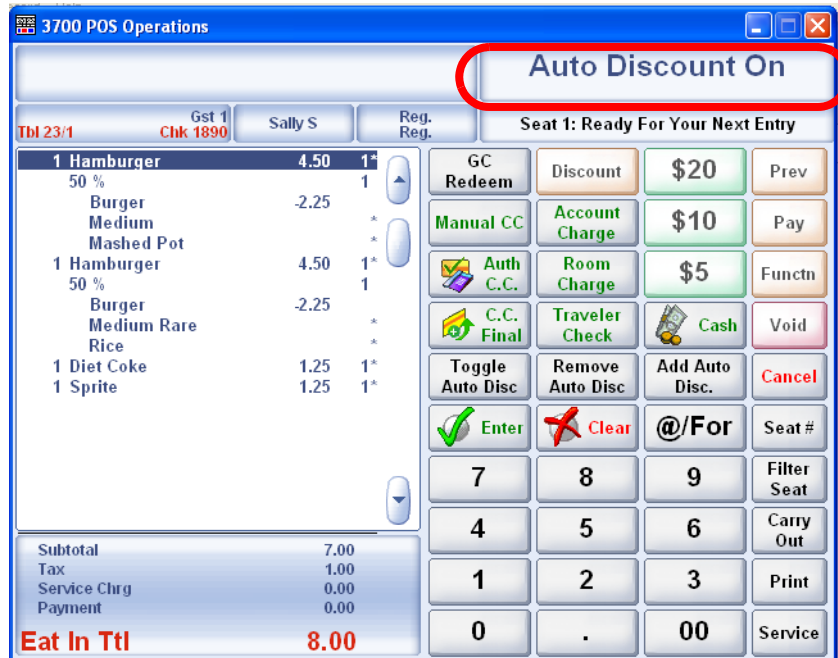
- ◆ **Add Automatic Discounts Key.** Selecting this key will apply automatic discounts to a check. If live automatic discounts is in effect, this key will disable live mode.
- ◆ **Remove Automatic Discounts Key.** Using this key will remove all automatic discounts from the check. If live automatic discounting is in effect, this key will disable live mode.
- ◆ **Toggle Automatic Discount.** Selecting this key will toggle automatic discounting on and off. It will remove current round automatic discounts.

Live mode will be preserved across service rounds. When turned on, new automatic discounts will appear on the check.

When automatic discounts are persisted, the following operations cannot be performed unless the [**Remove Automatic Discounts**] key is selected.

- ◆ Voids
- ◆ Splitting Checks
- ◆ Editing Checks
- ◆ Adding Checks
- ◆ Combo Meal Editing (e.g., Substitutions, Resizing, Autocombo recognition)
- ◆ Editing in the Ordering Module
- ◆ Seat Filtering

When the Automatic Discount status is changed by selecting a touchscreen key (e.g., Add Automatic Discounts Key), POS Operations will display the auto discount status on the display bar at the top of the screen. This will disappear once the next operation is performed.



SIM Scripts

SIM events and SIM variables have been added to support this feature. the following SIM events have been added:

- ◆ **One_Time_Auto_Discounts.** The [**Add Auto Discounts**] touchscreen key was used and automatic discounts were added to the check.
- ◆ **Remove_Auto_Discounts.** The [**Remove Auto Discounts**] touchscreen key was used and automatic discounts were removed from the check.

The following new SIM variables have also been added:

- ◆ **@dtl_is_auto_discount.** The discount is identified as an automatic discount.
- ◆ **@dtl_is_coupon.** This is a coupon for an automatic discount. If a discount is added as a result of the coupon, then a separate discount will be added to the check.

Note *When automatic discounts are added, the DTL_Changed event will fire.*

Display Enhancements Made to the Open Check SLU

The following display enhancements have been made to the Open Check SLU feature:

- ◆ All condiments associated with the parent item are indented below the parent menu item that they modify. This is also true for combo meal parent items and their associated child items.
- ◆ If the quantity of the condiment is greater than 1, then the quantity will display next to the condiment. If the quantity is 1, then it will not display.
- ◆ More items can now display on the Open Check SLU key.

Theme Enhancements

The Theme feature allows users to change the look and feel of the workstation's user interface by replacing the underlying graphic design. Themes are purely decorative in nature, as they affect the color, shape, and imagery of the various touchscreen components including buttons, backgrounds, prompts and the check detail.

With this release, RES has added the following enhancements to the themes feature:

- ◆ Added New Themes
- ◆ Created the Theme Designer User Interface Creation Application

Additionally, all of the existing .bmp, and .cfg files associated with the legacy themes such as Curved, Swirled, HighTech, and Pastel (*Micros\RES\POS\Themes*) have been replaced with a single .thm file. .

Note *The .psd file located in the Micros\RES\POS\Themes\Curved\Doc folder is no longer installed.*

The new theme files will be named as follows:

- ◆ Curved.thm
- ◆ Elements.thm
- ◆ Swirled.thm
- ◆ HighTech.thm
- ◆ Pastels.thm
- ◆ BabyBlue.thm
- ◆ Trident.thm

As a result of this change, the size of the theme files has decreased significantly.

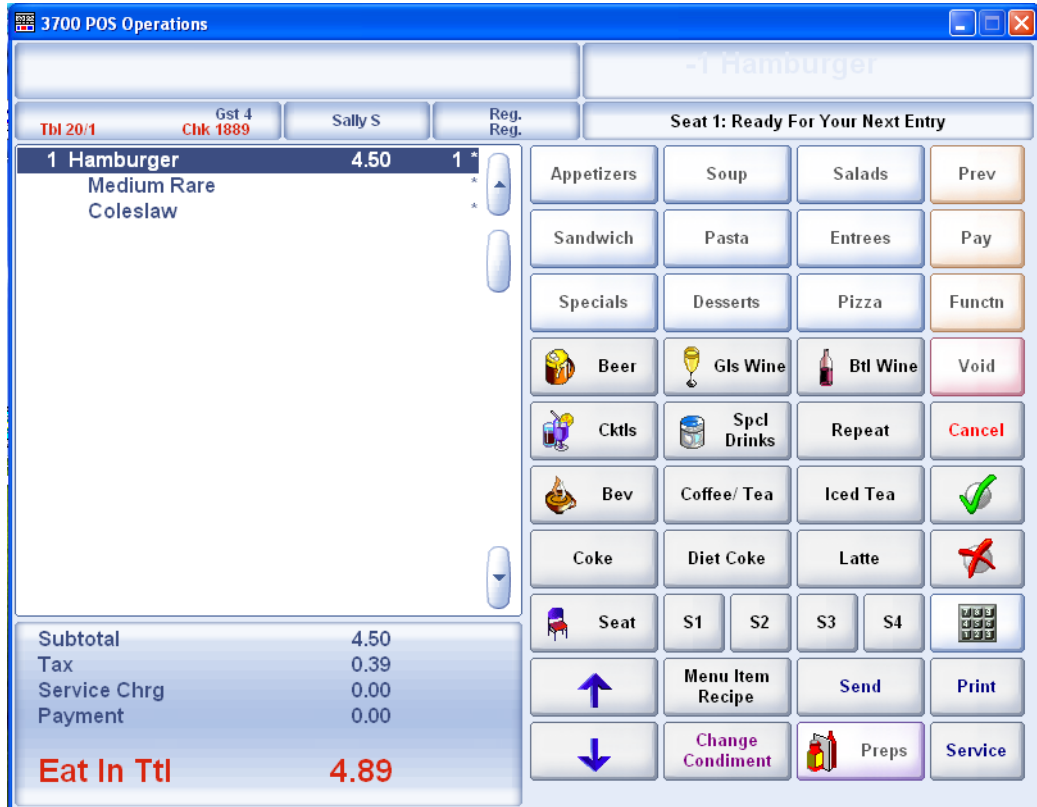
Upgrading Pre-Existing Custom Themes

Because the theme format has changed and RES 4.3 is not compatible with pre-existing custom themes, MICROS recommends that all custom themes be converted to the .thm format. Instructions on converting custom themes are available in the ThemeDesigner.chm help file. To view this file select the *Help* icon in the Theme Designer application. For information regarding the new Theme Designer application see page 176.

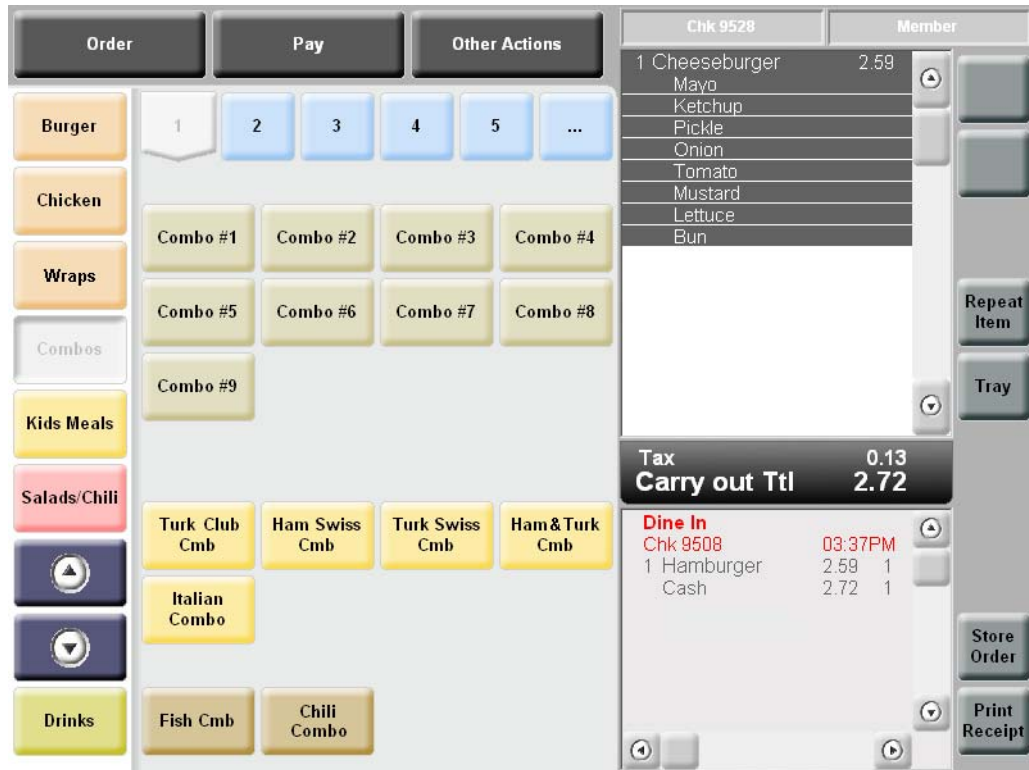
New Themes Added

The following new themes are now available for use with POS Operations.

- ♦ **Baby Blue.** This theme will display all touchscreens in a light-blue color.

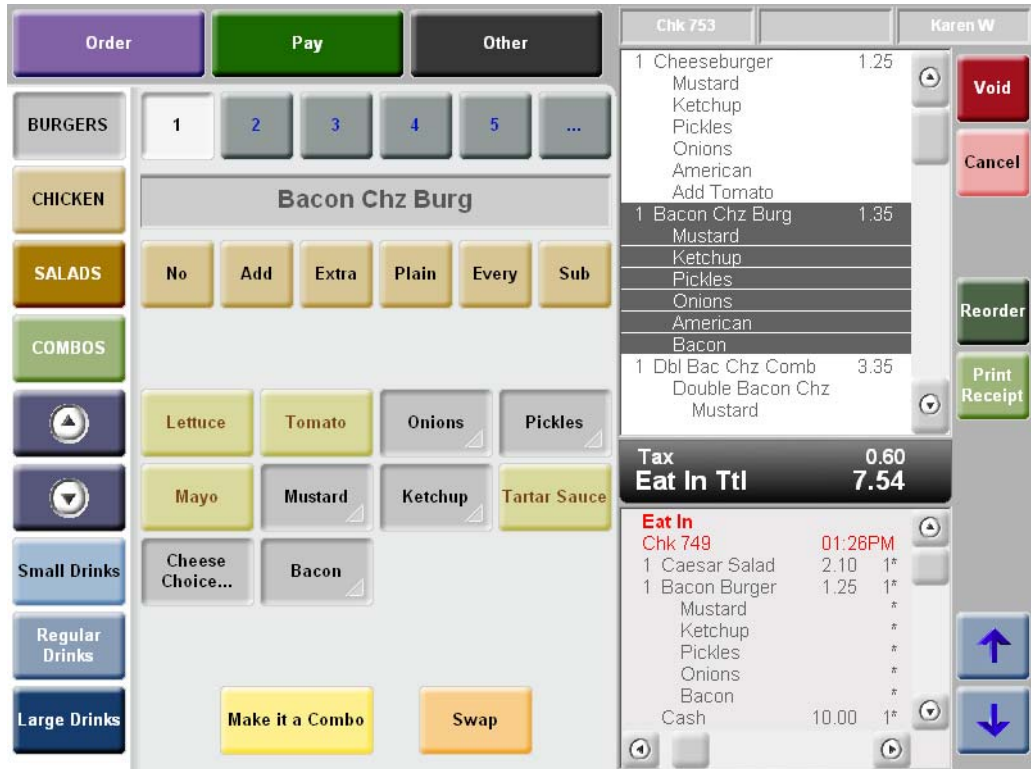


- ◆ **Pastels.** This theme will display touchscreens in pastel colors.



The Pastels theme contains a background image that will only display on Win32 clients. Therefore, the touchscreen area on certain screen templates will not align properly with the shading of the background image.

- ◆ **Elements.** This theme will display touchscreens in a darker shade of pastel colors.



The Elements theme contains a background image that will only display on Win32 clients. Therefore, the touchscreen area on certain screen templates will not align properly with the shading of the background image.

- ◆ **Trident.** This theme is specialized and is not intended for use with standard screen templates. Rather, Trident is intended primarily for use with Kiosks. Trident has a built-in background image; this is not the case with other themes. As a result, the Trident theme may appear to load slightly slower than other themes.



The following screen templates are compatible with this theme:

- ◆ **Kiosk 1.** This template contains a Touchscreen Area, Keyboard Area, Prompt Area, and an Animated Bitmap Area.
- ◆ **Kiosk 2.** This template contains a Touchscreen Area, Detail Area, Check Summary Area, Fixed Prompt Area and a Keyboard Area.
- ◆ **Kiosk 3.** This template contains a Touchscreen Area, Detail Area, Check Summary Area, Prompt Area, and a Keyboard Area.

- ◆ **Kiosk Sign In.** This template contains a Touchscreen Area, and a Prompt Keyboard Area.
- ◆ **Full Screen.** This template contains a Touchscreen Area.

The Trident theme does not include support for the following functionality:

- ◆ Tray Totals.
- ◆ Review Order.
- ◆ Table Management System, including Wait Estimates, Wait List, and Reservations.

Limitations



If using the table icons on a touchscreen, selecting a white table icon will attempt to draw the table number using white as the text color when a table has an open check. This will render the table number invisible. This is because most of the touchscreen buttons in this theme contain white text. Please select a different table icon to be able to view the text.

The user will not be able to see the table number on a service totaled table unless the table has been configured with a white center. Alternatively, the user may change the Alert Colors on the Revenue Center / RVC Touchscreens / Tables tab to either Teal on Gray or Purple on Gray.

To enable these themes, select the appropriate theme from the **Theme Name** drop-down located on the *Devices / User Workstations / Options / Display* tab.

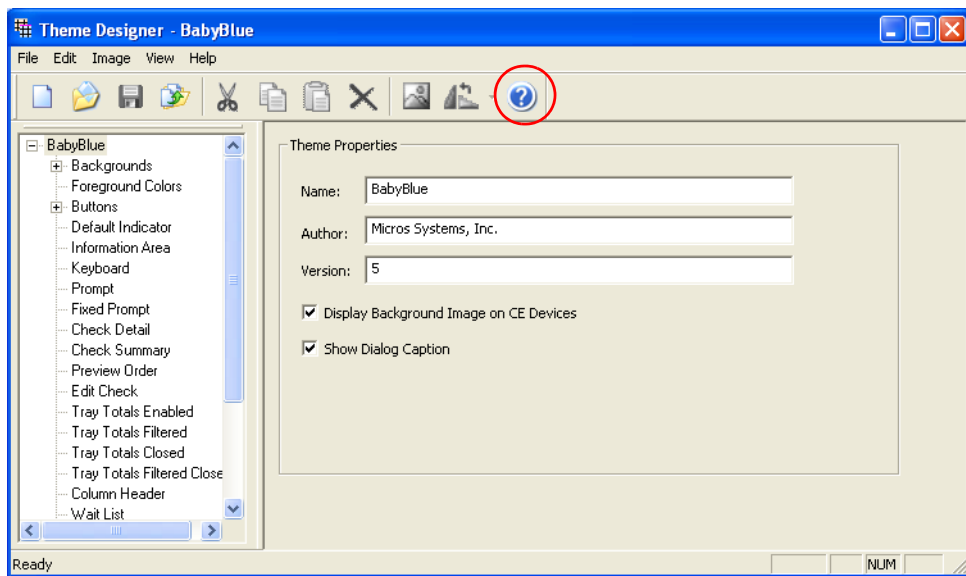
When attempting to layout a touchscreen for the Trident theme, it is necessary to temporarily replace the **OpsDisplaySys.cfg** file with the **OpsDisplayTheme.cfg** file. Follow these steps to replace the file.

1. Make a backup copy of the *Micros\Res\Pos\Themes\Trident\OpsDisplaySys.cfg* file.

2. Copy the *Micors\Res\Pos\Themes\Trident\OpsDisplayTheme.cfg* file and rename it as **OpsDisplaySys.cfg**.
3. Replace the old version of the *OpsDisplaySys.cfg* with the new one.
4. Reload POS Configurator and lay out the touchscreens as desired.
5. Replace the **OpsDisplaySys.cfg** file with the original when finished.

Theme Designer User Interface Creation

The Theme Designer User Interface Theme Creation application (**ThemeDesigner.exe**) was created to allow the user to easily create custom themes for POS Operations. This application is intended only for sites that want to create a custom interface.



Theme Designer can be downloaded from the Member Services area of the MICROS website.



For instructions on using Theme Designer refer to the ThemeDesigner.chm help file accessible by selecting the Blue Question Mark icon located in the toolbar at the top of the application.

Workstation Transaction Number is Incremented for Each Transaction

In the past, the Workstation Transaction Number would only be incremented if the check was printed to a journal printer. Now, the transaction number will be incremented for each transaction.

Report

Credit Card Batch Transfer Report Shows When a Debit Reversal Failure Occurs

When a credit card driver is configured to perform debit transactions, the site may need to perform a debit reversal in the event of an error or a return. If a debit reversal fails, the driver will attempt to a maximum of 4 times before dropping the transaction.

After the fourth try, the driver will cease attempting to connect. At settlement, the reversal information will be written to a text file (e.g., **[DriverCode]FailedReversal.txt**) in the `\Micros\Res\Pos\Etc` directory. If this occurs, the following message will appear at the end of the Credit Card Batch Transfer report:

```
One or more Debit Card Transactions Failed to Process
```

This message will print in bold face type.

The text file will display the following information about the transaction:

```
An attempt to reverse one or more incomplete debit  
transactions has failed. The details of the transaction(s)  
are:
```

```
Transaction Date and Time: 09/13/07 22:03:49  
Account Number: *****1111  
Revenue Center: 1  
Check Number: 1069  
Check Employee: 101 Server 1  
Transaction amount: 22.23
```

The user should print out the **[DriverCode]FailedReversal.txt** and contact the bank, so that the customer may be credited for the reversal amount on the check.

It is the responsibility of the user to delete the **[DriverCode]FailedReversal.txt** file. Otherwise, the Batch Transfer Status report will continue to reference this file.

Setup

Connection Advisor Service is no Longer Used

With this release, the Connection Advisor Service is no longer active and cannot be used. The **Connadvisor.exe** file will continue to be installed as part of RES Setup.

SIM

Restrict SIM Access to the New Discover Card Numbers

The Discover Card has added new card numbers with the following BIN ranges:

Start	End
601100	601199
62212600	62292599
644000	644999
650000	659999

POS Operations has been enhanced to restrict access for these BIN ranges and will not pass the discretionary track data for them when a SIM script is used.

Transaction Services

Transaction Services Enhancements to Support Discounts

With this release, Transaction Services will include the following enhancements to support the discounting enhancements made to POS Operations. For additional information regarding general *Discount Enhancements* see that section beginning on page 131.

- ◆ POS Operations has been enhanced to download discounts and service charges separately. Transaction Services will only apply discounts and service charges to the separated files.
- ◆ Transaction Services will support up to 96 discount itemizers.

Note *At this time, Transaction Services does not support automatic discounts, however, all legacy discounts are supported.*



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	Error Occurs When Attempting to Generate Cashier Reports When no Cashier Totals are Configured	N/A	199
Backup Server Mode	BY DESIGN: Ringing No Sales in SAR Mode Will Cause Reports to Return Sales Totals from Before Entering SAR	N/A	199
CA/EDC	Batch Settlement Could Fail When Using the Transaction Vault Credit Card Driver	N/A	200
Database	Closing a Check, Then Re-Opening and Editing it on a Different Day Would Cause the RVC Discounts Detail Report to be Inaccurate	23591	200
	Database Table Indexes Were Causing ODBC Connections to Fail to Third Party Database Applications	N/A	201

Module	Feature	CR ID	Page
Database Cont'd	MICROS Secure Desktop When Set to Auto Start Would Display The Internet Explorer Address Bar for a Short Time When Launched	N/A	201
Database Manager	Unable to Use the Command Line to Backup a Database if EM Concepts are Used	24500	202
Enterprise Management (EM)	Saving Multiple Keys on the Default Version of a Touchscreen at EM Corporate Would Save Only the Last Programmed Key on Other Touchscreen Versions	N/A	202
Hand Held Devices	A CaTR Driver Credit Card Authorization Performed on an MC50 Hand Held Device Running RES 4.1 HF1 Would Cause POS Operations to Close Unexpectedly	N/A	202
	Changing Touchscreens on an Symbol MC50 to a Touchscreen with Table Objects Will Cause POS Operations to Close Unexpectedly	N/A	203
	KNOWN ISSUE: Attempting to Edit an Employee ID via Manager Procedures on a Hand Held Terminal Running the Windows Mobile 2003 Second Edition Will Prompt the User to Continue Loading the Page	N/A	203
	The Symbol MC50 Hand Held Devices Would Read Magnetic Cards Intermittently	N/A	203

Module	Feature	CR ID	Page
Hand Held Devices Cont'd	KNOWN ISSUE: MC50 May Require a Warm Reboot to Update After Reconfiguring CAL	N/A	204
	An MC50 Running RES 4.1 HF3 May Encounter an Error Condition When Attempting to Start POS Operations	24610	204
	KNOWN ISSUE: Opening a Secondary Application, such as Manager Procedures on a Symbol 2800 Would Cause POS Operations to Close Unexpectedly	N/A	205
	Unable to Assign or Edit Employee IDs Using the Mag Stripe Reader When Accessed via Manager Procedures	N/A	205
Interfaces	The Interface Service Could Encounter an Error While Running	N/A	205
	The System May Report a No Interface Servers in Registry Error Message When Attempting a DSM Reload	N/A	206
OPOS	IBM SurePOS 4610 USB Printer Not Functioning	N/A	206
	IP Printing was Slow When Printing to Multiple Printers Simultaneously	N/A	207

Module	Feature	CR ID	Page
Ordering Module	Answering a Printer Error While in the Ordering Module Will Move the POS Operations Touchscreen to the Foreground While Rendering it Inactive, Leaving the Operator Stuck	N/A	207
	Attempting to Touch Void an Item Whose Quantity is Greater Than 1 Prompt for How Many But Will Void all of Them	N/A	207
	Attempting to Use the Edit Order Key when DOM is Enabled for the Revenue Center Will Cause an Error Condition	N/A	208
	The Container Menu Item Would Incorrectly Display in the POS Operations Check Detail	N/A	208
	If the Sorting Condiments Option was Enabled for KDS Devices, it Would Also Apply to OM Menu Items	N/A	208
	If the RES Decimal Character is a Comma then Prices are Truncated	N/A	208
	Making a Topping Unavailable for a Section when it is Available for the Whole Would Cause an Error Condition	N/A	209
	Name of the Backspace Key in the Numeric Entry Box is Different for Workstation 4 and Win32 Devices	N/A	209

Module	Feature	CR ID	Page
Ordering Module Cont'd	Ordering an Item With a Required Condiment Before Ordering an Ordering Module Menu Item, Then Attempting to Change the Condiment Will Launch the Ordering Module	N/A	209
	Placing an Order for a Combo Meal When Only One OM Base Item is Included in the Combo Main Item Group Would Cause the Ordering Module to Not Display	23988	209
	Using Interactive Re-order to Order a Menu Item Would Cause an Error Condition and Would then Prompt for Authorization to Perform a Void	N/A	210
Peripherals	Enabling the Post Voids to ILDS Option Would Incorrectly Send Returned Menu Items to ILDS	23731	210
POS Configurator	Able to Enter Old Password When Prompted to Enter a New Password With Complex Security Enabled	N/A	210
	Attempting to Change User Password When Enhanced Security was Enabled Would Cause the System to Freeze	N/A	211
	Beverage Control Text Was Truncated on the RVC Transactions Form	N/A	211

Module	Feature	CR ID	Page
POS Configurator Cont'd	Consolidate Current Round Items Does Not Have a Language Label	N/A	211
	Creating a Macro Key with an Alpha Category Selected, Clicking on the Character Field, then Returning to the Alpha Category Would Cause an Access Violation	N/A	211
	The External Program's Macros Paths May be Incorrect	22299	212
	Leaving an Employee Password Field Blank After the User is Prompted to Change Their Password Would Cause an Error Condition	N/A	212
	Licensing Form Removed from the System Tab	N/A	212
	The Micros Macros Path on the External Programs Form Does not Reflect the Correct Program Path	22299	212
	Modifying an Object Number on the KDS Tool Bars Form may Cause an Error Condition	24243	213
	Numeric Fields May Contain Commas as the Thousands Separator and May Have .0001 Added to the end of the Number After Saving	N/A	212

Module	Feature	CR ID	Page
POS Operations	The 300 QSR Order2 Detail Touchscreen Template Will Overlap the Guest Count with the Check Number	23382	213
	BY DESIGN: An Arrow Icon Will Replace the Menu Item Name on the Touchscreen Key When the First Character of the Menu Item Name is a >	N/A	214
	The Delivery Dispatch Promise Time Could Begin to Increase After it Reaches Zero	N/A	214
	Enabling the Display on Touchscreen — Both Names Option When Using the Touch Item Discounting Feature Would Subtract the Percentage Discount Twice for the Menu Item Price	24271	215
	Entering a “%” or a “;” Symbol Using a Physical Keyboard for a Reference Entry Will Delete the Text and Replace it With a “/”	N/A	215
	If the Last Rung Menu Item Does not have an Allowed Condiments Group Selected Then no Condiments can be Inserted into Previously Rung Menu Items or Combo Meals That do Have an Allowed Condiment Group Selected	24282	215
	If the Payment/Send Touchscreen is the Same as the Default Touchscreen, then the Check Detail Area Would not Clear	N/A	216

Module	Feature	CR ID	Page
POS Operations Con't	Initial Authorization Does Not Work When Value Entered Equals Amount Due	22336	216
	The KDS Order Identification Number can be Lost if the System is Turned Off	N/A	216
	The Mag Card Reader for the HHT8800 Would Stop Working After Installing the RES 4.1 HF3 NovaE	N/A	216
	Memory Usage Issues May Occur when Running the MDSHTTPService and the Credit Card Server Service	24349	217
	Menu Items With a Double Digit Price or Higher Would Display Part of the Price on the Check Display When in Split or Edit Check Screens	N/A	218
	Performing a Transaction Void of a Combo Meal Would Add Additional Items Rather than Depleting the Voided Items from the Check	N/A	218
	Plugging in a Scale into the COM5 of a Workstation 4 LX, then Rebooting the Workstation Would Cause POS Operations to Stop Recognizing the Scanner Input	24538	218
	Setting MICROS Secure Desktop to Automatic with a Database Autostart Level of 1 or Higher and Starting the Database Could Generate an Error	23545	219

Module	Feature	CR ID	Page
POS Operations Cont'd	Sharing an Item Across Multiple Checks and then Recombining the Item onto a Single Check Would Change the Item Quantity to Zero	23834	219
	Tax Exempt Text (Txex) Overlaps the Previous Check Cash Amount at the Bottom of the Screen	N/A	219
	Tray Totals Incorrectly Requires Authorization of Voids Once First Order Tendered	22849	219
	Using Auto Service Charges with Seat Filtering Causes the System to Show Incorrect Tip Totals	24581	220
	Using a Popup Touchscreen with SLU Groups Configured Could Cause the SLU Group Buttons to not Display	N/A	220
	Voiding an Upcharged Condiment that was Substituted for a Required Condiment Would not Revert Back to the Required Condiment Screen	24284	220
	When a Workstation Receives a Database Download the Active Revenue Center Would Revert Back to the Workstation's Assigned Revenue Center	N/A	221
	Workstations Unable to Start POS Operations When Caller ID was Enabled but not Configured Properly	N/A	221

Module	Feature	CR ID	Page
Reports	Configured Discount Categories for Cashier Tracking Groups Would not Count Item Discounts Reported as Subtotals	24594	221
	The Consolidated Employee Detail Totals and the Consolidated Employee Detail Totals by Revenue Center Reports do not Display the Employee's Name if no Payroll ID is Specified	20320	222
	Opening a Check prior to Midnight and Closing it After Midnight Would Cause the Check Duration Time on the Employee Closed Check Report to Calculate Inaccurately	22285	222
	Running the RVC Serving Period Totals Report for Multiple Revenue Centers for one Serving Period Will Only Display the Name of the First Revenue Center	24035	222
Reports Cont'd	RVC Menu Item Sales Summary Report Displays Incorrect Grand Totals for Individual Revenue Centers	24278	222
	System Time Period Totals Report Truncates Checks Column is the Check Number is 1,000 or Greater	N/A	223
Setup	Running RES Patches Should Not Update MAL.dat Files	N/A	223
	Servers Designated as POS Only Would Install the Back Office File SysMjrGrpCntImport.dll to the MICROS\RES\EO\Bin Folder	N/A	223

Module	Feature	CR ID	Page
SIM	Prorate PMS Itemizers is Not Allowing a Items to Be Added After a Partial Tender	N/A	224
	KNOWN ISSUE: Unexpected Results When the Output Buffer Overlaps the Input Buffer in a SIM Command	N/A	224
Table Management System	Cover Counts are Incorrect When the Negative Checks Do Not Add to Cover Count Option is Disabled	24639	225
	Performing a TMS Function from a Popup Screen Would Not Correctly Update the Table Objects Until After the User Changed Screens	N/A	225
	Unable to Use TMS with Certain Foreign Regional Settings	24287	225
Table Management System Cont'd	Will Lose Reservation if an Authorization is Required and the Code is Entered Incorrectly	N/A	225

Module	Feature	CR ID	Page
Transaction Services	Check Info Lines Printed Via the Transaction Service Application Would Not Print to the Journal	N/A	226
	Check Info Lines Printed Via the Transaction Service Application with After Trailer Print Format Enabled Will Not Print	N/A	227
	Combo Meal Prices and Savings Appear to be Rounded When Printed	N/A	227
	Combo Savings Line Not Printing	N/A	227
	Internal Error Received When an Employee is Unable to Post a Tender/Media to a Cash Management Issue via Transaction Services	N/A	227
	Service Charges with Value-Added Tax (VAT) Included Would Display the VAT Lines Incorrectly on the Guest Check	N/A	228
	Submitting Multiple Check Info Lines via the Transaction Services Application Will Result in an Error Condition if One of the Check Info Lines was Left Blank	N/A	228

Module	Feature	CR ID	Page
Transaction Services Cont'd	Tendering a Check to Credit Card for \$0 Would Close the Check When the Check Still Had Value Remaining	N/A	228
	Transaction Void Would Fail if a Menu Item With an Assigned Reference is Added to the Check	N/A	228
	Unable to Alter Check Info Lines	N/A	229
	VAT Lines Would not Print to the Journal	N/A	229

Revisions Detailed

Autosequences and Reports

Error Occurs When Attempting to Generate Cashier Reports When no Cashier Totals are Configured

CR ID#: N/A

Attempting to generate either the Cashier Summary (CSHR_001.rpt) or the Cashier Totals (CSHR_101.rpt) reports from the Autosequences and Reports module when Cashier Totals are not configured, would cause the following error message to appear:

Error Message

Received (2) Errors from the Database Engine that are listed below:

Error 13059: General SQL Error.

Error 13059: [Sybase]....Syntax Error near 'AND' on Line 4.

This has been corrected.

Backup Server Mode

BY DESIGN: Ringing No Sales in SAR Mode Will Cause Reports to Return Sales Totals from Before Entering SAR

CR ID#: N/A

When a workstation enters Stand Alone Resiliency (SAR) Mode, and a report is run, it will return the sales totals from before entering SAR if no sales have been rung while in SAR mode. If sales have been rung while in SAR Mode, the user will be prompted to select between the totals for the current business date or the current offline totals. This is by design.

CA/EDC

Batch Settlement Could Fail When Using the Transaction Vault Credit Card Driver

CR ID#: N/A

Previously, some batch detail records could fail during settlement, for certain Host Processors, when using the Transaction Vault Credit Card Driver (TVCA and TVCS).

A problem was found in RESDBS that could cause it to alter driver data when inserted into the database. This alteration only occurred in situations where the credit authorization detail record was copied. Specifically, this could occur when performing a filter seat or a memo tender operation with POS Operations. This has been corrected.

Database

Closing a Check, Then Re-Opening and Editing it on a Different Day Would Cause the RVC Discounts Detail Report to be Inaccurate

CR ID#: 23591

Previously, closing a check with an applied discount, then re-opening it on a different day would cause the RVC Discounts Detail Report to double the discounted amount as well as the number of discounts. This has been corrected.

Database Table Indexes Were Causing ODBC Connections to Fail to Third Party Database Applications

CR ID#: N/A

Some of the naming conventions on the indexes in the mi_def database table could cause the ODBC connections to fail when using a MICROSOFT Access Database. The mi_def index names have been changed to resolve this issue. For example, XIE3mi_def.nlu_num has been renamed as **XIE3mi_def**.

This issue will not affect RES software.

MICROS Secure Desktop When Set to Auto Start Would Display The Internet Explorer Address Bar for a Short Time When Launched

CR ID#: N/A

Previously, if the MICROS Secure Desktop was configured and Internet Explorer was configured on the Desktop, the IE address bar would display the first time it was launched. This only surfaced on systems running Microsoft Internet Explorer Version 7.0. This has been corrected.

Database Manager

Unable to Use the Command Line to Backup a Database if EM Concepts are Used

CR ID #: 24500

Previously, if EM database concepts were used, the site was unable to backup a database from the command line. This has been corrected.

Enterprise Management (EM)

Saving Multiple Keys on the Default Version of a Touchscreen at EM Corporate Would Save Only the Last Programmed Key on Other Touchscreen Versions

CR ID #: N/A

Inserting multiple keys on the default version of a touchscreen at EM Corporate, and then setting the lock options for those keys would only propagate the last key configured onto the other versions of that touchscreen. This has been corrected.

Hand Held Devices

A CaTR Driver Credit Card Authorization Performed on an MC50 Hand Held Device Running RES 4.1 HF1 Would Cause POS Operations to Close Unexpectedly

CR ID#: N/A

Previously, performing a credit card authorization using the CaTR driver on an MC50 device running RES 4.1 HF1 would cause POS Operations to close unexpectedly. This has been corrected.

Changing Touchscreens on an Symbol MC50 to a Touchscreen with Table Objects Will Cause POS Operations to Close Unexpectedly

CR ID#: N/A

Previously, attempting to change touchscreens on a Symbol MC50 to a touchscreen with table objects would cause POS Operations to close unexpectedly. This has been corrected.

KNOWN ISSUE: Attempting to Edit an Employee ID via Manager Procedures on a Hand Held Terminal Running the Windows Mobile 2003 Second Edition Will Prompt the User to Continue Loading the Page

CR ID#: N/A

Attempting to edit an employee's identification number via Manager Procedures on a hand held terminal running the Windows Mobile 2003 Second Edition will cause the following prompt to appear:

Press Ok to continue loading this web page.

This is a known issue and there are currently no settings to disable this prompt.

The Symbol MC50 Hand Held Devices Would Read Magnetic Cards Intermittently

CR ID#: 24391

Previously, the Symbol MC50 Hand Held Device would not recover after a bad magnetic card read. After a card swipe, the operator could receive the *Invalid Magnetic Card* error message, or the card would not read and the operator would receive no error message.

Following either situation where the card did not read properly, all swipes would be unsuccessful. The operator was required to service total and pick the check up again to perform a successful swipe.

These errors have been corrected and following a bad magnetic card swipe, the operator can perform a successful swipe immediately afterwards.

Should the magnetic card reader become separated from the MC50, follow these steps to correct the issue:

1. Reconnect the separated card reader.
2. Perform a swipe. The first swipe will not go through, however, it will re-initialize the mag stripe reader. The MC50 will beep if the volume is enabled.
3. The user can now perform swipes successfully.

If the MC50 is powered off and the back on again, the first card swipe will not go through, however, it will cause the mag stripe reader to re-initialize.

KNOWN ISSUE: MC50 May Require a Warm Reboot to Update After Reconfiguring CAL

CR ID#: N/A

In some circumstances, when reconfiguring CAL, or upgrading the system, the MC50 hand held device may not automatically download the new files. If this occurs, the user will have to warm reboot the device by depressing the button on the back lower-right side of the device. This will allow the download to occur. This is a known limitation for this release.

An MC50 Running RES 4.1 HF3 May Encounter an Error Condition When Attempting to Start POS Operations

CR ID#: 24610

Previously, an MC50 hand held device running RES 4.1 HF3 could encounter an error condition when attempting to start POS Operations. This has been corrected.

KNOWN ISSUE: Opening a Secondary Application, such as Manager Procedures on a Symbol 2800 Would Cause POS Operations to Close Unexpectedly

CR ID#: N/A

Opening a secondary application (e.g., Manager Procedures) on a Symbol 2800 device would cause POS Operations to close unexpectedly. It should be noted that running additional applications on the Symbol 2800 device may cause RES 4.3 to become unreliable. This risk increases as the number of secondary applications, and the size of the database increase.

Unable to Assign or Edit Employee IDs Using the Mag Stripe Reader When Accessed via Manager Procedures

CR ID#: N/A

Previously, attempting to assign or edit an employee's identification number using a mag stripe reader attached to a hand held device, would not succeed when accessed via Manager Procedures. This has been corrected.

Interfaces

The Interface Service Could Encounter an Error While Running

CR ID #: N/A

Previously, the interface service could encounter an error when running and would cease to function correctly. This was because the Interface Service would attempt to initialize repeatedly when certain operations were performed. This has been corrected.

The System May Report a No Interface Servers in Registry Error Message When Attempting a DSM Reload

CR ID #: N/A

When a DSM reload was performed (e.g., for example during a database reload), the system could report the following error:

```
No IFS Servers in the Registry
```

This occurred because a reload will temporarily erase the registry key. Before the key could be restored the system would incorrectly clear the list of interface servers. This has been corrected.

OPOS

IBM SurePOS 4610 USB Printer Not Functioning

CR ID #: N/A

Previously, a configured IBM SurePOS 4610 USB Printer would not print in POS Operations. This has been corrected.

IP Printing was Slow When Printing to Multiple Printers Simultaneously

CR ID #: N/A

IP printing would be slow when outputting to several printers simultaneously. This has been corrected.

Ordering Module

Answering a Printer Error While in the Ordering Module Will Move the POS Operations Touchscreen to the Foreground While Rendering it Inactive, Leaving the Operator Stuck

CR ID #: N/A

Previously, receiving a printer error message on a WS4 or WS4 LX while in the Ordering Module would bring the POS Operations touchscreen to the foreground. After clearing the error, the touchscreen would remain in the foreground but would be inactive. The user would be stuck without a way to get back to the Ordering Module unless a keyboard or a mouse were available. This has been corrected.

Attempting to Touch Void an Item Whose Quantity is Greater Than 1 Prompt for How Many But Will Void all of Them

CR ID #: N/A

When attempting to touch void an item whose quantity is greater than 1, the user will be prompted to select the number to be voided, but regardless of the entry, the system will delete the total number of items. This has been changed, the user will no longer receive a prompt to enter how many to void, all items will be voided automatically.

Attempting to Use the Edit Order Key when DOM is Enabled for the Revenue Center Will Cause an Error Condition

CR ID #: N/A

When attempting to use the Edit Order Key in the Ordering Module when DOM was enabled for that Revenue center would result in an error condition. This has been corrected.

The Container Menu Item Would Incorrectly Display in the POS Operations Check Detail

CR ID #: N/A

Previously, the Container Menu Item would incorrectly appear in the POS Operations Check Detail even when the order type option (*POS Configurator | System | Order Type | Need OM Container*) was disabled. This has been corrected.

If the Sorting Condiments Option was Enabled for KDS Devices, it Would Also Apply to OM Menu Items

CR ID #: N/A

When the **Sort all condiments** option was enabled (*POS Configurator | Devices | Order Devices | Options | Sorting/Formatting*) for KDS Devices, the option would also incorrectly apply itself to OM Menu Items. This has been corrected.

If the RES Decimal Character is a Comma then Prices are Truncated

CR ID #: N/A

When the RES decimal character was a comma rather than a decimal, then prices were truncated (e.g., 1,50 would display as 1,00). This has been corrected.

Making a Topping Unavailable for a Section when it is Available for the Whole Would Cause an Error Condition

CR ID #: N/A

Previously, configuring a topping to be available on a whole OM specialty, but unavailable for sections of that specialty, would cause an error condition if the specialty was ordered as a whole, and then its toppings were altered for a section of the specialty (e.g., lite onions on half 1). This has been corrected.

Name of the Backspace Key in the Numeric Entry Box is Different for Workstation 4 and Win32 Devices

CR ID #: N/A

The Backspace key on the Numeric Keypad in the Ordering Module would appear with the name Backspace on a Workstation 4, and with the name Back on a Win32 device. This has been corrected so that all workstations will now display this area as the Backspace key.

Ordering an Item With a Required Condiment Before Ordering an Ordering Module Menu Item, Then Attempting to Change the Condiment Will Launch the Ordering Module

CR ID #: N/A

Previously, ordering an item with a required condiment before ordering an item from the Ordering Module, then attempting to change the required condiment would cause the system to launch the Ordering Module. This has been corrected.

Placing an Order for a Combo Meal When Only One OM Base Item is Included in the Combo Main Item Group Would Cause the Ordering Module to Not Display

CR ID #: 23988

Previously, selecting an ordering module combo meal with only a single OM Base Item in the combo main item group, would cause the system to bypass opening the Ordering Module. This has been corrected.

Using Interactive Re-order to Order a Menu Item Would Cause an Error Condition and Would then Prompt for Authorization to Perform a Void

CR ID #: N/A

Attempting to re-order a menu item using the Re-order Interactive function key would cause an error condition. Selecting [Ok] to clear the prompt would then prompt the user for an authorization code to perform a void. This issue has been corrected.

Peripherals

Enabling the Post Voids to ILDS Option Would Incorrectly Send Returned Menu Items to ILDS

CR ID #: 23731

Previously, enabling the **Post Voids to ILDS** option (*POS Configurator / Devices / Devices / ILDS*) would incorrectly send menu item returns back to the ILDS. This has been corrected.

POS Configurator

Able to Enter Old Password When Prompted to Enter a New Password With Complex Security Enabled

CR ID #: N/A

Previously, when complex security was enabled and the Password Repeat Interval was set to 0, the user was able to enter their old password when they were prompted to change the password. The user is now always required to enter a new password when complex security is enabled.

Attempting to Change User Password When Enhanced Security was Enabled Would Cause the System to Freeze

CR ID #: N/A

When Enhanced Security was enabled, and the user attempted to change their password, the security dialog would freeze and the system would have to be restarted. This has been corrected.

Beverage Control Text Was Truncated on the RVC Transactions Form

CR ID #: N/A

The **Beverage Control** text located on the *Revenue Center / RVC Transactions* form was truncated and its full name could not be viewed. This has been corrected.

Consolidate Current Round Items Does Not Have a Language Label

CR ID #: N/A

Previously, if the user selected a language other than English using the translate.exe application and assigned it in the Current Language field (*System / Restaurant*), then the **Consolidate Current Round** Items field (*Revenue Center / RVC Display Design*) would be incorrectly replaced with the Sort Current Round Items field. This has been corrected, and this field will now be translated into the appropriate language.

Creating a Macro Key with an Alpha Category Selected, Clicking on the Character Field, then Returning to the Alpha Category Would Cause an Access Violation

CR ID #: N/A

Previously, creating a macro key with an Alpha Category selected, clicking on the Character field, and then returning to the Alpha Category would cause an access violation to occur. This has been corrected.

The External Program's Macros Paths May be Incorrect

CR ID #: 22299

The MICROS Macros Paths present on the *System / External Program* form allow an executable to be called via a dynamic path. Previously, selecting the ">>" button would incorrectly list the static path of *C:\Micros*. To resolve this issue the *C:* has been replaced with a "..." to indicate that the exact location may vary (e.g., ...*Micros*).

Leaving an Employee Password Field Blank After the User is Prompted to Change Their Password Would Cause an Error Condition

CR ID #: N/A

Previously, leaving an employee password field blank when prompted to change the password would result in an error condition. This has been corrected.

Licensing Form Removed from the System Tab

CR ID #: N/A

The *Licensing* tab has been removed from the *System* form in POS Configurator. Previously, selecting this form resulted in no action.

The Micros Macros Path on the External Programs Form Does not Reflect the Correct Program Path

CR ID #: 22299

When running a Micros Macro using the *System / External Programs* form, the path reflected in the Directory field would inaccurately show a path off of the *C:\Micros* root, when the correct path should be listed off of the *C:\Program Files\Micros* path.

This issue does not affect Micros Macro functionality.

***Modifying an Object Number on the KDS Tool Bars Form
may Cause an Error Condition***

CR ID #: 24243

Modifying an object number on the KDS Tool Bars form, and then adding a new record with the same object number as the old record would cause an error message to appear. This has been corrected.

***Numeric Fields May Contain Commas as the Thousands
Separator and May Have .0001 Added to the end of the
Number After Saving***

CR ID #: N/A

Previously, the **User numeric 1** and the **User numeric 2** fields on the *POS Configurator / Employees / Employees / General* tab could contain commas as thousands separators and have a .0001 added to the end of the number after saving. This has been corrected.

POS Operations

***The 300 QSR Order2 Detail Touchscreen Template Would
Cause the Guest Count and the Check Number to Overlap***

CR ID #: 23382

Previously, the 300 QSR Order2 Detail touchscreen template would cause the guest count and the check number to overlap. This has been corrected.

BY DESIGN: An Arrow Icon Will Replace the Menu Item Name on the Touchscreen Key When the First Character of the Menu Item Name is a >

CR ID #: N/A

If the first character of the Menu Item Name is a right arrow (e.g., >), then an arrow icon will replace the text entered for the menu item name. Arrows will also replace the text when the following characters are entered:

- ◆ 16 Octal = 0xE Hex = 14 decimal will display as a right arrow (e.g., “>”).
- ◆ 17 Octal = 0xF Hex = 15 decimal will display as a left arrow (e.g., “<”).
- ◆ 30 Octal = 0x18 Hex = 24 decimal will display as a up arrow.
- ◆ 31 Octal = 0x19 Hex = 25 decimal will display as a down arrow.

This is by design.

The Delivery Dispatch Promise Time Could Begin to Increase After it Reaches Zero

CR ID #: 22299

Previously, the Promise Time displaying in the Delivery Dispatch Module's delivery status screen would begin to increase after the promise time expired. This issue has been corrected and the promise time will now display in red and become negative after it expires.

Enabling the Display on Touchscreen — Both Names Option When Using the Touch Item Discounting Feature Would Subtract the Percentage Discount Twice for the Menu Item Price

CR ID #: 24271

When the **Display on Touchscreen — Both Names** option was enabled (*Sales / Menu Item Classes / Print/Display*), when using Touch Item Discounting, applied percentage discounts would be subtracted twice from the check. This has been corrected.

Entering a “%” or a “;” Symbol Using a Physical Keyboard for a Reference Entry Will Delete the Text and Replace it With a “/”

CR ID #: N/A

When the user enters either a “%” or a “;” symbol using a physical keyboard for a reference entry (e.g., remote order info lines), the text entered is deleted and replaced with a “/”.

This issue will not occur if using an alpha numeric touchscreen keyboard to enter text. To enter the “%” or the “;” symbols, add these character keys to the alpha numeric touchscreen on the *Devices / Touchscreen Designer* form in POS Configurator.

If the Last Rung Menu Item Does not have an Allowed Condiments Group Selected Then no Condiments can be Inserted into Previously Rung Menu Items or Combo Meals That do Have an Allowed Condiment Group Selected

CR ID #: 24282

Previously, if the last rung menu item on the check did not have an Allowed Condiments Group (*POS Configurator / Sales / Menu Items / Definition / Groups / Allowed Condiments*) selected then no other condiments could be added to previously rung menu items or combo meals on the check even though they had an Allowed Condiment Group selected. This has been corrected.

If the Payment/Send Touchscreen is the Same as the Default Touchscreen, then the Check Detail Area Would not Clear

CR ID #: N/A

When the Payment/Send Touchscreen is the same as the Default Touchscreen, the screen would not change between transactions. As a result, the check detail would not clear. This has been corrected; however, the user should make sure that the **Do not clear screen after transaction** option (*POS Configurator / User Workstation / Options /General*) is not selected.

Initial Authorization Does Not Work When Value Entered Equals Amount Due

CR ID #: 22336

After receiving an initial authorization, attempts to close a check to the credit card would fail if the final amount due was the same as the amount authorized. An error message would be displayed, indicating that a voucher must be printed prior to closing the check. This problem has been corrected.

The KDS Order Identification Number can be Lost if the System is Turned Off

CR ID #: N/A

If the system is turned off unexpectedly (e.g., the site loses power) the KDS Identification Order number; the number to identify orders on Dynamic Order Mode KDS Devices, could be lost by the system, resulting in the creation of two KDS chits for a single order. This issue has been corrected.

The Mag Card Reader for the HHT8800 Would Stop Working After Installing the RES 4.1 HF3 NovaE

CR ID #: N/A

Installing the RES 4.1 HF3 NovaE patch will render the Mag Card Reader for the HHT8800 device inoperative. Upgrading to RES 4.3 will resolve this issue.

***Memory Usage Issues May Occur when Running the
MDSHTTPService and the Credit Card Server Service***

CR ID #: 24349

The system could encounter memory usage issues when running either the MDSHTTPService (MDHTTPService.exe) with or without ringing transactions or the Credit Card Server Service (CCS.exe) with ringing transactions. This has been corrected.

Menu Items With a Double Digit Price or Higher Would Display Part of the Price on the Check Display When in Split or Edit Check Screens

CR ID #: N/A

Previously, menu item prices with a double digit price or higher (e.g., \$12.00) would show part of the price in the check display when in a split check or an edit check screen. This issue has been corrected.

Performing a Transaction Void of a Combo Meal Would Add Additional Items Rather than Depleting the Voided Items from the Check

CR ID #: N/A

Previously, performing a transaction void of a combo meal would add additional menu items to the check when it should have been depleting the voided items. This has been corrected.

Plugging in a Scale into the COM5 of a Workstation 4 LX, then Rebooting the Workstation Would Cause POS Operations to Stop Recognizing the Scanner Input

CR ID #: 24538

Previously, plugging in a scale into the COM5 of a Workstation 4 LX, and then rebooting the workstation would cause POS Operations to stop recognizing the scanner input. This has been corrected.

POS Operations Would Not Prompt for Address Verification when Performing an Auth and Pay Transaction

CR ID #: N/A

Previously, POS Operations would fail to prompt the user for Address Verification (AVS) when performing an Auth and Pay Transaction when configured to do so. This issue has been resolved.

Setting MICROS Secure Desktop to Automatic with a Database Autostart Level of 1 or Higher and Starting the Database Could Generate an Error

CR ID #: 23545

When the MICROS Secure Desktop was set to automatic and the Database Autostart Level was set to 1 or higher, the user could encounter a Sybase error when starting their desktop and would not be able to log in. This problem has been corrected.

Sharing an Item Across Multiple Checks and then Recombining the Item onto a Single Check Would Change the Item Quantity to Zero

CR ID #: 23834

When splitting an item across multiple checks and then recombining the item to a single check, the item would register a quantity of zero. Additionally, when splitting a quantity of items across multiple checks, then recombining the items onto the original check, would cause the items to register as a quantity of one. These issues have been corrected.

Tax Exempt Text (Txex) Overlaps the Previous Check Cash Amount at the Bottom of the Screen

CR ID #: N/A

Previously, the text that appears when the tax exempt function is applied (Txex), would display overlapping the previous check cash amount at the bottom of the screen. This has been corrected.

Tray Totals Incorrectly Requires Authorization of Voids Once First Order Tendered

CR ID #: 22849

When using the Tray Totals function to place multiple orders on a single check, the system would require authorization to void items after the first seat (or order) was tendered. This has been corrected.

Using Auto Service Charges with Seat Filtering Causes the System to Show Incorrect Tip Totals

CR ID #: 24581

Previously, when using auto service charges with seat filtering enabled, the system would show incorrect tip totals in reports as well as in the check detail. This has been corrected.

Using a Popup Touchscreen with SLU Groups Configured Could Cause the SLU Group Buttons to not Display

CR ID #: N/A

Previously, when using a popup touchscreen with SLU groups configured, the touchscreen could fail to display the SLU Group buttons correctly. For example, the SLU key could display as Food SLUs rather than show the appropriate SLU Groups (e.g., appetizers, sandwiches). This has been corrected.

Note that when a popup touchscreen is displayed, any SLU Groups displayed in the grayed out background touchscreen will not be rendered. This is by design.

Voiding an Upcharged Condiment that was Substituted for a Required Condiment Would not Revert Back to the Required Condiment Screen

CR ID #: 24284

Previously, voiding an upcharged condiment that was substituted for a required condiment would not return the operator to the required condiment screen. This issue has been corrected.

When a Workstation Receives a Database Download the Active Revenue Center Would Revert Back to the Workstation's Assigned Revenue Center

CR ID#: N/A

When a workstation has an employee signed in with an active revenue center (RVC) other than the workstation's configured RVC, and a database download occurred, the workstation would incorrectly revert back to its assigned RVC. This would leave the employee signed into the wrong RVC. This has been corrected.

Workstations Unable to Start POS Operations When Caller ID Option Was Enabled but not Configured Properly

CR ID #: N/A

Previously, a Workstation (e.g., Workstation 4, Workstation 4 LX, and Workstation 5) with the Run Caller ID option enabled, but was not configured correctly, would be unable to start POS Operations.

Now a message will display informing the user that the system is, "Unable to initialize Caller ID." After selecting [Ok] POS Operations will start successfully.

Reports

Configured Discount Categories for Cashier Tracking Groups Would not Count Item Discounts Reported as Subtotals

CR ID #: 24594

Previously, if the user configured discount categories for cashier tracking groups, and they had item discounts that reported as subtotals, then these totals would not be counted on reports. This has been corrected.

The Consolidated Employee Detail Totals and the Consolidated Employee Detail Totals by Revenue Center Reports do not Display the Employee's Name and Number if no Payroll ID is Specified

CR ID #: 20320

An employee's name and number will fail to appear on the Consolidated Employee Detail Totals and the Consolidated Employee Detail Totals by Revenue Center Reports if no Payroll ID is specified. This has been corrected.

Opening a Check prior to Midnight and Closing it After Midnight Would Cause the Check Duration Time on the Employee Closed Check Report to Calculate Inaccurately

CR ID #: 22285

When a check was opened prior to midnight, and closed after midnight, the Check Duration Time as recorded on the Employee Closed Check Report was calculated inaccurately. For example, a check that began at 11:30 and closed at 12:30 would record with a check duration time of 23 hours. This has been corrected.

Running the RVC Serving Period Totals Report for Multiple Revenue Centers for one Serving Period Will Only Display the Name of the First Revenue Center

CR ID #: 24035

Viewing the RVC Serving Period Totals Report for multiple revenue centers for a single serving period, the report would only display the first revenue center name. This has been corrected.

RVC Menu Item Sales Summary Report Displays Incorrect Grand Totals for Individual Revenue Centers

CR ID #: 24278

The RVC Menu Item Sales Summary Report (MI_R101.rpt) would display incorrect grand totals for specific revenue centers. This has been corrected.

***System Time Period Totals Report Truncates Checks Column
is the Check Number is 1,000 or Greater***

CR ID #: 23653

The System Time Period Totals Report would truncate the thousands digit if the number in the check column was 1,000 or greater. This has been corrected.

Setup

Running RES Patches Should Not Update MAL.dat Files

CR ID#: N/A

Previously, if a site received an MAL.dat file, it would be overwritten when a RES Patch was installed. Running a RES Patch will no longer alter MAL.dat files.

***Servers Designated as POS Only Would Install the Back
Office File SysMjrGrpCntImport.dll to the
MICROS\RES\EO\Bin Folder***

CR ID#: N/A

Previously, the back office file SysMjrGrpCntImport.dll, was being installed to the *MICROS\RES\EO\Bin* folder for POS only servers. Now for RES Servers and Win32 clients running Windows XP or greater, this file will only be installed to the *MICROS\RES\Common\Bin* folder when installing back office products. POS only servers will no longer contain a *MICROS\RES\EO* folder.

SIM

Prorate PMS Itemizers is Not Allowing a Items to Be Added After a Partial Tender

CR ID#: 7785

Previously, when the Prorate PMS Itemizers option was enabled via SIM script (Function prorate) or the *POS Configurator / Revenue Center / RVC Interfaces / Property Management System / Prorate PMS Itemizers* option, items could not be added after a partial tender.

This issue has been corrected, however, a check with a prorated partial tender cannot be transferred to a revenue center where proration is not enabled. Also a check with a prorated partial tender cannot be split.

KNOWN ISSUE: Unexpected Results When the Output Buffer Overlaps the Input Buffer in a SIM Command

CR ID#: 24165

When there is an overlap with the output and the input buffer in a SIM command, then the user will receive an unexpected result.

For example:

```
event inq : 1

    var buf1: A32

    buf1 = "A"
    format buf1 as buf1, "\B"
    infoMessage "Correct:expect A\B", buf1

    buf1 = "A"
    format buf1 as "\B", buf1
    infoMessage "Incorrect:expect A\B", buf1

endevent
```


This is a known issue with this release and applies to multiple workstation platforms.

Table Management System

Cover Counts are Incorrect When the Negative Checks Do Not Add to Cover Count Option is Disabled

CR ID#: 24639

Previously, TMS cover counts would be incorrect if the **Negative checks do not add to cover count** option (*POS Configurator / Revenue Center / RVC Posting / Options*) was disabled. This has been corrected.

Performing a TMS Function from a Popup Screen Would Not Correctly Update the Table Objects Until After the User Changed Screens

CR ID#: N/A

When performing a TMS function (e.g., Close Table, Reserve Table) from a popup touchscreen, the table objects would not update until after the user changed screens. This has been corrected.

Unable to Use TMS with Certain Foreign Regional Settings

CR ID#: 24287

Previously, the site may encounter difficulties when attempting to use TMS with certain foreign regional settings (e.g., Chinese PRC). This has been corrected.

Will Lose Reservation if an Authorization is Required and the Code is Entered Incorrectly

CR ID#: N/A

If a reservation required an authorization, and an incorrect code was entered, or the **[Clear]** button was selected, the reservation information would be lost. This has been corrected.

Transaction Services

Check Info Lines Printed Via the Transaction Service Application Would Not Print to the Journal

CR ID#: N/A

Previously, the check info lines entered via the transaction services application would not print to the journal. This has been corrected.

Check Info Lines Printed Via the Transaction Service Application with After Trailer Print Format Enabled Would Not Print

CR ID#: N/A

If check info lines are configured with the *After Trailer Print Format* enabled (*Revenue Center / RVC Interfaces / SIM*), then the check info lines would not print. This has been corrected.

Combo Meal Prices and Savings Appear to be Rounded When Printed

CR ID#: N/A

When using transaction services to process a combo meal, the combo meal price and the total savings received would appear to be rounded on the printed receipt. For example, \$6.29 would print as \$6.00. This has been corrected.

Combo Savings Line Not Printing

CR ID#: N/A

Previously, when using transaction services to process a combo meal, the combo savings line would not print. This has been corrected.

Internal Error Received When an Employee is Unable to Post a Tender/Media to a Cash Management Issue via Transaction Services

CR ID#: N/A

Previously, an "Internal Error" was displayed when an employee attempted to tender a transaction when Configuration Management (CM) was enabled. This tender/ media posting error was caused by a configuration problem in CM (i.e., no till is assignment or an Employee Class set to CM Accounting Method "None"). This did not occur in POS Operations, but could occur when attempting to post a tender using Transaction Services where it was not checking for the proper CM configuration, and could cause the transaction to fail. This has been corrected.

***Service Charges with Value-Added Tax (VAT) Included
Would Display the VAT Lines Incorrectly on the Guest Check***

CR ID#: N/A

When using transaction services to ring a check, a service charge linked to a Value-Added Tax (VAT) Class would display the VAT lines incorrectly on the check. This has been corrected.

***Submitting Multiple Check Info Lines via the Transaction
Services Application Will Result in an Error Condition if
One of the Check Info Lines was Left Blank***

CR ID#: N/A

Previously, submitting multiple check info lines via the Transaction Services application would produce an error condition if one of the check info lines was left blank. This has been corrected.

***Tendering a Check to Credit Card for \$0 Would Close the
Check When the Check Still Had Value Remaining***

CR ID #: N/A

Previously, tendering a check to a credit card for a value of \$0.00 would close the check automatically even if the check still had value remaining. This has been corrected.

***Transaction Void Would Fail if a Menu Item With an
Assigned Reference is Added to the Check***

CR ID#: N/A

Previously, a transaction void would fail if a menu item was added to the check with an assigned reference. This has been corrected and the transaction void will now occur successfully.

Unable to Alter Check Info Lines Via Transaction Services

CR ID#: N/A

Attempting to alter pre-existing check info lines via the transaction services application would print the new check with the old check info lines. This has been corrected.

VAT Lines Would not Print to the Journal

CR ID#: N/A

Previously, VAT lines would not print to the journal file when run via transaction services. This has been corrected.

Operations

Print Copies of the Guest Check and Credit Card Vouchers When an Order is Bumped

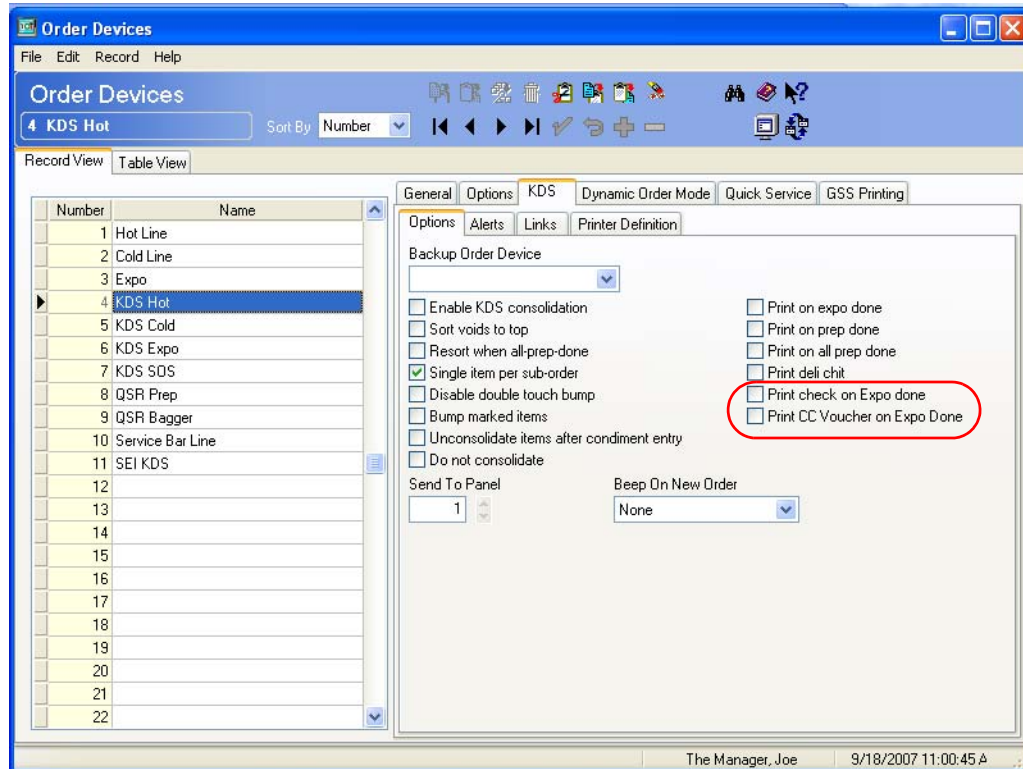
KDS has incorporated a new feature that allows copies of the guest check and the credit card voucher to be printed when an order is bumped from expo.

This feature works well for a delivery operation. If an order is service totalled and sent to the KDS, the site can configure to hold the printed checks and vouchers until after the order is complete. Printing can then occur on the runner chit printer.

This feature is also supported via MICROS Transaction Services.

New Options Added

To support this feature the following options have been added to the *Devices / Order Devices / KDS | Options* tab in POS Configurator:



- ◆ **Print check on Expo done.** Enable this option to print a copy of the guest check once the order is complete and is bumped from expo.

The printed copy will reflect the state of the check at the time that the order was sent to the kitchen. If additional items are added in a subsequent service round, then these items will not appear on the original printed check. They will be printed when the second round of items are expo done.

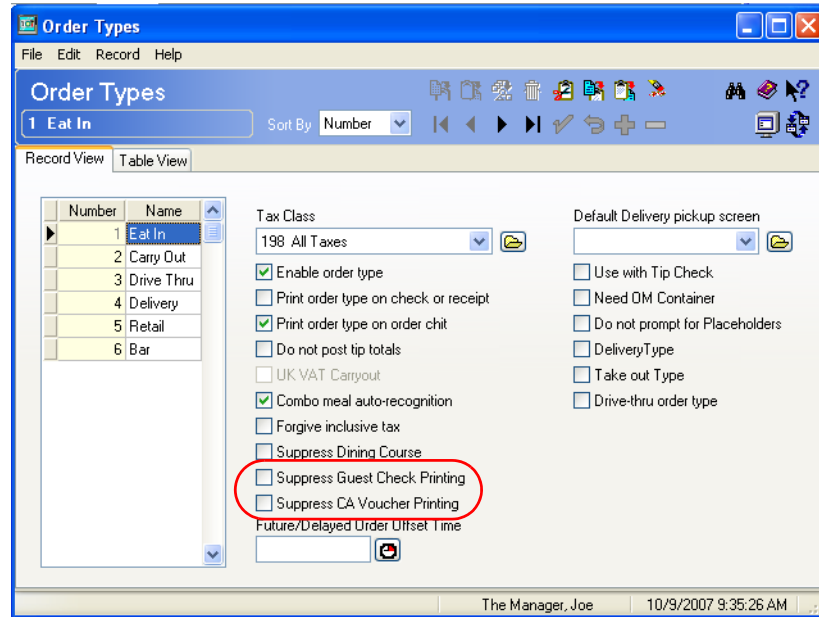
Notes



The **Print voucher in background** option (*Revenue Center / RVC Credit Cards / Printing*) and the **Print check on Expo Done** option are incompatible features. If the user would like to print the voucher when expo is done, then the **Print voucher in background** option must be disabled.

- ◆ **Print CC Voucher on Expo done.** Enable this option to print a copy of the credit card voucher once the order is complete and is bumped from expo.

Additionally, the following options have been added to the *System / Order Types* tab in POS Configurator:



- ◆ **Suppress Guest Check Printing.** Enable this option to suppress printing the guest check when it is service totalled. Enable this option and the **Print check on Expo done** option to print the check only when the order is complete and not when it is service totalled.
- ◆ **Suppress CA Voucher Printing.** Enable this option to suppress printing the credit card authorization vouchers when the order is service totalled. Enable this option and the **Print CC Voucher on Expo done** option to print the voucher only when the order is complete and not when the check is service totalled.

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
Restaurant Display Controller	Enhancements to the Restaurant Display Controllers	235

**Enhancements
Detailed**

Operations

Enhancements to the Restaurant Display Controllers

Troubleshooting support has been added to the existing Restaurant Display Controller. The internal system communication layer supports the following new functionality for this client:

- ◆ The client will log to the 3700d.log on the RES Server.
- ◆ The client can have its verbosity set via the MICROS Control Panel on the RES Server.
- ◆ RemoteReboot may be used to reboot this type of client.

What's Revised

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

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

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

Revisions Summarized

The table below lists the revisions present in this release.

Module	Feature	CR ID	Page
Controller	Adding an RDC Device as a KDS Client Would Cause Unnecessary Error Messages to Log	20526	237
	Orders can be Lost When Using Courses	24452	237
	Touch Voiding an Item After Servicing a Check Could Cause Courses to Lose Their Associated Subordered Menu Item(s)	N/A	237
Database	KDS Totals Take a Long Time to Post	24142	237

**Revisions
Detailed**

Controller

Adding an RDC Device as a KDS Client Would Cause Unnecessary Error Messages to Log

CR ID #: 20526

Previously, adding a new KDS client with a device type of Restaurant Display Controller would cause unnecessary logging to the RES Server's 3700d log. This has been corrected.

Orders can be Lost when Using Courses

CR ID #: 24452

Previously, orders that were placed using courses could be lost when they were bumped in the system. This has been corrected.

Touch Voiding an Item After Servicing a Check Could Cause Courses to Lose Their Associated Subordered Menu Item(s)

CR ID #: N/A

Previously, touch voiding an item after the check was serviced could cause a course to lose its subordered menu item(s). This has been corrected.

Database

KDS Totals Take a Long Time to Post

CR ID #: 24142

Previously, including KDS totals on a Report tracking group would cause the report to take a long time to complete. This has been corrected.

Guest Service Solutions (GSS)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Documentation	Documentation Revision: Configuring the Check Info Lines With the {User-Defined_1} Custom Token	N/A	240
Operations	Dates May Display as Empty Boxes in the GSS Order History on the Workstation 4 LX and the Workstation 5	24388	240
	GSS Operating Slowly in RES Version 4.1 HF1 and Higher	N/A	241

Revisions Detailed

Documentation

Documentation Revision: Configuring the Check Info Lines With the {User-Defined_1} Custom Token

CR ID #: N/A

The *Redesigned GSS Back Office Configuration and Database Structure* feature published in RES 3.2 SP3, contained a section regarding the creation of customized information on the Check Info Lines.

The customized Check Info Lines may be comprised of hard-coded text and one or more *tokens* (or variables). The tokens are linked to columns of information in the customer's record in the GSS database.

This section incorrectly listed the format for the {User-defined_1} token. The correct format for this token is **{UserDefined_1 through UserDefined_10}**.

The {Userdefined} tokens refer to the 10 custom data-entry fields that can be added to the GSS database through POS Configurator (*GSS / Restaurant / General*). When the record is saved, the field name is added to the **Other Info** drop-down list on the *Customer Selection/View/Modification Screen* form in the GSS BackOffice application.

Operations

Dates May Display as Empty Boxes in the GSS Order History and Gift Card Balances Would Not Display Correctly on the Workstation 4 LX and the Workstation 5

CR ID #: 24388

Previously, the date could appear as a series of empty boxes in the GSS Order History on the Workstation 4 LX and the Workstation 5.

Also, gift card balances would not display correctly on the Workstation 4 LX or the Workstation 5. Both issues have been corrected.

GSS Operating Slowly in RES Version 4.1 HF1 and Higher

CR ID #: N/A

Previously, GSS was operating noticeably slower in RES Versions 4.1 HF1 and higher, particularly when running Order History. This has been corrected and GSS contains the following enhancements:

- ◆ GSS will now initialize 35% faster than in RES 4.1.
- ◆ Order History will load 100% faster than in RES 4.1

Cash Management (CM)

What's New

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

New Features Summarized

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

Module	Feature	Page
Configurator	Cash Pull Thresholds	243
	Require Deposit Verification	244
	Require Verification for Server Bank or Till Count	244

New Features Detailed

Configurator

Cash Pull Thresholds

Cash Management now permits the user to enter up to 3 cash pull thresholds to determine when the user is notified that a cash pull should be performed. Each warning indicates greater severity.

The following options are available on the *Configuration / Till Templates/Server Bank Templates* form.

The screenshot shows the 'Cash Management' application window with the 'Configure Till Templates' form. The form includes a navigation pane on the left with 'Cashing' selected. The main area contains several fields: 'Default Starting Amount' (250), 'Starting Amount Should Be' (radio buttons for 'Excluded from the Count', 'Included in the Count', and 'Included in the Count and Deposited'), 'Count Sheet' (dropdown menu showing 'Bartender Count Sheet'), and three 'Cash Pull Threshold' fields. The 'Cash Pull Threshold 1' field is highlighted with a red circle and contains the value '500'. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

- ◆ **Cash Pull Threshold 1.** This legacy option bit allows the user to enter a maximum amount of money that can be in the receptacle before the user is notified with the following message, “Your till exceeds the maximum allowed cash. Please execute a cash pull.”

Enter a 0 to indicate that a cash pull is not required.

- ◆ **Cash Pull Threshold 2.** This new option allows the user to enter a maximum amount of money that can be in the receptacle before the user is notified with the following message, “Please execute a cash pull immediately.”

Enter a 0 to indicate that a cash pull is not required.

- ◆ **Cash Pull Threshold 3.** This new option allows the user to enter a maximum amount of money that can be in the receptacle before the user is notified with the following message, “Not allowed until you execute a cash pull.” Following this warning the user can no longer add items to the check.

Enter a 0 to indicate that a cash pull is not required.

Require Deposit Verification

Cash Management can now be configured to require verification for deposits. To enable this feature select the **Require Deposit amount verification** option (*Configuration / Options / Main*).

When this option is enabled, the total amount deposited will be masked and a series of asterisks (e.g., *****) will be listed instead of a dollar amount. Masking will appear on all reports and forms that list the deposited amount. Once the deposit is finalized, the deposited amount will no longer be masked and will appear normally in reports and forms.

The deposit must be verified by a different employee than the one who initially counted it. If the amount entered is incorrect, the deposit cannot be finalized.

Privileged employees can view the total when the deposited total is masked. To enable this option by employee class go to the *Employees / Employee Classes / Cash Management / Deposit Options* form in POS Configurator and select the **View Blind deposit total** option.

Require Verification for Server Bank or Till Counts

Cash Management can now be configured to require verification for either Server Bank or Till counts. To enable this feature select the **Require count verification** option (*Configuration / Options / Main*).

The count must be verified by a different employee than the one who initially counted it. When enabled, attempting to deposit a Server Bank or a Till before a count has been verified by another employee (one who did not perform the initial count) will result in the following error message:



What's Enhanced

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

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Operations	Added Ability to add a 64 Character Reference to a Deposit	247
Reports	Added the Names of the Employees Who Counted and Verified the Till and Lines to Sign Their Names on the Tills/Server Bank Report	249
Setup	Cash Management Service Now Installed as Part of the Core RES Installation	250

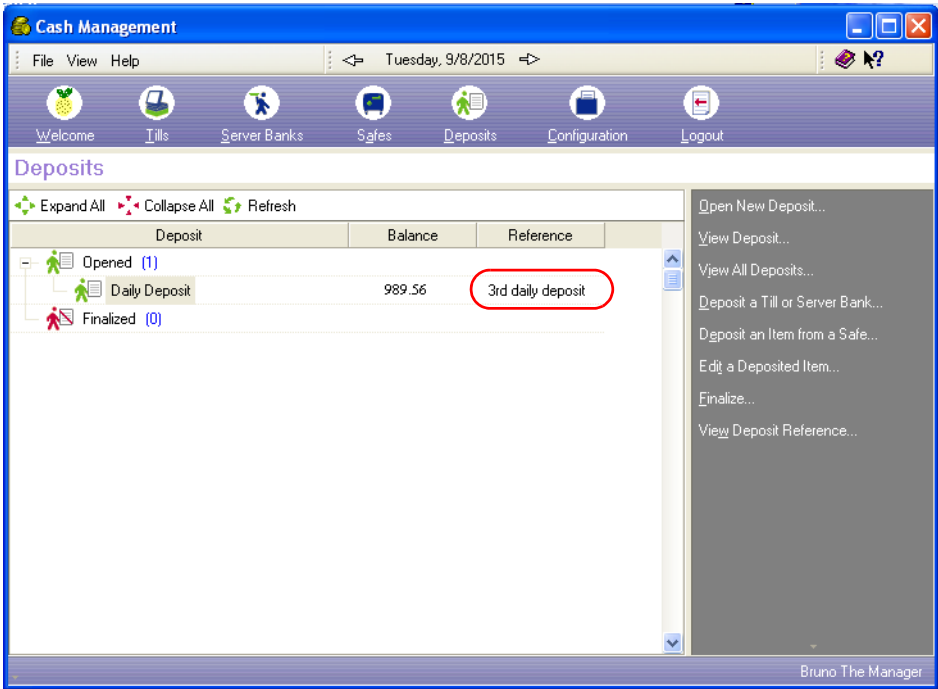
**Enhancements
Detailed**

Operations

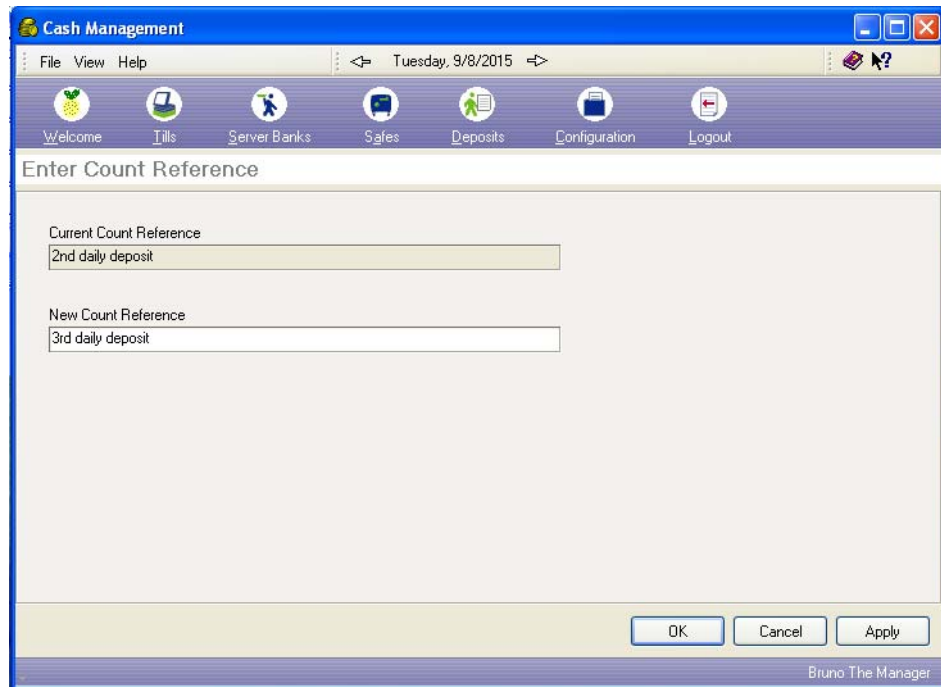
Added Ability to add a 64 Character Reference to a Deposit

CM has added the ability to add a 64 character reference for a deposit. This feature can be used to make additional notes regarding the deposited amount.

Once added, the reference will be included when viewing deposits and in reports.



To add a deposit reference go to *Cash Management / Deposits / View Deposit Reference* and enter text in the New Count Reference field. Click **[Apply]** and the **[Ok]** to finalize changes. .



Reports

Added the Names of the Employees Who Counted and Verified the Till and Lines to Sign Their Names on the Tills/Server Bank Report

The name of the employee that counted, as well as the name of the employee that verified the till will now be printed on the Tills/Server Bank Report along with two lines for them to sign their names.

Server Bank Report										
Micros Cafe - Micros Cafe										
Business Date: 9/8/2015										
2 - Serving Bank										
ID	Name	State	Workstation Drawer	Starting Amount	Cash Pull Total	Balance	Counted Amount	Variance	Deposit Name	Deposit Amount
2	Serving Bank	Opened	(Not Assigned)	0.00	0.00	13.86	0.00	0.00	(Not Deposited)	0.00
Employees: Sally Server 1										
Counted By: _____						Signature		Verified By: _____		
Item	Amount									
Credit Cards	120.11									
Cash Due	1128.25									
Hotel Charge	0.00									
Gift Certificates	0.00									

Setup

Cash Management Service Now Installed as Part of the Core RES Installation

The Cash Management Service (CMS) will now be installed as part of core RES installations including both general releases and patches.

CMS is a service that is required to run many of the Back Office applications, including Cash Management, PM Procedures, and the Human Resources Wizard.

Previously, CMS was only installed with Cash Management.

What's Revised

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

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Creating CM Connections Generate Excess Messages Within the Database Console Window	N/A	252
Operations	Assigning a Till in POS Operations Would not Recognize the Overriding Employee Class for the Job that the Employee Clocked in With	24374	252
	Employee Configured for Server Banking Will Always be Prompted for Authorization to Clock Out With is a Non-Zero Number	N/A	252

**Revisions
Detailed**

Database

***Creating CM Connections Would Generate Excess Messages
Within the Database Console Window***

CR ID #: N/A

Every time a CM connection was made to the database, a message was generated within the database console window if it was run. CM connections will no longer generate messages when created.

Operations

***Assigning a Till in POS Operations Would not Recognize the
Overriding Employee Class for the Job that the Employee
Clocked in With***

CR ID #: 24374

Previously, assigning a till in POS Operations would fail to recognize the overriding employee class for the job that the employee clocked in with. This has been corrected.

***Employee Configured for Server Banking Will Always be
Prompted for Authorization to Clock Out With is a Non-Zero
Number***

CR ID #: N/A

An employee configured for Server Banking would require authorization to clock out with an open till when they had not processed any checks. Employees will now only be prompted if the Server Banking till is a non-zero number.

Labor Management (LM)

What's New

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

New Features Summarized

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

Module	Feature	Page
Human Resources Wizard	Human Resources Wizard now Supported on Windows CE Platforms	254
Human Resources	Omit an Employee From Being Automatically Scheduled for a Specific Job	255

New Features Detailed

Human Resources Wizard

Human Resources Wizard now Supported on Windows CE Platforms

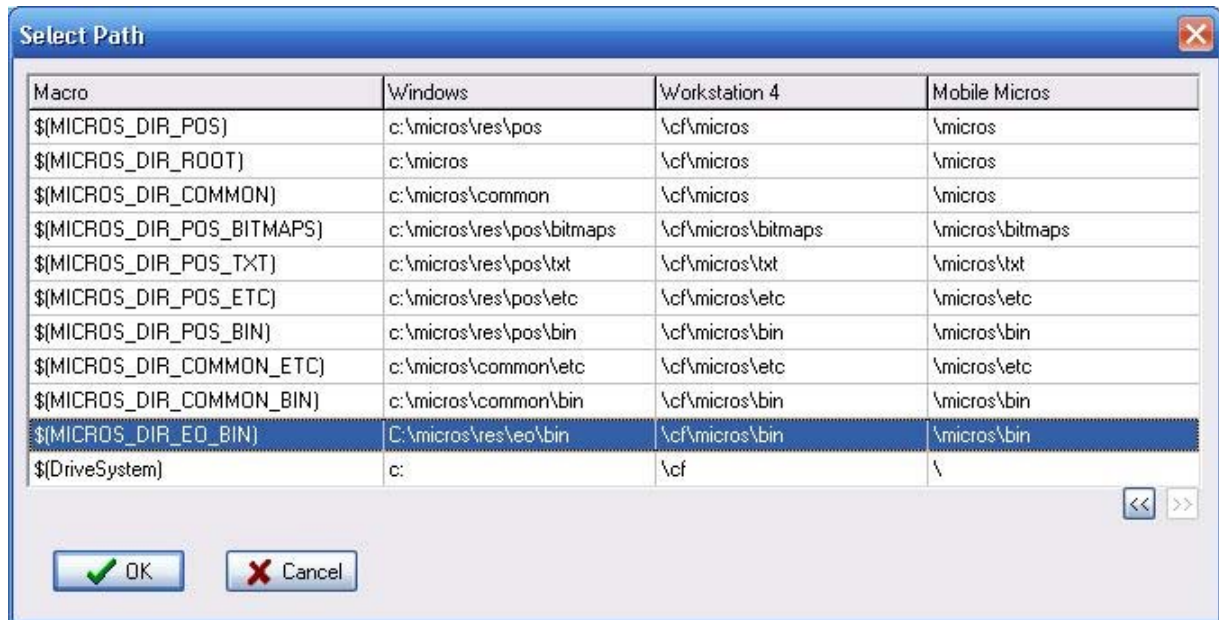
The Human Resources Wizard (e.g., HR Wizard) is now supported on Windows CE platforms including the Workstation 4 and the Workstation 4 LX.

The HR Wizard can be accessed via a touchscreen key. Follow these steps to program this key is POS Configurator:

1. Go to the *System / External Programs* form and create an external program called HR.
2. Use the **User Interface** drop-down to select **Windows**.
3. Use the **Run Style** drop-down to select **Normal**.
4. Enter the following text under the **Command Line** field:

```
$(MICROS_DIR_EO_BIN)\HumanResources wizemppos  
$(LoginID)
```

5. Select the **Dir** icon on the bottom of the screen to view the paths called for each of the device types. When POS Operations calls the macro, it will insert the correct path for the device.

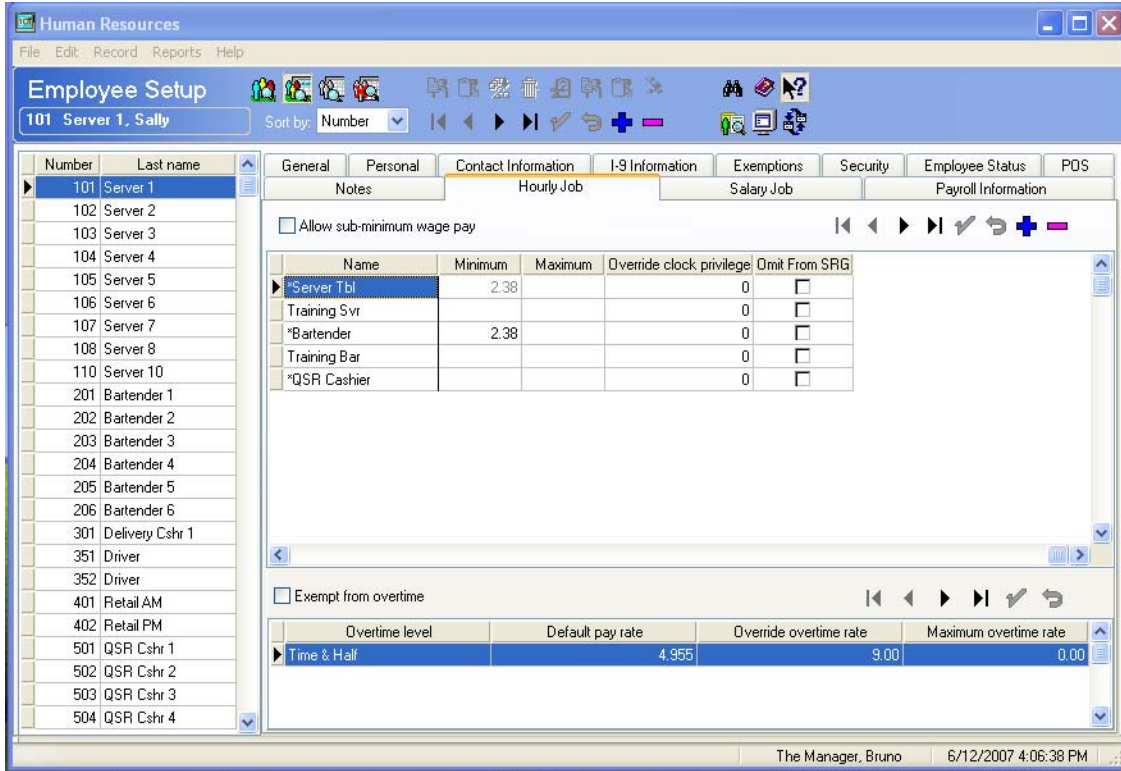


6. Go to the *System/ Devices /Touchscreen Designer* form and select the appropriate touchscreen. This will be the screen used to access the HR Wizard application.
7. Add a new key called **HRWizard**.
8. Select **External Program** from the **Category** drop-down and select **HR** as the **Program**.
9. The user can now access the HR Wizard through POS Operations.

Omit an Employee From Being Automatically Scheduled for a Specific Job

With this release, RES introduces functionality that allows the user to prohibit a specific employee from being automatically scheduled for a job in the scheduling application.

The **Omit from SRG** option has been added to the *Human Resources / Employee Setup / Hourly Job* tab.



Enable this option for each job that should be omitted from the schedule for the selected employee.

What's Enhanced

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

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Setup	Human Resources Will be Installed Automatically on CE Platforms when BackOffice Applications are Already Installed on the Server	258

**Enhancements
Detailed**

Setup

***Human Resources Will be Installed Automatically on CE
Platforms for Systems with BackOffice Installed***

Human Resources will now be installed automatically during setup for CE platforms (e.g., Workstation 4s, Workstation 4 LXs, and Workstation 5s) on systems that have BackOffice installed.

What's Revised

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

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Human Resources Wizard	Employee Scheduling Request Wizard Incorrectly Allows Null Values	21554	260
	Opening Multiple HR Wizards will Open the Human Resources Form	N/A	260
Scheduling	Occasionally, Selecting the Print Report Button in the Scheduling Weekly Assignments Form Will not Print	23637	260

Human Resources Wizard

Employee Scheduling Request Wizard Incorrectly Allows Null Values

CR ID #: 21554

When adding an availability record via the Employee Scheduling Request wizard, quickly pressing the [**Back**]/[**Next**] buttons would cause the system to click through the form and save the entry without completing all the necessary fields. As a result, attempts to generate Weekly Assignments would fail. This problem has been corrected

Opening Multiple HR Wizards will Open the Human Resources Form

CR ID #: N/A

Previously, opening multiple HR wizards at once would open the Human Resources form. This has been corrected.

Scheduling

Occasionally Selecting the Print Report Button in the Scheduling / Weekly Assignments Form Will not Print

CR ID#: 23637

Occasionally, the user was not able to print using the Print Report button on the Weekly Assignments form in the Scheduling module. This has been corrected.

Product Management (PM)

What's New

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

New Features Summarized

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

Module	Feature	Page
Receiving	Autoprinting of Receipt/Return Journal Report	261

New Features Detailed

Receiving

Autoprinting of Receipt/Return Journal Report

An option was added that allows PM to automatically print the *Receipts/Return Journal Report* whenever a delivery is received. The report is triggered whenever a receipt is saved (with or without purchase order) and includes all items delivered by the given vendor for the current day — not just the current receipt.

The report is also triggered when returning items or completing suspended receipts. It does not run when receipts are modified or suspended.

New Option

To support this function, the option **Print receipt/return upon saving** (*PM | Setup | PM Parameters | Receiving*) was added. Check this box to enable the feature.

What's Enhanced

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

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Reports	Increased Number of Decimal Places Calculated for the Count Variance Value in the Inventory Variance Report	263

**Enhancements
Detailed**

Reports

***Increased Number of Decimal Places Calculated for the
Count Variance Value in the Inventory Variance Report***

The Count Variance Value in the Inventory Variance Report (InvenVar.rpt) is now calculated to three decimal places. The variance fields will now match between the Inventory Variance Report and the Inventory Count Variance Report (InvenCntVar.rpt).

What's Revised

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

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
PM Procedures	Using Auto-Close Accounting Period when the Selected Period has a Suspended Receipt Would Cause all Receipts to Appear as if they Were Deleted	22597	265
Reports	Inventory Item Assignment and Cost Report Would Not Display the Cost of the Inventory Item After that Item's Price was Deleted from Inventory Items	24076	265
	Transfer Detail Report Incorrectly Prompted for Date Range	22174	265

Revisions Detailed

PM Procedures

Using Auto-Close Accounting Period when the Selected Period has a Suspended Receipt Would Cause all Receipts to Appear as if they Were Deleted

CR ID #: 22597

When using the auto-close accounting period feature for a period with a suspended receipt, all receipts for that period would be set to appear as if they had been deleted. This issue has been corrected.

Reports

Inventory Item Assignment and Cost Report Would Not Display the Cost of the Inventory Item After that Item's Price was Deleted from Inventory Items

CR ID #: 24076

The Inventory Item Assignment and Cost Report (InvenAssign.rpt) would not display the cost of an item after that item's price was deleted from Inventory Items. This has been corrected.

Transfer Detail Report Incorrectly Prompted for Date Range

CR ID #: 22174

When running the Transfer Detail report in Report Explorer, the system would mistakenly prompt for a date range. This has been corrected.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

RES Platform

Introduction

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

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

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

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

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

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
MICROS Desktop	Logging Out via Secure Desktop Could Result in an Error Condition; Locking the Desktop and Logging in as a Different User Rendered the Desktop Unusable	N/A	269

**Revisions
Detailed**

MICROS Desktop

Logging Out via Secure Desktop Could Result in an Error Condition; Locking the Desktop and Logging in as a Different User Rendered the Desktop Unusable

CR ID #: N/A

Previously, attempting to logout via the Secure Desktop would produce the following error, “*At least one application reports unsaved data - logout aborted,*” and the user could not exit the application. If the user locked the desktop and logged back in as a different user, the desktop was rendered unusable. This has been corrected.