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Restaurant Enterprise Solution (RES) Version 4.1 ReadMe First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.0 release of the MICROS Restaurant Enterprise Solution (RES) software.

This release also includes all changes made in RES 3.2 SP7 HF3 and HF4. For additional information see the *RES Version 3.2 Service Pack 7 Hot Fix 3 Documentation* and the *RES Version 3.2 Service Pack 7 Hot Fix 4 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.

Module	Feature	Page
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	Transaction Vault Electronic Payment Driver	94
	Verifone Vx670 Support	103

New Features Detailed

POS Operations

Table Management System for POS

The Table Management System (TMS) is a comprehensive tool for adding, organizing, and managing table assignments in a RES environment. TMS is a fully-integrated component of the 3700 POS System that provides a more direct and robust alternative to the Guest Connection application. With TMS, restaurants can:

◆ Post reservations using a dynamic Reservation List display.

◆ Maintain and display the current status of all tables in the restaurant, including whether the table is available, closed, seated, joined, reserved, dirty, received a printed check, or paid in full.

◆ Create and manage a list of customers waiting to be seated.

◆ Provide wait quotes as guests are added to the waitlist or greeted from the reservation list, taking into account the state of the restaurant and its waiting guests.

◆ Suggest table assignments based on customer preferences and table availability.

◆ Estimate table turn times, taking into consideration the state of the restaurant and the menu items ordered.

◆ Allow guests to view their current waitlist status via an (optional) external monitor. This display can also be used as a marketing tool to promote specials and advertise additional products and services to waiting customers.

◆ Page guests, servers, and management when tables are ready, guests are seated, or VIPs have arrived.

◆ Seat and begin a check from the Waitlist. This includes the ability to undo an accidental or inappropriate table assignment.

◆ Simplify the assignment of tables to sections and of employees to both (tables and sections), using new TMS function keys.

◆ Join tables to accommodate larger parties. Split joined tables once the temporary need has passed.

◆ Interface with the Guest Services Solution (GSS) module to recall/update customer data and/or preferences.

◆ Interface with third-party applications to create a web service for handling internet reservations.

◆ Access system reports that document the customer experience, including wait quote accuracy, timeliness of reservation seating, and their relationship to waitlist abandonment.

System Architecture

TMS is implemented as C# .NET NT Service that accesses the existing MICROS database. The program executable and related support files are added as a part of the 3700 installation. These include:

◆ **TMSService.exe** — Connects to the database and begins accepting client socket connections when the system is brought to Back of House (BOH) or higher. It shuts down the socket and database connections when the system is no longer at Back of House status.

◆ **TMSClient.dll** — Provides an interface for third-party vendors to access the TMS Service. For example, sites that wish to establish an internet-based reservation system would likely use this file.

◆ **TMSListControl.ocx** and **TMSTickerControl.ocx** — ActiveX controls that are embedded in a Microsoft® PowerPoint file for use by the Marketing Client.

System Requirements

TMS was designed for use on a system running RES 4.1 software or higher. Additional requirements/recommendations are determined by the type of clients and services that are implemented:

Table Management Clients

- POS Client license required for each TMS Client.

- Win32 Client platform is recommended. (Use of the WS4 is discouraged due to screen size limitations).

- Use of a 15" or larger monitor is recommended.

Marketing Clients

- Win32 Client is required.

- Microsoft® PowerPoint software is required. RES/POS software is not.

Additional Applications

- Guest Services Solution requires separate licensing to support storage and recall of customer information.

- Alert Manager Version 1.1 and TMS Alert Definitions are required if pagers will be used. Software must be licensed and installed separately.

3700 POS
What's New

TMS Components

The goal of the Table Management System is to improve productivity and customer satisfaction by processing table requests in an efficient and timely fashion. Operationally, this involves a constant review of table assignments to ensure that the restaurant is functioning at maximum capacity, that customers are seated promptly and in accordance with their stated preferences, and that they are served as quickly as possible. This approach increases the number of customers served while reducing table turn times. The result is an increase in sales and profitability.

To achieve this goal, TMS builds on current table functionality through the addition of two operational components. The first is a **Reservation** module that records and processes table requests in advance of the customer's arrival. The second is a **Waitlist** module that manages current table assignments (for reserved and walk-in customers) once the guests have arrived on site.

TMS has also enhanced the restaurant view, allowing the user to have a comprehensive view of all tables. The new display incorporates aspects of the Reservation and Waitlist module.

To monitor the success of these operations, TMS provides custom reports that track guest reservations, quantify server activity, table usage, and table turn times. For more information see the *Reports* section on page 76.

This section provides detailed discussion of each TMS component.

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◆ **Reservation Module**

Reservations are handled through the Reservation List Display, a graphical user interface (GUI) component that allows users to view table requests for the current revenue center. If a site has more than one revenue center, a separate Reservation List is maintained for each.

The Reservation List Display organizes requests by date and time. To assist date selection, **Month** tabs are displayed across the top and **Day** tabs are provided down the left side. (Selections are highlighted in blue.) Each tab group includes a pair of arrow buttons which may be used to display tabs that are not currently visible on the screen.

Month Tabs ➔

Day Tabs ➔

Scroll Buttons ➔
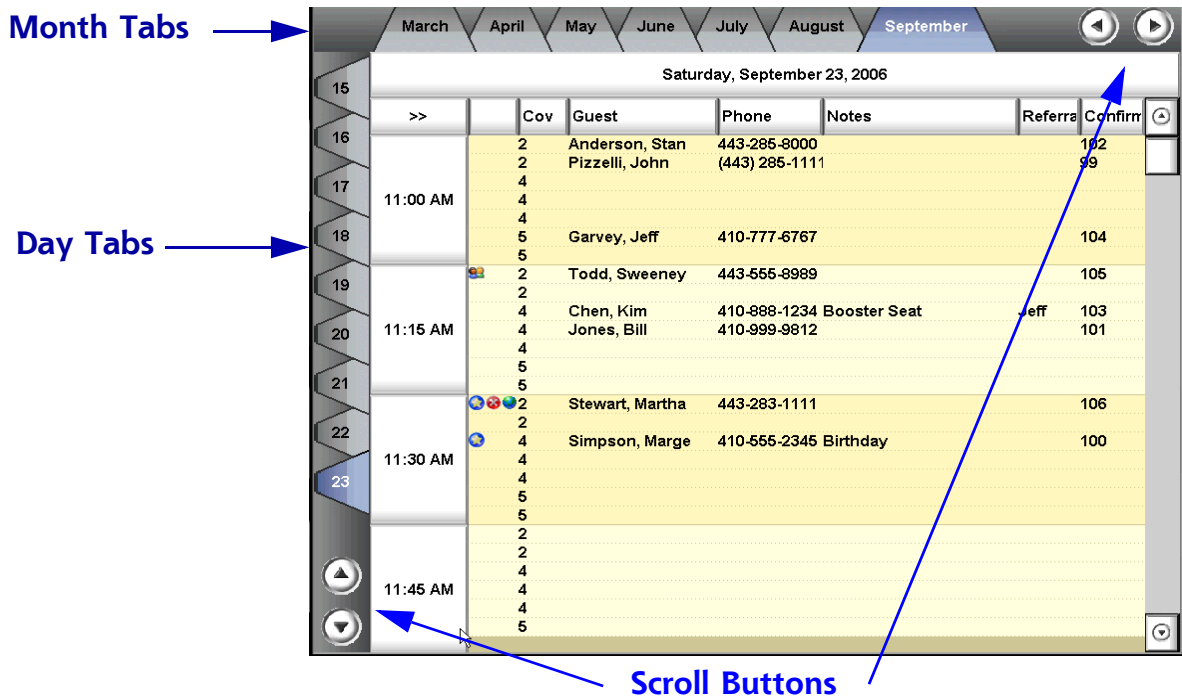
When opened, the Reservation List will display the current date and time for the business day. The amount of time that a reservation can be made in advance is configured in *Revenue Center | RVC Table Mgmt. | Options | Minimum notice in minutes*.

To view reservations, users simply select a calendar month and date and the system automatically loads the current entries and displays a dateline (*Weekday, Month, Date, Year*) above the table of entries. To switch the entries, simply select a different combination of **Month/Date** tabs. Alternatively, users can click on the dateline to bring up a calendar view to select another reservation date. Click the dateline a second time to toggle back to the original view.

Dateline Toggle Switch
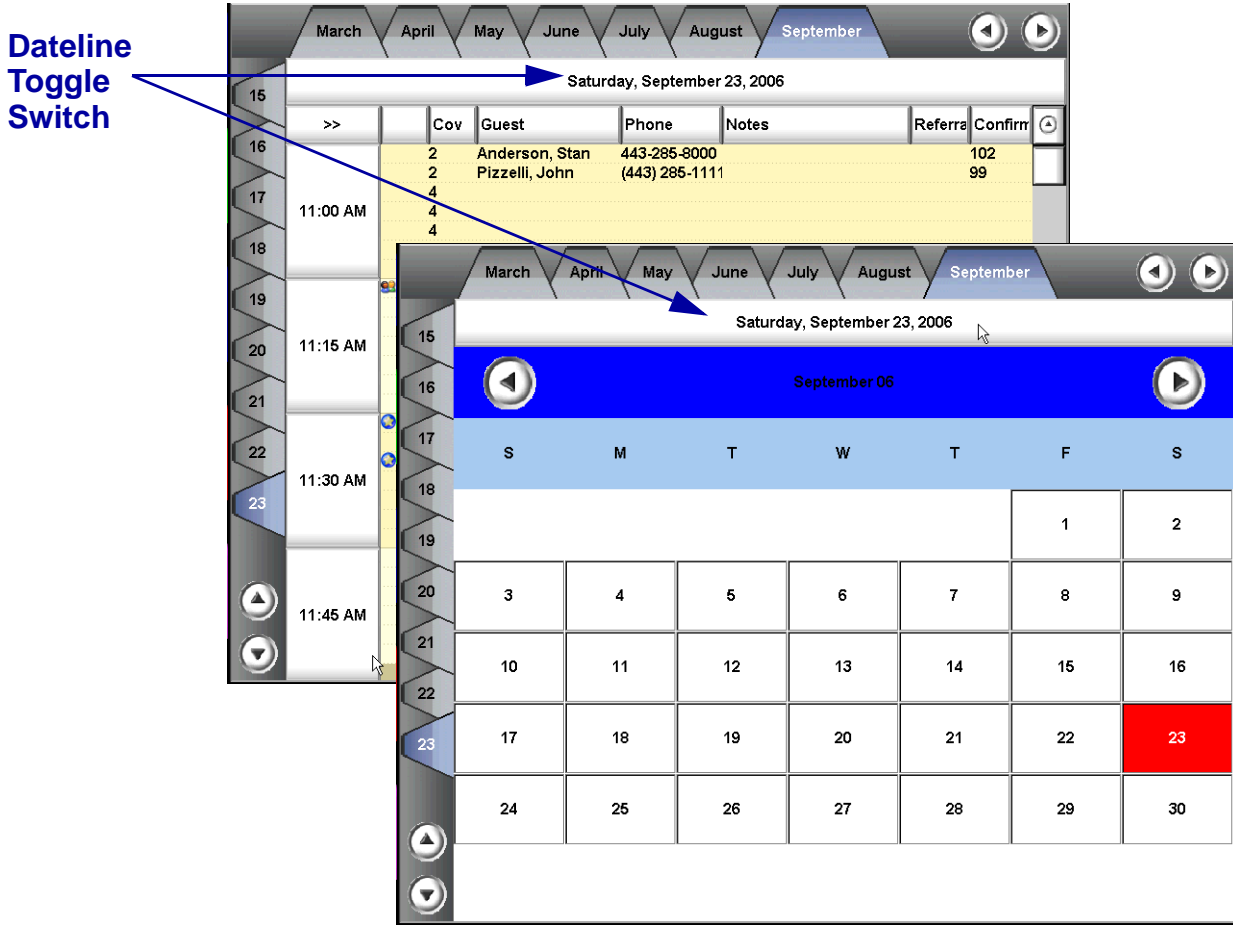
Display Mode

When the Reservation List is accessed, the system automatically opens. The layout suggests the pages of a Reservation Book with predefined time slots. A separate linespace (or row) is shown for each of the table tops (covers) set aside for reserved seating. Existing reservations are placed in rows that correspond to the required timeslot/cover count. The rest of the lines are blank, indicating reservation availability. The reservation list provides a scroll bar (on the right) so that users can view entries that do not fit on the visible screen.

As an alternative to the *Full* display, users can view reservations in *Compressed* mode, a condensed format that eliminates blank lines to show current entries only. A toggle switch (represented by >> / <<) is available in the upper left-hand corner of the screen. Click this to alternate between the two modes.

Display Mode Toggle Switch

Full Display
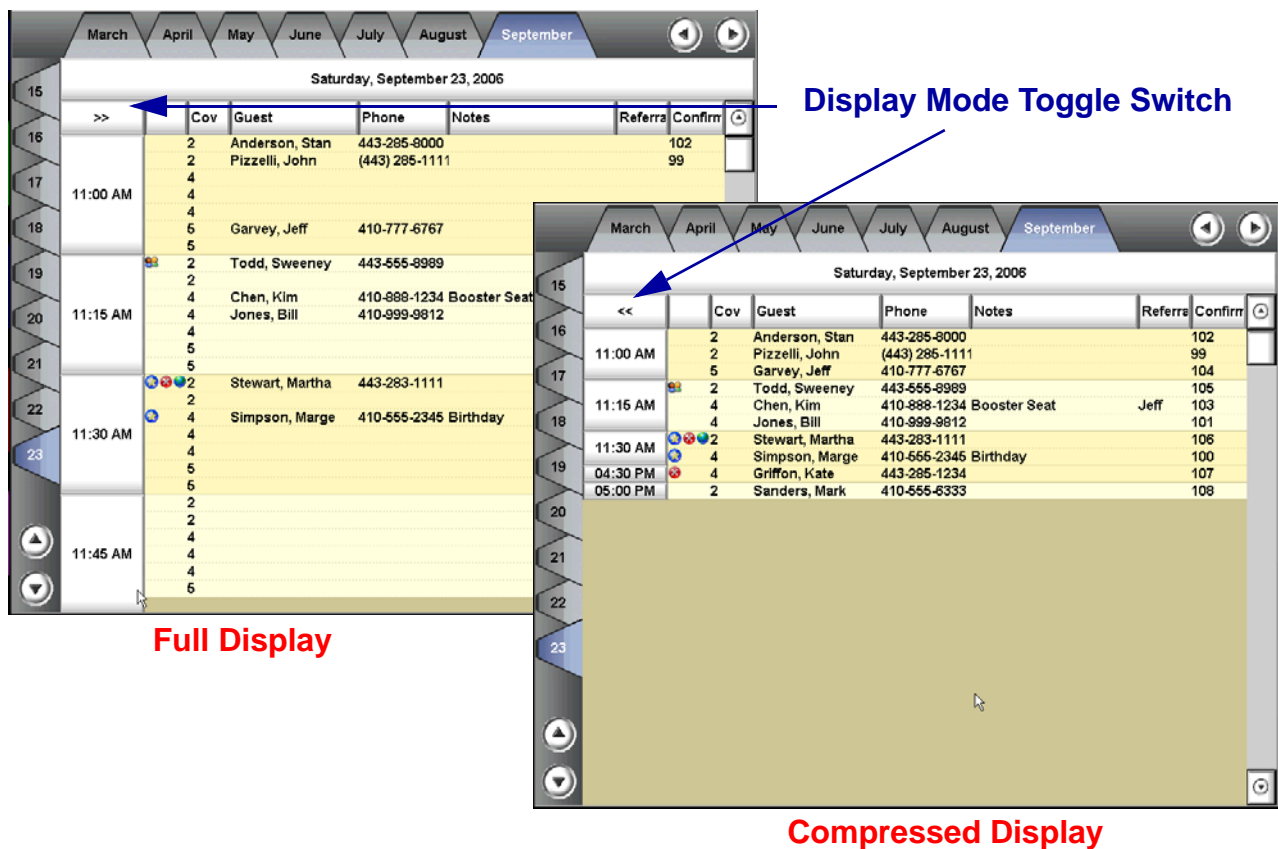
Compressed Display

Display Columns

The format and contents of the Reservation List Display is preconfigured and may include the information columns described below:

Note   *Users have the option of customizing this form through the **OpsDisplayUser.cfg** file. For information/instructions, refer to the support document: Restaurant Enterprise Solution, Editing the OPS Display User Configuration File, MD0003-064, Revision A, April 2006, available from the MICROS website.*

Because it affects core programming, changes to the POS configuration file should be handled by a qualified administrator only.

◆   **Reservation Icons** — Indicates a special condition or circumstance that may warrant user consideration. These are:

    Not approved. Reservations require approval for a number of reasons, including requests that exceed defined reservation limits, or the number of defined covers (per table top).

    VIP Status. Reservation was made by an individual designated as a VIP (Very Important Person).

    Walk-in Customer. Reservation was made in-person.

    Web Customer. Reservation was made over the internet.
NOTE: Internet reservations will always require approval.

    Reservation Seated. Indicates that a customer with a reservation has been seated.

No Show. The customer made a reservation but never arrived. This icon will display in the place of the Reservation Seated icon.

Abandoned. A customer arrived and was greeted by the hostess, but left before being seated.

- **Cov** — Indicates the number of people that need to be seated on the reservation.

- **Guest** — Lists the name of the person in which the reservation was made.

- **Phone** — Lists the phone number where the reservation's contact person can be reached, if necessary.

- **Notes** — Provides additional information relevant to the reservation (e.g., Birthday Celebration, Food Allergies, etc.)

- **Preferences** — Lists any stated customer seating preferences (e.g., smoking).

- **Table** — Indicates the table where the party is seated. If the table was manually suggested by the user, the table number will display with brackets (e.g., [10]). If a table was suggested by the system, the table number will display without brackets.

- **Referral** — Provides additional information that may be of interest to the restaurant (e.g., the name of a hotel or taxi service).

- **Confirmation** — Lists a confirmation number for reference.

Implementation

To implement the Reservation List, users must create a touchscreen and link it to a template with a hard-coded area set aside for this purpose. In this release, there are two new templates provided, **115ReservationList1** and **116ReservationList2**.

The templates are divided into two interactive parts: 1) a fixed display area for the Reservation List GUI and 2) a smaller column (left-hand side) for the programmable touch keys.

**Programmable
Touch Key Area**
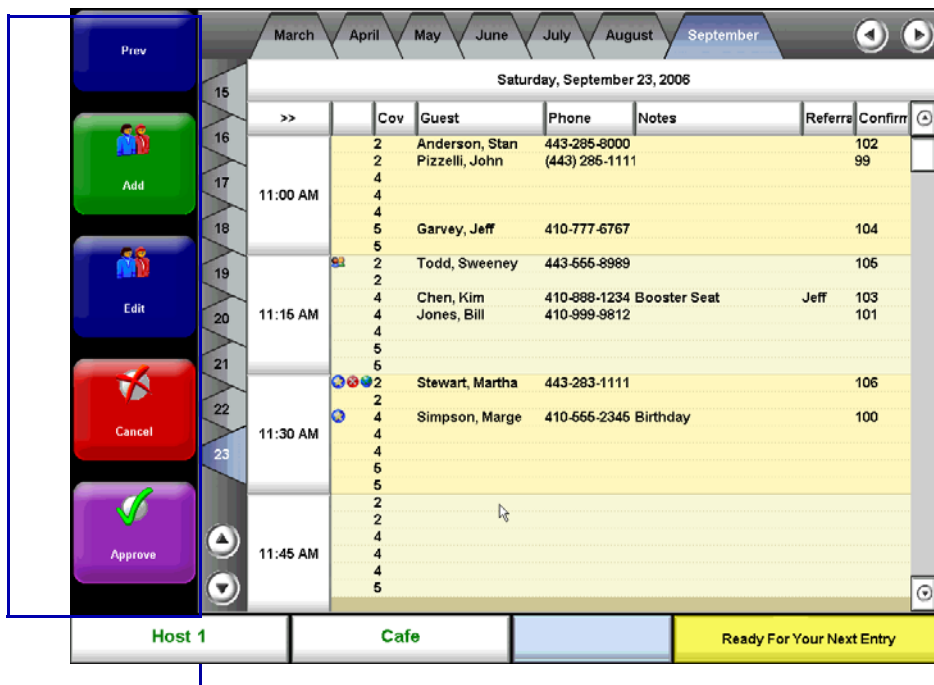
Preconfigured Reservation List GUI

As always, if this template is too limiting, the user can create their own or customize an existing template for this purpose. This is done through the **OpsDisplayUser.cfg** file. (See *Note* on page 12.)

When using the 115ReservationList1 template, with a monitor with 1024 by 768 resolution, the screen will display all columns. However, if a monitor with 800 by 600 resolution is used, the *Referral* and *Confirm* columns will not display.

When using the 116ReservationList2 template, with a monitor with 1024 by 768 resolution, the screen will display all columns. However, if a monitor with 800 by 600 resolution is used, the *Preference* and *Table* columns will not display.

Functionality

TMS provides four new function keys that allow users to **Add**, **Edit**, **Approve**, or **Cancel** reservation requests. These keys are programmed in POS Configurator as part of the Reservation touchscreen. These keys can only be used by employees with assigned privileges.

Note   *TMS reservations can be created in **Demo Mode** (License Manager | RES Platform). When Demo Mode is enabled, the user can create up to 15 reservations per day for each revenue center.*

During Operations, the keys function as follows:

*   **Add a Reservation**

    This key launches the **Reservation Entry** form which allows users to enter the details of the request before it is posted to the Reservation List Display.

    The entry form includes the following items:

    *   **Date** — Specifies the requested reservation date. This field is automatically set to the date shown in the dateline of the Reservation List Display. Users may select a different date by clicking the arrow button (on the right) to pop up a date selector dialog box.

◆ **Time** — Specifies the time that the customer wants to be seated. Time slots are specified in 15-minute intervals. If a timeslot was highlighted before the form was opened, this field will be automatically populated with that selection. Users can modify the current entry by highlighting the Hour or Minute section and pressing the up/down arrows until the correct timeslot is displayed.

◆ **Cover Count** — Indicates the number of guests to be seated. If a timeslot was highlighted before the form was opened, this field will populate automatically with the corresponding cover count. The field may be manually edited.

◆ **Availability** — Lists the current availability for reservations that match the date and cover count entered on the form. Pressing the **[Check Availability]** button will populate this field.

◆ **Guest Name** — Provides the name of the customer who made the reservation. Names selected from the Guest Services Solution (GSS) module are listed with last name first.

◆ **Phone** — Indicates the phone number of the guest who may be contacted for confirmation of attendance as the reservation date approaches.

◆ **VIP** — When checked, indicates that the reservation has VIP Status. During operations, this option can direct the system to page the manager when the guests are greeted and can give some priority when determining waitlist times and suggested seating.

◆ **Notes** — Allows the user to enter additional information about a guest, such as table/server preferences or special requests (e.g., birthday cake, flowers, etc.).

◆ **[Look Up]** — Launches the Guest Services Solution (GSS) customer dialog screen, provided that GSS is enabled in the system. Leverages the existing frequent diner database to complete the reservation request. If GSS is not active, this button will be disabled.

> *Note*   *In addition to the standard name, address, phone numbers, and email account information, GSS can identify valid customers (or hoax guests) as well as retain notes on their likes and dislikes. Through data exchanges with TMS, the system can also note VIP status and table requests.*
>
> *Through the reports module, the system can also track and recall the number of no-shows and reservation cancellations whenever a new reservation request is made.*

◆ **Preferences** — Provides a list of preconfigured table preference categories (e.g., View, Table Type, Smoking). Once a preference is highlighted, the system will automatically list the choices in the **Options** field. If a preference does not have an icon associated with it, it will use the short name (if one is defined).

◆ **Options** — Lists the available choices for a highlighted preference. For example, if the preference category is *View*, the choices could be *Window, Fireplace, Dance Floor*.

> *Note*   *If the guest has no stated preference, none should be selected. Preference fields will limit suggested seatings and may affect the system's ability to satisfy the reservation request.*

◆ **Request Type** — Indicates how the reservation request was made. The options are *Phone, Walk-In*, and *Internet*. *Phone* and *Walk-In* requests are handled on an auto-approve basis. That is, the request will be entered and approved as long as the timeslot is available. *Internet* requests are posted conditionally and must be manually approved by an authorized user.

◆ **Revenue Center** — Specifies the revenue center where the reservation has been requested. If a site has more than one revenue center, this list will only show those where reservations are allowed.

◆ **Referral** — Provides referral information that may be relevant to the restaurant (e.g., the name of a hotel or taxi service).

◆ **[OK]** — Saves the record, closes the form, and adds the request to the Reservation List Display.

◆ **[Cancel]** — Discards the record, closes the form, and returns to the Reservation List Display.

◆ **[Clear]** — Selecting this button once will clear the selected field.

◆ **[Save Preferences]** — Saves data from the **Preferences/Options**, and **VIP** fields, posting it in the customer's file in the GSS database. If the customer is not found in the GSS database, or if GSS is not activated, this button will be disabled.

◆ **[Check Availability]** — Populates the **Availability** field with a list of timeslots that match the **Date** and **Cover Count** on the reservation request.

◆ Edit a Reservation

To modify an existing request, highlight an entry from the Reservation List Display before pressing this function key. The system will open the **Edit Reservation** form, populated with data for the selected record.

Once the reservation has been modified, press **[OK]** to save the changes. The entry form will close and the request will be automatically updated in the Reservation List Display.

If the reservation is edited after a table number has been suggested, the edit may change the suggested table number.

◆ Approve a Reservation

This key allows a user to manually approve a reservation. To do this, highlight the record in the Reservation List Display and press the **[Approve]** function key. Users must be privileged to approve a reservation.

Typically, approval is only required if the request is made over the Internet or if the request falls outside the site's established table size limits.

Reservations made over the telephone or in-person (walk-ins) are approved automatically, provided the timeslot is available.

To require immediate approval of a non-Internet reservation request before being accepted, enable the **Force Reservation Approval** option (*POS Configurator | Table Management | Table Management | Record View | Display*).

When adding a reservation that requires approval, the user will be prompted to approve or decline approval. If the employee is not privileged to approve the reservation, they will be prompted for authorization.

Example

A customer calls to request a reservation for 5pm for 7 guests. The restaurant does not have availability for a party of that size but decides to accommodate the customer. When the reservation is made, the request is flagged with the icon , indicating it must be approved by a manager.

Approved reservations are automatically added to the waitlist at a predefined amount of time prior to the reservation time. If the reservation is not approved, the guests will not be added to the waitlist.

◆ Cancel a Reservation

To cancel a reservation, highlight an entry in the Reservation List Display before pressing this function key. A dialog box will display requesting confirmation. Press **[Yes]** to close the prompt and remove the entry from the Reservation List Display.

If the reservation has been greeted, then the cancelled reservation will be recorded as abandoned. If the reservation has not been greeted then the cancelled reservation will be recorded as a no-show.

Once a reservation is added to the Waitlist display, cancelling the record will be recorded as either abandoned (if the customer was greeted) or a no-show (if the customer was not greeted). For GSS customers, abandoned reservations will be added automatically to the account history of their GSS record.

◆ Assign a Table to a Reservation

A specific table number can be linked to a reservation. If the table is unoccupied, it will be marked as reserved when the reservation is moved to the waitlist. The system will suggest the requested table when the guest is about to be seated.

◆ **Waitlist Module**

During operations, table requests are recorded and continuously monitored via the Waitlist Display. The list covers all requests that the site expects to seat in the near-term. These include walk-in customers, internet or phone-ahead requests, as well as those with prior reservations.

Requests are listed in the order in which they will be seated, not the order in which they were added. This order is generated dynamically, based on real-time activities (e.g., checks are paid, tables are cleared, waiting guests are seated, and new customers arrive).

Also, keep in mind that guests may be added to the Waitlist without being on the premises, but cannot be seated until they are present.

There is also a greet and seat functionality built into the waitlist feature. If a walk-in guest arrives and is added to the waitlist, then the system will automatically highlight the record and suggest a seating assignment.

Finally, to avoid cluttering the Waitlist, TMS provides options for abandoning a request in the event that the customer is a no-show or leaves before being seated. This can be done (using a programmed function key) or the system may be programmed to handle it automatically.

<u>Display Mode</u>

The Waitlist Display can be viewed in either *Full* or *Summary* display. *Full* mode offers a detailed view of the waitlist requests for the current revenue center. *Summary* mode truncates the list to two or three columns of data.

Full Display

Summary Display

When using a monitor with 1024 by 768 resolution, the screen will display all columns. However, if a monitor with 800 by 600 resolution is used, the *Referral* and *Confirm* columns will not display.

Display Columns

The format and contents of the *Full* Waitlist Display is preconfigured to include the information columns described below. By default, the *Summary* Display lists the name, number of guests, and display icons only.

Note   *Users have the option of customizing this form through the* ***OpsDisplayUser.cfg*** *file. For information/instructions, refer to the support document: Restaurant Enterprise Solution, Editing the OPS Display User Configuration File, MD0003-064, Revision A, April 2006, available from the MICROS website.*

Because it affects core programming, changes to the POS configuration file should be handled by a qualified administrator only.

◆   **Waitlist Icons** — Indicates a special condition or circumstance that may warrant user consideration. These are:

Reservation. Automatically added to the Waitlist at the appropriate date/time. Users can configure how many minutes in advance of the requested seating that the reservation should be posted to the Waitlist.

NOTE: Reservations must be greeted before they can be seated at a table. An ungreeted reservation will display within a red box (   ) and the entry text will be italicized. Once the guest has arrived and is greeted, the red box will be removed.

VIP Status.

Guest Called. Indicates that the guest has been notified that the table is ready.

Web Customer. Request was made over the internet.

Web Ahead guests must be greeted before they can be seated at a table. An ungreeted entry will display within a red box (   ) and the entry text will be italicized. Once the guest has arrived and is greeted, the red box will be removed.

Phone Ahead. Customer called in the table request. This differs from a reservation in that the request is made the same day and usually within a short time of the requested seating. This icon will only appear on the Waitlist display.

NOTE: Phone-ins must be greeted before they can be seated at a table. An ungreeted entry will display within a red box (   ) and the entry text will be italicized. Once the guest has arrived and is greeted, the red box will be removed.

◆ **Arrive —** Displays the time that the guest was greeted. If a reservation request is placed and the guest has not yet been greeted, the reservation time will display in this column (if it is a reservation request).

◆ **Wait** — Indicates the amount of time that the guest has been waiting for a table. This is an active timer.

◆ **Guest —** Lists the name of the person in which the table request was made.

◆ **Cover Count** — Indicates the number of people that need to be seated.

◆ **Preferences** — Shows the guest's table preferences (e.g., smoking/non-smoking, handicapped, etc.). These are indicated by icons or by short names, if an icon was not specified in POS Configurator.

◆ **Estimate** — Lists the estimated wait time before seating, as calculated by the system. Estimates are based on the current activity and historical averages. This value is subject to change as new situations arise in the restaurant.

◆ **Notes** — Provides additional information that may affect the table request (e.g., booster seat required or birthday cake request).

◆ **Referral** — Provides information that may be relevant to the restaurant (e.g., the name of a hotel or taxi service).

◆ **Confirm** — If a reservation was made, this column provides the confirmation number.

Implementation

To use the Waitlist Display, users must create a touchscreen and link it to a template with a hard-coded area set aside for this purpose. In this release, two new templates were added for TMS:

◆ **113 Table Object with WaitList** (Full display)

◆ **114 WaitList1** (Summary display)

Both templates are divided into two interactive parts: 1) a fixed display area for the Waitlist GUI and 2) a programmable area for the touch keys. The difference is that the *Full* display screen has a much larger area set aside for Waitlist requests and a much smaller area for programmable touch keys.

Note   *Unlike the Reservation List, Waitlist displays do not have a preset mechanism for switching between the Full and Summary modes. Users must program their own touch key to toggle between the two views.*

Functionality

TMS provides several new function keys for managing the Waitlist requests. These keys allow users to **Add**, **Edit**, **Greet**, **Call**, **Seat**, **Unseat**, or **Abandon** a table request. Employees must be privileged to use Waitlist functions.

A description of each is provided below.

◆ Add a Request

This key launches the **Waitlist Entry** form which is used to enter the details of a request before it is posted to the Waitlist Display. Specifically, users are asked to provide:

◆ **Guest Name** — The name of the customer who requested the table. (Names entered via the Guest Services Solution (GSS) module will be listed last name first.)

◆ **[Look Up]** — Launches the GSS customer dialog screen, provided that GSS is enabled in the system. Leverages the existing frequent diner database to complete the Waitlist request. If GSS is not active, this button will be disabled.

> *Note*   *In addition to the standard name, address, phone numbers, and email account information, GSS can identify valid customers (or hoax guests) as well as retain notes on their likes and dislikes. Through data exchanges with TMS, the system can also note VIP status and table request preferences. The system can also track and recall the number of no-shows and reservation cancellations whenever a new reservation request is made.*

◆ **Cover Count** — Specifies the number of guests to be seated.

◆ **Wait Quote** — Estimates the length of the wait before the guests will be seated. Wait quotes are automatically calculated by the system when the request is first entered. Quotes are based on availability, guest preferences, and calculated turn times.

Users can override the system value and manually enter a wait time using the up/down arrows. This is useful for occasions when an unexpected event disrupts or delays the expected seating schedule. If a non-zero value is entered, the system will assume that the user entry is correct.

◆ **Pager Number** — Indicates the device number of the pager assigned to a waitlisted guest. Links the table request to this device. When the table is ready, the hostess presses the **[Call Waitlist Entry]** function key to page the guest to their table.

◆ **[Test]** — Once a pager number is entered, users can press this button to make sure it is working properly.

◆ **Notes** — Allows the user to enter additional information about a guest, such as table/server preferences or special requests (e.g., birthday cake, flowers, etc.).

♦ **Preferences** — Provides a list of preconfigured table preference categories (e.g., View, Table Type, Smoking). Once a preference is highlighted, the system will automatically list the choices in the **Options** field.

♦ **Options** — Lists the available choices for a highlighted preference. For example, if the preference category is *View*, the choices could be *Window, Fireplace, Dance Floor.*

Note   *If the guest has no stated preference, none should be selected. Preference fields will limit suggested seatings and may affect the system's ability to satisfy the reservation request.*

♦ **Request Type** — Indicates how the waitlist request was made. The options are *Phone, Walk-In*, and *Internet. Walk-In* requests are assumed to be greeted when entered and will be seated as soon as a table becomes available. *Reservations*, *Phone-In*, and *Internet* requests will be posted conditionally and must be manually greeted before a table is assigned.

♦ **Revenue Center** — Specifies the revenue center where the table has been requested. The system automatically defaults to the current revenue center.

♦ **Referral** — Provides referral information that may be relevant to the restaurant (e.g., the name of a hotel or taxi service).

♦ **VIP** — When checked, identifies the guest as having VIP Status. During operations, this option can direct the system to page the manager when the guests are greeted and can give some priority when determining waitlist times and suggested seating.

♦ **[OK]** — Saves the record, closes the form, and adds the request to the Waitlist Display.

♦ **[Cancel]** — Discards the record, closes the form, and returns to the Waitlist Display.

♦ **[Clear]** — Selecting this button once will clear the selected field.

◆ **[Save Preferences]** — Saves data from the **Preferences/Options**, and **VIP** fields and posts in the customer's file in the GSS database. If the customer is not found in the GSS database, or if GSS is not activated, this button will be disabled.

Once a walk-in entry has been added to the Waitlist, the system can provide a printed confirmation to the customer. The confirmation chit lists the guest's name, revenue center where they will be seated, size of party, arrival time, and an estimate of how long the wait is expected to be. This is an optional feature.

Phone ahead requests display a confirmation dialog box when they are saved. The confirmation number can be given to the customer for reference.

```
Wait Confirmation # 381
Johnson, Freddy
Restaurant
Party Size       : 3
Arrival Time     : 2:40PM
Wait Quote       : No Wait
Booster seat required

215 Barbara          PCWS05
TRN6802   Oct03'06 02:40PM
- - - - - - - - - - - - - - - - - - - -
```

◆ Edit a Request

This key reopens the **Edit Waitlist Entry** form and populates it with data from the record highlighted in the Waitlist Display. Once the record is modified, users can press **[OK]** to save the changes. The entry form will close and the Waitlist will be automatically updated.

Note   *Changing a Waitlist request may affect customer wait times.*

◆ Greet a Guest

This key is used to mark the highlighted request as greeted. Requests not made in person (i.e., by *Reservations*, *Phone-In*, or *Internet*) must be greeted before the request is considered for table assignment and seating.

◆ **Call Waitlist Entry**

This key posts an icon to the Waitlist entry, indicating that the guest has been notified that his table is ready. If the Alert Manager program is in use, the system will automatically notify the guest via the assigned pager.

For a discussion of Alert Manager and the TMS Alerts, refer to the topic, beginning on page 65.

◆ **Seat Waitlist Entry**

This key assigns the highlighted request to the selected table(s) and starts the check with the correct cover count. If the request was linked to a GSS customer, the system will automatically add the guest information to the check.

Once the seat assignment is determined, a confirmation chit is printed and handed to the server. The chit includes the guest's name, revenue center where they will be seated, size of party, table assignment, and any special requirements made by the customer.

```
Seating Information
Johnson, Freddy
Restaurant
Johnson/5247
Table          : 100/1
Check          : 5247
Wait Time      : 1 Minute
Party Size     : 3
Booster seat required

101 Server 1        Smith
Trn6803   Oct03'06 02:41PM
- - - - - - - - - - - - - - - - - - - -
```

◆ **Unseat Table**

This key is used to clear the seat assignment for the selected Waitlist entry. Selecting this option will return the waitlist entry to the waitlist for reseating, and close the check that was opened for that table.

This function is provided as a remedy for an incorrect or accidental table assignment. It can only be used if no check detail has been added.

◆ Walk-In Request for a Specific Table

If a walk-in customer requests a specific table, the hostess can use the manual Table Suggestion key to incorporate that request. If the table is unoccupied, it will be marked as reserved. If the table is occupied, it will be marked as reserved once that table's guest check is closed. When the walk-in guest is about to be seated, the system will suggest the requested table.

◆ Abandon a Request

This key allows users to manually cancel a Waitlist entry. This may be required when a waitlisted guest either does not show up or leaves before being seated.

To use this function, highlight the entry in the Waitlist before the key is pressed. A dialog box will display asking for confirmation. If **[Yes]** is selected and reason codes have been selected, a second dialog box is presented with a list of user-defined reason codes. (These are configured during setup in *POS Configurator | System | Reasons*.)

Configuration

TMS requires setup through POS Configurator to prepare the system for operations. A new TMS category was created, comprising multiple forms, and many new options have been added throughout the configuration utility.

The additions and changes can be divided into the following areas:

- ◆ General Setup

- ◆ Configure the Reservation Display

- ◆ Set Reservation Auto-Acceptance Parameters

- ◆ Configure the Table Module

- ◆ Configure Table Turn Times

- ◆ TMS Employee, Table, and Section Assignments

- ◆ Employee Privileges

- ◆ Purging Totals
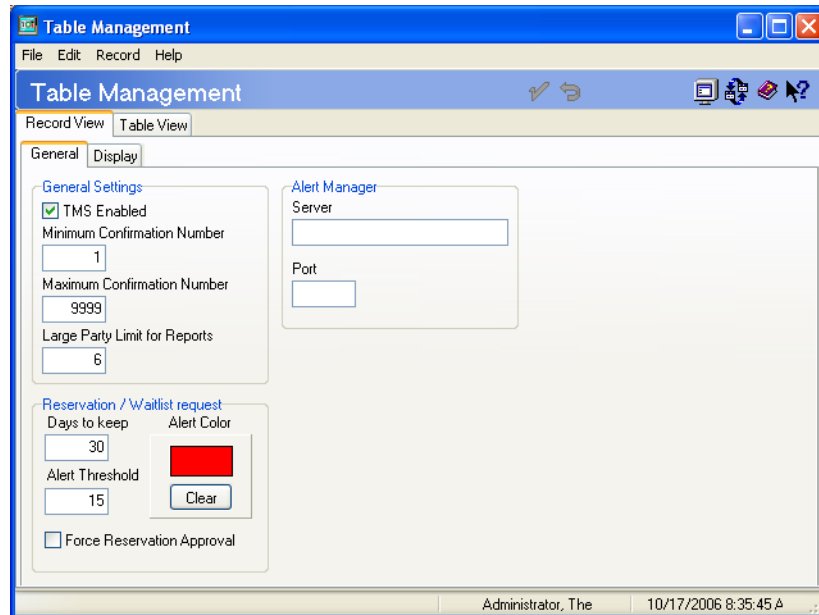
A detailed review of the features and functionality is described below.

◆ **General Setup**

This section describes how to start TMS as well as how to configure some of the basic TMS functionality.

Go to the *POS Configurator | Table Management | Table Management | Record View | General* form and configure the following fields:

◆ **TMS Enabled** – Enabling this option will allow TMS to function at the site. After TMS enabled is set to On, the system must be rebooted before table management will be operational.

If this option is disabled, performing any TMS function will generate the following error message, "TMS Not Enabled."

◆ **Minimum Confirmation Number** – The system will use this field as a guideline when generating confirmation numbers for reservations.

◆ **Maximum Confirmation Number –** The system will use this as a guideline when generating confirmation numbers for reservations.

> *Note*   *Minimum and Maximum Confirmation numbers are used to setup up an acceptable range for confirmation number assignment. There is no mechanism to ensure that confirmation numbers are unique. Different reservations made on different days may have the same confirmation number.*

◆ **Large Party Limit for Reports –** Reservations for parties of this size or larger will be recorded in the Large Party Report.

◆ **Server** – Enter the Name or IP address of the server where the Alert Manager application resides. For more information on Alert Manager see the *TMS Alerts* section on page 65.

◆ **Port** – Specify the port number that the Alert Manager application will monitor for messages from POS Operations. By default, the port number is set to 5101.

◆ **Days to Keep –** Indicate how long after the day of the reservation that records should be kept.

◆ **Alert Threshold –** Determine how long after the threshold wait quote time has passed that the reservation will change colors. This feature is intended to draw attention to customers who have been waiting too long.

For customers with a reservation, the alert condition is activated when the reservation time plus the threshold value has passed.

For walk-in customers, the alert condition is activated when the wait quote time plus the threshold value has passed.

◆ **Alert Color –** Indicate which color the reservation will turn after the Alert Threshold has been reached.

◆ **Force Reservation Approval –** Enable this option if all non-Internet reservations will require immediate approval by a privileged user before a reservation is accepted into the system.

◆ **Configure the Reservation Display**

This section describes how to configure the Reservation Display screen, including selecting icons for various table states. Go to the *POS Configurator | Table Management | Table Management | Record View | Display* form and configure the following reservation display options:
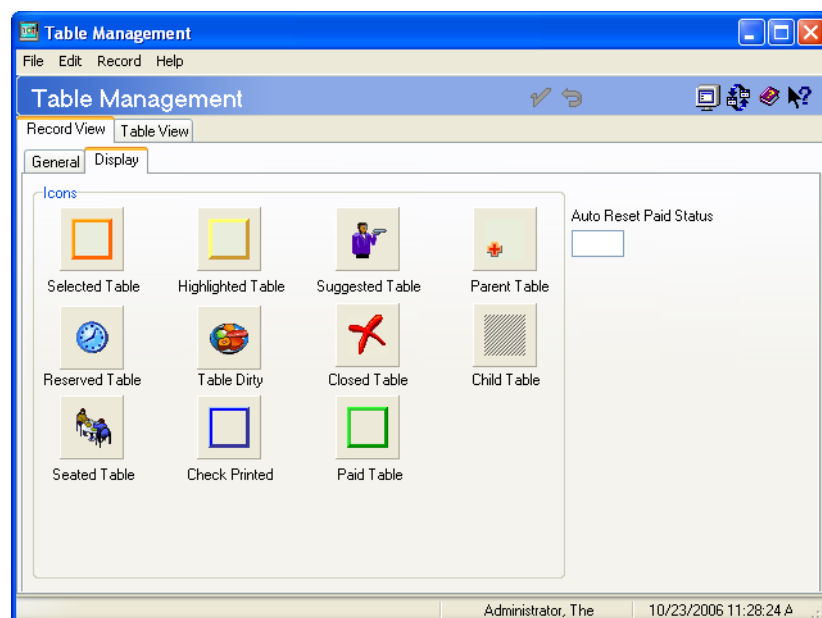
◆ Use the **Icons** section to determine which graphics will be associated with each table state (e.g., Closed Table is denoted with a red X). To edit, select the item and select from the menu of available icons.

◆ **Auto Reset Paid Status –** Specify the amount of time (in minutes) that the system will display the **Paid Table** icon before automatically resetting the table status to available. Leave this field blank, or set the value to 0 to disable this option.

If the Paid Table icon is not assigned, the system will automatically set the table to Available once it is paid in full.

◆ **Set Reservation Auto-Acceptance Parameters**

This section describes how reservations will be created and maintained in the system. Each restaurant may decide to organize their reservation records differently.

Reservation Periods

Reservation Periods are used to identify times of the year, that will have different reservation auto-acceptance requirements. The user may want to represent a particularly busy period of the year by creating a new reservation period record. For example, a restaurant may have a special setup on Valentine's Day to accommodate the large number of couples making reservations for dinner.

Use the *POS Configurator | Table Management | Reservation Periods | Record View* form to add or edit reservation periods.
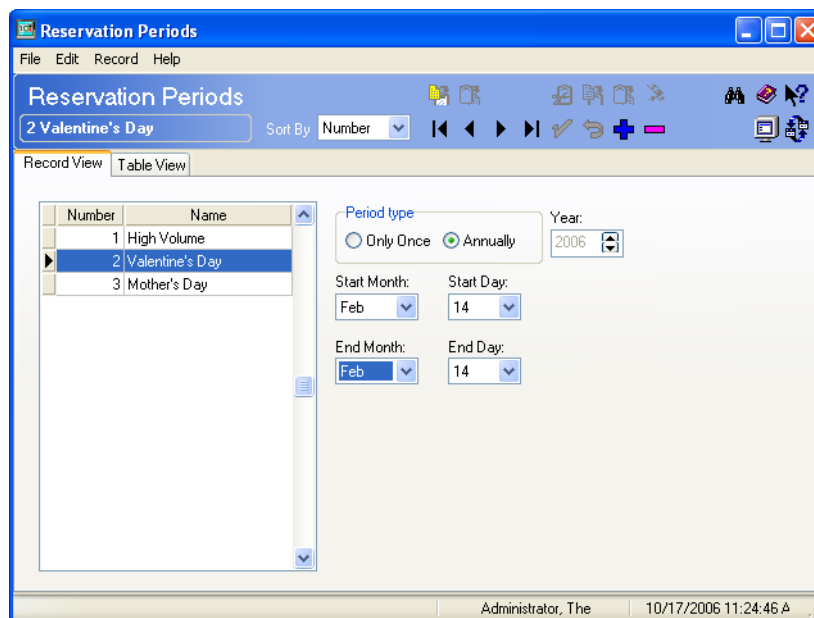
◆ Use the Blue Plus Arrow to create a new reservation record.

◆ Enter a reservation period name under the *Name* column (e.g., Valentine's Day).

◆ **Period type –** Indicate whether this is a one time occurrence, or an annual occurrence. If **Only Once** is selected, use the **Year** drop down box to select the appropriate year.

◆ Use the drop down boxes to indicate the begin and end date for this reservation period.

Reservation Limits

One of the values of TMS is the ability to maximize the amount of guests that can be accommodated at one time. The user can maximize efficiency by configuring the amount of reservations that will be taken for different party sizes at different times.

Use the *POS Configurator | Table Management | Reservation Limit | Record View* form to determine the reservation limits by revenue center, day, period, and cover count.


◆ **RVC –** Reservation limits are customizable by Revenue Center. Use the drop down box to select the Revenue Center to be configured. Only revenue centers that take reservations will appear in the drop-down box.

◆ **Weekday –** Select the day of the week to be configured.

♦ **Reservation Period –** Select a reservation period to be configured.

♦ **Cover Count –** This identifies the number of people in the party making the reservation. Select the number to be configured (e.g., 2, 4). The list of cover counts is derived from the table definitions for the currently selected Revenue Center.

♦ **Enable Copy –** Select this option to create a duplicate of an already configured record. For example, the user can replicate the options configured for Sunday for each day of the week.

Reservation Revenue Center Parameters

The user must configure reservation and waitlist guidelines for each Revenue Center. Included in the waitlist guidelines are how the Waitlist time is calculated.

Go to the *POS Configurator | Revenue Center | RVC Table Mgmt. | Options* form and configure the following fields:
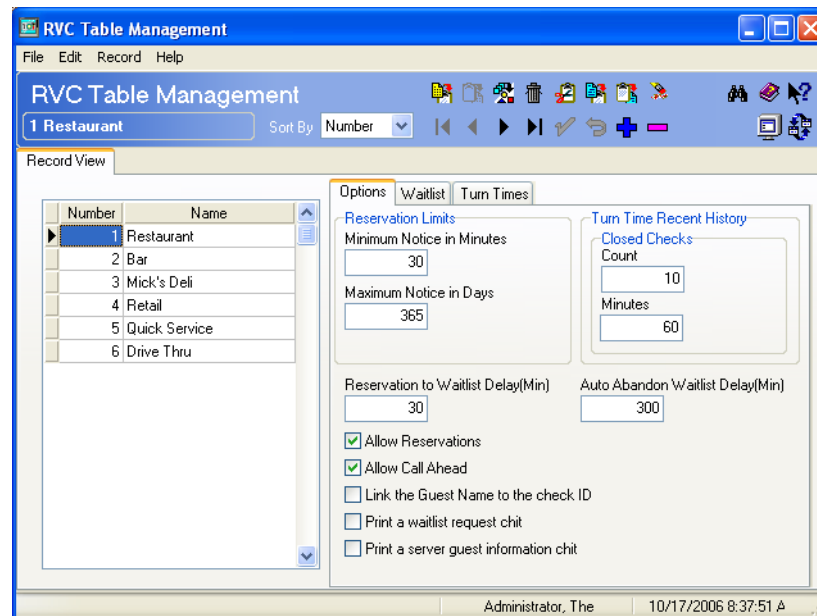
♦ Select the appropriate Revenue Center to be configured (e.g., Restaurant). Settings must be configured separately for each Revenue Center taking reservations.

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- ◆ **Reservation Limits –** Indicate the **Minimum Notice in Minutes**, and the **Maximum Notice in Days** required for a guest to place a reservation. Reservations that do not satisfy these requirements are invalid and will not be entered.

- ◆ **Count –** Enter the number of recently closed checks to be considered when calculating the Waitlist time.

- ◆ **Minutes** – Indicate how far back the system will go to review closed checks when calculating the Waitlist time.

- ◆ **Reservation to Waitlist Delay (Min) –** Determine the number of minutes before the requested time that the reservation will be automatically added to the waitlist. Only approved reservations will be added to the waitlist.

- ◆ **Auto Abandon Waitlist Delay (Min) –** Enter the number of minutes that a pending reservation or waitlist request will remain on the Waitlist Display before it is automatically deleted. This amount is applied in the following ways:

    - ◆ If the guest was greeted, the total is added to the time that the guest was greeted.

    - ◆ If the guest was not greeted, the total is added to the time the guest was supposed to be seated.

    - ◆ If the guest had a reservation but was never greeted, the total is added to the reservation time.

- ◆ **Allow Reservations –** Enabling this option allows the highlighted Revenue Center to accept reservations.

- ◆ **Allow Call Ahead –** Enabling this option allows the highlighted Revenue Center to allow call ahead or web ahead waitlist request.

◆ **Link the Guest Name to the Check ID –** Enabling this option allows the system to automatically add the guest name to the check id once the table is seated.

Names are pulled from the Guest Name field on the Waitlist Entry Form after the guest has been seated. If the site is tracking customer data through GSS, the system will automatically populate the field with the GSS data.

If a GSS customer is linked to the table request, the *GSS | Restaurant | General | Customer Name in Check ID* option will take precedence, if it is enabled.

◆ **Print a waitlist request chit –** Enabling this option will produce a confirmation receipt for the walk-in customer once their name is added to the waitlist.

◆ **Print a server guest information chit –** Enabling this option will produce a chit for the server once the table is seated. The chit will contain the customer's name, table assignment, number of guests, customer requests and any other information relevant to the customer's experience.

Reasons for Reservation Cancellation

The site may want to track why guests cancel their reservations. All reasons configured in POS Configurator can be used in conjunction with TMS.

Reasons are configured on the *POS Configurator | System | Reasons* form.
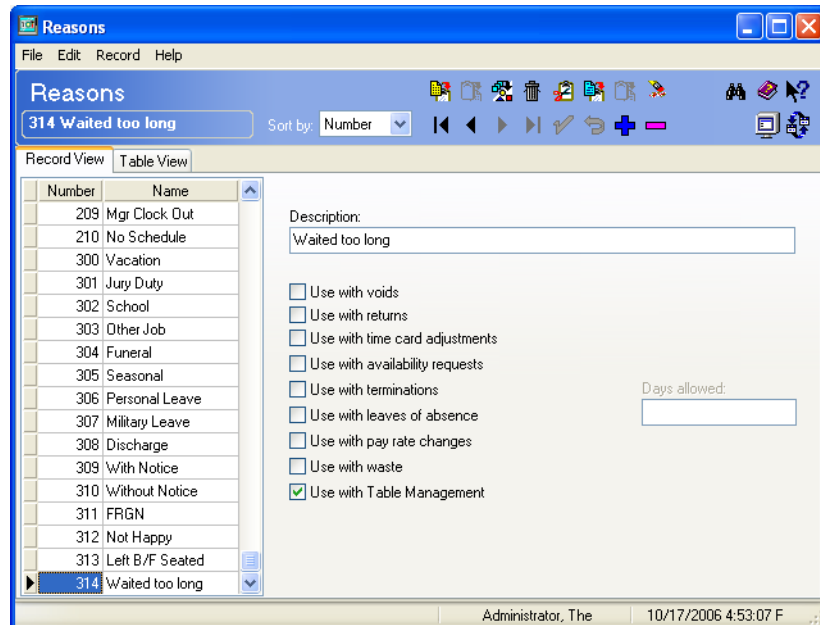
◆ Select the appropriate reason **Name**.

◆ Enable the **Use with Table Management** option.

◆ **Configure the Table Module**

This section describes how to configure the TMS System so that the user can obtain the maximum amount of information possible regarding the status of a table, and to best assign guests to specific tables.
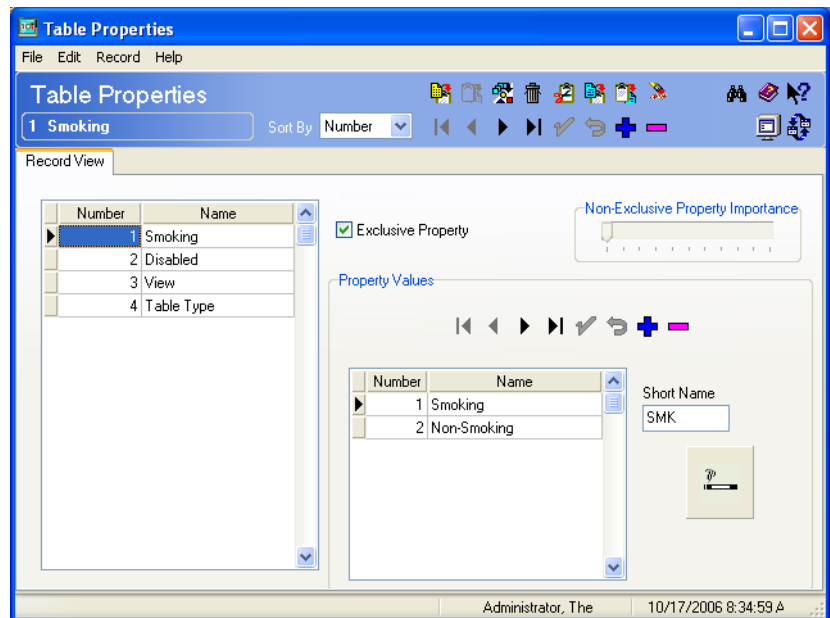
Table Properties

Not all tables are acceptable to all customers. To ensure a pleasant dining experience, sites must consider the needs and preferences of the requestor. Smokers may not want to be seated in non-smoking sections, while guests who have asked for patio seating may be unhappy if seated inside.

There are practical considerations. For example, if the guests include a person in a wheelchair, then choosing a booth is out of the question — handicapped access must be provided.

With this release, users can now define table attributes that may be relevant to a customer and assign them to a particular table. During operations, these attributes or properties will be used by TMS to determine whether a table is acceptable when seating a particular customer.
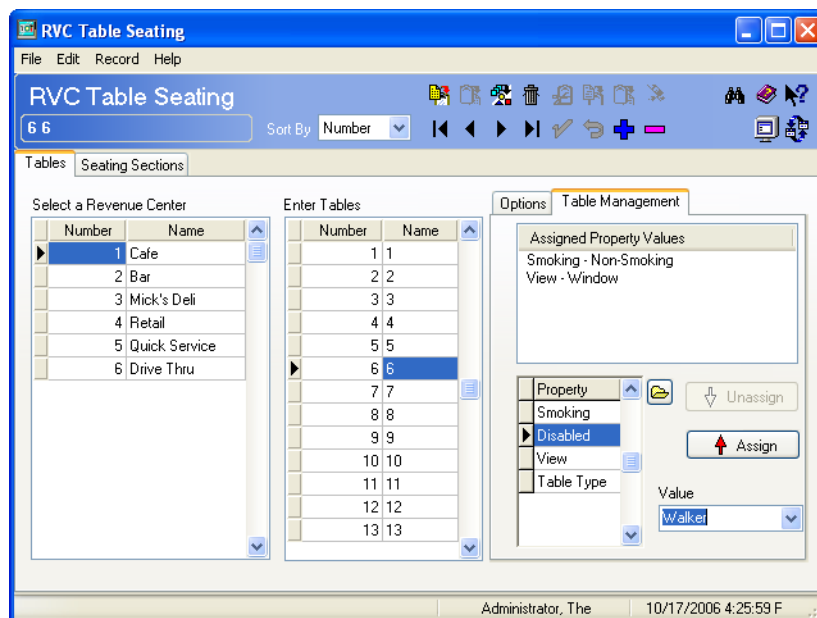
◆ **Create Table Properties**

Use the *POS Configurator | Table Management | Table Properties* form to configure all of the table properties available at the restaurant. Use this form to configure all table attributes that may be requested by the customer.

◆ Select the Blue Plus Sign to add a table property record (e.g., Smoking).

◆ **Exclusive Property –** Enable this option if this attribute must be met before the table can be included among the seating suggestions. For example, only tables with the Handicapped property will be considered for a wheelchair-bound guest when this option is selected.

◆ **Non-Exclusive Property Importance –** Use the meter to determine the degree of preference that should be give to this attribute when suggesting a table assignment for a guest.

◆ **Property Values –** Determine the choices that are available for this attribute. For example, for Smoking, the property values would be Smoking and Non-Smoking.

◆ **Short Name –** Enter an abbreviation for each of the property value choices (e.g., Smoking = SMKG). Enter a maximum of 4 characters. If left blank, the property value will not display in the Preference column.

◆ **Icon** – If desired, select from a list of available graphics to define this value. The icon will appear on the Reservation and Waitlist Displays if this option is selected. To change the icon select the image and select from the list of available TMS icons.

◆ Assign Properties to Tables

In order for the system to correctly suggest a table assignment, the user must identify table properties for specific tables. Table properties can be configured using the *POS Configurator | Revenue Center | RVC Table Seating | Tables* form.

◆ Select the appropriate table to be configured.

◆ Select the **Property** (e.g., Disabled) to be identified with this table.

◆ Under the **Value** drop down box, select the appropriate table property value to be assigned to this table.

◆ Select the **[Assign]** button to add the value to the table. A value can be deleted by selecting an associated value and selecting the **[Unassign]** button.

◆ Save the record.

Table Suggestion Factors

The table suggestion factors determine the degree of preference given to a specific trait (e.g., whether the guest has made a reservation) when determining how long a guest will wait to be seated. Below each trait there is a slide for values ranging from low to high, with 10 incremental points between the two ends. The higher the value, the more weight will be attached to that trait when seating a guest.

◆ Guest Calculations

Use the *POS Configurator | Revenue Center | RVC Table Mgmt. | Waitlist | Guest Calculations* form to determine how much each of the traits below should be considered when suggesting a table assignment:
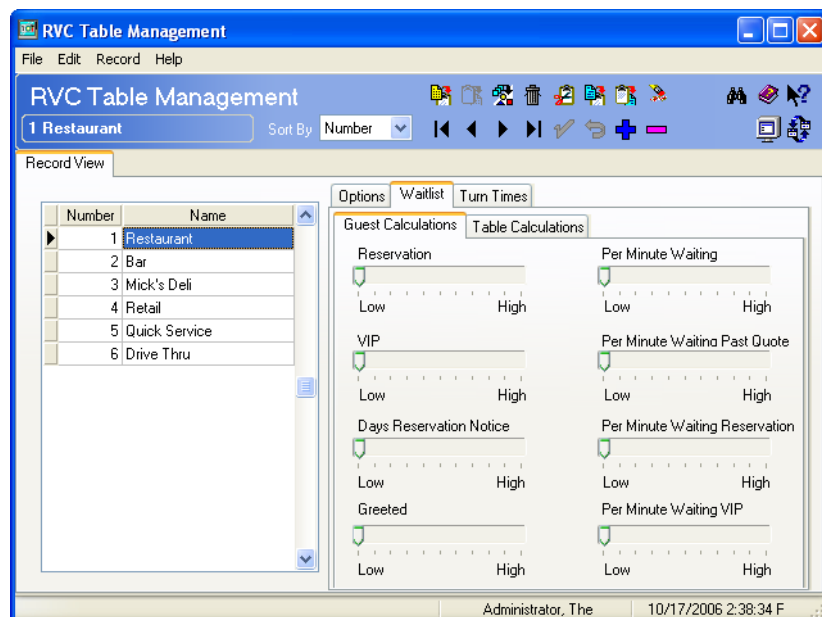
- **Reservation** – Use the slide-bar control to specify the degree of consideration that the system will assign to reservations (versus non-reservations) when suggesting a table assignment.

- **Per Minute Waiting** – Use the slide-bar control to specify the degree of consideration that the system will assign to guests waiting to be seated.

- **VIP** – Use the slide-bar control to specify the degree of consideration that the system will assign to VIP requests (versus non-VIP requests) when suggesting a table assignment.

- **Per Minute Waiting Past Quote** – Use the slide-bar control to specify the degree of consideration that the system will assign to guests who have been waiting longer than their quoted wait time when suggesting a table assignment.

- **Days Reservation Notice** – Use the slide-bar control to specify the degree of consideration that the system will assign to guests with long standing reservations when suggesting a table assignment.

- **Per Minute Waiting Reservation** – Use the slide-bar control to specify the degree of consideration that the system will assign to guests who have been waiting past their reservation time when suggesting a table assignment.

- **Greeted** – Use the slide-bar control to specify the degree of consideration that the system will assign to guests who have been greeted by the hostess when suggesting a table assignment.

- **Per Minute Waiting VIP** – Use the slide-bar control to specify the degree of consideration that the system will assign to VIP guest who has been waiting when suggesting a table assignment.

◆ Table Calculations

Go to the *POS Configurator | Revenue Center | RVC Table Mgmt. | Table Calculations* form to determine how much each of the traits below should be considered when suggesting a table assignment:
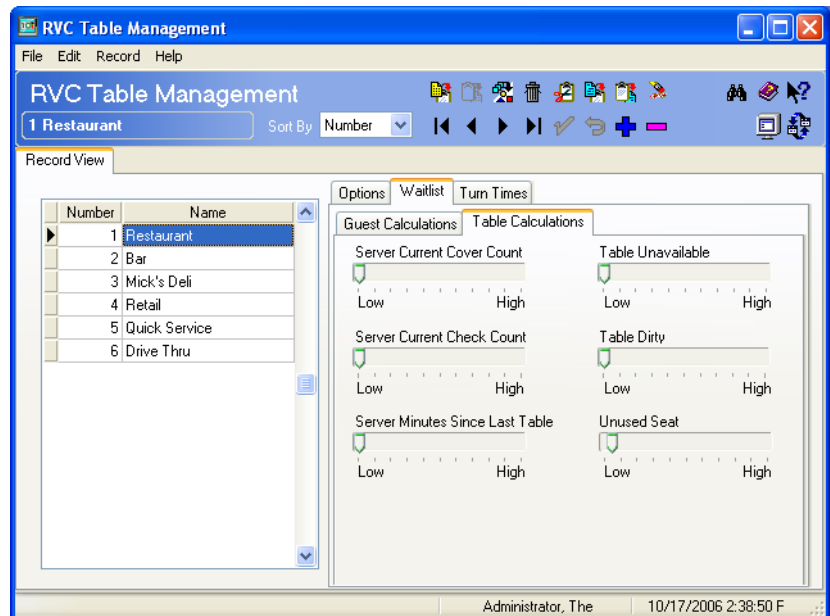
◆ **Server Current Cover Count** – Use the slide-bar control to specify the degree of consideration that the system will give to a server's current cover count. This is intended to avoid overloading a server based on the total number of patrons they are currently serving.

◆ **Table Unavailable** – Use the slide-bar control to indicate the degree of importance of having the table seating process avoid suggesting a table that is not currently available.

◆ **Server Current Check Count** – Use the slide-bar control to specify the degree of importance in avoiding overloading the server based on the number of checks currently assigned to the server.

◆ **Table Dirty** – Use the slide-bar control to indicate the degree of importance of having the table seating process avoid suggesting a dirty table.

◆ **Server Minutes Since Last Table** – Use the slide-bar control to specify the degree of importance of having the table seating process avoid overloading the server based on the number of minutes since the last guest was assigned to their section.

◆ **Unused Seat** – Use the slide-bar control to specify the degree of importance of having the table seating process avoid wasting seats.

◆ If Using Enterprise Management to Setup Tables

TMS uses the number of seats column in the **MICROS_tbl._def** table to restrict the tables that are used during the table suggestion process. Any unused tables should be set to 0 and will not be suggested.

The process of distributing TMS through the Enterprise Manager (EM) application, could distribute the corporately configured table layout down to all stores. This poses a potential issue as an EM store's database will contain tables that do not actually exist in every restaurant.

For example, the EM Corporate database may contain a restaurant layout with 50 tables, where a specific restaurant may only have 40 tables. If overwritten, the EM store's database will contain inaccurate table information.

To correct any seating inaccuracies, the EM store should use the **Number of Seats** option (*POS Configurator | Revenue Center | RVC Table Seating | Options*) to configure the table capacity at the restaurant. Enter a seating capacity of **0** for all tables that do not exist in the restaurant.

Additionally, EM Corporate must add the **tbl_def.num_seats** to each store's User Col Trans if it will be running TMS. This prohibits the EM store's Number of Seats from being overwritten by EM Corporate.

◆ **Configure Table Turn Times**

One of the goals of TMS is to increase store efficiency by decreasing table turn times. The user can configure and verify their target turn times based on the size of the party sitting at the table, and the time of day (e.g., Breakfast).

Target Turn Times

Use the *POS Configurator | Revenue Center | RVC Table Mgmt. | Turn Times | Target Turn Time* form to configure the expected turn times for your site.
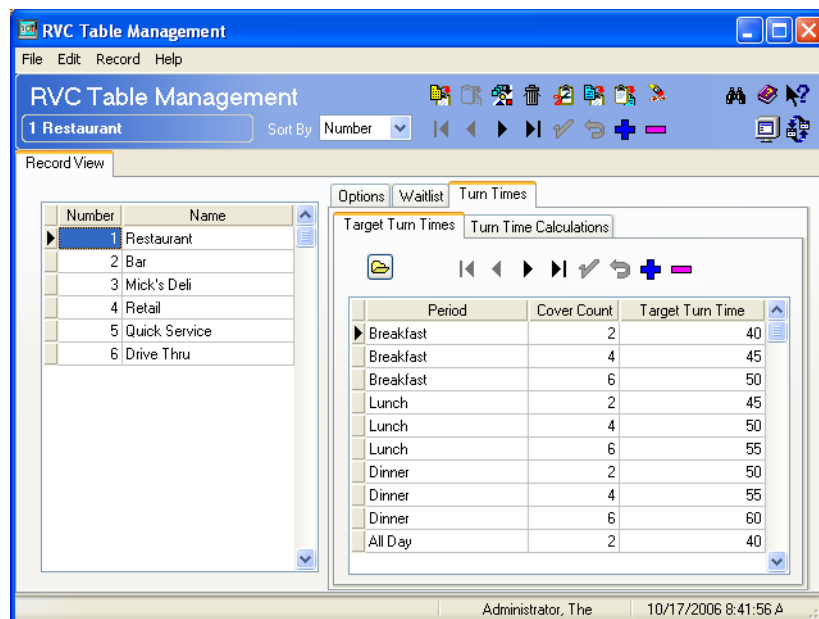

◆ Select the Revenue Center to be configured.

◆ Use the Blue Plus Sign to add a turn time record.

◆ **Period** – Right-click to select the period in which the target turn time is being calculated for the selected revenue center.

◆ **Cover Count** – Identify the number of covers per period to be used when calculating the target turn times for the selected revenue center.

- ◆ **Target Turn Time** – Specify the amount of time it is expected to take to turn a table in the highlighted revenue center, during the selected Period, and with the number of covers indicated. The values are unique for each Period/Cover Count combination.

Turn Time Calculations

Several factors impact the table turn time. Use the *POS Configurator | Revenue Center | RVC Table Mgmt. | Turn Times | Turn Time Calculations* form to determine how much each of the factors below has on the expected turn time for an occupied table.
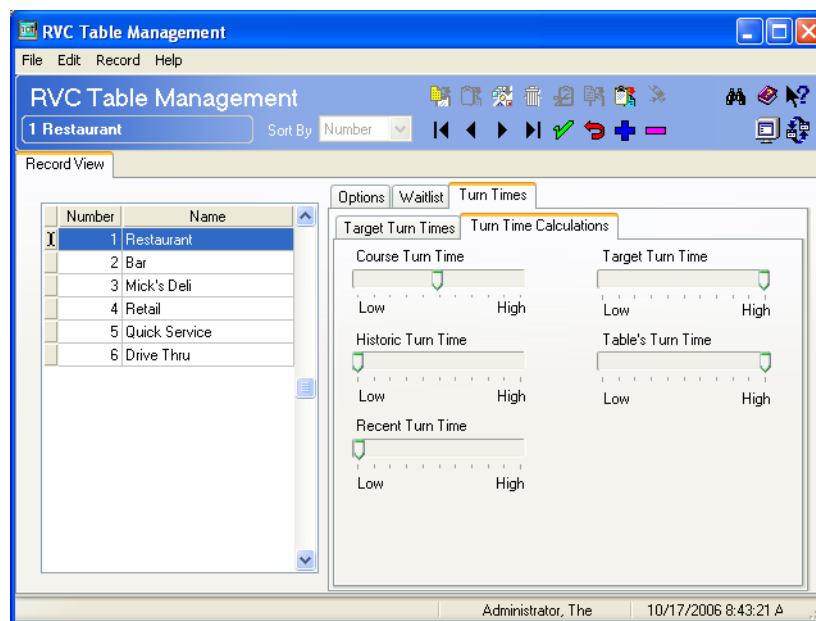
Each factor below has an associated slide for values ranging from low to high, with 10 incremental points between the two ends. The higher the value, the more weight will be attached to that trait when estimating table turn times.

Use the factors below to weight its effect on the expected table turn times:

- ◆ **Course Turn Time** – The impact that menu item information has on the expected turn time.

◆ **Target Turn Time** – The impact that the user configured target turn time has on the expected turn time.

◆ **Historic Turn Time** – The impact that the historic turn time information has on the expected turn time.

◆ **Table's Turn Time** – The impact that specific tables have on the expected turn time.

◆ **Recent Turn Time** – The impact that the recent turn time information has on the expected turn time.

Table Decorations

TMS has enhanced the table layout in POS Operations to include the addition of decorations or icons. These decorations are superimposed on the table objects on the touchscreen as a visual cue to identify table status.

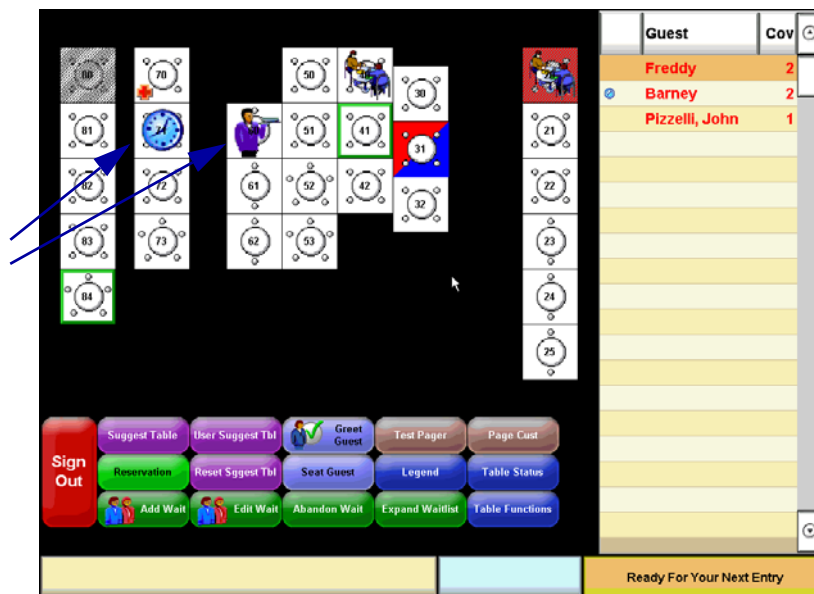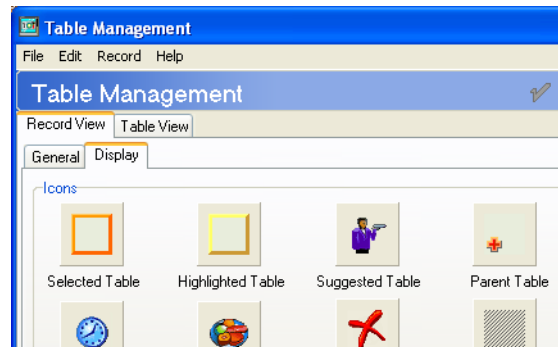**Decorations Provide Visual Cues Regarding Current Table Status**

Table decorations are defined in on the *POS Configurator | Table Management | Table Management | Display.* A separate icon is allowed for each of the following states:


◆ **Selected Table** — Highlights table objects that were selected while the *Toggle Table Select* function key is in use. *Toggle Table Select* is a TMS-specific function that allows users to simultaneously apply the same TMS operation to one or more highlighted tables.

◆ **Reserved Table** — Identifies tables that have been reserved for one reason or another. These may or may not be linked to a specific reservation. Occasionally, managers may be advised that a large party is expected and set aside a group of tables in anticipation of their arrival.

A manually suggested table will display the Reserved icon (if programmed) if the table is **Available** or the check has been **Paid In Full**. The table's state will be recorded as Reserved.

◆ **Seated Table** — Displays when the guest is first seated. The decoration is cleared when detail is added to the guest check.

◆ **Highlighted Table** — Briefly identifies a table or group of tables. This should not be confused with the **Selected Table** status. The highlight decoration should only be used to locate required tables (e.g., to identify an employee's section). Once the tables are Selected, they can be altered by TMS function keys.

◆ **Table Dirty** — Indicates that the table needs to be bussed. Tables may be marked as Cleaned or Dirty at any time.

◆ **Check Printed** — Displays once the check has been printed for this table. The guests may still be at the table, but this icon lets the hostess know that the table may soon be available for seating.

◆ **Suggested Table** — Displays once a table has been suggested by the system for a party waiting to be seated. A privileged user can also override the TMS table suggestion process by manually suggesting a table.

◆ **Closed Table** — Displays once a table has been set to closed, or has otherwise become unusable.

◆ **Paid Table** — Displays when the guests at the table have submitted payment but before the guests have vacated the table. This icon will display for a preconfigured amount of time, and then will be reset to Available, if programmed to do so.

◆ **Parent Table** — Indicates that two or more tables are joined together to accommodate a large party. The parent table is the primary table. Child tables will be joined to this table.

◆ **Child Table** — Indicates that two or more tables are joined together to accommodate a large party. The child icon displays on the tables that are joined to the parent (primary) table.

During operations, users can clarify the purpose of a table decoration by adding a touch key linked to a function (*TMS | Display Table | Status Legend)*. When pressed, the system provides a chart referencing all the predefined icons/colors.
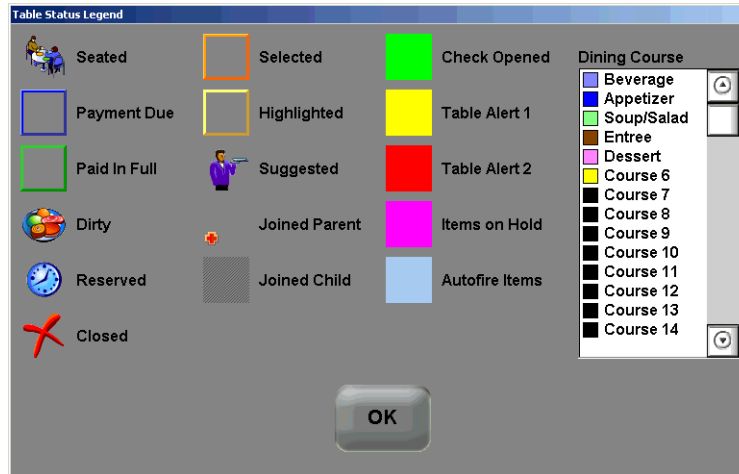
Table Descriptors

With this release the user now has the ability to configure a different color for each dining course being served. The table objects in the Table Display will appear as the color of the dining course. The hostess can determine which course is currently being served at a table, and how close the party is to finishing their meal.

Table colors can be configured using the *POS Configurator | Sales | Descriptors | Dining Courses* form.
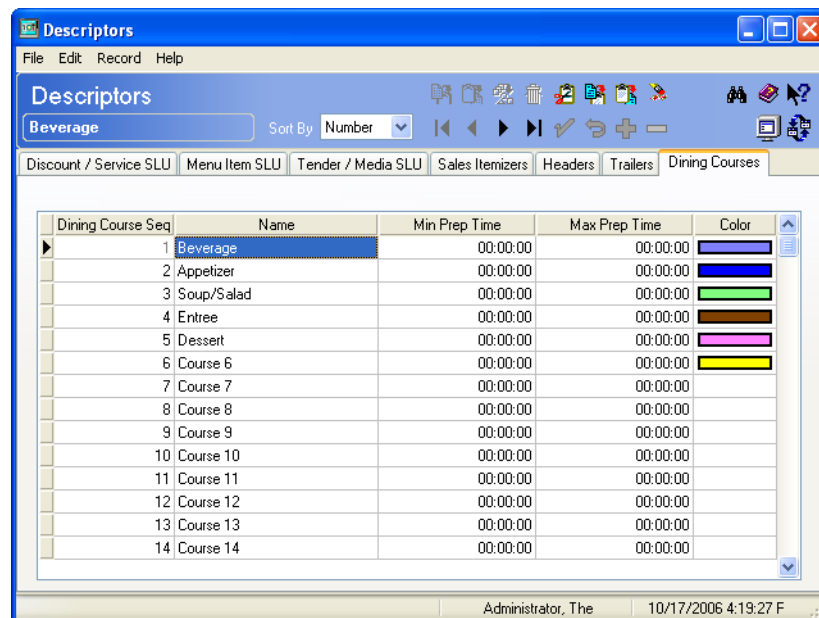
- ◆ **TMS Employee, Table and Section Assignments**

TMS has simplified and enhanced the procedures for defining tables and sections, and for assigning employees to each. Previously, this process was only handled through Manager Procedures.

During operations, users can access various TMS assignment functions by adding a touch key linked to the applicable TMS Function.

A legend can be configured to display the current Employee and/or Section Assignments. To access the legend add a TMS function key to the desired touchscreen.
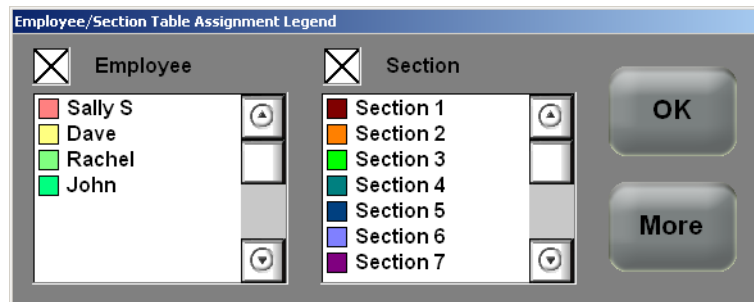
For additional information about an employee's section select the **[More]** button. This expand the legend to include a report displaying the following information:


*   **Name** – The name of the employee or section selected.

*   **Cur Cov** – Indicates the number of guests that are currently located in that section.

*   **TTL Cov** – Indicates the total number of guests that have been served in the section since the employee's shift began.

*   **TTL Check** – Indicates the total number of active checks in that employee's section.

*   **TTL Sales** – Indicates the total amount of sales recorded in the section since the employee's shift began.

If the legend is closed and reopened, it will automatically reappear in the location where it was closed.

Access to the legend is an employee privileged function. To allow an employee class to view the legend enable the **View Information Display** option (*POS Configurator | Employees | Employee Classes | Privileges | TMS Privileges*).

<u>Employee Assignments</u>

Begin by selecting the table(s) to be configured. The user can use the
Employee Selection Dialog to select from all active employees.
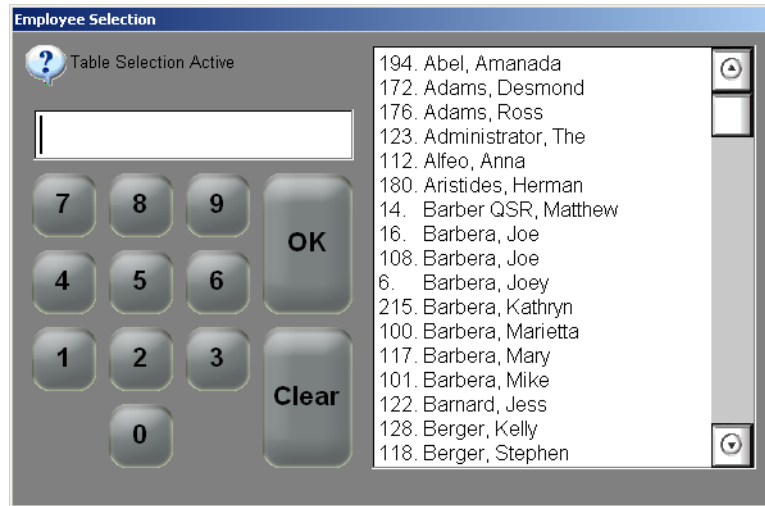
The following functions are available to assist in the assignment of
employees to a section:

- ◆ **Assign Table** – Allows a selected table or a group of selected
  tables to be assigned to a specific employee. The Employee
  Selection dialog is used to identify the employee that is to be
 assigned to the group of tables.

  If any of the tables are
  currently assigned to another
  employee, the user will be
  prompted to confirm that
  each assigned table should
  be reassigned to the new
  employee.
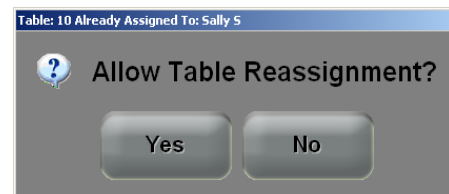
- ◆ **Unassign Table** – Allows the user to unassign a selected table or
  a group of selected tables.

◆ The **Assign Section** function allows the user to delegate a specific employee to a section.

If the section is currently assigned to another employee, the system will prompt the user to confirm that the section should be reassigned to the new employee.
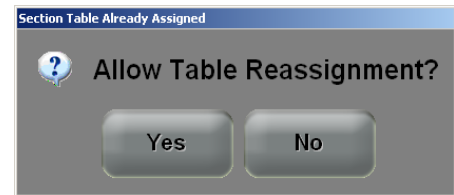
◆ The **Unassign Section** function allows the user to remove a section from all employee(s).

◆ The **Clear All Table Assignments** function allows the user to clear all table assignments throughout the restaurant.

◆ The **Clear Employee Table Assignments** function allows the user to remove all table assignments from a specific employee.

Table to Section Assignments

The table assignment feature allows the user to link specific tables in the restaurant to sections. The following functions are available to assign tables to sections:
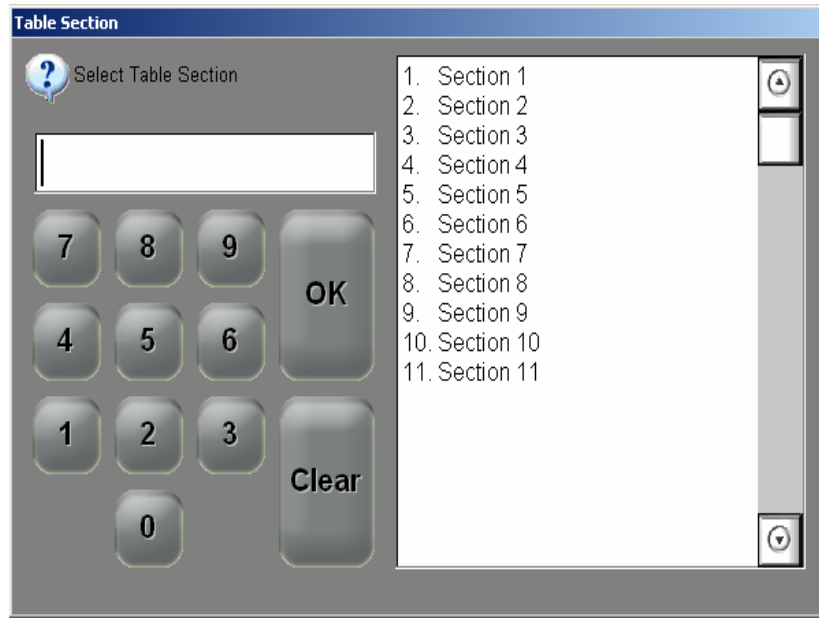

◆ The **Assign Table to Section** function allows a selected table or a group of selected tables to be assigned to section in the restaurant.

◆ The **Unassign Table to Section** function allows a selected table or a group of selected tables to be unassigned from its current section assignment.

◆ **Employee Privileges**

Several of the TMS forms contain personal information about customers, or for other reasons should only be used by privileged staff. TMS allows the user to award certain TMS privileges by employee class.

Use the *POS Configurator | Employees | Employee Classes | Privileges | TMS Privileges* form to configure most TMS privileges by employee class. The following privileges can be set in the system:
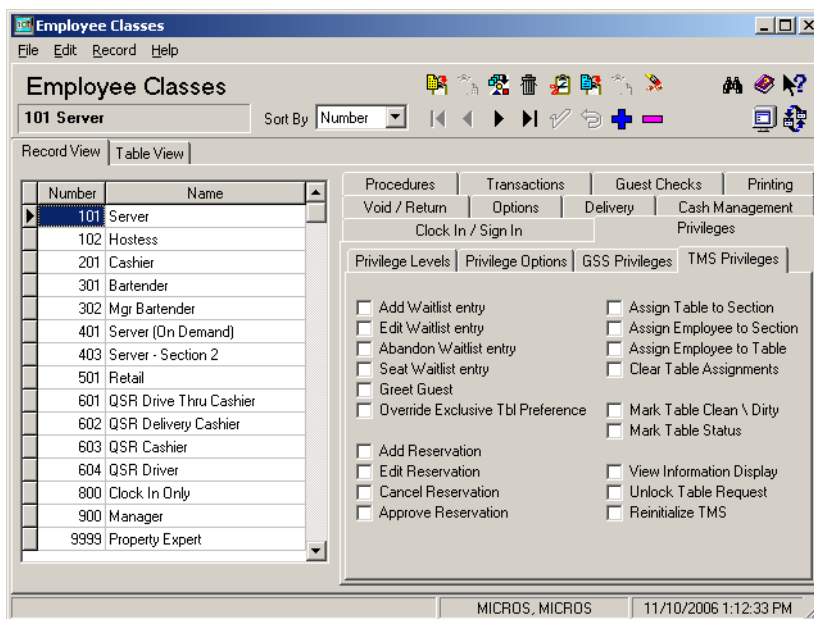
◆ **Add Waitlist entry** – When enabled, allows members of this employee class to make additions to the waitlist.

◆ **Edit Waitlist entry** – When enabled, allows members of this employee class to modify waitlist entries.

◆ **Abandon Waitlist entry** – When enabled, allows members of this employee class to mark a waitlist entry as abandoned, removing it from active consideration.

◆ **Seat Waitlist entry** – When enabled, allows members of this employee class to test pagers, call guests, seat and unseat tables.

◆ **Greet Guest** – When enabled, allows members of this employee class to mark a Reservation, Call Ahead, or Web Ahead guest as having been greeted. Guests may not be seated by TMS until they have been acknowledged (e.g., greeted).

◆ **Override Exclusive Tbl Preference** – When enabled, allows members of this employee class to override an exclusive property that previously prevented the system from seating a customer at that table. Exclusions are based on a mismatch between the table's fixed properties (e.g., location, seating type) and the customer's stated preference.

For example, if the customer originally requested a table in a non-smoking section, but after waiting, asked to be seated right away. The user could override the table preferences and seat the customer at a table in the smoking section.

◆ **Add Reservation** – When enabled, allows members of this employee class to enter a new reservation.

◆ **Edit Reservation** – When enabled, allows members of this employee class to modify an existing reservation.

◆ **Cancel Reservation** – When enabled, allows members of this employee class to remove a reservation from the reservation display.

◆ **Approve Reservation** – When enabled, allows members of this employee class to manually approve a reservation that was not auto-approved by the system. Generally, manual approval is required if the reservation does not conform to the current reservation limits.

◆ **Assign Table to Section** – When enabled, allows members of this employee class to assign/unassign tables to/from a section.

◆ **Assign Employee to Section** – When enabled, allows members of this employee class to assign/unassign an employee to/from a section.

◆ **Assign Employee to Table** – When enabled, allows members of this employee class to assign/unassign an employee to/from a table.

◆ **Clear Table Assignments** – When enabled, allows members of this employee class to clear the current table assignments for a selected employee.

◆ **Mark Tables Clean \ Dirty** – When enabled, allows members of this employee class to mark a table as being either clean or dirty.

◆ **Mark Table Status** – When enabled, allows members of this employee class to set the table status to Available, Closed or Reserved.

◆ **View Information Display** – When enabled, allows members of this employee class to access the Employee and Section Table Assignment Legend.

◆ **Unlock Table Requests** – When enabled, allows members of this employee class to unlock a table request record. Records are locked to prevent two workstations from updating at the same time.

◆ **Reinitialize TMS** – When enabled, allows members of this employee class to reconnect to the TMS Service.

An additional TMS employee privilege option is available on the *POS Configurator | Employees | Employee Classes | Transactions | Transaction Control* form.

◆ **Allow Chk's Tbl Reassignment** – Enable this option to allow a member of this employee class to change the table assignment for a current check.

Note that a privileged employee will be prompted for authorization to reassign a table unless the **Use Table Key** option (*Employees | Employee Classes | Transactions*) is also enabled.

◆ **Purging Totals**

If using demo mode to practice performing TMS functions, the user may want to clear all totals before going live with the feature. The user will rarely want to clear TMS totals after the site has gone live with TMS.

Purging TMS totals will clear the following tables:

◆ MICROS.tms_customer_status

◆ MICROS.tms_customer_tbl_pref_dtl

◆ MICROS.tms_status

◆ MICROS.tms_tbl_request_prop_dtl

◆ MICROS.tms_tbl_request_dtl

◆ MICROS.tms_tbl_status

◆ MICROS.tms_tbl_turn_time_status

◆ MICROS.tms_turn_time_status

The user can clear all TMS information in the following ways:

◆ By selecting the **Clear all TMS Totals** option (*POS Configurator | Totals*).

◆ TMS information can also be cleared by selecting the **Clear All Totals** option (*POS Configurator | Totals*).

Reset Employee Table Assignments

The system can also be setup to reset the employee table status on a regular basis. MICROS recommends that this process be run nightly by adding stored procedure **#158 Reset Table Management Table Status** as part of the End of Night Autosequence.

TMS Alerts

TMS Alerts have been added to provide a higher level of customer service by integrating the Alert Manager application with the Table Management System.

TMS Alerts can notify a guest when their table is ready, alert the manager when a VIP guest is greeted by the hostess, and alert the server when a guest has been seated in their section.

The TMS Alert definition file is available for download on the MICROS website; a login and password are required:

http://members.micros.com/members/product_support/micros_products/ ros/corporate/micros_alert_manager.asp

The following alerts are included in the **RESTMSAlerts.dll** file. These are alert categories only, specific alerts (e.g., TMS Summon Guest Alert) must be configured within these categories. All alerts are compatible with Alert Manager Version 1.1 or higher.

◆ **TMS Device Event Alert** – Sends a notification to a configured device when a specified TMS event has occurred (e.g., TMS Summon Guest). The following alerts are associated with this alert type:

   ◆ TMS Test Pager: Intended to test pager functionality and to page customers to the hostess stand.

   ◆ TMS Summon Guest: Alerts a guest when a TMS event has occurred (e.g., their table is ready).

◆ **TMS Employee Event Alert** – Notifies a particular employee when a specified TMS event occurs. The following alert is associated with this alert type:

   ◆ TMS Table Seated: Notifies an employee (usually a server) when a guest has been seated. The alert can contain information about the guest, such as their seating preferences.

◆ **TMS Event Alert** – Notifies a particular employee when an important event occurs. The following alert is associated with this alert type:

◆ TMS VIP Greeted Alert: Notifies an employee (usually a manager) when a VIP guest is greeted by the hostess.

Additional alerts may be added in future releases of TMS. For more information on TMS Alerts see the *MICROS Alert Manager RES TMS Alerts Version 1.1 ReadMe First, MD0003-115.*

TMS Marketing Client

In addition to traditional workstation displays, TMS can be run as a Marketing Client, projecting a continuous steam of advertisements while allowing viewers to track their status on the Waitlist.

The feature is controlled by an ActiveX control that interfaces with the TMS Service. The ActiveX control is embedded into a Microsoft® PowerPoint presentation for display on a Win32 platform. (It is not supported on the WinCE-based RDC or WS4 platforms.)

For best results, a 15" monitor (or larger) is strongly recommended.

◆ Configuring the Marketing Client

Configuration for the TMS Marketing Client is divided into the following sections:

◆ Install and Register the ActiveX Controls

◆ Creating the PowerPoint Presentation to Display

◆ Run-time Execution of the Presentation

◆ ActiveX Control Configuration

Install and Register the ActiveX Controls

Before beginning work on the PowerPoint presentation that will display on the client, the user must first install the appropriate ActiveX controls and register the files in the PowerPoint application.

The ActiveX files are available for download from the MICROS website. A username and password are required.

Follow these steps to install and register the ActiveX controls:

1. On the RES Server, create a **TMS ActiveX** folder that will be used to store the ActiveX files. Make sure that the folder is read and write enabled.

2. Download the **TMSListControl.ocx** and the **TMSTickerControl.ocx** files from the MICROS website and put them into the **TMS ActiveX** folder.

3. Open the Microsoft PowerPoint application. Right-click on the main toolbar at the top of the screen and verify that the Control Toolbox feature is enabled.

4. Select the Control Toolbox feature and select the Wrench and Hammer icon on the bottom right-hand corner of the displayed icons. Floating the cursor over the icon will display the text **More Controls**.

5. From the list of controls select the **Register Customer Control** at the bottom of the list.

6. Browse to the **TMS ActiveX** folder and select the **TMSListControl**.ocx file.

7. Repeat steps 4-6 for the **TMSTickerControl.ocx** file.
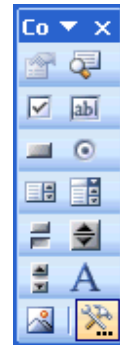
Creating the PowerPoint Presentation to Display

Create the PowerPoint slides that will display on the Marketing Client and then follow these steps to configure the presentation to display:

1. Open Microsoft PowerPoint and select a slide that will display the Guest Waitlist.

2. Open the file and click on the Controls Toolbox feature. Select the **More Controls** icon (displays as a Hammer and Wrench).

3. Select the **TMSListControl**. Once selected the cursor will transform into a cross.

4. Use the cursor to adjust the size of the list that will be displayed. Adjustments made on the master slide will cause all other slides to appear with the same dimensions.

5. Go to the **More Controls** icon and select the **TMSTickerControl**.

6. Use the cursor to adjust the size of the ticker that will be displayed. Adjustments made on the master slide will cause all other slides to appear with the same dimensions.

7. If desired, the user can edit the way that text is presented within the slides by editing the selected control. Right-click on the control placed within the slide and select the appropriate control (e.g., TMSListControl Control Object or TMSTickerControl Control Object) and select Properties.

    Making changes to the control located in one slide will change the appearance of that control within all slides. Individual slides cannot be changed.

    For more information on changing fields in the Control see the *ActiveX Control Configuration from the Properties Dialog* section on page 71.

8. Make the appropriate changes for all slides in the PowerPoint presentation.

Run-time Execution of the Presentation

Once the ActiveX controls are configured and linked to the presentation the user can run the slides. The following behavior applied to running the PowerPoint Presentation.

- When the PowerPoint presentation first displays a slide that has the control on it, the control will communicate with the TMS Server and will obtain the waitlist ticker.

- The first time the slide runs, there will be a slight delay when the waitlist or ticker displays. The delay will not occur after the appearance of the first slide.

- The TMS List control will display scrolling text that will include the guest name, party size, and status. The status will be blank until the party has been called to be seated.

- The list will be sorted based on the next party to be called.

- Rarely will the slides display a scroll bar on the ActiveX Control Object. If this occurs, adjust the size of the height of the control.
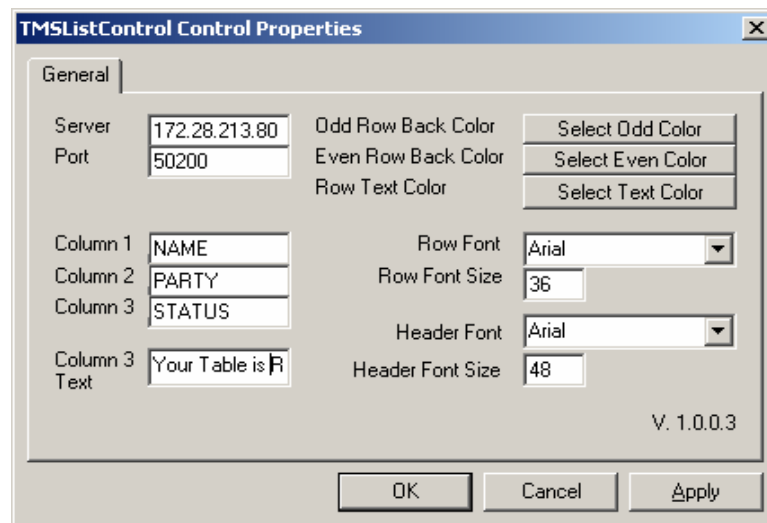
ActiveX Control Configuration

The user has the ability to modify how the control will display the slides on the marketing client. To make a change the user must configure the ActiveX controls in one of the following ways:

◆   Use the ActiveX Control Properties Dialog. All fields will display here except for the TestMode and the PathToFile.

◆   Directly edit the field in notepad. A sample is displayed below:

```
Sample INI File
[Setting]
Server=172.28.213.80
Port=50200
EvenColorRed=0
EvenColorGreen=204
EvenColorBlue=255
OddColorRed=51
OddColorGreen=102
OddColorBlue=255
RowTextRed=255
RowTextGreen=255
RowTextBlue=255
Font=Arial
FontSize=36
Column1=NAME
Column2=PARTY
Column3=STATUS
Column3Text=Your Table Is Ready!
HeaderFont=Arial
HeaderFontSize=48
TestMode=0
PathToTest="C:\\testfile.txt"
```

Follow these steps to select a Properties Dialog in PowerPoint:

1. Make sure that the appropriate control is located on the PowerPoint slide and right click.

2. Select the TMSListControl Control Object or the TMSTicker Control Object.

3. Select Properties. This will cause the ActiveX configuration dialog box to appear.

◆ TMS List Control Configuration

The following fields in the **TMSListControl.ini** configuration file can be edited:

◆ **Server** – The dotted IP address of the TMS Server PC.

◆ **Port** – The port used to communicate to the TMS server. The default is 50200.

◆ **EvenColorRed** – Determines the color for the even numbered rows in the waitlist display.

◆ **EvenColorGreen** – Determines the color for the even numbered rows in the waitlist display.

◆ **EvenColorBlue** – Determines the color for the even numbered rows in the waitlist display.

◆ **OddColorRed** – Determines the color for the odd numbered rows in the waitlist display.

◆ **OddColorGreen** – Determines the color for the odd numbered rows in the waitlist display.

◆ **OddColorBlue** – Determines the color for the odd numbered rows in the waitlist display.

◆ **RowTextRed** – Determines the color used for all of the text for all rows, except the header, in the waitlist display.

◆ **RowTextGreen** – Determines the color used for all of the text for all rows, except the header, in the waitlist display.

◆ **RowTextBlue** – Determines the color used for all of the text for all rows, except the header, in the waitlist display.

◆ **Font** – Indicates the name of the font used in the control.

◆ **FontSize** – Indicates the size of the font used in the control.

◆ **Column1** – The text that will display in the header of column 1 (the guest name).

◆ **Column2** – The text that will display in the header of column 2 (the party size).

◆ **Column3** – The text that will display in the header of column 3 (the party's status). The status is generally left blank until the party is ready to be seated.

◆ **Column3Text** – The text to display in the list for column 3 (the status) once a party has been called to be seated.

◆ **HeaderFont** – The font name used in the header row of the control.

◆ **HeaderFontSize** – The size of the font used in the header row of the control.

◆ **TestMode** – Option for having data read from the TMSService or from the text file (e.g., 0 = TMSService, 1 = Text File).

◆ **PathToFile** – Indicates the path to the Text File.

◆ TMS Ticker Control Configuration

The following fields in the **TMSTickerControl.ini** configuration file can be edited:

◆ **Server** – The dotted IP address of the TMS Server PC.

◆ **Port** – The port used to communicate to the TMS server. The default is 50200.

◆ **BackRed** – Determines the color to be used for the ticker's background.

◆ **BackGreen** – Determines the color to be used for the ticker's background.

◆ **BackBlue** – Determines the color to be used for the ticker's background.

◆ **TextRed** – Determines the color to be used for the text of the ticker.

◆ **TextGreen** – Determines the color to be used for the text of the ticker.

◆ **TextBlue** – Determines the color to be used for the text of the ticker.

◆ **Font** – Determines the font to be used in the control.

◆ **FontSize** – Determines the font size to be used in the control.

◆ **ScrollSpeed** – Determines how fast the ticker will scroll. The numbers range from 1-100 with 1 being the fastest.

◆ **Delimiter** – Determines how many spaces will separate the data displaying in the ticker.

◆ **Display** – This is the text that will be displayed in the ticker. Use the following commands to indicate placeholders:

   ◆ %N: use as a placeholder for the customer name.

   ◆ %C: use as a placeholder for the cover count.

   ◆ The system will replace these variables with the appropriate information.

◆ **TimeZero** – The text that displays in the ticker when the table is ready. Use the following commands to indicate placeholders:

   ◆ %N: use as a placeholder for the customer name.

   ◆ %C: use as a placeholder for the cover count.

   ◆ The system will replace these variables with the appropriate information.

◆ **TestMode** – Option for having data read from the TMSService or from the text file (e.g., 0 = TMSService, 1 = Text File).

◆ **PathToFile** – Indicates the path to the Text File.

Reports

Several new 80-column report templates were added in support of the TMS feature. The reports can be run from the Autosequences and Reports module, where they are listed under the newly added **Table Management** category. A new **Table Management** report class was also added (*POS Configurator | Reporting | Report Classes*).
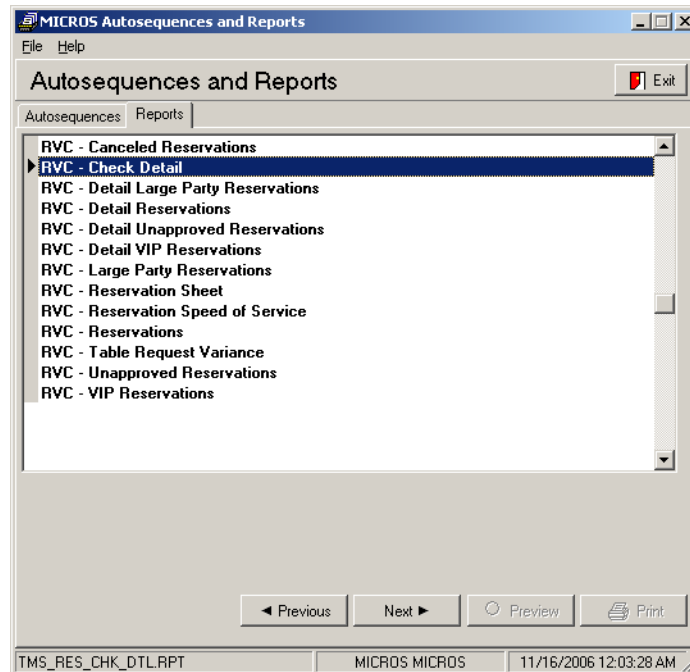
TMS reports allow sites to review reservation requirements and to analyze site performance with regard to waitlist management, table configuration and usage, and the overall guest experience. Reports are all run at the revenue center level for specified dates and time periods.

The following reports have been added to support TMS. A description and sample of each TMS report is provided below:

◆ Canceled Reservations

◆ Check Detail (Table Request Check Detail)

◆ Detail Large Party Reservations

◆ Detail Reservations

◆ Detail Unapproved Reservations

◆ Detail VIP Reservations

◆ Large Party Reservations

◆ Reservation Sheet

◆ Reservation Speed of Service

◆ Reservations

◆ Table Request Variance

◆ Unapproved Reservations

◆ VIP Reservations

◆ **Cancelled Reservation** (tms_res_can_res.rpt) – Generates a list of all cancelled reservations. Reservations are listed by the Date and Time of the scheduled reservation. This report contains the following information:

◆ The time of the reservation

◆ The number of covers

◆ Guest's name

◆ Guest's phone number

◆ Guest's VIP Status

◆ Reservation's Approval Status

◆ Confirmation Number for Reservation

◆ Guest's Email Address

3700 POS
What's New

◆ Any special table requests or accommodations

◆ **Check Detail (Table Request Check Detail)** (*tms_res_dtl_rcd.rpt*) – Displays details regarding the total customer experience for patrons who requested table. Some of the information included in this report includes the following information:

RVC - Table Request Check Detail
Micros Cafe - Micros Cafe

Period From : 11/14/2006   To : 11/14/2006

Bruno The Manager
Printed on Thursday, November 16, 2006 - 12:20 AM

	Reservation	Greeted	Seated	Sugg. Tbl	Act. Tbl	Chk Num	Trn Time		Pymnt Ttl	Chk Cov Cnt
										Res Cov Cnt

Tuesday, November 14, 2006
1 - Restaurant
2 - Lunch

	Reservation	Greeted	Seated	Sugg. Tbl	Act. Tbl	Chk Num	Trn Time		Pymnt Ttl	Cov Cnt
Pizzelli, John		1:28 PM	1:37 PM	10 - 10	30 - 30	1881	0:39	$	70.85	4
Requested Props:				Table Props:						4
Baker, Betty		1:38 PM	1:38 PM	10 - 10	22 - 22	1882	3:03	$	25.55	2
Requested Props:				Table Props:						2
Song, Sam		1:39 PM	1:39 PM	10 - 10	10 - 10	1883	0:22	$	33.15	3
Requested Props:				Table Props:						3
Wilson, Robert		1:39 PM	1:39 PM	10 - 10	42 - 42	1884	3:02	$	53.99	4
Requested Props:				Table Props:						4
Thomas, Victor		1:47 PM	1:48 PM	20 - 20	20 - 20	1886	2:53	$	31.75	2
Requested Props:				Table Props:						2
Williams, Ryder		2:03 PM	2:03 PM	12 - 12	12 - 12	1887	0:12	$	25.77	4
Requested Props:				Table Props:						4
Hill, Mary	2:15 PM	2:04 PM	2:05 PM	20 - 20	23 - 23	1888	0:11	$	24.30	2
Requested Props:				Table Props:						2
Gordon, Greg	2:15 PM	2:05 PM	2:05 PM	10 - 10	40 - 40	1889	2:35	$	26.03	3
Requested Props:				Table Props:						3
Burns, George	2:15 PM	2:05 PM	2:06 PM	10 - 10	33 - 33	1890	2:35	$	29.30	3
Requested Props:				Table Props:						3

Walkins: 19   Reservations: 8

◆ Customer name

◆ Reservation time

◆ Time greeted

◆ Time seated

◆ Table suggested by the system

◆ The actual table

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- ◆ Check number

- ◆ Table turn time

- ◆ Payment total

- ◆ Check cover count

- ◆ Requested table properties (e.g., smoking)

- ◆ **Detail Large Party Reservations** (*tms_res_dtl_large.rpt*) — Provides a detailed list of all large party reservations. Reservations are listed by the Date and Time that the guest will arrive. In addition to the information contained in the Large Party Reservation List, this report also contains:

- ◆ Date and Time that the reservation was approved and the name of the approving employee (if not auto approved)

◆ Name of last employee to update the reservation

◆ Reservation method (e.g., walk-in, Internet)

◆ GSS Information including the number of visits, total order value, last visit, guests' birthday (if the reservation is for the same day of the month as the birthday stored in GSS)

◆ Any TMS notes or referral information

◆ Any blank detail lines will be suppressed

◆ **Detail Reservations** (*tms_res_dtl.rpt*) — Generates a detailed list of all guests holding reservations. Reservations are listed by the Date and Time that the guest will arrive. In addition to the information contained in the Reservation List, this report also contains:

RVC - Detail Reservations
Micros Cafe - Micros Cafe

The Administrator
Period From : 09/01/2006   To : 09/30/2006   Printed on Friday, September 29, 2006 - 4:17 PM

Wednesday. September 20. 2006
2 - Lunch
1 - Restaurant

12:30 PM	Covers: 4	Name: Pizzelli, John	VIP ☐	Phone: (443) 285-1111	Confirmation: 89
Approved ☒ 9/20/2006 11:53 AM			Method: Phone		Last Updated By: 112 - Host 1, Holly
# Visits: 9	Total order Value: $ 515.63	Last Visit: 9/8/2015	Email: jopiz@hello.com	# No Shows: 5

tms_res_dtl.RPT u4.1.100   Page 1

◆ Date and Time that the reservation was approved and the name of the approving employee (if not auto approved)

◆ Name of last employee to update the reservation

◆ Reservation method (e.g., walk-in, Internet)

◆ GSS Information including the number of visits, total order value, last visit, guests' birthday (if the reservation is for the same day of the month as the birthday stored in GSS)

◆ Any TMS notes or referral information

◆ Any blank detail lines will be suppressed

◆ **Detail Unapproved Reservations** (*tms_res_dtl_unapproved.rpt*) — Displays all reservations that have not yet been approved by the appropriate employee or employee class. Reservations are listed by the Date and Time that the guest will arrive. In addition to the information contained in the Unapproved Reservation List, this report also contains:

◆ Date and Time that the reservation was approved and the name of the approving employee (if not auto approved)

◆ Name of last employee to update the reservation

◆ Reservation method (e.g., walk-in, Internet)

◆ GSS Information including the number of visits, total order value, last visit, guests' birthday (if the reservation is for the same day of the month as the birthday stored in GSS)

◆ Any TMS notes or referral information

◆ Any blank detail lines will be suppressed

◆ **Detail VIP Reservations** (*tms_res_dtl_vip.rpt*) — This report contains detailed information about VIP Reservations. Reservations are listed by the Date and Time that the guest will arrive. In addition to the information provided in the VIP Reservations List, this report also includes:

♦ Date and Time that the reservation was approved and the name of the approving employee (if not auto approved)

♦ Name of last employee to update the reservation

♦ Reservation method (e.g., walk-in, Internet)

♦ GSS Information including the number of visits, total order value, last visit, guests' birthday (if the reservation is for the same day of the month as the birthday stored in GSS)

♦ Any TMS notes or referral information

♦ Any blank detail lines will be suppressed

◆ **Large Party Reservations** (*tms_res_large.rpt*) — Generates a list of all reservations for all parties considered large. The Large Party Limit for Reports option can be configured on the *POS Configurator | Table Management | Table Management | Record View | General* form.

Reservations are listed by the Date and Time that the guest will arrive. This report contains the following information:

```
                    RVC - Large Party Reservations
                        Micros Cafe - Micros Cafe
                                                                    Bruno The Manager
  Period From : 08/16/2006   To : 08/22/2006           Printed on Monday, August 21, 2006 - 9:06 AM
Tuesday, August 22, 2006
2 - Lunch
1 - Restaurant
12:45 PM   Covers: 8    Name: Bill Sampson          VIP [X]   Phone: 789-987-7989          Confirmation: 124
Approved [X] 8/21/2006 9:00 AM                       Method: Walk In        Last Updated By:
Table Requests: Non-Smoking, Bay
```

◆ The time of the reservation

◆ The number of covers

◆ Guest's name

◆ Guest's phone number

◆ Guest's VIP Status

◆ Reservation's Approval Status

◆ Confirmation Number for Reservation

◆ Guest's Email Address

◆ Any special table requests or accommodations

◆ **Reservation Sheet** (*tms_res_sheet.rpt*) — Provides a printed worksheet to allow users to manually take reservations. This sheet can be used in the event of a system failure.

◆ **Reservation Speed of Service** (*tms_res_dtl_rcd.rpt*) – This report records how quickly the customer was served throughout their visit. Customers are listed by the time that they were greeted. The following information is included:

RVC - Reservation Speed of Service
Micros Cafe - Micros Cafe

Bruno The Manager

Period From : 08/16/2006   To : 08/25/2006

Printed on Tuesday, August 22, 2006 - 3:04 PM

	Reservation	Greeted	Quoted	Called	Abandoned	Seated	Turn Time	Pymnt Ttl	Chk Employee
Monday, August 21, 2006									
1 - Restaurant									
99 - All Day									
Kristen Totaro		1:44 PM	0:15			1:53 PM	0:39	$ 51.59	101 - Server 1, Sally
Whitney Ferguson		1:45 PM	0:20		0:17				
Edward Beatty		1:48 PM	0:15	0:31		2:23 PM	0:23	$ 73.81	101 - Server 1, Sally
Elizabeth Duncan		1:48 PM	0:36	0:36		2:29 PM	0:17	$ 60.65	103 - Server 3, Rachel
Karen Nerak		1:48 PM	0:20	0:31		2:22 PM	0:11	$ 115.54	102 - Server 2, Dave
Dan D'Orlando		1:50 PM	0:20	0:34		2:29 PM	0:18	$ 177.99	110 - Server 10, Sue
Miles Flint	2:00 PM	1:50 PM	0:14			1:53 PM	0:40	$ 81.13	101 - Server 1, Sally
Blii Reso	2:00 PM	1:50 PM	0:14	0:29		2:29 PM	0:17	$ 50.74	101 - Server 1, Sally
Steve Matsumoto		1:51 PM	0:15	0:33		2:29 PM	0:18	$ 90.40	103 - Server 3, Rachel
Fred Derf		1:51 PM	0:10	0:33		2:29 PM	0:17	$ 51.91	102 - Server 2, Dave

◆ Customer name

◆ Reservation time

◆ Greeted time

◆ Quoted wait time

◆ Time lapse between being greeted and being seated

◆ Minutes since the customer was greeted before they were abandoned

◆ Time that they were seated

◆ Table turn time

◆ Payment total

◆ The server

◆ **Reservations** (*tms_res.rpt*) — Generates a list of all guests with a reservation. Reservations are listed by the Date and Time that the guest will arrive. This report contains the following information:

RVC - Reservations
Micros Cafe - Micros Cafe

The Administrator
Period From : 09/01/2006   To : 09/30/2006   Printed on Friday, September 29, 2006 - 4:09 PM

Wednesday, September 20, 2006
99 - All Day
1 - Restaurant

12:30 PM   Covers: 4   Name: Pizzelli, John   Phone: (443) 285-1111   VIP □   Approved ☒
            Confirmation: 89   Email: jopiz@hello.com   Table Requests:

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◆ The time of the reservation

◆ The number of covers

◆ Guest's name

◆ Guest's phone number

◆ Guest's VIP Status

◆ Reservation's Approval Status

◆ Confirmation Number for Reservation

◆ Guest's Email Address

◆ Any special table requests or accommodations

◆ **Table Request Variance** (*tms_res_dtl_trv.rpt*) – Provides a variety of totals and information about the experience of customers waiting to be seated. This report includes the customer name, check number, table, cover count, turn time, payment total, and server. Additionally, this report computes the variance of the following:

RVC - Table Request Variance
Micros Cafe - Micros Cafe

Bruno The Manager

Period From : 08/16/2006   To : 08/25/2006

Printed on Tuesday, August 22, 2006 - 3:08 PM

	Quoted	Seated	Res Var	Wait Var	Chk Num	Act. Tbl	Cov Cnt	Turn Time	Pymnt Ttl		Chk Employee
Monday, August 21, 2006											
1 - Restaurant											
99 - All Day											
Sam Waiter 1	15	9		-6	1918	62 - 62	2	0:39	$51.59	0.66	101 - Server 1, Sally
Biil TwoCows	15	35		20	1920	50 - 50	3	0:23	$73.81	1.07	101 - Server 1, Sally
Sarah Toogood	36	41		5	1925	21 - 21	2	0:17	$60.65	1.78	103 - Server 3, Rachel
Karen Nerak	20	34		14	1919	32 - 32	3	0:11	$115.54	3.50	102 - Server 2, Dave
Fred Derf	20	39		19	1923	76 - 76	1	0:18	$177.99	9.89	110 - Server 10, Sue
Reso 2	14	3	-7	-11	1917	10 - 10	2	0:40	$81.13	1.01	101 - Server 1, Sally
Blii Reso	14	39	29	25	1921	53 - 53	6	0:17	$50.74	0.50	101 - Server 1, Sally
Nede Eden	15	38		23	1922	14 - 14	4	0:18	$90.40	1.26	103 - Server 3, Rachel
Snell Murphy	10	38		28	1924	41 - 41	4	0:17	$51.91	0.76	102 - Server 2, Dave
99 - All Day Avg:	18	31	11	13			3	0:22	$83.75		
1 - Restaurant Avg:	18	31	11	13			3	0:22	$83.75		
Daily Avg:	18	31	11	13			3	0:22	$83.75		

◆ Quoted Time – Seated time for the waitlist and reservations

◆ Reservation Time – Seated time for reservations

◆ Provides Averages for the quoted seat time, the actual seat time, the RES variance, the wait variance, the cover count, and the turn time.

◆ Payment Totals are provided by a given time period, by revenue center, and by day.

◆ **Unapproved Reservations** (*tms_res_unapproved.rpt*) — Displays a list of all reservations that have not been approved by the appropriate employee or employee class. Reservations are listed by the Date and Time that the guest will arrive. This report contains the following information:

RVC - Unapproved Reservations
Micros Cafe - Micros Cafe

The Administrator
Period From : 09/01/2006   To : 09/30/2006
Printed on Friday, September 29, 2006 - 4:27 PM

Saturday, September 23, 2006

99 - All Day

1 - Restaurant

11:30 AM Covers: 2	Name: Stewart, Martha	Phone: 443-283-1111	VIP [x]	Approved [ ]
Confirmation: 106		Table Requests:		
4:30 PM Covers: 4	Name: Griffon, Kate	Phone: 443-285-1234	VIP [ ]	Approved [ ]
Confirmation: 107		Table Requests:		

tms_res_unapproved.RPT u4.1.100   Page 1

◆ The time of the reservation

◆ The number of covers

◆ Guest's name

◆ Guest's phone number

◆ Guest's VIP Status

◆ Reservation's Approval Status

◆ Confirmation Number for Reservation

◆ Guest's Email Address

◆ Any special table requests or accommodations

◆ **VIP Reservations** (*tms_res_vip.rpt*) — Generates a list of all reservations for guests marked as VIPs. Reservations are listed by the Date and Time that the guest will arrive. This report contains the following information:

◆ The time of the reservation

◆ The number of covers

◆ Guest's name

◆ Guest's phone number

- ◆ Guest's VIP Status

- ◆ Reservation's Approval Status

- ◆ Confirmation Number for Reservation

- ◆ Guest's Email Address

- ◆ Any special table requests or accommodations

TransactionVault Electronic Payment Driver

With this release, RES has added support for Merchant Link's TransactionVault payment solution.

Merchant Link's TransactionVault minimizes the vulnerability of the merchant and the POS software. There is no extra hardware to install and maintain, so merchants can continue to use their existing infrastructure. For customers using the MICROS Universal Credit Card Driver processing through Merchant Link, this is the next natural step.

At the center of the TransactionVault technology is a key that replaces all cardholder information at the customer site. The key utilizes leading edge encryption technology, which helps to ensure that only TransactionVault can match the key to access the cardholder information.

For installation and configuration instructions see the *TransactionVault Payment Driver ReadMe First, MD0003-118*.

How it Works

Traditionally, cardholder data (card number, expiration date, and the cardholder name) is stored by the RES system until it is purged from the system, typically within 90-180 days after settlement. RES 4.1 automatically detects when TransactionVault payment drivers are installed.

When obtaining an authorization for a transaction, the MICROS database will delete the cardholder data from the system, replacing it with a 15-character **TransactionVault Key** obtained from Merchant Link during the authorization process. All cardholder data is stored in Merchant Link's TransactionVault. The TransactionVault Key becomes the reference number for merchants if it is necessary to lookup cardholder data.

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The TransactionVault Key is printed on the authorization voucher.

```
           Micros Systems, Inc.|
          7031 Columbia Gateway Drive
              Columbia, MD 21046
                 443-285-6000
                 www.micros.com
    Date:        Oct05'06 08:43AM
    Card Type:   Visa/M.C.
    Acct #:      XXXXXXXXXXXX7777
    Trans Key:   ZIZ000000006528
    Exp Date:    12/07
    Auth Code:   OK2336
    Check:       25
    Table:       62/1
    Server:      12 Michael
           VISA FDMS TEST CARD

    Subtotal:         30.87
    Tip:_____

    Total:_____

    _____
    Signature

    I agree to pay above total
    according to my card issuer
    agreement.
```

TransactionVault Key

Note   *Keep a record of the authorization voucher. Referencing the Transaction Key will be the only way to correct a transaction if an issue should arise.*

There are several instances when cardholder data will be stored on the RES system. We refer to these instances as offline transactions. The following are the four types of offline transactions available through RES:

◆ Credit Transaction

◆ SAR/BSM Transaction

◆ Manual Authorization

◆ Below Floor Limit Transaction

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Additionally, during authorization, the user will not be prompted to enter Address Verification (AVS) and Credit Card Verification (CVV) for transactions performed offline except for Below Floor Limit Transactions.

When an offline transaction is performed, the system will encrypt and store the cardholder data until the system is online and does a settlement. The settlement process has been enhanced to first process offline transactions, obtaining a TransactionVault Key for each of these transactions, and then deleting cardholder data from the system. Once complete, normal settlement will occur processing all transactions via their TransactionVault Key.
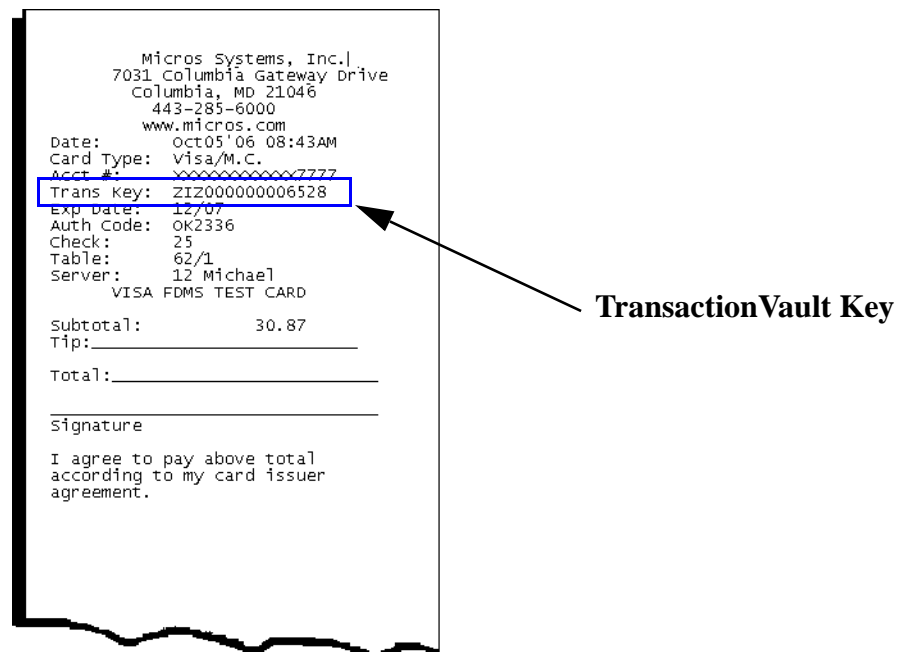
Linking the Driver to a Tender

For installation and configuration instructions see the *TransactionVault Payment Driver ReadMe First, MD0003-118*.

The TV Driver is activated by linking it to a tender in POS Configurator. This driver can be linked to any credit card tender.

Follow these steps to link a tender to the TV Authorization and Settlement drivers:

1. Go to the *POS Configurator | Sales | Tender Media | Credit Auth* form.
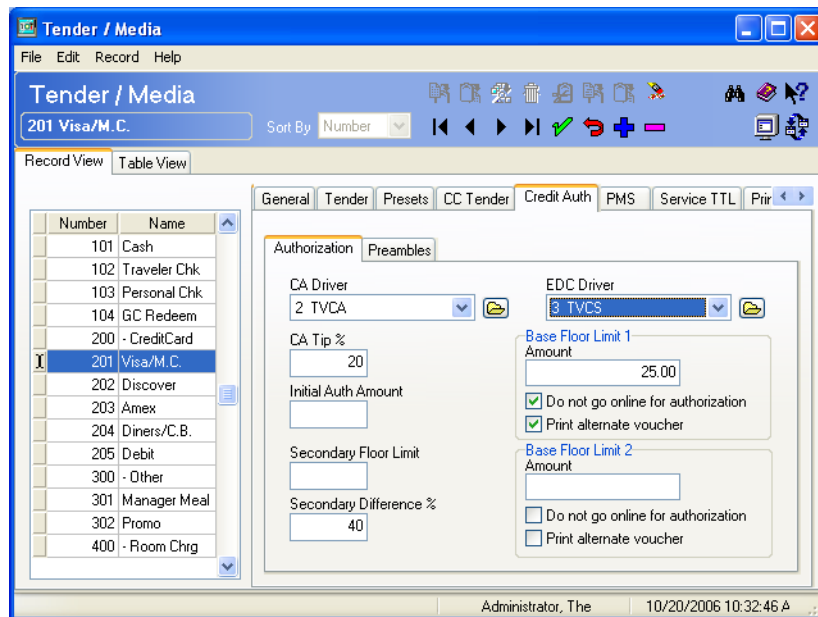
2. Select the tender to be configured (e.g., Visa/ Mastercard).

3. Go to the **CA Driver** drop down box and select the **TVCA** driver.

4. Go to the **EDC Driver** drop down box and select the **TVCS** driver.

5. Save the record.

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Disabled Options

Certain security features present in the TV Driver, such as masked card numbers, cannot be disabled in POS Configurator. Once the TV driver is enabled for a tender, POS Configurator will automatically disable the following options on the *Sales | Tender Media | CC Tender* form:
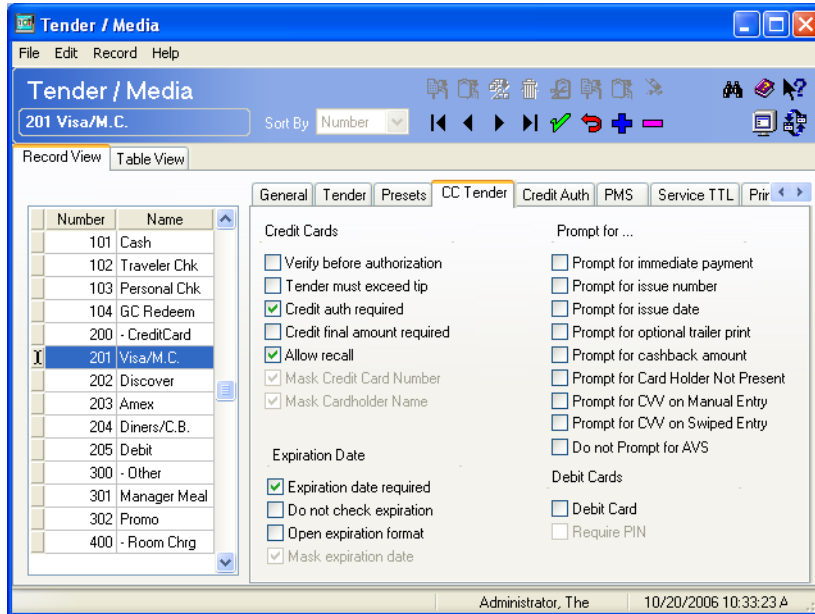
◆ Mask Credit Card Numbers

◆ Mask Cardholder Name

◆ Mask Expiration Date

Corrective Authorization

Occasionally, customer information may be transmitted to the credit card processor with incorrect information. For example, if a customer's card is used on the wrong transaction. When this occurs, the merchant must perform a corrective authorization to adjust the transaction information.

When a corrective authorization is performed, the user will be prompted for the **Transaction Key,** the **Authorization Code** and the last 4 digits of the **Account Number**. This information is available on the authorization voucher.

If the merchant is unable to retrieve the information, they can contact Merchant Link, LLC. to obtain customer account information.

After a corrective authorization is performed, an asterisk will print next to the customer account number and the authorization code on the credit card voucher to indicate that a corrective authorization was performed.

For security reasons, the corrective authorization feature is an employee privileged function. To allow an employee to perform this function, enable the **Corrective Authorization** option for the appropriate employee class (*POS Configurator | Employees | Employee Classes | Transactions | Transaction Control*).

Settlement

Batch settlement with the Transaction Vault Driver is a two step process. The first step is to submit all offline authorizations to the processor. During this step, the settlement process scans the batch records for any offline authorizations.

All offline transactions are processed to Merchant Link where they receive a TransactionVault Key.

After all of the records have been issued TransactionVault Keys, the settlement process begins to transmit the batch to the processor. Unlike traditional drivers, TV does not transmit customer information. Instead the RES system sends the TransactionVault Key and the total amount owed to the processor. The processor will then match the TransactionVault Key to the appropriate customer account.

Following a successful batch no customer information is stored in the RES system.

In previous Credit Card Drivers, an option to **Disable Auth Code Limit** was available. This option has been omitted from the POS Configurator with the Transaction Vault Driver and it is now enabled by default. If a manual authorization is performed, and the user enters a value greater than 6 characters in the Auth Code field, the settlement driver will truncate the code down to the first 6 characters only. The record will then be settled with the truncated Auth Code.

Credit Card Batch Utility

To support the addition of the TransactionVault Key, a new column has been added in the Credit Card Batch Utility. The **TransactionVault Key** column will list all of the assigned transaction keys. The new column replaces the Customer Name column in the Utility.

The Transaction Key can be edited if it is entered manually due to a corrective authorization.
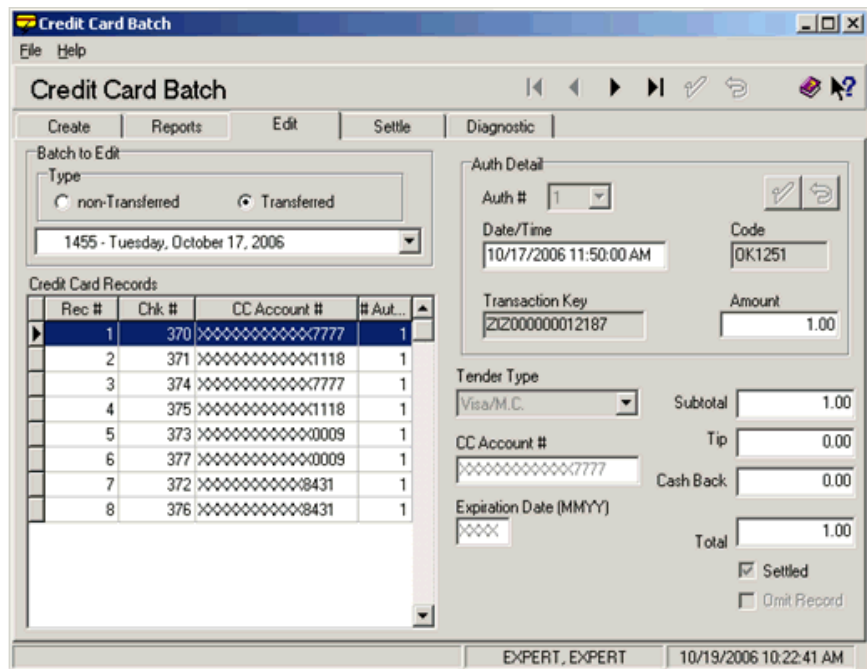
Touchscreen Keys

The TransactionVault driver requires the addition of the following new touchscreen key to the Payment screen:

◆ **Corrective Authorization** – Allows a privileged user to alter a previously transmitted authorization.

Reports

The following report has been altered to support TransactionVault:

◆ **Credit Card Batch Detail Report –** A TransactionVault Key column has been added to this report. The 15-digit TransactionVault Key associated with the transaction will be listed in this column. The customer name column has been removed from the report.

When a **Corrective Authorization** is performed, an **R** will appear in the *Status* column for that record.

Verifone Vx670 Support

This feature is designed to utilize the Verifone Vx670 wireless payment device. The focus is on table service restaurants and enabling the store patron to pay their check at the table using the Vx670 device rather than submitting payment to the server or cashier.

Currently, at the end of the meal, the payment process for a customer paying with a credit card is as follows:

1. The customer requests the check from the server.

2. The server walks to the POS station and prints the customer's check.

3. The server walks back to the table to drop off the check.

4. The server goes to the table to pickup the payment card.

5. The server walks to the POS station to process the transaction.

6. The server goes to the table and presents the customer with the credit card voucher to sign.

7. The customer calculates the tip, adds the new total, and leaves the receipt for the server to pickup.

8. The server walks to the POS station and closes the check.

With the Verifone Vx670, the payment process is simplified into 3 steps.

1. The server prints the receipt when it is requested and provides the payment device to the customer.

2. The customer performs the transaction.

3. The server returns to the table to pick up the signed receipt and the payment device.

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Not only does this feature speed up the payment process for the customer, but it also ensures that the card never leaves the customer's hands. This makes the solution more secure than traditional electronic payment processing.

This feature supports Debit Card with PIN entry payments. The PIN Debit transaction cost savings over traditional credit cards is as much as .25 cents per transaction.

The Vx670 supports 4 different payment types:

◆ Cash

◆ Credit Card

◆ Debit Card with PIN entry

◆ Gift Card Redemption

> *Note*   *To use Debit Card with PIN entry, the system must be installed with a CA/EDC driver that supports Debit with PIN entry.*

Gift Card Redemption is only available with MICROS Stored Value Card Interfaces.

The VeriFone Vx670 solution is available in the US only. Other regions are developing similar solutions using the Vx670 device. Contact your regional representative for solutions in your region.

System Architecture

This feature contains three main components:

- Verifone Vx670 Device

- Verifone Table Pay Service

- MICROS Transaction Service

The Vx670 device is a wireless device utilizing 802.11b communication protocol. Designed specifically for table side and car side payments, this device has a configurable user interface (ServPOS).

The hardware has several exclusive features: Moisture-resistant display and keypad, Ergonomic hand grip, and a bottom loading printer.

Communication

The Vx670 communicates with the Table Pay Service (TPS) which is installed on the RES Server. This service performs several important functions. It takes the information entered by the server on the Vx670 and calls the MICROS Transaction Service for the check information. This information is then passed back to the device via TPS.

The customer takes over and follows the screens to select the type of payment, then enters card and tip information. Once the transaction is complete, the device sends the completed information to TPS for processing.

TPS sends the information to the MICROS Transaction Service which in turn processes the check for electronic payment similar to guest checks rung from a POS user workstation. After the payment is processed, it is passed back to the device via TPS. The closed check and vouchers will then print for the guest.

The diagram below shows the flow of a transaction:
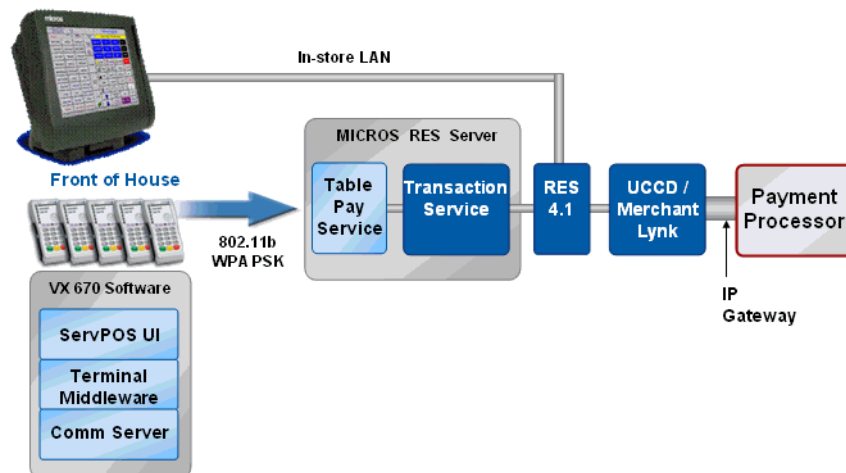
Once the transaction is complete, it is stored in the MICROS database in the same format as transactions from POS user workstations. Credit and debit transactions are settled along with traditional card payments during the site's end of night process.

System Requirements

◆ Verifone Vx670 Device (see VeriFone Vx670 PMA for additional information)

    ◆ VX670 Device (injected with specific Payment Processor if using PIN debit) ServPOS Version ATAL20H4

    ◆ Charging Base

    ◆ Download Cable for device upgrades (by default a USB cable is shipped with the Vx670)

    ◆ Holster (optional)

◆ Table Pay Service Version 1.0.1.23

◆ RES Version 4.1 or higher

◆ MICROS Transaction Service License (*part number 003750-100*, see *PMA05-830*)

Hardware Requirements

◆ Wireless Network supporting 802.11b

    ◆ WPA configured (required)

◆ USB or Serial port on RES Server for Vx670 device upgrades (this may be done from a separate PC)

◆ There are no additional RAM or hard drive requirements for the RES Server running the Table Pay Service

Enabling the Feature

The VeriFone Vx670 requires setup on both the RES Server and the Vx670 payment device. This section describes the steps necessary to establish a connection between the Vx670 payment device and the RES Server.

This section contains instructions on the following:

◆ Configuration for the RES Server

◆ Configuration for the Vx670

◆ Using the Vx670 Payment Device

♦ **Configuration Instructions for the RES Server**

Configuration for the RES Server is divided into the following sections. MICROS recommends that configuration occur in the following order:

♦ MICROS Transaction Service Setup

♦ Auth and Pay Trailer Setup

♦ Table Pay Service Setup

MICROS Transaction Service Setup

This service establishes a communication link between the Vx670 payment device and the RES Server. The Transaction Service is installed automatically with each RES software release. Follow the instructions below to configure the service.

1. **Add the Trans Service Device.** In POS Configurator go to the *Devices | Devices* form and configure the following fields:
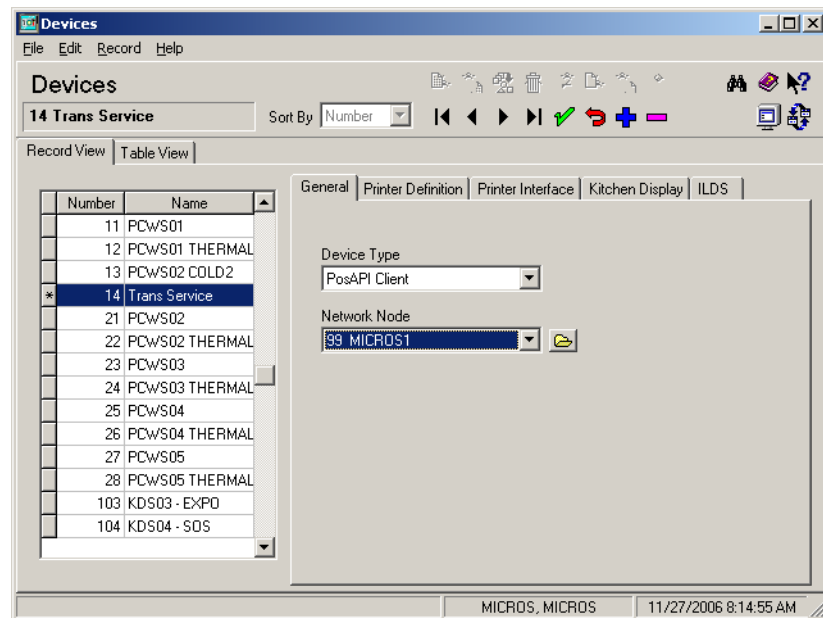
♦ Select the Blue Plus Sign to add a new device.

♦ Under the **Name** column enter **Trans Service**.

◆ Use the **Device Type** drop down box to select the **PosAPI Web Service** option.

◆ Use the **Network Node** drop down box to select the **Server**.

◆ Save the record.

2. **Configure the Trans Service Device**. Go to the *Devices | User Workstations* form and configure the following fields:
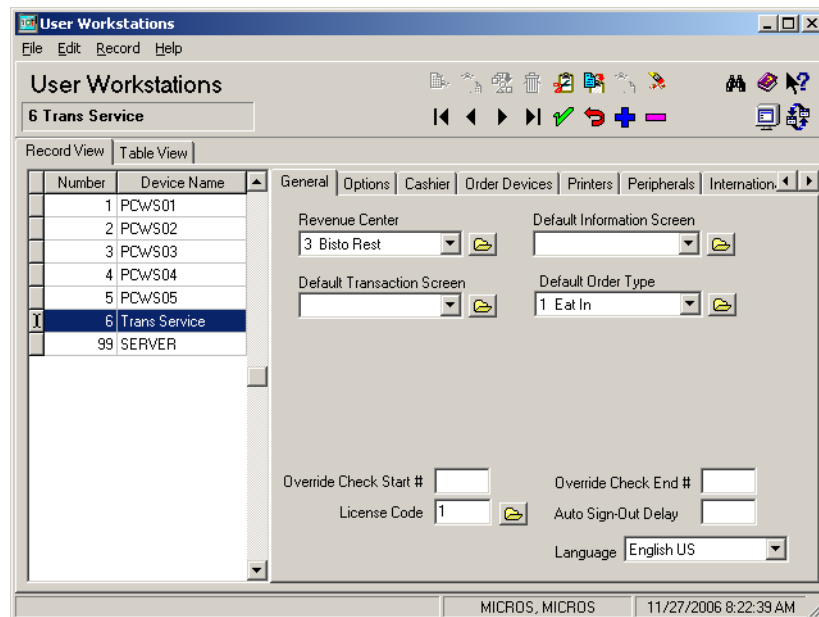
◆ Select the Blue Plus Sign to add a new user workstation.

◆ Use the **Device Name** drop down box to select the device created in step 1.

◆ Use the **Revenue Center** drop down box to select the default revenue center associated with this workstation.

◆ Use the **Default Order Type** drop down box to select a default order type associated with this workstation.

◆ Enter a value of **1** in the **License Code** field.

◆ Save the record.

3. **Configure Printers for the Trans Service Device**. Go to the *Devices | User Workstations | Printers* form. Select the API Webservice device and configure the following fields:

◆   Go to the **Customer Receipt Printer** drop down box and select the appropriate printer to produce the customer receipts. This is optional, if the site wants to print receipts at a workstation printer, you will need to configure a printer here.

◆   Go to the **Guest Check Printer** and select the appropriate printer to produce the guest check records. This is optional, if the site wants to print guest checks at a workstation printer, you will need to configure a printer here.

◆   Save the record.

In addition to the printer selected on this form, the Vx670 may be configured to produce a receipt for the customer.

4. **Configure Licensing for the Trans Service Device**. Go to *Start |
Program Files | MICROS Applications | Utilities | License Manager |
POS 3700 | Products/Features* form and enter the **Transaction
Services** activation code (*MICROS Part Number 003750-100*).

5. Save the record.
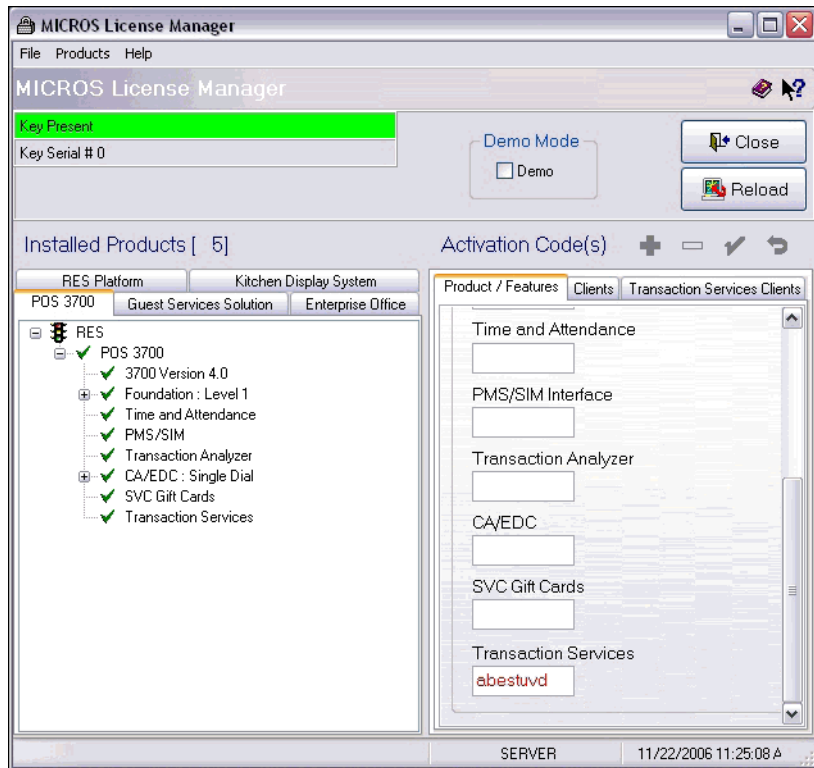
Auth and Pay Trailer Setup

A new type of electronic payment voucher, Auth and Pay, has been created to allow a site to print a voucher on the Vx670 device that includes the total, tip and final total. With the Vx670, the customer will be adding the tip before the authorization has occurred. For this reason the new voucher should be used so that only a signature is required by the customer.

Follow these steps to enable this feature on the RES Server:

1. Go to *POS Configurator | Revenue Center | RVC Credit Cards | Trailers* form.
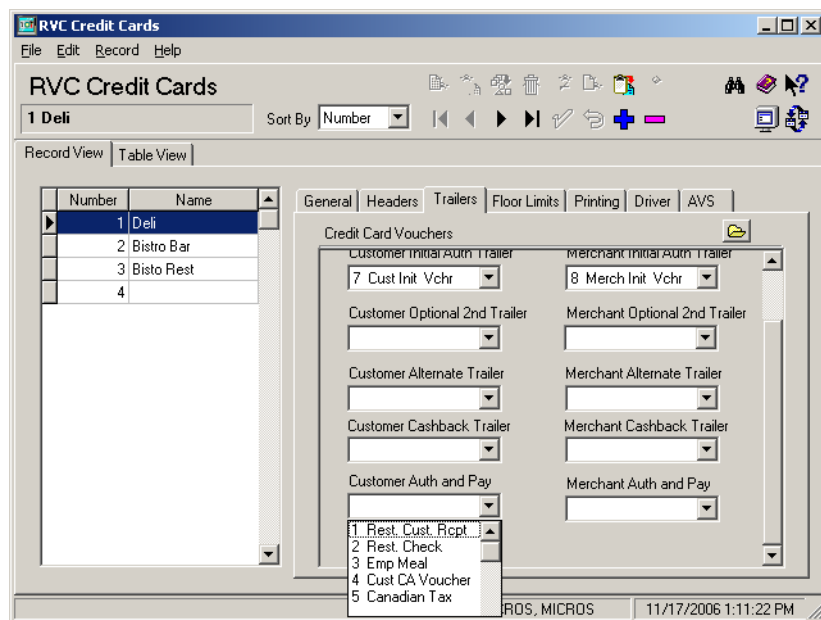
2. From the drop-down list of trailers on the **Merchant Auth and Pay** option, select the text that will print at the bottom of the voucher when an auth and pay transaction is requested.

3. From the drop-down list of trailers the **Customer Auth and Pay** options, select the text that will print at the bottom of the voucher when an auth and pay transaction is requested.

4. Save the record.

Table Pay Service Setup

This section contains instructions on how to install and configure the Table Pay Service on the RES Server. The sections are organized as follows:

- Installing TPS on the RES Server

- Uninstalling TPS on the RES Server

- Configure the Table Pay Database User

- Configure the Table Pay Service

◆ Installing TPS on the RES Server

Follow these steps to install TPS on the RES Server:

1. Go to the *Program Files* directory and add the *TablePay* folder.

2. Copy the **tps_23_install.exe** file to the *Program Files\TablePay*
   folder.

3. Double click the **tps_23_install.exe** file.

4. Select **Setup**.

5. Click **Next**.

6. When prompted, verify the installation path. The path may be
   changed, if desired. Select the **EVERYONE** radio button.

7. Click **Next**.

8. Click **Next**.

9. Click **Close** to finish installation.

> *Note*   *The Table Pay Service software is not included with RES 4.1.*
> *It is available on the MICROS website at www.micros.com/*
> *micros_products/RES/Verifone/Vx670*

10. Go to the *Program Files\TablePay* and select the **install_service.bat**
    file.

    If upgrading the TPS Service, copy the TPS.dat file to a safe location
    prior to beginning the upgrade. After the upgrade, copy the file from
    the saved location to the *TablePay* directory.

11. Continue with configuring the Table Pay Service. Once the service is
    setup the RES Server will need to be rebooted.

◆ Uninstalling TPS on the RES Server

Follow these steps to uninstall the TPS software:

1. Open a command line window and enter the following command:
   Program Files/TablePay/tps_w32_1.exe -u

2. After uninstalling the software, the system will display a "Service uninstalled successfully" message.

3. Go to the *Windows Control Panel* and select *Add/Remove Programs*.

4. Select *Micros TPS* from the list and click on remove.

◆ Configure the Table Pay Database User

A database user must be created on the RES Server in order to establish a connection between the Vx670 payment device and the MICROS database. If a Table Pay user is not already configured, use the MICROS Database Manager application (*Users | Passwords | Create New User*) to create one.

Assign the Table Pay user a password. The user password will be used in the next step.

◆ Configure the Table Pay Service

Once a database user has been created follow these steps:

1. Go to the *\Program Files\TablePay* folder and select the **TPS_Configuration.exe** file. If opening for the first time, the user may receive the following message:

   ```
   Can't open TPS_pwd.dat. Setting Defaults
   ```

2. Click **[Ok]** to accept the defaults. The user will then receive the following message:

   ```
   Can't open TPS.dat. Setting Defaults
   ```
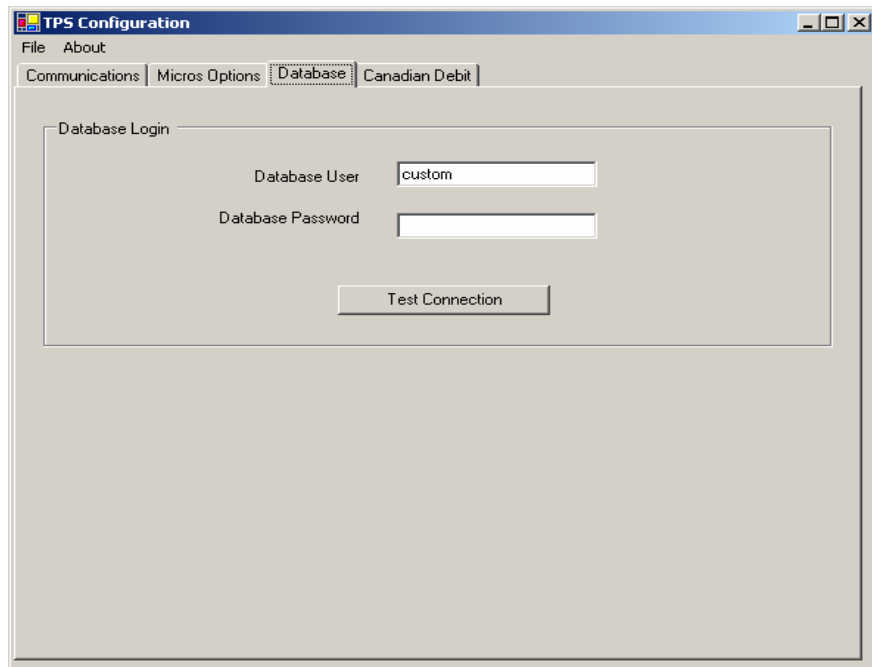
3. Click **[Ok]** to accept the defaults.

Note   *You may want to create a Windows shortcut for the TPS Configuration application on your Windows desktop.*

4. The *TPS Configuration* form will open. Go to the *Database* tab.

5. Enter the MICROS **Database User** and **Password** (e.g., User = Tablepay, Password = Defined in previous section).

6. Select the **[Test Connection]** button to verify that these options are functional.

◆ **Configure the Communication Options on the RES Server**

1. Go to the *Communications* tab and enter the **VeriFone Port** number. The default setting is **58019**.
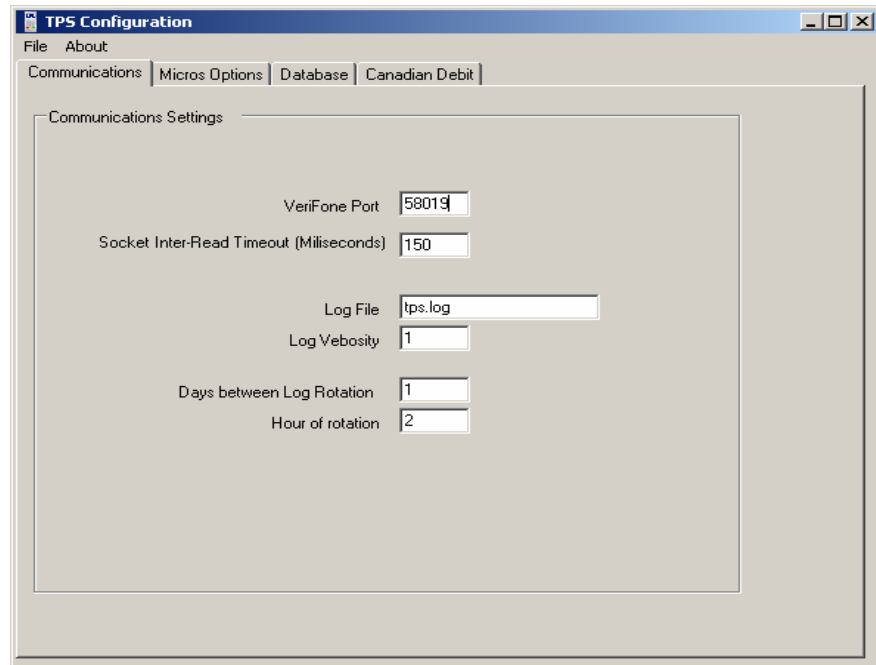
2. In the **Socket Inter-Read Timeout (Miliseconds)** field, enter a value of 150. This value should not be changed unless you have consulted with a support representative.

3. The default **Log File** name is **tps.log**. This name can be changed if desired. The tps.log resides in the default *Table Pay* folder on the RES Server.

4. Enter a value of **1** in the **Log Verbosity** field. This field should not be changed unless you have consulted with a support representative.

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5. Use the **Days Between Log Rotation** field to determine how often the log file will be rotated. The default value is **1** day.

Note	*Depending on the frequency at which the TPS.log file is rotated, a single TPS.log file may be created. The maintenance of your TPS.log file should be added to your End of Day maintenance scripts.*

---

6. Use the **Hour of Rotation** field to determine what time of day the log file will be rotated. The value can be between 1 and 24. This field represents hours only, minutes cannot be configured. The default value is 2 am.

7. Select *File* and **Save.**

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♦ Set the Micros Options on the RES Server

Verify that the settings listed under the *MICROS Options | Tender Options* section of the form are correct before proceeding.

1. Link the Tender and Service Charges using the tender's object number in *POS Configurator | Sales | Tender/Media* and *POS Configurator | Sales | Discount | Service Charge*.

    The Add On Service Charge is used for tenders that do not have a Charge Tip Linked (e.g., Gift Cards).

2. Set the descriptor for the Fast Transactions Category.

    If the RVC name for Fast Transaction Tables is enabled, the system will display each revenue center separately on the device.

    If the RVC name for Fast Transaction Tables is disabled, the system will use the Fast Transaction Table name descriptor to display all transactions that do not contain a table number.

3. Enter the number of **Live Feeds after Print** when the Vx670 puts receipts or vouchers. The default is 8.

4. Use the **GC Interface Name** to configure the device to allow the use of SVC gift cards. Leave this field blank if gift cards are not used.

5. If Alerts are used, enter the path where the alert dll files are located (e.g., *\Program Files\MICROS\Alert Service\Alerts*).

6. Enable the following options if desired:

   ◆ **Print Checks on Terminal** – Enable this option to allow the hand held device to print guest checks from the Vx670.

   ◆ **Show $0.00 balance checks** – Enable this option to display checks with a balance of zero.

   ◆ **Show Checks Open on System** – Enable this option to display checks that are open on other workstations.

7. Select *File* and **Save.**

◆ **Configuration Instructions for the Vx670**

Configuration on the Vx670 hand held device requires setup on both the RES Server and the Vx670. Configuration is divided into the following sections. MICROS recommends that configuration occur in the following order:

◆ Setting System and Group Passwords

◆ Configure the ServPOS Group 3 Settings on the Vx670

◆ Batch Configuration of the ServPOS Group 3 Settings for the Vx670

◆ Available Commands for the Vx670

◆ Comm Server Configuration for the Vx670

Setting System and Group Passwords

This section provides instructions for setting both system and group passwords on the Vx670 device. This step is highly recommended and provides additional security for the Vx670 handheld device.

Make note of any system or group password changes. The new passwords will be required when performing future configuration.

◆ **System Password**

1. Press and hold the **Green** button to power on the Vx670 device.

2. Press **F2** and **F4** simultaneously to enter the System Mode Menu.

3. Select the **Down Arrow** once to move to the next menu screen.

4. Select **F2** to select Passwords.

5. Select **F3** to select System Passwords.

6. Enter your current password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

7. Enter the new password and select **Enter**.

8. You will be prompted to confirm your new password by entering it a second time. When finished select **Enter**.

9. Press **Enter**.

10. Select the **Red X**.

11. Select **F0** to restart the device. The device must be restarted in order for the password changes to take effect.

12. Proceed to the instructions for resetting the *Group Passwords*.

◆ **Group Passwords**

1. Press and hold the **Green** button to power on the Vx670 device.

2. Press **F2** and **F4** simultaneously to enter the System Mode Menu.

3. Select the **Down Arrow** once to move down to the next screen.

4. Select **F2** to select Passwords.

5. Select **F2** to select Group 1.

6. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

7. Enter the new password and select **Enter**.

8. You will be prompted to confirm your new password by entering it a second time. When finished select **Enter**.

9. Press **Enter**.

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10. Select the **Red X**.

11. Select **F0** to restart the device. The device must be restarted in order for the password changes to take effect.

Configure the ServPOS Group 3 Settings on the Vx670

The Group 3 settings contain the configuration file for the ServPOS application. This section describes how to configure the behavior of the application, such as configuring the tip percentage that will display on the Vx670. The configuration file can also be used to put the device in demo mode.

The user has the option of configuring each unit individually, or alternatively, can create a batch file to configure multiple units. For batch configuration instructions see page 126.

◆ Manual Configuration of an Individual Unit

1. Power on the device by holding down the **Enter** key.

2. Press **F2** and **F4** simultaneously to enter System Mode.

3. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

4. Press the Down Arrow once to view additional options. Press **F1** to edit. A list of available commands can be found on page 128.

5. Press **Enter** twice, then use the Down Arrow to locate the options that you need to change. After you have finished making the necessary changes press the **Cancel** key until you see the Restart **F0** option.

6. Press **F0** to restart the system. The unit will return to the CommServer/ ServPOS Menu.

Batch Configuration of the ServPOS Group 3 Settings for the Vx670

The Vx670 has support for batch configuration. If the customer has several devices, this method can be used to set the parameters once and transfer the configuration down to each unit.

1. Using Notepad, open the *C:\PayatTable\Vx670 Device Files\ServPOS\ATAL20H4\Files\download.dld* file.

2. Any parameters listed after **#SVRCFG=0** may be set in this file. Do not change the last line of the .dld file (e.g., **LUA_PATH=?.lua**).

3. Save the file under the same name.

4. Attach the Vx670 device to the server using the download cable. The default communication method will be USB, which will require no additional configuration.

   If using a serial connection, you will need to edit the download.bat file. In the first line of the batch file (e.g., **ddl -P0 -b115200 -Fdownload.dld**) change the -P0 to **-P1**.

5. On the Vx670, press **F2** and **F4** simultaneously to enter System Mode.

6. Press **F1** to enter Download Mode.

7. The file will be downloaded to Group ID 3. Select the **Yellow Back** key until you have removed the 1, and enter **3** in its place**.**

8. Press the **Green Enter** key, and enter the password.

9. Press **F4** for a partial download.

10. Press the **Purple** button below the down arrow. Select **F3** for the USB device.

11. One the server run the *C:\PayatTable\Vx670 Device Files\SerPOS\ATAL20H4\Files\download.bat* file.

   ◆ The Vx670 will show a series of asterisks indicating that the download is in progress.

   ◆ Running the batch file from a command window will allows you to monitor progress from that window.

12. When the download is complete select **F0** to reboot the device.

13. Test each device to ensure that the changes were successful.

14. Repeat steps 4 through 12 for each additional device.

A list of available commands for the Vx670 can be found on page 128.

Available Commands for the Vx670

The following commands can be programmed using the Vx670 payment device. The table below includes the command name, its logical name, a description of its functionality, the format, the configurable values, and the default setting for each.

For more information on adding the commands and using the Vx670 device, see the *VeriFone MICROS ServPOS VLF Functional Specification*.

The bolded sections indicate the default settings that are automatically configured on the Vx670, and their default values. Unbolded sections indicate a command that must be added manually.

The commands are listed in alphabetical order.

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
AUTOCL	Auto Close	Enables or disables the auto-close ticket process. If "ON", once the ticket balance is $0.00. the ticket will be automatically closed and does not require server intervention.	Choice	0 = OFF **1 = ON**	1	0
AUTOPAY	Auto Pay	Enables or disables the capability to automatically process payment on the selected ticket once the ticket has printed.	Choice	**0 = return to ticket selection screen after printing** 1= Enables Automatic process payment	2	0
CASH	Cash Flag	Enables or disables acceptance of cash for payment.	Choice	**0 = OFF** 1 = ON	**1**	0

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
CLOSE	Ticket Close	Enables or disables the close ticket process. If this option is OFF, then all ticket close processes must be performed on the host.	Choice	0 = OFF **1 = ON**	**0**	0
CONFIRM	Ticket Confirm	Enables or disables ticket/ amount confirmation screen.	Choice	0 = OFF **1 = ON**	**1**	1
CREDIT	Credit Flag	Enables or disables acceptance of credit cards for payment.	Choice	0 = OFF **1 = ON**	**1**	1
DEBIT	Debit Flag	Enables or disables acceptance of debit cards for payment.	Choice	0 = OFF **1 = ON**	**1**	0
DEMO	Demo Flag	Enables or disables the demo mode function.	Choice	**0 = OFF** 1 = ON	**0**	0
FAUTH	Auth Mode	Puts the device into auth only mode.	Choice	**0 = OFF** 1 = ON	**0**	0
GIFT	Gift Flag	Enables or disables the acceptance of gift cards for payment.	Choice	0 = OFF **1 = ON**	**1**	0
GIFTACCT	Gift Account Type	Enables or disables the gift card account type selection screen prompt.	Choice	**0 = OFF** 1 = ON	**0**	0
GRAT1	Tip Percent 1	Determines the percent amount to be used for the precalculated tip amount calculation.	Numeric (2)	User defined	20 **10**	25
GRAT2	Tip Percent 2	Determines the percent amount to be used for the precalculated tip amount calculation.	Numeric (2)	User defined	**15**	20

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
GRAT3	Tip Percent 3	Determines the percent amount to be used for the precalculated tip amount calculation.	Numeric (2)	User defined	10 **20**	15
INTERAC	INTERAC Debit	Enables or disables processing via Tender Retail for debit card transactions.	Choice	**0 = OFF** 1 = ON	**0**	0
IPTXTO	Login Method	Timeout period (in seconds) for communication related issues.	Numeric	**User defined**	**60 (1 minute)**	60
LOGTYP	Manual Entry	Determines the login method to be used.	Choice	0= Manual only 1= Swipe only **2= Both**	**2**	2
MANL	Manager Password	Enables or disables acceptance of manually entering the card account number.	Choice	0 = OFF **1 = ON**	0	0
MPWD	Next Ticket Screen Prompt	Manager password required for transactions.	Alphanumeric 8	**User Defined**	**(Default PW) 1 - Alpha - Alpha - 6 - 6 - 8 - 3 - 1**	**(Default PW) 1 - Alpha - Alpha - 6 - 6 - 8 - 3 - 1**
NEXTTICKET	Next Ticket Screen Prompt	Enables or disables the displaying of the "next ticket" screen prompt during a "Pay All" transaction.	Choice	0 = OFF **1 = ON**	0	1
PARPAY	Partial Payment Flag	Enables or disables the option to allow partial payment on a ticket.	Choice	**0 = OFF** 1 = ON	**0**	1
PCOL	Printer Column	Sets printer column character widths.	Choice	**32** 42	42	32

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
PRTIP	Get Tip	Enables or disables tip prompting. If set to "OFF," tip prompting will be bypassed during payment.	Choice	0 = OFF 1 = ON	1	1
SKIPL	Skip Login	Enables or disables the ability to bypass server login.	**Choice**	**0 = OFF** 1 = ON	**0**	0
TICKETONLY	Ticket Only	When set to "ON," the application will not prompt for a table selection.	Choice	0 = OFF 1 = ON	0	0
TICKETPRINT	Print Ticket	Enables or disables the capability to print tickets on the terminal at the table.	**Choice**	0 = OFF **1 = ON**	**1**	1
TIPDOLR	Tip Amount Prompt	Enables or disables the "by amount" tip option. If set to "ON," "BY $" will appear on the display screen as an option during the tip payment step.	Choice	0 = OFF 1 = ON	1	1
TIPNONE	Tip None Prompt	Enables or disables the no tip option. If set to "ON," "NONE" will appear on the display screen as an option during the tip payment step.	Choice	0 = OFF 1 = ON	1	1

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
TIPP	Percent Flag	Enables or disables the option of showing the predefined low, med, high tip percentage amounts. If this flag is set to "OFF," ten the user will not see the pre-calculated percentages and amounts.	Choice	0 = OFF 1 = ON	1	1
TIPPERC	Tip Percent Prompt	Enables or disables the "by percent" tip option. If set to "ON," "BY %" will appear on the display screen as an option during the tip payment step.	Choice	0 = OFF 1 = ON	1	1
VLNAME	Application ID	Identifies the application ID.	Alphanumeric 10	System Defined	**VLFTP**	VLFTP
VDISPN	Application Name	Identifies the application name.	Alphanumeric 16	System Defined	**S^ERV^POS**	S^erv^POS
HOSTIP	Host IP	Identifies the host IP address. Part of SVRCFG.XML. Note: This variable is password protected.	Alphanumeric	User Defined	User Defined	User Defined
Logo File	Logo File	Timeout period (in seconds) for communication related issues. **Note**: This variable is password protected.	Alphanumeric	User Defined	VFI.VFT	Not supported
NTRY	Number Retries	Identifies the number of retries what must be made with the host.	Numeric	User Defined	1	1

Command Name	Logical Name	Description	Format	Values	Default	Auth and Pay
PORT	Host Port	Identifies the host port. Part of the SVRCFG.XML. Note: This variable is password protected.	Choice	0 = OFF 1 = ON	0	User Defined
RECTO	Receive Timeout	Identifies the amount of time (in seconds) for the timeout to occur. Part of the SVRCFG.XML. Note: This variable is password protected.	Numeric	User Defined	10	10
RETRYDLY	Retry Delay	Identifies the amount of time to delay the retry process. Part of the SVRCFG.XML. Note: This variable is password protected.	Numeric	User Defined	200	Default
SSLEN	SSL Encrypted	Identifies the host IP address. This variable is password protected. Part of the SVRCFG.XML. Note: This variable is password protected.	Choice	**0 = OFF** 1 = ON	0	Default

Comm Server Configuration for the Vx670

After download is complete, the user will need to make the following configuration changes based on the site's Access Point settings:

1. Press **F1** to go to the CommServer Menu.

2. Press the **Enter** button below the icon in the lower right corner of the screen to select the Wifi configuration.

3. Press **F2** to enter and edit Wifi Configuration.

4. Press **F3** to edit the value for the Network Name to the Access Point's SID (e.g., the Network Name) and press **Enter**.

5. Press **F2** for Next to set the Encryption level to 128 bits. Press **Enter**.

6. Press **F2** for Next to set the Encryption key for the Access Point (e.g., 123456789A1B1C1). Press **Enter**.

7. Select **Cancel** and select the **F1** key to Restart the device.

Install the TPS Configuration File on the Vx670

In order to program the options necessary to perform the configuration functions described below, the user must install the TPS Configuration file (**TPS_Configuration.exe**). The file is available on the MICROS website.

Plug the Vx670 payment device into the RES Server and follow the steps below:

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Press **F1** to download software.

4. Press the Green key to confirm the File Group 1.

5. Enter your password again.

6. Press **F3** for Full.

7. Press **F3** to select **USB**. The handheld will display the message, "Downloading Now."

Go to the server and download the **TPS_Configuration.exe** file to the *C:\VeriFone* folder.

◆ **Using the Vx670 Payment Device**

This section describes how to use the Vx670 payment device to process payments. The section contains the following topics:

◆ Logging On and Logging Off

◆ Selecting a Table and a Ticket to Pay

◆ Submitting a Payment

Logging On and Off

After configuration is complete and the Vx670 is turned on, the VeriFone copyright notice will display on the screen. Then the VMAC Main Menu will display.

Select the **ServPOS** option to proceed to the Welcome screen. The server can login or log off through the *Welcome* screen by entering their ID number manually or swiping their mag card.
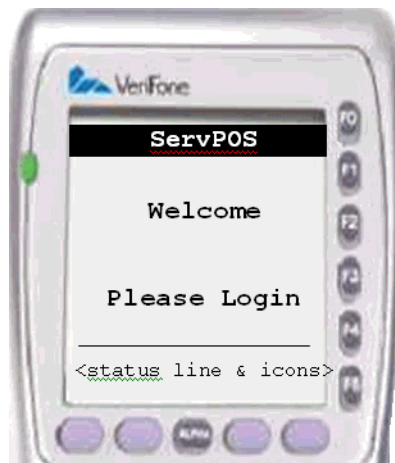
Selecting a Table and Ticket to Pay

After logging in, the server can view the complete list of tables in their section.

◆ To pay a check, the server must select the appropriate table by pressing the corresponding function key. Only four tables will appear on each screen. If more than four tables are open in the server's section, use the Up or Down arrows to scroll to the appropriate screen.

◆ Selecting **Cancel** while in the Table selection screen will log the user out of the system and return to the VMAC Main Menu screen.

◆ Multiple tickets may be associated with a single table. For example, a patron requests to split the check multiple ways. Select the appropriate ticket by choosing the corresponding function key.

Only four tickets will appear on each screen. If more than four tickets are available for the table, use the Up or Down arrows to scroll to the appropriate screen.

◆ Selecting **Cancel** while in the Ticket selection screen will return to the Table Selection screen.

◆ Once the ticket has been selected, the user can select from the following options"

  ◆ Select **PRT** to Print the ticket.

  ◆ Select **PAY** to submit payment for the ticket.

Submitting a Payment

The TPS system is highly customizable, and the options at each store may vary from those presented in the sample below. The following is intended for demonstrative purposes only.

◆ **Configuring Partial Payments**

The user has the ability to configure if the Vx670 payment device will accept partial payment (PARPAY) of the check or not. If PARPAY is enabled the customer will be able to split checks. If the PARPAY options is disabled, the customer will only be able to submit payment for the entire amount.

For more information on this option, as well as other available commands, see the *Available Settings* section on page 128.

◆ **Payment Options**

This section describes the available options for a single payment transaction. For information on performing a transaction using multiple methods of payment, see the *Submit Multiple Payment* section on page 144.

1. After the server has selected the appropriate ticket and entered 3, the Payment screen will appear. Select from the following options:
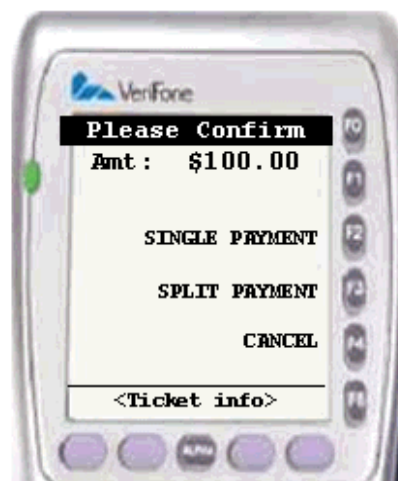
◆ **Single Payment** – Select this key is the ticket is being paid using a single method of payment.

◆ **Split Payment** – Select this key if multiple parties will be paying part of the ticket.

◆ **Cancel** – Will cancel the transaction.

Note   *Disabling the PARPAY option will eliminate the ability to split a payment between multiple guests. If this option is disabled, only the YES and CANCEL options will appear.*

2. A screen will appear prompting the user to select a payment type. Not all payment options will be available at every site.

◆ If **Debit** is selected, the customer will be prompted for the following information:

1. The user will be prompted to swipe their card. Manual entry of debit cards is not allowed.

2. A prompt will appear asking the customer to select either the **Checking** or **Savings** option.

3. The customer will then be asked if they would like Cash Back.

4. A screen will appear asking for the user to enter the total amount to be charged.

5. The user will be asked to enter their pin number.

6. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

◆ If **Credit** is selected, the customer will be prompted for the following information:

1. Swipe the card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

2. After the account information is entered, the user will be prompted for the Expiration Date. Enter the date in MMYY format and press the **Enter** key.

3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

◆ If **Gift** is selected, the customer will be prompted for the following information:

1. Swipe their card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

2. After the account information is entered, the user will be prompted for the card's expiration date. Enter the date in MMYY format and press the **Enter** key.

3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, The user can select

from a preconfigured tip amount, or they can enter the tip manually.

♦ If **Cash** is selected, the user will be directed to the Payment Confirmation screen (step 4).

♦ Selecting **Cancel** will bring the user to the previous screen.

4. The user will be asked to confirm the total amount to be paid. The following options are available through this screen:

♦ **Confirm** – Indicates that the guest accepts the total. The information is then transmitted to the RES Server for authorization.

♦ **Call Server** – The Vx670 will send a message to the host that will trigger an alert to be sent to the server's pager. The server will arrive to assist the guest.

♦ **Back** – The application will return to the *Payment Method Selection* screen (step 3). If Cash was selected as the payment method, selecting this option will return to the *Payment Confirmation* screen (step 2).

♦ **Cancel** – Will return to the *Payment Confirmation* screen (step 2).

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5. Once the amount is confirmed, the information will transfer to the RES Server. When the transaction is complete a receipt will print on the device.

Depending on the payment method selected, the device may request that the user press the **Enter** key after the first receipt is finished printing. This is so more receipts and/or vouchers can print.

6. A message will appear thanking the customer for their patronage. The message will display for 5 minutes. After 5 minutes the handheld device will return to the Welcome screen.

To clear the screen manually select any key on the device.

◆ Submit Multiple Payments

This section describes how to submit a split payment. For information on completing a single payment, see the *Payment Options* section on page 139.

This example demonstrates how to submit 2 different payments for a single check. This process can be repeated for several different payment methods until the entire balance of the check is paid.

Note   *The PARPAY option must be enabled to submit a split payment.*

1. The server logs into the Vx670 payment device.

2. The server selects the appropriate table by selecting the corresponding function key.

3. The server chooses the appropriate ticket by selecting the corresponding function key and then selecting **3**.

4. When the Payment screen appears, select the **Split Payment** option.

5. The user will be prompted to confirm the amount due. Enter **Yes** to confirm the transaction. At this point the user is only approving the tender being used, not the total amount to be paid. Selecting **Cancel** will cancel the transaction.

6. A screen will appear prompting the user to select a payment type. Not all payment options will be available at every site. Select the payment option for the first method of payment.

* If **Debit** is selected, the customer will be prompted for the following information:

    1. The user will be prompted to swipe their card. Manual entry of debit cards is not allowed.

    2. A prompt will appear asking the customer to select either the **Checking** or **Savings** option.

    3. The customer will then be asked if they would like Cash Back.

    4. A screen will appear asking for the user to enter the total amount to be charged.

    5. The user will be asked to enter their pin number.

    6. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

◆ If **Credit** is selected, the customer will be prompted for the following information:

1. Swipe the card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

2. After the account information is entered, the user will be prompted for the Expiration Date. Enter the date in MMYY format and press the **Enter** key.

3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

◆ If **Gift** is selected, the customer will be prompted for the following information:

1. Swipe their card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

2. After the account information is entered, the user will be prompted for the card's expiration date. Enter the date in MMYY format and press the **Enter** key.

3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, The user can select from a preconfigured tip amount, or they can enter the tip manually.

◆ If **Cash** is selected, the user will be directed to the Payment Confirmation screen (step 4).

◆ Selecting **Cancel** will bring the user to the previous screen.

4. The user will be asked to confirm the total amount to be paid. The following options are available through this screen:

- ◆ **Confirm** – Indicates that the guest accepts the total. The information is then transmitted to the RES Server for authorization.

- ◆ **Call Server** – The Vx670 will send a message to the host that will trigger an alert to be sent to the server's pager. The server will arrive to assist the guest.

- ◆ **Back** – The application will return to the *Payment Method Selection* screen (step 3). If Cash was selected as the payment method, selecting this option will return to the *Payment Confirmation* screen (step 2).

- ◆ **Cancel** – Will return to the *Payment Confirmation* screen (step 2).

5. Once the amount is confirmed, the information will transfer to the RES Server. When the first transaction is complete a receipt will print. A message will appear thanking the customer for their patronage.

6. The remaining balance will appear on the screen. Select **Confirm**.

7. A second payment screen will appear prompting the user to select a payment type. Select the payment option for the second method of payment.

    ◆ If **Debit** is selected, the customer will be prompted for the following information:

        1. The user will be prompted to swipe their card. Manual entry of debit cards is not allowed.

        2. A prompt will appear asking the customer to select either the **Checking** or **Savings** option.

        3. The customer will then be asked if they would like Cash Back.

        4. A screen will appear asking for the user to enter the total amount to be charged.

        5. The user will be asked to enter their pin number.

        6. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

- If **Credit** is selected, the customer will be prompted for the following information:

  1. Swipe the card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

  2. After the account information is entered, the user will be prompted for the Expiration Date. Enter the date in MMYY format and press the **Enter** key.

  3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, or they can enter the tip manually.

- If **Gift** is selected, the customer will be prompted for the following information:

  1. Swipe their card. If the MANL configuration variable is enabled, the customer can also manually enter their card number. See the *Available Commands* section on page 128 for more information.

  2. After the account information is entered, the user will be prompted for the card's expiration date. Enter the date in MMYY format and press the **Enter** key.

  3. The user will then be asked to enter a tip amount. The user can select from a preconfigured tip amount, The user can select from a preconfigured tip amount, or they can enter the tip manually.

- If **Cash** is selected, the user will be directed to the Payment Confirmation screen (step 4).

- Selecting **Cancel** will bring the user to the previous screen.

- The customer will be asked to confirm the total amount to be charged to their card **$51.75** (tip amount added to the ticket amount). Select **Confirm**.

8. The second user will be asked to confirm the total amount to be paid. The following options are available through this screen:

    ◆ **Confirm** – Indicates that the guest accepts the total. The information is then transmitted to the RES Server for authorization.

    ◆ **Call Server** – The Vx670 will send a message to the host that will trigger an alert to be sent to the server's pager. The server will arrive to assist the guest.

    ◆ **Back** – The application will return to the *Payment Method Selection* screen (step 3). If Cash was selected as the payment method, selecting this option will return to the *Payment Confirmation* screen (step 2).

    ◆ **Cancel** – Will return to the *Payment Confirmation* screen (step 2).

9. Once the amount is confirmed, the information will transfer to the RES Server. When the first transaction is complete a receipt will print. A message will appear thanking the customer for their patronage.

Additional Information

This section contains additional information that is not required to setup and configure the Table Pay Service.

Installing Software on the Vx670

This section contains a list of required applications running on the Vx670 payment device as well as installation instructions for each. The device is shipped with these applications pre-installed. Re-installation, however, may be necessary to upgrade the system.

Follow the steps below only if you have been directed to do so by MICROS or Verifone support staff.

Each application is available on the MICROS website as a .zip file. Download the .zip files and place them into the temp directory on the RES Server. Running the self-extracting zip will automatically place the files in the *C:\Verifone\directory*. To transfer the files from the server to the handheld device connect the Vx670 to the RES Server using the USB Connection Cable.

The following applications must be installed on the Vx670:

Application	File	Folder Name	Description
VMAC	VMAC20d.zip	VMAC20d	Install the VMAC software.
CommServer	SCSA1P3011B6.zip	SCSA3011B6	Used to communicate between the Vx670 and the RES Server.
ServPOS	ATAL20H4.zip	ATAL20H4	Used to interface the Vx670 with the RES Server.

MICROS recommends that installation should occur in the order presented below:

◆ **Install the VMAC Software**

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Press **F1** for Download.

4. Press **Enter** to confirm File Group 1.

5. Enter the password again.

6. Press **F4** for Partial.

7. Press **F3** to select **USB**. The handheld will display the message, " Downloading Now."

8. Extract the **VVMAC20d.zip** file to the *C:\VeriFone\VVMAC20d folder*.

9. Double-click on the **VVMAC.bat** file located in the *C:\VeriFone\VVMAC20d* folder. A command prompt will appear displaying the connection and download messages.

10. When the download is complete, the Vx670 will return to the System Mode Menu.

◆ **Install the CommServer**

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Press **F1** for Download.

4. Enter **1** and press **Enter** to confirm File Group 1.

5. Leave the password field blank and press **Enter**.

6. Press **F3** for Full.

7. Press **F3** to select **USB**. The screen should now display a "Downloading Now" message.

8. On the Server, extract the **SCSA1P3011B6.zip** to the *C:\VeriFone\SCSA3011B6* folder.

9. Double-click on the **usbdownload.bat** file located in the *C:\VeriFone\SCSA3011B6* folder. A command prompt will display connection and download messages.

10. When the installation is complete, the Vx670 will reboot.

◆ **Install ServPOS**

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Press **F1** for Download.

4. Enter **3** and press **Enter** to confirm File Group 3.

5. Leave the password field blank and press **Enter**.

6. Press **F3** for Full.

7. Press **F3** to select **USB**. The screen should now display a "Downloading Now" message.

8. On the Server, extract the **ATAL20H4.zip** to the *C:\VeriFone\ ATAL20H4* folder.

9. Double-click on the **download.bat** file located in the *C:\VeriFone\ ATAL20H4* folder. A command prompt will display connection and download messages.

10. When the installation is complete, the Vx670 will reboot.

◆ **Configure ServPOS**

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Select the Down arrow once and press **F1** for Edit.

4. Enter **3** and Press **Enter** to confirm File Group 3

5. Leave the password field blank and press **Enter**.

6. Press **F3** for Edit and press **Enter** twice.

7. Use the down arrow to scroll to **HOSTIP**.

8. Enter **F3** for Value and enter the IP Address of the Sever running the TPS.

9. Use the down arrow to scroll to **PORT** .

10. Select **F3** for Value. Enter the port number configured for the Table Pay Service. For additional information see the *Configure the Communication Options on the RES Server* section beginning on page 119. The default value is **58019**.

11. Select the Red X key until you see the SYS Mode Menu screen.

12. Press **F0** to reboot the device.

◆ **Remove any installed software**

This step may not be necessary for most systems.

1. Press **F2** and **F4** simultaneously to enter the System Mode.

2. Enter your password. If the password has not been changed then enter the default password: **1 — Alpha — Alpha – 6 – 6 – 8 – 3 – 1**

3. Press **F2** to access the RAM files.

4. Press **F3** to clear all files.

5. Enter the password again.

6. Press **F4** to confirm.

7. Go to the System Mode Menu (Press **F2** and **F4** simultaneously). Press **F3** to access the Flash Files.

8. Press **F3** to clear all files.

9. Press **F4** to confirm.

10. Press **F3**. The Defrag value will display on the screen.

- If the number is 0 then continue to the next step.

- If the number is higher than 0 you must defrag. Follow these steps to defrag:

    1. Press the back arrow key and enter the group ID to be cleared.

    2. Press **CLEAR GROUP_X F2** where x is the group number that you would like to defrag.

    3. Select **F4 DEFRAG**.

11. Press **F0** to restart the system.

Configure the Comm Port

The Vx670 is shipped by default with a USB cable to connect the device to the RES Server. The user does, however, have the option of obtaining a **Comm Port** connection cable from VeriFone.

For additional information on ordering a Comm Port connection cable contact your MICROS or VeriFone representative.

The instructions below are only required if using a Comm Port cable.

The Comm Port can be configured in *My Computer | Properties | Hardware | Device Manager | Ports | Communication Port 1 | Properties*. Verify that the Windows Comm Port 1 settings are configured as follows:
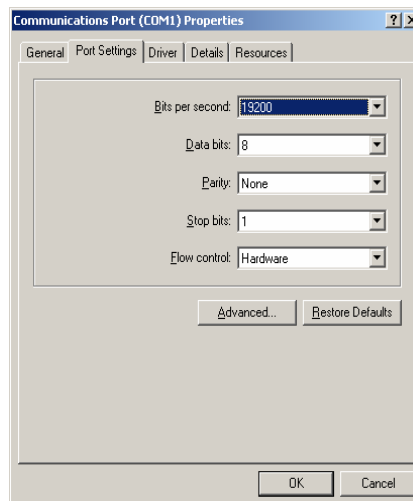
- ◆ **Bits per second** – Select **19200** from the drop down box.

- ◆ **Data bits** – Select **8** from the drop down box.

- ◆ **Parity** – The parity is **None**.

- ◆ **Stop bits** – Set the stop bits to a value of **1**.

- ◆ **Flow control** – Select **Hardware** from the drop down box.

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
Credit Cards	Settle Credit Card Batches in the Order They are Generated	159
POS Configurator	Filter Added to CA/EDC Driver Selection List	159
	Prompt Verifies That all RVCs are Associated Linked to a Merchant	159
POS Operations	Option Added to Determine Whether Combo Meal Prices are Broken Out or Rolled Into One Price	160
	Microsoft Windows 2000 Client Supports Recipe Lookup	160
	Team Service Updates	160
Transaction Analyzer	Check Viewer Enhancement	161
	Configurable Check History for Transaction Analyzer	167

Enhancements Detailed

Credit Cards

Settle Credit Card Batches in the Order They are Generated

In previous releases, outstanding credit card batch files were automatically settled by date generated, with the most recent batch being settled first. To improve usability, a new option, **Settle oldest Batch First** *(System | Restaurant | Business Settings)* was added in POS Configurator. When checked, the option directs RES to reverse the procedure and settle batches in the order in which they were generated.

POS Configurator

Filter Added to CA/EDC Driver Selection List

In the past, there was no way to prevent users from linking credit authorization and settlement tenders to the opposite credit card driver (or even the same driver) through POS Configurator. This could prevent authorizations from being completed and could cause a Credit Card Batch settlement to fail.

To correct this problem, the **CA Driver** and **EDC Driver** options (*Sales | Tender/Media | CC Auth*) have been modified. Now, when the drop-down lists are expanded, the **CA Driver** will only display authorization drivers, while the **EDC Driver** option will only list settlement drivers. Credit Card drivers that are used for both authorization and settlement (e.g., AAFES, PMS) will be included in both lists.

Prompt Verifies That all RVCs are Linked to a Merchant

After an edit is made to a multi-merchant credit card driver, the system will verify that all RVCs have been linked to a merchant. If this is not the case, an error message will appear and the user will not be able to exit the form or add a new record.

The user can bypass the error message by closing the main POS Configurator form.

POS Operations

Option Added to Determine Whether Combo Meal Prices are Broken Out or Rolled Into One Price

The user now has the ability to determine whether, when printed, a combo meal will list all of its components and their respective prices, or if the combo meal will be rolled up into a single price.

To enable the rollup pricing feature for combo meals enable the **Rollup Combo Meal Price** option (*POS Configurator | Sales | Combo Meal | Revenue Center*). By default, this option is enabled.

Microsoft Windows 2000 Client Supports Recipe Lookup

The Recipe Lookup feature is now supported by the Microsoft Windows 2000 client.

Team Service Updates

Team Service refers to the joint effort of several employees when dealing with a customer. Guest checks can be linked to an entire team rather than a specific employee. With this release, several restrictions on Team Service checks have been removed.

◆ It is now possible to transfer checks between 2 teams, or between a team and a non-team.

◆ If a check transfer occurs, the sales rung on the check will remain with the team or employee who rang the items.

◆ If a check is transferred to an employee who is on a team, they will be prompted to see if the check is a team check or not.

◆ Memo and Split checks retain the original check's employee and team association.

◆ Shifts can now be incremented while a team is open. The totals are allocated to the employee's shift that was active when the check was closed or transferred.

Transaction Analyzer

Check Archive and Viewer

Transaction Analyzer (TA) has been enhanced to support the archiving of check data through the historical totals tables. The change extends the database of searchable records from the previous limit of 14-days to a longer, user-specified period.

In addition, the TA report format was modified to display and/or print results as individual guest checks. Previously, transaction detail was only available in table format. When printing as guest checks, the headers and trailers will be based on the current system settings, rather than those in place when the checks were entered into the system.

During setup, users can specify the number of columns of check detail to be shown per page, indicating whether the page will be printed in portrait or landscape orientation. Reports are only available in 80-column format.

As with previous releases, the search criteria used to generate a check report can be named, saved, and implemented as part of an autosequence. When run as an autosequence, all of the checks returned from the query will be printed. If run manually, users may limit the printed output by selecting one or more items from the search results.

Note   *When running a query, be advised that changing an object name (Menu Item, Tender Media, Discount, etc.) will cause it to be listed with the old and new name.*

For example, if you change the name of a menu item, then run a TA report using the NEW MI name in the search criteria, the system will return all checks that have the old name and the new name.

Once the report is run, users can opt to preview, print, or export the results to a disk file. With this release, a selection box was added, listing the available export formats:

- Portable Document Format (.pdf) — *New in this release*
- Rich Text Format (.rtf)
- Excel Spreadsheet (.xls)
- HTML Document (.htm)
- Comma Separated Value (.csv)
- Plain Text (.txt)

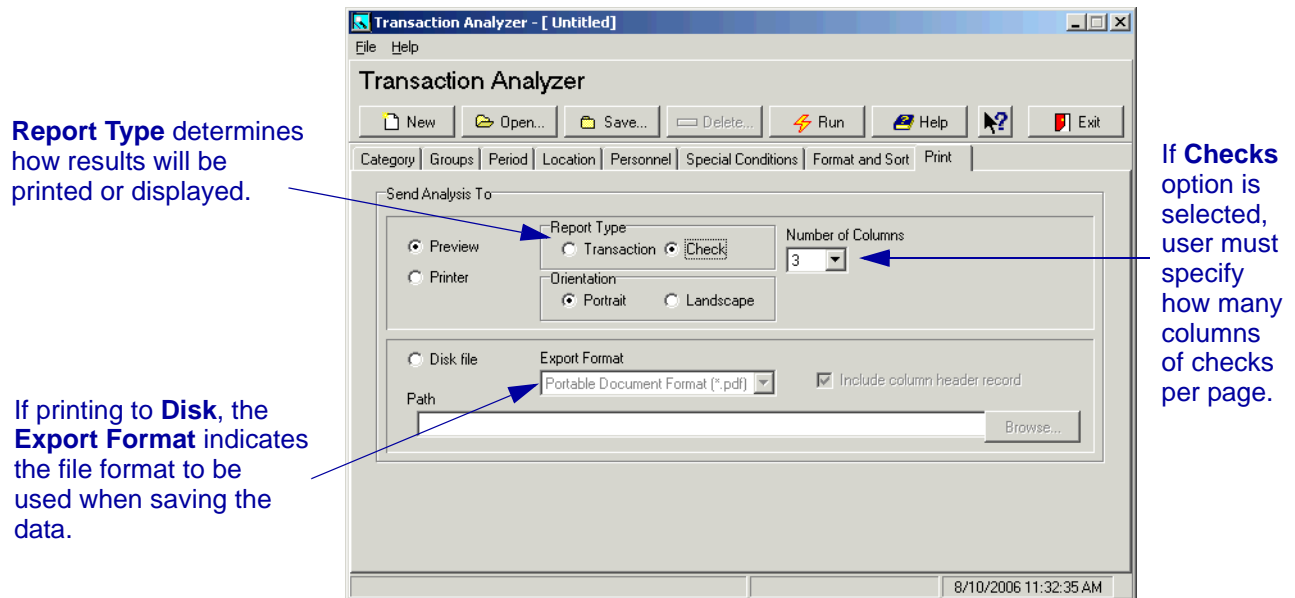Users must be privileged to access TA and create report configurations.

Configuration Changes

To support these enhancements, the following changes were made in the Transaction Analyzer and POS Configurator applications:
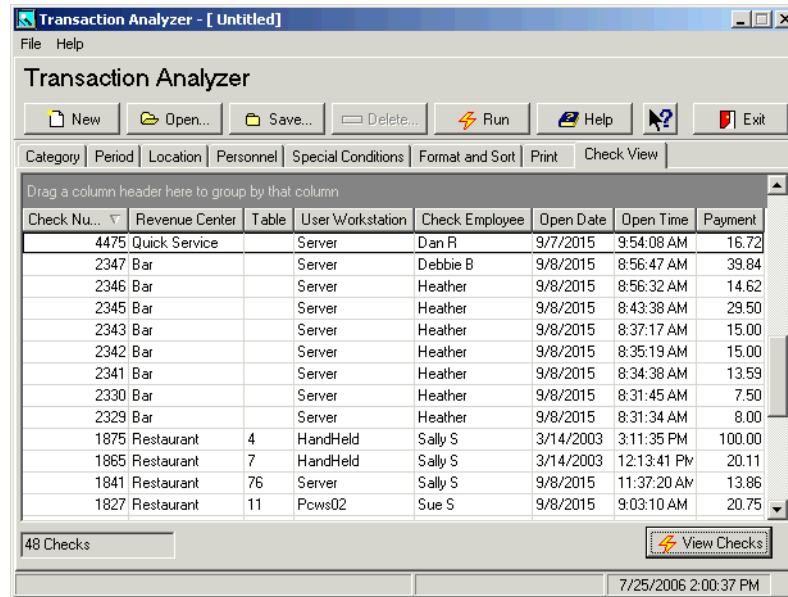
Transaction Analyzer

On the *Print* tab, a new **Report Type** option was added. The option allows users to specify whether the results will be shown as rows in a traditional **Transaction** table or reproduced as columns of **Checks**.

If the **Checks** radio button is selected, users will be presented with a drop-down box to set the **Number of Columns** that will be shown per page. The values will depend on the page **Orientation** (**Portrait** or **Landscape**). Typically, 1-4 columns will be allowed.

Report Type determines how results will be printed or displayed.

If **Checks** option is selected, user must specify how many columns of checks per page.

If printing to **Disk**, the **Export Format** indicates the file format to be used when saving the data.

When a report is run manually in TA, the results can be previewed, printed, or exported to disk using the file type specified in the new **Export File** drop-down list. As in previous versions, users can choose an output location by either typing in the full **Path** or using the **Browse** button to navigate to the appropriate folder.

Viewing Checks. When a manual report is run in the **Check** format, the system makes the query results available on the new *Check View* tab.

Results are presented first in table view and include the following columns of data:

- Check Number
- Revenue Center
- Table Number
- User Workstation
- Check Employee
- Open Date
- Open Time
- Payment

By default, records are sorted in ascending order, by check number. Users can change the sort criteria by clicking a column header name. Clicking a header more than once will toggle the order between ascending/descending values.

Records can also be grouped by column values (e.g., by revenue center or employee names). This is done by dragging one of the column headers to the designated area above the records grid. The system will reorder and redisplay the records automatically.

Drag a column header above the grid to group records by that column's values.
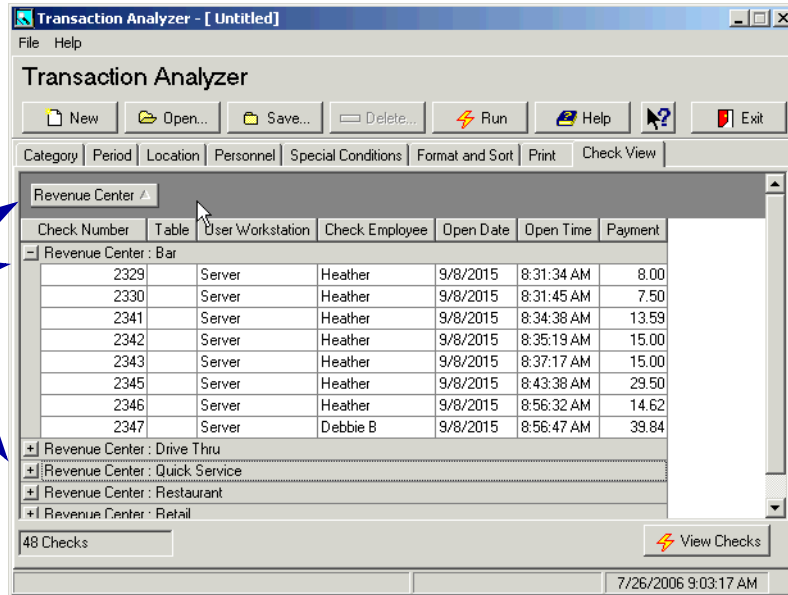
From the results table, users can reproduce selected entries in guest check format by highlighting one or more records and then pressing the **View Checks** button at the bottom of the form. At least one check must be highlighted. The results are displayed as follows:

Allows users to select one or more records...

...and display the results in guest check format.

POS Configurator

In POS Configurator, a new **Transaction Archive History** table was added to the **Historical Totals Definitions** (*Reporting | Historical Totals | Descriptor*). This table allows the system to store transaction data beyond the 14-day limit imposed on RES detail tables.

Users can determines how long the data will be kept in the archive table by right-clicking in the **Report Class** column and selecting one of the predefined options. If none of the selections is adequate, a new report class may be added first on the *Classes* tab, before linking it to the archive table.

Configurable Check History for Transaction Analyzer

In the past Transaction Analyzer would use check detail for it's information and would be limited to 14 days of information.

In this release we have added separate detail tables in the MICROS database for Transaction Analyzer to report from. The system allows the user to configure how many days of detail is stored in these tables. Transaction Analyzer will now store check detail for time period configured in *Historical Totals* section in POS Configurator.

Follow these steps to configure the number of days to keep check detail:

1. Go to the *POS Configurator | Reporting | Historical Totals | Descriptor* form**.**

2. Locate record number **51**, the Transaction Archive History.

> *Note*   *Customers using check detail for custom reports may want to look at the new tables for their information allowing these custom reports to access data passed 14 days.*

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.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
CA/EDC	Batch Settlement Incorrectly Truncates Last Digit of CC Driver Version Number	N/A	172
	Cursor Will Skip Around When Omitting Records in Credit Card Batch Utility	N/A	172
	CaPMS Driver Replaces the End Sentinel in Track Data With a 0	N/A	172
Database	Database Fails to Update if the Report_Group is Missing	N/A	173
	em_ttl_repl_seq can hit the Max Allowed and Causes Deployment and Receive to Fail	N/A	173
	Totals Exceed the Maximum Amount That can be Reported	N/A	174
	Upgrading from RES 4.0 HF3 can Cause a Database Update Failure	N/A	173
	Upgrading RES 4.0 on an EM System Will Render EM Unusable	N/A	177

Module	Feature	CR ID	Page
Hand-Held Devices	MC50 Installation Changes	N/A	178
Logging	Manager's PC Does Not Log Security Messages	22879	181
Manager Procedures	Dashboard's Employee Contest Items Always Post to Check Employee	21724	181
	Setting an Active Theme Will Cause a System Error	N/A	182
Peripherals	The ILDS.exe Dump and Reset Command Lines Do Not Work	22972	182
POS Configurator	Touchscreen Designer Missing "Switch to Main Monitor" Icon	N/A	182
POS Operations	Applying Multiple Discounts Configured as Limited Discounts to the Same Check May Cause the Discount Amounts to be Incorrect	22854	183
	Charged Tip Not Included with Charged Receipts if Posted Manually	N/A	183
	Configuring a Theme on Workstation May Render Some Sections Black	N/A	183
	Discounts Do Note Work Properly When Using the Kiosk Touchscreen Templates	N/A	183
	Configuration Changes Not Being Sent to POS Clients	N/A	184
	Initial Authorization Does not Work When Value Entered Equal Amount Due	N/A	184

Module	Feature	CR ID	Page
POS Operations Con't	Menu Item Consolidation Cannot be Turned Off	22873	184
	PS2 Magnetic Card Readers Not Reading Credit Card Expiration Dates Properly	22729	184
	Review Order Screen Displaying Half of Possible Transactions	N/A	185
	SAR and BSM Will Fail to List all Open Checks	N/A	185
Reports	Credit Card Batch Identifiers Omitted if Merchant Name is Null	N/A	185
	Mapped Drives on Remote Network Nodes Will Not Send Reports to File	22615	186
	Menu Items Reports Display Discount Total Incorrectly When Comma Used as a Decimal Separator	27490	186
	Team Report Totals Post Incorrectly When the Shift is Incremented	21918	186
	Team Service Posting Procedure Recording Incorrect Totals	N/A	186
Setup	Client Files Not Updated When Running Patch	N/A	187
	Cyrillic Characters Saved Incorrectly in Database	22557	188
	Tray Totals Incorrectly Requires Authorization of Voids Once First Order Tendered	22849	188

Module	Feature	CR ID	Page
Transaction Analyzer	Use of Mouse Wheel Causes Application to Fail	15405	188
Transaction Services	Check Trailers Not Printing Correctly	N/A	189

**Revisions
Detailed**

CA/EDC

Batch Settlement Incorrectly Truncates Last Digit of CC Driver Version Number
CR ID #: N/A

When settling credit card batches (via either the CC Batch Utility or a command line prompt using **Settle.exe**), the system would incorrectly truncate the last digit of the credit card driver version number. For example, if the settlement driver version was 4.3.16.1057, it would be displayed as 4.3.16.105. The problem has been corrected.

Cursor Will Skip Around When Omitting Records in Credit Card Batch Utility
CR ID #:

After omitting a record in the Credit Card Batch Utility, the cursor would fail to move to the next record in sequential order, rather it would skip around the form. This has been corrected.

CaPMS Driver Replaces the End Sentinel in Track Data With a 0
CR ID #: N/A

As part of data security, the MICROS Database Service replaces certain fields of the track 2 data with zeros. The MICROS Database Service was replacing one extra character, which overwrote the End Sentinel (normally a ?) with a zero.

This is known to affect the CaPMS and CaSTF drivers. Most drivers truncate the End Sentinel before passing this data on. These drivers forward the secured track data as-is. Therefore, an external system looking at the data will notice that the End Sentinel is missing.

This has been corrected in the MICROS Database Service.

Database

Database Fails to Update if the Report_Group is Missing
CR ID #: N/A

If the Reports_Group User Group is deleted, the database update will fail. Please keep the following in mind to avoid a database update failure:

◆ Do not delete a user group from the Micros.db.

◆ Do not change a user group into a user in the Micros.db.

The only acceptable changes that can be made to a DBA or Micros user is to change the user password, if desired. This should only be performed through the Database Management Application, not through Sybase Central. These restrictions do not apply to other users.

em_ttl_repl_seq can hit the Max Allowed and Causes Deployment and Receive to Fail
CR ID #: N/A

The em_ttl_repl_seq can reach the maximum number of allowable checks. When this occurs EM deployment and receipt at the store level will fail. To correct the issue the maximum value has been increased to 2147483647.

Totals Exceed the Maximum Amount That can be Reported
CR ID #: N/A

Previously, totals being calculated within EM could exceed the total amount that could be reported. This issue has been corrected in the following tables:

Note   *This change affects the columns only. The domain EM_TTL_REPL_SEQ is not affected.*

- ◆ allowance_itm_ttl

- ◆ dly_emp_job_code_ttl

- ◆ dly_job_code_ttl

- ◆ dly_kds_fixed_prd_ttl

- ◆ dly_kds_ttl

- ◆ dly_pm_waste_ttl

- ◆ dly_rvc_cmpst_mi_ttl

- ◆ dly_rvc_cond_ttl

- ◆ dly_rvc_fam_grp_ttl

- ◆ dly_rvc_fixed_prd_cmpst_mi_ttl

- ◆ dly_rvc_fixed_prd_cond_ttl

- ◆ dly_rvc_fixed_prd_mi_ot_ttl

- ◆ dly_rvc_fixed_prd_ot_ttl

- ◆ dly_rvc_fixed_prd_trk_ttl

- ◆ dly_rvc_fixed_prd_ttl

- ◆ dly_rvc_maj_grp_ttl

- ◆ dly_rvc_mi_grp_ttl

- dly_rvc_mi_ot_ttl

- dly_rvc_mi_ttl

- dly_rvc_ot_ttl

- dly_rvc_tax_ttl

- dly_rvc_trk_ttl

- dly_rvc_ttl

- dly_srv_prd_ot_ttl

- dly_srv_prd_trk_ttl

- dly_srv_prd_ttl

- dly_sys_cmpst_mi_ttl

- dly_sys_cond_ttl

- dly_sys_fam_grp_ttl

- dly_sys_fixed_prd_cmpst_mi_ttl

- dly_sys_fixed_prd_cond_ttl

- dly_sys_fixed_prd_ot_ttl

- dly_sys_fixed_prd_trk_ttl

- dly_sys_fixed_prd_ttl

- dly_sys_maj_grp_ttl

- dly_sys_mi_grp_ttl

- dly_sys_mi_ttl

- dly_sys_ot_ttl

- dly_sys_rvc_carry_over_ttl

- dly_sys_tax_ttl

- dly_sys_trk_ttl

- dly_sys_ttl

- fin_line_dtl

- ilcg_itm_day_closed_ttl

- ilcg_itm_day_ttl

- shift_cshr_ot_ttl

- shift_cshr_trk_ttl

- shift_cshr_ttl

- shift_emp_carry_over_ttl

- shift_emp_ot_ttl

- shift_emp_trk_ttl

- shift_emp_ttl

- shift_rvc_cshr_ot_ttl

- shift_rvc_cshr_trk_ttl

- shift_rvc_cshr_ttl

- shift_rvc_emp_ot_ttl

- shift_rvc_emp_trk_ttl

- shift_rvc_emp_ttl

- shift_rvc_team_ttl

- tmp_ilcg_itm_day_ttl

Upgrading from RES 4.0 HF3 can Cause a Database Update Failure

CR ID #: N/A

When attempting to upgrade from RES 4.0 HF3 to a higher version, the system would fail to update the database. The system would then reboot as if the update had been successful. This has been corrected.

Upgrading RES 4.0 on an EM System Will Render EM Unusable

CR ID #: N/A

When upgrading a RES 4.0 database on an EM system, the EM stored procedures would be dropped during installation. This process resulted in EM becoming unusable, and consequently, the program would have to be reinstalled. The EM stored procedures are no longer dropped during an upgrade and this issue has been resolved.

Hand-Held Devices

MC50 Installation Changes
CR ID #: N/A

In the RES 4.0 release, the installation procedures for the MC50 hand-held devices required users to install the **MSRDriver.ARM.CAB** file in order to use the mag card reader. This is incorrect.

The revised procedures are as follows:

1. Disable the programmable (silver) buttons to prevent interference with RES operations.

   ◆ From the Windows Start menu, select *Settings | Buttons.* A list of programmable 5 programmable buttons will display.

   ◆ Highlight a button from the list.

   ◆ Using the **Select a program** field below the list, expand the drop-down and select **<None>** to disable the button.

   ◆ Repeat for all of the buttons shown.

   ◆ Press the **x** button (upper right corner) to close.

2. Set the MC50 for the first sync:

   ◆ From the Windows Start menu, select *ActiveSync | Tools | Options | Options.*

   ◆ Check **Enable PC sync using this connection**

   ◆ Check **Maintain connection.**

   ◆ Press **OK** twice to exit the form.

   ◆ Press the **x** button (upper right corner) to close.

3. Download and install ActiveSync.

    ◆ Go to the Microsoft website (www.microsoft.com) and select
       Downloads.

    ◆ From the drop-down box, select ActiveSync.

    ◆ Select the most up-to-date version of ActiveSync. (Currently, this
       is Version 4.1.0).

    ◆ Double-click **MSASYNC.EXE** to begin installation. Follow the
       on-screen instructions provided.

4. Establish a partnership

    ◆ Set the MC50 device into the cradle connected to the Server.

    ◆ From the Server's Start Menu, select *Programs | Microsoft
       ActiveSync*. This should bring up a new window and
       automatically detect the hand-held device.

    ◆ Go to the *Set Up a Partnership* screen.

    ◆ Select **Guest Partnership** and press **Next**.

5. Set up the MC50.

    ◆ Perform a cold boot on the hand-held device. The device will
       whir slightly before displaying the Pocket PC splash screen.

    ◆ Tap the screen to display directions for calibration and time-zone
       setup. Proceed as required.

6. Set up the POS and LAN.

    ◆ When the *Starting Mobile Micros* screen is displayed, press
       Continue.

    ◆ Select the **POS Client Type** and click **OK**.

    ◆ Select the **Backlight** and **Backlight settings** and **OK** to continue.

◆ Tap the icon in the lower right-hand corner of the screen. Choose **Find WLANs**.

◆ On the *Networks* screen, select the access point and press **Connect**. (If the list of **Available WLANs** is blank, press the **Search** button to locate and display the options.)

If using WEP encryption, go to the *Encryption* tab and set your encryption level.

Go to the *IP Config* tab and set the system-specific **IP Connection Type**.

Press **OK** to close the *Networks* screen.

◆ Press **OK** until you get to the *Configure Network Adaptors* screen. Set the **802.11b Adaptor Setting** and any other settings that may be required. Press **OK** to close this screen.

◆ Press **OK** again to open the *Connections* screen and select the *Advanced* tab. Tap on the top "Select Networks" box. In the first drop-down field, set the Internet connection to *My Work Network*. Press **OK** to close this screen.

◆ Press **OK** again to open the *POS Clients Config* screen.

◆ Enter the **HHT Name** of this MC50 device as well as the **Server IP Address**. Press **OK** to accept. A message will display indicating that the system will restart. Click **OK** to proceed.

◆ The HHT will reboot. When the system returns to the *Mobile MICROS Startup* screen, press **Continue**. The POSLoader will automatically load files and reboot the MC50 (four times).

◆ When finished loading the files, a message displays indicating that software updates have been installed. Press **OK** to continue into 3700 POS Operations.

Logging

Manager's PC Does Not Log Security Messages
CR ID #: 22879

When setting up a Manager's PC, security messages are not written to the Micros Security Event Viewer on the RES Server or the Manager's Client PC. The **3700.d** log file was also not logging any security events. This has been corrected.

Manager Procedures

Dashboard's Employee Contest Items Always Post to Check Employee
CR ID #: 21724

When using the Employee Contest in the Dashboard, menu items would always post to the check employee even though the option **Current round posts to transaction employee** (*Revenue Center | RVC Posting | Options*) had been enabled. This problem has been corrected.

Setting an Active Theme Will Cause a System Error
CR ID #: N/A

Configuring an active theme would cause a system error. This problem has been corrected.

Peripherals

The ILDS.exe Dump and Reset Command Lines Do Not Work
CR ID #: 22972

The **ilds.exe** command line parameters –dump and –reset were not working. This issue has been corrected.

POS Configurator

Touchscreen Designer Missing "Switch to Main Monitor" Icon
CR ID #: N/A

The (Switch to Main Window) icon was overlapped by the (Switch to Another Form) icon at the top of the *Touchscreen Designer* form in POS Configurator, rendering the first option inaccessible to the user. This has been corrected.

POS Operations

Applying Multiple Discounts Configured as Limited Discounts to the Same Check May Cause the Discount Amounts to be Incorrect
CR ID #: 22854

When using discounts setup as Limited Discounts, applying multiple discounts to the same check would cause the discount amount to be wrong for some of the discounts due to rounding errors. This issue has been corrected.

Charged Tip Not Included with Charged Receipts if Posted Manually
CR ID #: N/A

When paying a check, if the user manually added a tip using the **[Charged Tip]** key before closing to a credit card, the system would incorrectly subtract the amount of the tip from charged receipts and failed to add the net check total (minus tax and tip). This problem has been corrected.

Configuring a Theme on Workstation May Render Some Sections Black
CR ID #: N/A

When a theme is configured for a workstation, selecting the check detail, review order, or split/edit check functions may cause some sections of the screen to become black. This issue has been corrected.

Discounts Do Not Work Properly When Using the Kiosk Touchscreen Templates
CR ID #: N/A

When entering a check from a UWS designed as a kiosk, users had to press the discount key repeatedly before the discount was recorded. This problem has been corrected.

Configuration Changes Not Being Sent to POS Clients
CR ID #: N/A

Occasionally, when the system clock was set backwards, it would prevent POS clients from receiving database updates from the Server until POS Operations was restarted. This has been corrected.

Initial Authorization Does not Work When Value Entered Equal Amount Due
CR ID #: N/A

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.

Menu Item Consolidation Cannot be Turned Off
CR ID #: 22873

Previously, if the **Menu Item Consolidation** option was turned off, and two identical menu items were rung in a combo meal, the items would still be consolidated. As a result, attempting to add or remove condiments would generate an error. This issue has been corrected.

PS2 Magnetic Card Readers Not Reading Credit Card Expiration Dates Properly
CR ID #: 22729

When authorizing credit cards using a PS2 Magnetic Card Reader, the system would report that the credit card had expired if the month of the expiration date was less than the current year (i.e. 06). The problem occurred because POS Operations was inverting the month and year of the expiration date when the card was swiped. This has been corrected.

3700 POS
What's Revised

Review Order Screen Displaying Half of Possible Transactions
CR ID #: N/A

The Review Order screen is supposed to display the 25 most recent transactions. All closed checks, however, were displaying twice, limiting the number of displayed transactions to 12 or 13. This has been corrected.

SAR and BSM Will Fail to List all Open Checks
CR ID #: N/A

When attempting to list all open checks in Stand Alone Resiliency (SAR) or Backup Server Mode (BSM), the system would only list the most recently rung check. This has been corrected.

Reports

Credit Card Batch Identifier Omitted if Merchant Name is Null
CR ID #: N/A

When running a Credit Card Batch Report, Batch Transfer Status Report, and Debit Reconciliation Reports, the first line of the printout (after the column headings) indicates the batch number, business date, credit card driver, and merchant name associated with the batch.

Previously, if the merchant name was left blank (a NULL state) when configuring the driver (*POS Configurator | Devices | CA/EDC Drivers*), then this entire line would be omitted. That has been corrected. Now, if a merchant name is not provided, only that portion of the line will be left blank.

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Mapped Drives on Remote Network Nodes Will Not Send Reports to File
CR ID #: 22615

Mapped drives on remote network nodes will not output reports to file. Instead, use a universal naming convention path for remote nodes, for example, **\\remotepcname\sharename\filename**.

Menu Items Reports Display Discount Total Incorrectly When Comma Used as a Decimal Separator
CR ID #: 27490

When using a discount with a regional setting that uses a comma in the place of a decimal point and a period as the thousands separator, the menu items would produce incorrect data. This has been corrected.

Team Report Totals Post Incorrectly When the Shift is Incremented
CR ID #: 21918

When an employee belonging to a team would increment their shift, that employee's sales totals would post incorrectly. This issue has been corrected.

Team Service Posting Procedure Recording Incorrect Sales Totals
CR ID #: N/A

The team service posting procedure may cause incorrect sales totals to be allocated to members of a sales team. This has been corrected.

Setup

Client Files Not Updated When Running Patch
CR ID #: N/A

A custom pre and post update hook has been added to allow an integrator to add their own install processes to the patch installation process.

When running a patch upgrade on the RES Server, the system can be setup to execute a batch file before the patch is started or before the patch is finished. These batch files cannot be used to reboot the system. They can be used to stop third party services that affect the RES system.

Follow these steps to create a custom file that can be called while a MICROS patch is running:

1. In the server's registry, go to *HKLM\Software\Micros* and add a new key called **Patch**.

2. Create a string value for this key and name it either **CustomPreUpdate** or **CustomPostUpdate**, depending on when it will be executed.

    CustomPreUpdate will occur at the beginning of the patch. Use this key to shut down non-Micros services at this time (see Step 3).

    CustomPostUpdate will run after all files have been updated, but before the database is updated.

3. Set the value of CustomPreUpdate to the location of the file you want to call (e.g., *C:\Temp\StopService.bat*).

4. Set the value of CustomPostUpdate to the location of the file you want to call (e.g., *C:\temp\InstallCustomReports.bat*)

Cyrillic Characters Saved Incorrectly in Database
CR ID #: 22557

After installing RES 4.0, if the regional options for the keyboard language bar were set to Russian or a Cyrillic character set, attempts to save employees, menu items or other characters fields would lead to the value being saved instead. 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.

Transaction Analyzer

Use of Mouse Wheel Causes Application to Fail
CR ID #: 15405

When viewing a report from within Transaction Analyzer, attempts to scroll down the page using the navigation wheel on a mouse would cause the application to either crash silently or to display a stack overflow error message which would crash the system when the **OK** button was pressed on the prompt. This has been corrected.

Transaction Services

Check Trailers Not Printing Correctly
CR ID #: N/A

When running operations via POS Transaction Services, the system
would incorrectly print the check trailers as centered rather than left-
justified. This has been corrected.

Kitchen Display System (KDS)

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.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Display App	Display Locks Up When Configured for New Order Beep	22510	191

Revisions Detailed

Display App

Display Locks Up When Configured for New Order Beep
CR ID #: 22510

Previously, when the KDS option **Beep on new order** (*POS Configurator | Devices | Order Devices | KDS | Options*) was set to either **PC Speaker** or **Wav File,** orders sent to the kitchen would fail and cause the WS4 to lock-up. 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

There are no revisions in this version of the software.

Cash Management (CM)

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.

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◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Operations	Cash Management Backoffice Produces an Error When Communicating With the Cash Management Service	23141	195
	Gift Card Balance Does Not Display/Print After Tender Applied	N/A	195
	System Error Occurs When Opening Cash Management Back Office	N/A	195

Revisions Detailed

Operations

Cash Management Backoffice Produces an Error When Communicating With the Cash Management Service
CR ID #: 23141

Previously, the Cash Management Backoffice reported an error when retrieving data from the cash management service. This problem has been corrected

Gift Card Balance Does Not Display/Print After Tender Applied
CR ID #: N/A

When running POS Operations with GSS enabled, payments made using a gift card tender failed to note the card's remaining balance on either the POS display or the customer receipt. The problem only affected gift card tenders where the Reference Required option (Sales | Tender/Media | Tender) was enabled. This has been corrected.

System Error Occurs When Opening Cash Management Back Office
CR ID #: N/A

When opening Cash Management back office, the application could produce an error when connecting to the database. This issue has been corrected.

Labor Management (LM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Forecasting	Forecast Cannot be Generated or Approved After Addition to an Associated Group	N/A	198
Human Resources	Form Designer Does Not Remove Label When Phone Extension Fields Deleted	N/A	198
	State Field Drop-Down List Empty for New Records	N/A	198
Scheduling	User Defined Lists are Removed When Running a Report	23120	199
Setup	Payroll Export Detail Not Purged From Database	N/A	199

Revisions Detailed

Forecasting

Forecast Cannot be Generated or Approved After Addition to an Associated Group
CR ID #: N/A

After creating an associated forecast group, attempts to generate or approve a forecast would fail if the Generate Forecast or Edit Forecast forms were open in the Forecasting application.

To correct this problem, the system will no longer allow a user to open forms in the Forecasting application, if Forecast Setup is in use.

Human Resources

Form Designer Does Not Remove Label When Phone Extension Fields Deleted
CR ID #: N/A

When deleting an Extension field in Form Designer (*HR | Employee Setup | Contact Information*), the system failed to remove the label associated with the option. The problem affected both the Phone Number Ext. and Pager Ext. options. It has been corrected.

Also, as part of the change, the labels were expanded from Ext. to Phone Ext. and Pager Ext., respectively. This allows a user to locate the correct item, should it have to be reinserted in the form.

State Field Drop-Down List Empty for New Records
CR ID #: N/A

When adding a new employee record (*Human Resources | Employee Setup*), the system failed to provide a list of entries in the State Field (Contact Information) if the employee's Country was the default selection. Once the record was closed and reopened, the State Field would be refreshed and the appropriate selections would be listed. This problem has been corrected.

Scheduling

User Defined Lists are Removed When Running a Report
CR ID #: 23120

When running scheduling reports in LM, user created lists located in the report explorer would be deleted. This issue has been corrected.

Setup

Payroll Export Detail Not Purged from Database
CR ID #: N/A

After exporting payroll data to a file, the system had no mechanism for purging the information from the **payroll_export_dtl table**. To correct this problem, the option **Days to keep export detail** (*LM Setup | Time and Attendance | Time and Attendance | Payroll*) was added. The option allows users to specify how long the records should be kept before being deleted from the database.

Note: This has been corrected and all employee record purging will happen as defined by the users configuration.

Product Management (PM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Inventory	Placing Future Orders Will Deplete the Item From Stock Twice	22510	201

Revisions Detailed

Inventory

Placing Future Orders in Operations Will Deplete the Item From Stock Twice
CR ID #: 23034

When a future order is entered in the system, it will be depleted from the store's inventory twice, once when the order is placed, and a second time when the order is sent. This has been corrected.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

RES Platform

Introduction

This chapter comprises changes made to the RES Platform, which includes the following applications:

◆ MICROS Desktop

◆ License Manager

◆ Reports Explorer

◆ Language Translation Utility

◆ System Security

◆ Database Manager

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.