



Restaurant Enterprise Solution

Version 4.0

Hot Fix 2 Documentation

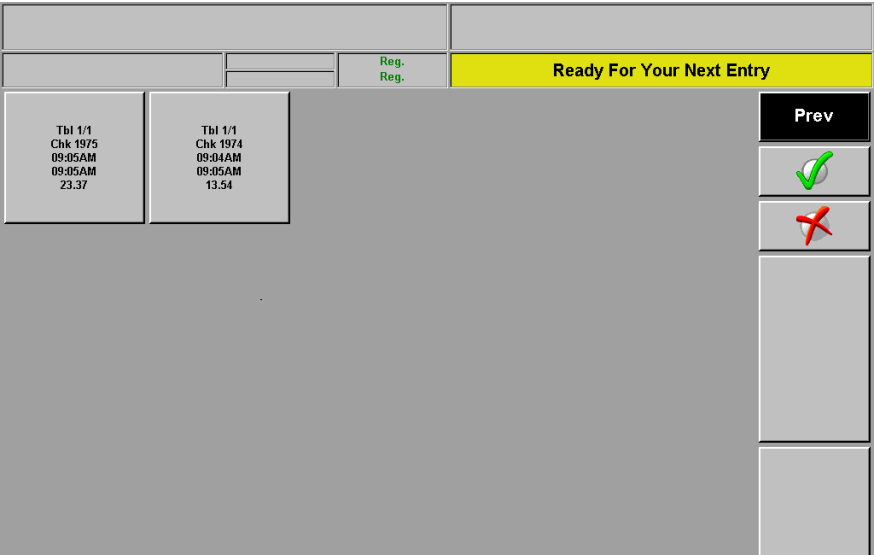
About This Document


This document contains updates to the Version 4.0 release of the MICROS Restaurant Enterprise Solution (RES) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 2 only.

3700 POS New Features and Enhancements

Module	Feature
Database Manager	<p>Changing Passwords</p> <p>To improve security, users can no longer change the DBA or MICROS passwords without knowing the existing password. Previously, any employee with write access to the <i>Users/Passwords</i> form in Database Manager could change the passwords by simply entering the same value in the Password and Confirm Password fields and then pressing the Change Password button.</p> <p>Now, when the Change Password button is pressed, a confirmation dialog box is presented. The user must provide the existing, case-sensitive password before the new entry is accepted.</p> <p>NOTE: This requirement only affects DBA and MICROS passwords that have been changed at least once already. Changes to the default DBA and MICROS passwords — or any other user password — will not require current entry confirmation.</p>
POS Operations	<p>Consolidate Fixed Price Meal Courses</p> <p>Previously, menu items ordered as part of a Fixed Price Meal were set apart from other (similar) items when printing on the remote order devices. This was true even if the device was configured to consolidate like items.</p> <p>For example, if Table 1 ordered three steaks, but only one was included as part of a fixed price meal, the order would print at the Hot station as:</p> <ul style="list-style-type: none"> 1 Steak 2 Steak <p>This has been modified. Now, when ordering a Fixed Price Meal, users may opt to treat the course items as regular menu items, for purposes of consolidation. To work, however, the fixed-price parent item must belong to a Print Class (<i>Sales Menu Items Definition General</i>) that is not linked to any of the remote order devices.</p>

Module	Feature
POS Operations (cont'd.)	<p>Consolidate Menu Items of Different Price Levels</p> <p>The consolidation function has been modified to include all sizes of the same menu item, provided that the menu item is not configured to print the price level (e.g., small, medium, large).</p> <p>For example, if a customer orders two Cheeseburgers, with a side order of Fries and a Medium Soda each, then upsizes the second drink to a Large Soda, the order would still be printed as:</p> <pre> 2 ChBurger 2 Fries 2 Soda </pre> <p>No additional programming is required.</p>
	<p>Condiment Sort</p> <p>To improve functionality, an option was added that allows users to sort required condiments when they are printed or displayed on remote order devices. In the past, only allowed condiments could be configured to sort by print group.</p> <p>To support this change, the Do not sort allowed condiments (<i>Devices Order Devices Options Sorting/Formatting</i>) check box has been replaced by a new Condiment Sort drop-down box, which provides the user with the following options:</p> <ul style="list-style-type: none"> ◆ No condiment sorting — Condiments are listed in the order they are entered by the user. ◆ Sort allowed condiments — Required condiments are not sorted. ◆ Sort all condiments

Module	Feature
<p>POS Operations (cont'd.)</p>	<p>Edit/Reopen Closed Check by Table</p> <p>To improve usability, two new function keys were added that allow users to edit and reopen closed checks by table number. Previously, users had to know the guest check number before they could access a closed check.</p> <p>Procedurally, the steps are similar to those used when picking up an open check. The user begins by typing the table number and pressing a preconfigured function key. In this case, the choices are [Edit Closed Check by Table] or [Reopen Closed Check by Table].</p> <p>Since tables are used repeatedly during the business day, a search by table number is likely to return more than one entry. If multiple checks are found, the results are displayed as SLUs, as shown below. Depending on the configuration, the following information may be provided:</p> <ul style="list-style-type: none"> ◆ Table number/group number ◆ Check number (optional) ◆ Open date/time ◆ Closed date/time ◆ Amount of check (optional) 

Module	Feature
<p>POS Operations (cont'd.)</p>	<p>Once a SLU is selected, the system previews the check detail and prompts the user to confirm whether this is the correct entry.</p>  <p>The screenshot displays a POS interface with a check preview. At the top, it shows 'Tbl 33/1', 'Get # Chk 1942', 'Sally S', and 'Reg. Reg.'. The main area lists items: 1 Creme Brulee (4.00), 1 Chocolate Cake (4.50), 1 Apple Pie (4.50), and Cash (14.13). A 'Ready For Your Next Entry' banner is at the top right. A dialog box titled '3700 POS Operations' asks 'Re Open This Closed Check?' with 'Yes' and 'No' buttons. The bottom of the screen shows a subtotal of 13.00, tax of 1.13, service charge of 0.00, and a payment of 14.13. A red 'Eat In Ttl' of 0.00 is also visible. The interface includes various function buttons like 'Open Checks', 'Discount', 'No Sale', 'Prev', 'Empl Report', 'Seat #', 'Hold', 'Pay', 'Reprint TimeCard', 'Edit Seat', 'Paid In/Out', 'Functn', 'Change Guest', 'Void', 'Check Name', 'Cancel', 'Tax Exempt', 'Carry Out', 'Share Check', 'Customer Info.', 'Delivery', 'Transfer SLU', 'ReOpen Clsd Chk', 'Add/Tm Check', 'Return', 'CM', 'Print', 'Block Transfer', 'Trans Void', 'POS Waste', and 'Service'.</p> <p>If the No button is pressed, the system will return to the SLU screen, where the user may choose another check to preview before reopening and/or editing it.</p> <p>If the Yes button is pressed, the check is reactivated with the original check number. Users can then void the last tender and either service total or keep it open for further transactions.</p> <p>NOTE: Users can determine where to restart check activity by specifying a change screen for the edit and reopen function keys. This is done by selecting a touchscreen in the Next field (<i>Devices Touchscreen Designer</i>). If this field is blank, the system will return to the previous screen (i.e., where the function key was pressed) to display the reopened check.</p>

Module	Feature
POS Operations (cont'd.)	<p>Limitations</p> <p>Use of these functions is subject to the following limitations and restrictions:</p> <ul style="list-style-type: none"> ◆ To be included on the SLU screen, the closed check must reside in the same revenue center as the UWS where the employee is accessing the check. ◆ The SLU screen will not refresh automatically. If a check is closed to the selected table <i>after</i> the SLUs were displayed, the new check will not be shown until the screen is exited and redisplayed. ◆ Cancelled and transferred checks will be ignored. ◆ SLU functions will not work if activated from a macro key or as part of a SIM script. ◆ Employees must be privileged to perform closed check functions. <p>Configuration</p> <p>To support this functionality two new functions were added and must be linked to a touchscreen key in POS Configurator (<i>Devices Touchscreen Designer</i>):</p> <ul style="list-style-type: none"> ◆ Edit Closed Check by Table (Function: Check Access) ◆ Reopen Closed Check by Table (Function: Check Access) <p>In addition, the following options determine the number of checks that will be shown, who will have access to them, and how a user may affect a check once it is accessed. These options are not new, but are available with existing check functions:</p> <ul style="list-style-type: none"> ◆ <i>System Restaurant Options</i> <ul style="list-style-type: none"> ◆ No edits of previous days checks — If enabled, limits SLUs to checks closed during the current business day.

Module	Feature
POS Operations (cont'd.)	<ul style="list-style-type: none"> ◆ <i>Revenue Center RVC Display Design</i> <ul style="list-style-type: none"> ◆ Show number on open check SLU — If enabled, includes check number on the SLU. ◆ Show total on open check SLU — If enabled, includes the check total on the SLU. <p>Check the following options to assign these privileges to members of the selected employee class:</p> <ul style="list-style-type: none"> ◆ <i>Employees Employee Classes Guest Checks Guest Check Control</i> <ul style="list-style-type: none"> ◆ Reopen closed checks ◆ Void reopened menu item ◆ Void reopened discount ◆ Void reopened service charge ◆ <i>Employees Employee Classes Guest Checks Editing Checks</i> <ul style="list-style-type: none"> ◆ Edit closed check ID ◆ Edit closed checks <p>Additional SLU Changes</p> <p>The ability to select a check SLU and preview the details before actually recalling the check represents a significant improvement over previous check functions. Consequently, the following areas were modified to support the new display capabilities:</p> <ul style="list-style-type: none"> ◆ Check Pickup ◆ Open Check SLUs ◆ Open Table SLUs ◆ Future and Delayed Orders ◆ Edit/Reopen Closed Check (for single checks or when accessed by macro)

Module	Feature
POS Operations (cont'd.)	<p>Future and Delayed Order Enhancements</p> <p>The Future and Delayed Order features have been modified for use on devices running in dynamic order mode (DOM). Originally, these features were incompatible with DOM, which was designed to send menu items throughout the ordering process. In contrast, future and delayed orders defer sending items until the date/time specified by the user.</p> <p>To support this change, users will no longer have to declare a future or delayed order prior to entering the first menu item. This allows an order to be rung up on a DOM-enabled device, which will continue to fire items to the kitchen in accordance with the selected DOM type (Fire on Fly/Fire On Next/Fire on Tender) (<i>POS Configurator Devices Order Devices Dynamic Order Mode</i>).</p> <p>During operations, users must declare the items to be a future or delayed order before the first round service total. Once the [Future/Delayed Order] key is pressed, the order status is changed. At that point, an order will be sent to the kitchen cancelling items fired during the initial order generation.</p>
	<p>Select Dining Course by Number</p> <p>The Dining Course feature allows users to select (in the check detail) all of the items associated with a particular course. Once the items are selected, users can apply other functions to them (e.g., discounts or service charges, split between checks, transfer or void, and hold or fire to the kitchen).</p> <p>Originally, dining courses were selected through the use of a preconfigured [Course] function key. When pressed during POS Operations, the system would highlight all unfired items belonging to the lowest-numbered course (as determined by sequence number) in the check detail.</p> <p>By pressing the key multiple times, the user could cycle through all of the courses, highlighting each group of menu items, one at a time. The system would automatically de-select the previous course items before moving on to the next group. To clarify the selection, the course name would be displayed in the yellow prompt box on the screen.</p>

Module	Feature
POS Operations (cont'd.)	<p>To improve functionality, an option was added that allows users to bypass the sequencing, and select items belonging to a specific course. This is done by entering the course's sequence number through the keyboard (or touch keypad) and then pressing the [Course] key.</p> <p>Example</p> <p>The customers at Table 12 order two Shrimp Cocktails, a NY Strip Steak and a Lobster Tail, along with side orders and drinks. The Strip Steak and Lobster Tail belong to a menu item class whose Dining Course option (<i>Sales Menu Item Classes Description</i>) is listed as Course 3, Entrées.</p> <p>After the meal, when the check is presented, the server is handed a coupon for \$5.00 off the entrées. Once the check is retrieved, the server presses the [3] [Course] keys to highlight the entrée items and apply the touch item discounts.</p>
	<p>Sort by Dining Courses</p> <p>An option was added that allows users to display orders with the menu items grouped and sorted by dining course. The option Sort by Dining Course (<i>Revenue Center RVC Display Design</i>) is only enabled if the Sort Items box (same form) has been checked.</p>

3700 POS Revisions

Module	Feature	CR ID
CA/EDC	<p>Credit Card Batch Fails with SQL Error</p> <p>When generating a Credit Card Batch, the process would fail on a SQL error if the records included a credit card payment shared between seats. To correct this problem, sharing a CC payment between seats is no longer allowed.</p>	N/A
	<p>Debit Transactions Fail on WS4</p> <p>Previously, POS Operations would freeze when tendering payment using the Tender Request electronic driver on a WS4. During the process, the debit transaction would complete, the system would print the vouchers and receipt, with the check indicating the appropriate payment. At that point, the terminal would display the message "Adding Totals - One Moment Please" and then lock up until the WS was rebooted. The problem was traced to a memory issues with the WS4, which has been corrected.</p>	N/A
	<p>Offline Workstation Causes Authorization Delays</p> <p>During credit authorizations, if the communication link between the client workstation and the credit card processor failed, the system would make up to 120 attempts to reestablish the link before notifying the user. This resulted in an unnecessarily long wait before the user was able to fix the connection and complete the transaction.</p> <p>To correct this problem, users will now be notified that a client workstation is offline after the 10th failed attempt to establish a connection.</p>	N/A

Module	Feature	CR ID
POS Configurator	<p>Menu Item Price Field Displays Incorrectly</p> <p>When entering a 3-decimal place number in the price fields in POS Configurator (<i>Sales Menu Items Prices</i>), the system would round the entry up/down to 2 decimal places, even though the database was configured to support 3. This problem has been corrected.</p>	N/A
POS Operations	<p>Combo Meals with Min/Max Condiment Display Incorrectly</p> <p>When ordering a combo meal that was configured with minimum/maximum condiments and default side items, the system failed to display the side items, once the required condiments were selected and the [Exit Condiment] key was pressed. The combo side items would not be displayed until the check was service totaled or another menu item was added. This has been corrected.</p>	22616
	<p>Combo Meal Consolidated Side Items Cannot be Substituted or Resized</p> <p>When ordering combo meals, users were unable to substitute or resize a side item once the items were consolidated. Attempts to do so would cause the error message “Invalid with more than one detail entry selected” to display.</p> <p>This problem has been corrected. However, changes made when a consolidated group is highlighted will only affect the first item in that group.</p>	22480
	<p>Combo Meal Side Items Detach From Parent After Voiding and Substitution</p> <p>After ringing in and consolidating two or more combo meals, if the user voided one of the combo meals, then selected and substituted a side item from another combo meal, the system would post the substitution as a separate line item. This has been corrected. Substituted side items will now be listed with their corresponding combo meals.</p>	22562

Module	Feature	CR ID
POS Operations (cont'd.)	<p>Credit Authorization Dropped with Send Order Function</p> <p>In the past, users waiting for a credit authorization could fire the order to the kitchen using the [Send Order] key. This caused the system to drop the authorization effort, without actually cancelling it. In other words, the check would simply forget about the authorization.</p> <p>This problem was highlighted when background vouchers were enabled. Once an order was sent, a voucher would print, implying that the credit transaction had been approved, even though the authorization was never posted to the check. This has been corrected.</p>	N/A
	<p>Fixed Price Meals Display Incorrectly</p> <p>When using the [Transaction Void] key to return a fixed price meal with an upcharged course item, the prices were not aligned in the display. The minus sign would display to the left of the parent item price but on the right side of the upcharge price. This has been corrected.</p>	N/A
	<p>[Next/Previous] Keys Go to Wrong Touchscreen</p> <p>Previously, the system would display the wrong touchscreen after using programmed [Next/Previous] keys to navigate from a default SLU touchscreen to a popup SLU and back again. This problem has been corrected.</p> <p>NOTE: When configuring SLU touchscreens, users can program the system to remain on the current screen after a SLU is pressed, by enabling the Stay Down option (<i>Devices Touchscreens Style</i>) for that touchscreen. The screen will retain focus until the user manually presses the [Next/Previous] keys or another key with a change screen function.</p>	N/A

Module	Feature	CR ID
POS Operations (cont'd.)	<p>OCB Error Displays When Starting POS Operations</p> <p>Previously, the Windows firewall prevented sites configured with an Order Confirmation Board (OCB) interface from connecting to the OCB Server. This would cause an error message to display on all of the Win32 and WS4 clients when POS Operations was started. To correct this problem, the firewall exceptions list was updated to include the OCB Server.</p>	N/A
	<p>Paging Functions Do Not Work After Changing Touchscreens</p> <p>When changing touchscreens during POS Operations, the system would incorrectly set the state of the default SLU screen, losing track of the SLU key functions. Consequently, attempts to [Page Up/Down] through the SLU keys would be ignored. This problem has been corrected.</p>	22509
	<p>Programmed Keys Open the Wrong Touchscreen</p> <p>During configuration, users can program keys to change to a specific touchscreen by setting the Next option (<i>Devices Touchscreen Designer</i>) to the preferred new screen. However, during operations, the system would ignore this setting and go to the designated default transaction screen instead. This problem has been corrected.</p>	N/A
	<p>Splitting a Credit Card Tender Causes Error</p> <p>Previously, once a credit card payment was posted to a check, users could edit the transaction and split the tender between seats. This action caused problems during batch settlement. To resolve this issue, users can no longer split credit card tenders.</p>	N/A
	<p>Totals Incorrect When Sharing Items Across 5 or More Checks</p> <p>Net Sales Totals were posted incorrectly if an item linked to an inclusive tax was shared across 5 or more checks. This has been corrected.</p>	22658

Module	Feature	CR ID
<p>Reports</p>	<p>Time Period Menu Item Reports Take Too Long to Complete</p> <p>The amount of time required to run the Daily RVC or System Time Period Menu Item Reports (<i>MI_TPR01.rpt</i> or <i>MI_TPS01.rpt</i>) was prohibitively long, particularly if there were a large number of menu items in the database. To correct this problem, the following stored procedures were updated:</p> <ul style="list-style-type: none"> ◆ sp_R_rvc_time_prd_mi_ot_ttls ◆ sp_R_rvc_time_prd_mi_ttls ◆ sp_R_sys_time_prd_mi_ttls 	<p>N/A</p>
<p>Setup</p>	<p>Control Panel Error When Running Upgrade</p> <p>Previously, if the Micros control panel was open while the prerequisite patch was running, a "List index out of bounds" error message could appear. This has been corrected.</p>	<p>N/A</p>
	<p>Prerequisite Patch Slow to Identify Version Mismatch</p> <p>During setup, the system did not immediately inform the user when a prerequisite patch could not run because of a version mismatch. This has been corrected.</p>	<p>N/A</p>

Labor Management New Features and Enhancements

Module	Feature
<p>Payroll Preprocessing</p>	<p>Default Payroll Reasons</p> <p>During setup, users can now specify a default reason for time card adjustments. When generating a new record, the selection will be used to populate the Reason field in both Payroll Preprocessing and Manager Procedures. Previously, this field had to be manually set before the time card adjustment record would be saved to the database.</p> <p>To support this functionality, the option Default Reason for Time Card Adjustment was added (<i>POS Configurator Employees Time and Attendance Payroll</i> or <i>LM Setup Time and Attendance Time and Attendance Payroll</i>). During setup, the user selects a value from a drop-down box listing of all the time card-related reasons that were previously defined in POS Configurator (<i>System Reasons</i>).</p> <p>NOTE: Although the system requires users to enter a reason for time card adjustments, use of a <i>default</i> reason code is optional. If the option is left blank, the system will still prompt users to manually select a reason before the record is saved.</p> <p>Also, use of the default will not prevent a person from changing the reason code in the actual record.</p>