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*Restaurant Enterprise Series (RES)  
Version 3.2 – Service Pack 5  
ReadMe First*

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## About This Document

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ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 3.2 release of the MICROS Restaurant Enterprise Series (RES 3000) software. Text is organized by Service Pack:

- ◆ Service Pack 5 — Revision D
- ◆ Service Pack 4 — Revision C
- ◆ Service Pack 3 — Revision B
- ◆ Service Pack 2 — Revision A
- ◆ Service Pack 1



## Service Pack 5

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In keeping with the original RES 3.2 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

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

For clarity, product information is further divided into three sections:

- ◆ 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, installed with the MICROS Documentation and available on the RES CD.

## 3700 POS

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Delivery Dispatch	View Order History and Reopen Closed Checks	5

## New Features Detailed

### Delivery Dispatch

#### *View Order History and Reopen Closed Checks*

With this release, users will be able to view and reopen closed checks from within the Delivery Dispatch module. To support this feature, a new **[History]** button was added to the main Delivery Dispatch screen. During operations, clicking this button will launch a new *Check Search* form.

Employee	Check #	Check ID	Customer	Address	Begun Time	Closed Time	Order Type	Check Total	RVC Name
Bruno	1943		Howard	678 Main Street	10:50:56 ...	10:51:16 ...	Delivery	\$36.96	Restaur...
Bruno	1944		Smith	22 Gateway Plaza	1:39:26 PM	1:45:32 PM	Delivery	\$27.60	Restaur...
Sally S	1945		Pizzelli	123 Main Street	1:42:26 PM	1:45:18 PM	Delivery	\$38.59	Restaur...
Bruno	1946				11:21:02 ...	11:21:50 ...	Eat In	\$0.00	Restaur...
Sally S	1947				11:22:17 ...	11:24:22 ...	Eat In	\$1.40	Restaur...
Bruno	1948				11:48:53 ...	11:51:43 ...	Eat In	\$18.75	Restaur...
Sally S	1949				8:43:45 AM	9:02:08 AM	Eat In	\$0.00	Restaur...

From here, users can click the **[List Checks]** button to display all the closed checks for the selected **Business Date**. (By default, the system will use the current business date.) Users can also filter the list by first entering values in one or more of the following:

- ◆ Business Date (lists checks for selected date only)
- ◆ Begin Time
- ◆ End Time
- ◆ Check Number
- ◆ Check Owner (lists active employees only)
- ◆ Revenue Center
- ◆ Order Type

To locate checks for a particular customer, users can click the **[Customer Find]** button to open a GSS-driven *Customer Selection/View/Modification Screen*. When the customer is found, press the one of the following buttons to return to the *Check Search* form:

- ◆ **[Accept]** — Lists checks for the current customer only.
- ◆ **[Accept All]** — Lists checks for all customers that meet the selection criteria.

For example, when searching for customers with a last name of “Smith”, the user may press the **[Find Next]** button to page through the records of all customers who match this criteria. However, when the **[Accept All]** button is pressed, the system will list checks for all of customers whose last name is “Smith,” not just the current selection.

Once initiated, the **[Customer Find]** button will turn white, as a visual cue that a search is in progress. The button will remain white until the **[Clear Form]** button is pressed to delete the current filter, or the user presses the **[Customer Find]** button to return to the customer selection form and presses **[Cancel]**. At that point, the user can either define a new search or simply press the **[List Checks]** button to show all entries.

### **Edit/Reopen Closed Check**

Once the list is generated, users can highlight an entry and press the **[Open Check]** button to redisplay it through POS operations. By default, the check will be in Edit Mode, which allows the user to void and modify the tender only.

To add, modify, or delete other transaction items, the check must be reopened first. To do this, the following options must be enabled in POS Configurator:

- ◆ **Reopen Closed Check** (*Revenue Centers | RVC Transactions | Delivery*) — When enabled, using the **[Open Check]** button in Delivery Dispatch will automatically reopen the check in POS Operations — provided that the user is privileged to do so. **(NEW)**

- ◆ **Reopen closed checks** (*POS Configurator | Employees | Employee Classes | Guest Checks | Guest Check Control*) — When enabled, allows members of the selected employee class to perform this function.
- ◆ **Default delivery pickup screen** (*System | Order Types*) — From the drop-down list, specify the touchscreen to be used when reopening a check from within Delivery Dispatch. If an entry is not selected, the system will use the employee's **Default Touchscreen** (*Employees | Employee Classes | Clock In/Sign-In*).

## What's Enhanced

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

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

## Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
CA/EDC	Authorization Code Spacing	9
POS Configurator	Combo Groups Quantity of Items Increased to 999	10
POS Operations	Open Check Block Settlement Change	10
	Print Block Settlement Summary	10
	Revised Combo Meal Consolidation	11



## Enhancements Detailed

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### CA/EDC

#### *Authorization Code Spacing*

During operations, customers who wish to pay by credit card must first obtain authorization from their credit card processor. This is done by swiping the credit card through a magnetic card reader or entering the card information manually. If the transaction is approved, the credit card processor returns an Authorization Code which is either transmitted directly to the POS System or manually entered by the POS operator.

Because each credit card company has its own format, the Authorization Code varied in length, type (numeric or alphanumeric), and in the use of empty spaces (leading, trailing, or interspersed between the digits). In the past, the system would record the Authorization Code exactly as entered. However, during settlement, the blank spaces in the entries were systematically removed before submitting the records to the credit card processor. This would cause problems for some of the credit card transactions, which required the spaces to match the records.

To resolve this issue, the credit card function (Caedc.dll), which acts as a handler for the settlement process, was modified to leave the Authorization Code unchanged from the original entry. This is now the default behavior.

To accommodate credit cards that may have problems processing the extra spaces, a Registry value has been added that will allow users to continue to remove the extra spaces during settlement.

To do this:

1. Open Regedit to [\\HKLM\SOFTWARE\MICROS\Common\CCSClient](#)
2. Create a new DWORD value called **ExcludeAuthSpaces**.
3. Right-click on the new entry and select **Modify**.
4. In the **Value Data** field, enter a "1" to enable this option.

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## POS Configurator

### *Combo Groups Quantity of Items Increased to 999*

In previous releases, the system limited the quantity that could be set for an individual menu item within a combo group to nine. This led to awkward workarounds for side groups that exceeded more than 10 items.

For example, to differentiate between combo meals with 6, 12, and 24 chicken nuggets, the user would create separate chicken nugget combo groups (*Sales | Combo Meals | Combo Groups*), each with a **Quantity** of 1. The menu items would then be labeled Chicken Nuggets (6), Chicken Nuggets (12), and Chicken Nuggets (24).

To simplify configuration, the **Quantity** field has been increased from a maximum of 9 to a maximum of 999 items.

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## POS Operations

### *Open Check Block Settlement Change*

The open check block settlement option allows an employee to close all open checks with a single cash transaction. To improve useability, the cash payment algorithm has been modified to fire the cash drawer when the first open check is settled. Previously, the cash drawer would remain closed during a block settlement.

### *Print Block Settlement Summary*

With this release, users can now control whether a summary chit will be printed when using the open check block settlement function. Previously, the summary would be printed automatically.

To support this change, a new option **Print Block Settlement Summary** (*Revenue Center | RVC Printing | Options*) was added to POS Configurator. When enabled (the default setting), the system will automatically print a summary as part of the settlement process. If the option is disabled, the summary will only be printed if an error is posted.

### ***Revised Combo Meal Consolidation***

Previously, when consolidating combo meals with the same parent, but different sides, the system would sort all like side items together. This made it difficult for the server to figure what actually went with a particular combo meal.

To resolve this problem, a change was made to the consolidation algorithm. Now, when two or more combo meals are ordered with the same combo parent but different sides, the second combo meals sides will be appended below the first set of side items.

For example, if the server rang up:

1 Kids meal  
1 Chicken  
1 Fries

+

1 Kids meal  
1 Chicken  
1 Fries

the system would display:

2 Kids Meal  
2 Chicken  
2 fries

However, if another Kid's meal is added but with a different parent item, the display would read:

3 Kids Meal  
2 Chicken  
2 Fries  
1 Burger  
1 Fries

## 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
Common	MDSHttpService Fails Without Explanation	N/A	14
Delivery Dispatch	Delivery Dispatch Occasionally Fails When Launched From POS Operations	N/A	14
POS Configurator	Clear All Totals Requires Reboot of System	N/A	14
POS Operations	Cover Counts Post Differently in Check Detail and Sales Detail Tables	N/A	15
	Memory Error Occurs During Full Database Download on a WS4	20058	15
	PMS Sales Itemizers Wrong When Voiding Prorated Partial Tenders	17518	16
	Reopened Check Does Not Update Amount Due	N/A	16
	Team Service Usage Causes Posting Errors	19624	16

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Operations (cont'd.)	Touch Item Discount Consolidates with Service Charge When Both Applied to Check	N/A	17
	Void-Void of Condiment While Direct Voiding Loses Void Status	19210	17
Setup	Remote Install Fails on Clients Running Windows XP SP2	N/A	17

**Revisions  
Detailed**

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**Common**

***MDSHttpService Fails Without Explanation***

*CR ID #: N/A*

Occasionally, the MDSHttpService would crash without any discernable reason. The cause of the crash was traced to the MDSHttpTransport.dll and/or the MDSBroker.dll. To correct the problem, the proxy library was modified and will create a new broker object to use for communications, should an error situation occur. In addition, the MDSSysUtilsProxy will log an appropriate message instead of crashing the MDSHTTPService.

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**Delivery Dispatch**

***Delivery Dispatch Occasionally Fails When Launched From POS Operations***

*CR ID #: N/A*

Attempts to launch Delivery Dispatch from POS Operations would occasionally result in a system failure. This was caused by an incorrect value in the Delivery Zone Info Line field, which has been corrected.

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**POS Configurator**

***Clear All Totals Requires Reboot of System***

*CR ID #: N/A*

After using the 'Clear All Totals' option, the auto-incrementing fields in the database (i.e., *trans\_seq*) would not reset back to 1 unless the database engine was restarted. To avoid confusion, a reminder was added to POS Configurator. Now, after clearing totals, the system will display the message "Clear Totals complete. This system must be rebooted."

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## POS Operations

### *Cover Counts Post Differently in Check Detail and Sales Detail Tables*

*CR ID #: N/A*

When ringing menu items that add to the cover count, the number of covers would posted differently in the Check Detail and Sales Detail tables if a 100% discount was applied and the option **Negative checks do not add to cover count** was enabled. The covers would be incorrectly posted to the Check Detail table.

In a related issue, cover counts would post incorrectly when one of the counted menu items was returned and the check was then split. In this case, the Check Detail table would correctly delete the cover count for the returned item and apply the remaining covers to the appropriate split check. In the Sales Detail table, the cover count for the returned item was not deleted and the remaining covers would be applied to each of the split checks.

Both problems have been corrected.

### *Memory Error Occurs During Full Database Download on a WS4*

*CR ID #: 20058*

When running POS Operations on a WS4, changes made to the system's configuration would trigger an insufficient memory error on the Client workstation when the full database was downloaded.

Similarly, the WS4 would report an "Error initializing Com interface," when the device was switched from Front-of-House, to Back-of-House, and then to Front-of-House again.

Although the symptoms were slightly different, both problems were the result of memory allocation problems on the WS4. This has been corrected.

### ***PMS Sales Itemizers Wrong When Voiding Prorated Partial Tenders***

*CR ID #: 17518*

After applying and then voiding a partial PMS tender, if a user rang up additional items, the system failed to post the details to the appropriate sales itemizers. Since the itemizer totals were incorrect, the wrong values were being sent to the PMS. This has been corrected.

### ***Reopened Check Does Not Update Amount Due***

*CR ID #: N/A*

After reopening a closed check, if the user rang up additional menu items, the system would include them in the display but failed to add the prices to an updated **Amount Due**. This problem has been corrected.

### ***Team Service Usage Causes Posting Errors***

*CR ID #: 19624*

After paying out a team service check, the system would occasionally error out when attempting to post the totals to the database. The problem occurred when two employees with different *shift\_seqs* were assigned to the same team, causing the stored procedure *sp\_post\_empl\_cum* to fail. This has been corrected.



### ***Touch Item Discount Consolidates With Service Charge When Both Applied to a Check***

*CR ID #: N/A*

Previously, if a user applied a touch item discount and a service charge to the same check, the system would consolidate the two values, incorrectly changing the value of the discount.

For example, if a 10% discount was applied to a \$5.00 menu item, the amount of the discount was -\$0.50. However, if the check total was \$10.00 and a 15% gratuity was added, the system would calculate the gratuity (\$1.50) and then add it to the discount. Consequently, the value of the discount would be incorrectly changed to \$1.00 (i.e.,  $\$1.50 - 0.50 = \$1.00$ ).

This problem has been corrected.

### ***Void-Void of Condiment While Direct Voiding Loses Void Status***

*CR ID #: 19210*

When direct voiding a menu item with condiments, if a mistake was made and the user pressed void-void (last-item void) to erase the previous entry, POS Operations would lose the VOID status, but remain in the condiment selection. This allowed the user to enter positively priced condiments to a voided menu item. It has been corrected.

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## **Setup**

### ***Remote Install Fails on Clients Running Windows XP SP2***

*CR ID #: N/A*

When performing a remote install on a client running Windows XP Service Pack 2, the client would reboot but then failed to start Netsetup. This problem has been corrected.

## Kitchen Display System (KDS)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current KDS 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
KDS Controller	Real-Time Status Posting	19

## Enhancements Detailed

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### KDS Controller

#### *Real-Time Status Posting*

The KDS Controller was modified to support real-time posting of updates to the KDS database. The change will provide more accurate and timely data for Speed of Service Reports and any third-party applications that use the KDS data.

#### **Background**

In previous releases, KDS posting was an optional process, setup through POS Configurator. During operations, the system would save KDS data to an internal file (KdsPost.dat). Periodically, the data would be posted to the KDS database using a scheduled external program, KPM.exe.

As part of setup, users would specify the amount of time between posting intervals. The recommended period was 15 minutes, though the interval could be set as low as a few seconds. (If set to 0, posting was disabled.) However, since the system relied on an external mechanism to post the data, the drain on system resources made it impractical to run at the shorter intervals required for near real-time posting.

#### **Solution**

To address the problem, the posting executable (KPM.exe) has been eliminated and its functionality has been incorporated into the KDS Controller. The removal of this interim process allows the system to speed up the posting of KDS data.

This change also means that the following fields are no longer needed and have been removed from the POS Configurator (*System | Kitchen | Posting*):

- ◆ Post Interval
- ◆ Post Exe
- ◆ Post Arguments

For reporting purposes, KDS can still be configured to post transaction details to up to 3 user-specified text files. Refer to *KDS Version 3.2 (SP5) Posting File Specification, MD0003-066, Rev. A*, for more on this topic.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the KDS 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
KDS Controller	“All Prep Done” Order Does Not Display Properly in DOM When Using Expo Station Only	N/A	21
	Consolidation Does Not Work Properly With DOM Enabled	N/A	21
KDS Display	“Do Not Sort” Option Not Working With Combo Meals	13340	22
	KDS Crashes When Bumping Items on a WinCE Device	N/A	22

**Revisions  
Detailed**

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**KDS Controller**

***'All Prep Done' Order Does Not Display Properly in DOM  
When Using Expo Station Only***

*CR ID #: N/A*

With DOM enabled (*RVC Transactions | Quick Service*), if the site was using an Expo KDS display (and no other prep stations), completed orders were not being posted as "All Prep Done." If the option **No expo done before prep done** (*System | Kitchen*) was also enabled, users could not bump the order from the Expo monitor. This problem has been corrected.

***Consolidation Does Not Work Properly With DOM Enabled***

*CR ID #: N/A*

With DOM enabled (*RVC Transactions | Quick Service*), KDS failed to consolidate menu items properly even though the **Do Not Consolidate** option (*Devices | Order Devices | Options*) had been cleared. For example, if a user rang up a Burger Combo, Burger Combo, Burger, and Medium Fries, the system would incorrectly display:

2 Burger  
1 Burger  
2 Med Fries  
1 Med Fries  
2 Soda

when the correct result should have been:

3 Burger  
3 Med Fries  
2 Soda

This has been corrected.

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## KDS Display

### ***'Do Not Sort' Option Not Working With Combo Meals***

*CR ID #: 13340*

When ringing a combo meal, the KDS device would post order details out of sequence even though the option **Do not sort** (*Devices | Devices | Options*) had been enabled. In this case, the combo meal would be sorted to the top of the check with all single items posted below the combo meal. This has been corrected.

### ***KDS Crashes When Bumping Items on a WinCE Device***

*CR ID #: N/A*

When running KDS on WinCE devices (WS4 or DCU), the display application would crash under the following conditions:

- ◆ Start an order using the **Rush** or **VIP** buttons before entering the first menu item. This only occurred if DOM was enabled (*RVC Transactions | Quick Service*).
- ◆ Pressing a numbered **Done** key (**Done 3**, **Done 4**, etc.) that was higher than the number of orders displayed.
- ◆ Rapidly bumping many chits by either holding down the **Done** key or pressing it repeatedly.

These problems have been corrected.

## Cash Management (CM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

There are no revisions in this version of the software.

## Guest Services Solution (GSS)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Screen Designer	Required Fields	25



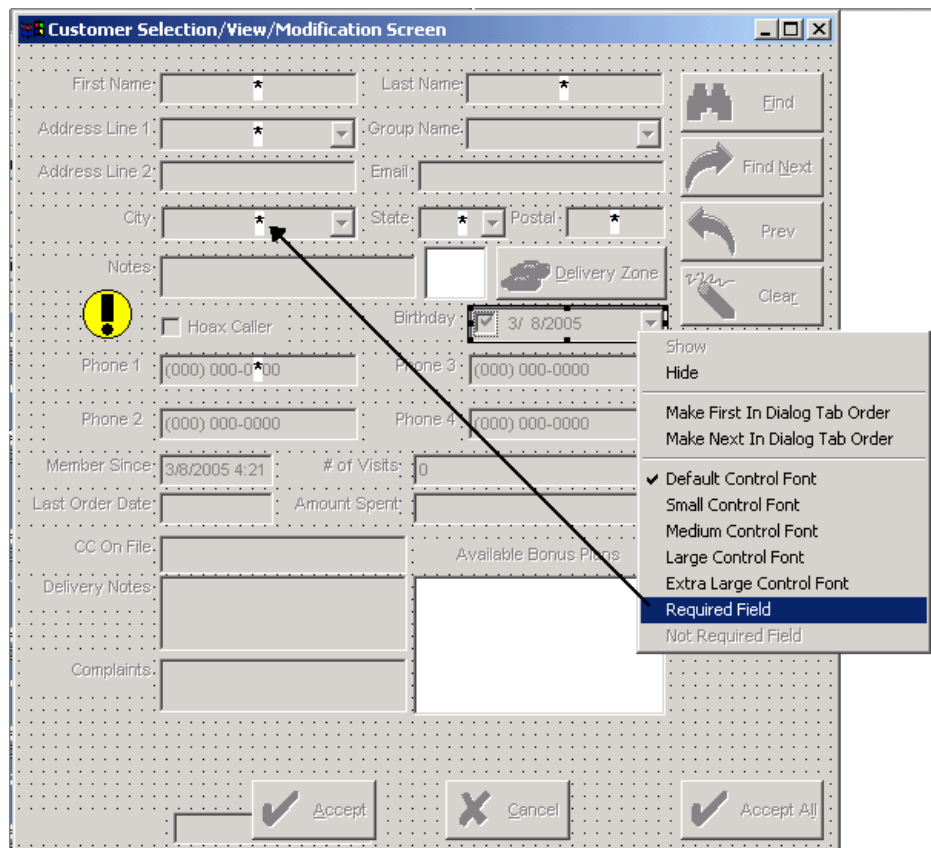
## New Features Detailed

### Screen Designer

#### *Required Fields*

The new **Required Field** feature allows GSS screen designers to specify which fields must be completed before a record can be saved to the database.

To program this feature, users simply right-click the selected object in the backoffice form and specify whether it is a “Required Field” or “Not Required Field” (default). When selected, an asterisk will mark each required field to indicate its status.



When the *Customer* form is opened through POS operations, required fields will be shown with a red background. Once an entry is made, the background will change to white.

The screenshot shows a software window titled "Customer Selection/View/Modification Screen". The form contains the following fields and controls:

- First Name:  (white background)
- Last Name:  (red background)
- Address Line 1:  (red background)
- Address Line 2:  (white background)
- City:  (white background)
- State:  (white background)
- Postal:  (red background)
- Notes:  (white background)
- Hoax Caller:  (white background)
- Birthday:  (white background)
- Phone 1:  (red background)
- Phone 2:  (white background)
- Phone 3:  (white background)
- Phone 4:  (white background)
- Member Since:  (white background)
- # of Visits:  (white background)
- Last Order Date:  (white background)
- Amount Spent:  (white background)
- CC On File:  (white background)
- Delivery Notes:  (white background)
- Complaints:  (white background)
- Available Bonus Plans:  (white background)

On the right side of the form, there are several buttons: Find, Find Next, Prev, Clear, Update, Add, and Keyboard. At the bottom, there are "Accept" and "Cancel" buttons.

To ensure compliance, an error message will display if the user attempts to save the record before all required fields have been completed.

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**Note** *GSS has no way to verify whether the required data is accurate or complete, only that something has been entered in the field — a blank space will suffice. It is up to the user to ensure that useful information has been provided.*

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## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current GSS 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
POS Interface	Address Auto-Complete Enhancement	28
	Invalid Street Authorization	30

## Enhancements Detailed

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### POS Interface

#### *Address Auto-Complete Enhancement*

The address filter in the Customer information form was modified to display a list of matching street addresses during data entry. Now, when a user begins to type a street number and/or name in the **Address 1** field, the system will automatically drop-down a list of up to 10 possible entries. If more than 10 matches exist, only the first 10 will be displayed. Since the list is populated dynamically, the pool of entries will decrease as more of the address is entered.

If **Postal Code Recognition** (*POS Configurator | GSS | Delivery*) is enabled, and a postal code was entered first, the drop-down list will return the first 10 entries from within the specified postal code.

This functionality has been added to both the GSS backoffice form and the POS front-of-house customer dialogs.

Address validation was designed for use with Delivery Zone Mapping. As such, it only works when the following options are also enabled in POS Configurator (*GSS | Delivery*):

- ◆ **Validate Delivery Streets**
- ◆ **Validate Block Numbers**

#### **Background**

GSS allows users to create a delivery area database that includes the street names, range of building numbers, and related postal codes for every building within their business service area. When a new customer is entered into the system, the program checks to see if the street address is valid and within the business' defined geographic area.

In the past, when entering customer data, the system would automatically complete the street address with the first record that matched the typed entry. For example, suppose the delivery area included the following range of addresses:

1-100 Ashland Court  
1-200 Ashland Street  
2-50 Westland Drive  
3-75 Westland Building, Main Street

If, during data-entry, the user typed “33” in the **Address 1** field, the system would automatically return the first entry that satisfied this criteria — 33 Ashland Court. If the customer’s address was 33 Westland Drive, the user could either edit the street name or use the search key to page through the possible entries, one record at a time. This could be a tedious and time-consuming task. By providing a list, instead of a single entry, the change improves speed of service and allows the user to move onto the next task.

### Configuration Changes

No options were added for this enhancement. However, the POS user’s customer selection form must be modified to support a drop-down list of addresses. To do this:

1. Open the *GSS Backoffice | Screen Designer* and open the customer screen .
2. Lengthen the **Address 1** field to accommodate multiple entries. The control box should overlap the fields below. This will not affect their functionality; it will simply allow the address field to display the drop-down list.
3. Save and close.

### ***Invalid Street Authorization***

With this release, users must now be privileged to accept a customer record with an invalid street address. The change was needed reduce the number of incomplete or incorrectly entered records cluttering the database.

### **Procedure**

When adding a customer record, if the street address cannot be found in the current Delivery Zone database, a dialog box displays asking if the user wants to accept the invalid address. If the user selects **[Yes]**, the system will check to see if the user is privileged to do. If not, an authorization dialog will display. The user can then have a privileged employee approve the request.

If the dialog box is cleared without obtaining authorization, the system will not allow the user to exit the **Address 1** field without entering a valid address.

Once the entry is authorized, the customer record can be completed and saved to the customer database. The Delivery Zone database is not affected by the entry.

### **New Option**

To enable this feature, a new employee privilege was added in POS Configurator. The option **Accept Invalid Street** (*Employees | Employee Classes | Privileges | GSS Privileges*) should be checked for those employees who will be allowed to use this feature.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the GSS 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
GSS Back Office	Unable to Access Keyboard Screen	N/A	32
POS Interface	Performance Issue With Auto-Address Completion	19318	32

**Revisions  
Detailed**

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**GSS Back Office**

***Unable to Access Keyboard Screen***

*CR ID #: N/A*

In the GSS Back Office application, attempting to open the **Screen Designer | Keyboard** form would cause an error message to display and the software to hang. This problem has been corrected.

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**POS Interface**

***Performance Issue With Address Auto-Completion***

*CR ID #: 19318*

When entering an address on the GSS Customer form, there was a noticeable hesitation/pause between typing the first numbers or letters and the appearance of the characters on the screen. This performance issue was corrected by coding changes made for the Auto-Address Complete Enhancement (page 28).



## Product Management (PM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Ordering	Vendor Not Retrieved When Using Lists	N/A	35
Reports	Inventory Cost of Sales Summary Reports	19244	36
	Inventory Potential Revenue Report	19243	37
	Inventory Reports Taking Too Long to Run	18485, 18486, 18487	37
	Inventory Variance Report	19677	38
	Menu Engineering Reports	19045	38
	Menu Item Theoretical Cost of Sales and Menu Engineering Reports	N/A	39
Setup	Error Occurs When Closing Periods Containing Large Numbers of Transactions	N/A	40
	Recipe Items Deleted Improperly	18877	40

## Revisions Detailed

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### Ordering

#### *Vendor Not Retrieved When Using Lists*

*CR ID #: N/A*

When creating a new order using an Item List filter, the correct vendors were not being pulled into the form. This occurred when the following options were also enabled:

- ◆ **Allow unit and quantity to be saved in list** (*PM | Setup | PM Parameters | General*)
- ◆ **Override default purchase units with list units** (*PM | Setup | PM Parameters | General*)
- ◆ **Allow unit conversion** (*PM | Setup | Order Classes | Options*)

The problem, which was traced to the stored procedure that retrieves vendor bids, has been corrected.

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## Reports

The table below describes the PM report changes in this Service Pack:

Report	Area Modified	Description
Inventory Cost of Sales Summary Report  <i>CR ID #: 19244</i>	Template, Stored Procedure <sup>a</sup>	<p>When running an Inventory Cost of Sales (COS) Summary report, the <i>Net Receipts</i> for a Major Group were understated by the value of the Production Items. This, in turn, was causing the <i>Actual Usage</i> to be understated; in other words, <math>Actual\ Usage = Opening\ Stock + Net\ Receipts - Closing\ Stock</math>).</p> <p>To resolve this problem, the value of Production Items was removed from the internal calculation of <i>Net Receipts</i> and given its own <i>Property Item Credit</i> entry at the bottom of the report. As a result, for individual rows, the previous method for determining accuracy by equating <math>Opening\ Stock + Net\ Receipts</math> to <math>Closing\ Stock + Actual\ COS</math> is no longer valid. However, the values in the Property Totals row will be accurate.</p>

<p>Inventory Potential Revenue</p> <p><i>CR ID #: 19243</i></p>	<p>Template, Stored Procedure<sup>b</sup></p>	<p>After declaring production, the actual and theoretical usage values in the Inventory Potential Revenue report were incorrectly added twice for production items - once after production and again after that item is sold. To correct this problem, a production credit was added to the report to back out the production usage costs. This will allow the Inventory Potential Revenue and the Theoretical Cost of Sales Detail reports to balance.</p>
<p>Inventory Reports</p> <p><i>CR ID #: 18485, 18486, 18487</i></p>	<p>Stored Procedure and Templates<sup>c</sup></p>	<p>The following Inventory reports would either hang or take an unacceptably long time to complete when run via Reports Explorer:</p> <ul style="list-style-type: none"> <li>◆ Inventory Variance Report</li> <li>◆ Inventory Item Usage Analysis Report</li> <li>◆ Inventory Potential Revenue Report</li> </ul> <p>This has been corrected.</p>

<p>Inventory Report Variance</p> <p><i>CR ID #: 19677</i></p>	<p>Stored Procedure<sup>d</sup></p>	<p>The Inventory Variance Report was showing inaccurate data for the <b>Actual Usage Value</b> and <b>Variance Value</b> fields. If the return was the only "receipt" transaction for a business date (or the first, or if the user returned more than received on the business date) the value of the receipt would be incorrectly posted as positive. This has been corrected.</p>
<p>Menu Engineering Reports</p> <p><i>CR ID #: 19045</i></p>	<p>Template<sup>e</sup></p>	<p>When running the Menu Engineering Reports (consolidated and non-consolidated), the <b>Weighted Average Net Sales Price</b> totals were incorrect when the prorated discount option was enabled. The discount amount was added to the menu item instead of subtracted. This has been corrected.</p>

<p>Menu Item Theoretical Cost of Sales and Menu Engineering Reports</p> <p><i>CR ID #: NA</i></p>	<p>Template, Stored Procedure<sup>e,f</sup></p>	<p>When running the Menu Item Theoretical Cost of Sales report or the Menu Engineering reports (consolidated and non-consolidated), the values in the <b>Weighted Average Net Sales Price</b> column were incorrect. Instead of using the weight total for open quantity items, the system used the <i>sls_cnt</i> from the <i>dly_sys_cmpst_mi_ttl</i> table. The Total Quantity value was also incorrect. These problems have been corrected.</p>
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<sup>a</sup> Files Changed:

InvenCOSSumm.rpt  
speo\_R\_inven\_cos\_summary.sql

<sup>b</sup> Files Changed:

InvenPotentialRevenue.rpt  
speo\_R\_inven\_var\_info.sql

<sup>c</sup> Files Changed:

speo\_R\_inven\_var\_info  
InvenCostSalesDtl.rpt  
InvenItmUsgAny.rpt  
InvenPotentialRevenue.rpt  
InvenVar.rpt

<sup>d</sup> Files Changed:

speo\_inven\_do\_itm\_rcpt

<sup>e</sup> Files Changed:

RecipeMenuEngCondEx.rpt  
RecipeMenuEng.rpt

<sup>f</sup> Files Changed:

RecipeTheoCost.rpt  
speo\_R\_menu\_info.sql

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## Setup

### ***Error Occurs When Closing Periods Containing Large Numbers of Transactions***

*CR ID #: N/A*

When closing multiple periods, an error would occur if the system had many (millions) of inventory item transaction detail records that had not been moved into the closed period transaction tables. To correct the problem, the stored procedure *speo\_inven\_closed\_prd\_move* was modified. Now, when closing periods, the procedure will move records one business date at a time, instead of attempting to move ALL transactions in one large batch. After each closed business date, the records will be committed. This should prevent the error and, in the event that the stored procedure fails, only the business date currently being moved will be rolled back.

### ***Recipe Items Deleted Improperly***

*CR ID 18877*

Previously, users were able to delete inventory items configured as **Recipe Item** (*PM | Setup | Inventory Items | General*), even if they were included in an existing recipe. This would result in a range of problems, from missing data for recipes that included the deleted items to incorrect inventory reports. The problem has been corrected.



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## Labor Management (LM)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
LM Setup	Autoscheduling With Skill Level Requirements	41

### New Features Detailed

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#### LM Setup

##### *Autoscheduling With Skill Level Requirements*

With this release, managers can now specify the skill levels needed when autoscheduling weekly assignments. Previously, the autoscheduler only looked for employees who fit the job type and availability (i.e., date and time) requirements. By adding skill levels, managers have an additional tool for balancing labor costs against the site's operational needs.

For example, if projected sales on Sunday mornings are low — only one employee needed — the manager might schedule someone with a skill level of *Expert*. Working alone, it makes sense to have someone who can handle tasks quickly and proficiently. Later, when the day becomes busier and more staff members have shown up, the manager might decide that an *Average* skill level is sufficient.

Since wages generally increase with experience, this functionality allows managers to schedule staff members when and where their skills can be most effective.

Skill level requirements are part of LM's **Staff Requirements/Auto Scheduling Requirements** feature. Licensing is required. In addition, the related forms will not be displayed or editable unless the current user is privileged (*LM Setup | General | Security Access*) to do so.

### Configuration Changes

To support this functionality, a new *Skill Level Requirements* form (*LM Setup | Staff Requirements*) was added. Depending on the number of staff required, the form allows a user to specify how many employees will be needed at each skill level for each day of the week, part of the day, and type of job selected.

Requirement / Sections	1 - Expert / Trainer	2 - Expert	3 - Above Average	4 - Proficient	5 - Adequate	6 - Novice / Borderline	Any Level
1	0	1	0	0	0	0	0
2	0	1	0	0	0	0	1
3	0	1	0	1	0	0	1
4	0	1	0	0	0	0	3

Skill levels (shown as columns in the above form) are defined in the *Skill Levels* form (*LM Setup | Time and Attendance*). Up to 20 skill levels may be defined. (For more on this topic, refer to the Skill Level Modifications topic, beginning on page 49).

The actual number of staff/sections required in a given day/daypart should coincide with the number specified in the *Edit Requirements* form in the Scheduling application.

## Setup

To configure the skill level requirements:

1. Open LM Setup and select *Staff Requirement | Skill Level Requirements*.
2. From the drop-down lists at the top of the form, select a **Job** type, **Day of the Week**, and **Daypart**.
3. Click the **+** icon to add a new record.
4. In the column **Requirements/Sections**, specify the number of employees needed for that row's skill level requirements to take effect.
5. For each record, enter the number of employees required at each skill level (e.g., *Expert, Proficient, Beginner*, etc.). These are defined in the *LM Setup | Time and Attendance | Skill Levels* form.

Initially, the system will assign all of the employees to the last column, the default *Any Level*. This value will decrease dynamically by the number of skilled positions added in the row. The sum of all entries may not exceed the number entered under **Requirements/Sections**.

---

### **Note**

*Skill Level Requirements are only applicable when the number of employees scheduled equals the number defined in the row. Once the number of employees changes (e.g., increments from 2 to 3 people), the system will cease to schedule employees based on the 2-person requirement.*

*If a record is not defined for 3 people/sections, the system will apply the default and schedule any available staff member who can do the job.*

*If the number of employees required is less than the number available at a particular skill level, the system will not substitute a less qualified employee but will leave that part of the schedule blank. A manual adjustments will be required.*

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6. Repeat for each **Job**, **Day of the Week**, and **Daypart**.

### Copy Wizard

To speed setup, a Copy Wizard was added to facilitate copying skill level requirements from one job, day of the week, and daypart, to another.

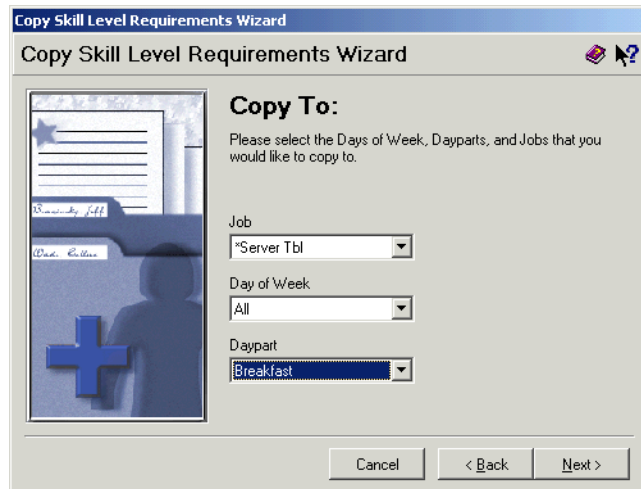
To launch the Wizard:

1. Press the **Copy** button above the table on the *Skill Level Requirements* form. A welcome screen is displayed. Press **Next** to continue.
2. By default the **Copy From** fields will be populated with the current selection shown in the drop-down lists of the *Skill Level Requirements* form.



3. Confirm or change the entries, as needed. When the selection is correct, press **Next** to continue. A blank **Copy To** form will be displayed.

4. Select a **Job**, **Day of the Week**, and **Daypart** from the drop-down lists or select *All* to apply the requirement to every entry in that field. Press **Next** to continue.



5. If the **Copy To** files are empty, the system will copy the data and close the Wizard.

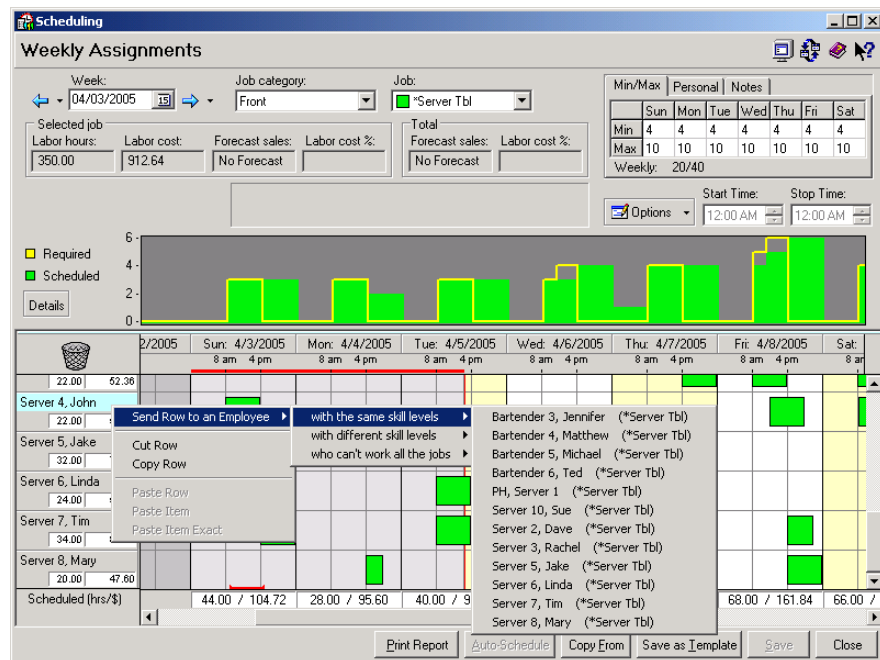
If skill level requirements have already been defined, an error message will display informing the user of the preexisting criteria and asking for confirmation to overwrite. Press **Next** to continue and write the files.

## Editing Assignments

Once the assignments are generated, managers should review the results and make the necessary additions and changes to the schedules.

With the addition of skill level requirements, a new option was added to the *Weekly Assignments* form that allows users to move an employee's entire schedule (row) to another employee based on their skill level. To do this:

1. Right-click on the name of the current employee. A pop-up menu displays.



2. Select **Send Row to an Employee** to open the next nested menu and select one of the following options:

- ◆ with the same skill levels
- ◆ with different skill levels
- ◆ who can't work all the jobs

3. Highlight one of the selections to display a list of employees who fit the criteria. The list includes names and the job/skill levels for which they are qualified.
4. Select an employee. The event nodes will be automatically moved and the totals adjusted accordingly.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current LM applications. 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
LM Setup	Skill Level Modifications	49
Scheduling	Assigning an Employee's Section for a Shift	51
	Auto-Scheduling by Name	54



Enhancements  
Detailed

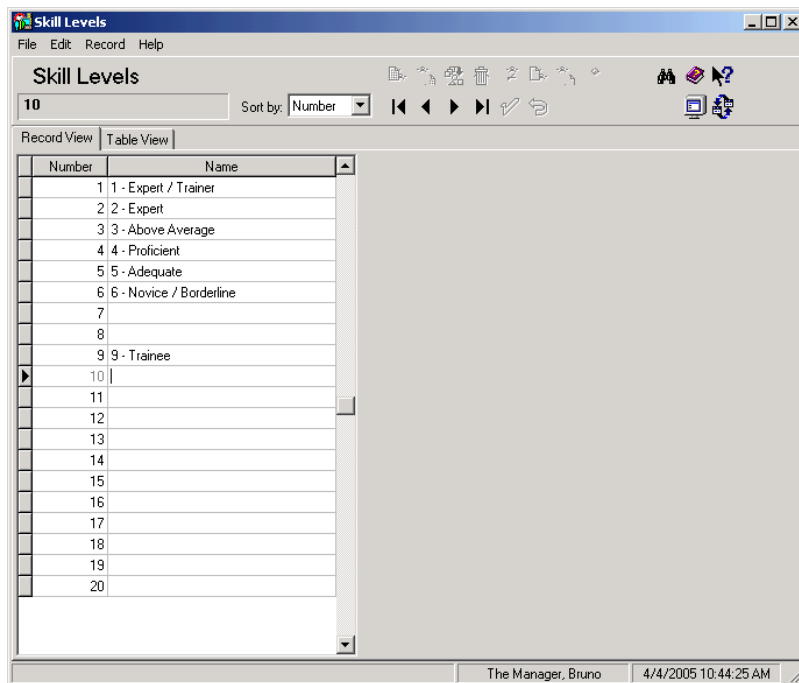
LM Setup

*Skill Level Modifications*

To facilitate the addition of skill level requirements during scheduling, the *Skill Levels* form (*LM Setup | Time and Attendance*) was modified to support a fixed number (20) of records. Previously, users could enter an unlimited number of entries.

**Note** *When upgrading from a previous version, the system will automatically post the first 20 entries to the new Skill Levels table. If more than 20 skill levels have been defined, the additional entries will be copied to the database, but will not be accessible through the application interface.*

The new form provides users with 20 pre-programmed row positions. Additional rows cannot be added, nor existing rows deleted. To configure skill levels, labels may be entered in any of the 20 row positions. Blank rows may be interspersed between entries.



During operations, the system will ignore empty records and display, in columns or drop-down lists, the skill level names in the order provided. Since the names are just labels, they can be modified at any time. Changes will propagate automatically to the following forms where **Skill Levels** options are available:

- ◆ HR (or POS Configurator) | Employees Setup | Hourly Job
- ◆ HR (or POS Configurator) | Employee Setup | Salary Job
- ◆ LM Setup | Staff Requirements | Skill Level Requirements
- ◆ Scheduling | Schedule Place Holder Setup

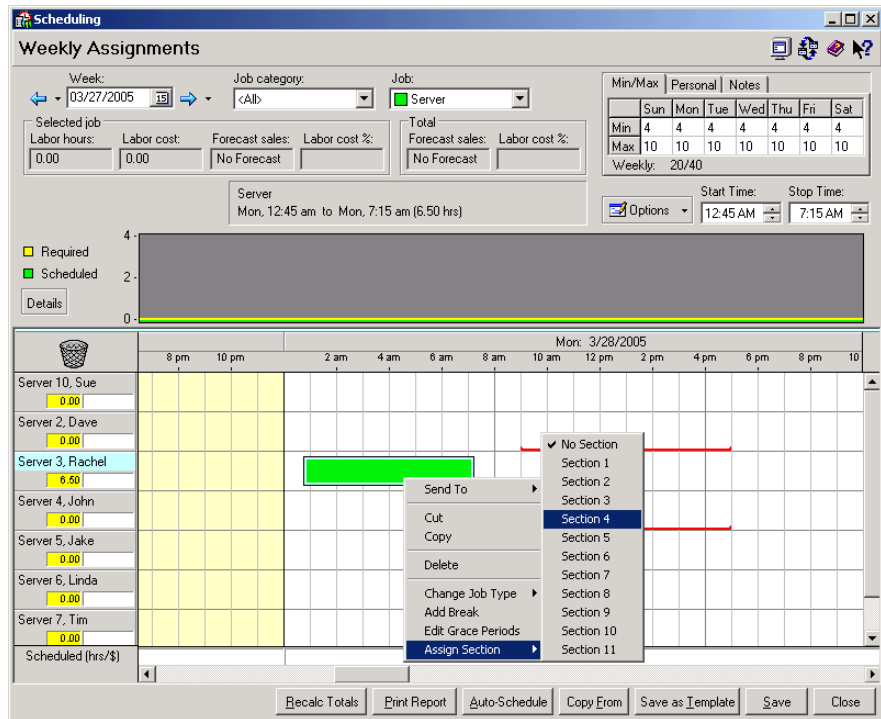
Once a skill level is selected on one of these forms, the label cannot be moved or deleted from the form until all links to it have been deleted.

## Scheduling

### *Assigning an Employee's Section for a Shift*

When setting up weekly assignments, users can now specify where each employee will be working during a scheduled shift or time event. This is done by linking the time event to one of the Sections defined in POS Configurator (*Revenue Center | RVC Table Seating | Seating Sections*).

To create the link, users simply right-click the selected time event on the *Weekly Assignments* form, highlight the new **Assign Section** option and choose from the list of predefined **Sections**. Assignments can be deleted by choosing **No Section** from the pop-up list.



**Note** Section assignments made through the Scheduling application are for LM report purposes only. The entries made here will not change Table or Section assignment made via POS Configurator or Manager Procedures.

## Reports

As part of this enhancement, two reports were modified to include the new section assignment information:

### Individual Employee Schedule

Employee Schedule		
Micros Cafe - Micros Cafe		
Printed on 3/22/2005 - 3:51 PM		
-----		
Server 2, Dave		
Date	In/Out	Job
Tuesday		
3/29/2005	8:00:00AM	Server
	2:00:00PM	Section 2
-----		
Server 3, Rachel		
Date	In/Out	Job
Tuesday		
3/29/2005	8:00:00AM	Server
	2:00:00PM	
-----		
Server 10, Sue		
Date	In/Out	Job
Tuesday		
3/29/2005	8:00:00AM	Server
	2:00:00PM	Section 1
-----		
SchedIndvEmp.RPT v3.2.100		

Section Assignment

Employee Schedule by Employee

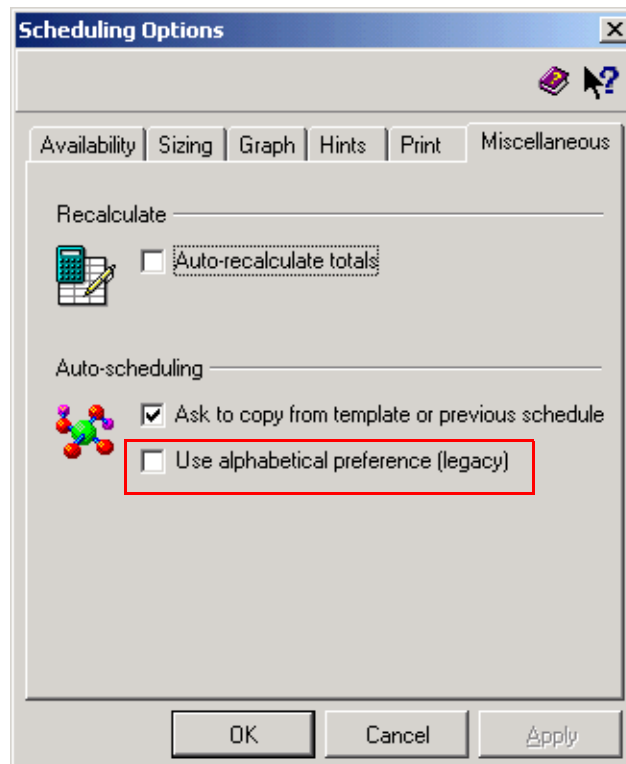
Section  
Assignment

Employee Schedule by Employee								
Micros Cafe - Micros Cafe								
Report Date: Week of 3/27/2005						Bruno The Manager		
Filter: Jobs, Schedule Week						Printed on 3/23/2005 - 10:16:57AM		
Server								
Employee Name	Termination Date	03/27/2005 Sunday	3/28/2005 Monday	3/29/2005 Tuesday	3/30/2005 Wednesday	3/31/2005 Thursday	4/1/2005 Friday	4/2/2005 Saturday
Server 10, Sue								
Server		In		8:00am	8:00am			
Section			Section 2	Section 1				
Server 2, Dave								
Server		In		8:00am				
Section				Section 2				
Server 3, Rachel								
Server		In		8:00am	8:00am			
Section					Section 1			
Server 5, Jake								
Server		In			8:00am			
Section					Section 2			
Server 6, Linda								
SchedEmpNoOutTimes.rpt v 3.2.100						Page 1 of 1		

### *Auto-Scheduling by Name*

In the past, when auto-scheduling weekly assignments, the system would select employees alphabetically by last name. As a result, employees whose last names began with letters A through E, for example, would be scheduled first and more often than those whose names began with W through Z. If a lot of employees were qualified for a particular job, relative to the requirements for that job, then employees whose last names began with Z might never be auto-scheduled.

To correct this imbalance, the auto-scheduling functionality has been reprogrammed to select employees in a more random fashion. For those who prefer the previous functionality, the option **Use alphabetical preference (legacy)** (*Scheduling | Weekly Assignments | Options | Miscellaneous*) was also added. When checked, this option will revert to scheduling available employees alphabetically. By default, this option is disabled.



## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the LM 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
Forecasting	Revenue Center Historical Totals Incorrect	19450	56
Human Resources	'Allow sub-minimum wage pay' Option Causes Incorrect Override Overtime Rate Calculation	N/A	56
Reports	Employee Schedule	18991	57

**Revisions  
Detailed**

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**Forecasting**

***Revenue Center Historical Totals Incorrect***

*CR ID #: 19450*

Previously, in a multiple revenue center environment, the system was using incorrect historical data when forecasting labor requirements. Instead of making calculations for each revenue center based on its own Historical Totals, the system was making those calculations based on the total combined sales for all the revenue centers. This problem has been corrected.

---

**Human Resources**

***'Allow sub-minimum wage pay' Option Causes Incorrect  
Override Overtime Rate Calculation***

*CR ID #: N/A*

When configuring an employee's hourly job in a store with LM licensing, if that employee has the **Allow sub-minimum wage pay** option selected, any new Override pay rate will have their corresponding Override overtime rate incorrectly calculated. The Override Overtime Rate (OOR) will be the Overtime wage multiplier X the minimum wage, regardless of the value entered in Override Pay Rate. This has been corrected.



## Reports

The table below describes the LM report changes in this Service Pack:

Report	Area Modified	Description
Employee Schedule  <i>CR ID #: 18991</i>	Template <sup>a</sup>	When running the Employee Schedule report, the Day 1 entry did not display the date as set in the Microsoft Control Panel Regional Options. Instead of pulling the System Default Short Format (used for Days 2-7), it was hard-coded to the MM/DD/YYYY format. This has been corrected.

<sup>a</sup> Files Changed:  
SchedEmp.rpt

## Financial Management (FM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

There are no revisions in this version of the software.

## RES Platform

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### Introduction

This chapter comprises changes made to RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

There are no revisions in this version of the software.



## Service Pack 4

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In keeping with the original RES 3.2 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

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

For clarity, product information is further divided into three sections:

- ◆ 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, installed with the MICROS Documentation and available on the RES CD.

## 3700 POS

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Hand-Held Terminals (HHT)	Fujitsu BPad	63
POS Operations	Printer Destination Selection	68
SIM	Test_Dsvc	70
	Test_Dsvc_Ttl	71
	Validate_Mag_Track	72

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## New Features Detailed

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### Hand-Held Terminals (HHT)

#### *Fujitsu BPad*

With this release, RES support has been added for using the Fujitsu BPad hand-held devices. This section provides instructions for installing the POS operating system (RES 3.2 sp3 build 3.2.51.965 or higher) on the BPad device (BPAD.12).

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***Note** Because of limited screen space, all numeric and alphanumeric keypad buttons have been removed from the BPAD version of manager procedures. Numeric data can be entered via the hardware keyboard and alphanumeric via the software input panel (press F1).*

---

#### Configure the Server

Follow these steps to set up the server to use the Fujitsu BPad device:

1. Open the MICROS Control Panel and set the Restaurant status to *Off*.
2. Copy the **BPadSetup.exe** file to the **\Micros** directory on the Server.
3. Double-click on **BPadSetup.exe**. A zip file window will display.
4. Check the two files in the window and select the **Unzip** button from the popup window. Setup will unzip the files and copy them to a **\BPadSetup** folder. When the process is complete, the message "Files Unzipped Successfully" will display.
5. Click **OK** to close the message box. The setup program will finish installing, creating the following directory tree:
  - ◆ **\MICROS\RES\Ca\BPad\** — This is the root of the BPad tree. It contains the necessary **POSLoader.cab** file required for the hand-held setup
  - ◆ **\MICROS\RES\Ca\BPad\FlashDisk\MICROS\** — Contains the **Bitmaps**, **Etc**, and **Txt** folders that store specific files to download to the hand-held device (i.e., **OpsDisplaySys.cfg**)

6. Ensure that ActiveSync is installed on the Server. If not:
  - ◆ Go to the Microsoft website ([www.microsoft.com](http://www.microsoft.com)) and navigate to *Windowsmobile | Downloads*.
  - ◆ Select the *ActiveSync* option and choose the most up-to-date version of the software (currently this is Version 3.7.1).
  - ◆ Select a language for the download.
  - ◆ Click **Accept** to acknowledge the licensing agreement and download the software.

### Configure the Fujitsu Hand-Held Device

If version BPad.11 or higher is installed, the POSLoader will automatically upgrade the hand-held device once the Server setup (as described above) is complete and the device is rebooted by pressing the RESET button on the back of the hand-held. No further setup is required.

If a previous version of the operating system (BPad.10 or lower) was installed on the hand-held device, go to page 67 and complete the steps under **Removing MICROS from the Fujitsu BPad** before proceeding.

Follow these steps to setup the Fujitsu hand-held unit. These steps also apply to a clean (first-time) installation:

1. Turn on the hand-held device by holding down the **Power** button (directly under the **F1** button). The screen displays the following message: “The contents of memory has been lost. Touch ‘Restore’ to recover the application program.”
2. Click the **Restore** button.
3. Follow the system prompts to calibrate the touch screen.
4. Click **OK** when the **Date/Time/Time Zone** dialog displays. These setting will be configured later. Wait while the device reboots. The NETWLAN1 setup screen will display.



5. Configure the appropriate Wireless Network and select **OK**.

**NOTE:** Double-click the network icon in the Task Bar to verify that the network connection is active, with a valid IP Address. If using a Static IP Address, the following configuration steps may be required:

- ◆ Click *Start | Settings | Control Panel*.
  - ◆ Select **Network and Dialup Connection**.
  - ◆ Select *NETWLANI*.
  - ◆ Specify the **IPAddress** information.
  - ◆ Click **OK**.
  - ◆ Recheck the IP Address using the Network icon in the Task Bar.
6. Double-click the time in the Task Bar to configure the **Date, Time, and TimeZone** settings. Click **OK** when finished.
  7. On the hand-held device, select *Start | Programs | ActiveSync* to initiate an ActiveSync session.

**NOTE:** It is not necessary to establish a Partnership on the Server.

If the message “Found New Hardware” displays on the Server, install the appropriate USB driver supplied by Fujitsu before proceeding.

If the connection continues to fail, it may be necessary to unplug and reconnect the USB cable to the Fujitsu cradle to complete the connection.

8. Go to the Server. From the Windows Explorer, copy the **POSLoader.ARMV4I.CAB** file from the **\MICROS\RES\Cal\BPad** folder to the root directory of **Mobile Device**. This should be listed after the local drives.
9. Once the file has been copied, disconnect the ActiveSync session on the hand-held device by double-clicking the **ActiveSync** icon on the Task Bar and selecting *Disconnect* from the popup menu.

10. On the hand-held device, select *Start | Programs | Windows Explorer*.
11. Double-click on the **POSLoader.ARMV4I.CAB** file. When prompted, verify that the installation path is **\Flashdisk\System** and click **OK** to continue.
12. Navigate to the *Windows* folder and double-click on **POSLoadInstaller.exe**.
13. After reboot, the MICROS POS Configuration utility will automatically begin.
14. Complete the POS Configuration, as required. When finished, the device will reboot automatically. **As soon as the device begins the reboot process, press and hold down the SFT and CAN buttons simultaneously, until the BPad Configuration screen appears.**  
  
NOTE: If the BPad configuration screen does not appear, repeat by performing a warm reboot pressing the **RESET** button on the back of the device while holding down the **SFT-CAN** buttons.
15. When the BPad Configuration screen displays, click the option “0. End.” A progress bar is shown as the system settings are saved to the FlashDisk for permanent storage. When finished, the device will power off.
16. Power on the BPad. The Mobile MICROS Startup Message Box displays.
17. Click **Continue** and wait while the BPad installs all RES files. When complete, the message “POS Client Software Download/Update finished.”
18. Click **OK** in the corner of the hand-held device to launch POS Operations.

## Removing MICROS from the Fujitsu BPad

Follow these steps to remove the RES operating system from a Fujitsu BPad device:

1. On the hand-held device, select *Start | Programs | ActiveSync* to initiate an ActiveSync session.

**NOTE:** If MICROS applications are active, pressing the **SFT-CAN** buttons is the only way to access the **Start** button. Also,

- ◆ It is not necessary to establish a Partnership on the Server.
  - ◆ If the message “Found New Hardware” displays on the Server, install the appropriate USB driver supplied by Fujitsu before proceeding.
  - ◆ If the connection continues to fail, it may be necessary to unplug and reconnect the USB cable to the Fujitsu cradle to complete the connection.
2. Go to the Server. From the Windows Explorer, copy the **UninstallMICROS.exe** file from the **\MICROS\RES\Ca\BPad\Flashdisk** folder to the **Mobile Device\Flashdisk** folder. This should be listed after the local drives.
  3. Once the file has been copied, disconnect the ActiveSync session on the hand-held device by double-clicking the **ActiveSync** icon on the Task Bar and selecting *Disconnect* from the popup menu.
  4. On the hand-held device, select *Start | Programs | Windows Explorer*.
  5. Navigate to the **\Flashdisk** folder and double-click **UninstallMICROS.exe**.
  6. When the process is complete, the message “MICROS Startup File Removal is now complete” will display. Click the **OK** button. The BPad will reboot.
  7. Remove the battery cover from the back of the hand-held unit.

8. Depress the **Full Reset** button located beneath the battery.
9. Reset the battery and replace the cover. MICROS RES is now removed from the hand-held device.

---

## POS Operations

### *Printer Destination Selection*

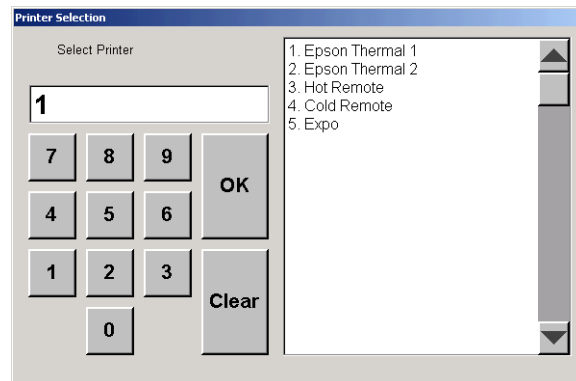
During setup, workstations are linked to one or more default printers (*POS Configurator | Devices | User Workstations | Printers*). A selection is made for each type of print job required (e.g., guest checks, receipts, time cards, validation chits, etc.).

In the past, the only way to change the printer destination was through the device's settings in POS Configurator. This is not always practical. During operations, temporary conditions (equipment malfunction, an unexpected rush of customers) could result in too many workstations printing to the same device, or an active workstation printing to an inconvenient location.

This was especially true for hand-held units. Since hand-held units are not fixed to a particular station, a server working in section A (for example) could easily be assigned a unit linked to a section B printer. Consequently, a lot of time could be wasted walking back and forth to retrieve guest checks, credit card vouchers, etc.

## The Solution

To improve service, the ability to override a workstation's default printer was added. Now, when a print job is initiated, the system can be programmed to display a list of available printer. User's simply select and press **OK** to send the job to that device.



If the printer is not accessible at the time of selection, the system will automatically go to the workstation's designated Local Backup Printer.

---

**Note** *This feature does not affect journal printing, backup journal printing, or local backup printing.*

---

## New Options in POS Configurator

To support this feature, two new options were added to POS Configurator:

- ◆ **Enable Printer Destination Selection** (*Devices | User Workstations | Options*) — When checked, overrides the workstation's default printer when a print job is initiated. Provides a list of available printer devices where the print job may be sent.
- ◆ **Printer destination selection** (*Devices | Devices | Printer Definition*) — When checked, includes the device as an alternative to a workstation's default printer.

NOTE: If selected, the device will be available to *every* workstation where the printer override option is enabled.

---

## SIM

The following SIM variables were added in this release:

### *Test\_Dsvc*

#### Function

This command may be used to verify a discount or service charge. An amount or percentage can be passed with the function when checking a discount or service charge that is not a preset item.

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

Test\_Dsvc Obj\_Num

or

Test\_Dsvc Obj\_Num, Value

#### Argument/Description

**Obj\_Num** — The object number of the discount or service charge.

**Value** — Optional value that is the amount or percentage to be applied.

#### Example

```
Event inq:1
    Test_Dsvc 202, 5.00 // Open $ Discount
    InfoMessage "Open $ Discount, $5.00", @Test_Dsvc_Ttl
EndEvent
```

## *Test\_Dsvc\_Ttl*

### **Function**

This system variable is used to return the value of a discount or service charge. It is initialized to zero at the beginning of each SIM event and also prior to running a Test\_Dsvc test.

### **Type/Size**

\$12

### **Syntax**

@Test\_Dsvc\_Ttl

### **Usage**

- ◆ This variable is read-only.

## *Validate\_Mag\_Track*

### Function

This system variable allows users to swipe and read magnetic card data when initiated as part of a SIM input command.

### Type/Size

N1

### Syntax

@Validate\_Mag\_Track

### Example

```
Event inq:1
    var account_num: a19
    var track1_data : a79
    var track2_data: a79

    @validate_mag_track = 0    // disable track 2 validation
    window 1,40
    displayMSinput 1, 2, accountnum{m1, 1, 1, 19}, "Enter Account
        Number", 0, 0, track1_data{m1,*},""
    windowinput
    waitforclear

    window 2, 40
    display 1, 2, "Account Number:", account_num
    if@MAGSTATUS = "Y"
        display 2, 2, "As read from credit card."
    else
        display 2, 2, "As entered from keyboard."
    endif
    waitforclear

EndEvent
```



**Note**

When a SIM event is executed, the variable defaults to a state of 1 (true), which validates track 2 data.

The variable may be set to 0 (false), which directs the script to bypass track 2 validation. This allows sites to read a magnetic identification card with blank track 2 data.

## 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
Manager Procedures	Added Messages About Employee and Menu Item Wizards	75
POS Configurator	Added Discount Restrictions Per Seat	75
POS Operations	Forgive Cover Counts on Menu Items	75
	Tax Calculations Involving Subtotal Discounts on a Seat-Filtered Check	77
Reports	Credit Card Batch Report	78
SIM	Magnetic Track 3 Support on OPOS Devices	79

## Enhancements Detailed

---

### Manager Procedures

#### *Added Messages About Employee and Menu Item Wizards*

By design, Manager Procedures does not support the use of the Employee or Menu Item Wizards on a hand-held device. To avoid confusion, when either of these buttons is pressed on an HHT, a message box will display explaining the limitation.

---

### POS Configurator

#### *Added Discount Restrictions Per Seat*

POS Operations was modified to include two new options for limiting discounts during check operations. The limitations were added to the **Restrictions** radio box (*Sales | Discount/Service | Discounts*) in POS Configurator. They are only applicable to touch item discounts:

- ◆ **One discount per seat** — Imposes its own *per seat* limit on the number of discounts allowed. If the seat has already been discounted, this discount will not be applied. If the seat has not been discounted yet, this discount will be taken but no other discounts will be allowed.
- ◆ **One discount of this type per seat** — Applies this discount once per seat and ignores any attempt to apply the discount again.

---

### POS Operations

#### *Forgive Cover Counts on Menu Items*

One of the methods used to track covers (i.e., number of guests) is by counting certain classes of menu items. For example, if entrées are configured to add to the cover count, then every time an entrée is posted, the system increments the guest count. (This can also be applied to non-priced condiment such as *As Entrée* or *Split Item*).

With this release, the discount feature has been modified to allow users to forgive menu item cover counts, when the discount is applied. The enhancement affects any and all cover counts, whether added by the menu item or by one of its (non-priced) condiments.

### Background

At some sites, employees receive bonuses based on their sales performance. This may be defined as the amount spent per guest (on average) which is calculated as follows:

$$\frac{\text{Net Sales Totals}}{\text{Cover Count}} = \text{Avg/Guest}$$

In the past, if the customer received a discount for a counted menu item, the system would subtract the price from the check total, but the cover count would remain the same. This seemed reasonable. After all, the guest was still served, even if the menu item was free.

Unfortunately, for the employee (who had no control over the discount), there were unintended consequences. Reducing the net sales total without changing the cover count, resulted in a lower per guest average. This, in turn, could reduce or eliminate the employee's bonus.

### The Solution

To resolve this problem, a new **Forgive Cover Count** option (*Sales | Discount/Service | Discounts*) was added in POS Configurator. When enabled, and the discount is applied to a (parent) menu item, the option directs the system to forgive the relevant cover counts.

To work, the following conditions must also be true:

- ◆ The discount is an item discount.
- ◆ The discounted menu item is configured to **Add to cover count** (*Sales | Menu Item Classes | Price/Totals*).
- ◆ The option **Use seat count for cover count** (*Revenue Center | RVC Seats*) is disabled.

## **The Results**

The system forgives *all* covers associated with a discounted menu item. For example, suppose two customers decide to share a Lobster entrée. The original menu item adds one to the cover count, while the condiment *Split Entrée* adds a second one. The Lobster menu item has now added (properly) two guests to the cover count total. If, at the end of the meal, the customers present a discount coupon for the Lobster dinner, the system will remove both covers when the discount is applied.

Negative cover counts are not allowed. If a discount is applied more than once to the same menu item, the cover count(s) will be forgiven only once. On the other hand, if the menu items were entered as a quantity (e.g., 3 Steaks), applying an item discount to the quantity line item, will forgive all three covers.

## ***Tax Calculations Involving Subtotal Discounts on a Seat-Filtered Check***

After applying a subtotal discount to a guest check that had been filtered by seat, any attempt to exit seat filtering could cause the taxes to recalculate incorrectly when the discount was configured to forgive one or more taxes.

The issue arose because the system was calculating its discount taxable sales adjustments based on the rest of the menu item detail on the check. When filtering by seat, the set of menu items was artificially limited to the menu items for that seat. If the filter was then exited, the discount was recalculated based on all the applicable menu items for all seats. This could create a problem as the tax per seat might not add up to the tax per check, provided that the check included other applicable menu items that were not included in the seat filter.

To resolve the issue, POS Operations was modified so that the base total taxable sales adjustments are calculated differently when a subtotal discount is configured to **Allow seat filter exit** (*Sales | Discount/Service | Discounts*). The new calculation will adjust all appropriate taxable sales by the full amount of the discount, which will be correct for discounts that forgive zero or one tax rate. Because the adjustment amount is always equal to the full amount of the discount and is not based on the totals of the rest of the applicable menu items, the taxable sales calculation will be the same in or out of filter seat.

---

***Note** This functionality should only be used with discounts that have the Reset Itemizers option enabled. Otherwise the same discount could be applied again and again to the same totals.*

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## Reports

### *Credit Card Batch Transfer Status Report*

The format of the Credit Card Batch Transfer Status report (*cc\_002.rpt*) has been changed. With this release, if an error is recorded during a batch settlement, the message

\*\*\* Warning!!!- Batch has NOT settled. Please contact support.\*\*\*"

will be printed in 24-point bold type across the top of the report. The change was added to highlight important conditions that require immediate attention from the user.

---

## SIM

### *Magnetic Track 3 Support on OPOS Devices*

Track 3 support for the magnetic stripe reader has been extended for use with OPOS devices. Previously, this functionality was only available on MICROS PCWSs.

This function is used to read in and store Track 3 data which can then be accessed through an ISL script using an MSR-related command, such as Input:

```
input track3_data{m3, *}
```

where **m3** specifies to read track 3 data, and **\*** specifies to read all fields from the track.

To work properly, the workstation must have an OPOS driver that support reading in Track 3 data.

## 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
Common	Constant SQL Searches for Autofire Checks Slows Performance	18870	85
	Restarting Backup Server Causes POS Operations to Hang	19310	85
Credit Card Server	CCS Sends Previous GB Response to New Batch Open Request	N/A	85
Database	Carry-Over Check Totals Calculated Incorrectly During DST Time Changes	13892, 13893	86
	Carry-Over Check Totals Posted Incorrectly	13878, 15196	86
	Changes Made for Team Service Causes Employee Reports to Run Slowly	18763	87
	Inserting New Transaction Detail Causes Error in Totals Posting	18534	87
	Stored Procedure Fails When Reposting Labor Totals	18549	87



Module	Feature	CR ID	Page
Delivery Dispatch	Configuration Utility Always Displays Six Order Types	N/A	88
Hand-Held Devices	New Templates Missing After Upgrade	16980	88
Manager Procedures	Incorrectly Allows Edit of Closed Time Cards	N/A	89
	Language of Signed-In Employee Changes Unexpectedly	N/A	89
	Windows Taskbar Displays After Closing Manager Procedures	N/A	89
POS Configurator	Adding New Menu Item Price Record Overrides Existing Record	18853	90
	Hebrew Font Not Printing Properly in Reference Fields	18944	90
	Kitchen Theme Order Devices Identical After Upgrade	18793	90
	Negatives Prices Cannot Be Entered in Menu Items Form	19352	90
	POS Configurator Allows Edit of EM Corporate Controlled Menu Items	18812	91
	Secondary Authentication Req'd Defined Incorrectly in Help Files	19175	91
	Stored Procedure Missing From Autosequence Selection List	N/A	91

Module	Feature	CR ID	Page
POS Operations	Check Total Does Not Send Comma as Decimal Separator When Running TMS	N/A	92
	Combo Discount Overrides Not Working Properly	N/A	92
	Combo Menu Items Lost After Previous Round Auto-Combo Recognition	N/A	92
	Cover Counts Incorrect When Using Seat Filters	N/A	93
	Delayed Orders That are Prepaid Not Sent To Order Devices	N/A	93
	Forgive Cover Count Does Not Work After Check Transfer	N/A	93
	ILDS Pours Voided Items Twice	19458	93
	Insert Condiment Hangs at Alphanumeric Screen When Reference Required	18474	94
	Last Item Discounts Do Not Work on Menu Items With Required Condiments	19124	94
	Last Item Void Prompts for Previous Item's Min/Max Condiments	19379	94
	Menu Item Validation Chits Printing Incorrectly	N/A	95
	Multiple Discounts and Itemizers on Same Check Do Not Calculate Correctly	17172	95
	OPS08x10 Font Difficult to Differentiate Between Numerals 6 and 8 in Check Detail	17123	95

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Required Condiments Not Adding To Cover Count	17469	96
	Split Check/Edit Seat Functions Do Not Share Menu Items Evenly	16436	96
	Split Check Sorts by Menu Item Instead of by Seat	N/A	96
	Subtotal Discounts Ignore Combo Discount Override	N/A	96
	Subtotal Discounts and Tax Calculated Incorrectly on Large Sums	16669	97
	Subtotal Discounts With Combo Override Option Calculate Incorrectly	19148	97
	Tax Amount Not Forgiven If Discount Amount is Greater Than 317.00	19251	97
	Tax on Auto Gratuity Does Not Report Properly	18578	97
	Tax Calculations Involving Subtotal Discounts on a Seat Filtered Check	17281 17380	98
	Tax Posted Incorrectly With Seat Filtering	17664	98
	Touch Item Discounts Not Handling Restrictions Properly	N/A	98
	Touch Item Discounts Not Working Properly With Consolidated Menu Items	N/A	98
	Touch Void of Priced Condiment Does Not Reduce Amount Due	18869	99

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Tracking Totals Incorrectly Reset to 0.00 for Previous Shifts	19498	99
	Transferred Checks Reported As Carried Over	19220	99
	Weight Descriptor Truncated if Reference Entry Equals 19 Characters	N/A	100
Reports	Error Occurs When Running EM Reports	16964	100
	System Sales Reports Show Incorect Carried Over Check Count and Amount	19233	101
	Time Period Reports Take Too Long to Run	18561	101
Setup	Unattended Setup Not Upgrading Win 2000 Clients	N/A	101
SIM	@Dtl_Ord_Dev_Output Always Returns Zero	18948	102
	getRxMsg Command Terminates Event Prematurely	14748	102
	POS Operations Does Not Always Provide Window For ISL Response	16852	102

**Revisions  
Detailed**

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**Common**

***Constant SQL Searches for Autofire Checks Slows Performance***

*CR ID #: 18870*

During operations, the system is constantly requesting a list of checks to be included in the workstations' open check SLUs and table object screens. With the addition of autofire features (timed order, delayed orders, future orders), the number of SQL queries required to keep the workstations updated could potentially reduce system performance.

To address this issue, code was added that would allow the system to cache any pending autofire checks in memory. The cache will remain in memory for at least 10 seconds.

***Restarting Backup Server Causes POS Operations to Hang***

*CR ID #: 19310*

Previously, POS Operations would hang on all workstations after rebooting the backup server machine, or restarting the backup server service. The problem was caused when a check transfer had occurred prior to the system going into Backup Server Mode. This has been corrected.

---

**Credit Card Server**

***CCS Sends Previous GB Response to New Batch Open Request***

*CR ID #: N/A*

During credit card settlement, if the Settle.exe was closed before the Credit Card Server (CCS) sent the GB response for the current batch, the system would retain that response until the next batch was generated. As soon as the Batch Open request was made, the GB response from the previous batch would be sent. This caused the settlement records to be incorrectly counted.

To correct the problem, changes were made to the CCS to ensure that only one settlement client may be active at a time. Also, if a previous settlement client exits without properly notifying CCS, the old connection will be terminated when a new settlement request is received.

---

## Database

### ***Carry-Over Check Totals Calculated Incorrectly During DST Changes***

*CR ID #: 13892, 13893*

Previously, carry-over and outstanding checks were incorrectly reported during a changeover to Daylight Savings Time (DST). This occurred because the system was not compensating for the one-hour time shift when comparing local check start times to GMT. This has been corrected.

### ***Carry-Over Check Totals Posted Incorrectly***

*CR ID #: 13878, 15196*

Because of multiple problems with report totals involving carry-over and outstanding checks, the process by which data are reported has been reprogrammed.

Instead of going back through the *trans\_dtl* table to find the correct amount, two new tables — *dly\_sys\_rvc\_carry\_over\_ttl* and *shift\_emp\_carry\_over\_ttl* — have been added. These tables will be populated with the correct carry-over amounts when the business date or shift is incremented. When a report is called, the system, revenue center, or employee totals tables will be populated from these tables. This way should be faster, simpler and most importantly, always correct.

No changes to reports or EM were needed. The new tables have been added to appropriate purge and clear totals scripts.

### ***Changes Made for Team Service Causes Employee Reports to Run Slowly***

*CR ID #: 18763*

When adding the team service feature, changes made to the database were causing many of the the employee reports to run slowly. This has been corrected.

### ***Inserting New Transaction Detail Causes Error in Totals Posted***

*CR ID #: 18534*

When a new transaction is inserted into the database, the system adds records to the detail tables in the following order:

1. Chk\_dtl
2. Trans\_dtl
3. Sale\_dtl

Previously, if totals were posted in the fraction of a second between step 2 and step 3 — before the values for this new transaction technically existed — the transaction would post, but the values would not be added to the site's totals. This has been corrected.

### ***Stored Procedure Fails When Reposting Labor Totals***

*CR ID #: 18549*

When running POS reports, if the site kept a large amount of time card data, the stored procedure **micros.splm\_repost\_all\_labor\_seven\_days** would fail causing the error "Too many temporary tables in connection" to display. This problem has been corrected.

---

## Delivery Dispatch

### *Configuration Utility Always Displays Six Order Types*

*CR ID #: N/A*

The Delivery Dispatch Configuration Utility (DDCU) uses the order types defined through the POS Configurator (*System | Order Types*) to populate the list box on its own *Order Type* tab.

In the previous release, the DDCU would consistently list six order types, even when less than six records had been defined. To do this, the last record would be displayed as many times as necessary to complete a list of six. For example, if five order types were defined in POS Configurator, the DDCU would list the fifth order type twice. If only one order type was configured, that entry would be listed six times.

This problem has been corrected.

---

## Hand-Held Devices

### *New Templates Missing After Upgrade*

*CR ID #: 16980*

After upgrading to RES 3.2 Service Pack 3, the following templates that were added in Service Pack 1 were missing from the drop-down list in *POS Configurator | Devices | Touchscreens*:

- ◆ 417 HH Info Pad3
- ◆ 418 HH Large Detail2
- ◆ 419 HH Small Detail3

This problem has been corrected.



---

## Manager Procedures

### *Incorrectly Allows Edit of Closed Time Card*

CR ID #: N/A

When editing time cards records through Manager Procedures, if the user selected an entry from a closed time period, the system would open the record and allow changes to be made to it. This has been corrected.

### *Language of Signed-In Employee Changes Unexpectedly*

CR ID #: N/A

When using Manager Procedures, a user's default language would change if a second user signed-in on another client with a different language requirement.

Once the second user opened Manager Procedures on his workstation, the language preference of the first user would be ignored. As soon as the first user changed screens, the text would display in the language of the second user.

This problem has been corrected.

### *Windows Taskbar Displays After Closing Manager Procedures*

CR ID #: N/A

After launching Manager Procedures from POS Operations, the Windows taskbar would be incorrectly brought to the foreground when Manager Procedures was exited. This problem has been corrected.

NOTE: To prevent the taskbar from displaying while Manager Procedures is run, press the Windows Start button, and select *Settings | Taskbar & Start Menu*. When the *Properties* window displays, clear the **Always on Top** check box.

---

## **POS Configurator**

### ***Adding New Menu Item Price Record Overrides Existing Record***

*CR ID #: 18853*

When adding a second price record to a menu item with only one price record defined, the system would overwrite the existing record instead of adding a second entry. This problem has been corrected.

### ***Hebrew Font Not Printing Properly in Reference Fields***

*CR ID #: 18944*

When using a Hebrew font to enter data in a reference field, the system displayed and printed the text as a string of question marks (i.e., ??????) instead of the proper Hebrew characters. This has been corrected.

### ***Kitchen Theme Order Devices Identical After Upgrade***

*18793*

When applying a RES 3.2 service pack upgrade, the system incorrectly modified the Kitchen Theme records in POS Configurator. After the upgrade, every record listed the same order devices as those in active kitchen theme entry. This problem has been corrected.

### ***Negative Prices Cannot Be Entered in Menu Items Form***

*CR ID #: 19352*

When entering menu item prices in POS Configurator (*Sales | Menu Item | Prices*), the form would not accept a negative entry. This problem has been corrected.

### ***POS Configurator Allows Edit of EM Corporate Controlled Menu Items***

*CR ID #: 18812*

After editing and saving a menu item in POS Configurator, the system would allow EM stores to change prices on corporate-controlled menu items. This problem has been corrected.

### ***Secondary Authentication Req'd Defined Incorrectly in Help Files***

*CR ID #: 19175*

Context-sensitive help for the option **Secondary authentication req'd** (*Employees | Employee Classes | Clock In/Sign In*) was incorrectly defined. The text was changed to read as follows:

When checked, members of this class who swipe their ID (mag) card to authorize a POS transaction for another employee will be required to validate the action by entering their **PC Application ID** (*Employees | Employee Setup | Security*).

### ***Stored Procedure Missing From Autosequence Selection List***

*CR ID #: N/A*

The *MICROS.spgs\_revoke\_unfinalized\_check\_transactions* entry (#7107) was missing from the drop-down list of **Stored Procedures** provided in *POS Configurator | Reporting | Autosequence Steps | Stored Proc* tab. This procedure was added in the last release to allow the end user to revoke unfinalized GSS transactions, such as AR Tenders, Gift Redemptions, Gift Value Add, or Gift Sales. The oversight has been corrected.

---

## POS Operations

### ***Check Total Does Not Send Comma as Decimal Separator When Running TMS***

*CR ID #: N/A*

When using the Table Management System (TMS), the POS interface would consistently pass currency values with a comma as the decimal separator, if the system had been programmed (*System | Restaurant | Currency*) to use a comma. To avoid confusion, a change was made to the **PMSInterface.dll**. This change transfers responsibility for currency formats to the TMS software, which controls it through the regional settings.

### ***Combo Discount Override Not Working Properly***

*CR ID #: N/A*

When using a combo discount override, the system failed to correctly calculate both dollar and percentage subtotal discounts that were set to assume full amount. This occurred in sites where the following options were also enabled:

- ◆ **Enable Touch Item Discounting** (*System | Restaurant | Options*)
- ◆ **Discount depleted amount** (*Sales | Discount/Service | Discounts*)

This problem has been corrected.

### ***Combo Menu Items Lost After Previous Round Auto-Combo Recognition***

*CR ID #: N/A*

When using the auto-combo recognition feature to combo a group of items that included both previous-round and current-round menu items, the system would not re-fire the previously sent items. This caused order device output to show the system voided items but not the newly created items. This problem has been corrected.

### ***Cover Counts Incorrect When Using Seat Filters***

*CR ID #: N/A*

Previously, if seat filtering was used to close one or more seats on a guest check, the system would create a new check for the selected seats, transferring the check detail but not the covers. This has been corrected.

### ***Delayed Orders That are Prepaid Not Sent to Order Devices***

*CR ID #: N/A*

Previously, if a delayed check was created and then paid to cash before its autofire time, the system would show a prompt at the appointed time, but would not send the items to the proper order devices. This has been corrected.

### ***Forgive Cover Count Does Not Work After Check Transfer***

*CR ID #: N/A*

After transferring a check between employees, the new check owner could not apply a discount that forgave cover counts without first service totaling the check and then picking it back up. Any attempt to apply the discount immediately after transfer would fail to remove the cover count. This has been corrected.

### ***ILDS Pours Voided Items Twice***

*CR ID #: 19458*

When using the **Post Voids to ILDS** option (*Devices | Devices | ILDS*), if a user entered, then voided a beverage in the same round, the system would send the void before the original menu item. Because the void was sent first — and negative counts are not allowed — the LDS would ignore the minus sign and would allow the user to dispense two drinks, instead of none. This problem has been corrected.

### ***Insert Condiment Hangs at Alphanumeric Screen When Reference Required***

*CR ID #: 18474*

When using the 'Insert Condiment' function to add a reference required item, the system would display the alphanumeric keypad to enter the information, but would fail as soon as the **Enter** button was pressed. The error message "No Entries Exist" would display, but the system would not allow the user to clear or exit the alphanumeric screen.

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

This problem has been corrected.

### ***Last Item Discounts Do Not Work on Menu Items With Required Condiments***

*CR ID #: 19124*

Traditional last item discounts cannot be applied to a menu item with required condiments. If attempted, the system views the *condiment* as the last item entered, which results in the error "No sales to discount."

To workaround this issue, users apply the last item discount before adding the required condiments to the menu item. Recently, this procedure did not work properly, resulting in the error message "Condiment entry required." This has been corrected.

### ***Last Item Void Prompts for Previous Item's Min/Max Condiments***

*CR ID #: 19379*

After entering a menu item with required min/max condiments, if the user selected, then voided another menu item linked to the same condiment group, POS Operations would remove the second item and begin prompting for the unfulfilled min/max condiments of the first. This problem, which only occurred with last item voids, has been corrected.

### ***Menu Item Validation Chits Printing Incorrectly***

*CR ID #: N/A*

When printing validation chits for menu items, the system would print the first chit correctly, listing the first menu item's name and price. However, each additional chit would also print the first menu item (instead of the next ordered menu item) along with a cumulative price total for that item and the items that preceded it.

For example, if three menu items were ordered, the validation chits would print as follows:

- ◆ Name (Item 1) & Price (Item 1)
- ◆ Name (Item 1) & Price (Items 1 + 2)
- ◆ Name (Item 1) & Price (Items 1 + 2 + 3)

This problem has been corrected.

### ***Multiple Discounts and Itemizers on Same Check Do Not Calculate Correctly***

*CR ID #: 17172*

When two or more discounts were applied to a check using two or more itemizers, the discounts would not calculate properly. This problem has been corrected.

### ***OPS08x10 Font Difficult to Differentiate Between Numerals 6 and 8 in Check Detail***

*CR ID #: 17123*

When posting transaction on a WS4, the design of the imbedded OPS08x10 Font made it difficult to differentiate between numeric characters of "6" and "8" in the check detail. This has been corrected.

### ***Required Condiments Not Adding to Cover Count***

*CR ID #: 17469*

When using required condiments that were configured to **Add to cover count** (*Sales | Menu Item Classes | Price/Totals*), the system failed to increment the cover count for the first condiment item. All required condiments after that, would be added correctly. This problem has been corrected.

### ***Split Check/Edit Seat Functions Do Not Share Menu Items Evenly***

*CR ID #: 16436*

When using the split check or edit seat functions, menu items were not shared evenly across checks or seats. Only the first item was shared evenly; the rest of the items were moved to the last check. This has been corrected.

### ***Split Check Sorts by Menu Item Instead of by Seat***

*CR ID #: N/A*

Previously, when viewing check detail in the Split Check screen, the system would incorrectly list the items in the order in which they were entered, instead of sorting them by seat. This problem has been corrected.

### ***Subtotal Discounts Ignore Combo Discount Override***

*CR ID #: N/A*

When applying a subtotal discount to a check, the system failed to exclude from the discount calculation, menu items ordered as part of a combo meal group where the following override options were enabled:

- ◆ **Combo discount override** (*Sales | Combo Meals | Combo Groups*)
- ◆ **Override combo discount** (*Sales | Discount/Service | Options*)

This problem has been corrected.



### ***Subtotal Discounts and Tax Calculated Incorrectly on Large Sums***

*CR ID #: 16669*

When applying a subtotal discount to a transaction that is equal to or greater than 1,000,000, the system would forgive the subtotal amount, but would calculate the tax for the entire amount. This problem has been corrected.

### ***Subtotal Discounts With Combo Override Option Calculate Incorrectly***

*CR ID #: 19148*

When applying a subtotal discount with the option **Override combo discount** enabled, the system failed to calculate the subtotals correctly, which in turn, caused the taxes to be wrong. This was true whenever the discount was applied, regardless of whether combo meal items had been ordered. This has been corrected.

### ***Tax Amount Not Forgiven If Discount Amount is Greater Than 317.00***

*CR ID #: 19251*

When applying a discount, the system failed to forgive the tax on discount amounts greater than 317.00. This has been corrected.

### ***Tax on Auto-Gratuity Does Not Report Properly***

*CR ID #: 18578*

When posting sales totals, the system would consistly deplete the Auto Service Charge itemizer by the inclusive tax amount. This should only have been done if the following options were enabled on the *System | Restaurant | Taxes* form in POS Configurator:

- ◆ **Enable US tax or Canadian VAT**
- ◆ **VAT By The Item Tax**

This problem has been corrected.

### ***Tax Calculations Involving Subtotal Discounts on a Seat Filtered Check***

*CR ID #: 17281, 17380*

When using discounts on filtered seats the total tax of the combined checks is incorrect. To resolve this issue, changes were made to the code as described in the Enhancement section, beginning on page 77.

### ***Tax Posted Incorrectly With Seat Filtering***

*CR ID #: 17664*

Taxes were incorrectly posted to gross receipts when the option **Do not post tax to tax tip totals** (*POS Configurator | Revenue Center | RVC Taxes*) was selected and seats were filtered when the check was closed. This, in turn, resulted in faulty time card data being used to update the Employee Detail reports. The problem has been corrected.

### ***Touch Item Discounts Not Handling Restrictions Properly***

*CR ID #: N/A*

When applying a touch item discount, the system would limit the number of times the discount could be applied, even when no restrictions had been programmed for it. This problem has been corrected.

### ***Touch Item Discounts Not Working Properly With Consolidated Menu Items***

*CR ID #: N/A*

When applying a touch item discount to a previously consolidated menu item (e.g., 3 Hamburgers), the system would apply the discount to one item only and prevent the user from reapplying it to the rest. This problem only occurred if the selected menu items were consolidated after service total. It did not affect menu items entered as a quantity. The problem has been corrected.

### ***Touch Void of Priced Condiment Does Not Reduce Amount Due***

*CR ID #: 18869*

Previously, if a priced condiment was added to a menu item, then highlighted and voided, the condiment was removed from the detail, but the cost of the condiment remained in the check total. This has been corrected.

### ***Tracking Totals Incorrectly Reset to 0.00 For Previous Shifts***

*CR ID #: 19498*

After incrementing employee shifts, tracking totals would reset to 0.00 the next time that totals were posted if the employee tracking included any one of the following tracking total items:

- ◆ KDS SOS Total
- ◆ KDS Parked Orders
- ◆ KDS Prep Time

Consequently, employee and cashier detail reports would no longer include totals for a previous shift, once a shift was incremented. This problem has been corrected.

### ***Transferred Checks Reported as Carried Over***

*CR ID #: 19220*

When transferring checks between employees, any that were started before the receiving employee signed into the system were not posting correctly in the database. This was reflected in the employee reports, which showed an outstanding balance for the person who started (and transferred) the check, while reporting a carried over check for the employee who received it. This has been corrected.

### ***Weight Descriptor Truncated if Reference Entry Equals 19 Characters***

*CR ID #: N/A*

When entering a weighted menu item, if the combined reference entry for that item was 19 characters or greater, the last letter(s) of the weight descriptor were truncated to fit on a single line. To correct the problem, the system will now wrap the entry, moving the weight and its descriptor to the next line in the check detail.

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## **Reports**

The table below describes the report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
EM Reports  <i>CR ID #: 16964</i>	Stored Procedure <sup>a</sup>	When running an EM Report, the following message would display: "Error reported from Crystal report engine...Error 723- failed to open a rowset." followed by: "Error <a href="#">#519</a> - No print window is open." The problem was due to a coding error which has been corrected.

System Sales <i>CR ID #: 19233</i>	Stored Procedure <sup>b</sup>	When running a System Sales report, the Carried Over Count and Amount totals were incorrectly calculated. The problem was due to stored procedure errors, which failed to count checks with zero balances or overwrote carried over balances with the wrong amounts. Both issues have been corrected.
Time Period Reports <i>CR ID #: 18561</i>	Stored Procedure <sup>c</sup>	Previously, if a database was set up with multiple revenue centers and many overlapping time periods, reports could take too long to run. The problem was resolved by optimizing the stored procedure ( <i>sp_R_rvc_time_prd_ttls</i> ) used to select the data.

<sup>a</sup> Files Changed:

speo\_R\_get\_list

<sup>b</sup> Files Changed:

sp\_post\_cum; sp\_getSysChkCarriedOver

<sup>b</sup> Files Changed:

sp\_R\_rvc\_time\_prd\_ttls

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## Setup

### ***Remote/Unattended Install Not Upgrading Win 2000 Clients***

*CR ID #: N/A*

On sites running RES 3.2 SP3 HF1, attempts to apply a later version of the service pack failed to update the Win 2000 clients using remote/unattended installation. This problem has been corrected.

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## **SIM**

### ***@Dtl\_Ord\_Dev\_Output Always Returns a Zero***

*CR ID #: 18948*

When using the SIM variable *@Dtl\_Ord\_Dev\_Output* to determine the order device output for a menu item detail entry, the system would return all zeros instead of the appropriate hexadecimal value. This has been corrected.

### ***getRxMsg Command Terminates Event Prematurely***

*CR ID #: 14748*

When using the SIM command *getRxMsg* to send a message from the POS Server to the SIM server, any interruption in the network connection would terminate the event without completing the script, preventing the user from determining the cause of the error. This has been corrected.

### ***POS Operations Does Not Always Provide Window For ISL Response***

*CR ID #: 16852*

When running a SIM script, POS Operations would prompt for user input but would occasionally fail to provide a window for the SIM response. This problem has been corrected.

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## Kitchen Display System (KDS)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
Common	MICROS Restaurant Display Controller (RDC)	103

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### New Features Detailed

#### Common

#### *MICROS Restaurant Display Controller (RDC)*

The new MICROS Restaurant Display Controller (RDC) provides an inexpensive alternative to traditional PC-based KDS systems. The RDC is equipped with Microsoft® Windows® CE.Net 5.0, an embedded operating system that allows for quick and easy installation in an existing RES 3.2 SP4 (or higher) System.

Physically, the RDC device takes up little space. The unit measures a compact 5.5" W x 5.1 D x 1.4" H, and weighs less than 10 lbs (5 kg). The use of solid-state components and passive



cooling elements improves reliability by eliminating the mechanisms most likely to fail — hard drives and fans. In addition, the unit can operate within an extended range of temperature (0°–50°C or 32°–131°F) and humidity (0–90%), making it an ideal choice for kitchen environments.

### **MICROS Client Loader Application (CAL)**

The RDC comes pre-loaded with the MICROS Client Application Loader (CAL) software. The CAL is an intelligent software agent designed to remotely manage the software on the RDC.

To install a unit, simply plug in a network and power cable, attach a keyboard or bump bar, and press the power button. The CAL will automatically locate and identify the MICROS servers on the network. Once the user answers a few simple questions (e.g., select a server, network node, etc.), the RDC is ready to go. From that point on, CAL manages the software updates, ensuring that the RDC is always running the current version of the software.

### **RES Applications Supported**

KDS Display Application is supported on this device. Programming of this KDS Display client is the same as a PC-based client, with one exception. To support the RDC hardware, a new entry (*Display Controller*) was added to (and should be selected from) the **Workstation Type** drop-down list (*Devices | Network Node | Network*).

### **Limitations**

The following issues and limitations are noted in this release:

- ◆ The RDC does not support a direct connection for printers. If a runner's chit is configured to print from an order device, then the order device's runner's chit printer must be attached to either a Win32 or WS4 client.
- ◆ The KDS display application running on a RDC device will not log messages to the 3700d.log.



- ◆ RDC clients show up as lightweight clients (similar to WS4 clients) in MICROS Control Panel but cannot have their verbosity set at this time.
- ◆ Users cannot remote reboot an RDC client using remotereboot.exe.
- ◆ The clock setting for the RDC display is not synchronized with the server. This is a display issue only — it does not affect order times posted to the database.

### MICROS Bump Bar

RDC supports the use of the standard MICROS KP3000 bump bar. As always, users can map the bump bar functions through POS Configurator (*Devices | KDS Bump Bars*) by linking a key's scan code to a selected activity.

The bump bar can also be used during setup to make the selections required by the CAL. In this case, CAL ignores preset functionality and uses numeric keys one through four to process the selections (Up, Down, OK, and Esc).

The following template illustrates the location and functions on a standard 2x10-button keypad.

49	50	51	52	53	54	55	56	57	48
1	2	3	4	5	6	7	8	9	0
65	66	67	68	69	70	71	72	73	74
a	b	c	d	e	f	g	h	i	j

1 = Up Arrow  
2 = Down Arrow  
3 = OK  
4 = Esc

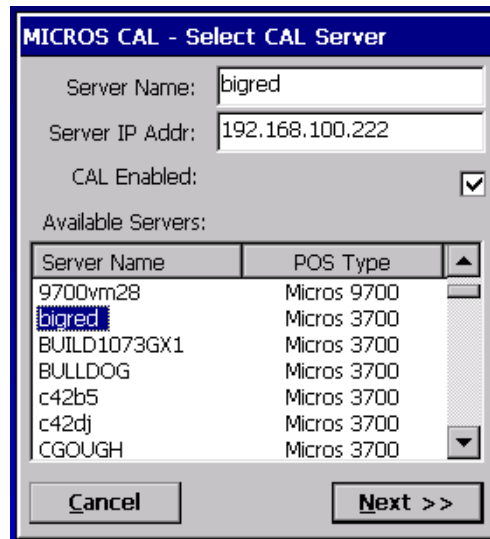
## CAL Setup

To install an RDC client, follow these steps:

1. Plug in the network and power cable, attach a keyboard or bump bar, and press the power button. A dialog box displays as CAL begins to search for all of the MICROS servers currently on the network.



2. When the operation is complete, CAL displays a list of the servers.



3. Use the **Up/Down Arrows** on the bump bar or keyboard to scroll the list and highlight the required server. Click **OK** to accept the entry.

- Once a server is identified, a list of the RDC workstations is displayed, along with their current status. To be included on the list, the device must have been added to the system through POS Configurator..

**MICROS CAL - Select WS Identity**

**Workstation Identity**

UWS Name:

IP Address:

Net Mask:

Def. Gateway:

Automatic DHCP Configuration

Select Product to Install on Workstation

Available Workstation List:

UWS Name	IP Addr	InUse?	Def Product
KDS01	192.168.131.109	N	DC
KDS02	192.168.131.223	Y	DC
KDS03	192.168.131.118	Y	DC

- Use the **Up/Down Arrows** on the keyboard or bump bar to highlight a selection and press **Save/OK** to accept.
- CAL automatically loads the RES application 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 KDS 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 Application	KDS and RES Versions Do Not Match	N/A	110
	No Space Between Zone Label and Letter Identifier	N/A	110
	WS4 Not Responding to 'Beep on New Order' Option	19219	110

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
KDS Controller	'Do Not Sort' Option Not Working with DOM Enabled	18767	110
	KDS Controller Crashes When Items Voided	19698	111
	Recall Last Does Not Return Checks in Correct Order	18262	111
	Review Order Does Not Work Properly with DOM Enabled	N/A	111
	Subtotal Displays Whether or Not Option is Enabled	N/A	111
Reports	Consolidated Kitchen Performance Reports Incorrect Order Totals With SIPS Enabled	N/A	112
	Drive-Thru Line Times Not Included on QSR Speed-of-Service Reports	18966	112
	System QSR - Speed of Service Summary (All Order Types) Errors Out	18233	112

## Revisions Detailed

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### Display Application

#### ***KDS and RES Version Do Not Match***

*CR ID #: N/A*

In the previous release, the build versions for the KDS display application did not match that of the RES software. This has been corrected.

#### ***No Space Between Zone Label and Letter Identifier***

*CR ID #: N/A*

When using KDS Zones, the zone identifier would display as a single word "ZoneA", without a space separating the label/letter combination (e.g., "Zone A). This has been corrected.

#### ***WS4 Not Responding to 'Beep on New Order' Option***

*CR ID #: 19219*

When using a WS4 as a KDS station, the device failed to **Beep on New Order** even though the option (*Devices | Order Devices | KDS | Options*) had been enabled. This problem has been corrected.

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### KDS Controller

#### ***'Do Not Sort' Option Not Working With DOM Enabled***

*CR ID #: 18767*

When using Dynamic Order Mode (DOM), the system would sort all items sent to a KDS order device, even if the **Do not sort** option (*Devices | Order Devices | Options | Sorting*) had been enabled. This problem has been corrected.

### ***KDS Controller Crashes When Items Voided***

*CR ID #: 19698*

After ordering a menu item whose condiments were configured to **Print without parent on order chit** (*Sales | Menu Item Classes | Print/Display*), any attempt to void the parent menu item would cause KDS Controller to fail. The problem was caused by a coding issue related to the distribution of the voided items to different order devices. This has been corrected.

### ***Recall Last Does Not Return Checks in Correct Order***

*CR ID #: 18262*

When using the **Recall Last** function key, the KDS Controller failed to recall checks in the proper sequence (i.e., the reverse order in which they were bumped from the screen). This has been corrected.

### ***Review Order Does Not Work Properly With DOM Enabled***

*CR ID #: N/A*

With Dynamic Order Mode enabled, if the user added items to a chit while in Review Order mode, the system would exhibit the following incorrect behaviors:

- ◆ The Reviewed chit would display Alert color changes.
- ◆ Bumping the order from an Expo station would bump all reviewed chits from the Prep stations as well.

These problems have been corrected.

### ***Subtotal Displays Whether or Not Option is Enabled***

*CR ID #: N/A*

When using certain chit layout types, the order device would include a Subtotal line in the check detail even if the option **Display subtotal** (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*) was disabled. This problem has been corrected.

## Reports

The table below describes the KDS report changes in this Service Pack:

Report	Area Modified	Description
Consolidated Kitchen Performance  <i>CR ID #: N/A</i>	Stored Procedure <sup>a</sup>	When running the Consolidated Kitchen Performance report ( <i>KDS_002.rpt</i> ), the system would consistently overstate the number of menu items by attributing multiple items to each suborder when the option <b>Single Item Per Suborder (SIPS)</b> was enabled. This has been corrected.
QSR Speed of Service Reports  <i>CR ID #: 18966</i>	Stored Procedure <sup>b</sup>	When running any of the QSR Speed of Service reports (RVC or System), the system consistently failed to include the Line time entries for Drive-Thru orders. Instead, a dashed line was inserted in the column instead of a numeric value. This has been corrected.
System QSR - Speed of Service Summary (All Order Types)  <i>CR ID #: 18233</i>	Stored Procedure <sup>c</sup>	Attempts to run the System QSR - Speed of Service Summary (All Order Types) ( <i>KDS0007.rpt</i> ) would fail and the report would error out. The problem occurred when the report included checks that had been parked more than once in the same active period. This problem has been corrected.

<sup>a</sup> Files Changed:

spkds\_R\_kitchen\_performance



<sup>b</sup> Files Changed:

spkds\_R\_QSR\_SOS

<sup>c</sup> Files Changed:

spkds\_R\_QSR\_SOS,

spkds\_R\_sys\_park

## Cash Management (CM)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
CM Interface	Till Reference Number	114

### New Features Detailed

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#### CM Interface

##### *Till Reference Number*

With this release, cashiers can now be required to assign a reference number to their tills. This number can be used by site managers to double-check actual till counts against the electronic entries posted through Cash Management.

Reference numbers are optional. If implemented, the cashier will be prompted for an entry prior to starting a till count. To reduce errors, corrections will be allowed. In addition, the system can be configured to validate the format before accepting the entry.

##### **New Options**

To support this functionality, two new options have been added to the *CM | Configure | Options* form:

- ◆ **Require Reference for Till and Server Bank Counts** — When checked, prompts the user for an alphanumeric reference (up to 32 digits) before counting a till.

- ◆ **Enforce MOD10 Validation on Reference Entry** — When checked, checks the reference entry to ensure that it passes Mod10 and Luhn validation. This option is greyed out unless the **Require Ref for Till and Server Bank Counts** has been enabled.

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## What's Enhanced

There are no enhancements in this version of the software.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the CM 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
CM Interface	Calculation Error Prohibits Transfer of Foreign Currency	18646	116

## Revisions Detailed

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### CM Interface

#### *Calculation Error Prohibits Transfer of Foreign Currency*

*CR ID #: 18646*

When transferring foreign currency between tills, an error message would display if the numerical amount of foreign currency was greater than the equivalent base amount in US dollars (USD).

For example, suppose that the exchange rate of USD to Pesos is 5 to 1. If a cashier has 100 Pesos in his drawer, the equivalent base amount would be \$20 USD. When the cashier attempted to transfer 100 Pesos to another till, the system failed to evaluate the exchange rate correctly and instead, posted the error message "Amount exceeds maximum allowed."

This problem has been corrected.

## Guest Services Solution (GSS)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the GSS 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
Database	Conversion Error Occurs After Upgrading a RES 3.1 Database	18909	119
	New Records Not Being Added to GSS Coupon Status Table	N/A	119
GSS Interface	Caller ID Cannot Find Customer Record if Phone Number Fields 2 through 4 Are Blank	18963	119
	Deleting Last Export Query Hides All of Them	N/A	120
	New Recurring Charges Posted to Database with Negative Term Period Type	N/A	120
	Recurring Charges Lists Only One Record	N/A	120
	Unable to Access Keyboard Screen	N/A	120
	Wrong Customer Information Used When Records Added at Two Workstations Simultaneously	18969	121

## Revisions Detailed

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### Database

#### ***Conversion Error Occurs After Upgrading a RES 3.1 Database***

*CR ID #: 18909*

When upgrading from RES 3.1 to RES 3.2 Service Pack 3, an error occurred when the system was unable to locate certain GSS-related tables and/or views. These were removed as part of the GSS integration in the core RES product. The error was a programming oversight in the database conversion process that has been corrected.

#### ***New Records Not Being Added to GSS Coupon Status Table***

*CR ID #: N/A*

Previously, when a new coupon was created, the system failed to add a record in the GSS Coupon Status table. This, in turn, made it impossible for the system to track or redeem any of the coupons that were being awarded as part of a bonus plan. This has been corrected.

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### GSS Interface

#### ***Caller ID Search Cannot Find Customer Record If Phone Number Fields 2-4 Are Blank***

*CR ID #: 18963*

When using Caller ID Search (Short Customer Screen), the system could not locate the customer record by phone number, if the record did not include entries in the Phone Number 2-4 fields. This problem has been corrected.

### ***Deleting Last Export Query Hides All of Them***

*CR ID #: N/A*

Previously, if a user highlighted and deleted the last query in the Export Wizard, the system would clear entries from the display list (but not from the database). To view the rest of the entries, the user would have to close and reopen the GSS Back Office application to redisplay them. This has been corrected.

A similar problem occurred when deleting the last entry from the list of Coupons or Gift Certificates. It too has been corrected.

### ***New Recurring Charges Posted to Database with Negative Term Period Type***

*CR ID #: N/A*

When adding a new entry in the *GSS Back Office | Accounts Receivable | Recurring Charges* form, selections made from the **Term Type** drop-down list were incorrectly saved to the database as negative values. This prevented the system from properly applying the recurring charge. In addition, when the record was recalled through the application, the field would be blank. These problems have been corrected.

### ***Recurring Charges Lists One Record Only***

*CR ID #: N/A*

When opening the *Recurring Charges* form (*GSS Back Office | Accounts Receivable*), the system would only display the first record in the list, regardless of how many records had been entered. This has been corrected.

### ***Unable to Access Keyboard Screen***

*CR ID #: N/A*

In the GSS Back Office application, attempting to open the **Screen Designer | Keyboard** form would cause an error message to display and the software to hang. This problem has been corrected.



***Wrong Customer Information Used When Records Added at  
Two Workstations Simultaneously***

*CR ID #18969*

In the past, the system did not always print the correct customer information to a check, when two or more workstations were adding customer data at the same time. During operations, if the update/accept buttons were pressed (nearly simultaneously) at two different workstations, both customer records would be saved to the GSS database, but the second customer's information would be added to both active checks. This problem has been corrected.

## Product Management (PM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

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

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

### Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Reports	Inventory Cost of Sales Summary	19087	123
	Stock on Hand Report	19513	123

## Revisions Detailed

## Reports

The table below describes the report changes in this Service Pack:

Report	Area Modified	Description
Inventory Cost of Sales Summary  <i>CR ID #: 19087</i>	Stored Procedure <sup>a</sup>	Previously, if a user rang up multiple quantities for a menu item by using the [ @ ] key, the posting procedure would only update the composite totals tables with a sales_cnt of 1. This would cause the Inventory Cost of Sales Summary report to be incorrect. This problem has been corrected.
Stock on Hand Report  <i>CR ID #: 19513</i>	Stored Procedures <sup>b</sup>	Previously, if a report was run with a date range starting on the last day of the closed period, the inventory totals would be incorrect. Not all of the data would be added. This problem has been corrected.

<sup>a</sup> Files Changed:

sp\_post\_cmpst\_mi\_cum  
sp\_post\_fixed\_prd\_cmpst\_mi\_cum

<sup>b</sup> Files Changed:

speo\_R\_get\_dates  
speo\_R\_inven\_info

## Labor Management (LM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Database	New Job Code Tables Added	125

## New Features Detailed

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### Database

#### *New Job Code Tables Added*

The procedures for posting labor data have been modified to include job code totals by fixed period. Previously, only labor category totals were posted.

The additions represent structural and coding changes only and are transparent to the end user. The new job code totals will provide custom report writers with more detailed labor cost information. At this time, there are no new report templates available through RES.

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**Note**     *Reports are being developed for the MICROS web portal, MyMicros.net. See your MICROS representative for more on this topic.*

---

#### Programming Changes

To obtain the new data, changes were made to the following stored procedures:

- ◆ sp\_post\_time\_prd\_time\_card\_ttls
- ◆ sp\_adjust\_time\_prd\_time\_card\_ttls
- ◆ sp\_ComputeFixedPeriodLabor
- ◆ sp\_ComputeSpecialFixedPeriodLabor
- ◆ sp\_ComputeFixedPeriodOtherPay
- ◆ sp\_PurgeHistory

To store the job code data, two new tables were added to the RES database:

- ◆ Dly\_sys\_fixed\_prd\_job\_code\_ttls

Field Name	Data Type
business_date	DATETIME (PK)
fixed_period_seq	SEQ_NUM (PK)
store_id	SEQ_NUM (PK)
job_seq	SEQ_NUM (PK)
job_cat_seq	SEQ_NUM
reg_hrs	HOURS8_2
reg_ttls	LABOR_TOTAL
ovt_hrs	HOURS8_2
ovt_ttls	LABOR_TOTAL
non_rvc_reg_hrs	HOURS8_2
non_rvc_reg_ttls	LABOR_TOTAL
non_rvc_ovt_hrs	HOURS8_2
non_rvc_ovt_ttls	LABOR_TOTAL

Foreign keys:

CFK1dly\_sys\_fixed\_prd\_job\_code\_ttl — store\_id references rest\_def.store\_id (restricts delete)

CFK2dly\_sys\_fixed\_prd\_job\_code\_ttl — fixed\_period\_seq references fixed\_period\_cfg.fixed\_period\_seq (restricts delete)

CFK3dly\_sys\_fixed\_prd\_job\_code\_ttl — job\_seq references job\_def.job\_seq (restricts delete)

CFK4dly\_sys\_fixed\_prd\_job\_code\_ttl — job\_cat\_seq references job\_cat\_def.job\_cat\_seq (restricts delete)

◆ Dly\_rvc\_fixed\_prd\_job\_code\_ttl

Field Name	Data Type
business_date	DATETIME (PK)
fixed_period_seq	SEQ_NUM (PK)
store_id	SEQ_NUM (PK)
job_seq	SEQ_NUM (PK)
rvc_seq	SEQ_NUM (PK)
job_cat_seq	SEQ_NUM
reg_hrs	HOURS8_2
reg_ttls	LABOR_TOTAL
ovt_hrs	HOURS8_2
ovt_ttls	LABOR_TOTAL

Foreign Keys:

CFK1dly\_rvc\_fixed\_prd\_job\_code\_ttl — store\_id references rest\_def.store\_id (restricts delete)

CFK2dly\_rvc\_fixed\_prd\_job\_code\_ttl — fixed\_period\_seq references fixed\_period\_cfg.fixed\_period\_seq (restricts delete)

CFK3dly\_rvc\_fixed\_prd\_job\_code\_ttl — job\_seq references job\_def.job\_seq (restricts delete)

CFK4dly\_rvc\_fixed\_prd\_job\_code\_ttl — job\_cat\_seq references job\_cat\_def.job\_cat\_seq (restricts delete)

CFK5dly\_rvc\_fixed\_prd\_job\_code\_ttl — rvc\_seq references rvc\_def.rvc\_seq (restricts delete)

---

## 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 LM 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
Database	Job Code Totals Tables Do Not Have Permissions Set	N/A	129
	<i>micros.frgn_student_dtl</i> Table Missing Permissions	19135	129
Documentation	Including Tips on Time Card Reports	19286	129
Human Resources	Default New Hire Status Not Entered Correctly	N/A	130
Payroll	Grid Incorrectly Refreshes Clock-Out Times	19364	130
	'Other Pay' Detail Posted Prematurely	19451	130
Scheduling	Preferred Time Assignments Not Working with Auto-Scheduling	N/A	131



## Revisions Detailed

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### Database

#### ***Job Code Totals Tables Do Not Have Permissions Set***

*CR ID #: N/A*

The following job code totals tables were added to the database without the proper permissions:

- ◆ dly\_sys\_fixed\_prd\_job\_code\_ttl
- ◆ dly\_rvc\_fixed\_prd\_job\_code\_ttl

This has been corrected.

#### ***micros.frgn\_student\_dtl Table Missing Permissions***

*CR ID #: 19135*

Previously, users were unable to create or run a custom report using data from the *micros.frgn\_student\_dtl* table. The problem occurred because the table did not have permissions granted to any user. It required DBA authority to access or even read. This has been corrected.

---

### Documentation

#### ***Including Tips on Time Card Reports***

*CR ID #: 19286*

When running LM time card or payroll reports, jobs that are configured to receive tips (*POS Configurator | Employees | General*) will not be included in the employee sales and tip totals unless one of the following options is also enabled:

- ◆ Declare direct tips on clock-out
- ◆ Declare indirect tips on clock-out

To avoid confusion, on-line help files have been modified to include this requirement.

---

## Human Resources

### *Default New Hire Status Not Entered Correctly*

CR ID #: N/A

When entering a new employee record, the system failed to set the default hire status as *New*. Instead, the user would have to toggle the radio buttons from *New* to *Transferred* or *Borrowed* and back to *New* again in order to set the proper value. This has been corrected.

---

## Payroll

### *Grid Incorrectly Refreshes Clock-Out Times*

CR ID #: 19634

The *Payroll Preprocessing | Time Card* grid would not refresh the **Clock Out time** column properly, when scrolling up or down. This problem, which only occurred when the screen was minimized, has been corrected.

### *'Other Pay' Detail Posted Prematurely*

CR ID #: 19451

Previously, when Other Pay records were created for future business dates (e.g., when posting records for salaried jobs), the entries were being marked as posted before the actual date was reached. This has been corrected.

---

## Scheduling

### *Preferred Time Assignments Not Working With Auto-Scheduling*

*CR ID #: N/A*

When auto-scheduling weekly assignments, the system would ignore the preferred time periods specified by the employees (*HR | Availability*). This has been corrected.

## Financial Management (FM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

There are no revisions in this version of the software.

## **RES Platform**

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### **Introduction**

This chapter comprises changes made to RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility

## 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
License Manager	Support for the MICROS Stored Value Card (SVC) Interface	134

### New Features Detailed

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#### License Manager

##### *Support for SVC Interface*

RES 3000 now supports the installation and use of the MICROS Stored Value Card (SVC) interface to perform gift and loyalty card transactions through one or more stored value card host systems. The product is available as an add-on application to the RES 3700 POS System. For more information, refer to the Products page on the MICROS website or contact your MICROS representative.

##### Configuring License Manager

To accommodate this product, a new field — the **SVC Gift Card** activation code — was added to the **POS 3700** tab in License Manager. Once the key code is entered, press the **[Reload]** button to update the registry setting.

## 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 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
Database	Rebuilt Database Does Not Signal When Complete	16813	136
Language Translation Utility	No Entries Provided for Full-/Part-Time Foreign Student Fields	19150	136
Reports Explorer	Editing Dashboard's Contest List in Reports Explorer Causes Application to Hang	N/A	136

## Revisions Detailed

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### Database

#### ***Rebuilt Database Does Not Signal When Complete***

*CR ID #: 16813*

When running the Rebuild Database Utility to convert decimal places in a database, the screen would display a "Stopping the Database" message but would not close when the rebuild process was complete. This has been corrected.

---

### Language Translation Utility

#### ***No Entries Provided for Full-/Part-Time Foreign Student Fields***

*CR ID #: 19150*

The lang\_string\_def table did not include entries for the following options, available through the Human Resources application:

- ◆ Part-time foreign student
- ◆ Full-time foreign student

Consequently, users were unable to translate these options using the translation utility. This problem has been corrected.

---

### Reports Explorer

#### ***Editing Dashboard's Contest List in Reports Explorer Causes Application to Hang***

*CR ID #: N/A*

If the user edited the Dashboard's Contest List through Report Explorer, it was possible that Report Explorer would hang. To resolve the issue, access to the Dashboard lists is no longer allowed in Reports Explorer



## Service Pack 3

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In keeping with the original RES 3.2 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

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

For clarity, product information is further divided into three sections:

- ◆ 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, installed with the MICROS Documentation and available on the RES CD.

## 3700 POS

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
Interfaces	Support for the MICROS Guest Connection Application	140
Manager Procedures	RES 3000 Dashboard	144
Order Scheduling	Autofire Server	157
	Dining Courses	159
	Timed Fire	164
	Delayed Order	166
	Future Orders	169
POS Operations	Access KDS from POS	178
	Mark Orders from POS	180
	Team Service	182
	Touch Refill	195
	Touch Reorder	203
SIM	Ckemplopt[ ]	207
	Dtl_name_two	208
	Event Dtl_Changed	209
	PMSSeqNum	210
	VoidDetail()	211

Module	Feature	Page
SIM (Cont'd.)	<u>Discount/Service Charge Itemizer Values:</u>	212
	DscI[ ]	213
	DepDscI[ ]	214
	DscIttl[ ]	215
	Svcl[ ]	216
	Svcltll[ ]	217
	<u>Order Scheduling</u>	218
	Chk_Autofire_Time	219
	Chk_Delayed_Order	220
	Chk_Future_Order	221
	Dtl_Autofire_Time[ ]	222
	Dtl_Dining Course[ ]	223
	Dtl_Prep_Time[ ]	224

## New Features Detailed

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## Interfaces

### *Support for the MICROS Guest Connection Application*

With this release, the 3700 POS interface has been modified to support MICROS Guest Connection software.

Guest Connection is a browser-based application that manages restaurant reservations and seating, captures guest history, and provides a communication link to the MICROS POS System. Guest Connection is designed for the multi-property location, allowing a central reservation office to take reservations for all of the restaurants at a site.

Among the features supported by 3700 POS interface, the system will be able to:

- ◆ Begin a check on the POS when a guest is seated.
- ◆ Display the table status, such as meal served, check printed, check paid, table cleared, etc. A table's status can be reset from either Guest Connection or the POS.
- ◆ Send a message to Guest Connection to bus, clear, or close a table.
- ◆ Send and update a guest's order history. This includes information such as: contact information, preferences, birthday and anniversary dates, and credit card information. Comments and special requests can also be attached to the reservation and to the customer's guest history record.

### Limitations

Among the Guest Connection features not supported by 3700 POS are:

- ◆ Dining course statuses

For more information about this product, refer to the *Guest Connection Online Installation Guide* and the *Guest Connection User's Manual*, both of which are installed with the software.

## Configuring the Interface

As with other external programs, 3700 POS users who want to use Guest Connection will need to establish an interface to the application and set up an appropriate number of touch keys in POS Operations. The procedures for doing this are as follows:

1. Open the POS Configurator and go to *Devices | Interfaces | General*.
2. Add a new Guest Connection record with the following properties:
  - ◆ **Outgoing Message Name** — TMS 3700
  - ◆ **Timeout** — 20
  - ◆ **Network Node** — Server
  - ◆ **Number ID Digits** — 9
  - ◆ **Backup Interface** — (n/a)
  - ◆ **Log Transactions** — (not necessary)
  - ◆ **SIM Interface** — (must be checked)
  - ◆ **Interface Type** — TCP
3. Go to the *Interfaces* tab and enter the following:
  - ◆ **TCP Server Name** — Enter the IP address of the RES Server.
  - ◆ **TCP Port Number** — 5012
4. Save the record. Go to *Devices | Touchscreen Designer*.
5. Select the appropriate screen(s) on which to add the five SIM Inquire keys required for Guest Connection. Configure each key as follows:
  - ◆ **Legend** — Enter the button name
  - ◆ **Category** — SIM/PMS Inquire
  - ◆ **Interface** — Guest Connection

- ◆ **Inquire Number** — Enter the number that corresponds to the selected SIM function:
  - 1 — Bus/Clear Table
  - 2 — Clean
  - 3 — Close
  - 4 — Transfer (Performed from within the check after Transfer)
  - 5 — Add Check (Must be performed after Add Check, from within the newly combined check).

---

***Note** Touchscreen locations for SIM keys is subject to the needs and preferences of the user.*

*MICROS recommends placing Inquires 1-3 on the Table Layout Screen, as they may be used without opening a check or signing into the system. However, Inquires 4 and 5 should be placed on a screen that provides easy access from within a check.*

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6. Save and go to *Revenue Center | RVC Table Seating* and confirm that tables have been set up for each revenue center. If corresponding table numbers are not programmed, Guest Connection will be unable to initiate a guest check on the 3700 POS when a guest is seated.
7. Save and close POS Configurator.
8. On the RES Server, open the Window's Explorer and navigate to the **\Micros\RES\POS\etc** folder.
9. Rename the **TMSInterface.isl** to **pms#.isl**, where # is the number of the TMS 3700 interface created for Guest Connection in *POS Configurator | Devices | Interfaces*.

For example: If the TMS 3700 interface was number 2 on the Interface form, then the **TMSInterface.isl** script should be renamed **pms2.isl**.

10. Open the **TMSInterface.ini** file and change the following settings to match the user's system:

◆ [SETTINGS]

**UWSSEQ** —The `uws_seq` from `micros.uws_def` of the 3700 Server.

◆ [TMS-CONNECTION]  
(Client)

**port** — The port that the Guest Connection listens to. This must match the value in the `MICROSPORT` value in Guest Connection (*Maintenance | Look Ups | System | PARAM*).

**ip** — The IP address of the server where the Guest Connection interface service (**GC2MICROS.exe**) is installed.

◆ [3700-CONNECTION]  
(Server)

**port** — The port number of the 3700 Interface. This value must match the **TCP Port Number** defined in *POS Configurator | Devices | Interfaces* for the Guest Connection interface.

```
[SETTINGS]
LOG=TMSIntfcl.log
UWSSEQ=24

[TMS-CONNECTION]
port=5200
ip=172.28.255.255

[3700-CONNECTION]
port=5012

[MICROS]
;VER=3.1
VER=3.2
```

**SAMPLE FILE**

11. Save and close the **.ini** file.

12. From the Windows Start menu, go to *Settings | Control Panel | Administrative Tools | Services*.

13. Right-click on *Micros TMS Interface* and select **Restart**.

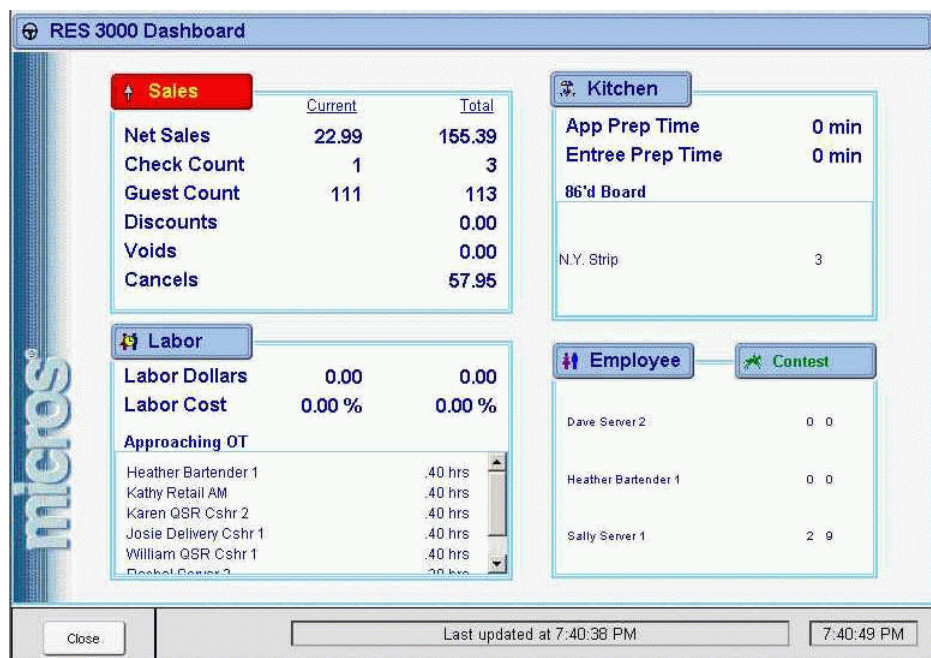
The service will write messages to the **3700d.log** file. This file can be viewed using logviewer. To view every message sent between the 3700 and Guest Connection, set Verbosity to 10 in the Control Panel.

---

## Manager Procedures

### *RES 3000 Dashboard*

The Dashboard utility provides instant access to critical information that allows a restaurant manager to make more informed decisions to improve service, reduce costs, and increase sales. The Dashboard contains multiple panels of the latest sales and kitchen performance information that is updated every minute and labor information that is updated every 15 minutes.



More detailed information can be accessed by using the drill-down links located in each of the data panels described below:

#### Sales Information

This panel provides instant up-to-the minute sales information, including time period sales information. You will know when sales have increased or decreased significantly from the last 15 minute time period.



### Kitchen/Speed of Service Information

This panel provides instant access to how your kitchen is performing. For table service environments, you will know your average prep times, how many "late" orders there have been in the last 15 minutes, and which items have been 86'd. For quick service environments, you will know how many orders are in the queue, how many orders are "parked", and how many orders are "late".

### Labor Information

This panel provides instant access to your labor cost in dollars as well as the labor as a percentage of sales. Also, you will instantly know that you have clocked-in employees who are approaching overtime, so that managers can make real-time labor cost saving decisions.

### Employee Information

This panel provides real-time information on who are your best performing employees based on net sales, item sales or group sales. Also, you can set up a competition that drives sales and displays employees in the best performance order.

## **Configuring the RES 3000 Dashboard**

### Configuring the Restaurant Environment

1. Open the *Configurator* | *System* | *Dashboard* form.
2. From the *General* tab, specify the **Restaurant type** by selecting one of the following radio button:
  - ◆ **Quick service restaurant**
  - ◆ **Table service restaurant**
3. Click the **Save** button.

### Configuring Sales Information

1. Open the *Configurator | System | Dashboard* form and select the *Alert Levels* tab.
2. In the **Sales alert** box, enter a threshold percentage value for the **Yellow alert** field. During operations, the **Sales** drill-down button will change to yellow when sales increases or decreases by this amount from the previous 15-minute time period.
3. In the **Sales alert** box, enter a threshold percentage value for the **Red alert** field. During operations, the **Sales** drill-down button will change to red when sales increases or decreases by this amount from the previous 15-minute time period.
4. Click the **Save** button.

### Configuring Kitchen/Speed of Service Information

1. Open the *Configurator | System | Dashboard* form.
2. Select the **Display KDS Information** option from the *General* tab for alert times to display in the Kitchen panel. Note: If this option is cleared, only 86'd items appear in the Kitchen panel.
3. Click the **Save** button.
4. Go to the *Alert Levels* tab.
5. In the **KDS alert count** box, enter a threshold value for the **Yellow alert** field. During operations, the number of orders that entered alert status during the last four 15-minute time periods are displayed.
6. In the **KDS alert count** box, enter a threshold value for the **Red alert** field. During operations, the number of orders that entered alert status during the last four 15-minute time periods are displayed.
7. Click the **Save** button.

### Configuring Labor Information

1. Open the *Configurator | System | Dashboard* form and select the *Alert Levels* tab.
2. In the **Overtime alert** box, enter a threshold amount in the **Hours until overtime** field. This value is used to identify employees who are nearing overtime for the current work week. For example, if the threshold is set to 30, any employee who has worked 30+ hours will be automatically added to the **Approaching Overtime** list on the Labor Panel.
3. In the **Overtime alert** box, enter a threshold amount in the **Overtime alert hours** field. This value is used to identify employees who have worked more than the regular number of hours for the current work week. For example, if the threshold is set to 40, any employee who has worked 40+ hours will be listed in red on the Labor Panel.

---

**Note** *If the option to display all employees is selected in Configurator | System | Dashboard | General, all employees that have worked during the current labor week are displayed. If the option to display all employees is cleared, only the employees that have reached the alert status will be displayed.*

---

4. In the **Employees in overtime alert** box, enter a threshold percentage value for the **Yellow alert** field. During operations, the **Employees** drill-down button will change to yellow when the percentage of employees in overtime exceeds this amount.
5. In the **Employees in overtime alert** box, enter a threshold percentage value for the **Red alert** field. During operations, the **Employees** drill-down button will change to red when the percentage of employees in overtime exceeds this amount.

6. In the **Labor cost alert** box, enter a threshold percentage value for the **Yellow alert** field. During operations, the **Labor** drill-down button will change to yellow when the labor cost percentage exceeds this amount.
7. In the **Labor cost alert** box, enter a threshold percentage value for the **Red alert** field. During operations, the **Labor** drill-down button will change to red when the labor cost percentage exceeds this amount.
8. Click the **Save** button.

### [Configuring Employee and Contest Information](#)

#### [Employee Information](#)

1. Open the *Configurator* | *System* | *Dashboard* form.
2. Select **Display All Employees** from the *General* tab to show all employees who have worked the current business day and have posted sales.

Or

Clear the **Display All Employees** option from the *General* tab to show only those employees that are currently clocked-in and have posted sales for the current business day.

3. Click the **Save** button.

#### [Contest Information](#)

1. Open the *Configurator* | *System* | *Dashboard* form.
2. Select **Run Employee Contests** from the *General* tab. If this option is selected, the **Contests** button appears on the Employee panel of the Dashboard.

3. Select **Display Contest Information** in Employee Panel from the *General* tab to show the employee contest tracking information.

If this option is selected, the total number of contest items sold and the total sales for each clocked-in employee (with sales for the current business date) are displayed.

If this option is cleared, the total guest count and total sales are displayed for each clocked-in employee with sales for the current business date.

4. To define a contest, select **Edit List** from the *Contest List* tab to launch the List Wizard.
5. Select the appropriate **Contest List Type**. The contest name cannot be changed. Only one contest can be configured at a time.
6. Select **Next**.
7. Choose the items to track for the contest and click **Next**.
8. Select **Finish**.
9. Click the **Save** button.

#### [Setting Employee Access to the Dashboard](#)

1. Open the *Configurator* | *Employees* | *Employee Classes* form.
2. Select the **Use dashboard** option on the *Procedures* tab for each Employee Class that is allowed to access the Dashboard.
3. Specify which panels of information will be displayed for members of this employee class by checking one or more of these options:
  - ◆ **View sales**
  - ◆ **View kitchen**
  - ◆ **View labor**
  - ◆ **View employees**
  - ◆ **View contests**

4. Click the **Save** button.

#### Configuring a Dashboard Manager Procedures Touchscreen Key

1. Add a new record named Dashboard in *System | External Programs*. Set the following options:

Option	Setting
User Interface	Windows
Run Style	Normal
Run in separate virtual machine	Enabled
Working Directory	..\bin
Command Line	procedures.exe -o

2. Add a **[Manager Procedures]** key in *Devices | Touchscreen Designer*. Set the following options:

Option	Setting
Category	External Program
Program	Dashboard (the External Program defined above)

3. Restart POS Operations for the **[Manager Procedures]** key to appear on the touchscreen.

### Configuring Totals Posting

The Dashboard refreshes automatically every minute, but if no information has changed (no totals posting has been run) the displayed information remains the same. In order to display meaningful information on the Dashboard, totals posting should be configured as shown below:

<b>Totals</b>	<b>Frequency</b>
<b>Sales</b>	
124 - Time Period Sales	Every 1 minute
130 - System Sales and Tracking	Every 1 minute
<b>Employee</b>	
115 - Employee Sales	Every 1 minute
<b>Contest</b>	
157 - Load Dashboard Totals Information*	Every 1 minute
<b>Labor</b>	
133 - Time Card Totals	Every 15 minutes
142 - Post Time Period Labor Totals	Every 15 minutes
132 - Job Code Totals	Every 15 minutes
<b>Kitchen/Speed of Service</b>	
Kitchen Speed of Service (Configured in Configurator   System   Kitchen   Posting)	Every 1 minute
86'd Board	No posting necessary
<b>All Panels</b>	
157 - Load Dashboard Totals Information (This should be the last step in the autosequence.)	Every 1 minute

\*Updates as part of the All Panels autosequence.

---

**Note** *It is recommended that you disable (Skip) any existing sales and labor posting and create separate posting autosequences for the Dashboard with the recommended frequencies shown above.*

*Make sure that you are not posting multiple times with your existing posting and with the new Dashboard posting.*

---

## Using the Dashboard

### Accessing the Dashboard

1. Press the [**Dashboard Manager Procedures**] key on the touchscreen  
  
Or  
  
Launch the Manager Procedures application and press the Dashboard icon.
2. The Dashboard application appears.



### Viewing Sales Information

The Sales information panel provides current time period and daily totals for the following information:

- ◆ Net Sales
- ◆ Check Count (Table Service Only)
- ◆ Guest Count (Table Service Only)
- ◆ Transaction Count (Quick Service Only)
- ◆ Discounts
- ◆ Voids
- ◆ Cancels

The **Sales** button changes to yellow when the Current Net Sales amount increases or decreases from the previous 15-minute time period by the amount defined in *POS Configurator | System | Dashboard | General | Sales alert | Yellow alert*. The **Sales** button changes to red when the Net Sales amount increases or decreases from the previous 15-minute time period by the amount defined in *POS Configurator | System | Dashboard | General | Sales alert | Red alert*.

Click the **Sales** button to drill-down to a horizontal bar graph view of time period sales.

### Viewing Kitchen/Speed of Service Information

The Kitchen/Speed of Service information panel provides kitchen performance information, including the following:

- ◆ 86'd Items (Table Service Only)
- ◆ Counter Time (Quick Service Only)
- ◆ Drive Thru Time (Quick Service Only)
- ◆ Park Time (Quick Service Only)

If you are running in a QSR environment, click the **[SOS]** (Speed of Service) button to drill-down to a screen that displays the average times for the last 15-minute time period and previous hour for the following:

- ◆ Order time
- ◆ Line time
- ◆ Window time
- ◆ Pickup time

### Viewing Labor Information

The Labor information panel provides real-time data for:

- ◆ labor costs
- ◆ labor as a percentage of sales
- ◆ employees who are approaching overtime

The **Labor** button changes to yellow when either of the following conditions occurs:

- ◆ Number of employees in overtime exceeds the percentage defined in *POS Configurator | System | Dashboard | Alert Levels | Employees in overtime alert | Yellow alert*
- ◆ Labor cost percentage exceeds the percentage defined in *POS Configurator | System | Dashboard | Alert Levels | Labor cost alert | Yellow alert*

The **Labor** button changes to red when either of the following conditions occurs:

- ◆ Number of employees in overtime exceeds the percentage defined in *POS Configurator | System | Dashboard | Alert Levels | Employees in overtime alert | Red alert*
- ◆ Labor cost percentage exceeds the percentage defined in *POS Configurator | System | Dashboard | Alert Levels | Labor cost alert | Red alert*

Click the **Labor** button to drill-down to sales, labor cost, and labor as a percentage of sales information in 15-minute increments.

### Viewing Employee Information

The Employee Information panel displays the following for all employees with sales on the current shift:

- ◆ Number of guest checks (Table Service Only)
- ◆ Sales (Table Service Only)
- ◆ Average per check (Table Service Only)
- ◆ All clocked in employees (Quick Service Only)
- ◆ Till assignment (Quick Service Only)
- ◆ Cash pull alert (Quick Service Only)
- ◆ Count (Table Service or Quick Service with contests)
- ◆ Amount (Table Service or Quick Service with contests)

Click the **Employee** button to drill-down to a spreadsheet-style report with sales, check, guest, discount, service charge, no sale, void, and transaction cancel information for each employee. You can also further drill-down to an Employee Sales graph.

Click the **Contest** button to drill-down to a spreadsheet-style employee report with counts for each contest item.

## Order Scheduling

To serve guests more efficiently, several new features were added to the RES POS System that will allow wait staff to schedule when orders are sent to the kitchen. The problem is addressed in two ways:

1. By allowing servers to schedule the firing of items on a guest check. This approach ensures that the meal is presented smoothly, without delays between courses, and fresh from the kitchen.
2. By allowing entire orders to be scheduled and fired at a future date/time. This approach could be used for catered affairs, hotel “doorhangers”, or other situations where an order is taken one or more days in advance of the actual service, order pick-up, or delivery.

## *Autofire Server*

The “Autofire Server” is responsible for monitoring checks for timed events and initiating the appropriate response. The process — referred to as *autofiring* — is designed to run in the background and fire between current transaction. In this release, each workstation doubles as an autofire server.

During POS Operations, an idle workstation will periodically poll the server for checks with menu items that are due to be fired. If any are found, the checks will be picked up automatically by the autofire server and the relevant menu items will be sent to the remote order printers or KDS display. The check will then be updated and saved.

Each workstation will attempt to handle its own checks. However, if a check is not picked up within 2 minutes of its autofire time (e.g., the owning workstation is in the middle of another transaction), any other idle workstation can pick up the check and fire the appropriate menu items. If all the workstations are in use, the system must wait until one is free before firing menu items that have exceeded their wait period.

Menu items will not be fired from any check that has been picked up by a workstation. The check must be service totaled first before the overdue menu items can be sent to the kitchen. Once the items are fired, a banner will be printed/displayed at the top of the order, indicating that the items were delayed.

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**Warning!** *When using the autofire features, the [Service Total] and [Print] keys must be configured with the 'Keep Held Status' option selected (POS Configurator | Sales | Tender/Media | Service TTL).*

*If the keys are set to 'Fire Order', the system will ignore the timer and fire all items when the check is service totaled or printed.*

---

### **BSM and SAR**

Autofire features work in both Backup Server Mode (BSM) and Standalone Resiliency (SAR) mode. However, because these modes are only active when the workstation has experienced some communications difficulty, there is a possibility that menu items will be delayed or sent twice.

For example, suppose the network is down and the workstations are switched to standalone mode. In this mode, a workstation can only autofire its own checks. If the workstation remains inside a transaction for an extended period of time, orders may be delayed well past their autofire time.

On the other hand, suppose only one of the workstations is switched to standalone mode. In this case, it's conceivable that the menu items will be fired twice — once from the standalone workstation, and once from a networked workstation. The system will try to avoid this by checking before an order is activated to see if it has already been posted in the database.

To assist the users, checks sent from workstations operating in either standalone or backup server mode will include a banner across the top indicating the status of the workstation that fired the menu items. It will be up to the kitchen staff to make sure that these menu items are not duplicated.

## Autofire Features

The following new features employ the autofire server to control how menu items are organized, selected, and acted on in the RES System:

POS	KDS
<ul style="list-style-type: none"> <li>◆ Dining Courses</li> <li>◆ Timed Fire</li> <li>◆ Delayed Orders</li> <li>◆ Future Orders</li> </ul>	<ul style="list-style-type: none"> <li>◆ Dining Courses</li> <li>◆ Item Timing</li> <li>◆ Kitchen Zones</li> </ul>

These features may be used separately or with existing RES functionality. Results will vary, depending on the options selected.

This section describes the features from the POS perspective. For information on the related KDS functionality, refer to the KDS Order Scheduling topics, beginning on page 324.

### *Dining Courses*

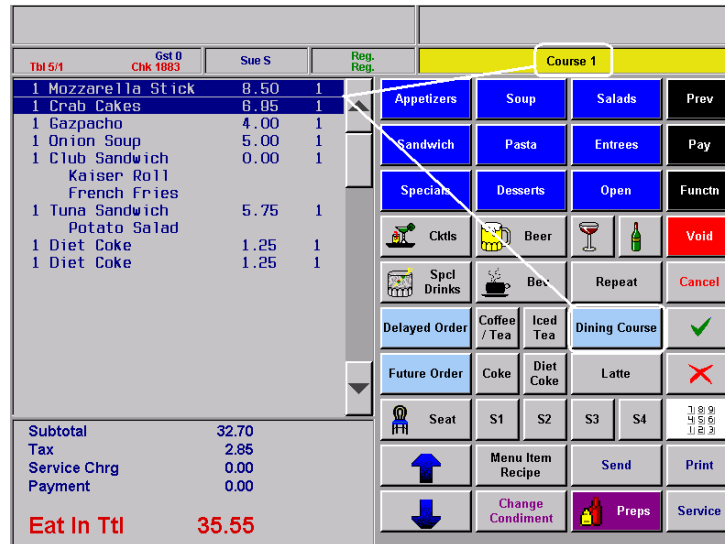
Dining Courses were designed for use in table-service restaurants as a way to organize menu items into logical serving groups. (e.g., drinks, appetizers, entrées, desserts). By itself, the feature is a simple labeling device that allows the user to do three things:

- ◆ Select all the menu items on a check that belong to the same course number.
- ◆ Determine the order (by course number) in which menu items are selected.
- ◆ Print a course header before the appropriate menu items on the order output device (e.g., remote order printer, KDS display, or KDS chit printer).

Up to 64 courses may be programmed.

## Selecting Courses

During POS Operations, members of a dining course can be selected using the new **[Select Course]** function key. When this key is pressed, all unfired items belonging to the lowest-numbered course are highlighted in the check detail. The Course identifier is displayed in the yellow status box at the top of the screen.



If a dining course has no unfired items, the system will skip it and move on to the next unfired course. By pressing the **[Select Course]** key multiple times, the user can cycle through all of the courses, highlighting each group of menu items, one at a time. Items from the previous course are deselected automatically.

After cycling through all the available dining courses, the system will deselect all items and then start over again with the lowest unfired course.

## Modifying the Course Menu Items

The **[Select Course]** key does nothing more than highlight menu items. Its value lies in its ability to recognize and select multiple items with one keystroke. Once the items are selected, other function keys may be used to apply discounts or service charges to them, split them between checks, transfer or void them, place them on hold, or fire them to the kitchen.



## Feature Comparison

This feature is separate from (and should not be confused with) the courses used in Fixed-Price Meals. The following table illustrates the basic differences between the two:

Dining Courses	Fixed-Price Meals
<p>A Dining Course is a label assigned to a menu item class. It's purpose is to organize and select menu items as a group.</p> <p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>◆ Uses courses defined on the <i>Sales   Descriptors   Dining Courses</i> forms. Up to 64 courses are allowed.</li> <li>◆ Identifies menu items by links to the <b>Dining Course</b> drop-down box (<i>Sales   Menu Item Classes   Description</i>).</li> <li>◆ Places no restrictions on the number of menu items ordered per course.</li> <li>◆ Does not assign price at the course level. Prices accrue based on the menu items selected.</li> <li>◆ Includes <b>[Select Course]</b> function key to highlight next unfired group of menu items.</li> <li>◆ Can be configured to print courses in order with a course header above each group.</li> </ul>	<p>A Fixed-Price Meal is a menu item that includes two or more courses at a preset price.</p> <p><b>Attributes:</b></p> <ul style="list-style-type: none"> <li>◆ Uses courses defined on the <i>Sales   Courses</i> forms. Up to 16 courses are allowed.</li> <li>◆ Requires the creation of a Fixed Price menu item (parent).</li> <li>◆ The parent menu item is linked to a menu item class with the option <b>Fixed price meals</b> (<i>Sales   Menu Item Classes   Price/Totals</i>) selected.</li> <li>◆ Specifies the number and type of courses included in the fixed-price meal (<i>Sales   Courses   Course Selection</i>).</li> <li>◆ Uses Course Membership groups (<i>Sales   Courses   Course Membership</i>) to determine which menu items to present for course selection.</li> <li>◆ Limits the customer to one menu item selection per course.</li> <li>◆ Posts the priced assigned to the Fixed-Price Meal only. Prices assigned to menu items are overridden when used as a course selection.</li> </ul>

## Enabling the Feature

To support the feature, the following additions and modifications were made in POS Configurator:

- ◆ *Sales | Descriptors | Dining Courses (new tab)*
  - ◆ **Dining Course Seq** — A system provided sequence number for each dining course. When used with a timed firing option, this number determines the order in which a course of menu items will be sent to the kitchen.
  - ◆ **Name** — Allows the user to enter a descriptor (up to 12 characters) for each course.
  - ◆ **Minimum/Maximum Preparation Time** — Sets the minimum/maximum amount of time that the system should wait before sending this course to the kitchen.

---

***Note** Course timings are affected by whether or not individual items times are set. To work properly, either ALL or NONE of the items must have a minimum prep time set.*

*For more on these options, refer to the KDS-related discussion of Dining Courses beginning on page 324 and of Item Timings on page 332.*

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- ◆ *Sales | Menu Item Classes | Description*
  - ◆ **Dining Course** — Links the menu item class to one of 64 dining courses. Allows the system to identify and highlight all members of the same dining course with a single touch key selection.
- ◆ *Sales | Menu Item Classes | General Options*
  - ◆ **Items are...Appetizers** — [Deleted from form.]

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***Note** Although the option has been removed from the POS Configurator screen, the column will remain in the database table to accommodate users who rely on it for custom KDS applications.*

---

- ◆ Devices | Order Devices | Options
  - ◆ **Print Dining Course Header** — When checked, prints the course header on the order chit for each new course. Course headers are printed below the order type and above the seat identifier.

```
Mike Rose Café
*** Cold Line Remote ***
101 Sally S
-----
Tbl 13/1          Gst 2
-----
Eat In
* Appetizer — C1 *
S1
**** Seat 1 ****
1 Shrimp Cknl
-----
Chk 204          Aug 04'04 04:32 PM
```

- ◆ Devices | Touchscreen Designer (new function key)
  - ◆ **Category: Dining Courses** — Highlights all the unfired items belonging to the next dining course on the check. The key may be pressed multiple times to cycle through the dining courses.

### Timed Fire

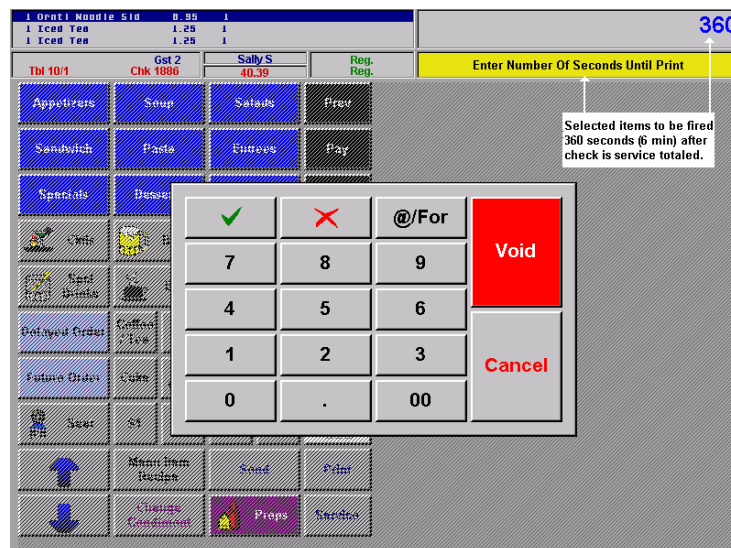
Timed Fire is one of three new features designed for scheduling orders in the kitchen. The other two are Delayed Orders and Future Orders.

With Timed Fire, servers control the pace of a meal, by scheduling when the menu items will be sent to the kitchen. This makes Timed Fire especially useful with Dining Courses. For example, when a check with multiple courses is opened, the server can program the drinks and appetizers to fire immediately. Ten minutes later, the entrées can be sent to the kitchen, followed 15 minutes later by the desserts.

This feature is similar to Hold and Fire functionality, except that the server does not have to return to the POS workstation to fire the next set of menu items.

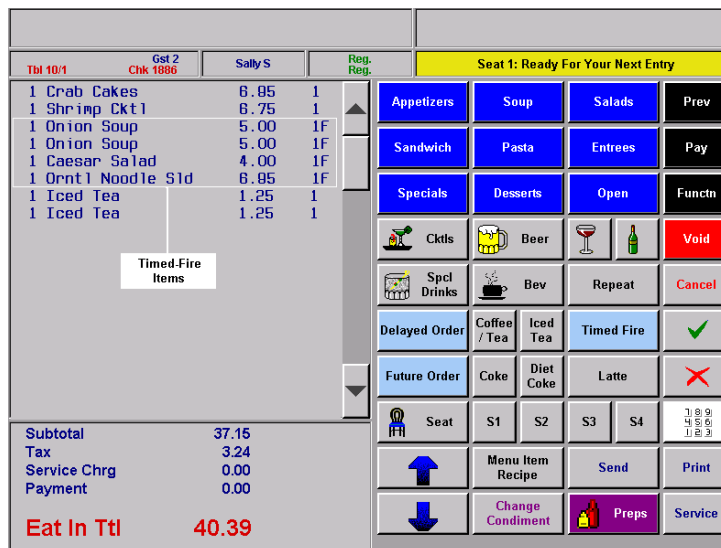
### Using the Feature

Timed Fire can only be applied to unfired menu items. Before service totaling, one or more menu items is highlighted and the **[Timed Fire]** key is pressed. A dialog box displays, prompting the user to specify (in seconds) when the menu item(s) should be fired to the kitchen.



If no menu items are selected, the system assumes that the timed fire should be applied to all unfired items. This does not include items that are already on hold or were previously timed to fire.

On an open check, timed-fire menu items are designated in the check detail by the letter “F” after the entry. Held items are followed by the letter “H”.

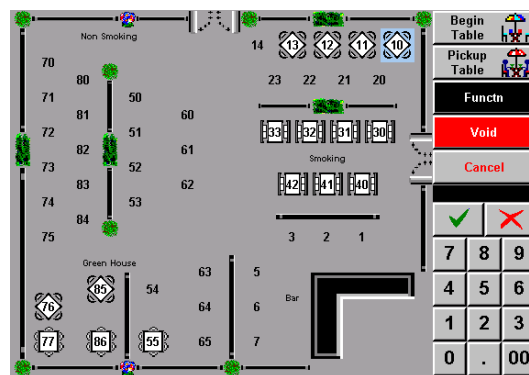


If a highlighted menu item is on hold when the [Timed Fire] key is pressed, the system will remove the hold and set the timer to fire at the selected interval. If a selected menu item is already timed, the system will reset the timer to the newly entered interval.

Timed menu items may be changed up until the moment they are fired to the kitchen.

Until the check is closed, users will be able to tell at a glance which orders contain timed-fire menu items. The checks/tables representing those orders on the pick-up screens will be highlighted in blue.

Check/tables containing orders with held items are highlighted in magenta.



### ***Delayed Orders***

Delayed Order is the second of three new features designed for scheduling orders in the kitchen. The other two are Timed Fire and Future Order.

A Delayed Order refers to a check whose menu items are entered and posted immediately to sales, but are timed to fire later in the business day. For example, a lunch order might be placed early in the day, but is not going to be picked up until noon. By entering the check early — and scheduling it to fire at 11:45 a.m. — the system assumes responsibility for sending the order to the kitchen at the appropriate time, and the customer is assured of picking up a freshly prepared meal.

### **Restrictions and Limitations**

A Delayed Order can be picked up and its menu items added, modified, or voided until the moment they are fired to the kitchen. The autofire time can also be changed. There are limitations, however.

The following features cannot be applied to a Delayed Order:

- ◆ Hold Items
- ◆ Timed Fire
- ◆ Edit Check
- ◆ Split Check
- ◆ Add Check
- ◆ Block Settle
- ◆ Seat Filter
- ◆ Send Order
- ◆ Suspend
- ◆ Chaining

### Menu Item Availability

Because Delayed Orders post immediately to sales, all menu items must be available at the time the order is created. For limited items, availability counts will be decremented when the check is entered.

### Menu Item Effectivity

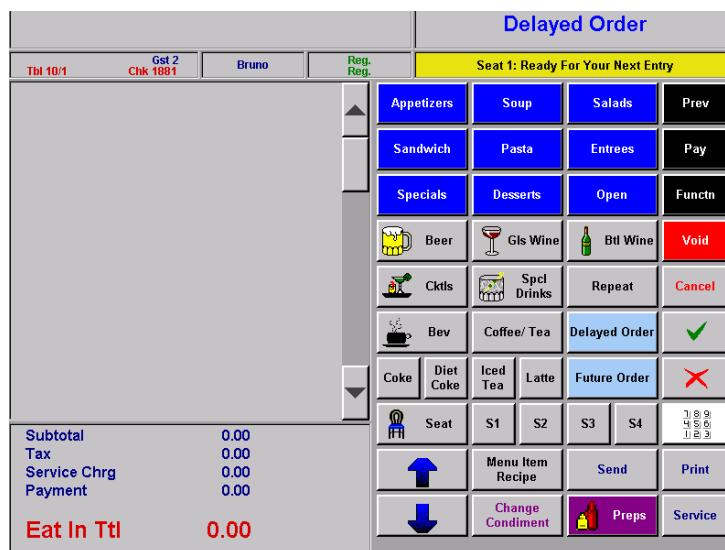
When creating a Delayed Order, only menu items with a current effectivity date may be *selected*. If the menu item becomes ineffective before the Delayed Order is activated, a generic name (i.e., “Menu Item”) will be substituted.

### Menu Item Names and Prices

For Delayed Orders, the system will post the name and price of the menu items that are in effect when the order is *activated*. Therefore, changes to the database should not be activated while this feature is in use.

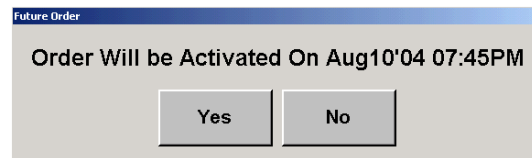
### Creating a Delayed Order

A Delayed Order is created at the start of a check. Before a menu item is entered, the server presses a [**Delayed Order**] touch key. The status is shown in the grey box in the upper right-hand corner of the display.



The server then enters the menu items as usual. When the check is service totaled, the system displays a numeric keypad and prompts for the date (mmdd) and time (hhmm) that the order should be fired. Time entries are based on a 12-hour clock, using 15-minute intervals (e.g., 0745, 1130). A dialog box allows the user to clarify AM or PM.

Once these values are entered, the server is prompted to confirm the date and time.



If the entry is correct, the **Yes** button is pressed and the order is added to the open check SLU screen and to reports. As with other timed orders, the table objects and open checks will be bordered in blue until after the menu items are fired.

### Alternate Method

Servers can front-load the firing time by using the numeric keypad to enter a four-digit value (hhmm) before pressing the **[Delayed Order]** key. In this case, the firing time is based on a 24-hour clock (e.g., 0715, 1030, 1430). A date is not required because the system assumes that the items will be fired at the next occurrence of the timed value. For example, entering:

**[0] [7] [1] [5] [Delayed Order]**

will set the delayed order time to 7:15 a.m., today or tomorrow, depending on whether the order was entered before or after 7:15 am.

Once the timer is set, menu items are entered as usual. When the check is service totaled, the system bypasses the date/time prompts and displays the confirmation dialog box directly. The server can confirm the entry by pressing the **Yes** button, or press **No** to clear the screen and launch the date/time dialog boxes.

### Caveat

Technically, Delayed Orders should be programmed to fire in the current business day, since that is when the sales are recorded. They can, however, be programmed up to 90 days in advance. (Orders scheduled for another business date should be entered as Future Orders. See feature description, beginning on page 169, for more information.)



Scheduling a Delayed Order outside the current business date will impact other processes. For example, servers will not be able to exit POS Operations unless they are privileged to clock out with open checks or have a manager approval to do so. In addition, any autosequence that is programmed to look for open checks before running (e.g., end-of-shift, end-of-day) will fail if a Delayed Order is still active.

### ***Future Orders***

Future Orders is the last of three new features designed for scheduling orders in the kitchen. The other two are Timed Fire and Delayed Orders.

A Future Order refers to a check whose menu items are entered without posting to sales or firing to the kitchen until the date and time specified. Future Orders can be entered up to 90 days in advance. This makes the feature ideal for catering businesses where orders are placed for a large group (e.g., business conferences, banquets, wedding receptions) prior to the actual event.

### **Restrictions and Limitations**

A Future Order can be picked up and its menu items added, modified, or voided until the moment they are fired to the kitchen. The autofire time can also be changed. There are limitations, however.

Orders that have not been fired to the kitchen (i.e., future or delayed orders) will be deleted from the Server when totals are cleared, but not removed the Backup Server. Should the server connection fail, and the POS clients go into backup server mode (BSM), the future orders will redisplay. These orders will persist on the Backup Server until that device is rebooted.

Other features that cannot be applied to a Future Order include:

- ◆ Cash Management
  - ◆ Discounts Requiring a Till ID
  - ◆ Service Charges Requiring a Till ID

- ◆ POS Operations
  - ◆ Payments
  - ◆ PMS Payments
  - ◆ Credit Card Authorizations and Payments (Initial Authorization is allowed)
  - ◆ Hold Items
  - ◆ Timed Fire
  - ◆ Edit Check
  - ◆ Split Check
  - ◆ Add Check
  - ◆ Block Settle
  - ◆ Seat Filter
  - ◆ Send Order
  - ◆ Suspend
  - ◆ Chaining
  - ◆ Team Service
  
- ◆ Guest Services Solutions
  - ◆ Redeeming Gift Certificates
  - ◆ Redeeming Coupons
  - ◆ Accounts Receivable Account Charges
  - ◆ Activate Gift Certificates
  - ◆ Value Add Gift Certificates

#### [Menu Item Availability](#)

With Future Orders, the system does not check for menu item availability or decrement the availability count until the order is activated. However, since this is an unattended process, the system will activate the order even if there are insufficient items available.

#### [Menu Item Effectivity](#)

When creating a Future Order, only menu items with a current effectivity date may be *selected*. If the menu item is ineffective when the Future Order is activated, a generic name (i.e., “Menu Item”) will be substituted.

### Menu Item Names and Prices

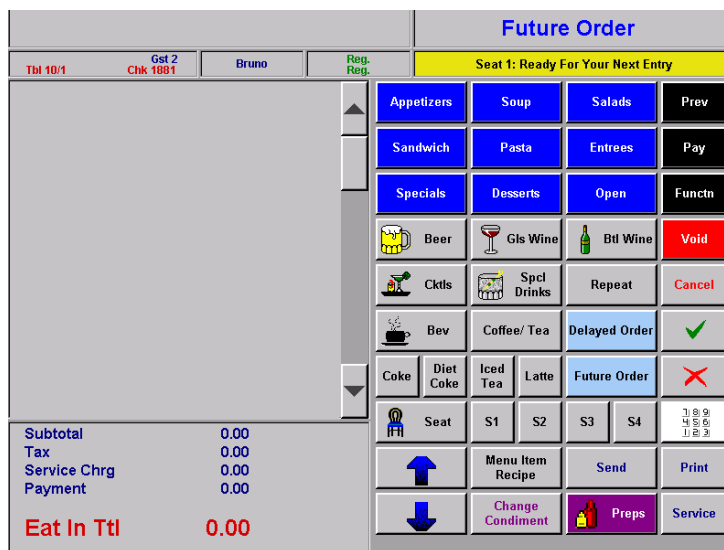
For Future Orders, the system will post the name and price of the menu items that are in effect when the order is *activated*. Therefore, changes to the database should not be activated while this feature is in use.

### Serving Periods

Future Orders will post to the serving period in effect when the order is activated. Users should be advised that the autofire server will not display an error message if the serving period is wrong. For accurate reporting, it is up to the users to ensure that the serving period is set correctly for pending Future Orders. For example, if a breakfast order is to be activated at 6:00 a.m., the serving period should be set to Breakfast before 6:00 a.m.

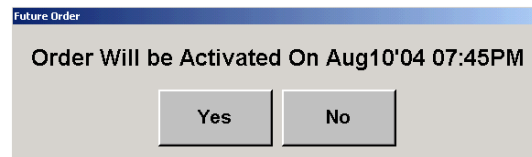
### **Creating a Future Order**

Like Delayed Orders, a Future Order is created at the start of a check. Before a menu item is entered, the server presses a **[Future Order]** touch key. The status is shown in the grey box in the upper right-hand corner of the display.



The server then enters the menu items as usual. When the check is service totaled, the system displays a numeric keypad and prompts for the date (mmdd) and time (hhmm) that the order should be fired. Time entries are based on a 12-hour clock, using 15-minute intervals (e.g., 0745, 1130). A dialog box allows the user to clarify AM or PM.

Once these values are entered, the server is prompted to confirm the date and time.



If the entry is correct, the **Yes** button is pressed and the order is added to the Future Orders SLU screen and to reports. The check will be stored in the database, but *will not* display as an object on the touchscreens until the scheduled business date. At that time, the table objects and open checks will be bordered in blue until after the menu items are fired. The system will not start timing the open check until it is actually sent to the kitchen.

---

**Warning!** *When updating the system's Time Zone setting, users must stop/start RES services before attempting to run POS Operations. This will resynchronize the RES application time zones (which are set on startup) with those on the updated POS clients.*

*Failure to do so, or to reboot the system, will cause errors when using the Future Order feature.*

---

### Activating a Future Order

When creating a Future Order, users should keep in mind that the date and time provided by a customer represents the date and time the order is expected to be ready. This is not how the system interprets these values.

For the system, scheduled dates and times are considered activation values. When a Future Order is activated, all the menu items on that order are immediately fired to the kitchen. This means the customer may arrive expecting the order to be ready, only to discover that it has just been sent to the kitchen.

One solution is for the user to modify the activation time to allow for preparation. However, given the lead time between when a Future Order is entered and when it is activated, preparation times may be difficult to project. To address this issue, an option (**Future/Delayed Order Offset Time**) was added that allows users to back out the scheduled activation time by a predefined number of minutes. The offset value is linked to order type.

For example, if the average preparation time for a pick-up order is 15 minutes, the user can program future pick-up orders to fire 15 minutes earlier than the scheduled time.

### Assigning an Employee

The amount of time between order entry and activation can also make it difficult to assign the check to a server. Schedules can change, employees may quit, or the workload may be unevenly distributed among the servers.

To address this problem, a **Future Order Employee** option (*System | Order Types*) was added that would allow a user to name the employee who will be assigned all of the Future Orders once they are activated. For example, the orders can all be posted to the manager, who can then transfer them to an available server.

---

**Note**      *The Future Order and Open Check SLUs have a display limit of 500 checks at a time. Checks in excess of this limit will not display until an earlier check has been closed.*

---

### **Reports**

As part of the Future Order feature, two new report templates have been added. The Employee Future Guest Check reports (*chk\_105.rpt*, 80- and 40-column versions) provide a summary of the orders that are scheduled for a future date or range of dates. Checks are listed by revenue center and grouped by the employee who entered the original check. The check amount and time-to-fire are also included.

Samples of each report are provided below.

80-Column Report

Employee Future Guest Checks				Bruno The Manager			
Micros Cafe - Micros Cafe				Printed on Monday, August 23, 2004 - 1:30 PM			
Period From : 08/23/2004	To : 08/23/2004						
Check Tbl/Grp	Check ID	Guests	Open Date-Time	Auto Fire Date-Time	Subtotal	Tax Total	Amount Due
<b>1 - Restaurant</b>							
101 Sally Server 1							
1959 10/1		2	08/23 - 1:15pm	08/23 - 2:15pm	26.70	2.33	29.03
1960 30/1		2	08/23 - 1:16pm	08/23 - 3:00pm	12.25	1.07	13.32
Employee Total		4	2	2	38.95	3.40	42.35
Restaurant Total		4	2	2	38.95	3.40	42.35
<b>2 - Bar</b>							
201 Heather Bartender 1							
2369		0	08/23 - 1:13pm	08/23 - 2:00pm	17.75	1.55	19.30
2370		0	08/23 - 1:13pm	08/23 - 2:30pm	21.70	1.89	23.59
Employee Total		0	2	2	39.45	3.44	42.89
Bar Total		0	2	2	39.45	3.44	42.89
Grand Total		4	4	4	78.40	6.84	85.24

40-Column Report

Employee Future Guest Checks  
Micros Cafe - Micros Cafe  
Bruno The Manager  
Printed on 8/23/2004 - 1:30 PM

Check	Tbl	Opened/Fixed	Amt Due
-----			
1 - Restaurant			
101 - Sally Server 1			
-----			
1959	10/1		29.03
	08/23 - 1:15 pm	08/23 - 2:15 pm	
1960	30/1		13.32
	08/23 - 1:16 pm	08/23 - 3:00 pm	
Employee Total			42.35
-----			
Restaurant Total			42.35
-----			
2 - Bar			
201 - Heather Bartender 1			
-----			
2369			19.30
	08/23 - 1:13 pm	08/23 - 2:00 pm	
2370			23.59
	08/23 - 1:13 pm	08/23 - 2:30 pm	
Employee Total			42.89
-----			
Bar Total			42.89
-----			
Grand Total			85.24
=====			

CHK\_105.RPT v3.2.100

## Summary

### Order Scheduling — Comparison of Features

Timed Fire	Delayed Order	Future Order
<ul style="list-style-type: none"> <li>◆ Uses programmed Touch Key: Category: Transaction Function: Timed Fire</li> <li>◆ Prompts user to specify how long (in seconds) before menu items will be fired.</li> <li>◆ Applies to highlighted menu items only.</li> <li>◆ Menu items can have different firing times on same check (e.g., especially useful with dining courses).</li> <li>◆ Items are fired in the current business date.</li> <li>◆ Permits add/modify/void of menu items until order is fired.</li> <li>◆ Allows changes to firing time until order is fired.</li> <li>◆ Posts sales to database/reports when menu items are <i>entered</i>.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Uses programmed Touch Key: Category: Transaction Function: Delayed Order</li> <li>◆ Prompts user to specify date/time when menu items will be fired.</li> <li>◆ May include an offset time (hhmm) for order preparation. This value ensures that the delayed order is READY at the stated date and time.</li> <li>◆ Applies to all menu items on the check.</li> <li>◆ Usually fired in the current business date. May be delayed up to 90 days before firing.</li> <li>◆ Permits add/modify/void of menu items until order is fired.</li> <li>◆ Allows changes to firing time until order is fired.</li> <li>◆ Posts sales to database/reports when check is <i>entered</i>.</li> <li>◆ Server cannot clock out with Delayed Order still assigned.</li> <li>◆ Some autosequences may not run with Delayed Orders in system.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Uses programmed Touch Keys: Category: Transaction Function: Future Order</li> <li>Category: Check Access Function: Future Orders SLU</li> <li>Category: Check Access Function: Print Future Orders SLU</li> <li>◆ Prompts user to specify date/time when menu items will be fired.</li> <li>◆ May include an offset time (hhmm) for order preparation. This value ensures that the future order is READY at the stated date and time.</li> <li>◆ Applies to all menu items on the check.</li> <li>◆ Timed to fire on a future business date. Checks can be entered up to 90 days in advance.</li> <li>◆ Permits add/modify/void of menu items until order is fired.</li> <li>◆ Allows changes to firing time until order is fired.</li> <li>◆ Posts sales to database/reports when check is <i>activated</i>.</li> <li>◆ Does not affect whether a server can clock-out or an autosequence can run.</li> </ul>



## Enabling the Autofire Features

To support the autofire features, the following function keys were added in POS Configurator:

- ◆ *Devices | Touchscreen Designer*
  - ◆ **Timed Fire** (Category: Transaction) — When pressed, prompts the user for the amount of time (in seconds) that the system should wait before firing the highlighted items.
  - ◆ **Delayed Order** (Category: Transaction) — When pressed, designates the check as a Delayed Order. Allows the user to specify the date and time that all of the menu items on the check will be fired to the kitchen. Delayed Orders are usually entered in the same business day in which they will be fired.
  - ◆ **Future Order** (Category: Transaction) — When pressed, designates the check as a Future Order. Allows the user to specify the date and time that all of the menu items on the check will be fired to the kitchen. Future Orders may be entered up to 120 days in advance of the activation date.
  - ◆ **Future Orders SLU** (Category: Check Operations) — When pressed, prompts the user to specify a business date. If any Future Orders are found for this date, displays them on the workstation screen.
  - ◆ **Print Future Orders SLU** (Category: Check Operations) — When pressed, prompts the user to specify a business date. If any Future Orders are found for this date, the system will print them, one check at a time, to the workstation's report printer.
- ◆ *Revenue Center | RVC Posting*
  - ◆ **Future Order Employee** — From the drop-down list, select the employee to whom all future orders will post once they are activated. If this field is blank when a future order is activated, the check will post to the employee who entered it into the system. This will be true even if that employee is not clocked into the system.

- ◆ *System | Order Types*
  - ◆ **Future/Delayed Order Offset Time** — Specifies the amount of time (hhmm) prior to the entered fire time that a Future or Delayed Order should be sent to the kitchen.

This option allows users to enter the exact date and time that the customer wants his order *to be ready*. For example, assuming that the average time to prepare a pick-up order is the same (e.g., 30 minutes), all newly activated orders of this type will be automatically fired 30 minutes before the time entered.

## **SIM**

Several new SIM variables were added to handle order scheduling (dining course, autofire features). For more information, refer to the descriptions of each of these SIM variables, beginning on page 218.

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## **POS Operations**

### ***Access KDS From POS***

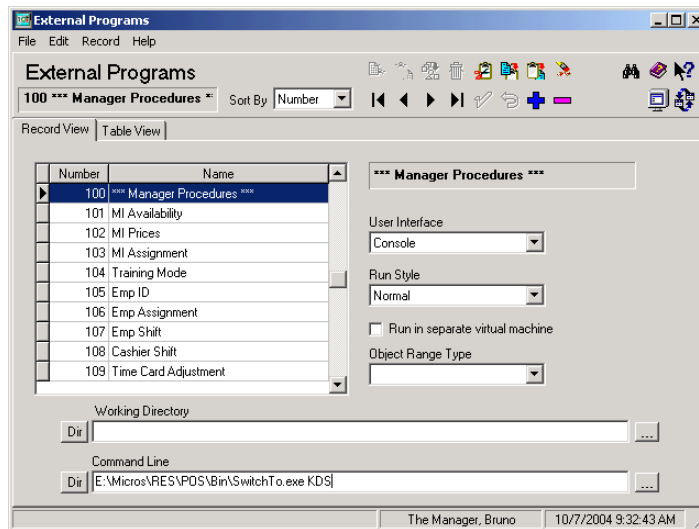
A new external program has been added that allows a POS user on an Eclipse or WS4, to switch the system's focus to the KDS display.

The program — **SwitchTo.exe** — is run from a command-line prompt, called within the POS application. (For more information on the SwitchTo program, refer to Appendix J in the *Restaurant Enterprise Series Version 3.2 — Service Pack 3 Setup Instructions, MD-0003-058, Rev. B (spinstall\_rmf.pdf)*, located in the documentation folder on the CD.)

## Enabling the Feature

This section describes how to configure a POS touchscreen key that will bring the KDS application to the foreground and switch the focus to it.

1. Open the *POS Configurator* | *System* | *External Programs*.
2. Add a new program record called *Start KDS*.



3. Set the following parameters:
  - ◆ **User Interface** — Console
  - ◆ **Run Style** — Normal
  - ◆ **Command Line** — C:\MICROS\RES\POS\bin>SwitchTo.exe KDS (where C represents the local drive where the MICROS application resides.)
4. Save the record.
5. Go to *Devices* | *Touchscreen Designer* and add a touch key to one of the screens to switch to the KDS application:

**[Start KDS]** — Category: External Program  
Program: Start KDS

### ***Mark Orders From POS***

The Mark Orders feature allows a user to place an order on "hold" so that it cannot be bumped from the KDS station. This feature is helpful in situations where a drive-thru customer has paid, but the order is not ready. The order is "parked," or put aside, until the customer receives the items, after which it can be unmarked and bumped.

In the past, orders could only be marked at the KDS station itself. To improve efficiency, the feature has been extended to the POS side. A new function has been added to allow users to park an order on a KDS station from the POS workstation.

### **Enabling the Feature**

To enable the feature on the POS workstation, a touch key must be added to one of the screens via POS Configurator (*Devices | Touchscreen Designer*):

**[Mark Order]** — Category: KDS Function  
Function: KDS Mark

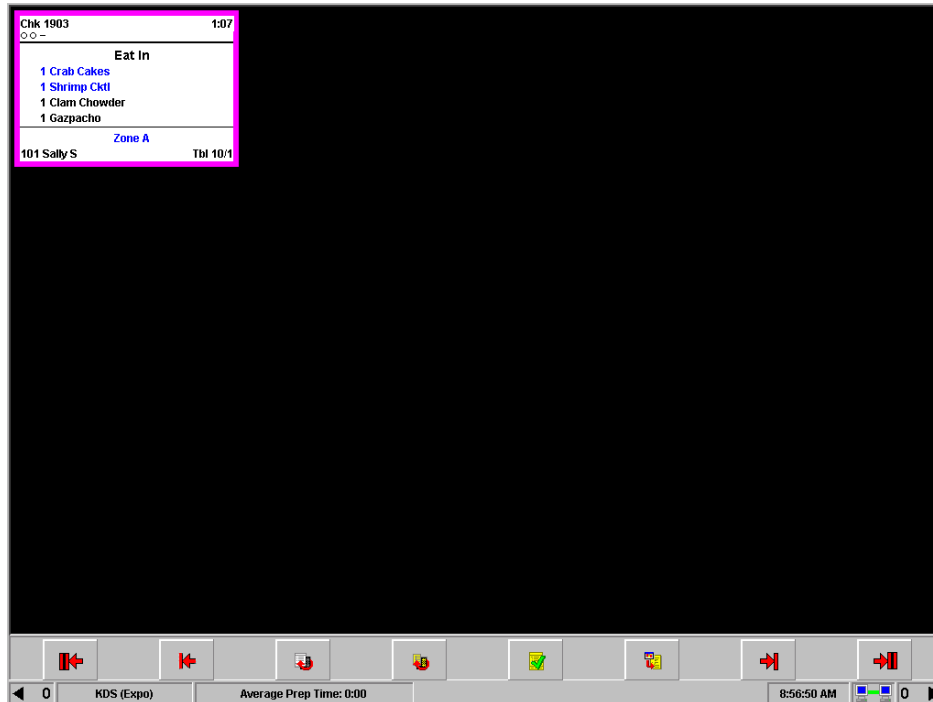
Once an order has been service totaled, any POS operator can use the **[Mark Order]** key to park the order in the kitchen. When the key is pressed, a numeric dialog box is displayed, prompting for the number of the check to be parked. The user enters the check number and presses the green check mark to continue.

---

**Note** *Since the order must be service totaled first, the Mark Order feature cannot be used in the middle of an order (i.e., with Dynamic Order Mode's Fire-on-fly option).*

---

Marking an order affects all KDS stations where the order is displayed. The order displays with a highlighted magenta border.



The order may not be bumped from the KDS display until it is unmarked. This may be done from any POS workstation in the revenue center where it was originally marked. It can also be unmarked or bumped from the KDS display.

To unmark an order, the POS user simply presses the [**Mark Order**] key to open the numeric dialog and enters the check number again. As long as the order is still in the system, the key will act as toggle to turn the Mark feature on and off.

### ***Team Service***

The Team Service feature allows restaurants or banquet halls to manage large tables or groups by assigning a set of employees (or ad hoc *team*) to handle the check on the POS System. Previously, checks could only be assigned to one employee at a time.

With this feature, all designated team members will be able to create, pick-up, and ring items on a team check. Any restrictions placed on an employee's check privileges will be overridden for team members accessing a team check.

Restrictions will still apply to tendering functions. Team members may not post payments or discounts to a check unless they have been privileged to do so.

---

***Note*** *Non-team members may pick-up, add menu items, or post payments to a team check as they would for any other check — but only if the appropriate privileges were assigned through POS Configurator (Employees | Employee Classes | Guest Checks | Other Employee's Checks).*

---

Once the check is closed, employee sales and tip totals are distributed among the team members. This distribution is based on a percentage or portion of the totals assigned to each member of the team.

The system does not attempt to post or redistribute system sales totals to all of the team members. Sales totals are only posted to the check owner (i.e., the person who started the team check). All other team members are considered to be transaction employees.

Non-team members who contribute to a check will not be credited with sales or included in the allocation of tips.

---

***Note*** *A team check cannot be saved as a future order.*

---

### Team Membership

Team membership is designed to be both flexible and temporary. In most cases, a team is assembled for a specific event or occasion (a banquet, a group celebration, or just an unusually large party of customers). After the event is over and the check is paid, the need for that particular team is also ended. At that point, the team can be disbanded by simply deleting the team definition.

---

**Note** *There are no time limits on how long a team may remain in the system before it is used. That is, teams may be set up long before the date that the team is actually needed.*

*However, once a check has been assigned to a team, that team must be closed at the end of the business day. Otherwise, labor totals and time card entries will not be posted for that team's checks.*

---

The POS system can support multiple teams simultaneously, and employees may belong to more than one team at a time. For a team to be valid, at least one employee must be assigned. Up to 32 team members are allowed.

Once a team is created, members may be added and removed as required. However, all team members must be clocked in at some point between the time the team is defined and when it is deleted. Failure to do so will cause team sales/tip totals to post incorrectly.

Finally, team membership does not interfere with an employee's ability to handle other (non-team) checks. Team members can have both types of checks open at the same time.

## Enabling the Feature

To support the Team Service feature, changes were made in two RES applications — POS Configurator and Manager Procedures.

### POS Configurator

Before defining a team, set the following options in POS Configurator:

- ◆ **Current round post to transaction employee** (*Revenue Center | RVC Posting | Options*) — Clear this option to ensure that sales totals post only to the check employee.
- ◆ **Allow Team Membership** (*Employees | Employee Classes | Options*) — This option is used to specify the types of employees who are eligible for team membership. When enabled, anyone who is linked to this employee class will be included in the list (in Manager Procedures) of potential team members.

---

***Note** This option should only be activated for employee classes whose members post transactions to a check. Including other types of employees (e.g., busboys, cooks) will result in inaccuracies in the system sales reports.*

---

### Manager Procedures

The responsibility for assembling and monitoring team activity is usually associated with a manager, and is primarily handled through Manager Procedures. For this purpose, new Team Service forms and functionality have been added.

### Create a Team

To create a new team:

1. Open Manager Procedures and press the **Other** button to display a list of optional features.

---

***Note** This feature is not available on a hand-held device.*

---

2. Select **Edit Team Service** to open the *Team Service* form.



3. Select the **Add New Team** button to open the main form.

The screenshot shows the 'Manager Procedures' window with the 'Create a new team' form. The form has a title bar 'Manager Procedures' and a subtitle 'Create a new team'. It includes a 'Help' button. The main area is divided into two sections: a table of eligible employees on the right and a form for team creation on the left. The table has columns for 'Number', 'Last Name', and 'First Name'. The form includes a 'Team Name' input field, a 'Locate by Last Name' input field, and a 'Go' button. There are also 'OK', 'Cancel', and 'Allocate Percentage' buttons at the bottom.

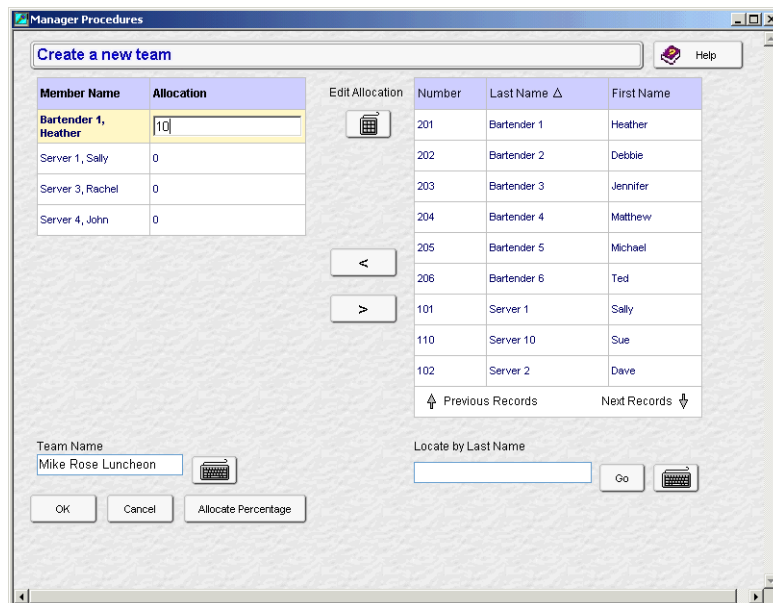
Number	Last Name	First Name
201	Bartender 1	Heather
202	Bartender 2	Debbie
203	Bartender 3	Jennifer
204	Bartender 4	Matthew
205	Bartender 5	Michael
206	Bartender 6	Ted
101	Server 1	Sally
110	Server 10	Sue
102	Server 2	Dave

4. Enter a unique **Team Name**. Because more than one team may be active at a time, be as descriptive as possible (e.g., Mike Rose Luncheon, Banquet Team 1, etc.).
5. Select the team members. To do this, highlight a name from the list of eligible employees on the right. Shift it to the table on the left using the [ < ] directional button.

Employees can be removed from the team by highlighting the name in the membership list and moving it back to the eligible list using the [ > ] directional button.

Repeat until the list of team members is correct.

6. Specify the percentage of sales/tip totals to be allocated to each member of the team. There are two ways to do this:
  - a) Press the [**Allocate Percentage**] button at the bottom of the screen. An equal percentage of the total will be assigned to each member of the team.
  - b) Double-click a cell in the **Allocation** column. When the data field opens, enter a value. Move to the next row and repeat until a percentage has been specified for all of the team members. The sum of all entries must equal 100%.



- Press **OK** to save the record. If the entries are acceptable, the screen will close and the user will be returned to the main Team Service form.

If the sum of the percentage allocated was less than 100%, an error message will be displayed in red at the bottom of the screen. Adjust the numbers and press the **OK** button again.

The screenshot shows a software window titled "Manager Procedures" with a sub-header "Create a new team". It features a table for team members and a list of available staff. The team members table has the following data:

Member Name	Allocation
Bartender 2, Debbie	10
Server 2, Dave	35
Server 6, Linda	35
Busser 1, Tim	15

The available staff list has the following data:

Number	Last Name	First Name
201	Bartender 1	Heather
202	Bartender 2	Debbie
203	Bartender 3	Jennifer
204	Bartender 4	Matthew
205	Bartender 5	Michael
206	Bartender 6	Ted
701	Busser 1	Tim
702	Busser 2	Ed
101	Server 1	Sally

At the bottom of the window, there is a "Team Name" field containing "Johnson Party" and a red error message: "Total allocation must equal 100%".

Although not a requirement, it is assumed that each member of the team will be allocated a share of its sales/tips. If the percentage assigned to any of the team members is "0", the system will request confirmation before proceeding.

The dialog box contains the following text: "There are team members with an allocation of zero, would you like to continue?". Below the text are two buttons: "Yes" and "No".

Press **Yes** to accept and save the record.

### Edit a Team

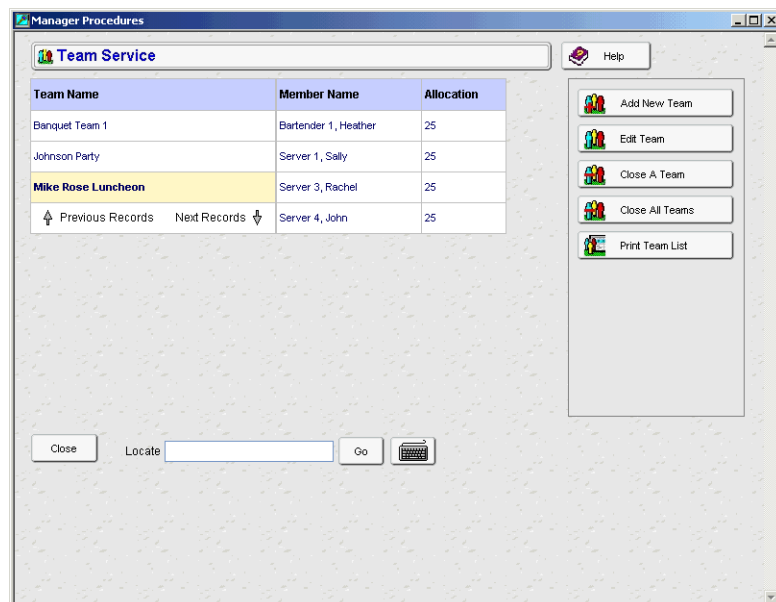
Managers are free to add or remove members from a team at any time, including while the team has open checks on the system. Only those employees who are part of the team when the check is closed will be included in the final accounting.

For example, if an employee is added to a team after a check is opened, the distribution of sales and tips is adjusted to include the changes in everyone's percentages. The new team member is not penalized for being added late, but will receive his/her full share based on the entire value of the check.

On the other hand, employees who are removed from a team check before the check is closed, receive no credit for their contributions to the check totals.

To edit a team:

1. Open Manager Procedures and press the **Other** button to display a list of optional features.
2. Select **Edit Team Service** to open the *Team Service* form. A list of current team is displayed.



3. Highlight the team name and press the **Edit Team** button to open the form.
4. Make changes as needed. Users may:
  - ◆ Modify the team name.
  - ◆ Add/remove team members using the directional arrow buttons. At least one member must be assigned to the team for the record to be saved.
  - ◆ Change the percentage values in the allocation column. The sum of all entries must equal 100%.
5. Press **OK** to save the changes.

#### Delete a Team

Teams may be deleted from the system as long as there are no open checks assigned to them. This action does not affect an employee's ability to handle other checks, either alone or as a member of another active team.

To delete a team:

1. Open Manager Procedures and press the **Other** button to display a list of optional features.
2. Select **Edit Team Service** to open the *Team Service* form. A list of current teams is displayed.
3. Highlight an entry and press the **[Close A Team]** button. The team will be removed from the list.

Or,

Press the **[Close All Teams]** button to delete all of the team entries.

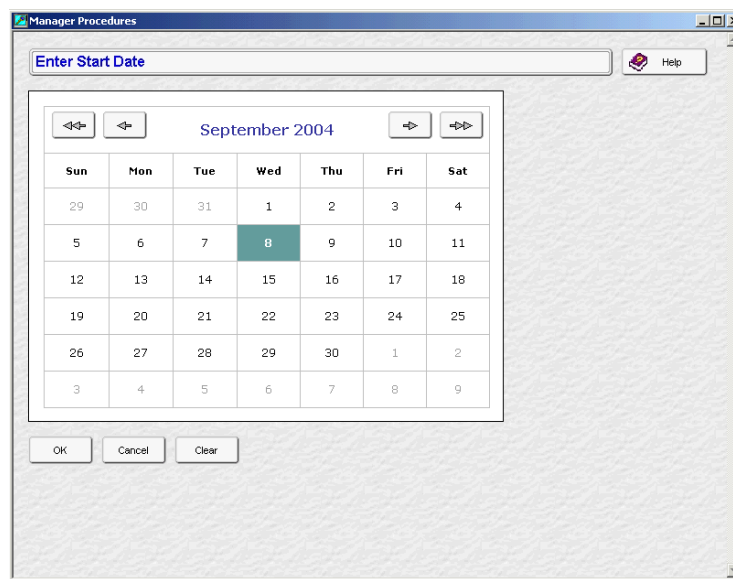
### Print a Team List

Each time a change is made to an existing team (e.g., members are added or removed, or the percent allocated to a member is modified), a new timestamped version of that team is saved in the database.

Team versions are important because they provide a history of membership activity. This allows a manager to determine which employees were assigned to a team on a given day. It can also be used to evaluate the relative productivity of certain teams by comparing membership to activity during each of the check's transaction rounds.

To run a team history report:

1. Open Manager Procedures and press the **Other** button to display a list of optional features.
2. Select **Edit Team Service** to open the *Team Service* form.
3. Press the [**Print Team List**] button. The data range form is displayed.



4. Select a **Start Date** for the report by highlighting a day on the calendar and pressing the **OK** button. Use the arrow buttons to navigate to the correct month/year, if necessary.

5. When the prompt changes at the top of the screen, highlight the **End Date** for the report and press the **OK** button. The results of the report will be displayed on the screen.

**Historical Team Definitions**  
Micros Cafe - Micros Cafe  
Report Employee  
From : 09/08/2004 To : 09/08/2004  
Date: Wednesday, September 8, 2004  
Printed on Wednesday, September 08, 2004

Team Name: Banquet Team 1	Team # 4
Team Version Effective From: Wednesday, September 8, 2004 10:27 AM	To: Wednesday, September 08, 2004 10:59 AM
Team Created	
<b>Team Member Number and Name</b>	<b>Allocation Percent</b>
101 Server 1, Sally	30.00%
102 Server 2, Dave	30.00%
110 Server 10, Sue	30.00%
202 Bartender 2, Debbie	10.00%
Team Version Effective From: Wednesday, September 8, 2004 10:59 AM	To: Wednesday, September 08, 2004 11:18 AM
Modified By: The Manager, Bruno	
<b>Team Member Number and Name</b>	<b>Allocation Percent</b>
101 Server 1, Sally	30.00%
102 Server 2, Dave	30.00%
110 Server 10, Sue	30.00%
202 Bartender 2, Debbie	10.00%
Team Version Effective From: Wednesday, September 8, 2004 11:37 AM	To: Wednesday, September 08, 2004 3:27 PM
Modified By: The Manager, Bruno	
<b>Team Member Number and Name</b>	<b>Allocation Percent</b>
101 Server 1, Sally	40.00%
102 Server 2, Dave	30.00%
110 Server 10, Sue	30.00%
202 Bartender 2, Debbie	0.00%
Team Version Effective From: Wednesday, September 8, 2004 3:27 PM	To:
Modified By: The Manager, Bruno	
<b>Team Member Number and Name</b>	<b>Allocation Percent</b>
101 Server 1, Sally	25.00%
102 Server 2, Dave	25.00%

team\_def.RPT v3.2.102 Page 1

## Using the Feature

For employees, the main difference between handling team and non-team checks occurs when the check is opened and the team affiliation is applied. Once it is started, the system requires no special procedures to pick-up, post to, or close a team check. There are a few limitations, however:

- ◆ Ownership of a team check can only be transferred to another team member. It cannot be transferred to another team or added to a non-team check. (Non-team checks *may* be added to a team check.)
- ◆ Block transfer is not permitted. Team checks may be block settled, but only by the check owner.
- ◆ Team checks may be split, but will retain their team affiliation for each of the newly created checks.

### Starting a Team Check

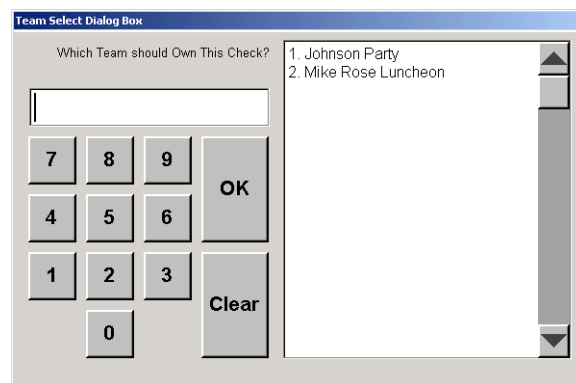
Follow these steps to create a team check:

1. Sign into the POS System and select one of the begin check options.

When a check is started, the system looks to see if the signed-in employee is a member of a team. If so, a dialog box is displayed asking if this is to be a team check.



2. Select **Yes**. If the employee is a member of more than one team, a list of those teams will be displayed.



3. Select a team and press **OK** to start the team check.
4. Enter a table number, guest count, and the first round of menu items.

Once the check is service totaled, it is made available to other members of the team as part of their open check SLU. To assist the servers, team checks may be distinguished from non-team checks by a double asterisk (\*\*) in front of the check number.



## Tips for Successful Team Service

Team Service is not difficult to set up or to use. However, because the feature affects the way sales are posted and reported, the following steps should be taken to ensure that it works properly:

- ◆ Assign a team leader. This is the person who will be responsible for opening and closing all of the team checks. Doing so will ensure that all checks are closed properly at the end of the event.
- ◆ Make sure that the revenue center posts only to the check owner. This is done by disabling the **Current round posts to transaction employee** option in POS Configurator (*Revenue Center | RVC Posting | Options*).
- ◆ When setting up a team, do not include employees who do not post to sales (e.g., busboys, cooks, etc.).
- ◆ Make sure that all team members clock into the system while the Team record is still active (i.e., between when the team is defined and when it is deleted).
- ◆ Post all Revenue Center and System totals before incrementing the shift.
- ◆ Close all teams that were active (i.e., opened/closed a check) during the current business day. Teams must be closed prior to posting labor totals (i.e., running stored procedure #143, Update Time Cards with Sales and Tips). Failure to do so may cause totals to post more than once.

## Reports

Two new standard reports have been added for this feature. Both reports are available under the Other category in the Autosequences and Reports application.

- ◆ **Historical Team Definitions** (*team\_def.RPTv3.2.102*) — Details the composition of all of the teams that were added or modified during the selected date range. This report can also be run through Manager Procedures by selecting the **Print Team List** (see page 190).

- ◆ **Employee Sales and Tip Totals by Team** (*emp\_205\_1.rpt*) — Provides a summary of sales and tip information (by employee) for each member of a Team.

<b>Employee Sales And Tip Totals By Team</b>												
Micros Cafe - Micros Cafe											Bruno The Manager	
											Printed on Thursday, September 09, 2004 - 4:44 PM	
<b>Business Date:</b>	Thursday, September 9, 2004											
<b>Team Name:</b>	Example											
<b>Team Version:</b>	1											
	Shift	Allocation %	Gross Rpts	Chgd Rpts	Sv Chg	Chgd Tips	Cash Tips	Ind Tips	Tip %	Total Tips	Tips Paid	Tips Due
101 - Server 1, Sally	1	50.00 %	12.00	0.00	1.80	0.00	0.00	0.00	15.00 %	1.80	1.80	0.00
102 - Server 2, Dave	1	0.00 %	0.00	0.00	0.00	0.00	0.00	0.00	0.00 %	0.00	0.00	0.00
201 - Bartender 1, Heather	1	50.00 %	12.00	0.00	1.80	0.00	0.00	0.00	15.00 %	1.80	1.80	0.00
Team Version Totals:		100.00 %	24.00	0.00	3.60	0.00	0.00	0.00	15.00 %	3.60	3.60	0.00
<b>Team Version:</b>	2											
	Shift	Allocation %	Gross Rpts	Chgd Rpts	Sv Chg	Chgd Tips	Cash Tips	Ind Tips	Tip %	Total Tips	Tips Paid	Tips Due
101 - Server 1, Sally	1	40.00 %	5.20	0.00	0.77	0.00	0.00	0.00	14.81 %	0.77	0.77	0.00
102 - Server 2, Dave	1	10.00 %	1.30	0.00	0.20	0.00	0.00	0.00	15.38 %	0.20	0.20	0.00
201 - Bartender 1, Heather	1	50.00 %	6.50	0.00	0.98	0.00	0.00	0.00	15.08 %	0.98	0.98	0.00
Team Version Totals:		100.00 %	13.00	0.00	1.95	0.00	0.00	0.00	15.00 %	1.95	1.95	0.00
<b>Team Totals:</b>			<b>37.00</b>	<b>0.00</b>	<b>5.55</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00 %</b>	<b>5.55</b>	<b>5.55</b>	<b>0.00</b>
<b>Restaurant Totals:</b>			<b>37.00</b>	<b>0.00</b>	<b>5.55</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00 %</b>	<b>5.55</b>	<b>5.55</b>	<b>0.00</b>

**Note**      *The UWS Employee Tip Report does not support team service. Sites using this feature should run the 40-column Employee Tip report instead.*

### ***Touch Refill***

A Touch Refill feature has been added to the 3700 POS. When applied to a menu item, it allows customers to be charged once for the item, but receive multiple servings or refills. To control costs, only one refill is allowed for each parent menu item per service round. A limit may be placed on the number of refills allowed before additional charges incur.

### **Defining the Refill Order**

Touch Refill speeds up the process of refilling an order by reducing (or eliminating) the number of keystrokes required to obtain another serving of the menu item. This can be done at two levels: 1) when the menu item is programmed, and 2) when the refill item is ordered.

### **Programming Options**

During programming, users can save order time by reducing the number of items that the system will prompt for when a refill is required.

For example, suppose a restaurant offers a refillable Seafood Platter. With it, customers select from several types of fish (flounder, tuna, mahi-mahi) that can be prepared a number of ways (baked, fried, blackened). In addition, the price of the dinner includes a choice of vegetable, house salad, and bread.

When programming this menu item, the user can direct the system to prompt for the fish selection (both type and prep style) and the choice of vegetable, but skip the house salad and bread, for which there are no alternative selections.

### **Operational Selections**

During operations, users can save time not only by reducing the number of prompted choices, but by skipping the prompts entirely.

For example, when the customer requests an exact refill of a previous order, there is no reason to prompt for any condiment selection. When programming the touchscreens, users can add separate functions keys — one for interactive (prompted) refills, and one for automatic (identical) refills. The auto refill function allows the user to duplicate a previous round by simply highlighting the selection and pressing a **[Refill Auto]** key. No other keystrokes are required.

---

**Note** *Touch Refill does not support re-posting of an entire group of consolidated menu items. When selected, only one of the customer orders will be refilled per service round.*

*For example, if four customers order the refillable Shrimp Feast menu item, and the display is set to consolidate, the order will be posted as:*

4 Shrimp Feast

*If the server highlights this menu item and presses a [Refill] touch key, the system changes the detail to read as follows:*

3 Shrimp Feast  
1 Shrimp Feast  
1 Refill Shrimp Feast

*To unconsolidate and refill the rest of the customer orders, the user must highlight and apply the [Refill] key three more times, service totaling between each selection.*

---

### **Altering the Selection**

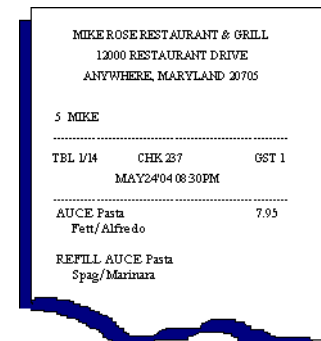
With Touch Refill, customers have the option of changing their menu item selection in each service round. That flexibility allows the system to support All-You-Can-Eat functionality. Typically, with an All-You-Can-Eat menu item, customers choose from groups of comparably priced dishes. Substitutions within these groups are freely allowed.

### Example 1

The Mike Rose Grill offers an All-You-Can-Eat Pasta special for a price of \$7.95. The menu item allows customers to mix and match their choice of pasta (spaghetti, tortellini, fettucini) and sauce (marinara, pesto, or alfredo). All selections have unlimited refills.

George orders the pasta special, selecting Fettucini Alfredo for his first serving. When the food arrives, the sauce is a little rich for George's taste, so in the next service round, he decides to try the Spaghetti with Marinara instead.

When the check is service totaled, the item is listed as a refill. There are no additional charges.



### Pricing Issues

Occasionally, when refilling a menu item, the price of a refill selection may be greater than that of the original (e.g., instead of choosing a plain sauce, the customer adds a meat topping). When this occurs, the system automatically calculates the price difference and adds it to the customer's bill.

### Example 2

Once again, the Mike Rose Grill offers an All-You-Can-Eat Pasta special for a price of \$7.95. The menu item allows customers to mix and match their pasta (spaghetti, tortellini, fettucini) and sauce (marinara, pesto, or alfredo) combinations. This time, a choice of meat topping (meatballs, chicken, or shrimp) is also available, but subject to a charge of \$1.00, \$2.00, or \$3.00, respectively. All selections have unlimited refills.

Once again, George orders the pasta special, selecting Fettucini Alfredo for his first serving. The menu item is posted to the guest check for the base price of \$7.95.

When the time comes to order a refill, George decides to try the Tortellini with Shrimp and Pesto sauce. Because he is adding a shrimp topping, a charge of \$3.00 (the difference between the original menu item and that of the priced condiment) is added to the guest check.

MIKE ROSE RESTAURANT & GRILL 12000 RESTAURANT DRIVE ANYWHERE, MARYLAND 20705		
5 MIKE		
TEL 1/4	CHK 237	GST 1
MAY24/04 08:30PM		
AUCE Pasta Fett/Alfredo		7.95
REFILL AUCE Pasta Tort/Pesto Add Shrimp		3.00
		10.95

Additional charges can also incur when the refill choices involve differentially priced items from the same condiment group (e.g., an order with meatball topping versus one with chicken). When that happens, the system determines the highest-priced condiment selected, checks to see how much has already been charged for this condiment group, and, if applicable, applies the difference to the refill selection.

### Example 2a

Instead of ordering Fettucini Alfredo the first time around, George orders the Spaghetti and Meatballs. In this case, the system charges \$7.95 for the All-You-Can-Eat Pasta menu item, and an additional \$1.00 for the meat topping.

In the second round, George places a refill order for Tortellini with Shrimp and Pesto sauce. This time, the system applies a refill charge of only \$2.00. This is the difference between the original order with meat topping (Meatballs) and the refill price (with Shrimp):

\$ 3.00 (Shrimp)  
~~- 1.00 (Meatballs)~~  
 \$ 2.00 (Refill Charge)

MIKE ROSE RESTAURANT & GRILL 12000 RESTAURANT DRIVE ANYWHERE, MARYLAND 20705		
5 MIKE		
TEL 1/4	CHK 237	GST 1
MAY24/04 08:30PM		
AUCE Pasta Spag/Marinara Meatballs		7.95
REFILL AUCE Pasta Tort/Shrimp		2.00
		9.95

### Refill Limits

Users can limit the number of refills available to the customer. This limitation can be applied to parent menu items (e.g., All-You-Can-Eat Pasta) as well as to the condiment items linked to it (pasta, sauce, meat toppings). A different number of refills can be applied to each.

Using the menu items in Example 2, suppose that the restaurant allows unlimited refills of the pasta/sauce combinations, but limits the meat toppings to 2 refills (three servings in all). In this case, the charge for the main menu item (pasta) will be posted only once, regardless of the number of refills. However, the charge for the meat topping will be applied the first time the customer orders a meat topping, and again on the third refill with a meat topping.

### Determining Best Price

Touch Refill is designed to extend the maximum price benefit to the customer. Before posting a refill charge to the guest check, the system reviews all of the service rounds to determine whether the refill limitations have been reached and if an additional charge is required.

If the refill request includes a priced item with limited servings, the system will scan the entire order, counting the number of restricted items already received. Remember, since the customer can choose different items for each refill, the number of rounds may not equal the number of restricted items served. Touch Refill ensures that the customer receives the maximum number of servings for each priced item, regardless of when — during the course of the service — those items are served.

### **Example 3**

George is on his third serving of All-You-Can-Eat Pasta at the Mike Rose Cafe. In the first round, he ordered Fettucini Alfredo (\$7.95) and added a meat topping — Chicken — for an additional charge of \$2.00. The pasta selections are unlimited, but meat toppings allow only one refill (2 servings in all).

For the second round, George ordered plain Spaghetti Marinara (no meat topping). By the third, he decided that he preferred the Fettucini Alfredo with Chicken and requested that as his next refill.

Although this is George's third serving overall, it is only the second where a meat topping was added. As such, it is within the refill limits designated for that condiment group. This is true whether George orders the Chicken or another member of the meat topping group.

MIKE ROSE RESTAURANT & GRILL 12000 RESTAURANT DRIVE ANYWHERE, MARYLAND 20705		
5 MIKE		
TBL 1/14	CHK 237	GST 1
MAY24/04 08:30PM		
AUCE Pasta		7.95
Fett/Alfredo		
Chicken*		2.00
REFILL AUCE Pasta		
Spagh/Marinara		
REFILL AUCE Pasta		
Fett/Alfredo		
Chicken*		

\*Meat Topping - Max Refill = 1  
(2 servings allowed)

---

**Note** *The example assumes that the refill condiment price is equal to or less than that already charged for a meat topping. Had George selected Shrimp as his refill topping, the price differential (as described in Example 2a) would be applied.*

---

### Exceeding the Refill Limit

During the meal, if the customer exceeds the number of servings allowed, a new charge must be applied. When the limit is exceeded on a main selection (parent item), the serving is considered a separate purchase and the full menu item price is charged.

Suppose, however, that the parent item has unlimited refills, but restricts the number of refills on its priced condiments (e.g., a third meat topping when the limit is two). The customer must be charged for the extra condiment — but how much?

To provide the best possible price to the customer, the system again reviews the entire check. In addition to counting the number of condiments served, the system groups them according to price. If the customer received three servings of the priced item, and the refill limit is 2 servings, the two highest-priced items will be counted first. When the new refill charge is then added to the check, it will be for the price level assigned to the remaining item.



### Example 4

George is on his third serving of All-You-Can-Eat Pasta at the Mike Rose Cafe. In the first round, he ordered Fettucini Alfredo (\$7.95) and added a meat topping — Chicken — for an additional charge of \$2.00. The pasta selections are unlimited, but meat toppings allow only one refill (2 servings in all).

For the second round, George ordered Spaghetti Marinara with Meatballs. Although this refill also includes a meat topping, it is priced lower than the Chicken (\$1.00). No additional charges are incurred.

When George orders his second refill (third round), he decides that he preferred the Fettucini Alfredo with Chicken. This represents George's third serving where a meat topping was added. The condiment group only allows for two. George must be charged for an extra meat topping.

In order to give George the best possible price, the system ignores the order in which the toppings were served. The two servings of Chicken are grouped and priced as one item/refill combination. The remaining serving is charged, but at the lower (Meatball) price.

Original Sequence of Order with Refills

MIKEROSE RESTAURANT & GRILL 12000 RESTAURANT DRIVE ANYWHERE, MARYLAND 20705		
5 MIKE		
TBL 1/4	CHK 237	GST 1
MAY2404 08 30PM		
AUCE Pasta		7.95
Fett/Alfredo		
Chicken*	(2.00)	2.00
REFILL AUCE Pasta		
Spagh/Marinara		
Meatballs	(1.00)	
REFILL AUCE Pasta		
Fett/Alfredo		
Chicken*	(2.00)	???

\*Meat Topping - Max Refill = 1  
(2 servings allowed)

Regrouped to Provide Best Price to Customer \*\*

MIKEROSE RESTAURANT & GRILL 12000 RESTAURANT DRIVE ANYWHERE, MARYLAND 20705		
5 MIKE		
TBL 1/4	CHK 237	GST 1
MAY2404 08 30PM		
AUCE Pasta		7.95
Fett/Alfredo		
Chicken	(2.00)	2.00
REFILL AUCE Pasta		
Fett/Alfredo		
Chicken	(2.00)	n/c
REFILL AUCE Pasta		
Spagh/Marinara		
Meatballs	(1.00)	1.00

\*\*For illustration purposes only. Order of items is not changed in check detail.

## New Options in POS Configurator

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

- ◆ *Sales | Menu Item Classes | Refill Options (new tab):*
  - ◆ **Allow Refills** — When checked, allows members of this menu item class to be refilled. Refills are limited to the number specified in the Max Refill Count.
  - ◆ **Max Refill Count** — Specifies the maximum number of refills allowed for members of this menu item class. Up to 99 refills are allowed.
  - ◆ **Refill Descriptor** — Allows the user to enter a label that identifies refill items when printed on the order chit. Up to 12 characters are allowed.

Refill labels are appended in front of the menu item, which may cause the menu item name to be truncated.

- ◆ *Sales | Condiments | Condiment Selection:*
  - ◆ **Skip on Refill** — When checked, passes over the specified condiment selection when the parent menu item is refilled. This option is used to save time by presenting only those condiments that might be changed by the customer or might result in additional charges.

For example, suppose the customer orders the all-you-can-eat pasta, which includes the house salad, bread, and a choice of sauces and meat toppings. All items are refillable. However, when a refill is requested, the server needs to know the type of pasta the customer wants, the sauce selection, and the choice of meat topping. The salad and bread selections do not change and do not need to be entered every time.

- ◆ *Devices | Touchscreen Designer:*
  - ◆ **Touch Re-Fill (Automatic)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a refillable menu item in the check detail and presses this touch key, the system automatically rings the menu item with the same required condiment selections. Allowed condiments must be entered manually. If programmed, some original condiment selections may be skipped.
  - ◆ **Touch Re-Fill (Interactive)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a refillable menu item in the check detail and presses this touch key, the system rings the menu item and prompts the user for the required condiment selections. If programmed, some original condiment selections may be skipped.

### ***Touch Reorder***

The Touch Reorder feature speeds up the order-entry process by allowing a user to highlight a previously rung menu item and, with the press of a function key, add another one to the guest check.

### **Background**

Previously, the only way to reorder an existing menu item was through the Repeat Round feature. Repeat Round was intended for situations where customers want to order the same set of items in another round. The best example of this is a group of customers at a restaurant bar who tell the bartender, "We'll have another round." Instead of ringing up each drink again, this feature allows the bartender to pick up their guest check and, by pressing one key, duplicate the existing items.

Unfortunately, Repeat Round feature has its limitations. For one thing, to be repeatable, menu items had to be a member of a menu item class where this program option was enabled. Once a repeatable item was ordered, any use of the [**Repeat Round**] function key would add **all** repeatable items to the next service round — whether or not the customer ordered it.

For example, assume that three restaurant/bar customers order nachos, chicken wings, and three bowls of chili in addition to their drinks. Only the drinks are programmed as repeat items. When the first round of drinks is finished, two of them tell the bartender, "We'll have another round." The third one asks for water and another bowl of chili instead.

In this situation, using the [**Repeat Round**] key produces inadequate results. Because of the programming, the drinks will ring up — all *three* of them — but the chili will not. To correct the order, the bartender must void the third drink from the round and then ring up the bowl of chili.

### **New Functionality**

Touch Reorder adds flexibility to the reordering process. With Touch Reorder, users are not limited to preprogrammed menu items, but are free to choose any menu item that is already on the guest check. (The exception is for weighed menu items, which must be entered and priced individually.)

Reordered items can be selected from any service round, including the current one. Because a reorder represents a new purchase, there are no limits on the number of reordered items allowed.

### **Using the Feature**

Touch Reorder provides two ways (automatic and interactive) to ring up a menu item. Automatic reordering allows a user to ring an exact duplicate of any item already included in the check. With Interactive reorders, only the parent menu item is posted automatically. Required condiments are displayed as for any new menu item. This allows a user to make changes to the selections, if required.

---

***Note** Touch Reorder does not support re-posting of an entire group of consolidated menu items. When selected, only one of the customer orders will be added at a time. To reorder more than one, simply press the [Reorder] touch key the appropriate number of times.*

---

## New Options in POS Configurator

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

- ◆ *Devices | Touchscreen Designer:*
  - ◆ **Touch Re-Order (Automatic)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a menu item in the check detail and presses this touch key, the system automatically rings the menu item with the same required condiment selections. Allowed condiments are also duplicated.
  - ◆ **Touch Re-Order (Interactive)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a menu item in the check detail and presses this touch key, the system rings the menu item and prompts the user for the required condiment selections. Allowed condiments can also be selected.

## Feature Comparison

Although similar in nature, Touch Reorder, Touch Refill, and Repeat Round have distinctly different uses and functionality.

To assist the user, the following table was included. It provides a comparison of the configuration issues and operational uses of each of these features.

Touch Refill	Touch Reorder	Repeat Round
<ul style="list-style-type: none"> <li>◆ Requires programmed Touch Key (<i>Devices   Touchscreen Designer</i>) Category: Transaction Function: Touch Re-Fill (automatic or interactive)</li> <li>◆ Menu items must be programmed to <b>Allow Refills</b> (<i>Sales   Menu Item Classes   Refill Options</i>).</li> <li>◆ A <b>Max refill count</b> may be specified for each parent menu item and condiment selection. Limitations can be different for each part of the refill.</li> <li>◆ Items must be highlighted to be refilled. Only one refill is permitted per menu item, per service round.</li> <li>◆ If a consolidated menu item is highlighted, only one refill will be posted in that service round. To refill the rest, the check must be service totaled and the consolidated items selected/refilled again. Repeat until all of the consolidated items have been refilled.</li> <li>◆ <b>Automatic refill</b> — Duplicates the highlighted items (parent and required condiments) exactly.</li> <li>◆ <b>Interactive refill</b> — Duplicates the parent item and redisplay required condiments for selection. Changes are permitted. Condiment groups can be programmed to <b>Skip on Refill</b> (<i>Sales   Condiments   Condiment Selection</i>). Allowed condiments are not displayed.</li> <li>◆ Refills are free, within programmed limits (i.e., maximum number allowed).</li> <li>◆ If a refill includes a higher priced condiment than was previously selected, only the price difference will be added to the total.</li> <li>◆ Allows user to define a <b>Refill Descriptor</b> to identify refill items on the check.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Requires programmed Touch Key (<i>Devices   Touchscreen Designer</i>) Category: Transaction Function: Touch Re-Order (automatic or interactive)</li> <li>◆ Items can be reordered, from any round, an unlimited number of times.</li> <li>◆ Items must be highlighted to be reordered.</li> <li>◆ If a consolidated menu item is highlighted, only one reordered menu item will be posted at a time.</li> <li>◆ Items may be highlighted and reordered multiple times in a service round.</li> <li>◆ <b>Automatic reorder</b> — Duplicates the highlighted items (parent and required condiments) exactly. Allowed condiments are also duplicated.</li> <li>◆ <b>Interactive reorder</b> — Duplicates the parent item and redisplay the required condiments for selection. Changes are permitted. Does not prompt for allowed condiments.</li> <li>◆ Uses the same menu item class option as Repeat Round when deciding what to charge.</li> <li>◆ Charges at current menu level price unless menu item is programmed to <b>Repeat previous round's level</b> (<i>Sales   Menu Item Classes   General Options</i>).</li> </ul>	<ul style="list-style-type: none"> <li>◆ Requires programmed Touch Key (<i>Devices   Touchscreen Designer</i>) Category: Transaction Function: Repeat Round</li> <li>◆ Menu items must be programmed to repeat. This is done by enabling the <b>Include in repeat round option</b> (<i>Sales   Menu Item Classes   General Options</i>).</li> <li>◆ When <b>[Repeat Round]</b> key is pressed, automatically posts repeatable items from last round only</li> <li>◆ Charges for each repeat menu item.</li> <li>◆ Charges at current menu level price unless menu item is programmed to <b>Repeat previous round's level</b> (<i>Sales   Menu Item Classes   General Options</i>).</li> </ul>

## SIM

The following SIM variables were added in this release:

### *Ckemplopt[ ]*

#### Function

This system variable is an array containing the setting of SIM employee privilege options 1-4, which are defined for the employee who started the check.

#### Type/Size

N1

#### Syntax

@Ckemplopt[expression]

#### Example

```
event MI
    InfoMessage @ Ckemplopt[2]
endevent
```

#### Note

When the SIM script is executed, the variable should return a 1 (true) if the employee who started the check has the SIM privilege specified in the expression.

Using the Example script shown above, if a bartender with no SIM privileges picks up a check that was started by a server who had a SIM privilege of 2, then an info box with a value of '1' should display.

#### Usage

This variable is read-only.

## *Dtl\_type\_two*

### Function

This system variable is used to return the Name 2 value from the menu item record.

### Type/Size

A12

### Syntax

@Dtl\_name\_two

### Example

```
for cnt = 1 to @numdtlt
  if @dtl_type[cnt] = "M"
    format str as "Cnt=", cnt, " Type",@dtl_type[cnt], " Name=",
    @Dtl_name_two[cnt]
    InfoMessage str
  endif
endfor
```

### Usage

This variable is read-only.

Only Name 2 menu item values will be returned. If detail item does not have a Name 2, it will return an empty string.



## *Event Dtl\_Changed*

### **Syntax**

Event Dtl\_Changed

### **Description**

This event is fired after the all totals have been updated to reflect changes made in the check detail during a POS operation (e.g., using auto-combo recognition, modifying condiments, voiding items, etc.).

The event will only fire once per POS operation.

### **Example**

```
event Dtl_Changed
  var msg : A50

  format msg as "Number of detail items is now : ", @numdtlt
  infomessage msg

endevent
```

## *PMSSeqNum*

### Function

This system variable provides the interface sequence number (*interface\_def.interface\_seq*) of the current interface. This value is used when executing a keyboard macro that runs another SIM inquire (INQ) event.

### Type/Size

N9

### Syntax

@PMSSeqNum

### Example

```
event inq : 1
    //call inquire event 2
    loadKybdMacro key(24,(16384 + 2) + @PMSSeqNum)
endevent // inq : 1

event inq : 2
    waitForClear "Running inquire event 2"
endevent // inq : 2
```

### Note

This variable can be used to look up the sequence number from the database. However, this does not work for interfaces that need to run in BSM mode.

Currently the interface sequence number must be looked up by the installer (via DBISQL) and entered into a configuration file.

### Usage

This variable is read-only.

## *VoidDetail ( )*

### **Function**

This function is used to void an item from the check detail.

### **Syntax**

VoidDetail(expression)

### **Description/Argument**

**Expression** — Uses any valid expression that evaluates to a valid detail number in the range 1 to @NumDtl.

### **Example**

The following example attempts to void all menu items in the previous and current rounds:

```
var i : N9
for i = 1 to @NumDtl
    if (@Dtl_Type[i] = "M")
        voidDetail(i)
    endif
endfor
```

### **Note**

This function will “fail” silently. For example, if the expression is outside the range 1 to @NumDtl, the function does not report an error. In addition, if the expression evaluates to a detail item that cannot be voided (i.e., part of a combo meal), the function will not void the item, and does not report an error.

The detail is voided as a “system” void. This method avoids prompting the user for authorization when it is otherwise required. This includes voiding of previous round items.

### Discount/Service Charge Itemizer Values

When redeeming a stored-value card (i.e., gift card) against a guest check amount, the reduction may be applied in the form of a discount. The amount of the discount is decided by the SVC host (an external system), based on its own business rules and logic which are unknown to RES. This can cause problems when dealing with open amount discounts.

For example, depending on the menu items and other discounts on the check, it is possible that a discount is not valid because the itemizers do not contain offsetting amount. This is true if (a) no menu items on the check contribute to the discount's itemizers, or (b) another discount has been applied and the itemizers were reset.

In the past, SIM had no easy way to determine if the discount could be applied to the guest check before the card was swiped, or to inform the user when it could not. To correct this problem, several new SIM variables have been added. These variables allow the user to determine the value of current sales totals available for discount, the amount available by itemizer type, and the amount of the discounts that have already been applied to the check.

The discount/service charge variables are:

- ◆ DscI[ ]
- ◆ DepDscI[ ]
- ◆ DscIttl[ ]
- ◆ SvcI[ ]
- ◆ SvcIttl[ ]

Detailed information on each of these variables is provided below.

## *DscI[ ]*

### **Function**

This variable provides access to the current amount in the discount itemizer. Totals are affected by the reset itemizer.

### **Type/Size**

\$12

### **Syntax**

@DscI[Expression]

### **Usage**

- ◆ This variable is read-only.
- ◆ The array limits of the expression are from 1 to 8.
- ◆ This variable will return the totals posted to the discount itemizer specified by the array index. For example, if the array index references @DscI[1], any totals posted to Discount Itemizer #1 will be returned.

## *DepDscI[ ]*

### **Function**

This variable provides access to the current amount in a depleted discount itemizer. This value only exists when the Touch Item Discount feature is enabled. Totals are NOT affected by the reset itemizer; that is, the reset option is not configurable when the Touch Item Discount feature is enabled.

### **Type/Size**

\$12

### **Syntax**

@DepDscI[Expression]

### **Usage**

- ◆ This variable is read-only.
- ◆ The array limits of the expression are from 1 to 8.
- ◆ This variable will return the depleted totals for the discount itemizer specified by the array index. For example, if the array index references @DepDscI[1], the depleted totals posted to Discount Itemizer #1 will be returned.

## *DscIttl[ ]*

### Function

This variable provides access to the total amounts of each discount in the discount itemizer. Totals are affected by the reset itemizer.

### Type/Size

\$12

### Syntax

@DscIttl[Expression]

### Usage

- ◆ This variable is read-only.
- ◆ The array limits of the expression are from 1 to 8.
- ◆ This variable will return the discount amounts posted to the discount itemizer specified by the array index. For example, if the array index references @DscIttl[1], any discount totals posted to Discount Itemizer #1 will be returned.

## *SvcI[]*

### **Function**

This variable provides access to the current amount in the service charge itemizer. Totals are affected by the reset itemizer.

### **Type/Size**

\$12

### **Syntax**

@SvcI[Expression]

### **Usage**

- ◆ This variable is read-only.
- ◆ The array limits of the expression are from 1 to 8.
- ◆ This variable will return the totals posted to the service charge itemizer specified by the array index. For example, if the array index references @SvcI[1], any totals posted to Service Charge Itemizer #1 will be returned.



## *SvcIttl[ ]*

### **Function**

This variable provides access to the total amounts of each service charge in the service charge itemizer. Totals are affected by the reset itemizer.

### **Type/Size**

\$12

### **Syntax**

@SvcIttl[Expression]

### **Usage**

- ◆ This variable is read-only.
- ◆ The array limits of the expression are from 1 to 8.
- ◆ This variable will return the sum of the services charges posted to the service charge itemizer specified by the array index. For example, if the array index references @SvcIttl[1], any service charge totals posted to Service Charge Itemizer #1 will be returned.

### Order Scheduling

SIM events will fire normally when a Delayed or Future Order is entered. No SIM events will fire when the autofire server activates a check.

To enable the SIM scripts to handle Delayed and Future Orders differently, the following SIM variables have been added:

- ◆ Chk\_Autofire\_Time
- ◆ Chk\_Delayed\_Order
- ◆ Chk\_Future\_Order
- ◆ Dtl\_Autofire\_Time[ ]
- ◆ Dtl\_Dining Course[ ]
- ◆ Dtl\_Prep\_Time[ ]

Detailed information for each of these variables is provided below.

## *Chk\_Autofire\_Time*

### **Function**

This system variable is used to return the next autofire activation time (if any) for the check. This can be the activation time for delayed or future orders or the next fire times for checks with timed fire items.

### **Type/Size**

A17

### **Syntax**

@Chk\_Autofire\_Time

### **Example**

```
event inq : 16
```

```
    window 8, 60  
    var row: n2 = 1
```

```
    display row, 2, "Autofire Time = ", @chk_autofire_time
```

```
    waitforclear
```

```
endevent
```

### **Usage**

This variable is read-only.

## *Chk\_Delayed\_Order*

### **Function**

This system variable indicates whether the check is a delayed order. A delayed order is a check where sales post at the end of each service round, but the items on the check do not print until the check's delayed order time.

### **Type/Size**

N1

### **Syntax**

@Chk\_Delayed Order

### **Example**

```
event inq : 16
```

```
    window 8, 60  
    var row: n2 = 1
```

```
    row = row + 1  
    display row, 2, "Delayed Order = ", @chk_delayed_order
```

```
    waitforclear
```

```
endevent
```

### **Usage**

This variable is read-only.

## *Chk\_Future\_Order*

### **Function**

This system variable indicates whether the check is a future order. A future order is a check where sales do not post or print until the check's future order time.

### **Type/Size**

N1

### **Syntax**

@Chk\_Future\_Order

### **Example**

event inq : 16

    window 8, 60

    var row: n2 = 1

    row = row + 1

    display row, 2, "Future Order = ", @chk\_future\_order

    waitforclear

endevent

### **Usage**

This variable is read-only.

## *Dtl\_Autofire\_Time[ ]*

### **Function**

This system variable indicates the time, if any, that the referenced item will automatically print in the kitchen.

### **Type/Size**

A17

### **Syntax**

```
@Dtl_Autofire_Time [dtl_index]
```

### **Example**

```
event inq : 16
```

```
    window 8, 60
```

```
    var dtl_index: n2 = 17
```

```
    row = row + 1
```

```
    display row, 2, @dtl_name[dtl_index], " Autofire Time = ",
```

```
    @dtl_autofire_time[dtl_index]
```

```
    waitforclear
```

```
endevent
```

### **Usage**

This variable is read-only.

## *Dtl\_Dining\_Course[ ]*

### Function

This system variable indicates the dining course associated with the referenced menu item.

### Type/Size

N2

### Syntax

```
@Dtl_Dining_Course[dtl_index]
```

### Example

```
event inq : 16
```

```
    window 8, 60
```

```
    var dtl_index: n2 = 17
```

```
    row = row + 2
```

```
    display row, 2, @dtl_name[dtl_index], " Dining Course = ",
```

```
    @dtl_dining_course[dtl_index], " Prep Time = ",
```

```
    @dtl_prep_time[dtl_index]
```

```
    waitforclear
```

```
endevent
```

### Usage

This variable is read-only.

## *Dtl\_Prep\_Time[ ]*

### **Function**

This system variable indicates the kitchen preparation time associated with the referenced menu item.

### **Type/Size**

N2

### **Syntax**

@Dtl\_Prep\_Time[dtl\_index]

### **Example**

```
event inq : 16
```

```
    window 8, 60
    var dtl_index: n2 = 17

    row = row + 2
    display row, 2, @dtl_name[dtl_index], " Dining Course = ",
    @dtl_dining_course[dtl_index], " Prep Time = ",
    @dtl_prep_time[dtl_index]
```

```
    waitforclear
```

```
endevent
```

### **Usage**

This variable is read-only.



## 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
Database	Date Format Change for ResSIMDb Users	227
Delivery Dispatch	Additional Display Functionality in BSM	227
	GSS/SIM Info Lines	227
	Resizing the Split Panels	229
	Sizing the Delivery Dispatch Window	230
	Support for Delivery Dispatch on WS4	231
POS Operations	Allow Open-Priced Combo Meal Parent Item	231
	Allow Send Order After Credit Authorization	231
	Combo Meal Guest Check/Receipt Printing	232
	Previous Round Auto-Combo Recognition	239
	Reason Code Support with Menu Item Waste	243

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Printing	Blank Lines in Headers	248
	MICROS Macros Extended to All Headers/Trailers	248
	Override Menu Item Name by Order Device	250
	Trailers by Order Device	250
Reports	Report Item Discounts as Subtotal Discounts	251
	Void Tracking Totals Added	252
Transaction Analyzer	Credit Card Security	253
	Future Orders Support	254

## Enhancements Detailed

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### Database

#### *Date Format Change for ResSIMDb Users*

Due to changes in the application, external users accessing the MICROS database via ResSIMDb.exe should be aware that the date format has changed.

The old format was entered as:

MM-DD-YYYY HH:MM:SS

05-20-2004 00:00:00

The new format is:

YYYY-MM-DD HH:MM:SS

2004-05-20 00:00:00

---

### Delivery Dispatch

#### *Additional Display Functionality in BSM*

During operations, driver information for checks assigned in normal mode are blanked out when the system enters backup server mode. With this release, any new checks transferred to a driver while in BSM will now display the Driver Time Out.

#### *GSS/SIM Info Lines*

With the integration of GSS, changes were made to the way Delivery Dispatch handles customer information on delivery checks. In addition to the traditional SIM lines, users can now select from lines configured on either the *GSS | Guest Check Info Lines* or *Delivery Info Lines* forms in POS Configurator. The information used by Delivery Dispatch depend on the check's order type (i.e., delivery orders will use the Delivery Info lines; non-delivery orders will use the guest check info lines. (For information on the changes in GSS functionality, refer to the section beginning on page 383.)

To support these changes, the *Display Info Lines* form in the Delivery Dispatch configuration utility has been expanded to include both the original 16 SIM Info Lines as well as the new GSS Delivery Check Info Lines. To add a column to the Open Order panel, the user simply enables the appropriate check boxes.

The screenshot shows the 'Configure Delivery Display' window. It features two main tables at the top: 'Open Orders' and 'Drivers'. Below these are four tabs: 'Display Fields', 'Display Info Lines', 'Display Options', and 'Order Types'. The 'Display Info Lines' tab is active, showing two columns of checkboxes for 'SIM Check info Lines To Display' and 'GSS Info Lines To Display'. A 'Delivery Zone Info Line' dropdown menu is set to 'SIM Check info line 5'. 'OK' and 'Cancel' buttons are at the bottom.

Open Orders					Drivers			
Check ID	SIM Check info line 5	Begun elapsed time	Number of items	Am	Check name	Time Available	Open checks	Value
Check ID	Chk 3; Chk Info 5	00:00	4	\$10	First 3 Last 3		15	\$151
Check ID	Chk 6; Chk Info 5	00:00	8	\$20	First 2 Last 2		10	\$101
Check ID	Chk 9; Chk Info 5	00:00	12	\$30	First 1 Last 1	00:00	5	\$50.5
Check ID	Chk 12; Chk Info 5	00:00	16	\$40				

During operations, only those checks that have been linked to a guest will be displayed. If multiple guests are linked to the check, Delivery Dispatch will use the info for the first guest linked to a seat.

### [Editing the Check Info Lines](#)

The method used to edit the 16 **SIM Check Info Line** and 16 **GSS Info Line** fields on the *Delivery Dispatch | Display Info Lines* tab as been changed. Previously, to edit the text, the user would right-click in the text field to activate the editing function.

With this release, standard text editing process is applied to the fields. To change an existing entry, the user simply inserts a blinking cursor using the left-hand mouse button and highlights the text to be edited. When using the [Tab] key to access a field, the entire text will highlighted.

When the focus is removed from the field, the new value is saved in memory, the descriptor is changed in the drop-down **Delivery Zone List**, and the text in the column header changes. It is not stored in the database until the program is closed. A dialog box will be displayed asking for confirmation of the changes.

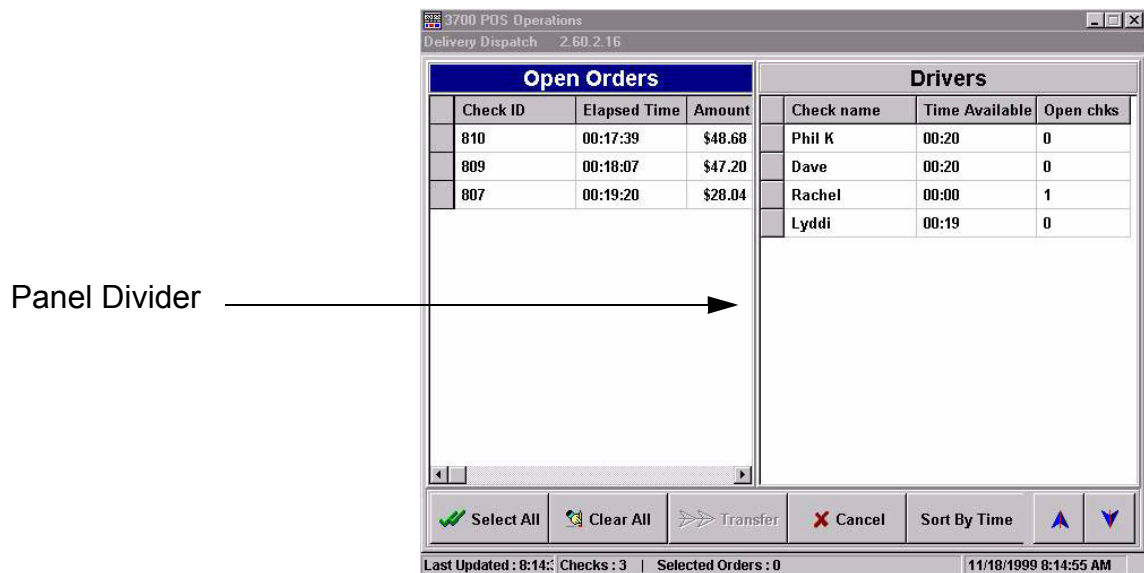
### Caution!

Before making changes to the display info lines, be advised that this data is stored in the **RES\Micros\POS\Bin\DeliveryDispatch.lng** file, rather than the **RES\Micros\POS\Etc\DeliveryDispatch.cfg**. This is to allow for multiple language entries.

Please note that when RES Setup is run, any changes to the Language file will be overwritten. To ensure that the changes are not lost, be sure to save that file before running the upgrade.

### *Resizing the Split Panel*

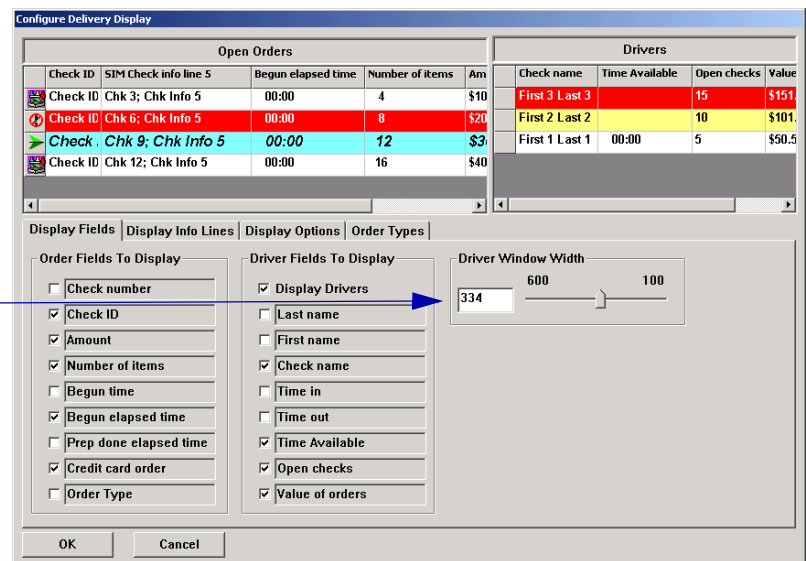
In previous versions, users could redistribute the widths of the Open Orders/Drivers Panels on the Delivery Dispatch split screen by holding the mouse cursor on the divider bar between the two and dragging it to the left or right. This functionality is not available in the current release.



To resize now, an option has been added to the Delivery Dispatch Configuration Utility that allows users to manually set the **Driver Window Width**. The option consists of a slide bar which may be adjusted within the range of 600 to 100 pixels by moving the bar to the left or right. A text box (to the left) displays the current setting. This number will change automatically as the bar is shifted.

When changing panel widths, keep in mind that the combined width of the Open Orders and Driver Panels is fixed at 800 pixels. Therefore, any change to the Driver window will increase/decrease the width of the Open Orders Panel. A setting of 400 will produce panels of equal size.

Adjust width of Driver Panel by sliding bar left/right.



### *Sizing the Delivery Dispatch Window*

With this release, users will no longer be able to set the size of the Delivery Dispatch window. Instead, the application will automatically adjust to the size of the display monitor, opening a window that is approximately 80% of the viewable screen.

### ***Support for Delivery Dispatch on WS4***

Delivery Dispatch is now available for use on the Workstation 4 (WS4). As with Win32 clients, the WS4 uses the default parameters defined at the server. Or, if the user prefers, the WS4 may be configured locally. To retain these custom settings, the option **Client configuration overrides server** must be enabled on the *Display Options* tab of the Delivery Dispatch Configuration Utility.

To run Delivery Dispatch, the WS4 must include at least 128 MB RAM and a 64 MB or larger compact flash.

### Limitation

Changes made in the Delivery Dispatch configuration are not implemented until the program is restarted. For Win32 clients, the new parameters are uploaded each time POS operations is restarted. This is not true on the WS4. To implement changes to the Delivery Dispatch, the WS4 must be manually restarted.

---

## **POS Operations**

### ***Allow Open-Priced Combo Meal Parent Item***

Combo Meal programming has been enhanced to allow the selection of an open-priced menu item as the combo meal parent item. Previously, only priced menu items were allowed.

To create an open-priced combo meal, the parent item must be linked to a menu item class where the option **Preset prices** (*Sales | Menu Item Classes | Price / Totals*) is disabled. The rest of the combo meal setup process remains the same.

During operations, when an open-priced combo meal is selected, the user will be prompted to enter an amount. As always, if any of the main and side group items that comprise the combo meal are also priced, those values will be considered an upcharge or a downcharge (if negative) to the final price of the combo meal.

### ***Allow Send Order After Credit Authorization***

With this release, users can now post and send current round menu items to the kitchen (via a **[Send Order]** key) after obtaining a credit authorization in the same round. Previous versions of the software did not permit this functionality. This was designed to protect credit card authorizations, which were not posted until the check was actually service totalled. Keeping the check open while sending current round items increased the risk that the credit authorization would not be saved if the user decided to cancel the round or if POS Operations was interrupted due to an operator error or system failure.

It also allows users to create a 2-step macro that can submit a credit card authorization and then, upon receipt of it from the Credit Card Service, automatically send the current round menu items without service totalling the check.

To setup, create a **[Service Total]** key with the **Send Order** option enabled (*POS Configurator | Sales | Tender/Media | Service Ttl*), then create a macro with the following steps:

1. Function Number — Credit Authorization
2. Tender/Media Number — Service total you created.

### ***Combo Meal Guest Check/Receipt Printing***

In the past, when a combo meal was ordered, the system could only print or display the results one way — as a combo parent item, followed by an indented list of the actual menu items and condiments.

With this release, combo functionality now supports:

- ◆ Consolidating combo meals
- ◆ Changing the menu item print class

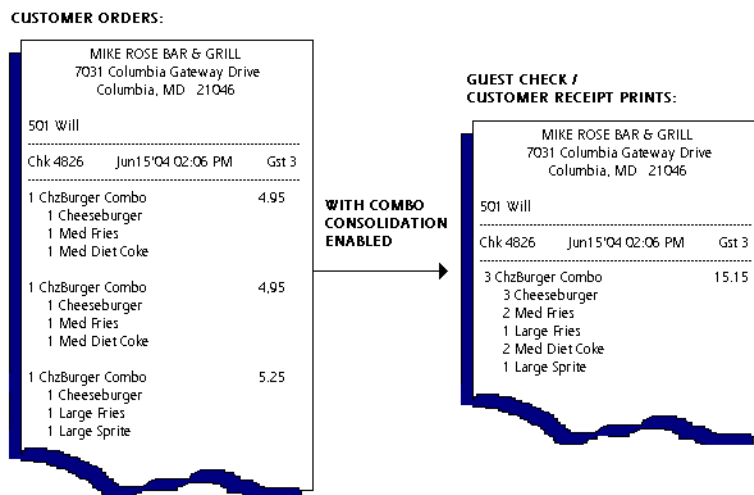
The added functionality allows users to control the amount of combo detail that will be printed, and at which output devices. This, in turn, improves service by streamlining the order, reducing print time, and making the receipt easier to read.



## Combo Meal Consolidation

To enable consolidation, a new **Consolidate Combo Meal** option was added in POS Configurator. The option is applied at the revenue center level and affects both main and side items having the same type of combo meal parent item.

When active, the price of each combo meal (of the same type) is rolled up into the consolidated parent item. This is true even when an upcharge (e.g., large coke/large fries as shown below) has been added to one of them.



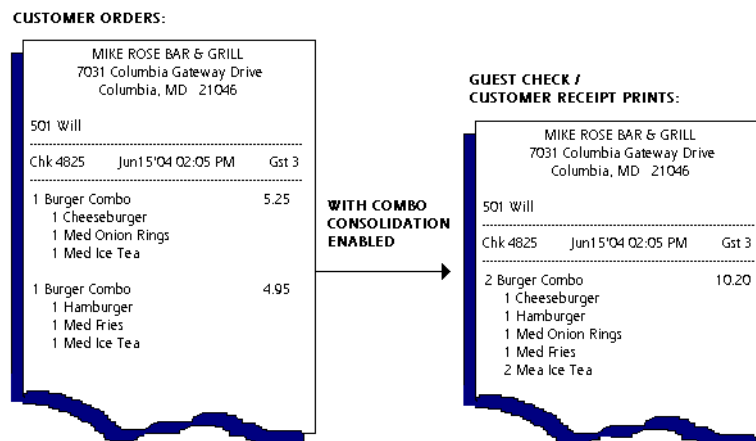
## Rules and Restrictions

In determining what will and will not be consolidated, the following rules and restrictions are applied:

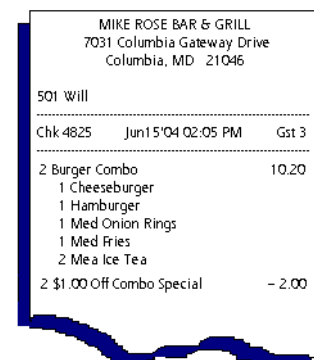
- ◆ **Consolidated items must be part of the same combo meal type.** In other words, items from the Burger Combo meal cannot be consolidated with items from the Roast Beef combo meal.
- ◆ **Consolidated items must be at the same combo group** — Main menu items will only consolidate with identical main items, side 1 items will only consolidate with identical side 1 items, etc.

For example, suppose the Burger Combo offers a choice of a cheeseburger or a hamburger as the main menu item; fries or onion rings as side 1; and a beverage choice (soda, ice tea, or lemonade) as the side 2 selection.

If the customer ordered 2 Burger Combos — 1 with a cheeseburger, medium fries, and medium ice tea, and 1 with a hamburger, medium onion rings, and medium ice tea — the only elements that would consolidate would be the Burger Combo parent items and the 2 ice teas.



- ◆ Consolidated items must be at the same price level — Small sizes can only be paired with other smalls, mediums with mediums, etc.
- ◆ Combo parent items that have touch item discounts will not consolidate unless the option **Consolidate Touch Item Discount** (*Revenue Centers | RVC Print Design | Guest Checks*) is also enabled. The consolidated discount items will be printed beneath the combo meals to which they are attached.



- ◆ All menu items (parent combo items, main items, or side items) that have condiments programmed to print on guest checks or receipts will not consolidate.

## Print Class Overrides

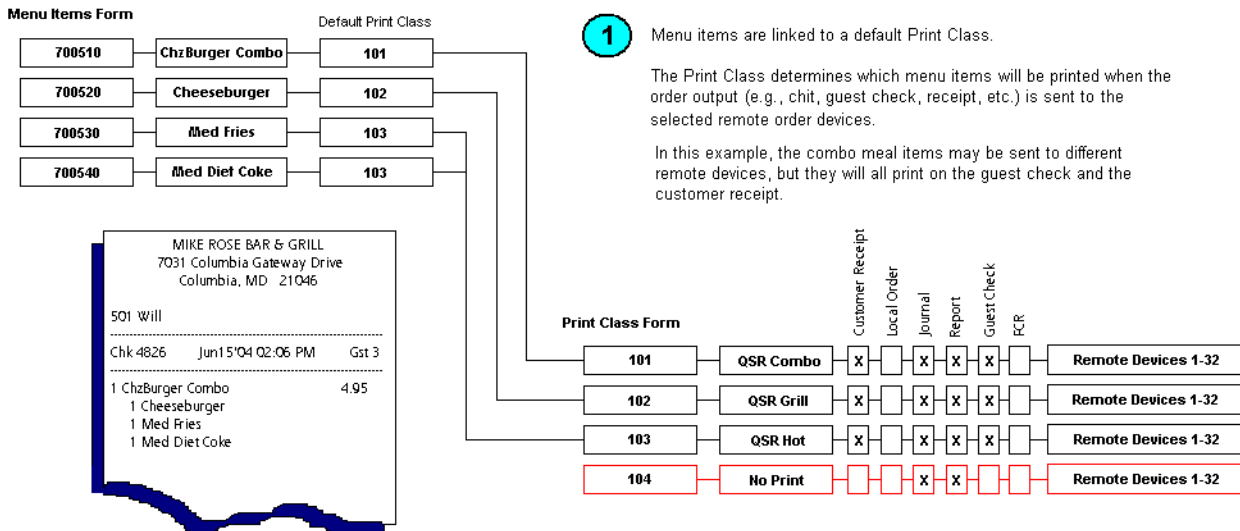
Print classes define when a menu item is included in the order output (e.g., chit, guest check, customer receipt, etc.), and if so, on which remote device(s) the menu items will be printed.

In previous releases, print classes were configured exclusively at the menu item level. This meant that the same output specifications were used whether the menu item was ordered à la carte or as part of a combo meal.

With this release, a new **Print Class** option has been added to the *Combo Group* form in POS Configurator. The option allows user to change the print specifications by overriding the print class at the combo meal menu item level. Among the advantages, this option allows users to:

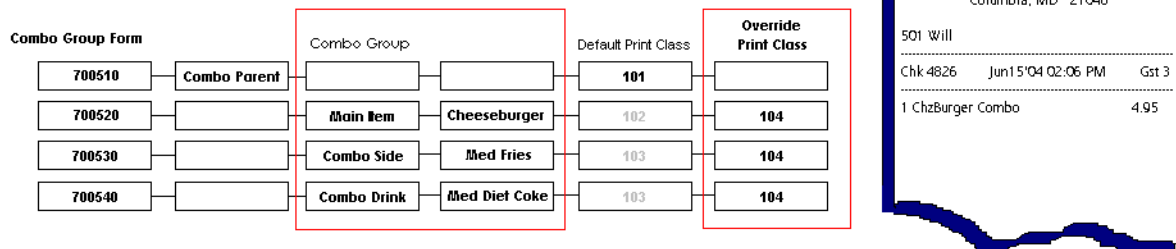
1. **Limit combo detail** — Users no longer have to print every menu item associated with a combo meal. Instead, they can opt to print the combo meal parent item on a guest check, without printing the main and side items.
2. **Change the remote devices** — Users can redirect combo meal menu items to a different output printer. This can be useful if the combo meal requires different preparation or packaging than à la carte items.

The following graphic illustrates how override print classes could be used to redefine the combo meal order output:



**2** When a combo meal is created, the user can change the print options for each member of a combo group by assigning a new print class.

In the example below, the combo group items are redirected to Print Class 104 which does NOT print menu items on the guest check or customer receipt.



## New Options in POS Configurator

To accommodate these changes, two new options have been added in POS Configurator. They are:

- ◆ **Consolidate Combo Meal** (*Revenue Center | RVC Print Design | Guest Checks*) — When checked, consolidates similar combo meal parent and side items on the guest check and customer receipts. Side items must be of the same menu level (e.g., small, medium, or large) to consolidate.
- ◆ **Print Class** (*Sales | Combo Meals | Combo Groups*) — Allows the user to override the menu item's default print class. The option provides enormous flexibility in determining when and where a combo group side item will print.

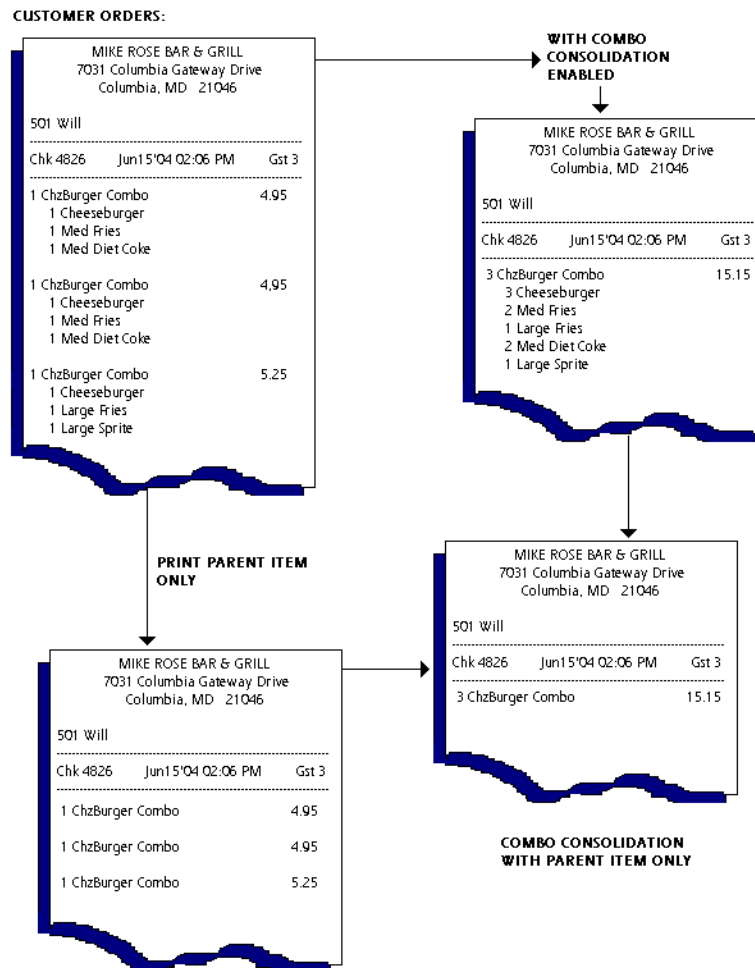
The override option only applies to the current menu item, in its role as a member of the selected combo group. It does not apply to *other* members of the *same combo group*, which must be configured individually. Nor does it apply to the *same menu item* when included in *another combo group*.

If an override print class is not selected, the combo item reverts to the menu item's default print class.

## Combining the Options

The combo printing enhancements can be used separately or together, depending on the user's preferences or needs.

The following diagram illustrates the results when combo consolidation is used with/without a print class override to suppress the combo main and side items:



### ***Previous Round Auto-Combo Recognition***

Auto-combo recognition is the process by which the system builds a combo meal (with the appropriate discounts) from existing menu item selections. Typically, the function is invoked by pressing a programmed auto-combo recognition key after all the menu items have been rung.

In previous releases, combo meals could only be generated from items entered in the *current* service round. With this release, the feature was enhanced to include menu item detail posted in *previous* service rounds. The change extends the usability of the Combo Meal feature to Table Service Restaurants, which typically have multiple service rounds. It may also be applied to Drive-Thru operations.

#### **Example**

Burger Bill's offers a Cheeseburger Combo Meal (sandwich, medium fries, and medium drink) for \$5.95.

Samantha enters the drive-thru and orders a cheeseburger (\$3.00) and medium soda (\$1.25). The server tells her the check total (\$4.25 plus tax) and directs her to the service window to pick up her meal. When she gets to the window, Samantha decides to add a medium fry (\$2.50) to the order, making it a combo meal. Instead of voiding and re-ringing the check (or charging \$6.75 for three à la carte items), the cashier simply adds the fries and applies an auto-combo key.

#### Limitations

Some restrictions still apply. As before, when creating a combo meal the selected menu items may not:

- ◆ be voids or returns
- ◆ have item discounts
- ◆ be a part of a subtotal discount calculation or service charge
- ◆ have been sent to a remote line-by-line printer
- ◆ be part of an existing combo meal or fixed-price meal
- ◆ be a weighed item, condiment, or commissioned item

## Security

In making this modification, there is some concern about the potential for user fraud. For example, a server could ring up several service rounds of items, then print and present the check to the customer. After collecting the full amount, the server could theoretically bring the check back up, auto-combo the menu items, and then pocket the difference.

To reduce the probability of this happening, an option was added to limit the approval of some combo meals to privileged employees only. When activated, non-privileged employees can still initiate auto-combo recognition. However, once a combo meal is identified as using menu items from a previous service round, the employee will be required to enter an authorization code before the combo meal is allowed.

## Activating the Process

Programming changes are not apparent until a potential combo meal is found. To activate the auto-combo feature, users still convert menu items from à la carte selections to combo meals using one of three methods:

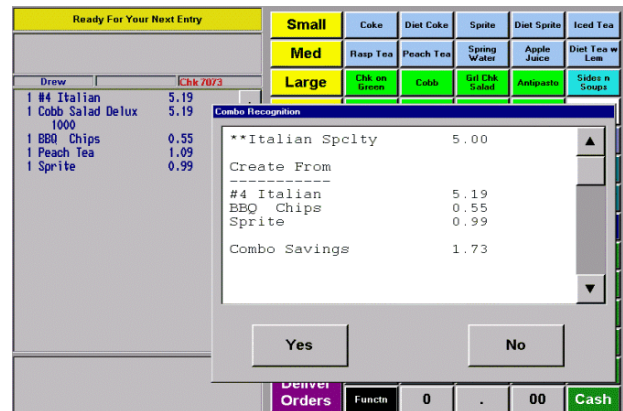
- ◆ **Auto-Combo Key** — Provides the most direct method for creating combo meals from an ad hoc list of menu items. When the [**Auto-Combo**] key is pressed, the system scans the entire check detail and attempts to create instances of combos from the selections.
- ◆ **Auto-Combo by Order Type** — Provides the same functionality as the [**Auto-Combo**] key without requiring a separate touchscreen button. The process is simply assigned to an order type key (e.g., [**Eat-In**], [**To Go**], [**Delivery**]) in POS Configurator. Auto-combo recognition is triggered when one of these keys is selected.
- ◆ **Manual Combo Recognition** — Requires the user to highlight potential combo meal combinations before pressing the [**Combo**] key.

If the system is configured to require confirmation (i.e., the **Do not confirm auto-combo recognition** option is disabled on the *Sales | Combo Meals | Revenue Center Options* tab), a dialog box will be displayed when a match is found. This dialog box lists the proposed combo meal and its price, and then lists the menu items that will be turned into a combo meal along with their à la carte prices.



A comparison of the two prices is provided, showing the amount saved by ordering the combo meal.

At that point, if the system is configured to use previous round items, the following actions will occur when the **Yes** button is pressed:



- ◆ If the combo meal is formed from current round items only, those items will be automatically converted to a combo meal.

If the combo meal includes previous round items, and the user is privileged to accept them, the combo meal will be generated.

If the combo meal includes previous round items, and the user is not privileged, a manager authorization dialog will display. The server will be prompted for a valid authorization code before the items can be converted to a combo meal.

- ◆ After the first combo meal is posted from an **[Auto-Combo]** or **[Order Type]** key, the system will continue to scan the detail, presenting the next combo meal combination for approval. The process will be repeated until no more combinations are found.
- ◆ If the auto-combo feature was invoked manually (i.e., by highlighting multiple items and then pressing the **[Combo]** key), the action is considered complete once a combo meal is generated. The system will not present additional instances automatically. Instead, the user must reselect the items and repeat the process until no more combo meals can be generated from the detail.

### Tracking System Voids

To convert previous round menu items to combo meals, the system must void the à la carte items (which have already been posted to the database) and ring them up in the current round as a part of a combo meal. The problem with doing so, is that it skews report totals by inflating the number of actual voids.

To resolve the issue, a new System Voids mechanism has been added. The mechanism is used to flag (in the database) voids of previous round items that are not true deletions, but items repackaged as combo meals.

A corresponding System Voids tracking total type has been added as well. The new tracking total type can be added to custom reports, allowing users to track them separately from conventional User Voids.

### Side Benefits

System Voids have been applied to existing combo meal functions involving a similar use of previous round voids:

- ◆ Side Item Substitution
- ◆ Upsizing/Downsizing Menu Items
- ◆ Insert/Modify Condiment (only allowed in revenue centers using dynamic order mode)

These voids are also counted in the System Voids tracking totals.

### New Options in POS Configurator

To extend the functionality to previous round selection, two new options have been added in POS Configurator:

- ◆ **Allow auto-combo recognition of previous round items** (*Sales | Combo Meals | Revenue Center Options*) — When checked allows the system to build a combo meal from menu items in all service rounds. If cleared, the auto-combo recognition feature will only consider items from the current service round.

- ◆ **ACR of prev. round items** (*Employees | Employee Classes | Transactions | Transaction Control*) — When checked, allows member of this employee class to authorize combo meals created using previous service round menu items. If cleared, members of this employee class will be prompted for a manager authorization.

Combo meal approval is only required if the preceding option (**Allow auto-combo recognition using previous round items**) is enabled. It does not apply when combo meals are generated from current round items only.

### ***Reason Code Support With Menu Item Waste***

The Menu Item Waste feature was designed to track inventory items consumed, but not sold through the POS. Items may be wasted for a number of reasons, including:

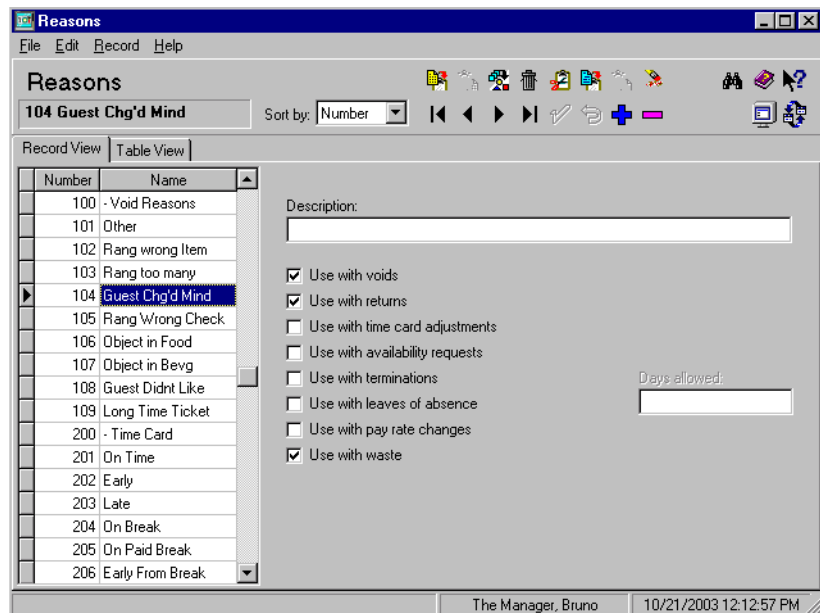
- ◆ Spillage
- ◆ Incomplete use of an ingredient in a recipe (i.e., the cost of a full unit is applied even though less was required, and the rest was not salvageable for future recipes)
- ◆ Spoilage (includes ingredients with limited shelf life, product contamination, or equipment malfunctions)
- ◆ Rejection (e.g., customer didn't like, cook/server delivered wrong item, or too many items were prepared and were not sold in a timely fashion)

When inventory is wasted by one of these methods, the manager records the event by signing onto any user workstation, pressing a pre-configured **[Declare Waste]** key, and ringing the wasted inventory or menu items to a special "Waste" check. When complete, the check is closed and the results are saved to the database.

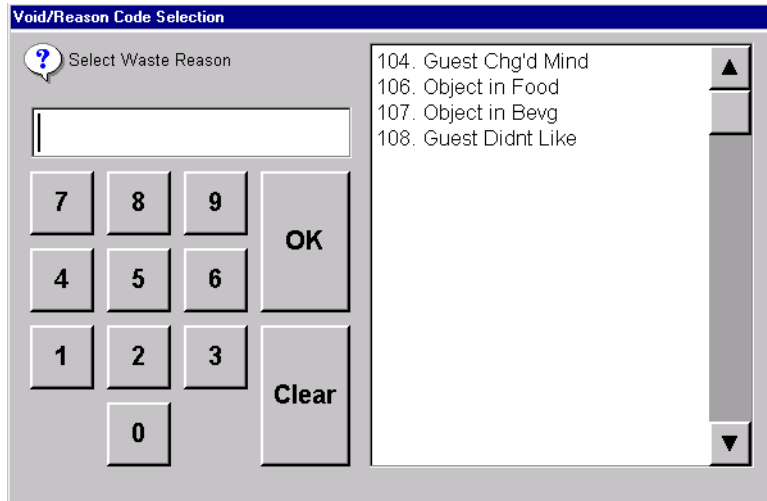
## Reasons

In the past, there was no way to distinguish between menu items that were rejected by the customer and those wasted for other reasons. All items were simply lumped into a generic waste category. To improve accountability, users needed a way to assign waste items to multiple categories. This would help managers locate the site's problem areas, identify tasks and processes that need improvement, and have more control over the inventory.

To support these goals, a new **Use with waste** check box was added to the *POS Configurator | System | Reasons* form. The option is activated during setup by linking it to one or more of the reason descriptors entered in the system.



During operations, when the manager is ready to declare the waste items, a Waste check is once again initiated. After each item is entered, a dialog box is displayed listing all of the predefined waste reasons.



To link the waste code, the manager simply selects one and presses [OK] to assign the item to that category.

---

**Note** *The decision to categorize waste items is entirely optional. If none of the reason codes are linked to the **Use as waste** option, the dialog box will not be displayed when a Waste check is initiated and the menu items are added.*

---

## Reports

To quantify the results, two new reports are included with this enhancement. They are available under the Other category in the Autosequences and Reports application.

- ◆ **Consolidate Menu Item Waste Reason by Menu Item** (*menuitem\_waste\_reason\_mi.rpt*) — Provides a detailed summary of wasted menu items by reason code.

Consolidated Menu Item Waste Reason by Menu Item							
Micros Cafe - Micros Cafe							
Period From : 09/08/2015 To : 09/08/2015				Bruno The Manager Printed on Tuesday, October 21, 2003 - 9:28 AM			
	Menu Level	Quantity	Amount	% of Ttl	Cost	% of Ttl	
<b>5 - Quick Service</b>							
<b>Guest Chg'd Mind</b>							
4006	Grill Chkn Sand	Reg.	1	5.25	22.15%	0.00	0.00%
90601	French Fries	Reg.	1	0.00	0.00%	0.00	0.00%
<b>Guest Didnt Like</b>							
2004	Lobster Bisque	Reg.	1	5.25	22.15%	0.00	0.00%
3002	Fruit Salad	Reg.	1	7.95	33.54%	0.00	0.00%
<b>Object in Food</b>							
3001	House Salad	Reg.	1	5.25	22.15%	0.00	0.00%
90901	Italian	Reg.	1	0.00	0.00%	0.00	0.00%
<b>Quick Service Total</b>			<b>6</b>	<b>23.70</b>	<b>100.00%</b>	<b>0.00</b>	<b>0.00%</b>
<b>Report Total</b>			<b>6</b>	<b>23.70</b>		<b>0.00</b>	

- ◆ **Consolidated Menu Item Waste Reason by Employee** (*menuitem\_waste\_reason.rpt*) — Provides a detailed summary of wasted menu items by employee and subdivided into reason categories.

Consolidated Menu Item Waste Reason by Employee							
Micros Cafe - Micros Cafe							
Period From : 09/08/2015 To : 09/08/2015					Bruno The Manager		
Printed on Tuesday, October 21, 2003 - 9:34 AM							
	Menu Level	Quantity	Amount	% of Ttl	Cost	% of Ttl	
<b>5 - Quick Service</b>							
<b>901 - The Manager, Bruno</b>							
<b>Guest Chg'd Mind</b>							
4006	Grill Chkn Sand	Reg.	1	5.25	22.15%	0.00	0.00%
90601	French Fries	Reg.	1	0.00	0.00%	0.00	0.00%
<b>Guest Didnt Like</b>							
2004	Lobster Bisque	Reg.	1	5.25	22.15%	0.00	0.00%
3002	Fruit Salad	Reg.	1	7.95	33.54%	0.00	0.00%
<b>Object in Food</b>							
3001	House Salad	Reg.	1	5.25	22.15%	0.00	0.00%
90901	Italian	Reg.	1	0.00	0.00%	0.00	0.00%
			<b>6</b>	<b>23.70</b>	<b>100.00%</b>	<b>0.00</b>	<b>0.00%</b>
	<b>Quick Service Total</b>		<b>6</b>	<b>23.70</b>	<b>100.00%</b>	<b>0.00</b>	<b>0.00%</b>
	<b>Report Total</b>		<b>6</b>	<b>23.70</b>		<b>0.00</b>	

MENUITEM\_WASTE.RPT v3.1.100 Page 1

## PM Allowances

Menu Item Waste works with or without the installation of the Product Management (PM) software. When PM is installed, waste information posted in the front of house is automatically fed through to the PM application, where it is applied to the appropriate allowance. The addition of reason codes allows the user to better categorize waste items by linking them to one or more predefined PM allowances.

For information on how this feature is used in the PM application, refer to page 484.

---

## Printing

### *Blank Lines in Headers*

Previously, there was no way to force a blank line to print in a header (*Sales | Descriptors | Headers*). Empty lines entered during programming would simply be ignored when the guest check, customer receipt, or order chit was printed. That functionality has been changed.

With this release, the system can reproduce all six lines included in a header definition, inserting blank lines for any that only contain spaces. Lines that are left empty will be ignored during printing. This enhancement will allow users greater flexibility in defining the layout of the check/receipt header.

### *MICROS Macros Extended to All Headers/Trailers*

The use of specialized MICROS macros — first developed for the personal check feature — has been extended to all headers and trailers. These macros are designed to print transaction information as well as customer-specific account data pulled directly from a personal check. (For more on this feature, refer to the topic *Payment Authorization for Personal Checks*, beginning on page 560).

A list of the original macros is recapped below:

<b>MACRO</b>	<b>Represents</b>	<b>Print Format</b>
^^ACCT	Personal Check Account Number	0000000000000 (13 digits max.)
^^AMT	Total Amount of the Tender	0000000000000.000 (17 characters max)
^^CHK#	Check Sequence Number in database	0000000000 (10 characters max.)



MACRO	Represents	Print Format
^^CSH	Cashier Object Number If there is no cashier, then this will represent the transaction employee object number.	0000000000 (10 characters max.)
^^DATE	Date/Time Stamp	MM/DD/YYYY TIME (17 characters max) <b>EX:</b> 01/13/2004 11:34
^^PCHK	Check Number of Personal Check	000000 (6 digits max.)
^^RVC	RVC Object Number	0000000000 (10 characters max.)
^^RT	Bank Routing Number	000000000 (9 digits max.)
^^TMED	Tender/Media Name	AAAAAAAAAAAA (12 characters max.)
^^UWS	UWS Object Number	0000000000 (10 characters max.)

In addition, four new macros have been added for this release:

- ◆ ^^C2, ^^C3, ^^C4 — Prints the guest check number, truncated to the last 2, 3, or 4 digits. For example, if the ^^C2 macro is used, then Check # 1234 will print on the header/trailer as Check # 34.
- ◆ ^^MICNT — Prints a count of the menu items sent to the order device for the current check. To be included, items must have the **Count Menu Item** option enabled (*Sales | Menu Item Classes | General Options*).

### ***Override Menu Item Name by Order Device***

With this release, users can now specify which menu item names (*Sales | Menu Items | Definition | General*) will be printed/displayed at each order output device. For example, the system could be configured to show both the first and second names on the KDS display, but only print the second name at the cold line printer.

To support this change, a new option **Override Menu Item Name to Print** (*Devices | Order Devices | Options | Sorting/Formatting*) was added in POS Configurator. The option comprises a check box and three radio buttons (**Name 1 Only**, **Name 2 Only**, and **Both Names**). The radio buttons are greyed out until the check box is enabled.

This option overrides the selection made in the **Print on Order Printers** box (*Sales | Menu Item Classes | Print/Display*).

### ***Trailers by Order Device***

Remote order printing has been enhanced to support the addition of trailers on the order chit. In the past, only headers were allowed.

To accommodate this change, a new **Trailer** drop-down option has been added to the *Order Devices | General* form in POS Configurator. This option must be specified for each affected order device.

---

## Reports

### *Report Item Discounts as Subtotal Discounts*

Discount functionality has been modified to allow item discounts to be added to the subtotal discount amount on system reports. Previously, item discounts were tracked and reported separately. The change allows sites to show gross sales figures (inclusive of discounts) on all reports.

### Enabling the Feature

To accommodate the change, a new option — **Report as Subtotal Discount** (*Sales | Discount/Service | Discounts*) — has been added to the POS Configurator. When enabled, this option directs the system to include the designated item discount in the subtotal discount amount on all sales and menu item detail reports.

Discounts must be programmed individually. Any item discount that is not configured to report with the subtotal discounts will continue to post in the Item Discount fields.

### Operational Changes

Once the item discounts are configured, they are applied to menu items as before. The difference is only apparent when the reports are run. The results can be seen in the following:

- ◆ *Sales Detail Reports* (System, Revenue, Employee, Cashier, Serving Period, Time Period). In the profiles section, discounts of this type are included in the Subtotal Discount amount. The Item Discount field will be zero.
- ◆ *Tracking Totals*. When running a report with major, family, and menu item tracking total types, sales are posted as Gross Sales.
- ◆ *Menu Item Detail Reports* (Major, Family, Menu Item Group, Menu Item). Discounts of this type are included in the Subtotal Discount field at the bottom of the report. the Item Discount field will be zero.

This feature does not affect the way Net Sales are calculated or posted on the Sales Detail reports.

### ***Void Tracking Totals Added***

Tracking totals allow a manager to produce reports with customized totals information not available on standard reports. Each tracking total includes a name, a quantity, and a value amount. The name is a descriptor programmed in the Tracking Group form. The count is the number of specified items that were posted. The value is the sum of the associated dollar amounts.

Among the tracking total types supported by the 3700 POS are item voids. In the past, the system was unable to differentiate between types of voids, but instead grouped the results into a single predefined total.

With this release, the Void tracking total type has been subdivided into the following groups:

1. Manager Voids
2. Current Round Voids (i.e., error corrections)
3. Previous Round Voids
4. All Voids

Now, when the user selects Voids as the **Tracking Total Type** in POS Configurator (*Reporting | Tracking Groups*), the system will populate the **Tracking Total Number** field with the list of void options.

At this time, these tracking totals are only available for use with System, Revenue Center, and Time Period tracking.

---

## Transaction Analyzer

### *Credit Card Security*

By default, the system masks a credit card number (all but the last four digits) and its expiration date (all digits) from any printout or display device where it might be viewed by an unauthorized person. This includes workstation displays, hardware devices (pole displays, hand-helds, PinPads), as well as system reports, journals, and log entries.

With this release, the ability to mask credit card numbers has been extended to reports run via Transaction Analyzer. Reference entries associated with a credit card number are also excluded. (Reference entries attached to menu items, discounts, service charges, or other tenders are not affected.)

### **Disabling the Option**

To accommodate merchants who, for a variety of reasons, may not want to mask all credit card data, the following option (added in the previous release) may be selected:

- ◆ **Override Credit Card Masking** (*Employees | Employee Classes | Privileges | Privilege Options*) — When checked, this option allows members of the employee class to view/print credit card numbers and expiration dates in reports run via Transaction Analyzer.

### *Future Orders Support*

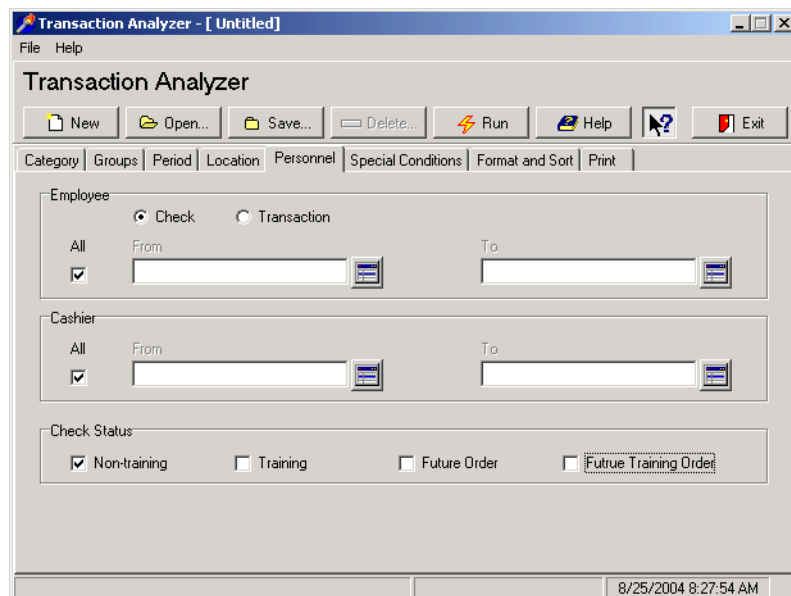
With the addition of the Future Orders feature, changes were made to Transaction Analyzer (TA) to allow for custom reports based on future order transaction details. Users can also differentiate between future orders for training and non-training employees. As before, all TA report criteria is specified by the user.

### **New Fields in TA**

To support this feature, two new check boxes were added to the **TA/Personnel** tab:

- ◆ **Future Orders** — Analyzes future order transactions posted by regular employees.
- ◆ **Future Training Orders** — Analyzes future order transactions posted by employees in training.

The label box that incorporates the **Non-Training** and **Training** check boxes has been expanded to include the two new options, and the label has been changed to **Check Status**. More than one check box can be selected, depending on the range of transactions to be analyzed.



## 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
Autoseq and Reports	Unable to Access Reports Screen When All Autosequences are Configured to Hide on Run Screen	14709	266
CA/EDC	Closing Batch Settlement Before Completion Causes Error Message	N/A	266
	Editing a Closed Check During Credit Card Batch Creation Causes System to Double-Bill	13747	267
	System Incorrectly Allows Multiple Settlement Processes to Run Concurrently	17906	267
Common	3700d.exe Fails Occasionally on Licensing Error	18039	268
	DSM Fails to Reload CrumMDS.dll	N/A	268
Control Panel	System Does Not Restore Prior Minimized Instance of Control Panel	14619	269

Module	Feature	CR ID	Page
Database	Clearing Totals for Demo Sales Incorrectly Resets Current Business Date Tracking Totals	15448	270
	Conversion Failure Results in Unuseable Database	N/A	270
	Error Occurs During Manual Conversion of RES 3.0 SP5 Database	N/A	271
	KDS Tracking Totals Not Posting	17339	271
	POS Operations Hangs if Check Tendered During Totals Purge	16802	272
	Time Card Posting Fails When Converting from Local To GMT for Records Entered During Daylight Saving Time Changeover	15509	272
Delivery Dispatch	Changes Made at Server Are Not Passed to Clients	N/A	272
	Configuration Changes Not Sent to Win95 Clients	N/A	273
	Delivery Dispatch Configuration Produced Unexpected Database Error	16159	273
Hand-Held Devices	Japanese iPAC Not Working Properly	16918	273
	Memory Error Received When Downloading Database With Large Number of Condiment Selections	N/A	274
	POS Loader Does Not Start on Japanese iPAQ	N/A	274
	'Tare Weight' Edit Box Missing in Manager Procedures Forms	N/A	274



Module	Feature	CR ID	Page
Manager Procedures	Clear Button Not Working Properly	N/A	275
	Currency Conversion Rate Only Displays 2 Digits	17033	275
	Editing Combo Group Items Generates Error Message	17085	275
	Error Received When Editing Menu Item With No Effective Prices	N/A	275
	Override Overtime Rate Not Updating When New Override Rate Added	17923	276
	'Select Combo Menu Item' Screen Sorts Incorrectly	17259	276
	System Incorrectly Saves Time Cards Records With Overlapping NULL Time Out Values	17222	276
	Time Cards Incorrectly Saved With 'Null' Clock-Out Time	17903	276
	Unable to Clear Condiment Fields	15091	277
	Unable to Edit Previous Time Card Record While Employee Clocked In	17744	277
POS Configurator	Allowed Two PC-Based KDS Devices to Link to Same Network Node	N/A	277
	Changing Touchscreen Name Does Not Update Version Name for EM	16929	278
	Current Effective Price Does Not Always Display in POS Configurator	N/A	278
	Employees Able to Change Privileges to Higher Level Via Table View	N/A	278

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Configurator (cont'd.)	Employees Allowed to Access PC Applications Without Proper ID	14658	279
	Hourly Employee's Record Can Be Saved Without Selecting Primary Job	N/A	279
	IP Address Incorrectly Allows Spaces	N/A	280
	Network Node Baud Rate Missing After Upgrade	N/A	280
	Quick Count Form Does Not Save Records Correctly	N/A	280
	Quick Count Form Does Not Accept Unit Entries in European-Style Numerical Format	15521	280
	Report Template Search Criteria Reduced to Name and Number	17950	281
	Search for Menu Item Record Defaults to Number Field Instead of Name1	N/A	281
	Using Ampersand (&) in Condiment Group Name Creates Mnemonic Character in Label	N/A	281
POS Operations	Assertion Failure Received After Running SIM Scripts	17505	282
	Authorization Window for Clocked Out Employee Cannot Be Cleared	11792	282
	Auto-Combo Recognition Results in Outstanding Amount in System Reports	N/A	282
	Auto-Service Charge Causes Negative Balance With Split Checks	11248	283

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Cannot Cancel Check After Using Send Function	18234	283
	Clock-Out Grace Period Not Working	16260	283
	Combo Meal Does Not Allow Void of Current Round Condiments	17738	283
	Combo Meal Error Occurs When Making SLU Selection Followed by Required Condiment Selection	16859	284
	Combo Meal Side Items Not Voiding Correctly	17759	284
	Combo Meal SIM Variables Not Set Correctly	16184	284
	Combo Meal Substitutions Do Not Highlight Correct Menu Items	N/A	285
	Combo Meal Substitutions Do Not Work Properly When Item Has Min/Max Condiments	17121	285
	Combo Meal Substitutions Prevented in Previous Round	N/A	285
	Condiments Incorrectly Allowed on Service Charges	14833	286
	Condiment Option 'Print without parent on order chit' Not Working Properly	17700	286
	Condiment Pass Thru Prevents Automatic Add of Single or Default Combo Items	14912	286
	Daily OT Hours Not Included on Time Chits or Timecards	16106	287

Module	Feature	CR ID	Page
POS Operations (cont'd)	Daylight Savings Time Results in Out of Memory Error on WS4	N/A	287
	Discounts Not Calculating Correctly When Applied to Multiple Discount Itemizers	16517	287
	Edit Seat Changes Order of Items Entered	N/A	288
	Edit Seat With Fixed Price Meals Allow Unlimited Course Items	14855, 14941	288
	Guest /Check Counts Incorrect When Using Seated Filtering Before Tender	16028	288
	Inclusive Taxes Not Calculated Correctly When Using Item Discounts with VAT Enabled	17227	288
	Inclusive Taxes Not Recalculated After Using Price Override	15737	289
	Insert/Change Condiment Does Not Work with Changing Menu Levels/ Sub-Menu Levels	17269	289
	Insert/Change Condiment Prevented With Previous Round Items When DOM Enabled	N/A	289
	'Invalid Card' Error When Track 1 and 2 Data Do Not Match	16488	289
	Item Discount Not Applied Correctly to Direct Void Item	17375	290
	Korean Characters Not Used In Reference Entries	17027	290

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Masking Tax by Order Type Does Not Always Prevent Inclusive Taxes from Printing on Guest Check	N/A	290
	Menu Level 1 Pricing Always Used With Manually Entered Barcodes	16851	291
	Name2 Not Printing on Local Order Receipt Printer	N/A	291
	Open Check Block Settlement Reports Incorrectly	17507	291
	POS Operations Fails If Currency Piece Descriptor Includes a Leading Space or Period	17617	291
	POS Operations Fails When Using Edit Seat or Split Check Functions After a Condiment Void	17866	291
	POS Operations Hangs When Pressing Price Override Key After Last Item Void	N/A	292
	POS Operations Hangs When Signing in on a Pop-Up Touchscreen	12356	292
	POS Operations Locks Up When Minimized After Loading Delivery Dispatch	16157	293
	POS Operations Stalls on WS4 While Database Updates	N/A	293
	POS Operations Stops Sending Pour Releases to Berg LDS	17757	293
	POS Performance Slow When DOM Set to Fire-on-Fly or Fire-on-Next	17949	294
	Priced Condiments Not Voiding Properly	16489	294

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Prorated Subtotal Discount Not Tracking Properly	N/A	294
	Remote Order Chits Printing in an Incorrect Format	17590	295
	Repeat Round With Auto Menu Levels Produces Wrong Prices	17758	295
	'Send' Key Fails to Insert/Modify Previous Round Condiments	N/A	295
	Sorting by Seat Causes Slowdown in POS Operations on Ultra Workstation	18013	295
	Substituting a Combo Meal Menu Item with References Posts Reference to Wrong Item	N/A	296
	Swiped Auth 'n Pay Credit Card Settles as a Manual Entry	N/A	296
	Taxable Totals Posted Incorrectly After Subtotal Discounts Applied	17985	296
	Threshold Prompt for GST Tax Invoice Displays Incorrectly	18033	296
	Touch Item Discount Amounts Not Applied Correctly with One Unpriced Condiment	N/A	297
	Touch Item Discounts Disabled When New EM Store Added	17842	297
	Touch Item Discounts Not Applied Correctly After Direct Voids	N/A	297
	Touch Void of Condiments Removes Check Detail	14872	298
	Touch Void of Condiments Fails to Call SIM Event	14865	298

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Transactions on Licensed Site Posting to Demo Business Date	16778	298
	Voiding an Item Discount Does Not Update Sales Totals Correctly	15985	298
	Voiding a Returned Item Causes Totals to Post Incorrectly	N/A	299
Printing	Cannot Suppress Bitmap Name on Printers that Do Not Support Logo Printing	14958	299
	Credit Card Voucher Prints With Large Space Between First and Last Names	18174	299
	Disk File Name is Incorrect When WinCE Client is in SAR Mode	16226	300
	Euro Currency Conversion Not Printing to Journal	6864	300
	Menu Item and Tender Detail Does Not Print to Journal After Upgrade	18114	300
Reports	Consolidated RVC Family Group Sales Detail Errors if Revenue Center's Object and Sequence Numbers Do Not Match	15937	301
	Credit Card Batch Detail Report Fails if RVC Number Exceeds 3 Digits	N/A	301
	Daily Consolidated Menu Item Sales Detail/Summary	15806	302
	Daily Consolidated Revenue Center Menu Item Sales Detail Reports Incorrect Subtotal Discounts	18047	302

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Reports (cont'd.)	Daily Revenue Center Discount Reports Show Incorrect	16501	303
	Daily System Sales Detail Prints With Too Much White Space Between Order Types	15145	303
	Employee Detail Shows Incorrect Outstanding Balance After Check Transfers	12639	303
	Employee Detail Tracking and Order Type Totals Do Not Match	12642	304
	Employee Time Card and Job Detail Reports Mismatched Job Codes	15997	304
	Menu Item Sales Detail Does Not Report More Than One Discount	17190	305
	Menu Item Waste Reports Incorrect Totals	17422	305
	Revenue Center Menu Item Sales Detail Report Error When RVC Sequence Number Does Not Equal RVC Object Number in the Database	N/A	305
	Revenue Center Serving Period Detail Reports Incorrect Totals When Checks Transferred Between	16446	306
	System Menu Item Sales Detail Report Missing Net Sales Total	N/A	306
	Subtotals Do Not Print Immediately in Grand Totals Section of System/ Revenue Center Menu Item Sales Detail	N/A	307



Module	Feature	CR ID	Page
Setup	Error Occurs After Applying a RES 3.2 Service Pack to an Upgraded RES 3.1 System	18389	309
	Installing Crystal 9 Prevents User From Opening POS Configurator or Autosequences and Reports	14475	309
	MDAC Version 2.8 Causes CrumCSS.dll Reload to Fail	17271	310
	Service Pack Installation Fails	14493	311
SIM	'Dtl_has_printed' Incorrectly Lists Items Fired in Previous Round	N/A	311
	SIM Events Executed Even if User Authorization Canceled	N/A	311
	SIM Performance Slower in RES Version 3.2 Software	N/A	311
	Using SIM Variables @trdtl, @trdtlr, or @trdtlt Cause Debug Error to Display	17656	312
Transaction Analyzer	Running a Discount Report for One Week Takes Too Long to Complete	N/A	312

**Revisions  
Detailed**

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**Autosequences and Reports**

***Unable to Access Reports Screen When All Autosequences are Configured to Hide on Run Screen***

*CR ID #: 14709*

Users could not access the Autosequences and Reports module, if every autosequence listed in *POS Configurator | Autosequences | Reports* was configured with the **Hide on Run Screen** option checked. Attempts to open the application and log on would cause a error message to display, and/or the module to close automatically. This problem has been corrected.

---

**CA/EDC**

***Closing Batch Settlement Before Completion Causes Error Message***

*CR ID #: N/A*

During a credit card batch settlement, if the user canceled the process by closing the CC window or ending the application through the task manager, the error message

returned error code [-1073741510]

would be posted in the 3700d.log.

The problem occurred because the interruption failed to produce an orderly shutdown of the application. This has been corrected.

### ***Editing a Closed Check During Credit Card Batch Creation Causes System to Double-Bill***

*CR ID #: 13747*

When editing a closed check with credit card tenders, if a credit card batch was created before the reopened check was closed, the credit card tender would be prematurely added to the batch file. This would cause the customer to be billed twice under the following circumstances:

- ◆ The credit card tender was voided and the check paid to cash. In this case, voiding the tender did not remove the charge from the previous credit card batch. The credit card was billed anyway.
- ◆ The credit card tender was voided and replaced with another credit card tender (either to the original card or to another credit card). The original charge was not removed from the previous credit card batch. The new charge was posted with the next credit card batch.

To correct these problems, the system now excludes from batch files, any records that are currently open on a workstation.

### ***System Incorrectly Allows Multiple Settlement Processes to Run Concurrently***

*CR ID #: 17906*

Previously, problems could occur during credit card settlement because the system failed to prevent users from running more than one instance of the **Settle.exe** process at a time. This has been corrected.

Now, if the user attempts to start a second instance of the **Settle.exe** (e.g., from a command line, as part of an autosequence, or through the credit card application), an error message will display indicating the system “Failed to initialize the CAEDC.dll.” The program will be exited and may be restarted once the settlement process has been completed.

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## **Common**

### ***3700d.exe Fails Occasionally on Licensing Error***

*CR ID #: 18039*

On startup, the files used by the 3700d.exe to manage the licensing of RES components would occasionally receive the wrong version number from the system driver, which in turn, made it impossible to identify the correct operating system. The problem, which caused the application to crash, has been corrected.

### ***DSM Fails to Reload CrumMDS.dll***

*CR ID #: N/A*

During frequent update requests (e.g., making database changes and reloading the SQL Database Server from Control Panel), the DSM would fail while attempting to reload the Crum libraries. This problem has been corrected.

---

## Control Panel

### *System Does Not Restore Prior Minimized Instance of Control Panel*

CR ID #: 14619

Previously, when opening a second instance of **cpnl.exe**, the system failed to restore the previous instance of the application if that instance was minimized on the toolbar. Instead, the second instance would (correctly) end process without returning the original instance view to normal display. This has been corrected for the Control Panel as well as the following RES applications:

- ◆ 3700 POS (all applications except POS Operations)
- ◆ Cash Management Back Office
- ◆ Enterprise Management (all applications)
- ◆ Financial Management
- ◆ Labor Management (all applications)
- ◆ Product Management (all applications)
- ◆ MICROS Desktop

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## Database

### ***Clearing Totals for Demo Sales Incorrectly Resets Current Business Date Tracking Totals***

CR ID #: 15448

Previously, when using *sp\_clear\_demo\_sales* to clear demo date sales totals from the database, the system would incorrectly reset the current business date tracking group totals. Consequently, the following tables were purged without regard to the business date associated with the data:

- ◆ dly\_srv\_prd\_trk\_ttl\_temp
- ◆ dly\_rvc\_fixed\_prd\_trk\_ttl\_temp
- ◆ dly\_rvc\_trk\_ttl\_temp
- ◆ dly\_sys\_fixed\_prd\_trk\_ttl\_temp
- ◆ dly\_sys\_trk\_ttl\_temp
- ◆ shift\_cshr\_trk\_ttl\_temp
- ◆ shift\_rvc\_cshr\_trk\_ttl\_temp
- ◆ shift\_emp\_trk\_ttl\_temp
- ◆ shift\_rvc\_emp\_trk\_ttl\_temp

Tracking totals already posted for the current date were cleared. Only those tracking totals posted *after* the demo sales were cleared would be reported for that business date. Previous business date tracking group totals were not affected.

The stored procedure has been corrected.

### ***Conversion Error Results in Unuseable Database***

CR ID #: N/A

Previously if a manual database conversion failed or was interrupted for any reason, the database would be left in an unusable state, due to changes made to the lang\_string\_def table. Further attempts to convert that DB would fail. This has been corrected.

### ***Error Occurs During Manual Conversion of RES 3.0 SP5 Database***

*CR ID #: N/A*

Previously, after upgrading to RES 3.2 from RES 3.0 SP5, with GSS 1.0 SP3, attempts to manually convert the database would fail and the following message would be received:

```
Error in file C:\Micros\database\data\Scripts.sql  
at line 28326
```

```
Column '0' not found.
```

The problem was caused by structural changes that were overlooked in the conversion process. This has been corrected.

### ***KDS Tracking Totals Not Posting***

*CR ID #: 17339*

The following problems were observed when running reports using KDS tracking totals:

- ◆ If an employee did not have a cashier association and the cashier report (CSHR\_701.rpt) was run, KDS tracking totals would not post and the report would fail.
- ◆ If serving periods were not configured and a serving period report was run, KDS tracking totals would not post and the report would fail.
- ◆ If a sales detail report was run in the middle of a transaction (i.e., the suborders had not been done on the KDS prep stations) or before KDS posting occurred, the sales totals would post, but the KDS tracking totals would not. KDS totals for the current transaction would not be included in the report until the next transaction was rung up.

These problems have been corrected.

### ***POS Operations Hangs if Check Tendered During Totals Purge***

*CR ID #: 16802*

Previously, the system would hang if a user attempted to tender a check while historical totals were being purged from the database. Once the purge procedure was complete, operations would resume. This interfered with businesses that were open around the clock (i.e., on a 24-hour basis). The problem has been corrected.

### ***Time Card Posting Fails When Converting from Local To GMT for Records Entered During Daylight Saving Time Changeover***

*CR ID #: 15509*

Previously, if a site was configured to auto-adjust for daylight savings time (DST), an error message would be generated when attempting to convert local time to GMT for records entered during the hour of the changeover. Time card posting would subsequently fail for these records, which, in turn, affected job report data. This problem has been corrected.

This issue only occurs if you are set to the +10:00 Canberra Australia time zone.

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## **Delivery Dispatch**

### ***Changes Made at the Server Are Not Passed to Clients***

*CR ID #: N/A*

Previously, Delivery Dispatch would send changes down to the Clients at any time. However, to improve performance, the system will only check the Server for an updated Delivery Dispatch configuration file the first time the Driver Dispatch form is opened:

- ◆ After a reboot of a WS4
- ◆ After POS Operations is restarted on a Win32 client



### ***Configuration Changes Not Sent to Win95 Clients***

*CR ID #: N/A*

Previously, configuration changes made on the Server to Delivery Dispatch were not being sent to the Win95 Clients. This problem has been corrected.

### ***Delivery Dispatch Configuration Produced Unexpected Database Error***

*CR ID #: 16159*

Previously, if the **Number of Info Lines** (*POS Configurator | Revenue Center | RVC Interfaces Systems Interface Module (SIM)*) had been set to zero, the system would display the error message "Unexpected DB Error Not Found." error when Delivery Dispatch was started with at least one check open. This has been corrected.

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## **Hand-Held Devices**

### ***Japanese iPAC Not Working Properly***

*CR ID #: 16918*

When using the Japanese iPAC version of the PocketPC device, some of the RES services were not starting properly. As a result, POS Operations was taking an inordinately long time to load. Once Operations was started, orders were not being sent to the KDS and the user was unable to print to a printer connected to the workstation. These problems have been corrected.

### ***Memory Error Received When Downloading Database With Large Number of Condiment Selections***

*CR ID #: N/A*

When downloading a database with more than 228 condiment selections to a hand-held unit (HHT), an "Unexpected Database Error Insufficient Memory" error was received. The HHT would complete the download after the error. However, during POS Operations, the condiment selections would not work properly, even though all other functionality was present. This problem has been corrected.

### ***POS Loader Does Not Start on Japanese iPAQ***

*CR ID #: N/A*

After upgrading the RES server, users were unable to start the POS Loader on a Japanese iPAQ. This is because the POS Loader is only installed on the Symbol hand-held devices that MICROS re-sells.

To correct the problem, users must manually install the POS Loader to a non-Symbol device (such as the Japanese iPAQ), then add a shortcut to the Windows\LoadDaemon in that devices startup folder.

### ***'Tare Weight' Edit Box Missing in Manager Procedures***

*CR ID #: N/A*

When accessing Manager Procedures from a hand-held device, weighted menu items could not be modified because the **Tare Weight** field was missing from the *Edit Menu Items* form. This has been corrected.

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## **Manager Procedures**

### ***Clear Button Does Not Work Properly***

*CR ID #: N/A*

When editing a menu item record through Manager Procedures, any attempt to reset a value to NULL using an available **Clear** button would cause an error message to display when the record was saved. The problem, which involved incompatible data types, has been corrected.

### ***Currency Conversion Rate Only Displays 2 Digits***

*CR ID #: 17033*

When using Manager Procedures to update a currency conversion rate, the system allows the user to enter a value up to 6 decimal places, but will only display 2 of them. For example, if the user enters a conversion rate of .123456, closes and reopens the form, the entry displays .12. This problem has been corrected.

### ***Editing Combo Group Items Generates Error Message***

*CR ID #: 17085*

When editing a combo group via Manager Procedures, if the user edited a second (different) item from the same group, the program would hang and an error message would display. The problem occurred because the menu item price ID from the first selection was not being cleared once the change was posted or the transaction canceled. This has been corrected.

### ***Error Generated When Editing Menu Items With No Effective Prices***

*CR ID #: N/A*

When editing a menu item through Manager Procedures, users would receive an error message if the menu item selected had no effective prices linked to it. This has been corrected.

### ***Override Overtime Rate Not Updating When New Override Rate Added***

*CR ID #: 17923*

Previously, when adding a new override rate through Manager Procedures (*Employees | Edit Job Info*), the system failed to update the employee's **Override Overtime Rate**. This problem has been corrected.

### ***'Select Combo Menu Item' Screen Sorts Incorrectly***

*CR ID #: 17259*

The system failed to sort records properly on the '*Select Combo Menu Item*' screen (*Manager Procedures | Combo Groups | Edit Price Records*). In the list of displayed records, if the user clicked between the **Number** and **Name** columns, the arrow would shift to the correct column header, but the list would not sort properly. Also, the **Locate by (Name/Number)** field did not update to the correct data type. These problems have been corrected.

### ***System Incorrectly Saves Time Cards Records With Overlapping NULL Clock Out Values***

*CR ID #: 17222*

When editing time card records through Manager Procedures, the validation check performed when the changes were saved was ignoring time card records with 'NULL' clock out times (i.e. employees who were still clocked in). This could leave the time card in the database with no clock out time. This problem has been corrected.

### ***Time Cards Incorrectly Saved With 'Null' Clock-Out Time***

*CR ID #: 17903*

Previously, if an employee clocked out through POS operations while their time card was being changed in Manager Procedures, the record would be saved with the original clock\_out\_date\_time, which in this case is NULL. The system would then overwrite the record that was changed through operations and essentially clock the employee in again. As a result, there would be two records with NULL clock out times in the database. This problem has been corrected.

### ***Unable to Clear Condiment Fields***

*CR ID #: 15091*

When editing a menu item through Manager Procedures, attempts to save after clearing a required or allowed condiment field would cause the error message “Condiment is invalid.” to display. This has been corrected.

### ***Unable to Edit Previous Time Card Record While Employee Clocked In***

*CR ID #: 17744*

When using Manager Procedures, attempts to edit a past time card record while the employee was clocked in would fail, causing the error message “Selected dates overlap another timecard record” to display. This has been corrected.

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## **POS Configurator**

### ***Allowed Two PC-Based KDS Devices to Link to Same Network Node***

*CR ID #: N/A*

In the past, users were not prohibited from linking multiple KDS devices to the same network node. This created problems when using multiple panels and bump bars. In some instances, items were not being sent to the appropriate panels. This has been corrected. Users will no longer be able to link a device to a node that has already been assigned.

### ***Changing Touchscreen Name Does Not Update Version Name for EM***

*CR ID #: 16929*

Previously, if the user changed the name of a touchscreen in POS Configurator (*Devices | Touchscreens*), the system failed to save the name to the appropriate field (*cfg\_version\_def.version\_name*) in the database. Consequently, when Touchscreen Designer was opened on an EM Corporate server, the **Version Name** field would be blank. This has been corrected.

### ***Current Effective Price Does Not Always Display in POS Configurator***

*CR ID #: N/A*

Previously, when a price record expired (i.e., the date/time entered in the **Effective To** field passed), the new price would not always display in POS Configurator. This has been corrected.

### ***Employees Able to Change Privileges to Higher Level Via Table View***

*CR ID #: N/A*

After accessing POS Configurator, employees were able to change their privileges to a higher level by switching to Table View and typing in an entry. This problem was corrected by changing the cells from data-entry fields to filtered drop-down lists, where the user's options include only the current level and below.

## ***Employees Allowed to Access PC Applications Without Proper ID***

*CR ID #: 14658*

Previously, employees who had not been assigned a **PC application ID** in POS Configurator (*Employees | Employees | Security*) were able to log onto a RES application using their **Password ID**. If the application was accessed via POS Operations, the employee's identifier would be passed automatically before launching the program.

Once the application was opened, the system would enforce existing security privileges and/or limitations. For example, if an employee had not been assigned access privileges in POS Configurator, the password ID would allow him to open the application, but would not allow him to do anything. This was causing confusion at some sites, and a request was made that the system enhance security by preventing access to an application unless a proper PC application ID had been entered.

To accommodate this request — without inconveniencing sites that preferred the existing functionality — a new option was added in POS Configurator. The option, **Access to apps using password ID** (*Employees | Employee Classes | Privileges | Privilege Options*), retains the original access procedures. That is, it allows a customer to use password IDs to log onto RES applications. This option is active by default.

Users who want to enforce security by requiring a PC application ID will need to disable (clear) the option for relevant employee classes.

## ***Hourly Employee's Record Can Be Saved Without Selecting Primary Job***

*CR ID #: N/A*

When updating an hourly employee's record, users were able to deselect the check box designating that person's **Primary** job (*Employees | Employees | Hourly Job*) and then save the record without selecting another job. The error message for this form would not display until the user attempted to select another employee record. This has been corrected. Users will no longer be able to save this form if a **Primary** job has not been checked.

### ***IP Address Incorrectly Allows Spaces***

*CR ID #: N/A*

Previously, when entering an IP Address in POS Configurator (Devices | Network Node | Network), the system would accept an entry that included a space between the values. This was inappropriate and would cause problems during operations. It has been corrected. Now, any attempt to save a record with a space in the IP Node will cause the error message "IP Address has an invalid format." to display.

### ***Network Node Baud Rate Missing After Upgrade***

*CR ID #: N/A*

After installing the RES service pack, the system failed to load the **Baud Rate** values in the drop-down list on the *Devices | Network Node | Com Ports* form in POS Configurator. The user would have to close and reopen the application to get the field to populate. This has been corrected.

### ***Quick Count Form Does Not Save Records Correctly***


*CR ID #: N/A*

When assigning items in the Quick Count form, if the user entered different ingredient quantities for different price levels of the same menu item, the system would change all entries to the last value entered before the form was closed. This has been corrected.

### ***Quick Count Form Does Not Accept Unit Entries in European-Style Numerical Format***

*CR ID #: 15521*

When updating a menu item's unit value in the **Detail** field of a price record (*Sales | Quick Count | Item Assignment*), the system would not accept numbers posted in the European style (i.e., with commas used as decimal markers) even though the device's regional settings were configured to use European formats. This has been corrected.

For convenience, a save button (  ) was added. This eliminates the need to press the **Enter** key or double-click the Edit box to save the changes.



### ***Report Template Search Criteria Reduced to Name and Number***

*CR ID #: 17950*

When running a search on the Report Templates form, the selectable criteria in the **Field Name** drop-down list was incorrectly limited to the report **Name** and **Number**. In previous releases, users could conduct a search based on any of the other fields, including: Report Class (rpt\_class\_seq), Hide on run screen, Last Updated By, Use list (ob\_use\_list), 40-column report (product\_mask), and Template Filename. This has been corrected. Users may now search for a template based on all of the field names.

### ***Search for Menu Item Record Defaults to Number Field Instead of Name1***

*CR ID #: N/A*

When using the search feature (binoculars icon) to locate a menu item record, the pop-up dialog would default to the **Number** field instead of **Name1**. This has been corrected.

### ***Using Ampersand (&) in Condiment Group Name Creates Mnemonic Character in Label***

*CR ID #: N/A*

Previously, if an ampersand symbol (&) was used in an entry for the Condiment Group Name (e.g., Surf&Turf), the system failed to recognize it as part of the name. Instead, when generating a label for this group on the Condiment Memberships form, the system would convert the ampersand character to a mnemonic on the letter immediately after the ampersand. An underscore would indicate the mnemonic character (e.g., SurfTurf). This allowed a user to toggle the checkbox on/off by pressing Alt + the mnemonic. In this example, Alt+T would toggle the checkbox for SurfTurf. This has been corrected. The ampersand is now correctly displayed as a part of the label.

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## POS Operations

### *Assertion Failure Received After Running SIM Scripts*

*CR ID #: 17505*

When running a SIM script containing the split() command using character sequences starting with an '&' and containing extended ASCII characters (i.e., value greater than 127), POS Operations would fail and the following assertion error would display:

```
Debug Assertion Failed!  
Program: C:\micros\res\pos\bin\OPS.exe  
File: isctype.c  
Line: 68  
Expression:(unsigned)(c + 1) <= 256
```

This problem has been corrected.

### *Authorization Window for Clocked Out Employee Cannot Be Cleared*

*CR ID #: 11792*

When the system is configured to allow override of a signed-in employee (*POS Configurator* | *Devices* | *UWS* | **Begin Check with Operator ID**), and you try to sign in with a clocked-out employee, when the system prompted for authorization to begin a check for a clocked out employee you could not cancel the authorization screen. Only entering a valid authorization ID would allow you to continue. This problem has been corrected.

### *Auto-Combo Recognition Results in Outstanding Amount in System Reports*

*CR ID #: N/A*

When applying an auto-combo recognition key to an inclusively taxed menu item, the system would back the inclusive taxes out of net sales totals twice. This resulted in an outstanding amount when the Daily System Sales Detail (*sys\_101.rpt*) report was run. The problem has been corrected.

### ***Auto Service Charge Causes Negative Balance With Split Checks***

*CR ID #: 11248*

Previously, if a site was configured to apply auto service charges, any attempt to split a check after an **[Exempt Auto Service Charge]** key was pressed would result in a negative outstanding balance in the system reports between Checks Begun and Check Paid. To correct this problem, the system will no longer allow a check to be split once the auto service charge has been exempted. The user will have to split the check first, then apply the **[Exempt Auto Service Charge]** key.

### ***Cannot Cancel Check After Using Send Function***

*CR ID #: 18234*

After using the Send key to fire selected items to the kitchen, the system would not allow a user to void the check using the Cancel Transaction key. Instead, the error message: "Cannot cancel after printing," would be displayed. This has been corrected.

### ***Clock-Out Grace Period Not Working***

*CR ID #: 16260*

When clocking out of the system, employees who were within the early or late clock-out grace period would still be prompted for manager authorization. This has been corrected.

### ***Combo Meal Does Not Allow Void of Current Round Condiments***

*CR ID #: 17738*

Previously, when ringing up a combo meal, the system would not allow touch-voids of any condiment selection entered in the current round. Instead, the user would have to void the entire combo meal and re-ring it to make the change. This was implemented to address indexing options in the check detail.

Since then, the functionality has proved to be too limiting for the end-user. By request, the feature has been rolled back to allow voids of current round condiments.

### ***Combo Meal Error Occurs When Making SLU Selection Followed by Required Condiment Selection***

*CR ID #: 16859*

When ringing up a combo meal, a "No Entries Exist" error would be generated if one part of the meal was selected from a SLU and the next part had a required condiment. To correct this problem, users need to make sure that the SLU style of the side item groups is configured to be pop-up, instead of staydown.

### ***Combo Meal Side Items Not Voiding Correctly***

*CR ID #: 17759*

After entering a combo meal, errors would occur if the user attempted to change the selection by directly voiding a combo side item and entering another in its place. When rebuilding the combo meal, the system would incorrectly allow more side items to be enter than was allowed. This has been corrected.

### ***Combo Meal SIM Variable Not Set Correctly***

*CR ID #: 16184*

When ringing up a combo meal, POS Operations failed to correctly populate the appropriate SIM variables:

@dtl\_is\_combo\_parent  
@dtl\_is\_combo\_main  
@dtl\_is\_combo\_side

In the database, the parent item was flagged as both the parent and main item, while the main combo item was flagged as a side item. This problem has been corrected.

### ***Combo Meal Substitutions Do Not Highlight Menu Items Correctly***

*CR ID #: N/A*

Previously, when substituting part of a combo meal, the user could not change the menu item focus once the *Substitute* screen was displayed. This has been corrected.

For example, if a Burger combo was entered and the user highlights the *Fries* and presses the [**Substitute**] key, the starch choices are displayed. If the user changes his mind and highlights the Soda menu item, a message dialog will display indicating "Item not part of combo group". Once the **OK** button is pressed to clear the message, the system will display the beverages selection screen to complete the Soda substitution.

### ***Combo Meal Substitutions Do Not Work Properly When Item Has Min/Max Condiments***

*CR ID #: 17121*

Previously, substituting combo meal sides with menu items that had min/max condiments would cause an error message to display. This problem has been corrected.

### ***Combo Meal Substitutions Prevented in Previous Round***

*CR ID #: N/A*

Previously, POS Operations would not allow a combo meal substitution under the following conditions:

- ◆ the selected item was fired to the kitchen in a previous service round,
- ◆ the user tried to substitute more than one side item in the same service round (items could be from the same/different combo meals), or
- ◆ the substitution involved menu items included in a previous round auto-combo recognition.

These problems have been corrected.

### ***Condiments Incorrectly Allowed on Service Charges***

*CR ID #: 14833*

Previously, if the user rang in a menu item followed by a service charge, then added condiments, the system would incorrectly apply the condiments to the service charge item. When the check was service totaled and picked up again, the condiments would no longer display. However, if the condiments were priced, the additional amounts would still be included in the check total. This would cause a discrepancy between the sum of the check detail items and the actual displayed check total. This issue also affected the system's ability to correctly split/share the check.

To correct this problem, programming changes were made to ensure that the last check detail item is a menu item or item discount when an allowed condiment is rung in. Priced and non-priced condiments will no longer be added to a service charge, subtotal discount, credit card authorization, or a partial payment. Item discounts will still allow condiment entry.

### ***Condiment Option 'Print without parent on order chit' Not Working Properly***

*CR ID #: 17700*

Previously, when ordering a condiment that had been configured to **Print without parent on order chit** (*Sales | Menu Item Classes | Print/Display*), the system failed to print the condiment items at their designated remote order printer. This has been corrected.

### ***Condiment Pass Thru Prevents Automatic Add of Single or Default Combo Items***

*CR ID #: 14912*

During combo meal entry, menu items should add automatically to the check detail. For example, if there is a default item within one of the combo groups, that item should add automatically. Or if a combo group only contains a single menu item, that item should be added automatically.

In the previous release, condiment pass thru was interfering with this process. During combo entry, if the user pressed the min/max Exit key to pass thru a condiment selection, the default selection for the next combo meal side item was not added automatically.

This problem has been corrected.

### ***Daily OT Hours Not Included on Time Chits or Timecards***

*CR ID #: 16106*

Previously, if the option **Exclude daily from weekly overtime** (*POS Configurator | Employees | Time and Attendance | General*) was selected, the daily overtime hours were not being included in the cumulative weekly hours that appear on the POS time chit or timecard. This has been corrected.

### ***Daylight Savings Time Results in Out of Memory Error on WS4***

*CR ID #: N/A*

When moving to Daylight Savings Time (DST), the time change triggered a download of bitmap files to the WS4. This caused problems for the WS4 system memory in that every transaction rung afterwards increased the amount of Program Memory used. Eventually, an out-of-memory error occurred. This problem has been corrected.

### ***Discounts Not Calculating Correctly When Applied to Multiple Discount Itemizers***

*CR ID #: 16517*

When applying a subtotal discount that was configured for multiple discount itemizers, the system would apply the first instance of the discount to the check total, then apply subsequent discounts to the itemizer group that contained the largest menu item total. Once this total was zeroed out, an error message would display stating that the maximum discount had been taken. This problem has been corrected.

### ***Edit Seat Changes the Order of Items Entered***

*CR ID #: N/A*

After ringing up several menu items, if the user pressed the Edit Seat function, the order of entries would be changed. The problem was caused by an override of the edit check sort function, which has been corrected.

### ***Edit Seat With Fixed Price Meals Allow Unlimited Course Items***

*CR ID 14855, 14941*

When using Edit Seat with a fixed-price meal, the user was able to move the non-priced course items to another seat and then add more non-priced course items to the original seat. This could be done repeatedly on the same check, effectively allowing multiple seats to receive non-priced menu items based on the same fixed-price meal. This has been corrected.

### ***Guest /Check Counts Incorrect When Using Seated Filtering Before Tender***

*CR ID #: 16028*

Previously, if the user applied seat filtering before tendering a guest check, the system failed to post the correct values for guest counts and check counts. In addition, if the option **Use seat count as cover count** (*POS Configurator | Revenue Center | RVC Seats*) was enabled, the cover count would also be wrong. These problems have been corrected.

### ***Inclusive Taxes Not Calculated Correctly When Using Item Discounts with VAT Enabled***

*CR ID #: 17227*

When applying an item discount to a check that contains inclusive tax, the tax is not calculated or reported correctly if the option **VAT by the total** or **VAT by the round** (*System | Restaurant | Taxes*) was enabled. This was also causing incorrect net sales totals on the System Major Group Sales Detail and System Daily Sales reports. Both problems have been corrected.



### ***Inclusive Taxes Not Recalculated After Using Price Override***

*CR ID #: 15737*

After using the Price Override function on a menu item linked to an inclusive tax rate, the system failed to recalculate the tax collected to match the overridden menu item price. The tax collected remained that of the original menu item price. This has been corrected.

### ***Insert/Change Condiment Does Not Work With Changing Main/Sub-Menu Levels***

*CR ID #: 17269*

When using main and sub-menu levels to apply condiment prefixes, users were unable to correctly insert or modify a condiment selection. The modify function would use the menu level of the condiment that was being replaced, while the insert function would use the menu level of the parent menu item. Both of these have been modified to apply the condiment prefix linked to the current main/sub-menu level.

### ***Insert/Change Condiment Prevented With Previous Round Items When DOM Enabled***

*CR ID #: N/A*

Previously, POS users were unable to insert or change a condiment on a previous round item when Dynamic Order Mode (DOM) was enabled at the revenue center. This problem has been corrected.

### ***'Invalid Card' Error When Track 1 and 2 Data Do Not Match***

*CR ID #: 16488*

Previously, when swiping a credit card, if the Track 1 data did not match Track 2 values, an 'Invalid Card' error message would display. To resolve the problem for countries that do not use Track 1 data, validation of Track 1 data is now configurable via the following registry key:

```
KEY : "HKLM\SOFTWARE\MICROS\3700\OPS"  
VAL : "SuppressTrack1Validation" DWORD : 0 = OFF, 1 = ON
```

When the registry value is successfully read, POS Operations will log the following message:

"Setting SuppressTrack1Validation flag to <value>"

where <value> is the value read from the registry.

The data read from Track 1 is not modified in any way when this registry key is set. It only affects the behavior of POS Operations in validating the track data on the card. When the registry value is set to '1', the code that validates Track 1 data (by comparing it to Track 2) is skipped.

### ***Item Discount Not Applied Correctly to Direct Void Item***

*CR ID #: 17375*

When applying a discount (touch or last item) to a direct void menu item, the discount amount would always post as a 0.00 in the check detail. This is incorrect. Voided discounts should be posted as positive values, reducing the amount of the menu item void (against which they are applied) and increasing the check total. This problem has been corrected.

### ***Korean Characters Not Used in Reference Entries***

*CR ID #: 17027*

After setting Korean as the default language (*Control Panel | Regional Settings | General*) and default input locale (*Control Panel | Regional Settings | Input Locale*), POS Operations failed to use Korean language characters when a reference entry was typed. This has been corrected.

### ***Masking Taxes by Order Type Does Not Always Prevent Inclusive Taxes From Printing On Guest Checks***

*CR ID #: N/A*

Previously, if the system was configured to **Print Separate Tax Lines** (*RVC | RVC Print Design | Guest Check*), and the user rang in an item with inclusive taxes, the inclusive tax amount would be printed on the guest check, even if the order type was set to mask inclusive taxes. This has been corrected. The tax line will no longer print when masked by order type.

### ***Menu Level 1 Pricing Always Used With Manually Entered Barcodes***

*CR ID #: 16851*

When using a Barcode NLU key to manually enter menu items, the system would automatically use menu item price level 1 regardless of the price level assigned to that barcode. (This did not occur if the barcode was scanned.) This has been corrected.

### ***Name2 Not Printing on Local Order Receipt Printer***

*CR ID #: N/A*

When using a local order printer, the device failed to include the menu item's *Name2* entry, even though a second name was defined and the configuration option was set to print *Both Names* or *Name 2 Only*. This has been corrected.

### ***Open Check Block Settlement Reports Incorrectly***

*CR ID #: 17507*

When using Open Check Block Settlement, the system was reporting more checks closed than the total available (e.g., 17 checks were printed when only 16 checks were open). The problem was caused by a leftover check in the print buffer which was inadvertently included. This has been corrected.

### ***POS Operations Fails if Currency Piece Descriptor Includes Leading Space or Period***

*CR ID #: 17617*

Previously, if the user configured a **Piece Descriptor** (*POS Configurator | System | Restaurant | Currency*) that started with an empty space or a period, any attempt to start POS Operations would fail and an unexpected database error would display. To correct this problem, users will no longer be allowed to save a record that includes these types of characters.

### ***POS Operations Fails When Using Edit Seat or Split Check Functions After a Condiment Void***

*CR ID #: 17866*

After voiding a condiment, any attempt to modify the check using the edit seat or split check functions would cause POS Operations to fail. For split checks, the runtime error would occur immediately. For checks involving an edited seat, the error would occur when the check was final tendered. This problem has been corrected.

### ***POS Operations Hangs When Pressing Price Override Key After Last Item Void***

*CR ID #: N/A*

After applying a price override to a menu item, if the user performed a last item void then pressed the price override key again, POS Operations would hang, display an unhandled exception error.

The problem occurred because the user was attempting to void the price override, while the system was voiding the menu item itself. When the price override key was pressed again, there was no menu item to change. To correct this problem, when the price override key is pressed the second time, the system will display the error message "No entries this round."

### ***POS Operations Hangs When Signing in on a Pop-Up Touchscreen***

*12356*

When signing into POS Operations using an alpha-numeric pop-up touchscreen, the system was prematurely closing the pop-up window (i.e., after the first numeric character was entered). If the user attempted to sign-in a second time, the error message "Employee Not Found" would be displayed and the system would hang. At this point, selecting the **Cancel** or **Clear** buttons on the numeric pop-up screen had no effect. The user had to close and reopen POS Operations to continue.

Upon further investigation, it was found that the problem only occurred if the option **Do not clear screen after transaction** (*Devices | User Workstation | Options*) had been set in POS Configurator. Apparently, when the pop-up screen closed on initial sign-in, the system did not clear the entered values from the RAM. When the user tried to enter the employee ID the second time, the system would append the new entry to the partial entry from the previous attempt. The composite number would then trigger the “Employee Not Found” error message.

This problem has been corrected.

### ***POS Operations Locks Up When Minimized After Loading Delivery Dispatch***

*CR ID #: 16157*

After loading and then exiting the Delivery Dispatch application, any attempt to minimize POS Operations would fail, causing the workstation to lock up. This has been corrected.

### ***POS Operations Stalls on WS4 While Database Updates***

*CR ID #: N/A*

While ringing a transaction on a WS4, the Update bar would often display on screen, interrupting operations until the database update cycle completed. This could take up to 20 seconds. The problem has been corrected.

### ***POS Operations Stops Sending Pour Releases to Berg LDS***

*CR ID #: 17757*

During normal operations using a Berg Liquor Dispensing System (LDS), the POS system would stop sending pour messages to the LDS. The LDS would continue to ring pour requests, but the POS would not respond. This problem has been corrected.

### ***POS Performance Slow When DOM Set to Fire-on-Fly or Fire-on-Next***

*CR ID #: 17949*

When ordering on a Win32 or WS4 client, system performance was extremely slow if POS operations was configured for dynamic order mode (DOM) and set to either fire-on-fly or fire-on-next. This has been corrected through changes to operations and the KDS Controller. However, it should be noted that to run well on a WS4, the display device cannot be set to LCD mode.

### ***Priced Condiments Not Voiding Properly***

*CR ID #: 16489*

When previous round condiments were voided, the system would remove the condiment line item (including price) from the check, but would not adjust the transaction details (i.e., net sales total and outstanding amount). The check could then be closed, leaving an outstanding balance without an open check. The results were then posted incorrectly to the Sales Detail Report. This has been corrected.

In addition, to ensure that totals post correctly, the following operations are no longer allowed:

- ◆ Voiding of previous round condiments (priced or not priced).
- ◆ Voiding of current round condiments that have been fired to the kitchen.

### ***Prorated Subtotal Discount Not Tracking Properly***

*CR ID #: N/A*

Previously, when applying a subtotal discount to items that were shared, the system failed to report the sales correctly in the tracking total section of system reports. The discount amount was improperly included in this section. This has been corrected.

### ***Remote Order Chits Printing in an Incorrect Format***

*CR ID #: 17590*

Previously, when printing a remote order chit, the system would add a number of blank lines between the menu item and price. The problem seemed to occur only when the system was setup to print the active menu level with the menu item. This has been corrected.

### ***Repeat Round With Auto Menu Levels Produces Wrong Prices***

*CR ID #: 17758*

When using the repeat round key with auto menu levels configured, the system was pulling the wrong sub-level price for the selected menu item. This has been corrected.

### ***'Send' Key Fails to Insert/Modify Previous Round Condiments***

*CR ID #: N/A*

In a DOM-enabled revenue center, attempts to insert/modify a previous round condiment after using a 'Send' key resulted in the error message 'Condiment not allowed.' This has been corrected.

### ***Sorting by Seat Causes Slowdown in POS Operations on Ultra Workstation***

*CR ID #: 18013*

When using an Ultra workstation, the POS system was much slower to print, split checks, or view operations by seat when the **Sort by seat** option (*Devices | Order Devices | Options | Sorting/Formatting*) was enabled for that device. This problem has been corrected.

***Substituting a Combo Meal Menu Item with References  
Posts Reference to Wrong Item***

*CR ID #: N/A*

When substituting items in a Combo Meal, if the item to be changed belongs to a menu item class where a reference is required, the system would substitute the menu item, but would then link the reference entry to the last menu item on the check. This problem has been corrected.

***Swiped Auth 'n Pay Credit Card Settles as Manual Entry***

*CR ID #: N/A*

When using an Auth 'n Pay credit card, the payment was saved as a manually entered card number in the database. This caused settlement to send this card as a manually entered transaction to the credit card processor. It has been corrected.

***Taxable Totals Posted Incorrectly After Subtotal Discounts  
Applied***

*CR ID#: 17985*

During operations, if a site was using VAT taxes configured to post taxable totals only, and a subtotal discount that forgives the VAT tax rate was applied, the taxable sales totals would be posted incorrectly. The variance was usually .01, and would only appear in specific combinations of the check subtotal, VAT % amount, and discount amount. This problem has been corrected.

***Threshold Prompt for GST Tax Invoice Displays Incorrectly***

*CR ID #: 18033*

GST taxes can be configured to prompt the user to print a tax invoice if the posted amount exceeds a set amount. Previously, the prompt was being generated when the tender amount exceeded the threshold, rather than when the amount due (final tender) exceeds the threshold. This has been corrected.



### ***Touch Item Discount Amounts Not Applied Correctly With One Unpriced Condiment***

*CR ID #: N/A*

When an amount-type Touch Item Discount was applied to a menu item with 1 unpriced condiment, the discount amount did not calculate properly. It was half the value it should be.

This problem would also occur if a menu item had one or more priced condiments followed by 1 unpriced condiment. It does not happen if the menu item had two or more unpriced condiment, or if the Touch Item Discount was a percentage.

This problem has been corrected.

### ***Touch Item Discounts Disabled When New EM Store Added***

*CR ID #: 17842*

When using Enterprise Management software, the option **Enable Touch Item Discounting** (*System | Restaurant | Options*) was automatically disabled at the Corporate Office for all the stores every time a new store was added in the MECU. This problem has been corrected.

### ***Touch Item Discounts Not Applied Correctly After Direct Void***

*CR ID #: N/A*

When a user voids a menu item after applying a touch item discount, the check detail will include both positively and negatively priced menu items. Previously, if the user then applied another touch item discount to the check, the check totals would be incorrectly calculated. To correct this problem, users will no longer be able to apply a Touch Item Discount to detail that contains both positively and negatively priced items. Instead, an error message will display.

In addition, if the user applied a touch item discount without first selecting a menu item (i.e., relied on system to autoselect the appropriate detail), the user interface would not be updated to reflect the selection state. This could cause problems if the user attempted to change the selection criteria. This has also been corrected.

### ***Touch Void of Condiments Fails to Call SIM Event***

*CR ID #: 14865*

When performing a current round void of a condiment item, the system failed to generate the corresponding *mi\_error\_correct\_items* event. This problem has been corrected.

### ***Touch Void of Condiments Removes Check Detail***

*CR ID #: 14872*

When performing a current round void of a condiment item, the system removes the entries from the detail instead of posting a negative item to offset the void. This action is by design, even though it differs from the way regular menu items are handled.

### ***Transactions on Licensed Site Posting to Demo Business Date***

*CR ID #: 16778*

When entering transactions at a licensed site, if the connection to the 3700 System Service was lost, the Database Service would assume the system was in demo mode and post the entries using the 2015 (demo) business date. This has been corrected.

### ***Voiding an Item Discount Does Not Update Sales Totals Correctly***

*CR ID #: 15985*

When touch voiding an item discount from a check, the discount amount was not being voided from the Family, Major, and Menu Item group reports. As a result, sales totals on these reports were incorrect. This problem has been corrected.

### ***Voiding a Returned Item Causes Totals to Post Incorrectly***

*CR ID #: N/A*

Previously, when a user returned multiples of a menu item (e.g., 2 Return Crab cake vs Return Crab Cake, Return Crab Cake), then attempted to touch void only part of the returns, the totals for that check would be posted incorrectly. The check would have a positive balance instead of a negative one. This has been corrected.

---

## **Printing**

### ***Cannot Suppress Bitmap Name on Printers that Do Not Support Logo Printing***

*CR ID #: 14958*

When a logo is included in the header/trailer of a print job, the print controller extracts the file name from the record and replaces it with the appropriate graphic image. This is not possible when printing to a disk file or slip printer, which do not support logo printing. In this situation, the system would incorrectly print the logo file name instead.

To correct the problem, the print control function has been updated to suppress the logo file name from print jobs sent to a disk file or slip printers.

### ***Credit Card Voucher Prints With Large Space Between First and Last Names***

*CR ID #: 18174*

When printing a credit card voucher, a large gap would be inserted between the customer's first and last names. This has been corrected.

### ***Disk File Name is Incorrect When WinCE Client is in SAR Mode***

*CR ID #: 16226*

Previously, if a disk file was created on a WinCE device (WS4 or HHT) while in SAR Mode, the system would append the command line arguments to the file name. This has been corrected.

### ***Euro Currency Conversion Not Printing in Journal***

*CR ID #: 6864*

After programming the POS Configurator to accept and use the Euro currency (*System | Restaurant | Currency*), the system would print the correct conversion values on the guest checks, but failed to write them in the journal file. This has been corrected.

### ***Menu Item and Tender Detail Does Not Print to Journal After Upgrade***

*CR ID #: 18114*

After installing RES 3.2 Service Pack 2, menu items and tenders were not being printed to the journal file. The check header, totals, and employee name would all print correctly, but none of the line item detail was included. The problem only occurred when the option **Do not print FPM course items on check** (*Revenue Center | RVC Print Design | Options | Detail*) was enabled. This has been corrected.

## Reports

The table below describes the report changes in this Service Pack:

Report	Area Modified	Description
Consolidated RVC Family Group Sales Detail  <i>CR ID #: 15937</i>	Template <sup>a</sup>	When running the Consolidated RVC Family Group Sales Detail (or any report using the <i>fg_r002.rpt</i> template) for a particular revenue center, errors were generated if the selected revenue center had an object (record) number that was different from its sequence number. The errors did not occur when the report was taken for all revenue centers. This problem has been corrected.
Credit Card Batch Detail  <i>CR ID #: N/A</i>	Template <sup>b</sup>	Previously, the system was unable to run the Credit Card Batch Detail report ( <i>CC_001.rpt</i> ) for a revenue center whose object number was greater than 3 digits (i.e., >999). Attempts to do so would cause a SQL error to be generated. This has been corrected.

<p>Daily Consolidated Menu Item Sales Detail and Summary Reports</p> <p><i>CR ID #: 15086</i></p>	<p>Template<sup>c</sup></p>	<p>When running either the Daily Consolidated Menu Item Sales Detail (<i>MI_S101.rpt</i>) or the Daily Consolidated Menu Item Sales Summary (<i>MI_S102.rpt</i>) report, the Grand Total at the bottom (end) of the report was consistently lower than the net sales shown in other reports. The problem occurred because the template failed to include price/menu levels 5 to 10 in the formulas used to calculate the net sales and total sales quantities. This has been corrected.</p>
<p>Daily Consolidated Revenue Center Menu Item Sales Detail Report</p> <p><i>CR ID #: 18047</i></p>	<p>Template<sup>d</sup></p>	<p>When running the Daily Revenue Center Menu Item Sales Detail Report (<i>mi_R002.rpt</i>), the formulas used to calculate the grand total other discount and the revenue center discount totals were posting incorrectly if the RVC seq_num and obj_num were not the same. This has been corrected.</p>

<p>Daily Revenue Center Discounts</p> <p><i>CR ID#: 16501</i></p>	<p>Template<sup>e</sup></p>	<p>The Daily Revenue Center Discounts and Daily Revenue Center Discounts Detail reports have been modified to show the net amount of the discount (i.e., only the amount of the discount that applied to the actual menu item total) instead of the gross amount of the discount (i.e., the amount of the discount that applied to both the menu item total and the tax).</p> <p>This makes the reports consistent with other reports that include discount totals.</p>
<p>Daily System Sales Detail</p> <p><i>CR ID #: 15145</i></p>	<p>Template<sup>f</sup></p>	<p>When running the 40-column Daily System Sales Detail (<i>sys_101.rpt</i>) report, a gap of one to two inches of blank space would be included between order type sales totals. This has been corrected.</p>
<p>Employee Detail</p> <p><i>CR ID #: 12639</i></p>	<p>Template<sup>g</sup></p>	<p>The Employee Detail Totals (<i>emp_101_2.rpt</i>) posted an incorrect Outstanding Balance for employees who had added/transferred checks during their shift. The problem was caused by a calculation error in a stored procedure. This has been corrected.</p>

<p>Employee Detail by Revenue Center</p> <p><i>CR ID #: 12642</i></p>	<p>Template and Stored Procedures<sup>h</sup></p>	<p>When running the Employee Detail by Revenue Center report (<i>emp_701.rpt</i>), the tracking and order type totals did not match if covering multiple revenue centers with multiple order types.</p> <p>The problem occurred because the order type totals were incorrectly duplicated and summed, which caused net sales to be doubled. This has been corrected.</p>
<p>Employee Time Card and Job Detail</p> <p><i>CR ID #: 15997</i></p>	<p>Template<sup>i</sup></p>	<p>When running the Employee Time Card and Job Detail Report (<i>time_002.rpt</i>), job codes did not match the job type under which the employee clocked in. For example, if an employee clocked in as a 201 Bartender, but had a second job as a 202 Server, the report would list the job as 201 Server.</p> <p>The problem occurred because the query used to build the job list did not cross-reference the date range. Additionally, this caused the totals section to include a job code entry for the employee's second (or 3rd, 4th, etc) job, even though only one job had been worked during the reports date range. These problems have been corrected.</p>



<p>Menu Item Sales Detail</p> <p><i>CR ID #: 17190</i></p>	<p>Stored Procedure<sup>j</sup></p>	<p>Previously, if menu items and item discounts were not rung in the same service round and totals were posted between the service rounds, the item discounts would not appear on the menu item detail reports. The problem affected both touch item and prorated subtotal discounts. This has been corrected.</p>
<p>Menu Item Waste Detail</p> <p><i>CR ID #: 17422</i></p>	<p>Template<sup>k</sup></p>	<p>When running a Menu Item Waste Report (summary or detail), the system failed to post waste totals before printing the report. This resulted in inaccurate reports. The problem was solved by creating two new views to prevent conflicts between the reports while trying to access the database.</p>
<p>RVC Menu Item Sales Detail</p> <p><i>CR ID #: N/A</i></p>	<p>Template<sup>l</sup></p>	<p>Previously, an error message would occur when running the RVC Menu Item Sales Detail report for a revenue center whose object number was different from its sequence number. This has been fixed.</p>

<p>RVC Serving Period Detail</p> <p><i>CR ID #: 16446</i></p>	<p>Stored Procedure<sup>m</sup></p>	<p>After transferring checks between employees in different revenue centers (but with the same serving period), the Outstanding, Checks Begun, Checks Paid, Transferred In, and Transferred Out count and amount fields were reported incorrectly on the RVC Serving Period Detail report (<i>srv_r101.rpt</i>).</p> <p>Additionally, if the revenue centers are using different serving periods, then the Transferred In amounts would not show up in the reports for the receiving revenue center. These problems have been corrected.</p>
<p>System Menu Item Sales Detail</p> <p><i>CR ID #: N/A</i></p>	<p>Template<sup>n</sup></p>	<p>When running the System Menu Item Sales Detail report (<i>mi_s001.rpt</i>), the Daily Net Sales Amount label would print, but the actual amount was missing. This has been fixed.</p>

<p>System/Revenue Center Menu Item Sales Detail</p> <p><i>CR ID #: N/A</i></p>	<p>Templates and Stored Procedures<sup>o</sup></p>	<p>When running either a System or Revenue Center Menu Item Sales Detail report that included subtotal discount data, the <i>Other Discount</i> field in the Grand Totals Section (at the end of the report) would not update until after the report was displayed. To get the correct <i>Subtotal Discount Grand Total</i> to print, the report would have to be run twice. This has been corrected.</p>
<p>System/Revenue Center Menu Item Sales Summary</p> <p><i>CR ID #: 18199</i></p>	<p>Templates<sup>p</sup></p>	<p>When running either a System or a Revenue Center Menu Item Sales Summary report, the report would fail due to a 'division by zero' programming error. This has been corrected.</p>

<sup>a</sup>Files Changed:

FG\_R010.rpt  
FG\_R101.rpt  
FG\_R002.rpt  
FG\_R012.rpt  
FG\_R111.rpt  
MI\_R001.rpt  
MI\_R101.rpt

<sup>b</sup>Files Changed:

CC\_001.rpt

<sup>c</sup>Files Changed:

MI\_S101.rpt  
MI\_S102.rpt

<sup>d</sup>Files Changed:

MI\_R002.rpt

<sup>e</sup>Files Changed:

dly\_rvc\_dsc.rpt  
dly\_rvc\_dsc\_dtl.rpt

<sup>f</sup>Files Changed:

sys\_101\_rpt

- <sup>g</sup> Files Changed:  
emp\_101\_2.rpt
- <sup>h</sup> Files Changed:  
emp\_701.rpt  
sp\_R\_rvc\_employee\_trk  
sp\_P\_rvc\_employee\_trk
- <sup>i</sup> Files Changed:  
time\_102.rpt
- <sup>j</sup> Files Changed:  
sp\_post\_mi\_cum
- <sup>k</sup> Files Added:  
v\_R\_menuitem\_mi\_waste  
v\_R\_menuitem\_waste
- <sup>l</sup> Files Changed:  
MI\_R001.rpt
- <sup>m</sup> Files Changed:  
sp\_post\_srv\_prd\_cum
- <sup>n</sup> Files Changed:  
MI\_S001.rpt
- <sup>o</sup> Files Added:  
sp\_R\_rvc\_menuitem\_fam\_grp  
sp\_R\_sys\_menuitem\_fam\_grp  
sp\_P\_menuitem
- Files Changed:  
MI\_R001.rpt  
MI\_S001.rpt
- <sup>p</sup> Files Changed:  
MI\_S101.rpt  
MI\_R101.rpt

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## Setup

### ***Error Occurs After Applying a RES 3.2 Service Pack to an Upgraded RES 3.1 System***

*CR ID #: 18389*

After upgrading a POS-only installation from RES 3.1 to a RES 3.2, the following error message would occur when applying a 3.2 service pack update:

```
HumanResources.exe (or LM.exe, RptExpl.exe) Entry point  
not found
```

```
    The procedure entry point_getpassword_@12  
    could not be located in the dynamic link  
    library dbsecurity.dll
```

The problem occurred because the HumanResources.exe, LM.exe, and RptExpl.exe files were not being updated during the RES 3.2 upgrade. This has been corrected.

### ***Installing Crystal 9 Prevents User From Opening POS Configurator or Autosequences and Reports***

*CR ID #: 14475*

MICROS currently installs, uses, and supports Crystal Reports Version 9.20.465. However, when installing Crystal 9 on the MICROS Server running RES Version 3.2 software, the user was unable to access POS Configurator or the Autosequences and Reports Modules. Attempts to do so would cause the following error message to display:

*“POS Configurator requires Crystal Reports Version 9.2.0.465. Version 9.2.2.634 is currently installed.”*

To resolve the issue, MICROS recommends the following:

- ◆ Do NOT install Crystal software on a live site. Instead, install the software in a test environment in order to validate the Crystal templates. Once this is done, the templates can be moved to a MICROS system for testing with POS Operations via an autosequence.
- ◆ If necessary, install Crystal 9 with MICROS V3.2 in a lab environment. To access the POS Configurator and Autosequences and Reports modules, make the following change to the registry:

HKEY\_LOCAL\_MACHINE | Software | Micros | Common | ValidVersion | CRPE — Change this value from 9.2.0.465 to the version of the CRPE32.dll required for the version of Crystal.

NOTE: Once this registry setting is changed, users will no longer be able to print Crystal reports from the workstations via a touchscreen key in POS Operations that is linked to an autosequence. This is because the AutoseqServ does not use the registry setting to check for Valid Versions of Crystal.

### ***MDAC Version 2.8 Causes CrumCSS.dll Reload to Fail***

*CR ID #: 17271*

Whenever a change is made to a CA/EDC driver, a resdbs update is triggered which alerts DSM to reload CrumCCS.dll to distribute the change to clients.

After updating the system to MDAC Version 2.8, the CrumCCS.dll failed to reload. When this happened, the DSM entered into a fatal loop of starting the reload function, failing, and starting again. The cycle continued until all virtual memory was used and the system shut down. This has been corrected.

### ***Service Pack Installation Fails***

*CR ID #: 14493*

When applying a service pack to the RES 3.2 database, installation would fail with the message "Error No PK value for FK CFK2MI\_PRODUCT\_STATUS." The problem occurred at sites that did not configure cost center records using a contiguous block of sequence numbers. That is, if the site has 10 cost centers (with sequence numbers 1, 3, 4, 5, 6, 11-15), the system was unable to update all records by skipping past the unused sequence numbers until the maximum number of records had been checked. This problem has been corrected.

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### **SIM**

#### ***'Dtl\_has\_printed' Incorrectly Lists Items Fired in Previous Round***

*CR ID #: N/A*

When using the SIM variable 'Dtl\_has\_printed', the system was incorrectly reporting all items fired to the kitchen in the previous round along with the current round items. This problem has been corrected.

#### ***SIM Events Executed Even If User Authorization Canceled***

*CR ID #: N/A*

When voiding items from a check, the system would present an authorization dialog and then execute the SIM event even if the user pressed **Cancel** or entered an invalid authorization code. This problem has been corrected.

#### ***SIM Performance Slower in RES Version 3.2 Software***

*CR ID #: N/A*

When running a SIM script, system performance was considerably slower for sites using RES 3.2 (rather than RES 3.1) and on a Workstation 4 rather than an Eclipse workstation. This has been corrected.

### ***Using SIM Variables @trdtl, @trdtlr, or @trdtlt Cause Debug Error to Display***

*CR ID #: 17656*

Previously, using the SIM variables @trdtl, @trdtlr, or @trdtlt to display or print a check's transaction details would cause an access violation or debug error to display. This problem has been corrected.

---

## **Transaction Analyzer**

### ***Running a Discount Report for One Week Takes Too Long to Complete***

*CR ID #: N/A*

System performance was slow when running a Discount Report through transaction analyzer (TA) for all discounts over a period of a week. The problem was corrected by amending the underlying tables and views used to collect and organize the data.



## Kitchen Display System (KDS)

---

### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
KDS Controller	New Command Line Parameter	314
KDS Operations	Claim Order	315
	Launch Dashboard	318
	Review Order	319
	Toolbar / Bump Bar Additions	322
Order Scheduling	Dining Courses	324
	Item Timing	332
	Kitchen Zones	348
Printing	Customer Deli Chit	354
Setup	Creating a Customized KDS Layout	358

## New Features Detailed

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### KDS Controller

#### *New Command Line Parameter*

The **ExeKDScmd.exe** program has been updated to accept a new -N (node name) command line parameter. This allows users to send a command to any KDS workstation with an installed KDS Controller. Previously, commands could only be programmed to run locally.

#### **Example**

To send a 'done all active orders' message to another workstation (node pcws01), the user would execute the following command line prompt:

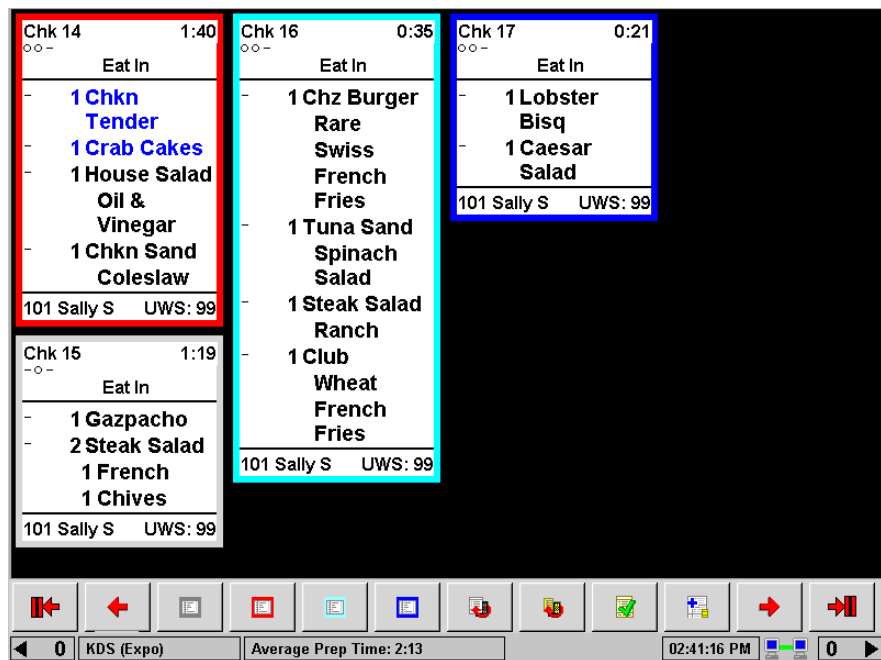
```
ExecuteKDScmd.exe -D -N pcws01
```

The program has also been modified to display a help message if no parameters are provided.

## KDS Operations

### Claim Order

The Claim Order feature allows KDS operators to self-assign orders from the KDS display. To do this, the operator selects an order on the screen, then presses a designated toolbar or bump bar key to lay claim to it. The system acknowledges the action by placing a colored border around the order. To keep track of ownership, a different color touch key is used by each active KDS operator.



This feature is only available on the WS4.

### Usage

The Claim Order feature was designed for a production-line environment (e.g., a deli counter or bakery) where order-takers ring up checks and place them in a common bin to be picked up and filled by the next available operator. Since there is no way to know who will be free to fill it — and more than one employee may be working from the same monitor — every order is sent to every KDS display.

To claim an order, the available operator selects it from the display and presses a color-coded **[Claim]** key on the toolbar (or bump bar). The number (and color) of **[Claim]** keys will vary, depending on the setup.

---

**Note** *Ownership of a particular color key cannot be programmed. Typically, each operator will be informally assigned a color at the start of the shift. It is the responsibility of the operators to ensure that the keys are used properly.*

---

Once an order is claimed, it cannot be returned to the general pool. If, for some reason, an operator cannot complete an order, it can be reassigned. To do this, another employee must select it and press her own **[Claim]** key. The border color will be changed accordingly.

Claimed orders will override the Marked Order function regardless of the status of the **Bump marked items** option (*Devices | Order Devices | KDS | Options*).

Finished orders are cleared from the KDS display in the usual way — by highlighting and selecting the **[Done]** key. If a claimed order is recalled, it will redisplay using the border color of the person who last handled it. Border colors are not displayed when an order is reviewed.

### Enabling the Feature

To support this feature, eight new KDS function keys have been added in POS Configurator (*Devices | KDS Toolbars* or *KDS Bump Bars*). These keys are hard-coded to display the specified color when an order is claimed:

- ◆ Claim Order Blue
- ◆ Claim Order Cyan
- ◆ Claim Order Grey
- ◆ Claim Order Magenta
- ◆ Claim Order Orange
- ◆ Claim Order Pink

- ◆ Claim Order Red
- ◆ Claim Order Yellow

---

**Note**      *When selecting a color for the claim order keys, users must consider what works best for their particular configuration. Not all colors will show up clearly on all displays, and the use of some colors (yellow, red, magenta) may be confused with other KDS functionality (alert statuses, marked orders).*

*Because of programming limits on color selection, more function keys have been offered than would be used at a normal site. This should provide ample choice for this feature to work properly in any configuration.*

---

### ***Launch Dashboard***

The new RES 3000 Dashboard gives restaurant operators an up-to-the-minute view of vital operational statistics, displayed on the screen and updated every 60 seconds. A comprehensive discussion of this feature is included in the 3700 POS section, beginning on page 144.

As part of this release, users can access the Dashboard on any properly configured PC- or WS4-based KDS client.

To support this, a new **Launch Dashboard** function key has been added in POS Configurator. Users will need to modify the device's toolbar or bump bar configuration (*Devices | KDS Toolbars* or *KDS Bump Bars*) by adding the button to the selected KDS layout.

During operations, the toolbar button is distinguished by the following icon:



Launch Dashboard

### **Using the Feature**

When the [**Launch Dashboard**] button is pressed, a security log-in screen is displayed. Once the password is entered, the Dashboard will open.

Employees must be privileged to view the Dashboard. Privileges are assigned by employee class, which controls not only who may view the restaurant data, but which panels of the Dashboard (e.g., Kitchen, Sales, Labor, etc.) will be included in the display.

### ***Review Order***

With this release, KDS users will be able to retrieve and review a doned order without restarting the order timer. This will allow managers to audit an old order without skewing the preparation times reported in the Speed-of-Service reports.

### **Background**

In the past, managers or KDS operators who wished to review a completed KDS order could recall the order to an active KDS station using the **[Recall]** function key on a KDS bump bar or toolbar. In doing so, the user would reactivate the clock used to track order preparation time. The timer would continue to run, posting additional seconds/minutes to the total, until it was bumped again from the KDS display.

### **Example**

Check 101 is sent to the kitchen at 12:00. The order is prepared and bumped from the KDS display at 12:15. Preparation time for the order is 15 minutes.

At 12:45, the manager recalls Check 101 to view one of the order entries. A minute later, at 12:46, the check is bumped again. The preparation time for the order is now posted in the database as 46 minutes.

### **Function Keys**

To review an old order without distorting actual preparation times, four new KDS function keys have been added in POS Configurator (*Devices | KDS Toolbars* or *KDS Bump Bars*). Their behavior is similar to Recall keys, except that using them does not reactivate the order timer. They are:

- ◆ **Review** — Displays a list of the last 50 orders or the last 15 minutes of orders that were marked DONE. Users can then select one of the orders and redisplay it on the KDS monitor.
- ◆ **Review Last** — Displays the last order that was marked DONE in the kitchen.

- ◆ **Review Last P1** — Used in conjunction with a split order screen. Displays the last order that was marked DONE on Panel 1 of the KDS monitor.
- ◆ **Review Last P2** — Used in conjunction with a split order screen. Displays the last order that was marked DONE on Panel 2 of a KDS monitor.

### Using the Feature

Once the function keys have been added, the user can review a bumped order by pressing the appropriate toolbar or bump bar key. On the toolbar, the buttons are distinguished by the following icons:




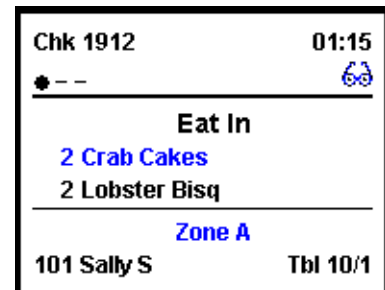
Review Last



Review All

When a bumped order is selected for review, the system returns it to the current order queue and places it at the top (front) of the list.

To distinguish the check, the [  ] icon is posted in the upper right-hand corner, identifying it as review only. The order timer remains static, displaying the number of minutes posted when actual preparations were complete.



Other icons and indicators such as *Item Status*, *Other Station Status*, and *Alert Timers* will update while the order is displayed. An order will NOT change to *All Prep Done* or *Oldest All Prep Done* while it is being reviewed.

When the user is finished, the order is simply bumped again to return it to the doned order queue. The bumped order will not be reprinted.



### **Limitations**

The following limitations should be noted when using the **[Review]** function keys:

- ◆ Orders can only be reviewed from the station where they were originally bumped.
- ◆ An order that is under review cannot be recalled to the same KDS station from the Review state.
- ◆ Orders that are in review cannot be parked.

### **KDS Platforms**

Review Order functionality works on all KDS platforms, including Win32, WS4, and SEI (non-graphical) displays.

### ***Toolbar / Bump Bar Additions***

The list of sample toolbar and bump bar layouts (included with the MICROS shell database) has been updated to support the new KDS features included in this release. As always, these are provided for the convenience of the MICROS user and cannot be edited. If the sample is not suitable, a custom layout may be defined.

#### KDS Toolbars

Two new toolbars were added and may be selected in POS Configurator (*Devices | KDS Toolbars*). They are:

- ◆ **Prep Toolbar Sample 2** — includes the following buttons:

- Home
- Arrow Left
- Order Started
- Select and Done
- Recall
- Review
- Summary Expanded
- Arrow Right
- End

- ◆ **SOS Toolbar Sample 2** — includes the following buttons:

- Home
- Page Left
- Recall
- Review
- Done
- Table Detail
- Page Right
- End

KDS Bump Bars

Three new bump bars were added and may be selected in POS Configurator (*Devices | KDS Bump Bars*). A sample of each is provided below:

- ◆ MICROS Sample 2

Select and Done	Table Detail	Start Order	Show OPS	Recall Last	Recall	Page Up	Revw Last	Revw	Page Down
Summ Cond	Summ Exp	Arrow Up	Arrow Right	Arrow Down	Arrow Left	Done	OK	Close	Cancl

- ◆ QSR Automation KP3000 1

Home	Select Next	Arrow Left	Summ Cond	Revw	Done 1	Done 2	Done 3	Mark	Select and Done
End	Select Prev	Arrow Right	Summ Exp	Recall	Cancl	OK	Table Detail	Start Order	Done

- ◆ QSR Automation KP3000 2

Home	Select Next	Arrow Left	Summ Cond	Recall Last	Done 1	Done 2	Done 3	Mark	Select and Done
End	Select Prev	Arrow Right	Summ Exp	Recall	Revw	OK	Cancl	Mark First	Done

---

## **Order Scheduling**

Several new features were added that allow a restaurant to control how menu items are organized, selected, and acted on in the RES System. They are:

<b>POS</b>	<b>KDS</b>
◆ Dining Courses	◆ Dining Courses
◆ Timed Fire	◆ Item Timing
◆ Delayed Orders	◆ Kitchen Zones
◆ Future Orders	

These feature can be used separately or with existing RES functionality. Results will vary, depending on the options selected.

This section describes the features from the KDS perspective. For information on the related POS features, refer to the POS Order Scheduling topics, beginning on page 157.

### ***Dining Courses***

Dining Courses are used in table service restaurants as a way to control the order in which menu items are prepared and served during a meal. Course preparation times (minimum and maximum) can also be specified.

Maximum prep times ensure that the next course of items is sent to the kitchen, in the event that the KDS operator fails to bump the current course selections. Minimum prep times are generally not used unless the system is also programmed for item timings. (Refer to the topic on page 332 for more on this functionality.) Otherwise, the minimum prep times simply extend the maximum number of minutes that the system will wait before sending the next course, if the current course is not bumped from the KDS display.

## Background

In previous versions, users could divide menu items into two groups — appetizers and entrées. The entrées could then be held until the appetizers were bumped from the kitchen. This prevented the meal from being served all at once or having entrées sit in the kitchen until the appetizers were cleared.

In this release, the number of configurable dining courses has been extended to 64. During operations, the POS system will fire courses in the order in which they are listed in the database. That is, menu items belonging to the lowest numbered course (e.g., Course 1) will be sent first, followed by Course 2, and then Course 3, etc. If no Course 2 items have been ordered, the system will skip to Course 3. This process is repeated until all the menu items have been sent.

---

**Note** *In the past, tables displayed on an SOS KDS station would change to blue when the last entrée was bumped in the kitchen. This was used to indicate that only the dessert items remained.*

*With the addition of dining courses, this has been modified. Now, if dining courses are enabled, tables will turn blue when the first item from any of the courses numbered 2 through 64 has been bumped from the KDS display.*

---

For clarity, course names can be assigned by the user (e.g., aperitifs, appetizers, entrées, desserts, etc.). Menu items are linked to a dining course through their menu item class.

---

**Note** *When updating from a previous version, any menu items configured as appetizers/non-appetizers will be automatically converted to Dining Courses 1 and 2, respectively.*

---

## Timing the Courses

Users have two ways to control the pace at which the courses are served:

- ◆ **Manual Send** — When the check is service totaled, the server sends the first Course to the kitchen. The rest of the menu items are placed on hold until that course is bumped from the check. The server then selects and fires the next course of menu items.
- ◆ **Automatic Send** — When the check is service totaled, the system sends the first course to the kitchen immediately. The rest of the courses are fired sequentially, at predefined intervals. This is done by setting a minimum and maximum preparation times for each. These values represent the minimum and the maximum amount of time that the system should wait before firing **this course** to the kitchen.

### Example

A customer places a lunch order for soup and salad at the Mike Rose Café. At this restaurant, soups and salads belong to separate courses. The maximum prep times for Course 1 and 2 are 4 minutes and 6 minutes, respectively.

When the check is service totaled, the soup course (Course 1) is fired immediately. A few minutes later, the soup is done and bumped from the KDS display. Once this happens, Course 2 is sent. By the time the customer has finished his soup, the salad is ready to be picked up in the kitchen.

If the soup is not bumped from the KDS display, the system will wait until the maximum prep time for that course (4 minutes) and automatically send the salad. This ensures that the customer is not left waiting in the event that the operator forgets to bump a menu item in a timely fashion.

## Enabling the Feature

To support the feature, the following additions and modifications were made in POS Configurator. The descriptions in this section are based on the assumption that item timings are not being used:

- ◆ *Sales | Descriptors | Dining Courses* (new tab)
  - ◆ **Dining Course Seq** — A system-provided sequence number for each dining course. This number determines when a course (and its related menu items) will be fired to the kitchen.
  - ◆ **Name** — Allows the user to enter a descriptor (up to 12 characters) for each course.
  - ◆ **Minimum Preparation Times** — Sets the amount of time (in addition to the maximum prep time) that the KDS Controller should wait for the *current* course to be all prep done and bumped before sending the *next* course to the kitchen. This option is not applicable to the first dining course.
  - ◆ **Maximum Preparation Time** — Sets the maximum amount of time that the KDS Controller should wait for this course to be all prep done and bumped before sending the next course to the kitchen.
- ◆ *Sales | Menu Item Classes | Description*
  - ◆ **Dining Course** — Allows the user to link a menu item class to one of 64 dining courses.
- ◆ *Sales | Menu Item Classes | General Options*
  - ◆ **Items are...Appetizers** — [Deleted checkbox from form.]

---

**Note** *Although the option has been removed from the POS Configurator screen, the column will remain in the database table to accommodate users who rely on it for custom KDS applications.*

---

- ◆ Sales | Menu Item Classes | Print/Display
  - ◆ **Override Parent Dining Course** (formerly **Override items are appetizers**) — When selected, overrides the display characteristics associated with a menu item's parent dining course. This option is usually assigned to a condiment menu item class. It is used to change how another menu item is handled by the KDS.

For example, suppose a condiment menu item class is configured with a Dining Course set to *Course 3 – As Entrée*.

When the condiment is applied to a menu item whose own (parent) dining course is *Course 2 – As Appetizer*, KDS will track the menu item as if it were a Course 3 item, (i.e., using the colors and alert timers associated with an entrée).

- ◆ System | Kitchen/KDS | Options
  - ◆ **Display next course after previous course done** (formerly **Display non-appetizers after appetizers done**) — When selected, prevents the KDS from displaying more than one Dining Course at a time (per order). To work, two or more Dining Courses must be configured and Dynamic Order Mode must be disabled.

If this option is cleared, the system will ignore courses and send all menu items immediately.

- ◆ **Wait for prep suborder** — Specifies the number of seconds that the KDS should wait for prep suborders before displaying an expo order as all prep done. A value of 1 or 2 is recommended.

This option is required when using dining courses. It also ensures that voided suborders are handled properly.

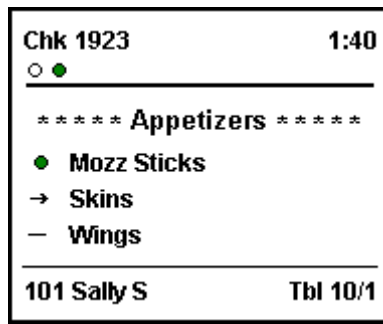


## Adding a Course Header

When setting up dining courses, users have the option of including the course header on the printed runners chit or the KDS chit display. (List mode is not supported in this release.)

To do this, the **Print Course Header** option (*Devices | Order Devices | Options | Sorting/Formatting*) was enhanced to include dining courses. Originally, this option only supported fixed-priced meals (*Sales | Courses*).

When enabled, the layout of course headings is similar to the way seats are handled. That is, the name is centered above the items with a string of asterisks before and afterwards, to pad out the line.



Chits can support both dining courses and seats. If both are configured, the user determine how the menu items will be sorted on the chit through the **Sort by seat** option:

- ◆ If the option is enabled, the menu items will be ordered first by seat, then by course.
- ◆ If the option is disabled, the menu items will be ordered by course first, then by seat number.

## Reports

With this feature, a new report, Consolidated Kitchen Performance by Course (*kds\_002\_1.rpt*) has been added. This report is divided into time periods and displays the number of orders, menu items, alerts, and recalls for each food course sent to the specified order device. Average prep times are also calculated based on the total prep time divided by the number of orders (*not* number of items).

Consolidated Kitchen Performance by Course Report							
Micros Cafe - Micros Cafe							
Period From : 09/08/2015		To : 09/08/2015		Bruno The Manager			
				Printed on Friday, November 19, 2004 - 3:33 PM			
Order Device Name	Course	Orders	Items	Alert 1	Alert 2	Recalls	Avg Prep
<b>1 - Breakfast 5:00am to 11:00am</b>							
4 KDS Hot	1 - Appetizer	4	4	2	2	0	5:45
		4	4	2	2	0	5:45
6 KDS Expo	1 - Appetizer	4	4	0	0	0	5:44
	2 - Salad	1	0	0	0	0	4:53
		5	4	0	0	0	5:34
7 KDS SOS	1 - Appetizer	4	4	2	2	0	5:45
	2 - Salad	1	0	1	0	0	4:53
		5	4	3	2	0	5:35
<b>2 - Lunch 11:00am to 5:00pm</b>							
4 KDS Hot	1 - Appetizer	12	16	6	5	0	4:37
	2 - Salad	6	0	5	3	1	7:22
		18	16	11	8	1	5:32
6 KDS Expo	1 - Appetizer	13	17	0	0	0	4:33
	2 - Salad	8	0	0	0	1	5:20
		21	17	0	0	1	4:51
7 KDS SOS	1 - Appetizer	13	17	7	6	0	4:32
	2 - Salad	8	0	4	3	1	5:20
		21	17	11	9	1	4:51
9 QSR Bagger	2 - Salad	39	0	90	86	0	47:40
		39	0	90	86	0	15:54
<b>4 - Happy Hour 4:45pm to 7:00pm</b>							
4 KDS Hot	1 - Appetizer	2	0	2	2	0	11:22
		2	0	2	2	0	11:23
6 KDS Expo	1 - Appetizer	2	0	0	0	0	11:22
		2	0	0	0	0	11:22
7 KDS SOS	1 - Appetizer	2	0	2	2	0	11:22
		2	0	2	2	0	11:22
<b>99 - All Day 5:00am to 5:00pm</b>							
4 KDS Hot	1 - Appetizer	16	20	8	7	0	4:54
	2 - Salad	6	0	5	3	1	7:22
		22	20	13	10	1	5:34
6 KDS Expo	1 - Appetizer	17	21	0	0	0	4:49
	2 - Salad	9	0	0	0	1	5:17
		26	21	0	0	1	4:53
7 KDS SOS	1 - Appetizer	17	21	9	8	0	4:49
	2 - Salad	9	0	5	3	1	5:17
		26	21	14	11	1	4:50

kds\_002\_1.RPT u3.2.100

Page 1

**Note** A line item will be listed for every course where a menu item was sent to an order device. If menu items belonging to 64 different courses are sent to a device, a separate entry will be shown.

### Existing Reports

The increase in the number of courses also affects the following (pre-existing) KDS reports:

- ◆ Consolidated KDS Kitchen Performance (kds\_002.rpt)
- ◆ Daily KDS Guest Experience (kds\_001.rpt)
- ◆ Daily KDS Guest Experience Summary (kds\_004.rpt)
- ◆ Daily KDS Order Aging (kds\_003.rpt)

The format of each of these reports divided menu item detail into two groups: appetizers and entrées.

In this release, items rung up in Course 1 will be displayed under appetizers, regardless of actual course programming. Items rung up in Course 2 to 64 will be grouped together in the entrée section.

### *Item Timings*

The Item Timings feature ensures that all items in an order are prepared and ready to go at the same time. To use this feature, a preparation time is assigned to each menu item. These values determine how long the menu item will be held (relative to the rest of the order) before it is fired to the kitchen.

Item times can be used with or without dining courses. If used with dining courses, all items within that course must have a prep time set to a value greater than zero. The item fire times are then calculated from the baseline of the course's start time.

To work properly, the option **Single item per suborder** (*Devices | Order Devices | KDS | Options*) must be set. This option ensures that each item will be displayed separately.

### **KDS Controller**

Unlike Timed Fire events, all menu items are *sent* from the POS side when the check is service totaled. However, with item timings, it is up to the KDS Controller to determine when a menu item will be *fired* and actually display on the KDS device.

### **Timing by Order**

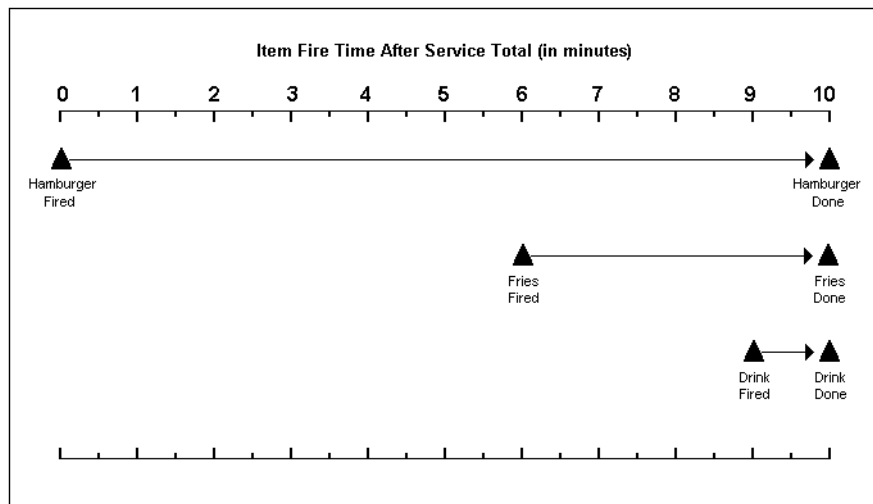
Absent dining courses, menu item preparation times determine how long it should take to prepare all the items on an order. To do this, the KDS Controller reviews the group of menu items that were sent by POS Operations. The item/suborder with the longest preparation time is fired immediately. This becomes the order's minimum prep time.

Fire times for the rest of the menu items are then calculated to ensure that they are all ready at the same time. This is done by subtracting each item's prep time from the order prep time. The result is the amount of time that the KDS Controller will wait before firing that item.

### Example 1

A customer orders a hamburger, french fries, and soft drink. The established preparation time for a hamburger is 10 minutes, followed by 4 minutes for the fries, and 1 minute for the drink. Because 10 minutes is the longest prep time for this check, this becomes the baseline for firing all of the suborders.

As soon as the check is service totaled, the hamburger is fired. Since the fries will only take 4 minutes to prepare, they are fired at the 6-minute mark (or 4 minutes before the hamburger is finished.) The drink (which only takes a minute to prepare) is not displayed on the KDS screen until 9 minutes after the order was posted. As illustrated below, all items should be finished at the same time.



### Timing by Dining Course

When dining courses are enabled, menu item preparation times have a slightly different function, depending on whether minimum and maximum preparation times have been established for the dining courses themselves.

---

**Note** *To work properly with dining courses, prep times must be set for ALL or NONE of the menu items. If set, the value of a menu item prep time must be greater than zero.*

---

### Using Minimum Prep Times

**Minimum** prep times ensure that a dining course will not be served before a certain amount of time has passed. This keeps the system from rushing the presentation of menu items simply because the preparation time is less than expected.

If menu item prep times are also specified, the system will consider whether the individual prep time is larger or smaller than the stated course minimum. If the item prep times are less, each item will be delayed a suitable amount of time so that its readiness will coincide with the course minimum.

On the other hand, if any of the items requires more than the course's minimum prep time, that item will be fired immediately. The item prep time will become the default minimum prep time and the firing times for the rest of the items will be adjusted accordingly.

**Example 2**

A check is started for two customers. Each of them orders Soup (Course 1), Salad (Course 2), and an Entrée (Course 3). The minimum prep times for the courses are as follows:

<b>Course</b>	<b>Min Prep Time (minutes)</b>
1 — Soup	1
2 — Salad	3
3 — Entrée	5

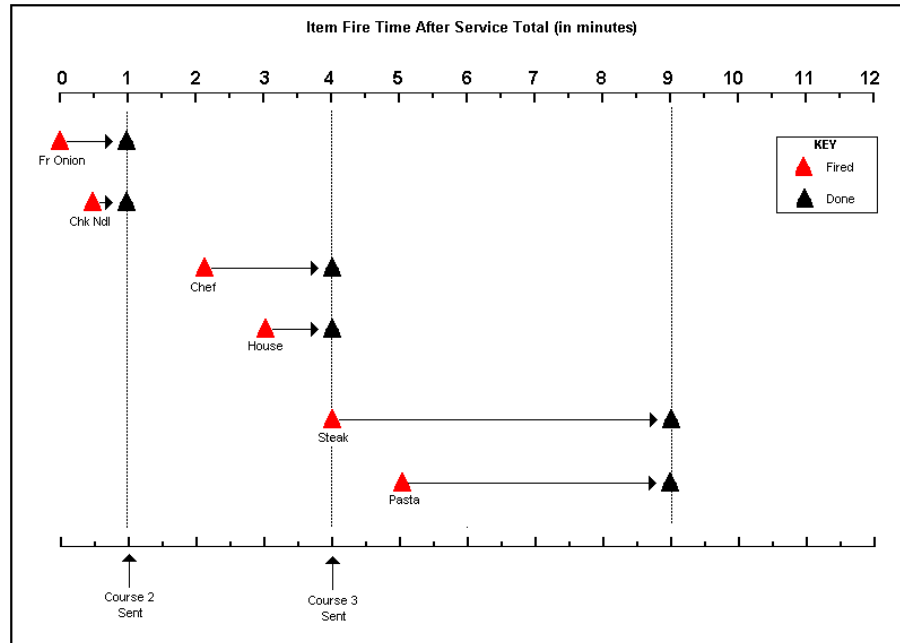
Customer A orders French Onion soup, a House salad, and a Steak. Customer B orders Chicken Noodle soup, a Chef Salad, and Pasta. Preparation times for the menu items are as follows:

<b>Course</b>	<b>Item</b>	<b>Prep Time (minutes)</b>
1	French Onion	1
	Chicken Noodle	30 sec
2	House Salad	1
	Chef Salad	2
3	Steak	5
	Pasta	4

When the check is service totaled, all items are sent by POS Operations to the KDS Controller, which immediately sends the Course 1 items. Course 2 and 3 items are held.

Of the Course 1 items sent, the one with the longest menu item preparation time (1 minute) is the French Onion soup. This item is fired immediately. Because this is the first course, the longest item prep time becomes the default minimum course prep time. Thirty seconds later, the Chicken Noodle soup is fired.

If all goes as planned, one minute after the order was sent, Course 1 is all prep done on the KDS displays. As soon as it is bumped, Course 2 is sent to the Expo station. The 1-minute mark becomes the starting point for Course 2.



The system now considers the Course 2 variables, which include a minimum prep time of 3 minutes. Since the item prep times for the Chef and House Salads are less than the course minimum, the system will calculate the fire times for these items to ensure that all prep done occurs 3 minutes after Course 2 was sent (i.e., the 4-minute mark).

The Chef Salad (prep time of 2 minutes) is fired 1 minute after the Course 2 start time (or the 2-minute mark). The House Salad (prep time of 1 minute) is fired at the 3-minute mark. At the 4-minute mark, the Course 2 items reach all prep done. When Course 2 is bumped from the Expo, the Course 3 items are sent.



The system now considers the Course 3 variables, which include a minimum prep time of 5 minutes. Since the item prep time for Steak is also 5 minutes, that item is fired immediately. One minute later, the Pasta item is fired so that both items can be all prep done at the same time. This happens at the 9-minute mark. Course 3 is then bumped from the KDS display.

In the preceding example, notice that Course 2's **minimum** prep time takes effect *as soon as* Course 1 is bumped. Since both of the salad prep times are shorter than the minimum, the fire times are delayed long enough to ensure that they are both ready at Course 2's minimum prep time. Again, by not starting the longest item immediately, the minimum course time is preserved. This, in turn, allows the customer to have a reasonable amount of time to finish the current course, before the next course is served.

Suppose, however, that in Course 2, the customer ordered a Cajun Chicken Salad with an item prep time of 3½ minutes, instead of the Chef Salad. Since Course 2's minimum prep time is only 3 minutes, the Cajun Chicken Salad would be fired as soon as the Course 2 items were sent. The House Salad would be fired 2½ minutes later, to ensure that both salads are all prep done at the 4½-minute mark.

### Maximum Prep Times

A course's **minimum** prep time represents the point when its menu items are *expected* to be all-prep-done. It does not guarantee that they will be, or that, if they are, the KDS operator will remember to bump them from the display. This could be problematic since, typically, the next course is not sent until the first course is actually bumped. This is where **maximum** prep times are needed.

**Maximum** prep times represent the longest amount of time that the KDS Controller will wait for the current course to reach all prep done, before sending the next course to the KDS display.

Suppose, for example, that the menu items in Example 2 had not be done and bumped as expected.

### **Example 3**

Recapping the order defined in Example 2, a check is started for two customers. Each of them orders Soup (Course 1), Salad (Course 2), and an Entrée (Course 3). The minimum prep times are unchanged but now maximum prep times have been added:

<b>Course</b>	<b>Min Prep Time (minutes)</b>	<b>Max Prep Time (minutes)</b>
1 — Soup	1	2
2 — Salad	3	4
3 — Entrée	5	6

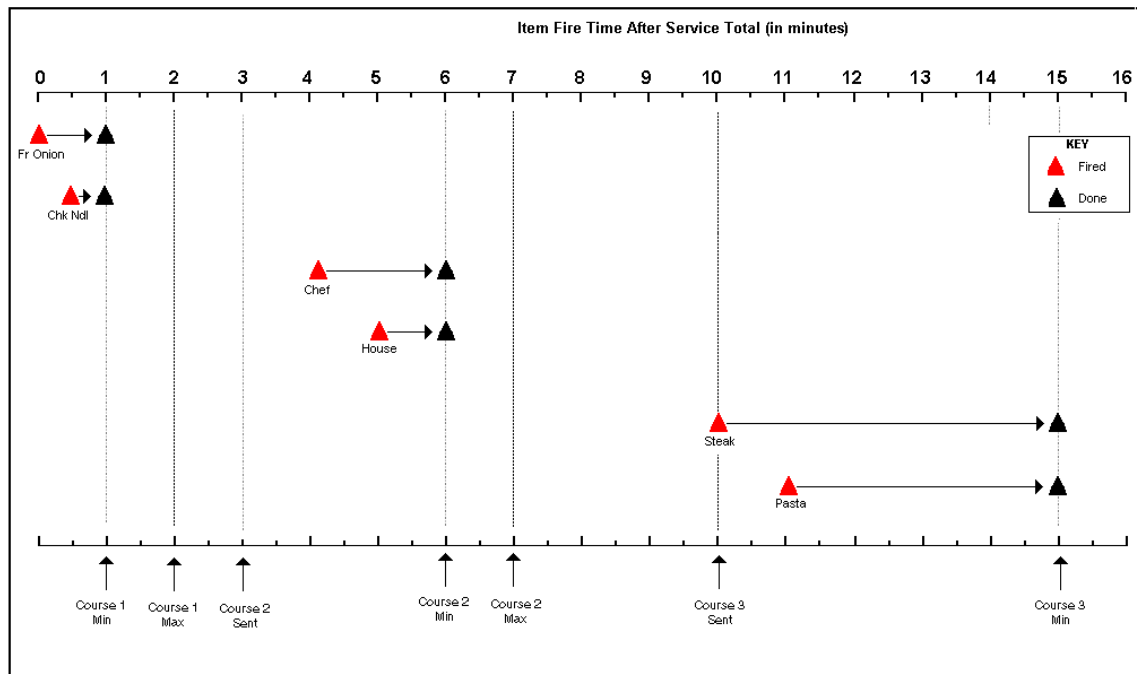
Customer A orders French Onion soup, a House salad, and a Steak. Customer B orders Chicken Noodle soup, a Chef Salad, and Pasta. Preparation times for the menu items are as follows:

<b>Course</b>	<b>Item</b>	<b>Prep Time (minutes)</b>
1	French Onion	1
	Chicken Noodle	30 sec
2	House Salad	1
	Chef Salad	2
3	Steak	5
	Pasta	4

When the check is service totaled, all items are sent by POS Operations to the KDS Controller, which immediately sends the Course 1 items. Course 2 and 3 items are held.

Again, among the Course 1 items sent, the French Onion soup has the longest menu item preparation time (1 minute). This item is fired immediately. And again, because this is the first course, the longest item prep time becomes the default minimum course prep time. Thirty seconds later, the Chicken Noodle soup is fired, with the expectation that both menu items will be done at the 1-minute mark.

If Course 1 is not bumped at 1-minute (the expected point of all prep done), its maximum prep time (2 minutes) becomes relevant. At the 2-minute mark, the KDS Controller assumes that the operator forgot to bump Course 1 and begins to calculate when to send Course 2 to the Expo station. This is done by combining the item prep time of the longest menu item (French Onion soup, 1 minute) to the maximum prep time of the first course (2 minutes). Three minutes after the start of the check, the Course 2 items are sent.



Since Course 2 has a minimum prep time of 3 minutes, and the menu item with the longest prep time is the Chef Salad (2 minutes), the KDS Controller will wait one more minute (the 4-minute mark) before firing that item. At the 5-minute mark, the House Salad is fired, with the expectation that both salad items will reach all prep done at the 6-minute mark.

If Course 2 is not bumped at the expected minimum prep time, the KDS Controller will again determine how long to wait before sending Course 3 items to the Expo Station. For the second and all subsequent courses, this is done by combining the current course's minimum prep time or the longest item prep time (whichever is greater) with the course's maximum prep time and adding the sum of these two to the current course start time. The result becomes the start time for the next course.

In this case, if Course 2 is not bumped, the calculation would be as follows:

<b>3 min</b>	<b>+</b>	<b>4 min</b>	<b>+</b>	<b>3 min</b>	<b>=</b>	<b>10 min</b>
Minimum Prep Time or Longest Item Prep Time (whichever is greater)		Maximum Prep Time		Current Course Start Time		Next Course Start Time

Once the Course 3 items are sent, the system considers that moment the start point for scheduling the Course 3 items. The longest menu item prep time is compared to the course's minimum prep time. Since the Steak prep time is 5 minutes and that is equal to the minimum prep time, the Steak item is fired immediately. One minute later, the Pasta (prep time = 4 minutes) is fired. All prep done for this course is expected to be 5 minutes after the start point (10-minute mark) or 15 minutes after the check was service totaled.

### No Minimum/Maximum Prep Times

If dining courses are used, but no minimum and maximum prep time were established, the KDS Controller will **not** start the next course until the previous course is bumped from the display. This is true whether or not item prep times have been set.

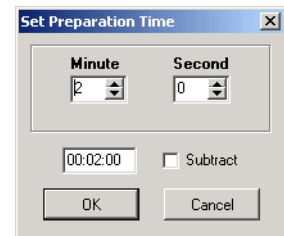
Once a course is started, the item/suborder with the longest preparation time is fired immediately. This becomes the course's minimum prep time. Fire times for the rest of the menu items will be calculated accordingly.

### Enabling the Feature

To support item timings, the following additions and modifications were made in POS Configurator. Options selected will vary, depending on whether dining courses are also being used:

- ◆ *Sales | Menu Items | Definitions | General*
- ◆ **Preparation Time** — Sets the amount of time required to prepare this menu item.

Entries are made by pressing the clock icon to access the spin-edit controls in the pop-up dialog box. The maximum allowed number of minutes is 59. Seconds can only be set in increments of 0, 15, 30, or 45.



Select the **Subtract** check box if the prep time is to be a negative value. Negative prep times are usually assigned to a condiment menu item as a way to modify the prep time of another menu item.

For example, if the prep time for a *Steak* (medium temp) is 6 minutes, but the customer wants it rare, the prep time for the *Rare* condiment would be -2 minutes. That would set the prep time for the *Steak* at 4 minutes.

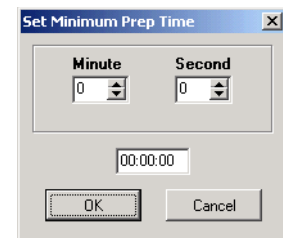
◆ *Sales | Descriptors | Dining Courses* (new tab)

- ◆ **Minimum Preparation Time** — Used when dining courses and/or item timings are defined. Sets the minimum amount of time (in addition to the longest item prep time) that the KDS Controller should wait for the *current* course to be all prep done and bumped before sending the *next* course to the kitchen. This option is not applicable to the first dining course.

If item prep times are supplied, and none is longer than the minimum prep time, the individual fire times for each menu item should be staggered so that they can reach all prep done at the same (minimum) prep time.

If the course contains an item whose prep time is greater than the minimum, the KDS Controller will fire that item immediately. The longest item prep time will replace this minimum prep time as the new course minimum. All other items in the course will be delayed a suitable amount of time to ensure that they reach all prep done at the same time.

Entries are made by clicking the appropriate cell to access the spin-edit controls in the pop-up dialog box. The maximum allowed number of minutes is 59. Seconds can only be set to the values 0, 15, 30, or 45.



This value may not exceed the Maximum Preparation Time entry.

- ◆ **Maximum Preparation Time** — Sets the maximum amount of time that the KDS Controller should wait for this course to be all prep done and bumped before calculating when to send the next course to the kitchen. Entries are made by clicking in the appropriate cell and opening the spin-edit dialog box described above.

If used, the maximum prep times must be greater than or equal to the minimum prep time. The default value for this field is zero, indicating that a limit has not been imposed on maximum prep times.

If not used, operators **MUST** manually bump a course before the next one will be sent to the kitchen.

- ◆ System | Kitchen/KDS | Options — Once the menu item and dining course prep times have been defined, the following options determine whether the system sends items to the kitchen based on course times, item times, or a combination of both. The options are:

- ◆ **Display next course after previous course done** (formerly **Display non-appetizers after appetizers done**) — When selected, prevents the KDS from displaying more than one Dining Course at a time (per order). To work, two or more Dining Courses must be configured and Dynamic Order Mode must be disabled.

If this option is cleared, the system will ignore courses and send all menu items immediately.

- ◆ **Wait for prep suborder** — Specifies the number of seconds that the KDS should wait before for prep suborders before displaying an expo order as all prep done. A value of 1 or 2 is recommended.

This option is required when used with any of the timed fire events.

The following matrix illustrates how each of these options should be set to control when the menu items are fired:

To Fire Items by	Display next course after previous course done	Wait for prep suborder
Courses Only	Enable	Enable
Courses and Item Timing	Enable	Enable
Item Timing Only	Disable	Enable
None*	Disable	Disable

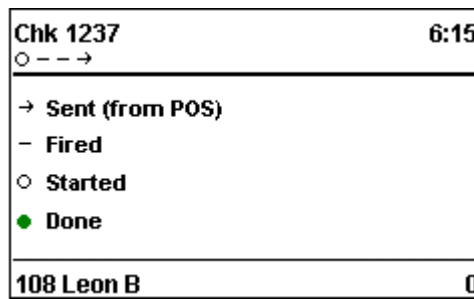
\*This effectively turns off the timed fire feature. However, to work properly, users must also delete the Dining Course entries (Sales | Menu Item Classes | Description).

### Displaying the Order Chit

Once a check is sent, Expo and SOS stations will show all the items in an order. If Dining Courses are enabled, only items in the current course will be displayed.

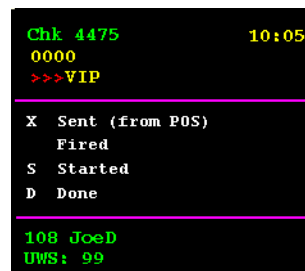
If the KDS layout included item statuses, the indicator displayed next to each item will show whether each item has been sent, fired on a prep station, or doned. An additional item status has been created to show when an item has been "Started." (For more on this change, refer to the **Item Start First** enhancement beginning on page 365.)

The following is an example of the status indicators used with item timings.



### [SEI KDS](#)

Item timing statuses are also available on SEI KDS stations. However, because icons are not available, the indicators are shown as follows:

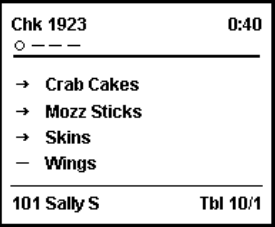
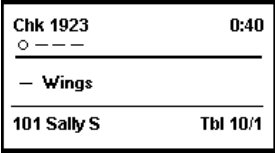
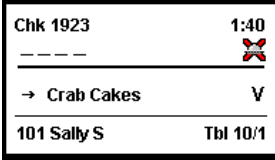

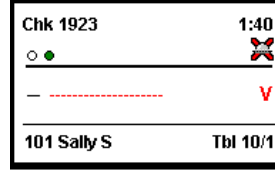


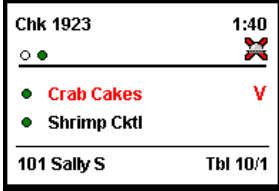
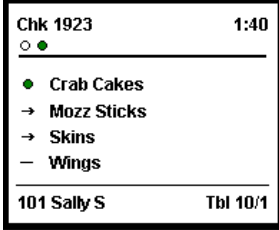
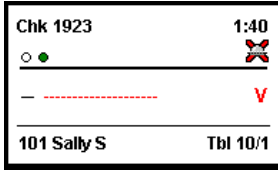
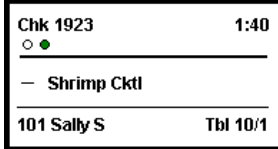
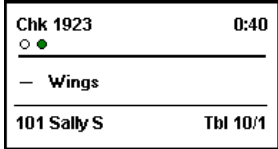



### Voiding Timed Items

During the meal, it is not unusual for a customer to change his mind about a selection and either request something else or cancel the item entirely. With timed fire, all menu items are sent to the KDS Controller as soon as the check is service totaled and immediately displayed at the Expo station. How the void is handled depends on whether the canceled item has been fired to the prep station, and whether another item(s) has been added in its place.

The following table illustrates how the KDS Controller will handle menu item voids in a timed fire environment. In all cases, it is assumed that the option **Single item per suborder** (*Devices | Order Devices | KDS | Options*) has been enabled:

Action	EXPO	PREP
Check is Service Totaled	<p>All items displayed. Longest item is <i>Fired</i> to prep station.</p> 	<p>Fired suborder displayed.</p> 
Menu item voided before it is fired to prep station. No new items are rung.	<p>Void chit added to display. Status of voided item is changed to <i>Done</i> on original chit.</p>  	<p>Void chit is displayed with unnamed item.</p> 

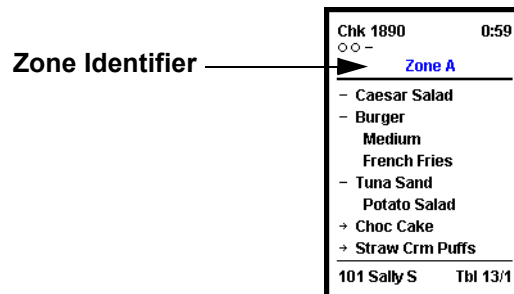
<b>Action</b>	<b>EXPO</b>	<b>PREP</b>
<p>Menu item voided before it is fired to prep station.            New item is added to check.</p>	<p>Chit displayed with new and voided menu items. Status of both items is <i>fired</i>.            Status of voided item is changed to <i>Done</i> on original chit.</p> <div style="display: flex; flex-direction: column; align-items: center;">   </div> <p>*If more than one item is added, the item with the longest prep time will be fired first. Other item(s) will be timed to fire based on when this item is expected to be done.</p>	<p>Void chit is displayed with unnamed item.            New chit displayed for added menu item.            Previously fired suborder unchanged.</p> <div style="display: flex; flex-direction: column; align-items: center;">    </div>

Action	EXPO	PREP
<p>Menu item voided after it is fired to the prep station. New item is added to check.</p>	<p>Same as above.</p>	<p>Void chit is displayed with item named. New chit displayed for added menu item. Previously fired suborder unchanged.</p> <div data-bbox="1127 579 1403 743" style="border: 1px solid black; padding: 2px; margin-bottom: 10px;"> <p>Chk 1923 1:40 ○ ● </p> <hr/> <p>– Crab Cakes Y</p> <hr/> <p>101 Sally S Tbl 10/1</p> </div> <div data-bbox="1127 772 1403 919" style="border: 1px solid black; padding: 2px; margin-bottom: 10px;"> <p>Chk 1923 1:40 ○ ●</p> <hr/> <p>– Shrimp Ckdl</p> <hr/> <p>101 Sally S Tbl 10/1</p> </div> <div data-bbox="1127 949 1403 1096" style="border: 1px solid black; padding: 2px;"> <p>Chk 1923 0:40 ○ ●</p> <hr/> <p>– Wings</p> <hr/> <p>101 Sally S Tbl 10/1</p> </div>

### ***Kitchen Zones***

In many restaurants, kitchens have designated collection points or 'zones' where the components of an order are placed before being carried out to the customer. This saves time when the order is ready, by having the server or food runner make one stop to pick up the order, instead of pausing at several stations.

With this release, an automated zoning feature has been added to KDS. When enabled, each new order coming into the kitchen is automatically assigned to its own kitchen zone. The zone location is identified for each order on the KDS display, so that kitchen staff knows where to place the suborders as they are completed.



Zone identifiers are also printed on runner chits, to inform the servers where their orders are located.

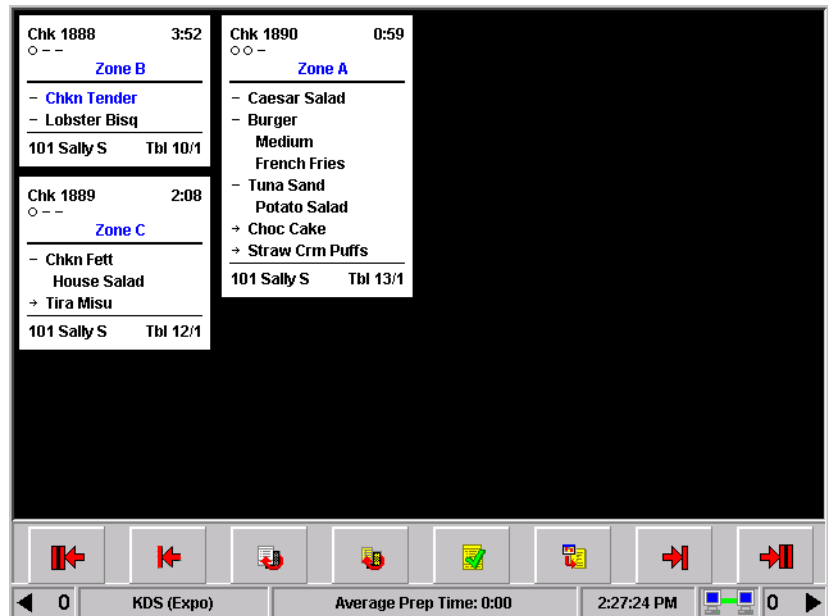
This feature does not work if Dynamic Order Mode is enabled.

### **Zone Limits**

The number of zones is configurable, up to a maximum of 26 zones.

To avoid confusion with other header information (i.e., check number, tables, numbers, guest counts), the zone identifier is converted to the corresponding letter of the English alphabet (i.e., 1 = A, 2 = B, 3 = C, etc.). If four kitchen zones are configured, only the letters A-D will be used.

Zone identifiers are assigned sequentially. The first order into the kitchen is assigned to Zone A, the second to Zone B, etc. Once the kitchen has used the last identifier in the sequence, it loops back to the beginning (Zone A) and cycles through again, as shown below.



### Item Limits

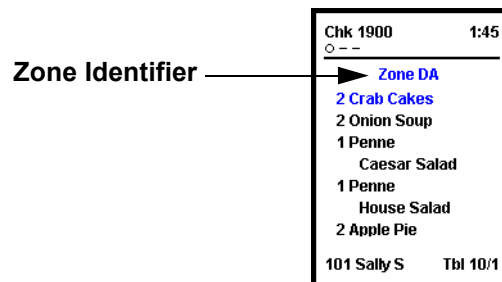
In addition to limiting the number of zones, users may limit the number of items (suborders) that may be placed in a zone. If the number of items on the order exceeds the maximum allowed, the next zone in the sequence will be assigned. To be included, menu items must be ordered in the same service round. Modifiers are not included in the count.

### **Example**

The kitchen at the Mike Rose Café is configured with 4 zones, each of which is limited to 5 items. An order with 8 items is placed.

When the order arrives in the kitchen, the next available zone is Zone C. Because the order exceeds the number of items allowed, KDS assigns the first 5 items to Zone C and the next 5 items to Zone D. The KDS monitor will display the order as belonging to Zone CD.

If, on arrival, the next available zone had been Zone D, the order would have been assigned to Zones D and A — Zone A marking the beginning of the next cycle of kitchen zones.



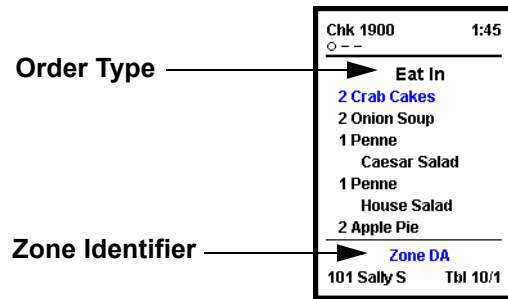
### Zone Layouts

For this feature, several new KDS layouts have been added. The layouts are based on existing KDS formats (both chit and list types) which have been modified to accommodate the zone identifier.

All of the new chit layouts are based on the chit standard, which includes both a header and trailer section. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). If there are suborders at other prep stations, status icons (one per suborder) will display beneath the Check Number to monitor their progress. *Void*, *VIP*, *Rush*, and *Recalled* orders are also identified by icons placed beneath the timer display.

The trailer portion displays the Server's name and Employee number (lower left) and the Table Number (lower right.)

In most cases, the zone identifier is located at the top of the order, between the header line and the menu items. However, if the chit layout includes an order type, the zone identifier will be moved to the bottom, just above the footer line.



For list layouts, a separate column has been added.

OT	Table	Check	Zone	Emp	PrepTime	Attn	Qty	Item	Qty	Modifiers
Eat I	Tbl 21/1	Chk 18	Zone B	101 S	5:03		1	Beef Medallions		Baked Pot Caesar Salad
							1	N.Y. Strip		Medium Rare Mashed Pot Side Salad Blue Cheese
							2	Raspbrry Torte		
Eat I	Tbl 60/1	Chk 18	Zone C	101 S	3:06		2	Shrimp Cknl		
							1	Caesar Salad		
							1	Spin Salad		
							1	Penne		Onion Soup
							1	Spag		Onion Soup
							1	Ice Cream		
1	Apple Pie									

The table includes a toolbar at the bottom with navigation icons and a status bar showing 'KDS (Expo)', 'Average Prep Time: 10:03', and '2:38:13 PM'.

### Selecting the Zone Layout

KDS Layouts are specified for each KDS device by selecting a **Device Layout** type from the drop-down list in the POS Configurator (*Devices | Devices | KDS Display*). KDS Zone Layouts are distinguished from other layouts by the letter “Z” at the end of the name. Unless otherwise indicated, all layouts are used on a PC-standard KDS client.

The new layouts are:

- ◆ **114 SE-Std-OT Z** — Standard chit layout with order type and zone identifier. This layout is used with SEI KDS Client.
- ◆ **300 Chit-Std w/Item Status Z** — Standard chit layout with individual item statuses and zone identifier.
- ◆ **301 Chit-Std-DOM Z** — Standard chit layout with zone identifier. This layout is used with Dynamic Order Mode 1, which includes item status indicators. Both headers and trailers are provided.
- ◆ **302 Chit-Std-OT** — Standard chit layout with order type and zone identifier.
- ◆ **304 Chit-Std-OT w/Item Status Z** — Standard chit layout with order type, item status entries, and zone identifier.
- ◆ **305 List-Std-OT Z** — Standard list layout with order type and zone identifier columns.
- ◆ **306 List-Tbl-OT Z** — Standard list layout with table numbers, order type, and zone identifier columns.
- ◆ **307 Chit-Std-DOM2-OT Z** — Standard chit layout with order type and zone identifier. This layout is used with Dynamic Order Mode 2, which includes item status indicators. Only the header is provided.
- ◆ **308 Chit-DOM-OT Z** — Chit layout with order type and zone identifier. This layout is used with Dynamic Order Mode 3, which includes item status indicators, but does not include headers or trailers.



- ◆ **309 Chit-Std-OT-Seat Z** — Standard chit layout with order type, seat numbers, and zone identifier.
- ◆ **310 List-Chk#-OT Z** — Standard list layout with check number, order type, and zone identifier columns.

### New Fields in POS Configurator

In addition to the new KDS layouts, two new options have been added to the *System | Kitchen | Options* form in POS Configurator:

- ◆ **Number of Zones** — Allows the user specify the number of zones available for KDS to assign to prepared orders. The zone number will correspond to a letter of the alphabet. Up to 26 zones can be defined.

If a **0** (the default value) is entered, kitchen zones will not be used.

When the option **Display next course after previous course done** is enabled, the system treats each as a separate order for purposes of assigning kitchen zones. Zone identifiers are applied only when the course is sent to the KDS displays — not when the original order is entered into the system.

- ◆ **Max Items Per Zone** — Allows the user to specify the maximum number of suborders that can be added to a zone. Entries must be between 0-999.

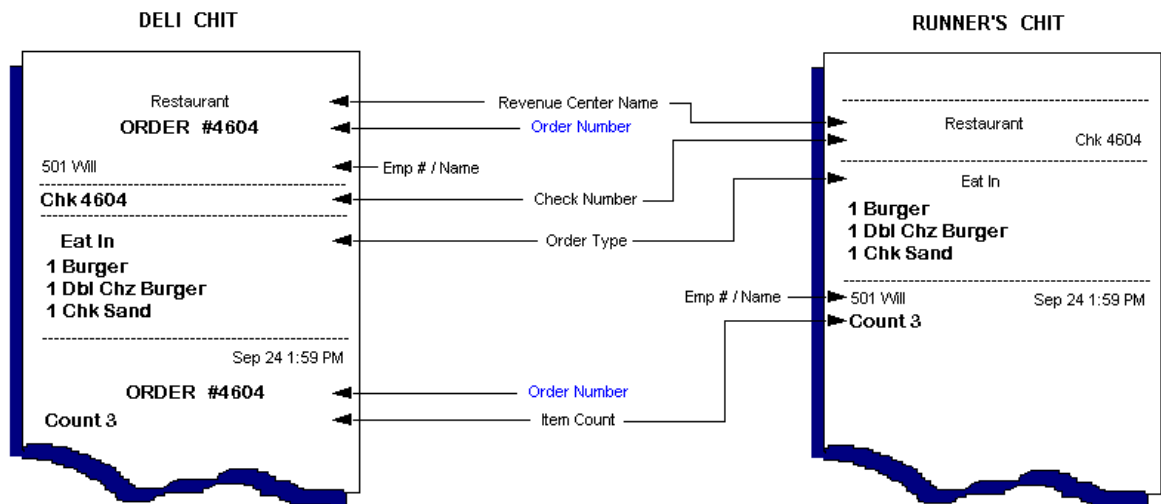
If a **0** (the default value) is entered, one zone will be used for the entire order.

## Printing

### *Customer Deli Chit*

The Customer Deli Chit layout was added as an alternative to the traditional runner chit printed in the kitchen. Deli chits were designed for sites that require customers to place an order at one station, and pick it up at a later time, or at another location. To claim the order, the customer's receipt is matched against the printed chit.

Because the transaction is in two parts (order and pick-up), the order number is particularly vital. On the Deli layout, this number is prominently displayed, centered and in bold, at the top and bottom of the chit. All other information contained in the original runner chit is also included, but arranged in a slightly different sequence. A comparison of the two styles is shown below:



## Enabling

To support this feature, a new option has been added in POS Configurator:

- ◆ **Print deli chit** (*Devices | Order Devices | KDS | Options*) — When enabled, directs the selected printer device to override the traditional runner chit layout and replace it with the Deli chit.

NOTE: Deli chits cannot be reprinted.

This feature will only work if the following option is also enabled:

- ◆ **Primary Runner Chit Printer** (*System | Kitchen | Options*) — Specifies which printer will be used for printing deli and runner chits in the kitchen.

In addition, users must select one of the following options (*Devices | Order Devices | KDS | Options*) to specify when the deli chit should be printed:

- ◆ **Print on expo done** — Prints when the order is marked Expo done. If there are no Expo devices in use (i.e., the system uses only Prep displays), then Expo done will occur automatically as soon as the last Prep order is marked done.
- ◆ **Print on prep done** — Prints as soon as the Prep station order is marked done.
- ◆ **Print on all prep done** — Prints when the last Prep order is marked done.

## Creating a Matching Customer Receipt

Many of the features added in this release were designed so that users could create a customer receipt and matching deli chit. By giving the customers a receipt on order and providing an exact replica of the order chit, the likelihood of a customer picking up the wrong order would be substantially reduced.

Given that the deli chit is hard-coded, it will be necessary for the user to modify the customer receipt to match. To do this, the following steps should be taken in POS Configurator:

### 1. Create a Deli Receipt Header:

- ◆ Go to **Sales | Descriptors | Header** and add a new record.
- ◆ Skip Header Line 1
- ◆ In Header Line 2, enter the following text, plus MICROS Macro for inserting the check/order number:

```
Order #  ^^CHK
```

### 2. Create a Deli Receipt Trailer

- ◆ Go to **Sales | Descriptors | Trailer** and add a new record.
- ◆ In Trailer Line 1, enter the MICROS Macro for inserting the check/order number:

```
Order #  ^^CHK
```

- ◆ Skip Trailer Line 2
- ◆ In Trailer Line 3, enter the MICROS Macro for counting the menu items:

```
^^MICnt
```

### 3. Set the Revenue Center Options

- ◆ Go to *Revenue Center | RVC Print Design* and select the Deli revenue center.
- ◆ On the *Guest Checks* tab, check the **Do not print guest count** option.

- ◆ On the *Options* tab, clear the **Print employee name double wide** option.
  - ◆ Go to the *Headers* tab. From the **Customer Receipt Header** drop-down list, select the new Deli Receipt header.
  - ◆ Go to the *Trailers* tab. From the **Customer Receipt Trailer** drop-down list, select the new Deli Receipt trailer.
4. Because the Deli chit only prints Name 1, make sure that the customer receipt is similarly configured. This can be done in one of two places:
- ◆ **Print on Check/Receipt** (*Sales | Menu Item Classes | Print Display*) — Select Name 1 Only.
  - ◆ **Override Menu Item Name to Print** (*Devices | Order Devices | Options | Sorting/Formatting*) — Select Name 1 option.

### Summary

A review of the receipt configuration (what is standard and what will need to be changed) is summarized in the figure below:

System-Defined Parameters	CUSTOMER DELI RECEIPT	User Configuration
[Revenue Center Name]	Restaurant	[Header Line 1, left blank]
	<b>ORDER #4604</b>	[Header Line 2, text and MICROS MACRO]
[Emp # and Emp Check Name]	501 VMI	
[Check #]	<b>Chk 4604</b>	[Do not print guest count (option disabled) RVC Print Design]
[Order Type]	<b>Eat In</b>	
[Menu Item, Name 1 Only]	<b>1 Burger</b>	
	<b>1 Dbl Chz Burger</b>	
	<b>1 Chk Sand</b>	
[Date   Time]	Sep 24 1:59 PM	
	<b>ORDER #4604</b>	[Trailer Line 1, text and MICROS MACRO]
	<b>Count 3</b>	[Trailer Line 2, left blank]
		[Trailer Line 3, MICROS MACRO]

---

## Setup

### *Creating a Customized KDS Layout*

MICROS provides a number of preformatted chit and list layouts for displaying orders on a KDS monitor. These layouts cover a range of styles, representing the restaurant industry's more commonly used designs.

Most sites will have no problem finding a layout suitable to their needs. For those that can't, the system does not support updating an existing template. It does, however, allow users to create and add a layout of their own.

This section describes the procedures for adding a new KDS chit/list layout to the database.

1. Open the MICROS Control Panel and set the **Database** status to ON.
2. From the POS Configurator (*Devices | Devices | Kitchen Display | General*), note the object number of the KDS **Display Layout** that most closely matches user requirements. For illustration purposes, Chit-Standard w/Item Status (object number 3) will be used here. A portion of the *sql* file is shown below.

```
-- =====  
-- File Name: kdsLayoutChit3.sql  
-- =====  
% Purpose : Define KDS Layouts  
%  
% Chit layout 3, looks about like this  
%  
% ROW  
% 1 Chk 123 00:00  
% 2 00-0 VIP  
% 3 -----  
% 10 (Order Body)  
% 11 o Filet Mignon  
% 12 Rare  
% Fries  
% o Chix Snd  
% Ranch  
% Slaw  
% 20 -----  
% 21 1 Jonny Tbl 33/1  
%
```

3. From the Windows Start Menu, select **Run** and type in `dbisql` to open the Interactive SQL. On the *Login* tab, enter the **User ID** and **Password** to access the database. Press **OK** to continue.

The next step in adding a new template is to create a record in the *kds\_layout\_def* table. This layout entry specifies the format (chit or list) as well as font sizes and the color of the panels and alerts.

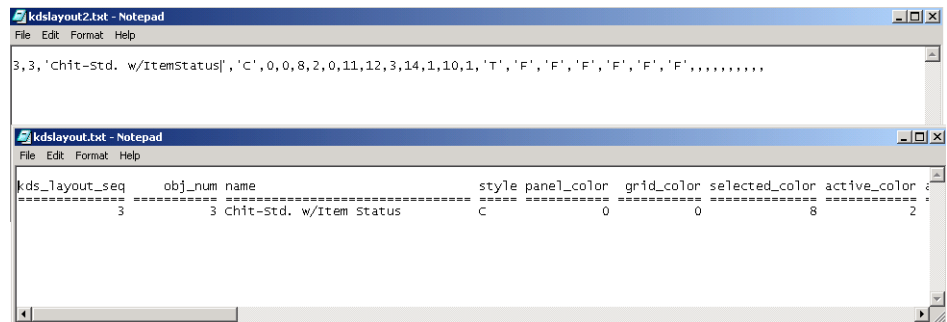
4. From the **Command** box, enter the following code to export the selected record from the *kds\_layout\_def* table to a text file:

```
SELECT * from MICROS.kds_layout_def
WHERE
    obj_num = 3;

OUTPUT TO
    c:\tmp\kdslayout.txt format ascii;
```

**NOTE:** Users may want to create a second file in a text format (e.g.,  
OUTPUT TO  
c:\tmp\kdslayout2.txt format text;

The 'text' format displays data in table form, with column headings to identify the fields to be changed. A comparison of the export results is illustrated below:



5. Edit the exported ascii text file.
  - ◆ Change the *kds\_layout\_seq* number and the *obj\_num* to a value greater than 10000. This value must be a unique entry in the *kds\_layout\_def* table.
  - ◆ Assign the layout a new name.
  - ◆ Modify other fields, as required by user. The list of valid color values are as follows:

0	Default
1	Black
2	White
3	Blue
4	Cyan
5	Dark Gray
6	Gray
7	Light Gray
8	Green
9	Magenta
10	Orange
11	Pink
12	Red
13	Yellow
  - ◆ Save the text file.
6. From the **Command** box, enter the following code to import the new entry into the *kds\_layout\_def* table:

```
INPUT INTO
  Micros.kds_layout_def

FROM
  c:\tmp\kdslayout.txt format ascii;

COMMIT;
```



With a KDS template record created, the next step is to change the layout itself. This is done through by adding a corresponding record to the `kds_layout_element_def` table.

7. From the **Command** box, enter the following code to export the selected record from the `kds_layout_element_def` table to a text file:

```
SELECT kled.*
FROM
    MICROS.kds_layout_element_def kled,
    MICROS.kds_layout_def kld
WHERE
    kled.kds_layout_seq = kld.kds_layout_seq AND
    kld.obj_num = 3;

ORDER BY
    kds_layout_element_seq;

OUTPUT TO
    c:\tmp\kdslayout_element.txt format ascii;
```

8. Edit the exported ascii text file.
  - ◆ Change the `kds_layout_seq` number to match the `obj_number` assigned to the new KDS template record in Step 5.
  - ◆ Add/modify/delete the elements, as required. For clarity, a list of the available `kds_layout_elements` is provided below:

<b>kds_elem_seq</b>	<b>name</b>	<b>element_id</b>
1	Table Number	TblNum
2	Check Number	ChkLabel11
3	Table/Group	ChkLabel12
4	Check Reference	ChkLabel13
5	Transaction Operator	TransOper
6	Check Owner	ChkOwner

<b>kds_elem_seq</b>	<b>name</b>	<b>element_id</b>
7	Revenue Center Name	RvcName
8	Order Type	OTypeName
9	Header Text	HdrText
10	Trailer Text	TlrText
11	Check Open Time	ChkOpnTime
12	Service Total Time	SvcTtlTime
13	Elapsed Time	ElapsedTime
14	Order Priority Indicator	Priority
15	Other Prep Status	OtherPrepStat
16	Item Name	ItemName
17	Item Price	ItemPrice
18	Item Quantity	ItemQty
19	Seat Number	SeatNum
20	Seat Separator Line	SeatSeparator
21	Void Indicator	SpecialFlags
22	Modifier Name	ModifierName
23	Modifier Price	ModifierPrice
24	Modifier Quantity	ModifierQty
25	Order Body	OBodyInfo
26	Narrow Separator Line	NarSepLine
27	Wide Separator Line	WideSepLine
28	Double Separator Line	DbtSepLine
29	Item Status	ItemStatus
31	Check Total	CheckTotal
32	Item Count	ItemCount

kds_elem_seq	name	element_id
33	UWS Number	UWSNum
35	Combo Meal Name	ComboName
36	Combo Meal Quantity	ComboQty
37	Combo Meal Price	ComboPrice
38	Zone Label	ZoneLabel

- ◆ Save the text file.

9. From the **Command** box, enter the following code to import the new entry into the *kds\_layout\_element\_def* table:

```
INPUT INTO
  Micros.kds_layout_element_def

FROM
  c:\tmp\kdslayout_element.txt format ascii;

COMMIT;
```

10. Open POS Configurator and go to the *Devices | Devices | Kitchen Display | General* form. The new KDS layout should be included in the **Display Layout** drop-down list.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
KDS Operations	Disallow Double-Click Bump	365
	Item Start First	365
	Mark First	367
POS Interface	Support for KDS on WS4	368
	WS4 Start Menu Modification	368
Printing	Runner Chit Printing	369

## Enhancements Detailed

### KDS Operations

#### *Disallow Double-Click Bump*

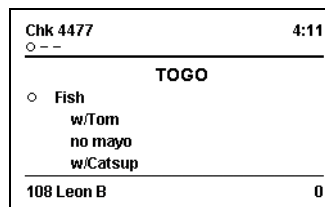
Current KDS functionality allows users to double-touch (or double-click if using a mouse) an order to clear it from the screen. This time-saving feature is standard and requires no additional programming to activate. In the past, this also meant it could not be turned off — a disadvantage for hurried users who might inadvertently double-select (and thus bump) the wrong order.

With this release, a new option **Disable double touch bump** (*Devices | Order Devices | KDS | Options*) has been added in POS Configurator. When checked, the option overrides the double-click feature for the designated KDS display. To bump an order, then, the user will have to select it and press a programmed [**Done**] key (or use the combined [**Select and Done**] key) on the station's toolbar or bump bar.

This option only works on WS4 clients.

#### *Item Start First*

The Start First feature allows a user to select the first order on the KDS station and mark it as “started.” The change in menu item status is indicated on the order chit by an open circle icon to the left of the menu item.



Start First icons are only visible if the user has selected a KDS layout that includes item statuses.

An item must be started on all relevant prep stations before the item status will be set. For example, if an order includes the menu item Steak Salad, which is sent to both cold and hot KDS stations, the menu item must be started on both the hot and cold KDS displays before the status icon is changed to "started" (open circle).

### Enabling the Feature

To support this feature, the following additions were made to the **KDS Function** drop-down list in the *Devices | KDS Bump Bars* and *KDS Toolbars* forms in POS Configurator:

- ◆ **Order Started** — Sets the status of the highlighted order to “started”.
- ◆ **Order Started P1** — On split panel displays, applies the Order Started function to suborders in the first panel.
- ◆ **Order Started P2** — On split panel displays, applies the Order Started function to orders in the second panel.
- ◆ **Order Started First** — Selects the first order on the display and sets the status to “started”. If an order is already highlighted, simply marks that order instead.
- ◆ **Order Started First P1** — On split panel displays, applies the Start First function to orders in the first panel.
- ◆ **Order Started First P2** — On split panel displays, applies the Start First function to orders in the second panel.

### ***Mark First***

The Mark Orders feature allows a user to place an order on "hold" so that it cannot be bumped from the KDS station. This feature is helpful in situations where a drive-thru customer has paid, but the order is not ready. The order is "parked," or put aside, until the customer receives the items, after which it can be unmarked and bumped.

With this release, the feature has been expanded to include three new functions:

- ◆ **Mark First** — Selects the first order on the display and marks it to be held. If an order was selected already, simply marks that order instead.
- ◆ **Mark First P1** — On split panel displays, applies the Mark First function to orders in the first panel.
- ◆ **Mark First P2** — On split panel displays, applies the Mark First function to orders in the second panel.

### **Enabling the Feature**

Mark First buttons are programmed in *POS Configurator* | *Devices* | *KDS bump bar* or *KDS toolbar* by linking a Scan Code to the appropriate KDS Function.

These features also work in conjunction with the **Bump Marked Items** option which is configured in *Devices* | *Order Devices* | *KDS*. If the **Bump Marked Items** option is disabled, a KDS user cannot bump a marked order from the KDS display. The order must be unmarked first from that particular KDS station before it can be bumped.

Marking an order affects all stations where the order is displayed. The order displays with a highlighted magenta border. Only the KDS station user who marked it is required to unmark it. All other stations may bump the order as usual.

---

## **POS Interface**

### ***Support for KDS on WS4***

Support for the KDS display application has been enhanced to allow users to use the MICROS Workstation 4 as a fully functional, graphical Kitchen Display client. The look-and-feel of the new KDS clients is consistent with PC-based devices, and has full graphical capability including icons and speed-of-service mode.

Setup for the KDS on WS4 is similar to the PC-based (Win32) clients, with the following changes:

### ***WS4 Start Menu Modification***

With this release, the Windows start menu on the WS4 has been changed from

*Start | Programs | MICROS Applications | Start POS Operations*

to

*Start | Programs | MICROS Applications | Start RES.*

The change will allow the system to start both POS Operations and KDS Displays, depending on the configuration in the MDSHosts file.



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## Printing

### *Runner Chit Printing*

In previous releases, RES only supported the use of a single runner chit printer and one backup printer per system kitchen. This was true regardless of the number of KDS order devices operating in that kitchen. During busier shifts, service response times could be affected as staff members waited for their chits to be processed in the common printer queue.

To remove a potential bottleneck, printer options were expanded to allow for multiple runner chit printers. Each KDS device can now be linked to a different printer — or even its own runner chit printer. Backup printers can also be specified. These options will override the kitchen's printer setting, *but only for the specified KDS device*. If a printer option is not selected at the order device level, the system will revert to the kitchen's default.

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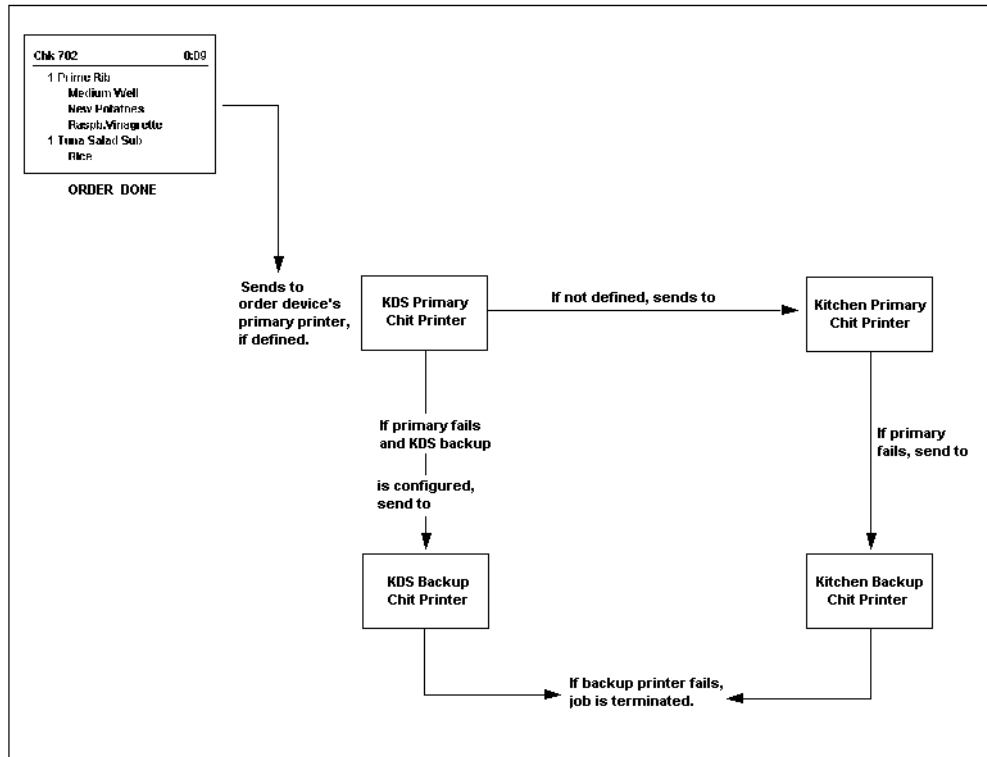
**Note**      *To work, a Primary Runner Chit Printer (System | Kitchen | Options) must be specified.*

*If the defined kitchen printer is set for 32 columns and the order device printer is set for 40 columns, then the chit will print in 32 columns but with a 40 column format.*

*To avoid this problem, make sure the number of columns specified for the kitchen printer is the same as those set for the order device printer, or that the same device is selected for both options.*

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The following diagram illustrates the logic used by the system to determine where a KDS device will send its runner chits once they are marked as done:



### **Using Kitchen Themes**

The Kitchen Themes feature allows a site to preprogram multiple configuration scenarios and to store them by user-defined name in the system database. To change the order direction and output of the entire restaurant, managers can simply activate a new theme.

The assignment of primary and backup runner chit printers to specific KDS devices also extends to the kitchen themes feature.

## Enabling

To accommodate multiple runner chit printers, a new *Printer Definition* tab was added to the *Devices | Order Devices | KDS* form in POS Configurator. This tab contains the following options:

- ◆ **Primary Runner Chit Printer** — Allows the user to specify where the selected KDS device will print its runner chits when an order is marked done.
- ◆ **Backup Runner Chit Printer** — Allows the user to specify where the selected KDS device will print its runner chits in the event that its designated primary runner chit printer has failed.

These two options were also added to the *Devices | Kitchen Themes | KDS Options* tab. As always, options associated with a particular theme are only implemented when that kitchen theme is active.

## **What's Revised**

A revision is defined as a correction made to any existing form, feature, or function currently resident in the KDS 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Display Application	Bump Bar Ignored After Period of Heavy Use	18380	373
	Items Not Consolidating on Summary Condensed and Summary Expanded Displays	14624	373
	KDS Display Locks Up on Cancel After Recall	N/A	373
	KDS Posting Fails When Using Special Characters in Check or Employee Name	15345	373
	Lockup Occurs After Double-Clicking Table in KDS	N/A	374
	Orders Redirected to Another KDS Device Cannot be Recalled	18064	374
	Reloading Database Causes an "Error receiving data" Message on KDS DOS Display	N/A	374
KDS Controller	KDS Display Lock Up Due to Memory Leaks	18036	374
Reports	Daily KDS Order Aging	N/A	375

**Revisions  
Detailed**

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**Display Application**

***Bump Bar Ignored After Period of Heavy Use***

*CR ID #: 18380*

After a period of heavy use, the KDS display application would stop responding to input from the bump bar device. This problem has been corrected.

***Items Not Consolidating on Summary Condensed and Summary Expanded Displays***

*CR ID #: 14624*

When using the **Summary Condensed** or **Summary Expanded** options on a KDS display, the system failed to consolidate menu items correctly in the list view of items. The consolidation behavior varied, depending on whether the items were rung up individually, in quantities, or using both methods on the same check. This problem has been corrected.

***KDS Display Locks Up On Cancel After Recall***

*CR ID #: N/A*

During KDS operations, the display application would hang when the user selected Cancel after pressing a function key that required user input (e.g., Recall, Review, etc.). This problem has been corrected.

***KDS Posting Fails When Using Special Characters in Check or Employee Name***

*CR ID #: 15345*

When ringing up a check that included a special character (e.g., apostrophe, European character, back slash, etc.) as part of the check or employee names, the system would fail to post KDS totals to the database. This, in turn, resulted in inaccurate or incomplete KDS reports. This has been corrected.

***Lockup Occurs After Double-Clicking Table in KDS***

*CR ID #: N/A*

Previously, when attempting to view check detail by double-clicking a table on the SOS KDS display, the KDS client would intermittently fail. The problem was caused by an internal conflict in the programming which has been corrected.

***Orders Redirected to Another KDS Device Cannot be Recalled***

*CR ID #: 18064*

Previously, if a KDS order device was configured to redirect to another KDS station, than any order sent to that redirect station could be recalled. This problem has been corrected.

***Reloading Database Causes an "Error receiving data" Message on KDS DOS Display***

*CR ID #: N/A*

Previously, when the user minimized the KDS display screen after reloading the database, an "Error receiving data" message would be shown on the DOS screen. The message was part of the system's internal dialog and did not affect the results. It was confusing for the user, however, and has since been removed.

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**KDS Controller**

***KDS Display Lock Up Due to Memory Leak***

*CR ID #: 18036*

During operations, the KDS Controller was allocating memory which it failed to free when it was no longer needed. Memory leaks would occur when a new order was added, when a suborder status was updated, when a suborder was added, or when a suborder was done. The summary dialog could also result in a memory leak. This problem has been corrected.

## Reports

The table below describes the KDS report changes in this Service Pack:

Report	Area Modified	Description
Daily KDS Order Aging  <i>CR ID #: N/A</i>	Template <sup>a</sup>	The Daily KDS Order Aging report ( <i>KDS_003.rpt</i> ) included several columns of data whose titles consisted of numeric ranges (0-5, 6-10, 11-15, etc.) without identifying what those ranges represent. To clarify, the column header 'Minutes Until Done' has been added to the report template above these columns.

Files Changed:

<sup>a</sup>KDS\_003.rpt

## Cash Management (CM)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
User Interface	Added Adjustment Totals to Till Totals Form	377
	Allow CM Client to Inherit Login ID	378
	Filter by Active Employee	380
	List Assigned Employees Names on Tills Form	380



**Enhancements  
Detailed**

**User Interface**

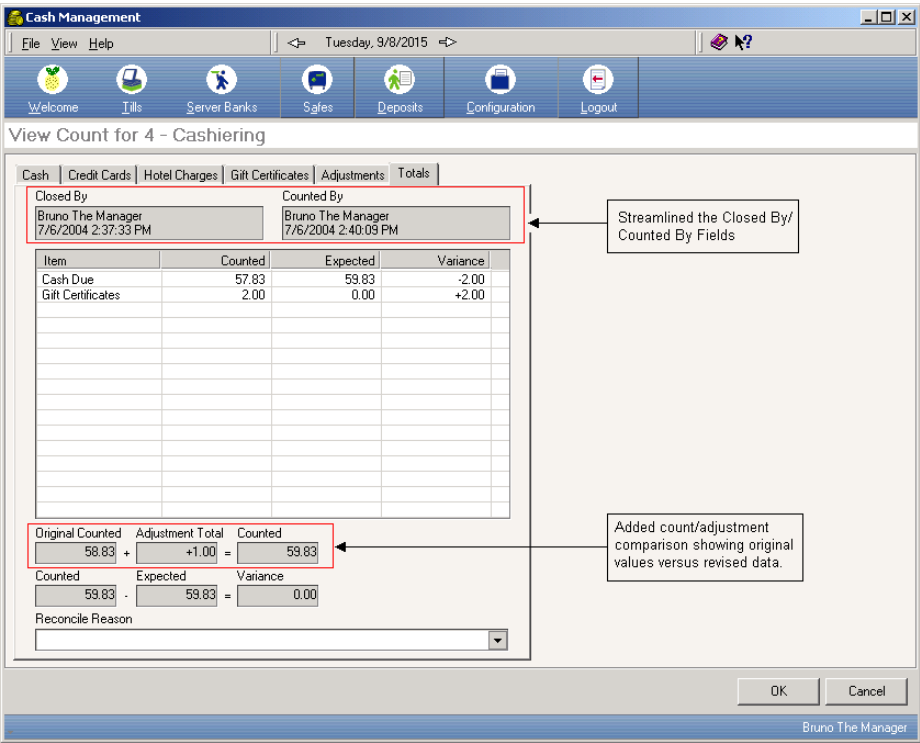
***Added Adjustment Totals to Till Totals Form***

With this release, the Totals tab of the Till count sheet was modified to include a section for the display of revised totals whenever an adjustment is made to the till count. These fields include:

$$\text{Original Counted (Amount) + Adjustment Total = (Revised) Counted}$$

For comparison, the original values (Expected/Counted/Variance) are shown beneath the adjustment calculations.

In other changes, the Closed By and Counted By name and date fields were consolidated into two fields at the top of the form.



### ***Allow CM Client to Inherit Login ID***

With RES, users can launch the Cash Management Back Office application from a POS workstation by linking the external program to a touchscreen key in POS Operations. Typically, this key is configured as a Procedure on the Manager's screen.

In the past, when the button was pressed, the system would start the **CMBO.exe** and present the user with a security screen to enter his/her login ID. This was a redundant step, given that the employee is already logged into POS Operations.

To save time, the setup procedures have been modified to allow POS Operations to pass the user's login ID to the CM Back Office program. This is done by having the external program execute the macro:

```
$(MICROS_DIR_POS)\bin\cmbo.exe $(LoginID)
```

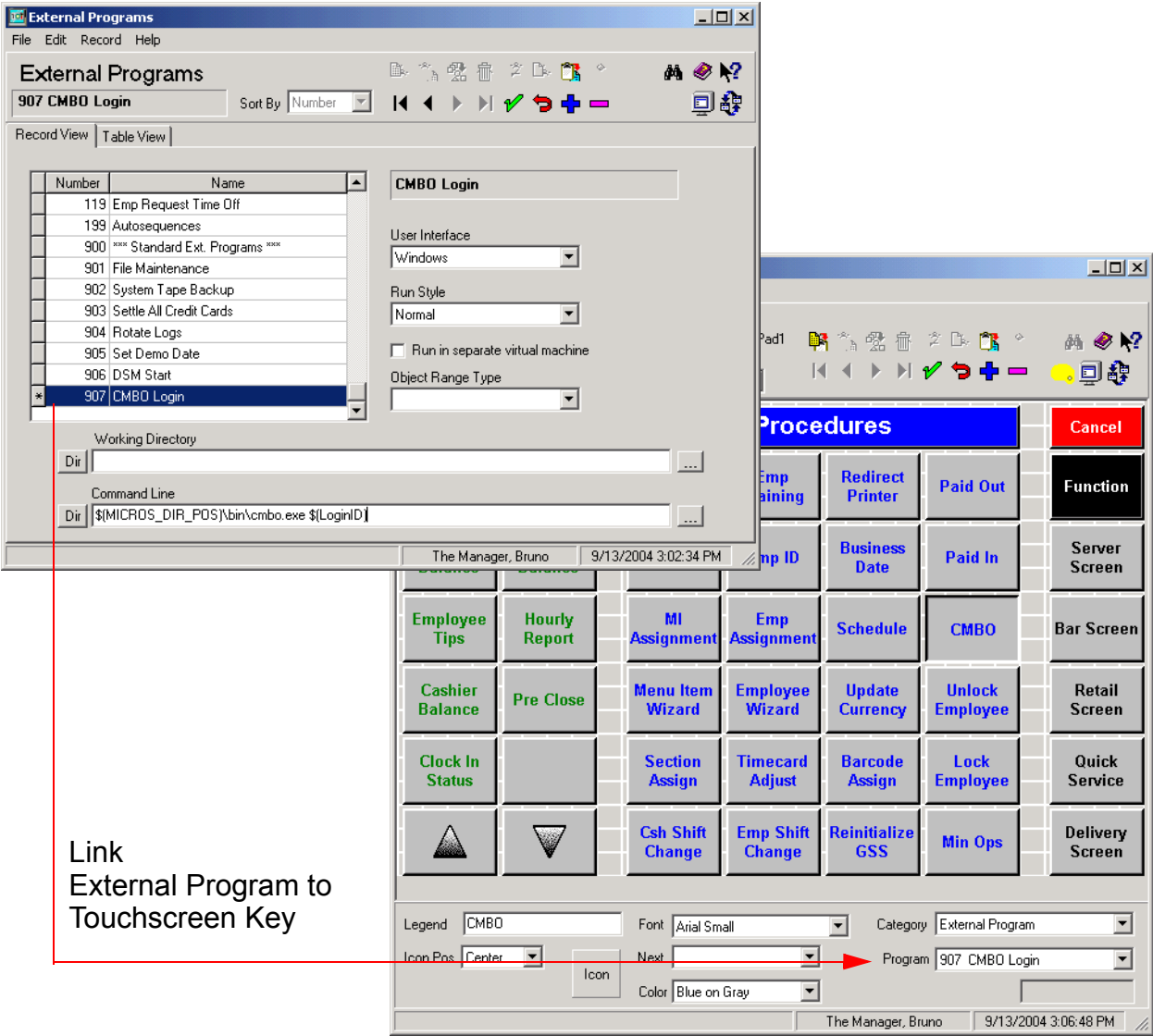
when calling the application.

### **Enabling**

Follow these steps to pass the Login ID when Cash Management is started:

1. From the POS Configurator, select *System | External Programs*.
2. Add an entry for the *CMBO Login*.
3. From the **User Interface** drop-down, select *Windows*.
4. From the **Run Style** drop-down, select *Normal*.
5. In the **Command Line** field, enter  
\$(MICROS\_DIR\_POS)\bin\cmbo.exe \$(LoginID)
6. Save the record and close this form.
7. Open the *Devices | Touchscreen Designer* form.
8. Open the *Managers* screen.

- 9. Add a new touchscreen key to the form and set the following parameters:  
  
Category: External Program  
Program: CMBO Login
- 10. Save the record.



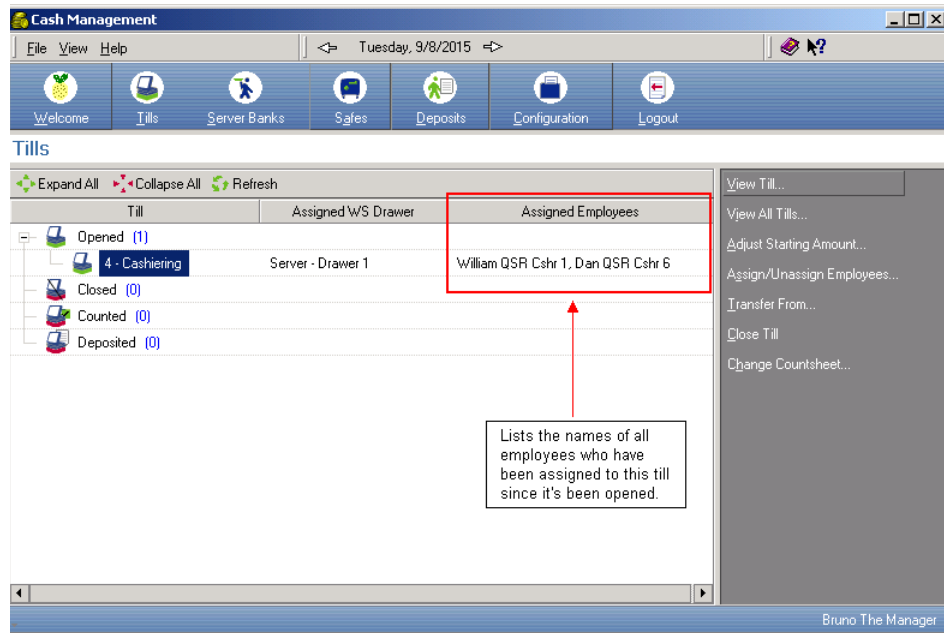
### *Filter by Active Employee*

In the past, when assigning an employee to a till or server bank (CM | *Tills/Server Banks* | *Assign/Unassign Employees*), the system would display a list of all employees with records in the database. This included employees whose service had been terminated.

With this release, the **Unassigned Employees** list has been filtered to include only those employees who are active, but not yet assigned to the selected till/server bank.

### *List Assigned Employees Names on Tills Form*

The CM user interface was modified to include an **Assigned Employees** column on the *Tills* form. This column provides a list of all employees who have been assigned to the till during its life cycle (from opening to deposit). This includes employees who were assigned and then unassigned, since they share responsibility for any overages/shortages that may have occurred while handling the till.



The list of names is also included in the Till reports.

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**What's Revised**

There are no revision in this version of the software.

## Guest Services Solution (GSS)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
GSS Interface	Redesigned GSS Back Office Configuration and Database Structure	383
	Support for GSS on WS4 and Hand-Held Devices	446
SIM	CustomerInfo	447
	CustomerInfoLine[ ]	448
	CustomerSeq[ ]	449

## New Features Detailed

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### GSS Interface

#### *Redesigned GSS Back Office Configuration and Database Structure*

With this release, the GSS Back Office application has been significantly redesigned to more fully integrate it into the RES 3000 system. Among the changes and improvements included in this release are:

- ◆ **License Manager** — Moved licensing for GSS from the GSS Back Office to the License Manager application.
- ◆ **POS Configurator** — Changed the setup requirements for linking to the GSS database. Added new options for assigning GSS privileges and configuring headers and trailers for guest checks when GSS is running. Added a new GSS section of forms for configuring the GSS Back Office application.
- ◆ **GSS Configurator** — Deleted the Guest Loyalty Configurator forms from the GSS Back Office application.
- ◆ **GSS/SIM Functions** — Replaced SIM Inq Events with POS functions when configuring touchscreen keys.
- ◆ **Accounts Receivable** — Changed A/R tender setup. Allow links to more than one POS tender key.
- ◆ **Gift Card/Certificates** — Changed gift card/certificate setup. Allow links to more than one POS tender key.
- ◆ **Transaction Two-Phase Commit** — Redefined the process for posting GSS tender transactions in two phases — once in the GSS database when the tender is initiated, and then in the POS when the transaction is finalized. Created a new report to identify the unfinalized GSS transactions along with a process for resolving and removing them from the database.
- ◆ **Delivery Dispatch** — Added user permissions for configuring delivery zone maps.

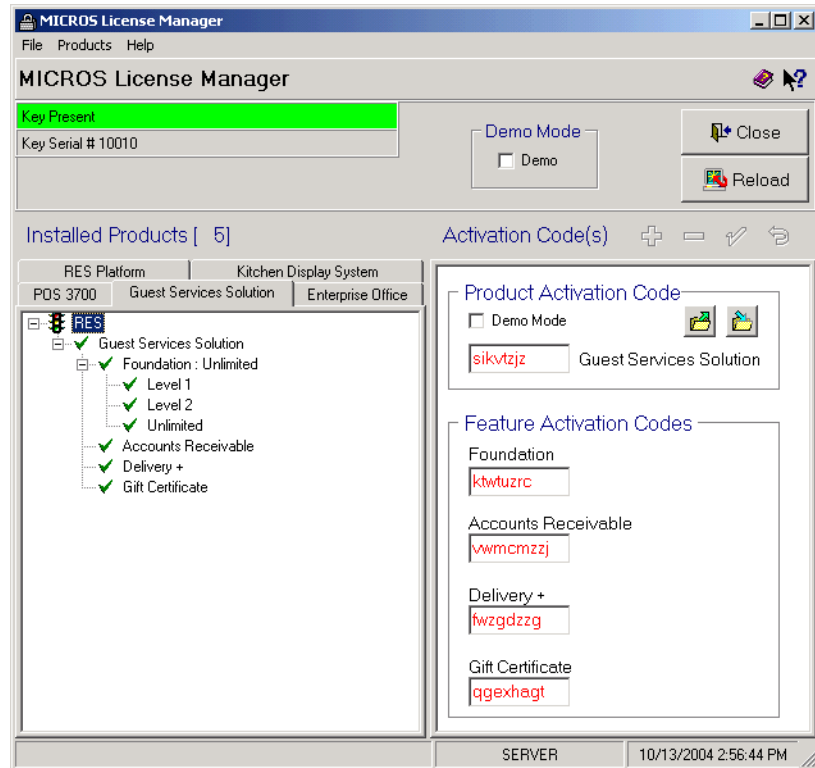
- ◆ **Printing Check Info Lines** — Changed the way Guest Check and Delivery Info Lines are configured and printed.
- ◆ **Caller ID** — Added support for the Rochelle 2050 Caller ID device.
- ◆ **Autosequences and Reports** — Created a new *GSS* category and moved all of the GSS reports to it from the *Other* category.
- ◆ **Report Templates** — Modified all of the report templates to support the database changes (i.e., table names, field names and types, record ID numbers, etc.).
- ◆ **Database Changes** — GSS table and column names as well as field types were modified to adhere to RES database standards. To reduce data redundancy, some GSS-specific columns have been moved to the RES database tables. The changes to the database also required updates to all stored procedures, triggers, and views that access GSS-related data.
- ◆ **Support File Changes** — Modified the GSS SQL support scripts (used to clean the data out of GSS tables) to reflect changes to the database tables. Information on these files, as well as the updated versions, are available to customer on the MICROS web site under the GSS Product Support Section.

Additional information regarding the structural and operational changes for many of these items is described in detail below.



## License Manager

Registration for the software license keys associated with the GSS module have been moved from the *Licensing* tab in the GSS Configurator to the License Manager application, where a new *Guest Services Solutions* tab has been added. Licensing of the application is done automatically through the DSM interface.



**POS Configurator**

Many of the options used by POS Configurator to support GSS have been replaced by new options on other forms. The following table maps the setup changes implemented for functions that were previously managed through the POS Configurator.

<b>Purpose</b>	<b>Previous Versions</b>	<b>Current Release</b>
Link POS to GSS Back Office	Devices   Interfaces  <ul style="list-style-type: none"> <li>• All fields</li> </ul>	GSS   Restaurant  <ul style="list-style-type: none"> <li>• GSS Enabled</li> </ul>
Specify Employee Privileges	Employees   Employee Classes   Privileges   Privilege Options  <ul style="list-style-type: none"> <li>• SIM Privilege 1 — Allows employees to:               <ul style="list-style-type: none"> <li>• Log in to GSS Back Office</li> <li>• View Customers, Coupons, Gift Certificates, Export Queries, Bonus Plans</li> <li>• Edit Delivery Area Street Mapping</li> <li>• Update/Add Customers</li> </ul> </li> <li>• SIM Privilege 2 — Allows employees to:               <ul style="list-style-type: none"> <li>• Edit POS Screens</li> </ul> </li> <li>• SIM Privilege 3 — Allows employees to:               <ul style="list-style-type: none"> <li>• Update/Add Coupons, Gift Certificates, Export Queries, Bonus Plans</li> </ul> </li> <li>• SIM Privilege 4 — Allows employees to:               <ul style="list-style-type: none"> <li>• Edit GSS Configuration</li> <li>• Adjust Customer Bonus Points</li> <li>• Update/Add Accounts Receivable</li> </ul> </li> </ul>	Employees   Employee Classes   Privileges   GSS Privileges  <ul style="list-style-type: none"> <li>• Add/Update Customer</li> <li>• Use Screen Designer</li> <li>• Add/Update Plans and Awards</li> <li>• Allow Point Adjustments</li> <li>• Add/Update A/R Info</li> <li>• Allow A/R Transactions</li> <li>• Add/Update Queries</li> <li>• Edit Delivery</li> </ul>
Set up Gift Card/ Gift Certificate as menu item to post sales at time of purchase.		Sales   Menu Items   Options  <ul style="list-style-type: none"> <li>• External Type (Gift Activation or Gift Add Value)</li> </ul>

<b>Purpose</b>	<b>Previous Versions</b>	<b>Current Release</b>
Set up Gift Card/ Certificate to post as service charge when redeemed.		Sales   Discount/Service   Options  • External Type (Gift Activation or Gift Add Value)
Post to Accounts Receivables	Devices   Touchscreen Designer  • Category: SIM/PMS Inquire 23	Sales   Tender/Media   Tender  • External Type (AR Charge)
Redeem Gift Certificate	Devices   Touchscreen Designer  • Category: SIM/PMS Inquire 17	Sales   Tender/Media   Tender  • External Type (Gift Redemption)
Configure POS Touch Keys	Devices   Touchscreen Designer  • Category: SIM/PMS Inquire	Devices   Touchscreen Designer  • Category: GSS Functions*  *See section on <a href="#">GSS/SIM Functions</a> for more on this topic.
Printing GSS Headers/Trailers	(Previously selected through GSS Configurator on the Groups/Misc tab.)	Revenue Center   RVC Print Design   GSS Printing (Sets options for the revenue center.)  and  Devices   Order Devices   GSS Printing (Overrides RVC options at the order device level.)  • Guest Info Print Format • Delivery Info Print Format • Delivery Note Print Format • Delivery Time Print Format

In addition to these changes, a new GSS section has been added in POS Configurator. The forms that comprise this section contain most of the options previously configured through the GSS (Guest Loyalty) Configurator in the GSS Back Office application.

The following table lists the new options in each of the GSS forms and maps them to their previous location in the GSS Configurator.

<b>POS Configurator Form</b>	<b>Option</b>	<b>Previous GSS Configurator Form</b>
GSS   Accounts Receivable   General	Charge Description	Accounts Receivable
	Charge GL Account	
	Interest Charge Description	
	Interest GL Account	
	Invoice Template	
	Batch Report Template	
	Months to Keep Invoices	
	Require CC on file?	
GSS   Accounts Receivable   Account Terms	Description	Account Terms
	Period	
	Start	
	Percent	
	Minimum Amount	
GSS   Bonus Plans	Auto Promote Name	Operations (listed as separate Bronze, Silver, Gold, Platinum, Diamond Upgrade Plans)
	Bonus Plan	
	Threshold	
GSS   Card Setup	Location of the Customer Account on the Guest Card <ul style="list-style-type: none"> <li>• Track #</li> <li>• Start Position</li> <li>• Length</li> </ul>	General
	Location of the Number on the Gift Card <ul style="list-style-type: none"> <li>• Track #</li> <li>• Start Position</li> <li>• Length</li> </ul>	
	Print Gift Certificates on Guest Check Printer	

<b>POS Configurator Form</b>	<b>Option</b>	<b>Previous GSS Configurator Form</b>
GSS Delivery	Delivery Time (minutes)	Operations
	Prompt for Delivery Time	
	Validate Delivery Streets	
	Validate Block Numbers	
	Postal Code Recognition	
	Use Address Verification in Back Office	N/A
GSS   GL Account	GL Account Number	GL Accounts
	GL Account Name	
GSS   Groups	Group Name	Groups/Misc.
GSS   Restaurant   General	Number of Records to Keep: • Customer Totals • Customer Details	General
	Phone Number Mask	General
	Caller ID Server	N/A
	Define Customer Field Names	General
	Retain Inactive Customers (Days)	N/A
	GSS Enabled	N/A
	Customer Name in Check ID	N/A
	Payable To (For Invoices)	Store Info
GSS   Restaurant   Guest Check Information	Lines 1 through 16	Guest Check Information
GSS   Restaurant   Delivery Check Information	Lines 1 through 16	Delivery Check Information

## GSS Configurator

The Guest Loyalty Configurator has been deleted in this release. All of the administrative functions associated with the application's maintenance (i.e., database size, user permissions, check/prINTER formats, etc.) have been moved to the POS Configurator. Licensing has been moved to the License Manager.

## GSS/SIM Functions

GSS functions are no longer initiated from POS Operations through the SIM interface. A new GSS category has been added in POS Configurator (*Devices | Touchscreen Designer*) that allows users to replace the SIM Inq events with a comparable GSS function call when adding a touchscreen key.

## Converting SIM Events

GSS sites upgrading to Service Pack 3 will need to convert existing SIM Inquire events linked to touchscreen keys and macro definitions. To do this, a new **INQ2GSS.exe** program has been provided. When run, the program will automatically convert existing SIM Inquire events to the appropriate GSS functions.

The procedure for converting these events is as follows:

1. Delete the **pms#.isl** (where # = the object number assigned to the old GSS interface in POS Configurator | *Devices | Interfaces*) from the **Micros\RES\pos\etc** folder.
2. Run the conversion program by opening a DOS window and typing **c:\Micros\RES\GSS\bin\INQ2GSS.exe #** (where # = the object number assigned to the GSS interface) and then pressing **[Enter]**.

When the conversion program is executed, the DOS prompt will return the message "*Converting PMS INQ # to GSS Function Key Codes,*" followed by "*Execute Success!*" when the process is complete.

It should be noted that this update process is only applicable to SIM Inquire events #1-26. The program will not automatically convert user-generated SIM Inquire functions (#101-150) linking GSS bonus awards to POS tenders. These must be manually programmed once the system is upgraded. Failure to do so, will result in an error message (e.g., Inq Event Not Found) when the tender key is applied.

### Example

To convert a SIM Inq 101 tender, linked to a Cash tender, the user should:

1. Open POS Configurator and select *System | Macros*.
2. Create a macro that includes the following steps:
  - ◆ Function GSS = Award Bonus Points
  - ◆ Function GSS = Get Customer Awards
  - ◆ Tender Media = Cash
3. Go to *Devices | Touchscreen Designer*.
4. Select the screen with the GSS Cash key, and click on the button.
5. From the **Category** drop-down list, select *Macros*.
6. Select the GSS Cash macro, created in the Step 2, from the drop-down list provided.
7. Save and exit.

---

**Note** *Steps will change, depending on the key requirements. For example, in some sites, users may want to post the bonus points and awards before tendering, allowing the customer to see the final total before payment. In that case, a macro would be configured to call the two GSS award functions only. This would be applied to the check before it was tendered.*

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List of SIM-to-GSS Functions

The following table maps the old SIM Inquire functions to the new POS function. A description is provided for each, along with any additions, deletions, and changes in functionality.

<b>SIM Inq Number</b>	<b>GSS Function</b>	<b>Description</b>
1	Customer Main Dlg	Look up customer record using the main screen and assign to active seat.
2	Customer Alt Dlg	Look up customer record using the alternate screen and assign to active seat.
3	Customer Main Hist Dlg	Look up customer record using the main screen and assign to active seat. Display order history, if available.
4	Customer Alt Hist Dlg	Look up customer record using the alternate screen and assign to active seat. Display order history, if available.
5	Customer Card Srch Dlg	Look up customer record from swiping guest card and assign to active seat.
6	(Legacy Caller ID Implementation)	NO LONGER SUPPORTED
7	Customer View Dlg	Look up customer record without adding to check.
8	Remove Customer	Remove customer assignment from active seat.
9	View Order History	View customer's order history. Prompt for customer if one is not assigned to active seat.
10	Customer Progress Report	Print customer progress report. Lookup customer without seat assignment, if customer is not assigned to active seat.
11	Manager Reprint Award	Reprint customer coupon and gift certificate awards. Lookup customer without seat assignment, if customer is not assigned to active seat.
12	Manager Add Award	Add customer coupon award. Lookup customer without seat assignment, if customer is not assigned to active seat.
13	Reinitialize	Reinitialize GSS database, including delivery zone information and Caller ID.
14	Check GC Value	Check Gift Certificate/card value.
15	Caller ID Log On	Log on delivery operator for Caller ID.



<b>SIM Inq Number</b>	<b>GSS Function</b>	<b>Description</b>
16	Caller ID Log Off	Log off delivery operator for Caller ID.
17	(Formerly: Redeem Gift Certificate/Card)	NO LONGER SUPPORTED A tender can now have an External Type of "Gift Redemption.'
18	Redeem Coupon	Redeem coupon, prompting for coupon ID and incrementing coupon redeem count.
19	Check Order History	View customer order history. Does not prompt if customer is not assigned to active seat. Does not display order history window if no history exists.
20	Customer Force Main Hist Dlg	Lookup customer using the main screen. Display order history (if available) and assign to active seat. Performs a transaction cancel if no customer is selected.
21	Customer Force Alt Hist Dlg	Lookup customer using the alternate screen. Display order history (if available) and assign to active seat. Performs a transaction cancel if no customer is selected.
22	(Formerly: Reinitialize Database Post-SAR)	NO LONGER SUPPORTED Same as Reinitialize GSS Database.
23	(Formerly: Accounts Receivable Charge)	NO LONGER SUPPORTED A tender can now have an External Type of "AR Charge.'
24	Store Guest Credit Card	Store customer credit card information. Lookup customer without seat assignment, if customer is not assigned to active seat.
25	Auth Guest Credit Card	Authorize customer credit card information. Lookup customer without seat assignment, if customer is not assigned to active seat.
26	Assign Guest Card	Assign a guest card. Lookup customer without seat assignment, if customer is not assigned to active seat.
NEW	Get Customer Awards	Customer get awards. Does not prompt if customer is not assigned to the active seat.
NEW	Award Bonus Points	Process bonus points, but only for seats in the current seat filter.

### Accounts Receivable

Accounts Receivable (AR) tenders are now configured entirely within the POS Configurator. Previously, users would add the tender in POS Configurator and then link it to the **AR Tender** field in the GSS Back Office. Only one AR tender was allowed.

With this release, a new **External Type** option was added to the *Tender* tab (*Sales | Tender/Media*). Now, after adding the AR tender, the user defines it as an *AR Charge* by selecting that entry from the drop-down list provided.

By including this option in POS Configurator, users can now create more than one AR tender key. Separate keys could be used, for example, when posting to Corporate versus personal accounts.

### Gift Cards/Certificates

The gift card/certificate (GC) feature was enhanced to support multiple open or preset amounts for the same GC entry. In previous releases, this had been a strict one-to-one relationship. That is, a gift card could be configured either as a fixed amount (e.g., \$20) or as an open value, the amount of which would be entered when purchased.

By expanding the definition, GSS users can now create a generic gift card type (e.g., Gold Card) and link it to several open/preset amounts (i.e., \$10, 20, or \$50). The change gives managers better control over gift card values while simplifying the programming requirements.


#### Configuring the Gift Cards/Certificates

To set up a gift card/certificate, users begin by creating a GC record in POS Configurator. Depending on the site's accounting practices, gift cards/certificates may be set up as either menu items or service charges. The procedures for doing so are unchanged from previous releases — with one exception.

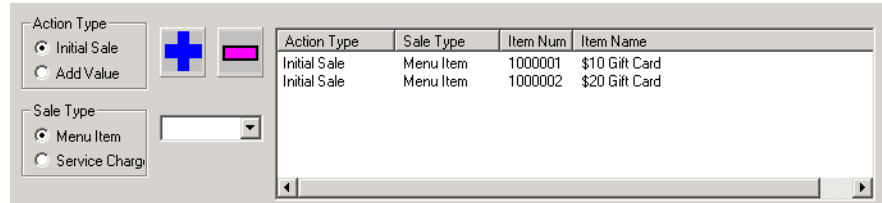
With this release, a new **External Type** drop-down field was added to the *Options* tab for both menu items and service charges. During setup, this field is used to determine how the specified item will be handled during POS operations. The options are:

- ◆ **Gift Activation** — Creates a new gift card/certificate and posts an initial sum to it.
- ◆ **Gift Add Value** — Adds an additional amount to an existing gift card.

Once the menu item/service charge records are created, the entries are linked to a gift card or certificate as defined in the GSS Back Office application. To do this:

1. Open the GSS program and select Gift Certificates.
2. Select an existing GSS Certificate from the side panel or click the  icon to add a new one. Complete the fields to define the print and expiration dates, redemption options, and refund methods. (These fields are unchanged from the previous release.)
3. Specify the menu items/service charges associated with the current gift card/certificate. The updated GSS application provides two new radio boxes for filtering out possible selections.
  - ◆ The **Action Type** radio box filters out menu items based on the value set in the **External Type** described above.
    - ◆ If the **Initial Sale** button is selected, only *Gift Activation* items will be listed.
    - ◆ If the **Add Value** button is selected, only *Gift Add Value* items will be shown.
  - ◆ The **Sale Type** radio box limits choices to **Menu Items** and **Service Charges**. When a selection is made, the accompanying drop-down box lists only those GC records that satisfy both criteria.

- Once a selection is made from the drop-down list, click the blue plus icon to add it to the current GC record. The entry will be included in the table on the right. (Items may be removed from the list by selecting and pressing the minus icon.)



The screenshot shows a software interface with the following elements:

- Action Type:** Radio buttons for  Initial Sale and  Add Value. A blue plus icon is visible.
- Sale Type:** Radio buttons for  Menu Item and  Service Charge. A dropdown menu is present.
- Table:** A table with the following data:

Action Type	Sale Type	Item Num	Item Name
Initial Sale	Menu Item	1000001	\$10 Gift Card
Initial Sale	Menu Item	1000002	\$20 Gift Card

Once an entry has been included in the table, it is no longer included in the drop-down list of selections.

- Repeat Steps 3 and 4 until all of the relevant menu items/service charges have been added. Save and exit.

### [Redeeming Gift Cards/Certificates](#)

Gift card/certificate tenders are now programmed entirely within the POS Configurator. Previously, users would create a tender in POS Configurator which could then be selected from the **Gift Certificate Tender** field in the GSS Back Office. Because of these limitations, only one GC tender was allowed.

Like AR tenders, GC tender setup involves the new **External Type** option added to the *Tender* tab (*Sales | Tender/Media*). Once the record is added, it is configured as a *Gift Redemption* by selecting that entry from the drop-down list provided. This procedure allows users to create more than one GC tender key.

## Transaction Two-Phase Commit

To improve resiliency in the integrated POS system, checks that include either an accounts receivable (AR) tender or a gift card/certificate (GC) transaction are now posted to GSS in two phases.

The first phase occurs when the GSS transaction key is pressed in the current round of an open check. The system prompts for an ID number and the server responds by swiping the gift card or keying in the gift certificate number. Once the customer/account is identified, the entry is added as an *unfinalized* transaction and the account balance or gift card/certificate value is duly updated in the GSS database. It will remain in this state until the service round is complete.

The second phase occurs when the check is service totaled or closed. At that point, transaction items from the round are posted in the POS database. The state of the GSS entry is changed to *finalized*.

### Advantage

There are advantages to posting GSS transactions in two steps. In the case of AR tenders, the unfinalized transaction acts as a temporary hold on the customer's account until the service round is complete. This prevents a post to the account that exceeding its credit limit.

The process also provides a backup record in the event of an unexpected loss of power. Should this occur in the middle of a GSS transaction (i.e., after the transaction is posted, but before the service round is committed), the transaction can be revoked based on information contained in the unfinalized entry. This is particularly useful if the customer has already left and the gift card or certificate number is not readily available.

### Revoking Unfinalized Transactions

Unfinalized transactions remain in the system until they are actively removed by the manager. To manage this process, a new report and a stored procedure have been included in this release.

The **GSS Unfinalized Transactions** report is used to identify the incomplete GSS entries. The report is available through the Autosequences and Reports module, or may be added to an end-of-night autosequence. If included in the end-of-night process, the report will not actually print unless unfinalized transactions are found.

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**Note**     *MICROS recommends running the report prior to resolving unfinalized transactions. However, it is not required.*

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To clear the incomplete transactions, users must run the new stored procedure, *spggs\_revoke\_unfinalized\_check\_transactions*, either manually or as part of an autosequence. When run, the procedure will only remove unfinalized GSS transactions on checks that were closed or purged from the system.

### **Delivery Dispatch**

With this release, a new **Edit Delivery** option was added in POS Configurator (*Employees | Employee Classes | Privileges | GSS Privileges*). When checked, the option allows member of the selected employee class to edit delivery area information through the Delivery Area Editor (*GSS Back Office | Edit | Delivery Area Street Mapping*).

### **Printing Check Info Lines**

GSS allows the user to add guest and delivery information to various areas of a guest check or order chit. For dine-in customers, this information may include the customer's name, ID number, and any guest loyalty information that may be relevant. For delivery customers, the user would also add an address, phone numbers, and directions for delivery. This section describes the steps used to set up guest and delivery checks in the reconfigured GSS application.

### Configuring the Check Info Lines

As part of the integration, check info lines have been moved from the GSS configuration utility to POS Configurator (*GSS | Restaurant*). As before, separate forms allow the user to create different **Guest Check** and **Delivery Check** formats. The system determines which format to use based on the current check's order type. Checks that are configured with the **Delivery Type** option enabled (*System | Order Types*), will use the Delivery Check Information. All other checks will use the Guest Check Information.

GSS allows the user to configure up to 16 lines of custom information for inclusion on a guest or delivery check. The lines may be comprised of hard-coded text and one or more *tokens* (or variables). The tokens are linked to columns of information in the customer's record in the GSS database. Up to 43 pieces of information are currently available:

◆ {Active}	◆ {GroupName}
◆ {AddressLineOne}	◆ {Hoax}
◆ {AddressLineTwo}	◆ {Honor}
◆ {Birthday}	◆ {LastOrder}
◆ {CardNumber}	◆ {Notes}
◆ {City}	◆ {OrderCount}
◆ {Complaints}	◆ {OrderTotal}
◆ {ContactFirstname}	◆ {PhoneNumber}
◆ {ContactLastName}	◆ {PhoneNumber2}
◆ {ContactTitle}	◆ {PhoneNumber3}
◆ {Country}	◆ {PhoneNumber4}
◆ {CourtesyTitle}	◆ {PostalCode}
◆ {CreationDate}	◆ {StateOrProvince}
◆ {CustomerSeq}	◆ {StoreName}
◆ {DeliveryNotes}	◆ {User-defined_1 through User-defined_10}
◆ {EmailAddress}	◆ {Zone}
◆ {Extension}	
◆ {FaxNumber}	

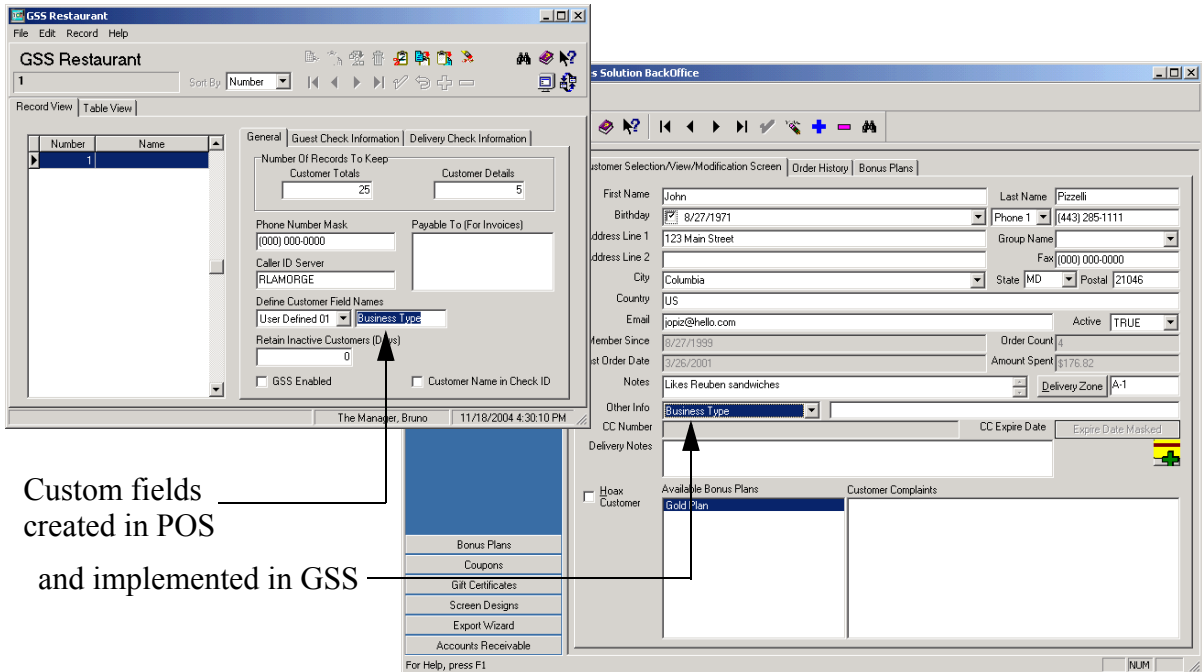
When configuring the check info lines, tokens must include the curly brackets in order for the application to recognize them as a database fields. If the curly brackets are omitted, the entry will be displayed as literal text.

In addition, the following setup issues should be noted:

- ◆ In previous releases, SIM scripts were used to handle the printing of GSS check info lines. However, since SIM scripts could be used for other purposes, it was possible for check info lines to be overwritten by other SIM functions. Now that customer information is defined through the POS Configurator, this will no longer occur. The system will now print all of the dedicated GSS check info lines as well as any information that may be added as part of a SIM script.
- ◆ The first line in the Guest Check Information and Delivery Check Information form may be edited by the user. In previous releases, this was hard-coded to print the customer's ID.
- ◆ Journal information always prints before the header.
- ◆ The {CustomerSeq} token was added in this release. It is used to print out the customer's sequence number, ID.
- ◆ The {User-defined} tokens refer to the 10 custom data-entry fields that can be added to the GSS database through POS Configurator (*GSS Restaurant | General*). When the record is saved, the field name is added to the **Other Info** drop-down list on the *Customers* form in the GSS application, and the field name

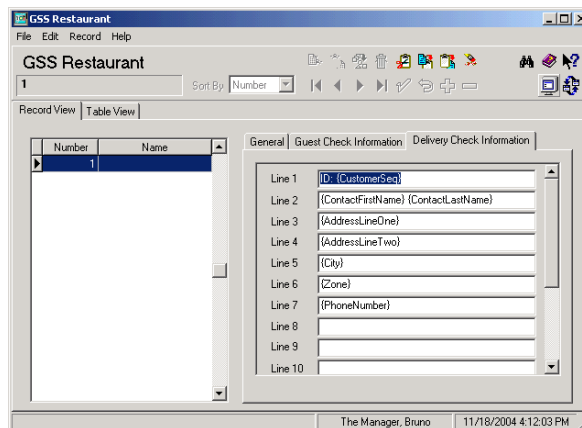


is applied to one of ten extra form objects available on custom Screen Designs.



Custom fields  
created in POS  
and implemented in GSS

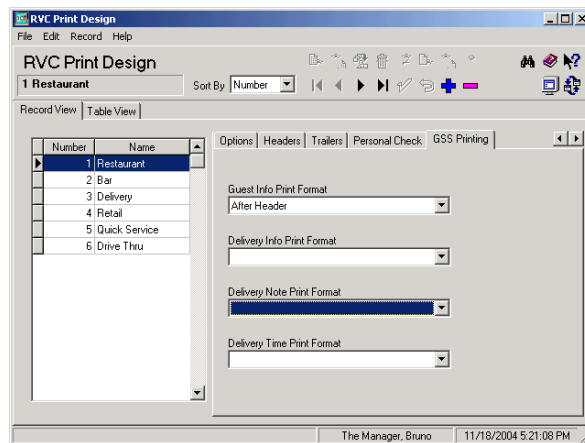
- ◆ When using the 3700 Driver Delivery feature, the {Zone} field must be placed on a line by itself. A sample set of Delivery check info lines is shown below.



### Placing the Check Info Lines

Once the check info lines are configured, the next step is to determine where they will be printed on their respective guest or delivery checks. With delivery checks, users can also add the delivery time and any delivery notes relevant to the order.

Placement of the check info lines can be configured for the revenue center (*Revenue Center | RVC Print Design | GSS Printing*) or for a particular order device printer (*Devices | Order Devices | GSS Printing*).



Users specify where the guest/delivery information will print by selecting one of the following option from each of the drop-down lists:

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

### Multiple Customers on a Check

Among the print changes for GSS is the ability to print information for multiple customers on the same guest check or receipt. To do this, seat handling must be enabled (*Revenue Center | RVC Seats*).

When the order is printed, the system will add the following:

- ◆ Non-Delivery Checks
  - ◆ 1 Customer — All of the check info lines are printed.
  - ◆ 2 or More Customers — The first two lines from the Guest Check Information form are printed for each customer.
- ◆ Delivery Customers
  - ◆ 1 Customer — All of the check info lines are printed.
  - ◆ 2 or More Customers — All of the Delivery Check Information lines are printed for the first customer. The first two lines are printed for each of the remaining customers.

It should be noted that customer information will only be printed for a customer if there is check detail associated with the seat.

Also, when using seat handling with GSS, be sure to enable the option **Use seat numbers with add check**. Otherwise, when two checks are added, the system will automatically post all of the added check's detail to Seat 0 of the destination check. Any GSS customers on the original check will be lost in the transfer.

### Caller ID

GSS has added support for the Rochelle 2050 Caller ID Computer Adapter. This device can handle up to four phone lines, can be connected by a Serial or USB connection, and is compatible with a number of additional phone systems, includes those used in the UK, Europe, and the Middle East.

With this change, GSS can now support the connection of multiple devices to the Caller ID service. Registry settings will need to be modified to enable the additional devices. For programming information, refer to the *Restaurant Enterprise Series 3.2 – Service Pack 3 Setup Instructions, MD0003-058, Revision B*, available with the upgrade software.

## Autosequences and Reports

The *Reports* tab in the Autosequences and Reports module has been modified to include a separate category for *GSS* reports. Previously, GSS reports were listed in the *Other* category. The list of GSS reports is shown below. Items in bold represent new reports added for this release:

Report Name	Template Name
GSS AR Account Balance	AR_account_balance.rpt
GSS AR Aging Report	AR_agingreport.rpt
GSS AR Audit Report	AR_audit.rpt
GSS AR Credit Limit Report	AR_credit_limit.rpt
GSS AR Customer Transaction History	AR_cust_trans_hist.rpt
GSS Batch Detail Report	AR_batch_detail.rpt
GSS CP Coupon Potential	CP_potential.rpt
GSS Credit Hold Report	CreditHold.rpt
GSS Customer B-day All	GSS_bday_all.rpt
GSS Customer B-day Specific Month	GSS_bday.rpt
GSS Customer List	Customer_001.rpt
GSS Customer List (w/Phone)	Customer_002.rpt
GSS Customer List (by Group)	Customer_003.rpt
GSS Customer List (Detailed)	Customer_004.rpt
<b>GSS Customer List (w/E-mail)</b>	<b>Customer_005.rpt</b>
GSS Customer Listing	GSS_customer_001.rpt
GSS Customer Listing by Group	GSS_customer_002.rpt
GSS Daily GC Report	DailyGCReport.rpt
GSS Enroll Form	Enroll.rpt
GSS GC Liability	GC_liability.rpt
<b>GSS Unfinalized Transactions</b>	<b>GSSUnfinalizedTransactions.rpt</b>
Enroll.rpt (40-column)	40 Column\Enroll.rpt

## Report Templates

Standard GSS report templates have been updated to support the changes made to the RES and GSS databases. The updated reports will not require any adjustments from a GSS user after installing the service pack. However, users who have created custom reports will have to manually adjust their templates (or rewrite them entirely) to accommodate the new and/or revised database, column, and field names.

## Database Changes

As part of the integration process, GSS table and column names and field types were modified to adhere to RES database standards. To reduce data redundancy, some GSS-specific columns have been moved to the RES database tables. The changes to the database also required updates to all stored procedures, triggers, and views that access GSS-related data.

This section documents the changes through the following tables:

- ◆ Table 1 — Revised GSS Database Tables
- ◆ Table 2 — Deleted GSS Database Tables
- ◆ Table 3 — RES POS Database Additions for GSS
- ◆ Table 4 — Stored Procedures, Triggers, and Views Modified for GSS
- ◆ Table 5 — GSS Domain Values
- ◆ Table 6 — GSS RES Table and Domain Value Views

Table 1 — Revised GSS Database Tables

Additions and/or revisions are typed in blue. An asterisk (\*) preceding an entry denotes a primary key.

Table 1 — Revised GSS Database Tables	
Previous Versions	Current Release
gss_abbreviations_dtl *pk_id                    4   integer fk_fullwords            4   integer name                    40   varchar	gss_abbreviation_dtl *abbreviation_dtl_seq        4   SEQ_NUM full_word_seq                4   SEQ_NUM name                        40   varchar
TABLE DOES NOT EXIST ..... Added for Tw-Phase Commit	gss_actionable_ar_transaction_dtl *ar_transaction_seq            4   SEQ_NUM check_num                    4   integer chk_open_tm                 8   datetime
TABLE DOES NOT EXIST ..... Added for Tw-Phase Commit	gss_actionable_gift_certificate_dtl *gift_certificate_dtl_seq       4   SEQ_NUM check_num                    4   integer chk_open_tm                 8   datetime
TABLE DOES NOT EXIST ..... Added for Tw-Phase Commit	gss_actionable_gift_redemption_dtl *gift_redemption_dtl_seq       4   SEQ_NUM check_num                    4   integer chk_open_tm                 8   datetime
TABLE DOES NOT EXIST ..... Added for Tw-Phase Commit	gss_actionable_gift_value_add_dtl *gift_value_add_dtl_seq        4   SEQ_NUM check_num                    4   integer chk_open_tm                 8   datetime

**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_ar_accounts_dtl			gss_ar_account_def		
seq_num	4	integer	*ar_account_seq	4	SEQ_NUM
*pk_id	4	integer	group_seq	4	SEQ_NUM
fk_store_id	4	integer	ar_terms_seq	4	SEQ_NUM
fk_group_id	4	integer	creation_date	8	datetime
fk_arterm_id	4	integer	contact_first_name	30	varchar
CreationDate	8	smalldatetime	contact_last_name	50	varchar
ContactFirstName	30	varchar	address_line_1	50	varchar
ContactLastName	50	varchar	address_line_2	50	varchar
AddressLineOne	50	varchar	city	50	varchar
AddressLineTwo	50	varchar	state_or_province	20	varchar
City	50	varchar	postal_code	20	varchar
StateOrProvince	20	varchar	country	50	varchar
PostalCode	20	varchar	contact_title	50	varchar
Country	50	varchar	phone_number	30	varchar
ContactTitle	50	varchar	extension	30	varchar
PhoneNumber	30	varchar	fax_number	30	varchar
Extension	30	varchar	email_address	50	varchar
Faxnumber	30	varchar	→gss_ar_account_status		
EmailAddress	50	varchar	→gss_ar_account_status		
CurrentTotal	19	money	→gss_ar_account_status		
LastCharge	8	smalldatetime	→gss_ar_account_status		
LastInvoice	8	smalldatetime	notes	254	varchar
LastPayment	8	smalldatetime	credit_limit	18	MONEY18
Notes	255	varchar	credit_hold		LOGICAL
CreditLimit	19	money	pre_paid		LOGICAL
CreditHold	1	bit	card_number	30	varchar
PrePaid	1	bit	expire_date	8	datetime
CardNumber	30	varchar	description	254	varchar
ExpireDate	8	smalldatetime	tax_id	20	varchar
Description	255	varchar			
TaxID	20	varchar			

Table 1 — Revised GSS Database Tables			
Previous Versions		Current Release	
TABLE DOES NOT EXIST ..... Moved fields from gss_ar_accounts_dtl		<b>gss_ar_account_status</b> *ar_account_seq                    4    SEQ_NUM current_total                        18    MONEY18 last_charge                            8    datetime last_payment                           8    datetime last_invoice                           8    datetime	
<b>gss_ar_batches_dtl</b> seq_num                                4    integer *pk_id                                    4    integer CreationDate                            8    smalldatetime Posted                                    1    bit PostedDate                               8    smalldatetime Name                                     100    varchar		<b>gss_ar_batch_dtl</b> *ar_batch_dtl_seq                        4    SEQ_NUM creation_date                            8    datetime posted                                    LOGICAL posted_date                               8    datetime name                                      100    varchar	
<b>gss_ar_invoices_dtl</b> *pk_id                                    4    integer fk_fullwords                            4    integer name                                      40    varchar		<b>gss_ar_invoice_dtl</b> *ar_invoice_dtl_seq                       4    SEQ_NUM creation_date                            8    datetime ar_account_seq                           4    SEQ_NUM prev_amt                                 18    MONEY18 invoice_amt                              18    MONEY18 last_printed                             8    datetime	
<b>gss_ar_recurring_charges_dtl</b> seq_num                                4    integer *pk_id                                    4    integer fk_store_id                               4    integer creation_date                            8    smalldatetime operator_id                              4    integer description                              30    varchar transaction_start                        8    smalldatetime fk_glaccount_id                          4    integer term_period                              4    integer term_period_type                        4    integer Amount                                  19    money fk_araccount_id                         4    integer fk_group_id                              4    integer		<b>gss_ar_recurring_charge_dtl</b> *ar_recurring_charge_dtl_               4    SEQ_NUM seq creation_date                            8    datetime emp_seq                                  4    SEQ_NUM description                              30    varchar transaction_start                        8    datetime gl_account_seq                           4    SEQ_NUM term_period                              4    integer term_period_type                        4    integer amount                                  18    MONEY18 ar_account_seq                           4    SEQ_NUM group_seq                                4    SEQ_NUM	



**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_ar_terms_def			gss_ar_terms_def		
seq_num	4	integer			
*pk_id	4	integer	*ar_terms_seq	4	SEQ_NUM
fk_store_id	4	integer			
creation_date	8	smalldatetime	creation_date	8	datetime
operator_id	4	integer	emp_seq	4	SEQ_NUM
description	255	varchar	description	254	varchar
term_period	4	integer	term_period	4	integer
term_period_type	4	integer	term_period_type	4	integer
term_period_start	4	integer	term_period_start	4	integer
term_percent	4	integer	term_percent	4	integer
min_amt	19	money	min_amt	18	MONEY18
gss_ar_rtransactions_dtl			gss_ar_transaction_dtl		
seq_num	4	integer			
*pk_id	4	integer	*ar_transaction_dtl_seq	4	SEQ_NUM
fk_araccount_id	4	integer	ar_account_seq	4	SEQ_NUM
fk_glaccount_id	4	integer	gl_account_seq	4	SEQ_NUM
fk_customer_id	4	integer	customer_seq	4	SEQ_NUM
fk_store_id	4	integer			
fk_batch_id	4	integer	ar_batch_dtl_seq	4	SEQ_NUM
fk_invoice_id	4	integer	ar_invoice_dtl_seq	4	SEQ_NUM
fk_glperiod_id	4	integer	gl_period_seq	4	SEQ_NUM
posted	1	bit	posted		LOGICAL
transaction_type	1	char	transaction_type	1	char
transaction_date	8	smalldatetime	transaction_date	8	datetime
operator_id	4	integer	emp_seq	4	SEQ_NUM
reference	30	varchar	reference	30	varchar
transaction_amt	19	money	transaction_amt	18	MONEY18
recurring	4	integer	ar_recurring_charge_dtl_	4	SEQ_NUM
			seq		
check_num	4	integer	check_num	4	integer
chk_open_tm	8	smalldatetime	chk_open	8	datetime
			finalized		LOGICAL
			void		LOGICAL
			payment_check		NAME16

Table 1 — Revised GSS Database Tables	
Previous Versions	Current Release
<p>gss_ar_trx_ref_dtl</p> <p>seq_num                    4   integer</p> <p>*pk_id                      4   integer</p> <p>fk_charge_id                4   integer</p> <p>fk_payment_id               4   integer</p> <p>payment_amt                19   money</p>	<p>gss_ar_trx_ref_dtl</p> <p>*ar_trx_ref_dtl_seq            4   SEQ_NUM</p> <p>charge_seq                      4   SEQ_NUM</p> <p>payment_seq                    4   SEQ_NUM</p> <p>payment_amt                    18   MONEY18</p>
<p>gss_ar_x_ref_dtl</p> <p>seq_num                    4   integer</p> <p>*pk_id                      4   integer</p> <p>fk_araccount_id               4   integer</p> <p>fk_customer_id                4   integer</p>	<p>gss_ar_x_ref_dtl</p> <p>*ar_x_ref_dtl_seq              4   SEQ_NUM</p> <p>ar_account_seq                4   SEQ_NUM</p> <p>customer_seq                  4   SEQ_NUM</p>
<p>gss_audit_trail_dtl</p> <p>seq_num                    4   integer</p> <p>*pk_id                      4   integer</p> <p>fk_araccount_id               4   integer</p> <p>fk_glaccount_id               4   integer</p> <p>fk_customer_id                4   integer</p> <p>fk_store_id                  4   integer</p> <p>fk_batch_id                  4   integer</p> <p>fk_invoice_id                 4   integer</p> <p>transaction_type               1   char</p> <p>transaction_date               8   smalldatetime</p> <p>operator_id                  4   integer</p> <p>transaction_amt               19   money</p>	<p>gss_audit_trail_dtl</p> <p>*audit_trail_dtl_seq            4   SEQ_NUM</p> <p>ar_account_seq                4   SEQ_NUM</p> <p>gl_account_seq                4   SEQ_NUM</p> <p>customer_seq                  4   SEQ_NUM</p> <p>ar_batch_dtl_seq               4   SEQ_NUM</p> <p>ar_invoice_dtl_seq             4   SEQ_NUM</p> <p>transaction_type               1   char</p> <p>transaction_date               8   datetime</p> <p>emp_seq                        4   SEQ_NUM</p> <p>transaction_amt               18   MONEY18</p>
<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_diner_cfg</p>	<p>gss_auto_bonus_level_def</p> <p>*auto_bonus_level_seq           4   SEQ_NUM</p> <p>name                            40   varchar</p> <p>bonus_plan_seq                 4   SEQ_NUM</p> <p>threshold                       18   MONEY18</p>

Table 1 — Revised GSS Database Tables																																		
Previous Versions	Current Release																																	
<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_customer_awards_dtl</p>	<p><u>gss_award_coupon_dtl</u></p> <table> <tr><td>*award_coupon_dtl_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>bonus_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>customer_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>coupon_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>uws_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>emp_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>award_date</td><td>8</td><td>datetime</td></tr> <tr><td>coupon_amount</td><td>18</td><td>MONEY18</td></tr> <tr><td>last_print_date</td><td>8</td><td>datetime</td></tr> <tr><td>print_count</td><td>4</td><td>integer</td></tr> </table>	*award_coupon_dtl_seq	4	SEQ_NUM	bonus_seq	4	SEQ_NUM	customer_seq	4	SEQ_NUM	coupon_seq	4	SEQ_NUM	uws_seq	4	SEQ_NUM	emp_seq	4	SEQ_NUM	award_date	8	datetime	coupon_amount	18	MONEY18	last_print_date	8	datetime	print_count	4	integer			
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<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_customer_awards_dtl</p>	<p><u>gss_award_discount_dtl</u></p> <table> <tr><td>*award_discount_dtl_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>bonus_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>customer_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>dsvc_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>uws_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>emp_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>award_date</td><td>8</td><td>datetime</td></tr> <tr><td>discount_amount</td><td>18</td><td>MONEY18</td></tr> <tr><td>Issue_count</td><td>4</td><td>integer</td></tr> </table>	*award_discount_dtl_seq	4	SEQ_NUM	bonus_seq	4	SEQ_NUM	customer_seq	4	SEQ_NUM	dsvc_seq	4	SEQ_NUM	uws_seq	4	SEQ_NUM	emp_seq	4	SEQ_NUM	award_date	8	datetime	discount_amount	18	MONEY18	Issue_count	4	integer						
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<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_customer_awards_dtl</p>	<p><u>gss_award_gift_certificate_dtl</u></p> <table> <tr><td>*award_gift_certificate_dtl_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>bonus_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>customer_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>gift_certificate_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>gift_certificate_dtl_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>uws_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>emp_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>award_date</td><td>8</td><td>datetime</td></tr> <tr><td>gift_certificate_amount</td><td>18</td><td>MONEY18</td></tr> <tr><td>last_issue_date</td><td>8</td><td>datetime</td></tr> <tr><td>Issue_count</td><td>4</td><td>integer</td></tr> </table>	*award_gift_certificate_dtl_seq	4	SEQ_NUM	bonus_seq	4	SEQ_NUM	customer_seq	4	SEQ_NUM	gift_certificate_seq	4	SEQ_NUM	gift_certificate_dtl_seq	4	SEQ_NUM	uws_seq	4	SEQ_NUM	emp_seq	4	SEQ_NUM	award_date	8	datetime	gift_certificate_amount	18	MONEY18	last_issue_date	8	datetime	Issue_count	4	integer
*award_gift_certificate_dtl_seq	4	SEQ_NUM																																
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Table 1 — Revised GSS Database Tables	
Previous Versions	Current Release
TABLE DOES NOT EXIST ..... Moved fields from gss_bonus_def	<b>gss_bonus_coupon_dtl</b> *bonus_seq                    4   SEQ_NUM coupon_seq                    4   SEQ_NUM
gss_bonus_def seq_num                    4   integer *pk_id                    4   integer fk_bonus_method            40   varchar fk_reset_type            4   integer fk_period_type            4   integer fk_bonus_action            4   integer fk_bonus_action            4   integer fk_bonus_plan            4   integer bonus_amount            19   money effective_date            8   smalldatetime expire_date            8   smalldatetime action_item_id            4   integer repeat_type            1   bit min_chk_value            4   integer bonus_threshold            4   integer	<b>gss_bonus_def</b> *bonus_seq                    4   SEQ_NUM name                    40   varchar bonus_method            4   integer reset_type            4   integer period_type            4   integer ->gss_bonus_(coupon/discount/gift_certificate)_dtl bonus_plan_seq            4   SEQ_NUM bonus_amount            18   MONEY18 effective_date            8   datetime expire_date            8   datetime ->gss_bonus_(coupon/discount/gift_certificate)_dtl repeat_type                    LOGICAL min_chk_value            4   integer bonus_threshold            4   integer
TABLE DOES NOT EXIST ..... Moved fields from gss_bonus_def	<b>gss_bonus_discount_dtl</b> *bonus_seq                    4   SEQ_NUM dsvc_seq                    4   SEQ_NUM
TABLE DOES NOT EXIST ..... Moved fields from gss_bonus_items_dtl	<b>gss_bonus_family_group_dtl</b> *bonus_family_group_dtl_    4   SEQ_NUM seq bonus_seq                    4   SEQ_NUM fam_grp_seq                4   SEQ_NUM
TABLE DOES NOT EXIST ..... Moved fields from gss_bonus_def	<b>gss_bonus_gift_certificate_dtl</b> *bonus_seq                    4   SEQ_NUM gift_certificate_seq        4   SEQ_NUM

**Table 1 — Revised GSS Database Tables**

Previous Versions	Current Release																																										
<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_bonus_items_dtl</p>	<p><a href="#">gss_bonus_major_group_dtl</a></p> <table border="0"> <tr> <td>*bonus_major_group_dtl_</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>seq</td> <td></td> <td></td> </tr> <tr> <td>bonus_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>maj_grp_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> </table>	*bonus_major_group_dtl_	4	SEQ_NUM	seq			bonus_seq	4	SEQ_NUM	maj_grp_seq	4	SEQ_NUM																														
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<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_bonus_items_dtl</p>	<p><a href="#">gss_bonus_menu_item_dtl</a></p> <table border="0"> <tr> <td>*bonus_menu_item_dtl_s</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>eq</td> <td></td> <td></td> </tr> <tr> <td>bonus_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>mi_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> </table>	*bonus_menu_item_dtl_s	4	SEQ_NUM	eq			bonus_seq	4	SEQ_NUM	mi_seq	4	SEQ_NUM																														
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<p><a href="#">gss_bonus_plans_def</a></p> <table border="0"> <tr> <td>seq_num</td> <td>4</td> <td>integer</td> </tr> <tr> <td>*pk_id</td> <td>4</td> <td>integer</td> </tr> <tr> <td>name</td> <td>40</td> <td>varchar</td> </tr> <tr> <td>local</td> <td>1</td> <td>bit</td> </tr> <tr> <td>IsDefault</td> <td>1</td> <td>bit</td> </tr> </table>	seq_num	4	integer	*pk_id	4	integer	name	40	varchar	local	1	bit	IsDefault	1	bit	<p><a href="#">gss_bonus_plan_def</a></p> <table border="0"> <tr> <td>*bonus_plan_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>name</td> <td>40</td> <td>varchar</td> </tr> <tr> <td>is_default</td> <td></td> <td>LOGICAL</td> </tr> </table>	*bonus_plan_seq	4	SEQ_NUM	name	40	varchar	is_default		LOGICAL																		
seq_num	4	integer																																									
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name	40	varchar																																									
is_default		LOGICAL																																									
<p><a href="#">gss_bonus_point_multipliers_def</a></p> <table border="0"> <tr> <td>seq_num</td> <td>4</td> <td>integer</td> </tr> <tr> <td>*pk_id</td> <td>4</td> <td>integer</td> </tr> <tr> <td>fk_bonus_def</td> <td>4</td> <td>integer</td> </tr> <tr> <td>dow</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>start_hour</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>end_hour</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>multiplier</td> <td>2</td> <td>smallint</td> </tr> </table>	seq_num	4	integer	*pk_id	4	integer	fk_bonus_def	4	integer	dow	2	smallint	start_hour	2	smallint	end_hour	2	smallint	multiplier	2	smallint	<p><a href="#">gss_bonus_point_multiplier_def</a></p> <table border="0"> <tr> <td>*bonus_point_multiplier_s</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>eq</td> <td></td> <td></td> </tr> <tr> <td>bonus_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>dow</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>start_hour</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>end_hour</td> <td>2</td> <td>smallint</td> </tr> <tr> <td>multiplier</td> <td>2</td> <td>smallint</td> </tr> </table>	*bonus_point_multiplier_s	4	SEQ_NUM	eq			bonus_seq	4	SEQ_NUM	dow	2	smallint	start_hour	2	smallint	end_hour	2	smallint	multiplier	2	smallint
seq_num	4	integer																																									
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Table 1 — Revised GSS Database Tables			
Previous Versions		Current Release	
gss_coupon_def		gss_coupon_def	
seq_num	4 integer		
*pk_id	4 integer	*coupon_seq	4 SEQ_NUM
fk_store_id	4 integer		
name	40 varchar	name	40 varchar
fk_expire_type	4 integer	expire_type	4 integer
expire_number	4 integer	expire_number	4 integer
expire_date	8 smalldatetime	expire_date	8 datetime
text1	40 varchar	text1	40 varchar
text2	40 varchar	text2	40 varchar
text3	40 varchar	text3	40 varchar
text4	40 varchar	text4	40 varchar
text5	40 varchar	text5	40 varchar
text6	40 varchar	text6	40 varchar
text1_attr	4 integer	text1_attr	4 integer
text2_attr	4 integer	text2_attr	4 integer
text3_attr	4 integer	text3_attr	4 integer
text4_attr	4 integer	text4_attr	4 integer
text5_attr	4 integer	text5_attr	4 integer
text6_attr	4 integer	text6_attr	4 integer
issue_from	8 smalldatetime	issue_from	8 datetime
issue_to	8 smalldatetime	issue_to	8 datetime
issued_cnt	4 integer	->gss_coupon_status	
redeemed_cnt	4 integer	->gss_coupon_status	
TABLE DOES NOT EXIST ..... Moved fields from gss_coupon_def		gss_coupon_status	
		*coupon_seq	4 SEQ_NUM
		issued_cnt	4 integer
		redeemed_cnt	4 integer

**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_customer_bonus_dtl			gss_customer_bonus_dtl		
seq_num	4	integer			
*pk_id	4	integer	*customer_bonus_dtl_seq	4	SEQ_NUM
fk_customer_plans	4	integer	customer_plan_dtl_seq	4	SEQ_NUM
fk_bonus_def	4	integer	bonus_seq	4	SEQ_NUM
last_reset_date	8	smalldatetime	last_reset_date	8	datetime
curr_points	4	integer	curr_points	4	integer
curr_points_adj	4	integer	curr_points_adj	4	integer
hist_points	4	integer	hist_points	4	integer
hist_points_adj	4	integer	hist_points_adj	4	integer
award_count	4	integer	award_count	4	integer
gss_customer_dtl			gss_customer_def		
seq_num	4	integer			
*pk_id	4	integer	*customer_seq	4	SEQ_NUM
fk_store_id	4	integer			
fk_group_id	4	integer	group_seq	4	SEQ_NUM
CreationDate	8	smalldatetime	creation_date	8	datetime
ContactFirstName	30	varchar	contact_first_name	30	varchar
ContactLastName	50	varchar	contact_last_name	50	varchar
AddressLineOne	50	varchar	address_line_1	50	varchar
AddressLineTwo	50	varchar	address_line_2	50	varchar
City	50	varchar	city	50	varchar
StateOrProvince	20	varchar	state_or_province	20	varchar
PostalCode	20	varchar	postal_code	20	varchar
Country	50	varchar	country	50	varchar
ContactTitle	50	varchar	contact_title	50	varchar
PhoneNumber	30	varchar	phone_number_1	30	varchar
PhoneNumber2	30	varchar	phone_number_2	30	varchar
PhoneNumber3	30	varchar	phone_number_3	30	varchar
PhoneNumber4	30	varchar	phone_number_4	30	varchar
Extension	30	varchar	extension	30	varchar
FaxNumber	30	varchar	fax_number	30	varchar
EmailAddress	50	varchar	email_address	50	varchar
Birthday	8	smalldatetime	birthday	8	datetime

Table 1 — Revised GSS Database Tables					
Previous Versions			Current Release		
gss_customers_dtl (con't.)			gss_customer_def (con't.)		
OrderCount	4	integer	->gss_customer_status		
OrderTotal	19	money	->gss_customer_status		
LastOrder	8	smalldatetime	->gss_customer_status		
Notes	255	varchar	notes	254	varchar
Active	1	bit	active		LOGICAL
Zone	10	varchar	zone	10	varchar
Hoax	1	bit	hoax		LOGICAL
CardNumber	30	varchar	card_number	30	varchar
Complaints	255	varchar	complaints	254	varchar
DeliveryNotes	255	varchar	delivery_notes	254	varchar
CourtesyTitle	20	varchar	courtesy_title	20	varchar
Honor	30	varchar	honor	30	varchar
UserDefined_1	255	varchar	user_defined_1	254	varchar
UserDefined_2	255	varchar	user_defined_2	254	varchar
UserDefined_3	255	varchar	user_defined_3	254	varchar
UserDefined_4	255	varchar	user_defined_4	254	varchar
UserDefined_5	255	varchar	user_defined_5	254	varchar
UserDefined_6	50	varchar	user_defined_6	50	varchar
UserDefined_7	50	varchar	user_defined_7	50	varchar
UserDefined_8	50	varchar	user_defined_8	50	varchar
UserDefined_9	50	varchar	user_defined_9	50	varchar
UserDefined_10	50	varchar	user_defined_10	50	varchar
CCCardNumber	30	varchar	cc_card_number	30	varchar
CCExpireDate	10	varchar	cc_expire_date	10	varchar
			phone_data_1	30	varchar
			phone_data_2	30	varchar
			phone_data_3	30	varchar
			phone_data_4	30	varchar
gss_customer_plans_dtl			gss_customer_plan_dtl		
seq_num	4	integer			
*pk_id	4	integer	*customer_plan_dtl_seq	4	SEQ_NUM
fk_cust_id	4	integer	customer_seq	4	SEQ_NUM
fk_bonus_plan_id	4	integer	bonus_seq	4	SEQ_NUM



**Table 1 — Revised GSS Database Tables**

Previous Versions	Current Release																																																									
<p>TABLE DOES NOT EXIST .....</p> <p>Moved fields from gss_customers_dtl</p>	<p><a href="#">gss_customer_status</a></p> <table border="0"> <tr> <td>*customer_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>order_count</td> <td>4</td> <td>integer</td> </tr> <tr> <td>order_total</td> <td>18</td> <td>MONEY18</td> </tr> <tr> <td>last_order</td> <td>8</td> <td>datetime</td> </tr> </table>	*customer_seq	4	SEQ_NUM	order_count	4	integer	order_total	18	MONEY18	last_order	8	datetime																																													
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order_total	18	MONEY18																																																								
last_order	8	datetime																																																								
<p><a href="#">gss_delivery_zones_def</a></p> <table border="0"> <tr> <td>*pk_id</td> <td>4</td> <td>integer</td> </tr> <tr> <td>Zone</td> <td>10</td> <td>varchar</td> </tr> <tr> <td>PostalCode</td> <td>20</td> <td>varchar</td> </tr> <tr> <td>ExpectedDeliveryMinutes</td> <td>4</td> <td>integer</td> </tr> <tr> <td>StreetName</td> <td>100</td> <td>varchar</td> </tr> <tr> <td>City</td> <td>50</td> <td>varchar</td> </tr> <tr> <td>StateOrProvince</td> <td>20</td> <td>varchar</td> </tr> <tr> <td>StartNumber</td> <td>4</td> <td>integer</td> </tr> <tr> <td>EndNumber</td> <td>4</td> <td>integer</td> </tr> </table>	*pk_id	4	integer	Zone	10	varchar	PostalCode	20	varchar	ExpectedDeliveryMinutes	4	integer	StreetName	100	varchar	City	50	varchar	StateOrProvince	20	varchar	StartNumber	4	integer	EndNumber	4	integer	<p><a href="#">gss_delivery_zone_def</a></p> <table border="0"> <tr> <td>*delivery_zone_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>zone</td> <td>10</td> <td>varchar</td> </tr> <tr> <td>postal_code</td> <td>20</td> <td>varchar</td> </tr> <tr> <td>expected_delivery_minutes</td> <td>4</td> <td>integer</td> </tr> <tr> <td>street_name</td> <td>100</td> <td>varchar</td> </tr> <tr> <td>city</td> <td>50</td> <td>varchar</td> </tr> <tr> <td>state_or_province</td> <td>20</td> <td>varchar</td> </tr> <tr> <td>start_number</td> <td>4</td> <td>integer</td> </tr> <tr> <td>end_number</td> <td>4</td> <td>integer</td> </tr> <tr> <td>street_filter_type</td> <td>4</td> <td>integer</td> </tr> </table>	*delivery_zone_seq	4	SEQ_NUM	zone	10	varchar	postal_code	20	varchar	expected_delivery_minutes	4	integer	street_name	100	varchar	city	50	varchar	state_or_province	20	varchar	start_number	4	integer	end_number	4	integer	street_filter_type	4	integer
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Table 1 — Revised GSS Database Tables	
Previous Versions	Current Release
gss_gift_certificate_def	gss_gift_certificate_def
seq_num 4 integer	*gift_certificate_seq 4 SEQ_NUM
*pk_id 4 integer	
fk_store_id 4 integer	
name 50 varchar	name 50 varchar
sell_from 8 smalldatetime	sell_from 8 datetime
sell_to 8 smalldatetime	sell_to 8 datetime
fk_expire_type 4 integer	expire_type 4 integer
gift_item_num 4 integer	->gss_gift_certificate_(mi/svc)_dtl
expire_type_number 4 integer	expire_type_number 4 integer
expire_date 8 smalldatetime	expire_date 8 datetime
redeem_after_expired 1 bit	redeem_after_expired LOGICAL
allow_partial_redeem 1 bit	allow_partial_redeem LOGICAL
allow_refund 1 bit	
fk_refund_method 4 integer	refund_method 4 integer
UseGiftCards 1 bit	use_gift_cards LOGICAL
PromptForNames 1 bit	prompt_for_names LOGICAL
IsServiceCharge 1 bit	->gss_gift_certificate_(mi/svc)_dtl
gift_item_num2 4 integer	->gss_gift_certificate_(mi/svc)_dtl
isservicecharge2 1 bit	->gss_gift_certificate_(mi/svc)_dtl

**Table 1 — Revised GSS Database Tables**

Previous Versions	Current Release																																																																																										
<p><b>gss_gift_certificates_dtl</b></p> <table border="0"> <tr><td>seq_num</td><td>4</td><td>integer</td></tr> <tr><td>*pk_id</td><td>4</td><td>integer</td></tr> <tr><td>fk_cert_type_id</td><td>4</td><td>integer</td></tr> <tr><td>sold_date</td><td>8</td><td>smalldatetime</td></tr> <tr><td>expire_date</td><td>8</td><td>smalldatetime</td></tr> <tr><td>sold_value</td><td>19</td><td>money</td></tr> <tr><td>current_value</td><td>19</td><td>money</td></tr> <tr><td>date_redeemed</td><td>8</td><td>smalldatetime</td></tr> <tr><td>redeem_count</td><td>4</td><td>integer</td></tr> <tr><td>transfer_to</td><td>4</td><td>integer</td></tr> <tr><td>Purchaser</td><td>40</td><td>varchar</td></tr> <tr><td>Recipient</td><td>40</td><td>varchar</td></tr> <tr><td>card_data</td><td>40</td><td>varchar</td></tr> <tr><td>emp_obj</td><td>4</td><td>integer</td></tr> </table>	seq_num	4	integer	*pk_id	4	integer	fk_cert_type_id	4	integer	sold_date	8	smalldatetime	expire_date	8	smalldatetime	sold_value	19	money	current_value	19	money	date_redeemed	8	smalldatetime	redeem_count	4	integer	transfer_to	4	integer	Purchaser	40	varchar	Recipient	40	varchar	card_data	40	varchar	emp_obj	4	integer	<p><b>gss_gift_certificate_dtl</b></p> <table border="0"> <tr><td>*gift_certificate_dtl_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>gift_certificate_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>sold_date</td><td>8</td><td>datetime</td></tr> <tr><td>expire_date</td><td>8</td><td>datetime</td></tr> <tr><td>sold_value</td><td>18</td><td>MONEY18</td></tr> <tr><td>current_value</td><td>18</td><td>MONEY18</td></tr> <tr><td>date_redeemed</td><td>8</td><td>datetime</td></tr> <tr><td>redeem_count</td><td>4</td><td>integer</td></tr> </table> <p>→<b>gss_gift_certificate_transfer_dtl</b></p> <table border="0"> <tr><td>purchaser</td><td>40</td><td>varchar</td></tr> <tr><td>recipient</td><td>40</td><td>varchar</td></tr> <tr><td>card_data</td><td>40</td><td>varchar</td></tr> <tr><td>emp_seq</td><td>4</td><td>SEQ_NUM</td></tr> <tr><td>check_num</td><td>4</td><td>integer</td></tr> <tr><td>chk_open_tm</td><td>8</td><td>datetime</td></tr> <tr><td>finalized</td><td></td><td>LOGICAL</td></tr> <tr><td>void</td><td></td><td>LOGICAL</td></tr> </table>	*gift_certificate_dtl_seq	4	SEQ_NUM	gift_certificate_seq	4	SEQ_NUM	sold_date	8	datetime	expire_date	8	datetime	sold_value	18	MONEY18	current_value	18	MONEY18	date_redeemed	8	datetime	redeem_count	4	integer	purchaser	40	varchar	recipient	40	varchar	card_data	40	varchar	emp_seq	4	SEQ_NUM	check_num	4	integer	chk_open_tm	8	datetime	finalized		LOGICAL	void		LOGICAL
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Table 1 — Revised GSS Database Tables			
Previous Versions		Current Release	
TABLE DOES NOT EXIST ..... Moved fields from gss_gift_certificate_dtl		gss_gift_certificate_transfer_dtl *transfer_from_seq           4   SEQ_NUM transfer_to_seq               4   SEQ_NUM	
gss_gift_redemptions_dtl seq_num                       4   integer *pk_id                         4   integer fk_gift_certificate_id       4   integer tran_date                     8   smalldatetime amount                        19   money emp_obj                        4   integer		gss_gift_redemption_dtl *gift_redemption_dtl_seq    4   SEQ_NUM gift_certificate_dtl_seq     4   SEQ_NUM tran_date                     8   datetime amount                        18   MONEY18 emp_seq                        4   SEQ_NUM check_num                     4   integer chk_open_tm                  8   datetime finalized                     LOGICAL void                            LOGICAL	
gss_gift_value_adds_dtl seq_num                       4   integer *pk_id                         4   integer fk_gift_certificate_id       4   integer tran_date                     8   smalldatetime amount                        19   money emp_obj                        4   integer		gss_gift_value_add_dtl *gift_value_add_dtl_seq     4   SEQ_NUM gift_certificate_dtl_seq     4   SEQ_NUM tran_date                     8   datetime amount                        18   MONEY18 emp_seq                        4   SEQ_NUM check_num                     4   integer chk_open_tm                  8   datetime finalized                     LOGICAL void                            LOGICAL	
gss_gl_accounts_def seq_num                       4   integer *pk_id                         4   integer number                        20   varchar name                          40   varchar		gss_gl_account_def *gl_account_seq              4   SEQ_NUM number                        20   varchar name                          40   varchar	

**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_gl_periods_def			gss_gl_period_def		
seq_num	4	integer			
*pk_id	4	integer	*gl_period_seq	4	SEQ_NUM
name	40	varchar	name	40	varchar
start_date	8	smalldatetime	start_date	8	datetime
end_date	8	smalldatetime	end_date	8	datetime
closed	1	bit	closed		LOGICAL
gss_groups_def			gss_group_def		
*pk_id	4	integer	*group_seq	4	SEQ_NUM
fk_store_id	4	integer	group_name	30	varchar
GroupName	30	varchar	creation_date	8	datetime
CreationDate	8	smalldatetime	contact_first_name	30	varchar
ContactFirstName	30	varchar	contact_last_name	50	varchar
ContactLastName	50	varchar	address_line_1	50	varchar
AddressLineOne	50	varchar	address_line_2	50	varchar
AddressLineTwo	50	varchar	city	50	varchar
City	50	varchar	state_or_province	20	varchar
StateOrProvince	20	varchar	postal_code	20	varchar
PostalCode	20	varchar	country	50	varchar
Country	50	varchar	contact_title	50	varchar
ContactTitle	50	varchar	phone_number	30	varchar
PhoneNumber	30	varchar	extension	30	varchar
Extension	30	varchar	fax_number	30	varchar
FaxNumber	30	varchar	email_address	50	varchar
EmailAddress	50	varchar			
OrderCount	4	integer	->gss_group_status		
OrderTotal	19	money	->gss_group_status		
LastOrder	8	smalldatetime	->gss_group_status		
Notes	255	varchar	notes	254	varchar
Active	1	bit	archives		LOGICAL

Table 1 — Revised GSS Database Tables																																		
Previous Versions	Current Release																																	
TABLE DOES NOT EXIST ..... Moved fields from gss_group_def	<p><b>gss_group_status</b></p> <table> <tr> <td>*group_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>orderr_count</td> <td>4</td> <td>integer</td> </tr> <tr> <td>order_total</td> <td>18</td> <td>MONEY18</td> </tr> <tr> <td>last_order</td> <td>8</td> <td>datetime</td> </tr> </table>	*group_seq	4	SEQ_NUM	orderr_count	4	integer	order_total	18	MONEY18	last_order	8	datetime																					
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TABLE DOES NOT EXIST ..... Moved fields from gss_order_dtl	<p><b>gss_order_mi_dtl</b></p> <table> <tr> <td>*order_mi_dtl_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>order_ttl_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>mi_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>item_count</td> <td>4</td> <td>integer</td> </tr> <tr> <td>item_total</td> <td>18</td> <td>MONEY18</td> </tr> <tr> <td>price_level</td> <td>4</td> <td>integer</td> </tr> <tr> <td>price_level_orig</td> <td>4</td> <td>integer</td> </tr> <tr> <td>cnadmnt_grp</td> <td>4</td> <td>integer</td> </tr> <tr> <td>allow_reorder</td> <td></td> <td>LOGICAL</td> </tr> <tr> <td>combo_num</td> <td>4</td> <td>integer</td> </tr> <tr> <td>combo_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> </table>	*order_mi_dtl_seq	4	SEQ_NUM	order_ttl_seq	4	SEQ_NUM	mi_seq	4	SEQ_NUM	item_count	4	integer	item_total	18	MONEY18	price_level	4	integer	price_level_orig	4	integer	cnadmnt_grp	4	integer	allow_reorder		LOGICAL	combo_num	4	integer	combo_seq	4	SEQ_NUM
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allow_reorder		LOGICAL																																
combo_num	4	integer																																
combo_seq	4	SEQ_NUM																																
TABLE DOES NOT EXIST ..... Moved fields from gss_order_dtl	<p><b>gss_order_ref_dtl</b></p> <table> <tr> <td>*order_ref_dtl_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>order_mi_dtl_seq</td> <td>4</td> <td>SEQ_NUM</td> </tr> <tr> <td>ref</td> <td>20</td> <td>varchar</td> </tr> </table>	*order_ref_dtl_seq	4	SEQ_NUM	order_mi_dtl_seq	4	SEQ_NUM	ref	20	varchar																								
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order_mi_dtl_seq	4	SEQ_NUM																																
ref	20	varchar																																

Table 1 — Revised GSS Database Tables

Previous Versions		Current Release	
gss_order_ttl		gss_order_ttl	
seq_num	4 integer		
*pk_id	4 integer	*order_ttl_seq	4 SEQ_NUM
fk_customer_id	4 integer	customer_seq	4 SEQ_NUM
fk_store_id	4 integer		
favorite	4 integer	favorite	LOGICAL
check_num	4 integer	check_num	4 integer
chk_clsd_tm	8 smalldatetime	chk_clsd_tm	8 datetime
chk_open_tm	8 smalldatetime	chk_open_tm	8 datetime
chk_delivery_tm	8 smalldatetime	chk_delivery_tm	8 datetime
chk_ttl	19 money	chk_ttl	18 MONEY18
chk_tax	19 money	chk_tax	18 MONEY18
itemizer_1	19 money	> REMOVED	
.		.	
.		.	
.		.	
itemizer_16	19 money	> REMOVED	
gss_diner_cfg		gss_restaurant_def	
*pk_id	4 integer	*restaurant_seq	4 SEQ_NUM
fk_store_id	4 integer	contact_first_name	30 varchar
ContactFirstName	30 varchar	contact_last_name	50 varchar
ContactLastName	50 varchar	->v_gss_rest_def	
AddressLineOne	50 varchar	->v_gss_rest_def	
AddressLineTwo	50 varchar	->v_gss_rest_def	
City	50 varchar	->v_gss_rest_def	
StateOrProvince	20 varchar	->v_gss_rest_def	
PostalCode	20 varchar	->v_gss_rest_def	
Country	50 varchar	->v_gss_rest_def	
PhoneNumber	30 varchar	->v_gss_rest_def	
PhoneMask	30 varchar	phone_mask	30 varchar
FaxNumber	30 varchar	fax_number	30 varchar
Moved field from gss_rest_def		payable_to	120 varchar

Table 1 — Revised GSS Database Tables	
Previous Versions	Current Release
gss_diner_cfg (cont.)	gss_restaurant_def (cont.)
MICROSSystemVer            30    varchar	order_totals_to_keep            4    integer
OrderTotalsToKeep            4    integer	order_details_to_keep           4    integer
OrderDetailsToKeep           4    integer	> REMOVED: Set in MICROS.tmed_def
GiftCertificateTmed           4    integer	> REMOVED: Set in gss_bonus_discount_def
DollarDiscountNumber        4    integer	> REMOVED: Set in gss_bonus_discount_def
PercentDiscountNumber       4    integer	print_gift_cert_on_roll           LOGICAL
PrintGiftCertOnRoll           1    bit	caller_id_server                80    varchar
ServerHostName               80    varchar	card_number_track               4    integer
CardNumberTrack              4    integer	card_number_start               4    integer
CardNumberStart              4    integer	card_number_len                 4    integer
CardNumberLen                4    integer	gift_card_number_track          4    integer
GiftCardNumberTrack          4    integer	gift_card_number_start          4    integer
GiftCardNumberStart          4    integer	gift_card_number_len            4    integer
GiftCardNumberLen            4    integer	prompt_delivery_time            LOGICAL
PromptDeliveryTime           1    bit	\
InterfaceSeq                  4    integer	
InqToTender1                 4    integer	REMOVED:
.	Replaced with New OPS Functionality
.	
.	
InqToTender50                4    integer	/
CheckInfoLine_1              80    varchar	check_info_line_1               80    varchar
.	.
.	.
CheckInfoLine16              80    varchar	check_info_line_16              80    varchar
DelCheckInfoLine1.           80    varchar	del_chek_info_line_1            80    varchar
.	.
.	.
DelCheckInfoLine16          80    varchar	del_check_info_line_16          80    varchar
DeliveryCheckZones           1    bit	delivery_check_zones            LOGICAL
DeliveryCheckBlocks          1    bit	delivery_check_blocks           LOGICAL
CustomerNameInChkID         1    bit	customer_name_in_chk_           LOGICAL
	id



**Table 1 — Revised GSS Database Tables**

Previous Versions		Current Release	
gss_diner_cfg (cont.)		gss_restaurant_def (cont.)	
AutoBonusLevel_1	4 integer	->gss_auto_bonus_level_def	
AutoBonusLevel_1_Amo	4 integer	->gss_auto_bonus_level_def	
unt			
.		.	
.		.	
.		.	
AutoBonusLevel_5	4 integer	->gss_auto_bonus_level_def	
AutoBonusLevel_5_Amo	4 integer	->gss_auto_bonus_level_def	
unt		->gss_auto_bonus_level_def	
DeliveryTime	4 integer	delivery_time	4 integer
OrderTypelsDel_1	1 bit	\	
.		REMOVED:	
.		Set in order_type_def	
.		/	
OrderTypelsDel_8	1 bit	> REMOVED: See MICROS.rvc_add_def	
TimeInHeader	1 bit	> and MICROS.order_device_def	
InfoInHeader	1 bit	>	
TimeInTrailer	1 bit	>	
InfoInTrailer	1 bit	>	
DBVersion	4 integer	> REMOVED: Set in MICROS.tmed_def	
ARTender	4 integer		

**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_diner_cfg (cont.)			gss_restaurant_def (cont.)		
RequireCCOnFile	1	bit	require_cc_on_file		LOGICAL
ChargeDescription	30	varchar	charge_description	30	varchar
ChargeGLAccount	4	integer	charge_gl_account_seq	4	SEQ_NUM
InterestDescription	30	varchar	interest_description	30	varchar
InterestGLAccount	4	integer	interest_gl_account_seq	4	SEQ_NUM
BatchTemplate	256	varchar	batch_template	254	varchar
InvoiceTemplate	256	varchar	invoice_template	254	varchar
InvoicesToKeep	4	integer	invoices_to_keep	4	integer
UserDefinedText01	20	varchar	user_defined_text_1	20	varchar
.			user_defined_text_2	20	varchar
.			user_defined_text_3	20	varchar
UserDefinedText10	20	varchar	user_defined_text_4	20	varchar
			user_defined_text_5	20	varchar
			user_defined_text_6	20	varchar
			user_defined_text_7	20	varchar
			user_defined_text_8	20	varchar
			user_defined_text_9	20	varchar
			user_defined_text_10	20	varchar
			postal_code_recognition		LOGICAL
			retain_inactive_customer		LOGICAL
			_days		
			back_office_use_delivery		LOGICAL
			name	16	NAME16
			enabled		LOGICAL

**Table 1 — Revised GSS Database Tables**

Previous Versions			Current Release		
gss_screen_design_dtl			gss_screen_design_def		
*pk_id	4	integer	*screen_design_seq	4	SEQ_NUM
DialogID	128	varchar	dialog_id	128	varchar
ResourceID	4	integer	resource_id	4	integer
x	4	integer	x	4	integer
y	4	integer	y	4	integer
w	4	integer	w	4	integer
h	4	integer	h	4	integer
flag	4	integer	flag	4	integer
font	4	integer	font	4	integer
taborder	4	integer	tab_order	4	integer

Table 2 — Deleted GSS Database Tables

Additions and/or revisions are typed in blue. An asterisk (\*) preceding an entry denotes a primary key.

Table 2 — Deleted GSS Database Tables		
Table Name		Reason
gss_activation_codes_dtl		License Manager Updates
*pk_id	4 integer	
PartNumber	80 varchar	
ActivationCode	80 varchar	
gss_bonus_actions_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	
gss_bonus_item_types_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	
gss_bonus_items_dtl		Replaced by: <a href="#">gss_bonus_menu_item_dtl</a> <a href="#">gss_bonus_family_group_dtl</a> <a href="#">gss_bonus_major_group_dtl</a>
seq_num	4 integer	
*pk_id	4 integer	
fk_bonus_def	4 integer	
fk_bonus_item_type	4 integer	
number	4 integer	
gss_bonus_method_types_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	
gss_bonus_period_types_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	

Table 2 — Deleted GSS Database Tables		
Table Name		Reason
gss_bonus_reset_types_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	
gss_cfg_update_dtl		New Update Mechanism
*pk_id	4 integer	
update_tm	8 smalldatetime	
status	4 integer	
gss_customer_awards_dtl		Replaced by: gss_award_coupon_dtl gss_award_discount_dtl gss_award_gift_certificates_dtl
seq_num	4 integer	
*pk_id	4 integer	
fk_cust_id	4 integer	
fk_bonus_action	4 integer	
fk_bonus_def	4 integer	
action_item	4 integer	
bonus_amount	19 money	
ws_id	4 integer	
server_id	4 integer	
award_date	8 smalldatetime	
last_print_date	8 smalldatetime	
print_count	4 integer	
cert_created	1 bit	
gss_dsvc_def		Using MICROS.dsvc_def
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	

Table 2 — Deleted GSS Database Tables		
Table Name		Reason
gss_emp_def		Using MICROS.emp_def
*pk_id	4 integer	
emp_seq	4 integer	
emp_obj	4 integer	
emp_id	10 varchar	
emp_class	4 integer	
last_name	40 varchar	
first_name	40 varchar	
sim_priv_1	1 char	
sim_priv_2	1 char	
sim_priv_3	1 char	
sim_priv_4	1 char	
gss_expiration_types_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	
gss_fam_grp_def		Using fam_grp_def
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	
gss_interface_def		New OPS functionality
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	
gss_maj_grp_def		Using maj_grp_def
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	

Table 2 — Deleted GSS Database Tables		
Table Name		Reason
gss_mi_def		Using mi_def
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	
gss_order_dtl		Replaced by: gss_order_mi_dtl gss_order_ref_dtl
seq_num	4 integer	
*pk_id	4 integer	
fk_order_totals_id	4 integer	
dtl_type	4 integer	
item_count	4 integer	
item_total	19 money	
item_num	4 integer	
item_desc	50 varchar	
item_fam_grp	4 integer	
item_maj_grp	4 integer	
fk_artransaction_id	4 integer	
item_combo	4 integer	
item_mlvl	4 integer	
item_slvl	4 integer	
item_type	1 char	
gss_order_type_def		Using order_type_def
*pk_id	4 integer	
seq_num	4 integer	
name	40 varchar	
is_delivery	1 bit	> Added as new def bit in order_type_def
gss_refund_methods_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	40 varchar	

Table 2 — Deleted GSS Database Tables		
Table Name		Reason
gss_rest_def		Using rest_def
*pk_id	4 integer	
store_id	4 integer	
name	40 varchar	
addr_line_1	80 varchar	
addr_line_2	80 varchar	
addr_city	40 varchar	
addr_state	40 varchar	
addr_postal_code	20 varchar	
payable_to	120 varchar	> Moved to gss_restaurant_def
gss_text_attributes_cfg		See Table 5 — GSS Domain Values
*pk_id	4 integer	
type	4 integer	
name	50 varchar	
cmd_str	50 varchar	
gss_tmed_def		> Added as new def bit in tmed_def
*pk_id	4 integer	
obj_num	4 integer	
seq_num	4 integer	
name	40 varchar	
gss_uws_def		Using uws_def
*pk_id	4 integer	
obj_num	4 integer	
name	20 varchar	
AutoKeyboard	1 bit	\
CallerID	1 bit	Added as new def bits in uws_def
IsDelivery	1 bit	
AutoHideCallerID	1 bit	/



Table 3 — RES Database Additions for GSS

<b>Table 3 — RES Database Additions</b>		
<b>New Fields in Existing Tables</b>		
MICROS.emp_class_def		
ob_gss_back_office	1	LOGICAL
ob_gss_screen_design	1	LOGICAL
ob_gss_bns_crtfct_cpn_cfg	1	LOGICAL
ob_gss_bonus_points_adjust	1	LOGICAL
ob_gss_ar_configuration	1	LOGICAL
ob_gss_ar_posting	1	LOGICAL
ob_gss_export_import	1	LOGICAL
ob_gss_configuration	1	LOGICAL
ob_gss_delivery_edit	1	LOGICAL
MICROS.order_type_def		
ob_gss_delivery	1	LOGICAL
MICROS.tmed_def		
external_type	4	integer
MICROS.uws_def		
ob_gss_auto_kybd	1	LOGICAL
ob_gss_delivery	1	LOGICAL
ob_gss_caller_id	1	LOGICAL
ob_gss_auto_hide_caller_id	1	LOGICAL
<b>New RES POS Database Table</b>		
MICROS.gst_info_dtl		
*chk_seq	4	SEQ_NUM
*seat	2	smallint
customer_seq	4	SEQ_NUM
num_guest_lines	2	smallint
line_01	24	varchar
⋮		
line_16	24	varchar
delivery_format		LOGICAL

Table 4 — Stored Procedures, Triggers, and Views Modified for GSS

<b>Table 4 — Stored Procedures, Triggers, and Views Modified for GSS</b>
<b>GSS Stored Procedures</b>
spgss_add_ar_account
spgss_add_ar_batch
spgss_add_ar_transaction
spgss_add_ar_transactionNR
spgss_add_audit_row
spgss_add_bonus_def
spgss_add_bonus_plan
spgss_add_bonus_plan_multiplier
spgss_add_coupon
spgss_add_customer
spgss_add_customer_to_bonus_plan
spgss_add_customerAward
spgss_add_gc_redemption
spgss_add_gc_value_add
spgss_add_gift_certificate
spgss_add_gift_certificateDef
spgss_add_gl_period
spgss_add_order_ttl
spgss_add_query
spgss_add_recurring_charge
spgss_apply_batch
spgss_auto_apply_payment
spgss_award_customer_coupon
spgss_award_customer_discount
spgss_award_customer_gift_certificate
spgss_calc_account_interest
spgss_cancel_actionable_check_transaction

**Table 4 — Stored Procedures, Triggers, and Views  
Modified for GSS**

**GSS Stored Procedures (cont.)**

spgss\_clear\_actionable\_check\_transaction  
 spgss\_clear\_ar\_history  
 spgss\_clear\_payments  
 spgss\_count\_unfinalized\_check\_transactions  
 spgss\_create\_account\_invoice  
 spgss\_create\_account\_invoiceNR  
 spgss\_create\_interest  
 spgss\_create\_invoices  
 spgss\_create\_tr\_x\_ref  
 spgss\_finalize\_transaction  
 spgss\_freq\_diner\_nightly  
 spgss\_get\_gl\_balances  
 spgss\_get\_unpaid\_charges  
 spgss\_get\_unpaid\_transactions  
 spgss\_insert\_actionable\_check\_ar\_transaction  
 spgss\_insert\_actionable\_check\_gift\_certificate  
 spgss\_insert\_actionable\_check\_gift\_redemption  
 spgss\_insert\_actionable\_check\_gift\_value\_add  
 spgss\_on\_insert\_bonus\_def  
 spgss\_post\_recurring\_charges  
 spgss\_purge\_customer\_orders  
 spgss\_purge\_orders  
 spgss\_redeem\_gift\_certificate  
 spgss\_purge\_customer\_orders  
 spgss\_purge\_orders  
 spgss\_redeem\_gift\_certificate  
 spgss\_refresh\_diner\_data\_3700  
 spgss\_remove\_ar\_account  
 spgss\_remove\_customer  
 spgss\_remove\_customerNC  
 spgss\_remove\_gift\_certificate  
 spgss\_remove\_gift\_certificateHistory  
 spgss\_remove\_gift\_certificateNC  
 spgss\_remove\_inactive\_customers  
 spgss\_remove\_inactive\_customers\_when\_expired

<b>Table 4 — Stored Procedures, Triggers, and Views Modified for GSS</b>
<b>GSS Stored Procedures (cont.)</b>
spgss_reset_all_bonus_plan_definitions spgss_reset_bonuses spgss_retro_link_bonus_plans spgss_revoke_actionable_check_transactions spgss_revoke_actionable_check_transactionsNR spgss_revoke_unfinalized_check_transactions spgss_transfer_actionable_check_transactions spgss_update_auto_bonus_levels spgss_update_bonus_def spgss_update_cust_bonus spgss_update_invoice_print_time spgss_void_actionable_check_transactions spgss_void_ar_transaction spgss_void_gift_certificate spgss_void_gift_redemption spgss_void_gift_value_add
<b>GSS Triggers on Tables</b>
gss_customer_plan_dtl gss_gift_redemptin_dtl gss_gift_value_add_dtl gss_restaurant_def
<b>GSS Views</b>
v_dsvc_def v_emp_class_def v_gss_bonus_action_cfg v_gss_bonus_item_type_cfg v_gss_bonus_method_type_cfg v_gss_bonus_period_type_cfg v_gss_bonus_reset_type_cfg v_gss_cfg v_gss_dsvc_def v_gss_emp_def v_gss_expiration_type_cfg

**Table 4 — Stored Procedures, Triggers, and Views  
Modified for GSS**

**GSS Views (cont.)**

v\_gss\_customer\_export\_columns  
v\_gss\_customer\_export\_data  
v\_gss\_fam\_grp\_def  
v\_gss\_maj\_grp\_def  
v\_gss\_mi\_def  
v\_gss\_order\_type\_def  
v\_gss\_refund\_method\_cfg  
v\_gss\_rest\_def  
v\_gss\_text\_attribute\_cfg  
v\_gss\_tmed\_def  
v\_gss\_uws\_def  
v\_R\_aging\_report  
v\_R\_gc\_date\_view  
v\_R\_gc\_date\_view\_redeem  
v\_R\_gc\_date\_view\_value\_add  
v\_R\_gc\_date\_view\_value\_new  
v\_tmed\_def  
vsc\_order\_type\_def

Table 5 — GSS Domain Values

<b>Table 5 — GSS Domain Values</b>
GSS_BONUS_ACTIONS 'Dollar Amount Discount' 'Percentage Discount' 'Award Coupon' 'Award Gift Certificate'
GSS_BONUS_ACTIONS 'Menu Item' 'Family Group' 'Major Group'
GSS_METHOD_TYPES 'By Order Count (Check Count)' 'By Order Value (Check Value)' 'By Menu Item Count' 'By Menu Item Value' 'By Family Group Count' 'By Family Group Value' 'By Major Group Count' 'By Major Group Value'
GSS_BONUS_PERIOD_TYPES 'Never Reset' 'Daily' 'Weekly' 'Monthly' 'Yearly'
GSS_BONUS_RESET_TYPES 'Reset this definition only' 'Reset all definitions in this plan'

**Table 5 — GSS Domain Values**

<p>GSS_EXPIRATION_TYPES</p> <ul style="list-style-type: none"><li>'No Expiration'</li><li>'# of Days'</li><li>'# of Weeks'</li><li>'# of Months'</li><li>'# of Years'</li><li>'Fixed Expiration Date'</li></ul>
<p>GSS_FUNCTION</p> <ul style="list-style-type: none"><li>'Customer Main Dlg'</li><li>'Customer Alt Dlg'</li><li>'Customer Main Hist Dlg'</li><li>'Customer Alt Hist Dlg'</li><li>'Customer Card Srch Dlg'</li><li>'Get Customer Awards'</li><li>'Customer View Dlg'</li><li>'Remove Customer'</li><li>'View Order History'</li><li>'Customer Progress Report'</li><li>'Manager Reprint Award'</li><li>'Manager Add Award'</li><li>'Reinitialize'</li><li>'Check GC Value'</li><li>'Caller ID Log On'</li><li>'Caller ID Log Off'</li><li>'Award Bonus Points'</li><li>'Redeem Coupon'</li><li>'Check Order History'</li><li>'Customer Force Main Hist Dlg'</li><li>'Customer Force Alt Hist Dlg'</li><li>'Store Guest Credit Card'</li><li>'Auth Guest Credit Card'</li><li>'Assign Guest Card'</li></ul>

Table 5 — GSS Domain Values
GSS_INFO_PRINT_FMT 'Do Not Print' 'Before Header' 'After Header' 'After Trailer' 'Before Header & After Header' 'Before Header & After Trailer' 'After Header & After Trailer' 'Before Header, After Header, & After Trailer'
GSS_REFUND_METHODS 'No Refund' 'Cash Back' 'Retain Partial Value' 'Issue New Certificate'
GSS_TEXT_ATTRIBUTES 'Normal' 'Dbl High' 'Red'
GSS_EXT_CMD_STRINGS ',' '\x11' '\x13'
GSS_TERM_PERIOD_START 'Charge Date' 'Invoice Date'
GSS_TERM_PERIOD_TYPE 'Day' 'Month' 'Year'



Table 6 — GSS RES Table and Domain Value Views

<b>Table 6 — GSS RES Table and Domain Value Views</b>
<b>GSS RES Table Views</b>
MICROS.v_gss_customer_export_columns column_id column_name
MICROS.v_gss_customer_export_data customer_seq group_seq creation_date contact_first_name contact_last_name address_line_1 address_line_2 city state_or_province postal_code country contact_title phone_number_1 phone_number_2 phone_number_3 phone_number_4 extension fax_number email_address active notes birthday hoax zone card_number complaints

**Table 6 — GSS RES Table and Domain Value Views**

MICROS.v\_gss\_customer\_export\_data (cont'd.)

delivery\_notes  
courtesy\_title  
honor  
user\_defined\_1  
user\_defined\_2  
user\_defined\_3  
user\_defined\_4  
user\_defined\_5  
user\_defined\_6  
user\_defined\_7  
user\_defined\_8  
user\_defined\_9  
user\_defined\_10  
cc\_card\_number  
cc\_expire\_date  
order\_count  
order\_total  
last\_order

MICROS.v\_gss\_dsvc\_def

dsvc\_seq  
obj\_num  
name  
type  
preset  
is\_amt  
amt  
external\_type

**Table 6 — GSS RES Table and Domain Value Views**

<p>MICROS.v_gss_emp_def</p> <p>emp_seq ld obj_num pc_appl_ld last_name first_name ob_gss_back_office ob_gss_screen_design ob_gss_bns_crtfct_cpn_cfg ob_gss_bonus_points_adjust ob_gss_delivery_edit ob_gss_override_cc_masking ob_gss_ar_configuration ob_gss_ar_posting ob_gss_export_import ob_gss_configuration lang_seq</p>
<p>MICROS.v_gss_fam_grp_def</p> <p>fam_grp_seq obj_num name</p>
<p>MICROS.v_gss_maj_grp_def</p> <p>maj_grp_seq obj_num name</p>
<p>MICROS.v_gss_order_type_def</p> <p>order_type_seq name ob_gss_delivery</p>

**Table 6 — GSS RES Table and Domain Value Views**

MICROS.v_gss_mi_def mi_seq obj_num name fam_grp_seq maj_grp_seq external_type
MICROS.v_gss_rest_def store_id rest_name addr_line_1 addr_line_2 addr_city addr_state addr_postal_code addr_cntry phone_1 phone_2 lang_seq
MICROS.v_gss_tmed_def tmed_seq obj_num name external_seq
MICROS.v_gss_uws_def uws_seq obj_num name ob_gss_auto_kybd ob_gss_delivery ob_gss_caller_id ob_gss_auto_hide_caller_id

<b>Table 6 — GSS RES Table and Domain Value Views</b>
<b>GSS Domain Value Views</b>
MICROS.v_gss_bonus_actions_cfg type name lang_seq
MICROS.v_gss_bonus_item_type_cfg type name lang_seq
MICROS.v_gss_bonus_method_type_cfg type name lang_seq
MICROS.v_gss_bonus_period_type_cfg type name lang_seq
MICROS.v_gss_expiration_type_cfg type name lang_seq
MICROS.v_gss_refund_method_cfg type name lang_seq
MICROS.v_gss_text_attribute_cfg type name lang_seq

### ***Support for GSS on WS4 and Hand-Held Devices***

With this release, GSS can now be run on Workstation 4 (WS4) and hand-held terminal (HHT) devices. These devices use the Win CE operating system. Previously, GSS could only be run on a Win 32 platform.

---

**Note** *Because of memory constraints, GSS cannot be run on a 2800 device (which also uses a Win CE operating system).*

---

The WS4 and hand-held units can support nearly all of the GSS functionality, with the following requirements and limitations:

- ◆ WS4
  - ◆ Requires 64 MB or larger compact flash.
  - ◆ Requires 128 MB of RAM. This is the minimum amount necessary to function properly. Less than that will result in 'memory low' warnings.
- ◆ Hand-Held Devices
  - ◆ Uses a different Customer Dialog screen. This screen contains only the customer's name and phone number fields along with the button required to Accept, Add, Cancel, Find, Update, or Navigate through the customer records.

As a result of this implementation, the Screen Designer has no control over the placement of the hand-held Customer Dialog fields or buttons.

- ◆ Caller ID is not supported.

---

## SIM

The following GSS-related SIM variables were added in this release.

### *CustomerInfo*

#### Function

This system variable is used to retrieve the specified customer information.

#### Type/Size

N2

#### Syntax

@CustomerInfo

#### Example

Event Inq: 1 // Display Customer Info

```
var i : N2
InfoMessage "CustomerSeq", @CustomerSeq[@Seat]
@CustomerInfo = @Seat
For i = 1 to 16 step 1
    If @CustomerInfoLine[i] <> ""
        InfoMessage "Customer Info", @CustomerInfoLine[i]
    EndIf
EndFor
EndEvent
```

#### Usage

- ◆ The array limits for the expression are 0 to 32.
- ◆ This system variable can be used for both read and write functions.

## *CustomerInfoLine[]*

### Function

This system variable is used to retrieve the information from the specified GSS Guest Check/Delivery Info line number.

### Type/Size

String, 80

### Syntax

@CustomerInfoLine[expression]

### Example

Event Inq: 1 // Display Customer Info

```
var i : N2
InfoMessage "CustomerSeq", @CustomerSeq[@Seat]
@CustomerInfo = @Seat
For i = 1 to 16 step 1
    If @CustomerInfoLine[i] <> ""
        InfoMessage "Customer Info", @CustomerInfoLine[i]
    EndIf
EndFor
EndEvent
```

### Usage

- ◆ The array limits for the expression are 1 to 16.
- ◆ This variable relies on the @CustomerInfo system variable to specify the seats on which customer information is returned.
- ◆ This system variable is read-only.



## *CustomerSeq[]*

### **Function**

This system variable is used to set or get the customer sequence value for the supplied seat number index.

### **Type/Size**

N9

### **Syntax**

@CustomerSeq[expression]

### **Example**

Event Inq : 1 // Add Customer

    var cust : N9

    input cust, "Customer Number to Add"

    @CustomerSeq[@Seat] = cust

EndEvent

Event Inq : 2 // Remove Customer

    @CustomerSeq[@Seat] = 0

EndEvent

### **Usage**

- ◆ The array limits for the expression are 0 to 32.
- ◆ This system variable can be used for both read and write functions.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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
POS Configurator	Automatically Remove Inactive Customers from Database	451

**Enhancements**  
**Detailed**

---

**POS Configurator**

***Automatically Remove Inactive Customers from Database***

With this release, an option was added that would allow GSS users to specify how many days to keep the records of inactive customers before removing them from the database. Until now, customer records had to be removed manually.

To automate this process, a new data-entry field — **Retain Inactive Cust. Days** (*POS Configurator | GSS | Restaurant | General*) — was added to the application. The default value is zero.

To enable this option, a user must enter a value greater than zero; the system will not remove any records if the default value is not changed. In addition, customers must be designated as inactive by setting the Active drop-down list to “FALSE” on the Customer Selection/View/Modification screen. Only customers marked as inactive, whose last order was recorded x number of days prior to the current date, will be removed from the database.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the GSS 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
Accounts Receivable	Accounts Maintenance Search Function Not Working Properly	12500	455
	Cannot Invoice Account Once Interest Has Accumulated	12389	455
	Charge on Account Feature Not Calculate Properly	16721	456
Delivery Dispatch	Caller ID Closes When ESC Key is Pressed	15119	456
	Delivery Times Incorrect After Check Transferred	14132	456
Frequent Diner	Bonus Definitions Do Not Reset Correctly	N/A	457
	Gratuities Added Toward Bonus Plan Accumulations	14131	457

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Gift Cards/ Certificates	Cannot Assign Multiple Gift Cards/Certificates After Error	N/A	458
	Gift Certificate Value Incorrectly Retained After Redemption	18355	458
	Support Files Do Not Remove Gift Card Detail	14125	459
	Void of a Gift Card Tender Not Recorded Properly	N/A	459
GSS Configurator	Customer Search by Phone Number Fails if Entry is Not Formatted Using Configured Phone Mask	N/A	460
	Dates Incorrectly Loaded When New Accounts Received Record Added	13184	460
	Export Wizard Not Saving Query Details	N/A	460
POS Interface	Adding a New Customer Requires Additional Confirmation	N/A	461
	Bonus Plans Not Automatically Assigned to New Customer	14650	461
	Cannot Add GSS Records After Upgrade from RES 3.0	16553	461
	Gift Card Incorrectly Redeemed When Rounding Error Message Acknowledged	14468	461
	GSS Inquire Keys 3, 4, and 9 (Using Order History) Not Compatible With Menu Items Using Min/Max Condiments	15076	462

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Interface (cont'd.)	POS Operations Fails if Backspace Key Used to Edit Customer Record	15205	462
	Postal Code Recognition Enters Wrong Street	N/A	462

## Revisions Detailed

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### Accounts Receivable

#### *Account Maintenance Search Function Not Working Properly*

CR ID #: 12500

When searching for a record in the *Accounts Receivable* | *Account Maintenance* form, the search feature was unable to locate an account name when provided with the beginning letter in that name. Instead, it was returning the first record that *included* the letter in its name. This has been corrected.

Now, when the user enters a single letter and searches the database, the system will display the first account that it locates. If the **FIND** key is pressed again, the system will move on to the next record beginning with that letter.

**NOTE:** Records are located in the order in which the account name was entered in the database (i.e., by sequence number, not alphabetical order). Therefore, if there are three accounts beginning with the letter “M” (Mulligan’s, Mad Hatters, and Micros), and user is searching for the “Micros” account by entering the letter “M”, the first record that will be displayed will be “Mulligan’s.” The user will have to press the **FIND** key twice more to cycle to the “Micros” record, or be more specific in defining the search criteria.

#### *Cannot Invoice Account Once Interest Has Accumulated*

CR ID #: 12389

When creating invoices, an error message would display if the customer’s account was configured to generate interest and interest had already accumulated. This has been corrected.

### ***Charge on Account Feature Does Not Calculate Properly***

*CR ID #: 16721*

When posting to a customer account, the system would accept multiple charges (totalling more than the credit limit) to the same account as long as the individual charges did not exceed the limit. This also occurred when prepaying accounts.

For example, if an account was prepaid \$10 and had a credit limit of 0, the customer could charge a \$35 check by entering 4 charges of \$9.99 each (\$39.96 total).

This problem has been corrected.

---

### **Delivery Dispatch**

#### ***Caller ID Closes When ESC Key is Pressed***

*CR ID #: 15119*

Previously, if Caller ID was open (i.e., the buttons had focus) and the **ESC** button was pressed, the system would close Caller ID instead of simply canceling the previous selection. This problem has been corrected.

#### ***Delivery Times Incorrect After Check Transferred***

*CR ID #: 14132*

When using GSS with Delivery Plus, the Leave By and Target Delivery Times were incorrectly listed on the check once it was transferred to the driver through Delivery Dispatch. This problem has been corrected.



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## Frequent Diner

### ***Bonus Definitions Do Not Reset Correctly***

*CR ID #: N/A*

A bonus plan may included multiple definitions, with some of them configured to **Reset this definition only**, and others set to **Rest all definitions in this plan**. After each transaction, the system reviews the list of definitions and awards bonus points where applicable. If enough points are accrued in toward any of these definitions, an award is made.

Previously, when calculating bonus points, the system would process the definitions in the order in which they were listed in the bonus plan. In doing so, if a definition was configured to reset all to zero, and an award was made to that definition, the system would immediately clear the bonus points from every definition in the plan — including those on the list that had not yet been processed. This could result in the customer not receiving an earned award.

To correct this problem, the procedures were modified to include a review of all bonus definitions prior to assignment of points. Definitions that are configured to reset all after an award will be held up until all of the other awards have been processed. In the event that there are two definitions in the plan configured to reset all definitions, and both definitions have reached the threshold for award, the system will process the first one listed.

### ***Gratuities Added Toward Bonus Plan Accumulation***

*CR ID #: 14131*

Due to confusion regarding the selection of a bonus method, users were unintentionally including gratuities in the total used to determine points accumulated toward bonus awards. To clarify the selections, additional information was provided in the GSS online documentation (*GSS | Maintenance | Bonus Plans and Coupons | Creating a Bonus Plan*).

---

## **Gift Cards/Certificates**

### ***Cannot Assign Multiple Gift Cards/Certificates After Error***

*CR ID #: N/A*

When an error is encountered (or clear is pressed) while swiping a gift card or assigning a number to a gift certificate, the system displays the error message "invalid card", then "press enter to try another card".

Previously, if an error occurred while purchasing multiple gift cards or gift certificates, the system would allow the user to complete the current gift card/certificate, then terminate the transaction. This made it impossible to assign values to any remaining gift cards or gift certificates. To avoid this problem, the system no longer allows bulk purchase of gift cards/certificates. Users must now enter and program each item separately.

### ***Gift Certificate Value Incorrectly Retained After Redemption***

*CR ID #: 18355*

When checking the value of a non-refundable gift certificate that had been redeemed for less than its total value, the system would display the amount not spent. This misled the customer, who assumed that the remaining amount could be applied to another purchase. The problem has been corrected.

### ***Support Files Do Not Remove Gift Card Detail***

*CR ID #: 14125*

When using support files to clear the GSS Accounts and GSS Customers tables, the system failed to remove any Gift Cards data that may have been created during testing and training. To correct this problem, two support file groups were created:

1. **GSSRemoveGCDtl** — Removes ALL Gift Card/Certificate Associated Details, Definitions persist

Use with dbupdkey.dat to clear the following tables:

gss\_gift\_certificates\_dtl  
gss\_value\_adds\_dtl  
gss\_gift\_redemptions\_dtl  
gss\_customer\_awards\_dtl — where award is a gift certificate/ card  
gss\_bonus\_def — where bonus is a gift certificate/card

2. **GSSRemoveGCDef** — Removes ALL Gift Card/Certificate Definitions and Gift Card/Certificate Associated Details

Use with dbupdkey.dat to clear the following tables:

gss\_gift\_certificates\_dtl  
gss\_value\_adds\_dtl  
gss\_gift\_redemptions\_dtl  
gss\_customer\_awards\_dtl — where award is a gift certificate/ card  
gss\_bonus\_def — where bonus is a gift certificate/card  
gss\_gift\_certificate\_Def

### ***Void of a Gift Card Tender Not Recorded Properly***

*CR ID #: N/A*

After paying by gift card, if the user voided the payment and applied a different tender, the POS System would display the transactions correctly, but failed to add back the voided amount to the gift card total. The result was double payment by the customer. This has been corrected.

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## GSS Configurator

### ***Customer Search by Phone Number Fails if Entry is Not Formatted Using Configured Phone Mask***

*CR ID #: N/A*

When searching for a customer record by phone number, the system was unable to find a match if the format of the entry differed from the one specified in the phone mask configuration. This would occur, for example, if a customer was added via Caller ID, which often displays the phone number differently from the preformatted phone mask. This problem has been corrected.

### ***Dates Incorrectly Loaded When New Accounts Receivable Record Added***

*CR ID 13184*

When adding a new account in *GSS | Accounts Receivable*, the following fields were automatically populated with the current date and time:

Last Charge  
Last Invoice  
Last Payment

This is incorrect. These fields should remain blank until a charge, invoice, or payment has been received or created. The problem has been corrected.

### ***Export Wizard Not Saving Query Details***

*CR ID #: N/A*

When creating a new query in the GSS Export Wizard, entries in the **Current Filters** field were not being saved to the database. This has been corrected.

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## POS Interface

### *Adding a New Customer Requires Additional Confirmation*

CR ID #: N/A

Previously, when a search of the database failed to locate a customer record during POS Operations, if the user answered **Yes** when prompted to add a new record, he would then have to press **[Update]** and **[Accept]** to create a new entry.

To simplify this process, users can now press **[Accept]** to add the customer to the database and also to the check.

### *Bonus Plans Not Automatically Assigned to New Customers*

CR ID #: 14650

New customers added through POS Operations were not automatically signed up to existing bonus plans, even though the option *GSS | Bonus Plans | Automatically assign this plan to new customers* was enabled. (Customers added through the GSS Back Office program were added properly.) This problem has been corrected.

### *Cannot Add GSS Records After Upgrade from RES 3.0*

CR ID #: 16553

After upgrading from RES 3.0 to RES 3.2, users were unable to access or add records in the GSS application (which was added after RES 3.0). The problem occurred because GSS was attempting to write information in the converted database to store ID 1, which did not yet exist. This has been corrected.

### *Gift Card Incorrectly Redeemed When Rounding Error Message Acknowledged*

CR ID #: 14468

With the rounding option enabled in POS Operations, if a user swiped a GSS Gift Card and entered a non-rounded amount, an error message would correctly display. However, when the user pressed OK to clear the message window, the system would deduct the incorrect amount from the gift card anyway. This has been corrected.

***GSS Inquire Keys 3, 4, and 9 (Using Order History) Not Compatible With Menu Items Using Min/Max Condiments***

*CR ID #: 15076*

When using GSS Inquire Keys 3, 4, or 9 to start a check (i.e., customer selections based on previous order history), the system failed to post all of the order if it contained a min/max condiment and the minimum number of condiments had been selected. That is, everything after the menu item with the minimum condiments was omitted from the new check. This has been corrected.

***POS Operations Fails If Backspace Key Used to Edit Customer Record***

*CR ID #: 15205*

Previously, POS Operations would fail if the user pressed the backspace key while editing any of the fields on the GSS select/modify/add customer screen. This problem has been corrected.

***Postal Code Recognition Enters Wrong Street***

*CR ID #: N/A*

When using the postal code recognition feature to complete a customer's address, if the database included two or more streets with similar names, the system would automatically populate the postal code/street address with the entry that had the shortest street name.

For example, assume that the database includes the following:

Postal Code	Address Line 1
MainE9e	Main
StoneD8e	Mainstone

If the user entered **Postal Code** *StonD8e*, then started to type the street address, the form would automatically fill in the correct name (*Mainstone*). However, as soon as the user tabbed to the next field, **Address Line 1** would change to the shorter entry (*Main*) and the **Postal Code** would revert to *MainE9e*. This problem has been corrected.

## Product Management (PM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Inventory	Associate Barcodes with Inventory Items	465
	Inventory on the Handheld	466
Ordering	Add Vendor Item ID	478
Setup	End-of-Night Pre-Close: Check PM Status	481



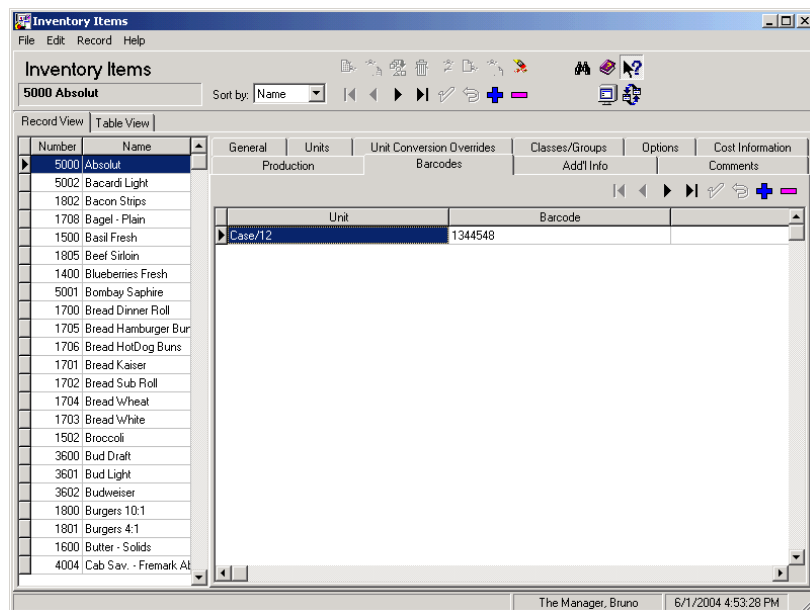
## New Features Detailed

### Inventory

#### *Associate Barcodes with Inventory Items*

With this release, users can now track inventory in the system by using the unique barcode identifier associated with each item. Barcode entries can be entered manually or scanned in for each count unit associated with an item.

To accommodate this feature, a new **Barcode** form was added to PM (*Setup | Inventory Items*).



Barcode entries are defined by highlighting a menu item and completing the following three fields:

- ◆ **Unit** — From the drop-down list, select the unit size associated with this entry.
- ◆ **Barcode** — Enter or scan the barcode value for this item.
- ◆ **Description** — Enter an optional description of this item.

### ***Inventory on the Handheld***

With this release, users can now utilize the MICROS handheld device to count inventory. This dramatically improves the inventory count process by allowing a user to barcode scan items and enter quantities. Previously, count sheets were printed and completed and then quantities were manually entered into Product Management.

In order to scan items, a unique barcode identifier is associated with each item/unit by scanning or manually entering the barcode. A barcode can be assigned using the new functionality added to the PM Desktop application or by using the Inventory hand held application.

The Inventory hand held application also allows users to perform inventory counts and to check current Stock On Hand quantities for all defined inventory items. Once a count has been started, it can be performed outside the wireless connection range, which may be necessary for certain store rooms and freezers.

---

**Note**     *Inventory on the Handheld is supported using the following handheld configurations:*

- *Symbol 2800 with Windows 2002 CE*
  - *Symbol 8800 with Windows 2003 CE*
- 

## **Configuring Inventory on the Handheld**

### Configuring Devices

1. Define a new device (i.e. PM HHT) in *Devices | Network Node*.
2. Add a new device in *Devices | Devices* and link the network node you just created.
3. Add the new PC HHT device in the *Devices | User Workstations* form and set the **Type** field to Handheld.
4. To use barcode scanning, add a scanner device on the *Devices | User Workstations | Peripherals* tab. Set the connection type to Integrated.

5. Select the appropriate revenue center, such as Restaurant to assign the handheld touchscreens.

### Configuring a PM Inventory Touchscreen Key

1. Add a new record call PM Procedures in *System | External Programs*. Set the following options:

Option	Setting
User Interface	Windows
Run Style	Normal
Run in separate virtual machine	Enabled
Working Directory	\$(MICROS_DIR_POS)\bin
Command Line	\$(MICROS_DIR_POS)\bin\PMprocedures.exe

**Note** *A touchscreen key can be added to navigate directly to a function in PM procedures by using the following command line switches:*

- /0 Main Form*
- /1 Enter New Count*
- /2 Modify/Reconcile Count*
- /3 Stock on Hand*
- /4 Barcodes*

2. Add a **[PM Procedures]** key in *Devices | Touchscreen Designer*. Set the following options:

Option	Setting
Category	External Program
Program	PM Procedures (the External Program defined above)

- Restart POS Operations for the **[PM Procedures]** key to appear on the touchscreen. Enabling the Transcriber

---

**Note** *In a wireless environment, the first time PM is launched using the touchscreen key, the “Some components necessary to run PM Procedures is missing. Would you like to install them now?” message displays. Select **Yes** from this message box to install the components.*

---

By enabling the Pocket PC Transcriber, handwriting recognition can be used in the PM Inventory application. This simplifies the entry of count data by allowing the user to write rather than using the keyboard device.

To enable the Transcriber:

- Select Transcriber from the **Input Device** drop-down in the lower right-hand corner of the screen.
- Select OK from the information screen.
- Verify that the Vertical text direction arrow is displayed.
- Set the **Transcriber** to Numeric Input Only by clicking the “a” button (next to the Text Direction Arrow) until “1/2” is displayed. This improves the recognition of numeric characters.

### Setting Up Microsoft ActiveSync

If you are not using wireless networking with your hand held device, you must install Microsoft's ActiveSync software on your server and handheld. ActiveSync software may be on the CD that came with your handheld or it can be downloaded from:

<http://www.microsoft.com/windowsmobile/downloads>

Complete the installation instructions included with the ActiveSync software download. Once ActiveSync is functioning, use the steps below to setup a WINS Server and verify the ActiveSync network connection.

---

**Note**      *The following instructions may vary depending on the type of handheld device being used.*

---

Before proceeding, make sure the green ActiveSync icon is displayed in the lower right-hand corner of the task bar on the server. This indicates the handheld device is communicating with the server.

#### Setting up the Micros PM Inventory Files on the Handheld

1. Locate the \\Micros\Common\ISAPI\ directory on the server.
2. Copy the **symbol.all.arm.cab** file to the Temp directory on the handheld device.
3. Double-click on the **symbol.all.arm.cab** file from the Temp directory on the handheld to install the necessary CAB files.
4. Create a \\Micros\Bin\ directory on the handheld device.
5. Locate the \\Micros\RES\CAL\HHT\Micros\Bin\ directory on the server.
6. Copy the **PMPPC.exe** file to the \\Micros\Bin\ directory on the handheld.

#### Setting Up a WINS Server

1. Tap *Start | Settings | Control Panel* on the handheld device.

Or

Select *Settings | Connections | Network Adapters* for handheld devices without a Control Panel.

2. Double tap the **Network (or Network Adaptor)** icon to launch the Network Configuration Applet.

3. Select the Network Adapter being used and tap **Properties**.
4. If using a static IP address, click on *Use specific IP address* and enter the number.

If using DHCP, click on *Use server-assigned IP address*.

5. Click on the **Name Servers** tab and enter the IP address of the MICROS Server for the **Primary WINS Server**.

---

**Note**      *To locate the IP address of the MICROS Server:*

- ◆ *Click Start | Run on the server PC.*
  - ◆ *Type cmd in the Address box and select OK.*
  - ◆ *In the Windows Command Console (DOS window) type ipconfig /all and press Enter.*
  - ◆ *The TCP/IP configuration displays, including the IP Address for the server PC.*
- 

6. Tap **OK** to return to the Control Panel.
7. Perform a soft reset of the handheld terminal.

#### Verify the ActiveSync Network Connection

1. Open ActiveSync on the server PC.
2. Select *File | Connection Settings*. Note: Refer to your handheld manual for information on accessing these settings. Some handheld devices may not have these menu selections or option settings.
3. Select *Allow network (Ethernet) and Remote Access Service (RAS) server connection with this desktop computer* and click **OK**.

#### Setting the Server IP Address in the PM Inventory Application

1. On the handheld, select *Programs | File Explorer*.
2. Locate the \\MICROS\BIN directory.

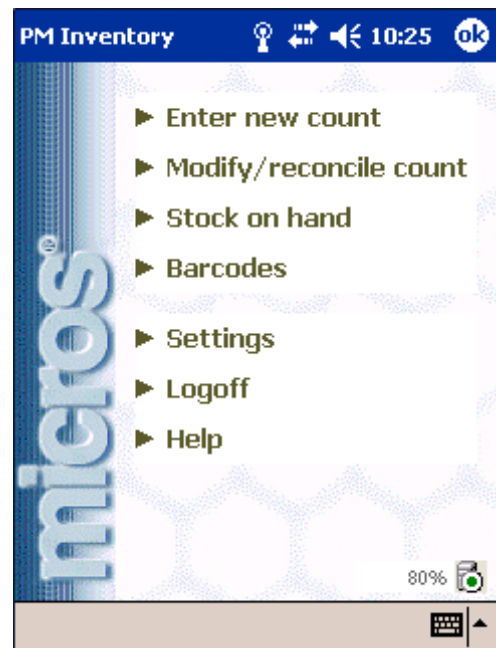
3. Click on the PMPPC.exe file. The PM Inventory Login screen is displayed.
4. Click on **Settings** located at the bottom of the screen.
5. Enter the IP address of the Server, in the **Server** field, and click OK.
6. You are now ready to login and begin using the PM Inventory application using ActiveSync.

Note: If you are unable to log into PM Inventory, refer to your handheld device manual and re-check all network settings.

### Using Inventory on the Handheld

#### Starting the PM Inventory Application/Logging In

1. Press the [PM Inventory] key added using the *Configuring a PM Inventory Touchscreen Key* instructions in the previous configuration section.
2. Enter your MICROS ID on the login screen. Note: You must be able to communicate with the server in order to log in.
3. The main *PM Inventory* screen displays.



The following options are available from the main PM Inventory screen:

**Enter new count** — Select this option to begin a new inventory count or to check the status of a previously started count.

**Modify/reconcile count** — Select this option to modify, reconcile or cancel a previously started count.

**Stock on hand** — Select this option to view current stock on hand quantities.

**Barcodes** — Select this option to associate barcodes to inventory items and units.

**Settings** — Select this option to view the current communication status and server IP address.

**Logoff** — Select this option to return to the log in screen.

**Help** — Select this option to display HTML help for this form.

#### Entering New Counts

1. Select **Enter New Count** from the main PM Inventory screen. A list of count tasks are displayed along with the task names and the date/time of the last count. Note: The hand held device must be online to start a new count.
2. Choose the desired count task from the Select Count screen and click **Select** from the menu. Multiple count tasks may be selected.

Use the Cost Center drop-down to filter the list of count tasks by cost center or to display count tasks for All cost centers. This field is grayed out if only one cost center is configured.

The yellow exclamation icon displays next to count tasks that are currently being counted. The green check mark icon displays next to count tasks that are available to be counted.



- From the count entry form, select the date of the count. Note: The count date cannot be changed once a count is started. The count must be cancelled and a new one started to change the count date.
- Select the inventory item to be counted from the drop-down list or barcode scan the item. Notice that the item name is displayed along with the storage location (in parentheses) where it can be found.

Inventory items are automatically selected when a barcode is scanned. If the scanned item does not exist in the count, the user will be asked if he wants to link an item to the scanned barcode. Note: This prompt will only display if the user is privileged to enter barcodes.

- Enter the counts for each of the current item's defined units. **Major** and **Alternate** units are those defined in the PM application for this inventory item.

If a unit count field is selected that already has a quantity entered, an additional numeric entry field appears for entering a quantity. This additional quantity is automatically added to the original count when selecting another unit count field.

---

**Note** Use the Count Summary tab to view all of the items in the count task. If an item is selected from the Count Summary screen, the selected item is automatically displayed on the **Edit Item Count** tab for entry/editing of the item's count quantities. Items that have already been counted display in maroon on the Count Summary tab.

---

6. Click **Save** from the menu. Confirm the operation when the prompt appears.

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**Note** *The handheld device must be online (in range of the wireless hub or placed in the cradle for Active Sync) in order to save the count task.*

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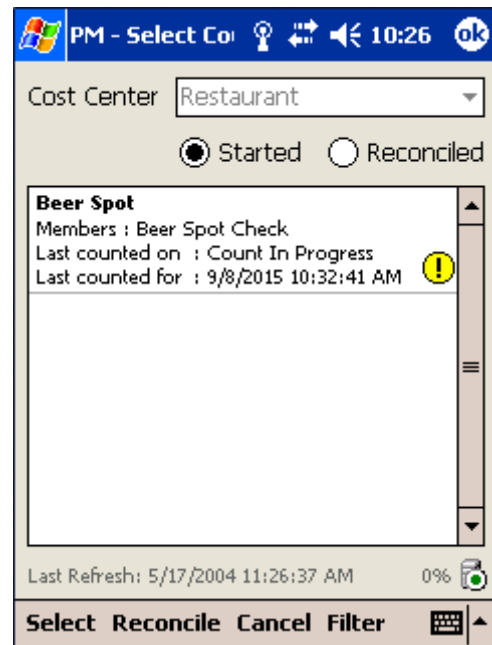
7. If you wish to reconcile the count when saving, answer **Yes** to the corresponding prompt. If you answer **No**, the count is saved without reconciling and the count status is set to “Count in Progress”.

### Modifying/Reconciling Counts

1. Select **Modify/reconcile count** from the main *PM Inventory* screen.
2. Select **Started** to display all of the count sessions that are currently in progress or select **Reconciled** to display all of the count sessions that have been reconciled.

Use the **Filter** option from the menu to filter the list of counts by All (the default), Today, and Yesterday.

3. To modify a count task, choose the task and click **Select** from the menu.



To reconcile a count task, choose the task and click **Reconcile** from the menu. Confirm the operation when the prompt appears.

To cancel the count task, choose the task and click **Cancel** from the menu. Confirm the operation when the prompt appears.

## Viewing Stock on Hand

1. Select **Stock on hand** from the main *PM Inventory* screen.

---

**Note**     *The handheld device must be online (in range of the wireless hub or placed in the cradle for Active Sync) in order to check stock on hand.*

---

2. From the Stock on Hand screen, select the **Cost Center** of the item.
3. Select the *Item, Group, or List* from the **Stock on Hand** screen and click **Details** from the menu. Detailed information displays for the selected inventory item.

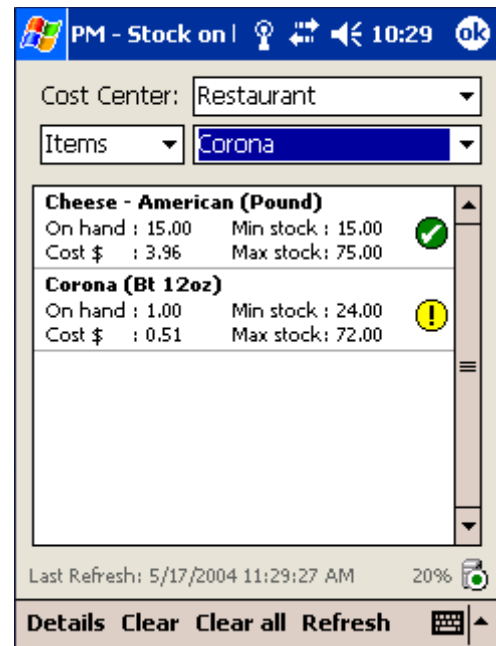
The yellow exclamation icon indicates that an item's stock on hand is outside of the item's predefined limits.

Use the **Clear** option to remove the currently selected item from the stock on hand list.

Use the **Clear all** option to remove all items from the stock on hand list.

Use the **Refresh** option to refresh the stock on hand quantities from the server.

4. Click **OK** to return to the *Stock on Hand* screen.



### Assigning Barcodes to Items

1. Select **Barcodes** from the main *PM Inventory* screen.

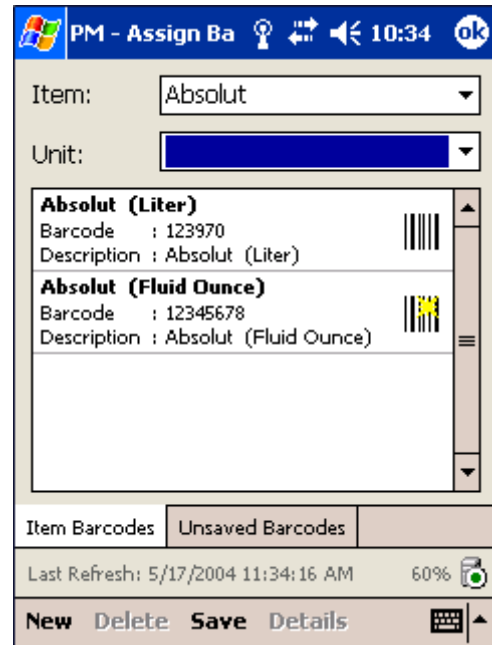
2. From the Assign Barcodes screen, choose the item to assign a barcode and click **New** from the menu

Use the Unit drop-down to filter the barcode list for a particular unit.

*Or*

Scan an item.

3. Enter the barcode and a description and click **OK** to save the barcode assignment. Enter the barcode and a description and click **OK** to save the barcode assignment. If the barcode has been scanned, the barcode field is automatically populated with the barcode string.



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**Note** *Barcodes can also be associated with items using the PM Desktop application (Setup | Inventory Items | Barcode).*

---

4. Select a barcode from the Item Barcodes or Unsaved Barcodes tab and click **Details** to view the details about a barcode, including its status.

### Deleting Barcodes from Items

1. Select **Barcodes** from the main *PM Inventory* screen.
2. From the Assign Barcodes screen, choose the item and click **Delete** from the menu.
3. The barcode is moved to the Unsaved Barcodes list. Note: Deleted barcodes are not deleted from the server until the Save button is clicked.

### Troubleshooting

*“Unable to connect to the remote server” message when trying to log in*

- ◆ Ensure that POS Operations runs correctly on the handheld device
- ◆ Verify that the IP address entered on the *Settings* form is the same as the IP address of the MICROS server. Note: You must Exit and Restart the PM Inventory application after changing the server's IP address.
- ◆ Verify that the handheld's network connection has been configured properly on the *Menu | Settings | Connection* tab.
- ◆ Verify that the MICROS Cash Management service is running. Stop and restart the MICROS Cash Management service.

*Unable to scan barcodes with the handheld device*

- ◆ Barcode scanning is only available when performing a count or assigning barcodes.
- ◆ The battery power is low.

*A “Timeout” error occurred*

- ◆ The server is too busy for the handheld's data request. Click **OK** and attempt to perform the function again.

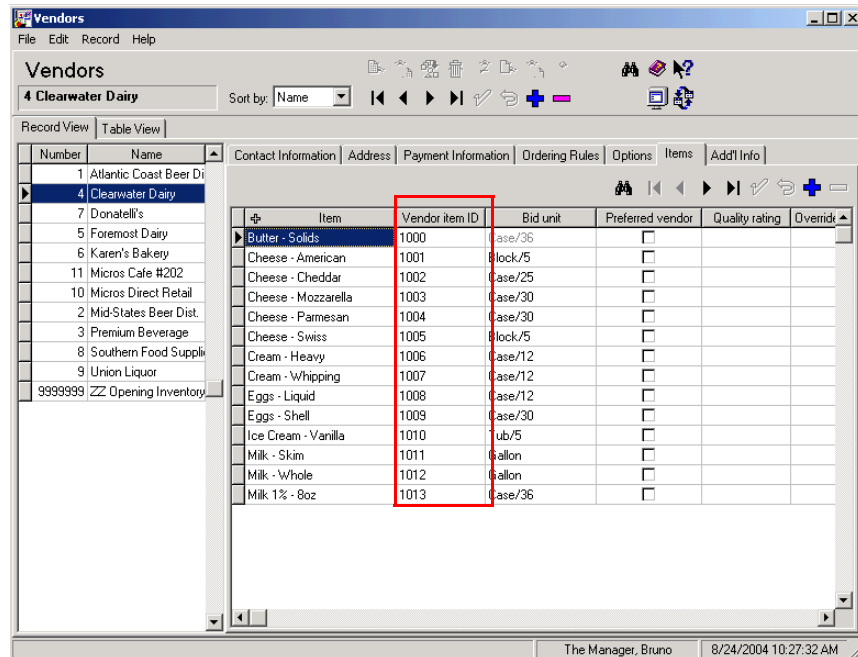
## Ordering

### Add Vendor Item ID

When ordering or receiving items, users can quickly enter and confirm vendor pricing information using a new **Vendor Item ID** option. **Vendor Item IDs** represent the internal product codes assigned to each item in the vendor's inventory. This is the number the vendor uses when tracking orders in their own system. The number is listed on the packing slips and invoices when the shipment is delivered to the customer.

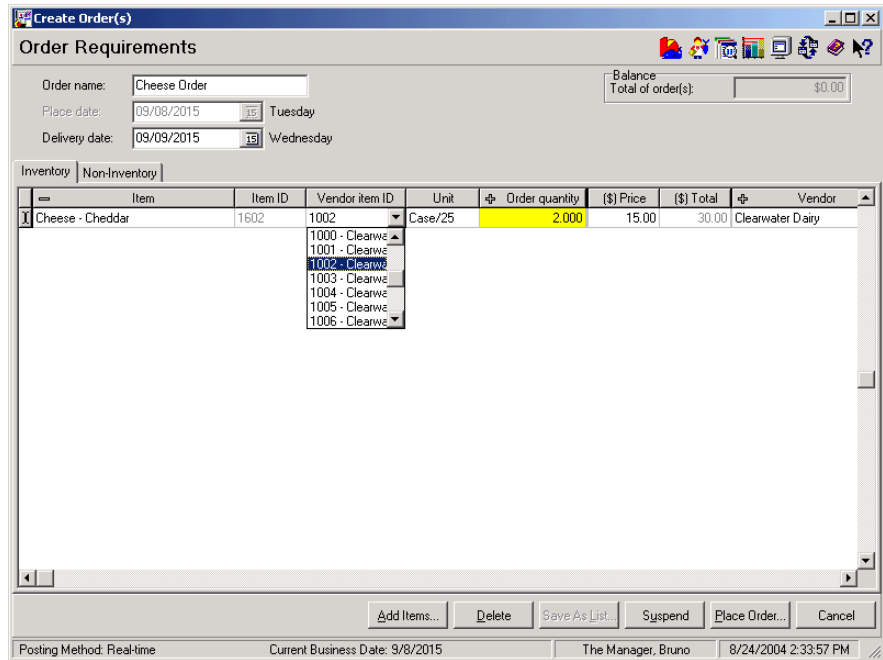
### Enabling the Feature

**Vendor Item IDs** are entered on the *PM | Setup | Vendors | Items* tab. The alphanumeric field supports up to 16 characters. A unique value must be entered for each item/vendor/unit combination.



Once the identifiers have been entered into the database, they can be selected from the **Vendor Item ID** drop-down list on a variety of order forms and receipts to speed up the data-entry process.

For example, when creating an order, if the user selects '1002' from the **Vendor Item ID** drop-down list, the system will automatically return the **Vendor Name, Item Name, Item ID, Order Unit, and Price**.

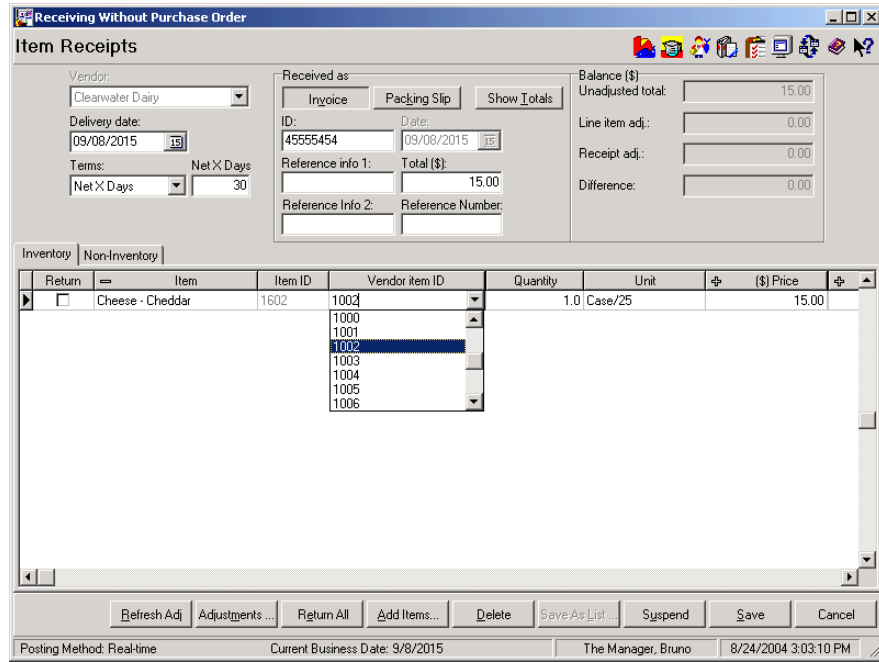


**Note**

*When using the Vendor Item ID to select the vendor/item/unit combination, vendor bids are automatically retrieved.*

*If the Vendor is selected first, entries in the Vendor Item ID field will be limited to those associated with that vendor.*

Similarly, when an order is received, users can enter the Vendor Item ID to compare/confirm that the items they received are consistent with what was ordered from the vendor.





## Setup

### *End-of-Night Pre-Close: Check PM Status*

In a large organization, with multiple sites and a large employee base, it is inevitable that certain inventory management conditions will arise that prevent a store from performing a final close during regular end-of-cycle reporting. These conditions include:

- ◆ Negative inventories
- ◆ Open inventory counts
- ◆ Suspended receipts
- ◆ Suspended transfers

To ensure that managers are completing their inventory management tasks in a timely fashion, a new end-of-night process has been designed. The process, which is set up through the Autosequences and Reports module, includes a new external program, **PMCloseCheck.exe**. When executed, the program reviews the database for problems with negative inventories, open inventory counts, suspended receipts, and suspended transfers. If one or more of these conditions exists, the autosequence will be terminated and an error message will be displayed detailing the problem. To assist the user, a **PRINT** button is included to printout a hard copy of the issues that need rectified. Once they have been fixed, the user can rerun the Pre-Close Autosequence to complete the process.

### Configuring the Autosequence

Follow these steps to program the autosequence:

#### **Set up a new External Program, to be called as part of the End-of-Night Pre-Close Autosequence.**

1. Open *POS Configurator* | *System* | *External Programs*.
2. Add a new program record and enter a name (i.e., PM Final Close Status).

3. Set the program options as follows:
  - ◆ User Interface = Windows
  - ◆ Run Style = Minimized
  - ◆ Working Directory = `c:\micros\res\eo\bin` (where `c:` refers to your Micros Drive Letter)
  - ◆ Command Line = `c:\micros\res\eo\bin\PMCloseCheck.exe`
4. Save the record.

**Make this new external program the first step in the Pre-Close Autosequence:**

1. Open *POS Configurator* | *Reporting* | *Autosequence Steps*.
2. Choose *Pre Close* from the **Select an Autosequence** drop-down list.
3. Add a new first step and enter the following:
  - ◆ Number = 1
  - ◆ Type = External Program
  - ◆ Skip Step = False
  - ◆ Select the 'PM Final Close Status' external program from the drop-down list.
  - ◆ Under the *Error Action* tab, program the following to ensure that the autosequence will stop if all PM Final Close conditions are not resolved:
    - ◆ Error Action = Stop
    - ◆ Error Message (programmable) = insert an instructional message here (e.g., **\*\*\*\*\* Re-Run Pre-Close After Satisfying PM Inventory Conditions \*\*\***)
  - ◆ Save the record.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Allowances	Support for Multiple POS Waste Reasons	484
Ordering	Use Alternate Units With Vendor Bids	485
Receiving	Add/Modify Reference Info Fields	485

## Enhancements Detailed

### *Support for Multiple POS Waste Reasons*

In the past, customers using PM allowances could not differentiate between waste items that were entered through POS Operations. Previous versions of the 3700 POS provided a single waste category for recording items via a front-of-house terminal.

To better manage and define waste, changes were made in both the 3700 POS and PM applications to allow users to define multiple waste categories. On the POS side, this was done by extending reason code functionality to menu items wasted from a front-of-house terminal. (An explanation of the POS enhancement is provided on page 243.) On the PM side, the configuration of allowances was modified to provide a link between them and the new POS reason codes.

Now, during operations, if a manager opens a Waste check at a front-of-house terminal and enters a menu item, the system will prompt for a Waste reason. Once the reason is entered and accepted, the transaction information is inserted into the PM application and the appropriate PM allowance is automatically applied.

### **Enabling**

To support this functionality a new **POS Allowance Assignment** grid was added to the bottom of the *PM | Setup | PM Parameters | Allowances* tab.

To create a link, click in the POS Reason column and select one of the predefined reason codes. Move to the Allowance column and select an allowance from the drop-down list provided. The same allowance may be linked to more than one POS reason. However, a POS reason can only be linked to one allowance type.

This procedure is optional. Wasted menu items whose POS reason is NOT linked to a specific allowance will be automatically consigned to the Default POS Allowance.

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## Ordering

### *Use Alternate Units with Vendor Bids*

When adding inventory items to a new order, the system automatically loads the item's purchase unit. In the past, if PM was configured to use vendor bids, and if the vendor's bid unit differed from the purchase unit (e.g., bottles/12 oz. versus case/24), the system would pull in the bid and convert it to the purchase units.

With this release, a new option, **Override purchase unit with vendor bid unit** (*Setup | PM Parameters | Ordering*), has been added in the PM configuration utility. When checked, the system will automatically populate the bid unit field with the alternate unit used by the selected vendor.

This option does not work unless the **Allow unit conversions** option (*Setup | Order Classes | Options*) is also enabled.

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## Receiving

### *Add/Modify Reference Info Fields*

For clarity, the **Reference Info** field (*PM | Receiving* forms) has been expanded from one to three data fields. The original alphanumeric field was renamed **Reference Info 1**. As before, it allows the user to insert notes or optional information relevant to the current invoice or packing slip. To supplement this data, two new fields were added:

- ◆ **Reference Info 2** — A second alphanumeric field. As with Reference Info 1, this field provides additional information relevant to the invoice or packing slip. Up to 40 characters is allowed.
- ◆ **Reference Number** — A numeric field. Allows the user to insert a numeric identifier (e.g., check number, purchase order number, approval code, etc.). Up to 9 digits is allowed.

## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Inventory	Change in Default Storage Location in PM Not Passed to Stores in EM	15134	488
	Costs Not Updating Properly to All Cost Centers	N/A	488
	Count Form Opens With Focus on Last Record	N/A	489
	Declared Allowance Not Depleting Stock Lots Properly	N/A	489
	Inventory Task Calendar Records Wrong Business Date	17160	489
	Manually Entered Unit Causes Error When Inventory Item Added	N/A	489
	Physical Count Entry Cannot Be Saved When Using Comma as Decimal Symbol	16848	490
Ordering	On-Hand Quantity Incorrect After Changing Cost Center	N/A	490

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Reports	Inventory Cost of Sales Detail Reports Incorrect Menu Item Prices	N/A	491
	Inventory Cost of Sales Detail Reports Incorrect Average Usage Cost	15806	491
	Inventory Cost of Sales Detail Report Runs Too Slowly	17665	491
	Inventory Cost of Sales Summary	N/A	492
	Inventory Count Extension Report	N/A	492
	Inventory Variance Report Missing Data for Last Day of Last Closed Period	18112	492
	Menu Item Theoretical Cost of Sales Returns Incorrect Totals	15716	493
	Menu Item Theoretical Cost of Sales Returns No Data	17046	493
Setup	Inventory Item Batch Recipes Cannot Be Saved if Item Class is Changed	16888	494
	Production Form Not Refreshing Current Cost Data	N/A	494
	Security Access Not Enforced in Two Instances	N/A	495
Transfers	Incorrect Cost When Transferring Zero or Negative Stock	N/A	495
	Transferred Inventory Items Not Posting Correctly	15487	495

## Revisions Detailed

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### Inventory

#### *Change in Default Storage Location in PM Not Passed to Stores in EM*

*CR ID #: 15134*

When updating an inventory item in PM, users can change the default storage location by adding the item to a second storage location and then changing the default on the *PM | Setup | Inventory Items | Classes/Groups* tab.

Previously, when the changes were made via EM at the Corporate level, they would not be received correctly when sent to the Stores. Instead of checking for a previous default and then switching the storage locations, the Stores simply added another default location. Consequently, stores could end up with multiple default locations for the inventory items. Therefore, any attempt to delete an item from any of these locations resulted in the error: "Storage location is set as Default storage location for this inventory item".

To correct the problem, the system check for a previous default storage location has been moved from the user interface to the database level. This ensures that changes made at the form level will be validated and updated by the store's database.

#### *Costs Not Updating Properly at All Cost Centers*

*CR ID #: N/A*

When using multiple cost centers, if the system was programmed to **Maintain the same cost for an item in all cost centers** (*Setup | PM Parameters | Cost Centers*), the system would only update the usage cost at a revenue center where the inventory item had been received. All other cost centers would show a value of zero. This has been corrected.



### ***Count Form Opens With Focus on Last Record***

*CR ID #: N/A*

When opening the *Inventory | Enter Counts* form, the focus was incorrectly placed on the last record in the grid, instead of the first. This has been corrected.

### ***Declared Allowance Not Depleting Stock Lots Properly***

*CR ID #: N/A*

When declaring an allowance (either through PM or the POS Operations), the system failed to deplete the correct stock lot. This has been corrected.

### ***Inventory Task Calendar Records Wrong Business Date***

*CR ID #: 17160*

When using the Inventory Task Calendar, if the user selected and entered a count for a previous date, the system would record the count date correctly, but would post the current date as the business date. This has been corrected. Now, when a count is post-dated, the business date and count date will be recorded as the same.

### ***Manually Entered Unit Causes Error When Inventory Item Added***

*CR ID #: N/A*

When adding a new inventory item, if the unit value was manually entered (e.g., the user typed in EA to retrieve the unit EACH) rather than selected it from the drop-down list, the following error occurred when the record was saved:

*[Sybase]...Integrity constraint violation: Column 'usage\_unit\_seq'in table 'inven\_itm\_def' cannot be NULL.*

The problem was due to a coding limitation in the way the system recognized and recorded data-entry events. This has been corrected.

***Physical Count Entry Cannot Be Saved When Using Comma as Decimal Symbol***

*CR ID #: 16848*

When counting inventory, entries could not be saved or reconciled if the regional settings were configured to use commas as the decimal separator. Whole number entries were not affected. This problem has been corrected.

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**Ordering**

***On-Hand Quantity Incorrect After Changing Cost Centers***

*CR ID #: N/A*

When creating an order in a multi-cost center environment, a change in the cost center could cause the on-hand quantity to be calculated incorrectly. The number of items would be reported in the major unit instead of the order unit. This has been corrected.

## Reports

The table below describes the PM report changes in this Service Pack:

Report	Area Modified	Description
Inventory Cost of Sales Detail  <i>CR ID #: N/A</i>	Stored Procedure <sup>a</sup>	When running the Inventory Cost of Sales Detail report, the system called a stored procedure using the wrong sequence of steps to convert inventory item prices into major unit prices (i.e., multiplying when it should have divided, and vice-versa). This was causing a sudden increase in the cost of a menu item. The problem has been corrected.
Inventory Cost of Sales Detail  <i>CR ID#: 15806</i>	Template <sup>b</sup>	When running the Inventory Cost of Sales Detail report, the system would report unusually high values for the Average Usage Cost on very low or zero usage items. The variance was caused by a rounding discrepancy between the report template and the stored procedure that it called. This has been fixed.
Inventory Cost of Sales Detail Report Runs Too Slowly  <i>CR ID #: 17665</i>	Stored Procedure <sup>c</sup>	Running the Inventory Cost of Sale Detail Report ( <i>InvenCOSDtl.rpt</i> ) was taking hours to complete. The delay was traced to a specific stored procedure, <i>speo_R_inven_var_info</i> , which was modified to improve performance.

Inventory Cost of Sales Summary  <i>CR ID #: N/A</i>	Stored Procedure <sup>d</sup>	Previously, when the Inventory Cost of Sales Summary was run for an open report period, the results failed to include a value for the opening stock on hand. The problem was traced to a stored procedure, which was passing an incorrect date required by the system to populate the temp tables used to calculate this entry. It has been corrected.
Inventory Count Extension Report  <i>CR ID #: N/A</i>	Template	When running an inventory count where the sort order is by storage location and then by item, the Inventory Count Extension Report ( <i>InvenCntExten.rpt</i> , <i>InvenCntExtenPreview.rpt</i> ) was not printing in the same order (alphabetical) as either the Count Sheet or the display. This problem has been corrected.
Inventory Variance Report  <i>CR ID #: 18112</i>	Stored Procedure <sup>e</sup>	Previously, the Inventory Variance Report did not always include the detail for the last day of the latest period. This occurred only if the selected end date was the last day of the latest closed period. The problem was caused by a programming error in the way the stored procedure handled date ranges. This has been corrected.

<p>Menu Item Theoretical Cost of Sales Report</p> <p><i>CR ID #: 15716</i></p>	<p>Stored Procedure f</p>	<p>The stored procedure used to calculate menu item costs was excluding the cost of the condiments. This was causing incorrect totals in the Menu Item Theoretical Cost of Sales Report. It has been corrected.</p>
<p>Menu Item Theoretical Cost of Sales Report</p> <p><i>CR ID #: 17046</i></p>	<p>Stored Procedures<sup>g</sup></p>	<p>Previously, if a user added an existing check to a new check, and then applied a discount to the new check, it would cause composite totals posting to fail. This resulted in an <code>ilcg_seq</code> error which prevented the Menu Item Theoretical Cost of Sales (<i>RecipeTheoCost.rpt</i>) from returning any data. The problem has been corrected.</p>

Files Changed:

<sup>a</sup> speo\_inven\_itm\_last\_cost

<sup>b</sup> InvenCostSalesDet.rpt

<sup>c</sup> speo\_R\_inven\_var\_info

<sup>d</sup> sp\_R\_cos\_summary

<sup>e</sup> speo\_R\_inven\_var\_info

<sup>f</sup> speo\_R\_menu\_info

<sup>g</sup> sp\_post\_cmpst\_mi\_cum, sp\_post\_fixed\_prd\_cmpst\_mi\_cum

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## Setup

### ***Inventory Item Batch Recipes Cannot Be Saved if Item Class is Changed***

CR ID #: 16888

When adding a new Batch Recipe inventory item, users were unable to save the record if the default entry in the **Item Class** field had been changed. The problem occurred because the system failed to stop users from deleting system-defined Item Classes (*Setup | Item Classes*) and then changing the selection on the inventory item form (*Setup | Inventory Items | Classes/Groups*).

To resolve the issue, both actions are now explicitly prohibited. That is, an error message will display when the user tries to:

- ◆ Delete system-defined Item Class records 1 and 2 (*PM | Setup | Item Classes*).

Error Message: "The item class is a system defined item class, you may not delete it."

- ◆ Change the default **Item Class** assigned to an inventory item record (*Setup | Inventory Items | Classes/Groups*).

Error Message: "Inventory class cannot be changed, inventory item is linked to a menu item."

### ***Production Form Not Refreshing with Current Cost Data***

CR ID #: N/A

After opening *PM | Setup | Recipes*, if the user selected a Production Item and clicked on the *Production* tab; the **Current Cost** information would display a negative value. To display the correct (positive) value, the user had to temporarily change the focus by selecting another recipe above (or below) and then re-selecting the original batch recipe item. This problem has been corrected.

### ***Security Access Not Enforced in Two Instances***

*CR ID #: N/A*

Previously, the system failed to enforce security restrictions placed on users through the PM Back Office application (*Setup | Security Access*). Specifically, users who were assigned view-only privileges with regard to PM Cost Center records (*Setup | PM Parameters | Cost Centers*) and to the Reports Explorer, could still add, modify, and delete entries. This problem has been corrected.

---

## **Transfers**

### ***Incorrect Cost When Transferring Zero or Negative Stock***

*CR ID #: N/A*

Previously, when transferring an item with zero or negative stock on hand between cost centers, the cost on the transfer was zero. The problem, which occurs when maintaining costs across cost centers, has been corrected.

### ***Transferred Inventory Items Not Posted Correctly***

*CR ID #: 15487*

When transferring inventory items into a cost center (after a previously suspended, unedited transfer), the inventory items were not included in the Inventory Stock on Hand report, or when entering counts. This problem has been corrected.

## Labor Management (LM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Scheduling	Scheduling Requirements Report	497



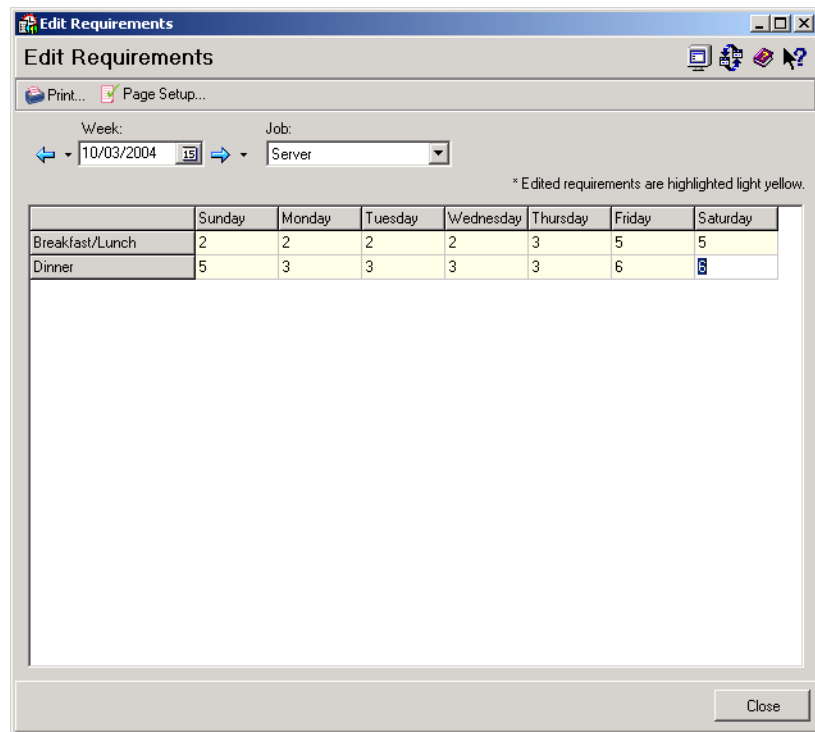
## New Features Detailed

### Scheduling

#### *Scheduling Requirements Report*

Functionality has been added to allow a user to generate a staff requirements report based on data entered through the Manual Scheduling application.

The SRG Requirements Report lists the number of employees required for each day of the currently selected week, grouped by serving period. To access this report, the Edit Scheduling form was modified to include new print options in the form of a **Print** and a **Page Setup** icon above the data grid.



The screenshot shows a window titled "Edit Requirements" with a menu bar containing "Print..." and "Page Setup...". Below the menu bar, there are fields for "Week:" (10/03/2004) and "Job:" (Server). A note states: "\* Edited requirements are highlighted light yellow." Below this is a table with the following data:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast/Lunch	2	2	2	2	3	5	5
Dinner	5	3	3	3	3	6	6

A "Close" button is located at the bottom right of the window.

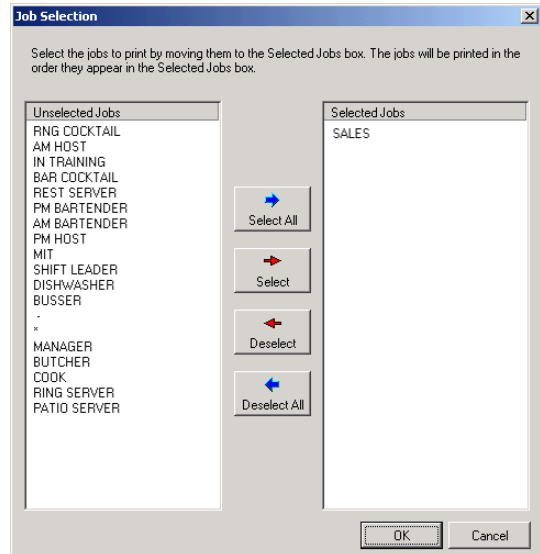
The **Print** icon allows the user to select the jobs to be included in the report.

The **Page Setup** icon opens a standard print setup box to allow the user to select a printer and set the print requirements.

### Running the Report

To generate a report, the user enters a date in the **Week** field. The report will be run for the 7-day period (Sunday thru Saturday) in which the specified date falls. The default entry is the current business date.

Users can select a **Job** from the drop-down list provided, or press the **Print** icon to open the Job Selection form. To add one or more jobs to the report, the user simply highlights the appropriate entries from the **Unselected Jobs** list and moves them to the **Selected Jobs** list using the arrow buttons. When the jobs list is complete, the **OK** button is pressed and the report is sent to the designated printer.



A separate report will be printed for each. A sample of the report is shown below.

### SRG Requirements Report

Week: 10/3/2004

Job: Server

Printed on 10/1/2004 4:53:43 PM

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast/Lunch	2	2	2	2	3	5	5
Dinner	5	3	3	3	3	6	6

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Forecasting	Added Daypart Names to Forecast Screen	500
Reports	Added Labor Percentage Columns to Daily Labor Tracking Report	501
Setup	Allow Decimal Numbers for Standards	502
	Enforce Maximum Hours Foreign Student Can Work	503

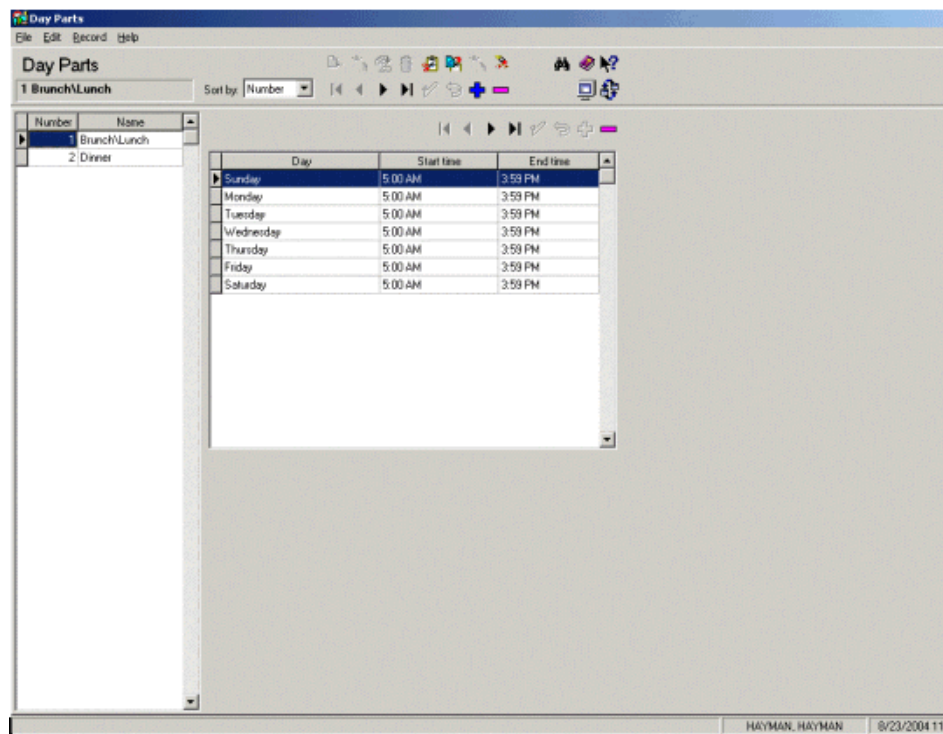
## Enhancements Detailed

### Forecasting

#### *Added Daypart Names to Forecast Screens*

Previously, when generating a forecast that involved multiple day parts, the system would group the results under the header “Day Part Totals.”

With this release, changes were made to the format of the *Forecast Edit* screen. Now, when multiple day parts are defined in the Labor Management Setup program (*Forecasting | Day Parts*),



the data will be displayed as individual columns of information, by day part name.

	Period Starting Mon 4/5/2004	Period Starting Tue 4/6/2004	Period Starting Wed 4/7/2004	Period Starting Thu 4/8/2004	Period Starting Fri 4/9/2004	Period Starting Sat 4/10/2004	Period Starting Sun 4/11/2004
Brunch/Lunch	1,240.75	1,580.04	1,840.12	2,391.91	2,432.14	2,258.73	3,124.58
Day Part Total	3,415.23	5,336.04	4,691.23	4,301.50	12,489.50	12,941.56	6,714.88
Grand Total	4,656.00	7,497.48	6,531.42	6,683.41	14,829.05	15,200.26	9,839.45

## Reports

### *Added Labor Percentage Columns to Daily Labor Tracking Report*

With this release, the Daily Labor Tracking Report has been enhanced to include two new sets of values: 1) the scheduled labor costs as a percent of total forecast, and 2) the percent actual cost relative to the total dollar amount. These percentages are listed by job category and shown for each day of the labor week.

---

## Setup

### *Allow Decimal Numbers for Standards*

The Standard-to-Requirement ratio (*LM | Staff Requirements | SRG Setup | Standards*) allows users to specify at what point labor requirements change. This ratio depends upon the forecast element selected (e.g., Cover Count, Net Sales, etc.). The following table indicates how the ratio might be defined for Servers when using the Guest Count forecast element:

<b>Standard</b>	<b>Requirement</b>
When the guest count is equal to or greater than...	...increase Servers to...
1	2
10	3
20	4

With this release, the **Standards** part of the ratio has been modified to allow the use of decimal point entries. Previously, only whole numbers were allowed. As before, entries should increase in value (1, 12.5, 25, not 1, 25, 12.5).

The **Requirements** value must still be in whole numbers.

### ***Enforce Maximum Hours Foreign Student Can Work***

To support the new European Foreign Student Labor Laws, a new stored procedure (*splm\_TerminateFrgnEmps.sql*) has been added. The stored procedure is designed to run as part of the End-of-Day autosequence. It's purpose is to count the number of days worked by employees whose personnel records indicate that they are foreign students.

Currently, the law specifies that:

- ◆ Part-time students can work a maximum of 4 hours per day for no more that 180 work days.
- ◆ Full-time students can work a maximum of 8 hours per day for no more than 90 work days.

Once the student-employee has worked the maximum number of days allowed by law, his/her employee status is automatically set to *Terminated*. Attempts to clock in after this date will be denied.

The change does not affect employees who are clocked in when the business date changes, but will occur at the start of their next shift.

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**Note**      *This stored procedure does not monitor the number of hours an employee works, only the number of days. Employees cannot extend the number of eligible workdays by logging less than the maximum 4 hours (if part-time) or 8 hours (if full-time).*

*However, users should be aware that this is a simple counting mechanism. Turning the option off and then on again in an employee's record WILL reset the counter to zero.*

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## Enabling the Feature

To support this feature, two new options were added in the POS Configurator (*Employees* | *Employees* | *POS*):

- ◆ **Part-time foreign student** — When checked, counts the number of work days clocked by this employee and prevents him or her from clocking in once the maximum number of workdays for part-time foreign students (180 days) has been reached.
- ◆ **Full-time foreign student** — When checked, counts the number of work days clocked by this employee and prevents him or her from clocking in once the maximum number of workdays for full-time foreign students (90 days) has been reached.

## New Report

As part of this enhancement, a new Terminated Foreign Students report (*TermFrgnEmps.rpt*) was added. The report lists the names and termination dates of employees who exceeded the workdays limit imposed by the Foreign Student Labor Law during a specified date range.

A sample of the report is provided below:

Terminated Foreign Students	
Micros Cafe - Micros Cafe	
From : 07/21/2004	To : 07/21/2004
Bruno The Manager Printed on Wednesday, July 21, 2004 - 10:47 AM	
Employee	Termination Date
<b>Part Time Students</b>	
Server 2, Dave	7/21/2004
Server 3, Rachel	7/21/2004
Server 4, John	7/21/2004
<b>Full Time Students</b>	
Server 5, Jake	7/21/2004
Server 6, Linda	7/21/2004
Server 7, Tim	7/21/2004



## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the LM 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Forecasting	Error Occurs When Setting Comma as Decimal Placeholder	N/A	507
Human Resources	Change of User-Defined Marital Status Causes Error	16088	507
	Error Received if Application Closed with Availability Form Minimized	N/A	507
	Form Does Not Reset After Adding Employee Record for Minor	N/A	508
Payroll Preprocessing	Premium Pay Rates Fail to Post if Two Records Have Same GMT Date/Time	15822	508
	System Incorrectly Allows for Duplicate Time Cards Entries	15908	508
	Time Card Adjustments Not Updating Other Tables Properly	15786	509

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Reports	Daily Labor Tracking Report	15800	509
	Employee Payroll Summary Does Not Show Premium Pay Values for Closed Labor Periods	18161	510
	Job Earnings Summary	16405	510

## Revisions Detailed

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### Forecasting

#### ***Error Occurs When Setting Comma as Decimal Placeholder***

*CR ID #: N/A*

Previously, if the computer's Regional Settings (*Windows Start Menu | Control Panel | Regional Settings*) were configured to use a comma as the decimal place holder, then any attempt to generate a labor forecast would result in the SQL error

```
Insert value list does not match column list:  
Wrong number of values for INSERT.
```

This problem has been corrected.

---

### Human Resources

#### ***Change of User-Defined Marital Status Causes Error***

*CR ID #: 16088*

After adding a new record to the W4\_MAR\_STAT entry in *LM | General | User Defined Domain*, an error message would be displayed when the user tried to select this option as an employee's **Marital Status** (*Human Resources | Employee Setup | Exemptions*). This has been corrected.

#### ***Error Received if Application Closed with Availability Form Minimized***

*CR ID #: N/A*

Once the *Availability* form was opened, any attempt to close the Human Resources application while the form was minimized would cause the application to fail and would cause multiple Access violation errors to display. This problem has been corrected.

***Form Does Not Reset After Entering Employee Record for Minor***

CR ID #: N/A

When adding new employees, once a record for a minor was entered, the system would continue to prompt for work permit/age certificate information for all other new hires, regardless of age. This continued until the form was closed and reopened. It has been corrected.

---

**Payroll Preprocessing**

***Premium Pay Rates Fail to Post if Two Records Have Same GMT Date/Time***

CR ID #: 15822

Previously, when posting premium pay rates to the database, the system would fail if two records were found for the same job with the same GMT date/time in the historical job rates table. The problem, which was caused by error in the stored procedure, splm\_ProcessPremiumPay, has been corrected.

***System Incorrectly Allows for Duplicate Time Card Entries***

CR ID #: 15908

When editing a time card via payroll preprocessing or manager procedures, users could modify and save one record to exactly match another existing record. This resulted in the loss of the first time card's data while creating a duplicate record of the second. The problem has been corrected.

### ***Time Card Adjustments Not Updating Other Tables Properly***

*CR ID #: 15786*

When posting an adjustment or deletion to a time card in the Sydney Time Zone (GMT+10.00), labor data contained in other tables was incorrectly updated. The problem occurred because the system was posting the current date field based on local time, rather than GMT.

Also, Payroll Preprocessing was not properly identifying DST when DST began in the previous calendar year. For example, in Australia DST begins in October and ends in March. When checking for DST, the system assumed that the DST begin dates were in the same year as the DST end dates.

These problems have been corrected.

---

## **Reports**

The table below describes the LM report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
Daily Labor Tracking Report  <i>CR ID #: 15800</i>	Stored Procedure <sup>a</sup>	Previously, when running the Daily Labor Tracking Report ( <i>SchedDlyLaborTracking.rpt</i> ), the system displays the correct date range, but failed to show the correct day of the week for the start of that date range. The first day was always listed as Sunday, regardless of the calendar date entered. This problem has been corrected.

Employee Payroll Summary  <i>CR ID #: 18161</i>	Stored Procedure <sup>b</sup>	When running the Employee Payroll Summary report, premium pay values were no longer reported once the labor period was closed. This has been corrected.
Job Earnings Summary  <i>CR ID #: 16405</i>	Template <sup>c</sup>	Vacation and sick time calculations were incorrectly included the Other Pay column of the Job Earnings Summary report, even after these records had been deleted from the database. This problem has been corrected.

Files Changed:

<sup>a</sup>speo\_R\_dly\_labor

<sup>b</sup>splm\_R\_payroll\_summary, splm\_ExportPayrollSummary

<sup>c</sup>PayrollPre.exe

## Financial Management (FM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

---

### What's Revised

There are no revision in this version of the software.

## RES Platform

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### Introduction

This chapter comprises changes made to RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ Export Utility
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility

### What's New

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



## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Common	Updated CAL Server	514
MICROS Desktop	Access to GSS Forms From Start Menu	514
Reports Explorer	Save Report Directly to.XLS File	515

## Enhancements Detailed

### Common

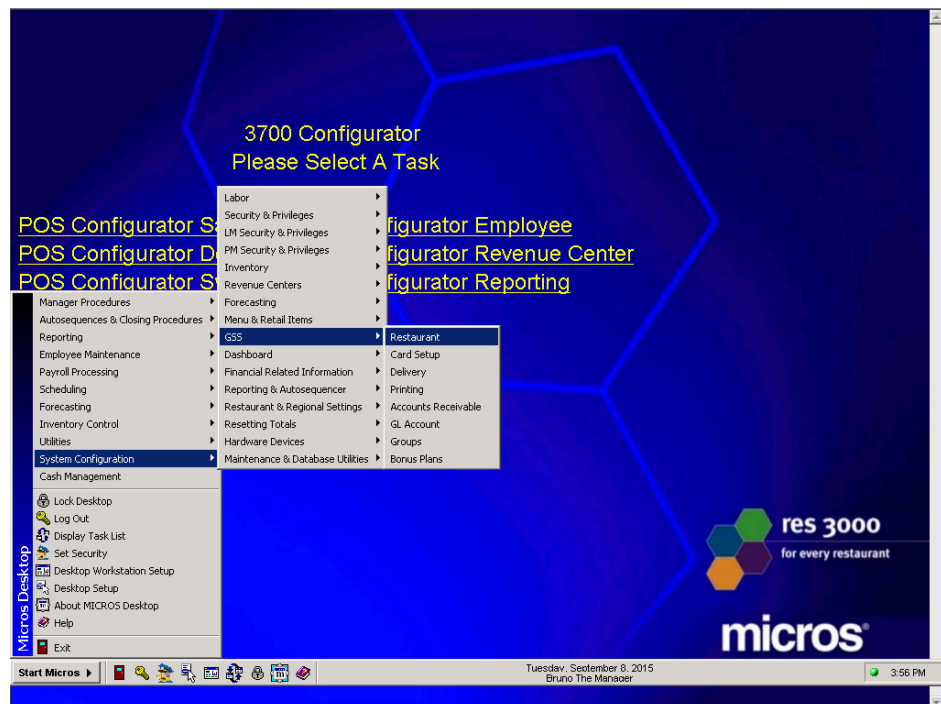
#### *Updated CAL Server*

RES installation program has been updated to deploy CAL Server version 1.0.2.3.

### MICROS Desktop

#### *Access to GSS Forms from Start Menu*

With this release, GSS configuration forms can be accessed through the MICROS Desktop. The forms, which were added during the integration of GSS in the 3700 POS Configurator, are reached by selecting *Start Micros | System Configuration | GSS* from the Desktop menu bar, as shown below.



## Reports Explorer

### *Save Reports Directly to .XLS File*

Functionality was added that allows users to send a report directly to a file when running Reports Explorer from a command line. This is useful when run as an external program in an autosequence.

To save a report to file, a command line prompt is entered using the /FN switch as follows:

```
rptexpl/FN:<node num>
```

When the command is executed, the file is saved in Microsoft Excel (.xls) format in the \MICROS\Common\etc directory. The report file is named as follows:

```
<Report Name>_<Date>_<Time>
```

where <Date> and <Time> are the date and time when the report file was saved. For example:

```
InventoryExtension_2004-07-06_14-36-32.xls
```

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
MICROS Desktop	MICROS Desktop Does Not Load Properly	16353	517
Export Utility	Quick Books Interface Not Formatting Properly	N/A	517
License Manager	Hand-Held Devices Do Not Display as Licensed	16631	517

## Revisions Detailed

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### MICROS Desktop

#### *MICROS Desktop Does Not Load Properly*

*CR ID 16353*

Previously, when setting up the MICROS Desktop, users were able to save a record without filling in all the required fields on the *Desktop Items* tab. This would cause an error to display the next time the user attempts to open the MICROS Desktop. The problem has been corrected.

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### Export Utility

#### *Quick Books Interface Not Formatting Correctly*

*CR ID #: N/A*

When creating a Quick Books file using the Export Utility, the system would drop the first character "!" from the first line, and shift sales data by one field. The formatting errors caused problem when importing the data into the Quick Books application. This has been corrected.

---

### License Manager

#### *Hand-Held Devices Do Not Display as Licensed*

*CR ID 16631*

Hand-held client activation codes were incorrectly marked with a red "X" in License Manager (*3700 POS | Clients*), even though the same codes were shown to be licensed in MICROS Control Panel. The display did not affect device usability, but was confusing to the end-user. This problem has been corrected.



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## Service Pack 2

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In keeping with the original RES 3.2 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

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

For clarity, product information is further divided into three sections:

- ◆ 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, installed with the MICROS Documentation and available on the RES CD.

## 3700 POS

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
HHT	Symbol PPT8846 PocketPC	521
Manager Procedures	Combo Meal Price Changes through Manager Procedures	527
POS Operations	Decimal Shift Rounding	529
	Min/Max Values for Discounts and Service Charges	534
	Round by Tender	538
Printing	Currency, Quantity, and Weight Descriptors	540



## New Features Detailed

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### Hand-Held Terminals (HHT)

#### *Symbol PPT 8846 Pocket PC*

With this release users will now be able to configure and use the Symbol PPT 8846 hand-held device. This device is a more robust version of the Symbol PPT 2800, currently supported by RES.

As with the Symbol 2800 devices, the PPT 8846 model utilizes Microsoft's Pocket PC, a Window-powered, embedded software platform that creates a mobile interface with the look of a desktop PC. The Windows CE environment allows users to run multiple applications at once and is designed to be used on corporate networks.

The PPT 8846 supports an operational Magnetic Stripe Reader and an integrated Scanner device. (Instructions for setting up and using barcode scanner are provided in the *Enhancements* section, *Scanner Support for Hand-Held Devices*, beginning on page 544).

#### **Configuring the Device**

Merchants can purchase their Symbol PPT 8846 hand-held devices either from MICROS or from an outside vendor. Units purchased from MICROS are preconfigured for use in a RES environment. Units purchased from an outside vendor will require more extensive setup.

This section provides instructions for configuring a Symbol PPT 8846 device. Users who have purchased from outside vendors should execute all of the steps described below. Units purchased from MICROS can begin at Step 6.

## Definitions

The following definitions are provided for the terms and during setup of the PPT 8846:

- ◆ **Function Button** — Refers to the button on the front of the device, lower right-hand corner. (Shaped like a half-moon.)
- ◆ **Cold Boot** — Remove the back cover and depress the small white “reset” button while simultaneously depressing the **Function** button. Replace the back cover and hit the red **Power** button (lower left-hand side).
- ◆ **Warm Boot** — Simultaneously press the large yellow **Enter** button, the **Function** button, and either of the yellow buttons on the side of the device. This will restart the unit.
- ◆ **Four-Finger Press** — Once at a time, press the following buttons: **F1**, **F4**, **Function**, and **F1** (again). This will cause the *Start* icon to display in the top left corner.



NOTE: The button labels **F1** and **F4** are for illustration purposes only. Other models may have blank keys or use icons as labels. The key sequence used here will not be affected by the change.

## Procedures

These steps are required to configure a new PPT 8846 to use RES:

1. Set the PPT 8846 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.
2. Download an 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 3.7.1).
  - ◆ Double-click **MSASYNC.EXE** to begin installation. Follow the on-screen instructions provided.
3. Establish a partnership.
- ◆ Set the PPT 8846 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**.
4. Copy the POSLoader to the PPT 8846 device.
- ◆ Check to see which version of RES software is running on the RES POS system.
  - ◆ If running RES 3.2 Service Pack 2, open the Windows Explorer on the Server and copy the **POSLoader.ARM.CAB** file from the *MICROS\RES\CAL\HHT* folder to the *Mobile Device\My Pocket PC\Windows\Start Menu* folder.

- ◆ From the MICROS website, download a copy of the **POSLoader.ARM.CAB** file to a Temp folder on the Server.

Copy this file from the Temp folder to the *Mobile Device\My Pocket PC\Windows\Start Menu* folder. If prompted about converting files copied to a mobile device, click **OK**.

- ◆ Exit ActiveSync by removing the device from the cradle.
- ◆ On the HHT, select *Start | POSLoader* to install the files.

NOTE: The PPT 8846 will only work with RES 3.2 Service Pack 2 or higher. Earlier versions of RES will not support this device.

5. (Optional) Set up the optional Magnetic Stripe Reader.

- ◆ Go to the MICROS website and download a copy of the **MSRDriver.ARM.CAB** file to a *Temp* folder on the Server.
- ◆ Establish/reestablish an ActiveSync connection as described in Step 3.
- ◆ Copy this file from the *Temp* folder to the *Mobile Device\My Pocket PC\Windows\Start Menu* folder.
- ◆ Exit ActiveSync by removing the device from the cradle.
- ◆ On the HHT, click *Start | MSRDriver.ARM.CAB* to install the files. (Once the files are installed, this option will be removed from the *Start* menu.)

NOTE: If the *MSRDriver.ARM.CAB* option is not present on the *Start* menu, it may mean that the user has exceeded the maximum number of files that may be displayed on the *Start* menu (i.e., it is not an installation failure). Before reinstalling, select the *Programs* option to manually locate the file.

6. Set up the PPT 8846.
  - ◆ Perform a cold boot on the hand-held device. The device will whirr slightly before displaying the Pocket PC splash screen.
  - ◆ Tap the screen to display directions for calibration and time-zone setup. Proceed as required.

7. 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 press **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 Adapter 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 PPT 8846 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 POS Loader will automatically load files and reboot the PPT 8846 (four times).
- ◆ When finished loading files, a message displays indicating that software updates have been installed. Press **OK** to continue into 3700 POS Operations.

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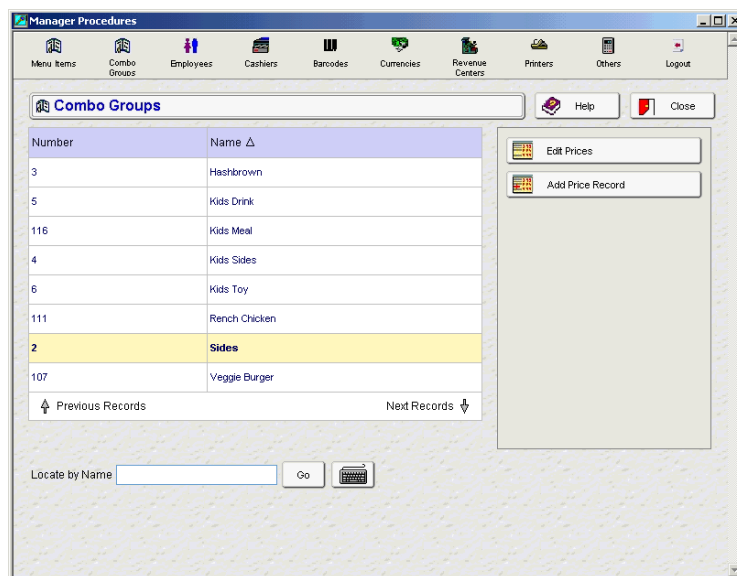
## Manager Procedures

### *Combo Meal Price Changes Through Manager Procedures*

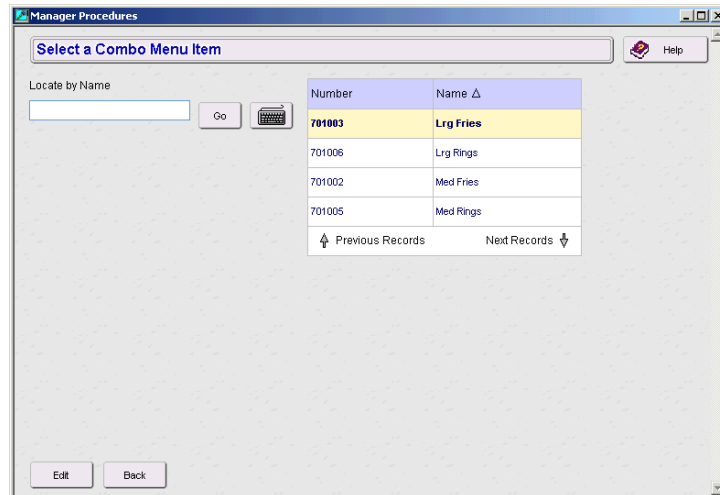
Functionality has been expanded to allow users to add, modify, and delete combo menu item pricing records through Manager Procedures.

To accommodate the change, a Combo Groups section has been added to the module. The section is modeled after the Menu Items feature and includes three new forms for selecting the combo menu items to be changed.

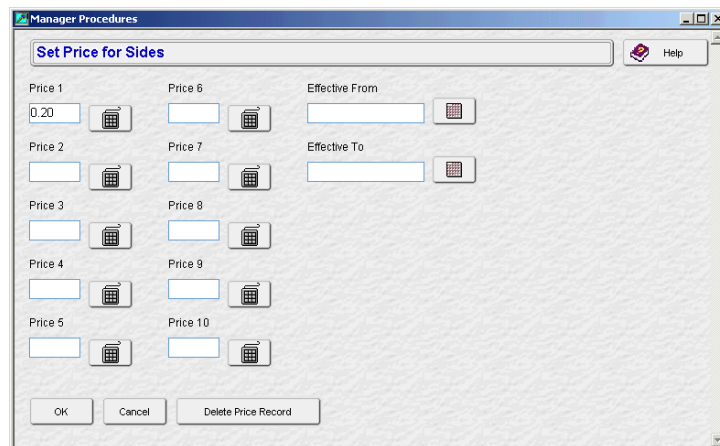
The first of these is the *Combo Groups* form, which can be opened by clicking the Combo Groups icon from the navigation bar at the top of the page. It includes a list of all the Combo Groups currently in the system..



To change a price record, the user selects a Combo Group from the list and presses the **Add Price Record** or the **Edit Prices** button. This opens the second of the new forms, which lists all of the menu items included in the combo group.



Once a menu item is selected, the user presses the **Edit** key to open the last new screen, the combo item pricing form.



From this form, the user can add or edit prices for up to 10 menu levels. Effectivity dates can be entered or changed as well. When the data entry is complete, the user presses **OK** to accept the record or **Cancel** to exit the form without saving.

If this is a new record, all of the data entry fields will be blank. If the user is editing an existing records, available pricing data will be displayed and a **Delete Price Record** button will be included at the bottom of the screen.



## POS Operations

### *Decimal Shift Rounding*

Decimal Shift Rounding was implemented for countries where the smallest denominations of currency contain several digits of minor significance to the transaction. Before tendering payment, these digits may represent values that cannot be paid with the existing denominations — they must first be rounded up or down to the nearest currency unit. Typically, this occurs after currency conversion, percentage discount, service charges, or tenders have been applied.

### Background

Traditionally, when rounding a transaction or currency amount, users had the option of rounding to the last or second-to-last digit (i.e., the least significant digits). This worked fine in general, but presented problems for countries whose currency base included a large number of digits (e.g., the Turkish lire, South Korean won, Lebanese pound).

### Example

The Turkish lire (TL) comprises three coins (a 10,000 TL, 25,000 TL and 50,000 TL), and several paper denominations, the smallest of which is the 100,000 TL. (The exchange rate between the TL and the US\$ is approximately 1,500,000 TL to 1 US\$.)

A customer orders a continental breakfast (coffee and sweet rolls) which is priced at 10,000,000 TL. Along with the order, he presents the server with a discount coupon for 1/3 off the price of the breakfast. At the end of the meal, the server tenders the guest check, which now totals 6,666,666 TL (price minus discount).

Question: if the lowest denomination of currency is the 10,000 TL, how much should be paid by the customer?

The obvious answer is either 6,670,000 TL or 6,660,000 TL. That is, the server should either round the amount up or down, to the nearest unit of currency.

The problem is that existing options do not support rounding to the nearest ten thousand. As noted, rounding options are limited to the last and next-to-last digits. And, depending on the number of decimal places used by the database, the digits used for rounding could be on either side of the decimal point.

The following diagram illustrates what happens if the traditional rounding options are imposed.

Initial Value		Zero Decimal Database	Two Decimal Database	Three Decimal Database	
		6,666,666	6,666,666.66	6,666,666.666	
<b>Round to Nearest 10</b>	<b>Round to Tens Digit</b>				
<input type="checkbox"/>	<input type="checkbox"/>	6,666,665	6,666,666.65	6,666,666.665	Round 1st Digit (to Five)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	6,666,670	6,666,666.70	6,666,666.670	Round 1st Digit (to Ten)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6,666,650	6,666,666.50	6,666,666.650	Round 2nd Digit (to Five)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6,666,700	6,666,667.00	6,666,666.700	Round 2nd Digit (to Ten)

### The Solution

Decimal Shift Rounding allows the system to move the decimal point leftward before applying the rounding criteria. Once the amount is rounded, the system returns the decimal to its original location for payment in standard currency units.

Users may specify the number of insignificant digits that may be shifted prior to rounding. Up to 7 digits are allowed.

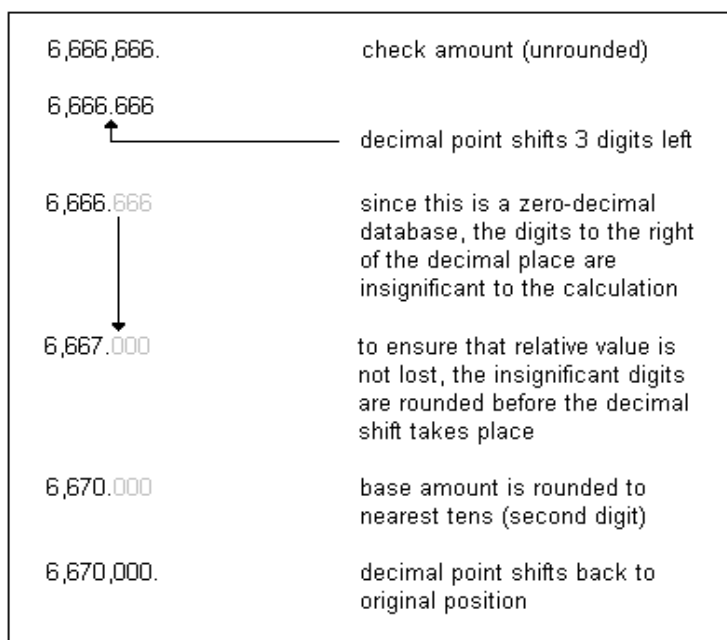
## Calculating the Decimal Shift

The key to using this option is to figure out how many decimal places will need to be shifted (i.e., how many of the digits are insignificant to the rounding process). The number is determined by the lowest denomination of the currency used and will depend on two related factors:

- ◆ The rounding options applied to the base amount — Depending on how they are combined, the system will round the last or next-to-last digit (**Round by Tens Digit**) to the nearest 0, 5, or 10 unit (**Round to the nearest 10**).
- ◆ The number of decimal places defined in the database — Determines whether the rounding takes place before (zero decimal places) or after (one or more decimal places) the decimal point.

The following example illustrates what happens when the 6,666,666 TL total is rounded in a zero-decimal database using 3 insignificant digits. This scenario also assumes that the user has selected the following rounding options:

- ◆ Round to the nearest tens (e.g., to the nearest 0 or 10)
- ◆ Round the tens digit (i.e., the next to last significant digit)



A more complete diagram of how the options affect the rounding total is provided below:

	Zero Decimal Database	Two Decimal Database	Three Decimal Database	
Initial Value	6,666,666	6,666,666.66	6,666,666.666	
Proposed Decimal Shift (Three Digits)	6,666.666	6,666.66666	6,666.666666	Insignificant Digits — Not Used in Final Rounding Calculation
Decimal Shifted Value (Adjusted)	6,667.000	6,666.67000	6,666.667000	-- However -- Digits Adjusted (Rounded) Before Decimal Shift

Round to Nearest 10	Round to Tens Digit	Rounded Value After Decimal Shift			
<input type="checkbox"/>	<input type="checkbox"/>	6,665.000	6,666.65000	6,666.665000	Round 1st Digit (to Five)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	6,670.000	6,666.70000	6,666.670000	Round 1st Digit (to Ten)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6,650.000	6,666.50000	6,666.650000	Round 2nd Digit (to Five)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6,700.000	6,667.00000	6,666.700000	Round 2nd Digit (to Ten)

Round to Nearest 10	Round to Tens Digit	Final Value After Decimal Shifted Back			
<input type="checkbox"/>	<input type="checkbox"/>	6,665,000	6,666,650.00	6,666,665.000	Round 1st Digit (to Five)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	6,670,000	6,666,700.00	6,666,670.000	Round 1st Digit (to Ten)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6,650,000	6,666,500.00	6,666,650.000	Round 2nd Digit (to Five)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6,700,000	6,667,000.00	6,666,700.000	Round 2nd Digit (to Ten)

## Enabling

To support this option, the following field was added to POS Configurator:

- ◆ **Insignificant Digits** — From the drop-down list, select the number of places that the decimal point will be shifted leftward before applying the rounding criteria and returning the decimal to its original location.

Decimal Shift Rounding can be applied to a currency, a tender, a discount or service charge, or to the check total itself. As such, the option is available on several forms in POS Configurator. Please note that the selection box is disabled unless the corresponding rounding option has been selected.

- ◆ *Sales | Currency* — **Always round this currency**
- ◆ *Sales | Tender/Media | Tender* — **Enable Tender Rounding**
- ◆ *Revenue Center | RVC Posting | Options* — **Enable total due rounding**
- ◆ *Revenue Center | RVC Discount/Service* — **Enable rounding for discounts / service charges**

### ***Min/Max Values for Discounts and Service Charges***

With this release, users will now be able to set minimum and maximum values for discounts and service charges. They can be either open or preset values, and calculated as a percent or dollar amount.

#### **Using With Open Discounts/Service Charges**

The clearest use for min/max values is with an open discount or service charge. By design, the user is prompted to enter a percentage or amount when an open item key is pressed. This feature ensures that the user entry falls within the minimum and maximum range. If not, an error message is displayed and the entry is disallowed.

#### **Using With Preset Discounts/Service Charges**

Preset discounts and service charges are more complicated, in that presets are created with a default value. Depending on the type, this value is entered in either the **Percent** or **Amount** fields on the *Discount/Service | General* tab in POS Configurator.

During operations, the default is applied automatically to the guest check, unless the user attempts to override it. This is done by entering an amount (or percent) before pressing the discount/service charge key. When an override attempt occurs, the system checks to see if:

- ◆ The entry is within the established min/max range.
- ◆ The user is privileged to override the default.

The default value of a preset item may be outside the range of defined min/max values. However, if the user attempts to override the default, the system will enforce the min/max requirements.

### Example #1 — Preset Amounts

A restaurant wants to create a coupon that allows a \$5 discount for any party of 2, and a \$10 discount for any party of 4. The restaurant will also allow a discount of \$2.50 for a single diner. Because the restaurant has had problems when using these types of coupons, only the manager is privileged to override the default amount. However, the discount's default setting of "single diner" (i.e., \$2.50) may be applied by any server.

To program the discount, the following values are entered:

- ◆ Amount = 2.50 (This is the default value.)
- ◆ Minimum Amount = \$2.50
- ◆ Maximum Amount = \$10.00

During operations, a Server is handed the coupon for \$5 off a party of 2. The Server's actions (and the System response) depends on the following:

- ◆ For a party of 1:

The Server presses the discount key. The default value of the discount (\$2.50) is applied automatically to the customer's check.

- ◆ For a party of 2:

The Server enters "5", "0", "0" (i.e., \$5.00) and presses the discount key. The system immediately prompts for manager authorization to override the discount. The manager enters her authorization code or swipes her card. The \$5.00 is discounted from the check total.

Alternatively:

The Server enters "5", "0", "0", "0" (i.e., \$50.00) and presses the discount key. The system immediately prompts for manager authorization to override the discount. The manager enters her authorization code or swipes her card. An error message is displayed, indicating that the discount is greater than the maximum allowed.

### Example #2 — Preset Percentages

A restaurant wants to create a coupon that allows a 50% discount for two people sharing a \$10 appetizer. However, if only one person comes in and orders the \$10 appetizer, the allowed discount is only 25%. If three or more people share the \$10 appetizer, then the discount increases to 75%. No additional discounts are allowed.

To program the discount, the following values are entered:

- ◆ Percent = 50% (This is the default value.)
- ◆ Minimum Percent = 25%
- ◆ Maximum Percent = 75%

During operations, a Server is handed the coupon for 50% off a \$10 appetizer for two. The Server's actions (and the System response) depends on the following:

- ◆ For a party of 2:

The Server presses the discount key. The default value of the discount (50%) is applied automatically. The final price of the appetizer is \$5.00.

- ◆ For a party of 1:

The Server enters "2" and "5" (i.e., 25%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 25% discount is applied to the appetizer, reducing the price to \$7.50.

- ◆ For a party of 3:

The Server enters "7" and "5" (i.e., 75%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 75% discount is applied to the appetizer, reducing the price to \$2.50.



- ◆ For a party of 4:

The Server enters "1", "0", "0" (i.e., 100%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 100% discount is calculated. However, the validation check by the system determines that this discount exceeds the maximum of 75%. An error message is displayed.

### Enabling the Feature

To support Min/Max Values, the following options were added to POS Configurator:

- ◆ *Sales | Discount/Service | Min/Max Values* (new tab)
  - ◆ **Minimum Percent** — Sets the minimum percentage for this discount or service charge that may be applied to a guest check.
  - ◆ **Maximum Percent** — Sets the maximum percentage for this discount or service charge that may be applied to a guest check.
  - ◆ **Minimum Amount** — Sets the minimum amount for this discount or service charge that may be applied to a guest check.
  - ◆ **Maximum Amount** — Sets the maximum amount for this discount or service charge that may be applied to a guest check.

---

**Note**      *Maximum values must be greater than the Minimum.*

*When applied to a discount, entering a minimum value (percent or amount) will disable the **Limit Discount** check box on the Options tab.*

*Alternatively, the feature will not be enabled if a minimum value is entered and the corresponding maximum value (amount or percent) is left blank or set to zero.*

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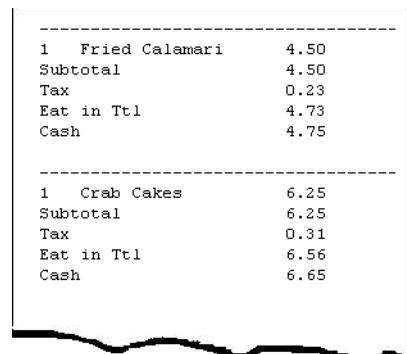
- ◆ *Employees | Employee Classes | Options*
  - ◆ **Override disc/srvc chrg amt** — When checked, allows a member of the employee class to override a preset discount or service charge.

### ***Round by Tender***

In some countries, the smallest denominations of currency (e.g., pennies) are considered bothersome to handle and are no longer required for settling cash transactions. The same cannot be said for electronic payments (e.g., credit cards, gift cards, etc.), which are typically tracked to the lowest coin or least significant currency digit.

In the past, users who wanted to avoid coins could program the system to round to a higher denomination. The rounding options were applied at the revenue center level and affected the amount due in the check total itself. This was fine for cash transactions, but was unacceptable when dealing with electronic accounts.

To resolve this problem, the Round by Tender feature was added. The feature consists of three new rounding options which may be applied to individual tender keys. The entry on the right illustrates how a cash tender would be posted.



-----		
1	Fried Calamari	4.50
	Subtotal	4.50
	Tax	0.23
	Eat in Ttl	4.73
	Cash	4.75
-----		
1	Crab Cakes	6.25
	Subtotal	6.25
	Tax	0.31
	Eat in Ttl	6.56
	Cash	6.65

### **Enabling the Feature**

To support tender rounding the following options were added in POS Configurator on the *Sales | Tender/Media | Tender* form:

- ◆ **Enable Tender Rounding** — When checked, rounds the tender amount applied to a guest check.
- ◆ **Round Tender to Nearest 10** — When selected, rounds the tender amount to the nearest 0 or 10 unit. When cleared, rounds the tender to the nearest 0, 5, or 10 unit.
- ◆ **Rounding Based on Tens Digit** — When selected, rounds the tender amounts based on the second least significant digit (i.e., the tens digit). When cleared, rounds the tender amount to the nearest whole number (i.e., to the last digit).

The following table illustrates how the same amounts would be posted when a combination of rounding options is enabled:

<b>Amount Due →</b>		<b>2.53</b>	<b>2.47</b>	<b>2.62</b>	<b>2.32</b>
Round to Nearest 10	Round to Tens Digit	Rounds to:			
X		2.50	2.50	2.60	2.30
		2.55	2.45	2.60	2.30
X	X	3.00	2.00	3.00	2.00
	X	2.50	2.50	2.50	2.50

---

## Printing

### *Currency, Quantity, and Weight Descriptors*

With this release, users will be able to include quantity and price descriptors in the POS display and guest check printouts. The option to print a currency symbol before a menu item unit price has also been added.

### Quantity Descriptor

When a quantity of menu items is ordered, the system precedes the menu item name with a numerical value, followed by the @ symbol and the price of a single item:

3 Crab Cakes @ 5.00

The quantity descriptor allows the user to identify the quantity value with a label:

**QTY** 3 Crab Cakes @ 5.00

Quantity descriptors are **not** used with weighed menu items.

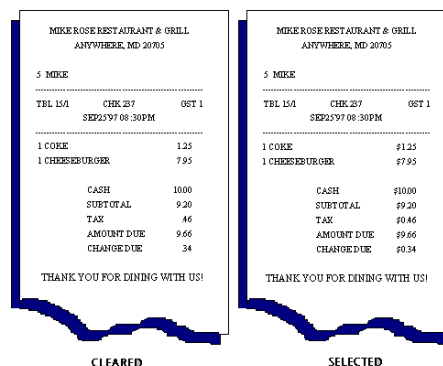
### Piece Descriptors

As part of the menu item quantity price, a new piece descriptor has been added. This descriptor indicates the relationship between the quantity ordered and the line-item price. For example:

QTY 3 Crab Cakes @ 5.00/ea.

### Currency Descriptor

Currency descriptors were modified to now print on guest checks and receipts whenever a currency amount prints. The descriptor precedes the monetary amount.



To work, the option **Print menu item unit price** (*Revenue Center | RVC Print Design | Options*) must be enabled. In addition, users will have to activate this option by checking the new **Print currency descriptor** check box in POS Configurator. In the past, an entry in the **Descriptor** field would automatically enable the function.

### New Fields in POS Configurator

To support these descriptor enhancements, the following options were added to the *System | Restaurant | Currency* form in POS Configurator:

- ◆ **Quantity descriptor** — Allows the user to insert a text descriptor (e.g., Qty) before the number of menu items ordered. This descriptor will be shown as part of the line item in a pole display and will be printed as part of a guest check and journal entry. Up to 4 characters are allowed.
- ◆ **Piece descriptor** — Allows the user to append a unit descriptor (e.g., “pc”, “ea”) to the item price. This descriptor indicates the relationship between the number of items ordered and the price of the menu item. It is added after the menu item price and is separated from it by a “/”, as shown below:

3 Shrimp Cctl @ \$6.75/ea      \$13.50

- ◆ **Print currency descriptor** — When checked, prints the currency symbol entered in the **Descriptor** field before every monetary entry (unit, quantity, subtotal or total) associated with the current transaction.

## 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
HHT	Scanner Support for Hand-Held Devices	544
ILDS	ILDS/MMX for WinCE Devices	546
	Void Support for Credit and Debit	546
POS Operations	Condiment Groups Increased From 64 to 256	547
	Credit Authorization Prompts	548
	Credit Card Security Enhancements	549
	External Electronic Payments with Debit/Credit Cards	550
	Japanese Tax Changes	555
	Payment Authorization for Personal Checks	560
Printing	Enhanced Guest Check Trailer	570
	Print Itemized Taxes on Guest Check	571
	Slip Printing on the Workstation 4	574
	Supervised Printing from a WinCE Workstation	578

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Setup	Customized Installation Procedures	580
	GR Version of CAL and WS4 Platform	581
SIM	Event Begin_Check	581
	Event Pickup_Check	581

## Enhancements Detailed

### Hand-Held Terminals (HHT)

#### *Scanner Support for Hand-Held Devices*

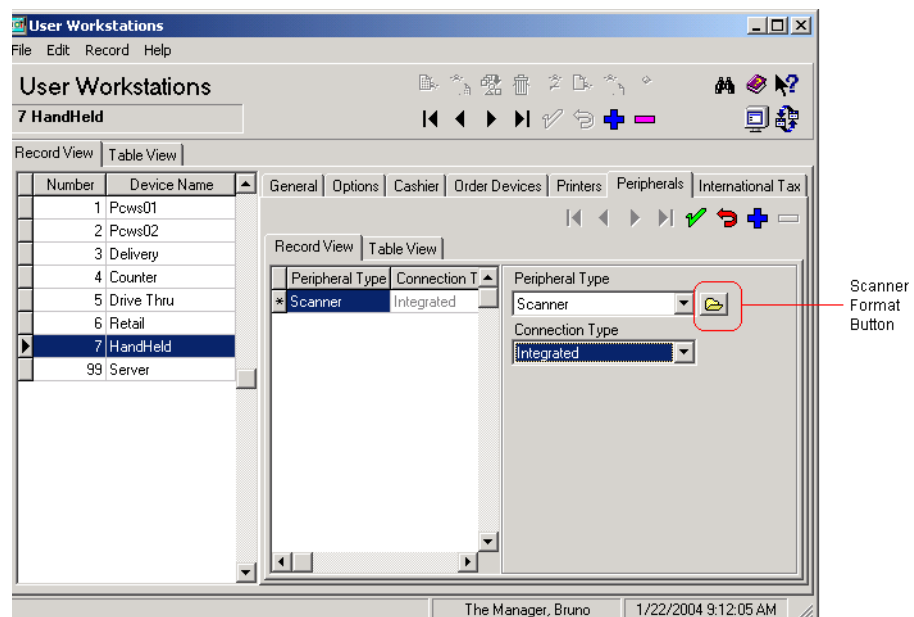
Support for barcode scanning of menu items has been extended to the Symbol 2800 PocketPC hand-held device. Only color models with platform version 28 are supported in this release.

With barcode scanning enabled, HHT users can:

- ◆ Ring in menu items on a check by scanning the barcode.
- ◆ Assign barcode values to existing menu items through Manager Procedures.
- ◆ Read scanner data using a SIM input function key.

#### Enabling the Device

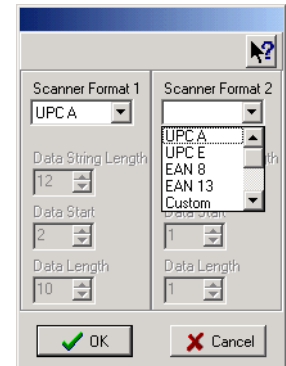
To accommodate barcode scanning on an HHT, a new “Integrated” **Connection Type** was added to the *User Workstation | Peripherals* form in POS Configurator. When selected, the scanner format button is displayed.





Press this button to open the form and select the scanner formats that will be used with this device. The following types are supported:

- ◆ UPC A
- ◆ UPC E
- ◆ EAN 8
- ◆ EAN 13
- ◆ Custom



At least one format must be defined before the record can be saved.

---

**Note** *Changes made to the scanner format after the hand-held terminal has been configured and used will not be automatically uploaded to the device. To implement a change in format, the HHT client must be rebooted.*

---

### Assigning Barcodes to Menu Items

Once the HHT is configured, the integrated scanner can be used to add barcode information to menu items that are already in the database. This is done through Manager Procedures using the following steps:

1. Sign onto the HHT device and select Manager Procedures.
2. Open the *Barcodes* form and select the **Add Barcode Entry** button.
3. Press the yellow scan button on the hand-held device and scan the barcode label on the menu item.
4. Link the barcode to an existing **Menu Item**.
5. Select a **Price Level** for the menu item.
6. *(Optional)* Enter an **Override Price** and **Override Cost** for the menu item.
7. Press **OK** to save the record.

---

## ILDS

### *ILDS/MMX Interface for WinCE Devices*

With this release, support for the International Liquor Dispensing System (ILDS) has been extended to the WinCE platforms (Hand-Held and WS4). Previously, ILDS was only configurable on Win32 clients.

To do this, programming changes were implemented that allow POS clients to communicate via the MMX transport driver.

### *Void Support for Credit and Debit*

With this release, the POS functionality was enhanced to support posting of void transactions between the POS System and the ILDS device when the ILDS is configured in Credit and Debit mode (i.e., 'MICROS and LDS' mode).

Previously, if an item was rung and sent to the ILDS, and that same item was then voided, the transaction would be posted to the POS suspense file, but was not passed on to the ILDS device. This created an imbalance between the ILDS and MICROS Systems.

### **Enabling**

To support this functionality, a new option, **Post Voids to LDS**, was added to POS Configurator (*Revenue Center | RVC Transactions*). With the option enabled, ILDS items can be voided using a direct (transaction) void. The process is as follows:

1. A drink item is sent from the ILDS to the MICROS POS.
2. The ILDS operator picks up the check and realizes that the wrong drink was poured.
3. To void the incorrect item, the ILDS operator selects [**Void**] and then rings the incorrectly entered drink item.

4. The ILDS operator posts the correct drink item to the check.

---

**Note** *Once a drink item is posted from the ILDS to the POS, the ILDS operator cannot void the item by simply highlighting it and pressing the void key. Doing so will remove the line item from the current check, but will not update the ILDS. When the next customer arrives, and the ILDS operator posts a drink for him, the new check will include both the new customer's drink item and the old (voided) item.*

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## POS Operations

### ***Condiment Groups Increased from 64 to 256***

A condiment group is a subset of all of the condiment menu items currently in the system. Condiment groups are linked to regular menu items and are used to limit the condiment choices offered when a regular menu item is ordered.

Previously, users were able to define up to 64 condiment groups. With this release, the number has been expanded to 256. All related functionality remains the same.

### *Credit Authorization Prompts*

When a credit card is tendered for payment, the provider may require additional information from the customer before authorizing the request. If the customer is unable to answer correctly, the transaction is canceled. This added security precaution allows the system to verify the identity of the person using the credit card before the account is affected.

To support this process, three new functions have been added. The functions are:

- ◆ **process\_ca\_prompt(..)** — This is a higher level function that calls either the **get\_ca\_alpha\_prompt\_response()** function or the **get\_ca\_menu\_prompt\_response()** function, depending on the type of information required, and then resubmits the credit authorization with this additional data.
- ◆ **get\_ca\_alpha\_prompt\_response(..)** — This function prompts the user for additional alphanumeric information using the default keyboard screen.
- ◆ **get\_ca\_menu\_prompt\_response(..)** — This function prompts the user for a numerical selection from a standard Select Dialog Box. The options are determined by the text in the original credit authorization response.

Authorization prompts are returned, for example, when a check is currently opened and when a check is service totaled while an authorization is in progress and later picked up.

### ***Credit Card Security Enhancements***

In response to evolving credit card security guidelines, additional controls have been added to the 3700 POS System.

With this release, the system provides default masking of a credit card number (all but the last four digits) and its expiration date (all digits) from any printout or display device where it might be viewed by an unauthorized person. This includes workstation displays, hardware devices (pole displays, hand-helds, PinPads), as well as system reports, journals, and log entries.

To accommodate merchants who, for a variety of reasons, may not want to mask all credit card data, two options were added that provide some flexibility to the user:

- ◆ **Override Credit Card Masking** (*Employees | Employee Classes | Privileges | Privilege Options*) — When checked, this option allows members of the employee class to view/print credit card numbers and expiration dates in reports run via the Credit Card Utility.
- ◆ **Mask Cardholder Name** (*Sales | Tender/Media | CC Tender*) — When checked, masks the credit cardholder's name from any printout or display device where it might be viewed by an unauthorized person. This includes workstation displays, hardware devices (pole displays, hand-helds, PinPads), as well as system reports, journals, and log entries.

If checked, the cardholder name will not be stored in the MICROS database and will also be masked from reports run through the Credit Card Utility. This is true even if the option **Override Credit Card Masking** has been selected.

This option overrides the revenue center option to print cardholder name on credit card voucher (*Revenue Center | RVC Credit Cards | Printing | Do not print customer name on voucher*).

### ***External Electronic Payments with Debit/Credit Cards***

The RES POS System has been modified to support the processing of electronic payment transactions (both credit and debit) using external (third-party) software. This software is responsible for the customer input requirements, communication protocols, and bank messaging formats needed to process credit and debit transactions.

Payment software is installed on the RES Server independently of the MICROS applications, and requires a compatible credit card driver. At this time, only the Tender Response driver (**CaTR.dll**) supports this capability.

The External payment option is modeled after (and provides an alternative to) Canadian-style debit transactions with NetCMS. The enhancement supports existing functionality, including charged tips, partial payments, and requests for cash back.

The advantage of using this method is that all debit and credit transactions are handled through a single tender record, linked to one credit card driver. With an external tender, the POS workstation simply relays the request and a check total and waits for a reply. It is the responsibility of the external application to identify the card type, gather relevant account information and customer add-ons (e.g., tips and cash back amounts), compose a suitable payment request, and forward it all to the credit card processor.

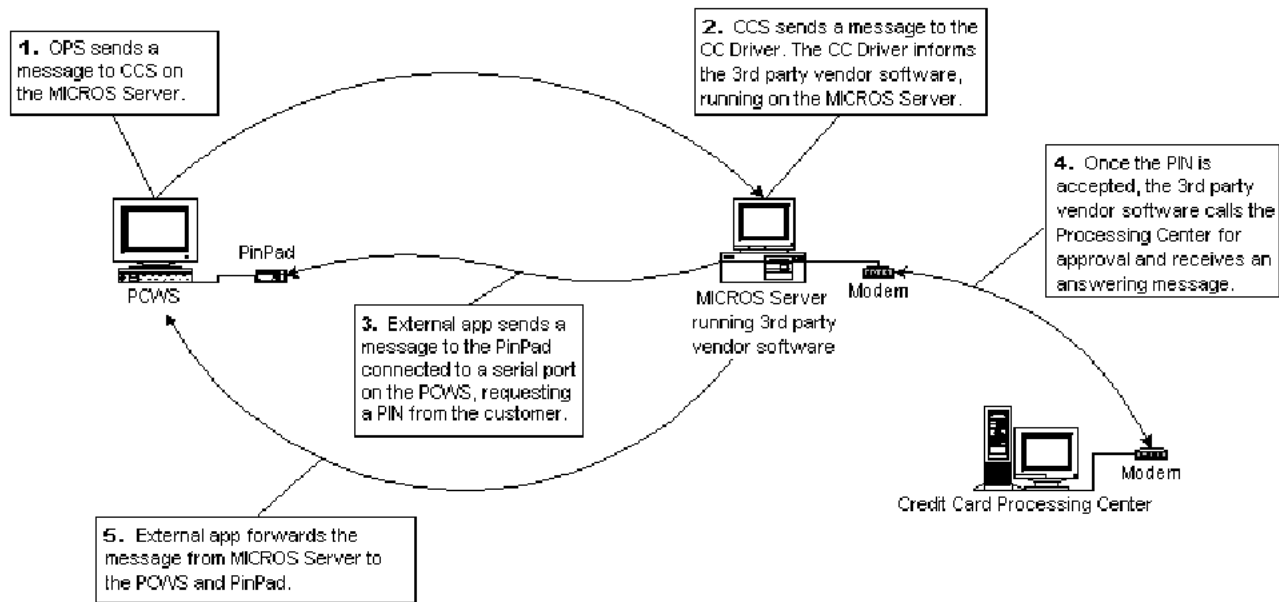
### **Description**

External payment requests are initiated by the POS workstation in one of three ways:

- ◆ **Card Swiped Via PINPad** — The customer swipes his own card (credit or debit) through a tethered PINPad device and responds directly to prompts for account information.
- ◆ **Card Swiped on POS Workstation** — The cashier swipes the card (credit or debit) at the workstation and hands it back to the customer. The customer keys in account and transaction information via a tethered PINPad device.

- ◆ **Traditional Credit Card Authorization** — The customer surrenders card to server. The server obtains authorization from the credit card processor and returns with a voucher for customer to complete and sign. (Credit Only)

In all three scenarios, once a payment request is passed to the RES server, the workstation is no longer directly involved in the payment transaction, but stands by and waits for a response (Step 1). From the Server, the third-party software program evaluates the request (Step 2) and prompts the customer for additional information through a tethered PINPad device (Step 3).



Having collected the necessary data, the external program generates an appropriate credit or debit purchase request and sends it to the credit card processor (Step 4). The response is returned to the external program, which forwards it to the workstation via the payment driver (Step 5).

The authorization message includes one or more of the following items:

- ◆ Card type (debit, credit)
- ◆ Account information (track data, card number, expiration date)
- ◆ Payment amount
- ◆ Tip amount
- ◆ Cashback amount
- ◆ Voucher information (for printing)

At the workstation, the payment response for a credit transaction is added to the check as a credit authorization. Authorization requests are settled as a batch process, which means that payment is not made until settlement. As such, credit transactions may be changed at any time prior to settlement.

Debit transactions are finalized when the response is returned. They are not editable once the check is closed.

### Enabling

To support this functionality, a new *External* payment option has been added to the **Type** field in POS Configurator (*Sales | Tender/Media | General*). When linked to a payment tender (debit or credit), the system directs the payment request to the third-party application which then handles the credit authorization.

To implement this feature, at least one new tender record must be programmed in POS Configurator and linked to a touchscreen key on the POS workstation. External tenders are programmed like any other credit card tender, with the following exception:

- ◆ On the *General* tab:
  - ◆ **Type** = *External*
- ◆ On the **Tender** tab:
  - ◆ **Reference required** — Check option if the customer's card will be swiped at the PINPad.



Clear the option if the customer's card will be swiped at the POS workstation.

---

**Note** *Users may opt to create two External payment keys, to allow the card to be swiped at the workstation or on the PINPad. Regardless of how the card is swiped, requests for information from the customer will be displayed on the PINPad device.*

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- ◆ Clear the **Assume paid in full** option to allow for partial payments.
- ◆ From the **Charged Tip** drop-down list, select the service charge that will be used with this tender key.
- ◆ On the **Credit Auth** tab:
  - ◆ **CA Driver** and **EDC Driver** = *CaTR*
  - ◆ **CA Tip %** = 0
  - ◆ **Initial Auth Amount** = 0
  - ◆ Do NOT configure **Preambles**.

### Configuring the Tender Response Driver

At this time, the Tender Response driver (**TR.dll**) is the only driver available to 3700 POS users that supports external payments. The following settings represent the suggested configuration for this driver in *POS Configurator | Devices | CA/EDC Drivers*.

- ◆ On the *Driver* tab:
  - ◆ **Driver Code** = TR
- ◆ On the *System* tab:
  - ◆ **CSS Port Arbitration** — This field is needed to provide compatibility with the Credit Card Server. It should always be 0.

- ◆ **Host IP Address: Port** — Enter the IP address and port of the primary host connection. This field is only used if TCP/IP is enabled.
- ◆ **Backup IP Address: Port** — Enter the IP address and port of the backup host connection. Backup connections are triggered when the system cannot establish communications via the primary host address. This field is only valid if TCP/IP is enabled.
- ◆ **Currency Code** — Enter the 3-digit number assigned by the Credit Card Processor to identify the type of currency used. In the USA, the code is 840.
- ◆ **Country Code** — Enter the 3-digit number assigned by the Credit Card Processor to identify the country in which the merchant is located. In the USA, the code is 840.
- ◆ **City (Zip) Code** — Enter the 3-digit number assigned by the Credit Card Processor to further identify the merchant location within a country. In the USA, the 5- or 9-digit Zip Code for the merchant is used. Merchants located outside of the USA will be assigned a number by the Credit Card Processor.
- ◆ **Time Zone** — Enter the 3-digit number assigned by the Credit Card Processor that is used to calculate the local time zone within the Tender Retail System (i.e., standard local time zone differential from Greenwich Mean Time (GMT)).
- ◆ **Merchant City** — Enter the city where the merchant is located.
- ◆ **Merchant State** — Enter the 2-character state/province code assigned by the Credit Card Processor that is used to identify the merchant. The two characters entered here must correspond to the state/province that prints on the credit card voucher.

### ***Japanese Tax Changes***

The Japanese government levies a national Consumption Tax (currently at 5%) on all retail goods and services. Until a few years ago, Japan also levied a 3% Local (Excise) tax, which was only applied when the taxable sales exceeded 7500 Yen (¥) per guest. Both were add-on taxes (i.e., charged to the customer *in addition to* the stated price of the item).

In 1998, Japan eliminated the Local tax requirement. At the time, no coding changes were necessary. Users could simply delete the second tax rate or set it to 0.

In 2004, Japan revised the Consumption Tax, changing the calculation method from an add-on to an inclusive tax. With inclusive taxes, the tax amount is already figured into the displayed price of the menu item. For example, if a menu item is priced at 100 Yen (¥), that amount comprises 95 ¥ for the menu item and 5 ¥ for the obligatory 5% Consumption Tax.

### **POS Changes**

Revisions to the Japanes Tax Code required few structural changes to the 3700 POS System. Most of the operational issues are embedded in the software code and are only relevant when the POS Configurator option **Enable Japan Tax** (*Restaurant | System | Taxes*) is selected.

The following table lists the operations that comprise the Japanese tax feature. For comparison, the current and previous implementation of these feature are included.

Current Version	Previous Version
<ul style="list-style-type: none"> <li>◆ Implements <b>Tax Rate 1</b> as the Consumption Tax. This rate must be configured as an inclusive tax.</li> <li>◆ Applies the selected rounding option to the tax totals only. The method used depends on whether the <b>Japan Tax Calculation</b> is set to <b>Round Result</b> (up) or <b>Truncate Result</b> (down).</li> <li>◆ Calculates taxes by item and by check total. Stores both values in the database for including in system reports.</li> <li>◆ Only includes tax totals on printed check when <b>Print Separate Tax Lines</b> (<i>Revenue Center   RVC Print Design   Guest Checks</i>) is enabled.</li> <li>◆ Guest check tax totals based on the “Inclusive Tax by Check” data.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Implemented <b>Tax Rates 1 and 2</b> as the Consumption Tax and Excise Tax, respectively. Both tax rates must be configured as add-on taxes.</li> <li>◆ Applied the selected rounding option to the tax, discount, and service charge totals. The method used depends on whether the <b>Round Japan Tax</b> option is checked (rounded/up) or cleared (truncated/down).</li> <li>◆ Calculated and posted taxes by item (as is consistent with add-on taxes).</li> <li>◆ Itemized the tax totals (Consumption and Excise) on the printed guest check.</li> <li>◆ Guest check tax total based on sum of individual menu item taxes.</li> </ul>

## Changes to POS Configurator

Supporting the operational changes, the following configuration options were added or modified for this release:

- ◆ **Enable Japan Tax** (*System | Restaurant | Taxes*) — When checked, this option directs the system to implement the operational rules governing Japanese taxes. These rules include using the first **Tax Rate** entry (*Sales | Tax Rates*) as the Consumption Tax for all goods and services. It also activates tax rounding, based on the method selected in the **Japan Tax Calculation** option.
- ◆ **Japan Tax Calculation** (formerly **Round Japan Tax**) — This option was changed from a check box to a radio button to clarify the choices. If **Round Result** is selected, the tax calculation will be rounded up to the nearest whole number (e.g., 7.5 ¥ = 8 ¥). If **Truncate Result** is selected, the tax calculation will be rounded down (e.g., 7.5 ¥ = 7 ¥).
- ◆ **Print Separate Tax Lines** (*Revenue Center | RVC Print Design | Guest Checks*) — When checked, prints a separate tax line for each rate collected against the current guest check. If this option is not selected, the tax totals will not be included. (For more on this option, refer to the section *Print Itemized Tax Totals on Guest Checks*, beginning on page 571).

## System Reports

For reporting purposes, Japanese inclusive taxes are calculated twice and stored in separate columns in the database. The first calculation uses the traditional method, based on individual menu items. That is, the tax is calculated for each menu item on a guest check. The sum of the taxes is reported as the *Tax Collected* column.

The second calculation is new with this release, and is based on the check total itself. The results are shown in the *Check Tax Collected* column of system reports. A new **Tracking Total Type** — *Inclusive Tax by Check* — allows users to include the check taxes totals in custom reports.

Finally, six new tax report templates were created for the Japanese tax feature:

- ◆ Consolidated Japanese Tax Totals by Revenue Center (tax\_r002\_japan.rpt)
- ◆ Consolidated Japanese Tax Totals (tax\_s002\_japan.rpt)
- ◆ Daily Japanese Tax Totals by Revenue Center (tax\_r001\_japan.rpt) — both 80- and 40-column
- ◆ Daily Japanese Tax Totals (tax\_s001\_japan.rpt) — both 80- and 40-column

The templates are modified versions of the standard Revenue Center and System Tax Reports and include two new columns of data. The first column shows the *Check Tax Collected* data, based on the new tracking total type. The second column is a *Rounding Total*, which is based on the formula:

Check Tax Collected — Tax Collected.

A sample of the 80-column daily Japanese Tax Totals is shown below:

<b>Japanese Tax Totals</b>								
Restaurant Name - Location Name 1								
Period From : 03/16/2004 To : 03/16/2004				P.E. Property Expert Printed on Thursday, March 18, 2004 - 9:07 AM				
						Check		
		Tax Collected	Taxable Sales	Tax Exempt	Non-Taxable	Net Sales	Tax Collected	Rounding Total
<b>Tuesday</b>	<b>3.16.2004</b>							
1 - Tax Rate 1		10.05	251.24	0.00			9.93	-0.12
2 - Tax Rate 2		0.00	0.00	0.00			0.00	0.00
3 - Tax Rate 3		0.00	0.00	0.00			0.00	0.00
4 - Tax Rate 4		0.00	0.00	0.00			0.00	0.00
5 - Tax Rate 5		0.00	0.00	0.00			0.00	0.00
6 - Tax Rate 6		0.00	0.00	0.00			0.00	0.00
7 - Tax Rate 7		0.00	0.00	0.00			0.00	0.00
8 - Tax Rate 8		0.00	0.00	0.00			0.00	0.00
Daily Total		<b>14.50</b>			<b>0.00</b>	<b>61.53</b>	<b>9.93</b>	<b>-0.12</b>
Grand Total		<b>14.50</b>						

The following is a 40-column version of the same report:

```

Japanese Tax Totals
Restaurant Name - Location Name 1
P.E. Property Expert
Printed on 3.18.2004 - 9:07 AM
-----
Tuesdav. March 16. 2004

1 - Tax Rate 1                Type      Rate
                              Percent     4.00
Tax1 Coll                     10.05
Txbl Sls                      251.24
Tax1 Exempt                   6.00
Check Tax Collected          9.93
Rounding Total                -0.12

2 - Tax Rate 2                Type      Rate
                              Inclusive  8.00
Tax2 Coll                     0.00
Txb2 Sls                      0.00
Tax2 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

3 - Tax Rate 3                Type      Rate
                              Percent    12.00
Tax3 Coll                     0.00
Txb3 Sls                      0.00
Tax3 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

4 - Tax Rate 4                Type      Rate
                              Percent    16.00
Tax4 Coll                     0.00
Txb4 Sls                      0.00
Tax4 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

5 - Tax Rate 5                Type      Rate
                              Percent    20.00
Tax5 Coll                     0.00
Txb5 Sls                      0.00
Tax5 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

6 - Tax Rate 6                Type      Rate
                              Percent    24.00
Tax6 Coll                     0.00
Txb6 Sls                      0.00
Tax6 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

7 - Tax Rate 7                Type      Rate
                              Percent    28.00
Tax7 Coll                     0.00
Txb7 Sls                      0.00
Tax7 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

8 - Tax Rate 8                Type      Rate
                              Percent    32.00
Tax8 Coll                     0.00
Txb8 Sls                      0.00
Tax8 Exempt                   0.00
Check Tax Collected          0.00
Rounding Total                0.00

Daily Total
Tax Collected                 14.50
Non-Taxable                   0.00
Net Sales                     61.53
Check Tax Collected          9.93
Rounding Total                -0.12
-----

```

TAX\_8001\_Japan.RPT v3.2.100

### ***Payment Authorization for Personal Checks***

In the past, if a customer wanted to pay using a personal check, the system relied on the cashier (or manager) to verify check information and approve the transaction.

With this release, the tender feature was enhanced to include support for electronic authorization of personal checks. The process is similar to a debit card transaction, and includes the ability to add a charged tip or to request cash back. Threshold values (minimum and maximum amount) can be established for cashback requests. An authorization step can also be programmed into the personal check procedure, but is not required.

---

***Note*** *Cashback requests are programmed as service charges, which allows them to be subtracted from Cash totals on system reports. For information on setting up cashback limits, refer to the section Min/Max Values for Discounts/Service Charges, beginning on page 534 of this document.*

---

The Personal Check feature was designed to work with an electronic payment driver. At this time, there are no MICROS drivers that support this feature.

Although not required, the feature is designed to work with the Epson TM-H6000 series of multi-station printers. These printers include both a MICR (magnetic ink character recognition) device and a slip endorsement device, which allows them to read bank account information from the front of a personal check, and the ability to print endorsement/franking information on the back.

In the absence of an Epson TM-H6000 printer, users will be able to enter checking account information manually and to annotate or stamp an endorsement on the back of the check.



## Using the Feature

To use the personal check feature, the cashier presses a programmed **[Personal Check]** payment key. Through a series of prompts, the cashier is asked to enter the check amount, place the physical check into the MICR device, and enter the customer's social security number (optional).

When the **[Enter]** key is pressed, the MICR device pulls the check in, reads the bank routing data from the check surface. If a personal check tender is not linked to an electronic payment driver, the system simply prints the endorsement on the back, and closes the check.

If a payment driver is installed, the system pauses after reading the bank routing data and composes an electronic message for the bank processor. When confirmation is received back, the transaction resumes. The endorsement is printed on the back and the check is closed.

## Optional Processes

In addition to handling a basic transaction, the Personal Check feature also supports the following:

- ◆ **Tips** — Before the guest check is tendered, the cashier can include a tip amount in the total. The check is processed as before, except that the entered Check Amount includes the tip.
- ◆ **Cash back** — If the Check Amount entered is greater than the transaction total, the system assumes the difference is a cashback request. A confirmation dialog is displayed. Once the customer agrees with the amount, the check is processed as before. The cashback amount is displayed on the POS screen as “Change Due.”
- ◆ **Partial Payments** — If cashback and tips are going to be part of a partial tender transaction, the cashier applies the other payments before entering the check tender.
- ◆ **Voids** — Personal checks may be voided by creating a new guest check, pressing the **[Void]** key and ringing up the items. When the payment key is pressed, the user will need to reinsert the check into the printer to allow the MICR to reread the bank information and reprocess the tender as a negative amount. Afterwards, the check may be returned to the customer.

### Error Handling

The Personal Check feature is designed to work in both standalone and backup server mode. The system should proceed as usual, with no apparent change in processes.

Should the Epson 6000 MICR device fails during a transaction, an error message will be displayed and the system will prompt the user to enter the check information manually. Similarly, if the franking device is unable to print the endorsement on the check, an error message will be shown. Once the cashier clears this message, the check will be ejected from the printer. The check will be closed as usual.

### Endorsement/Frinking Information

The check trailer feature has been enhanced to support printing customized franking information on the back of the check. Some of this information is customer-specific and can be pulled from the check itself. To do this, a series of pseudo-macros (similar to the ISL event feature) were added. They are used to incorporate the account data when the trailer is printed.

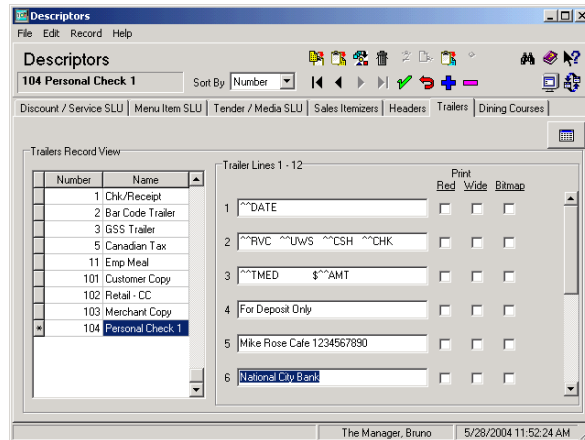
The following table lists the available macros:

MACRO	Represents	Print Format
^^ACCT	Personal Check Account Number	0000000000000 (13 digits max.)
^^AMT	Total Amount of the Tender	0000000000000.000 (17 characters max)
^^CHK#	Check Sequence Number in database	0000000000 (10 characters max.)
^^CSH	Cashier Object Number If there is no cashier, then this will represent the transaction employee object number.	0000000000 (10 characters max.)

<b>MACRO</b>	<b>Represents</b>	<b>Print Format</b>
^^DATE	Date/Time Stamp	MM/DD/YYYY TIME (17 characters max) <b>EX:</b> 01/13/2004 11:34
^^PCHK	Check Number of Personal Check	000000 (6 digits max.)
^^RVC	RVC Object Number	0000000000 (10 characters max.)
^^RT	Bank Routing Number	000000000 (9 digits max.)
^^TMED	Tender/Media Name	AAAAAAAAAAAA (12 characters max.)
^^UWS	UWS Object Number	0000000000 (10 characters max.)

## Defining the Personal Check Trailer

Trailers are defined on the *Descriptors | Trailer* form in POS Configurator. The use of macros is illustrated in the text lines below:



For comparison, the following examples show how incorporating the macros in the definition translates into a printed trailer:

### From Programming:

```

^^DATE
^^RVC ^^UWS ^^CSH ^^CHK
^^TMED    $$$AMT
For Deposit Only
Mike Rose Cafe 1234567890
NATIONAL CITY BANK
Account # 0300000123
    
```

```

^^ACCT
^^RT    ^^PCHK
    
```

```

RETURN CHECKS TO:
NATIONAL CITY BANK
Cleveland, Ohio
ACCT#: 0300000123
    
```

### To Printed Check:

```

01/13/2004      11:34
1512 01 000999 0045
Check          $1.00
For Deposit Only
Mike Rose Cafe 1234567890
NATIONAL CITY BANK
Account # 0300000123
    
```

```

9876543210
43556677898      3322
    
```


```

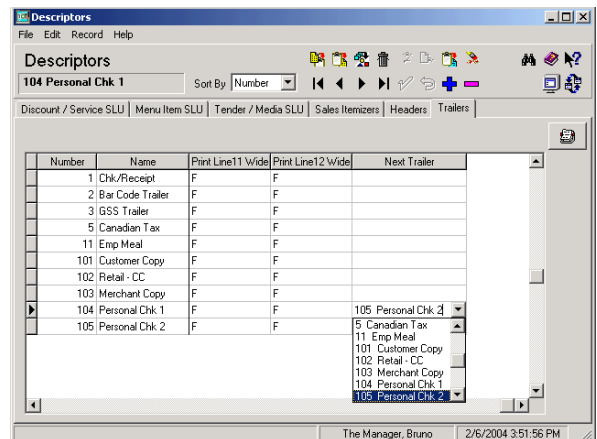
RETURN CHECKS TO:
NATIONAL CITY BANK
Cleveland, Ohio
ACCT#: 0300000123
    
```

## Chaining Trailers

Typically, a trailer is limited to 12 lines of text. However, franking information can require up to 40 lines. To accomplish this, an option was added that allows a user to chain trailers and print them serially on the guest check. This option is only available for use with the Personal Check feature.

To chain trailers:

1. Open POS Configurator and got to the *Sales | Descriptors | Trailers* tab.
2. Add a new record. Enter a name that indicates it is the first part of the Personal Check trailer (e.g., PCheck #1).
3. Enter the first 12 lines of the trailer and save the record.
4. Add a second record and identify it as accordingly (e.g. PCheck #2). Enter the next 12 lines of the trailer and save. Repeat this step until all of the trailers lines have been programmed. Up to 40 lines is allowed.
5. Click the  icon to open the table view.
6. With the first Personal Check record highlighted, locate the column labeled **Next Trailer**. Right-click in the cell to open the drop-down list and select the second trailer.
7. Repeat Step 6, linking the second trailer to the third, and the third to the fourth (if applicable).
8. Save all records and close the form.



### Using the Epson TM-H6000 Printer

The Epson TM-H6000 is a multi-station printer that provides for roll, slip, MICR (magnetic ink character recognition), and franking capability from the same device. The last two features (MICR and franking) make it an ideal printer for use with the Personal Check feature. However, the following limitations should be noted:

- ◆ The device must be configured for local use only. No other client workstation should send print jobs to this device, nor should it be configured as a backup printer.
- ◆ Tasks are handled serially. For example, a MICR operation must be completed before a guest check print job can be processed.
- ◆ Line-by-line printing is not supported, as this will interfere with MICR functionality.
- ◆ The device is only supported on a Windows workstation. Win CE workstations (WS4s or HHTs) are not supported in this release.

### Enabling

OPOS setup for this device is version-specific. It requires Epson OPOS ADK Version 2.30E SP3 OPOS 1.7 or higher. Users who do not have the correct OPOS driver can download it from the Epson website.

To properly setup a TM-H6000 or TM-H6000II OPOS printer, the following configuration should be used:

1. Create the OPOS device definition using the Epson Setup POS application.

---

***Warning!*** *Do not setup a Logical Device Name (LDN) for the device. The default name of 'TM-H6000' or 'TM-H6000II' should be used.*

---

2. Configure the device in POS Configurator:

- ◆ Open the *Devices | Devices* form and create two new printer records:

- A roll printer (OPOS receipt)

- A slip printer (OPOS slip)

Go to the *Printer Interface* tab. Enter the same **OPOS device name** and configure as follows for both devices:

- Check the **Use polled status** option

- Clear the **Do not release print at end of print job** option

---

**Note** *This option is enabled by default when an OPOS printer is defined. Failure to disable this option will cause OPOS to hold onto the printer after the print job, preventing the MICR device from reading the check information or otherwise operating properly.*

---

- ◆ Open the *Devices | User Workstations* form. Select the workstation that will use this printer.

Go to the *Printers* tab. Link the device to all relative printer types.

Go to the *Peripherals* tab. Add a new record to the list of peripherals and configure as follows:

- **Peripheral Type** = MICR

- **Connection Type** = *OPOS*

- **Device Name** = TM-H6000 or TM-H6000II

- ◆ Open the *Revenue Center | RVC Printing* form. Select the revenue center where the printers will reside. Go to the *Options* tab and check the **Disable slip printer eject** option.

## New Fields in POS Configurator

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

- ◆ *Sales | Tender/Media | Personal Check* (new tab)
  - ◆ **Personal Check** — Indicates that the selected tender is a personal check. When checked, this option allows the tender to read the bank check number, bank routing information, and bank account number. In addition, it disables the following forms/options:
    - ◆ All fields on the *CC Tender* tab.
    - ◆ All fields on the *Credit Auth* tab.
    - ◆ **Print endorsement** on the *Printing* tab.
    - ◆ **Print French personal check** on the *Printing* tab.

To use this tender type for personal check authorizations, a custom electronic payment driver must also be installed.

- ◆ **Authorization required** — When enabled, requires the user to select a check driver for use with this tender.
- ◆ **Check Driver** — Specifies the electronic payment driver from a list of installed drivers.
- ◆ **Prompt for Social Security Number** — When enabled, prompts the user to enter the customer's social security number before continuing the transaction.
- ◆ **Prompts for cashback amount** — When enabled, prompts the employee to specify how much cash the customer is requesting from his bank account via the highlighted tender/media. Selecting this option allows the system to:
  - ◆ Provide cashback through prompting
  - ◆ Verify an overtender
  - ◆ Prompt for payment amount

---

**Note**    *This option is invalid unless the Debit Card box is checked.*

---



- ◆ *Sales | Tender/Media | Printing*
  - ◆ **Print franking information** — When enabled, prints the franking information on the back of the personal check. The franking lines are programmed on the *Descriptors | Trailers* form.  
  
This option is used instead of **Print endorsement**, and only applies to personal checks. It will only work if the **Personal Check** option (*Sales | Tender/Media | Personal Check*) is enabled.
- ◆ *Employees | Employee Classes | Transactions*
  - ◆ **Authorize personal check override** — When enabled, allows members of this employee class to accept the personal check after receiving tentative approval from the processor.  
  
Typically, this override option has to be enabled in the check driver.
- ◆ *Revenue Center | RVC Print Design | Personal Check (new tab)*
  - ◆ **Franking Information** — From a drop-down list of trailers, allows the user to specify which one will be used as the endorsement text printed on the back of a personal check.
- ◆ *Revenue Center | RVC Touchscreens | Touchscreens | Workstation*
  - ◆ **Personal Check Alpha Screen** — Allows the user to select the touchscreen to be displayed on the workstation when the user needs to manually enter information for a personal check.
- ◆ *Revenue Center | RVC Touchscreens | Touchscreens | Hand-Held*
  - ◆ **Personal Check Alpha Screen** — Allows the user to select the touchscreen to be displayed on a hand-held device when the user needs to manually enter information for a personal check.

## Printing

### Enhanced Guest Check Trailer

Print configuration of the guest check has been modified to include a second, optional trailer. When defined, the trailer will be printed between the check detail and the check totals.

With a second trailer, businesses can encourage customer feedback by incorporating a survey form, menu suggestion box, or other marketing information in the guest check itself. Custom SIM scripts may be used to refine the format and to limit how often this information is printed — perhaps every 6th or 8th check.

The placement of the trailer between the check detail and totals ensures that the customer will see the information. In return, the customer's response (or lack thereof) will be sure to make its way back to management.

### Enabling

To support this feature, a new **Guest Check Detail Trailer** option was added to POS Configurator (*Revenue Center | RVC Print Design | Trailers*). The option consists of a drop-down box, which lists all of the trailers currently in the system. Any trailer selected in this field will be printed in the detail area the check. In other words, this field determines the trailer's *location*, not its *content*.

As with regular trailers, the text of the guest check detail trailer is defined on the *Sales | Descriptors | Trailer* form.

MIKE ROSE RESTAURANT & GRILL  
ANYWHERE, MD 20705

S MIKE

Item	Qty	Price
Coke	1	1.25
Cheeseburger	1	7.95

YOUR OPINION COUNTS!  
Please participate in our Brief GUEST SATISFACTION SURVEY and receive COUPON for \$3.00 off your next visit to our restaurant.

Please circle YES or NO to answer each of the following questions:

Did you enjoy your meal? YES NO  
Was the food well-prepared? YES NO  
Was the price reasonable? YES NO  
Was the service prompt/courteous? YES NO  
Would you come back again? YES NO

Comments? \_\_\_\_\_

SUBTOTAL 9.20  
TAX .46  
TOTAL 9.66

THANK YOU FOR DINING WITH US!

### Print Itemized Taxes on Guest Check

A new print option was added that allows users to include an itemized list of taxes in the summary area of a guest check or customer receipt. The list is printed after the check Totals and includes a separate line for each of the active tax rates. Unlike the existing Tax Total line, which sums up the add-on taxes only, the itemized values represent all taxes (add-on and inclusive) incurred on the check.

### Enabling

To support this print function, the option **Print separate tax lines** has been added to POS Configurator (*Revenud Center | RVC Print Design | Guest Checks*). When checked, the system will automatically calculate and itemize the taxes charged to the customer.

### Example 1 – Guest Check With Inclusive Taxes Only

The example on the left shows how the check totals would display when inclusive taxes are used and the option is disabled. With inclusive taxes, there is no separate tax total. The example on the right shows the same check after enabling the option to itemize taxes.

Tax Totals Only		Taxes Itemized	
MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890		MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890	
5 MIKE		5 MIKE	
TEL 15/1    CHK 287    GST 1 SEP25'02 08:30PM		TEL 15/1    CHK 287    GST 1 SEP25'02 08:30PM	
1 Crab Cakes            7.95 1 Side Salad            5.35 Ranch 1 Iced Tea                1.30		1 Crab Cakes            7.95 1 Side Salad            5.35 Ranch 1 Iced Tea                1.30	
Total	14.55	Total	14.55
THANK YOU FOR DINING WITH US!		State Tax                0.80 Local Tax                0.20	
		THANK YOU FOR DINING WITH US!	

### Example 2 – Guest Check With Add-On Taxes Only

The example on the left shows how the check totals would display when add-on taxes are used and the option is disabled. (This is the traditional view.) The example on the right shows how the check would be formatted if the option to itemize taxes was enabled.

Tax Totals Only		Taxes Itemized	
MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890		MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890	
5 MIKE		5 MIKE	
TBL 15/1    CHK 287    GST 1 SEP25'02 08:30PM		TBL 15/1    CHK 287    GST 1 SEP25'02 08:30PM	
1 Crab Cakes            7.35 1 Side Salad            4.95 Ranch 1 Iced Tea                1.25		1 Crab Cakes            7.35 1 Side Salad            4.95 Ranch 1 Iced Tea                1.25	
Subtotal	13.55	Subtotal	13.55
Tax	1.00	Tax	1.00
Total	14.55	Total	14.55
THANK YOU FOR DINING WITH US!		State Tax                0.80 Local Tax                0.20	
			← Cumulative Add-on Taxes for this Check
			← Add-On Taxes Itemized by Tax Rate

Because the taxes are all add-on, the sum of the itemized tax values should equal the **Tax** total listed above the check **Total**.

### Example 3 — Guest Checks With Add-On and Inclusive Taxes

The example on the left shows how the check totals would display when add-on and inclusive taxes are used, and the option is disabled. The example on the right shows the same check after enabling the option to itemize taxes.

In both checks, the tax on the food items are applied as add-ons, while the beverage tax is inclusive. When both taxes are present, the **Tax** total (which shows add-on taxes only) will not equal the sum of the itemized taxes.

Tax Totals Only		Taxes Itemized	
MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890		MIKE ROSE RESTAURANT & GRILL 7897 MIKE ROSE DRIVE ANYWHERE MD, 20705 (123) 456-7890	
5 MIKE		5 MIKE	
TEL 15/1      CHK 287      GST 1 SEP25'02 08:30PM		TEL 15/1      CHK 287      GST 1 SEP25'02 08:30PM	
-----		-----	
1 Crab Cakes	7.35	1 Crab Cakes	7.35
1 Side Salad	4.95	1 Side Salad	4.95
Ranch		Ranch	
1 Iced Tea	1.30	1 Iced Tea	1.30
Subtotal	13.60	Subtotal	13.60
Tax	0.95	Tax	0.95
Total	14.55	Total	14.55
THANK YOU FOR DINING WITH US!		THANK YOU FOR DINING WITH US!	

Cumulative Add-on Taxes for this Check  
 Add-on and Inclusive Taxes Itemized by Tax Rate

### ***Slip Printing on the Workstation 4***

Print functionality for the Workstation 4 (WS4) was enhanced to support a local slip printer. This feature coincides with the addition of supervised printing on a WinCE workstation (see page 578 below).

The WS4 currently supports three types of slip printers:

- ◆ Epson TM-290 Slip (Standard)
- ◆ Epson TM-295 Slip (290 Emul.)
- ◆ Epson TM-295 (Standard)

---

**Note**     *OPOS Slip printers are only supported on Win32 workstations.*

---

### **Background**

MICROS has historically distributed (and will continue to distribute) an Epson TM-290 printer and a modified version of the TM-295 model. The TM-295 printer is not a true TM-295, but includes a special firmware chip that allows it to emulate TM-290 behavior. The distinction is important to RES users. The majority of non-MICROS resellers who sell the TM-295 are, in fact, providing a standard TM-295 printer. In the past, this model was not compatible with RES software.

To resolve the issue, MICROS has added support for a Standard TM-295 printer in this release. The enhancement has necessitated the following changes in way that the POS Configurator defines **Printer types** for the *RS-232 Interface (Devices | Devices | Printer Definitions)*:

- ◆ The existing *Epson TM-290, TM-295 Slip* entry was changed to *Epson TM-290, TM-295 (290 Emul.)*. This value should be used to configure a TM-290 printer or a TM-295 in 290 emulation mode.
- ◆ A new *Epson TM-295* entry was added. This value should be used for standard TM-295 printers.

### Model Differences

One of the consequences of supporting the standard TM-295 is that users must differentiate between their device models and program accordingly. In an established site, where users may not have access to purchasing records, this could be difficult. For one thing, there are no obvious physical differences between a standard TM-295 and the TM-295 with 290 emulation. Instead, product variations are found in the internal coding structure.

During operations, an improperly configured printer may appear to work correctly in some areas and fail in other. Typically, the following behaviors are observed:

- ◆ **TM-295 (290 Emul.) configured in Standard Mode** — Display an error message indicating that a Printer Communication error has occurred whenever a print job is executed.
- ◆ **TM-295 Standard configured in 290 Emulation Mode** — Reacts as follows:
  - ◆ Successfully executes the print job, but at a much slower rate.
  - ◆ On completion of the print job, ejects the form to the back of the printer instead of the front.
- ◆ Depending on the platform and/or timing, generates a “Form Out of Place” error after the form has been ejected.

---

**Note** *Existing customers who are upgrading to RES 3.2 sp2 will need to check their slip printer settings after installation. Any printers that were defined as ‘Epson TM-290, TM-295 Slip’ will be automatically converted to the new ‘Epson TM-290, TM-295 (Emul.)’ entry.*

*If a customer is also using standard TM-295 printers, they will need to be redefined using the new ‘Epson TM-295’ setting.*

---

### Slip Printer Self-Test

The only reliable way to ensure that the printer is using the correct configuration is to perform a printer self-test and check the internal firmware version.

To run a printer self-test:

1. Press the Release button to release the paper clamp.
2. Turn off the printer.
3. Place a form in the printer so that it is fully inserted into the slip station.
4. Hold down the **Release** button and simultaneously turn the printer back on.
5. Let go of the **Release** button.

The printer should start printing on the inserted form. The version information is printed on the first line of the self-test, so the printer may be turned off after this is printed.

6. Remove the form. The version number will be written as follows (where X.XX could be any series of digits):
  - ◆ **Version X.XX EP** — Indicates a TM-295 Printer in 290 Emulation mode.
  - ◆ **Version X.XX ESC/POS** — Indicates a Standard TM-295 Printer.



## Other Considerations

In addition to configuring the devices, the following options are affected when setting up a WS4 Slip Printer:

- ◆ **Do not prompt for backup printing** (*Revenue Center | RVC Printing | Options*) — When checked, **disables** supervised printing at the revenue center level. However, since slip printing requires supervision, this option is overridden for WS4 printers.
- ◆ **Disable Slip Eject** (*Revenue Center | RVC Printing | Options*) — When checked, does not eject the form from a slip printer after the job is finished or a change form request is processed.
- ◆ **Print Guest Check** (*Employees | Employee Classes | Printing*) — When the 'By Round' radio box is checked, prints the transaction detail at the end of every service round. In addition, slip printers can be configured to print each round on the same form by ensuring that an appropriate number of line feeds has been added to the beginning of each round's print job data. This positions the form to resume printing immediately after the previous round's detail.

## Error Recovery

If an error occurs during printing on a WS4 slip printer, an error dialog will be displayed along with the option to Resume printing. When the print job is resumed, the system will start over, either at the beginning of the print job or, if this is a multi-form task, at the top of the current page.

This behavior differs from the process used by the Win32 workstations. When an error occurs on a Win32 slip printer, the system resumes with the line immediately after the last line sent to the printer.

## COM Limitation

The COM4 and COM5 ports on the WS4 operate in both RS232 and RS422 (IDN) mode. This design creates a limitation on the number of signal wires that can be used for RS232 mode. Specifically, the signal wires that allow a serial device to communicate using hardware flow control are not available on these ports.

Because the TM-295 is required to use hardware flow control (see revision note on page 604), it cannot be used on COM 4 or COM5 on the WS4. This is true for COM4 on the Eclipse, which also operates in RS232/RS422 mode.

### ***Supervised Printing from a WinCE Workstation***

In previous releases, RES configuration only allowed for unsupervised printing from a WinCE workstation to a local (attached) printer, or to a remote printer attached to a Win32 or WS4 workstation.

With this release, local supervised printing has been extended to the RES Win32 CE workstations, which include the Mobile MICROS hand-held (HHT) and Workstation 4 (WS4) units. The enhancement provides supervised support for:

- ◆ **HHT**
  - ◆ Roll printing for the Extech S3500THS (infrared belt printer; for the HHT only)
  - ◆ File printing
- ◆ **WS4**
  - ◆ Roll printing for all supported roll printer
  - ◆ Slip printing for the Epson TM-290 slip printer
  - ◆ File printing

Remote supervised printing from a WinCE workstation is not supported.

### Verbosity

In addition to the changes to the print module, the following changes were made to the verbosity:

- ◆ Altered the CE PrintManager and PrintControllerCE projects to use the existing Win32 registry values for their verbosity settings.
- ◆ Removed the *CE Print Manager* and *CE Print Controller* entries from the **Verbosity** tab in Control Panel.

## Background

Order device printing can be divided into two general categories:

- ◆ **Unsupervised** — POS Operations does not monitor or allow a user to affect a print job once it is sent to the printer.

After the operator initiates a print job, the message “Printing — One Moment Please,” is displayed while the information is assembled. When the data is passed on, the system automatically resumes normal POS operations.

If an error occurs during printing, the print job is redirected to the designated backup printer or, if no backup printer is defined, the job is aborted and an error message is relayed to the user.

- ◆ **Supervised** — POS Operations monitors print activity until the task is completed

After the operator initiates a print job, POS Operations displays the message “Printing — One Moment Please,” as the information is assembled and passed on to the printer. The system waits at the current touchscreen until the print job is complete or an error occurs.

If an error does occur during printing, the operator is presented with options for handling it. Depending on the programming, the operator may choose to send the print job to the designated backup printer (if any), abort the print job (if backup is not defined), or resume (retry) printing on the primary print device. The resume option allows a user to fix the error by closing a lid, clearing a paper jam, etc., before continuing to print.

## Limitations

The option to use supervised or unsupervised printing is set at the Revenue Center level. To accommodate the limitations imposed on WinCE clients, the following rules are observed:

- ◆ Supervised print jobs sent to a remote Roll printer will be automatically converted to an unsupervised (i.e., non-interactive) print job and processed accordingly.
- ◆ Supervised print jobs sent to a remote Slip printer will be aborted. An error dialog will be displayed to the operator indicating that an invalid printer configuration is in use.
- ◆ Slip printers may not be used as the backup print device. When a print job is targeted for a printer that uses a slip printer as its backup, the system automatically converts it to a supervised print job, even if the Revenue Center option (**Do not prompt for backup printing**) is disabled. In this situation, an error dialog will be displayed indicating that an invalid printer configuration is in use.
- ◆ Line-by-line print options (which required supervised printing) are ignored when a print job originates from a WinCE workstation. The print job is only sent to the printer when the entire print job is assembled.

## *Customized Installation Procedures*

Installation procedures for RES products and software upgrades have been enhanced to accommodate Sites with complicated Client/Server configurations. These have been included as Appendix I in the *RES 3.2 Service Pack 2 — Setup Instruction* manual, MD0003-058 Rev. A.

### ***GR Versions of CAL and WS4 Platform Added***

The McrsCAL and PlatformUpdate folders have been updated with the General Release (GR 1) files to ensure that the most recent WS4 platform and CAL updates are installed with the RES package.

With this release, RES Setup will now install WS4 CAL V1.0.2.27 and WS4 Platform V4.0.5.3 (GR 1).

---

## **SIM**

### ***Event Begin\_Check***

#### **Syntax**

Event BEGIN\_CHECK

#### **Example**

```
event BEGIN_CHECK
    errormessage "Check Begun Check Number is ", @Chnum
endevent
```

### ***Event Pickup\_Check***

#### **Syntax**

Event PICKUP\_CHECK

#### **Example**

```
event PICKUP_CHECK
    errormessage "Check Picked up ", "Num detail = ", @Numdtl
endevent
```

## 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
Auto-sequences	Bi-Weekly Autosequences Do Not Run Correctly After DST Change	14163	588
Database	Check Carry Over Count and Totals Do Not Match Daily System Sales Report	13878	588
	Employee Shift Totals Not Posted As Unique Records	15319	589
	Error When Posting KDS Transactions	15263	589
	Posting Slows Down Considerably With Many Carried Over Checks	15063, 15901	589
	Separate Batches Not Created for Each Merchant ID	15732	590
Delivery Dispatch	Error Returned if No Check Info Lines Programmed	N/A	590
	Last Line of DeliveryDispatch.lng File Is Not Displayed	15453	590
Hand-Held Devices	Output From SIM Windows Command Displays Incorrectly	N/A	590

Module	Feature	CR ID	Page
Liquor Dispensing System (LDS)	Items Generated from the ILDS Are Not Transferred Back to the POS System	15003	591
	NALDS Does Not Handle Menu Levels and Sub-Levels Properly	15525	591
	NALDS Does Not Post Pour When Sequence Number is Zero	15567	591
Manager Procedures	Editing Records Where Entry Begins With Double-Quote Causes System Error	15136	592
	Relabeled Buttons on 'Select a Time Card Record' Form	N/A	592
	Unable to Load on a Win CE Workstation When Server Has 2 NIC Cards Installed	15578	592
	'Waiting/Loading' Icon Remains on HHT Screen After Page is Loaded	N/A	593
POS Configurator	Access to Employee Forms Missing After Upgrade	16016	593
	Clearing Sales Totals Does Not Clear CM Totals	15047	593
	'Find' Options Missing From Menu Item Forms	N/A	594
	Language Error Received With EM Installed	15573	594
	Language Translation Errors Received After Upgrade	N/A	594
	Restaurant Form Does Not Open on EM Database When Language is Not US English	N/A	594

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Operations	Assertion Failure Received After Running SIM Scripts	15703	595
	Auto Service Charge Exempt Key Does Not Work	15768	595
	Cancel Order After Void Posts Incorrect Values While in Dynamic Order Mode	16198	595
	Change Due Does Not Always Display in Detail Area	15352	596
	Check Info Lines Incorrectly Assigned After Block Transfer	N/A	596
	Combo Meal Does Not Consolidate Properly	N/A	596
	Combo Meals Not Returning to Original Screen	12168	596
	Credit Card Finalize Fails When Using Thousand Separator	14779	597
	Currency Conversion Not Rounding Correctly	15125	597
	Currency Not Displaying Rounded Base Amount After Conversion	N/A	597
	Discount NLU Does Not Work When Touch Item Discounts Enabled	N/A	598
	Discounts Programmed with Multiple Tax Rates Produces Incorrect Net Sales Totals	15692	598
	Edit Seat With Fixed Price Meals Allows Unlimited Course Items	14855	598



Module	Feature	CR ID	Page
POS Operations (cont'd.)	EM Clients Not Removing Unsubscribed Menu Items From Touchscreens	15570	599
	ILDS Generates Error if Employee Name Includes European Characters	N/A	599
	Inclusive Tax on Shared Menu Items Does Not Recombine	12158	599
	Insert Condiment Not Working Properly With Combo Meals	16710	599
	Insert Condiment Removes Menu Item Reference	15673	600
	Masking Duplicate SLUs Prevents SLU Screen From Displaying	N/A	600
	Negative Transactions Post Incorrectly During Currency Conversion	15388	600
	No Grace Period Warning When Software Key is Removed	16649	600
	Opening a Delivery Check Results in Override Error Message	16250	601
	Select Send Allows Items to be Sent Twice	16356	601
	Shared Check Total Incorrect After Rounding	N/A	601
	Suspend/Resume Function Causes POS Operations to Crash When Authorization is Required	14687	601
	Table Status Function Causes POS Operations to Crash	15781	602

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Operations (cont'd.)	Tendering Converted Currency Fails with Thousand Separator	16463	602
	Unable to Ring New/Revised Combo Meals After System Upgrade	15704	602
	Voiding a Discounted Menu Item Produces Incorrect Sales and Tax Totals	15690	602
	Voiding a Min/Max Condiment From a Combo Meal Deletes All Combo Items	15401	603
	Voiding a Required Condiment From a Combo Meal Hangs POS Operations	15422	603
	Voiding Items Prior to Cancel Order Creates Outstanding Balance	16035	603
	Win32 Client Does Not Detect Communications Failure with Epson TM-295 Printer	N/A	604
	WS4 Must Be Rebooted to Receive Barcode/Menu Item Updates	16288	604
Printing	Formatting Errors Occur When Using Epson TM-295 Slip Printer on Win2K Workstation	N/A	604
	GST Item Indicator Not Printing	16298	605
	IrDA Printer Fails to Identify Itself When Output Sent to Backup Printer	N/A	605
	Journal Header Missing Detail	15701	606
	Menu Item Name Prints Incorrectly on Order Chit	14895	606

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Printing (cont'd.)	Menu Items With Condiments Print Incorrectly on Stand-Alone Roll Printer	16121	607
	Print Manager Erroneous Reports an "Invalid Printer" Error	N/A	607
	Remote Supervised Printing to the Backup Crashes POS Operations	N/A	607
	Thai Tax Information Not Printing	N/A	607
	XML Translation File Fails to Print Correctly	N/A	608
Reports	Consolidated Food Cost Report	16081	608
	Employee Closed Check Report	N/A	609
	Menu Item Sales Detail	16403	609
	RVC Time Period Detail Report	15585	610
	Time Period Menu Item Reports	14022	610
	40-column Reports Not Completed if Greater than 64K	16442	611
	Menu Item Reports Always Sort by Family Group	16083	611
	Reports Prompt for Parameter When Run as Autosequence	15583	611
Setup	File Missing From Installation	15989	611
	Upgrading a WS4 No Longer Requires User Intervention	15204	611
SIM	Displaying Error Message of 80 Characters Crashes POS Operations	15204	612
	MDSHTTP Service Crashes After SIM Error Returned Multiple Times	N/A	612

**Revisions  
Detailed**

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**Autosequences**

***Bi-Weekly Autosequences Do Not Run Correctly After DST Change***

*CR ID #: 14163*

Biweekly autosequences (both those with a repeat period and those without) were not correctly taking into account daylight saving time when calculating their next run times. If the configured start date and the current date were separated by a DST change date, the scheduled time of the autosequence would be off by one hour. This has been corrected.

---

**Database**

***Check Carry Over Count and Totals Do Not Match Daily System Sales Totals***

*CR ID #: 13878*

Previously, the count and amount associated with checks carried over from a previous business day did not match the totals reported in the Daily System Sales reports (*sys101.rpt*). The problem was related to when revenue center transactions were posted, and whether they were included in the periodic recalculation of system totals. This has been corrected.

### ***Employee Shift Totals Not Posted as Unique Records***

*CR ID #: 15319*

Previously, the procedure for posting employee shift totals to the database involved the use of a controlled value. This value was created by combining the employee seq number, followed by zero, followed by the shift seq number. As a result, the control value was not unique, and caused posting to fail for specific shifts. The following illustrates how two employees (Emp 3 and Emp 301) could end up with the same control value:

Emp seq 3, shift 1057 = 3 0 1057 = 301057

Emp seq 301, shift 57 = 301 0 57 = 301057

Whichever shift posted first would prevent the other shift from posting. this problem has been corrected.

### ***Error When Posting KDS Transactions***

*CR ID 15263*

Previously, the system was unable to post KDS transactions in a cashier environment. This, in turn, caused reports using KDS tracking totals to fail. The problem was caused by an error in the stored procedure *sp\_post\_cshr\_trk\_sys\_rvc\_cal*, which has been corrected.

### ***Posting Slows Down Considerably With Many Carried Over Checks***

*CR ID: 15063, 15901*

When posting totals, system performance slowed noticeably as the number of “carried over” checks increased in the database. The problem was linked to a coding error in the following stored procedures:

- ◆ *sp\_post\_cum*
- ◆ *sp\_post\_emp\_cum*
- ◆ *sp\_post\_rvc\_emp\_cum*.

This has been corrected.

### ***Separate Batches Not Created for Each Merchant ID***

*CR ID #: 15732*

When using the multiple merchant feature of the VisaK and CES drivers, the stored procedure *sp\_CreateCCBatch* was not creating separate batches for each merchant. Consequently, batches could not be settled because they contained records with different merchant numbers. This problem has been corrected.

---

### **Delivery Dispatch**

#### ***Error Returned if No Check Info Lines Programmed***

*CR ID #: N/A*

After service totaling a check whose order type is sent to Delivery Dispatch, the system would report an error message if check info lines were not configured in the Delivery Dispatch Configuration Utility. This problem has been corrected.

#### ***Last Line of DeliveryDispatch.Ing File Is Not Displayed***

*CR ID #: 15453*

When running the Delivery Dispatch module, the system consistently failed to display the last line of check information in the display. This was traced to the algorithm that handled the **DeliveryDispatch.Ing** translation file, which read the last line, but did not copy it into its internal text list. This problem has been corrected.

---

### **Hand-Held Devices**

#### ***Output From SIM Windows Command Displays Incorrectly***

*CR ID #: N/A*

Previously, when using the Windows command in an ISL file, it was possible to have the output display improperly on a hand-held device. This has been corrected.

## **Liquor Dispensing System (LDS)**

### ***Items Generated from the ILDS Are Not Transferred Back to the POS System***

*CR ID #: 15003*

The ILDS does not work in both directions. When a drink is rung up on the POS System, it is sent to the ILDS system without any problems. However, if the same item is posted from the ILDS, it does not get sent to the MICROS system. This problem has been corrected.

### ***NALDS Does Not Handle Menu Levels and Sub-Levels Properly***

*CR ID #: 15525*

When using the NALDS to pour a drink, if the main and sub menu levels specified by the NALDS device are both set to 0, the device should default to the levels used by POS Operations. Instead, the NALDS would ignore the operational menu level (and sub-level) and default to Menu Level 1 (sub-level 1). This has been corrected.

### ***NALDS Does Not Post Pour When Sequence Number is Zero***

*CR ID #: 15567*

When powering up the NALDS, the initial sequence number of 0 failed to register as a pour. This has been corrected.

Also, during POS Operations, if the NALDS device lost power temporarily (i.e., was turned off and on), the com port class would generate a break event that blocked all subsequent transmissions until the break condition was cleared. When the power was recycled, the system would reinitialize the NALDS sequence, sending two messages in a row with a sequence number of 0. The second entry would be treated as a duplicate pour, instead of as a new order. These problems have also been corrected.

---

## **Manager Procedures**

### ***Editing Records Where Entry Begins With Double-Quote Causes System Error***

*CR ID #: 15136*

When editing employee or menu item records through Manager Procedures, if the entry name began with a double-quote (e.g., “Dave Smith” or “Deli Special”), and the search criteria only included part of the name (e.g., “Dave or “Deli), a system error would occur when the **Next** or **Previous** arrow buttons was pressed. This problem has been corrected.

### ***Relabeled Buttons On ‘Select a Time Card Record’ Form***

*CR ID #: N/A*

The **OK** and **Cancel** buttons on the ‘Select a Time Card Record’ form were changed to **Edit** and **Back**. The relabeling was done to make the form consistent with others in **Manager Procedures | Employees | Edit Time Card**. The change does not affect functionality.

### ***Unable to Load on a Win CE Workstation When Server Has 2 NIC Cards Installed***

*CR ID #: 15578*

When attempting to open Manager Procedures on a Win CE workstation (WS4 or HHT), an error message would occur if the RES Server had two NIC cards installed. The problem was caused by an improper reference to the machine name instead of the IP Address of the URL. This has been corrected.



### ***'Waiting/Loading' Icon Remains on HHT Screen After Page is Loaded***

*CR ID #: N/A*

When running Manager Procedures on a hand-held device, if the user attempted to navigate to another page before the current page had finished loading, the "Waiting/Loading" icon would display constantly. Forms could be changed and used, but the icon would never clear. This problem has been corrected.

---

## **POS Configurator**

### ***Access to Employee Forms Missing After Upgrade***

*CR ID #: 16016*

After upgrading to 3.2 SP1, the following options were inadvertently removed from the POSCfg Form drop-down list on the Configurator Access form:

- ◆ Employees | Employees
- ◆ Employees | Jobs
- ◆ Employees | Job Sections
- ◆ Employees | Time & Attendance
- ◆ Employees | Overtime Levels
- ◆ System | Reasons

This has been corrected.

### ***Clearing Sales Totals Does Not Clear CM Totals***

*CR ID #: 15047*

Previously, after using the *POS Configurator | Totals | Clear Sales Totals* option, the Cash Management totals were not being cleared. This has been corrected.

### ***'Find' Options Missing From Menu Item Forms***

*CR ID #: N/A*

In RES Version 3.2, the **Field Name** drop-down list used to locate menu item records through *POS Configurator | Record | Find* was changed from all fields on an open Menu Item form to the **Name** and **Number** fields only. This has been corrected.

### ***Language Error Received With EM Installed***

*CR ID #: 15573*

When running in an EM environment, if the **Default Language** field (*POS Configurator | System | Restaurant | Options*) was not set to *English US*, then any attempt to open POS Configurator would cause the error message "TMLangMgr: Database not assigned" to be displayed. This problem has been corrected.

### ***Language Translation Errors Received After Upgrade***

*CR ID #:*

When upgrading to RES Version 3.2 with a database that included a second language, the system would not convert all of the foreign language text strings correctly. This problem would cause a form to either not open (with an error message displayed) or open with incomplete or incorrectly translated fields. This has been corrected.

### ***Restaurant Form Does Not Open on EM Database When Language is Not US English***

*CR ID #: N/A*

Previously, the *POS Configurator | System | Restaurant* form failed to open when run on an EM corporate database where the **Current Language** was not set to US English. The problem was caused by a mismatch between the number of options to be translated and the number of translation strings. This has been corrected.

## POS Operations

### *Assertion Failure Received After Running SIM Scripts*

CR ID #: 15703

When running a SIM script containing either the *split()* or *rxmsg()* functions that included a character value greater than 127, POS Operations could fail and the following assertion error would display:

```
-----  
Debug Assertion Failed!  
Program: C:\micros\res\pos\bin\OPS.exe  
File: isctype.c  
Line: 68  
  
Expression: (unsigned) (c + 1) <= 256  
-----
```

This problem has been corrected.

### *Auto Service Charge Exempt Key Does Not Work*

CR ID #: 15768

Previously, when using an **[Auto Service Charge Exempt]** key to remove a autoservice charge, the system failed to subtract the amount of the charge from the check totals. This problem has been corrected.

### *Cancel Order After Void Posts Incorrect Values While In Dynamic Order Mode (DOM)*

CR ID #: 16198

When using Dynamic Order Mode (DOM), if the user voided an item, then canceled the order, the system would post incorrect values to the database. These values affected the net sales, tax collected, checks begun amount, checks paid amount, void, credit total and cancel amounts reported on the **Daily System Sales Detail** (*sys101.rpt*). The problem has been corrected.

### ***Change Due Does Not Always Display in Detail Area***

*CR ID #: 15352*

When overtendering a check, the 'Change Due' amount was not always shown in the detail area on the UWS screen. This has been corrected.

### ***Check Info Lines Incorrectly Assigned After Block Transfer***

*CR ID #: N/A*

When transferring multiple checks using the block transfer function, the system failed to keep the check info lines with the correct checks. Instead, the check info lines for the first check in the block transfer would be repeated for all entries. This problem has been corrected.

### ***Combo Meal Does Not Consolidate Properly***

*CR ID #: N/A*

When using Dynamic Order Mode with the **Do Not Consolidate** option (*POS Configurator | Devices | Order Devices | Options*) disabled, the system failed to consolidate combo menu items on a suborder even though the combo meal title was not sent with the suborder. This problem has been corrected.

Example with parent combo sent:

- 1 Burger Combo
  - Cheeseburger
  - Fries
  - Coke

- 1 Burger Combo
  - Cheeseburger
  - Fries
  - Coke

- 1 Cheeseburger

Example with parent combo not sent:

- 3 Cheeseburger
- 2 Fries
- 2 Coke

### ***Combo Meals Not Returning to Original Screen***

*CR ID #: 12168*

Previously, when ringing a combo meal, you were not being returned to the original screen where the combo meal was rung. This has been corrected.

### ***Credit Card Finalize Fails When Using Thousands Separator***

*CR ID #: 14779*

Previously, if the option **Ops uses thousands separator** (*System | Restaurant | Currency*) was enabled, an "Entry too large" error would be received when the user tried to finalize a credit card for a check amount of \$1000.00 or more. This has been corrected.

### ***Currency Conversion Not Rounding Correctly***

*CR ID 15125*

Previously, if a check was tendered in a secondary currency (e.g., pesos), and the primary currency (e.g., U.S. dollars) was configured to require rounding, the system failed to round the tender amount after the currency conversion. This resulted in an invalid format. The error message "Amount Entered Must be Round" was displayed and the check could not be closed. The problem has been corrected.

### ***Currency Not Displaying Rounded Base Currency After Conversion***

*CR ID #: N/A*

With rounding enabled for both the currency (*Sales | Currency*) and the revenue center (*Revenue Center | RVC Posting | Options*), the system failed to show the base currency as a rounded amount after currency conversion. This has been corrected.

***Discount NLU's Do Not Work With Touch Item Discounts Enabled***

*CR ID #: N/A*

After enabling touch item discounting (*POS Configurator | System | Restaurant*), if the user entered one or more menu items and then applied a discount SLU (i.e., used the “normal” discounting process), the system would respond by displaying the error message “Discount Not Found.” This occurred because touch item discounting failed to pass the correct discount keycode. The problem has been corrected.

***Discounts Programmed with Multiple Tax Rates Produces Incorrect Net Sales Totals***

*CR ID #: 15692*

When using discounts, whose tax class included multiple tax rates, the system would report incorrect net sales figures in the Daily System Sales Detail report. This problem has been corrected.

***Edit Seat With Fixed Price Meals Allow Unlimited Course Items***

*CR ID 14855*

When using Edit Seat with a fixed-price meal, the user was able to move the non-priced course items to another seat and then add more non-priced course items to the original seat. This could be done repeatedly on the same check, effectively allowing multiple seats to receive non-priced menu items based on the same fixed-price meal. This has been corrected.

### ***EM Clients Not Removing Unsubscribed Menu Items From Touchscreens***

*CR ID #: 15570*

While running POS Operations in an EM environment, if a store received a packet that added new menu items and unsubscribed existing items, the clients would automatically include the new items but failed to remove the items that had been unsubscribed. This meant users could continue to select menu items even after their Effective To date had passed. To post the changes and update the touchscreens, the user had to stop and restart POS Operations. This problem has been corrected.

### ***ILDS Generates Error if Name Includes European Characters***

*CR ID #: N/A*

Previously, if a Menu Item or Employee name was defined with a European character at the beginning, any attempt to use the ILDS to select that entry would fail and an error message would be generated. This problem has been corrected.

### ***Inclusive Tax on Shared Menu Items Does Not Recombine***

*CR ID #: 12158*

If an inclusive tax menu item was shared across seats, the inclusive tax amount was not being included when the check was recombined. This led to balancing problems where the Checks Paid Total was different from the Checks Begun Total. This has been corrected.

### ***Insert Condiment Not Working Properly With Combo Meals***

*CR ID #: 16710*

When ringing a combo, the system would occasionally prevent a user from inserting more than one condiment, even though the selected combo meal menu item was programmed to allow it. The problem was caused by a code error, in which the system determined allowed condiment status based on the last combo menu item listed, instead of the menu item to which it was being added. This has been corrected.

### ***Insert Condiment Removes Menu Item Reference***

*CR ID #: 15673*

After highlighting a menu item with a reference (e.g., an open food or weighed menu item), if a condiment was added to the menu item, the system would remove the reference from the check. This problem has been corrected.

### ***Masking Duplicate SLUs Prevents SLU Screen From Displaying***

*CR ID #: N/A*

Menu Item SLUs would display blank placeholders for duplicate items when the **Mask Duplicate Items** option (*POS Configurator | Devices | Touchscreens | Styles*) was enabled. This was pushing other non-duplicate items off the screen, and could require the user to page down to see the first item. This problem has been corrected.

### ***Negative Transactions Post Incorrectly After Currency Conversion***

*CR ID #: 15388*

Previously, if a check with negative transaction items was converted to another currency before payment, the system would not carry over the negative values, but recorded them as positive. This resulted in an imbalance in the reported change due amounts and in tracking total information. The problem has been corrected.

### ***No Grace Period Warning When Software Key is Removed***

*CR ID #: 16649*

POS Operations was not notifying the user when a valid software key failed or was removed from the Server. Instead of advising the user that the system was operating in grace period — and specifying how long until it expired — operations would begin as usual, but would become inoperable once the grace period ended. The error message “Not Licensed” would then display. This problem has been corrected.



### ***Opening a Delivery Check Results in Override Error Message***

*CR ID #: 16250*

When running Delivery Dispatch on a workstation, if the user attempted to open a check that has been transferred to a driver, the system would display the message "Check is owned by PCWSxx Override Check Owned By Offline UWS?" The problem occurred because the workstation failed to check in for updates once the Delivery Dispatch screen was up for approximately 3 minutes. This has been corrected.

### ***Select Send Allows Items to be Sent Twice***

*CR ID #: 16356*

When using Hold and Fire with the **Selective Send** option enabled (*Sales | Tender/Media | Service TTL*), the system would incorrectly send items to the kitchen twice — once when the [**Send Order**] key is pressed and again when check is service totaled. This problem has been corrected.

### ***Shared Check Total Incorrect After Rounding***

*CR ID #: N/A*

When sharing a check with rounding options enabled, the system would divide the total and then round each share separately. This was causing the combined check total to be significantly different from the original amount due. To correct the problem, the check total will be rounded *first* and then shared between the customers.

### ***Suspend/Resume Function Causes POS Operations to Crash When Authorization is Required***

*CR ID #: 14687*

If a site was configured to use the **Suspend/Resume option** (*POS Configurator | Revenue Center | RVC Transactions | General*), any attempt to perform a check operation that involved an Authorization request would cause the system to hang. This problem has been corrected.

### ***Table Status Function Causes POS Operations to Crash***

*CR ID #: 15781*

When checking the status of a table, if the guest check is using check ID numbers, an error message would be generated and POS Operations would crash. The problem was caused by limitations in the buffer array size, which has been corrected.

### ***Tendering Converted Currency Fails With Thousands Separator***

*CR ID #: 16463*

When tendering a check, any attempt to convert the currency would fail if the thousands separator was in use (*System | Restaurant | Currency | Ops uses thousands separator*). This problem has been corrected.

### ***Unable to Ring New/Revised Combo Meals After System Upgrade***

*CR ID #: 15704*

After converting a database from RES Version 3.1 to Version 3.2 SP1, if the user added a new combo meal or made changes to an existing combo meal, any attempt to ring those menu items through POS Operations would fail and the error message "Combo Meal Has No Menu Items In Group" would be displayed. This problem has been corrected.

### ***Voiding a Discounted Menu Item Produces Incorrect Sales and Tax Totals***

*CR ID #: 15690*

When voiding a menu item with a discount, the system failed to adjust sales and tax totals for the voided items. For example, if the menu item tax was an add-on, neither the taxable sales nor the tax collected against those sales were deleted from the totals. If the menu item tax was inclusive, the system would void the tax collected, but still recorded the taxable sales. This problem has been corrected.

### ***Voiding a Min/Max Condiment From a Combo Meal Deletes All Combo Items***

*CR ID #: 15401*

When ordering a combo meal, if a user entered and then voided a condiment configured as part of a Min/Max selection, the system was unable to exit the option once the combo meal was completed. As soon as the next, non-combo item was added to the check, POS Operations would generate the error message "Menu item not part of the combo group". Clicking **OK** to the error message would result in the removal of the previous combo meal and all of its related side items and condiments. This problem has been corrected.

### ***Voiding a Required Condiment From a Combo Meal Hangs POS Operations***

*CR ID #: 15422*

When ordering a combo meal linked to a required condiment with a Min/Max range, POS Operations would hang if the user entered and then voided an allowed condiment that was not configured with a Min/Max range (e.g., an allowed condiment hardcoded on the required condiment SLU screen).

POS Operations would not allow any other check activity until the required number of condiments was posted, but would deny access to the condiment keys to correct the problem.

These issues have been corrected.

### ***Voiding Items Prior to Cancel Order Creates Outstanding Balance***

*CR ID #: 16035*

Previously, if items were voided on a guest check prior to using the Cancel Order key, the check would close, but the balance of the check (after voids) would be included in the net sales and outstanding amount columns in the Daily System Sales Detail Report. This problem has been corrected.

### ***Win32 Client Does Not Detect Communications Failure with Epson TM-295 Printer***

*CR ID #: N/A*

When printing from a Win32 workstation to an Epson TM-295 slip printer, the system was unable to detect when a communications failure had occurred. For example, if the serial cable from the printer was disconnected when a print job was sent to it, POS Operations would display the message "Check Not In Place" instead of detecting the problem and informing the user of a "Printer Communication Failure." This has been corrected.

### ***WS4 Must Be Rebooted to Receive Barcode/Menu Item Updates***

*CR ID #: 16288*

After scanning in a new barcode through Manager Procedures, users were unable to ring up the menu item on a WS4 (by scanning the barcode) without first rebooting the workstation. The problem was caused by a sharing conflict between POS Operations and Manager Procedures over use of the scanner. This has been corrected.

---

## **Printing**

### ***Formatting Errors Occur When Using Epson TM-295 Slip Printer on Win2K Workstation***

*CR ID #: N/A*

When printing to an Epson TM-295 slip printer from a Win2k workstation, all of the print jobs (guest checks, receipts, reports) were formatted incorrectly. To correct the problem, the following changes were made:

- ◆ PControl.exe was modified to use hardware flow control for TM-295 printers only. Other printers will continue to use the old com port settings.

- ◆ WinCE MicrosDevices.dll was changed to use hardware flow control. This allows the same TM-295 printer to be swapped between a Win32 and WS4 workstation without adjusting the dip switch settings.

With these programming changes, the correct dip switch/software serial port settings for the TM-295 printer are now:

- ◆ *POS Configurator* | *Devices* | *Network Node* | *Com Port* tab:
  - Baud Rate : 9600
  - Parity Type: None
  - Num Data Bits: 8
  - Stop Bits: 1
- ◆ Dip Switch 2 set to ON — Sets the buffer size to 35 bytes.
- ◆ All other switches set to OFF — Sets COM Port parameters and hardware flow control.

### ***GST Item Indicator Not Working***

*CR ID 16298*

When using the Australian GST, items that were excluded from this tax were not printing with an asterisk (\*) beside them, as required by the option. This problem has been corrected.

### ***IrDA Printer Fails to Identify Itself When Output Sent to a Backup Printer***

*CR ID #: N/A*

Previously, if a print job failed on a hand-held device's IrDA printer and the output was redirected to a backup printer, the "BACKUP FROM <device name>" label would not print on the guest check or order chit. This problem has been corrected.

### ***Journal Header Missing Detail***

*CR ID #: 15701*

When printing a check entry to the journal, the first and third lines of the header detail were missing. Instead of printing:

```
=====
Tb1 12/1    Chk 2254    Gst 1
70 Abbott          PCWS2
CE: 70      CC: 0      TC: 0
Trn 5              Oct09'03 10:46AM
=====
```

the check entry read like a time-clock entry:

```
=====
70 Abbott          PCWS2
Trn 5              Oct09'03 10:46AM
=====
```

This problem has been corrected.

### ***Menu Item Name Prints Incorrectly on Order Chit***

*CR ID #: 14895*

When using menu levels, if the options **Menu level name** (*Sales | Menu Item Classes | Print/Display*) and **Broadcast secondary print jobs to all printers** (*Devices | Order Devices | Options*) are enabled, the menu level prefix will print but the first 5 letters of the menu item name are dropped from the secondary print job on the order device chit.

For example, if the customer ordered a small Shrimp Cocktail, the menu item would print on the order chit as "Sm p Cocktail". This problem has been corrected.

### ***Menu Items With Condiments Print Incorrectly on Stand-Alone Roll Printer***

*CR ID #: 16121*

Previously, if the option **Suppress blank lines** (*POS Configurator | Devices | Order Devices | Options*) was disabled, the system failed to insert a blank line between items when printing menu items with condiments. This problem only occurred when the order was sent from a WS4 to a stand-alone roll printer configured as a remote order device. It has been corrected.

### ***Print Manager Erroneously Reports an “Invalid Printer” Error***

*CR ID #: N/A*

When running a thermal roll printer via IDN as a check printer, the PManager.dll was unable to validate the printer configuration and erroneously reported it as an invalid printer in the 3700.d log. This problem has been corrected.

### ***Remote Supervised Printing to the Backup Crashes POS Operations***

*CR ID #: N/A*

When using remote supervised printing with the print line-by-line option enabled, if the check/receipt printer failed and the print job was sent to backup, an error occurred that would crash POS Operations. The problem only occurred after the third print job in a row was sent to backup. This has been corrected.

### ***Thai Tax Information Not Printing***

*CR ID #: N/A*

After enabling the Thai tax and setting the appropriate print options, the Thai tax information was not printing to guest checks or journals. This has been corrected.

### ***XML Translation File Fails To Print Correctly***

*CR ID #: N/A*

Previously, if an XML translation file contained a translation rule with one or more character values of zero, the rule would not be interpreted properly and resulted in garbled text being sent to the printer. This occurred, for example, when using an XML translation file to support double-byte printing on an IDN printer. This has been corrected.

---

### **Reports**

The table below describes the POS report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
Consolidated Food Cost Report  <i>CR ID #: 16081</i>	Template <sup>a</sup>	When running the Consolidated Food Cost Report ( <i>ConsFoodCost.rpt</i> ), the extended costs and food cost percentages were not being summed by group on the whole report. To correct the problem, the report template was modified to include group totals lines and a report totals line.



<p>Employee Closed Check Report</p> <p><i>CR ID #: N/A</i></p>	<p>Template<sup>b</sup></p>	<p>When running an employee closed check report, with a revenue center whose object number is 4 digits or more, the following SQL error is received:</p> <p>SqlState = 3700. native error code = -131. Error message = [Sybase] [ODBC Driver][Adaptive Server Anywhere] Syntax error or access violation: near',' in rvc_obj_num = 2[,]222.</p> <p>The problem was caused by an error when converting numbers to a text string in the report template. This has been corrected.</p>
<p>Menu Item Sales Detail Report</p> <p><i>CR #: 16403</i></p>	<p>Template</p>	<p>When running the Menu Item Sales Detail Report (<i>MI_S001.rpt</i>) as part of an autosequence, the report was taking an excessively long time to complete and would occasionally cause the system to time out. The problem was resolved by streamlining the data selection criteria.</p>

<p>RVC Time Period Detail Report</p> <p><i>CR ID #: 15585</i></p>	<p>Stored Procedure<sup>c</sup></p>	<p>When running the <b>Revenue Center Time Period Detail Report</b> (<i>tp_r101.rpt</i>) over multiple dates, the system tracking totals were reported incorrectly. For example, if the date range was 2 days, the tracking totals would be doubled on the report. The problem was due to a coding error in the stored procedures and affected all time period reports. This has been corrected</p>
<p>Time Period Menu Item Reports</p> <p><i>CR ID #: 14022</i></p>	<p>Stored Procedure</p>	<p>When running any of the Time Period Menu Item reports, the system was taking too long to post the data and print the report. Sites with a high number of transactions could take hours to complete, giving the user the impression that the system was hanging. The problem was linked to a stored procedure, which lacked the necessary primary key to index the files more quickly. This has been corrected.</p>

<sup>a</sup>Files Changed:  
 ConsFoodCost.rpt,  
 sp\_R\_cons\_food\_cost\_ttls

<sup>b</sup>Files Changed:  
 chk\_102.rpt

<sup>c</sup>Files Changed:  
 sp\_R\_sys\_time\_prd\_ttls  
 sp\_R\_rvc\_time\_prd\_ttls

<sup>d</sup>Files Changed:  
 sp post\_tm\_prd\_mi\_cum

### ***40-Column Reports Not Completed if Greater than 64K***

*CR ID #: 16442*

Previously, when running a 40-column report from POS Operations, the report would stop functioning when the file size reached 64K. This has been corrected.

### ***Menu Item Reports Always Sort by Family Group***

*CR ID #: 16083*

When running one of the Menu Item Reports, and sorting by Major Group or Menu Item Group, the generated report would always sort by Family Group. This problem has been corrected.

### ***Reports Prompt for Parameter When Run as Autosequence***

*CR ID #: 15583*

When running a report through an autosequence, if the report template requires a parameter value (e.g., date range, object range) that was already programmed in the autosequence steps, the system would still prompt for the value before printing the report. This has been corrected.

---

## **Setup**

### ***File Missing From Installation***

*CR ID #: 15989*

During installation of the RES 3.2 service pack 1 upgrade, the system failed to add the **PMtext.txt** file to the **MICROS\RES\CAL\WS4\packages\WS4RES** folder. This has been corrected.

### ***Upgrading a WS4 No Longer Requires User Intervention***

*CR ID #: 16163*

Previously, when a WS4 installed a new platform, user intervention would be required to select the server name and client names. This is no longer necessary.

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## **SIM**

### ***Displaying Error Message of 80 Characters Crashes POS Operations***

*CR ID #: 15204*

When executing a SIM script, if the system returned a message containing more than 80 characters, POS Operations would crash. To correct the problem, the allowed length of the message has been increased.

### ***MDSHTTP Service Crashes After SIM Error Returned Multiple Times***

*CR ID #: N/A*

When using SIM to query the database, an exception error would be generated if the query resulted in an empty recordset. When the user clicked **OK**, a second message would be displayed indicating that "There are no matching records." Pressing **OK** again would exit the query. However, if this process was repeated, it could cause the MDSHTTPService to become unstable and crash. This problem has been corrected.

## Kitchen Display System (KDS)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current KDS 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
POS Operations	Order Number Done for PC-based KDS	614

**Enhancements  
Detailed**

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**POS Operations**

***Order Number Done for PC-based KDS***

The Order Number Done feature allows a user to select an order by (positional) number and bump it from the screen. This speeds up system response time by combining the *Select* and *Done* features into a single process.

In the previous release, Order Number Done was only available on SEI KDS displays. This release extends the functionality to PC-based KDS display devices.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the KDS 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
Database	KDS Tracking Totals Fail to Post	15261	616
KDS Controller	Combo Meal Does Not Consolidate Properly	N/A	616
	Reload Not Completed After Changes Made in POS Configurator	N/A	616

## Revisions Detailed

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### Database

#### ***KDS Tracking Totals Fail to Post***

*CR ID #: 15261*

Previously, if a check was bumped twice in the same fixed period, the KDS tracking total, 'PREP TIME', would cause the posting of tracking totals to fail because there were two prep times for one check in the same fixed period. The error affected the following stored procedures:

```
sp_post_sys_tm_prd_trk_cum  
sp_post_cshr_cum  
sp_post_rvc_cshr_trk_cum  
sp_post_tm_prd_trk_sys_rvc_cal  
sp_post_srv_prd_trk_sys_rvc_cal
```

This problem has been corrected

---

### KDS Controller

#### ***Combo Meal Does Not Consolidate Properly***

*CR ID #: N/A*

When using Dynamic Order Mode with the **Do Not Consolidate** option (*POS Configurator | Devices | Order Devices | Options*) disabled, the system failed to consolidate combo menu items on a suborder even though the combo meal title was not sent with the suborder. This problem has been corrected.

#### ***Reload Not Completed After Changes Made in POS Configurator***

*CR ID #: N/A*

When using SEI OASys KDS after making configuration changes, the KDS Controller was not completing its reload of the database, which caused the system to fail. This problem has been corrected.



## Cash Management (CM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
User Interface	Hide/View Totals Before Till or Server Bank Is Counted	618
	Single Accountability for Tills and Server Banks	619
	View Safe Counts	620

## New Features Detailed

### User Interface

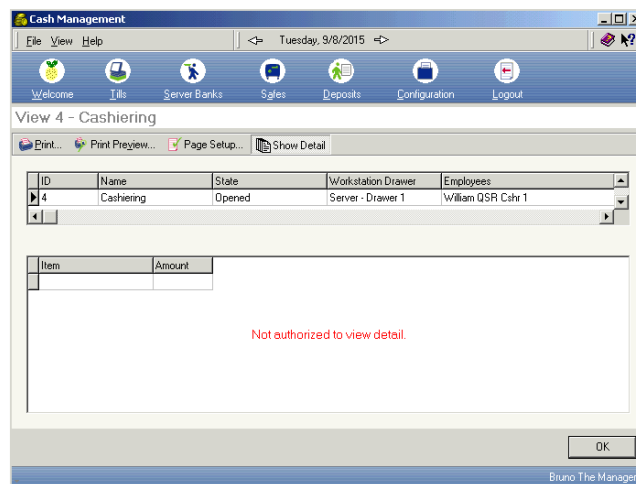
#### *Hide/View Totals Before Till or Server Bank is Counted*

With this release, users can determine whether system totals will be viewable or not before a till or server bank is counted. Previously, the default setting was to always display totals.

To accommodate this change, a new option, **Display Totals for Uncounted Tills and Server Banks** was added to the *Configuration | Options* form of the Cash Management program. When checked, the system will include totals on the following:

- ◆ The **Expected Value** field on the **Totals** tab of a countsheet.
- ◆ The **Balance** field on any till or server bank report.
- ◆ The **Item** totals on any till or server bank report.

If cleared, totals will not be shown on any of the reports until after the till/server bank has been counted. If a report is run, the totals will be blank and the message “Not authorized to view detail.” will be displayed.

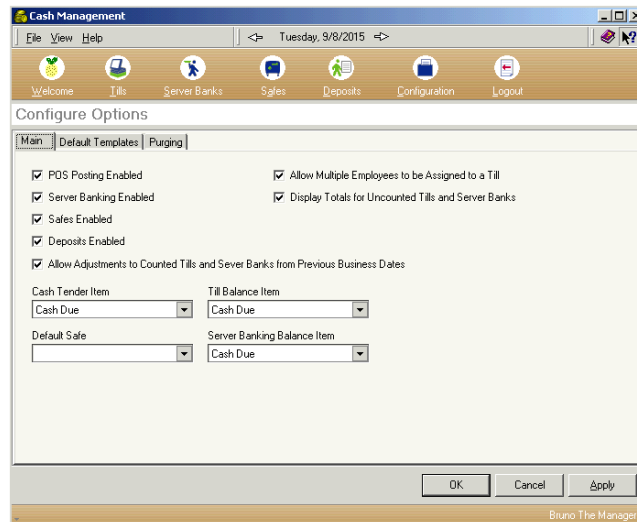


Once the till or server bank is counted, the user can press the **OK** button on the count sheet to finalize it and display the totals.

### *Single Accountability for Tills and Server Banks*

Previously, Cash Management allowed users to assign more than one employee to the same till or server bank. This could present problems in sites where individual accountability was important. For example, if a manager forgot that a till was already assigned, there was no mechanism to prevent another employee from being assigned to it as well. Later, if a question arose from the count, there was no way to determine which of the assigned employees was responsible.

With this release, a new option, **Allow Multiple Employees to be Assigned to a Till**, was added to the *Configuration | Options* form in the Cash Management program. The option allows a site to determine when single accountability will be enforced for till/server bank assignments.



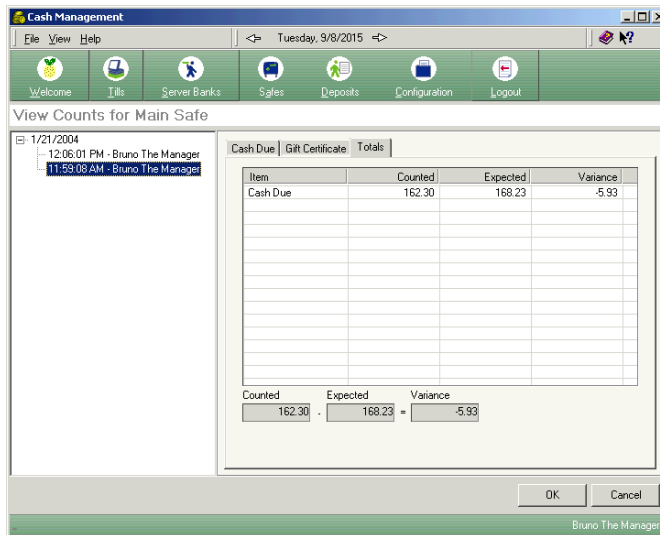
If checked, the system will operate as before, allowing a manager to assign multiple employees to a single till. If cleared, however, any attempt to assign a second employee to a previously assigned till will result in the error message, “You may not assign more than one employee at a time to a till.”

### *View Safe Counts*

A new feature has been added in this release which allows the user to view the latest safe count or any previous count that has not yet been purged from the database.

To access this feature, the user opens the main form for Safes and selects one of the active entries. If the safe has been counted at least once, the option to *View Counts* will be displayed in the task list on the right. When the option is selected, the View Counts form opens with a list of all count records currently held for that safe. The list of entries is organized (in descending order) by date and time.

To view a count, the user simply highlights one of the entries. The results are displayed in the open panel on the right.



The format of the count sheets is similar to till and server bank counts. That is, a separate tab is provided for each type of CM tender counted, along with a **Totals** tab that summarizes the results.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
POS Interface	Linking Discounts/Service Charges to Assigned Tills	622
User Interface	Hide Toolbar and Menu Items From Non-Privileged Employees	622
	Provide Employee Name and Time Closed/Counted for Tills/Server Banks	623

## Enhancements Detailed

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### POS Interface

#### *Linking Discounts/Service Charges to Assigned Tills*

In the past, if a discount was applied to a check while Cash Management was active, the system would look for the employee's till assignment and, if one was not found, would display the error message "Till assignment is required for this revenue center." This was not always correct.

In a Drive-Thru situation, the order taker does not have an assigned till. Nor do employees who are using the server banking method.

To correct this oversight, the option **Cash Management Till Required** was added in POS Configurator (*Sales | Discount/Service | Options*). When enabled, the system prevents a user from applying the selected discount or service charge unless a cash management till is assigned.

The option is only valid if Cash Management is active (e.g., *CM | Configuration | Options | Enable POS Posting* is checked) and the selected accounting method is *Cashiering* or *None*.

---

### User Interface

#### *Hide Toolbar and Menu Items from Non-Privileged Employees*

Previously, when an employee opened Cash Management, the complete framework of forms, toolbar icons, and menu item selection lists would be presented. If the employee was not privileged to use a feature (e.g., open a till, make deposits, view totals), he or she would have no way of knowing until the task was selected and the error message "Not Authorized" was displayed.

To avoid unnecessary confusion, the display options for the user interface have been changed. Now, when an employee opens the Cash Management program, the system will display only those features and functions that he or she is privileged to use.

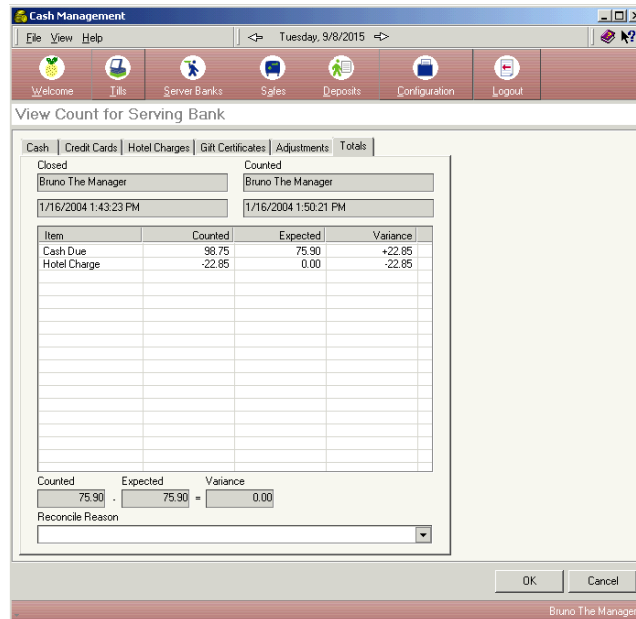
For example, if an employee is not allowed to make configuration changes, the Configuration icon will be removed from toolbar and menu bar selections. This, in turn, prevents the user from viewing any of the Configuration tasks.

### Assigning Rights

Access privileges for Cash Management's forms and functions are not assigned in the CM module, itself. Instead, access is derived from the options selected in *POS Configurator | Employees | Employee Classes | Cash Management* forms. For example, if the option **Deposit from till** is enabled for members of the Server employee class, the system assumes that all servers will be able to view both tills and deposits.

### *Provide Employee Name and Time Closed/Counted for Tills/Server Banks*

Count sheets have been updated to include the name of the employee who closed or counted a till or server bank along with the time that the task was completed. When counting or viewing a count, this information is displayed at the top of the **Totals** tab.



## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the CM 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
CM Configuration	Cash Pull Alert Not Working With Server Banks	15343	625
	Tender/Media Still Displayed in CM After POS Items Deleted	15828	625
POS Interface	Count Sheet Totals Not Showing Correct Number of Digits for Foreign Currency	N/A	625
	Foreign Currencies Not Displayed Correctly in Tills	N/A	626
	Random Error Messages Received When Using CM Service	16596	626
	Rounding Creates Imbalance in Totals After Currency Conversion	15674	626
	Transaction Not Posted When Tendering to Cash after Currency Conversion	N/A	626
	Unable to Open Till Through POS Operations	16776	627
	Voided Foreign Currency Posted Incorrectly	13290	627



**Revisions  
Detailed**

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**CM Configuration**

***Cash Pull Alerts Not Working With Server Banks***

*CR ID 15343*

To correct an inconsistency in the design, the **Cash Pull Threshold** option was removed from the *CM | Configuration | Server Bank Template*. Since cash pulls are not used in a server banking environment, the function was never fully implemented. Removing the option eliminates confusion for the user/programmer.

***Tender/Media Still Displayed in CM After POS Items Deleted***

*CR ID #: 15828*

After deleting tender/media and discount/service charge records from the database through POS Configurator, the records continued to be displayed in the *CM | Configuration | POS Items* form. This has been corrected.

---

**POS Interface**

***Count Sheet Totals Not Showing Correct Number of Digits for Foreign Currency***

*CR ID #: N/A*

When counting foreign currency, the system would display Count Sheet Totals in two-decimal format, regardless of the number of digits programmed in the database. For 3-decimal currencies, this amounted to truncation or rounding of the totals. This has been corrected.

### ***Foreign Currencies Not Displayed Correctly in Tills***

*CR ID #: N/A*

Previously, when viewing a till in cash management, foreign currencies would be displayed with no decimal places. Counting the till would display the full amount correctly. This has been corrected so that the process of both viewing a till and counting a till will display the full value of foreign currencies.

### ***Random Error Messages Received When Using CM Service***

*CR ID #: 16596*

When running the Cash Management program, the system would trigger random errors when connecting to the Cash Management Service or when executing service calls. The error messages included range check errors, problems connecting to the server, and an inability to perform the selected operation. These problems have been corrected.

### ***Rounding Creates Imbalance in Totals After Currency Conversion***

*CR ID #: 15674*

Previously, if a Revenue Center was configured to round totals with the options **Round Total due to nearest 10** and **Round based on 10 digits** selected (*POS Configurator | Revenue Centers | RVC Posting | Options*), an imbalance was created between POS Operations and the Cash Management modules during currency conversion. The expected amount and counted amount did not balance when counting the foreign currency. This problem has been corrected.

### ***Transaction Not Posted When Tendering to Cash After Currency Conversion***

*CR ID #: N/A*

Previously, when using a foreign currency conversion key and then tendering to cash, the system failed to post the transaction in cash management. This has been corrected.

***Unable to Open Till Through POS Operations***

*CR ID #: 16776*

When attempting to open a till from POS Operations, the user would receive the error message “Unable to communicate...” The problem occurred because POS Operations kept timing out before the transaction was completed at the server. This has been corrected.

***Voided Foreign Currency Posted Incorrectly***

*CR ID #: 13290*

When voiding a tender using a foreign currency conversion, the system would add the voided amount, rather than subtract it. This caused the View a Till (or Server Bank) report to be incorrect by double the amount of the voided tender. This problem has been corrected.

## Guest Services Solution (GSS)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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
GSS Configurator	Postal Codes Recognition for Deliveries	629

## Enhancements Detailed

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### GSS Configurator

#### *Postal Code Recognition for Deliveries*

With this release, Delivery+ users will be able to auto-locate a customer address using a postal code and street number only. This enhancement supplements the existing feature, which populated the delivery address based on the entered street name.

---

*Note*      *This feature was designed for use in locations where postal codes and streets (or sides of streets) have a 1:1 relationship (e.g., the United Kingdom)*

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#### Configuration Changes

To support the change, two new fields were added to the Guest Loyalty Configuration utility:

- ◆ **Postal Code Recognition** (*Operations* tab) — When checked, cross-references the **Postal Code** and **Street Number** (entered via the Delivery screen) with the System's delivery area maps and automatically uploads the complete customer address from the database.

To work, the **Validate Block Numbers** option (this tab) must be enabled. In addition, the workstation's **Order Type** option must be set up for delivery (*Guest Loyalty Configurator | Workstation/Order Types*).

- ◆ **Street Filter** (*Delivery Area Editor*) — Allows the user to narrow the search field by limiting the numerical part of the street address to one of the following:
  - ◆ **Odd Only** — Checks only the odd-numbered units on this street.
  - ◆ **Even Only** — Checks only the even-numbered units on this street.
  - ◆ **Both** — Checks all units on this street (both odd and even) for a match.

## **What's Revised**

A revision is defined as a correction made to any existing form, feature, or function currently resident in the GSS 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Interface	Address Line Not Updating Properly	13365	631
	New Customer Info Not Saved With Caller ID	13570	631
	Non-Decimal Fields Limited to 1 Digit	15840	631

## Revisions Detailed

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### POS Interface

#### *Address Line Not Updating Properly*

*CR ID #: 13365*

When modifying a record on the *Customer Selection/View/Modify* screen, the Address Line 1 field failed to save the changes when the **UPDATE** button was clicked. This problem has been corrected.

#### *New Customer Info Not Saved with Caller ID*

*CR ID #: 13570*

When using caller id, if the incoming order was from a new customer (i.e., no information on the customer screen except the phone number), the user would enter the appropriate data, but the system would not create a record once the **ACCEPT** button was pressed. This problem has been corrected.

#### *Non-Decimal Fields Limited to 1 Digit*

*CR ID #: 15840*

Previously, users were limited to a single character when entering data into a field that contained no decimal places. In addition, the system would insert a decimal point on the right side of the users input even though it was not required. This has been corrected.

## **Product Management (PM)**

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### **What's New**

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

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### **What's Enhanced**

There are no enhancements in this version of the software.



## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Inventory	Calculating Current Period Cost Produced 'Division by Zero' Error	16481	635
	'Division by Zero' Error Posted	15870, 15093	635
	Declaring Waste Allowance for Batch Item With Negative Quantity Causes Error	N/A	635
	Error When Saving Count Past Threshold Date	N/A	636
	Inventory Count Tasks Will Not Post After Interruption	14662	636
	Post on Demand Causes Re-Posting of Transactions	16059	636
Invoicing	Unable to Change Invoice ID From Packing Slip Form	16003	637
Ordering	Purchase Unit Incorrect When Using Bid Conversion	16468	637

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Receiving	'Prior Period Corrections' Posting Incorrectly	15309	637
	Unable to Receive Without Purchase Order to Multi-Cost Centers	15300	638
Reports	Inventory Cost of Sales Average Use Cost Incorrect	15805	638
	Inventory Cost of Sales Percentage is Incorrect	16536	638
	Inventory Cost of Sales Summary Overstates Net Receipts	N/A	639
	Summary Totals for Stock Days is Incorrect on Inventory Potential Revenue Report	12677	639
	Recipe Cost Report Fails When Duplicated Ingredients Found	N/A	640
Schedules	Accounting Periods Query Causes PM to Hang	N/A	640
Setup	Allow Improper Link Between Recipe and Ingredients	N/A	640
	Clear PM Totals Not Deleting Rows in _Old Tables	15162	641
	Enabling Depletion When POS Waste Transactions are Present Causes PM Posting to Fail	N/A	641

## Revisions Detailed

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### Inventory

#### ***Calculating Current Period Cost Produced 'Division by Zero' Error***

CR ID #: 16481

Previous attempts to calculate the current period cost (*Setup | Inventory Items | Cost Information*) on production items with a cost and quantity of 0 would result in a 'division by zero' error. The problem was caused by an error in the stored procedure *speo\_get\_itm\_cost\_info.sql*. When called to calculate the cost, it did not protect against a 0 on-hand quantity. This has been corrected.

#### ***'Division by Zero' Error Posted***

CR ID #: 15870, 15093

When receiving a zero quantity for an item, where the quantity on hand was already zero, the system would incorrectly post a 'division by zero' error. The problem was corrected by changes to the following stored procedures:

speo\_inven\_do\_itm\_rcpt

speo\_inven\_itm\_last\_cost\_open\_prd

speo\_inven\_itm\_last\_cost\_closed\_prd

#### ***Declaring Waste Allowance for Batch Item With Negative Quantity Causes Error***

CR ID #: N/A

During production, if a batch recipe item fell to a negative quantity when a waste allowance was declared, the system would incorrectly set the last cost value for that item to zero. This has been corrected.

### ***Error Saving Count Past Threshold Date***

*CR ID #: N/A*

When saving an Inventory Count, if the user exceeded the '**Prior date count threshold**', then any attempt to update and save that count would result in the following error: "*Cannot focus a disabled or invisible window*". The count was not recoverable and had to be deleted and re-entered. This issue has been corrected.

### ***Inventory Count Tasks Will Not Post After Interruption***

*CR ID #: 14662*

After starting a count task through the **Inventory Schedule** form (*PM | Tasks | Inventory Tasks*), if a large amount of PM transactions was posting, the hourglass cursor would appear (indicating an activity in progress), but the actual count form would never display.

If the user exited PM in this state, PM was unable to save count details for that task the next time it was run. The process would appear to work. That is, the **Inventory Count** form would display and the user would be able to enter the data and save. However, when the form closed and the tasking calendar was redisplayed, the green check mark (indicating a completed count) would not appear next to the selected task. If the user reopened the count, all of the entered data would be missing.

This problem has been corrected.

### ***Post on Demand Causes Re-Posting of Transactions***

*CR ID #: 16059*

After creating a receipt for a previous business date, if the user posted transactions to the database (with **Post on Demand** enabled), the system would incorrectly post transactions for items not on the receipt, from the date of the receipt forward, including those already posted. This problem has been corrected.

---

## Invoicing

### *Unable to Change Invoice ID From Modify Packing Slip Form*

*CR ID #: 16003*

When reconciling packing slips to invoices from the *Invoices | Review & Reconcile Packing Slips* form, the **Invoice ID** field was disabled (greyed out) and would not allow a user to add/modify an entry. This problem has been corrected.

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## Ordering

### *Purchase Unit Incorrect When Using Bid Conversion*

*CR ID #: 16468*

When creating an order, if the vendor bid is in a unit different than the purchase unit, the price will be wrong when an order is created. This occurs when the option **Allow unit conversion** is enabled (*Setup | Order Classes | Options*). This problem has been corrected.

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## Receiving

### *'Prior Period Corrections' Posting Incorrectly*

*CR ID #: 15309*

A return posted to prior accounting periods can be saved as a 'prior period correction'. Previously, when this was done, the quantity of the return would post correctly (as a negative entry), but the price was entered as a positive value. For returns, both should be negative. This problem has been corrected.

### ***Unable to Receive Without Purchase Order to Multi-Cost Centers***

*CR ID #: 15300*

Previously, when an inventory item was delivered on a single invoice to multiple cost centers, saving the invoice would sometimes fail. Also, if the invoice was received without a purchase order, AND if the inventory item used a vendor ID number, the invoice could not be saved. The system would generate the error message: "This vendor item ID already exists." Both problems have been corrected.

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### **Reports**

The table below describes the PM report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
Inventory Cost of Sales Detail  <i>CR ID #: 15805</i>	Template <sup>a</sup>	When running the Inventory Cost of Sales Detail report, the system would report unusually high values for the Average Usage Cost on very low or zero usage items. The variance was caused by a rounding discrepancy between the report template and the stored procedure that it called. This has been fixed.
Inventory Cost of Sales Detail  <i>CR ID #: 16536</i>	Template <sup>a</sup>	When running the Inventory Cost of Sales Detail report, the Cost of Sales % values were being calculated incorrectly. The problem was due to an error in the way the template reduced the cost of sales percentages for the various cost groups. This has been fixed.

<p>Inventory Cost of Sales Summary</p> <p><i>CR ID #: N/A</i></p>	<p>Stored Procedure<sup>b</sup></p>	<p>When running the Inventory Cost of Sales Summary, the "Net Receipts" column on the report included inventory item and production item receipts. This caused both net receipts and actual usage to be overstated. This has been corrected.</p>
<p>Inventory Potential Revenue Report</p> <p><i>CR ID #: 12677</i></p>	<p>Template<sup>c</sup></p>	<p>When running the Inventory Potential Revenue Report, the number of stock days for individual items was listed accurately, but the summary totals were incorrect. This has been fixed.</p>
<p>Recipe Cost Report</p> <p><i>CR ID #: N/A</i></p>	<p>Stored Procedure<sup>d</sup></p>	<p>When running the Recipe Cost Report, a database error would occur if the system located a recipe that had two ingredients (one a sub-recipe and one an inventory item) with the same <i>ingrd_type_seq</i>. This has been fixed.</p>

<sup>a</sup>File changed:  
InvenCostSalesDet.rpt

<sup>b</sup>File changed:  
speo\_cos\_R\_summary

<sup>c</sup>File changed:  
InventoryPotentialRevenue.rpt

<sup>d</sup>File changed:  
speo\_R\_recipe\_info

---

## Schedules

### *Accounting Periods Query Causes PM to Hang*

CR ID #: N/A

In an Enterprise Management environment, it was possible for PM to hang when entering the Inventory Schedule task where count tasks had been scheduled on a period basis. The problem was due to an error in the query's "order-by" clause which is used to calculate inventory count tasks by period. It was not ordering the accounting period information correctly. This has been corrected.

---

## Setup

### *Allows Improper Link Between Recipe and Ingredients*

CR ID #: N/A

When defining a recipe, users were able to select as ingredients, inventory items that referenced themselves.

For example, suppose that two recipes were created in *PM | Setup | Recipes*.

- ◆ Recipe A was for a Caesar Salad. The ingredients were Romaine Lettuce, Salad Dressing Portion, Parmesan Cheese, and a Bread Roll.
- ◆ Recipe B was for Bread Rolls.

Because Bread Rolls are created on the premises, they are designated on the *Inventory Items* form as a **Recipe Item**, which means they must be linked to an appropriate bread recipe. A drop-down list of available recipes is provided.



In the past, when the user opened this list, the system would display all recipes, including the Ceasar Salad selection and any other recipe that included Bread Rolls as an ingredient. In other words, it was possible for a user to link the Bread Rolls item to a recipe in which it was an ingredient itself. This problem has been corrected.

### ***Clear PM Totals Not Deleting Rows in \_Old Tables***

*CR ID #: 15162*

After upgrading to RES 3.2, clearing PM totals failed to purge data from the following ‘\_old’ tables:

dly\_rvc\_fixed\_prd\_cmpst\_mi\_ttl\_old  
dly\_fixed\_prd\_cond\_ttl\_old  
dly\_rvc\_cmpst\_mi\_ttl\_old  
dly\_rvc\_cond\_ttl\_old  
dly\_sys\_fixed\_prd\_cmpst\_mi\_ttl\_old  
dly\_fixed\_sys\_cond\_ttl\_old  
dly\_sys\_cmpst\_mi\_ttl\_old  
dly\_sys\_cond\_ttl\_old

This was interfering with the site's ability to delete menu items. The problem has been corrected.

### ***Enabling Depletion When POS Waste Transactions are Present Causes PM Posting to Fail***

*CR ID #: N/A*

Previously, when depletion was enabled in PM, the system was not setting the last\_trans\_seq correctly if there were any POS Waste transactions. If POS Waste transactions were entered for a date in a closed PM period, than PM posting would fail. This problem has been corrected.

## Labor Management (LM)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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
Database	Repost Labor Totals	642

### Enhancements Detailed

#### Database

##### *Repost Labor Totals*

The `splm_repost_all_labor_seven_days` has been modified. With this release, the number of days to repost labor totals has been changed from 7 to 10 days.

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## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the LM 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
Manual Scheduling	Daily Line Up Report Displays Breaks Incorrectly	N/A	644
	Scheduled Breaks Not Copied When Creating a New Schedule	15166	644
Reports	Employee Earnings Summary Report	15290	645
	Employee Time Card Report	15865	646
	Labor Summary Report	15561	646
Setup	Default Regular Rate Cannot Be Same for Two or More Sections	N/A	647
	Overtime Calculations Incorrect When Deploying Pay Rate Changes on an EM Database	15207	647

**Revisions  
Detailed**

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**Manual Scheduling**

***Daily Line Up Report Displays Breaks Incorrectly***

*CR ID #: N/A*

When adding a break to an employee shift assignment (*Enterprise Office | Scheduling | Weekly Assignments*), if the user entered a start time for the break other than the default, the break would not display properly on the Daily Line Up Gantt report. This problem has been corrected.

***Scheduled Breaks Not Copied When Creating New Schedule***

*CR ID #: 15166*

Previously, when creating a new schedule from either a previous week's schedule or from a template that contained scheduled breaks, the breaks were not being carried over. This problem has been corrected.

## Reports

The table below describes the LM report changes in this Service Pack:

Report	Area Modified	Description
Employee Earnings Summary Report  <i>CR ID #: 15290</i>	Template	<p>When running the Employee Earnings Summary report (<i>PPEmpEarningsSummary.rpt</i>), the following problems were found:</p> <ul style="list-style-type: none"><li>• The service charge field was displayed without a decimal separator (e.g., 5.68 became 568).</li><li>• The report was not formatted correctly to display the service charge total under the correct header.</li><li>• The service charge field in the Totals line was rounding to the nearest whole dollar.</li></ul> <p>These problems have been corrected.</p>

<p>Employee Time Card Report</p> <p><i>CR ID #: 15865</i></p>	<p>Stored Procedure<sup>a</sup></p>	<p>When an employee changes revenue centers immediately after signing in, the system writes two records to time card detail. The first one assigns 0.00 values for clock-in/-out times. The second one starts the current clock-in and assigns a null for the clock-out time. When an employee clocks out, the system should only update the second record.</p> <p>Instead, when an employee clocked out, the system would update both records, taking the hours recorded for the first record and adding them to the second. This would double the accumulated hours posted for an employee for the day. This has been fixed.</p>
<p>Labor Summary Report</p> <p><i>CR ID #: 15561</i></p>	<p>Stored Procedure<sup>b</sup></p>	<p>The Labor Summary Report displayed zeros instead of data. The problem was caused when the stored procedure <i>sp_R_time_prd_time_crd_ttl</i> was unable to post to a database table because of a numeric constraint in one of the labor columns. This has been fixed..</p>

<sup>a</sup>File changed:  
sp\_post\_time\_card\_dtl\_ttl

<sup>b</sup>File changed:  
sp\_R\_time\_prd\_time\_crd\_ttl

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## Setup

### ***Default Regular Rate Cannot be Same for Two or More Sections***

*CR ID #: N/A*

Previously, if more than one section was configured on the EM Corporate server, any attempt to change a section's default regular rate to the same rate as another section would cause an Integrity Constraint Violation error. Certain rate values would also trigger a business rule warning, which resulted in the same error condition. This left the form in such a state that it had to be closed and reopened. This problem has been corrected.

### ***Overtime Calculations Incorrect When Deploying Pay Rate Changes on an EM Database***

*CR ID #: 15207*

Previously, if an EM Corporate site was managing jobs with multiple sections, then any changes made to the default pay rate on the EM Server would cause the system to post incorrect Overtime Calculations. These rates were then deployed to the EM stores. This has been corrected.

## Financial Management (FM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.

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### What's Revised

There are no revision in this version of the software.



## RES Platform

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### Introduction

This chapter comprises changes made to RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer
- ◆ Language Translation Utility

## What's New

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

### New Features Summarized

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

Module	Feature	Page
MICROS Desktop	Support for an HTML Button that Closes the Desktop	650

### New Features Detailed

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#### MICROS Desktop

##### *Support for an HTML Button that Closes the Desktop*

With this release, the MICROS Desktop can now be shut down from an HTML button, provided that the current Desktop user has permissions to terminate the Desktop program. When the button is clicked, the Desktop will close in a controlled manner, ensuring that all running plug-ins are safely exited first. This button is not provided during installation, but must be added by the user. Knowledge of HTML programming is required.

In addition to closing the desktop, the HTML button can be configured to automatically execute a batch file on shutdown. The batch file must be placed in the same directory as the **MicrosDesktop.exe**.

#### Setup

Follow these steps to add an HTML button and batch file to the Desktop operation:

1. Create an HTML button using the following code:

```
<param name="Command" value="Desktop.Control:Exit">
```

(Closes the Desktop and runs the batch file.)

or

<param name="Command" value="Desktop.Control:ExitNoScript">

(Closes the Desktop without running the batch file, regardless of whether the file(s) have been added to the directory.)

2. Create the batch file(s) that will be run when the Desktop is closed. The batch file must be called either **DesktopShutdown.bat** or **DesktopShutdownHidden.bat**. The files differ in that the **DesktopShutdownHidden.bat** file will not display in a command window. As such, this file must not require any user interaction or the system may appear to hang when the file is executed.
3. On exit, the system will look for the **DesktopShutdown.bat** file first. If it is not found, the **DesktopShutdownHidden.bat** will be run.
4. Copy the batch file(s) to the same folder as the **MicrosDesktop.exe**.

## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Language Translation Utility	Translation Support for Data String Filters	653

## Enhancements Detailed

### Language Translation Utility

#### *Translation Support for Data String Filters*

The language translation feature allows a user to convert existing labels and data fields for all the forms in POS Configurator from US English to another language. This could be done in two places: 1) through the Language Modify Translation form in POS Configurator, and 2) through the MICROS Language Translation utility.

Because of the size and complexity of the RES applications, creating a translation file is a time-consuming process. With each system upgrade, fields can be added or changed. Locating and translating the new and modified fields could be tedious as well.

To improve useability, search and filtering options were added in the translation features to reduce the amount of time required to locate text strings.

#### Using the POS Configurator

In the past, when an option was added or modified, the user could update the translation file by locating the field through the *Translation* forms in POS Configurator, and entering text in the second language. To narrow down the search, the user could apply a data filter (in the form of three check boxes), directing the system to *Show All*, *Show Changed*, or *Show Added* records only.

With this release, the filtering mechanism was altered and enhanced to allow the user to search for specific text strings. The check boxes were replaced by three related fields which are used to build the search criteria.

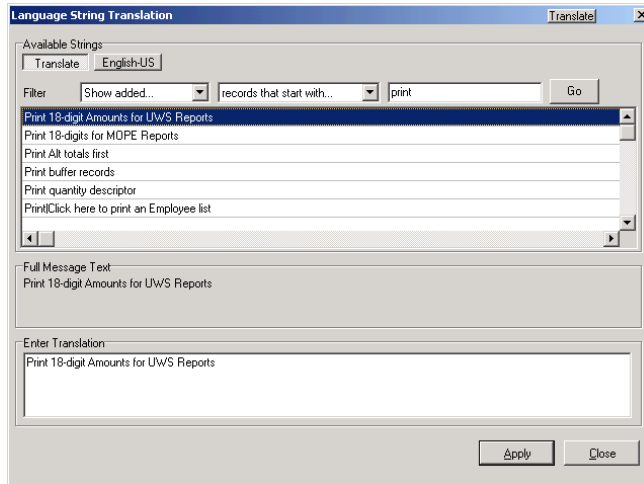


The first of these is a drop-down list which contains the original filtering options (e.g., *Show All*, *Show Added*, *Show Changed*). The second drop-down list narrows the search to (...records, ...records that contain, and ...records that begin with...). The final field allows the user to type in a text string to complete the filter.

For example:

Show added... records that start with... print

When the **Go** button is pressed, the system searches for records that were added since the previous version that begin with the word “print.” The results are displayed in the *Translation* form.



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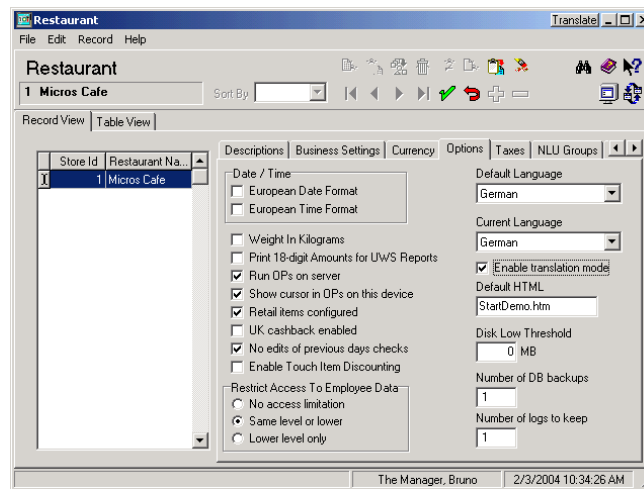
**Note**      *Text strings are not case-sensitive.*

*Once an Added record is modified, it is no longer include when the “Show Added” filter is used. It will now be listed as a “Changed” entry.*

---

## Accessing the Language Forms

To update the language files through POS Configurator, a second language must have been added through the Language Translation Utility. This language must be selected as the **Current Language** in POS Configurator (**System | Restaurant | Options**).



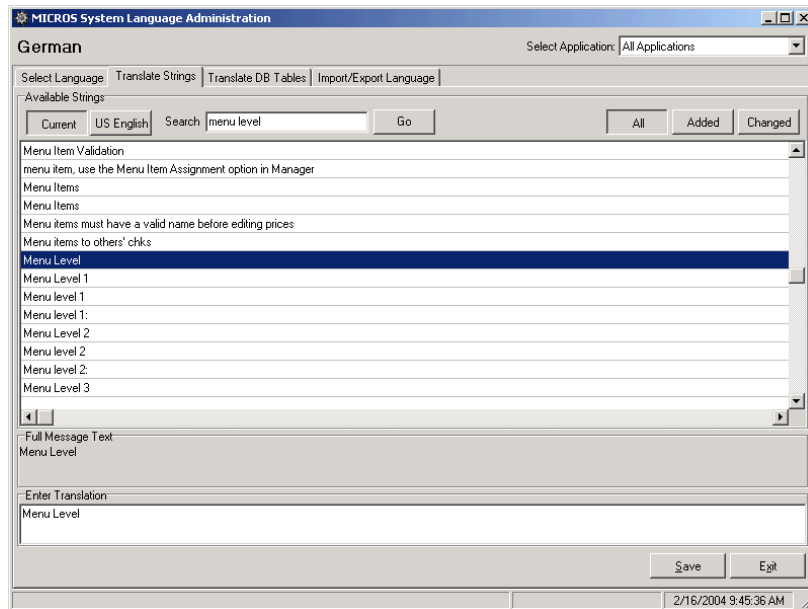
Once the option is set, the option **Enable translation mode** is displayed. When this box is checked, the **Translate** button is shown in the blue title bar at top of the screen. Press this button to open the language translation forms.

## **Using the Language Translation Utility**

String translations of the POS System are also created using the MICROS Systems Language Translation utility. The utility lists all of the form labels and database values that need to be translated into the secondary language.

In the past, the user had to scroll through the entire list in order to locate a particular entry. To speed up the process, a search feature was added to the *Translate Strings* and *Translate DB Strings* tabs.

To locate a record, the user now enters a text string in the **Search** field at the top of the form. The process is not case-sensitive and partial entries are allowed.



When the **Go** button is pressed, the system scans the list. If a match is found, the records grid is redisplayed, with the cursor focus shifting to the first entry that satisfies the search criteria.

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**Note** *Unlike the filters applied through the Language Modify Translation forms in POS Configurator, this search mechanism only looks for records that **begin** with the entered text string.*

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### Additional Changes

In previous versions, users were able to change the default text strings provided with the US English version of the software. This was causing confusion with some of the back office applications, such as Cash Management and Manager Procedures. To correct the problem, users will no longer be able to make changes to the default US English language file, but will be required to add a new language in the Language Translation Utility for the modified entries.



## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES 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
Language Translation Utility	Import Language Feature is Only Reliable When Importing to an Identical Version Database	15626	658

## Revisions Detailed

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### Language Translation Utility

#### *Import Language Feature is Only Reliable When Importing to an Identical Version Database*

*CR ID 15626*

Previously, when importing a language file, users had to ensure the database receiving the information had applied the same upgrades, in the same order as the database from which the export file was generated. If the databases did not follow identical upgrade paths, the import process would result in incorrect entries or would fail before completion.

To correct this problem, changes were made to the format of the language file when exported from a previous version of the software. The changes make it possible for an exported file to be imported into a database regardless of its update history.

Because the revised process relies on “intelligent” handling of translated strings, the import feature is slower than it used to be. To assist the user, a progress bar was added to provide visual feedback while the file is being imported.

Changes to the import feature also affect the following:

- ◆ A US English language file can no longer be exported or imported.
- ◆ When importing a language file for a language that has not been created (through the Language Translation Utility), the system will create it automatically.

Previously, if the language did not exist prior to the import attempt, an error message would be displayed and the process would be aborted. The user would have to create the record before attempting to import the language file again.

- ◆ When importing a language file for a language that has does exist, a warning will be displayed, alerting the user that any translations already in the database may be overwritten with this file. User confirmation is required before the import process continues.

# Service Pack 1

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In keeping with the original RES 3.2 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

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

For clarity, product information is further divided into three sections:

- ◆ 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, installed with the MICROS Documentation and available on the RES CD.

## 3700 POS

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
POS Operations	Menu Item Tax Override	660
	Touch Item Discount	663

### New Features Detailed

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#### POS Operations

##### *Menu Item Tax Override*

The Menu Item Tax Override feature is used to modify the tax rate applied to certain categories of products (e.g., baked goods, candy, ice cream), based on the size or number of items purchased. This option allows businesses to distinguish between menu items sold as single-serving prepared foods and those sold in bulk, as grocery items.

##### **Background**

Most governments (national and local) do not tax food items unless they are consumed on the premises or involved some local preparation. For example, in an ice cream parlor, a hand-dipped cone is considered a prepared food (taxable), while a half-gallon container is a grocery item (tax exempt). Similarly, a single donut purchased at a bakery is taxed as a prepared food, but a box of donuts is not.

The distinction between prepared foods and groceries is related to the size of the purchase and (indirectly) the level of service provided to the customer. Items purchased in bulk require no extra labor from the seller and are therefore taxed at the grocery rate. Smaller amounts — whether prepackaged or à la carte — imply some interaction with a clerk or server. As such, they are taxed at a higher, goods-and-services rate.

In the past, RES users had no way to distinguish between prepared foods and grocery-like purchases. Restaurants with in-house bakeries, for example, could not scan an order, count menu items from a particular category, and then determine an appropriate tax rate. Whether the customer ordered one donut or 10, when the check was service totaled, the prevailing tax rate for donuts menu items would be applied.

### The Solution

To fine-tune the taxes, the Menu Item Tax Override feature was added to the 3700 POS. With this feature, the user creates a group of related menu items called a *menu item quantity group*. This quantity group is linked to a different tax rate — usually lower — than the tax rate assigned to the individual menu items.

To enable the Menu Item Tax Override, the user specifies a threshold value (e.g., six donuts), below which the basic tax rate applies. When a donut order is rung up, the system counts the number of menu items present. If the number is less than the threshold (i.e., 5 or less), the basic rate is applied. If the number ordered is 6 or greater, the system overrides the basic rate and applies the quantity tax rate.

Members of a quantity item tax group do not have to belong to the same menu item class to be included in the rate. To illustrate, suppose the business defines a **Bakery Quantity Group**, which includes menu items such as a donut, tart, cookie, brownie, and slice of pie or cake. Each item is a single-serving size. The quantity threshold is set at 6 items.

During operations, a customer orders 2 cookies, 1 brownie, and 2 tarts (for a total of 5 items). Because the threshold has not been met, when the check is service totaled, the menu items are taxed at their basic rate. If the customer adds one or more items, the threshold of 6 items is met and the quantity tax rate is applied instead.

## New Fields in POS Configurator

To support this feature, a new *Menu Item Quantity Groups* form was added under *POS Configurator | Sales*.

The screenshot shows the 'Menu Item Quantity Groups' form. It features a menu bar with 'File', 'Edit', 'Record', and 'Help'. Below the menu bar is a toolbar with icons for file operations and navigation. The main content area is split into three parts: a table with columns 'Number' and 'Name', a 'Quantity for activation' field with a spinner set to 1, a 'Tax Class' dropdown menu, and a 'Menu Items' section with a table containing a 'Name' column. The status bar at the bottom displays 'The Manager, Bruno' and the date/time '9/26/2003 8:13:28 AM'.

The form contains the following options:

- ◆ **Menu Item Quantity Group** — Specifies a name for the quantity group (e.g., Desserts). When a menu item is selected, the system will check to see if it belongs to one of these groups. If so, the item will be counted against the threshold for determining when the new tax rate is applied.
- ◆ **Quantity for activation** — Specifies the point (i.e., number of items or servings) at which the new tax rate is applied. Less than this number, and the basic menu item tax rate will be used. Shared items and items on split checks are not included in the count.
- ◆ **Tax Class** — Indicates the new tax rate that takes affect when the activation quantity is reached.
- ◆ **Menu Items** — Lists the menu items that belong to this menu item quantity group. Menu items can only belong to one menu item quantity group.

### *Touch Item Discount*

This feature provides flexibility in the application of discounts in the 3700 POS System. With Touch Item Discounting, a user can select one or more menu items before applying the discount. The system will determine whether the menu items qualify for the discount and apply it accordingly. If more than one discount is applied, the system will calculate and subtract subsequent discount amounts from the depleted price of the affected menu items.

Touch Item Discounting supports existing discount options and tax-related functionality. Touch-item discounts may be used in combination with item and subtotal discounts.

### **Background**

In the past, 3700 POS users had two ways to apply discounts:

- ◆ **By Item** — Applied to one menu item at a time during the current service round. The discount is posted as a separate line item immediately after the menu item entry.
- ◆ **By Check** — Applied to a group of menu items after the check is subtotaled. This discount calculation is based only on menu items linked to the same itemizer number as the subtotal discount.

Although these discount methods have worked reasonably well, there have been limitations:

- ◆ **Item discounts can only be applied to last item.** Once a new item is rung, the user cannot apply a menu item discount to any other entry in the service round without voiding subsequent entries.
- ◆ **Item discounts cannot be applied to a previous service round.** Once the round is service totaled, the ability to apply a discount to posted menu items is lost. To adjust the check, you must delete the old menu item, add a new one, and apply the discount before the check is service totaled again.

- ◆ **Item discounts cannot be applied to a combo meal.** A combo meal comprises two or more menu items packaged and sold under a single menu item price. This is incompatible with the concept of a “last item discount.” If a menu item discount is posted against a combo meal, the system interprets the “last item” to be an unpriced side item and, therefore, has nothing on which to base the discount.
- ◆ **Menu items cannot be added or excluded from subtotal discount.** Assume that a restaurant has a Happy Hour discount of 50%, and that the discount is linked to a bar itemizer. This works fine for 99% of the customers who order beer, wine, and mixed drinks. It may not be fine for the occasional customer who orders a premium wine or champagne — items not intended for the discount. In this case, there is no way to exclude the more expensive items from the subtotal discount without ringing a separate check. Or, alternatively, multiple itemizers could be created to cover every possible discount group.
- ◆ **Percent discounts do not adjust for depleted balance.** If more than one discount is applied (e.g., a Free Dessert Coupon and a Senior Discount of 10%), the system would calculate the 10% discount based on the regular price of all the menu items, rather than the adjusted total, after the coupon was subtracted. This can result in a larger combined discount than was intended.
- ◆ **Multiple discounts are not regulated.** Since the system relies on the user to determine when more than one discount is allowed, a user could apply several menu item and subtotal discounts until the check is zeroed out.
- ◆ **Menu item discounts cannot be split across checks.** Once a discount is applied to a check, the user cannot split discounted menu items without voiding the discount first.

### The Solution

To address these issues, a third method of discounting was developed. Touch Item Discounting combines the control offered by menu item selection with the keystroke efficiency of a subtotal discount. The result is a flexible alternative that includes the best of both methods while filling in the gaps between the two.



### Enabling

As with all discounts, touch-item discounts are defined in POS Configurator and linked to a pre-programmed touchscreen key. Itemizers are used to create a subset of menu items against which the touch-item discount may be posted. The value of the discount may be defined as either:

- ◆ **Percent** — The amount of the discount is computed as a percentage of the total value of the menu items selected.
- ◆ **Amount** — The discount is a fixed amount applied against all items selected.

The discount can be either preset or open. If open, the user will be prompted to enter a value at the time the [**Touch-Item Discount**] key is pressed. Should the user enter a value greater than the sum of the selected menu item prices, an error message indicating “Discount Amount Too Large” will be displayed and no discount will be applied.

Unlike menu item and subtotal discounts, Touch Item Discounting must be activated at the *System | Restaurant* level. If it is not, touch-item discounts will behave as menu item discounts..

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***Note** In an EM environment, this feature cannot be enabled until the RES version on the Corporate Server is at v3.2 SP1 or higher. All stores in the enterprise must also be upgraded to the same version for Touch Item Discount to be managed from Corporate.*

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### Applying a Discount

During operations, the user rings up menu items without worrying about discounts. At any point in the process, the user can touch-select one or more of the menu items and apply the discount. Selections do not have to be from the current service round.

When the [**Touch-Item Discount**] key is pressed, the system confirms that the selected menu items are linked to the same itemizer group(s) as the discount. This action only takes a moment and is transparent to the user.

For those items that qualify, a discount will be posted directly beneath the affected menu items, as shown below:

Before Discount: Items Touch-Selected	Discount Applied to Selected Menu Items
1 Chicken Tenders 5.50 1	1 Chicken Tenders 5.50 1
1 Chicken Tenders 5.50 1	15 % 1
1 Mozzarella Stick 8.50 1	Discount Special 0.82-
1 Buffalo Wings 4.95 1	1 Chicken Tenders 5.50 1
1 Hamburger 4.50 1	15 % 1
Medium Well	Discount Special 0.82-
French Fries	1 Mozzarella Stick 8.50 1
1 Cheeseburger 4.95 1	1 Buffalo Wings 4.95 1
Medium Well	15 % 1
Cheddar	Discount Special 0.74-
Coleslaw	1 Hamburger 4.50 1
1 Chocolate Cake 4.50 1	1 Hamburger 4.50 1
1 Ice Cream 4.25 1	Medium Well
1 Coke 1.25 1	French Fries
1 Coffee/Tea 1.25 1	1 Cheeseburger 4.95 1
	Medium Well
	Cheddar
	Coleslaw
	1 Chocolate Cake 4.50 1
	1 Ice Cream 4.25 1
	1 Coke 1.25 1
	1 Coffee/Tea 1.25 1

If, among the selections, the user has highlighted one or more entries not linked to an appropriate discount itemizer, the system will apply the discount to the relevant items only and ignore the rest. This situation is illustrated in the following example, where two appetizers (food itemizer) have been selected, along with two drinks (beverage itemizer). For illustration purposes, the discount key applies to food items only.

Before Discount: Items Touch-Selected	Discount Applied to Selected Menu Items
1 Chicken Tenders 5.50 1	1 Chicken Tenders 5.50 1
1 Chicken Tenders 5.50 1	15 % 1
1 Mozzarella Stick 8.50 1	Discount Special 0.82-
1 Buffalo Wings 4.95 1	1 Chicken Tenders 5.50 1
1 Hamburger 4.50 1	15 % 1
Medium Well	Discount Special 0.82-
French Fries	1 Mozzarella Stick 8.50 1
1 Cheeseburger 4.95 1	1 Buffalo Wings 4.95 1
Medium Well	1 Hamburger 4.50 1
Cheddar	1 Hamburger 4.50 1
French Fries	Medium Well
1 Chocolate Cake 4.50 1	French Fries
1 Ice Cream 4.25 1	1 Cheeseburger 4.95 1
1 Coke 1.25 1	Medium Well
1 Coffee/Tea 1.25 1	Cheddar
	French Fries
	1 Chocolate Cake 4.50 1
	1 Ice Cream 4.25 1
	1 Coke 1.25 1
	1 Coffee/Tea 1.25 1

Touch Item Discounting can be as specific or as general as the user needs it to be. If none of the menu items are highlighted before the touch-item discount is pressed, the system will scan the entire check and apply that discount to **all** relevant menu items. To work, at least one menu item must satisfy the discount criteria.

In the following samples, note that the discount was not applied to the Coffee/Tea menu item (a beverage item), which does not match the discount itemizer. Also note that in the Amount Discount sample, the **\$1.00 Off** discount has been amortized across all of the food items. If one or more items had been highlighted before the discount was applied, the \$1.00 amount would have been divided proportionally among them.

1 Onion Soup	5.00	1
10 %		1
Senior Meal	0.50-	1
1 Cheeseburger	4.95	1
Medium Well		
American		
French Fries		
10 %		1
Senior Meal	0.50-	1
1 Apple Pie	4.50	1
10 %		1
Senior Meal	0.45-	1
1 Coffee/Tea	1.25	1

Percent Discount

1 Onion Soup	5.00	1
\$1.00	0.35-	1
1 Cheeseburger	4.95	1
Medium Well		
American		
French Fries		
\$1.00	0.34-	1
1 Apple Pie	4.50	1
\$1.00	0.31-	1
1 Coffee/Tea	1.25	1

Amount Discount

### Restrictions

To ensure that discounts are not overused, a **Restrictions** option has been added. This option allows the user to limit the application of discounts as follows:

- ◆ **No restrictions** — The discount imposes no limits itself on the number of times it may be applied to a menu item or to a check. Restrictions may be imposed by other discounts, however.
- ◆ **One discount per item** — Imposes its own *per item* limit of one discount, period. If the menu item has already been discounted, this touch-item discount will not be applied. If the menu item has not been discounted, this discount will be taken. However, no other discount will be accepted against the menu item.
- ◆ **One discount per check** — Imposes its own *per check* limit of one discount, period. Once this discount is taken, no additional discounts will be allowed. If another discount was applied to the check already, this touch-item discount will not be allowed.

- ◆ **One discount of this type per item** — Applies the discount once per menu item and ignores any attempt to apply the discount a second time.
- ◆ **One discount of this type per check** — Applies the discount once per check and ignores any attempt to apply the discount again.

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***Note** Per check restrictions limit the number of times (instances) that a discount can be applied to a guest check. They do not limit the number of menu items that may be discounted during a particular instance. That is controlled by discount itemizers*

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### Using Multiple Discounts

RES has always allowed users to apply more than one discount to the same guest check. Until now, the process was straightforward — menu item discounts were applied immediately after the item was ordered; subtotal discounts were applied before the check was presented for payment.

With this feature, discounts can be applied to any number of menu items and at any time before payment. This flexibility, along with the new **Restrictions** options, means that users need to be more aware of the consequences of when and how a discount is applied.

For example, assume that a customer presents a **\$1.00 Off Coupon** at the time his meal is ordered, then requests the ten-percent **Senior Meal** discount when the check is paid. Depending on the conditions under which they are used, the same two discounts can result in a wide range of totals due.

The following examples illustrate how the *type* of limitations placed on a discount, as well as the *order* in which it is taken, affect the final check total when multiple discounts are applied. As before, the discounts only apply to food items; Coffee/Tea is linked to a beverage itemizer and is therefore not included in the discount calculations.

### Case #1 — Changing the Discount Type

The **\$1.00 Off** coupon (limit one per check) is applied before taking the 10% **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	\$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	- 0.35		4.65
Cheeseburger	4.95	- 0.34		4.61
Apple Pie	4.50	- 0.31		4.19
Coffee/Tea	1.25	--		1.25
<b>Subtotal</b>	15.70	- 1.00	n/a	14.70

The **Senior Meal** discount cannot be applied because of the one-per-check limitation imposed by the **\$1.00 Off** coupon.

Next, assume that the **\$1.00 Off** coupon is intended for desserts only and limited to *one per item*. Again, the **Senior Meal** has no restrictions. The results would be:

	Menu Item Price	\$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00		- 0.50	4.50
Cheeseburger	4.95		- 0.50	4.45
Apple Pie	4.50	- 1.00		3.50
Coffee/Tea	1.25			1.25
<b>Subtotal</b>	15.70	- 1.00	- 1.00	13.70

Notice that the *Apple Pie* is not discounted, even though it is a food item, linked to the same itemizer as the **Senior Meal** discount. The previously applied **\$1.00 Off** discount prohibits a second discount from being applied, but only on that menu item.

Alternatively, suppose that the **\$1.00 Off** restriction was changed to *one of this type per check*. the results would be:

	<b>Menu Item Price</b>	<b>\$1.00 Off Coupon</b>	<b>10% Senior Meal</b>	<b>Price After Discount</b>
Onion Soup	5.00		- 0.50	4.50
Cheeseburger	4.95		- 0.50	4.45
Apple Pie	4.50	- 1.00	- 0.35	3.15
Coffee/Tea	1.25		--	1.25
<b>Subtotal</b>	15.70	- 1.00	- 1.35	13.35

In this situation, the *Apple Pie* is discounted twice — once as a specific item discount, and then as part of the **Senior Meal** discount. Because of the restrictions placed on it, the **\$1.00 Off** discount cannot be used against any other menu items on this check.

Notice, too, that the senior discount is calculated against the depleted menu item price (3.50), not the original (4.50) price.

### Case #2 — Changing the Discount Order

The **\$1.00 Off** coupon (limit one per check) is applied before taking the ten-percent **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	\$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	- 0.35		4.65
Cheeseburger	4.95	- 0.34		4.61
Apple Pie	4.50	- 0.31		4.19
Coffee/Tea	1.25	--		1.25
<b>Subtotal</b>	15.70	- 1.00	n/a	14.70

As before, the **Senior Meal** discount cannot be applied because all of the menu items have already been discounted and a one-per-check limitation has been imposed.

But look what happens if the **Senior Meal** discount is applied first:

	Menu Item Price	10% Senior Meal	\$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	- 0.50		4.50
Cheeseburger	4.95	- 0.50		4.45
Apple Pie	4.50	- 0.45		4.05
Coffee/Tea	1.25	--		1.25
<b>Subtotal</b>	15.70	- 1.45	n/a	14.25

Because the food menu items are already discounted when the **\$1.00 Off** coupon is applied, the discount coupon is ignored. Instead, the system posts an error message indicating a restriction exists that limits discounts to one per check.

### Case #3 — Changing Both Discount Type and Order

Returning to the original example, the **\$1.00 Off** coupon (limit one per check) is applied before taking the ten-percent **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	\$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	– 0.35		4.65
Cheeseburger	4.95	– 0.34		4.61
Apple Pie	4.50	– 0.31		4.19
Coffee/Tea	1.25	0.00		1.25
<b>Subtotal</b>	15.70	– 1.00	n/a	14.70

Next, assume that the **Senior Meal** discount is applied first **and** the **\$1.00 Off** coupon is changed to *one of this type per check*:

	Menu Item Price	10% Senior Meal	\$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	– 0.50	– 0.35	4.15
Cheeseburger	4.95	– 0.50	– 0.34	4.11
Apple Pie	4.50	– 0.45	– 0.31	3.74
Coffee/Tea	1.25	--		1.25
<b>Subtotal</b>	15.70	– 1.45	– 1.00	13.25

Because the unrestricted **Senior Meal** discount was applied first, the system had no problem applying the **\$1.00 Off** coupon. Once the second discount is applied, however, the user will not be able to apply it again to this check.



On the other hand, if the **Senior Meal** discount is applied first and the **\$1.00 Off** coupon is changed to *one of this type per item*, the user would be able to apply the discount multiple times — once to each food item in the guest check. The results would be as follows:

	<b>Menu Item Price</b>	<b>10% Senior Meal</b>	<b>\$1.00 Off Coupon</b>	<b>Price After Discount</b>
Onion Soup	5.00	- 0.50	- 1.00	3.50
Cheeseburger	4.95	- 0.50	- 1.00	3.45
Apple Pie	4.50	- 0.45	- 1.00	3.05
Coffee/Tea	1.25	--	--	1.25
<b>Subtotal</b>	15.70	- 1.45	- 3.00	11.25

The system would allow multiple use of the discount as long as the menu items were selected and discounted separately.

If multiple items are highlighted when the [**\$1.00 Off**] key is pressed, the system will subtract \$1.00 from the check total, amortizing the amount of the single discount among all the selected items. No further discounting will be allowed for any of those items:

	<b>Menu Item Price</b>	<b>10% Senior Meal</b>	<b>\$1.00 Off Coupon</b>	<b>Price After Discount</b>
Onion Soup	5.00	- 0.50	- 0.50	4.00
Cheeseburger	4.95	- 0.50	- 0.50	3.95
Apple Pie	4.50	- 0.45		4.05
Coffee/Tea	1.25	--		1.25
<b>Subtotal</b>	15.70	- 1.45	- 1.00	13.25

### Applying Discounts to Combo Meals

In the past, item discounts could not be applied to a combo meal. Combo meals were typically listed as a priced menu item, with the components of the meal listed as either priced or unpriced line items beneath it. When a menu item discount was applied to a combo meal, the system looked for the last item posted and, finding an unpriced item, was unable to calculate a discount.

Touch Item Discounting solves this problem by allowing a user to touch-select the priced combo menu item before the discount is applied. The discount is listed after the last item in the combo meal and is printed as one discount for the entire set of combo menu items.

### Applying Discounts to Menu Item with Priced Condiments

In the past, applying discounts to menu items with priced condiments was also problematic. To apply an item discount to the menu item, the discount had to occur immediately after the menu item was rung, and before any condiments were entered. If the user waited until the last priced condiment was added, the discount would be applied to the last item selected -- the priced condiment.

Touch Item Discounting solves this problem by allowing a user to touch-select the menu item *after* the condiments are added. This will highlight the item and all of its condiments. When the discount is applied, it is listed after the last condiment and is printed as one discount for the entire set of menu items and condiments.

Behind the scenes in both scenarios (combo meals and menu items with priced condiments), the system calculates and applies individual item discounts to each of the priced items. For combo meals, this means a separate discount line item is noted for the combo parent and any main or side items that have a price associated with them. Similarly, a discount is calculated for a menu item and each of its priced condiments.

These discount details are available through the system reports.

### Voiding Discounts

With touch-item functionality, discounts can be removed from a check as easily as they can be applied. The options are:

- ◆ **Last item void** — Removes the discount from all of the menu items to which it had been applied by double-clicking the **[Void]** key. To work, the discount must be the last transaction posted. This is the current functionality.
- ◆ **Touch item void** — Removes the highlighted discount line items *only*. More than one line item may be selected.

Voided discount line items do not have to be from the same service round, originate from the same instance of discount, or even be the same discount type. Once a discount is applied to a menu item, it is itemized and considered a separate entry so that a percent discount can be highlighted and removed at the same time as an amount discount.

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**Note**

*Voiding part of an amount discount will not automatically recalculate the discount on the remaining items.*

*For example, a **\$1.00 Off** coupon applied to two Apple Pie menu items will be split evenly at \$0.50 each. If one of the Apple Pies is deleted, the discount on the other one will remain \$0.50. The system will not adjust the discount to \$1.00 on the remaining Apple Pie item.*

*To reinstate the full discount, you must delete all related discount line items, then select the remaining menu items and apply the discount again.*

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### Consolidating Discounts

When a touch item discount is applied to a check, the system automatically calculates the value of the discount for each affected line item. A separate discount line item is then listed below each of them.

During operations, this level of detail is advantageous to the servers as they confirm, modify, and remove discounts. Printed out, it provides an unnecessarily long and confusing check to the customer.

To simplify the guest check, an option was added to consolidate discounts (*Revenue Center | RVC Print Design*). When enabled, the system will print the menu items as they are entered, with discounts listed at the bottom of the check. If more than one type of discount is applied, a separate entry will be provided for each.

The system will continue to itemize discounts in the display and to post detailed results in the database.

MIKE ROSE RESTAURANT & GRILL	
7897 MIKE ROSE DRIVE	
ANYWHERE MD, 20705	
(123) 456-7890	
5 MIKE	
-----	
TBL 15/1	CHK 287
SEP25'03 08:30PM	
-----	
<b>Eat In</b>	
1 Chicken Tenders	5.50
1 Chicken Tenders	5.50
1 Grill Chkn Sand	5.25
Coleslaw	
1 Tuna Sandwich	5.75
French Fries	
1 Raspbrry Torte	4.50
1 Creme Brulee	4.00
1 Iced Tea	1.25
1 Iced Tea	1.25
10%	
Senior Meal	2.95-
\$1.00	1.00-
Cash	31.58
Subtotal	29.05
Tax	2.53
Payment	31.58
-----	

### Summary

With touch item discounting, users can:

- ◆ Touch-select one or more menu items and apply a discount.
- ◆ Apply discounts at any time — not just in the current service round.
- ◆ De-select one or more menu items, effectively subtracting them from the discount calculation.
- ◆ Apply discounts to combo meals, main and side items.
- ◆ Apply discounts to priced condiments linked to a menu item.

- ◆ Combine touch-item discounts with menu item and subtotal discounts.

### New Fields in POS Configurator

To support the feature, the following options were added to the POS Configurator:

- ◆ **Enable Touch Item Discounting** (*System | Restaurant | Options*) — When checked, allows a user to define a touch-item discount. Makes additional functionality available to menu item and subtotal discounts. When cleared, treats touch-item discounts as if they were menu item discounts, applying it to the last item only.
- ◆ **Touch item** (*Sales | Discount/Service | Discount*) — When checked, designates the discount as a touch-item discount. During POS operations, the system will apply the discount to all of the selected menu items, provided they are linked to the same itemizer as the discount itself.

This option is only available if the **Item Discount** option (*Sales | Discount/Service Charge | Discount*) is also enabled.

- ◆ **Restrictions** (*Sales | Discount/Service | Discount*) — Allows the user to specify how the discount will be applied.
- ◆ **Consolidate Touch Item Discounts** (*Revenue Center | RVC Print Design | Guest Checks*) — When checked, prints a discount amount at the bottom of the check for each discount type.

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**Note** *This option only affects the printed check. The display screen will continue to show a discount line item beneath each applicable menu item.*

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### Reports

Two new reports are included with this feature. They are available under the Sales category in the Autosequences and Reports application.

- ◆ **RVC Discounts Detail** (*dly\_rvc\_dsc\_dtl.rpt*) — Provides a detailed report of all discounted guest checks. Entries are sorted by date, revenue center, employee, and check number, respectively. Discounts are itemized by types and, in the case of item discounts, include the menu items associated with each. Subtotal discounts do not list associated menu items.

<b>Daily Revenue Center Discounts Detail</b>									
Micros Cafe - Micros Cafe									
Bruno The Manager									
Period From : 05/22/2003 To : 05/22/2003 Printed on Thursday, May 22, 2003 - 4:16 PM									
Check #	Check Opened Disc # Name	Subtotal Disc	Item Disc	Menu # Name	Qty	Price	Authorizing Employee		
<b>1 Restaurant</b>									
<b>101 Sally Server 1</b>									
1877	05/22 - 4:02pm 206 15 %			05/22 - 4:03pm					
			-0.82	1004 Chicken Tender	1	5.50			
			-0.60	3004 Caesar Salad	1	4.00			
			-0.67	11005 Raspbrry Torte	1	4.50			
			-0.83	1004 Chicken Tender	1	5.50			
			-0.79	3001 House Salad	1	5.25			
			-0.60	11002 Creme Brulee	1	4.00			
1878	05/22 - 4:04pm 207 \$1.00			05/22 - 4:04pm					
			-1.00	1001 Crab Cakes	1	6.95			
1881	05/22 - 4:09pm 203 Open % Disc			05/22 - 4:12pm					
			-13.92						
<b>102 Dave Server 2</b>									
1879	05/22 - 4:06pm 503 Senior Meal			05/22 - 4:07pm					
			-0.49	1009 Buffalo Wings	1	4.95			
			-0.60	4003 Cheeseburger	1	6.00			
			-0.45	11006 Chocolate Cake	1	4.50			
			-0.42	11001 Ice Cream	1	4.25			
			-0.60	1007 Potato Skins	1	5.95			
			-0.50	1009 Buffalo Wings	1	4.95			
			-0.65	5002 Spaghetti	1	6.50			
			-0.45	11007 Apple Pie	1	4.50			
<b>104 John Server 4</b>									
1880	05/22 - 4:08pm 201 Empl. Meal			05/22 - 4:09pm					
			-2.46						
<b>1 Restaurant Total</b>			<b>-16.38</b>	<b>-9.47</b>		<b>-25.85</b>			

- ◆ **RVC Discounts Summary** (*dly\_rvc\_dsc.rpt*) — Provides a summary report of guest check discounts. Entries are sorted by date, revenue center, employee, and check number, respectively.

<b>Daily Revenue Center Discounts</b>			Micros Cafe - Micros Cafe	Bruno The Manager
Period From : 05/22/2003		To : 05/22/2003		Printed on Thursday, May 22, 2003 - 4:14 PM
Check #	Check Opened Disc # Name	Check Closed Amount		
<b>1 Restaurant</b>				
<b>101 Sally Server 1</b>				
1812	09/08 - 9:41am 206 15 %	09/08 - 9:41am -3.14		
1876	05/21 - 2:45pm 503 Senior Meal	05/21 - 2:46pm -1.08		
1877	05/22 - 4:02pm 206 15 %	05/22 - 4:03pm -4.31		
1878	05/22 - 4:04pm 207 \$1.00	05/22 - 4:04pm -1.00		
1881	05/22 - 4:09pm 203 Open % Disc	05/22 - 4:12pm -13.92		
<b>102 Dave Server 2</b>				
1879	05/22 - 4:06pm 503 Senior Meal	05/22 - 4:07pm -4.16		
<b>104 John Server 4</b>				
1880	05/22 - 4:08pm 201 Empl. Meal	05/22 - 4:09pm -2.46		
<b>1 Restaurant Total</b>		<b>-30.07</b>		

## What's Enhanced

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

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

## Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
CA/EDC	Credit Card Security	682
Database	Daylight Savings Time	683
	Support for Closing Pay Periods on a mymicros.net Site	683
Manager Procedures	'Cancel' Button Added to Set Hour/Set Minute Panels	684
	Time Clock Edit Screen Navigation	684
Mobile MICROS	Minimum Signal Strength	686
POS Operations	Combo Meal Override Pricing	687
	Consolidate Combo Side/Child Items on Remote Printers	687
	Epson TM-H6000 Support via OPOS Interface	688
	MICROS Pole Display Support for Cyrillic Characters	690
	Order Device Printing Enhancements	690



<b>Module</b>	<b>Feature</b>	<b>Page</b>
SIM	@CCAuth_Count	693
	KDS Functions	694
	@TblObjNum	694
	@VoidStatus	695

## Enhancements Detailed

---

### CA/EDC

#### *Credit Card Security*

In keeping with guidelines from credit card issuers, additional changes and enhancements were made in the way RES handles and processes credit card information.

With this release, complete credit card track data will no longer be stored in the database. Track 1 data will be completely removed and Track 2 data will be altered so that all discretionary information is replaced with zeros.

In addition, all secondary authorizations — whether initiated by the server using the existing number on the check or triggered automatically when the amount due exceeds the secondary floor limits — will be treated as manually swiped authorizations and no track data will be sent.

#### **Enabling**

To support this functionality, a new *Security* tab was added to *POS Configurator | System | Restaurant* form. Included on this form is the **Secure track data** option. When this option is checked, the security enhancements are applied whenever credit card transactions are saved..

---

***Warning!*** *Customers who are upgrading to RES Version 3.2 sp1 from a previous version, and who are using SIM scripts, file exports, etc., should be informed that modification may be required to any custom programs that read or manipulate this data.*

*For additional information on credit card stripe format, please refer to <http://www.magtek.com/documentation/public/99800004-1.pdf>.*

---

## Database

### *Daylight Savings Time*

To accommodate the time shift between Daylight Savings Time and Standard Time, the system will reload the database for each of its POS clients. This will be true any time there is a DST change.

### *Support for Closing Pay Periods on a mymicros.net site*

A stored procedure has been added that will allow any 3700 site running Time and Attendance and using **mymicros.net** to close a payroll period and collect time card information in **mymicros.net**.

When run, the procedure will globally set the *ob\_exported* column to "True" in the Time Card Detail table, effectively closing the payroll period for all records.

### **Sample End of Pay Period Configuration**

1. Define or edit the "End of week/pay period" autosequence.
2. Make sure all employees are clocked out. To do this, add Stored Proc 112 "Clock out an employee" The **Source** field should be *obj\_num* and on the **Range** field should be "All".
3. Post all labor totals. To do this add the following stored procedures. This needs to be done so that all labor values are up-to-date when posted to mymicros.net..
  - ◆ Stored Proc 133 "Post time card totals".
  - ◆ Stored Proc 132 "Post job code totals".
  - ◆ Stored Proc 142 "Post time prd time card totals".

4. Run the new stored procedure that will close the pay period. Add Stored Proc 9703 "Set Ob Exported True." This will set the pay period labor flag to closed.

---

**Warning!** *Please keep in mind that the time data is polled by the mymicros.net.*

*For example, if mymicros.net polls the site at 3:30 a.m., your End of Pay Period autosequence should run after your end-of-day, but prior to the mymicros.net upload.*

*Also, once run, time cards will not be editable in Manager Procedures. This is now a closed period.*

---

---

## Manager Procedures

### ***'Cancel' Button Added to Set Hour/Set Minute Window***

When adjusting a time card record, if the manager opened the hour or minute panels by clicking the **Set Minute** or **Set Hour** button, it was not apparent that the panel could be closed by simply clicking the buttons again. To avoid confusion, a **Cancel** button was added to each panel to allow the manager to close without editing.

### ***Time Clock Edit Screen Navigation***

After making time clock adjustments through Manager Procedures, a user can opt to either accept or cancel the changes by pressing an appropriate touchscreen button.

In the past, the user had only two choices: 1) **[OK]** to accept the changes, or 2) **[Cancel]** to revert to saved. Once a button was pressed, the system would return to the previous selection screen. From there, the user could select another record or (if no further changes were required) navigate backwards through several screens to exit the program.

To reduce keystrokes and speed up the editing process, two new buttons were added to the bottom of the Time Card Edit form.

The screenshot shows a window titled "Edit Time Card Record for 201 Heather Bartender 1". The window contains several input fields and buttons. The "Clock In" section has "Date/Time" set to "9/07/2015 4:51 PM" and "Status" set to "Schedule Disabled". The "Clock Out" section has "Date/Time" set to "9/08/2015 8:55 AM" and "Status" set to "Revenue Center Change". The "Job/RVC" section has "Job" set to "\*Server Tbl" and "Revenue Center" set to "Restaurant". The "Last Adjusted" section has "Employee" set to "The Manager, Bruno" and "Reason" set to "Late". At the bottom of the form, there are five buttons: "OK", "Cancel", "View All Adjustments", "OK and Done", and "Cancel and Done".

The new buttons provide the following functionality:

- ◆ **[OK and Done]** — Saves the changes and exits the program.
- ◆ **[Cancel and Done]** — Exits the program without saving changes.

When either of these keys is pressed, the system backs out of the Manager Procedures program. How far back depends on where Manager Procedures was launched from:

- ◆ If launched through POS Operations, the **[OK (or Cancel) and Done]** button returns the user directly to POS Operations.
- ◆ If launched from outside of POS Operations (i.e., from the Start Menu), pressing the **[OK (or Cancel) and Done]** button returns the user to Manager Procedures' main 'Welcome' screen.

These options are only available on the Win32 and WS4 workstations.

---

## Mobile MICROS

### *Minimum Signal Strength*

During POS operations, Mobile MICROS hand-held units communicate with the system's Server via high-frequency radio signals. The signal strength required to ensure reliable data transfers (without risk of annoying timeouts and retries) can vary between sites. Factors such as the number of access points used, the level of customer activity, and even the physical environment of the restaurant, can affect site performance.

In the previous release, the minimum signal strength required for most sites was determined to be 30%. This value was fixed for all hand-held units, and could not be adjusted for individual circumstances. When the signal strength dipped below 30%, the user would be prompted with the following error message "Low Signal Strength, Retry?" The message would continue to display until the user moved to a location where the signal was stronger.

The problem with hard-coding a value was that the error message reflected the strength of the signal — not the status of the communication link. In practice, even if the hand-held unit was functioning well, an error would be triggered if the signal strength fell below 30%.

With this release, control over the minimum signal strength prompt was passed to the user in the form of a configuration option. This option allows the site to set its own optimum value, on a scale of 0–75%. The default setting remains at 30%. A setting of 0% will effectively disable the prompt.

### **Enabling**

To support this functionality, the option **Minimum Signal Strength** was added to the Mobile MICROS Setup. To set the option, select *Programs | MICROS Setup | Configure POS | POS Client Configuration | RF Signal*, and enter a value from 0-75% in the **Minimum Signal Strength** field.

## POS Operations

### *Combo Meals Override Pricing*

Combo meal menu items have been modified to allow for multiple override prices with effective dates. This change allows combo meal pricing to be managed in the same way as menu item pricing.

A combo meal menu item can be assigned multiple sets of 10-price records. To determine which set is applicable, each record is assigned starting and ending dates indicating when those prices will be in effect. Effectivity dates (which refer to the first and last dates that a *combo meal price* will be available to the customer) are used to pass on permanent price increases, seasonal discounts, or month-long specials.

If EM is installed, the combo menu item price form will allow the user to view the current price group for the underlying menu item as well as the price tier assigned to the price. When a new price is added, the user will need to select a price tier and will be prompted for a default effective date prior to opening the Combo Meals form.

### POS Configurator Changes

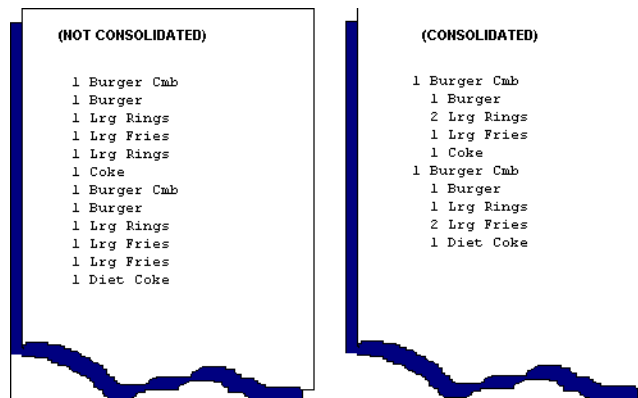
To be consistent with this functionality, the combo meal **Effective To** and **Effective From** options were moved from the **General** tab to the **Prices** tab (*POS Configurator | Sales | Combo Meals | Combo Groups*).

### *Consolidate Combo Side/Child Items on Remote Printers*

Consolidation is the system's ability to recognize identical menu items when they are ordered (*1 fries, 1 fries*) and to roll them into a single line item preceded by the quantity (*2 fries*). This arrangement provides a clearer, more organized list of menu items; conserves valuable real estate on the monitor; while keeping the chit length short and succinct.

In the past, use of the consolidation option only affected combo meal orders sent to a KDS display or when output to a guest check printer. With this release, a new option was added. This option is used to consolidate identical side/child items belonging to the same combo meal when output to a remote printer.

For clarity, combo meal main and side/child items are indented beneath the combo meal selection. This is consistent with the KDS and guest check options. Samples of consolidated and non-consolidated chits are shown below:



---

*Note* This option only affects combo meals and is independent of other consolidation options.

---

### Enabling

To support the new functionality, a **Sort Combo Side Items** check box was added in *POS Configurator* | *Devices* | *Order Devices*.

### *Epson TM-H6000 Support via OPOS interface*

With this release, MICROS now supports the TM-H6000 multi-station printer for slip and roll printing via the Epson OPOS interface. The 3700 POS supports slip and roll printing when done independently of each other. The system cannot be configured to print to both printers simultaneously.



Examples of supported printing include:

- ◆ guest check printing to slip, report printing to roll
- ◆ guest check roll printer, validation slip printer
- ◆ guest check slip printer, time card roll printer
- ◆ time card slip printer, guest check roll printer

### Enabling

To properly setup a TM-H6000 or TM-H6000II OPOS printer, the following configuration should be used:

1. Create the OPOS device definition using the Epson Setup POS application.

---

***Warning!*** *Do not setup a Logical Device Name (LDN) for the device. The default name of 'TM-H6000' or 'TM-H6000II' should be used.*

---

2. Configure the device in POS Configurator:

- ◆ Open the *Devices | Devices* form and create two new printer records:
  - A roll printer (OPOS receipt)
  - A slip printer (OPOS slip)

Go to the *Printer Interface* tab. Enter the same **OPOS device name** and check the **Use polled status** option for both devices.

- ◆ Open the *Revenue Center | RVC Printing* form. Select the revenue center where the printers will reside. Go to the *Options* tab and check the **Disable slip printer eject** option.

### ***MICROS Pole Display Support for Cyrillic Characters***

Support for the Cyrillic (Russian) language was added to the IEE Pole Display.

### ***Order Device Printing Enhancement***

Order device printing has been enhanced to reduce the length of order chits. Previously, order chits could become lengthy for large parties and interfere with kitchen operations. Now, blank detail lines on an order chit can be suppressed and the seat number may be printed on the same line as the menu item.

#### Suppressing Blank Detail Lines

Select the **POS Configurator | Devices | Order Devices | Options | Suppress blank lines** option to prevent blank lines from printing between menu items in the detail section of the order chit. In order to select the Suppress blank lines option, the Show secondary print items option must be selected first. Note that selecting the Show secondary print items option without selecting any of the other secondary printing options does not enable secondary printing.

---

**Note** *Previously, the Suppress blank lines option only applied to printing secondary print items. Now, this option allows you to suppress blank lines for any items on the printed order chit. This option is not supported with KDS devices.*

---

#### Printing Seat Number with Menu Item

Select the **Print seat number with menu item** option (*POS Configurator | Devices | Order Devices*) to print the seat number on the same line as the menu item without the seat descriptor, and to the right of the menu item name.

When this option is selected, the following options are greyed out (i.e., not available):

- ◆ **Print voids in red on order chits** (*Revenue Center | RVC Print Design | Options*)
- ◆ **Print seat number** (*Devices | Order Devices | Options*)
- ◆ **Print SKU numbers** (*Revenue Center | RVC Transactions | Retail*)
- ◆ **Multiple condiments per line** (*Devices | Order Devices | Options*)

### Formatting Examples

Previously, the order chit output would print with the seat number on a separate line as shown below:

```
          RESTAURANT
    ---EXPO PRINTER---

1 MICROS M
-----
Tb1 1/1      Gst 1
-----

S1
1  CAESAR SAL
S2
1  MINESTRONE
S3
1  PRAWNS

-----
CHK 1234      Jan16'02 01:00PM
```

Now, with the Print seat number with menu item option selected, the order chit prints with the quantity, menu item name, and seat number on one line as shown below:

```
          RESTAURANT
    ---EXPO PRINTER---

1 MICROS M
-----
Tbl 1/1      Gst 1
-----

1  CAESAR SAL   1
1  MINESTRONE  2
1  PRAWNS       3

-----
CHK 1234      Jan16'02 01:00PM
```

With the Print seat number with menu item option selected, voided items display with the void banner (as shown below) rather than the -V void descriptor that optionally appeared on the same line as the menu item.

```
          RESTAURANT
    ---EXPO PRINTER---

1 MICROS M
-----
Tbl 1/1      Gst 1
-----

1  CAESAR SAL   1
VVVV Void VVVV
1  MINESTRONE  2
1  PRAWNS       3

-----
CHK 1234      Jan16'02 01:00PM
```

## SIM

### *@CCAuth\_Count*

This system variable is used to return the number of untendered credit authorizations that are in the current seat filter.

### Type/Size

N9

### Syntax

InfoMessage "CCAuth\_Count",@CCAuth\_Count

### Example

```
//Cancel event if Credit Auths Exist

Event Inq : 1
  if @CCAuth_Count > 0
    errormessage "Not allow after credit card auth"
    exitcancel
  endif
  //do something useful...
EndEvent

//"Credit Auths Exist, Abort Payment?"

Sub PrepareBybassCreditAuths
  if @CCAuth_Count > 0
    LoadKybdMacro @KEY_CLEAR
  endif
EndEvent
```

### ***KDS Functions***

A new KEY\_TYPE\_FUNCTION(35) key type was added to the SIM for processing KDS-related functions. The first variable available for use with the KDS function is KDS\_Done\_Order(1). Other KDS-related functions will be added later.

The Key\_KDS\_Order\_Done(1) key variable allows a user to bump a specified KDS order. When the system encounters the new key (either through SIM or a macro), it triggers POS Operation to prompt the user for a closed check number and a KDS-enabled remote order device.

### **Example**

```
Event Inq : 1
  InfoMessage "About to process key (35,1)"
  LoadKybdMacro key (35,1)
EndEvent
```

### ***@TblObjNum***

This system variable is used to return the table number (i.e., object number) assigned through POS Configurator. The variable should be used in place of the @TblNum variable, which reported the database sequence number, rather than the table object number.

### **Type/Size**

N9

### **Syntax**

InfoMessage "Table Object Number",@tblobjnum

### **Example**

```
Event Final_Tender
  InfoMessage "Table Object Number",@tblobjnum
EndEvent
```

### ***@VoidStatus***

This system variable is used to determine the current void status of the transaction.

### **Detail**

Variable: @VOIDSTATUS

Values: Y or N

### **Argument/Description**

This variable is required for the Diebold interface, which uses INQ events to apply discounts/service charges to a guest check.

When invoked, an INQ event has no internal mechanism for checking the current void status of OPS. Void status determines whether the discount/service charge will be added to or subtracted from the guest check. This variable provides that system check for the user, displays a message box, and prompts for confirmation prior to completing the transaction.

### **Example**

```
Event Inq : 1
  if (@VOIDSTATUS = "Y")
    infoMessage "Test @VOIDSTATUS",
      "OPS is in void or transaction void mode"
  else
    infoMessage "Test @VOIDSTATUS",
      "OPS is not in void or transaction void mode"
  endif

endevent // inq: 1
```

## 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
Autoseq and Reports	40-Column Reports Only Printing First Line	14667	707
	Credit Card Batch Transfer Report Returns No Data	14191	707
	Credit Card Batch Transfer Status Report Lists Omitted Records Multiple Times	14188	707
	Daily System Menu Item Sales Detail	12242	708
	Menu Item Listing Ignores Selected Ranges	N/A	708
	Reports with Major, Family, and Menu Item Groups Do Not Display Correct Data	N/A	708
	System Time Period Detail Report	N/A	709
	Verbosity Too High When Report Run Via an Autosequence	N/A	709
	WS4 Fails to Print Reports from Autosequences	N/A	709



Module	Feature	CR ID	Page
CA/EDC	Batch Settlement Error	N/A	710
	Credit Card Batch Settlement Hangs During Transfer	14789	710
	Credit Card Drivers Not Registering Correctly	N/A	710
	Credit Card Server Logging Disproportionate to Verbosity Level Set	N/A	710
	NDC Driver Unable to Process Request for Information During Settlement	N/A	711
	VISA Driver Crashes System When An HTTP 404 Error is Received	14705	711
	VISA Driver Fails to Print Referencing Number on Voucher	N/A	711
Database	Database Call Failed With Fatal Error	N/A	711
	Error Received When Setting Up Extech IrDA Printer After System Upgrade	15044	712
	Running Stored Procedure to Clock Out/In All Employees Changes Break Status	14827	712
	Slow Performance When Updating Database	N/A	712
	Time Card Detail Not Purging Records With Status 'R'	15314	712

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Manager Procedures	Access Given to Restricted Menu Items	15150	713
	Access Violation When Running Under Non-Admin NT User Account	N/A	713
	Add Employee Wizard is Incorrectly Prompting for Job	N/a	713
	Allows Clock-In Adjustment Ahead of Current Time	14988	714
	Application Not Posting to 3700d Log	N/A	714
	Authorizations Not Accepted Properly	N/A	714
	Changing Prices on Menu Item Assignment Form Causes Internet Explorer Script Error	N/A	714
	Changing Serving Periods on an HHT Causes System Error	N/A	715
	Editing Time Card Causes OT Miscalculation	N/A	715
	Employee ID Not Displaying on HHT	N/A	715
	Employee Sign-In Error if Assigned Job Has No Overriding Employee Class	14643	716
	Error When Changing Business Date on an HHT	N/A	716
	Incremented Employee Shifts are Not Easily Identified	N/A	716

Module	Feature	CR ID	Page
Manager Procedures (cont'd.)	Menu Item 'Alternate SLU' Field Missing	N/A	716
	Multiple Price Records With the Same Effectivity Dates Incorrectly Allowed	N/A	717
	Number Pad Icons Not Working on Hand-Held Device	N/A	717
	Quick Count Entries Not Saved	N/A	717
	Serving Period Change Causes System Error	14464	717
	Skip Selection Screen When Only One Price Record	N/A	718
	Time Card Adjustments Altered Clock-Out Status	14918	718
	Time Card Adjustment Does Not Prompt for Clocked Out Employee	N/A	718
	Touchscreen Buttons Unresponsive on Ultra Workstation	N/A	718
	Using Drill Down Icon on HHT Causes System Error	N/A	719
Mobile MICROS	Templates Do Not Display Items Marked as "Hold" or "Previous Round"	14813	719
Peripherals	Debug Error Registered When Scale in Motion	14780	720

Module	Feature	CR ID	Page
POS Configurator	Employee Cannot Access POS Configurator   Devices   User Workstations Form	14633	720
	Kitchen Themes Do Not Update Automatically on Newly Added Workstation	14383	721
	Partial Printer Configuration Incorrectly Saved	N/A	721
POS Operations	Australian GST Not Rounding Correctly	14718	721
	Auto-Start Level 'Front of House' Fails to Restart Win 32 Clients	N/A	722
	Backup Server Only Works When On Same Drive as Operating System	14982	722
	Check Info Lines Not Updating After Touch Void	N/A	722
	Check Read Detail Failure Attempting to Pick Up Check Owned by Another Workstation	15167	722
	Chinese Characters Not Handled Correctly	N/A	723
	Clearing Manager's Authorization of Previous Round Void Executes SIM Void Event	14767	723
	Clients Writing Too Much Info to 3700d Log	15041	723
	Condiment Masking By Employee Class Not Working	N/A	723
	Condiment Selection Not Exiting Properly With Direct Void	15035	724

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Discounts Not Posted Properly for Non-Taxable Menu Items	N/A	724
	Error Alarm Beeps Continuously When Control Panel Status Set to Database	14223	724
	Error Attempting to Move Credit Auth to Another Seat	13665	724
	Error Attempting to Tender Check With Seat Filtering and Voiding Credit Card Payment	15089	725
	Error Communicating with Credit Card Server	N/A	725
	Error Occurs When Loading POS Operations on Win 95 Clients	14602	725
	Error Occurs When Seat Filtering Check With a Large Number of Guests and Items	15090	725
	Final Tender to a Credit Card Causes POS Operations to Exit	N/A	726
	Font Does Not Display Correct European Characters in Check Detail	N/A	726
	Insert Condiment Causes Seat Handling to Fail	N/A	726
	Invalid Track 1 for Credit Cards	13913	727
	Mag Card Swipe Not Working on WS4	14466	727
	Menu Item SLUs Display Blanks When Mask Duplicate Items Selected	15001	727

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Operations (cont'd.)	Network Communications Failure with WS4	N/A	727
	Non-Standard Magnetic Cards Causes Errors	N/A	728
	No Open Check Found When Transferring Checks	N/A	728
	On-Demand Receipt Printing Not Functioning	N/A	728
	Peripherals Not Working When Client is Restarted	14354	728
	Pop-Up Employees Not Signed Out After a 'No-Sale'	N/A	729
	POS Maintenance Causes Workstation Lockup	N/A	729
	POS Operations Display Windows Clear Prematurely	14572	729
	POS Operations Does Not Return to Sign-In Screen	N/A	729
	POS Operations Failure When Printing Price on Order Chit	14357	730
	POS Splash Screen Not Displaying on Clients	14069	730
	Reloading Database From Control Panel Sets Restaurant to OFF	N/A	730
	Rounding Totals Incorrect When Set to Nearest .05	12900	730
	Salaried Employees Unable to Change Revenue Center	14359	730

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Security Login Redisplayed When Calling an External Program from OPS	14517	731
	Selecting a Course Menu Item Causes Other Items to be Selected	12162	731
	'Send Order and Stay' Function Not Posting Properly	14916	731
	Subtotal Discounts Applied Incorrectly to Large Totals	14978	731
	Table Pickup Displays All Open Checks	N/A	732
	Taxable Sales Incorrect When Multiple Tax Rates are Discounted	14641	732
	Touchscreen Default SLUs Not Generating	14809	732
	Touch Void Followed by a Direct Void of a Combo Meal Causes a Negative Balance	10131	732
	VAT Tax Option Not Saved at EM Corporate	13904	733
	Voiding a Discount With CM Enabled Results in Error	12128	733
	Voiding a Partial Tender Linked to a SIM Event Removes Wrong Items	N/A	733
	WS4 Unable to Access Previous Checks in SAR Mode	14250	734

Module	Feature	CR ID	Page
Printing	Background Voucher Printing Does Not Work	N/A	734
	Backup Printer Re-Direct Not Functioning Properly From CE Devices	N/A	734
	Backup Runner Chit Printer Not Functioning Properly	N/A	735
	Confidence Test on WS4 Fails on Output to IDN Printers	N/A	735
	Guest Check Printing Not Consolidating Menu Items	14458	735
	KDS Runner Chit Not Printing on Serial TM-T88	N/A	735
	KDS Runner Chit Prints Wrong Width	N/A	735
	Line-by-Line Printing of Customer Receipt Fails When KDS Uses DOM in Fire-on-Fly Mode	N/A	736
	Print Error Displays When Reloading System	N/A	736
	Print 'Total' on Credit Authorization Voucher	10018	737
	Serial Printers Incorrectly Wrapping Text	N/A	737
	Slip Printer Hangs When Printing Second Page	14655	737
Slow Performance When Running Multiple IDN Printers from a WS4	N/A	738	



Module	Feature	CR ID	Page
Printing (cont'd.)	WS4 Locks Up During Operations	N/A	738
	WS4 Not Printing to IDN Printers with ID Greater than 9	N/A	738
	WS4 Unable to Print Multiple Reports in Succession	N/A	738
Setup	ConnAdvisor Service Not Installed Properly	N/A	739
	DSM Unable to Send Jobs to Check-in Clients	N/A	739
	DSMInterface Cannot Handle 15-Character Computer Name	11200	739
	Remote Reboot of Multiple Clients Prevents Setup Completion	N/A	740
	Running Setup on NT Client Changes Date Format	N/A	740
	WS4 Cannot Handle IP Address With Leading Zeros in an Octet	N/A	740
	WS4 Compact Flash Warning	N/A	740
SIM	@PMSNumber Returns Incorrect Value	N/A	741
	Applied Discount Fails to Run SIM Event	14031	741
	Applied Tender Fails to Run SIM Event	14038	741
	Correcting a Discount Error Runs Wrong SIM Event	14015	741
	Correcting a Service Charge Error Runs Wrong SIM Event	14035	741
	Correcting a Tender Error Runs Wrong SIM Event	14039	742

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
SIM (cont'd.)	Direct Void of a Tender Runs Wrong SIM Event	14037	742
	Function 'Fopen' Does Not Truncate Overwritten Files	14048	742
	Function 'Fread' Does Not Remove Linefeed Character	N/A	742
	Function 'Fwrite' Missing Return	14047	742
	SIM Idle Events Continue to Run During Clock In/Out	15038	743
	SIM Variable Not Prorated With Partial Tenders for Negative Transactions	N/A	743
	svc_void_event Not Firing	14036	743
	Touch Void Discount Does Not Run SIM Event	14017	743
	Touch Void Menu Items Runs Wrong SIM Event	14014, 14019	743

**Revisions  
Detailed**

**Autosequences and Reports**

***40-Column Reports Only Printing First Line***

*CR ID #: 14667*

At sites where Crystal Reports is loaded on the RES Server and the version of Crystal is 9.2.2 or higher, 40-column reports will only print the first line of the report. The problem was caused by a change in the Crystal Reports File Export engine. Modifications were made to the 3700 printer driver to resolve the issue.

***Reports***

The table below describes the 3700 report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
Credit Card Batch Transfer Status  <i>CR ID #: 14191</i>	Template <sup>a</sup>	When running the Credit Card Batch Transfer Status Report ( <i>cc_002.rpt</i> ), the system returned headers only without supplying any data. This has been corrected.
Credit Card Batch Transfer Status  <i>CR ID #: 14188</i>	Template <sup>a</sup>	Before transferring a batch of credit card transactions, if the user opted to omit (hold back) any of the records, the transfer status report would print the omitted records once for every record in the batch. This problem has been corrected.

Report	Area Modified	Description
Daily System Menu Item Sales Detail Report  <i>CR ID #: 12242</i>	Template	Pro-rated subtotal discounts were not being posted correctly if the Daily System Menu Item Sales Detail Report ( <i>mi_s001.rpt</i> ) was run after the menu item was posted but before the discount had been applied. Running the report a second time (after the check was paid) failed to pick up the discount as well. This problem has been corrected.
Menu Item Listing Report  <i>CR ID #: N/A</i>	Template <sup>b</sup>	Previously, if the Menu Item Detail Report ( <i>menudef.rpt</i> ) was included in an autosequence or was selected through the AutoSequences and Report module, the system would print all menu items instead of providing a subset for the range specified. This problem has been corrected.  <b>NOTE:</b> The autosequence listing report is also affected by this issue. This report can no longer allow for ranges of autosequences to be printed.
Reports with Major, Family, or Menu Item Groups  <i>CR ID #: N/A</i>	Template <sup>c</sup>	Templates based on Major, Family, or Menu Item group selections consistently reported family group data, regardless of the group or subrange selected when run via an autosequence. This has been corrected.

Report	Area Modified	Description
System Time Period Detail <i>CR ID #: N/A</i>	Stored Procedure <sup>d</sup>	Previously, if an employee was clocked in across multiple business dates, the labor totals in the System Time Period Detail ( <i>tp_s101.rpt</i> ) would not balance with other labor reports. This problem has been corrected.

<sup>a</sup>Templates changed:

cc\_002.rpt

<sup>b</sup>Templates changed:

MenuDef.rpt

<sup>c</sup>Templates changed:

ConsFoodCost.rpt

fg\_rXXX.rpt

fg\_sXXX.rpt

menundef.rpt

menuitem\_waste\_mi.rpt

mi\_rXXX.rpt

mi\_sXXX.rpt

<sup>d</sup>File changed:

sp\_GetLaborSecsForCurrentBusinessDate

### ***Verbosity Too High When Report Run Via Autosequence***

*CR ID #: N/A*

When running an 80-column report via a scheduled autosequence, the print engine would log at full verbosity even when the verbosity level was set to 0. This problem has been corrected.

### ***WS4 Fails to Print Reports from Autosequences***

*CR ID #: N/A*

Previously, the system failed to produce a report when printing on a Workstation 4 using an autosequence key. The problem was due to an error in the autosequence driver. This has been corrected.

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## **CA/EDC**

### ***Batch Settlement Error***

*CR ID #: N/A*

Previously, if an error occurred during the batch settlement process, the system would restart rather than skip the failed batch and move on to the next one. This resulted in the duplication of some batch settlement records. The problem has been corrected.

### ***Credit Card Batch Settlement Hangs During Transfer***

*CR ID #: 14789*

During settlement, the Credit Card Batch Utility (creditcards.exe) would lock up while attempting to close the transaction after transferring all of the records. This problem has been corrected.

### ***Credit Card Drivers Not Registering Correctly***

*CR ID #: N/A*

When configuring credit card drivers, the system failed to create registry keys for all of the entries if there were multiple merchants defined for each. This problem has been corrected.

### ***Credit Card Server Logging Disproportionate to Verbosity Level Set***

*CR ID #: N/A*

The Credit Card Server was continuously writing to the error log, even when the verbosity level was set to 0. This problem has been corrected.

### ***NDC Driver Unable to Process Request for Information During Settlement***

*CR ID #: N/A*

During settlement, the NDC driver did not respond properly to a request for clarification from the credit card processor. The NDC driver improperly handled the NAK (negative response) message by transmitting data for the wrong batch record. In some cases, this caused the settlement process to crash. This problem has been corrected.

### ***VISA Driver Crashes System When An HTTP 404 Error is Received***

*CR ID #: 14705*

When using the HTTP communications method, the VISA driver would crash the credit card system if an Error 404 (Not Found) status was received. This has been corrected.

### ***VISA Driver Fails to Print Reference Number on Voucher***

*CR ID #: N/A*

After receiving a credit authorization, the system failed to print the 12-character reference number on the credit card voucher. This problem has been corrected.

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## **Database**

### ***Database Call Failed With Fatal Error Reported***

*CR ID #: N/A*

Occasionally, during normal operations, the system would prompt to enter SAR mode even though the system appeared to be functioning properly. If SAR mode was disabled, an "Unexpected Database Error" would display. A check of the log file indicated a database call had failed and recorded a fatal error. The problem was caused by a communications error in the ping utility, Connection Advisor. This has been corrected.

### ***Error Received When Setting Up Extech IrDA Printer After System Upgrade***

*CR ID #: 15044*

When upgrading from a RES 3.1 database to RES 3.2 (hot fix 2), POS Configurator would display a Primary Constraint Violation Error when trying to set up an IrDA Extech S3500THS printer. The problem was related to a scripting error in the database conversion process which has been corrected. Upgrades from RES 3.1 to RES 3.2, general release version, were not affected.

### ***Running Stored Procedure to Clock Out/In All Employees Changes Break Status***

*CR ID #: 14827*

Previously, if stored procedure 108, Clock In/Out All Employees, was run when employees were on a scheduled break, those employees were incorrectly clocked back in. This has been corrected.

### ***Slow Performance When Updating Database***

*CR ID #: N/A*

Occasionally, after making changes through POS Configurator and then reloading the SQL Database through the Control Panel, DSM would monopolize CPU time which, in turn, caused the system to error out. This has been corrected.

### ***Time Card Detail Not Purging Records With Status "R"***

*CR ID #: 15314*

When running the Purge History stored procedure, the system failed to remove time card detail that contained a status "R," indicating that the employee had switched revenue centers between checks. This problem has been corrected.



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## Manager Procedures

### *Access Given to Restricted Menu Items*

*CR ID #: 15150*

Previously, managers were able to modify prices and other attributes on menu items even though the **No access from Mgr. Procedures** option (*POS Configurator | Menu Items | Definitions | Options*) had been enabled. This problem has been corrected.

### *Access Violation Occurs When Running Under Non-Admin NT User Account*

*CR ID #: N/A*

Previously, if a user without administrative privileges ran a procedure from POS Operations while logged onto a RES server running Windows NT (4.0 or Win 2000), any subsequent attempt to run Manager Procedures from the Windows Start menu would trigger an access violation. This problem has been corrected.

**Note:** This problem only affects the Win32 platform (not WS4 or Handhelds).

### *Add Employee Wizard is Incorrectly Prompting for Job*

*CR ID #: N/A*

When adding a new employee through Managers Procedure, the **Add Employee Wizard** would require the user to select a Job even though the clock-in and clock-out functions were not enabled at that site — that is., the option **Enable Time Clock Schedule** (*POS Configurator | Employees | Time and Attendance | Time Clock Schedule*) had been disabled. This problem has been corrected.

### ***Allows Clock-In Adjustments Ahead of Current Time***

*CR ID #: 14988*

When making a time card adjustment on a clocked-in employee, the system would allow the user to reset the clock-in time to a point in the future. As a result, labor reports were reporting costs as negative values. This problem has been corrected.

### ***Application Not Posting to 3700d Log***

*CR ID #: N/A*

In RES version 3.2, changes made via Manager Procedures were not being posted to the 3700d log. This has been corrected. Also, to assist in troubleshooting errors, the system will now identify the exact page where each entry is made.

### ***Authorizations Not Accepted Properly***

*CR ID #: N/A*

Previously, when an employee signed into POS Operations and attempted to perform a procedure for which he or she was not privileged, the system correctly displayed an authorization dialog box. Any attempt to then enter the Authorization ID of a privileged employee would result in an error message stating "Invalid ID." This problem has been corrected.

**Note:** In the scenario above, the original ID used to sign into POS Operations was the employee ID. When the Authorization dialog box appears, it will be asking for their PC Application ID.

### ***Changing Prices on Menu Item Assignment Form Causes Internet Explorer Script Error***

*CR ID #: N/A*

Attempts to change menu item prices through the *Menu Item Assignment* form would cause the system to display an Internet Explorer script error when run on the Ultra workstation. The problem was caused by a programming error with the number pad keys. This has been corrected on all forms that contain a number pad.

### ***Changing Serving Periods on an HHT Causes System Error***

*CR ID #: N/A*

When changing the serving period on a hand-held device, the following error message would display regardless of whether the revenue center had serving periods enabled: *A System error has occurred Please close and restart the application.* This has been corrected.

### ***Editing Time Card Causes Overtime Miscalculation***

*CR ID #: N/A*

When editing time cards through Manager Procedures, the system was not correcting the record sequence number if a date change placed them before previous time card entry.

For example, suppose there were three time card records, dated the 9th, 11th, and 12th. If the manager edited the date of the third record from the 12th to the 10th, the third record would be moved to second place in the time card detail table, but the sequence number (as shown below) would not be updated.

```
tm_card_seq = 1 clk_in_date_tm = 09-09-2003 12:00 clk_out_date_tm = 09-09-2003 16:00  
tm_card_seq = 3 clk_in_date_tm = 09-10-2003 12:00 clk_out_date_tm = 09-10-2003 16:00  
tm_card_seq = 2 clk_in_date_tm = 09-11-2003 12:00 clk_out_date_tm = 09-11-2003 16:00
```

Failure to update the sequence was causing problems with overtime calculations and was contrary to the method used for payroll preprocessing. This has been corrected.

### ***Employee ID Not Displaying on HHT***

*CR ID #: N/A*

Previously, the current employee ID was not being displayed when accessed through Manager Procedures on a hand-held device. In addition, the browser on a hand-held device did not recognize employees who had signed on by swiping their employee card. Both problems have been corrected.

### ***Employee Sign-In Error if Assigned Job Has No Overriding Employee Class***

*CR ID #: 14643*

Previously, when an employee assigned to a job not linked to an **Overriding Employee Class** (*POS Configurator | Employees | Jobs | General*) attempted to sign-in through Manager's Procedures, the process would fail and a security error would be posted. This problem has been corrected.

### ***Error When Changing Business Date on HHT***

*CR ID #: N/A*

Previous attempts to change the business date on a hand-held device failed if the system was configured to use the European date format. This has been corrected.

### ***Incremented Employee Shifts are Not Easily Identified***

*CR ID #: N/A*

When incrementing an employee shift via procedures accessed through a command line switch (procedures /7 or procedures /8), for example through POS Operations, the system provided no obvious visual cue (other than changing the shift number) to let the user know when a change had been made. To avoid confusion, the system was modified to display a message, in red, indicating the name and shift number of the last employee record changed.

### ***Menu Item 'Alternate SLU' Field Missing***

*CR ID #: N/A*

When adding the **Alternate SLU** option (*POS Configurator | Sales | Menu Items | Definition | General*) in the previous release, a similar field was inadvertently omitted from the *Menu Item Assignment* form and the *Add Menu Item Wizard* in Manager Procedures. This oversight has been corrected.

### ***Multiple Price Records With the Same Effectivity Dates Incorrectly Allowed***

*CR ID #: N/A*

Previously, in manager procedures you could set multiple price records to have the same Effective From dates. We have now updated manager procedures to follow the same rules as POS configurator. Multiple price records with the same Effective From dates are no longer allowed.

### ***Number Pad Icons Not Working on Hand-Held Device***

*CR ID #: N/A*

When updating an employee ID through Manager Procedures on a Mobile MICROS hand-held device, the touchscreen numeric keyboard failed to respond to data entries. However, since the hand-held device included an electronic keypad, the touchscreen icons were unnecessary and were removed from the display.

### ***Quick Count Entries Not Saved***

*CR ID #: N/A*

Changes made to the *Quick Count* form were not being saved if the **European date format** (*POS Configurator | System | Restaurant | Options*) was enabled. The problem was due to an error in the way the system interpreted and passed the formatted date string. It has been corrected.

### ***Serving Period Change Causes System Error***

*CR ID #: 14464*

Attempts to select and change the serving period through Manager Procedures was causing the system to hang. The problem was caused by a faulty application of permissions with regard to changing serving periods outside the user's revenue center. This problem has been corrected.

### ***Skip Selection Screen When Only One Price Record***

*CR ID #: N/A*

To improve useability, the system will skip the 'Select a Price Record' screen if there is only one price record associated with the selected menu item. The system will simply default to the 'Set Price for ---' screen.

The screen is only skipped when entering procedures through the Start Menu on the Server or on a Win32 Client. Accessing menu item prices through OPS will not skip the screen.

### ***Time Card Adjustments Altered Clock-Out Status***

*CR ID #: 14918*

When editing the latest time card entry for a clocked-out employee, the manager was able to clear the clock-out date without resetting the employee's status to clocked-in. In effect, this created an open time card record while allowing the employee to clock-in a second time through POS Operations. To correct the problem, the **Clear** button was removed from the *Edit Time Card* form.

### ***Time Card Adjustment Does Not Prompt for Clocked-In Employees***

*CR ID #: N/A*

When making a time card adjustment on a hand-held device, the system failed to display the appropriate prompt when a clocked-in employee was selected (i.e., "Employee currently clocked in, do you want to clock out?). This has been corrected.

### ***Touchscreen Buttons Unresponsive on Ultra Workstation***

*CR ID #: N/A*

Touchscreen buttons on several of the Manager Procedures forms (notably the *Edit Employee ID* form) would not register consistently, but required several touches before they would respond. The problem occurred on the Ultra workstation and was linked to a specific button type. This has been corrected.

### ***Using Drill Down Icon on HHT Causes System Error***

*CR ID #: N/A*

Previously, if a user attempted to change an employee assignment via Manager Procedures on a HHT device, a system error would be generated when the drill down icon next to the Employee Class, Cashier or Revenue Center fields was selected. Instead of moving to the next screen, the application would simply reload the current form. This problem has been corrected.

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## **Mobile MICROS**

### ***Templates Do Not Indicate Items Marked as “Hold” or “Previous Round”***

*CR ID #: 14813*

Previously, hand-held devices were unable to display the annotation of items marked as either “held” or “previous round.” This was due to the font size used in the check detail area of the display screens, which was too large to accommodate all of the information in the available space.

To solve the problem, three new templates were added to the **Touchscreen templates** drop-down list (*POS Configurator | Devices | Touchscreens*) for use with hand-held devices:

- ◆ 417 HH Info Pad3
- ◆ 418 HH Large Detail2
- ◆ 419 HHSmall Detail3

These templates are duplicates of existing templates, except that they use a smaller font size in the check detail area. This provides enough room for the missing notations to be displayed on the screen.

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## Peripherals

### ***Debug Error Registered When Scale in Motion***

*CR ID #: 14780*

When using a weight scale with an NT or Win2K client, attempts to ring up an item while the scale was in motion resulted in a debug error. Pressing the **Retry** button would then display the *Scale in motion* error. However, if the error was in POS Operations, it could not be reached without a keyboard or mouse. In this case a reboot is required. This problem has been corrected.

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## POS Configurator

### ***Effectivity Date/Time Entries Incorrectly Allowing Seconds***

*CR ID #: N/A*

Previously, when assigning effectivity dates to menu items (POS Configurator | Menu Items Prices), users were able to bypass the date/time pop-up window and enter time values in seconds and milliseconds. If a row was inserted and the effectivity dates were blank, the system would default to the current datetime, which also posted time to the millisecond. This is incorrect and could, under certain circumstances, interfering with system pricing. To resolve the issue, the system will now truncate all time entries to the minute, regardless of how they are entered.

### ***Employee Cannot Access POS Configurator | Devices | Workstations Form***

*CR ID #: 14633*

Users were unable to access the *POS Configurator | Devices | User Workstations* form, regardless of the privilege level assigned to them through their employee class. This problem has been corrected.



### ***Kitchen Themes Do Not Update Automatically on Newly Added Workstation***

*CR ID #: 14383*

After adding a new workstation to a site with existing kitchen themes, users were unable to switch to an alternate kitchen theme without manually reloading the KDS Controller from the Control Panel. This problem has been corrected.

### ***Partial Printer Configuration Incorrectly Saved***

*CR ID #: N/A*

When adding a new print device record to the *POS Configurator | Devices | Devices*, the system failed to prompt for required fields on the *Printer Definition* (i.e., **Printer Type, Printer Interface Type**) and *Printer Interface* (i.e., **IDN ID, Com Port**) forms when the record was saved. This has been corrected.

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## **POS Operations**

### ***Australian GST Not Rounding Correctly***

*CR ID #: 14718*

When using the Australian GST, decimal place values were consistently rounding *downward* to the nearest 0.05 instead of rounding *up or down* as required. For example, values ending in 0.01 or 0.02, should have been rounded down to 0.00, while values ending in 0.03 and 0.04 should be rounded up to 0.05. This problem has been corrected.

### ***Autostart Level 'Front of House' Fails to Restart Win 32 Clients***

*CR ID #: N/A*

Occasionally, when the restaurant was programmed for autostart level 3, **Front of House** (*POS Configurator | System | Restaurant | Descriptions*), restarting the system would launch POS Operations on the server and the WS4 clients, but would fail to start POS Operations on any of the Win 32 clients (95, NT, 2K). This problem has been corrected.

### ***Backup Server Only Works When On Same Drive as Operating System***

*CR ID #: 14982*

The backup server failed to create the synchronization directory required to replay transactions when not installed on the same drive as the operating system. This problem has been corrected.

### ***Check Info Lines Not Updating After Touch Void***

*CR ID #: N/A*

When using touch-void to cancel a partial tender, the system failed to reset certain database flags. This was preventing the check info lines from updating on subsequent checks. The problem was caused by a scripting error which has been corrected.

### ***Check Read Detail Failure Attempting to Pick Up Check Owned by Another Workstation***

*CR ID #: 15167*

Previously, if a check was opened on one workstation, then edited and service totaled on another workstation, any attempt to pick the check back up on either workstation would result in the error message "Check Open Read Failure." This problem has been corrected.

### ***Chinese Characters Not Handled Correctly***

*CR ID #: N/A*

Previous attempts to display or log entries using Chinese double-byte characters resulted in garbled or incorrectly rendered text. The problem was due to a coding error in the handling of multibyte strings. This has been corrected.

### ***Clearing Manager's Authorization of Previous Round Void Executes SIM Void Event***

*CR ID #: 14767*

After clearing a manager's authorization of a previous round void, POS Operations would execute the SIM void event even though a void did not take place. This problem has been corrected.

### ***Clients Writing Too Much Info to 3700d Log***

*CR ID #: 15041*

In previous versions, workstations were logging extra messages to the 3700d.log file. This additional logging was causing the log files to grow. This has been corrected.

### ***Condiment Masking by Employee Class Not Working***

*CR ID #: N/A*

During POS Operations, the system failed to mask condiment groups by employee class even though the correct options were selected in POS Configurator (*Sales | Condiments | Condiment Groups | Required Condiment Masking | Employee Classes*). This problem has been corrected.

***Condiment Selection Not Exiting Properly with Direct Void***

*CR ID #: 15035*

After ringing a condiment with the Condiment Min/Max feature enabled and attempting to perform a direct void on the menu item, the “Cannot Exit Condiment Group, 1 Condiment(s) Required” message was displaying. POS Operations was still requiring the minimum number of condiments even though the menu item had been voided. This has been corrected.

***Discounts Not Posted Properly for Non-Taxable Menu Items***

*CR ID #: N/A*

When applying discounts (both item and subtotal) to non-taxable menu items, POS Operations would calculate and display the discount correctly, but failed to post the adjusted price to the database. This was reflected in the Non-Taxable column of the Daily System Tax Totals (*TAX\_S001.rpt*), which reported those sales at non-discounted prices. This problem has been corrected.

***Error Alarm Beeps Continuously When Control Panel Status Set to Database***

*CR ID #: 14223*

Previously, if the Control Panel status was set to database or higher, the system would sound a continuous error alarm. The problem was a system default setting that automatically beeped when there were inactive or disconnected printer devices. This has been corrected.

***Error Attempting to Move Credit Auth to Another Seat***

*CR ID #: 13665*

Previously, an “Unhandled Exception” error would occur in POS Operations when attempting to move a credit authorization onto another seat using the Edit Seat function. This has been corrected.

### ***Error Attempting to Tender Check With Seat Filtering and Voiding Credit Card Payment***

*CR ID #: 15089*

When using seat filtering, if credit card payment is posted and then voided, any subsequent attempt to tender the check will cause the system to error. This has been corrected.

### ***Error Communicating With Credit Card Server***

*CR ID #: N/A*

When attempting to run credit card transactions, the system would occasionally return an error message indicating it could not communicate with the credit card server. The problem was attributed to confusion in identifying which authorization threads belonged to which clients, especially after the server had been shut down and restarted. This has been corrected.

### ***Error Occurs When Loading POS Operations on Win 95 Client***

*CR ID #: 14602*

After rebooting on a customer's system, a database error occurred while loading the menu item base definitions on a Win 95 Client. The internal error occurred when the size of the database file exceeded one MB. This problem has been corrected.

### ***Error Occurs When Seat Filtering Check With a Large Number of Guests and Items***

*CR ID #: 15090*

After ringing a check with 10 or more guests, a check read detail error would occur if seat filtering was active while menu items were moved or when the check was closed to cash. This has been corrected.

### ***Final Tender to a Credit Card Causes POS Operations to Exit***

*CR ID #: N/A*

Attempts to finalize a credit card tender would cause the system to crash when the option **Confirm Customer Signature** (*POS Configurator | Revenue Center | RVC Credit Cards | General*) was enabled. This problem has been corrected.

### ***Font Does Not Display Correct European Characters in Check Detail***

*CR ID #: N/A*

The OPS08x10.ttf font has been updated to completely conform to the Windows Latin 1 (Ansi) codepage (1252) (without the new Euro symbol). Previously, the arrangement of the character set would cause the wrong European characters to display in the check detail area of the screen.

**Note:** Some drawing characters that were in the old font have been removed as they are not part of the 1252 codepage. Depending on demand, these characters may be added back in a future version of the font at the proper Unicode character positions.

### ***Insert Condiment Causes Seat Handling to Fail***

*CR ID #: N/A*

When using the insert condiment feature, the system failed to turn off Insert mode after the condiment was entered and before the next menu item was rung. If the next item was a condiment, the condiment would not be linked to the parent item and could become orphaned when sorting by seats. This was particularly problematic when using the edit seat feature, which assumes that all items on a seat will be in the correct order. This, in turn, places the check in a state where it can no longer be picked up by POS Operations after a service total. This problem has been corrected.

### ***Invalid Track 1 for Credit Cards***

*CR ID #: N/A*

Due to increased variability in the format used to write expiration dates on Track 1 and Track 2 of some credit cards, verification by comparison is not considered reliably useful. Programming code that tries to verify expiration dates by comparing Track 1 and Track 2 data has been removed. In the future, only the Account Numbers will be compared and verified.

### ***Mag Card Swipe Not Working on WS4***

*CR ID #: 14466*

On a WS4, attempts to authorize certain transactions (e.g., transaction cancel or cash drawer assignment) by swiping a mag card were ignored by the system. (Authorization was accepted if manually entered, however.) This problem has been corrected.

### ***Menu Item SLUs Display Blanks When Mask Duplicate Items Selected***

*CR ID #: 15001*

Menu Item SLUs would display blank placeholders for duplicate items when the **Mask Duplicate Items** option (*POS Configurator | Devices | Touchscreens | Styles*) was enabled. This was pushing other non-duplicate items off the screen, and could require the user to page down to see the first item. This problem has been corrected.

### ***Network Communications Failure with WS4***

*CR ID #: N/A*

Attempts to print to local or remote order devices attached to a WS4 device would fail if the system was in backup server mode (BSM). The problem was caused by a failure in the MDSHTTP service on the WS4. This has been corrected.

### ***Non-Standard Magnetic Cards Causes Errors***

*CR ID #: N/A*

When using non-standard magnetic cards, the system had difficulty interpreting data because of the choice of field separators used by those cards. This confusion could cause corruption of the stack. This problem has been corrected.

### ***No Open Checks Found When Transferring Checks***

*CR ID #: N/A*

When adding a check to another check using the Transfer SLU button, the system would display an error message indicating that "No Open Checks Found." This problem has been corrected.

### ***On-Demand Receipt Printing Not Functioning***

*CR ID #: N/A*

After tendering a check, the system would pause briefly and display the message "Ready for your next entry" before changing to "Sign in, enter your ID." This is incorrect. The proper response was to wait for the on-demand button to be selected and then print the receipt. This problem has been corrected.

### ***Peripherals Not Working When Client is Restarted***

*CR ID #: 14354*

When a client workstation was shut down then restarted while the system was at front of house, POS Operations would start before the PCWS API driver had started or fully initialized itself. This, in turn, prevented the peripherals from working. This problem has been corrected.



### ***Pop-Up Employees Not Signed Out After a 'No-Sale'***

*CR ID #: N/A*

Previously, if a pop-up employee was signed in and pressed a no-sale key, the system would execute the command (i.e., open the cash drawer) and then wait for the employee to press another key before continuing. This was by design for regular employees, but confusing to pop-up employees who expected to be automatically signed-out and returned to the revenue center's Sign-In Screen. To resolve the problem, pop-up users will now be prompted to press a **Clear** button after a **No-Sale** to complete the transaction.

### ***POS Maintenance Causes Workstation Lockup***

*CR ID #: N/A*

While POS Operations was performing maintenance on a workstation, an error in the maintenance routine was causing an endless loop that tied up the workstation CPU and significantly impaired the system's response time for other operations. This problem has been corrected.

### ***POS Operations Display Windows Clear Prematurely***

*CR ID #: 14572*

When using the touchscreen "1 Classic Style" template at 800x600 resolution for POS Operations, the SIM selection window was clearing instantly, as if it had not been generated at all. The error was attributed to a missing parameter in the *OpsDisplaySys.cfg* file, which has now been corrected.

### ***POS Operations Does Not Return to Sign-In Screen***

*CR ID #: N/A*

Previously, POS Operations failed to detect when an employee was signed out automatically and therefore was not returning to the default sign-in screen once the predefined auto sign-out time has elapsed. This problem has been corrected.

### ***POS Operations Failure When Printing Price on Order Chit***

*CR ID #: 14357*

After sending an order, POS Operations would fail if the order included a menu item configured to **Print price on order chit** (*Sales | Menu Item Classes | Print/Display*). This problem has been corrected.

### ***POS Splash Screen Not Displaying on Clients***

*CR ID #: 14069*

Previously, when running the POS Control Panel, the splash screen was slow to respond or did not display at all on the clients. The problem was caused by excessive CPU usage by the preview order file. This has been corrected.

### ***Reloading Database from Control Panel Sets Restaurant to 'OFF'***

*CR ID #: N/A*

After affecting a change through POS Configurator, if the database was reloaded through the Control Panel, the system would ignore the current operational state and set the system to OFF. This problem has been corrected.

### ***Rounding Totals Incorrect When Set to Nearest .05***

*CR ID E: 12900*

The Totals Due amount on a guest check was not rounding to the nearest .05 even though the option **Enable totals due rounding** was active (*POS Configurator | Revenue Center | RVC Posting | Options*). The problem was traced to a conflict with the option **Round GST totals up** (*POS Configurator | Revenue Center | RVC Posting | Options*). This has been corrected.

### ***Salaried Employees Unable to Change Revenue Center***

*CR ID #: 14359*

Previously, a salaried employee who was not required to clock in/out was not being allowed to change revenue centers. This has been corrected.

***Security Login Redisplayed When Calling an External Program From POS Operations***

*CR ID #: 14518*

When calling an external program from POS Operations (e.g., through the *Autosequence and Reports* module), the security dialog was being redisplayed even though a privileged employee was already signed in. This problem has been corrected.

***Selecting a Course Menu Item Causes Other Items to be Selected***

*CR ID #: 12162*

Previously, when attempting to highlight a course item on a check, other (non-course) menu items on the check were also being highlighted. If you attempted to void the course item, the other menu items that were highlighted were also voided. This has been corrected.

***'Send Order and Stay' Function Not Posting Properly***

*CR ID #: 14916*

When ringing menu items linked to multiple tax rates (e.g., both inclusive and add-on taxes), use of the 'Send Order and Stay' function would invoke the wrong order type and cause the system to overstate net sales by the amount of the inclusive tax. As a result, incorrect totals were posted in the sales detail reports. This problem has been corrected.

***Subtotal Discounts Applied Incorrectly to Large Totals***

*CR ID #: 14978*

When applying a subtotal discount to checks that total six non-decimal digits or greater ( $\geq 100,000.00$ ), the system was calculating an incorrect amount. This has been corrected.

### ***Table Pickup Displays All Open Checks***

*CR ID #: N/A*

When using the table objects function to pick up a check after it has been split and service totaled, the system would display all open checks currently in the system instead of just the checks for the selected table. This problem has been corrected.

### ***Taxable Sales Incorrect When Multiple Tax Rates Discounted***

*CR ID #: 14641*

Taxable sales were being calculated incorrectly when menu items linked to different tax classes were on the same transaction, and a discount (affecting multiple tax rates) was applied. This has been corrected.

### ***Touchscreen Default SLUs Not Generating***

*CR ID #14809*

After selecting a touchscreen that included a default SLU option, the system would display all of the screen's hard-coded buttons, but failed to generate the SLU'd items. This has been corrected.

### ***Touch Void Followed by a Direct Void of a Combo Meal Causes Negative Balance***

*CR ID #: 10131*

If two combo meals were entered, and the second was "touch voided," then using "void-void" to delete the last item of the first combo meal resulted in a negative check balance. The problem was caused when previously voided entries were incorrectly removed from the check detail, which created an imbalance in the check amount. This has been corrected.

### ***VAT Tax Option Not Saved at EM Corporate***

*CR ID #: 13904*

When configuring an EM Corporate database, the system failed to retain the correct **VAT Tax Method** if the option selected was either **VAT by the round** or **VAT by the item** (*POS Configurator | System | Restaurant | Options*). The database would record the change and send the correct data to the stores. However, once the *Restaurant* form was reopened, the option would revert to the default setting **Post taxable totals only**. This problem has been corrected.

### ***Voiding a Discount With Cash Management Enabled Results in Error***

*CR ID #: 12128*

Attempts to void a discount on a guest check when Cash Management was enabled resulted in a OPS error when the check was tendered. The problem was due to an error in the stored procedure *sp\_InsertDsvcDtlEx*, which was passing an incorrect Till ID. This has been corrected.

### ***Voiding a Partial Tender Linked to a SIM Event Removes Wrong Items***

*CR ID #: N/A*

Previously, if a partial tender was applied to a check using a SIM event (e.g., a senior discount, promotional coupon, etc.) and other items were then rung up (menu items, service charges, discounts, etc.), any attempt to void the partial tender would remove it and all items added afterwards. This problem has been corrected.

### ***WS4 Unable to Access Previous Checks in SAR Mode***

*CR ID #: 14250*

Previously, if a WS4 lost connection to the server and shifted to stand-alone resiliency (SAR) mode, the user was unable to access any of the previously rung checks. However, once the network connection was re-established, all checks (including those rung during SAR mode) were again available to the WS4.

The lack of access to previous checks was caused during OPS startup, when the system failed to check for SAR mode before deleting current check files. This problem has been corrected.

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## **Printing**

### ***Background Voucher Printing Does Not Work***

*CR ID #: N/A*

The system failed to automatically print a guest voucher after credit authorization even though the revenue center had been properly configured for background voucher printing. This problem has been corrected.

### ***Backup Printer Re-Direct Not Functioning Properly From CE Devices***

*CR ID #: N/A*

When printing from a CE client (either HHT or WS4), if the primary printer failed, the system would display an error message indicating that the output was being directed to the backup printer. At that point, the backup printer would fail and no further error messages would be displayed. The problem was caused by an error in the print manager, which has been corrected.

### ***Backup Runner Chit Printer Not Functioning Properly***

*CR ID #: N/A*

Previously, if the primary runner chit printer was down when an order was bumped from a KDS display, the system failed to forward it to the designated backup runner chit printer. The problem was caused by an error in the KDS print manager. This has been corrected.

### ***Confidence Test on WS4 Fails on Output to IDN Printers***

*CR ID #: N/A*

The WS4 Confidence Test consistently generated the error “No Response from Printer” when connected to IDN printers with an ID greater than 9, regardless of the function selected (i.e., Test Print, Red/Black, Printer Version, etc.). The problem was caused by a formatting error in the way Confidence Test forwarded the printer ID. This has been corrected.

### ***Guest Check Printing Not Consolidating Menu Items***

*CR ID #: 12318*

While upgrading from RES Version 2.6 to 3.0, an error was introduced that prevented menu items from consolidating when printing receipts. The problem typically occurred in a fast transaction environment where the check was not service totaled before tendering. This has been corrected.

### ***KDS Runner Chit Not Printing on Serial TM-T88***

*CR ID #: N/A*

Previously, the system failed to print a runner chit if the primary or backup chit printer device was a serial TM-T88. The problem was a configuration issue, which has been corrected.

### ***KDS Runner Chit Prints Wrong Width***

*CR ID #: N/A*

When printing a runner chit to a 40-column thermal printer, the system reduces the check width to 32-column, which causes the lines to wrap. The problem was linked to a configuration issue, which has been corrected.

### ***Line-by-Line Printing of Customer Receipt Fails When KDS Uses DOM in Fire-on-Fly Mode***

*CR ID #: N/A*

POS Operations would lock up during order entry if the server was a member of an employee class configured for line-by-line printing of customer receipts. The problem occurred only when KDS with dynamic order mode (DOM) was enabled (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*) and when the DOM type was set to either 'Fire on the Fly' or 'Fire on Next.' This has been corrected.

### ***Print Error Displays When Reloading System***

*CR ID #: N/A*

Periodically, when ringing checks, the system will display an error message indicating that the device printer is not installed. This happens even when the printer had been operating normally and does not prevent the user from entering checks once the error message is cleared.

The problem arises whenever the system is reloading. Typically, this is something the user has initiated — either by altering a printer definition or by reloading the SQL Database Server from Control Panel. Any change or reload causes the printer definitions to be temporarily removed and then restored. If a print request occurs at that moment, the system is temporarily unable to locate the printer and, therefore, displays the error message.

Changes have been made to minimize the window, but users should be advised that it can still occur.



### ***Print 'Total' on Credit Authorization Voucher***

*CR ID #: 10018*

Traditionally, when paying by credit card, customers were presented with a credit authorization voucher that listed a subtotal and cashback amount (if applicable), and provided space for them to enter a tip, a total, and a signature.

In this release, the voucher format was modified to accommodate Auth 'n Pay transactions where the charged tip and the cashback amounts are both zero. Since no additional monies will be added to the check, the subtotal text is replaced by a printed *Total*.

### ***Serial Printers Incorrectly Wrapping Text***

*CR ID #: N/A*

Previously, when a TMU200 or U300 serial printer was configured as an order device printer and connected to a WS4, orders would print with the text wrapped around to the next line and extra spaces in between items. The problem was caused by the addition of an extra space character at the beginning of a line when using either of these serial printers. This has been corrected.

### ***Slip Printer Hangs When Printing Second Page***

*CR ID #: 14655*

When printing a check with multiple pages to a slip printer, the system would print the first page, eject the slip, and then immediately send the order to the order devices without printing the rest of the check. Check detail was not being saved because the entire check never printed. In addition, the interruption in process was causing POS Operations to hang. This problem has been corrected.

### ***Slow Performance When Running Multiple IDN Printers from a WS4***

*CR ID #: N/A*

System performance was slow when running multiple ID printers from a single WS4 workstation. The problem occurred as each device competed for use of the shared COM port. When a printer was using the COM port, it would lock it to prevent access by other IDN printers, which then paused until the COM port was unlocked. If too many print jobs were sent during this time, error messages could display with incorrect information. For example, you may have received an error message indicating a paper jam, though no actual jam had occurred. These issues have been corrected.

### ***WS4 Locks Up During Operations***

*CR ID #: N/A*

Workstation 4 devices would occasionally lock up during operations. The problem was due to memory leaks caused by the print controller after each print job. This has been corrected.

### ***WS4 Not Printing to IDN Printers with ID Greater than 9***

*CR ID #: N/A*

Previously, WS4 was unable to print to IDN printers with an ID greater than 9. The problem was caused by incorrect formatting in the IDN message header for device IDs 10 through 15. This has been corrected.

### ***WS4 Unable to Print Multiple Reports in Succession***

*CR ID #: N/A*

When printing multiple reports from a Workstation 4 (WS4), IDN Express and Thermal printers failed to properly handle second, third, and/or subsequent reports. The problems ranged from incomplete results to a complete failure to respond. The autocut feature was also inconsistent. Modifications were made in the IDN print driver (pcprint.dll) to correct the problems.

## Setup

### ***ConnAdvisor Service Not Installed Properly***

*CR ID #: N/A*

Occasionally, when running RES setup from a server with RAID, the system failed to install the ConnAdvisor service to the Win 2K clients. This problem has been corrected.

### ***DSM Unable to Send Jobs to Checked-In Clients***

*CR ID #: N/A*

In certain scenarios, DSM was not sending a client its configuration updates because the client was marked as disconnected. This caused the client's configuration information to be out-of-date until the SQL Database Server was reloaded in Control Panel or the client was rebooted.

The problem occurred because DSM was incorrectly marking clients as disconnected when it attempted (and failed) to send jobs to them before the server had created an MDSHosts.XML file. These jobs are always sent to the client when it checks-in to the server.

The problem has been corrected.

### ***DSMInterface Cannot Handle 15-Character Computer Name***

*CR ID #: 11200*

Previously, the DSMInterface.dll was unable to read the servername from the registry if the name was 15 characters long. Although the maximum length allocated for the servername was 15 characters, the system actually requires 16 characters to read it (15 for the servername + 1 for a terminating NULL character). This has been corrected.

### ***Remote Reboot of Multiple Clients Prevents Setup Completion***

*CR ID #: N/A*

Previously, after running setup, the server would remotely reboot all clients simultaneously. In a system with a large number of hard-drive clients, that many simultaneous connections to netsetup could prevent some of the them from completing properly. This problem has been corrected. Now, the system will reboot all CE clients first and then reboot each hard-drive client with a 30-second gap between each of them.

### ***Running Setup on NT Client Changes Date Format***

*CR ID #: N/A*

After running Setup on an NT client, the date format was changed from the user's preferred configuration to the default American format of **mm\dd\yyyy**. This created problems for countries outside the United States. It has been corrected.

### ***WS4 Cannot Handle IP Addresses With Leading Zeros in an Octet***

*CR ID #: N/A*

When configuring IP addresses on the server, clients, or especially in Pos Configurator, be advised that the use of leading zeros in an IP address is not supported by TCP/IP. Any number beginning with a zero will be interpreted as an octal number, as opposed to a decimal number. This will lead to networking errors.

### ***WS4 Compact Flash Warning***

*CR ID #: N/A*

Users should be advised that powering off either the WS4 or the Server during an upgrade to a new version of RES can cause the WS4's compact flash to become corrupt. This can also occur if you pull the power cord out of the WS4 while it is writing to the compact flash.

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## SIM

### ***@PMSNumber Returns Incorrect Value***

*CR ID #: N/A*

When running @PMSNumber, the system returned invalid data instead of the appropriate object number. This has been corrected.

### ***Applied Discount Fails to Run SIM Event***

*CR ID #: 14031*

When ringing a check and applying a discount, the system fails to run the appropriate SIM event. This has been corrected.

### ***Applied Tender Fails to Run SIM Event***

*CR ID #: 14038*

When ringing a check and applying a tender, the system fails to run the appropriate SIM event. This has been corrected.

### ***Correcting a Discount Error Runs Wrong SIM Event***

*CR ID #: 14015*

When performing an error correction (Void-Void) on a discount, the system was using the wrong SIM Event. Instead of running *dsc\_error\_correct*, POS Operations would run *mi\_error\_correct\_items*. This has been corrected.

### ***Correcting a Service Charge Error Runs Wrong SIM Event***

*CR ID #: 14035*

When performing an error correction (Void-Void) of a service charge, the system would run the wrong SIM event (i.e., *mi\_error\_correct\_items* instead of *svc\_error\_correct*) This has been corrected.

### ***Correcting a Tender Error Runs Wrong SIM Event***

*CR ID #: 14039*

When performing an error correction (Void-Void) of a service charge, the system would run the wrong SIM event (i.e., *mi\_error\_correct\_items* instead of *tdr\_error\_correct*) This has been corrected.

### ***Direct Void of a Tender Runs Wrong SIM Event***

*CR ID #: 14037*

When voiding a tender from a check, the system would run the wrong SIM event (i.e., running *tndr\_error\_correct\_items* instead of *tndr\_void*). This has been corrected.

### ***Function 'Fopen' Does Not Truncate Overwritten Files***

*CR ID #: 14048*

When overwriting a previous file using the SIM function **Fopen**, the system failed to remove extraneous data and simply replaced characters on a one-for-one basis. For example, if the existing file contained 20 characters and the replacement file contained 10 characters, only the first 10 characters would be overwritten. This problem has been corrected. Now, when a file is overwritten, the old data is flushed and the new information is inserted.

### ***Function 'Fread' Does Not Remove Linefeed Character***

*CR ID #: N/A*

When reading in a file using the SIM function **Fread**, the system would remove the newline (NL) character but would leave in the linefeed or carriage return (CR) as the last character of the last variable populated. This has been corrected — both items will now be removed.

### ***Function 'Fwrite' Missing Return***

*CR ID #: 14047*

When using the SIM function **Fwrite** to add a line of data to a file, the system failed to mark the end of a line with a new line character. This has been corrected.

### ***SIM Idle Events Continue to Run During Clock In/Out***

*CR ID #: 15038*

During Clock In/Clock Out operations, the system continued to run SIM Idle events and in some cases, failed to reset the idle counter when the procedure was completed. This interfered with normal clock-in/clock-out functionality and caused interruptions and time delays as the user waited for the event to run. This problem has been corrected.

### ***SIM Variables Not Prorated with Partial Tenders for Negative Transactions***

*CR ID #: N/A*

Previously, when performing a negative transaction, the partial tenders were not prorating the SIM variables properly to all the sales itemizers. Instead, the first tender applied would post the entire check total to the sales itemizers, regardless of the amount of the tender. This has been corrected.

### ***svc\_void\_event Not Firing***

*CR ID #: 14036*

When touch-voiding a service charge from a check, the service charge would be removed without firing the *svc\_void* event through SIM. This problem has been corrected.

### ***Touch Void Discount Does Not Run SIM Event***

*CR ID #: 14017*

After touch-selecting a discount on a check, the system failed to run the *dsc\_void* event when the [Void] button was pressed. This problem has been corrected.

### ***Touch Void Menu Items Runs Wrong SIM Event***

*CR ID #: 14014*

Previously, using a touch-void to remove a menu item from a check, the system would run the wrong SIM event (i.e., *mi\_error\_correct\_items* instead of *mi\_void\_items*). This has been corrected.

## Kitchen Display System (KDS)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
User Interface	Toolbar/Bumpbar Functionality	745



## Enhancements Detailed

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### User Interface

#### *Toolbar/Bumpbar Functionality*

To improve useability, two new functions were added to the list of programmable options for the KDS Toolbar and Bumpbar features. They are:

- ◆ **Minimize** — Minimizes the active KDS display.
- ◆ **Show OPS** — Brings the locally running POS Operations window to the foreground of the screen.

Icons are provided for each new function and are displayed on the button along with the user-defined **Legend**.

#### **Enabling**

To activate the new functionality:

1. Open the POS Configurator and select *Devices | KDS Tool Bars* or *Devices | KDS Bump Bars*.
2. Select a toolbar or bumpbar from the list of names provided.
3. Select a toolbar position or bumpbar key location from the grid.
4. Right-click in the **KDS Function** column to open the drop-down list. Notice that the list now includes a *Minimize* and a *Show OPS* entry.
5. Select one and complete the rest of the form, as required.
6. Save and close.

## **What's Revised**

A revision is defined as a correction made to any existing form, feature, or function currently resident in the KDS 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
KDS Controller	Access Error Violation Occurs During System Reload	N/A	747
	KDS Controller Unable to Close With System	N/A	747
User Interface	Item Done Status Disappears When Combo Meal Entered	N/A	747
	Items Not Consolidating on Summary Condensed and Summary Expanded Displays	14624	748
	Touch Void Removes Too Many Items	12396	748

## Revisions Detailed

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### KDS Controller

#### *Access Violation Error Occurs During System Reload*

*CR ID #: N/A*

Occasionally, in a large system environment, the KDS Controller would post an access error violation during a reload of the system. This problem has been corrected.

#### *KDS Controller Unable to Close with System*

*CR ID #: N/A*

When setting the system from Front-of-House to OFF via the Control Panel, the KDS Controller would start the KPM application in an attempt to update the database but was unable to complete. This was causing the system to hang. This problem has been corrected.

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### User Interface

#### *Item Status Disappears When Combo Meal Entered*

*CR ID #: N/A*

When adding a combo meal to a previously doned chit, the system would delete the item status markers associated with any non-combo items. Previously doned Combo meals were not affected when a new Combo meal was rung.

The problem occurred when the POS was configured for dynamic order mode (DOM) with either *Fire on Fly* and *Fire on Next*. This has been corrected.

### ***Items Not Consolidating on Summary Condensed and Summary Expanded Displays***

*CR ID #: 14624*

When selecting the Summary Condensed or Summary Expanded options on a KDS display, the system failed to consolidate multiple like items. This problem has been corrected.

### ***Touch Voiding Removes Too Many Items***

*CR ID #: 12396*

Previously, if a line item with multiple quantities (e.g., 5 Chicken & Chips) was touch voided, the POS System would (appropriately) delete a single menu item from the active check, but the KDS display would delete all of the menu items. The problem occurred only when dynamic order mode (DOM) was enabled (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*) and when the **DOM type** was set to 'Fire on the Fly.' This has been corrected.

## Cash Management (CM)

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### What's New

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

### New Features Summarized

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

<b>Module</b>	<b>Feature</b>	<b>Page</b>
User Interface	Welcome/Summary Page	750

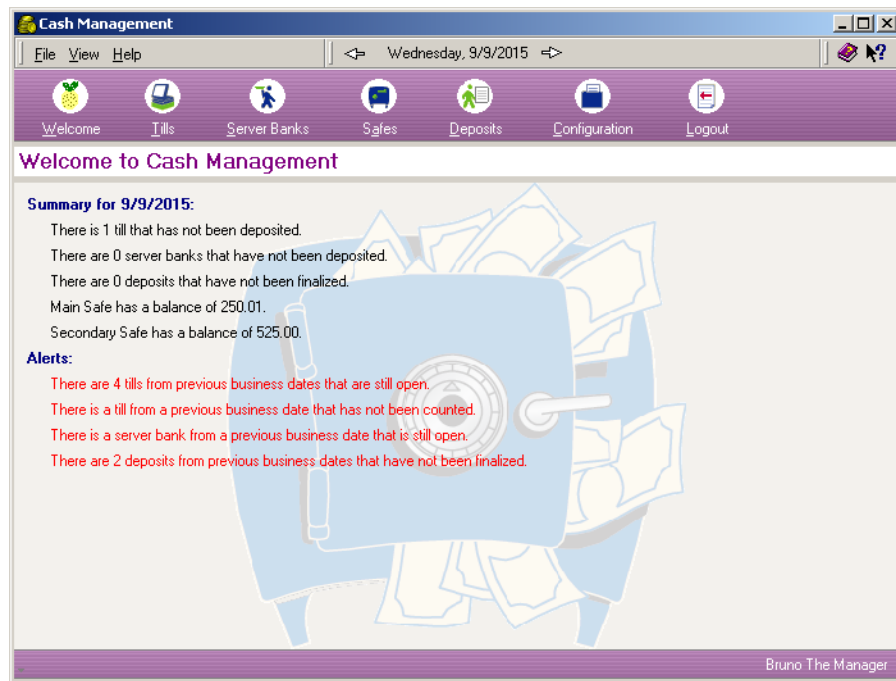
## New Features Detailed

## User Interface

### *Welcome/Summary Page*

Included in this release is a new Welcome screen, displayed once the user logs onto the CM application. The Welcome screen provides a convenient summary of system status, including information about open tills, safes, and deposit (both current and previous days). An Alerts section is also included, offering convenient reminders of unfinished business from the previous shift or business day.

This form can also be accessed from the menu and toolbar.



## What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
User Interface	Adjusting Counted Tills and Server Banks	752
	Enabling Safes and Deposits	753
	Touchscreen Number Pads	754
	Viewing Receptacles and Running Reports	756

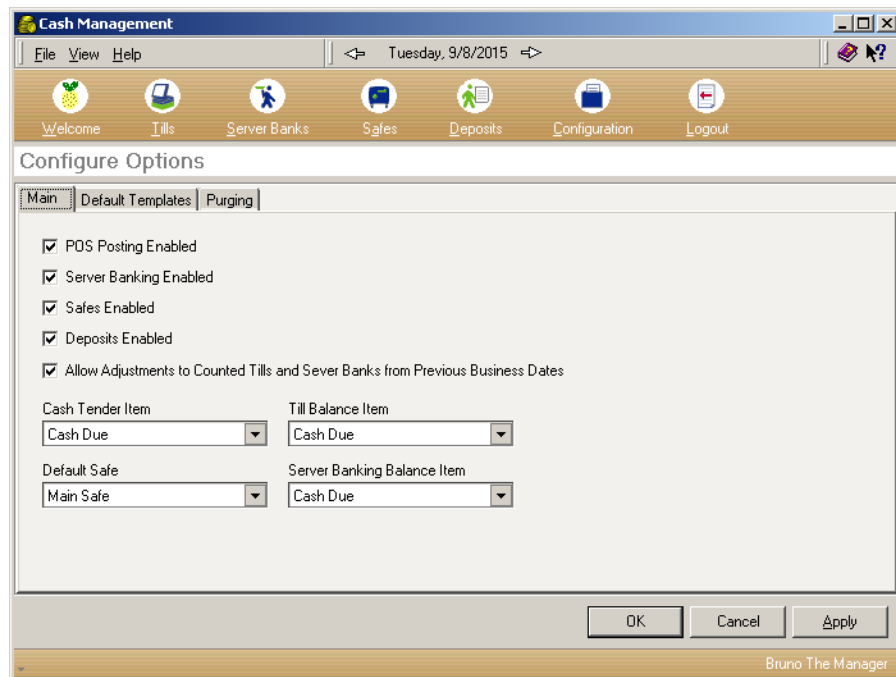
## Enhancements Detailed

### User Interface

#### *Adjusting Counted Tills and Server Banks*

In the past, CM users were able to adjust till and server bank counts from a previous business day, as long as the receptacles had not been deposited.

To limit access to this functionality, the **Allow Adjustments to Counted Tills and Server Banks from Previous Business Dates** option was added to the *CM | Configuration | Options | Main* form.



The default setting is enabled. Users must clear this box to prohibit employees from making adjustments to a previous day's till or server bank.



### ***Enabling Safes and Deposits***

Not all customer sites have a need for the Safes and the Deposits features. However, as part of the CM interface, users were presented with a number of choices related to configuring, creating, and modifying safe and deposit records.

To avoid confusion, options to disable these features — Safes and Deposits — have been added to the CM Configurator. When disabled, the system will hide the Safe and the Deposits icons from the CM main toolbar. Without a toolbar icon, the user will not have access to the *Safes* or *Deposits* forms.

Once a feature is disabled, all references to it — including related options — will be hidden on all remaining forms and Views. For example, if the user opts to disable Safes, the drop-down list for the **Default Safe Template** (*CM | Configuration | Options | Default Templates*) will no longer display. Similarly, the **Days to Keep Safes** field will be hidden on the *Purging* form, and all **Summary** information concerning safes will be removed from the *Welcome* page.

These options may be controlled by Corporate in an EM Environment.

### **Enabling**

To support the enhanced functionality, two new fields were added to the *CM | Configuration | Options | Main* form:

- ◆ **Safes Enabled** — When checked, allows user access to the Safe feature and all related forms and options. This is the default setting.

When cleared, disables the Safes feature and hides from view the Safes icon and all related forms, options, and other references.

- ◆ **Deposits Enabled** — When checked, allows user access to the Deposits feature and all related forms and options. This is the default setting.

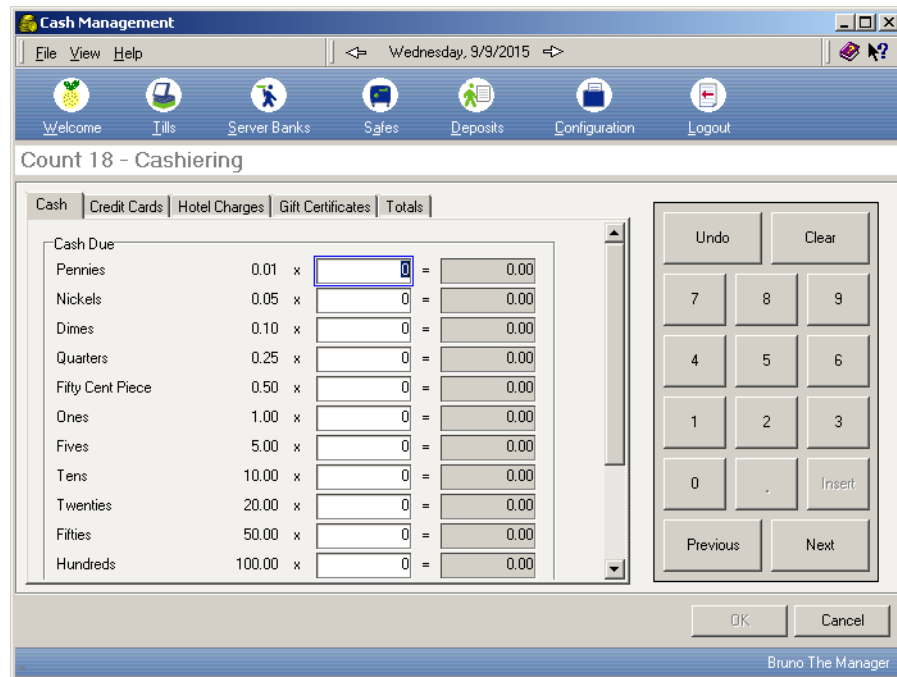
When cleared, disables the Deposits feature and hides from view the Deposits icon and all related forms, options, and other references.

### *Touchscreen Number Pads*

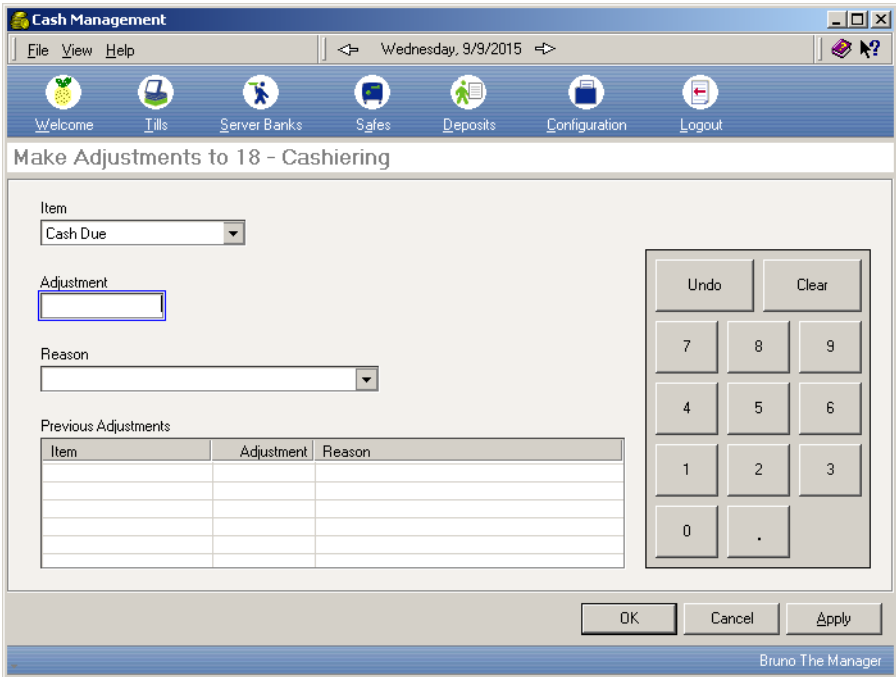
To improve useability, a touchscreen-friendly number pad was added to the layout of the Till Count and Adjust Count screens. With this addition, a user can access and modify the forms from a Front-of-House terminal without requiring a keyboard for data entry.

Samples of the amended screens are shown below.

### Till Count



### Adjust Count

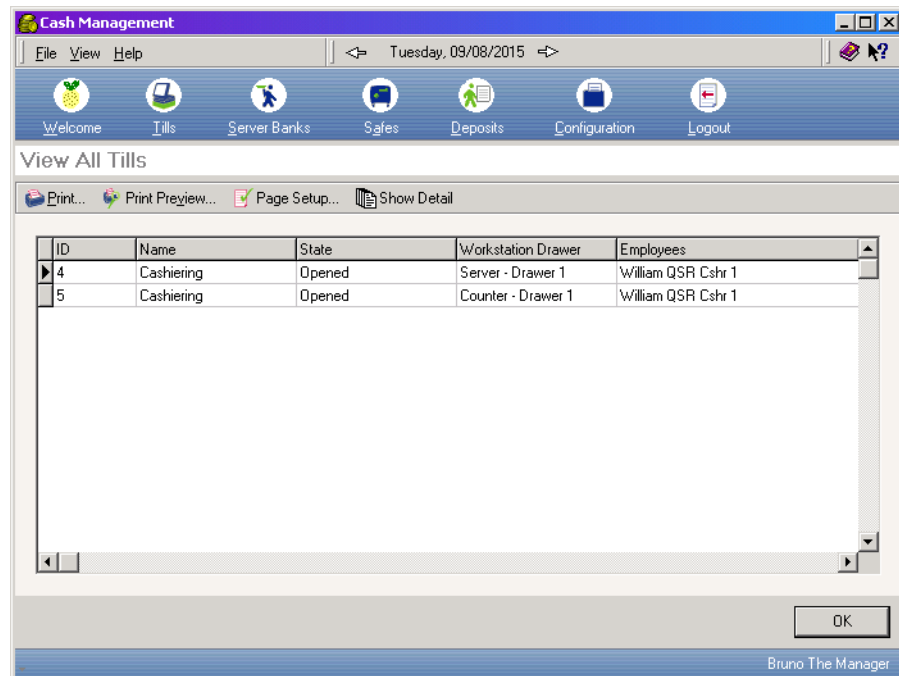


### *Viewing Receptacles and Running Reports*

In this release, the procedures for viewing the status of one or more receptacles (i.e., tills, server banks, safes, and deposits) and for previewing reports have been modified. In doing so, changes have been made to the Cash Management Back Office user interface.

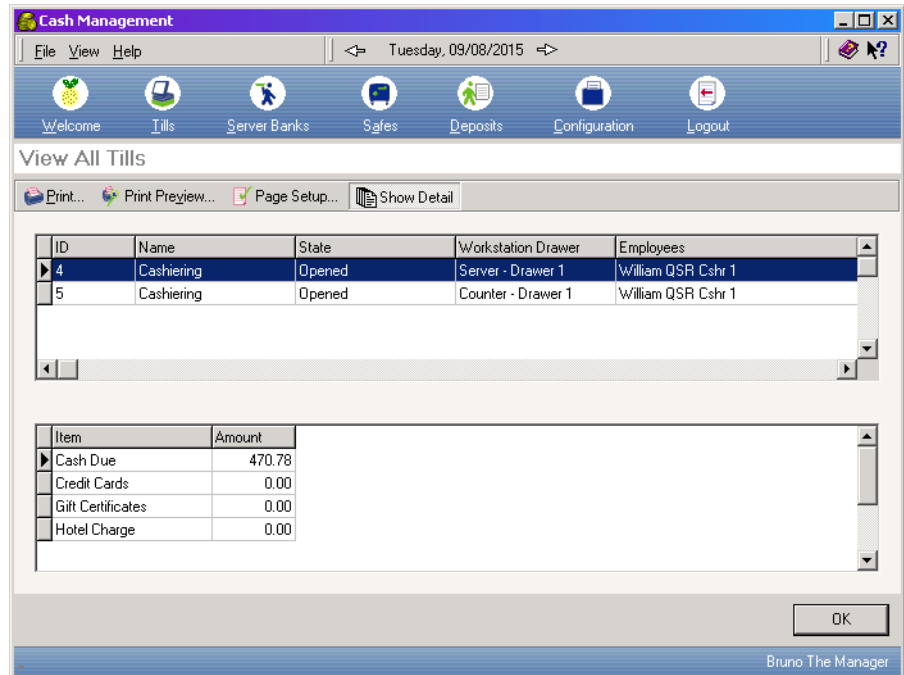
### **Views**

Instead of automatically generating a report, the **View** and **View All** buttons will open a new form, which lists the receptacle(s) as line-item(s) in a grid.



This preliminary view provides no details about the contents of the receptacles. It merely identifies relevant items, indicates their state and location, and identifies who has responsibility or access to them.

In-depth information about any of the entries may be obtained by highlighting a line-item and clicking the new **Show Details** button which has been added to the icon bar above the grid. A secondary details screen will then be displayed.



## Reports

To view a report the user must now click the **Print Preview** button. For consistency, the format has been changed from HTML to Quick Reports. Other noteworthy changes include:

- ◆ Reports are printed in landscape by default.
- ◆ To accommodate a sizeable list, employees are now displayed below the other data.
- ◆ A “Close Time” entry is now provided for Tills and Server Banks.
- ◆ References to a particular (template) version are no longer applicable.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the CM 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
Backoffice Application	Access Violation Occurs When Closing CM	N/A	760
	Rounding Error When Counting Till	15168	760
POS Interface	Employee Assigned to Till Does Not Use Correct Employee Class	N/A	760
	Non-Privileged Employee Allowed to Access Adjust Till Start Amount	14788	761
	Starting Amount Excluded From Balance Calculation	N/A	761
	Ten-digit ID Not Working on Sign-In	14067	761
	Transferring to a Till Does Not Update Cash Pull Accumulator	N/A	761

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Reports	Charged Tips Not Deducting From Cash Due on View Till	14433	762
	No 'Closed Till' Time on View Till	N/A	762
	Set Default Orientation to Landscape Mode	N/A	762
Setup	Cash Pull Definition Allows Incorrect Tender Media Type	N/A	762
	Error Message During Hot Fix Installation	N/A	763

**Revisions  
Detailed**

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**Backoffice Application**

***Access Violation Occurs When Closing CM***

*CR ID #: N/A*

Occasionally, when a user attempted to close the CM application on the back-of-house server, an error message would briefly display and then the program would simply crash. This problem has been corrected.

***Rounding Error When Counting Till***

*CR ID #: 15168*

When attempting to deposit a till, the system would occasionally display an error stating that “the value entered exceeded the amount available.” This occurred when the counted till contained a non-cash item that was counted past the number of decimal digits set for the currency in POS Configurator (i.e., the currency was configured for 2 decimal places, and the user entered a value with 3 decimal places). In this case, the system failed to round the entry to the proper number of digits. This problem has been corrected.

---

**POS Interface**

***Employee Assigned to Till Does Not Use Correct Employee Class***

*CR ID #: N/A*

Previously, when an employee was assigned to a till, the system failed to use the overriding employee class for the **job** under which the employee clocked-in. Instead, the default employee class was used. This has been corrected. Now, the default employee class is only used if no employee class was designated for the job.



### ***Non-Privileged Employee Allowed to Access Adjust Till Start Amount***

*CR ID #: 14788*

Non-privileged employees were able to access the *CM | Tills | Adjust Starting Amount* form even though they lacked proper authorization. The problem occurred because the access privilege level of the previous authorized user was retained even though that user had signed out of POS Operations.

When a non-privileged employee tried to access this form without a previous authorized user, POS Operations would crash.

Both problems have been corrected.

### ***Starting Amount Excluded From Balance Calculation***

*CR ID #: N/A*

When starting a till, if the opening transaction occurred while the starting balance was being transferred, the system failed to include the starting amount in subsequent balance calculations. This has been corrected.

### ***Ten-digit ID Not Working on Sign-In***

*CR ID #: 14067*

Previously, an error message was received when a user attempted to sign-in to the Cash Management application using a 10-digit employee ID. Sign-in failed both for keyed and card-swipe entries. This problem has been corrected.

### ***Transferring to/from a Till Does Not Update Cash Pull Accumulator***

*CR ID #: N/A*

When transferring cash to or from a till, the system failed to count the transferred monies against the threshold set for the cash pull accumulator. As a result, the system was not accurately notifying the user when a cash pull was required. This has been corrected.

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## Reports

### ***Charged Tips Not Deducting From Cash Due on View Till***

*CR ID #: 14433*

When viewing a till, the system failed to account properly for tips charged as part of the credit card finalization. Consequently, the cash total reported by CM was consistently overstated by the amount of the charged tips. This problem has been corrected.

### ***No 'Closed Time' on View Till***

*CR ID #: N/A*

When viewing a till or a server bank report, the system failed to include a column indicating when the receptacle was closed. This problem has been corrected.

### ***Set Default Orientation to Landscape Mode***

*CR ID #: N/A*

When viewing Till and Server Bank reports, the system now displays records horizontally, as columns of data across the page (i.e., landscape orientation). This is consistent with other reports in the system.

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## Setup

### ***Cash Pull Definition Allows Incorrect Tender Media Type***

*CR ID #: N/A*

During CM setup, the application allowed a user to define one or more of the existing tender media keys as a cash pull operation (*CM | Configuration | POS Items*). This is incorrect. Only tender media of type 'Pickup' should be allowed as a cash pull operation.

To correct the problem, the **Is Cash Pull Operation** check box will be disabled for all other POS Items.

### ***Error Counting Till***

*CR ID #: N/A*

When running RES Version 3.2 Hot Fix 1, an error would occur if Cash Management (CM) was previously installed and if there were totals in the CM database tables. The error was due to two foreign keys linked to the cm\_count\_calc\_item\_dtl table. This error caused the system to disallow the counting of a till. This problem has been corrected.

## Guest Services Solution (GSS)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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
Import/Export Wizard	Revised User Interface for Customer Import Wizard	765

## Enhancements Detailed

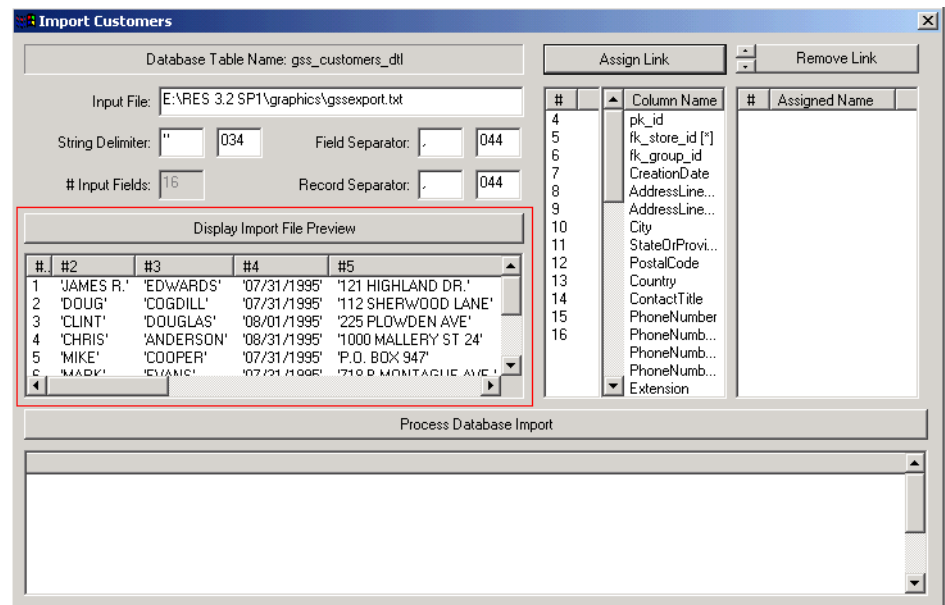
### Import/Export Wizard

#### *Revised User Interface for Import Wizard*

The GSS Import Wizard has been redesigned for RES 3.2. The new interface simplifies the conversion process by matching columns from the old database tables to corresponding columns in the new GSS database.

#### How It Works

After launching the Import Wizard from the GSS main menu bar, the user enters the name of the database **Input File**. GSS supports all of the commonly used database formats. To interpret the format correctly, however, the user must specify the number of fields in a record and identify the characters that separate them. Once defined, the **Display Import Preview File** button is pressed and the results are presented in a table.



Keep in mind that each line in the preview table represents a single record from the old database, *as defined by the user*. Therefore, if 12 fields are specified, the preview window will attempt to load the old database into exactly 12 columns of data.

If the user has erred — and there are 16 fields, not 12 — the Import Wizard will not truncate the remaining fields, but will wrap them around to the next record. In other words, fields 13 through 16 of the first record will be posted under columns 1 through 4 of the second. Data for the second record will shift as well, beginning in column 5 and wrapping around to the next row (record 3).

#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12
1	JAMES R.	EDWARDS	'07/31/1995'	'121 HIGHLAND DR.'	'GREENWOOD'	'SC'	'29649'	'11'		NULL	'SC'
12/31...	NULL	1112	NULL	2	'DOUG'	'COGDILL'	'07/31/1995'	'112 SHERWOOD...	'GREENWOOD'	'SC'	'29649'
18642...	'11'	NULL	NULL	'12/31/2010'	'LIFETIME MEMB...	24	'08/01/1972'	3	'CLINT'	'DOUGLAS'	'08/01/1995'
225 P...	'GREENWOOD'	'SC'	'29649'	'1864223-4770'	'11'	'8051289'	'SC'	'12/31/1995'	NULL	1216	'11/26/1961'
4	'CHRIS'	'ANDERSON'	'08/31/1995'	'1000 MALLERY S...	'ST SIMONS ISL...	'GA'	'31522'	'1912/638-3781'	'11'	'249-27-3679'	'GA'
'17/21'	'AUB. MONT DE'	490	'SC/11/1995'	5	'WAVE'	'VANDERB'	'07/31/1995'	'S.O. GUY. 647'	'GREENWOOD'	'SC'	'29649'

On the other hand, if there are only 8 fields to a record and the user has entered 12, the extra four columns will not be left blank. Instead, data will begin to wrap at column 9 of the first row and continue until all of the old database fields have been listed.

To correct the table structure, the user simply changes the number of input fields from 10 to 12 and reloads the preview window. This process can be repeated as often as needed until all the fields from the old database are correctly identified and aligned.

Alignment is critical to importing the data. With the table structure set, the column numbers are used to link useable fields from the old database to an appropriate GSS field. These numbers are listed in the left-hand column beneath the **Assign Link** button. Entries on the right represent the column headings of the GSS table into which the old data will be imported.

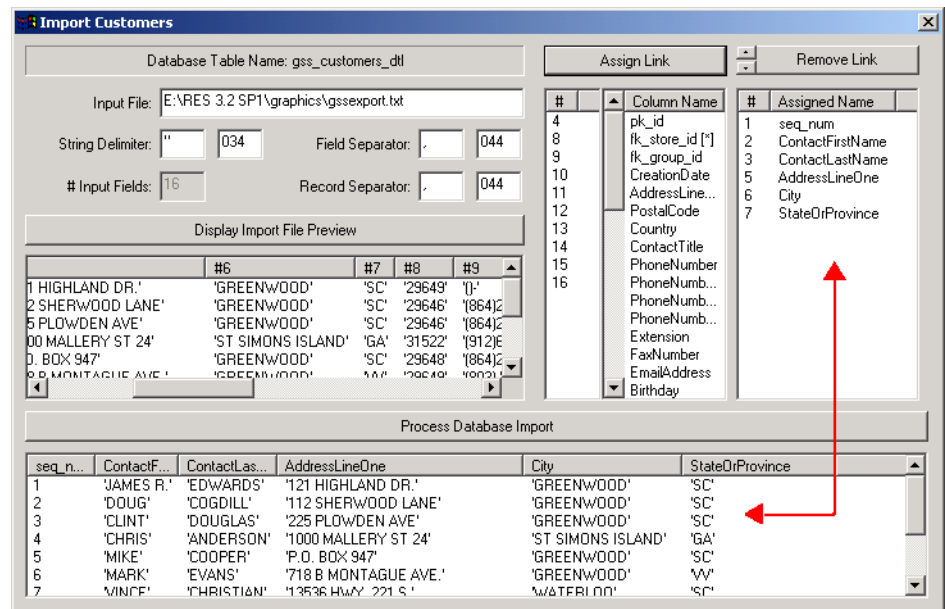
#	Column Name
1	seq_num
2	pk_id
3	fk_store_id[*]
4	fk_group_id
5	CreationDate
6	ContactFirst...
7	ContactLast...
8	AddressLine...
9	AddressLine...
10	City
11	StateOrProvi...
12	PostalCode
13	Country
14	ContactTitle
15	PhoneNumber
16	PhoneNumb...

### Linking Data

To create a link, the user selects a column number from the old database table, highlights a matching GSS column header, and presses the **Assign Link** button. Both selections are moved to the display box on the right (beneath the **Remove Link** button).

To remove a link, simply highlight one of the linked fields and press the **Remove Link** button. The column number and GSS header will be returned to the list of available entries.

Repeat the selection/assignment process until all of the useable fields from the old database are linked to fields in the new GSS database. Notice that the system dynamically builds the new table (at the bottom of the form) as each new link is assigned.



When all useable fields have been linked, the user presses the **Process Database Import** button to import the selected information into the GSS database table.

### Configurator Changes

To accommodate the changes to the Import Wizard, the form was modified to include the following options:

- ◆ **Database Table Name** — (read only) Lists the name of the GSS database table into which the old data will be imported.

- ◆ **Input File** — Specifies the full path and name of the old database file to be imported.



- ◆ **String Delimiter** — Identifies the character used to separate strings within a database field. Selections may be made by either typing in the character in the box on the left or the Windows ANSI code in the box on the right. When an entry is made in either box, the corresponding value is displayed in the other.
- ◆ **# Input Fields** — Indicates the number of columns of data in the old database file.
- ◆ **Field Separator** — Specifies the character used to separate fields in the import file. Selections may be made by either typing in the character in the box on the left or the Windows ANSI code in the box on the right. When an entry is made in either box, the corresponding value is displayed in the other.
- ◆ **Record Separator** — Specifies the character used to separate records in the import file. Selections may be made by either typing in the character in the box on the left or the Windows ANSI code in the box on the right. When an entry is made in either box, the corresponding value is displayed in the other.
- ◆ **Display Import File Preview** — When the button is pressed, displays records from the import file based on the number of input fields defined by the user. If 10 fields were specified, then 10 columns will be displayed. The preview box allows the user to confirm the accuracy of the columns of data before importing the data.
- ◆ **Assign Link** — Links a column # from the old database to the GSS **Column Name** where the data will be imported. Entries in either of these lists may be considered available variables.
- ◆ **Remove Link** — Reverses a link between the old database column # and a GSS Column Name and them to their respective list of available variables.
- ◆ **Process Database Import** — When pressed, converts the old database according to the selected link criteria.

## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the GSS 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
Accounts Receivable	'GSS Create AR Interest' Stored Procedure Fails to Complete	N/A	772
	Negative Adjustments Not Working in Transaction Posting	N/A	772
	Numeric Entries Causing System Errors	14983	772
	Unable to Print Invoice Reports	14700	772
Autoseq and Reports	Customer Reports	N/A	773
Customers	Amended 'CC Number' Label	N/A	773
Delivery Plus	'Validate Street' Option Not Working Properly	N/A	774
Import/Export Wizard	Customer Import Wizard Not Working Properly	14492	774

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
POS Interface	Bonus Plans Not Automatically Assigned to Customers	14651	774
	Customer Info Removed With Touch Void of Menu Item	13793	775
	OPS Crashes After Multiple Uses of GSS Inq: 1 Key	14280	775
	Slow Performance When Tendering a Check with Customer Name	10163	775

## Revisions Detailed

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### Accounts Receivables

#### ***'GSS Create AR Interest' Stored Procedure Fails to Complete***

CR ID #: N/A

When running Autosequences and Reports, the system failed to complete any autosequence that included the stored procedure 7104, GSS Create AR Interest. This has been corrected.

#### ***Negative Adjustments Not Working in Transaction Posting***

CR ID #: N/A

Previously, you could not make a negative adjustment in *GSS | AR | Transaction Posting*. This has been corrected.

#### ***Numeric Entries Causing System Errors***

CR ID #: 14983

Previously, if the backspace key was pressed while the cursor was in a numeric field with a default value of 0.00, the GSS application would close and an error message would be generated. This has been corrected.

Also, when entering a **Transaction Amount** in GSS (*Accounts Receivables | Transaction Posting*), the system would automatically append '0.00' to whatever number was entered. That is, if the user entered "50", the number was displayed as "500.00". This problem has been corrected.

#### ***Unable to Print Invoice Reports***

CR ID #: 14700

When running invoice reports from GSS, if the logged in user's profile included printer settings with an orientation different than the one configured for the default printer, the system was unable to resolve the mismatch and would abort the print job. This has been corrected. Now, in the event of a conflict, the system will automatically use the orientation specified for the default printer.

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## Autosequences and Reports

The table below describes the GSS report changes in this Service Pack:

Report	Area Modified	Description
GSS Customer Reports  <i>CR ID #: N/A</i>	Template <sup>a</sup>	GSS customer reports would list an entry for all 4 customer phone number fields, even when the field was blank (i.e., contained all zeroes). This created an unnecessarily long report. To solve the problem, only actual (non-zero) phone numbers are now listed, which results in a shorter, more readable report.

Templates changed:

- GSS\_customer\_001.rpt (GSS Customer List)
- GSS\_customer\_002.rpt (GSS Customer Listing by Group)
- Customer\_002.rpt (GSS Customer List w/Phone)
- Customer\_004.rpt (GSS Customer List Detailed)

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## Customers

### *Amended 'CC Number' Label*

*CR ID #: N/A*

Corrected the 'CC Card Number' on the *GSS | Customer* form to read 'CC Number'.

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## Delivery Plus

### ***'Validate Street' Option Not Working Properly***

CR ID #: N/A

With the **Validate Delivery Street** and **Validate Block Number** options enabled (*GSS | File | Configure | Operations*), attempts to enter a new customer address resulted in the error message "Not in Delivery Zone." This occurred even though the streets had been properly mapped to their delivery area (*GSS Backoffice | Edit | Delivery Area Street Mapping*). This problem has been corrected.

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## Import/Export Wizard

### ***Customer Import Wizard Not Working***

CR ID #: 14492

Attempts to launch the Customer Import Wizard from the *GSS Configurator | File | Import Customer* option on the menu bar drop-down list failed to start the procedure. This problem has been corrected.

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## POS Interface

### ***Bonus Plans Not Automatically Assigned to New Customers***

CR ID #: 14651

New customers added through POS Operations were not automatically signed up to existing bonus plans, even though the option *GSS | Bonus Plans | Automatically assign this plan to new customers* was enabled. (Customers added through the GSS Back Office program were added properly.) This problem has been corrected.

***Customer Info Removed with Touch-Void of Menu Item***

*CR ID #: 13793*

When starting a check, and inserting information into the Guest Check Info Lines via a SIM script, any attempt to add and then touch-void a menu item would cause the info to be removed from the check. This problem has been corrected.

***OPS Crashes After Multiple Uses of GSS Inq: 1 Key***

*CR ID #: 14280*

In the past, repeated use of the GSS Inq:1 key to open the *Customer* form would eventually cause OPS to hang. This problem has been corrected.

***Slow Performance when Tendering a Check with Customer Name***

*CR ID #: 10163*

Previously, performance was slow when tendering large checks with a customer name added. Now, the time required to tender a check in this situation has been greatly improved.

## Product Management (PM)

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### What's New

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

### New Features Summarized

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

Module	Feature	Page
Setup	Auto-Reconcile Packing Slips	776
	Close Accounting Periods	777
	Vendor Fields to Support Electronic Ordering	778

### New Features Detailed

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#### Setup

##### *Auto-Reconcile Packing Slips*

Shipment received without a purchase order are usually accompanied by a vendor's invoice or packing slip. These documents provide the merchant with a list of the items delivered and an itemized bill for the cost. Acceptance of the shipment constitutes acknowledgment that the contents are correct. As such, it is important that the delivery be closely checked and verified.

PM provides users with a system for receiving merchandise that includes three layers of review and accountability. It begins when the shipment arrives. In Step 1, the delivery is verified and the results are entered in the **Item Receipts** form (*PM | Receiving | Without Purchase Order*). In Step 2, the entries are reviewed and the packing slip is reconciled with the invoice (*PM | Invoices | Review and Reconcile Packing Slips*). In Step 3, reconciled invoices are approved for payment (*PM | Invoices | Approve Invoices for Payment*).



In a large organization, each step of the process may involve a different individual. But in smaller business, the person receiving the shipment might be the same person who reconciles the invoice and approves it for payment. In that case, the checks and balances provided by the 3-step process become a unnecessary redundancy.

To speed up the Receiving process, the option to **Automatically reconcile packing slips to invoice** (*PM | Setup | PM Parameters | Invoice Control*) was added in this release. When enabled, items received and entered into the system on a packing slip are reconciled when the **Item Receipts** form is saved, and the corresponding invoice is automatically approved for payment. This reduces the 3-step process is to a single form.

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**Note** *It should be noted that PM already allows users to auto-approve reconciled invoices. When this option is enabled, the option to Automatically approve reconciled invoices (Setup | PM Parameters | Invoice Control) is enabled as well*

*This feature will not work if there are any vendors whose receiving documents do not include prices.*

---

### ***Close Accounting Periods***

Most businesses check the status of their enterprise through periodic reports. These reports usually cover activities during a predefined timeframe or accounting period (e.g., monthly, quarterly, yearly). As such, they cannot be generated until the accounts are balanced and the period has closed.

In the past, closing an accounting period was a manual process. Once the end date of a period passed, the manager would review and complete outstanding invoices, delete suspended activities, and reset negative stock to zero. Then, and only then, could the accounting period be officially closed and the data incorporated into a system report.

For larger organizations — particularly those involving a corporate office and multiple sites — the constant pressure to ensure that stores have entered the required information was repetitive and time-consuming. To improve efficiency, a feature was added that would allow a business to effectively “schedule” the closing of accounting periods.

To support the functionality, two new options were added to *PM | Setup | PM Parameters | Inventory* form:

- ◆ **Auto-close accounting periods** — Select this box to have the system automatically close the accounting period after a specified period of time. Before auto-closing the period, the system will check for and cancel suspended activities such as invoices or counts that fall within the period’s begin and end dates, and reset all negative stock items to zero.
- ◆ **Number of days before auto-closing accounting periods** — Enter the number of days after the end-date of the period that the system will wait before closing the accounting period. This option is not available unless the **Auto-close accounting periods** box is checked.

### ***Vendor Fields to Support Electronic Ordering***

When ordering electronically, vendors require specific product names, codes, and other information to ensure that the correct items are shipped to the customer. This information is part of the Electronic Data Information (EDI) system and is available to consumers through the vendor’s product catalog.

To support the EDI system, the following fields were added to the *PM | Setup | Vendors | Items* form:

- ◆ **Vendor Item Product Name** — Enter the name used by the vendor to identify the inventory item (e.g., chicken, buffalo wings).
- ◆ **SCC Number** — Enter the Suppliers Catalog Code (SCC) number associated with this inventory item.

- ◆ **Product Brand Name** — Enter the brand name (e.g., Tyson's Chicken, Bud Light, Thomas' English Muffins) of the inventory item.
- ◆ **Additional Info** — Enter descriptive text or other information relevant to this inventory item. Up to 18 *alphanumeric* characters are allowed.
- ◆ **Additional Info 2** — Enter an additional *numeric* reference for this inventory item. Up to 18 characters are allowed.

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## What's Enhanced

There are no enhancements in this version of the software.

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## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Error Posting Transactions on Former mymicros.net Site	N/A	784
Inventory	Cost of Inventory Items Posted as Negative Values	15201	784
	Declared Allowances Do Not Deplete Correctly	14952	784
	Error When Transferring Menu Items in Units Other Than Main Unit	14844	784
	Inventory Incorrectly Adds Counts From Multiple Cost Centers	14009	785
	Inventory Tasks Not Checking or Reconciling Properly	N/A	785

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Inventory (cont'd.)	New Inventory Items Not Displayed in Application	14205	785
	Posting Condiment Item Fails When Parent Not Linked to Recipe	14805	786
	Theoretical Usage Value Set to Zero Even When Cost is Posted	14701	786
	Weighted Average Cost Not Updating If Menu Items Receipts Entered for Past Business Days	14198	786
Ordering	Autosequence Fails to Run if Order is Replaced	N/A	787
	Changing Unit Does Not Update Earliest Order Delivery Date	N/A	787
	Cost Centers Not Working Correctly When Ordering Through Item Lists	N/A	787
	Order Rejected if Cost Center ID Greater Than 9	N/A	788
	Order Items Not Sorting Properly	14886	788
Receiving	Adjustments Incorrectly Saved on Receipts Without Inventory Items	15031	788
	Allowing a Return Causes Negative Stock Balance	N/A	788
	Business Rule Violation Does Not Clear	N/A	789
	Item Quantity Cannot Be 0	N/A	789

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Reports	Inventory Cost of Sales Summary Report	14425	789
	Inventory Count Sheets	12838	790
	Inventory Count Extension Preview Report	N/A	790
	Order Purchase Report	14056	790
	Receipt Return Journal Report	14847	790
	Recipe Cost Reports	10494	791
	Recipe Cost and Recipe Assignment Reports	14584	791
	Reports Explorer Incorrectly Referencing Cost Centers	N/A	792
Schedules	Count Does Not Reconcile Properly Through Preview	N/A	792
	Counts Not Updating Properly	N/A	792
	Order Form Not Opening Through Schedules	N/A	793
	Sales and Labor Not Displaying in Schedule	N/A	793

Module	Feature	CR ID	Page
Setup	Allow Payment Term Override Not Working	12484	793
	Cannot Post Receipt After Cancelling a Count	N/A	793
	Changing Inventory Valuation or Posting Method Causes Error	N/A	794
	Closing Parameters Form After Receiving POs Causes Access Violation	N/A	794
	EM Sites Cannot Enable Cost Centers in Version 3.2	N/A	794
	Form Not Opening After Conversion with Second Language	N/A	794
	Par Levels Cannot Be Set to Zero	N/A	795
Transfers	Quantity Field Not Populated When Transferring From an Item List	12262	795
	Transfer Prices Incorrectly Updated When Allowance Created in the Past	N/A	795

## Revisions Detailed

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### Database

#### ***Error Posting Transactions on Former mymicros.net Site***

*CR ID #: N/A*

Previously, when a site connected to the **mymicros.net** web portal stopped using the portal for data collection, the system failed to reset the internal triggers used to populate the database tables. Over time, this caused the posting of PM receipts to fail. This problem has been corrected.

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### Inventory

#### ***Cost of Inventory Items Posted as Negative Values***

*CR ID #: 15201*

After declaring production in which the quantity of a menu item was reduced to less than zero, if a receipt was posted for that menu item without bring the inventory to a positive level, then declaring production a second time would cause the cost of the inventory item to be posted as a negative value. This problem has been corrected.

#### ***Declared Allowances Do Not Deplete Correctly***

*CR ID #: 14952*

Previously, when an allowance is declared for a recipe (*PM | Inventory | Declare Allowance*), it would not deplete correctly. This has been corrected.

#### ***Error When Transferring Menu Items in Units Other Than Main Unit***

*CR ID #: 14844*

When using multiple cost centers, transferring menu items using units other than the main unit would result in an inventory error. The problem was caused by incorrect code in the stored procedure *speo\_inven\_update\_xfer\_cost.sql*. This has been corrected.



### ***Inventory Incorrectly Adds Counts From Multiple Cost Centers***

*CR ID #: 14009*

When scheduling tasks for an inventory count, the system incorrectly allowed a user to include count tasks from multiple cost centers in the results. Since the results of the inventory were reduced to a single line item record for the primary (i.e., selected) cost center, this produced a distorted result. The problem has been corrected.

### ***Inventory Tasks Not Checking Status or Reconciling Properly***

*CR ID #: N/A*

When starting inventory tasks the system was performing all of the necessary status checks or reconciling properly. This was causing the following problems:

- ◆ If multiple instances of an inventory task were scheduled during a day, the system would allow two or more of them to be opened simultaneously without requiring the user to reconcile or close one instance before opening another one.
- ◆ Counts started outside of the Managers Schedule were not filtering out counts that had been started from within the Managers Schedule.

These problems have been corrected.

### ***New Inventory Items Not Displayed in Application***

*CR ID #: 14205*

Additions to the PM inventory were not being included in the updated inventory list at sites where both multiple cost centers and storage locations were not being used. This was caused by a filtering error in the view that populates the *Inventory Items* form. The problem has been corrected.

### ***Posting Condiment Item Fails When Parent Not Linked to Recipe***

*CR ID #: 14805*

When posting totals, PM attempts to link condiments to a parent menu item, which the system identified as the most recently posted menu item. Previously, if the parent item was not linked to a product, it never posted, and the condiment would be (incorrectly) linked to whatever menu item was posted before the parent. If no menu item was posted prior to the parent item, the process would fail. Since the introduction of dynamic order mode (DOM), this problem has occurred more frequently.

To resolve the issue, PM posting was modified. Now, if the first item posted is a condiment, the system will link the item to itself, thereby preventing a posting failure.

### ***Theoretical Usage Value Set to Zero Even When Cost is Posted***

*CR ID #: 14701*

Previously, if a site was using Last Cost, and the current on-hand quantity for an item was changed to 0.00 (i.e., was either < or > 0 previously, indicating that this was not the first transaction entered for this item), the posting procedure would incorrectly set the theoretical usage value to zero for the next usage transaction. This problem has been corrected.

### ***Weighted Average Cost Not Updating If Menu Items Receipts Entered for Past Business Days***

*CR ID #: 14198*

Previously, if receipts for inventory items were entered for a previous business day, the system would not adjust the weighted average cost (WAC) of that menu item for that day. This resulted in incorrect totals in the Theoretical Cost of Sales Report (*RecipeTheoCost.rpt*). The problem has been corrected.

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## Ordering

### *Autosequence Fails to Run If Order is Replaced*

*CR ID #: N/A*

After configuring the **Run order autosequence** option (*PM | Setup | PM Parameters | Ordering*), the system failed to run the ordering autosequence if an item was added or replaced on the order (*Ordering | Review/Modify Placed...*). This problem has been corrected.

### *Changing Unit Does Not Update Earliest Order Delivery Date*

*CR ID #: N/A*

In PM, vendors can be linked to an inventory item more than once with different bid units and override lead times assigned to each entry. When an item is ordered, the system automatically determines the **Earliest delivery date** based on the **Unit** and **Vendor** selected.

In the past, if the **Unit** was changed, but the **Vendor** remained the same, the system failed to update the **Earliest delivery date** for the entry. This problem has been corrected.

### *Cost Centers Not Working Correctly When Ordering Through Item Lists*

*CR ID #: N/A*

In a multiple cost center environment, when an order was scheduled based on an Item List, the system was not pulling in the cost center associated with that list. Instead, it was pulling in the default cost center linked to the inventory item itself. This problem has been corrected.

### ***Order Rejected if Cost Center ID Greater Than 9***

*CR ID #: N/A*

When using 10 or more cost centers, the system would post an error message if an order was created using a cost center ID greater than 9. This was caused by a problem with the stored procedure that populates the order table. It has been corrected.

### ***Order Items Not Sorting Properly***

*CR ID #: 14886*

When displaying a modified, suspended, or received order, the list of items was not sorting properly. This problem has been corrected.

---

## **Receiving**

### ***Adjustments Incorrectly Saved on Receipts Without Inventory Items***

*CR ID #: 15031*

When receiving without a purchase order, the system allowed users to make adjustments to invoices with zero quantity items or no items at all, and then save the results. This has been corrected. Now, if the receipt does not have at least 1 item with all required information, the user will be prompted to cancel the receipt when it is saved.

### ***Allowing Return Causes Negative Stock Balance***

*CR ID #: N/A*

When receiving with a purchase order, if a user included a return of items, it was possible for the stock balance to end up negative. The problem occurred because, while processing the Receive with PO form, the system was not checking the return quantity against stock on hand. This has been corrected. The system will now check returns against both the current inventory and what's being received. In addition, a business rule violation will be generated if the quantity of the return would create a negative stock on hand

### ***Business Rule Violation Does Not Clear***

*CR ID #: N/A*

When receiving with a purchase order, any attempt by the user to clear the **Quantity** field, or enter a value of '0' would cause a business rule violation (BRV) to display. The BRV would not go away and the user was required to cancel the form and start over again. This has been corrected.

### ***Item Quantity Cannot Be 0***

*CR ID #: N/A*

When modifying a receipt, the system would not allow a user to correct an item quantity by setting it to 0. This problem has been corrected.

---

## **Reports**

The table below describes the PM report changes in this Service Pack:

<b>Report</b>	<b>Area Modified</b>	<b>Description</b>
Inventory Cost of Sales Summary  <i>CR ID #: 14425</i>	Stored Procedure <sup>a</sup>	When running the Inventory Cost of Sales Summary Report ( <i>InvenCOSSumm.rpt</i> ), the Actual Cost of Sales was calculated incorrectly, sometimes indicating zero actual cost of sales, sometimes displaying irregular values. The problem was caused when the actual cost of sales was reduced by the theoretical item usage before being reported, which in turn, caused the actual usage values to be incorrect. This problem has been corrected.

Report	Area Modified	Description
Inventory Count Sheets  <i>CR ID #: 12838</i>	Template	Previously, when printing <i>Inventory Count Sheets</i> , multiple storage locations were printing per page when the first sort order was storage locations. Now, only one storage location prints per page.
Inventory Count Extension Preview Report  <i>CR ID #: N/A</i>	Template	Previously, the Inventory Count Extension Preview Report ( <i>InvenCntExtenPreview.rpt</i> ) did not match the sort order of the printed Count Sheet. This made it difficult for users to verify report data. Therefore, changes were made in the template to allow the report to sort in the same order as the count sheets.
Order Purchase Report  <i>CR ID #: 14056</i>	Template	In previous versions, the <i>OrderPurchase.rpt</i> and the <i>OrderPurchasePONum.rpt</i> failed to provide needed cost center information. Accordingly, the report was reorganized, printing the results in groups by Cost Center name.
Receipt Return Journal Report  <i>CR ID #: 14847</i>	Template	The Receipt Return Journal Report showed incorrect totals when it failed to multiply the adjustment rate by the quantity of items received. This has been corrected.

Report	Area Modified	Description
Recipe Cost Report and Recipe High Cost Report  <i>CR ID #: 10494</i>	Stored Procedure <sup>b</sup>	In running either the Recipe Cost ( <i>RecipeCost.rpt</i> ) or Recipe High Cost ( <i>RecipeHigh.rpt</i> ) report, the system failed to take into account an ingredient's override yield when calculating the final cost. The problem was caused by an error in a stored procedure, which has been corrected.
Recipe Cost and Recipe Assignment Reports  <i>CR ID #: 14584</i>	Templates	The Recipe Cost and Recipe Assignment reports would incorrectly calculate VATs when one or more tax rates existed. This, in turn, created incorrect item and recipe cost data.  Because the VAT calculation was only relevant to the item price, all references to the VAT and Net Price fields were removed from these reports.

File Changed:

speo\_R\_cos\_summary.sql

<sup>b</sup>File Changed:

speo\_R\_recipe\_info.sql

### ***Reports Explorer Incorrectly Referencing Cost Centers***

*CR ID #: N/A*

Before running a report through the Reports Explorer, the system required the user select a cost center, even though the multiple cost centers option was disabled.

Once the report was launched (i.e., the **RUN** button was pressed) the report Wizard would advance to the second screen (bypassing the cost center selection screen). However, if the user clicked the **BACK** button, the cost center selection screen would still be displayed.

Both problems have been corrected.

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## **Schedules**

### ***Count Does Not Reconcile Properly Thru Preview***

*CR ID #: N/A*

Previous attempts at reconciling counts through the preview form were failing because the system would automatically close the count entry form without updating the count status in the schedule. This problem has been corrected.

### ***Counts Not Updating Properly***

*CR ID #: N/A*

Previously, the system failed to track counts that were started through the *Inventory | Enter Counts* form and saved but not reconciled. By not checking the status of manually started tasks, the system inadvertently allowed a user to start a second count by going through the Manager's Task Schedule. This problem has been corrected.



### ***Order Form Not Opening Through Schedules***

*CR ID #: N/A*

Previously, attempts to open an order form created through the schedule would fail if the order contained an invalid item (i.e., one with an expired effective date or with an effective date was in the future). This has been corrected. Now, when the order is open, expired items or those with a future expiration date will not be included on it.

### ***Sales and Labor Not Displaying in Schedules***

*CR ID #: N/A*

Results for the Daily and Weekly Sales and Daily and Weekly Labor categories would not display in the Manager's Log if the selected currency symbol did not use the same number of characters as the default currency. This problem has been corrected.

---

## **Setup**

### ***Allow Payment Term Override Not Working***

*CR ID #: 12484*

When setting up the vendors, if the Payment terms option (*Setup | Vendors | Payment Information*) was set to Net X Days, a user was able to change the payment terms in **Receiving** even though the **Allow payment term override** check box had not been enabled. This problem has been corrected.

### ***Cannot Post Receipts After Cancelling a Count***

*CR ID #: N/A*

Previously, when the option **Allow receipts to be posted relative to counts** was enabled (*Setup | PM Parameters | Receiving*), if a count was started and then cancelled for the day, then any subsequent attempt to save a receipt would generate an error or lock up the system. This problem has been corrected.

### ***Changing Inventory Valuation or Inventory Posting Method Causes Error***

*CR ID #: N/A*

During PM setup, attempts to change the selected radio button in the **Inventory Valuation Method** or **Inventory Posting Method** options (*PM | PM Parameters | Inventory*) would cause an error message to display. This problem has been corrected.

### ***Closing Parameters Form After Receiving POs Causes Access Violation***

*CR ID #: N/A*

Previously, the system would generate an access error violation if the user attempted to close the *Setup | PM Parameters* form after closing a purchase order through the *Receiving | With PO* form. This problem was caused by a mix up in the order in which calls were processed by the database. This has been corrected.

### ***EM Sites Cannot Enable Cost Centers in Version 3.2***

*CR ID #: N/A*

Previously, the multiple cost center, multiple currency, and storage location options could not be enabled if a customer was running RES 3.2 and EM 3.2 at corporate or RES 3.2 at any of the stores. The problem was due to an error in the version check logic, which required stores to be running Version 3.1 instead of *Version 3.1 or higher*. This problem has been corrected.

### ***Form Not Opening After Conversion with Second Language***

*CR ID #: N/A*

Previously, the *PM Parameters* form was not opening after converting a database with a second language and attempting to open the form using an employee assigned the second language. This has been corrected.

### ***Par Levels Cannot be Set to Zero***

*CR ID #: N/A*

Previously, once a value was assigned to a record in the **Par Level** field (*PM | Setup*), the system would reject any effort to either change the value to zero or delete the par level entry (i.e., set the field to null). This problem has been corrected.

---

## **Transfers**

### ***Quantity Field Not Populating When Transferring From an Item List***

*CR ID #: 12262*

When transferring inventory between cost centers, the system failed to include the quantity of items being transferred if based on a predefined Item List. This problem has been corrected.

**NOTE:** To work properly, the following **Inventory item list** options (*PM | Setup | PM Parameters | General*) must be enabled at the time the list is saved and/or transferred:

- ◆ Allow unit and quantity to be saved in list
- ◆ Override default purchase units with list units
- ◆ Override order quantity calculations with list quantities

### ***Transfer Prices Incorrect When Allowance Created in the Past***

*CR ID #: N/A*

When creating an allowance for a previous business date, the system would incorrectly recalculate the price of those transferred items that were *not* in the inventory item's major unit and were received after the allowance date. This problem has been corrected. Transfer costs are correctly updated when using a unit other than the major unit.

## Labor Management (LM)

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### What's New

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

### What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 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.

<b>Module</b>	<b>Feature</b>	<b>Page</b>
Manual Scheduling	Enforce Employee Maximum Hours	797
	Schedule by Labor Cost Percentage	799

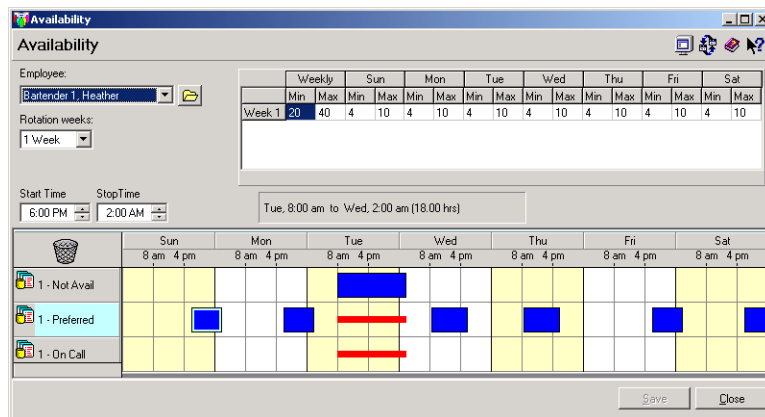
Enhancements  
Detailed

Manual Scheduling

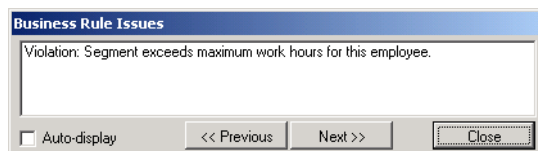
*Enforce Employee Maximum Hours*

Previous versions of the LM/Scheduling software relied on the manager to know the maximum number of hours that each employee was legally allowed to work in a given time period, and to schedule him or her accordingly. For sites with many types of employees, working a variety of shifts and hours, keeping everyone within their limits could be problematic.

To improve accuracy, an option was added to allow the system to monitor an employee's schedulable hours. When enabled, scheduling changes are checked automatically to ensure that no employee exceeds the maximum number of hours specified in his/her employee file (*HR | Availability | Weekly Min/Max*).



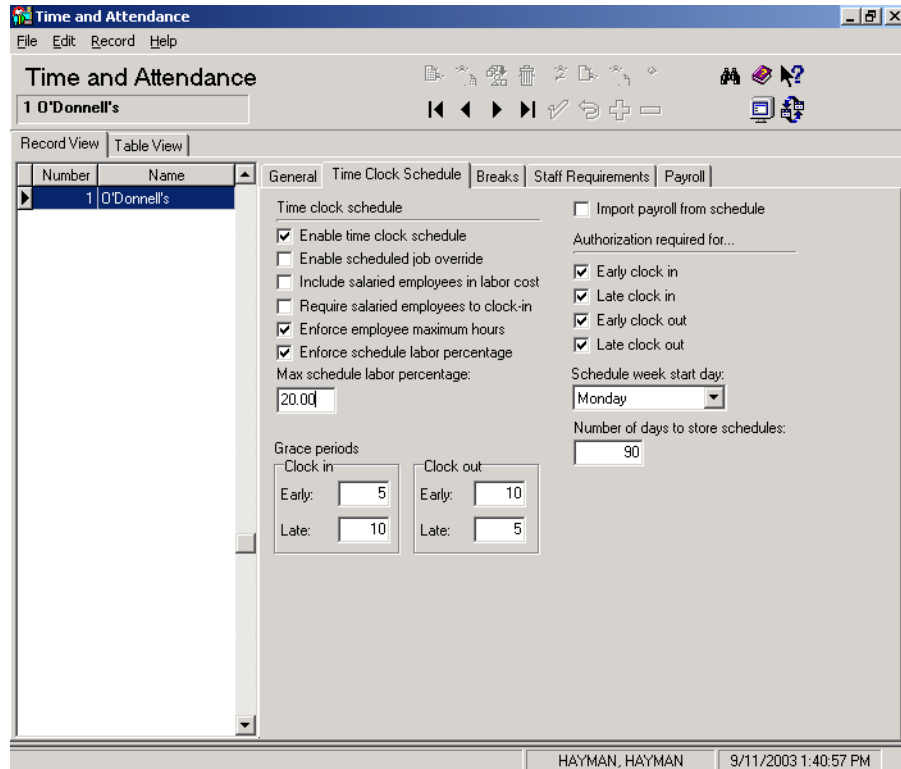
If more hours are scheduled than allowed, a message box is displayed, indicating that a business rule violation (BRV) has occurred.



The updated schedule will not be saved until the hours are corrected.

## Enabling

To support this functionality, the option **Enforce employee maximum hours** was added to the *LM | Time and Attendance | Time and Attendance | Time Clock Schedule* form.



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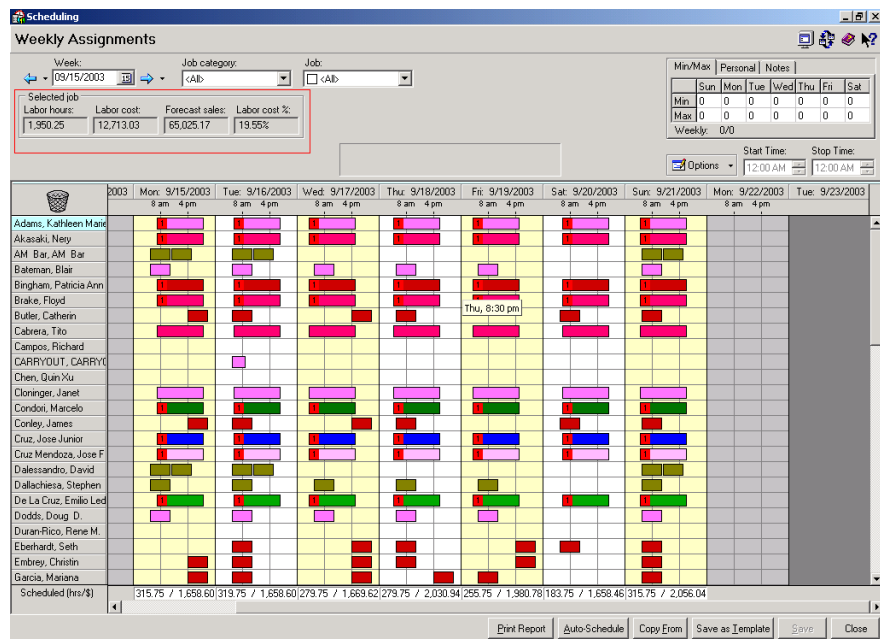
**Warning!** *Once this option is enabled, you will not be able to schedule an employee without first defining his/her available hours (HR | Availability | Weekly Min/Max). Failure to do so will result in a business rule violation (BRV).*

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### Schedule by Labor Cost Percentage

When setting up work schedules, managers try to balance the employee requirements (i.e., number of, job type, and hours) against the projected business need. Often, this is done by keeping the labor costs below the anticipated sales for a given period.

In the past, balancing costs was a completely manual process. As changes were made in the *Weekly Assignments* form, it was the manager's responsibility to monitor the labor costs, to note when they were too high, and to make adjustments accordingly.



With this release, the process for monitoring and containing labor costs has been automated. In LM configuration, options were added that allow the user to set limits on labor costs which are monitored and enforced by the system. When the schedule is changed and recalculated, the system will verify that the revised labor costs are within the predefined limits. If more hours are scheduled than allowed, a message box is displayed, indicating that a business rule violation (BRV) has occurred. Changes will not be saved until the schedule is corrected.

Enforcement is based on labor costs as a percent of the Forecasted Sales, not as a fixed amount. In addition, the labor percentage is calculated on the total schedule, not a particular job or job category.

Labor percentages are only generated if RES Forecasting software is in use. If not installed, or if there is no forecast element linked in *LM | General | Restaurant*, the **Labor Cost %** field will display “No Forecast.”

### Enabling

To support this functionality, two new fields were added to the to the *LM | Time and Attendance | Time and Attendance | Time Clock Schedule* form:

- ◆ **Enforce schedule labor percentage** — When checked, the system will verify that the labor costs as a percent of **Forecasted Sales** does not exceed the site’s predefined limit. The check occurs each time the user recalculates the schedule.
- ◆ **Max scheduled labor percentage** — Allows the user to set a limit (by percentage) on labor costs.



## What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the LM 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.

<b>Module</b>	<b>Feature</b>	<b>CR ID</b>	<b>Page</b>
Forecasting	Forecasts Incorrect When Using Historical Data Based on Less Than 7 Periods	N/A	803
Manual Scheduling	Outdated Schedules Not Purged From Database	N/A	803
	Overtime Not Being Calculated Properly	N/A	803
	Slow Performance When Filtering Large Employee Database By Job Category	14594	803
Payroll Preprocessing	Employee Status Not Updating Properly When Clocked Out on Break	12594	804
	Incorrect Amounts After Deleting a Time Card Entry	N/A	804
	Job List Not Updating Properly	N/A	804
	Overtime Does Not Calculate Properly	15149	804
Reports	Employee Availability Report	14670	805
	Employee Time Card Detail	14472	805

Setup	Forecast Drivers Missing From Installation	15057	806
	Overtime Not Accumulating Properly	14411	806
	Purge Fails When Employees Work Past Scheduled Shift	14622	806
	State/Province Records Not Selectable	N/A	807

## Revisions Detailed

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### Forecasting

#### *Forecasts Incorrect When Using Historical Data Based on Less Than 7 Periods*

CR ID #: N/A

When generating a forecast, the system failed to recognize non-scheduled work days from the imported database. For example, if the **Number of periods** (*LM | Forecast setup*) was set to 7, but the historical totals indicated a 6-day work week (e.g., closed on Sunday), the system would use data from the following week to complete the forecast. This has been corrected.

---

### Manual Scheduling

#### *Outdated Schedules Not Purged From Database*

CR ID #: N/A

In previous releases, the system failed to purge time clock schedules that had exceeded the **Number of days to store schedules** variable as defined on the *LM | Time and Attendance* form. This problem has been corrected.

#### *Overtime Not Being Calculated Properly*

CR ID #: N/A

When using consecutive-day overtime (e.g., calculating at an overtime rate, any hours worked on the 7th consecutive day), the scheduling application would not calculate the scheduled overtime properly. This problem has been corrected.

#### *Slow Performance When Filtering Large Employee Database By Job Category*

CR ID #: 14594

During Manual Scheduling, attempts to filter a large number of employee records by job category took an unacceptably long time to complete. This problem has been corrected.

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## **Payroll Preprocessing**

### ***Employee Status Not Updating Properly When Clocked Out on Break***

*CR ID #: 12594*

Previously, if an employee clocked out on a break (paid or unpaid) and the clock-out status was changed thru Payroll Preprocessing, the system failed to update the employee's time clock status to match. This problem has been corrected.

### ***Incorrect Amounts After Deleting a Time Card Entry***

*CR ID #: N/A*

Previously, if a time card entry was posted and then the record was deleted from Payroll Pre-Processing, the hours and pay amounts were being reset to zero, but the tip amounts, service charges, and commissions were not getting backed out of the totals. This has been corrected.

### ***Job List Not Updating Properly***

*CR ID #: N/A*

When attempting to adjust a time card through payroll preprocessing, the system occasionally failed to update the drop-down list of jobs with the most recent records. The problem has been corrected.

### ***Overtime Does Not Calculate Properly***

*CR ID #: 15149*

Previously, if a job was set up with a zero default rate and a linked overtime level with any daily overtime, the system would calculate the wrong regular and overtime hours. This problem has been corrected.

## Reports

The table below describes the LM report changes in this Service Pack:

Report	Area Modified	Description
Employee Availability <i>CR ID #: 14670</i>	Stored Procedure <sup>a</sup>	Previously, a system error was generated if a user attempted to run the Employee Availability Report without having any job skills defined in <i>LM   Time and Attendance   Skill Levels</i> . This has been corrected.
Employee Time Card Detail Report <i>CR ID #: 14472</i>	Stored Procedure <sup>b</sup>	The Employee Time Card Detail report ( <i>PPWeeklyTimeSheet.rpt</i> ) was only sorting by date and not by date-time, causing multiple time card records for the same date to appear out of order. This problem has been corrected.

<sup>a</sup>File changed:  
speo\_R\_emp\_avail.sql

<sup>b</sup>File changed:  
speo\_R\_emp\_info.sql

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## Setup

### ***Forecast Drivers Missing From Installation***

*CR ID #: 15057*

The following forecast drivers (and related stored procedures), added in a RES Version 3.0 service pack, were missing from the RES 3.2 General Release version:

- ◆ SysFamGrpCntImport.dll
- ◆ RvcFamGrpCntImport.dll

This has been corrected.

### ***Overtime Not Accumulating Properly***

*CR ID #: 14411*

An error in a database stored procedure was prematurely activating overtime rates for employees. This problem has been corrected.

### ***Purge Fails When Employees Work Past Scheduled Shift***

*CR ID #14622*

When running a purge, if an employee works longer than the scheduled shift and into the next business day (i.e., scheduled 4 PM–11 PM and works 4 PM–1 AM), a primary key violation would occur and the purge would fail. This has been corrected.

In addition, by default the system retains data for both the current pay period and the previous pay period. Errors occurred in sites where the dates of the time card records exceeded the **Number of days to store schedules** (*POS Configurator | Employees | Time and Attendance | Time Card Schedules*). To correct this problem, the purge process was modified to use the pay period start date as its reference point for deleting time card schedule data from the system.

***State/Province Names Not Selectable***

*CR ID #: N/A*

During setup, new entries added to the **State/Province** form (*LM | General | Country Descriptor*) that included an abbreviation of three letters would populate the drop-down list on the **Labor Laws** form (*LM | Rules Laws*), but could not be selected. This problem has been corrected.

## Financial Management (FM)

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### What's New

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

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### What's Enhanced

There are no enhancements in this version of the software.



## What's Revised

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

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

## Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Reports	Unable to Close Periods Because of Balancing Issue	N/A	810
Transaction Journal	Negative Entries Not Accepted in a Workbook	14627	810
	Unable to Split Negative Entries Across Multiple Accounts	N/A	810

**Revisions  
Detailed**

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**Reports**

***Unable to Close Periods Because of Balancing Issue***

*CR ID #: N/A*

Previous attempts to close a period failed when the totals did not balance. The problem was linked to a rounding error which has been corrected.

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**Transaction Journal**

***Negative Entries Not Accepted in a Workbook***

*CR ID #: 14627*

When entering data in a Transaction Journal workbook, the system would not accept entries with a negative value. This problem has been corrected.

***Unable to Split Negative Entries Across Multiple Accounts***

*CR ID #: N/A*

When entering data in a Transaction Journal workbook for an open period, the system would not allow the user to spread the total value of a negative entry across multiple accounts on the detail form. This problem has been corrected.

## RES Platform

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### Introduction

This chapter comprises changes made to RES Platform, which includes the following applications:

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer

### 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 RES 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
MICROS Desktop	Employee Setup Configurator Access Not Licensed	15000	813
License Manager	Incorrect Registry Key Added During License Setup	14419	813
	New Client Entry Not Prompting for Commit	N/A	813
	'Out of Bound' Error Occurs When Using Keyboard	N/A	813
Reports Explorer	Reports Explorer Does Not Minimize Correctly Through Desktop	N/A	814

## Revisions Detailed

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### MICROS Desktop

#### *Employee Setup Configurator Access Not Licensed*

*CR ID #: 15000*

In an LM Lite environment, employee-related configuration selections were missing from the MICROS Desktop menu unless the site was fully licensed for LM. This problem has been corrected.

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### License Manager

#### *Incorrect Registry Key Added During License Setup*

*CR ID #: 14419*

During a new RES installation, if a user made changes on the *License Manager | POS 3700* page and then saved it before a single client was configured, the system would add a generic and unlicensed 'Client' key to the registry. Without a properly licensed client, the system would post an error message when the user attempted to reload Licensing. This problem has been corrected.

#### *New Client Entry Not Prompting for Commit*

*CR ID #: N/A*

When entering a new client key into the License Manager, the system failed to enable the green checkmark to commit the new entry to the registry. This problem has been corrected.

#### *'Out of Bound' Error Occurs When Using Keyboard*

*CR ID #: N/A*

When viewing the list of **Activation Codes** (*License Manager | POS 3700 | Clients*), if the user highlighted a record and then pressed the keyboard's **Down** arrow, the system would automatically insert a new row at the spot of the cursor. Using the form's **Rollback** button would delete the record, but subsequent attempts to select a record from the list would result in an 'Out of Bounds' error. This has been corrected.

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## Reports Explorer

### *Reports Explorer Does Not Minimize Correctly Through Desktop*

*CR ID #: N/A*

Previously, when the Reports Explorer module was minimized through the desktop, it would disappear. The only way to reacquire the running program was to press ALT-TAB and navigate the icons to the open application. This has been corrected.