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*Restaurant Enterprise Series (RES)  
Version 3.2 – Service Pack 7  
Hot Fix 1 Documentation*

## **About This Document**

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This document contains updates to Version 3.2 Service Pack 7 release of the MICROS Restaurant Enterprise Series (RES 3000) software. The changes are not cumulative, but describe additions and revisions relevant to Hot Fix 1 only.

## 3700 POS New Features and Enhancements

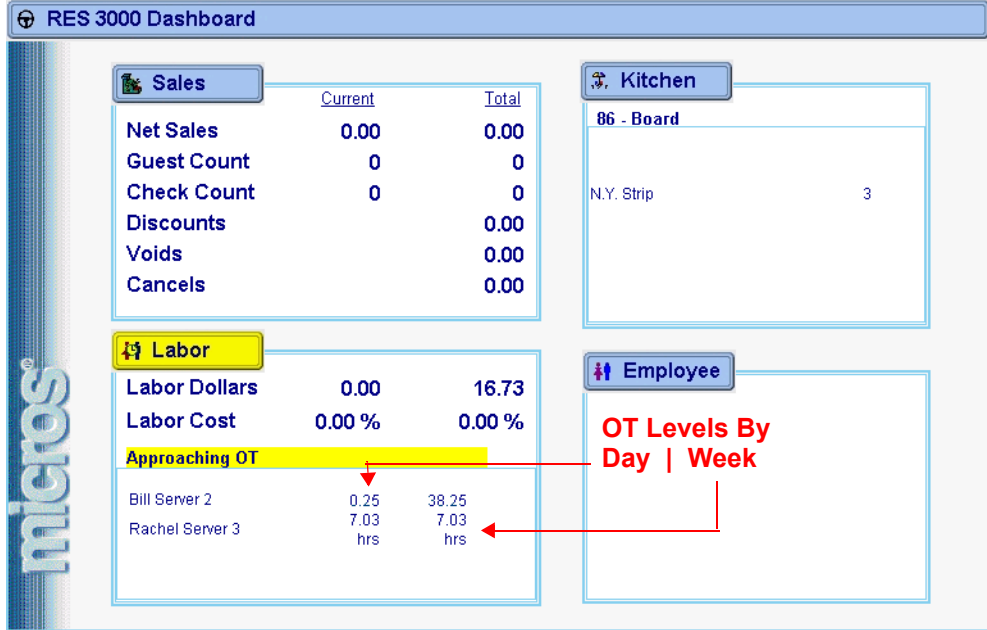
Module	Feature
POS Operations	<p data-bbox="440 443 732 478"><b>Forced Table Entry</b></p> <p data-bbox="440 506 1382 684">In some restaurants, servers are not allowed to send food orders to the kitchen unless the customer is seated at a table and the table number is assigned to the check. In practice, this has been difficult to enforce — particular in a fast transaction environment, where a table number is not a prerequisite for starting a check.</p> <p data-bbox="440 711 1409 968">The <b>Forced Table Entry</b> feature was designed to address this oversight. The feature allows users to specify when a table number is required by linking the requirement to certain classes of menu items (e.g., appetizers, entrées). During operations, servers can start and ring up orders as they normally would. But when the check is service totaled, the system will review the entries and, if one of the flagged menu item is detected, will prompt the server for a table number assignment.</p> <p data-bbox="492 1016 643 1052"><b>Example 1</b></p> <p data-bbox="492 1062 1409 1241">Bob stops at the Mike Rose Pub to meet a friend for dinner. The friend is running late, so he sits down at the bar and orders a drink and an appetizer while he waits. Skip, a new bartender, enters the menu items into the POS and service totals the check. Since there are food items on the order, the system immediately prompts for a table number.</p> <p data-bbox="492 1287 1409 1465">If the restaurant isn't busy, Skip could assign a table number and have a server seat Bob. On the other hand, if the restaurant is busy, and Bob is already waiting for a table, Skip can only serve the drink. In this case, he must clear the prompt and void the appetizers before he can service total the check.</p> <p data-bbox="440 1512 1373 1612">Once the table prompt is displayed, and a valid table number entered, the system finishes the service total transaction and automatically sends the relevant menu items to the kitchen.</p>

Module	Feature
<b>POS Operations (cont'd.)</b>	<p data-bbox="488 338 708 373"><a href="#">Merging Tables</a></p> <p data-bbox="488 386 1458 493">Occasionally, when service totalling the check, the server will enter a table number that is already in use. This may be accidental, in which case another table number can be entered, or it may be by design.</p> <p data-bbox="537 541 695 577"><b>Example 2</b></p> <p data-bbox="537 590 1458 842">Bob stops at the Mike Rose Pub after work. The place is busy, so he sits at the bar and orders a drink and an appetixer. Skip, the bartender, enter the items and service totals the check. Since there are food items for the kitchen, the system prompts for a table number. Before Skip can call a server and assign a table, Bob is spotted by a friend who invites Bob to join him. Bob agrees and the friend tells Skip to put the order on his tab at Table 3.</p> <p data-bbox="537 884 1458 1031">Skip enters 3 in the dialog box. A second prompt displays, asking if he wants to merge these items with the open check. Skip presses <b>Yes</b>. Bob's order is added to his friend's check and the items are automatically sent to the kitchen.</p> <p data-bbox="488 1083 643 1119"><a href="#">Limitations</a></p> <p data-bbox="488 1131 1450 1203">The forced table/merged check function does not work under the following conditions:</p> <ul data-bbox="488 1245 1003 1480" style="list-style-type: none"><li>◆ Order chaining is active.</li><li>◆ Menu item has required condiments.</li><li>◆ Order includes a combo meal.</li><li>◆ Dynamic Order Mode is active.</li></ul>

Module	Feature
<b>POS Operations (cont'd.)</b>	<p data-bbox="443 338 727 369"><u><a href="#">Enabling the Feature</a></u></p> <p data-bbox="443 386 1271 457">To support this feature, the following options were added to POS Configurator:</p> <ul data-bbox="443 491 1414 890" style="list-style-type: none"> <li data-bbox="443 491 1414 709">♦ <b>Require Table Number Entry</b> (<i>Sales   Menu Item Classes   General Options</i>) — When checked, menu items belonging to this class will not be sent to the kitchen unless a table number is associated with the order. When a check is service totaled, the order is scanned for relevant menu items. If one is found, the system prompts for a table number assignment before accepting and sending the items to the kitchen.</li> <li data-bbox="443 743 1414 890">♦ <b>Default service total for Forced Table Merge</b> (<i>Sales   Tender/Media   Service TTL</i>) — When enabled, provides the system with a default tender for merging orders on a single open check with an active table assignment.</li> </ul> <p data-bbox="488 924 1409 1066">To work properly, this tender must have the <b>Hold Order</b> radio button selected. This option allows the new menu items to be held while the system checks for a valid table number, adds them to the new check and reajusts the totals.</p> <p data-bbox="443 1100 1403 1213">In addition, two new Function keys were added to <i>Devices   Touchscreen Designer</i>. These functions provide a more direct way to add a table number to a started check by adding a touchscreen key in POS Operations:</p> <ul data-bbox="443 1247 1398 1541" style="list-style-type: none"> <li data-bbox="443 1247 1398 1360">♦ <b>Table Number</b> (Category: Check Operations) — When pressed, displays a key pad and prompts the user to assign a table number to the open check.</li> <li data-bbox="443 1394 1398 1541">♦ <b>Table Number with Merge</b> — When pressed, displays a key pad and prompts the user for a table number. If table is already assigned to an open check, asks for verification before adding the current items to the existing check.</li> </ul> <p data-bbox="488 1575 1409 1717"><b>NOTE:</b> To work, the option <b>One check open per table</b> (<i>RVC   RVC Transactions   Checks/Receipts</i>) must be enabled. Also, a tender must be configured with the Default service total for Forced Table Merge option selected.</p>

Module	Feature															
<b>POS Operations (cont'd.)</b>	<p data-bbox="488 342 1419 411"><b>Limit Auto-Combo Recognition with Previous Round Items to Individual Combo Meal</b></p> <p data-bbox="488 438 1458 581">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 touch key after all the menu items have been rung.</p> <p data-bbox="488 623 1458 766">Originally, combo meals were generated from items entered in the <i>current</i> service round. This was later modified to include menu item detail posted in <i>previous</i> service rounds. The change was designed to support Table Service Restaurants, whose checks often span multiple service rounds.</p> <p data-bbox="488 808 1458 951">The option to build a combo meal with previous round items was originally implemented at the revenue center level. For some sites, this did not provide sufficient control over the combo meal process. They preferred a more limited application.</p> <p data-bbox="488 993 1446 1136">To address their needs, a second option — <b>Allow ACR of previous round items</b> (<i>Sales   Combo Meals   Combo Meals</i>) — was added. This option allows users to specify by menu item, those combo meals that can be built using previous round items.</p> <p data-bbox="488 1178 1458 1287"><b>NOTE:</b> This option is independent of the revenue center option. That is, the system will support auto-combo recognition of previous round items at the highest level allowed (see table below):</p> <table border="1" data-bbox="513 1350 1442 1717"> <thead> <tr> <th data-bbox="513 1350 821 1446">Enabled by Combo Meal</th> <th data-bbox="821 1350 1130 1446">Enabled by Revenue Center</th> <th data-bbox="1130 1350 1442 1446">Creates Combo From...</th> </tr> </thead> <tbody> <tr> <td data-bbox="513 1446 821 1507">Yes</td> <td data-bbox="821 1446 1130 1507">No</td> <td data-bbox="1130 1446 1442 1507">All Rounds</td> </tr> <tr> <td data-bbox="513 1507 821 1568">No</td> <td data-bbox="821 1507 1130 1568">Yes</td> <td data-bbox="1130 1507 1442 1568">All Rounds</td> </tr> <tr> <td data-bbox="513 1568 821 1629">Yes</td> <td data-bbox="821 1568 1130 1629">Yes</td> <td data-bbox="1130 1568 1442 1629">All Rounds</td> </tr> <tr> <td data-bbox="513 1629 821 1717">No</td> <td data-bbox="821 1629 1130 1717">No</td> <td data-bbox="1130 1629 1442 1717">Current Round Only</td> </tr> </tbody> </table>	Enabled by Combo Meal	Enabled by Revenue Center	Creates Combo From...	Yes	No	All Rounds	No	Yes	All Rounds	Yes	Yes	All Rounds	No	No	Current Round Only
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Module	Feature
POS Operations (cont'd.)	<p data-bbox="440 338 1143 373"><b>Monitor Overtime Hours by Day on Dashboard</b></p> <p data-bbox="440 401 1398 579">During operations, the Dashboard utility provides managers with instant access to a restaurant's critical performance data. Structurally, the Dashboard consists of multiple panels tracking the latest sales and kitchen activity (updated every minute) and monitoring labor information (updated every 15 minutes).</p> <p data-bbox="440 623 1398 764">On the Labor panel, the data includes a breakdown of labor costs in dollars and as a percentage of sales. The panel also provides a list of clocked-in employees who are approaching overtime. This allows managers to make real-time adjustments to minimize the cost of labor.</p> <p data-bbox="440 808 1409 1098">In the past, the system provided two options for determining overtime status. Both tracked hours worked on a weekly basis. The first specified the number of hours in the standard work week. If an employee worked more hours than this, the extra hours were charged as overtime. To avoid this, the second option allowed manager to set an alert threshold — a number of hours that was close to, but less than the regular work week. Once an employee passed this threshold, the manager would be notified (in the Labor panel) of a potential overtime situation.</p> <p data-bbox="440 1157 737 1192"><u><a href="#">Daily Overtime Alerts</a></u></p> <p data-bbox="440 1207 1406 1423">To enhance functionality, a second column was added to the <b>Approaching OT</b> list. This column alerts managers when an employee is approaching (or has reached) overtime status for the <i>current work day</i>. As with the weekly status, the system will display the employee's name when the number of hours worked for a day, exceeds the user-specified threshold, and will turn red when the employee is actually in overtime.</p>

Module	Feature																																																
<p><b>POS Operations (cont'd.)</b></p>	 <p>The screenshot displays the RES 3000 Dashboard with the following data:</p> <table border="1"> <thead> <tr> <th colspan="3">RES 3000 Dashboard</th> </tr> <tr> <th colspan="3">Sales</th> </tr> <tr> <th></th> <th>Current</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Net Sales</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Guest Count</td> <td>0</td> <td>0</td> </tr> <tr> <td>Check Count</td> <td>0</td> <td>0</td> </tr> <tr> <td>Discounts</td> <td></td> <td>0.00</td> </tr> <tr> <td>Voids</td> <td></td> <td>0.00</td> </tr> <tr> <td>Cancel</td> <td></td> <td>0.00</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">Labor</th> </tr> <tr> <th></th> <th>Current</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Labor Dollars</td> <td>0.00</td> <td>16.73</td> </tr> <tr> <td>Labor Cost</td> <td>0.00 %</td> <td>0.00 %</td> </tr> <tr> <td colspan="3"><b>Approaching OT</b></td> </tr> <tr> <td>Bill Server 2</td> <td>0.25 hrs</td> <td>38.25 hrs</td> </tr> <tr> <td>Rachel Server 3</td> <td>7.03 hrs</td> <td>7.03 hrs</td> </tr> </tbody> </table> <p><b>OT Levels By Day   Week</b></p>	RES 3000 Dashboard			Sales				Current	Total	Net Sales	0.00	0.00	Guest Count	0	0	Check Count	0	0	Discounts		0.00	Voids		0.00	Cancel		0.00	Labor				Current	Total	Labor Dollars	0.00	16.73	Labor Cost	0.00 %	0.00 %	<b>Approaching OT</b>			Bill Server 2	0.25 hrs	38.25 hrs	Rachel Server 3	7.03 hrs	7.03 hrs
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	<p><b>NOTE:</b> The new <b>Approaching OT</b> list includes both hourly and weekly values for all employees listed, regardless of which field triggers the overtime status. In other words, if this is the first day of the labor week, and Rachel has posted 7.03 hours for the day, the system will add Rachel's name to the field and list both the daily and weekly hours as 7.03.</p> <p>On the other hand, if Bill has already worked a 38-hr week, and agrees to come in on Saturday, he will be included in the <b>Approaching OT</b> list at sign-in with a daily hours at 0+ and weekly hours 38+. After 2 hours on the job, his entry will turn red, with the daily total at 2+ and the weekly total at 40+ hours.</p>																																																

Module	Feature
POS Operations (cont'd.)	<p data-bbox="440 331 732 369"><a href="#">Enabling the Feature</a></p> <p data-bbox="440 380 1411 453">To support this feature, two <b>Daily Overtime Alert</b> options have been added to POS Configurator (<i>System   Dashboard   Alert Levels</i>):</p> <ul data-bbox="440 491 1401 856" style="list-style-type: none"><li data-bbox="440 491 1401 638">◆ <b>Hours until overtime</b> — Specifies the maximum number of hours that an employee can work per day before reaching overtime status. For example, if the regular work day is 8 hours, any employee who has worked 8+ hours will be listed in red on the Labor Panel.</li><li data-bbox="440 674 1401 856">◆ <b>Overtime alert hours</b> — Sets a threshold (in hours) for determining when employees are approaching overtime status for the current work day. For example, if the threshold is set to 7, any employee who has worked 7+ hours will be automatically added to the <b>Approaching Overtime</b> list on the Labor panel.</li></ul> <p data-bbox="440 890 1349 999"><b>NOTE:</b> If the option to <b>Display all employees</b> is selected (<i>POS Configurator   System   Dashboard   General</i>), all employees that have worked during the current labor week will be included in the list.</p> <p data-bbox="440 1037 1417 1110">If the option is cleared, only the employees that have reached one of the pre-defined alert statuses will be displayed.</p>



## 3700 POS Revisions

Module	Feature	CR ID
Database	<p><b>OrderType Posting Fails on Transferred Checks</b></p> <p>Totals failed to post correctly when a check was started and service totaled by one employee, then transferred to a second employee who changed the order type before cashing out the check. The failure would only occur if the option <b>Post all check totals to current order type</b> (<i>Revenue Center   RVC Posting   Options</i>) had been enabled. This problem has been corrected.</p>	21869
POS Operations	<p><b>Buffer Overrun Occurs When Entering More Than 13 Consolidated Items</b></p> <p>When using menu item consolidation, if 13 or more the same item were entered, an error would occur indicating a buffer overrun. Attempts to clear the error message would cause the system to crash.</p> <p>The problem occurred when the following options were set for the order device printer (<i>Devices   Order Devices   Options   Sorting/Formatting</i>):</p> <ul style="list-style-type: none"> <li>◆ Consolidate all</li> <li>◆ Print seat # enabled</li> <li>◆ Print seat # on menu item</li> </ul> <p>This has been corrected.</p>	21887
Reports	<p><b>Employee Closed Check Report Does Not Include Future Orders Settled On The Current Business Date</b></p> <p>When running an Employee Closed Check Report (<i>CHK_101.rpt</i>), the system failed to include orders that were entered into the system as Future Orders but activated and settled during the selected business date. This problem has been corrected.</p>	20986

Module	Feature	CR ID
<b>Reports (cont'd.)</b>	<p><b>Group Sales Summary Reports Deducting Returned Menu Items Twice</b></p> <p>When running any of the <b>Group Sales Summary</b> reports, the system would deduct twice the actual number of returned menu items from the <i>Qty Sold</i> column. <i>Net Sales</i> totals were not affected. This has been corrected.</p> <p>The following reports were affected:</p> <ul style="list-style-type: none"> <li>◆ <b>RVC Family Group Sales Summary</b> (<i>FG_R101.rpt</i>) — Both 40-and 80-column</li> <li>◆ <b>System Family Group Sales Summary</b> (<i>FG_S101.rpt</i>) — Both 40-and 80-column</li> <li>◆ <b>Consolidated RVC Family Group Sales Summary</b> (<i>FG_R111.rpt</i>)</li> <li>◆ <b>Consolidated System Family Group Sales Summary</b> (<i>FG_S111.rpt</i>)</li> </ul>	<b>20975</b>
	<p><b>VATs Calculated Incorrectly</b></p> <p>The <b>Recipe Cost and Recipe Assignment</b> 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 <i>VAT</i> and <i>Net Price</i> fields were removed from these reports.</p>	<b>14584</b>

## Kitchen Display System (KDS) Revisions

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Module	Feature	CR ID
Reports	<p data-bbox="488 447 1198 516"><b>KDS Guest Experience Reports Do Not Include Checks Unless Table Numbers Assigned</b></p> <p data-bbox="488 541 1252 762">When running the <b>KDS Guest Experience</b> (<i>KDS_001</i>) and <b>KDS Guest Experience Summary</b> (<i>KDS_004</i>), the system only included checks that had an associated Table Number. Consequently, fast transaction orders placed by Bartenders (for example) were being excluded from the results. This problem has been corrected.</p>	20534

## Cash Management (CM) Revisions

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Module	Feature	CR ID
User Interface	<b>Memory Access Violation When Starting a New Daily Deposit</b> Attempts to start a new daily deposit failed due to memory allocation issues. This problem has been corrected.	16474

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## Labor Management (LM) Revisions

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Module	Feature	CR ID
<b>Human Resources</b>	<p data-bbox="488 447 1284 516"><b>Form Designer Does Not Remove Label When Phone Extension Fields Deleted</b></p> <p data-bbox="488 541 1256 722">When deleting an <b>Extension</b> field in <i>Form Designer (HR   Employee Setup   Contact Information)</i>, the system failed to remove the label associated with the option. The problem affected both the <b>Phone Number Ext.</b> and <b>Pager Ext.</b> options. It has been corrected.</p> <p data-bbox="488 764 1284 905">Also, as part of the change, the labels were expanded from <b>Ext.</b> to <b>Phone Ext.</b> and <b>Pager Ext.</b>, respectively. This allows a user to locate the correct item, should it have to be reinserted in the form.</p>	<b>N/A</b>

## Product Management (PM) Revisions

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Module	Feature	CR ID
Reports	<p><b>Inventory Extension Report Does Not Provide for Multiple Counts or Cost Centers</b></p> <p>When running the Inventory Extension Report (<i>InvenCntExten.rpt</i>) through Reports Explorer, the user is prompted to select a count from the lists provided. However, the entries shown under Physical Count Numbers are differentiated by date only. This is a problem if more than one count was performed on that date, or if counts were performed at multiple cost centers. The user has no way to distinguish between these records. Also, once the count is selected and the report is run, the system fails to print the count and/or cost center on the report. This has been corrected.</p>	N/A

## Financial Management (FM) Revisions

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Module	Feature	CR ID
<b>Import/Export</b>	<b>Unable to Import Periods for Year 2006</b>  When creating an accounting structure for the year 2006, attempts to import periods using a 4/4/5 configuration would result in an error message indicating invalid dates were being used. This problem has been corrected.	<b>17596</b>

