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*Restaurant Enterprise Series (RES)  
Version 3.2 – Service Pack 7  
Hot Fix 3 Documentation*

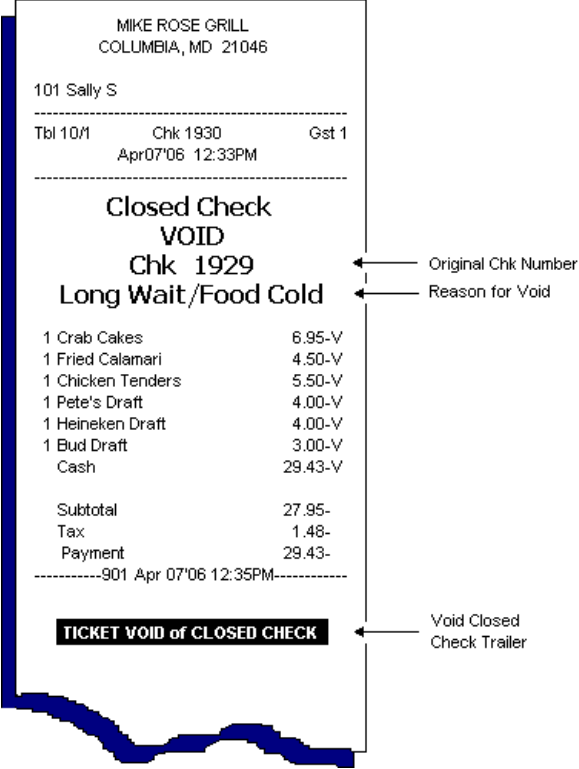
## **About This Document**

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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 3 only.

## 3700 POS New Features and Enhancements

Module	Feature
<b>POS Operations</b>	<p><b>Void Closed Check</b></p> <p>To improve useability, a new function was added that allows a cashier to recall a closed check and negate all transaction items simultaneously. This is also referred to as a <i>Ticket Void</i>.</p> <p>The option was designed for use in quick service restaurants, where customers place an order and pay the check before receiving the menu items. Once the check is paid, any request by the customer to cancel the order or correct a menu item must be treated a refund of the original item(s). The process is similar to a <i>Transaction Void</i>, in that a negative transaction item is posted for each item on the affected check. This allows the system to account for inventory items that were made but not sold. It is also needed to balance out the report totals.</p> <p>The difference between the two functions is that a <i>Ticket Void</i> negates all of the transaction items at the same time, whereas a <i>Transaction Void</i> requires the cashier to enter each item individually. Depending on the number of items involved, that can be a time-consuming process.</p> <p>As with <i>Transaction Voids</i>, only privileged users will have access to the Void Closed Check function. A reason code will also be required.</p> <p><u><a href="#">Using the Feature</a></u></p> <p>To void a closed check, the customer must provide a copy of the original Customer Receipt. The cashier can then log onto POS Operations and proceed as follows:</p> <ol style="list-style-type: none"> <li>1. Open the appropriate function or payment screen and press the pre-configured <b>[Void Closed Check]</b> key.</li> <li>2. At the prompt, enter the original check number. The system will scan the database/transaction log and recall the first record it finds with that check number.</li> </ol> <p><b>NOTE:</b> Check numbers should not be confused with <code>chk_seq_nums</code>, which identify unique records. It is possible to have more than one record in the database with the same check number.</p>

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	<p>3. If the displayed check is not the one you are looking for, click <b>No</b>. The system will search for the next record with the entered check number.</p> <p>If the displayed check is correct, click <b>Yes</b> to confirm the void. The system will display a second dialog box, prompting for a reason for the void.</p> <p>4. Select the appropriate reason code and click <b>OK</b> to enter.</p> <p>At that point, the recalled process is terminated and the screen is closed. The original check is unchanged. Instead, the system creates a new check, assigns it a new number, and automatically posts a negative line item for each of the menu items on the original check. A sample of this is shown on the right.</p> <p>The new void check references the original check number, and prints the reason for the void transaction. A custom trailer (defined by revenue center) can also be added.</p> <div data-bbox="873 646 1448 1409" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">MIKE ROSE GRILL COLUMBIA, MD 21046</p> <p>101 Sally S</p> <hr/> <p>Tbl 10/1      Chk 1930      Gst 1 Apr07'06 12:33PM</p> <hr/> <p style="text-align: center;"><b>Closed Check VOID</b></p> <p style="text-align: center;"><b>Chk 1929</b></p> <p style="text-align: center;"><b>Long Wait/Food Cold</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>1 Crab Cakes</td><td style="text-align: right;">6.95-V</td></tr> <tr><td>1 Fried Calamari</td><td style="text-align: right;">4.50-V</td></tr> <tr><td>1 Chicken Tenders</td><td style="text-align: right;">5.50-V</td></tr> <tr><td>1 Pete's Draft</td><td style="text-align: right;">4.00-V</td></tr> <tr><td>1 Heineken Draft</td><td style="text-align: right;">4.00-V</td></tr> <tr><td>1 Bud Draft</td><td style="text-align: right;">3.00-V</td></tr> <tr><td>Cash</td><td style="text-align: right;">29.43-V</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Subtotal</td><td style="text-align: right;">27.95-</td></tr> <tr><td>Tax</td><td style="text-align: right;">1.48-</td></tr> <tr><td>Payment</td><td style="text-align: right;">29.43-</td></tr> </table> <hr/> <p style="text-align: center;">-----901 Apr 07'06 12:35PM-----</p> <div style="background-color: black; color: white; padding: 2px; text-align: center; font-weight: bold;">TICKET VOID of CLOSED CHECK</div> </div> 	1 Crab Cakes	6.95-V	1 Fried Calamari	4.50-V	1 Chicken Tenders	5.50-V	1 Pete's Draft	4.00-V	1 Heineken Draft	4.00-V	1 Bud Draft	3.00-V	Cash	29.43-V			Subtotal	27.95-	Tax	1.48-	Payment	29.43-
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	<p data-bbox="386 331 846 365"><u>New Options in POS Configurator</u></p> <p data-bbox="386 380 1393 413">To support this feature, the following options were added in POS Configurator:</p> <ul data-bbox="386 449 1409 1157" style="list-style-type: none"><li data-bbox="386 449 846 483">◆ <i>Devices   Touchscreen Designer</i><ul data-bbox="435 518 1409 772" style="list-style-type: none"><li data-bbox="435 518 1409 772">◆ <b>Void Closed Check</b> — Assigned to a function key (<i>Category</i> — <i>Function: Check Access</i>) in POS Operations. When pressed, requires the cashier to enter the customer’s original ticket number and the reason for the ticket void. Once the original check is located and verified, a new Void check is generated, posting a negative entry to match (and cancel out) each of the items on the original check. The original check is not affected.</li></ul></li><li data-bbox="386 808 1003 842">◆ <i>Employees   Employee Classes   Void/Return</i><ul data-bbox="435 877 1409 947" style="list-style-type: none"><li data-bbox="435 877 1409 947">◆ <b>Void Closed Check</b> — Allows members of the selected employee class to use the void check function.</li></ul></li><li data-bbox="386 982 1016 1016">◆ <i>Revenue Center   RVC Print Design   Trailers</i><ul data-bbox="435 1052 1409 1157" style="list-style-type: none"><li data-bbox="435 1052 1409 1157">◆ <b>Void Closed Check Trailer</b> — Specifies the trailer that will be appended to the bottom of a Ticket Void. Trailers are created separately, on the <i>Sales   Descriptors   Trailers form</i>.</li></ul></li></ul>

## Cash Management New Features and Enhancements

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<p><b>Reports</b></p>	<p><b>Over/Short Detail Report Added</b></p> <p>CM allows users to close, count, and balance a till using automated count sheets. Once counted, an Over/Short Report can be run to compare the actual POS transactions against the physical count of the drawer. Typically, this is done as part of an end-of-day sequence.</p> <p>The problem with the Over/Short Report was that it summarized discrepancies at the till level. There was no way to determine which tenders type(s) (Cash, Credit, Gift Cards, Room Charges) were posted incorrectly, or by how much. To get this information, the manager would have to open the Cash Management Back Office (CMBO) utility and review the till counts directly. This could be very time-consuming.</p> <p>To improve useability, a new Over/Short Detail Report (<i>CMTillOverShortDtl.rpt</i>) has been added. The report differs from the summary report in that the till amounts are itemized by tender type. A subtotal is also provided for each till.</p> <p>As with the summary version, the Over/Short Detail Report is run for a user-specified date range. The results are sorted by the name of the assigned employee and include the till name, the name of the manager that counted the till, the amount over/under, and the reason (if indicated) for the discrepancies.</p> <p>A sample of the report is shown below:</p> <div data-bbox="483 1220 1330 1740" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;"><b>Cash Management Over/Short Detail Report</b> Micros Cafe - Micros Cafe</p> <p>Report Date: 2015/09/08 to 2015/09/08      Printed on: 4/14/2006 5:46:00 PM              Title: <b>Over/Short</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Count Employee</th> <th style="text-align: left;">Till Employee</th> <th style="text-align: left;">Over / Short</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Till Name: Serving Bank</b></td> </tr> <tr> <td style="padding-left: 20px;">The Manager, Brian</td> <td>Server 1, Sally</td> <td></td> </tr> <tr> <td></td> <td>Cash/Dre</td> <td style="text-align: right;">1,161.14</td> </tr> <tr> <td></td> <td>Credit Cards</td> <td style="text-align: right;">185.00</td> </tr> <tr> <td></td> <td>Hotel Charge</td> <td style="text-align: right;">36.00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">1,381.14</td> </tr> <tr> <td colspan="3"><b>Till Name: Cashiering</b></td> </tr> <tr> <td style="padding-left: 20px;">The Manager, Brian</td> <td>Bar tender 1, Heather</td> <td></td> </tr> <tr> <td></td> <td>Cash/Dre</td> <td style="text-align: right;">243.69</td> </tr> <tr> <td></td> <td>Credit Cards</td> <td style="text-align: right;">4.45</td> </tr> <tr> <td></td> <td>Hotel Charge</td> <td style="text-align: right;">(1.70)</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">246.44</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Report Total:</b></td> <td style="text-align: right;"><b>\$1,627.58</b></td> </tr> </tbody> </table> <p style="color: blue; font-weight: bold; margin-top: 10px;">Over/Short Itemized by Till</p> </div>	Count Employee	Till Employee	Over / Short	<b>Till Name: Serving Bank</b>			The Manager, Brian	Server 1, Sally			Cash/Dre	1,161.14		Credit Cards	185.00		Hotel Charge	36.00			1,381.14	<b>Till Name: Cashiering</b>			The Manager, Brian	Bar tender 1, Heather			Cash/Dre	243.69		Credit Cards	4.45		Hotel Charge	(1.70)			246.44	<b>Report Total:</b>		<b>\$1,627.58</b>
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## 3700 POS Revisions

Module	Feature	CR ID
Database	<p><b>Service Charges Incorrectly Included in Subtotal Discount Tracking Totals</b></p> <p>When collecting Subtotal Discount totals, the system failed to exclude service charges from the dollar amounts reported. This problem has been corrected.</p>	22190
	<p><b>Tracking Group Discount Totals Do Not Include Item Discounts</b></p> <p>Previously, the system failed to include item discounts when posting tracking totals by Major Group, Family Group, or Menu Item Group. Only prorated discount totals were reported. This problem has been corrected.</p>	N/A
POS Operations	<p><b>Drive-Thru Key Recalls Wrong Type of Orders</b></p> <p>After configuring a workstation for Drive-Thru (<i>Devices   User Workstations   Options   General \ UWS is a Drive-Thru Terminal.</i>), and selecting <i>Drive-Thru</i> as the <b>Default Order Type</b>, attempts to recall an order using the [<b>Drive-Thru Next Order</b>] key were inconsistent.</p> <p>Once the user picked up check using an open check SLU key, then the next time the [<b>Drive-Thru Next Order</b>] key was pressed, the system would ignore order type and return the first check found without a table assignment. This problem has been corrected.</p>	N/A
	<p><b>Subtotal Discount Incorrectly Applied to Multiple Seats</b></p> <p>When applying a subtotal discount to a check with multiple seats, the system would incorrectly post a discount for each seat individually. The problem only occurred if the option <b>Sort by Seat</b> (<i>Devices   Order Devices   Options   Sorting/Formatting</i>) was enabled. This has been corrected.</p>	N/A

Module	Feature	CR ID
POS Operations (cont'd.)	<p><b>Service Charge Applied to Wrong Seat When Seat Filtering</b></p> <p>When applying a service charge to a filtered seat, the system would calculate correctly (based on the filtered menu items), then would attribute the service charge to the wrong seat. For example, if the service charge was applied before the check was service totaled, the system would show the amount with the last seat. If it was applied after the check was service totaled, the service charge would be shown with the first seat. This has been corrected.</p>	22217
Reports	<p><b>Daily RVC Discount Report</b></p> <p>When running the Daily Revenue Center Discount Reports (dly_rvc_dsc.rpt), the count of subtotal discounts was incorrect. This has been corrected.</p>	N/A
	<p><b>Net Sales and Order Type Net Sales Incorrect on Sales Detail Reports</b></p> <p>Discount transactions failed to post to the database if they were the only sales generated between report cycles. Consequently, when the sales reports were generated, the Net Sales and OT Net Sales values would be incorrect. This problem has been corrected.</p>	N/A
	<p><b>Unloading Temporary Detail Table Causes Error When Posting System/RVC Tracking Totals</b></p> <p>Occasionally, when posting totals to the database, an error message would display when the system failed to execute the stored procedure <i>sp_post_trk_sys_rvc_cal</i>. The problem occurred when the temporary detail table was unable to unload to a text file on the workstation's D:\ drive. This could be because the D:\ was already in use or was not configured at all. This has been corrected.</p>	22009

Module	Feature	CR ID
<b>SIM</b>	<b>@Dsc Variable Not Posting Properly</b> <p>When calculating discounts, the ISL variable was consistently posting the total discount amount as \$0.00, instead of showing the sum of all percentage and amount discounts on the check. This has been corrected.</p>	<b>N/A</b>
<b>Transaction Analyzer</b>	<b>Number of Discounts Incorrect When Applied as Subtotal Discounts</b> <p>When a subtotal discount is applied to a check with multiple items, the system posts a separate entry for each menu item in the detail table. This is correct. However, when viewing a report through Transaction Analyzer, the system failed to consolidate the check's individual calculations into a single discount. Consequently, the count of subtotal discounts was distorted, representing the number of menu items sold, rather than the number of discounts applied. This problem has been corrected.</p>	<b>N/A</b>



## Kitchen Display System (KDS) Revisions

Module	Feature	CR ID
KDS Controller	<p><b>Reload Command Causes Persistent Grey Screen on Win CE Devices</b></p> <p>During a reload of the KDS controller, the WS4 and RDC display terminals failed to redraw the application screen correctly. Orders and processes were posted as usual, but were not apparent to the end user, who was presented with a persistent gray screen. This problem has been corrected.</p>	N/A
Printing	<p><b>Order Chits Take Too Long to Print From Queue</b></p> <p>After configuring KDS devices to <b>Print on all prep done</b> (<i>Devices   Order Devices   KDS   Options</i>), the print controller took an unusually long time to print orders when a group of them was bumped from the kitchen at the same time. Furthermore, if an error occurred during printing, the system would halt until the user manually cleared the message dialog box. This problem has been corrected.</p>	N/A

## Labor Management (LM) Revisions

Module	Feature	CR ID
Forecasting	<p><b>Edited Forecasts Incorrectly Accept Values Outside Minimum/Maximum Limits</b></p> <p>When using Associated Forecast, the system would allow a user to post values outside the minimum/maximum limits for a particular data field. This problem has been corrected.</p>	N/A
	<p><b>Forecast Cannot be Generated or Approved After Addition to an Associated Group</b></p> <p>After creating an associated forecast group, attempts to generate or approve a forecast would fail if the <i>Generate Forecast</i> or <i>Edit Forecast</i> forms were open in the Forecasting application.</p> <p>To correct this problem, the system will no longer allow a user to open forms in the Forecasting application, if Forecast Setup is in use.</p>	N/A
LM Setup	<p><b>Change in Minimum Wage Causes Override OT Rates to Calculate Incorrectly</b></p> <p>Previously, if the minimum wage for one state or province (<i>LM Setup   Rules/Laws   Labor Laws   Federal and State</i>) was modified at Corporate, the system would automatically implement the change in all enterprise stores. This occurred regardless of whether a store was linked to that particular state or province. As a result, stores were receiving multiple updates which, in turn, was causing the Override OT rates to calculate incorrectly. This problem has been corrected.</p>	N/A