



Restaurant Enterprise Series (RES)

Version 3.1

ReadMe First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions included in the Version 3.1 release of the MICROS Restaurant Enterprise Series (RES 3000) software.

For clarity, information is divided into self-contained chapters, reflecting the additions and modifications made to the following RES products:

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

3700 POS

Introduction

This chapter comprises changes made to the 3700 POS System.

To help you navigate the document, product information is divided into the following 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 3700 Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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
CA/EDC	Debit Cards	3
Interfaces	NALDS	6
POS Configurator	Duplicate SLUs Disabled	7
	Menu Item Waste	8
	Review Order	11

New Features Detailed

CA/EDC

Debit Card Support

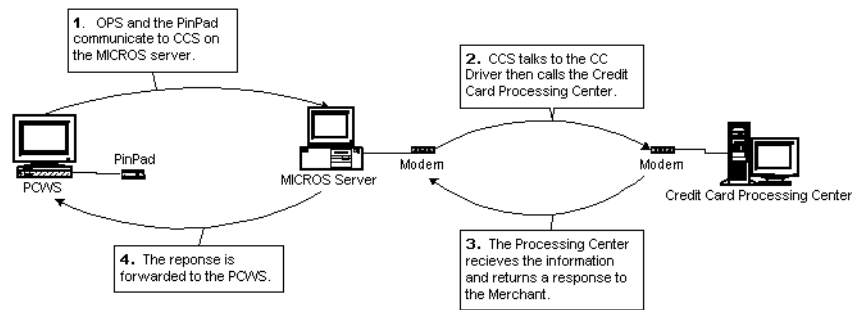
Debit cards are used by more and more customers as a way of tendering payment for goods and services by authorizing immediate transfer of funds from a customer's bank account to the retailer. As with credit cards, debit transactions utilize a third-party processor to handle the verification and authorization of funds. Charged tips and cashbacks may be included in the transaction.

With this release, the debit card feature offers two implementation methods — one for standard debit transactions (available in the US only), and one for the Canadian-style debit systems. On the surface, there is little to differentiate the processes. Both methods require that the debit card be swiped (versus keying in the account number) in the presence of the cardholder.

Once the card is swiped, the customer is required to enter his/her personal identification number (PIN) into a keypad connected to the system. The system relays this number, along with a transaction total, to the credit card processor for authorization. The credit card processor does an immediate check of the cardholder's account and, if sufficient funds exist, authorizes the transaction. A detailed voucher is printed and may be presented to the customer for signature. (Signature requirements are not mandatory, but are left to the discretion of the site manager.) In any case, the customer is handed a receipt and cashback (if applicable). The sum of the transaction, including applicable service charges, is immediately subtracted from the customer's bank account.

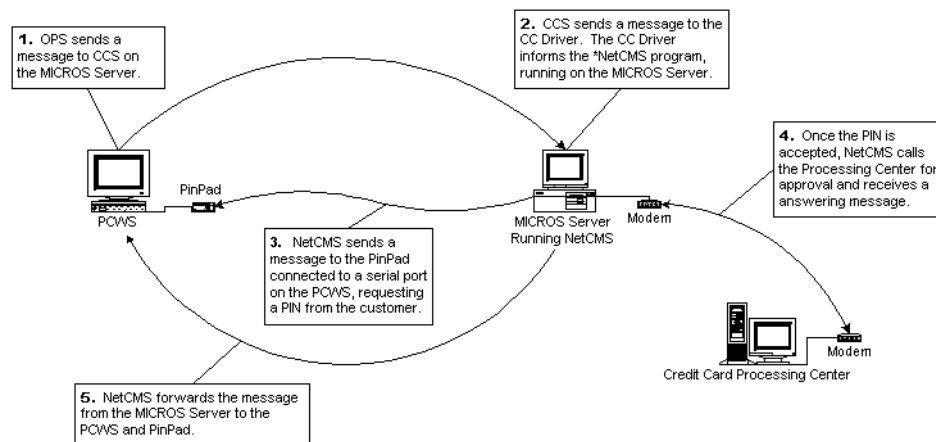
Multiple debit cards may be used in a single transaction. Each customer is allowed to add a tip to his/her portion and request a cashback amount. A voucher and a customer receipt is provided for each debit card presented.

The differences between the two processes lies in the hardware setup and the configuration of the credit card drivers used to handle the transactions. The Standard (US) debit card transaction uses a Verifone PINpad 1000 device which is linked to the POS System via the workstation. The entire transaction is handled as a single process, with all of the data (including the debit authorization) passing through the 3700 POS system.



Standard (US Debit)

In the Canadian debit system, the keypad collects data for the credit card processor via separate software running on the merchant's server. The authorization and approval process is handled as a private transaction between the processor and the cardholder. Once approved, only the authorization code is forwarded to the merchant.



*NetCMS is not a MICROS program. This is a separate program to configure Pinpads and communicate with the Processing Center.

Canadian Debit

The following table summarizes the differences between the two methods:

Attribute	Standard	Canadian Debit
Available In	United States	Canada
Device Used	PINpad configured in and linked to POS System	Keypad linked to server
Transaction Process	Single system — PIN number and request are encrypted and passed by POS system to credit card processor. Authorization is returned to POS directly.	Dual systems — Credit card processor gathers PIN data via keypad which operates parallel to the POS. Approval code is returned to the keypad and must be manually entered.

Attribute	Standard	Canadian Debit
Charged Tips	Allowed	Allowed
Cashback	Allowed	Allowed
CC Driver Required	CaNDC	NaCMS

Reports

Debit card information is collected and settled through the credit card batch process. Accordingly, a new tracking group total was added in this release to cover debit card data. Payment information can be found on the Credit Card Batch Detail Report and the Credit Card Transfer Summary Report.

In addition to the existing reports, a new Debit Reconciliation Report (*DR_001.rpt*) template is provided in this release as part of the 3700 standard report templates. This report can be run manually or as part of an autosequence.

Interfaces

NALDS

A Liquor Dispensing System (LDS) provides increased security by allowing each drink that is poured at the bar to be automatically posted to a transaction in the 3700 POS system. The 3700 North American Liquor Dispensing System (NALDS) Interface allows the 3700 system to receive these sales postings from the LDS.

When implemented properly, the NALDS interface restricts liquor dispensing by preventing the LDS from pouring a drink until the 3700 has acknowledged receipt of the pour information and can guarantee that it will be posted to a transaction.

For more information on configuring NALDS on a 3700 system, refer to the *North American Liquor Dispensing System (NALDS) Configuration and Interface Guide*.

POS Configurator

Duplicate SLUs Disabled

Many QSR restaurants hard code touchscreen keys to ensure that certain options are always accessible to the server and are placed in the same location on every screen. Among the more common hard-coded keys are prefix condiments, such as [NO], [EXTRA], and [HOLD]; and menu items such as [COFFEE], [TEA], and [SODA].

In the past, hard-coding keys led to redundancy and occasionally confusion, especially when the touchscreen included Screen Lookup (SLU) keys. SLUs are touchscreen keys that act as a kind of selection filter. When pressed, they scan the database and dynamically generate a subset of appropriate menu item keys. For example, pressing the [BEER] SLU on the main restaurant shell could launch a new touchscreen (the beer shell) and automatically populate it with keys for each of the beer selections available.

SLUs save time and storage space by reducing the number of hard-coded keys (and touchscreens) required to operate a business. Unfortunately, the SLU portion of a touchscreen functions independently of any hard-coded keys defined by the user — the redundancy issue.

To avoid confusion, a new **Mask Duplicate Items** option was added to the POS Configurator on the *Devices / Touchscreens / Styles* form. When enabled, the system responds to a SLU request by reviewing the list of applicable menu items (beer selections or condiment prefixes, for example) and comparing them to the touchscreen's hard-coded keys. If a duplicate item is found, the system masks the SLU'd item and displays the hard-coded key only.

This option affects any item that can be linked to a SLU, including:

- ◆ Menu Items
- ◆ Required Condiments
- ◆ Tender/Media
- ◆ Discount/Service Charges
- ◆ Fixed Price Meal Course Items
- ◆ Combo Meal Group Items

Menu Item Waste

Waste is defined as ingredients that may or may not be included in product preparation but are neither sold nor returned to inventory. Although the term has negative connotations, it encompasses a variety of circumstances — many of which are expected as part of the cost of doing business. Reasons for waste include:

- ◆ 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 provided wrong item, or too many items were prepared in advance and were not sold in a timely fashion)

Tracking menu item waste is a valuable restaurant operation. It allows managers to increase profitability by identifying (and thereby correcting) the most common causes of waste (e.g., too many prepared menu items, communication lapses between cooks and servers, etc.).

Background

Previously, the only way to enter and account for waste was to track it manually (e.g., by writing notes on a clipboard near the service line). At the end of the shift (or day), the items would be entered into the system through the Product Management (PM) backoffice software as either ingredient or recipe waste. Once entered, PM could calculate the loss of potential revenue by totalling the value of all the ingredients that comprised the wasted items.

The problem with the old system was that it required an installed and licensed version of Product Management, RES' comprehensive backoffice package for ordering, inventory, and recipe management. Even with PM installed, the only way to enter waste items was manually, through the PM interface. As with any manual task, the process was inefficient, time-consuming, and vulnerable to user error.

To improve efficiency, a new Menu Item Waste feature was added to the 3700 POS System. This feature does not require PM installation as a prerequisite of use. Nor does it provide the range and depth of information available to the PM user. What it offers, however, is basic waste management accountability. And it does so using a simpler, more direct way of recording unused finished goods as waste in the system — through the familiar touchscreens of POS Operations.

How It Works

The Menu Item Waste feature allows a privileged employee to sign onto any user workstation and, with the selection of a pre-configured **[Declare Waste]** key, opens a special Waste Check. To record waste, the employee simply navigates through the touchscreens, ringing up items as he or she would for any other guest check. Once all of the wasted menu items are entered, the check is closed by pressing any tender/media key. A waste chit is then sent to the workstation's designated printer where it provides a written receipt of the transaction. At the end of the day, these receipts can be used to reconcile the system's waste reports.

While the check is open, wasted items may be added, modified, or deleted in the usual way (i.e., by voiding, highlighting and modifying, or canceling the entire check). To speed up data entry, quantities of the same menu items may be entered by preceding the selection with the appropriate number.



The screenshot shows a POS interface for 'MIKE ROSE RESTAURANT AND GRILL' at 'Anywhere, USA 20705'. The screen displays the restaurant name, address, and transaction ID. Below this, it shows the date and time: 'Restaurant Sep28'02 10:34AM'. The main section is titled 'MENU ITEM WASTE TRANSACTION' and lists the following items: '1 Hamburger', '2 Chicken Sandwich', and '1 Lg Fries'. At the bottom, it indicates '3 Items'.

Once a Waste check is closed, it no longer behaves like a normal guest check. For one thing, it cannot be reopened. Nor is it included as part of the new Review Order feature (see page 11 for details on this process).

Wasted menu items do not affect sales or tenders and are not associated with tracking totals for reports. They are, however, posted to a separate Menu Item Waste Detail table. To correct an error on a previous Waste check (e.g., 4 hamburgers were entered instead of 1), the user cannot access the old check but must open a new one. If the problem was an overring, the user must post a negative quantity for that menu item for a net reported waste of 0 items. Similarly, if the wrong items were entered, a negative entry is posted, and the correct items are added to the check. Both positive and negative entries are noted in the reports.

Implementation

To support the Menu Item Waste feature, the following options were added to POS Configurator:

- ◆ **Begin POS Waste Check (Devices | Touchscreen Designer)** — A new touchscreen function in the check access category. When linked to a touchscreen key, this option allows the user to start a new waste check.
- ◆ **Declare Finished Item Waste (Employee Classes | Transactions)** — Controls which group(s) of employees will be allowed to open a menu item waste check.

Reports

In addition to the configuration options, the Menu Item Waste feature includes two new templates for reporting finished item waste in the revenue center. Both reports calculate the percentage of waste incurred for each of the revenue centers listed. As always, reports may be run separately or included as part of an autosequence.

The new POS reports are:

- ◆ **Consolidate Menu Item Waste Report by Employee**
(menuitem_waste.rpt) — Itemizes the cost of waste menu items by employee for a specified date range.
- ◆ **Consolidated Menu Item Waste Report by Menu Item**
(menuitem_waste_mi.rpt) — Itemizes the cost of wasted menu items by revenue center for a specified date range.

Finally, for those users who have installed Product Management software, the waste data recorded through the POS flows through to PM with full depletion of inventory. It is readily available for the detailed analyses and reports that the backoffice software supplies.

Review Order

In the quick-service market, cashiers are often required to ring orders and expedite them from the same terminal. The objective is to keep orders moving along and to reduce the amount of time a customer stands in line.

In this fast-paced environment, cashiers may need to move back and forth between past and present orders. Usually this happens when a menu item is not ready at the time the order is placed. Rather than hold up the line, the cashier will tender the check and move on to the next customer, returning to the previous order as soon as the items become available. Occasionally, a customer will come back to the cashier to discuss a problem with the order, point out an error in the sales totals, or simply request a receipt. In each case, the cashier must interrupt the flow of new transactions to take care of the previous customer's needs.

The *Review Order* feature facilitates order handling by allowing a cashier to scan the last 25 transactions posted at that workstation. When a new order is entered, the previous order becomes part of the transaction queue. The just-completed order is moved to a display area, where it can be viewed while the next order is rung. When that order is finalized, it bumps the previous order, replacing it as the last transaction in the queue and in the review order display.

Within the transaction queue, orders can be recalled to the display area through the use of movement keys programmed on the touchscreen. Once recalled, a closed order can be reopened, the details edited, or a receipt printed for the customer. Employees must be privileged to reopen or edit a reviewed order.

Note *Since the review order queue contains the last 25 transactions, it is possible for a closed check to be listed more than once. However, when a reviewed order is reopened or edited, the system will always recall the latest version of the check.*

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	Multi-Merchant IDs	14
	Universal Driver (VISANet TCP/IP)	17
POS Configurator	Autostart Levels	18
	Max/Min Condiments	19
	Required Condiment Masking	20
	Staydown Insert Condiment	21
	Insert Allowed Condiments During Required Condiment Selection	23
POS Ops	Suppress Credit Card Information	24

Enhancements Detailed

CA/EDC Drivers

Multi-Merchant IDs

Businesses that accept credit cards as a form of payment have a unique customer ID assigned to them by the bank processing their credit transactions. This is known as their Merchant ID. Previous versions of the 3700 software limited a business to one Merchant ID per system. This impacted the usability of the POS system for customers with multiple revenue centers.

Example 1

The Gardner's Grill has three revenue centers: a restaurant, a bar, and a retail outlet for fresh produce and baked goods. All three revenue centers accept credit cards, but because they are linked via the POS system, they are required to use the same Merchant ID. This is a disadvantage for the retail outlet. The transaction fee charged by the processor is based on restaurant sales where tips are standard and the settlement amount differs from what was initially authorized. But the retail outlet doesn't charge tips. The transaction is a simple authorization and payment that would be eligible for a lower fee if processed under a separate Merchant ID.

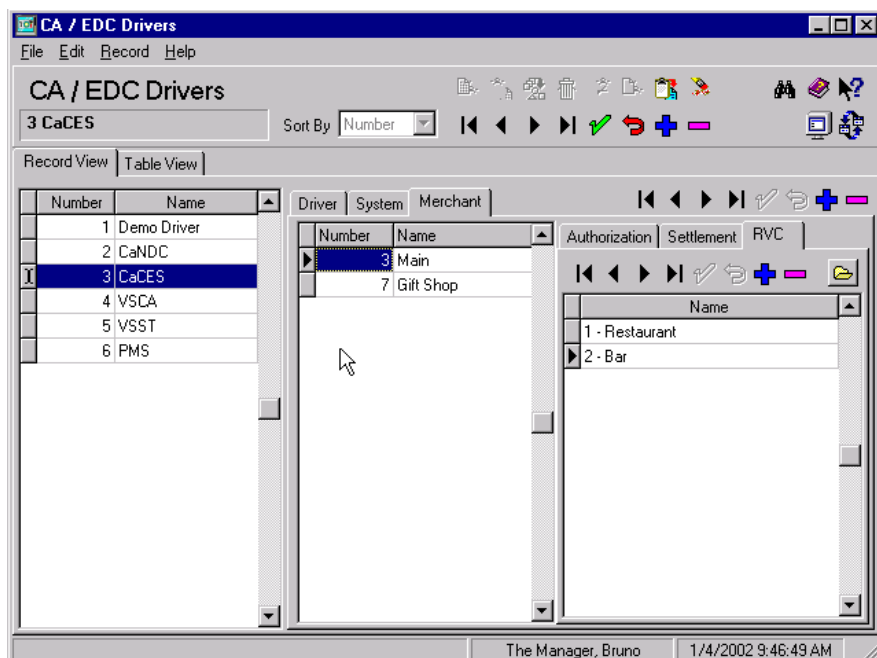
Example 2

Tom's Chowder House is a popular restaurant and bar. In the last year, Tom expanded his business to include a small seafood market which he co-owns with a friend. Both enterprises operate off the original POS System, sharing a common Merchant ID. This has become problematic. Because of the single identity, the credit card processor produces a composite banking statement instead of separate statements for each enterprise.

This release enhances the credit card functionality by supporting multiple merchant IDs when using credit card processing. At this time, the feature is only supported if the merchant is using the CES or Universal (VSCA/VSST) credit card drivers.

Changes in POS Configurator

To support multi-merchant functionality, a new **Merchant** tab was added to the *Devices / CA/EDC Drivers* form in POS Configurator.



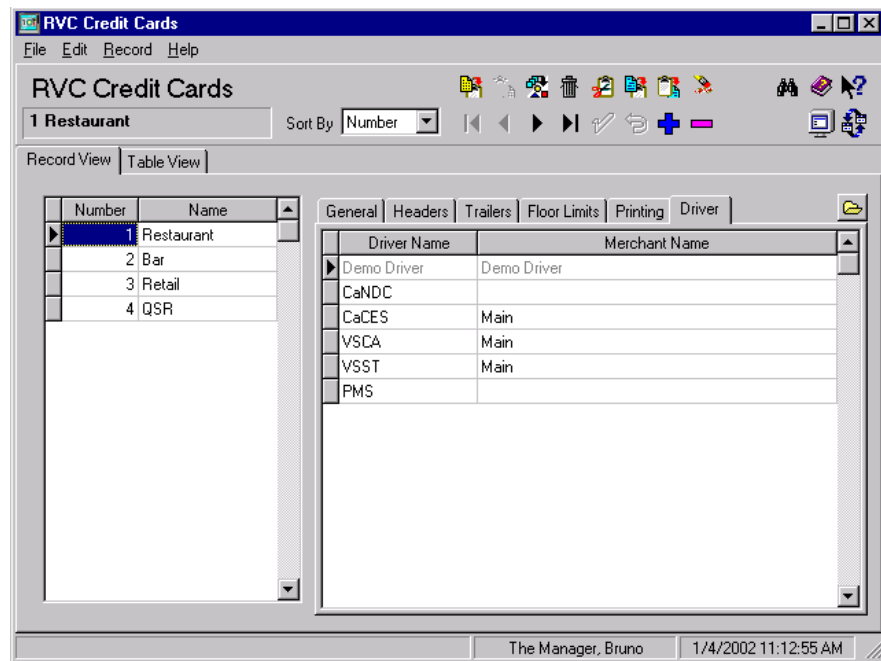
On the left side of the **Merchant** tab is a data-entry table, listing the user-assigned merchant names (e.g., Main Restaurant, Gift Shop, Seafood Outlet, etc.). These entries form the basis for separating credit card transactions within a single POS system.

To the right of the Merchant table are three tabs: **Authorization**, **Settlement**, and **RVC**. The **Authorization** and **Settlement** tabs contain all of the information previously required for installation and use of a credit card driver. In the new layout, the data-entry fields must be completed for each merchant ID.

The **RVC** tab is new. It allows a user to identify which of the system's revenue centers operate within a particular Merchant ID. A revenue center may only be assigned to one merchant at a time *for that credit card driver*. Attempting to add the same revenue center to a second merchant will invoke an error message.

If the business enterprise uses more than one credit card driver (e.g., CES and Universal), it is possible for a revenue center to be assigned to more than one merchant ID *within the POS System*. However, the user must still observe the single-merchant-per-driver rule when allocating the revenue centers.

To reduce confusion in a multi-driver system, a new **Driver** tab was added to the *Revenue Center / RVC Credit Cards* form. The form allows a user to manage credit card information for each of the revenue centers.



The **Driver** tab lists all of the credit card drivers currently configured in the 3700 POS System. When a revenue center is highlighted, the table shows the relationship between the drivers and the merchant IDs to which the revenue center was assigned. This form is read-only.

Reports

With this feature, the credit card settlement process includes the ability to batch by merchant IDs. Users can continue to batch credit card data by revenue centers as well. The Credit Card Detail and Credit Card Batch Transfer Status report templates were also modified. Where applicable, reports will include Merchant ID information.

Universal Driver (VISANet TCP/IP)

Credit card processing was enhanced in this release by adding support for TCP/IP connectivity. TCP/IP is the protocol used to establish a dedicated IP link between two database servers — in this case, between the merchant's POS System and the credit card processor. Until now, communication between the two was handled exclusively via a telephone dial-up connection. This enhancement does not eliminate that option, it simply offers an alternative.

The advantage in using TCP/IP is primarily speed and efficiency. Dial-up services require a separate connection for every transaction handled by the POS System. On average, connectivity to the credit card processor can take from 10-15 seconds. During busy periods (the Christmas season, for example), the wait time can easily double. At the end of the day, the drain on productivity and customer satisfaction can be considerable. In contrast, a dedicated network connection provides a nearly instantaneous connection to the credit card processor.

Connecting to the Network

MICROS does not provide the infrastructure necessary for the network connection. This new feature requires an established private network be in place. A network provider such as Hughes or Space Net can contract network access separately.

Once the infrastructure is in place, TCP/IP connectivity is activated via the credit card drivers in POS Configurator. At this time, the Universal credit card driver is the only one that supports network TCP/IP connectivity in the 3700 POS System.

Configuring the System

For this feature, three new options were added to the *Devices / CA/EDC Drivers / System* tab:

- ◆ **TCP/IP Enabled** — Specifies whether or not the internet option is being implemented. Enter 1 to enable, or 0 to disable.
- ◆ **Host IP Address: Port** — Specifies the IP address and port number of the primary host connection.

- ◆ **Backup IP Address: Port** — Specifies the IP address and port number of the backup host connection, should the primary port fail to establish a connection in a predetermined (as defined by the credit card processor) amount of time.

POS Configurator

Autostart Levels

The RES autostart feature determines which of the modules and applications will be started when the system's server is powered on. In the past, the autostart level was controlled exclusively through the registry. The default setting was 'Front of House' for all applications and modules. Changing this setting required direct edit of the registry value — an impractical and potentially risky solution for an inexperienced end-user.

To reduce risk and improve accessibility, control of the autostart level was added to the POS Configurator. The Autostart Level radio selection box is available on the **System | Restaurant | Descriptions** tab. The options are:

- ◆ **Off** — Services are started, but no applications or modules are active. *This is the new system default.*
- ◆ **Database** — Starts the 3700 DBS Server and the SQL Database Servers only.
- ◆ **Back of House** — In addition to the database, starts the credit card, autosequence, and interface servers as well as the print controllers and the KDS controller (if available).
- ◆ **Front of House** — Starts all applications and modules, including POS Operations.

Max/Min Condiments

In many restaurants, menu items are programmed to allow the customer a choice of side dishes or toppings. The price of the menu item and sides is usually inclusive, but may vary depending on the options selected.

In the past, configuring the POS to support a menu item with sides was a cumbersome process. Each side item associated with a main menu item had to be programmed as a separate condiment group. In other words, to offer a medium 3-topping pizza (Example 1), the user had to set up a pizza menu item and link it to 3 separate condiment groups (i.e., Pizza Topping 1, 2, and 3). Similarly, a steak dinner (Example 2) involved programming a menu item for the steak and a condiment group for each of the sides. In both cases, once the condiment groups were linked, a selection was mandatory, even if the selection was “No Choice.” And, to order more than the mandatory items, additional condiment groups were needed for the optional toppings or side items the customer might require.

The Min/Max Condiment feature was designed to streamline the order process by allowing the user to:

1. create groups of required condiments with similar attributes;
2. select one or more condiments from a single group, up to a predefined maximum; and
3. assign different parameters to each condiment group that is defined.

Required Condiment Masking

When a menu item is added to the system, it is often programmed to require selection from a specific condiment group (e.g., meat temperature for a steak, side groups with a combo meal). Required condiments prompt the server to specify food and beverage preferences (selection and preparation) and they are used to record inventory usage.

In the past, condiment selection was a fixed process. That is, when Menu Item A was selected, Condiment Groups B and C were automatically required. This often resulted in wasted keystrokes. Within any establishment, it is not uncommon for two employees ringing the same menu item to require different prompts to complete an order entry.

Example

The Millennium Cafe includes both a bar and restaurant. When a customer orders a Martini in the restaurant, the server must specify the liquor and type of garnish requested. If the customer orders the same drink at the bar, the bartender is informed directly of the customer's preferences and need only enter the choice of liquor, which is tracked for inventory purposes.

To eliminate unnecessary activity at the workstation, the condiment feature was modified to control when and where the system prompts for a selection from a required condiment group. This is done by preventing or masking the prompt at one of the following system levels:

- ◆ **Revenue Center** — Displays condiment group selections based on where the order is taken (e.g., the bar, restaurant, drive-thru.).
- ◆ **User Workstation** — Displays condiment group selections based on the physical device used (e.g., PCWS01, PCWS02, etc.).
- ◆ **Employee Class** — Displays condiment group selections relevant to the employee's class (e.g., bartender, dispatcher, server).
- ◆ **Order Type** — Displays condiment group selections relevant to the order type entered (e.g., eat-in, carry-out, delivery).

Stay-down Insert Condiment

In a typical restaurant, a server may ring several menu items before adding condiments to one or more of them. In the past, the server would highlight a menu item, press an insert function key, and then select a condiment. Pressing the insert key was required for each condiment or condiment prefix added, even if they were added to the same menu item. This made the feature cumbersome to use.

To improve usability, the insert key was modified to include a stay-down capability. Now, when the [Insert condiment] key is pressed, it remains active (i.e., in insert mode) until turned off by the user.

Example

At Hamburger House, a quick-service restaurant, a customer orders a hamburger, a cheeseburger, and a chicken sandwich. The server rings all three items as they are ordered. The customer then requests mayo and tomato on the hamburger. The server selects the hamburger and presses the [Insert Condiment] key to toggle on the function. The MAYO and TOMATO condiments are added to the hamburger with sequential keystrokes. The server then presses either the [Insert Condiment] key or CLEAR to toggle off insert mode.

Condiments may be inserted at any point in the check detail. The new condiment will be added below the highlighted item. To change the insertion point, simply move the cursor to another item.

Only one item may be modified at a time using the [Insert condiment] key. For example, if there are 2 baked potato menu items on the check, you cannot highlight both and insert the condiment [Sour Cream]. You must modify them individually.

Condiment Prefixes

Condiment prefixes are treated like any other condiment selection. That is, they are inserted as a separate line item *below* the highlight selection in the check detail. This can cause confusion if you are trying to add a modifier to an existing condiment item.

For example, assume that the server has rung the following menu items and condiments:

```
Burger
    Mayo
    Tomato
Chicken Sandwich
```

The customer then requests extra cheese on the burger. Because the condiment prefix is added with the condiment, highlighting the BURGER item and inserting EXTRA and CHEESE will produce the following check detail:

```
Burger
    EXTRA
    CHEESE
    Mayo
    Tomato
Chicken Sandwich
```

Suppose, however, that the condiment was already included on the check. Assume that the customer wanted EXTRA MAYO, for example. Highlighting the MAYO item and inserting the condiment prefix EXTRA will produce the following, misleading results:

```
Burger
    Mayo
    EXTRA
    Tomato
Chicken Sandwich
```

To add a condiment prefix, then, the server must place the insertion point *above* the condiment that is being modified.

Exit Conditions

Insert mode will remain active until the server does one of the following:

- ◆ Presses the [Insert Condiment] key again to toggle off the feature.
- ◆ Presses a CLEAR key.
- ◆ Selects another function, such as ringing another menu item, service charge, tender/media, etc.

Insert Allowed Condiments During Required Condiment Selection

One of the problems with linking multiple condiment groups to a menu item is the fixed order imposed on the user's selection process. The more selections available to the user, the more restrictive the process can get.

Example

Hamburger Hut sells the best burgers in town, prepared to order. A cheeseburger menu item, for example, includes three required condiments (Meat Temperature, Cheese Choice, and Bread Choice), and allow the user to select from an array of sandwich toppings (i.e., Lettuce, Tomato, Onion, Pickles, Mayo, Mustard, etc.).

George stops by the Hamburger Hut to pick up a sandwich on his way back to the office. He orders a Cheeseburger with Swiss Cheese, and Mustard and Onion on a Kaiser Roll. The server presses the [Cheeseburger] key and is prompted for the first required condiment — Meat Temperature. The process stops while he asks George how he wants the burger cooked. The server enters medium-well and follows up with the next required condiments, the Swiss Cheese and the Kaiser Roll. Finally, the allowed condiments are presented.

Unfortunately, the server has forgotten what George wanted on his burger. George, by now an annoyed customer, repeats that he wants mustard and onion.

Because customers think differently, there is no way to establish a fixed order of condiment groups that will satisfy everyone. One alternative is to make condiment selection more “conversational.” That is, to allow users to enter selections as the customer orders, rather than in a fixed order.

To do this, the system was modified to permit the insertion of optional or allowed condiments in the middle of a required condiment selection. The allowed condiments are not part of the required condiment group and are not counted as a required selection. For example, if the system has prompted for [**Cheese Choice**], and the options are CHEDDAR, SWISS, or JACK; then selecting the allowed condiment EXTRA will not return an error message or count as the required selection.

POS Operations

Suppress Credit Card Information

Recently, state legislation prohibiting the printing of complete credit card numbers and card expiration dates has been passed or is being considered for all retail transactions within the US domestic markets. To comply with these requirements, the following enhancements were made in the POS Configurator to the *Sales / Tender/Media / CC Tender* form:

- ◆ **Mask Credit Card Number** — In previous releases, enabling this option would truncate the credit card number to the last four digits on guest checks, customer receipts, credit card vouchers, and journal printing authorization entries. The full credit card number was only included in the journal for paid transactions.

To protect the business from a system’s crash, the new functionality will maintain the masking on customer documents, but will now print the entire credit card number to the journal files at the time of the transaction, whether it is for authorization or payment.

The name of this option (previously called **Mask Credit Card Number on Guest Checks and Receipts**) was shortened to reflect the expanded functionality.

- ◆ **Mask Expiration Date** — When enabled, this new option allows a business to mask the credit card's expiration date on guest checks, customer receipts, and credit card vouchers. However, the expiration date will always print to the journals — during credit card authorization and also at time of payment, *regardless of how this option is set.*

Credit card numbers and expiration dates will behave the same whether the card is swiped or the numbers are entered manually.

Reports are not affected by the new functionality. The complete credit card number and expiration dates will continue to be printed on batch reports in the system.

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	Automatic Reload of Autosequence Server Causes Autosequences to Fail	9108	31
	Labor Reports Using 'Per Payroll Period' Date Type Run Incorrectly	6352	31
	Offset Report Date Range Ignored When Using Semi-Monthly Payroll Periods	5035	32
CA/EDC	CAPMS Driver Not Writing to 3700d.log File	7499	32
	CAPMS Driver Failed if Credit Card Server Connected Before Interface Server	7754	33
Confidence Test	Serial Printers Not Working Properly	6212	33
Database	Database Failed to Properly Convert When Upgrading from Version 2.6 to 3.0	8527/ 8528	34
	RunBackup Fails to Validate Database	9060	34

Module	Feature	CR ID	Page
Electronic Journal	Unable to Print from Preview Window	4283	34
Installation	CaCMS Drivers and Debit Report Failed to Install Properly	9034	35
	Netsetup Not Handling Touchscreens Properly	N/A	35
	Remotereboot.exe Not Working Properly	8530	35
Manager Procedures	Add Items Improperly Enabled for Menu Items	9986	36
	Renamed Inventory tab to Quick Count	N/A	36
POS Configurator	Changing a Macro Entry from a Preset Tender/Media Number to a Preset Tender/Media Key Code Resulted in Error	7778	36
	Condiment Prefixes Improperly Selectable	N/A	37
	Deleting a Record with Cashier Totals Causes Error	8197	37
	Employee Access Cannot Be Added to the Devices Workstation Form	8752	37
	Incorrect Number of Price Levels Displayed	8246	37
	Language Translation Unable to Restore English as Current Language If Changed by User	9362	38
	Menu Item Unit Prices Printing Incorrectly After Voids	6351	38

Module	Feature	CR ID	Page
POS Configurator (Con't.)	Negative Menu Item Pricing Not Allowed in Table View	7928	38
	Printing Line-by-Line in Dynamic Order Mode Locks Order Device	N/A	39
	Removed <i>Sales / Menu Items / Recipe/Inventory Assignment</i> Tab	N/A	39
	Removed Support for Direct KDS-to-OPS Printing	N/A	39
	Renamed Sales Inventory Form to Sales Quick Counts	9845	40
	Revenue Center Print Menu Item Unit Price Interferes with UWS Display	N/A	40
	Scanner Default Com Port Values Incorrectly Defined	N/A	40
	Security Privilege Does Not Prevent Access to Employee Setup	6306	41
	Shutting Down the Database Hangs an Open POS Configurator	8406	41
POS Operations	Cannot Close a Non-Revenue Service Charge if Default Order Type Not Declared	7611	41
	CC Lookup Prints Wrong Trailer	9072	42
	Changing Priced Condiments Does Not Recalculate Check	8000	42
	Changing a Clocked-In Employee's Revenue Center Crashes System	5214	42
	Combo Meals Disrupted with Addition of Allowed Condiments	N/A	42

Module	Feature	CR ID	Page
POS Operations (Con't.)	Combo Meal as First Entry in Fast Transaction Crashes OPS	N/A	43
	Condiment Handling is Lost When Reentering SAR Mode	9828	43
	Condiments Incorrectly Allowed After Order Sent	7825	43
	Currency Conversion Incorrectly Displays Change Due with Print on Demand	5705	43
	Employees Unable to Sign-In When Salaried Jobs Added	5297	44
	'No Style Programmed' Error Displays When Selecting Required Condiments	7330	44
	Recipe Information Screen is Blank if Menu Level Price Not Defined	3810	44
	Touchscreen SLUs With Stay-Down Unable to Return When Using Reference Entries	5348	44
	Touch Void Followed by a Direct Void of a Combo Meal Causes Negative Balance	10131	45
	Touch Void of a Menu Item after Applying a Discount Disrupts Tax Totals	7810	45
Unable to Display Date/Time from OPS	8402	45	

Module	Feature	CR ID	Page
POS Operations (Con't.)	Voiding a Menu Item with Condiment Following a Combo Void Causes Error	9244	45
	Voiding PMS Tenders Expands Reference Info	7784	46
Printing	Logo Printing Locks Workstation	7599	46
Reports	Cannot Set a Store Range Source for an EM Report	17587	46
	Consolidated System Time Period Summary with Graph Uses Wrong Totals	8518	47
	Currency Conversion Posting Incorrectly to Multiple Tracking Groups	9049	47
	Daily System Sales Detail Posting Incorrect Labor Totals After Configuration Change	5393	47
	Discount Total Incorrect When Running a Revenue Center Sales Detail Report for a Date Range	5619	48
	Employee and Cashier Detail Reports Post Incorrectly	10245	48
	Guest Count Incorrect When Posting Guest Check Totals to Current Order Type	7292	48
	Menu Item Numbers Formatting Incorrectly	9332	49
	Menu Item Reports Missing Price Levels 5-10	8275	49
	System Tracking Group Double Posting to Database	7917	49

Module	Feature	CR ID	Page
Reports (Con't.)	Template Print Settings Incorrect for HP Printers	8259	50
	Time Period Reports Display Incorrect Data	8257	50
	Tracking Groups Failed to Post Initial Totals After Executing a Clear All Totals	7786	51
Transaction Analyzer	Revised Check Reopen Indicator	N/A	51
	Fails on Startup	N/A	51

Revisions Detailed

Autosequences

Automatic Reload of Autosequence Server Causes Autosequences to Fail

CR ID #: 9108

If an autosequence was scheduled to run on or about the time that an automatic reload of the autosequence server was executed, the autosequence would be missed. This happened because the system reloaded the server first and then failed to execute the autosequence since its appointed time has passed. To solve the problem, an auto-reload of the autosequence server will only occur when there are no jobs running and no jobs scheduled to run in the next 10 seconds.

Labor Reports Using 'Per Payroll Period' Date Type Run Incorrectly

CR ID #: 6352

Previously, if an autosequence was scheduled to run a report linked to the 'Per Payroll Period' Date Type (*Reporting / Scheduled Classes*), the actual run date and time for that autosequence would be inconsistent with the configured business date/time and designated payroll period settings. This problem has been corrected.

Offset Report Date Range Ignored When Using Semi-Monthly Payroll Periods

CR ID #: 5035

When running an employee report from an autosequence, the system ignored offset date ranges and reported current period values instead. This problem occurred when the system was configured as follows:

- ◆ *Employee / Time and Attendance / General* — Selected 'Semi-Monthly' from the **Payroll type** drop-down list
- ◆ *Reporting / Report Date Range* — Under Start and End Dates, selected:
 - ◆ The **Business Date** radio box
 - ◆ 'Business Date' from the drop-down list
 - ◆ A negative value (e.g., -1) in the **Offset Period** fields

The problem was linked to a programming issue with the autosequence driver. This has been corrected.

CA/EDC

CAPMS Driver Not Writing to 3700d.log File

CR ID #: 7499

In previous releases of the CAPMS credit card driver, entries written to the CAPMS.log were not being copied to the 3700d.log as well. This oversight makes troubleshooting more difficult. The problem has been corrected.

CAPMS Driver Failed if Credit Card Server Connected Before Interface Server

CR ID#: 7754

Attempts to run a PMS credit card authorization failed if the Credit Card Server (CCS) was running prior to establishing the Interface Server (IFS) connection. The situation could arise for a number of reasons, including:

- ◆ Bringing up the system through Control Panel's Back of House or Front of House options, which start CCS before IFS.
- ◆ A disruption/disconnection occurred with the PMS server.
- ◆ The IFS server is brought down and then restarted.

To correct the problem, the CAPMS driver no longer requires IFS to be started BEFORE the driver is loaded by CCS. IFS may now start (and restart) at anytime.

Confidence Test

Serial Printers Not Working Properly

CR ID #: 6212

MICROS Confidence Test failed to recognize or print from properly installed serial printers. The problem was linked to incorrect return codes in the software and has been corrected.

Database

Database Failed to Properly Convert When Updating from Version 2.6 to 3.0

CR ID #: 8527/8528

When upgrading from Version 2.6 to Version 3.0, the database conversion process failed to execute the post conversion script which resulted in a number of error messages. This problem has been corrected.

RunBackup Fails to Validate Database

CR ID #: 9060

When backing up the database, the runBackup command failed to complete the process by launching the runValid process, which resulted in an error message. The problem was linked to an incorrect string variable. This has been corrected.

Electronic Journal

Unable to Print from Preview Window

CR ID # 4283

Attempts to print a report from the preview window of the EJPrint utility (*MICROS Applications | Utilities | POS | EJPrint*) resulted in the error message, regardless of the status of the printer. This problem has been corrected.

Installation

CACMS Driver and Debit Report Failed to Install Properly

CR ID #: 9034

The CaCMS.dll and CaCMS.cfg files were omitted during the installation of RES3000 version 3.0 software. Also, the wrong version of the Debit Report (*dr_001.rpt*) was being installed. These problems have been corrected.

Netsetup Not Handling Touchscreens Properly

CR ID #: N/A

Previously, if an unattended installation was performed on an Eclipse workstation, incorrect information was being placed in the registry when netsetup was run a second time. This caused the ELO calibration program to run unnecessarily upon reboot of the system. This problem has been corrected.

Remotereboot.exe Not Working Properly

CR ID #: 8530

Attempts to reboot a client computer from the server using the Remotereboot.exe utility (available in the *MICROS/netsetup/common/bin* directory folder) resulted in an error message. The problem was traced to an incorrect driver reference, introduced in the Version 3.0 release. This has been corrected.

Manager Procedures

Add Items Improperly Enabled for Menu Items

CR ID #: 9986

Previously, a member of an employee class with **Prices & Assignment** privileges enabled (*Employees / Employee Classes / Procedures*) was improperly allowed to add menu items through Manager Procedures. The Add Items button should be disabled unless the **Allow adds and deletes** option is also selected. This problem has been corrected.

Renamed Inventory Tab to Quick Count

CR ID #: N/A

The *Inventory* tab on the *Menu Items* form was renamed to *Quick Count*. All functionality remains the same.

POS Configurator

Changing a Macro Entry from a Preset Tender/Media Number to a Preset Tender/Media Key Code Resulted in Error

CR ID #: 7778

Previously, if a macro category was changed from a preset tender/media number to a tender/media key code, the system would display an error message indicating an access violation. The problem was linked to code incorporated for 2800-only functionality, which is no longer valid in this release. This has been corrected.

Condiment Prefixes Improperly Selectable

CR ID #: N/A

Previously, the POS Configurator allowed a user to designate a menu item as a condiment prefix without linking it to the condiment option. This is incorrect since, by definition, a condiment prefix is a type of condiment. To fix the problem, the **Condiment Prefixes** option (*Sales / Menu Item Classes / General Options*) will be greyed out for all menu items until the **Condiment** option is checked/enabled.

Deleting a Record with Cashier Totals Causes Error

CR ID #: 8197

Attempting to exit the POS Configurator after deleting a record on the *Reporting / Cashiers Totals* form caused an error message to display. The problem occurred when the user attempted to remove records that had totals associated with it. This has been corrected.

Employee Access Cannot be Added to the Devices / Workstations Form

CR ID #: 8752

Previously, if an employee class was created without assigning access to the *Devices / User Workstations* form, any attempt to add privileges later would fail to update the database. This problem has been corrected.

Incorrect Number of Price Levels Displayed

CR ID #: 8246

Menu items in the *Sales / Quick Count / Item Assignment* form were displaying a maximum of 4 price levels instead of the requisite 10. This problem has been corrected.

Language Translation Unable to Restore English as Current Language If Changed by User

CR ID #: 9362

Previously, once a user changed the **Current Language** option (*System / Restaurant / Options*) from English to another language, the system was unable to restore English even if that choice was reselected. The problem was linked to the system's default language which presumed that English was still loaded, even after it had been changed. This has been corrected.

Menu Item Unit Prices Printing Incorrectly After Voids

CR ID #: 6351

In previous releases, the remote printer failed to acknowledge changes to an order involving the voiding and replacement of priced menu items. The problem occurred if the **Do not consolidate display** option (*Revenue Center / RVC Display and Design*) was enabled but the **Print Menu Item Unit Price** (*Revenue Center / RVC Print Design / Options*) was disabled. This has been corrected.

Negative Menu Item Pricing Not Allowed in Table View

CR ID #: 7928

When using POS Configurator's table view to enter menu item prices (*Sales / Menu Items / Prices* tab), the system would incorrectly prohibit the user from entering a negative value. An error message would be given, indicating the value was outside of the allowable range. (Negative values could be entered in the record view, however.) This problem has been corrected.

Printing Line-by-Line in Dyanmic Order Mode Locks Order Device

CR ID #: N/A

If an order device was configured for line-by-line printing, enabling Dynamic Order Mode (DOM) for that device would cause it to lock up. To correct the problem, the POS Configurator was modified so that the following two options cannot be selected simultaneously:

- ◆ **Print line by line** (*Devices | Order Devices | Options*)
- ◆ **Enable dyanmic order mode** (*Devices | Order Devices | DOM*)

Now, when the DOM option is selected, the print option will be greyed out and disabled.

Removed Sales | Menu Items | Recipe/Inventory Assignment Tab

CR ID #: N/A

The 3700 POS System no longer supports linking of recipes/inventory items to menu items through the POS Configurator. The corresponding tab has been removed from that module.

Recipes/Inventory items may be linked through the Product Management Application under **Setup | Recipe/Inventory Assignment**.

Removed Support for Direct KDS-to-OPOS Printing

CR ID #: N/A

Because KDS can output to any POS printer, there is no longer a need to configure settings that support direct printing to an OPOS printer. Now, when selecting a **Primary/Backup Runner Chit Printer** in the POS Configurator (**System | Kitchen \ Options** tab), the drop-down list will contain all available printers, including OPOS, at all times.

As a result of the change, the check boxes **Select Primary from POS printers** and **Select Backup from POS printers** were no longer required. They have been removed from the **Kitchen/KDS** form in POS Configurator.

Renamed Sales / Inventory form to Sales / Quick Count

CR ID #: 9845

Beginning with RES 3000, the *Sales / Inventory* form was renamed to *Sales / Quick Count*. All references within POS Configurator have been changed accordingly. This includes the security access drop-down list (**POScfg Form**) in *Employees / Configurator Access*.

Revenue Center Print Menu Item Unit Price Interferes With UWS and KDS Displays

CR ID #: N/A

Previously, enabling the **Print menu item unit price** option (*Revenue Center / RVC Print Design*) would prevent items from sorting properly and would prevent the UWS and KDS displays from consolidating multiple items when using a Dynamic Order Mode (DOM) remote device. This problem has been corrected.

Scanner Default Com Port Values Incorrectly Defined

CR ID #: N/A

Previously, when attempting to configure a bar code scanner for use on a workstation, the default com port settings for the number of stop bits was incorrect and would result in an error message. In addition, the default data settings for UPC A, EAN 8 and EAN 13 scanners were incorrect and have been updated as follows:

UPC A:
scanner_data_string_size: 12
scanner_data_start_byte: 2
scanner_data_size: 10

EAN 8:
scanner_data_string_size: 8
scanner_data_start_byte: 1
scanner_data_size: 8

EAN 13:
scanner_data_string_size: 13
scanner_data_start_byte: 1
scanner_data_size: 13

Security Privilege Does Not Prevent Access to Employee Setup

CR ID #: 6306

Previously, if a user was part of an employee class with permissions to access the POS Configurator but not the Employee Setup forms, the system was not locking the user out of the Employee forms. This problem has been corrected.

Shutting Down the Database Hangs an Open POS Configurator

CR ID #: 8406

Previously, if the user shut down the database while POS Configurator was open, the loss of database connection caused that application to hang. Once that happened, the only way to close the configurator forms was through the NT Task Manager. This problem has been corrected.

POS Operations

Cannot Close a Non-Revenue Service Charge if Default Order Type Not Declared

CR ID #: 7611

Previously, the system would not allow a user to close a check containing a non-revenue service charge if a default order type had not been set. Attempting to do so when a credit authorization was performed would generate an error message indicating "Cannot Cancel After Authorization" and hang the system. To correct, the user needed to reboot the PCWS and then pick up the check and close it to 0. This problem has been corrected.

CC Lookup Prints Wrong Trailer

CR ID #: 9072

If a CC Lookup key was used and the credit card tender was configured to **Assume paid in full** (*Sales / Tender/Media / Tender*), OPS would use the 'Cashback Trailer' instead of the 'CC Trailer' when printing the voucher. This has been corrected. With this release, OPS will only use the 'Cashback Trailer' with a debit tender

Changing Priced Condiments Does Not Recalculate Check

CR ID #: 8000

When using the [**Change Condiment**] key to substitute one required priced condiment with another required priced condiment, the check totals continued to increment instead of recalculate the appropriate value. This problem has been corrected.

Changing a Clocked-in Employee's Revenue Center Crashes System

CR ID #: 5214

When an employee changes revenue centers, the system affects the transfer by clocking him/her out of the current revenue center and immediately clocking into the new revenue center. Doing so, however, caused a database error that crashed the system. The problem was linked to a logic error in a time clock-related stored procedure, which has been corrected in this release.

Combo Meals Disrupted with Addition of Allowed Condiments

CR ID #: N/A

Previously, if the user inserted an allowed condiment while ringing up a combo meal menu item, the system would stop the combo routine and post all selections as regular items. This problem has been corrected.

Combo Meal as First Entry in Fast Transaction Crashes OPS

CR ID #: N/A

Previously, if a combo meal was rung as a fast transaction, the system would record the wrong start detail index when check info lines were in use. This presented problems with subsequent voids. If the combo meal was voided before adding the required condiments, and a regular menu item with an allowed condiment was rung, any attempt to void the regular items would result in a system error. This problem has been corrected.

Condiment Handling is Lost When Reentering SAR Mode

CR ID #: 9828

Previously, when a workstation was placed into SAR mode, and then exited and reentered SAR mode, the availability of condiments was lost. This problem has been corrected.

Condiments Incorrectly Allowed After Order Sent

CR ID #: 7825

When an order is rung and then sent to the kitchen via a **[Send Order]** key, the menu items are placed in the previous round. In error, the system was allowing a user to continue adding condiments to the check without entering a parent item first — in effect, adding condiments to sent items. This problem has been corrected.

Currency Conversion Incorrectly Displays Change Due with Print on Demand

CR ID #: 5705

In a fast transaction environment, when using currency conversion with **Print Customer Receipt on Demand** enabled (*RVC / RVC Printing / Options*), the 'Change Due' window would not display until another touchscreen key was pressed. This problem has been corrected.

Employees Unable to Sign-In When Salaried Jobs Added

CR ID #: 5297

Previously, attempts to add a salaried job to an employee already defined as a server resulted in the employee being unable to advance past the Begin Transaction screen. This was due to an error in the system logic, which did not recognize the modified employee during clock-in. This problem has been corrected.

'No Style Programmed' Error Displays if Required Condiment is Selected

CR ID #: 7330

The error "No Style Programmed" would sometimes appear if the **Stay Down** option (*Devices / Touchscreens / Styles*) was set for the Menu Item SLU and a required condiment was selected. This has been corrected.

Recipe Information Screen is Blank if Menu Level Price Not Defined

CR ID #: 3810

A request for recipe information (using a predefined [**Recipe Info**] key) drew a blank screen if the user selected a menu item that did not have a price defined for the *active* menu level (*Sales / Menu Items / Prices*). This problem has been corrected.

Touchscreen SLUs With Stay-Down Unable to Return When Using Reference Entries

CR ID #: 5348

When selecting a touchscreen SLU with stay-down (e.g., condiments), if one of the available selections called up the alpha keyboard for a reference entry (e.g., special prep), the system was unable to return to the main touchscreen after the entry was complete. The problem was linked to incomplete code which failed to save the original SLU setting when the alpha keyboard was called. This has been corrected.

Touch Void Followed by a Direct Void of a Combo Meal Causes a 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.

Touch Void of a Menu Item after Applying a Discount Disrupts Tax Totals

CR ID #: 7810

When a menu item is “touch voided” after a discount is applied, the tax calculations posted to the database were incorrect. The problem was specific to the “touch void” method of voiding an item from a check. To correct the problem, the system will no longer allow the user to void a menu item by this method once a discount has been applied. Attempting to do so will result in the error message “Touch Void Not Allow With Discount in Current Round, Use Last Item Void.”

Unable to Display Date/Time from OPS

CR ID #: 8402

When upgrading from RES Version 2.6 to 3.0, some of the system touchscreens failed to display the current date and time (the default option) in the lower left status box when OPS was running. This problem has been corrected.

Voiding a Menu Item with Condiment Following a Combo Void Causes Error

CR ID #: 9244

Previously, if a user voided a combo meal, added a menu item with a condiment, and then voided that menu item/condiment combination (all in the same round), the sequence of events caused Ops to fault with an UNHANDLED Exception Error. This problem has been corrected.

Voiding PMS Tenders Expands Reference Info

CR ID #: 7784

When the system configuration included tenders with both the **Reference required** (*Sales / Tender/Media / Options* tab) and a **Property Management Interface** (*Sales / Tender/Media / PMS* tab) enabled, voiding a PMS tender caused multiple (i.e., duplicate) lines of reference detail to be added to the check info. The problem was corrected. The system will now append only the PMS reference and response (2 lines) to the detail for original and voided tenders.

Printing

Logo Printing Locks Workstation

CR ID #: 7599

Using the bitmap or logo printing with a receipt header (*Sales / Descriptors / Headers*) caused Ops to lock up or run very slowly. When implemented, the workstation would slowly paint the touchscreen buttons, display a blank field in place of the touchscreen buttons, or simply display a "Please Wait" prompt and remained locked. The problem was linked to the Print Controller, which was tying up system resources by downloading the image for each print job, instead of downloading once and then recalling the image from the print buffer. This has been corrected.

Reports

Cannot Set a Store Range Source for an EM Report

CR ID #: 17587

When configuring a Report step as part of an Autosequence in an EM corporate environment, the system would not allow a user to set the Store Range Source settings on the Store Range tab. The problem was linked to the Group Range Begin and End drop-down lists, which were using the wrong table for the lookup. This has been corrected.

Consolidated System Time Period Summary with Graph Uses Wrong Totals

CR ID #: 8518

When running the Consolidated System Time Period Summary with Graph (*tp_s204.rpt*), the graphed results were double the sales details indicated by the report. The problem was linked to the Net Sales field, which was incorrectly totaling on order type net sales instead of actual net sales. This has been corrected.

Currency Conversion Posting Incorrectly to Multiple Tracking Groups

CR ID #: 9049

The system was posting duplicate currency conversion totals to the tracking group section of reports. The problem arose when configuring currency conversion in multiple tracking groups. For example, if there were four tracking groups, and currency conversion was programmed in all four, the system would post the conversion totals four times. This problem has been corrected.

Daily System Sales Detail Posting Incorrect Labor Totals After Configuration Change

CR ID #: 5393

Previously, if a change was made to either the **Job Category** or **Labor Category** field in POS Configurator (*Employees / Jobs* form), the system failed to note the changes. As a result, subsequent running of the Daily System Sales Detail report (*Sys_101.rpt*) would show incorrect labor category totals. This problem has been corrected.

Discount Total Incorrect When Running a Revenue Center Sales Detail Report for a Date Range

CR ID #: 5619

When running the Daily Consolidated Revenue Center Major Group Sales Detail Report (*FG_R002.rpt*) for a selected date range, the discount totals were incorrect. The system was only reporting totals for the first day that discounts were present, rather than the sum of all days in the range. This problem has been corrected.

Employee and Cashier Detail Reports Post Incorrectly

CR ID #: 10245

When running an Employee Detail Report (*EMP_101.rpt*) or a Cashier Detail Report (*CSHR_101.rpt*), the system failed to properly identify the current shift. This problem has been corrected.

Guest Count Incorrect When Posting Guest Check Totals to Current Order Type

CR ID #: 7292

When adding guest checks together, the Guest Count was incorrectly recorded on Sales Detail reports (*SYS_101.rpt* or *RVC_101.rpt*) if the option **Post all check totals to current order type** (*RVC / RVC Posting / Options*) was enabled. The problem was linked to stored procedures that failed to account for checks added when the order type does not post until final tender. The problem was corrected and affects all reports containing order type totals.

Menu Items Numbers Formatted Incorrectly

CR ID #: 9332

When reporting on menu items using price levels 5-10, the menu item numbers were incorrectly displayed as two-digit decimal values rather than integers. This problem has been corrected. The correction affects the following reports:

- ◆ System Menu Item Sales Detail (*MI_S001.rpt*),
- ◆ Consolidated Menu Item Sales Detail (*MI_S002.rpt*)
- ◆ RVC Menu Item Sales Detail (*MI_R001.rpt*), and
- ◆ Consolidated RVC Menu Item Sales Detail (*MI_R002.rpt*).

Menu Item Reports Missing Price Levels 5-10

CR ID #: 8275

The following reports were updated to reflect the new price levels (5-10) added in RES 3000:

- ◆ Menu Item Definitions (*Menundef.rpt*)
- ◆ System Menu Item Sales Summary (*MI_S101.rpt*),
- ◆ Consolidated System Menu Item Sales Summary (*MI_S102.rpt*)
- ◆ RVC Menu Item Sales Summary (*MI_R101.rpt*), and
- ◆ System Menu Item Sales Summary (*MI_S102.rpt*).

System Tracking Group Double Posting to Database

CR ID #: 7917

Reports involving sales itemizers linked to tracking totals were posting tracking group totals that were double the amount of Net Sales. The problem was traced to redundant code in the stored procedure used to populate the database's Daily System Tracking Totals table. This has been corrected.

Template Printer Settings Incorrect for HP Printers

CR ID #: 8259

When updating from Version 2.6 to RES 3000, the printer settings associated with standard report templates were incorrectly aligned in HP 1200 and 2200 series printers. Consequently, reports were not centered properly and the text was running off the left side of the paper.

As part of the migration to Crystal 8 for RES 3.1, all report templates have been reviewed and updated.

Time Period Reports Display Incorrect Data

CR ID #: 8257

In the previous release, the system was incorrectly calculating the following *% of Total* columns in time period reports:

- ◆ % of total Net Sales
- ◆ % of total Guests
- ◆ % of total Checks
- ◆ % of total Tables

The problem was due to an incorrect calculation of the total upon which the percentage was based.

Since time periods can overlap, a single transaction can post to multiple time periods. The system did not filter out duplicate or overlapping data and simply added up all the transactions for all time periods. The reports then calculated percentages based on the inflated totals. This problem has been corrected.

The reports affected by the change are:

- ◆ Consolidated RVC Time Period Totals (*TP_R002.rpt*)
- ◆ Consolidated RVC Time Period Summary (*TP_R104.rpt*)
- ◆ Consolidated System Time Period Totals (*TP_S002.rpt*)
- ◆ Consolidated System Time Period Summary (*TP_S102.rpt*)
- ◆ Consolidated System Time Period Summary w/Graph (*TP_S204.rpt*)

Tracking Groups Failed to Post Initial Totals After Executing a Clear All Totals

CR ID #: 7786

Previously, after executing a 'Clear All Totals,' the first transaction entered in the system failed to post to the appropriate tracking groups. This problem has been corrected.

Transaction Analyzer

Revised Check Reopen Indicator

CR ID #: N/A

Previously, when a user chose to include a Check Reopen column on reports run in Transaction Analyzer, the results were posted as Ts and Fs, where T=True (the check was reopened) and F=False (the check was not reopened).

For clarity, the output was revised to print an **R** if a check was reopened, and print nothing at all otherwise. This improves the visibility of the reopened checks and makes the output consist with the data presented through the Reports module.

Fails on Start Up

CR ID #: N/A

Previously, if a valid printer was not assigned as the default printer, Transaction Analyzer crashed with a Dr Watson error after logon. This problem has been corrected.

Kitchen Display System (KDS)

Introduction

This chapter comprises changes made to the Kitchen Display System (KDS).

To help you navigate the document, product information is divided into the following 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 KDS Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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
KDS	Kitchen Themes	53
	SEI KDS Client Support	54

New Features Detailed

Kitchen Themes

During the business day, a restaurant may open and close portions of the facility to accommodate the flow of its customer's and trade. It's not uncommon, for example, for restaurants to close a portion of the seats during mid-morning hours that are normally filled during the breakfast and lunchtime rushes. Similarly, the bar may be closed at mid-day, but opened in the evening for happy hour and dinner.

The Kitchen Themes feature was designed to speed up the transition phase between active periods or shifts. With Kitchen Themes, managers can create multiple configuration settings for the business' order devices, group them by name (e.g., Breakfast Theme, Lunch Theme, Dinner Theme, Happy Hour, Corporate Banquets, Private Banquets, etc.), and store them in the database. When a change is required, the manager simply activates the selected theme (either through POS Configurator or Manager Procedures). The system automatically applies the new settings to the appropriate device tables and reloads the database. Only one theme may be active at any time.

The use of Kitchen Themes is optional. However, once activated, the system cannot be rolled back to a "no themes" environment. Having only one theme defined and active is equivalent to having a "no themes" environment.

Employees must be privileged to activate or change the current theme.

SEI KDS Client Support

With this release, RES KDS has added support for the Select Electronics, Inc. (SEI) hardware platform. SEI offers an economical alternative to the traditional PC-based KDS system.

SEI KDS runs on the 32-bit OASys processor, which can host up to four independent video monitors and four 2x9 bump bars. An EV1000 video card is required for each monitor connected to the base unit. With multiple units, up to 16 KDS displays can be linked to a single POS server.

Tip *The OASys KDS includes a duplicate video port with each video card. The duplicate can be connected to a second monitor, allowing two monitors to display identical information. Some restrictions apply. Refer to the vendor's documentation for more information.*

Within the RES kitchen, a mix of both SEI KDS and traditional units is allowed.

Server Connections

OASys units can be connected to the POS server in two ways:

1. **RS232 (com port)** — Allows the OASys unit to use all four slots for SE video cards (i.e., four KDS clients supported per OASys unit).
2. **TCP/IP (Ethernet)** — Uses one of the unit's four slots for a network card. The other three can be used for SE video cards (i.e., three KDS clients supported per OASys unit).

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
POS Configurator	Linked Devices	55
POS Operations	Menu Item Color	56
	Order Number Done	57

Enhancements Detailed

POS Configurator

Linked Devices

In a typical restaurant kitchen, orders are divided up and assigned to the kitchen staff, according to the preparation requirements. Hot foods are handled by one station, salads are given to another, and desserts are handled by a third. Generally, as the size of the restaurant increases, the number of prep stations expands and the range of menu items handled by the stations is subdivided into smaller groups. For example, in a busy steak house, hot entree-type menu items are divided into two groups — Grill Preps (steak, burgers, chicken) and Hot Preps (soups and vegetable sides).

The process works well in establishments with a large and diverse menu. In a QSR restaurant, however, where volume is high, but the range of menu items is small, subdividing the prep stations isn't that simple. More often than not, several kitchen staff will be working on the same set of items.

With linked order devices, a user can program a single bump bar to control multiple KDS clients. When an order is received, it is displayed at multiple prep stations. As staff members become available, they prepare the next order on display. When complete, the order is marked done and removed simultaneously from all prep stations. The feature effectively mimics Expo behavior at the Prep-station level.

Linked devices may be included as part of a kitchen theme.

POS Operations

Menu Item Color

The Menu Item Color feature expands on the use of color to differentiate between items displayed on the KDS monitor. Previously, only appetizers and entrees were highlighted. With this release, items can be color-coded by menu item class (i.e., soups, salads, seafood special, beverages, weighted item, etc.).

Color options are based on the settings defined on the *Devices / KDS Highlight Schemes* form in POS Configurator. Both text and background colors may be specified



Note *If the color option is configured for a menu item class where the **Appetizer** option is also selected (**Sales | Menu Item Classes | General Options**), the system will override the appetizer/entree color choices.*

Order Number Done

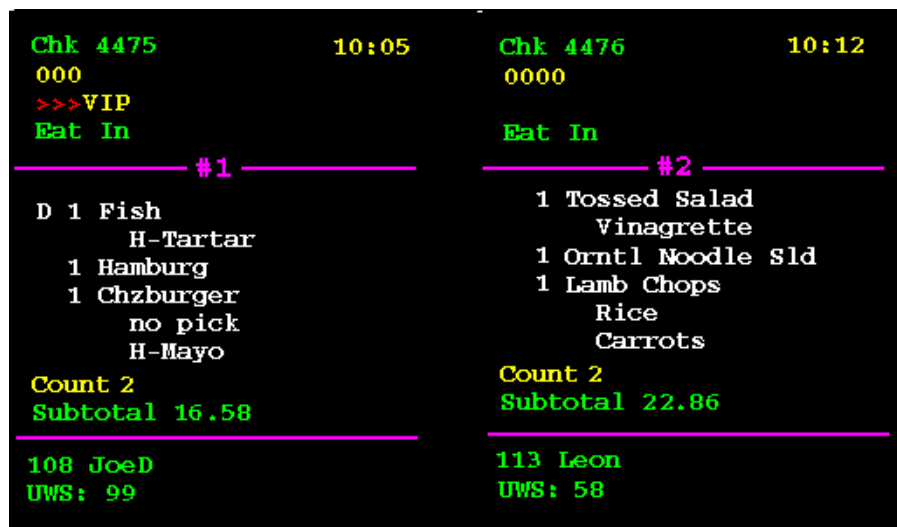
The Order Number Done feature allows a user to select an order by (positional) number and bump it from the screen. This feature speeds up system response time by combining the *Select* and *Done* functions into a single process. This enhancement was added for use with the SEI KDS only.

To implement the Order Number Done feature, the KDS station's bump bar is programmed with several number keys (up to eight are allowed). These keys correspond to the temporary or virtual queue number assigned to a check, based on where it is on the KDS monitor.

Queue numbers change as orders are added or removed from the display, or as the userpages down through the active checks. To bump the second check on the current screen, for example, the user would simply press bump bar key [Done 2].

Implementation — Selecting the Chit Layout

To accommodate this feature, three new chit styles were added for use with SEI KDS hardware: SEI Standard DOM4, DOM5, and DOM6. These chits are identical to PC-based KDS DOM layouts with the exception that they include an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature (as shown below).



Layouts are configured for each KDS monitor through the **Display Layout** option (*Devices / Devices / Kitchen Display / General*) in POS Configurator.

Implementation — Defining the Bump Bar Layouts

Besides selecting a chit layout, the SEI KDS bump bar must be programmed to *Done* the order by the number key selected. Bump bar layouts are based on the following template, which is provided for use with the SEI KDS (SV9200) hardware:

48	49	50	51	52	53	54	55	62
63	57	58	59	56	61	65	66	60

As with all bump bars, the user can program the functions to be activated from specific key locations. However, to simplify the process, two sample layouts are provided. They can be used as either a default option or as a starting point for creating custom layouts.

Sample bump bar layouts are selectable from the POS Configurator (*Devices / Devices / Kitchen Display / General / Bumpbar Layout*). The samples are:

- ♦ **SV9200 Single Panel Sample** — For connection with a single KDS monitor. This sample includes three pre-programmed order number done keys.

Home	Page Left	Arw Lft	Arw Rt	Page Rt	End	Select Prev	Select Next	Mark
Recall Left	Recall	Sum Cond	Sum Expd	Done 1	Done 2	Done 3	Done	Select & Dn

- ◆ **SV9200 Dual Panel Sample** — For simultaneous connection to two KDS monitors. This sample includes six pre-programmed order number done keys — three for each monitor. Key functions are divided into two rows or panels, where the top row represents Monitor (or Panel) 1 and the bottom row represents Monitor (Panel) 2. The number of functions that can be programmed for two independent monitors is half the number available to a dedicated (single-panel) system.

Done 1	Done 2	Done 3	Arw Lft	Arw Rt	Mark	Select Prev	Select Next	Recall Last
Done 1	Done 2	Done 3	Arw Lft	Arw Rt	Mark	Select Prev	Select Next	Recall Last

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 Apps	KDS Displays Incorrect Time	N/A	61
KDS Controller	Item "Done" Status Lost if KDS Controller Stopped and Started	10805	61
KDS Reports	KDS Report Times Incorrect for Non-Daylight Savings Time Zones	N/A	62
	QSR Reports Failed Due to Primary Key Violation	N/A	62
	QSR Totals Not Calculating Correctly When Check is Not Service Totaled Before Closing	N/A	62

Revisions Detailed

Display Apps

KDS Displays Incorrect Time

CR ID #: N/A

Previously, if the server and all connected PCWSs and digicomms were set to a time zone with a negative value relative to GMT, the current time as tracked by the KDS apps would always be off by the number of hours entered. For example, if the time zone was set at -0600 GMT (Tegucigalpa, Mexico), then the KDS display apps would be plus or minus 6 hours from the windows system time. The error appears to be limited to time-zones that do not use daylight savings time. This problem has been corrected.

(This problem also affected the KDS Reports, as described below.)

KDS Controller

Item “Done” Status Lost if KDS Controller Stopped and Started

CR ID #: 10805

Stopping and starting the KDS Controller during the day was causing some checks to re-send completed menu items to the kitchen. The problem arose when the KDS was configured for dynamic order mode and was using a chit mode layout with item status. If the KDS Controller was rebooted between the time a check was first service totaled, and when it was picked up and had items added to it, the service totaled items would fail to register as “done.” Consequently, those completed menu items were being re-sent to the kitchen for preparation. This problem has been corrected.

KDS Reports

KDS Report Times Incorrect for Non-Daylight Savings Time Zones

CR ID #: N/A

Previously, if the system's clock used a time zone with a negative value relative to GMT (e.g., -0600 GMT Mexico), the KDS reports would provide the correct times for orders rung from a HD PCWS, but incorrect times for orders rung from diskless workstations. The error is related to the problem with the KDS display app times (discussed above); it appears to be limited to time-zones that do not use daylight savings time. This problem has been corrected.

QSR Reports Failed Due to Primary Key Violation

CR ID #: N/A

New QSR KDS reports failed to run if the system contained open checks that spanned business days. The problem was linked to stored procedures in the database which were causing primary key violations. This has been corrected.

QSR Totals Not Calculating Correctly When Check is Not Service Totaled Before Closing

CR ID #: N/A

Previously, if a check was started and closed without ever being service totaled, the Order time and Payment time were both calculated from the start of the check to tender. This meant the same period of time was counted twice, inflating the Total times on QSR reports.

To correct the problem, Total times are now based solely on the Order Time calculation. Payment times are no longer calculated.

Cash Management (CM)

Introduction

Cash Management (CM) is the newest addition to the RES 3000 suite of software applications. With Cash Management, users now have an automated tool for managing the flow of cash through the restaurant by tracking:

- ♦ till and workstation assignments,
- ♦ monetary exchanges between customers and cashiers/servers,
- ♦ currency transfers and deposits between tills and/or safes, and
- ♦ managerial oversight and accountability.

Cash Management is available with the purchase of the 3700 POS System and does not require special licensing.

This section provides an overview of the CM application, from business objectives to programming requirements and a description of the user interface. For in-depth information, refer to Cash Management's Online Reference Manual (CM.chm), included on the RES Version 3.1 software CD.

Perspectives

In a busy restaurant, employees handle currency as frequently as they do food and drink. But while most POS systems have developed automated processes for recording menu item selection, preparation, and pricing; tracking the exchange of currency has remained a time-consuming, manual task.

The Process

The process begins with the manager who opens a till and seeds it with a small amount of cash. This starting amount ensures that, at the start of the day, the cashier will be able to make change for the customer. The till is then assigned to one or more employees, who assumes responsibility for its contents.

Throughout the day, transactions are posted, customers are served, money changes hands. At the end of the employee's day or shift, the till is closed and turned back over to the manager. It is the manager's responsibility to compare the till's contents against the day's activities and confirm the accuracy of the final count.

To be effective, a manager must be able to monitor workstation availability, track employee assignments, count and assign tills, maintain a reasonable till balance (through cash pulls and transfers) — and do so without slowing down daily operations or impacting the flow of revenues. The larger the operation (i.e., the more employees, workstations, shifts, and revenue centers), the more difficult this process becomes.

A Cash Management Solution

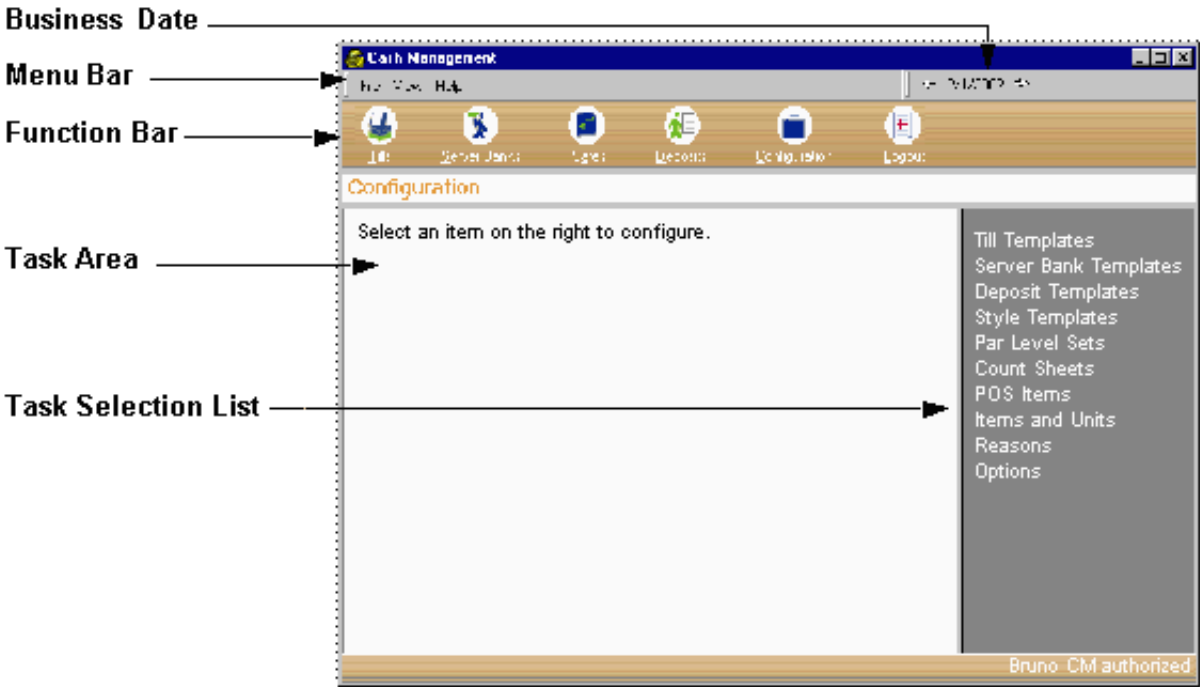
The Cash Management (CM) application improves the efficiency and reliability of the cashflow process by tracking the movement of currency across the entire restaurant operation. CM reduces the amount of time a manager spends monitoring and counting tills, which in turn, allows him or her to oversee other aspects of the business operation. It also provides oversight of managers' activities — an important check and balance in any system.

With CM activated, managers can:

- ◆ Create customized templates for configuring tills, deposits, and safes
- ◆ Create customized count sheets
- ◆ Configure special CM tenders to track POS tender/media items
- ◆ Define par levels and prompt for change orders
- ◆ Define currency denominations
- ◆ Open and close tills, deposits, and safes;
- ◆ Assign/unassign tills to employees;
- ◆ Assign tills to workstations;
- ◆ Monitor currency transfers
- ◆ Monitor the current cash balance of a till and prompt for cash pull
- ◆ View the status of all tills, deposits, and safes

User Interface

Cash Management is built around a graphically oriented, user-friendly Windows®-type application interface (GUI) that provides a consistent look and fill to the embedded forms required for CM configuration. The main components of the interface are:



- ◆ **Business Date** — Displays the business date used for determining the transaction period covered. The default is linked to the current business date and should increment as part of an autosequence. The date is selectable.
- ◆ **Menu Bar** — Navigational aids commonly used by Windows®-based applications. Menus are displayed as drop-down lists of file and configuration options.

- ◆ **Function Bar** — Displays icon-based shortcuts to the five major CM functional assignments — Configuration, Tills, Server Banks, Deposits, and Safes. When an icon is selected, the system's frame changes color and the appropriate forms are loaded into the task area. Form colors are:

- ◆ **Tills** — Blue
- ◆ **Server Banks** — Salmon Red
- ◆ **Safes** — Green
- ◆ **Deposits** — Purple
- ◆ **Configuration** — Gold

A Logout icon is also provided.

- ◆ **Task Area** — The workspace of the GUI. Displays the relevant forms and options for the selected function. At the main level, this is usually a drill-down directory of accessible tills, deposits, and safes. Once a selection is made, this becomes a data-entry form or a quick view of system status.
- ◆ **Task Selection List** — Provides a list of relevant tasks, based on the function selected. For example, the Configuration list would include items for defining CM-related system options such as templates and count sheets, par level sets, and CM tender items.

System Configuration

Cash Management is not automatically enabled. To activate the software, CM requires setup on two levels — first, through the 3700 POS Configurator to establish a connection with the POS database; and second, in the CM application to establish accounting values, controls, and boundaries.

3700 POS Configurator

Cash Management utilizes many of the parameters defined in the 3700 database. Among them are the business date, currencies, tender/media, discounts/services, employees, and touchscreens. Most of these values will be pulled into CM without additional setup. The exceptions are:

- ◆ **Employee Privileges** — A new Cash Management form was added to the POS Configurator under *Employees / Employee Classes*. Through it, employees are granted access to general (global) CM settings as well as till, safe, and deposit functionality.
- ◆ **Touchscreen Keys** — Once the privileges are assigned, touchscreen keys are added to allow an employee to perform the following CM-related till functions:
 - ◆ Assign a Till to a Workstation
 - ◆ Assign an Employee to a Till
 - ◆ Assign a Till and an Employee (a Quick Start button)
 - ◆ Adjust the Starting Amount for a Till
 - ◆ Remove a Till from a Workstation
 - ◆ Close a till
 - ◆ Perform a Cash Pull Operation

Note *Although MICROS recommends placing the CM till/employee assignment keys on the *Begin Transaction* screen, and the *Cash Pull* key on the *Payment* screen; the location, as always, is left to the discretion of the user.*

Cash Management (CM)

After configuring the POS System to handle CM transactions, the next step is to define the global options required for the operation of CM and its related cash management objects (i.e., tills, deposits, safes.).

CM setup options are located on the **Configuration** forms within the Cash Management application. Because of data dependencies, MICROS recommends completing the forms in the following order:

- ◆ Options
- ◆ POS Items
- ◆ Items and Units
- ◆ Par Level Sets
- ◆ Count Sheets
- ◆ Till and Server Bank Templates
- ◆ Deposit Templates
- ◆ Safe Templates
- ◆ Reasons

A brief description of each form is provided below.

Options

The Options form activates the Cash Management system and sets up the system defaults. Configuration for this form is divided into three (tabbed) parts:

- ◆ **Main** — Enables the cash management and server banking process. Allows the user to choose a default safe and to specify which of the CM tender items represents the system's Cash Tender, Till/Server Banking Balances, and Safe Balance.
- ◆ **Default Templates** — Specify which of the pre-defined templates will be used as the system default when a new till/server bank/safe/deposit is created.
- ◆ **Purging** — Specifies the number of days (from the current date) that the system will retain till/server bank/safe/deposit details. For safes, the value entered only applies to data entered before the safe was last counted. Data will not be purged on an uncounted safe, no matter how long it's been since the details were posted.

POS Items

This form identifies which of the POS tender/media and discount/service charge items are included in the monetary calculations for the cash.

CM imports these items from the 3700 POS database. In this form, the user specifies which of the tender events will be counted toward the cash pull accumulator. The cash pull accumulator is the mechanism that monitors cash transactions and determines when a cash pull event is required.

The form also allows the user to specify which of the POS item is, itself, a cash pull operation. When a cash pull tender is rung, the system subtracts the amount of the transaction from the cash pull accumulator and prints a Cash Pull chit with two signature lines — one for the cashier and one for the manager. This chit is placed in the till as confirmation of the cash pull transaction.

POS items are read-only in the CM application.

Items and Units

This form allows a user to setup tender types specific to the cash management system. CM tenders are composites or calculated items derived from the 3700 POS items. The advantage of having a separate set of tender items is that it allows the user to distill several POS items into a single numerical value.

CM tender items are used for count sheets and par levels, and provide the basis for reporting expected versus actual balances. They may be added and deleted without affecting the POS items or the transactions posted through POS operations.

There are three parts to configuring a CM tender:

- ◆ **Item Options** — Specifies the base currency used when calculating the CM tender items and indicates whether or not the items can be added to a deposit.

Currency selections are drawn from the 3700 POS system database. Only one currency type may be selected for each new CM tender item created. If a selection is not made, CM defaults to the base currency specified in the *System / Restaurant / Currency* form in POS Configurator.

- ◆ **Item Mapping** — Specifies the POS items included in the calculation of a CM tender item.

Having a separate set of tender items allows the user to distill several POS items into a single numerical value. This value is useful for determining how much actual currency (cash, traveler's checks, credit card receipts), should be in the till/deposit/safe at the end of the day.

The CM tender items are used in setting up count sheets and par levels, and provide the basis for reporting expected versus actual balances.

- ◆ **Units** — Breaks the CM tender into units of currency. These are the building blocks on which a count sheet is constructed.

Part of the definition process lies in identifying *denominated* items (i.e., tender items with a consistent cash value). Paper money, coins, traveler's checks, and gift certificates are examples of denominated items. (A twenty dollar bill will always be worth \$20 US.) Personal checks and credit cards are not denominated items because the amount of currency associated with them varies with the transaction.

If the unit is denominated, the user must define its value relative to the base currency. This relationship is expressed in the **Ratio Numerator** and **Ratio Denominator** fields. For example, if the base currency is US\$, the following ratios would be defined:

- ◆ Twenties = 20 : 1 (twenty US\$ per unit)
- ◆ Tens = 10 : 1 (ten US\$ per unit)
- ◆ Quarters = 1 : 4 (1/4 of a US\$ per unit)
- ◆ Dime Roll = 5 : 1 (five US\$ per unit)

Par Level Sets

Par level sets specify a baseline for each currency denomination (e.g., rolls of coins, number of ones, fives, tens, etc.) kept in a safe.

Par level sets are comprised of count units drawn from the list of denominated items configured on the *Items and Units* form. The user determines which items to include in the current par level set as well as the number of units required. Multiple par levels are allowed.

When a safe is counted, and a Get Change Order report is run, the system compares the required par levels to the count sheet linked to the safe. In the event of a discrepancy, this report will indicate how much of each currency is needed to return the safe to the proscribed levels.

Keep in mind that par level sets are defined for specific days of the week. This allows a restaurant to establish varying requirements for busy versus slow periods (e.g., weekends versus mid-week). A *Get Change Order* report will only work if the report is run on a day with a defined par level.

Count Sheets

Count sheets are custom forms used to audit the contents of a till, server bank, or safe. The configuration process allows the user to specify whether counted items are listed separately or as the sum of a particular item type.

The count sheet configuration form is divided into two panels, the first is the directory panel which contains a list of active count sheets. This panel consists of a hierarchical tree that connects the main (title) sheet to the sublevels (pages, groups, units) associated with it. To navigate the directory, the user clicks the (+) and (-) symbols next to a node to expand/collapse the tree.

The second panel displays all of the data-entry forms that comprise a count sheet. This is where the count sheet is actually designed. Sublevels may be added or deleted from the count sheet by highlighting one of the nodes and clicking the **New/Delete** icon buttons above the panel.

The four data-entry forms that comprise a count sheet are:

- ◆ **Count Sheet** — Establishes a new count sheet record and sets up its main or title page.
- ◆ **Page** — Subdivide the contents of a till/server bank/safe into CM tender types (e.g., Cash, Checks, Credit Cards, etc.). A new page must be created for each CM tender type counted. When the count sheet is accessed, the pages are shown as separate tabs on the online form.
- ◆ **Group** — Groups divide the CM tender items into logical subsets. For example, if the CM tender type is Cash, the groups could be Bills and Coin. For a CM tender type of Checks, the groups might be *Personal* and *Traveler's*. A new group is required for each subset created.
- ◆ **Unit** — Indicates the increment or denomination of the counted item. The selections for this level are based on the entries found in the *Item and Units / Units* form.

When defining a unit, the user has the option of itemizing the results or posting a one-line total. If separate entries are allowed, the user may also require a reference number (e.g., the approval code from a credit card processor, a personal check number, etc.).

The design of a count sheet will vary according to the needs of the user. The final product, however, is a multi-tabbed online form consisting of the following elements:

- ◆ **CM Tender Item Pages** — A separate tab is generated for each Page of a defined count sheet (e.g., Cash, Credit Cards, Checks, etc.).
- ◆ **Adjustments** — A read-only table listing the changes made to the till/server bank/safe.

- ◆ **Totals** — A summary page of all counted items and adjustments. Beneath the itemized list, the system compares the counted totals to the expected results. (This is the over/under calculation.) Expected values are based on the system's internal tracking of POS transactions as well as CM transfers, adjustments, and deposits. The difference between Counted and Expected is reflected as the Variance.

The Totals tab is read-only, with the exception of the Reconcile Reasons field. Users can provide an explanation for the discrepancies between actual and expected values by selecting one of the items in the drop-down list or, if a suitable entry is not listed, typing in a new one. Additions will be immediately posted to the *Reasons* form and made available for future reference.

Till and Server Bank Templates

These templates set the starting values for a new till or server bank. Templates allow the user to set the default starting amount (usually taken from the safe's supply of petty cash and used for change), assign a count sheet, and specify handling of the opening balance once the till is closed. The template also sets the **cash pull threshold** — the maximum sum of money that can be in the till before the cashier is prompted to remove the excess cash and place it in a safe.

When a new till is opened, the system copies the assigned template values to the till record. This means templates can be edited or deleted without affecting an active till. Multiple template records are allowed.

Deposit Templates

Deposit templates apply a generic title and description to the system deposits. There are no practical limits to the number of deposit templates allowed.

Safe Templates

Safe templates assign the count sheet and par level parameters to a safe. When a safe is added, the template values are copied to the new record. Changing or deleting a template does not affect previously assigned values. Changes to an active safe can only be made through the **Safes** form.

Reasons

CM allows the user to append an explanation for transaction adjustments and transfers made throughout the CM application. These explanations are compiled on the **Reasons** form and displayed as options in the Reason drop-down lists available throughout the CM application. Entries can be added to the list from either location.

Reasons are divided into six pre-defined categories (shown in the table below). The categories determine when an entry will be included in the *Reason* drop-down list of a particular form. Entries can be added here or directly on the form in which the *Reason* option appear.

Reason Category	Tills	Safes	Deposits
Adjust Count	X		
Pay In		X	
Pay Out		X	
Transfer	X	X	
Reconcile	X		
Adjust Deposit			X

NOTE: CM reasons are limited to this program and are not related to those defined in any other RES application.

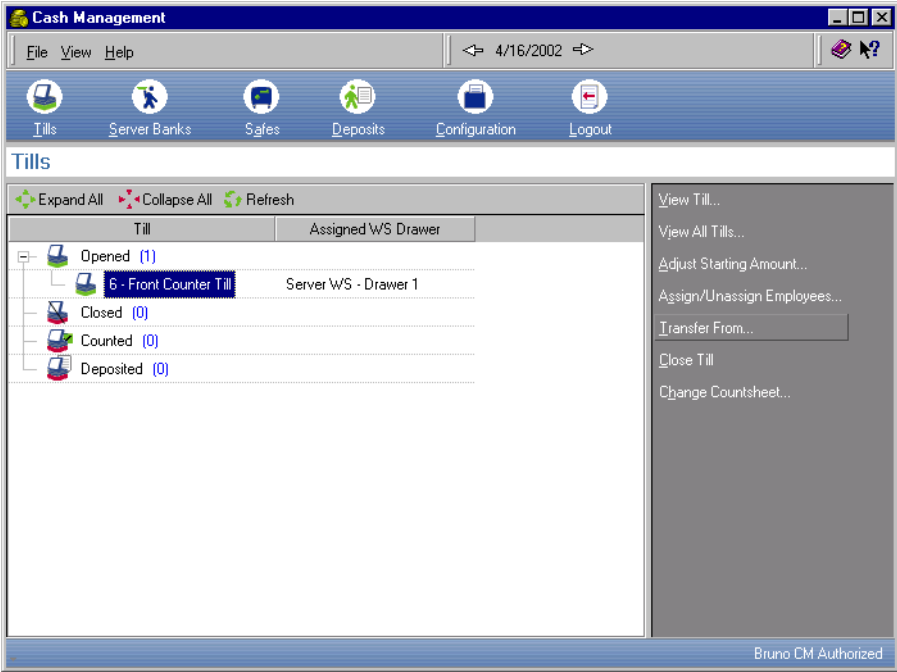
CM Operations

Once setup is complete, CM is ready to monitor POS activity and track the flow of cash in the restaurant. This section describes the four areas (**Tills/Server Banks/Deposits/Safes**) that comprise the operational forms of the CM application.

Tills

Tills are opened by an authorized employee through POS operations. The initial values of a till are taken from the default till templates selected on the *CM / Configuration / Options* form.

Till forms allow a manager to interact with tills generated by the POS system. Through them, managers can change an employee's till assignment, review till activities, adjust and transfer its contents, and close and count the drawer. The task area of the main till screen lists all of the tills currently in the cash management system.



For CM purposes, tills are divided into four groups: open, closed, counted, and deposited. The number of tills included in each group is shown in parentheses behind the label. Beneath each group label is an itemized list of the tills belonging to that group. If the till was assigned to an employee, his/her name will be displayed to the right of the label, along with the workstation's cash drawer number.

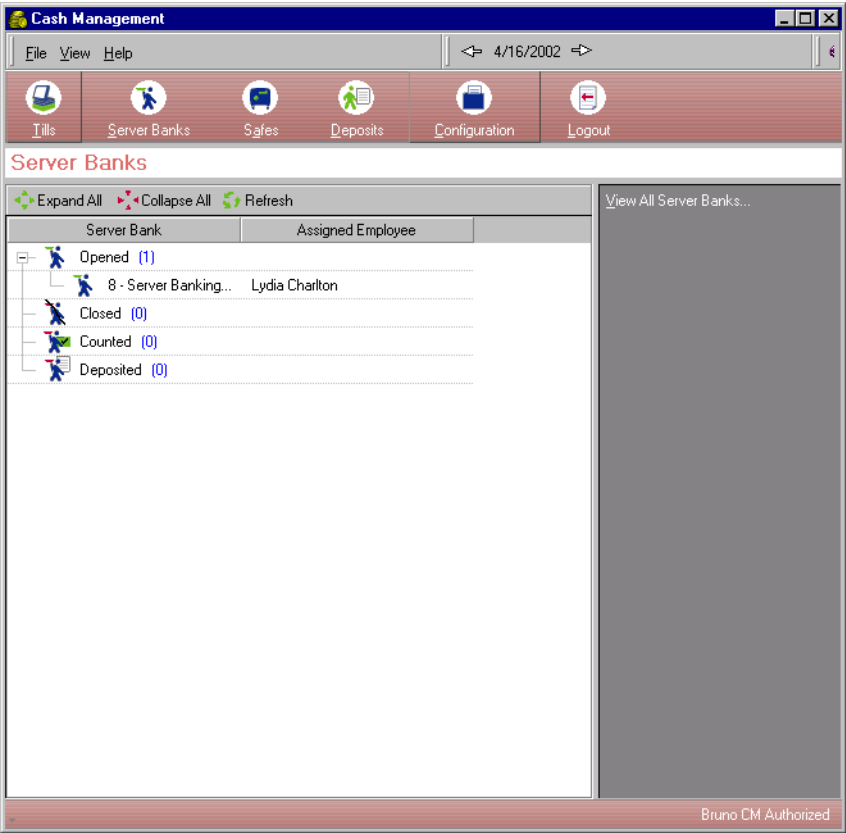
To view or modify an existing till, a user simply highlights the entry and selects a form from the options presented in the task selection panel on the right. This list will change, depending on the status of the selected till. The following table provides a summary of till operations and indicates when they are available to the user:

Task	Open	Closed	Counted	Deposited
View Till	X	X	X	X
View All Tills	X	X	X	X
Adjust Starting Amount	X			
Assign/Unassign Employees	X			
Transfer From	X			
Count		X		
View Adjustments			X	X
View Count			X	X
Adjust Count			X	
Deposit			X	
View Deposit Info				X
Remove From Deposit				X
Close Till	X			

Server Banks

Server banks are automatically when an server-class employee signs onto the system. The initial values of a server bank are taken from the default server bank templates selected on the *CM / Configuration / Options* form.

The forms included in this section allow a manager to interact with server banks generated by the POS system. Through them, managers can review server bank activities, adjust and transfer its contents, and close and count the bank. The task area of the main screen lists all of the server banks currently in the cash management system.



For CM purposes, server banks are divided into four groups: open, closed, counted, and deposited. The number of server banks included in each group is shown in parentheses behind the label. Beneath each group label is an itemized list of the server banks belonging to that group. If the server bank was assigned to an employee, his/her name will be displayed to the right of the label.

To view or modify a record, the user simply highlight the entry and selects a form from the options presented in the task selection panel on the right. This list will change, depending on the status of the selected entry. The following table provides a summary of server bank operations and indicates when they are available to the user:

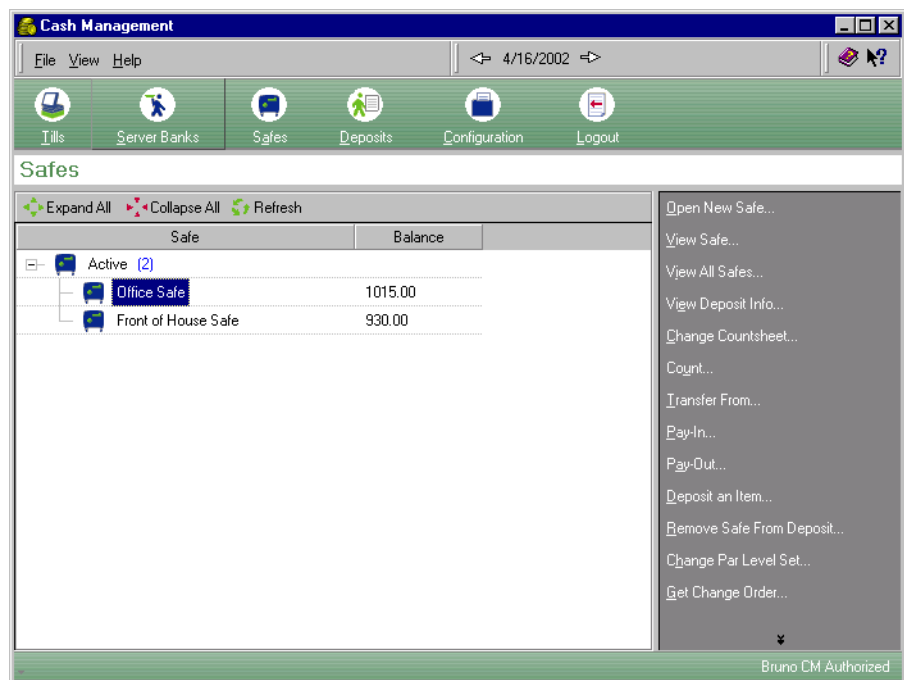
Task	Open	Closed	Counted	Deposited
View Server Bank	X	X	X	X
View All Server Banks	X	X	X	X
Adjust Starting Amount	X			
Transfer From	X			
Count		X		
View Adjustments			X	X
View Count			X	X
Adjust Count			X	
Deposit			X	
View Deposit Info				X
Remove From Deposit				X
Close Server Bank	X			

Server Banks forms are comparable to those described in the section on Tills. The one notable exception is the Assign/Unassign Employee option. Because server banks have no physical drawer, there is nothing to share between employees.

Safes

In Cash Management, the term “Safe” is used to describe an accounting mechanism for maintaining and tracking petty cash in the system. The safe is the source for the cash monies used to seed a till or server bank at the start of a shift. It maintains a supply of bills and coin, and determines when a request will be sent to the bank to replenish the supply of change needed by the restaurant.

This section describes the forms used to create, modify, count, and close a safe. For CM purposes, only active safes are tracked by the system. (Once a safe is closed, it is no longer available to the user.)

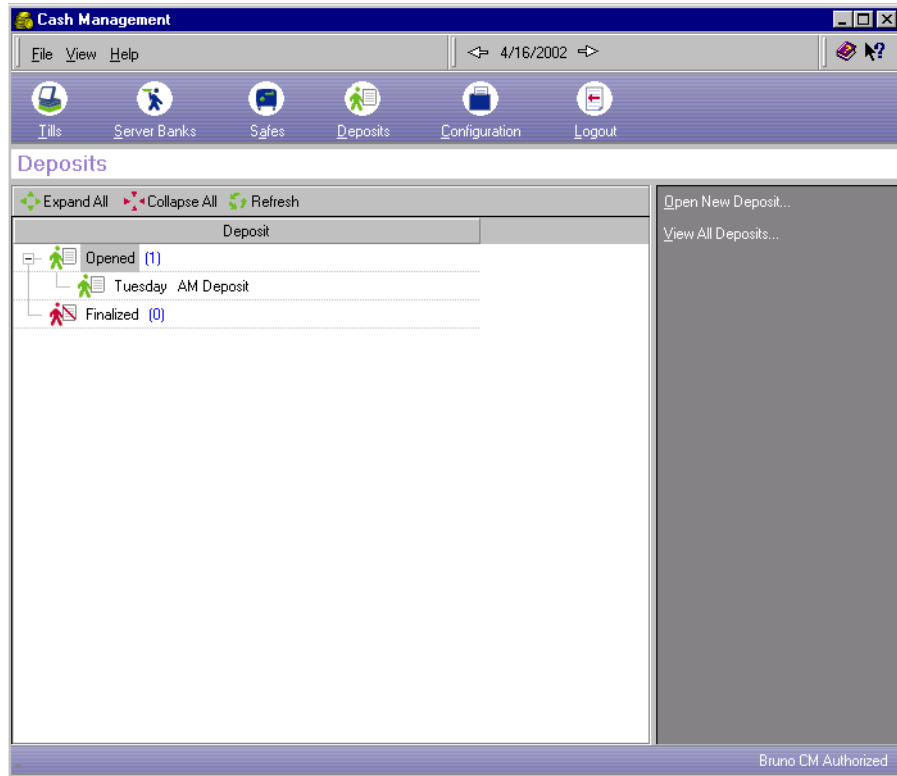


The current number of safes is shown in parentheses behind the *Active* label. As always, the individual safes may be viewed or accessed by expanding the listing. To the right of each safe’s name is its current balance based on the transactions posted against it.

Deposits

Deposits are used to track daily sales revenue that is transferred from operations to the business' bank account.

This section describes the forms used to create, modify, contribute to, and finalize a deposit. For CM purposes, only open deposits are tracked by the system. Once a deposit is finalized, it is no longer available to the user.



The number of active deposits is shown in parentheses behind the *Opened* label. As always, individual deposits may be viewed or accessed by expanding the listing.

Reports

Cash Management provides two levels of reports for the end-user — through the 3700 Autosequences and Reports module and through the CM application itself.

CM Views

These CM reports consist of the informal *Views* included with each subsection of forms. A summary of available views is presented in the table below.

Report	Tills	Server Banks	Safes	Deposits
View (selected item)	X	X	X	X
View All	X	X	X	X
View Adjustments	X	X		
View Count	X	X		
View Deposit Info	X	X		X
Get Change Order			X	

Autosequences and Reports

CM includes four new reports, available through the 3700 POS as part of the Autosequences and Reports. The reports are:

- ◆ **Adjust Starting Till Amount** (*CMAdjStartTill.rpt*) — Summarizes adjustments to the starting amount of all tills (and server banks) for a user-specified range of dates. The report lists the name of the till, when it was opened (date and time), original and revised starting amounts, the size of the adjustment, and the name of the authorizing agent.
- ◆ **Cash Pull Report** (*CMCashPull.rpt*) — Summarizes the cash pull transactions registered against all tills for a user-specified range of dates. The report lists the name of the till, the time and amount of the cash pull transaction, and the authorizing agent. The report can be sorted by business date or cash pull employee.

- ◆ **Over/Short Report** (*CMTillOverShort.rpt*) — Provides a list of all the tills that reported a variance in their till count (i.e., were over or under their expected final tally as calculated by the POS System.) The 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 any reasons that might explain the discrepancies.
- ◆ **Paid In and Out Report by Till** (*CMTillPaidInOut.rpt*) — Summarizes monies paid into and out of active tills for a user-specified range of dates. The report is sorted by till name and includes data on when it was opened (date and time), the amount paid in/out, and the name of the authorizing agent.

Product Management (PM)

Introduction

This chapter comprises changes made to the Product Management (PM) Software.

To help you navigate the document, product information is divided into the following 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 PM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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
Security Access	Internet Access Option	84

New Features Detailed

Security Access

Internet Access Option

A new option, **Internet Access From Applications**, has been added to the System Level tab of this form. Selecting this option for a back office class will enable employees of that class to access the internet through PM applications. Disable this option for an employee class to prevent unwanted "surfing."

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Product Management 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
Print Count Sheets	Printing in Landscape or Portrait Format	85
Receiving With/Without PO	Delete Rows With Keyboard Shortcut	86
Vendor Detail Reports/ Vendor Setup	Vendor's Internet Address	86

Enhancements Detailed

Print Count Sheets

Printing in Landscape or Portrait Format

It is now possible to print a count sheet in landscape or portrait format without first renaming it. When a count sheet is printed, it will automatically print in the template appropriate to its layout.

Receiving With/Without PO

Delete Rows With Keyboard Shortcut

A new keyboard shortcut has been added to these forms. Pressing <Ctrl> + will delete a selected row in a receipt as well as clicking the Delete button.

Vendor Detail Reports/Vendor Setup

Vendor's Internet Address

It is now possible to include a vendor's internet address, if applicable, in the address information in Setup | Vendors | Address. This web address will display in the Vendor Detail report.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the Product Management 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
Create an Order	Quantity Variances Not Displaying in Reports	10165	87
General	End of Day Failure	9316	88
	HTML Plug-in Renamed	N/A	88
PM Parameters	RAISERROR When Enabling Recipe Explosion	N/A	88

Revisions Detailed

Create an Order

Quantity Variances Not Displaying in Reports

CR ID #: 10165

Quantity variances for items with a value of zero were not displaying in reports. This has been corrected. An item might have a zero value if, for example, it has been received as a vendor sample or a promotional item.

General

End of Day Failure

CR ID #: 9316

End of Day failed if a recipe containing an open quantity ingredient was linked to two different menu items that had been used in the same day. The SQL procedures sp_post_fixed_prd_cmpst_mi_cum.sql and speo_post_mi_theo_cost.sql have been modified to correct this issue.

HTML Plug-in Renamed

CR ID #: N/A

The HTML plug-in EnterpriseOffice.Plugin has been renamed to PM.Plugin to conform to the RES-wide change of the name Enterprise Office to PM. As a result, any existing custom HTML files that call EnterpriseOffice.Plugin must be edited to call PM.Plugin in order for buttons and links to function as before.

Note *Sample PM HTML files included on this CD do not need to be edited.*

PM Parameters

RAISERROR When Enabling Recipe Explosion

CR ID #: N/A

A RAISERROR message displayed if the **Recipe Explosion** option was enabled without going live with PM thereafter. This has been corrected.

Labor Management (LM)

Introduction

This chapter comprises changes made to the Labor Management (LM) software.

To help you navigate the document, product information is divided into the following 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 LM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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
Payroll Preprocessing	Premium Pay	90

New Features Detailed

Payroll Preprocessing

Premium Pay

Restaurant managers continue to be faced with the challenge of controlling labor costs. A manager may need to react to increased labor costs for premium pay where federal and state laws or company policy may dictate that special pay rates be paid to employees at certain times. For example, an employee may be rewarded additional pay for working the night shift.

Premium Pay may be used to:

- ◆ Award additional pay to an employee - A flat hourly rate amount or percentage of minimum wage, primary job, highest clocked in rate, or current clocked in rate may be awarded to the employee.
- ◆ Award additional hours to an employee - The number of hours and a flat hourly rate amount, minimum wage, primary job, highest clocked in rate, or current clocked in rate may be awarded to the employee.
- ◆ Pay a Split Shift - State law may require that an employee be paid for an extra hour of work if the employee is scheduled to work two shifts in a day that are more than 1 hour apart. This extra hour is paid to the employee, but is not included in overtime hours.

Premium Pay may be defined to go into effect for a certain range of dates (effective dates) that may include specific:

- ◆ Days of the week (i.e. additional pay on Sundays)
- ◆ Times of day (i.e. additional pay for working 10pm-6am)
- ◆ Calender days (i.e. additional pay for holidays, such as Thanksgiving)

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Labor Management 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
Scheduling	Revised Weekly Assignments User Interface	92

Enhancements Detailed

Scheduling

Revised Weekly Assignments User Interface

The Scheduling Weekly Assignments form has been enhanced to make it easier for managers to enter schedule information. At the time that a manager is writing a schedule, there is much information needed for the manager to make smart scheduling decisions. The Weekly Assignments form has been enhanced so the information that appears may be configured to meet the needs of the individual manager using the Options button. These settings are retained when exiting the Scheduling application.

Here are some additional enhancements that have been made to the Weekly Assignments form:

- ◆ Ability to view more employees in the Weekly Assignments grid by hiding the labor hours and cost information
- ◆ Ability to print the Employee Schedule by Employee report from the Weekly Assignments form
- ◆ Ability to move to the previous schedule week or the next schedule week with the click of a button
- ◆ Increased speed when scrolling through the Weekly Assignments grid
- ◆ Ability to drag the left side of a schedule segment to adjust the start time
- ◆ Fly-over hints display information about the current schedule segment or availability segment
- ◆ Additional keyboard functions are available to move the schedule segment to the previous row (<CTRL> <UP> <ARROW>) or next row (<CTRL> <DOWN> <ARROW>)
- ◆ Ability to recalculate labor totals automatically as schedule changes are made or when using the Recalc Totals button

Refer to the *Scheduling* topic of the *Labor Management Online Documentation* for more information.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the Labor Management 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
Scheduling	Autoscheduling Unavailable Employees	N/A	95
Reports	Filtering Terminated Employees from Schedule Reports	N/A	95
	Incorrect Totals in Employee Earnings Report	N/A	95

Revisions Detailed

Scheduling

Autoscheduling Unavailable Employees

CR ID #: N/A

Previously, it was possible for employees to be auto-scheduled when they were unavailable. It was also possible for employees to be auto-scheduled beyond their day of the week max hours or weekly max hours. These issues have been corrected.

Reports

Filtering Terminated Employees from Schedule Reports

CR ID #: N/A

Previously, terminated employees were not being filtered out of the Schedule reports if the employee had shifts scheduled in the future. This has been corrected.

Incorrect Totals in Employee Earnings Report

CR ID #: N/A

The Employee Earnings Report was displaying incorrect *Other Costs* and *Final Total* values if the **Include in Labor** option was enabled for Other Pay jobs. The hours and amounts of the Other Pay were being added into the labor and then again as part of the *Other Costs*, thus inflating the *Final Totals*. In addition, jobs that had been configured to not display in the *Labor Cost* displayed with zero values. This has been corrected.

Financial Management (FM)

Introduction

This chapter comprises changes made to the Financial Management (FM) software.

To help you navigate the document, product information is divided into the following 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 FM Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

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 Financial Management 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

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 Financial Management 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

There are no revisions in this version of the software.

RES Platform

Introduction

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

- ◆ MICROS Desktop
- ◆ License Manager
- ◆ Reports Explorer

To help you navigate the document, product information is divided into the following 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 RES Core Products Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

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

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 RES Platform software. 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

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 Platform 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

There are no revisions in this version of the software.