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Restaurant Enterprise Series (RES) Version 3.1 – Service Pack 4 ReadMe First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 3.1 release of the MICROS Restaurant Enterprise Series (RES 3000) software. Text is organized by Service Pack:

- ◆ Service Pack 4 — Revision C

- ◆ Service Pack 3 — Revision B

- ◆ Service Pack 2 — Revision A

- ◆ Service Pack 1

Service Pack 4

In keeping with the original RES 3.1 ReadMe First, information is divided into self-contained chapters, one for each of the following RES products:

◆ 3700 Point-of-Sale (POS) System

◆ Kitchen Display System (KDS)

◆ Cash Management (CM)

◆ Guest Service Solutions (GSS)

◆ Product Management (PM)

◆ Labor Management (LM)

◆ Financial Management (FM)

◆ RES Platform

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

◆ What's New

◆ What's Enhanced

◆ What's Revised.

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

3700 POS

What's New

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

New Features Summarized

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

Module	Feature	Page
POS Operations	Decimal Shift Rounding	5
	Round by Tender	10

Decimal Shift Rounding

Decimal Shift Rounding was implemented for countries where the smallest denominations of currency contain several digits of minor significance to the transaction. Before tendering payment, these digits may represent values that cannot be paid with the existing denominations — they must first be rounded up or down to the nearest currency unit. Typically, this occurs after currency conversion, percentage discount, service charges, or tenders have been applied.

Background

Traditionally, when rounding a transaction or currency amount, users had the option of rounding to the last or second-to-last digit (i.e., the least signficant digits). This worked fine in general, but presented problems for countries whose currency base included a large number of digits (e.g., the Turkish lire, South Korean won, Lebanese pound).

Example

The Turkish lire (TL) comprises three coins (a 10,000 TL, 25,000 TL and 50,000 TL), and several paper denominations, the smallest of which is the 100,000 TL. (The exchange rate between the TL and the US$ is approximately 1,500,000 TL to 1 US$.)

A customer orders a continental breakfast (coffee and sweet rolls) which is priced at 10,000,000 TL. Along with the order, he presents the server with a discount coupon for 1/3 off the price of the breakfast. At the end of the meal, the server tenders the guest check, which now totals 6,666,666 TL (price minus discount).

Question: if the lowest denomination of currency is the 10,000 TL, how much should be paid by the customer?

The obvious answer is either 6,670,000 TL or 6,660,000 TL. That is, the server should either round the amount up or down, to the nearest unit of currency.

The problem is that existing options do not support rounding to the nearest ten thousand. As noted, rounding options are limited to the last and next-to-last digits. And, depending on the number of decimal places used by the database, the digits used for rounding could be on either side of the decimal point.

The following diagram illustrates what happens if the traditional rounding options are imposed.

		Zero Decimal Database	Two Decimal Database	Three Decimal Database	
Initial Value		6,666,666	6,666,666.66	6,666,666.666	

Round to Nearest 10	Round to Tens Digit				
☐	☐	6,666,665	6,666,666.65	6,666,666.665	Round 1st Digit (to Five)
☒	☐	6,666,670	6,666,666.70	6,666,666.670	Round 1st Digit (to Ten)
☐	☒	6,666,650	6,666,666.50	6,666,666.650	Round 2nd Digit (to Five)
☒	☒	6,666,700	6,666,667.00	6,666,666.700	Round 2nd Digit (to Ten)

The Solution

Decimal Shift Rounding allows the system to move the decimal point leftward before applying the rounding criteria. Once the amount is rounded, the system returns the decimal to its original location for payment in standard currency units.

Users may specify the number of insignificant digits that may be shifted prior to rounding. Up to 7 digits are allowed.
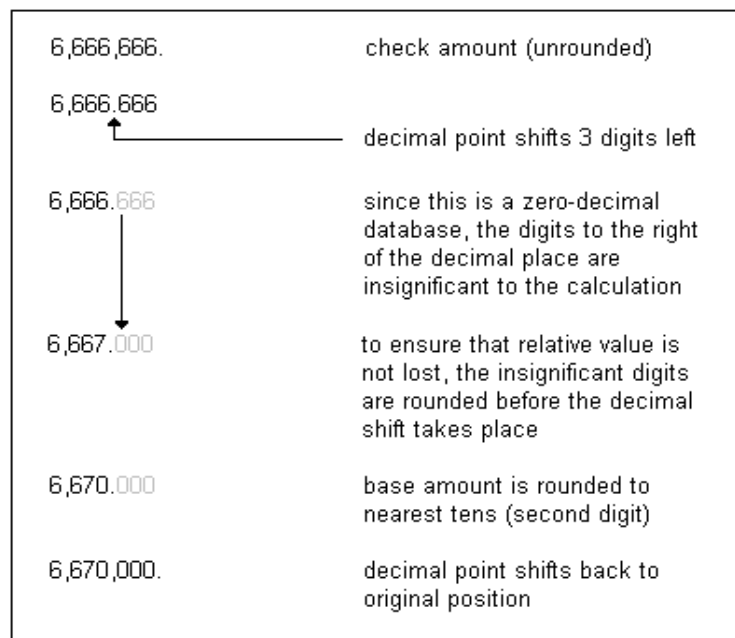
Calculating the Decimal Shift

The key to using this option is to figure out how many decimal places will need to be shifted (i.e., how many of the digits are insignificant to the rounding process). The number is determined by the lowest denomination of the currency used and will depend on two related factors:

◆ The rounding options applied to the base amount — Depending on how they are combined, the system will round the last or next-to-last digit (**Round by Tens Digit**) to the nearest 0, 5, or 10 unit (**Round to the nearest 10**).

◆ The number of decimal places defined in the database — Determines whether the rounding takes place before (zero decimal places) or after (one or more decimal places) the decimal point.

The following example illustrates what happens when the 6,666,666 TL total is rounded in a zero-decimal database using 3 insignficant digits. This scenario also assumes that the user has selected the following rounding options:

◆ Round to the nearest tens (e.g., to the nearest 0 or 10)

◆ Round the tens digit (i.e., the next to last significant digit)

6,666,666.	check amount (unrounded)
6,666.666	
	decimal point shifts 3 digits left
6,666.666	since this is a zero-decimal database, the digits to the right of the decimal place are insignificant to the calculation
6,667.000	to ensure that relative value is not lost, the insignificant digits are rounded before the decimal shift takes place
6,670.000	base amount is rounded to nearest tens (second digit)
6,670,000.	decimal point shifts back to original position

A more complete diagram of how the options affect the rounding total is provided below:

	Zero Decimal Database	Two Decimal Database	Three Decimal Database	
Initial Value	6,666,666	6,666,666.66	6,666,666.666	
Proposed Decimal Shift (Three Digits)	6,666.666	6,666.66666	6,666.666666	Insignificant Digits — Not Used in Final Rounding Calculation
Decimal Shifted Value (Adjusted)	6,667.000	6,666.67000	6,666.667000	-- However -- Digits Adjusted (Rounded) Before Decimal Shift

Rounded Value After Decimal Shift

Round to Nearest 10	Round to Tens Digit				
□	□	6,665.000	6,666.65000	6,666.665000	Round 1st Digit (to Five)
X	□	6,670.000	6,666.70000	6,666.670000	Round 1st Digit (to Ten)
□	X	6,650.000	6,666.50000	6,666.650000	Round 2nd Digit (to Five)
X	X	6,700.000	6,667.00000	6,666.700000	Round 2nd Digit (to Ten)

Final Value After Decimal Shifted Back

Round to Nearest 10	Round to Tens Digit				
□	□	6,665,000	6,666,650.00	6,666,665.000	Round 1st Digit (to Five)
X	□	6,670,000	6,666,700.00	6,666,670.000	Round 1st Digit (to Ten)
□	X	6,650,000	6,666,500.00	6,666,650.000	Round 2nd Digit (to Five)
X	X	6,700,000	6,667,000.00	6,666,700.000	Round 2nd Digit (to Ten)

Enabling

To support this option, the following field was added to POS Configurator:

- ◆ **Insgnificant Digits** — From the drop-down list, select the number of places that the decimal point will be shifted leftward before applying the rounding criteria and returning the decimal to its original location.

Decimal Shift Rounding can be applied to a currency, a tender, a discount or service charge, or to the check total itself. As such, the option is available on several forms in POS Configurator. Please note that the selection box is disabled unless the corresponding rounding option has been selected.

- ◆ *Sales | Currency* — **Always round this currency**

- ◆ *Sales | Tender/Media | Tender* — **Enable Tender Rounding**

- ◆ *Revenue Center | RVC Posting | Options* — **Enable total due rounding**

- ◆ *Revenue Center | RVC Discount/Service* — **Enable rounding for discounts / service charges**

Round by Tender

In some countries, the smallest denominations of currency (e.g., pennies) are considered bothersome to handle and are no longer required for settling cash trnasactions. The same cannot be said for electronic payments (e.g., credit cards, gift cards, etc.), which are typically tracked to the lowest coin or least significant currency digit.

In the past, users who wanted to avoid coins could program the system to round to a higher denomination. The rounding options were applied at the revenue center level and affected the amount due in the check total itself. This was fine for cash transactions, but was unacceptable when dealing with electronic accounts.

To resolve this problem, the Round by Tender feature was added. The feature consists of three new rounding options which may be applied to individual tender keys. The entry on the right illustrates how a cash tender would be posted.

```
------------------------------------
1   Fried Calamari      4.50
Subtotal                4.50
Tax                     0.23
Eat in Ttl              4.73
Cash                    4.75

------------------------------------
1   Crab Cakes          6.25
Subtotal                6.25
Tax                     0.31
Eat in Ttl              6.56
Cash                    6.65
```

Enabling the Feature

To support tender rounding the following options were added in POS Configurator on the *Sales | Tender/ Media | Tender* form:

- **Enable Tender Rounding** — When checked, rounds the tender amount applied to a guest check.

- **Round Tender to Nearest 10** — When selected, rounds the tender amount to the nearest 0 or 10 unit. When cleared, rounds the tender to the nearest 0, 5, or 10 unit.

- **Rounding Based on Tens Digit** — When selected, rounds the tender amounts based on the second least significant digit (i.e., the tens digit). When cleared, rounds the tender amount to the nearest whole number (i.e., to the last digit).

The following table illustrates how the same amounts would be posted when a combination of rounding options is enabled:

Amount Due –>		2.53	2.47	2.62	2.32
Round to Nearest 10	Round to Tens Digit	Rounds to:			
X		2.50	2.50	2.60	2.30
		2.55	2.45	2.60	2.30
X	X	3.00	2.00	3.00	2.00
	X	2.50	2.50	2.50	2.50

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
POS Operations	Credit Card Security Enhancements	13
	Tax Calculations Involving Subtotal Discounts on a Seat Filtered Check	14
SIM	Magnetic Track 3 Support on OPOS Devices	15

Enhancements Detailed

Credit Card Security Enhancements

In response to evolving credit card security guidelines, additional controls have been added to the 3700 POS System.

With this release, the system provides default masking of a credit card number (all but the last four digits) and its expiration date (all digits) from any printout or display device where it might be viewed by an unauthorized person. This includes workstation displays, hardware devices (pole displays, hand-helds, PinPads), as well as system reports, journals, and log entries.

To accommodate merchants who, for a variety of reasons, may not want to mask all credit card data, two options were added that provide some flexibility to the user:

◆ **Override Credit Card Masking** (*Employees | Employee Classes | Privileges | Privilege Options*) — When checked, this option allows members of the employee class to view/print credit card numbers and expiration dates in reports run via the Credit Card Utility.

◆ **Mask Cardholder Name** (*Sales | Tender/Media | CC Tender*) — When checked, masks the credit cardholder's name from any printout or display device where it might be viewed by an unauthorized person. This includes workstation displays, hardware devices (pole displays, hand-helds, PinPads), as well as system reports, journals, and log entries.

If checked, the cardholder name will not be stored in the MICROS database and will also be masked from reports run through the Credit Card Utility. This is true even if the option **Override Credit Card Masking** has been selected.

This option overrides the revenue center option to print cardholder name on credit card voucher (*Revenue Center | RVC Credit Cards | Printing | Do not print customer name on voucher*).

Tax Calculations Involving Subtotal Discounts on a Seat Filtered Check

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

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

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

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

SIM

Magnetic Track 3 Support on OPOS Devices

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

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

input track3_data{m3, *}

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

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

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
POS Configurator	Employee Records Do Not Sort Properly When Using LM Lite	14531	18
POS Operations	Autostart Level "Front of House" Fails to Restart Win 32 Clients	16022	18
	Cancel Order After Void Posts Incorrect Values While in Dynamic Order Mode	16034	18
	Currency Not Displaying Rounded Base Currency After Conversion	N/A	19
	Discounts Not Calculating Correctly When Applied to Multiple Discount Itemizers	16516	19
	Guest/Check Counts Incorrect When Using Seat Filtering Before Tender	16027	19
	Insert Condiment Not Working Properly with Combo Meals	13302	19
	Insert Condiment Removes Menu Item Reference	15671	20

Module	Feature	CR ID	Page
POS Operations (cont'd.)	'Invalid Card' Error When Track 1 and 2 Data Do Not Match	16488	20
	POS Operations Hangs if Check Tendered During Totals Purge	16803	21
	Posting Slows Down Considerably With Many Carried Over Checks	15902	21
	Taxes Not Posted When Order Type Changed	16437	21
	Tax Totals Incorrect On Discounted Inclusive Tax Menu Items	12472	21
Reports	40-Column Reports Do Not Complete When Greater Than 64K	16441	22
	Time Period Menu Item Reports Take Too Long to Complete	14021	22
Setup	3700d.exe Version Mismatch	N/A	22
SIM	SIM Error Correct Events Not Firing After Seat is Paid	N/A	23
Transaction Analyzer	Running a Discount Report for a One-Week Timeframe Takes Too Long to Complete	15216	23

Revisions Detailed

POS Configurator

Employee Records Do Not Sort Correctly When Using LM Lite
CR ID #: 14531

When using LM Lite, if a user entered an End Date in the employee's record, the system failed to terminate that employee at the proper time. Consequently, the terminated employee would still be included when the user tried sort the list and view current employees. This problem has been corrected.

POS Operations

Autostart Level "Front of House" Fails to Restart Win 32 Clients
CR ID #: 16022

Occasionally, when the restaurant was programmed for autostart level 3, Front of House (*POS Configurator | System | Restaurant | Descriptions*), restarting the system would launch POS Operations on the server and the WS4 clients, but would fail to start POS Operations on any of the Win 32 clients (95, NT, 2K). This problem has been corrected.

Cancel Order After Void Posts Incorrect Values While in Dynamic Order Mode (DOM)
CR ID #: 16034

When using Dynamic Order Mode (DOM), if the user voided an item, then canceled the order, the system would post incorrect values to the database. These values affected the net sales, tax collected, checks begun amount, checks paid amount, void, credit total and cancel amounts reported on the **Daily System Sales Detail** (*sys101.rpt*). The problem has been corrected.

Currency Not Displaying Rounded Base Currency After Conversion
CR ID #: N/A

With rounding enabled for both the currency (*Sales | Currency*) and the revenue center (*Revenue Center | RVC Posting | Options*), the system failed to show the base currency as a rounded amount after currency conversion. This has been corrected.

Discounts Not Calculating Correctly When Applied to Multiple Discount Itemizers
CR ID #: 16516

When applying a subtotal discount that was configured for multiple discount itemizers, the system would apply the first instance of the discount to the check total, then apply subsequent discounts to the itemizer group that contained the largest menu item total. Once this total was zeroed out, an error message would display stating that the maximum discount had been taken. This problem has been corrected.

Guest /Check Counts Incorrect When Using Seated Filtering Before Tender
CR ID #: 16027

Previously, if the user applied seat filtering before tendering a guest check. the system failed to post the correct values for guest counts and check counts. In addition, if the option **Use seat count as cover count** (*POS Configurator | Revenue Center | RVC Seats*) was enabled, the cover count would also be wrong. These problems have been corrected.

Insert Condiment Not Working Properly With Combo Meals
CR ID #: 13302

When ringing a combo, the system would occasionally prevent a user from inserting more than one condiment, even though the selected combo meal menu item was programmed to allow it. The problem was caused by a code error, in which the system determined allowed condiment status based on the last combo menu item listed, instead of the menu item to which it was being added. This has been corrected.

Insert Condiment Removes Menu Item Reference
CR ID #: 15671

After highlighting a menu item with a reference (e.g., an open food or weighed menu item), if a condiment was added to the menu item, the system would remove the reference from the check. This problem has been corrected.

'Invalid Card' Error When Track 1 and 2 Data Do Not Match
CR ID #: 16488

Previously, when swiping a credit card, if the Track 1 data did not match Track 2 values, an 'Invalid Card' error message would display. To resolve the problem for countries that do not use Track 1 data, validation of Track 1 data is now configurable via the followng registry key :

```
KEY : "HKLM\SOFTWARE\MICROS\3700\OPS"
VAL : "SuppressTrack1Validation" DWORD : 0 = OFF, 1 = ON
```

When the registry value is successfully read, POS Operations will log the following message:

"Setting SuppressTrack1Validation flag to <value>"

where <value> is the value read from the registry.

The data read from Track 1 is not modified in any way when this registry key is set. It only affects the behavior of POS Operations in validating the track data on the card. When the registry value is set to '1', the code that validates Track 1 data (by comparing it to Track 2) is skipped.

3700 POS
What's Revised

POS Operations Hangs if Check Tendered During Totals Purge
CR ID #: 16803

Previously, the system would hang if a user attempted to tender a check while historical totals were being purged from the database. Once the purge procedure was complete, operations would resume. This interfered with businesses that were open around the clock (i.e., on a 24-hour basis). The problem has been corrected.

Posting Slows Down Considerably With Many Carried Over Checks
CR ID #: 15902

When posting totals, system performance slowed noticeably as the number of "carried over" checks increased in the database. The problem was linked to a coding error in the following stored procedures:

- sp_post_emp_cum
- sp_post_rvc_emp_cum

This has been corrected.

Taxes Not Posted When Order Type is Changed
CR ID #: 16437

Previously, when changing from an order type that was configured to charge an add-on tax, to one that was configured to charge an inclusive tax, the system failed to calculate the tax for that service round. This problem has been corrected.

Tax Totals Incorrect On Discounted Inclusive Tax Menu Items
CR ID #: 12472

Previously, when a discount was applied to a menu item that was associated with an inclusive tax menu item class, the taxable sales amount were incorrect. This problem has been corrected.

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Reports

40-Column Reports Not Completed if Greater than 64K
CR ID #: 16441

Previously, when running a 40-column report from POS Operations, the report would stop functioning when the file size reached 64K. This has been corrected.

Time Period Menu Item Reports Take Too Long to Complete
CR ID 14021

When running any of the Time Period Menu Item reports, the system was taking too long to post the data and print the report. Sites with a high number of transactions could take hours to complete, giving the user the impression that the system was hanging. The problem was linked to a stored procedure, which lacked the necessary primary key to index the files more quickly. This has been corrected.

Setup

3700d.exe Version Mismatch
CR ID #: N/A

When upgrading RES Version 3.1, the service pack was updating the 3700d.exe program on the Servers but left the Clients at the General Release (GR) version. This resulted in version mismatch errors when the software was run. The problem has been corrected.

SIM

SIM Error Correct Events Not Firing After Seat is Paid
CR ID #: N/A

After ringing items on a check, if one of the seats is filtered and paid out, any attempt to void an item from the remainder of the check would fail. The problem, which was caused by missing code in the SIM void/error events, has been corrected.

Transaction Analyzer

Running a Discount Report for a One-Week Timeframe Takes Too Long to Complete
CR ID #: 15216

System performance was slow when running a Discount Report through transaction analyzer (TA) for all discounts over a period of a week. The problem was corrected by amending the underlying tables and views used to collect and organize the data.

Kitchen Display System (KDS)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revision in this version of the software.

Cash Management (CM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
POS Interface	Random Error Messages Received When Using CM Service	16597	26

**Revisions
Detailed**

POS Interface

Random Error Messages Received When Using CM Service
CR ID #: 16597

When running the Cash Managerment program, the system would trigger random errors when connecting to the Cash Management Service or when executing service calls. The error messages included range check errors, problems connecting to the server, and an inability to perform the selected operation. These problems have been corrected.

Guest Services Solution (GSS)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revision in this version of the software.

Product Management (PM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Reports	Inventory Cost of Sales Detail	16738	30
Setup	Enabling Depletion When POS Waste Transactions are Present Causes PM Posting to Fail	N/A	30

Revisions Detailed

Reports

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

Report	Area Modified	Description
Inventory Cost of Sales Detail *CR ID #: 16738*	Stored Procedure	When running the Inventory Cost of Sales Detail report, the system was using the wrong sequence of steps to convert inventory item prices into major unit prices (i.e., multiplying when it should have divided, and vice-versa). This was causing a sudden increase in the cost of a menu item. The problem has been corrected..

[a]Files Changed: sp_inven_itm_last_cost

Setup

Enabling Depletion When POS Waste Transactions are Present Causes PM Posting to Fail
CR ID #: N/A

Previously, when depletion was enabled in PM, the system was not setting the last trans_seq correctly if there were any POS Waste transactions. If POS Waste transactions were entered for a date in a closed PM period, than PM posting would fail. This problem has been corrected.

Labor Management (LM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

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Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Human Resources	Change of User-Defined Marital Status Causes Error	16087	32

Revisions Detailed

Human Resources

Change of User-Defined Marital Status Causes Error
_CR ID #: 16087_

After adding a new record to the W4_MAR_STAT entry in _LM | General | User Defined Domain_, an error message would be displayed when the user tried to select this option as an employee's **Marital Status** (_Human Resources | Employee Setup | Exemptions_). This has been corrected.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revision 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

- ◆ Language Translation Utility

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revision in this version of the software.

Service Pack 3

In keeping with the original RES 3.1 ReadMe First, Service Pack information is divided into self-contained chapters, one for each of the following RES products:

 - ◆ 3700 Point-of-Sale (POS) System

 - ◆ Kitchen Display System (KDS)

 - ◆ Cash Management (CM)

 - ◆ Guest Service Solutions (GSS)

 - ◆ Product Management (PM)

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3700 POS

What's New

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New Features Summarized

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Module	Feature	Page
POS Operations	Menu Item Tax Override	36
	Touch Item Discount	39

New Features Detailed

POS Operations

Menu Item Tax Override

The Menu Item Tax Override feature is used to modify the tax rate applied to certain categories of products (e.g., baked goods, candy, ice cream), based on the size or number of items purchased. This option allows businesses to distinguish between menu items sold as single-serving prepared foods and those sold in bulk, as grocery items.

Background

Most governments (national and local) do not tax food items unless they are consumed on the premises or involved some local preparation. For example, in an ice cream parlor, a hand-dipped cone is considered a prepared food (taxable), while a half-gallon container is a grocery item (tax exempt). Similarly, a single donut purchased at a bakery is taxed as a prepared food, but a box of donuts is not.

The distinction between prepared foods and groceries is related to the size of the purchase and (indirectly) the level of service provided to the customer. Items purchased in bulk require no extra labor from the seller and are therefore taxed at the grocery rate. Smaller amounts — whether prepackaged or à la carte — imply some interaction with a clerk or server. As such, they are taxed at a higher, goods-and-services rate.

In the past, RES users had no way to distinguish between prepared foods and grocery-like purhases. Restaurants with in-house bakeries, for example, could not scan an order, count menu items from a particular category, and then determine an appropriate tax rate. Whether the customer ordered one donut or 10, when the check was service totaled, the prevailing tax rate for donuts menu items would be applied.

The Solution

To fine-tune the taxes, the Menu Item Tax Override feature was added to the 3700 POS. With this feature, the user creates a group of related menu items called a *menu item quantity group*. This quantity group is linked to a different tax rate — usually lower — than the tax rate assigned to the individual menu items.

To enable the Menu Item Tax Override, the user specifies a threshold value (e.g., six donuts), below which the basic tax rate applies. When a donut order is rung up, the system counts the number of menu items present. If the number is less than the threshold (i.e., 5 or less), the basic rate is applied. If the number ordered is 6 or greater, the system overrides the basic rate and applies the quantity tax rate.

Members of a quantity item tax group do not have to belong to the same menu item class to be included in the rate. To illustrate, suppose the business defines a **Bakery Quantity Group**, which includes menu items such as a donut, tart, cookie, brownie, and slice of pie or cake. Each item is a single-serving size. The quantity threshold is set at 6 items.

During operations, a customer orders 2 cookies, 1 brownie, and 2 tarts (for a total of 5 items). Because the threshold has not been met, when the check is service totaled, the menu items are taxed at their basic rate. If the customer adds one or more items, the threshold of 6 items is met and the quantity tax rate is applied instead.

New Fields in POS Configurator

To support this feature, a new *Menu Item Quantity Groups* form was added under *POS Configurator | Sales*.

The form contains the following options:

◆ **Menu Item Quantity Group** — Specifies a name for the quantity group (e.g., Desserts). When a menu item is selected, the system will check to see if it belongs to one of these groups. If so, the item will be counted against the threshold for determining when the new tax rate is applied.

◆ **Quantity for activation** — Specifies the point (i.e., number of items or servings) at which the new tax rate is applied. Less than this number, and the basic menu item tax rate will be used. Shared items and items on split checks are not included in the count.

◆ **Tax Class** — Indicates the new tax rate that takes affect when the activation quantity is reached.

◆ **Menu Items** — Lists the menu items that belong to this menu item quantity group. Menu items can only belong to one menu item quantity group.

Touch Item Discount

This feature provides flexibility in the application of discounts in the 3700 POS System. With Touch Item Discounting, a user can select one or more menu items before applying the discount. The system will determine whether the menu items qualify for the discount and apply it accordingly. If more than one discount is applied, the system will calculate and subtract subsequent discount amounts from the depleted price of the affected menu items.

Touch Item Discounting supports existing discount options and tax-related functionality. Touch-item discounts may be used in combination with item and subtotal discounts.

Background

In the past, 3700 POS users had two ways to apply discounts:

◆ **By Item** — Applied to one menu item at a time during the current service round. The discount is posted as a separate line item immediately after the menu item entry.

◆ **By Check** — Applied to a group of menu items after the check is subtotaled. This discount calculation is based only on menu items linked to the same itemizer number as the subtotal discount.

Although these discount methods have worked reasonably well, there have been limitations:

◆ **Item discounts can only be applied to last item.** Once a new item is rung, the user cannot apply a menu item discount to any other entry in the service round without voiding subsequent entries.

◆ **Item discounts cannot be applied to a previous service round.** Once the round is service totaled, the ability to apply a discount to posted menu items is lost. To adjust the check, you must delete the old menu item, add a new one, and apply the discount before the check is service totaled again.

◆ **Item discounts cannot be applied to a combo meal.** A combo meal comprises two or more menu items packaged and sold under a single menu item price. This is incompatible with the concept of a "last item discount." If a menu item discount is posted against a combo meal, the system interprets the "last item" to be an unpriced side item and, therefore, has nothing on which to base the discount.

◆ **Menu items cannot be added or excluded from subtotal discount.** Assume that a restaurant has a Happy Hour discount of 50%, and that the discount is linked to a bar itemizer. This works fine for 99% of the customers who order beer, wine, and mixed drinks. It may not be fine for the occasional customer who orders a premium wine or champagne — items not intended for the discount. In this case, there is no way to exclude the more expensive items from the subtotal discount without ringing a separate check. Or, alternatively, multiple itemizers could be created to cover every possible discount group.

◆ **Percent discounts do not adjust for depleted balance.** If more than one discount is applied (e.g., a Free Dessert Coupon and a Senior Discount of 10%), the system would calculate the 10% discount based on the regular price of all the menu items, rather than the adjusted total, after the coupon was subtracted. This can result in a larger combined discount than was intended.

◆ **Multiple discounts are not regulated**. Since the system relies on the user to determine when more than one discount is allowed, a user could apply several menu item and subtotal discounts until the check is zeroed out.

◆ **Menu item discounts cannot be split across checks**. Once a discount is applied to a check, the user cannot split discounted menu items without voiding the discount first.

The Solution

To address these issues, a third method of discounting was developed. Touch Item Discounting combines the control offered by menu item selection with the keystroke efficiency of a subtotal discount. The result is a flexible alternative that includes the best of both methods while filling in the gaps between the two.

Enabling

As with all discounts, touch-item discounts are defined in POS Configurator and linked to a pre-programmed touchscreen key. Itemizers are used to create a subset of menu items against which the touch-item discount may be posted. The value of the discount may be defined as either:

- ◆ **Percent** — The amount of the discount is computed as a percentage of the total value of the menu items selected.

- ◆ **Amount** — The discount is a fixed amount applied against all items selected.

The discount can be either preset or open. If open, the user will be prompted to enter a value at the time the **[Touch-Item Discount]** key is pressed. Should the user enter a value greater than the sum of the selected menu item prices, an error message indicating "Discount Amount Too Large" will be displayed and no discount will be applied.

Unlike menu item and subtotal discounts, Touch Item Discounting must be activated at the *System | Restaurant* level. If it is not, touch-item discounts will behave as menu item discounts..

Note	*In an EM environment, this feature cannot be enabled until the RES version on the Corporate Server is at v3.1 SP3 or higher. All stores in the enterprise must also be upgraded to the same version for Touch Item Discount to be managed from Corporate.*

Applying a Discount

During operations, the user rings up menu items without worrying about discounts. At any point in the process, the user can touch-select one or more of the menu items and apply the discount. Selections do not have to be from the current service round.

When the **[Touch-Item Discount]** key is pressed, the system confirms that the selected menu items are linked to the same itemizer group(s) as the discount. This action only takes a moment and is transparent to the user.

For those items that qualify, a discount will be posted directly beneath the affected menu items, as shown below:

If, among the selections, the user has highlighted one or more entries not linked to an appropriate discount itemizer, the system will apply the discount to the relevant items only and ignore the rest. This situation is illustrated in the following example, where two appetizers (food itemizer) have been selected, along with two drinks (beverage itemizer). For illustration purposes, the discount key applies to food items only.

Touch Item Discounting can be as specific or as general as the user needs it to be. If none of the menu items are highlighted before the touch-item discount is pressed, the system will scan the entire check and apply that discount to **all** relevant menu items. To work, at least one menu item must satisfy the discount criteria.

In the following samples, note that the discount was not applied to the Coffee/Tea menu item (a beverage item), which does not match the discount itemizer. Also note that in the Amount Discount sample, the **$1.00 Off** discount has been amortized across all of the food items. If one or more items had been highlighted before the discount was applied, the $1.00 amount would have been divided proportionally among them.

```
1 Onion Soup           5.00     1       1 Onion Soup           5.00     1
  10 %                          1         $1.00                0.35-   1
  Senior Meal          0.50-            1 Cheeseburger         4.95     1
1 Cheeseburger         4.95     1           Medium Well
    Medium Well                             American
    American                                French Fries
    French Fries                          $1.00                0.34-   1
  10 %                          1       1 Apple Pie            4.50     1
  Senior Meal          0.50-              $1.00                0.31-   1
1 Apple Pie            4.50     1       1 Coffee/Tea           1.25     1
  10 %                          1
  Senior Meal          0.45-
1 Coffee/Tea           1.25     1
```

           Percent Discount   **Amount Discount**

Restrictions

To ensure that discounts are not overused, a **Restrictions** option has been added. This option allows the user to limit the application of discounts as follows:

- ◆ **No restrictions** — The discount imposes no limits itself on the number of times it may be applied to a menu item or to a check. Restrictions may be imposed by other discounts, however.

- ◆ **One discount per item** — Imposes its own *per item* limit of one discount, period. If the menu item has already been discounted, this touch-item discount will not be applied. If the menu item has not been discounted, this discount will be taken. However, no other discount will be accepted against the menu item.

◆ **One discount per check** — Imposes its own *per check* limit of one discount, period. Once this discount is taken, no additional discounts will be allowed. If another discount was applied to the check already, this touch-item discount will not be allowed.

◆ **One discount of this type per item** — Applies the discount once per menu item and ignores any attempt to apply the discount a second time.

◆ **One discount of this type per check** — Applies the discount once per check and ignores any attempt to apply the discount again.

Note   *Per check restrictions limit the number of times (instances) that a discount can be applied to a guest check. They do not limit the number of menu items that may be discounted during a particular instance.That is controlled by discount itemizers*

Using Multiple Discounts

RES has always allowed users to apply more than one discount to the same guest check. Until now, the process was straightforward — menu item discounts were applied immediately after the item was ordered; subtotal discounts were applied before the check was presented for payment.

With this feature, discounts can be applied to any number of menu items and at any time before payment. This flexibility, along with the new **Restrictions** options, means that users need to be more aware of the consequences of when and how a discount is applied.

For example, assume that a customer presents a **$1.00 Off Coupon** at the time his meal is ordered, then requests the ten-percent **Senior Meal** discount when the check is paid. Depending on the conditions under which they are used, the same two discounts can result in a wide range of totals due.

The following examples illustrate how the *type* of limitations placed on a discount, as well as the *order* in which it is taken, affect the final check total when multiple discounts are applied. As before, the discounts only apply to food items; Coffee/Tea is linked to a beverage itemizer and is therefore not included in the discount calculations.

Case #1 — Changing the Discount Type

The **$1.00 Off** coupon (limit one per check) is applied before taking the 10% **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	− 0.35		4.65
Cheeseburger	4.95	− 0.34		4.61
Apple Pie	4.50	− 0.31		4.19
Coffee/Tea	1.25	--		1.25
Subtotal	15.70	− 1.00	n/a	14.70

The **Senior Meal** discount cannot be applied because of the one-per-check limitation imposed by the **$1.00 Off** coupon.

Next, assume that the **$1.00 Off** coupon is intended for desserts only and limited to *one per item.* Again, the **Senior Meal** has no restrictions. The results would be:

	Menu Item Price	$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00		− 0.50	4.50
Cheeseburger	4.95		− 0.50	4.45
Apple Pie	4.50	− 1.00		3.50
Coffee/Tea	1.25			1.25
Subtotal	15.70	− 1.00	− 1.00	13.70

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Notice that the *Apple Pie* is not discounted, even though it is a food item, linked to the same itemizer as the **Senior Meal** discount. The previously applied **$1.00 Off** discount prohibits a second discount from being applied, but only on that menu item.

Alternatively, suppose that the **$1.00 Off** restriction was changed to *one of this type per check*. the results would be:

	Menu Item Price	$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00		– 0.50	4.50
Cheeseburger	4.95		– 0.50	4.45
Apple Pie	4.50	– 1.00	– 0.35	3.15
Coffee/Tea	1.25		--	1.25
Subtotal	15.70	– 1.00	– 1.35	13.35

In this situation, the *Apple Pie* is discounted twice — once as a specific item discount, and then as part of the **Senior Meal** discount. Because of the restrictions placed on it, the **$1.00 Off** discount cannot be used against any other menu items on this check.

Notice, too, that the senior discount is calculated against the depleted menu item price (3.50), not the original (4.50) price.

Case #2 — Changing the Discount Order

The **$1.00 Off** coupon (limit one per check) is applied before taking the ten-percent **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	– 0.35		4.65
Cheeseburger	4.95	– 0.34		4.61
Apple Pie	4.50	– 0.31		4.19
Coffee/Tea	1.25	--		1.25
Subtotal	15.70	– 1.00	n/a	14.70

As before, the **Senior Meal** discount cannot be applied because all of the menu items have already been discounted and a one-per-check limitation has been imposed.

But looks what happens if the **Senior Meal** discount is applied first:

	Menu Item Price	10% Senior Meal	$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	– 0.50		4.50
Cheeseburger	4.95	– 0.50		4.45
Apple Pie	4.50	– 0.45		4.05
Coffee/Tea	1.25	--		1.25
Subtotal	15.70	– 1.45	n/a	14.25

Because the food menu items are already discounted when the **$1.00 Off** coupon is applied, the discount coupon is ignored. Instead, the system posts an error message indicating a restriction exists that limits discounts to one per check.

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Case #3 — Changing Both Discount Type and Order

Returning to the original example, the **$1.00 Off** coupon (limit one per check) is applied before taking the ten-percent **Senior Meal** discount (no restrictions). None of the menu items are selected at the time either discount is applied:

	Menu Item Price	$1.00 Off Coupon	10% Senior Meal	Price After Discount
Onion Soup	5.00	– 0.35		4.65
Cheeseburger	4.95	– 0.34		4.61
Apple Pie	4.50	– 0.31		4.19
Coffee/Tea	1.25	0.00		1.25
Subtotal	15.70	– 1.00	n/a	14.70

Next, assume that the **Senior Meal** discount is applied first **and** the **$1.00 Off** coupon is changed to *one of this type per check*:

	Menu Item Price	10% Senior Meal	$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	– 0.50	– 0.35	4.15
Cheeseburger	4.95	– 0.50	– 0.34	4.11
Apple Pie	4.50	– 0.45	– 0.31	3.74
Coffee/Tea	1.25	--		1.25
Subtotal	15.70	– 1.45	– 1.00	13.25

Because the unrestricted **Senior Meal** discount was applied first, the system had no problem applying the **$1.00 Off** coupon. Once the second discount is applied, however, the user will not be able to apply it again to this check.

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On the other hand, if the **Senior Meal** discount is applied first and the **$1.00 Off** coupon is changed to *one of this type per item*, the user would be able to apply the discount multiple times — once to each food item in the guest check. The results would be as follows:

	Menu Item Price	10% Senior Meal	$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	– 0.50	– 1.00	3.50
Cheeseburger	4.95	– 0.50	– 1.00	3.45
Apple Pie	4.50	– 0.45	– 1.00	3.05
Coffee/Tea	1.25	--	--	1.25
Subtotal	15.70	– 1.45	– 3.00	11.25

The system would allow multiple use of the discount as long as the menu items were selected and discounted separately.

If multiple items are highlighted when the **[$1.00 Off]** key is pressed, the system will subtract $1.00 from the check total, amortizing the amount of the single discount among all the selected items. No further discounting will be allowed for any of those items:

	Menu Item Price	10% Senior Meal	$1.00 Off Coupon	Price After Discount
Onion Soup	5.00	– 0.50	– 0.50	4.00
Cheeseburger	4.95	– 0.50	– 0.50	3.95
Apple Pie	4.50	– 0.45		4.05
Coffee/Tea	1.25	--		1.25
Subtotal	15.70	– 1.45	– 1.00	13.25

Applying Discounts to Combo Meals

In the past, item discounts could not be applied to a combo meal. Combo meals were typically listed as a priced menu item, with the components of the meal listed as either priced or unpriced line items beneath it. When a menu item discount was applied to a combo meal, the system looked for the last item posted and, finding an unpriced item, was unable to calculate a discount.

Touch Item Discounting solves this problem by allowing a user to touch-select the priced combo menu item before the discount is applied. The discount is listed after the last item in the combo meal and is printed as one discount for the entire set of combo menu items.

Applying Discounts to Menu Item with Priced Condiments

In the past, applying discounts to menu items with priced condiments was also problematic. To apply an item discount to the menu item, the discount had to occur immediately after the menu item was rung, and before any condiments were entered. If the user waited until the last priced condiment was added, the discount would be applied to the last item selected -- the priced condiment.

Touch Item Discounting solves this problem by allowing a user to touch-select the menu item *after* the condiments are added. This will highlight the item and all of its condiments. When the discount is applied, it is listed after the last condiment and is printed as one discount for the entire set of menu items and condiments.

Behind the scenes in both scenarios (combo meals and menu items with priced condiments), the system calculates and applies individual item discounts to each of the priced items. For combo meals, this means a separate discount line item is noted for the combo parent and any main or side items that have a price associated with them. Similarly, a discount is calculated for a menu item and each of it's priced condiments.

These discount details are available through the system reports.

Voiding Discounts

With touch-item functionality, discounts can be removed from a check as easily as they can be applied. The options are:

◆ **Last item void** — Removes the discount from all of the menu items to which it had been applied by double-clicking the **[Void]** key. To work, the discount must be the last transaction posted. This is the current functionality.

◆ **Touch item void** — Removes the highlighted discount line items *only*. More than one line item may be selected.

Voided discount line items do not have to be from the same service round, originate from the same instance of discount, or even be the same discount type. Once a discount is applied to a menu item, it is itemized and considered a separate entry so that a percent discount can be highlighted and removed at the same time as an amount discount.

Note	*Voiding part of an amount discount will not automatically recalculate the discount on the remaining items.*
	*For example, a **$1.00 Off** coupon applied to two Apple Pie menu items will be split evenly at $0.50 each. If one of the Apple Pies is deleted, the discount on the other one will remain $0.50. The system will not adjust the discount to $1.00 on the remaining Apple Pie item.*
	To reinstate the full discount, you must delete all related discount line items, then select the remaining menu items and apply the discount again.

Consolidating Discounts

When a touch item discount is applied to a check, the system automatically calculates the value of the discount for each affected line item. A separate discount line item is then listed below each of them.

During operations, this level of detail is advantageous to the servers as they confirm, modify, and remove discounts. Printed out, it provides an unnecessarily long and confusing check to the customer.

```
    MIKE  ROSE  RESTAURANT  &  GRILL
           7897 MIKE ROSE DRIVE
            ANYWHERE MD, 20705
              (123) 456-7890

    5 MIKE
    ------------------------------------------------
    TBL 15/1        CHK 287         GST 1
                 SEP25'03 08:30PM
    ------------------------------------------------
      Eat In
    1 Chicken Tenders            5.50
    1 Chicken Tenders            5.50
    1 Grill Chkn Sand            5.25
        Coleslaw
    1 Tuna Sandwich              5.75
        French Fries
    1 Raspbrry Torte             4.50
    1 Creme Brulee               4.00
    1 Iced Tea                   1.25
    1 Iced Tea                   1.25
        10%
        Senior Meal              2.95–
        $1.00                    1.00–
        Cash                    31.58
        Subtotal                29.05
        Tax                      2.53
        Payment                 31.58
    ------------------------------------------------
```

To simplify the guest check, an option was added to consolidate discounts (*Revenue Center | RVC Print Design*). When enabled, the system will print the menu items as they are entered, with discounts listed at the bottom of the check. If more than one type of discount is applied, a separate entry will be provided for each.

The system will continue to itemize discounts in the display and to post detailed results in the database.

Summary

With touch item discounting, users can:

♦ Touch-select one or more menu items and apply a discount.

♦ Apply discounts at any time — not just in the current service round.

♦ De-select one or more menu items, effectively subtracting them from the discount calculation.

♦ Apply discounts to combo meals, main and side items.

♦ Apply discounts to priced condiments linked to a menu item.

◆ Combine touch-item discounts with menu item and subtotal
discounts.

New Fields in POS Configurator

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

◆ **Enable Touch Item Discounting** (*System | Restaurant | Options*) —
When checked, allows a user to define a touch-item discount. Makes
additional functionality available to menu item and subtotal
discounts. When cleared, treats touch-item discounts as if they were
menu item discounts, applying it to the last item only.

◆ **Touch item** (*Sales | Discount/Service | Discount*) — When checked,
designates the discount as a touch-item discount. During POS
operations, the system will apply the discount to all of the selected
menu items, provided they are linked to the same itemizer as the
discount itself.

This option is only available if the **Item Discount** option (*Sales |
Discount/Service Charge | Discount*) is also enabled.

◆ **Restrictions** (*Sales | Discount/Service | Discount*) — Allows the user
to specify how the discount will be applied.

◆ **Consolidate Touch Item Discounts** (*Revenue Center | RVC Print
Design | Guest Checks*) — When checked, prints a discount amount
at the bottom of the check for each discount type.

> *Note*   *This option only affects the printed check. The display
> screen will continue to show a discount line item beneath
> each applicable menu item.*

Reports

Two new reports are included with this feature. They are available under
the Sales category in the Autosequences and Reports application.

◆ **RVC Discounts Detail** *(dly_rvc_dsc_dtl.rpt)* — Provides a detailed report of all discounted guest checks. Entries are sorted by date, revenue center, employee, and check number, respectively. Discounts are itemized by types and, in the case of item discounts, include the menu items associated with each. Subtotal discounts do not list associated menu items.

Daily Revenue Center Discounts Detail

Micros Cafe - Micros Cafe   Bruno The Manager

Period From : 05/22/2003   To : 05/22/2003   Printed on Thursday, May 22, 2003 - 4:16 PM

Check #	Check Opened			Check Closed				
Disc #	Name	Subtotal Disc	Item Disc	Menu # Name		Qty	Price	Authorizing Employee

1 Restaurant

101 Sally Server 1

1877	05/22 - 4:02pm			05/22 - 4:03pm				
	206	15 %						
			-0.82	1004	Chicken Tender	1	5.50	
			-0.60	3004	Caesar Salad	1	4.00	
			-0.67	11005	Raspbrry Torte	1	4.50	
			-0.83	1004	Chicken Tender	1	5.50	
			-0.79	3001	House Salad	1	5.25	
			-0.60	11002	Creme Brulee	1	4.00	
1878	05/22 - 4:04pm			05/22 - 4:04pm				
	207	$1.00						
			-1.00	1001	Crab Cakes	1	6.95	
1881	05/22 - 4:09pm			05/22 - 4:12pm				
	203	Open % Disc	-13.92					

102 Dave Server 2

1879	05/22 - 4:06pm			05/22 - 4:07pm				
	503	Senior Meal						
			-0.49	1009	Buffalo Wings	1	4.95	
			-0.60	4003	Cheeseburger	1	6.00	
			-0.45	11006	Chocolate Cake	1	4.50	
			-0.42	11001	Ice Cream	1	4.25	
			-0.60	1007	Potato Skins	1	5.95	
			-0.50	1009	Buffalo Wings	1	4.95	
			-0.65	5002	Spaghetti	1	6.50	
			-0.45	11007	Apple Pie	1	4.50	

104 John Server 4

1880	05/22 - 4:08pm			05/22 - 4:09pm				
	201	Empl. Meal	-2.46					

| **1 Restaurant Total** | | **-16.38** | **-9.47** | **-25.85** | | | | |

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◆ **RVC Discounts Summary** *(dly_rvc_dsc.rpt)* — Provides a summary report of guest check discounts. Entries are sorted by date, revenue center, employee, and check number, respectively.

Daily Revenue Center Discounts

Micros Cafe - Micros Cafe   Bruno The Manager

Period From : 05/22/2003   To : 05/22/2003   Printed on Thursday, May 22, 2003 - 4:14 PM

Check #	Check Opened		Check Closed
	Disc #	Name	Amount
1 Restaurant			
101 Sally Server 1			
1812	09/08 - 9:41am		09/08 - 9:41am
	206	15 %	-3.14
1876	05/21 - 2:45pm		05/21 - 2:46pm
	503	Senior Meal	-1.08
1877	05/22 - 4:02pm		05/22 - 4:03pm
	206	15 %	-4.31
1878	05/22 - 4:04pm		05/22 - 4:04pm
	207	$1.00	-1.00
1881	05/22 - 4:09pm		05/22 - 4:12pm
	203	Open % Disc	-13.92
102 Dave Server 2			
1879	05/22 - 4:06pm		05/22 - 4:07pm
	503	Senior Meal	-4.16
104 John Server 4			
1880	05/22 - 4:08pm		05/22 - 4:09pm
	201	Empl. Meal	-2.46
1 Restaurant Total			**-30.07**

DLY_RVC_DSC.RPT v3.1.100   Page 1

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
CA/EDC	Credit Card Security	57
Database	Support for Closing Pay Periods on a mymicros.net Site	58
POS Operations	MICROS Pole Display Support for Cyrillic Characters	59
	Reason Code Support With Menu Item Waste	59
	Subtotal and Item Discounts	64
Reports	Void Tracking Totals Added	67
SIM	@CCAuth_Count	68
	@TableObjNum	69

Enhancements Detailed

CA/EDC

Credit Card Security

In keeping with guidelines from credit card issuers, additional changes and enhancements were made in the way RES handles and processes credit card information.

With this release, complete credit card track data will no longer be stored in the database. Track 1 data will be completely removed and Track 2 data will be altered so that all discretionary information is replaced with zeros.

In addition, all secondary authorizations — whether initiated by the server using the existing number on the check or triggered automatically when the amount due exceeds the secondary floor limits — will be treated as manually swiped authorizations and no track data will be sent.

Enabling

To support this functionality, a new *Security* tab was added to *POS Configurator | System | Restaurant* form. Included on this form is the **Secure track data** option. When this option is checked, the security enhancements are applied whenever credit card transactions are saved..

Warning!   *Customers who are upgrading to RES Version 3.1 sp3 from a previous version, and who are using SIM scripts, file exports, etc., should be informed that modification may be required to any custom programs that read or manipulate this data.*

For additional information on credit card stripe format, please refer to http://www.magtek.com/documentation/public/ 99800004-1.pdf.

Database

Support for Closing Pay Periods on a mymicros.net site

A stored procedure has been added that will allow any 3700 site running Time and Attendance and using **mymicros.net** to close a payroll period and collect time card information in **mymicros.net**.

When run, the procedure will globally set the *ob_exported* column to "True" in the Time Card Detail table, effectively closing the payroll period for all records.

Sample End of Pay Period Configuration

1. Define or edit the "End of week/pay period" autosequence.

2. Make sure all employees are clocked out. To do this, add Stored Proc 112 "Clock out an employee" The **Source** field should be *obj_num* and on the **Range** field should be "All".

3. Post all labor totals. To do this add the following stored procedures. This needs to be done so that all labor values are up-to-date when posted to mymicros.net..

   - Stored Proc 133 "Post time card totals".

   - Stored Proc 132 "Post job code totals".

   - Stored Proc 142 "Post time prd time card totals".

4. Run the new stored procedure that will close the pay period. Add Stored Proc 9703 "Set Ob Exported True." This will set the pay period labor flag to closed.

Warning!   *Please keep in mind that the time data is polled by the mymicros.net.*

For example, if mymicros.net polls the site at 3:30 a.m., your End of Pay Period autosequence should run after your end-of-day, but prior to the mymicros.net upload.

Also, once run, time cards will not be editable in Manager Procedures. This is now a closed period.

POS Operations

MICROS Pole Display Support for Cyrillic Characters

Support for the Cyrillic (Russian) language was added to the IEE Pole Display.

Reason Code Support With Menu Item Waste

The Menu Item Waste feature was designed to track inventory items consumed, but not sold through the POS. Items may be wasted for a number of reasons, including:

- ◆ Spillage

- ◆ Incomplete use of an ingredient in a recipe (i.e., the cost of a full unit is applied even though less was required, and the rest was not salvageable for future recipes)

- ◆ Spoilage (includes ingredients with limited shelf life, product contamination, or equipment malfunctions)

- ◆ Rejection (e.g., customer didn't like, cook/server delivered wrong item, or too many items were prepared and were not sold in a timely fashion)

When inventory is wasted by one of these methods, the manager records the event by signing onto any user workstation, pressing a pre-configured **[Declare Waste]** key, and ringing the wasted inventory or menu items to a special "Waste" check. When complete, the check is closed and the results are saved to the database.
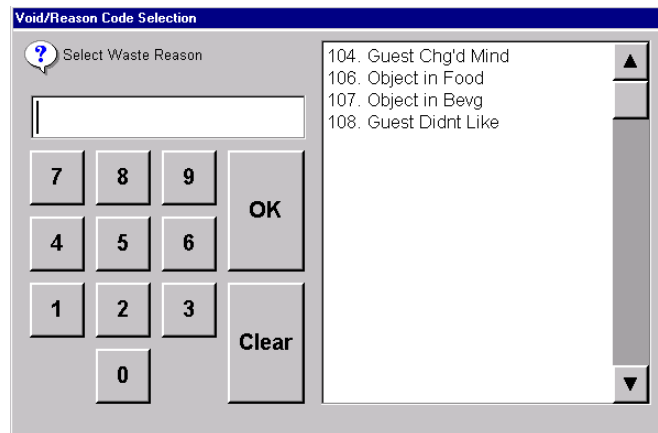
Reasons

In the past, there was no way to distinguish between menu items that were rejected by the customer and those wasted for other reasons. All items were simply lumped into a generic waste category. To improve accountability, users needed a way to assign waste items to multiple categories. This would help managers locate the site's problem areas, identify tasks and processes that need improvement, and have more control over the inventory.

To support these goals, a new **Use with waste** check box was added to the *POS Configurator | System | Reasons* form. The option is activated during setup by linking it to one or more of the reason descriptors entered in the system.
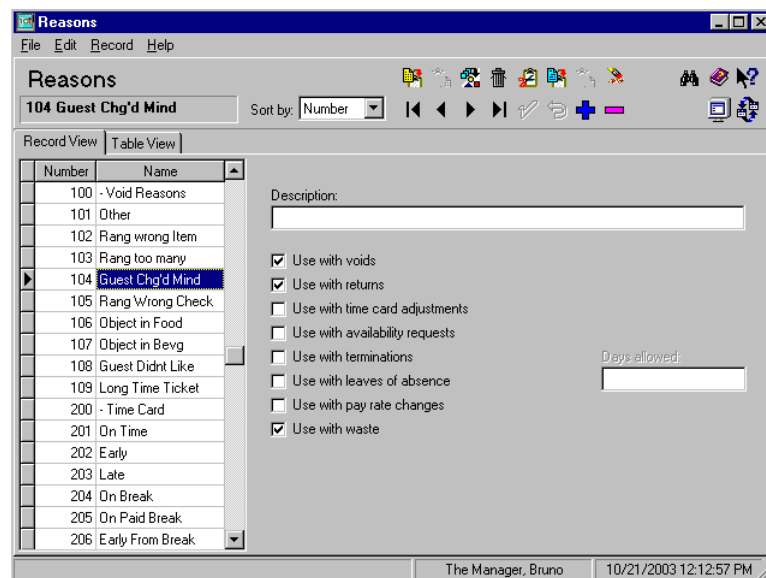
During operations, when the manager is ready to declare the waste items, a Waste check is once again initiated. After each item is entered, a dialog box is displayed listing all of the predefined waste reasons.

To link the waste code, the manager simply selects one and presses **[OK]** to assign the item to that category.

Note   *The decision to categorize waste items is entirely optional. If none of the reason codes are linked to the **Use as waste** option, the dialog box will not be displayed when a Waste check is initiated and the menu items are added.*

3700 POS
What's Enhanced

(empty)

Reports

To quantify the results, two new reports are included with this enhancement. They are available under the Other category in the Autosequences and Reports application.

◆ **Consolidate Menu Item Waste Detail by Menu Item** (*menuitem_waste_reason_mi.rpt*) — Provides a detailed summary of wasted menu items by reason code.

Consolidated Menu Item Waste Detail by Menu Item

Micros Cafe - Micros Cafe

Bruno The Manager

Period From : 09/08/2015   To : 09/08/2015   Printed on Tuesday, October 21, 2003 - 9:28 AM

		Menu Level	Quantity	Amount	% of Ttl	Cost	% of Ttl
5 - Quick Service							
Guest Chg'd Mind							
4006	Grill Chkn Sand	Reg.	1	5.25	22.15%	0.00	0.00%
90601	French Fries	Reg.	1	0.00	0.00%	0.00	0.00%
Guest Didnt Like							
2004	Lobster Bisque	Reg.	1	5.25	22.15%	0.00	0.00%
3002	Fruit Salad	Reg.	1	7.95	33.54%	0.00	0.00%
Object in Food							
3001	House Salad	Reg.	1	5.25	22.15%	0.00	0.00%
90901	Italian	Reg.	1	0.00	0.00%	0.00	0.00%
		Quick Service Total	**6**	**23.70**	**100.00%**	**0.00**	**0.00%**
		Report Total	**6**	**23.70**		**0.00**	

MENUITEM_WASTE_MI.RPT v3.1.100   Page 1

◆ **Consolidated Menu Item Waste Detail by Employee**
(*menuitem_waste_reason.rpt*) — Provides a detailed summary of
wasted menu items by employee and subdivided into reason
categories.

PM Allowances

Menu Item Waste works with or without the installation of the Product
Management (PM) software. When PM is installed, waste information
posted in the front of house is automatically fed through to the PM
application, where it is applied to the appropriate allowance. The addition
of reason codes allows the user to better categorize waste items by
linking them to one or more predefined PM allowances.

For information on how this feature is used in the PM application, refer
to page 123.

Subtotal and Menu Item Discounts

With the inclusion of touch item discounting, some of the new feature's functionality has been extended to existing subtotal and item discounts. Users comfortable with the old system are not obligated to change. However, to take advantage of the enhanced functionality, the **Enable Touch Item Discounting** option must be checked in *POS Configurator | System | Restaurant*.

Among the available options, users can now:

◆ **Control when and how the discounts are applied.** The new **Restrictions** options allows users to limit the application of a discount on a per item or per check basis. Reset itemizers are no longer used.

◆ **Remove a last item discount using [Void]-[Void] and apply a different discount.** Previously, when a menu item discount was applied, it could not be deleted and replaced with a different discount. To correct a misapplied discount, both the menu item and the discount had to be voided, and the menu item re-entered, before a new discount could be applied.

◆ **Touch-void item discounts after other menu items have been added.** To remove a last item discount, the user can simply highlight and press the **[Void]** key. Voids are no longer limited to the current service round.

◆ **Eliminate overlapping discounts.** In the past, if multiple discounts were applied to the same check, the system would calculate each discount based on the regular menu item price. With touch-item discounting enabled, the system adjusts for previous discounts and bases the new discount calculation on the depleted menu item price.

◆ **Merge checks with discounts.** When two checks are merged, the system combines the list of menu items and discounts, temporarily ignoring the restrictions. Once the checks are combined, and the subtotals are recalculated, the system resets the restrictions, for application to future discounts.

Example

Check A contains a menu item with a *one per item* discount. Check B includes a *one per check* discount.

```
              Check A                              Check B
1 Chicken Tenders      5.50        1 Grill Chkn Sand      5.25
1 Onion Soup           5.00             French Fries
1 Chocolate Cake       4.50           10 %
   $1.00               1.00-          Senior Meal          0.53-
1 Diet Coke            1.25        1 Ice Cream             4.25
                                      10 %
                                      Senior Meal          0.42-
                                   1 Iced Tea              1.25

 Subtotal             15.25         Subtotal               9.80
 Tax                   1.33         Tax                    0.85
 Service Chrg          0.00         Service Chrg           0.00
 Payment               0.00         Payment                0.00

 Total                16.58         Total                 10.65
```

When Check A is merged with Check B, Check A's menu items are appended to the bottom of Check B with their separate discounts intact. The system temporarily ignores Check B's one discount per check limit. It does not apply the discounts from either check to menu items on the other.

```
              Check C
1 Grill Chkn Sand      5.25    1*
    French Fries               *
   10 %                        1*
   Senior Meal         0.53-   *
1 Ice Cream            4.25    1*
   10 %                        1*
   Senior Meal         0.42-   *
1 Iced Tea             1.25    1*
1 Chicken Tenders      5.50    2*
1 Onion Soup           5.00    2*
1 Chocolate Cake       4.50    2*
   $1.00               1.00-   2*
1 Diet Coke            1.25    2*

 Subtotal             25.05
 Tax                   2.18
 Service Charge        0.00
 Payment               0.00

 Total                27.23
```

Once the checks have been merged, the system does recalculate the subtotals and reset the restrictions. Because their is a one-per-check discount on some of the line items, any attempt to apply another discount will be prohibited.

New Fields in POS Configurator

To support the additional functionality, the following options were added to or modified in POS Configurator:

◆ **Item Discount** (*Sales | Discount/Service | Discounts*) — (formerly **Discount last item**) — If touch item discounting is not activated, checking this option identifies the discount as a last item discount. When unchecked, the system assumes it to be a subtotal discount. This is the traditional use.

When touch item discounting is activated, selecting this option will enable the **Touch item** option, which allows the user to program a touch-item discount.

◆ **Restrictions** (*Sales Discount/Service | Discounts*) — Limits the menu item discount as follows:

   ◆ No restrictions.
   ◆ One discount per item.
   ◆ One discount per check.
   ◆ One discount of this type per item.
   ◆ One discount of this type per check.

◆ **Discount depleted amount** (*Sales | Discount/Service | Discounts*) — When checked, applies the selected subtotal discount to the balance remaining after other discounts were applied.

This option only applies to subtotal discounts. In addition, the list of restrictions is limited to three options:

   ◆ No restrictions
   ◆ One discount per check
   ◆ One discount of this type per check

Reports

Void Tracking Totals Added

Tracking totals allow a manager to produce reports with customized totals information not available on standard reports. Each tracking total includes a name, a quantity, and a value amount. The name is a descriptor programmed in the Tracking Group form. The count is the number of specified items that were posted. The value is the sum of the associated dollar amounts.

Among the tracking total types supported by the 3700 POS are item voids. In the past, the system was unable to differentiate between types of voids, but instead grouped the results into a single predefined total.

With this release, the Void tracking total type has been subdivided into the following groups:

1. Manager Voids

2. Current Round Voids (i.e., error corrections)

3. Previous Round Voids

4. All Voids

Now, when the user selects Voids as the **Tracking Total Type** in POS Configurator (*Reporting | Tracking Groups*), the system will populate the **Tracking Total Number** field with the list of void options.

At this time, these tracking totals are only available for use with System, Revenue Center, and Time Period tracking.

SIM

@CCAuth_Count

This system variable is used to return the number of untendered credit authorizations that are in the current seat filter.

Type/Size

N9

Syntax

InfoMessage "CCAuth_Count",@CCAuth_Count

Example

```
//Cancel event if Credit Auths Exist

Event Inq : 1
   if @CCAuth_Count > 0
      errormessage "Not allow after credit card auth"
      exitcancel
   endif
   //do something useful...
EndEvent


//"Credit Auths Exist, Abort Payment?"
Sub PrepareBybassCreditAuths
   if @CCAuth_Count > 0
      LoadKybdMacro @KEY_CLEAR
   endif
EndEvent
```

@TblObjNum

This system variable is used to return the table number (i.e., object number) assigned through POS Configurator.

Type/Size

N9

Syntax

InfoMessage "Table Object Number",@tblobjnum

Example

Event Final_Tender
  InfoMessage "Table Object Number",@tblobjnum
EndEvent

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 software. To qualify as a revision, the change must satisfy the following criteria:

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.

- ◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Autoseq and Reports	Changing Printers Between Reports Causes Print Error	14004	75
Credit Cards	Error During Credit Card Settlement	13832	75
	Initial Authorization Does Not Work When Value Entered Equals Amount Due	12546	75
	Separate Batches Not Created for Each Merchant ID	15733	76
Database	Employee Shift Totals Not Posted as Unique Records	15318	76
	Posting Slows Down Considerably with Many Carried Over Checks	15062	76
	Service Pack Installation Fails	14493	77
	Time Card Detail Not Purging Records With Status "R"	15323	77
Delivery Dispatch	Mag Reader Stops Working in Delivery Dispatch	13398	77

Module	Feature	CR ID	Page
Manager Procedures	Employee Clock-Out Time Precedes Clock-In Time	N/A	78
	Menu Item Price Records Improperly Allowed Without 'Effective From' Dates	N/A	78
POS Operations	Change Due Disappears When Using SIM Script to Inquire to PMS	5475	78
	Check Info Lines Incorrectly Assigned After Block Transfer	N/A	79
	Check Info Lines Not Updating After Touch Void	N/A	79
	Condiment Changes Not Sent Unless POS Operations is Stopped and Restarted	13728	79
	Cover Count Incorrect After Block Transfer of Checks	N/A	79
	Debug Error Occurs When Using BERG NALDS	15499	80
	Discounts Programmed with Multiple Tax Rates Produces Incorrect Net Sales Totals	15691	80
	Error Occurs When Seat Filtering Check With a Large Number of Guests and Items	15090	80
	Forgiven VAT Tax Posting Incorrectly	13032	80
	Guest Counts Dropped When Seat Filter Used to Tender Check	7244	81
	Hebrew Language Not Functioning Properly	14370	81

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Insert Condiment Causes Seat Handling to Fail	14962	81
	Invalid Track 1 for Credit Cards	13913	81
	Mag Card Reader Does Not Work After Loading Service Pack 2	14754	82
	Menu Item SLUs with Combo Meals Do Not Move to Next Screen	13722	82
	Priced Condiments Not Discounted Unless Required Condiment Present	14703	82
	Priced Condiments Not Voiding Properly	15709	82
	Prorated Discount Incorrectly Increased by Tax Amount	13068	83
	Running Stored Procedure to Clock Out/In All Employees Changes Break Status	14826	83
	Service Charge/Discount Itemizers Incorrect With Partial Tenders	12164	83
	Subtotal Discounts Applied Incorrectly to Large Totals	14978	83
	Suspend/Resume Function Causes POS Operations to Crash When Authorization is Required	14680	84
	Touch Item Discounts Incorrect When Using 'Display Time at Service Total'	14702	84
	Touch Voiding Partial Payments Generates Incorrect Results	14277	84

Module	Feature	CR ID	Page
POS Operations (cont'd.)	Voiding a Discounted Menu Item Produces Incorrect Sales and Tax Totals	15689	85
	Voiding All Condiments on a Menu Item Resets Menu Levels to System Default	12721	85
	Voiding a Menu Item With Condiment Crashes System	13927	86
	Voiding a Menu Item With Condiment and Touch Item Discount Crashes System	N/A	86
	Voiding a Min/Max Condiment From a Combo Meal Deletes All Combo Items	15400	86
	Voiding a Partial Tender With Reference Entry Causes Database Error	15698	86
	Voiding a Required Condiment From a Combo Meal Hangs POS Operations	15421	87
	Voiding a Returned Item Produces Incorrect Totals	12996	87
Printing	Canadian Tax Trailer Prevents Regular Trailer Lines From Printing	N/A	87
	Unable to Print Both Names on Receipt	14598	88

Module	Feature	CR ID	Page
Reports	Consolidated Food Cost Report	13684	88
	Credit Card Batch Transfer Status Returns Headers Only	14190	88
	Credit Card Batch Transfer Reports Omitted Records	14187	88
	Daily Revenue Center Discount Detail Report	15518	89
	Employee Detail Totals Show Incorrect Outstanding Balance	12639	89
	Revenue Center Time Period Detail Report	12305	89
	System Menu Item Sales Summary	12007	90
	Theoretical Cost of Sales by Family Groups and by Major Groups	13033	90
Transaction Analyzer	Configuration Does Not Run When Prompting for Dates	14751	91
	Configuration Does Not Use Date Range Change When Running a Report	11568	91
	Non-Privileged Employees Incorrectly Allowed Access to Expert and SQL Forms	14636	91
	Unable to Run as External Program From Desktop	11559	92

Autosequences and Reports

Changing Printers Between Reports Causes Print Error
CR ID #: 14004

When running reports through the Autosequences and Reports module, if the user switched printers betwen runs, an error message would be generated indicating that an invalid printer had been selected. Changing the printer back did not resolve the issue. The same error message would occur even when the original printer was selected. This problem has been corrected.

Credit Cards

Error During Credit Card Settlement
CR ID #:13832

Previously, when running a credit card batch settlement, an error was posted while retrieving data from the credit card server. The problem was a synchronization issue with one of the stored procedures. This has been corrected.

Initial Authorization Does Not Work When Value Entered Equals Amount Due
CR ID #: 12546

After receiving an initial authorization, attempts to close a check to the credit card would fail if the final amount due was the same as the amount authorized. An error message would be displayed, indicating that a voucher must be printed prior to closing the check. This problem has been corrected.

Separate Batches Not Created for Each Merchant ID
CR ID #: 15733

When using the multiple merchant feature of the VisaK and CES drivers, the stored procedure *sp_CreateCCBatch* was not creating separate batches for each merchant. Consequently, batches could not be settled because they contained records with different merchant numbers. This problem has been corrected.

Database

Employee Shift Totals Not Posted as Unique Records
CR ID #: 15318

Previously, the procedure for posting employee shift totals to the database involved the use of a control value. This value was created by combining the employee seq number, followed by zero, followed by the shift seq number. As a result, the control value was not unique, and caused posting to fail for specific shifts. The following illustrates how two employees (Emp 3 and Employee 301) could end up with the same control value:

Emp seq 3, shift 1057 = 3 0 1057 = 301057
Emp seq 301, shift 57 = 301 0 57 = 301057

Whichever shift posted first would prevent the other shift from posting. This problem has been corrected.

Posting Slows Down Considerably With Many Carried Over Checks
CR ID: 15062

When posting totals, system performance slowed noticeably as the number of "carried over" checks increased in the database. The problem was linked to a coding error in the stored procedure *sp_post_cum*, which has been corrected.

Service Pack Installation Fails
CR ID #: 14493

When applying a service pack to the RES 3.1 database, installation would fail with the message "Error No PK value for FK CFK2MI_PRODUCT_ STATUS." The problem occurred at sites that did not configure cost center records using a contiguous block of sequence numbers. That is, if the site has 10 cost centers (with sequence numbers 1, 3, 4, 5, 6, 11-15), the system was unable to update all records by skipping past the unused sequence numbers until the maximum number of records had been checked. This problem has been corrected.

Time Card Detail Not Purging Records With Status "R"
CR ID #: 15323

When running the Purge History stored procedure, the system failed to remove time card detail that contained a status "R," indicating that the employee had switched revenue centers between checks. This problem has been corrected.

Delivery Dispatch

Mag Card Reader Stops Working in Delivery Dispatch
CR ID #: 13398

Previously, the keyboard and mag card reader would stop functioning when returning to POS Operations from Delivery Dispatch. The problem was caused by a coding error which failed to pass control back to POS Operations when the focus shifted from Delivery Dispatch. This has been corrected.

Manager Procedures

Employee Clock-Out Time Precedes Clock-In Time
CR ID #: N/A

Using Manager Procedures, an employee's clock-in time could be adjusted forward to a future day/time, then the employee could be selected and clocked out in the present. This effectively allowed the person to clock out before he/she has clocked in. To solve the problem, the system will no longer allow a user to advance an employee's clock-in time beyond the current setting.

Menu Item Price Records Improperly Allowed Without 'Effective From' Date
CR ID #: N/A

Using Manager Procedures on an EM store database, the user was able to post two or more price records for the same menu item without entering an **Effective From** date. This is incorrect. The system should only allow one price record per item with a null **Effective From** date. This problem has been corrected. Now, when the user attempts to save a second price record without completing the date field, a error message will be displayed and the record will not be saved until a date is added.

POS Operations

Change Due Disappears When Using SIM Script to Inquire to PMS
CR ID #: 5475

When tendering a check, if a SIM script was used to run an inquiry to the PMS, then once the user entered a required value at the prompt, the system would not always display the **Change Due** amount. This problem has been corrected.

Check Info Lines Incorrectly Assigned After Block Transfer
CR ID #: N/A

When transferring multiple checks using the block transfer function, the system failed to keep the check info lines with the correct checks. Instead, the check info lines for the first check in the block transfer would be repeated for all entries. This problem has been corrected.

Check Info Lines Not Updating After Touch Void
CR ID #: N/A

When using touch-void to cancel a partial tender, the system failed to reset certain database flags. This was preventing the check info lines from updating on subsequent checks. The problem was caused by a scripting error which has been corrected.

Condiment Changes Not Sent Unless POS Operations is Stopped and Restarted
CR ID #: 13728

Changes made to condiment groups through POS Configurator were not being automatically forwarded to POS Operations as part of the *dbupdate* function. The changes would only propagate if POS Operations was stopped and restarted. This problem has been corrected.

Cover Count Incorrect After Block Transfer of Checks
CR ID #: N/A

Previously, when checks were block transferred to another employee, the system would deplete the open check total cover count by the number of menu item covers. If enough checks were transferred, the cover count would end up negative. This problem has been corrected.

Debug Error Occurs When Using BERG NALDS
CR ID #: 15499

When making a pour using the BERG NALDS, a debug error would occur which then caused the system to hang. The problem was caused by an interrupt of the incoming message string which presented NALDS with incomplete data. This has been corrected.

Discounts Programmed with Multiple Tax Rates Produces Incorrect Net Sales Totals
CR ID #: 15691

When using discounts, whose tax class included multiple tax rates, the system would report incorrect net sales figures in the Daily System Sales Detail report. This problem has been corrected.

Error Occurs When Seat Filtering Check With a Large Number of Guests and Items
CR ID #: 15090

After ringing a check with 10 or more guests, a check read detail error would occur if seat filtering was active while menu items were moved or when the check was closed to cash. This has been corrected.

Forgiven VAT Tax Posting Incorrectly
CR ID #: 13032

When posting menu items whose VAT taxes were forgiven based on order type, the system would incorrectly include the VAT tax amounts in the sales detail, even when the VAT tax had not been applied. This, in turn, produced incorrect sales amounts in the *Theoretical Cost of Sales by Family Group* and by *Theoretical Cost of Sales by Major Group* reports. This problem has been corrected.

Guest Counts Dropped When Seat Filter Used to Tender Check
CR ID #: 7244

When tendering a check using a seat filter, the system would set the guest count to zero. This carried over to the Daily System Sales Detail Report, which also showed a guest count of zero for checks that had been filtered. This problem has been corrected.

Hebrew Language Not Functioning Properly
CR ID #: 14370

When setting Hebrew as the default language, the system had difficulty interpreting and displaying the characters correctly. In some instances, the characters were replaced by question marks (???). At other times, entries were reproduced in duplicate or triplicate. These problems have been corrected.

Insert Condiment Causes Seat Handling to Fail
CR ID #: 14962

When using the insert condiment feature, the system failed to turn off Insert mode after the condiment was entered and before the next menu item was rung. If the next item was a condiment, the condiment would not be linked to the parent item and could become orphaned when sorting by seats. This was particularly problematic when using the edit seat feature, which assumes that all items on a seat will be in the correct order. This, in turn, places the check in a state where it can no longer be picked up by POS Operations after a service total. The problem has been corrected.

Invalid Track 1 for Credit Cards
CR ID #: 13913

Due to increased variability in the format used to write expiration dates on Track 1 and Track 2 of some credit cards, verification by comparison is not considered reliably useful. Programming code that tries to verify expiration dates by comparing Track 1 and Track 2 data has been removed. In the future, only the Account Numbers will be compared and verified.

Mag Card Reader Does Not Work After Loading Service Pack 2
CR ID #:14754

Mag card readers were not working on Ultra Diskless and Eclipse Hard Disk clients after upgrading RES 3.1 software from the general release to Service Pack 2, without first applying Service Pack 1. The problem was tracked to a missing device driver in the SP2 release. This has been corrected.

Menu Item SLUs with Combo Meals Do Not Move to Next Screen
CR ID #: 13722

When using menu item SLUs with combo meals, the system failed to move to the designated next screen after a combo meal selection. This problem has been corrected.

Priced Condiments Not Discounted Unless Required Condiment Present
CR ID #: 14703

When applying a touch item discount to a menu item, the system failed to include the priced condiments in the discount calculation unless a required condiment was also on the item. The priced condiment *did not have to be* the required condiment -- one just had to be present. Otherwise, the priced condiment did not receive the discount. This problem has been corrected.

Priced Condiments Not Voiding Properly
CR ID #: 15709

When previous round condiments were voided, the system would remove the condiment line item (including price) from the check, but would not adjust the transaction details (i.e., net sales total and outstanding amount). The check could then be closed, leaving an outstanding balance without an open check The results were then posted incorrectly to the Sales Detail Report. This has been corrected.

Prorated Discount Incorrectly Increased by Tax Amount
CR ID #: 13068

Prorated discounts were posting incorrect totals when applied to menu items with VAT. The amount of the discount was increased by the inclusion of the tax amount in the calculation. This problem has been corrected.

Running Stored Procedure to Clock Out/In All Employees Changes Break Status
CR ID #: 14826

Previously, if stored procedure 108, Clock In/Out All Employees, was run when employees were on a scheduled break, those employees were incorrectly clocked back in. This has been corrected.

Service Charge/Discount Itemizers Incorrect with Partial Tenders
CR ID #: 12164

Previously, when a partial payment of a check included a service charge and/or discount, the sales itemizer SIM variables were not being prorated to each of the applied tenders. This has been corrected.

Subtotal Discounts Applied Incorrectly to Large Totals
CR ID #: 14978

Previously, the system was unable to correctly calculate a subtotal discount when applied to a check with 6 or more non-decimal digits. This problem has been corrected.

Suspend/Resume Function Causes POS Operations to Crash When Authorization is Required
CR ID #: 14680

If a site was configured to use the **Suspend/Resume** option (*POS Configurator | Revenue Center | RVC Transactions | General*), any attempt to perform a check operation that involved an Authorization request would cause the system to hang. This problem has been corrected.

Touch Item Discounts Incorrect When Using 'Display Time at Service Total'
CR ID #: 14702

When applying a touch item discount to a check with multiple menu items, the system was not discounting each item, but was applying the discount repeatedly (equal to the number of items plus one) to the first menu item only. For example, if there were three menu items on the check, the system would apply the discount four times to the first item and not discount the rest of them.

This problem only occurred when the discount was applied without touching individual menu items (i.e., it was assumed all items were to be discounted), and when the following options were enabled in POS Configurator:

- **Display time at service total** (*Devices | User Workstations | Options*)
- **Do not sort display** (*Revenue Center | RVC Display Design*)
- **Do not consolidate display** (*System | Restaurant | Options*)

This problem has been corrected.

Touch Voiding Partial Payments Generated Incorrect Results
CR ID #: 14277

Previously, if a partial payment was touch voided, the error message "Check Read Detail" would be displayed and the system would post incorrect summary totals to the database. This problem has been corrected.

Voiding a Discounted Menu Item Produces Incorrect Sales and Tax Totals
CR ID #: 15689

When voiding a menu item with a discount, the system failed to adjust sales and tax totals for the voided items. The results varied depending on the type of tax applied. For example:

◆ If the menu item tax was an add-on, neither the taxable sales nor the tax collected against those sales were deleted from the totals.

◆ If the menu item tax was inclusive, the system would void the tax collected, but still recorded the taxable sales.

◆ If the menu item tax was a VAT, the system recorded a different value for taxable sales than net sales, when they should have been the same. When the menu item was voided, the system would void the tax collected, but still recorded the (incorrect) taxable sales.

These problems have been corrected.

Voiding All Condiments on a Menu Item Resets Menu Levels to System Default
CR ID #: 12721

When controlling menu levels through an item's menu level class, the system automatically sets the active menu level as soon as the menu item is keyed in. This allows the user to add condiments priced at the correct levels for the menu item selected.

Previously, when using last item void (i.e., void-void) to delete all the condiments linked to a menu item, the system would incorrectly default to the main 1, sub 1 levels (instead of the item's defined menu levels) as soon as the last condiment was removed. This caused the menu item and any newly added condiments to be priced incorrectly. This problem has been corrected.

Voiding a Menu Item With Condiment Crashes System
CR ID 13927

Previously, when a menu item with condiment was highlighted and then voided, POS Operations would crash and an assertion error would be posted to the database log. However any attempt to highlight and void the condiment first was not allowed This problem has been corrected.

Voiding a Menu Item With Condiment and Touch Item Discount Crashes System
CR ID #: N/A

After applying a touch item discount to a menu item with condiment, any attempt to void the menu item would cause POS Operations to crash and an assertion error to be posted to the database log. This problem has been corrected.

Voiding a Min/Max Condiment From a Combo Meal Deletes All Combo Items
CR ID #: 15400

When ordering a combo meal, if a user entered and then voided a condiment configured as part of a Min/Max selection, the system was unable to exit the option once the combo meal was completed. As soon as the next, non-combo item was added to the check, POS Operations would generate the error message "Menu item not part of the combo group". Clicking **OK** to the error message would result in the removal of the previous combo meal and all of its related side items and condiments. This problem has been corrected.

Voiding a Partial Tender With Reference Entry Causes Database Error
CR ID #: 15698

Previously, any attempt to void a partial tender that included a reference entry (e.g., credit card tenders or tenders posted to a PMS system) would cause an "Unexpected Database Error." This problem has been corrected.

Voiding a Required Condiment From a Combo Meal Hangs POS Operations
CR ID #: 15421

When ordering a combo meal with a Min/Max range of required condiments, POS Operations would hang if either of the following conditions applied:

- If the user entered and then voided a required condiment that was NOT configured as a Min/Max selection,

- If the Min/Max parameters were not satisfied. In this case, POS Operations would not allow any other check activity until the required number of condiments was posted, but would not deny access to the condiment keys to correct the problem.

Both issues have been corrected.

Voiding a Returned Item Produces Incorrect Totals
CR ID #: 12996

When voiding a returned item from a check, the system failed to correctly recalculate the totals. Instead of adding back the price of the voided item (i.e., canceling out the return), the system was adding back two or three times it's actual value. This problem has been corrected.

Printing

Canadian Tax Trailer Prevents Regular Trailer Lines From Printing
CR ID #: N/A

Previously, if the system was using a Canadian tax where the tax rate had the **Print Canadian tax trailer** option enabled (*Sales | Tax Rates | Canadian Tax*), then the regular trailer lines would not be printed. This problem has been corrected.

Unable to Print Both Names on Receipt
CR ID #: 14598

Previously, the system would only print one name even though the option **Print on Check/Receipt | Both Names** (*Sales | Menu Item Classes | Print/Display*) was enabled. The problem affected the customer receipt only. This has been corrected.

Reports

The table below describes the 3700 report changes in this Service Pack:

Report	Area Modified	Description
Consolidated Food Cost *CR ID #: 13684*	Template	When viewing the Consolidated Food Cost Report *(consFoodCost.rpt)*, the Price and Item Cost columns were not displaying any data for items that were sold. This has been corrected.
Credit Card Batch Transfer Status *CR ID #: 14190*	Template	When running the Credit Card Batch Transfer Status Report (*cc_002.rpt*), the system returned headers only without supplying any data. This has been corrected.
Credit Card Batch Transfer Status *CR ID #: 14187*	Template	Before settling a credit card batch, if the user opted to omit (hold back) any of the records, the transfer status report (*cc_002.rpt*) would print the omitted records once for every record in the batch. This problem has been corrected.

Report	Area Modified	Description
Daily Revenue Center Discount Detail *CR ID #: 15518*	Template	When running the Daily Revenue Center Discount Detail Report (*DLY_RVC_DSC_DTL.rpt*), a 'division by zero' error was generated if there were detail entries whose report count was zero. The problem, which was caused by an error in the *v_R_rvc_discount_dtl.sql* statement used to populate the report, has been corrected.
Employee Detail Totals *CR ID #: 12639*	Stored Procedure[a]	The Employee Detail Totals (*emp_101_2.rpt)* posted an incorrect Outstanding Balance for employees who had added/ transferred checks during their shift. The problem was caused by a calculation error in a stored procedure. This has been corrected.
Revenue Center Time Period Detail *CR ID #: 12305*	Stored Procedure[b]	When running the Revenue Center Time Period Detail Report (*tp_r101.rpt*) over multiple dates, the system tracking totals were reported incorrectly. For example, if the date range was 2 days, the tracking totals would be doubled on the report. The problem was due to a coding error in the stored procedures and affected all time period reports. This has been corrected

Report	Area Modified	Description
System Menu Item Sales Summary *CR ID #: 12007*	Template	In previous releases, the System Menu Item Sales Summary (*mi_s101.rpt*) did not display the Item Discount total and instead simply displayed the results in the Net Sales column. This report has been corrected.
Theoretical Cost of Sales Summary by Family Group and by Major Group *CR ID #: 13033*	Template	Theoretical Cost of Sales by Family Group and by Major Group reports would show the wrong sales amounts when it included items with a VAT for one order type but not for another order type. The "forgiven" value of the VAT tax was added to the sales amount on these reports. This has been corrected.

[a]File changed:
   sp_post_emp_cum

[b]Files changed:
   sp_R_sys_time_prd_ttls
   sp_R_rvc_time_prd_ttls

Transaction Analyzer

Configuration Does Not Run When Prompting For Dates
CR ID #: 14751

After running a configuration that prompts for the date range, the system would display an error message indicating that the date range was invalid. Once the error message was cleared, the RUN button would be grayed out, preventing the user from running any other configuration. The only way to reactivate the button was to exit and restart the application. This problem has been corrected.

Configuration Does Not Use Date Range Change When Running Report
CR ID #: 11568

After opening a saved configuration, if the user changed the date range before running a report, the system would not use the new criteria and would run the report based on the originally saved date range. This problem has been corrected.

Non-Privileged Employees Incorrectly Allowed Access to Expert and SQL Forms
CR ID #: 14636

When running Transaction Analyzer from the MICROS Desktop, the system would display the Expert and SQL tabs to non-privileged users and allow them to affect changes to the forms. This problem has been corrected. The Expert and SQL forms are no longer visible if the user does not have the proper employee privilege level.

Unable to Run as External Program From MICROS Desktop
CR ID #: N/A

Transaction Analyzer failed to run on the MICROS Desktop when included as an external program in an autosequence. Instead, the following error messaage was displayed:

> **'While the Micros desktop is running, plugin applications may not run in stand alone mode. Try again using the desktop to start the application.'**

To correct this problem, the user must add the following command line parameters to the configuration of the external program:

> **'/Cn'** — Specifies the desired configuration, and

> **'/_IGNOREDESK_'** — Directs the desktop to allow the application to run standalone.

Kitchen Display System (KDS)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 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
Autoseq and Reports	KDS Speed of Service Reports	13647	95
User Interface	Error When Posting KDS Transactions	15262	95
	Items Not Consolidating on Summary Condensed and Summary Expanded Displays	14623	96
	KDS Tracking Totals Fail to Post	14880	96
	Reference Lines Not Printing on Runner's Chits	13972	96

Revisions Detailed

Autosequences and Reports

Reports

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

Report	Area Modified	Description
Speed of Service Reports *CR ID #: 13647*	Template[a]	Previously, Server lock-up occurred when running any of the KDS Speed of Service reports on a database with a large number of KDS and POS transactions. The report would tie up the processor and generation of the report would take a very long time. This problem has been corrected.

[a]Files Changed:

 KDS_005.rpt through KDS_012.rpt

User Interface

Error When Posting KDS Transactions
CR ID 15262

Previously, the system was unable to post KDS transactions in a cashier environment. This, in turn, caused reports using KDS tracking totals to fail. The problem was caused by an error in the stored procedure *sp_post_cshr_trk_sys_rvc_cal*, which has been corrected.

Items Not Consolidating on Summary Condensed and Summary Expanded Displays
CR ID #: 14623

When selecting the Summary Condensed or Summary Expanded options on a KDS display, the system failed to consolidate multiple like items. This problem has been corrected.

KDS Tracking Totals Fail to Post
CR ID #: 14880

Previously, if a check was "doned" twice in the same fixed period, the KDS tracking total, 'PREP TIME', would cause the posting of tracking totals to fail because there were two prep times for one check in the same fixed period. The error affected the following stored procedures:

sp_post_sys_tm_prd_trk_cum
sp_post_cshr_cum
sp_post_rvc_cshr_trk_cum
sp_post_tm_prd_trk_sys_rvc_cal
sp_post_srv_prd_trk_sys_rvc_cal

This problem has been corrected.

Reference Lines Not Printing on Runner's Chits
CR ID #: 13972

Previously, if an order included a menu item with reference information (e.g., special preparations), the reference lines would display on the KDS monitor but would not be included on the order chit when printed. This problem has been corrected.

Cash Management (CM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

- ◆ The basic form, feature, or functionality must be part of the previous version of the software.

- ◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Balance Calculation Excludes Starting Amount	N/A	99
	Unable to Count a Closed Till	14429	99

Module	Feature	CR ID	Page
POS Interface	Charged Tips Not Deducting From Cash Due on View Till	14434	99
	Employee Assigned to Till Does Not Use Correct Employee Class	14167	99
	Error Results When Till Assigns Server Bank Employee	14168	100
	Non-Privileged Employee Allowed to Access Adjust Till Start Amount	14791	100
	Rounding Creates Imbalance in Totals After Currency Conversion	15674	100
	Rounding Error When Counting Till	15193	101
	Ten-digit ID Not Working on Sign-In	14067	101
	Till Assignment List Incorrectly Includes Employees from Server Banking Class	13254	101
	Voided Foreign Currency Posted Incorrectly	13290	101
Reports	Cash Pulls Not Reported Once Till is Counted	14689	102

Revisions Detailed

Database

Balance Calculation Excludes Starting Amount
CR ID #: N/A

When calculating a till or server bank balance, the system failed to include the receptacle's starting amount. The problem was a timestamp error that occurred when the starting amount was transferred at the same time that the till/server bank was opened. This has been corrected.

Unable to Count a Closed Till
CR ID #: 14429

When selecting the count button after closing a till, an error message is received stating "An error has occurred on the server. Error: 99." The problem was caused by a scripting error which has been corrected.

POS Interface

Charged Tips Not Deducting From Cash Due on View Till
CR ID #: 14434

When viewing a till, the system failed to account properly for tips charged as part of the credit card finalization. Consequently, the cash total reported by CM was consistently overstated by the amount of the charged tips. This problem has been corrected.

Employee Assigned to Till Does Not Use Correct Employee Class
CR ID #: 14167

Previously, when an employee was assigned to a till, the system failed to use the overriding employee class for the **job** under which the employee clocked-in. Instead, the default employee class was used. This has been corrected. Now, the default employee class is only used if no employee class was designated for the job.

Error Results When Till Assigns Server Bank Employee
CR ID #: 14168

When assigning an employee to a till, CM was incorrectly including employees with a default employee class set to the Server Banking accounting method. If one of these employees was selected, the system would allow the server to start a check, but would post an error message as soon as an attempt was made to pay it out. This problem has been corrected. Only those employees whose default override employee class includes the Cashiering account method will be assignable to a till.

Non-Privileged Employee Allowed to Access Adjust Till Start Amount
CR ID #: 14791

Non-privileged employees were able to access the *CM | Tills | Adjust Starting Amount* form even though they lacked proper authorization. The problem occurred because the access privilege level of the previous authorized user was retained even though that user had signed out of POS Operations.

When a non-priviledged employee tried to access this form without a previous authorized user, POS Operations would crash.

Both problems have been corrected.

Rounding Creates Imbalance in Totals After Currency Conversion
CR ID #: 15674

Previously, if a Revenue Center was configured to round totals with options **Round Total due to nearest 10** and **Round based on 10 digits** selected (*POS Configurator | Revenue Centers | RVC Posting | Options*), an imbalance was created between POS Operations and the Cash Management modules during currency conversion. The expected amount and counted amount did not balance when counting the foreign currency. This problem has been corrected.

Rounding Error When Counting Till
CR ID #: 15193

When attempting to deposit a till, the system would occasionally display an error stating that "the value entered exceeded the amount available." This occurred when the counted till contained a non-cash item that was counted past the number of decimal digits set for the currency in POS Configurator (i.e., the currency was configured for 2 decimal places, and the user entered a value with 3 decimal places). In this case, the system failed to round the entry to the proper number of digits. This problem has been corrected.

Ten-digit ID Not Working on Sign-In
CR ID #: 14067

Previously, an error message was received when a user attempted to sign-in to the Cash Management application using a 10-digit employee ID. Sign-in failed both for keyed and card-swipe entries. This problem has been corrected.

Till Assignment List Incorrectly Includes Employees from Server Banking Class
CR ID #: 13254

When assigning an employee to a till through POS Operations, the system failed to exclude those employees whose overriding employee class was set to "Server Banking." This caused an error message to display when the employee signed on and attempted to ring a check. This problem has been corrected. The list of available employees now filters out anyone whose employee class is set to 'Server Banking.'

Voided Foreign Currency Posted Incorrectly
CR ID #: 13290

When voiding a tender using a foreign currency conversion, the system would add the voided amount, rather than subtract it. This caused the View a Till (or Server Bank) report to be incorrect by double the amount of the voided tender. This problem has been corrected.

Reports

Cash Pulls Not Reported Once Till is Counted
CR ID #: 14689

When running a View Till Report for a till that had been counted or deposited, the system failed to account for cash pulls entered. This, in turn, caused an incorrect cash variance to be reported. This problem has been corrected.

Guest Services Solution (GSS)

What's New

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

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
GSS Configurator	Automatically Remove Inactive Customers From Database	104
POS Interface	Automatically Assign New Bonus Plans to Existing Customers	104

Enhancements Detailed

GSS Configurator

Automatically Remove Inactive Customers from Database

With this release, an option was added that would allow GSS users to specify how many days to keep the records of inactive customers before removing them from the database. Until now, customer records had to be removed manually.

To automate this process, a new data-entry field — **Days to Retain Inactive Customers** (*GSS | File | Configure | General*) — was added to the application. The default value is zero.

To enable this option, a user must enter a value greater than zero; the system will not remove any records if the default value is not changed. In addition, customers must be designated as inactive by setting the **Active** drop-down list to "FALSE" on the **Customer Selection/View/ Modification screen**. Only customers marked as inactive, whose last order was recorded *x* number of days prior to the current date, will be removed from the database.

POS Interface

Automatically Assign New Bonus Plans to Existing Customers

With this release, a stored procedure was included to automatically link new bonus plans to the existing customer base. Until now, the only way to link a new bonus plan to current customers was to manually assign it to each individual record.

The new stored procedure, numbered *7105*, is named *GSS Retro Link Bonus Plan* and can be scheduled to run as part of an End of Day autosequence. When run, the system will scan the existing customer database and provide a link to any bonus plan where the option **Automatically assign this plan to new customers** has been enabled.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Accounts Receivables	Credit Card Expiration Date Saved Incorrectly	N/A	108
	Customer Names With Special Characters Not Allowed	12678, 13363	108
	Purchasing a Gift Certificate by Posting to an A/R Account Fails to Prompt Correctly	14127	108
	Removing a Customer From an AR Charged Tender Deletes the AR Charge Portion from the Check	N/A	109
	Transaction Posting Adding Extra Zero to Amount Entries	N/A	109
Caller ID	Caller ID Closes When ESC Key is Pressed	15120	109
Delivery Plus	Delivery Area Mapping is Case Sensitive	N/A	110
	Delivery Zones Could Not Be Assigned Through GSS Backoffice	14129	110

Module	Feature	CR ID	Page
Frequent Diner	Bonus Plans Not Updating Correctly When Points Adjusted	13662	110
	Gratuities Added Toward Bonus Plan Accumulation	14131	111
	Order History Displaying Cancelled Transactions	12151	111
	Using Inq 23 Causes Error When Instant Bonus Applied to Check	13193	111
Gift Certificates	Gift Card Liability Report Not Showing Card Number	14128	111
	Support Files Do Not Remove Gift Card Detail	14125	112
Licensing	GSS Backoffice Application Does Not Report Licensing Errors	N/A	113
POS Interface	Adding a Customer to a Check Results in a Faulty Screen Display	14489	113
	Address Line Not Updating Properly	13365	113
	Bonus Plans Not Automatically Assigned to New Customers	14650	114
	Cannot Close Check With CC Authorization To Customer's House Account	14124	114
	Customer Import Wizard Not Working	14494	114
	Customer Info Removed with Touch Void of Menu Item	13793	114
	Long Delays During Final Tender	13687	115

Module	Feature	CR ID	Page
POS Interface (cont'd.)	Multiple Calls to the Inq 1 Key (Customer Lookup) Crashes POS Operations	14279	115
	New Customer Info Not Saved with Caller ID	13570	115
	Removing Customer Info From Check Does Not Update Order History	13190	115
	Rounding Does Not Work Properly When Using Inq Key to Tender Check	9056	116
	Trainees Incorrectly Allowed to Post Transaction	13226	116
	Update Key Not Working On Customer Selection Screen	13397	116
Reports	Accounts Receivable Aging Report	N/A	117
	Accounts Receivable Batch Detail Not Running from GSS Application	N/A	117
	Accounts Receivable Batch Detail Prints All Batches Despite Selection Criteria	12643	117
	Account Statement	12644	118

Revisions Detailed

Accounts Receivable

Credit Card Expiration Date Saved Incorrectly
CR ID #: N/A

When adding a customer's credit card information through POS Operations, the system prompts for an expiration date, entered as a four-digit value, designating the month/year (e.g., 1103 = November, 2003). The assumption is that the card expires on the **last day** of the designated month.

Previously, when the customer's account was updated, the system would assume that the card expired on the **first day** of the designated month/year. If the date was entered as 1103, the system would post the expiration date as 10/31/03 — a month earlier than the actual expiration date. This problem has been corrected.

Customer Names With Special Characters Not Allowed
CR ID #: 12678, 13363

Previously, users were unable to add a customer record or post AR charges to an account if the name included a special character (e.g., O'Brien). This problem has been corrected.

Purchasing a Gift Certificate by Posting to an A/R Account Fails to Prompt Correctly
CR ID #: 14127

When charging a gift certificate item using a preprogrammed **[Account Charge]** key (Inq 23), the system failed to complete the steps to produce an actual gift card. When pressed, the user was asked for the customer and account information (as expected), but was not prompted to swipe a blank card. In other words, the customer was charged for a gift certificate, but was given nothing to redeem. This problem has been corrected.

Removing a Customer From an AR Charged Tender Deletes the AR Charge Portion from the Check
CR ID #: N/A

Previously, if a GSS customer was removed from a check containing an AR charge, the system failed to account for the charged tender and did not post the amount to the database. This problem has been corrected.

Transaction Posting Adding Extra Zero to Amount Entries
CR ID #: N/A

When entering a Transaction Amount in GSS (Accounts Receivables | Transaction Posting), the system would automatically append '0.00' to whatever number was entered. That is, if the user entered "50", the number was displayed as "500.00". This problem has been corrected.

Caller ID

Caller ID Closes When ESC Key is Pressed
CR ID #: 15120

Previously, if Caller ID was open (i.e., the buttons had focus) and the ESC button was pressed, the system would close Caller ID instead of simply canceling the previous selection. This problem has been corrected.

Delivery Plus

Delivery Area Mapping is Case Sensitive
CR ID #: N/A

When manually entering a **Delivery Zone** value in the Guest Loyalty Configurator, the system was unable to recognize alphanumeric entries if the numbers and letters were transposed or if the letters were in lower case. This has been corrected. Now, if the user enters any of the following formats -- 1a, 1A, a1, A1 -- the system will correctly interpret and enter the map coordinates as 1A.

Delivery Zones Could Not Be Assigned Through GSS Backoffice
CR ID #: 14129

When a new customer was added through the GSS Backoffice, the system failed to automatically populate the Delivery Zone field, even though the street had been properly mapped through the GSS Configurator. This problem has been corrected.

Frequent Diner

Bonus Plans Not Updating Correctly When Points Adjusted
CR ID #: 13662

When a bonus plan is first assigned to a customer, the bonus point totals are set to zero. Previously, the system would ignore any attempt to adjust the bonus points before the first order was posted (and the first points were accrued). This has been corrected.

NOTE: Adjustments made to the bonus points after the first order was posted were not affected. Bonus plans were updating correctly.

Gratuities Added Toward Bonus Plan Accumulation
CR ID #: 14131

Due to confusion regarding the selection of a bonus method, users were unintentionally including gratuities in the total used to determine points accumulated toward bonus awards. To clarify the selections, additional information was provided in the GSS online documentation (*GSS | Maintenance | Bonus Plans and Coupons | Creating a Bonus Plan*).

Order History Displaying Cancelled Transactions
CR ID #: 12151

Previously, if a check was linked to a customer, and the transaction is subsequently cancelled, the order totals and amounts were erroneously posted to the customer's order history. This problem has been corrected.

Using Inq 23 Causes Error When Instant Bonus Applied to Check
CR ID #: 13193

When using the Inq 23 key to post a check amount to Accounts Receivable, the error message"Tender not linked to GSS" was displayed when the system attempted to automatically apply customer bonuses. This problem only occurred if the Inq key was pressed without linking to the customer first (i.e., the account was selected *after* the Inq key was pressed). It did not occur if a customer was selected *before* closing with the Inq key. This problem has been corrected.

Gift Certificates

Gift Card Liability Report Not Showing Card Numbers
CR ID #: 14128

When running the Gift Card Liability Report (*GC_liability.rpt*), the system was incorrectly reporting the sequence number of the transaction instead of the gift card number. This problem has been corrected.

Support Files Do Not Remove Gift Card Detail
CR ID #: 14125

When using support files to clear the GSS Accounts and GSS Customers tables, the system failed to remove any Gift Cards data that may have been created during testing and training. To correct this problem, two support file groups were created:

◆ **GSSRemoveGCDtl** — Removes ALL Gift Card/Certificate Associated Details, Definitions persist

Use with dbupdkey.dat to clear the following tables:

  ◆ gss_gift_certificates_dtl
  ◆ gss_value_adds_dtl
  ◆ gss_gift_redemptions_dtl
  ◆ gss_customer_awards_dtl — where award is a gift certificate/card
  ◆ gss_bonus_def — where bonus is a gift certificate/card

◆ **GSSRemoveGCDef** — Removes ALL Gift Card/Certificate Definitions and Gift Card/Certificate Associated Details

Use with dbupdkey.dat to clear the following tables:

  ◆ gss_gift_certificates_dtl
  ◆ gss_value_adds_dtl
  ◆ gss_gift_redemptions_dtl
  ◆ gss_customer_awards_dtl — where award is a gift certificate/card
  ◆ gss_bonus_def — where bonus is a gift certificate/card
  ◆ gss_gift_certificate_Def

Licensing

GSS Backoffice Application Does Not Report Licensing Errors
CR ID #: N/A

After installing RES, if the GSS Product Code was incorrect or was deleted prior to launch of the application, the system failed to inform the user of improper licensing or change the application's status to "Demo Mode." This problem has been corrected.

POS Interface

Adding a Customer to a Check Results in Faulty Screen Display
CR ID #: 14489

Occasionally, when using GSS Inq 1 key to add a customer to a check, the POS Operations screen failed to display properly. Buttons were only partially drawn and the fields appeared to be incomplete. This problem has been corrected.

Address Line Not Updating Properly
CR ID #: 13365

When modifying a record on the Customer Selection/View/Modify screen, the **Address Line 1** field failed to save the changes when the UPDATE button was clicked. This problem has been corrected.

Bonus Plans Not Automatically Assigned to New Customers
CR ID #: 14650

New customers added through POS Operations were not automatically signed up to existing bonus plans, even though the option *GSS | Bonus Plans | Automatically assign this plan to new customers* was enabled. (Customers added through the GSS Back Office program were added properly.) This problem has been corrected.

Cannot Close Check with Credit Card Authorization to Customer's House Account
CR ID #: 14124

Previously, an 'Invalid Entry' error would display if the user attempted to close a check to a customer's house account after a credit card authorization was posted. This problem has been corrected.

Customer Import Wizard Not Working
CR ID #: 14494

Attempts to launch the Customer Import Wizard from the *GSS Configurator | File | Import Customer* option on the menu bar drop-down failed to start the procedure. This problem has been corrected.

Customer Info Removed with Touch-Void of Menu Item
CR ID #: 13793

When starting a check, if the customer was linked using a GSS SIM Inquire key (inquire 2), any attempt to add and then touch-void a menu item would cause the customer info to be removed from the check. This problem has been corrected.

Long Delays During Final Tender
CR ID #: 13687

Unusually long delays were noted when running a final tender on a system where GSS was in active use. The delays appeared to be related to the size of the customer base and the number of bonus plans linked to the customer records. Indexing was added to several tables to improve overall performance.

Multiple Calls to Inq 1 Key (Customer Lookup) Crashes POS Operations
CR ID #: 14279

Previously, POS Operations would crash and lock up a Windows 95 system after multiple calls to the customer lookup form using the GSS Inq 1 key. This problem has been corrected.

New Customer Info Not Saved with Caller ID
CR ID #: 13570

When using caller id, if the incoming order was from a new customer (i.e., no information on the customer screen except the phone number), the user would enter the appropriate data, but the system would not create a record once the **Accept** button was pressed. This problem has been corrected.

Removing Customer Info From Check Does Not Update Order History
CR ID #: 13190

When a check is started through GSS, linked to a customer, and then service totaled, the information is entered in the GSS Order Detail table. Previously, if the check was picked up and the customer information was deleted, the system failed to correct the order details and total. This was creating errors in the customer's bonus points and awards. The problem has been corrected.

Rounding Does Not Work Properly When Using Inq Key to Tender Check
CR ID #: 9056

When tendering a check using a GSS Inquire key (with the **Enable totals due rounding** option checked (*POS Configurator | Revenue Center | RVC Posting | Options),* GSS would ignore the rounded total and attempt to use the check total prior to rounding. This caused the tender to fail, generating the error message, "Amount entered must be round". This problem has been corrected.

Trainees Incorrectly Allowed to Post Transactions
CR ID #: 13226

Previously, when employees who were in Training Mode rang up sample transactions, the system would incorrectly post changes to the GSS database. This problem has been corrected.

Update Key Not Working On Customer Selection Screen
CR ID #: 13397

After modifying a record via the *GSS Configurator | Customer Selection/ View/Modify* screen, the system failed to post the changes to the database when the **Update** key was clicked. This problem has been corrected.

Reports

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

Report	Area Modified	Description
Accounts Receivables Aging Report *CR ID #: N/A*	Template	When running the Accounts Receivables Aging report (*AR_aging.rpt*), the system failed to include any account record in which the **Terms** field had been left blank. This problem has been corrected.
Accounts Receivable Batch Detail *CR ID #: N/A*	Template	The Accounts Receivable Batch Detail report (*AR_batch_detail.rpt*) would display properly when run from the Autosequences and Reports module but not when run from the *GSS Back Office	AR	Batch Reports*. The problem occurred with or without a default printer defined. This has been corrected.
Accounts Receivable Batch Detail *CR ID #: 12643*	Template	When running the Accounts Receivable Batch Detail report (*AR_batch_detail.rpt*), the system would prompt for a date range and then print every AR transaction from all dates, including transactions that had not yet been posted to a batch. The problem occurred whether the batch report was run from Autosequences and Report or through the GSS backoffice application. This has been corrected.

Report	Area Modified	Description
Account Statement *CR ID #: 12644*	Template	When running an Account Statement (*AR_statement_10.rpt*) from the GSS interface (*Accounts Receivables | Account Maintenance | Invoices \ Create and Print New Invoice*), the system would display Account and Invoice Numbers as numeric fields with comma separators (e.g., 100,234) instead of displaying them as record identifiers (e.g., 100234). This has been corrected.

Product Management (PM)

What's New

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

New Features Summarized

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

Module	Feature	Page
Setup	Close Accounting Periods	119
	End-of-Night Pre-Close: Check PM Status	120

New Features Detailed

Setup

Close Accounting Periods

Most businesses check the status of their enterprise through periodic reports. These reports usually cover activities during a predefined timeframe or accounting period (e.g., monthly, quarterly, yearly). As such, they cannot be generated until the accounts are balanced and the period has closed.

In the past, closing an accounting period was a manual process. Once the end date of a period passed, the manager would review and complete outstanding invoices, delete suspended activities, and reset negative stock to zero. Then, and only then, could the accounting period be officially closed and the data incorporated into a system report.

For larger organizations — particularly those involving a corporate office and multiple sites — the constant pressure to ensure that stores have entered the required information was repetitive and time-consuming. To improve efficiency, a feature was added that would allow a business to effectively "schedule" the closing of accounting periods.

To support the functionality, two new options were added to *PM | Setup | PM Parameters | Inventory* form:

◆ **Auto-close accounting periods** — Select this box to have the system automatically close the accounting period after a specified period of time. Before auto-closing the period, the system will check for and cancel suspended activities such as invoices or counts that fall within the period's begin and end dates, and reset all negative stock items to zero.

◆ **Number of days before auto-closing accounting periods** — Enter the number of days after the end-date of the period that the system will wait before closing the accounting period. This option is not available unless the **Auto-close accounting periods** box is checked.

End-of-Night Pre-Close: Check PM Status

In a large organization, with multiple sites and a large employee base, it is inevitable that certain inventory management conditions will arise that prevent a store from performing a final close during regular end-of-cycle reporting. These conditions include:

◆ Negative inventories
◆ Open inventory counts
◆ Suspended receipts
◆ Suspended transfers

To ensure that managers are completing their inventory management tasks in a timely fashion, a new end-of-night process has been designed. The process, which is set up through the Autosequences and Reports module, includes a new external program, **PMCloseCheck.exe**. When executed, the program reviews the database for problems with negative inventories, open inventory counts, suspended receipts, and suspended transfers. If one or more of these conditions exists, the autosequence will be terminated and an error message will be displayed detailing the problem. To assist the user, a **PRINT** button is included to printout a hard copy of the issues that need rectified. Once they have been fixed, the user can rerun the Pre-Close Autosequence to complete the process.

Configuring the Autosequence

Follow these steps to program the autosequence:

Set up a new External Program, to be called as part of the End-of-Night Pre-Close Autosequence.

1. Open *POS Configurator | System | External Programs*.

2. Add a new program record and enter a name (i.e., PM Final Close Status).

3. Set the program options as follows:

   ◆ User Interface = Windows

   ◆ Run Style = Minimized

   ◆ Working Directory = **c:\micros\res\eo\bin** (where **c**: refers to your Micros Drive Letter)

   ◆ Command Line = **c:\micros\res\eo\bin\PMCloseCheck.exe**

4. Save the record.

Make this new external program the first step in the Pre-Close Autosequence:

1. Open *POS Configurator | Reporting | Autosequence Steps*.

2. Choose *Pre Close* from the **Select an Autosequence** drop-down list.

3. Add a new first step and enter the following:

   ◆ Number = 1

   ◆ Type = External Program

   ◆ Skip Step = False

   ◆ Select the 'PM Final Close Status' external program from the drop-down list.

◆ Under the *Error Action* tab, program the following to ensure that the autosequence will stop if all PM Final Close conditions are not resolved:

  ◆ Error Action = Stop
  ◆ Error Message (programmable) = insert an instructional message here (e.g., ***** Re-Run Pre-Close After Satisfying PM Inventory Conditions ***)

◆ Save the record.

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Allowances	Support for Multiple POS Waste Reasons	123

Enhancements Detailed

Allowances

#### Support for Multiple POS Waste Reasons

In the past, customers using PM allowances could not differentiate between waste items that were entered through POS Operations. Previous versions of the 3700 POS provided a single waste category for recording items via a front-of-house terminal.

To better manage and define waste, changes were made in both the 3700 POS and PM applications to allow users to define multiple waste categories. On the POS side, this was done by extending reason code functionality to menu items wasted from a front-of-house terminal. (An explanation of the POS enhancement is provided on page 59.) On the PM side, the configuration of allowances was modified to provide a link between them and the new POS reason codes.

Now, during operations, if a manager opens a Waste check at a front-of-house terminal and enters a menu item, the system will prompt for a Waste reason. Once the reason is entered and accepted, the transaction information is inserted into the PM application and the appropriate PM allowance is automatically applied.

Enabling

To support this functionality a new **POS Allowance Assignment** grid was added to the bottom of the *PM | Setup | PM Parameters | Allowances* tab.
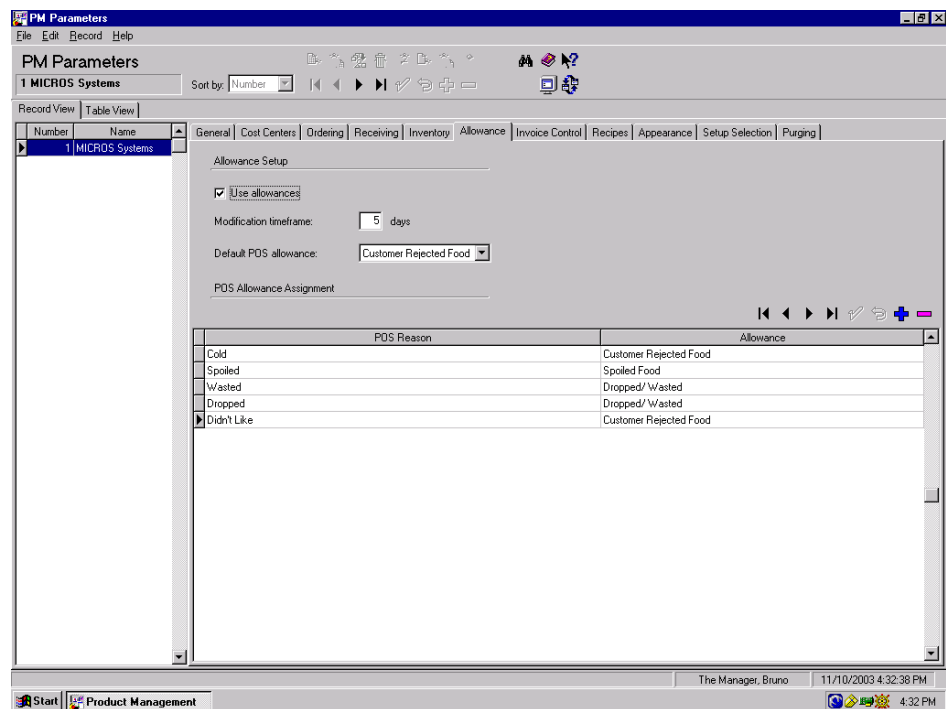
To create a link, click in the **POS Reason** column and select one of the predefined reason codes. Move to the **Allowance** column and select an allowance from the drop-down list provided. The same allowance may be linked to more than one POS reason. However, a POS reason can only be linked to one allowance type.

This procedure is optional. Wasted menu items whose POS reason is NOT linked to a specific allowance will be automatically consigned to the **Default POS Allowance**.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Allowances	Declare Allowances Do Not Deplete Properly	14951	128
Database	Error Posting Transactions on Former mymicros.net Site	N/A	128
Inventory	Cost of Inventory Items Posted as Negative Values	N/A	128
	Invalid Units of Measure Saved	13295	129
	Inventory Count Tasks Will Not Post After Interruption	14662	129
	Inventory Incorrectly Adds Count Tasks From Multiple Cost Centers	14008	130
	New Inventory Items Not Displayed in Application	14206	130
	Posting Condiment Item Fails When Parent Not Linked to Recipe	14804	130
	Posting Totals Fails With Division By Zero Error	15092	131
	'Post on Demand' Causes Re-Posting of Transactions	N/A	131

Module	Feature	CR ID	Page
Inventory (cont'd.)	Theoretical Usage Value Set to Zero Even When Cost is Posted	14699	131
	Weighted Average Cost Not Updating If Menu Item Receipts Entered for Past Business Days	14197	131
Ordering	Changing Unit Does Not Update Earliest Order Delivery Date	N/A	132
	Cost Centers Not Working Correctly When Ordering Through Item Lists	N/A	132
	Order Items Not Sorting Properly	14885	132
	Order Rejected If Cost Center ID Greater Than 9	N/A	133
	Quantity and Unit Data Not Populating Orders	N/A	133
Receiving	Adjustments Incorrectly Saved on Receipt Without Inventory Items	15030	133
	Allowing Return Causes Negative Stock Balance	N/A	134
	Prior Period Corrections' Posting Incorrectly	15308	134
	Quantity Cannot Be Set to Zero	N/A	134
	Unable to Receive Without Purchase Order to Multi-Cost Centers	15299	134
Reports	Inventory Cost of Sales Detail Runs Too Slowly	15713	135
	Inventory Cost of Sales Summary Calculated Incorrectly	14424	135
	Inventory Count Extension Report Not Printing in Correct Order	12836	135

Module	Feature	CR ID	Page
Reports (cont'd.)	Invoice Accrual Report Not Showing Non-Inventory Items	N/A	136
	Menu Item Theoretical Cost of Sales Report Excludes Condiment Costs	15715	136
	Recipe Costs Calculated Incorrectly When Using Override Yields	10494	136
	Recipe Costs and Recipe Assignment Reports	14583	136
	Receipt Return Journal Not Calculating Ajustments Correctly	14846	137
Schedules	Accounting Periods Query Causes PM to Hang	22525	137
	Counts Not Updating Properly	N/A	138
Setup	Cannot Post Receipts After Cancelling a Count	N/A	138
	Clear PM Totals Not Deleting Rows in _Old Tables	15161	138
	Par Levels Cannot be Set to Zero	N/A	139
Transfers	Price of Transferred Items Incorrect After Processing Post-Dated Receipt	N/A	139
	Price Not Calculated Correctly When Transferring Items Between Cost Centers	14556	139
	Transfer Costs Incorrect When Allowance Created in the Past	N/A	140
	Unable to Transfer Inventory Item When Not Using Major Units	14842	140

Revisions Detailed

Allowances

Declared Allowances Do Not Deplete Correctly
CR ID #: 14951

Previously, when an allowance is declared for a recipe (*PM | Inventory | Declare Allowance*), it would not deplete correctly. This has been corrected.

Database

Error Posting Transactions on Former mymicros.net Site
CR ID #: N/A

Previously, when a site connected to the **mymicros.net** web portal stopped using the portal for data collection, the system failed to reset the internal triggers used to populate the database tables. Over time, this caused the posting of PM receipts to fail. This problem has been corrected.

Inventory

Cost of Inventory Items Posted as Negative Values
CR ID #: N/A

After declaring production in which the quantity of a menu item was reduced to less than zero, if a receipt was posted for that menu item without bring the inventory to a positive level, then declaring production a second time would cause the cost of the inventory item to be posted as a negative value. This problem has been corrected.

Invalid Units of Measure Saved
CR ID #: 13295

When changing major unit of measure for an inventory item, the system checks to ensure that the inventory item is not used in a recipe, and if it is, to prohibit the change. This process was not working properly.

Previously, if a user attempted to change a major unit or a recipe usage unit, the system would display an error message indicating that the inventory item was part of a recipe and changes were not allowed. When the user clicked OK to undo the selection, the error message would clear, but the system failed to refresh the drop-down lists controlling unit selections in the Alternate unit fields. Consequently, users were able to select and save invalid units of measure for that recipe item. This problem has been corrected.

Inventory Count Tasks Will Not Post After Interruption
CR ID #: 14662

After starting a count task through the **Inventory Schedule** form (*PM | Tasks | Inventory Tasks*), if a large amount of PM transactions was posting, the hourglass cursor would appear (indicating an activity in process), but the actual count form would never display.

If the user exited PM in this state, PM was unable to save count details for that task the next time it was run. The process would appear to work. That is, the **Inventory Count** form would display and the user would be able to enter the data and save. However, when the form closed and the tasking calendar was redisplayed, the green check mark (indicating a completed count) would not appear next to the selected task. If the user reopened the count, all of the entered data would be missing.

This problem has been corrected.

Inventory Incorrectly Adds Counts From Multiple Cost Centers
CR ID #: 14008

When scheduling tasks for an inventory count, the system incorrectly allowed a user to include count tasks from multiple cost centers in the results. Since the results of the inventory were reduced to a single line item record for the primary (i.e., selected) cost center, this produced a distorted result. The problem has been corrected.

New Inventory Items Not Displayed in Application
CR ID #: 14206

Additions to the PM inventory were not being included in the updated inventory list at sites where multiple cost centers and storage locations were not being used. This was caused by a filtering error in the view that populates the Inventory Items form. The problem has been corrected.

Posting Condiment Item Fails When Parent Not Linked to Recipe
CR ID #: 14804

When posting totals, PM attempts to link condiments to a parent menu item, which the system identified as the most recently posted menu item. Previously, if the parent item was not linked to a product, it never posted, and the condiment would be (incorrectly) linked to whatever menu item was posted before the parent. If no menu item was posted prior to the parent item, the process would fail. Since the introduction of dynamic order mode (DOM), this problem has occurred more frequently.

To resolve the issue, PM posting was modified. Now, if the first item posted is a condiment, the system will link the item to itself, thereby preventing a posting failure.

Posting Totals Fails With 'Division by Zero' Error
CR ID #: 15092

When posting totals to the database, the stored procedure *speo_inven_itm_last_cost* failed to update the inventory item's last cost if there were any 0 quantity transactions listed. A message box would display indicating a 'division by zero' error. This problem has been corrected.

Post on Demand Causes Re-Posting of Transactions
CR ID #: N/A

After creating a receipt for a previous business date, if the user posted transactions to the database (with **Post on Demand** enabled), the system would incorrectly post transactions for items not on the receipt, from the date of the receipt forward, including those already posted. This problem has been corrected.

Theoretical Usage Value Set to Zero Even When Cost is Posted
CR ID #: 14699

Previously, if a site was using Last Cost, and the current on-hand quantity for an item was changed to 0.00 (i.e., was either < or > 0 previously, indicating that this was not the first transaction entered for this item), the posting procedure would incorrectly set the theoretical usage value to zero for the next usage transaction. This problem has been corrected.

Weighted Average Cost Not Updating If Menu Items Receipts Entered for Past Business Days
CR ID #: 14197

Previously, if receipts for inventory items were entered for a previous business day, the system would not adjust the weighted average cost (WAC) of that menu item for that day. This resulted in incorrect totals in the Theoretical Cost of Sales Report (*RecipeTheoCost.rpt*). The problem has been corrected.

Ordering

Changing Unit Does Not Update Earliest Order Delivery Date
CR ID #: N/A

In PM, vendors can be linked to an inventory item more than once with different bid units and override lead times assigned to each entry. When an item is ordered, the system automatically determines the **Earliest delivery date** based on the Unit and Vendor selected.

In the past, if the Unit was changed, but the Vendor remained the same, the system failed to update the **Earliest delivery date** for the entry. This problem has been corrected.

Cost Centers Not Working Correctly When Ordering Through Item Lists
CR ID #: N/A

In a multiple cost center environment, when an order was scheduled based on an Item List, the system was not pulling in the cost center associated with that list. Instead, it was pulling in the default cost center linked to the inventory item itself. This problem has been corrected.

Order Items Not Sorting Properly
CR ID #: 14885

When displaying a modified, suspended, or received order, the list of items was not sorting properly. This problem has been corrected.

When a list is added to an order, it is sorted according to the item position defined in Item Lists. When viewing in suspended orders, the sort order is the vendor item sort order. This is by design.

Order Rejected if Cost Center ID Greater Than 9
CR ID #: N/A

When using 10 or more cost centers, the system would post an error message if an order was created using a cost center ID greater than 9. This was caused by a problem with the stored procedure that populates the order table. It has been corrected.

Quantity and Unit Data Not Populating Orders
CR ID #: N/A

If an item list was defined with a quantity and unit saved, the system would not populate these fields when an order was created. This problem has been corrected.

Receiving

Adjustments Incorrectly Saved on Receipts Without Inventory Items
CR ID #: 15030

When receiving without a purchase order, the system allowed users to make adjustments to invoices with zero quantity items or no items at all, and then save the results. This has been corrected. Now, if the receipt does not have at least 1 item with all required information, the user will be prompted to cancel the receipt when it is saved.

Allowing Return Causes Negative Stock Balance
CR ID #: N/A

When receiving with a purchase order, if a user included a return of items, it was possible for the stock balance to end up negative. The problem occurred because, while processing the Receive with PO form, the system was not checking the return quantity against stock on hand. This has been corrected. The system will now check returns against both the current inventory and what's being received. In addition, a business rule violation will be generated if the quantity of the return would create a negative stock on hand.

'Prior Period Corrections' Posting Incorrectly
CR ID #: 15308

A return posted to prior accounting periods can be saved as a 'prior period correction'. Previously, when this was done, the quantity of the return would post correctly (as a negative entry), but the price would be entered as a positive value. For returns, both should be negative. This problem has been corrected.

Quantity Cannot Be Set To Zero
CR ID #: N/A

When modifying a receipt, the system would display an error message if the user attempted to correct an entry by setting the item quantity to "0". This problem has been corrected.

Unable to Receive Without Purchase Order to Multi-Cost Centers
CR ID #: 15299

Previously, when an inventory item was delivered on a single invoice to multiple cost centers, saving the invoice would sometimes fail. Also, if the invoice was received without a purchase order, AND if the inventory item used a vendor ID number, the invoice could not be saved. The system would generate the error message: "This vendor item ID already exists." Both problems have been corrected.

Reports

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

Report	Area Modified	Description
Inventory Cost of Sales Detail *CR ID # 15713*	Stored Procedure[a]	Running the Inventory Cost of Sale Detail Report (*InvenCOSDtl.rpt*) was taking hours to complete. The delay was traced to a specific stored procedure, *speo_R_inven_var_info*, which was modified to improve performance.
Inventory Cost of Sales Summary *CR ID #: 14424*	Stored Procedure[b]	When running the Inventory Cost of Sales Summary Report (*InvenCOSSumm.rpt*), the Actual Cost of Sales was calculated incorrectly, sometimes indicating zero actual cost of sales, sometimes displaying irregular values. The problem was caused when the actual cost of sales was reduced by the theoretical item usage before being reported, which in turn, caused the actual usage values to be incorrect. This problem has been corrected.
Inventory Count Extension Report *CR ID #: 12836*	Template	When running an inventory count where the sort order is by storage location and then by item, the Inventory Count Extension Report (*InvenCntExten.rpt, InvenCntExtenPreview.rpt*) was not printing in the same order (alphabetical) as either the Count Sheet or the display. This problem has been corrected.

Report	Area Modified	Description
Invoice Accrual Report *CR ID #: N/A*	Template	After entering separate receipts for inventory and non-inventory items, when an Invoice Accural Report was requested, the non-inventory item invoice would not be included. This problem has been corrected.
Menu Item Theoretical Cost of Sales Report *CR ID #: 15715*	Stored Procedure[c]	The stored procedure used to calculate menu item costs was excluding the cost of the condiments. This was causing incorrect totals in the Menu Item Theoretical Cost of Sales Report. It has been corrected.
Recipe Cost Report and Recipe High Cost Report *CR ID #: 10494*	Stored Procedure[d]	In running either the Recipe Cost (*RecipeCost.rpt*) or Recipe High Cost (*RecipeHigh.rpt*) report, the system failed to take into account an ingredient's override yield when calculating the final cost. The problem was caused by an error in a stored procedure, which has been corrected.
Recipe Cost and Recipe Assignment Reports *CR ID #: 14583*	Templates	The Recipe Cost and Recipe Assignment reports would incorrectly calculate VATs when one or more tax rates existed. This, in turn, created incorrect item and recipe cost data. Because the VAT calculation was only relevant to the item price, all references to the VAT and Net Price fields were removed from these reports.

Report	Area Modified	Description
Receipt Return Journal Report *CR ID #: 14846*	Template	The Receipt Return Journal Report showed incorrect totals when it failed to multiply the adjustment rate by the quantity of items received. This has been corrected.

[a]File Changed:
   speo_R_inven_var_info.sql

[b]File Changed:
   speo_R_cos_summary.sql

[c]File Changed:
   speo_R_menu_info.sql

[d]File Changed:
   speo_R_recipe_info.sql

Schedules

Accounting Periods Query Causes PM to Hang
CR ID #: 22525

In an Enterprise Management environment, it was possible for PM to hang when entering the Inventory Schedule task where count tasks had been scheduled on a period basis. The problem was due to an error in the query's "order-by" clause which is used to calculated inventory count tasks by period. It was not ordering the accounting period information correctly. This has been corrected.

Counts Not Updating Properly
CR ID #: N/A

Previously, the system failed to track counts that were started through the *Inventory | Enter Counts* form and saved but not reconciled. By not checking the status of manually started tasks, the system inadvertently allowed a user to start a second count by going through the Manager's Task Schedule. This problem has been corrected.

Setup

Cannot Post Receipts After Cancelling a Count
CR ID #: N/A

Previously, when the option **Allow receipts to be posted relative to counts** was enabled (*Setup | PM Parameters | Receiving*), if a count was started and then cancelled for the day, then any subsequent attempt to save a receipt would generate an error or lock up the system. This problem has been corrected.

Clear PM Totals Not Deleting Rows in _Old Tables
CR ID #: 15161

After upgrading to RES 3.1, clearing PM totals failed to purge data from the following '_old' tables:

    dly_rvc_fixed_prd_cmpst_mi_ttl_old
    dly_fixed_prd_cond_ttl_old
    dly_rvc_cmpst_mi_ttl_old
    dly_rvc_cond_ttl_old
    dly_sys_fixed_prd_cmpst_mi_ttl_old
    dly_fixed_sys_cond_ttl_old
    dly_sys_cmpst_mi_ttl_old
    dly_sys_cond_ttl_old

This was intefering with the site's ability to delete menu items. The problem has been corrected.

Par Levels Cannot be Set to Zero
CR ID #: N/A

Previously, once a value was assigned to a record in the **Par Level** field (*PM | Setup*), the system would reject any effort to either change the value to zero or delete the par level entry (i.e., set the field to null). This problem has been corrected.

Transfers

Price of Transferred Items Incorrect After Processing Post-Dated Receipt
CR ID #: N/A

When receiving an inventory item from a previous business date, the system was incorrectly calculating the price when converting from the major unit to the transferred unit. This problem has been corrected.

Price Not Calculated Correctly When Transferring Items Between Cost Centers
CR ID #: 14556

When transferring menu items between cost centers, if the unit of measure was changed, the system would not correctly calculate the item price. The problem occurred if an inventory item had two units of measure which each converted to the major unit, but did not convert to each other. In this situation, the quantity and price would be set to zero on transfer. This problem has been corrected.

Labor Management (LM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Forecasting	Forecasts Incorrect When Using Historical Data Based on Less Than 7 Periods	N/A	144
	Import Procedures Return Incorrect Data	N/A	144
Human Resources	Override Overtime Rates Not Updating Properly	N/A	144
	Overtime Not Accumulating Properly	14410	144
	'Rehire Employee' Button Does Not Work in POS Configurator	14016	145
Payroll Preprocessing	Overtime Not Calculating Properly	15148	145
	Premium Pay Rates Fail to Post if Two Records Have Same GMT Date/Time	15821	145
	Time Card Adjustments Not Updating Other Tables Properly	15785	145
Scheduling	Auto-Scheduling of Employees Using Templates	N/A	146
	Slow Performance When Filtering Large Employee Database by Job Category	14593	146

Module	Feature	CR ID	Page
Reports	Approaching Overtime Report	N/A	146
	Daily Labor Tracking Report	N/A	147
	Daily Line Up Report	12865	147
	Employee Availability Report	14669	148
	Employee Earnings Summary Report	15289	148
	Employee Time Card Detail Report	14471	148
	Job Code Detail Report	13499	149
	Labor Summary Report	15560	149
Setup	Two Forecast Drivers Missing From Installation	15056	150

Revisions Detailed

Forecasting

Forecasts Incorrect When Using Historical Data Based on Less Than 7 Periods
CR ID #: N/A

When generating a forecast, the system failed to recognize non-scheduled work days from the imported database. For example, if the **Number of periods** (*LM | Forecast setup*) was set to 7, but the historical totals indicated a 6-day work week (e.g., closed on Sunday), the system would use data from the following week to complete the forecast. This has been corrected.

Import Procedures Return Incorrect Data
CR ID #: N/A

Previously, creating a forecast by system check counts or by system cover counts could be wrong if using more than one order type. A similar problem exists for revenue center check counts and cover counts. These problems have been corrected.

Human Resources

Override Overtime Rates Not Updating Properly
CR ID #: N/A

With an EM-managed database, if an employee's job was set with an override rate (*HR | Employee Setup | Hourly Job*), the override was not being received properly at the store level. This problem has been corrected.

Overtime Not Accumulating Properly
CR ID #: 14410

An error in a database stored procedure was prematurely activating overtime rates for employees. This problem has been corrected.

'Rehire Employee' Button Does Not Work in POS Configurator
CR ID #: 14016

Previously, a user was unable to reactivate an employee record by using the **Rehire employee** button in POS Configurator (*Employees } Employees | Employee Status*). This problem has been corrected.

Payroll Preprocessing

Overtime Not Calculating Properly
CR ID #: 15148

Previously, if an employee's job was based on a zero default pay rate and was linked to an overtime level with daily overtime, the system failed to calculate the correct regular and overtime hours. This problem has been corrected.

Premium Pay Rates Fail to Post if Two Records Have Same GMT Date/Time
CR ID #: 15821

Previously, when posting premium pay rates to the database, the system would fail if two records were found for the same job with the same GMT date/time in the historical job rates table. The problem, which was caused by error in the stored procedure, *splm_ProcessPremiumPay*, has been corrected.

Time Card Adjustments Not Updating Other Tables Properly
CR ID #: 15785

When posting an adjustment or deletion to a time card in the Sydney Time Zone (GMT+10.00), labor data contained in other tables was incorrectly updated. The problem occurred because the system was posting the current date field based on local time, rather than GMT. This problem has been corrected.

Scheduling

Auto-Scheduling of Employees Using Templates
CR ID #: N/A

When using auto-scheduling to define employee weekly assignments, the system would display the "Would you like to auto-schedule using a template or previous schedule?" prompt. If the user selected "Yes," the user was presented with a list of schedules and templates from which to pick. This was correct.

Once a template or schedule was selected, however, the system would then present a job selection form. This was both incorrect and confusing. Furthermore, canceling the form would abort the auto-scheduling process. This problem has been corrected. The job form is no longer displayed after a template or schedule is selected.

Slow Performance When Filtering Large Employee Database By Job Category
CR ID #: 14593

During Manual Scheduling, attempts to filter a large number of employee records by job category took an unacceptably long time to complete. This problem has been corrected.

Reports

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

Report	Area Modified	Description
Approaching Overtime Report *CR ID #: N/A*	Stored Procedure[a]	The Approaching Overtime Report (*PPEmpOvertime.rpt*) is used to determine those employees who are on track for overtime pay for the current business week. To be eligible, an employee's hours worked plus his/her scheduled time remaining must equal 40+ hours for the week. In the past, this report would drop employees from the list as soon as their current hours worked included a clock-out time later than 12:00 am of any work day. This problem has been corrected.
Daily Labor Tracking Report *CR ID #: N/A*	Stored Procedure[b]	When running the Daily Labor Tracking report, the forecasted sales data did not balance by day-part to that provided in the Forecast Accuracy report. The problem was traced to a rounding error in the code which has been corrected.
Daily Line Up Report *CR ID #: 12865*	Template	When adding a break to an employee shift assignment (Enterprise Office | Scheduling | Weekly Assignments), if the user entered a start time for the break other than the default, the break would not display properly on the Daily Line Up Gantt report. This problem has been corrected.

Report	Area Modified	Description
Employee Availability Report *CR ID #: 14669*	Stored Procedure[c]	The Employee Availability report (*time_006.rpt*) would fail if job skill levels were not defined at the time the report was run. This problem has been corrected.
Employee Earnings Summary Report *CR ID #: 15289*	Template	When running the Employee Earnings Summary report *(PPEmpEarningsSummary.rpt),* the following problems were found: ◆ The service charge field was displayed without a decimal separator (e.g., 5.68 became 568). ◆ The report was not formatted correctly to display the service charge total under the correct header. ◆ The service charge field in the Totals line was rounding to the nearest whole dollar. These problems have been corrected.
Employee Time Card Detail Report *CR ID #: 14471*	Stored Procedure[d]	The Employee Time Card Detail report (*PPWeeklyTimeSheet.rpt*) was only sorting by date and not by date-time, causing multiple time card records for the same date to appear out of order. This problem has been corrected.

Report	Area Modified	Description
Job Code Detail Report *CR ID #: 13499*	Template	Labor totals in the Job Code Detail report would post extra hours for an employee who had clocked out on a paid break and then clocked back in before totals posting had run. This problem has been corrected.
Labor Summary Report *CR ID #: 15560*	Stored Procedure[e]	The Labor Summary Report displayed zeros instead of data. The problem was caused when the stored procedure *sp_R_time_prd_time_crd_ttl* was unable to post to a database table because of a numeric constraint in one of the labor columns. This has been corrected.

[a]File changed:
 speo_R_otm_info
[b]File changed:
 sp_post_labor_matrix
[c]File changed:
 speo_R_emp_avail
[d]File changed:
 speo_R_emp_info
[e]File changed:
 sp_R_time_prd_time_crd_ttl

Setup

Two Forecast Drivers Missing From Installation
CR ID #: 15056

During RES Setup, the following forecast drivers were unintentionally omitted from the software:

- ◆ SysFamGrpCntImport.dll

- ◆ RvcFamGrpCntImport.dll

This oversight has been corrected.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Transaction Journal	Unable to Split Negative Entries Across Multiple Accounts	N/A	152

Revisions Detailed

Transaction Journal

Unable to Split Negative Entries Across Multiple Accounts
CR ID #: N/A

When entering data in a Transaction Journal workbook for an open period, the system would not allow the user to spread the total value of a negative entry across multiple accounts on the detail form. This problem has been corrected.

RES Platform

Introduction

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

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

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

There are no revisions in this version of the software.

Service Pack 2

In keeping with the original RES 3.1 ReadMe First, Service Pack information is divided into self-contained chapters, one for each of the following RES products:

- ◆ 3700 Point-of-Sale (POS) System

- ◆ Kitchen Display System (KDS)

- ◆ Cash Management (CM)

- ◆ Guest Service Solutions (GSS)

- ◆ Product Management (PM)

- ◆ Labor Management (LM)

- ◆ Financial Management (FM)

- ◆ RES Platform

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

- ◆ What's New

- ◆ What's Enhanced

- ◆ What's Revised.

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

3700 POS

What's New

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

New Features Summarized

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

Module	Feature	Page
POS Operations	Currency Separator	155
	Override Discount on Combo Meal Items	156

New Features Detailed

POS Operations

Currency Separator

In some countries, currency values are expressed in very large numbers, which can be difficult to read without the addition of digit separators. Costs calculated in Turkish lira, for example, can run into the millions of units.

To improve readability, RES now allows users to include a thousands separator in the display and print of local currency values. As part of this feature, the following fields were added to the *System | Restaurant | Currency* form in POS Configurator:

◆ **OPS uses thousands separator** — When checked, inserts a character separator in large currency values. The separator is inserted after every third digit to the **left** of the decimal point.

◆ **Thousands Character** — Provides a drop-down list of characters that may be used as the thousand separator.

Override Discount on Combo Meal Items

This feature allows a business to exclude groups of menu items from the discount calculation when they are included as part of a combo meal.

The option does not reduce the value of the overall discount — a $1.00 Off coupon will still reduce the customer's check by the full $1.00. It does, however, determine which menu items are discounted, which in turn affects the amount of sales tax that may be collected.

Background

Certain tax laws restrict the conditions under which menu items may be discounted. For example, discounts may be applied to soft drinks when rung separately, but not when they are included as part of a combo meal. This is important because the price of a menu item affects the amount of sales tax collected from the restaurant receipts.

To illustrate the problem, consider what happens when you ring up a Fish Sandwich Combo, as shown in the guest check on the right.
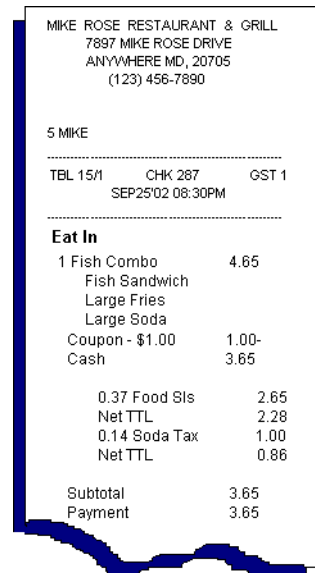
The price of the combo meal is $4.65, which is the amount tendered by the customer. The price of the menu items is divided into two groups — a food group and a soda group. Sales taxes are inclusive and are applied at the same rate (14%) to each group. The taxes for food and soda are $0.50 and $0.14, respectively.

```
      MIKE  ROSE  RESTAURANT  &  GRILL
             7897 MIKE ROSE DRIVE
              ANYWHERE MD, 20705
                (123) 456-7890


      5 MIKE

      ---------------------------------------
      TBL 15/1       CHK 287          GST 1
               SEP25'02 08:30PM
      ---------------------------------------
      Eat In
       1 Fish Combo          4.65
          Fish Sandwich
          Large Fries
          Large Soda
        Cash                 4.65

          0.50 Food Sls      3.65
          Net TTL            3.15
          0.14 Soda Tax      1.00
          Net TTL            0.86

       Subtotal              4.65
       Payment               4.65
```

Now consider what would happens if the customer presented a coupon for $1.00 Off the order. As required by the tax code, the soda group has been designated a non-discounted item (sample guest check on the right.)

For the customer, the only thing that changes is the amount of cash tendered. The price of the combo meal remains $4.65 while the customer pays $3.65.

But notice where the discount is applied. The entire $1.00 discount has been subtracted from the food group. Note, too, that when the 14% sales tax is calculated, the amount of tax collected against the cost of the food items is now $0.37. The amount of sales tax collected from the soda group is still $0.14.

```
MIKE  ROSE  RESTAURANT  &  GRILL
         7897 MIKE ROSE DRIVE
         ANYWHERE MD, 20705
            (123) 456-7890


5 MIKE
----------------------------------------------------
TBL 15/1        CHK 287          GST 1
         SEP25'02 08:30PM
----------------------------------------------------
Eat In
 1 Fish Combo              4.65
     Fish Sandwich
     Large Fries
     Large Soda
   Coupon - $1.00          1.00-
   Cash                    3.65

       0.37 Food Sls       2.65
       Net TTL             2.28
       0.14 Soda Tax       1.00
       Net TTL             0.86

   Subtotal                3.65
   Payment                 3.65
```

The following table summarizes the effect of the discount override on the tax calculations for each menu item in the sample combo meal:

	Combo Item Price	Tax Before Discount	Prorated Discount	Tax After Discount
Fish Sandwich	2.65	0.37	-0.73	0.27
Large Fries	1.00	0.13	- 0.27	0.10
Large Soda	1.00	0.14	0.00	0.14
Total	4.65	0.64	-1.00	0.51

The application of the *discount* is handled the same whether it is a preset amount or a percentage of the total check.

New Fields in POS Configurator

To enable the feature, two new options were added to the POS Configurator:

◆ **Combo discount override** (*Sales | Combo Meals | Combo Groups*) — When checked, lets the system know that menu items belonging to this group may not be included in the calculation or application of a combo meal discount. Only relevant if the selected discount is also configured to override combo meal discounts.

◆ **Override combo discount** (*Sales | Discount/Service | Options*) — Prevents application of the discount to specified combo menu items. When checked, directs the system to locate those combo group menu items previously identified as non-discountable and to exclude them from the discount calculation.

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	Internet Connectivity for the Universal Credit Card Driver	160
POS Operations	Consolidate Combo Side/Child Items on Remote Printer	161
SIM	@Dtl_Typedef	164
	@VoidStatus	172
	KDS Functions	173
	LoadMAGInfo Function	173
	New Variable and Events:	174
	◆ @Prefix_Dtl_Name	174
	◆ event dsc <svc, tndr>	176
	◆ event dsc_void <svc_void, tndr_void>	176
	◆ event dsc_error_correct_items <svc_error_correct items, tndr_error_correct items>	177

Enhancements Detailed

CA/EDC Drivers

Internet Connectivity for Universal Credit Card Driver

The authorization (CAVSCA) and settlement (CSVSST) drivers have added internet connectivity to the list of interface connection types used between the merchant and the credit card processor.

Connectivity is specified in the POS Configurator on the *Devices | CA/ EDC Drivers | Systems* tab. To accommodate the change, the **TCP/IP Enabled** field has been relabeled **Communications Channel**. The list of options are as follows:

- ◆ 0 — Dial-up (phone/modem)

- ◆ 1 — TCP/IP

- ◆ 2 — Internet

If selected, the internet connectivity option will use the same IP Address and Port field as TCP/IP.

POS Operations

Consolidate Combo Side/Child Items on Remote Printers

Consolidation is the system's ability to recognize identical menu items when they are ordered (*1 fries, 1 fries)* and to roll them into a single line item preceded by the quantity (*2 fries*). This arrangement provides a clearer, more organized list of menu items; conserves valuable real estate on the monitor; while keeping the chit length short and succinct.

In the past, use of the consolidation option only affected combo meal orders sent to a KDS display or when output to a guest check printer. With this release, a new option was added. This option is used to consolidate identical side/child items belonging to the same combo meal when output to a remote printer.

For clarity, combo meal main and side/child items are indented beneath the combo meal selection. This is consistent with the KDS and guest check options. Samples of consolidated and non-consolidated chits are shown below:

```
(NOT CONSOLIDATED)              (CONSOLIDATED)

    1 Burger Cmb                  1 Burger Cmb
    1 Burger                        1 Burger
    1 Lrg Rings                     2 Lrg Rings
    1 Lrg Fries                     1 Lrg Fries
    1 Lrg Rings                     1 Coke
    1 Coke                        1 Burger Cmb
    1 Burger Cmb                    1 Burger
    1 Burger                        1 Lrg Rings
    1 Lrg Rings                     2 Lrg Fries
    1 Lrg Fries                     1 Diet Coke
    1 Lrg Fries
    1 Diet Coke
```

Note   *This option only affects combo meals and is independent of other consolidation options.*

Configuring the Option

In this release, combo side/child consolidation is available as a reserved option in POS Configurator. Reserved options are configured through the Table View. Follow these steps to enable Combo Side/Child Consolidation for selected remote printers:

1. Open the POS Configurator and select *Devices | Order Devices*.

2. Click the Table View tab.

3. Select a remote printer device from the **Name** column.

4. Using the scroll bars at the bottom of the page, locate the column **ob_rsvd13**.

5. To enable the option, change the F to T.

6. Repeat for all remote printers.

7. Check the ✔ to save the record.

Credit Authorization Prompts

When a credit card is tendered for payment, the provider may require additional information from the customer before authorizing the request. If the customer is unable to answer correctly, the transaction is canceled. This added security precaution allows the system to verify the identity of the person using the credit card before the account is affected.

To support this process, three new functions have been added. The functions are:

♦ **process_ca_prompt(..)** — This is a higher level function that calls either the **get_ca_alpha_prompt_response()** function or the **get_ca_menu_prompt_response()** function, depending on the type of information required, and then resubmits the credit authorization with this additional data.

♦ **get_ca_alpha_prompt_response(..)** — This function prompts the user for additional alphanumeric information using the default keyboard screen.

♦ **get_ca_menu_prompt_response(..)** — This function prompts the user for a numerical selection from a standard Select Dialog Box. The options are determined by the text in the original credit authorization response.

Authorization prompts are returned, for example, when a check is currently opened and when a check is service totaled while an authorization is in progress and later picked up.

SIM

@Dtl_Typedef

This system variable returns information on how a check detail item is configured. Detail information is provided for discounts (D), menu items (M), service charges (S), and tenders (T).

Type/Size

Variable size depends on the detail type

Detail Type	Size
Discount	A4
Menu Item	A10
Service Charge	A4
Tender	A12

Syntax

@Dtl_Tpedef[*expression*]

Argument/Description

◆ This system variable is read-only.

◆ The type definition is returned as a hex string. To get this information, the bit( ) function must be used. The tables provided below briefly describe the meaning of each bit returned.

◆ For menu items, this variable returns the type definition field from the revenue center (RVC) level menu item class file associated with that menu item.

◆ For discounts, service charges, and tender media detail items, this variable returns the type definition field from the system level files.

Menu Item Type Definition Information (@Dtl_Type[] = "M")	
MI_Ref_reqd	5
MI_Vald_Reqd	6
MI_FCR_ff_item	9
MI_FCR_nn_item	10
MI_Override_im_is_app	11
MI_Rsvd_04	12
MI_Rsvd_05	13
MI_Rsvd_06	14
MI_Rsvd_07	15
MI_Rsvd_08	16
MI_Post_to_covers	17
MI_Auto_svc	18
MI_Multi_prices	19
MI_Sub_lvl_multi_prices	20
MI_Cndmnt_prefix	21
MI_Allow_itm_dsc	22
MI_Fixed_price_meal	23
MI_Price_is_upcharge	24
MI_Print_w_price	25
MI_Print_2_names	26
MI_Disable_trans_dtl	27
MI_Weighed_item	28
MI_Incld_in_rpt_rnd	29
MI_LDS_item	30
MI_Chk_MI_avail	31
MI_Out_of_item	32

Menu Item Type Definition Information (@Dtl_Type[] = "M")	
MI_Incl_seat_num	33
MI_Overrd_prnt_grp	34
MI_Rmt_ordr_name_2	35
MI_TS_name_2	36
MI_Itm_is_app	37
MI_Itm_is_bvg	38
MI_Match_condmnt_cnt	39
MI_Print_wthout_parent	40
MI_2nd_name_on_chk	41
MI_Repeat_preserve_lvl	42
MI_Print_lvl_name	43
MI_Edit_by_mngr_proc	44
MI_Print_2_names_rmt	45
MI_Item_shareable	46
MI_Item_is_the_no_modifier	47
MI_Retail_item	48
MI_Commissioned_item	49
MI_Commissioned_pcnt	50
MI_Count_MI	51
MI_Forgive_incl_tax	52

Discount and Service Charge Type Definition Information (@Dtl_Type[] = "D" or "S")	
DSC_Assume_entire_amt	1
SVC_Post_to_covers	1
DSVC_Amt	2

Discount and Service Charge Type Definition Information (@Dtl_Type[] = "D" or "S")	
DSC_Affect_auto_svc	4
SVC_Add_to_tip_svc	4
DSV_ref_reqd	5
DSVC_Vald_reqd	6
DSC_Prorate_subttl_dsc	7
DSVC_Itmzr_1	9
DSVC_Itmzr_2	10
DSVC_Itmzr_3	11
DSVC_Itmzr_4	12
DSVC_Itmzr_5	13
DSVC_Itmzr_6	14
DSVC_Itmzr_7	15
DSVC_Itmzr_8	16
DSC_Empl_meal	17
SVC_chg_tip	17
DSC_limit_dsc	18
SVC_Add_to_tips_paid	18
DSC_Itm_dsc	19
SVC_Use_pcnt_tips_paid	19
DSVC_Reset_itmzr	20
DSVC_Item_shareable	21
DSC_Prnt_trailer	25
SVC_Crdt_card_posting	25
DSC_Tax_on_calc_amt	26
SVC_Taiwan_paid_out	26
DSC_Not_in_filter	27
DSC_Amt_over_thrshld	28

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What's Enhanced

Discount and Service Charge Type Definition Information (@Dtl_Type[] = "D" or "S")	
SVC_Post_to_empl_tips	28
DSC_On_sgnl_seat_only	29
DSVC_Is_cashback_nrsc	30
DSVC_Rsvd_02	31
DSVC_Rsvd_03	32

Tender Type Definition Information (@Dtl_Type[] = "T")	
TMED_Open_cash_dwr	1
TMED_Amt_reqd	2
TMED_Assume_paid_in_full	3
TMED_Endorsement_reqd	4
TMED_Ref_reqd	5
TMED_Vald_reqd	6
TMED_Prmpt_during_keyed_CA	7
TMED_Payment_is_debit_card	8
TMED_Chg_tip_reqd	9
TMED_Post_gross_rcpts	10
TMED_Post_chrgd_rcpts	11
TMED_Auto_svc_exmpt	12
TMED_Rsvd_03	13
TMED_DD_dflt_svc_ttl	13
TMED_Rsvd_04	14
TMED_Override_sign_out	14
TMED_Prompt_for_cashback	15
TMED_Pin_reqd	16

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Tender Type Definition Information (@Dtl_Type[] = "T")	
TMED_HALO	17
TMED_Chain_ordr	17
TMED_HALO_amt_entry	18
TMED_Do_not_fire_order	18
TMED_Empl_meal_tip	19
TMED_Reprint_chk	19
TMED_Print_sls_itmzrs	20
TMED_Print_sum_ttls	21
TMED_Print_trailer	22
TMED_Print_chk	23
TMED_Print_VAT_sttl	24
TMED_Require_exp_date	25
TMED_Allow_use_w_recall	26
TMED_Allow_use_w_cur_cnv	27
TMED_PMS_post_zero_ttl	28
TMED_PMS_2_ref_lines	29
TMED_PMS_19_ref_lines	30
TMED_Enable_PMS	31
TMED_No_trlr_multi_round	32
TMED_PMS_do_not_net_chg	33
TMED_PMS_outlet_cc	34
TMED_Print_memo_chk	35
TMED_Print_seat_chkr	36
TMED_Incl_single_filter	37
TMED_Prnt_on_rcpt_printer	38
TMED_Print_personal_chk	40

Tender Type Definition Information (@Dtl_Type[] = "T")	
TMED_Requires_crdt_auth	41
TMED_CAEDC_credit_flag	42
TMED_Dont_save_PMS_rsp	43
TMED_Print_shared_chk	43
TMED_Trump_coupon	44
TMED_Weighed_mod_10_chk	45
TMED_Dont_chk_expdate	46
TMED_Prnt_w_lookup	47
TMED_Dont_val_expdate	48
TMED_Tip_must_exceed_tndr	49
TMED_Sort_MI_by_seat	50
TMED_Prmpt_for_issue_num	51
TMED_Suspend_trans	51
TMED_Prmpt_for_start_date	52
TMED_Prmpt_for_opt_line_prnt	53
TMED_Credit_final_amt_reqd	54
TMED_Item_shareable	55
TMED_OB_tips_paid	56
TMED_Print_FCR_check	57
TMED_Post_FCR_credit	58
TMED_Print_Thai_tax_acc_rec_line	59
TMED_Print_Thai_tax_invoice_line	60
TMED_Allow_with_Euro	61
TMED_Send_order	62
TMED_OB_mask_CC_number	63
TMED_OB_mask_CC_exp	64

@*VoidStatus*

This system variable is used to determine the current void status of the transaction.

Detail

Variable: @VOIDSTATUS
Values: Y or N

Argument/Description

This variable is required for the Diebold interface, which uses INQ events to apply discounts/service charges to a guest check.

When invoked, an INQ event has no internal mechanism for checking the current void status of OPS. Void status determines whether the discount/service charge will be added to or subtracted from the guest check. This variable provides that system check for the user, displays a message box, and prompts for confirmation prior to completing the transaction.

Example

```
Event Inq : 1
  if (@VOIDSTATUS = "Y")
  infoMessage "Test @VOIDSTATUS",
       "OPS is in void or transaction void mode"
  else
  infoMessage "Test @VOIDSTATUS",
       "OPS is not in void or transaction void mode"
  endif

endevent // inq: 1
```

KDS Functions

A new KEY_TYPE_FUNCTION(35) key type was added to the SIM for processing KDS-related functions. The first variable available for use with the KDS function is KDS_Done_Order(1). Other KDS-related functions will be added later.

The Key_KDS_Order_Done(1) key variable allows a user to bump a specified KDS order. When the system encounters the new key (either through SIM or a macro), it triggers OPS to prompt the user for a closed check number and a KDS-enabled remote order device. If the order cannot be bumped (e.g., the order is parked), OPS will post an error message stating that the order could not be completed.

Example

```
Event Inq : 1
  InfoMessage "About to process key (35,1)"
  LoadKybdMacro key (35,1)
EndEvent
```

LoadMAGInfo Function

This command is used to load information via a SIM script into a OPS MAGInfo data area. When the MACRO system encounters a KEY_MAGCARD key, it triggers OPS to take the previously loaded MAGInfo and process it. The KEY_MAGCARD key (278528) is a KEY_TYPE_FUNCTION type (1).

Syntax

LoadMagInfo Track2_Expression
LoadMagInfo Track1_Expression, Track2_Expression

Argument/Description

This will take either one or two parameters. If one parameter is supplied, the function will fill the TRACK2 data. If two parameters are supplied, then the function will fill both TRACK1 and TRACK2.

Both parameters are an expression that represents the string used as the mag card track. The SIM script that uses this function ensures that the format of the Track1 expression is in the form **"%" + cc track1 data + "?"** and that the Track2 expression is in the form **";" + cc track2 data + "?"**

Example

```
Event Inq : 1
  var CC_Track1 : a79
  var CC_Track2 : a79
  var fCC_Track1 : a79
  var fCC_Track2 : a79
  var CC_Auth_Key : key = key(1,458787)

  input CC_Track1 {m1, *}, CC_Track2 {m2, *}

  If (@MAGSTATUS = "Y")

    LoadKybdMacro MakeKeys("1.00"), CC_Auth_Key
    format fCC_Track1 as "%", CC_Track1, "?"
       // Notice format is "%" + Track 1 mag Info + "?"

    format fCC_Track2 as ";", CC_Track2, "?"
       // Notice format is ";" + Track 2 Mag Info + "?"

    LoadMagInfo fCC_Track1, fCC_Track2
    LoadKybdMacro key(1,278528)
  EndIf

EndEvent
```

New Variable and Events

@Prefix_Dtl_Name
This system variable can be used to modify the behavior of **@Dtl_Name[ ]** when used to access the name of menu items in check detail. When **@Prefix_Dtl_Name** is set to a non-zero value, **@Dtl_Name[ ]** prefixes the menu item name with the menu level prefix for the items current pricing level.

This behavior requires that the menu item be configured to print the **Menu level name** (*Sales | Menu Item Classes | Print / Display*). The menu item name is prefixed with either the main- or sub-level prefix, based on the **Use sub-menu level pricing** option *(Sales | Menu Item Classes | Price / Totals)*.

Type/Size

N5

Syntax

@Prefix_Dtl_Name = integer

Usage

◆ This system variable has read/write attributes.

◆ By default, **@Prefix_Dtl_Name** is 0 (zero); preserving the default behavior of **@Dtl_Name[ ]**.

Example

NOTE: The following example will only display the Menu Level prefix if the menu item is configured to display the prefix (*Sales | Menu Item Classes | Print / Display | Menu level name*).

```
event mi
   @Prefix_Dtl_Name = 0
   // Display name without the prefix
   errorMessage "MI name:   ", @Dtl_Name[@numdtlt]

   @prefix_Dtl_name = 1
   // Display name with the prefix
   errorMessage "Prefixed MI name:  ", @Dtl_Name[@numdtlt]
endevent
```

The following SIM events are fired after check detail has been updated. All events are passive; they do not allow a SIM author to exclude an item from the check detail.

Event dsc <svc, tndr>

This event is called after a discount (service charge, tender payment) is added to the guest check. The event is executed for each configured SIM interface.

Example

```
event dsc
    errorMessage "Discount added to the check."
endevent

event svc
    erorMessage "Service Charged added to the check."
endevent

event tndr
    errorMessage "Tender added to the check."
endevent
```

Event dsc_void <svc_void, tndr_void>

This event is called after a discount (service charge, tender payment) is voided from a guest check via either a direct void or a touch void. The event is executed for each configured SIM interface.

Example

```
event dsc_void
    errorMessage "Discount was voided from the check."
endevent

event svc
    erorMessage "Service Charged was voided from the check."
endevent

event tndr
    errorMessage "Tender (payment) was voided from the
check."
endevent
```

Event dsc_error_correct items <svc_error correct items, tndr_error_correct_items>

This event is called after a discount (service charge, tender payment) is voided from a guest check as an error correction (e.g., last item void). The event is executed for each configured SIM interface.

Example

```
event dsc_error_correct_items
    errorMessage "Discount error corrected."
endevent

event svc_error correct_items
    erorMessage "Service Charged was error corrected."
endevent

event tndr_error_correct_items
    errorMessage "Tender was error corrected."
endevent
```

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

◆   The basic form, feature, or functionality must be part of the previous version of the software.

◆   The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Autoseq and Reports	CM and KDS Buttons Do Not Translate Correctly	11719	182
	Daily System Menu Item Sales Detail Report	12242	182
	Daily System Sales Detail Report	13046	182
	Forecasting Reports Inaccurate When Run for Same Period, Different Elements	N/A	183
	Missing Report Templates	13225	183
	Prorated Discounts Posted Incorrectly When VAT Taxes Forgiven	12966	183
	Unable to Preview Reports Run from a Command Line Autosequence	12944	184
Credit Cards	Batch Settlement Error	N/A	184
	Cashback Returns Random Value When Option Enabled	11526	184
	Settlement Debit Card Field Populated Incorrectly	11527	184

Module	Feature	CR ID	Page
Credit Cards (con't.)	VISA-K TCP Protocol Error	N/A	185
	Universal Credit Card Driver Support for 12-Digit Authorization Amounts	11803	185
Database	Employee Clock-In Status Does Note Reset for Clock-Out	N/A	185
	Standard Detail Export Stored Procedure Missing	22195	186
Manager Procedures	Barcode Assignment Add or Edit Hangs When Run From OPS	13181	186
	Mag Card Assignment Does Not Work When Employee IDs are Hidden	N/A	186
	Quick Count's Theoretical Usage Only Displays Whole Numbers	N/A	186
POS Configurator	EM Corporate Database Unable to Open System | Restaurant Form	13103	187
POS Operations	Cannot Change Condiment SLUs in Insert Mode	12898	187
	Check Amount Due Incorrect When More Than One Discount Applied	13197	187
	Combo Meal Side Items Not Voiding Correctly	12370	188
	Currency Conversion Not Rounding Correctly	12226	188
	Currency Values Greater than 9 Digits Not Accepted in SIM	N/A	188
	Display Detail Does Not Consolidate Properly	N/A	189

Module	Feature	CR ID	Page
POS Operations (con't.)	Drive-thru Workstations Display All Open Checks	12261	189
	Editing Seats for Course Items with Condiments	12780	189
	NALDS Pours From an Alpha Screen But Does Not Ring Transasaction	12358	189
	Receiving "Entry Too Large" Message When Using a Macro Configured to Allow Quantities	8366	190
	Rounding Totals Incorrect When Set to Nearest .05	12900	190
	SIM Idle Events Continue to Run During Clock In/Out	13123	190
	SIM Variable @Version Fails	N/A	190
	Split Check Selection Displays All Open Checks	11672	191
	Splitting Check and Sharing Menu Item With Reference Causes Error	N/A	191
	Stay-Down Menu Item SLUs Not Working for Combo Meals	12749	191
	Tendering Converted Currency Fails With Thousands Separator	13385	191
	Third-Party Magnetic Card Reader Not Working with SIM	N/A	191
	Touch Void of Item Discount Prohibits Discount of Other Items	N/A	192
	Touch Void of Menu Item With Discount Causes OPS to Fail	12711	192
	Transaction Employee Missing From Journal Entry	N/A	192

Module	Feature	CR ID	Page
POS Operations (con't.)	VAT Tax by Round Causes System Error When Discounts Applied to Check	12618	192
	Voiding a Credit Card Tender Prevents Another Transaction on Same Check	11523	193
	Voiding All Menu Items From a Previous Round Causes Exception Error	12937	193
	Voiding a Partial Tender Linked to a SIM Events Removes Wrong Items	N/A	193
Printing	Guest Checks Not Consolidating Menu Items	12318	194
	Line-by-Line Printing of Customer Receipt Fails When KDS Uses DOM in Fire-on-Fly Mode	13038	194
Setup	Memory Error During Install	12660	194
	Rebuilding the Database Results in Error Message	12457	195

Revisions Detailed

Autosequences and Reports

CM and KDS Buttons Do Not Translate Correctly
CR ID #: 11719

After configuring a new language, the Cash Management and KDS buttons on the Reports tab of Autosequence and Reports failed to translate properly. This problem has been corrected.

Reports

The table below describes the 3700 report changes in this Service Pack:

Report	Area Modified	Description
Daily System Menu Item Sales Detail Report (mi_s001.rpt) *CR ID #: 12242*	Stored Procedure[a]	Prorated subtotal discounts were not being posted correctly if the **Daily System Menu Item Sales Detail Report** was run *after* the menu item was posted but *before* the discount had been applied. Running the report a second time (after the check was paid) failed to pick up the discount as well. This problem has been corrected.
Daily System Sales Detail Report (sys_101.rpt) *CR ID #: 13046*	Template	The **Daily Systems Sales Detail Report** was incorrectly calculating the **Outstanding** balance when the options **Enable totals due rounding** and **Round totals due to nearest 10** *(Revenue Center | RVC Posting | Options)* were set. The report invariably posted a negative balance. The problem was caused by an error in the calc_summary_ttls( ) function. This has been corrected.

Report	Area Modified	Description
Forecasting Reports *CR ID #: N/A*	Stored Procedure[b]	After running either the **Forecast Accuracy** or **Forecast Time Interval Report**, if the user attempted to run a second forecast for the same time period but a different forecast element or group, an error message would be displayed. This problem has been corrected by revising the report query.
Employee Tip Totals (emp_205.rpt) and **RVC Family Group Sales Detail** (fg_r001.rpt) *CR ID #: 13225*	Templates	The templates for the **Employee Tip Totals** and the **RVC Family Group Sales Detail** reports were inadvertently omitted from the previous release. This has been corrected.
System/Revenue Major/Family/ Menu Item Group Sales Detail Reports *CR ID #: 12996*	Template	Prorated subtotal discounts were not being posted correctly in **Sales Detail** tables at sites where the VAT tax option was used and where the VAT tax was forgiven based on Order Type. Under these conditions, discount totals for Major, Family, and Menu Item Groups were posting as if the VAT taxes were not forgiven. This problem has been corrected.

a. **Files Changed:**
   sp_post_mi_cum

b. **Files Changed:**
   speo_R_Get_MTX_Day_Parts. sql,
    speo_R_Create_Day_Parts_For_Fcst.sql,
   FcstAccuracy.rpt

Unable to Preview Reports Run from a Command Line Autosequence
CR ID #: 12944

Reports run from autosequences could not be previewed if the autosequence was called from a command line (batch, external program, desktop, etc.). The report would generate normally, but close immediately once the processing was complete. This problem has been corrected; the report will now remain open until it is closed by the user.

Credit Cards

Batch Settlement Error
CR ID #: N/A

Previously, if an error occurred during the batch settlement process, the system would restart rather than skip the failed batch and move on to the next one. This resulted in the duplication of some batch settlement records. The problem has been corrected.

Cashback Returns Random Value When Option Disabled
CR ID #11526

Previously, credit card drivers were returning records with random, incorrect cashback amounts, even though the **UK Cashback enabled** option (*System | Restaurant | Options*) was disabled. This problem has been corrected.

Settlement Debit Card Field Populated Incorrectly
CR ID #: 11527

Previously, when using a credit card tender, the batch settlement record would contain data indicating the record was a debit card transaction instead of a credit transaction. This has been corrected.

VISA-K TCP Protocol Error During Batch Process
CR ID #: N/A

When batch processing records using the VISA-K TCP connection, the system would experience intermittent failure as it awaited a batch close response. The problem was present in both the authorization and settlement drivers and occurred when the count of received characters failed to reset to 0 before waiting for and processing newly received messages. This has been corrected.

Universal Credit Card Driver Support for 12-Digit Authorization Amounts
CR ID #: 11803

To accommodate a range of international currencies, the Universal Credit Card driver was modified to support a 12-digit value when authorizing transaction amounts. Previously, only 7-digit amounts were supported.

Note	*When the 12-digit option is implemented, the user will have to manually adjust the font size for the totals due label and totals due amount fields, to accommodate the longer line of text. Failure to do so may result in an overlap of the two fields.*
	Adjustments for the screen detail templates are made in the opsdisplayuser.cfg file. Consult your system administrator or a MICROS representative for more information.

Database

Employee Clock-In Status Does Not Reset for Clock-Out
CR ID #: N/A

Previously, when using the stored procedure to clock employees in and then out, the system was not properly updating the time clock status of an employee who was currently on the clock. This problem has been corrected.

Standard Detail Export Stored Procedure Missing
CR ID #22195

In the previous release, the stored procedure Standard Detail Export (entry 152) was inadvertently overwritten and excluded. This has been corrected. The stored procedure was added back as entry number 154.

Manager Procedures

Barcode Assignment Add or Edit Hangs When Run From OPS
CR ID #: 13181

While running OPS, any attempt to add or edit a barcode record through Manager Procedures would appear to hang the application. This was caused when the system failed to bring the detail screen to the front where it could be accessed by the user. This problem has been corrected.

Mag Card Assignment Does Not Work When Employee IDs Are Hidden
CR ID #: N/A

Previous attempts to assign a mag card to an employee by swiping the card while running Managers Procedures would fail if the employee's class was configured to hide identification numbers (*POS Configurator | Employees | Employee Classes | Options | Hide Employee IDs - PC Only | Mgr Procedures emp ID*). This problem has been corrected.

Quick Count's Theoretical Usage Only Displays Whole Numbers
CR ID #: N/A

When running an inventory quick count, the system would incorrectly calculate the **Theoretical Usage** value for menu items whose serving detail size was set for fractional amounts (e.g., 1.25 units). Values were consistently posted in whole numbers, which was distorting inventory totals. This problem has been corrected.

POS Configurator

EM Corporate Database Unable to Open System | Restaurant Form
CR ID #: 13103

Previously, users were unable to to open the *POSCfg | System | Restaurant* form if run from the EM Central DB with at least one store. An error message would be displayed, indicating that a field using the thousands separator could not be found. The problem was corrected by adding the appropriate column to the EM database table.

POS Operations

Cannot Change Condiment SLUs in Insert Mode
CR ID #: 12898

Previously, any attempt to access a condiment SLU while the system was in "insert mode" would result in the error message "No Entries Exist." This problem has been corrected.

Check Amount Due Incorrect When More Than One Discount Applied
CR ID #: 13197

When two or more discounts were applied to the same guest check, if the sum of the discounts exceeded the check total, the system would apply all and display a negative Amount Due. To correct the problem, the discount function was modified to check the subtotal amount before posting the discount. If the discount is greater than the remaining amount due, an error message to that effect will be displayed.

Combo Meal Side Items Not Voiding Correctly
CR ID #: 12370

When entering a Combo Meal, any attempt to remove a condiment selection from a side item using a direct void could cause one of two problems:

1. The user would be forced to add more side items than the Combo Meal had defined; or

2. The display would not be restored correctly.

This has been corrected. Now, when a void-void operation is performed, the system correctly deletes the previous condiment and returns to the appropriate condiment selection screen. If all items (condiments, side, and combo) are voided, the system returns to the initial display screen from which a new combo meal may be selected.

Currency Conversion Not Rounding Correctly
CR ID 12226

Previously, if a check was tendered in a secondary currency (e.g., pesos), and the primary currency (e.g., U.S. dollars) was configured to require rounding, the system failed to round the tender amount after the currency conversion. This resulted in an invalid format. The error message "Amount Entered Must be Round" was displayed and the check could not be closed. The problem has been corrected.

Currency Values Greater than 9 Digits Not Accepted in SIM
CR ID #: N/A

When using SIM, the system failed to accept currency values greater than 9 digits. This violated the implicit requirements of the $N data type, which was designed to support a maximum value of 12, including decimal places. (Decimal places are defined when selecting the level of precision for the database.) To correct the problem, OPS has been modified to support currency manipulation using the longer variables.

Display Detail Does Not Consolidate Properly
CR ID #: N/A

Consolidated menu items were not displaying the correct totals when the
Do not consolidate display option (*POS Configurator | Revenue Center
| RVC Display Design*) was cleared. The system's display 'Total'
comprised only the first menu item in the consolidated group. This
problem has been corrected.

Drive-Thru Workstations Display All Open Checks
CR ID #: 12261

When a workstation is configured as a drive-thru terminal (*POS
Configurator | Devices | User Workstations | Options*), it is supposed to
display only those open checks that match the workstation's revenue
center and default order type. Instead, the workstation was displaying and
recalling all open checks in the system. This problem has been corrected.

Editing Seats for Course Items with Condiments
CR ID #: 12780

Previously, when attempting to edit the seat of course items with
condiment modifiers, an "Assertion Error" would occur in POS
Operations. This has been corrected.

NALDS Pours From an Alphanumeric Screen But Does Not Ring Transaction
CR ID #: 12358

Previously, when a workstation was displaying an alphanumeric screen,
the LDS system would allow a user to dispense a drink without actually
ringing the transaction. This has been corrected. The liquor dispenser is
no longer active from an alphanumeric screen.

Receiving "Entry Too Large" Message When Using a Macro Configured to Allow Quantities
CR ID #: 8366

Previously, when ringing a fast transaction you would receive the "Entry Too Large" message when attempting to use a macro key configured to allow quantities after an employee's sign in number had been modified in *POS Configurator | Employees | Employees | Security*. This has been corrected.

Rounding Totals Incorrect When Set to Nearest .05
CR ID E: 12900

The *Totals Due* amount on a guest check was not rounding to the nearest .05 even though the option **Enable totals due rounding** (*POS Configurator | Revenue Center | RVC Posting | Options*) was active. The problem was traced to a conflict with the option **Round GST totals up** (*POS Configurator | Revenue Center | RVC Posting | Options*). This has been corrected.

SIM Idle Events Continue to Run During Clock In/Out
CR ID #: N/A

During Clock In/Clock Out operations, the system continued to run SIM Idle events and in some cases, failed to reset the idle counter when the procedure was completed. This interfered with normal clock-in/clock-out functionality and caused interruptions and time delays as the user waited for the event to run. This problem has been corrected.

SIM Variable @Version Fails
CR ID #: N/A

Previously, when using the system variable @Version to perform a version check of the current software, the system would return incorrect and random data. The problem was traced to irregularities in the code for this variable. This has been corrected.

Split Check Selection Displays All Open Checks
CR ID #: 11672

Previously, if a table with a split check was selected, OPS would display not only the selected check, but all open checks in the system. This problem has been corrected.

Splitting Check and Sharing Menu Item With Reference Causes Error
CR ID #: N/A

Attempts to split a check and share a menu item with a required reference would result in an OPS error. The error only occurred when the number of items to be shared was evenly divisible by the number of checks sharing it. This problem has been corrected.

Stay-Down Menu Item SLUs Not Working for Combo Meals
CR ID #: 12749

Previously, when a combo meal was rung, the stay-down option did not work properly for menu item SLUs, but reverted back to the previous touchscreen. This created unnecessary keystrokes as the user navigated repeatedly back to the same SLU. This problem has been corrected.

Tendering Converted Currency Fails With Thousands Separator
CR ID #: 13385

When tendering a check, any attempt to convert the currency would fail if the thousands separator was in use (*System | Restaurant | Currency | Ops uses thousands separator*). This problem has been corrected.

Third-Party Magnetic Card Reader Not Working With SIM
CR ID #: N/A

When using third-party mag card readers, the system would allow employee mag card assignment and sign-in through OPS but not through SIM. The problem was a programming error which caused track 3 data to overwrite track 2 information. This has been corrected.

Touch Void of Item Discount Prohibits Discount of Other Items
CR ID #: N/A

Previously, if an applied menu item discount was touch-voided, the system would delete the discount (and its related menu item) but would also prevent the user from applying a discount to any of the remaining menu items. Attempting to do so would result in the error message "No sales to discount." This problem has been corrected.

Touch Void of Menu Item With Discount Causes OPS to Fail
CR ID #: 12711

Previously, attempts to touch-void a menu item with an applied discount would result in an error message and would hang the operating system. (Touch-void also failed to remove the item discount only.) The only way to recover was to reboot the workstation. This problem has been corrected.

Transaction Employee Missing From Journal Entry
CR ID #: N/A

In previous releases, if the **Do not print guest count** option was enabled (*Revenue Center | RVC Print Design | Guest Check*), the line containing the transaction employee and the transaction workstation failed to print in the Journal entry header. This problem has been corrected.

VAT Tax by Round Causes System Error When Discounts Applied to Check
CR ID #: 12618

Applying a discount to a check caused a system error (OPS assertion) if the tax option **VAT by the round** (*POS Configurator | System | Restaurant | Taxes | VAT Tax Method*) was enabled. The problem was caused when the system attempted to pass values larger than allowed in the tax rate field. This has been corrected.

Voiding a Credit Card Tender Prevents Another Transaction on Same Check
CR ID #: 11523

Previously, if an incorrect credit card amount was applied against a check, attempts to void that amount and apply the correct tender amount to the existing authorization would generate the error "No previous authorizations found." The old authorization could not be voided and any attempt to create a new authorization using the same credit card would produce the error "Credit card already tendered. Once this happened, there was no way to correctly close the check. This problem has been corrected.

Voiding All Menu Items From a Previous Round Causes Exception Error
CR ID #: 12937

When a service totaled check was picked up, if all previous round items were voided, any attempt to cash the check out to zero would cause an exception error. This problem has been corrected.

Voiding a Partial Tender Linked to a SIM Event Removes Wrong Items
CR ID #: N/A

Previously, if a partial tender was applied to a check using a SIM event (e.g., a senior discount, promotional coupon, etc.) and other items were then rung up (menu items, service charges, discounts, etc.), any attempt to void the partial tender would remove it and all items added afterwards. This problem has been corrected.

Printing

Guest Check Printing Not Consolidating Menu Items
CR ID #: 12318

While upgrading from RES Version 2.6 to 3.0, an error was introduced that prevented menu items from consolidating when printing guest checks. The problem typically occurred in a fast transaction environment where the check was not service totaled before tendering. This has been corrected.

Line-by-Line Printing of Customer Receipt Fails When KDS Uses DOM in Fire-on-Fly Mode
CR ID #: 13038

POS Operations would lock up during order entry if the server was a member of an employee class configured for line-by-line printing of customer receipts. The problem occurred only when KDS with dynamic order mode (DOM) was enabled (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*) and when the DOM type was set to either '*Fire on the Fly*' or '*Fire on Next*.' This has been corrected.

Setup

Memory Error During Install
CR ID #: 12660

When attempting to install a service pack on a PC running Win2K Pro with 2 GB RAM or a Win2K Server with 4 GB RAM, an error message would display indicating that the system had insufficient memory to complete the database update. The problem was due to preset limitations in the amount of RAM used as cache during the upgrade process. To correct it, the start process now checks the version and type of operating system used and makes an adjustment to the maximum cache value, as needed.

Rebuilding the Database Results in Error Message
CR ID #: 12457

Previous attempt to rebuild the database by rerunning the Setup program and selecting the Update option, would immediately trigger the error message "Rebuild failed." The problem was traced to an error in locating a required registry setting. This has been corrected.

Kitchen Display System (KDS)

What's New

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

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
POS Operations	Order Number Done for PC-based KDS	197
Printing	Runner Chit Printing	197

**Enhancements
Detailed**

POS Operations

Order Number Done for PC-based KDS

The Order Number Done feature allows a user to select an order by (positional) number and bump it from the screen. This speeds up system response time by combining the *Select* and *Done* features into a single process.

In the previous release, Order Number Done was only available on SEI KDS displays. This release extends the functionality to PC-based KDS display devices.

Printing

Runner Chit Printing

In previous releases, RES only supported the use of a single runner chit printer and one backup printer per system kitchen. This was true regardless of the number of KDS order devices operating in that kitchen. During busier shifts, service response times could be affected as staff members waited for their chits to be processed in the common printer queue.

To remove a potential bottleneck, printer options were expanded to allow for multiple runner chit printers. Each KDS device can now be linked to a different printer — or even its own runner chit printer. Backup printers can also be specified. These options will override the kitchen's printer setting, *but only for the specified KDS device*. If a printer option is not selected at the order device level, the system will revert to the kitchen's default.

The following is a summary of the logic used by the system to determine where a KDS device will send its runner chits once they are marked as done:

1. **KDS-specific primary runner chit printer**. If defined, this is always the first choice. If an error occurs at this printer, the system looks for...

2. **KDS-specific backup runner chit printer**. If an error occurs at this printer, the system looks for...

3. **Kitchen's primary runner chit printer**. This is the system's default setting (*System | Kitchen/KDS | Options*). If an error occurs at this printer, the system looks for...

4. **Kitchen's backup runner chit printer.**

Using Kitchen Themes

The Kitchen Themes feature allows a site to preprogram multiple configuration scenarios and to store them by user-defined name in the system database. To change the order direction and output of the entire restaurant, managers can simply activate a new theme.

The assignment of primary and backup runner chit printers to specific KDS devices also extends to the kitchen themes feature.

Enabling

To accommodate multiple runner chit printers, a new *Printer Definition* tab was added to the *Devices | Order Devices | KDS* form in POS Configurator. This tab contains the following options:

- ◆ **Primary Runner Chit Printer** — Allows the user to specify where the selected KDS device will print its runner chits when an order is marked done.

- ◆ **Backup Runner Chit Printer** — Allows the user to specify where the selected KDS device will print its runner chits in the event that its designated primary runner chit printer has failed.

These two options were also added to the *Devices | Kitchen Themes | KDS Options* tab. As always, options associated with a particular theme are only implemented when that kitchen theme is active.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Display Application	SEI KDS Split Check Format Change	N/A	200
KDS Operations	Touch Voiding Removes Too Many Items	12396	200

**Revisions
Detailed**

Display Application

SEI KDS Split Check Format Change
CR ID #: N/A

For SEI KDS displays using a 2-panel, horizontal configuration, the layout was modified so that the status bar (status + clock + scroll indicators) would be located between the two panels. The purpose was to provide visual separation between the two order devices displayed on the single KDS.

This revision only affects the stated configuration. In all other views (recall mode, summary dialog, etc.), the status bar will display in the usual position at the bottom of the screen.

KDS Operations

Touch Voiding Removes Too Many Items
CR ID #: 12396

Previously, if a line item with multiple quantities (e.g., 5 Chicken & Chips) was touch voided, the POS System would (appropriately) delete a single menu item from the active check, but the KDS display would delete all of the menu items. The problem occurred only when dynamic order mode (DOM) was enabled (*POS Configurator | Devices | Order Devices | Dynamic Order Mode*) and when the DOM type was set to '*Fire on the Fly.*' This has been corrected.

Cash Management (CM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Transaction Lost When Exiting SAR Mode	13169	202
POS Interface	BSM Not Recognizing Till Status	12760	203
	CM Delays POS Posting in SAR Mode	12146	203
	CM Takes Too Long to Detect Loss of Server	N/A	203
	Closed Tills Still Assigned in SAR Mode	N/A	203
	Database Error Received If BSM Exits During Transaction	N/A	204
	Regional Settings Causes Application to Time-Out	13629	204
Reports	Till Over/Short Report Does Not Display Multiple Entries for Same Day	12420	204

Revisions Detailed

Database

Transaction Lost When Exiting SAR Mode
CR ID #: 13169

Previously, when OPS exited SAR mode, any CM transactions posted during the SAR period were not being saved in the database. The problem was linked to a database exception which caused the system to rollback the CM tenders when exiting SAR. This has been corrected.

POS Interface

BSM Not Recognizing Till Status
CR ID #: 12760

When a workstation entered backup server mode (BSM), it would no longer recognize the status of its own tills. For example, if a till was open, the system would post the error message "Till assignment is required for tender in this revenue center." when the user attempted to close an open check. Conversely, if no till was assigned when the workstation entered BSM, any attempt to assign a till would result in the error message "A till is already assigned to cash drawer x." This problem has been corrected.

CM Delays POS Posting in SAR Mode
CR ID #: 12146

Previously, if a workstation was configured to post transactions to a till, tendering a check could take as long as 3 or 4 minutes to close. The problem occurred when the system lost connection with the Cash Management server. In this situation, the system delayed switching to SAR mode for the current transaction, and did not remember that it was in SAR mode when the next transaction was posted. This has been corrected.

CM Takes Too Long to Detect Loss of Server
CR ID #: N/A

Previously, if a workstation lost it's network connection to the server, CM would take several minutes to detect it and change to SAR mode. This problem has been corrected.

Closed Tills Still Assigned in SAR Mode
CR ID #: N/A

If a workstation opened and closed a till through OPS before losing connection to the server, the closed till would still be assigned to the cash drawer when the system switched to SAR mode. This problem has been corrected.

Database Error Received If BSM Exits During Transaction
CR ID #: N/A

A database error would be raised if a workstation came out of back-up server mode (BSM) in the middle of a transaction. This has been corrected.

Regional Settings Causes Application to Time-Out
CR ID #: 13629

In previous releases, the Cash Management Server would timeout the back office session within 1 minute of the user logging in. However, it only occurred during the first 12 days of the month, and only if the system's regional settings were set to the "dd/mm/yyyy" format. The problem was traced to a date conversion error which was using a formula based on the "mm/dd/yyyy" format. This has been corrected.

Reports

Till Over/Short Report Does Not Display Multiple Entries for Same Day
CR ID #: 12420

Previously, viewing the **Till Over/Short Report** (*CMTillOverShort.rpt*) failed to display all of the tills active during the selected business day. Only the first till would be shown. In addition, when viewing a range of days only the first day would be displayed. This problem has been corrected.

Guest Services Solution (GSS)

What's New

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

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Backoffice	SQL Support Files	205

Enhancements Detailed

Backoffice

SQL Support Files

The GSS program includes SQL scripts for maintaining and updating the application database. Four of these scripts were modified for the current release. They are available to the customer on the MICROS web site.

This section provides a brief explanation of each script, lists the database tables affected by the change, and includes instructions for using the modified script.

1. **GSSCleanAR.sql** — Deletes all data related to GSS Accounts and GSS Customers.

Tables Affected:

MICROS.gss_audit_trail_dtl

MICROS.gss_ar_x_ref_dtl

MICROS.gss_ar_trx_ref_dtl

MICROS.gss_order_dtl

MICROS.gss_order_ttl

MICROS.gss_ar_transactions_dtl

MICROS.gss_ar_invoices_dtl

MICROS.gss_ar_accounts_dtl

MICROS.gss_ar_batches_dtl

MICROS.gss_customer_awards_dtl

MICROS.gss_customer_bonus_dtl

MICROS.gss_customer_plans_dtl

MICROS.gss_customers_dtl

To Execute the GSSCleanAR.sql file:

1. Make sure the database is off.

2. Place both the dbupdkey.dat and **GSSCleanAR.dat** files into the **MICROS\Database\Data** folder.

3. Execute the **DbUpdate.exe** program located in the **MICROS\Common\Bin** folder.

4. Click the **Update** button.

5. When the output window shows 'Update Complete,' click the **Exit** button.

2. **GSSClearARTTLS** — Deletes all data related to GSS Accounts and GSS Customers, but preserves the Account and Customer records and the cross-reference linkage.

    Tables Affected:

    MICROS.gss_audit_trail_dtl

    MICROS.gss_ar_trx_ref_dtl

    MICROS.gss_order_dtl

    MICROS.gss_order_ttl

    MICROS.gss_ar_transactions_dtl

    MICROS.gss_ar_invoices_dtl

    MICROS.gss_ar_batches_dtl

    MICROS.gss_customer_awards_dtl

    MICROS.gss_customer_bonus_dtl

    MICROS.gss_customer_plans_dtl

    Account records have the *Current Total, Last Charge, Last Invoice*, and *Last Payment* fields cleared.

    Customer records have the *Order Count, Order Total,* and *Last Order* fields cleared.

    To Execute the GSSClearARTTLS.sql file:

    1. Make sure the database is off.

    2. Place both the dbupdkey.dat and **GSSClearARTTLS.dat** files into the **MICROS\Database\Data** folder.

    3. Execute the **DbUpdate.exe** program located in the **MICROS\Common\Bin** folder.

    4. Click the **Update** button.

    5. When the output window shows 'Update Complete,' click the **Exit** button.

3.   **GSSExportToFiles** — Exports all GSS-related tables to **.csv** files in the **C:\Temp** folder.

To Execute the GSSExportToFiles.sql file:

1.   Make sure the database is off.

2.   Place both the dbupdkey.dat and **GSSExportToFiles.dat** files into the **MICROS\Database\Data** folder.

3.   Execute the **DbUpdate.exe** program located in the **MICROS\Common\Bin** folder.

4.   Click the **Update** button.

5.   When the output window shows 'Update Complete,' click the **Exit** button.

4.   **GSSImportFromFiles** — Imports all GSS-related tables from the **.csv** files in the **C:\Temp** folder.

To Execute the GSSImportFromFiles.sql file:

1.   Make sure the database is off.

2.   Place both the dbupdkey.dat and **GSSImportFromFiles.dat** files into the **MICROS\Database\Data** folder.

3.   Execute the **DbUpdate.exe** program located in the **MICROS\Common\Bin** folder.

4.   Click the **Update** button.

5.   When the output window shows 'Update Complete,' click the **Exit** button.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Accounts Receivable	Incorrect Variables Used To Calculate Interest Charges	N/A	210
Delivery Plus	Unable to Sign In/Out Using Employee Mag Cards	8696	210
POS Interface	Incorrect Tender Method # Displayed With Error Message	18865	211
	Posting Error When Tendering Check with Service Charge	N/A	211
	Starting a Check in GSS Hangs System	N/A	211
System	Error Message on GSS Startup	12922	212

Revisions Detailed

Accounts Receivable

Incorrect Variables Used To Calculate Interest Charges
CR ID #: N/A

Previously, the system was not using the correct variables to calculate interest charges on outstanding accounts. Instead of using the **Period** (day, month, year) and **Percent** values (*GSS Back Office | File | Configure | Acct Terms*) to determine the charges, the system would bill the amount entered in the **Min Amt** field each time the GSS Nightly procedure was run.

These problems were corrected by removing the interest calculation from the GSS Nightly procedure and creating a new stored procedure (*MICROS.spgss_calc_account_interest*) to generate the interest charges. MICROS recommends adding this stored procedure as part of the restaurant's end-of-night process.

Delivery Plus

Unable to Sign In/Out Using Employee Mag Cards
CR ID #: 8696

Previously, employees were unable to sign into or out of a Delivery Plus system by swiping their employee mag card. The problem was caused by a limitation of the SIM Inquiry 15 and 16 functions, which could not handle an employee ID that was greater than 9 digits. This has been corrected.

POS Interface

Incorrect Tender Method # Displayed with Error Message
CR ID #: N/A

When running GSS through POS Operations, if a user attempts to pay a check to a tender key not properly linked to its GSS event, an error message is displayed, indicating the number of the event that has failed (e.g., GSS Tender Method #130).

In previous versions, the event values were consistently off by 100. That is, the message numbers ranged from 1-50, instead of the correct values of 101-150. This problem has been corrected.

Posting Error When Tendering Check with Service Charge
CR ID #: N/A

When tendering a check to an A/R account that includes a service charge that posts to charged tips, OPS would close the check, but fail to post properly to the GSS account. Occasionally, a GSS "Entry too large" error message would be displayed. The problem was linked to an error in the SIM code for Inq 23. This has been corrected.

Starting a Check in GSS Hangs System
CR ID #: N/A

When starting a check through GSS, the workstation would occasionally hang and an access violation would be logged. The problem was caused when certain types of database connections failed to close properly. This has been corrected.

System

Error Message on GSS Startup

CR ID #: 12922

When launching the GSS Backoffice application, the system would occasionally display the error message "GSS_interface_def already exists." The problem was a coding error, which has been corrected.

Product Management (PM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Extended User Permissions to PM Definition Tables	19617	215
Inventory	Entering a Count Twice Causes Access Violation	N/A	216
	Error Messages Not Displaying Properly	N/A	216
	Invalid Units of Measure Saved	13295	216
	Inventory Posting Fails With Multi-Cost Center	N/A	217
	Menu Item Cost Incorrect if POS Waste is First Transaction	13145	217
	Quantity Errors Created With Cancelled Count	N/A	217
	Stock-On-Hand Totals Incorrect When Past Receipts Modified	N/A	217
Receiving	Unable to Close a Period Because of Suspended Receipts	11715	218

Module	Feature	CR ID	Page
Reports	Invoice Accruals Report	N/A	218
	Menu Engineering Reports	13004	218
	Purchase Log Summary Report	12614	219
Schedules	Default Manager Log Entry Types Display Incorrectly	12837	219
Setup	Allow Payment Term Override Not Working	12484	220
	Currency Conversion Fails When Euro is Default	11682	220
	Unable to Close Accounting Periods	10818	220
	Unit of Measure Conversion Not Creating Reciprocal Record	12384	221

Revisions Detailed

Database

Extended User Permissions to PM Definition Tables
CR ID #: 19617

Previous versions of the PM Backoffice application restricted write-access for many of the product definition tables to system administrator instead of allowing permissions to be assigned, as required. This problem has been corrected.

Inventory

Entering a Count Twice Causes Access Violation
CR ID #: N/A

When counting inventory, if a task was selected (*PM | Inventory | Enter a new count*), and numbers were entered and saved for any of the selected items, any attempt to select the same count task and enter new numbers would result in an error message. This problem has been corrected.

Error Messages Not Displaying Properly
CR ID #: N/A

The system failed to notify the user when errors were encountered during normal application usage. Consequently, the user was unaware of posting irregularities until they impacted later transactions. To correct this, revisions were made to all inventory-related stored procedures.

Invalid Units of Measure Saved
CR ID #: 13295

When changing major unit of measure for an inventory item, the system checks to ensure that the inventory item is not used in a recipe, and if it is, to prohibit the change. This process was not working properly.

Although the system would alert the user that a business rule violation had occurred, it would still allow the other units of measure to be changed. When the user switched back to the original (correct) major unit, the system would save the changes to the other units without having a conversion to the major unit. This problem has been corrected.

Now when the user tries to change the major unit, if the inventory item is used in a recipe, the system will not allow any further changes and reverts back to the original values.

Menu Item Cost Incorrect When PM Waste is First Transaction
CR ID #: 13145

Previously, if a cost had not been entered for a menu item (*PM | Utilities | Set Inventory Item Cost*), the system would insert a default value of "1.00" when the user rang a PM waste transaction for it. This problem has been corrected.

Inventory Posting Fails With Multi-Cost Centers
CR ID #: N/A

When posting to inventory, an error message would display if the recipe included two sub-recipes that used the same ingredient but required depletion from different cost centers. This problem has been corrected.

Quantity Error Created With Cancelled Count
CR ID #: N/A

Previously, if the user canceled a count and restarted it, and then modified a previous transaction while the count was in progress, the results of the count would be incorrect. The problem was caused by an error in the relevant stored procedure, which was updating the cancelled count instead of the current in-progress count. This has been corrected.

Stock-On-Hand Totals Incorrect When Past Receipts Modified
CR ID #: N/A

When posting was set to "On Demand," the stock-on-hand totals would be incorrect if receipts from two different days were modified. The problem was caused when the system failed to roll back and replay all the transactions from affected days. This has been corrected.

Receiving

Unable to Close a Period Because of Suspended Receipts
CR ID #: 11715

Attempts to close a period would occasional fail, followed by the error message "Unable to close period with suspended receipts." This occurred even when there were no entries in the *Suspended Receipts* form.

The problem arose when all of the items were deleted from a suspended receipt and that receipt was suspended again. Without items, the receipt did not show up on the list. It was, however, still tracked in the database. To correct this problem, the **Suspend** button is now disabled when there are no items left on a receipt.

Reports

Report	Area Modified	Description
Invoice Accruals Report *CR ID #: N/A*	Stored Procedure[a]	When running the **Invoice Accruals Report**, the user is prompted for a date range and a vendor. In previous versions, the date range was ignored and all transactions were listed, regardless of dates selected. This problem has been corrected.
Menu Engineering Reports *CR ID #: 13004*	Template[b]	When calculating the Adjusted Total for the **Menu Engineering** and **Consolidated Menu Engineering Reports**, the report templates were adding the Subtotal Discounts to the Total, instead of subtracting them. This problem has been corrected.

Report	Area Modified	Description
Purchase Log Summary Report *CR ID #: 12614*	Template[c]	When running the **Purchase Log Summary**, an error message would display if the selected date range included receipts with purchase orders with a quantity of zero. Under these conditions, the only results reported were the 0 quantity items. This problem has been corrected.

a. **Files Changed**
  speoR_invc_info.sql

b. **Files Changed:**
  RecipeMenuEng.rpt,
  RecipeMenuEngCondEx.rpt

c. **Files Changed:**
  RecipeMenuEng.rpt,
  RecipeMenuEngCondEx.rpt

Schedules

Default Manager's Log Entry Types Display Incorrectly
CR ID #: 12837

In the previous release, the default manager's log entry types did not recall the correct record information to the *PM | Setup | Manager Log Tasks* form. This problem has been corrected.

Setup

Allow Payment Term Override Not Working
CR ID #: 12484

When setting up the vendors, if the **Payment terms** option (*Setup | Vendors | Payment Information*) was set to *Net X Days*, a user was able to change the payment terms in *Receiving* even though the **Allow payment term override** check box had not been enabled. This problem has been corrected.

Currency Conversion Failes When Euro is Default
CR ID #: 11682

When using the Euro as the default currency, attempts to convert multiple non-Euro currencies would fail. The problem was caused by a stored procedure error, which has been corrected.

Unable to Close Accounting Periods
CR ID #: 10818

Previously, when attempting to close accounting periods the "Key Violation [Sybase][ODBC Driver] [Adaptive Server Anywhere] General error: RAISERROR executed: speo_close_acctng_prd: no closable periods." message displayed with accounting periods setup for every day. This has been corrected.

Unit of Measure Conversion Not Creating Reciprocal Record
CR ID #: 12384

When converting a unit of measure in a recipe, the system creates two records. The first record calculates the change from the old unit of measure to the new (e.g., quarts to fluid ounces). The second record reflects the reciprocal conversion in the event that there is a need to convert back to the original unit of measure.

In the previous release, updates to an existing unit of measure would change the first record (the direct conversion), but would not modify its reciprocal. This was causing database errors when calculating the *Unit Conversion Overrides* (*PM | Setup | Inventory Item*). This problem has been corrected.

Labor Management (LM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Manual Scheduling	Daily Line Up Report Displays Breaks Incorrectly	12865	224
	Outdated Schedules Not Purged from Database	11512	224
Payroll Preprocessing	Cannot Adjust Employee Start Times Between 12:00 AM and Business Start Time	N/A	224
Reports	Daily Employee Job Summary	N/A	225
	System and Revenue Center Sales Reports	12469	225
Scheduling	ComScheduler Will Not Run With MICROS Desktop Up	13307	225
Setup	OT Accumulation Defaults to On When Records Added	N/A	226

Revisions Detailed

Manual Scheduling

Daily Line Up Report Displays Breaks Incorrectly
CR ID #: 12865

When entering employee shift assignments (*Enterprise Office | Scheduling | Weekly Assignments*), breaks scheduled for a time relative to the shift's start time (e.g., 3 hours after clock-in) were incorrectly listed on the Daily Line Up Report. This problem has been corrected.

Outdated Schedules Not Purged from Database
CR ID #: 11512

In previous releases, the system failed to purge time clock schedules that had exceeded the **Number of days to store schedules** variable as defined on the *LM | Time and Attendance* form. This problem has been corrected.

Payroll Preprocessing

Cannot Adjust Employee Start Times Between 12:00 AM and Business Start Time
CR ID #: N/A

Previously, time card adjustments could not be made for employees who clocked in between 12:00 AM and the start of the business day when the system was configured with a **Start Day** of Sunday and a payroll **Type** of Weekly *(POS Configurator | System | Restaurant | Business Settings)*. Any attempt to adjust time entries (*PP | Time Cards*) would result in the error message "Cannot add to a closed week." This problem has been corrected.

Reports

Report	Area Modified	Description
Daily Employee Job Summary *(time_003.rpt)* *CR ID #: N/A*	Template	The **Daily Employee Job Summary** report was posting incorrect overtime totals after time clock adjustments were made. This problem has been corrected.
System Sales Report and Revenue Center Sales Report *(sys_101.rpt* and *rvc_101.rpt)* *CR ID #: 12469*	Template	Previously, the system was unable to reconcile the Labor Category total dollars in the **System** and **Revenue Center Sales Reports** with the **LM Job Code** total reports. The problem occurred in the daily reports and as a result rolled up into the consolidated totals for the week. This has been corrected.

Scheduling

ComScheduler Will Not Run When MICROS Desktop is Active
CR ID #: 13307

Any attempt to automatically import historical totals into the forecast tables using the ComScheduler would fail if the MICROS Desktop was active. The problem was caused by an incompatibility between the import drivers and the desktop plug-in. This has been corrected.

Setup

OT Accumulation Defaults to On When Records Added
CR ID #: N/A

Previously, when a new **Overtime rule definition** (*LM Setup | Rules & Laws | Overtime Definition*) was added, the option to **End OT accumulation at end of labor week** was automatically checked. This has been corrected. This option will remain unchecked until selected by the user.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Setup	Cannot Run FM From Desktop Via Autosequence	9804	228

Revisions Detailed

Setup

Cannot Run FM From Desktop Via Autosequence
CR ID #: 9804

Previously, the system was unable to launch the FM Backoffice software from the MICROS Desktop when included as part of a manual or scheduled autosequence. The problem was traced to a Win2K security issue, which has been corrected.

RES Platform

Introduction

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

- MICROS Desktop
- License Manager
- Reports Explorer
- Export Utility

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES 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

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Database	Database Not Converting Second Language Consistently	12544	231
Export Utility	Changing Column Name Causes Error	11724	231
MICROS Desktop	Wheel Mouse Causes Desktop to Crash	12629	231
Setup	Cannot Install Service Pack on Non-English Operating System	12532	232

Revisions Detailed

Database

Database Not Converting Second Language Consistently
CR ID #: N/A

When updating from RES 3.0 with a second language defined to RES 3.1, the database failed to convert the new fields and features to the second language. This problem has been corrected.

Export Utility

Changing Column Name Causes Error
CR ID #: 11724

When composing a static query, if a user attempts to modify the name of a column through column formatting, an access violation is generated. This was causing confusion, in that the system seemed to support the selection of alternate column names. This problem has been corrected.

MICROS Desktop

Wheel Mouse Causes MICROS Desktop to Crash
CR ID #: 12629

Previously, any attempt to use the scroll wheel on a mouse while the MICROS Desktop was running would immediately crash the Desktop program. To correct the problem, an OnMouseWheel event was added to to Desktop programming.

Setup

Cannot Install Service Pack on Non-English Operating System
CR ID #: 12532

Attempts to run the 3.1 Service Pack 1 on a non-English operating system were unsuccessful, resulting in the error message "Cannot locate program files." This problem has been corrected in Service Pack 2.

Service Pack 1

In keeping with the original RES 3.1 ReadMe First, Service Pack information is divided into self-contained chapters, one for each of the following RES products:

◆ 3700 Point-of-Sale (POS) System

◆ Kitchen Display System (KDS)

◆ Cash Management (CM)

◆ Guest Service Solutions (GSS)

◆ Product Management (PM)

◆ Labor Management (LM)

◆ Financial Management (FM)

◆ RES Platform

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

    ◆ What's New

    ◆ What's Enhanced

    ◆ What's Revised.

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features, and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, installed with the MICROS Documentation and available on the RES CD.

3700 POS

What's New

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

New Features Summarized

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

Module	Feature	Page
Interfaces	European Scale Interface	234
POS Configurator	Australian GST	237

New Features Detailed

Interfaces

European Scale Interface

Description

The European Scale Interface (ESI) is an extensible architecture that allows the 3700 POS to communicate with scale hardware in Europe. The ESI communicates with a COM object provided by a 3rd party vendor. This COM object runs on a client simultaneously with POS Operations.

Enabling

To enable the European Scale Interface, the COM object provided by the vendor must be registered in the operating system using regsvr32.exe for each client that has a scale attached. Refer to the vendor's installation instructions for information on setting up their interface.

When the European Scale Interface is enabled, the US scale feature is overridden.

Note   *All weights sent from the European Scale are in grams. These weights are converted into kilograms when posted in POS Operations. When entering manual weights using the POS function manual weight key, the 3700 system defaults to grams if the European Scale Interface is enabled. For example, entering [34] [Item Weight] is 34 grams. If you use the decimal point, the weight becomes kilograms. For example, entering [3.4] [Item Weight] is 3.4 kilograms.*

Interface

The following information may be sent from the scale to the 3700 POS for each weighed item.

Field	Description
Item Weight	Weight of the menu item in grams (This is converted into kilograms when posted in POS Operations.)
Item Price	Calculated price of the menu item
Reference 1	Reference information that has been entered on the scale
Reference 2	Reference information that has been entered on the scale

Field	Description
Reference 3	Reference information that has been entered on the scale
Scale status	**0:** Measurement OK Item Weight, Item Price, and Reference 1-3 fields are filled. **1:** TimeOut Reference 1 contains the error message to be displayed. Item Weight and Item Price are 0.00. Reference 2-3 are empty. **2:** Tare Weight Higher than Measured Weight Reference 1 contains the error message to be displayed. Item Weight and Item Price are 0.00. Reference 2-3 are empty. **3:** General Failure Reference 1 contains the error message to be displayed. Item Weight and Item Price are 0.00. Reference 2-3 are empty.

POS Configurator

Australian GST

Recent legislative action in Australia requires businesses to monitor and record all transactions where inclusive taxes have been forgiven, and to pass the tax savings to the customer through immediate reductions in the menu item price. Inclusive taxes are those already rolled into the price of the menu item, not added at the end to the bill.

To address the issue, RES has added a new feature called Australian GST. The Australian GST is not a tax, per se, but a way of subtracting inclusive taxes from the menu item price based on the active order type. For example, orange juice may be taxed if the customer dines on the premises, but is not taxed if the order is a take-away.

The Australian GST has two main functions:

- Removes the inclusive tax from the price of selected menu items.

- Rounds the cash tender amount up or down, as required by the user.

> *Note*   *This feature was requested by the Australian distributors and conforms with the Australian Tax Code requirements. Implementation is based on standard US tax calculations and may be used by any operation where inclusive taxes are forgiven.*

Background

Until now, the only way to forgive taxes was to designate a menu item as tax-exempt. This worked fine for menu items with add-on taxes. Those items were simply excluded from the final tax calculation.

The method was problematic, however, when dealing with menu items where the tax was included in the charged price. In this case, exempting a menu item with inclusive taxes removed the tax amount from the tax totals. What it *did not do* was reduce the menu item price by the tax amount.

In the following table, note that the price charged to the customer remained the same, whether or not the inclusive tax was forgiven.

	Inclusive Tax Added	Inclusive Tax Forgiven
Burger Price	$4.00	$4.00
Inclusive Tax 10%	0.40	0.00
Displayed Price/ Charged to Customer	$4.00	$4.00

Discounted Menu Items

Discounts also represent a reduction in the price of a menu item. In calculating the inclusive tax, the system must determine whether those calculations will be based on the listed menu item price or on the price after discount.

Australian GST is applied on an item-by-item basis. Therefore, the reduction is taken on the price *before* discount.

In the event that a discount is applied to a menu item, and the customer opts to change the order from dine-in (where the items are taxed) to carry-out (where they are not), the user will be unable to change the order type until the existing discounts are removed. Once the system calculates the GST-free prices, the discounts may be reapplied.

New Fields in POS Configurator

To enable the feature, several new options were added to the POS Configurator. A description of each is provided below:

◆   **Forgive inclusive tax** (*Sales | Menu Item Classes | Price/Totals*) — When checked, lets the system know that menu items belonging to this class are eligible to have their inclusive taxes forgiven. Only relevant if the active order type is also configured to forgive inclusive taxes.

◆ **Forgive inclusive tax** (*System | Order Types*) — Limits removal of the inclusive tax to specified order types. When the order type is active, only affects those menu items previously programmed to forgive the inclusive tax.

◆ **Australian GST is active** (*System | Restaurant | Taxes*) — Enables the following GST-related functionality:

```
MIKE  ROSE  RESTAURANT  &  GRILL
        7897 MIKE ROSE DRIVE
        ANYWHERE MD, 20705
          (123) 456-7890


5 MIKE
----------------------------------------------------
TBL 15/1        CHK 287         GST 1
          SEP25'02 08:30PM
----------------------------------------------------
*  1 Crab Cakes              6.32
   1 Spaghetti               6.50
     Cash                   13.40

     Subtotal               12.82
     10% inclusiv            0.59
     Payment                13.40
     Rounding                0.01

-----5 Check Closed 09:46PM----

*GST Exclusive Item
```

- ◆ Prints a GST-free identifier on guest checks after the trailer (if any).

- ◆ Prints an asterisk (*) next to each menu item where the inclusive tax has been forgiven.

- ◆ Prints all inclusive tax rate totals separately.

- ◆ Provides a rounding total for cash transactions (if applicable).

- ◆ Prompts the user to print a guest check, when a pre-programmed amount is reached

◆ **GST Prompt Threshold** (*System | Restaurant | Taxes*) — Specifies the maximum amount that may be posted to a tendered check before the system will prompt the user to print the guest check. Only applicable if the guest check includes GST-free menu items. The prompt is overridden if the selected tender is already configured to print the check.

◆ **Round GST totals up** (*Revenue Center | RVC Posting | Options*) — GST totals are rounded to the nearest .05 currency unit. By default, the system rounds downward (e.g., .01-.04 rounds to .00; .06-.09 rounds to .05). This option allows the user to round totals upward (e.g., .01-.04 rounds to .05; .06-.09 rounds to .10).
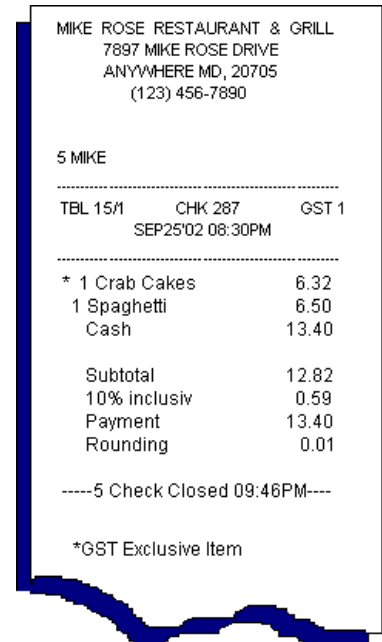
Reports

For reporting purposes, GST-free sales are posted as tax-exempt items. Rounding totals will be populated with the difference between total due and the rounded total due. This value may be positive or negative, depending on whether the GST rounding option is set to round up or down.

The results will be found on many of the sales, employee, tax, and menu item reports.

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
POS Configurator	Deleting EM Price Groups and Price Tiers	242
	Enhancements to the Sales | Menu Items | Prices Form for EM	242
	Prevent Guest Count From Printing	243
POS Operations	Default Menu Item SLUs	243
	European and Hebrew Character Support	246
SIM	Clock In Event	246
	Clock Out Event	247
	InfoMessage Command Function	247
	Magnetic Card Track 3 Support	248
	RegIdle Event Command Function	248
	Sign In Event	249
	Sign Out Event	249

Enhancements Detailed

POS Configurator

Deleting EM Price Groups and Price Tiers

The *POS Configurator | Enterprise | Price Groups* form has been enhanced to allow the deletion of price tiers and price groups that are no longer in use.

Deletion of Price Tiers

A price tier may only be deleted if it is not currently active for a store and is not set to be active for a store in the future. When attempting to delete a price tier, the "Deleting this price tier will delete all menu item prices associated with this price tier." message displays for confirmation. Click **OK** to continue with the deletion.

Deletion of Price Groups

A price group may only be deleted if there are no menu items assigned to the price group. When attempting to delete a price group, the "Deleting this price group will delete all menu item prices associated with this price tier." message displays for confirmation. Click **OK** to continue with the deletion.

Enhancements to the Sales | Menu Items | Prices Form for EM
CR ID #: 9303

The following enhancements have been made to the *POS Configurator | Sales | Menu Items | Prices* form for EM:

◆ The **Price Tier** drop-down on the **Record View** tab is now enabled only when inserting a new record. Previously, the **Price Tier** field was always enabled and appeared to be a means of navigating between records rather than setting the field.

◆ A **Sort By** drop-down has been added to the **Table View** tab. The **Sort By** field allows you to sort by **Price Group** or the **Effective From** date in either descending or ascending order.

Prevent Guest Count from Printing

A new **Do not print guest count** option was added to the *POS Configurator | Revenue Center | RVC Print Design | Guest Checks* form. When checked, this option prevents the guest count from printing on the guest check, in the journal, and on remote order devices.

POS Operations

Default Menu Item SLUs

When configuring touchscreens, users will now be able to display a default Menu Item SLU on the default touchscreen. This enhancement ensures that the most popular menu items will be available at the start of the transaction, without having to hit a SLU key first.

Example	*Java Joe's coffee shop does a brisk business with the morning commuters. Although they offer a range of products, a majority of their sales are contained on a single menu item SLU called **Favorites**. Consequently, they have found that the first thing they do when they start a check is press the [**Favorites**] key.*
	The Default Menu Item SLU option eliminates this step by linking the Favorites SLU to the default transaction screen. When the screen is invoked, the system automatically loads these popular menu items.

Once a transaction is started and the user has changed touchscreens, there are three ways to return to the SLU-enhanced default:

◆   Press the **[Prev]** key.

◆   Press the SLU key for the default menu items.

◆   Exit the current check.

Enabling

To activate the enhanced functionality, a new **Default SLU** drop-down box was added to the *POS Configurator | Devices | Touchscreens | Touchscreens* form. This option allows a user to specify the Menu Item SLU keys that will be automatically loaded into the open area of the default touchscreen. Selections are based on entries listed in the **Menu Item SLUs** tab (*Sales | Descriptors*). Discount/Service Charge SLUs and Tender/Media SLUs are not supported.

In addition, Default SLU selections are further limited to menu item SLUs whose Touchscreen Style incorporates the same template (shell) as the selected touchscreen definition. The relationship between Menu Item SLUs and touchscreens is shown in the following diagram below:

1 Select the touchscreen style to be used when displaying the Menu Item SLU keys.

2 The selected Style is linked to a touchscreen template (shell) that provides an open area where SLUs may be displayed.

3 From the Default SLU drop-down list, specify which Menu Item SLU keys will be automatically loaded when the selected touchscreen is displayed.

NOTE: The Default SLUs will only list those Menu Item SLUs whose Touchscreen Style matches that of the selected touchscreen definition.

European and Hebrew Character Support

Added rear display support for Hebrew characters and European characters. This change will not cause OPOS customer displays to stop working.

Furthermore, if the operating system is Hebrew, the following enhancements are available:

◆ In 3700 POS, the check detail and split check detail areas are right-justified.

◆ The quantity column of check detail appears to the right of the menu item.

◆ The following Hebrew characters are now supported: à, á, â, ã, ä, ç, é, ù, í.

◆ Transaction Analyzer now previews and prints reports using the Hebrew character set.

◆ Output to the pole display now appears in Hebrew.

SIM

Clock In Event

Syntax

Event ClockIn

Example

```
Event ClockIn
     Var text : a20 = "Clocked In"
     Var title : a20 = "Clock In Status"
     InfoMessage title, text
EndEvent
```

Clock Out Event

Syntax

Event ClockOut

Example

Event ClockOut
     Var text : a20 = "Clocked Out"
     Var title : a20 = "Clock Out Status"
     InfoMessage title, text
EndEvent

InfoMessage Command Function

This command may be used to display a message box at the UWS. This command allows you to specify a specific title to appear on the message box.

Syntax

InfoMessage title, expression

Argument/Description

    title – the string to appear as the title of the message box.
    expression – an expression that represents the string to appear in the message box.

Example

Event Init
   @Idle_Seconds = 10
EndEvent

Event Idle_No_Trans
   Var text : a20 = "Hello World"
   Var title : a20 = "My Title"
   InfoMessage title, text
EndEvent

Magnetic Card Track 3 Support

Track 3 support has been added to SIM for the magnetic stripe reader. Track 3 data may now be read in and stored so that it can be accessed in an ISL script using an MSR-related command, such as Input:

input track3_data{m3, *}

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

Eclipse PCWS API version 2.10F or later is required for track 3 support. If an older PCWS API version is installed, zero is returned for the track 3 data.

RegIdle Event Command Function

This command is used to create idle events for SIM scripts to be run in the background when POS Operations is idle and no one is signed in. If an employee should sign in, POS Operations will call the Idle_No_Trans event until they sign out again. Up to 128 idle events may be created with the RegIdleEvent command.

The frequency at which the SIM script is called is determined by the @Idle_Seconds variable.

Syntax

RegIdleEvent expression, count

Argument/Description

expression – the name of the idle event.
count – the amount of time (in seconds) for the event to be idle.

Example

Event Init
@Idle_Seconds = 10
RegIdleEvent "MyEvent1Minute" , 60
RegIdleEvent "MyEvent50Sec" , 50
EndEvent

Event MyEvent1Minute
InfoMessage "One Minute Has Passed..."
EndEvent

Event MyEvent50Sec
InfoMessage "Fifty Seconds Have Passed..."
EndEvent

Sign In Event

Syntax
Event SignIn

Example
Event SignIn
        Var text : a20 = "Signed In"
        Var title : a20 = "Sign In Status"
        InfoMessage title, text
EndEvent

Sign Out Event
Syntax
Event SignOut

Example
Event SignOut
        Var text : a20 = "Signed Out"
        Var title : a20 = "Sign Out Status"
        InfoMessage title, text
EndEvent

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Autoseq and Reports	Daily System Sales Detail Report	N/A	256
	Employees Tip Report	10827	256
	Mid-Shift Tracking Group Changes Report Incorrectly	8010	256
	Revenue Center Family Group Sales Detail Report	N/A	256
	System Tip Report Displays Dates Out of Order	9888	256
Credit Card Drivers	TCP/IP Connection Times Out With Large Batch Settlements	N/A	259
Database	Add/Transfer Check Caused Incorrect Outstanding Balance	7050	260
	Clock-Out Feature Does Not Work When Using Breaks	17519	260
	Second Language Not Updating With RES 3.0 to 3.1 Conversion	N/A	260
	Stored Procedure for Menu Item Waste Incorrect	N/A	260

Module	Feature	CR ID	Page
Database (con't.)	Stored Procedure for Subtotal Discounts Incorrect	11673	261
	Unable to Delete Employees with Clear All Totals	8622	261
DBSRPC Server	Menu Item Effectivity Dates Not Updating When Sent From EM Corporate	N/A	261
Delivery Dispatch	Driver Table Column Selections	N/A	262
	Language File Default	N/A	262
Electronic Journal	Running EJ Print Utility Causes Access Violation	11493	262
Export Utility	Export Utility Fails to Exit	11727	263
Manager Procedures	Error Modifying Prices With Assignment Procedure	9835	263
	Interface Inaccessible Once Procedure Started in Ops	N/A	263
	Inventory Variance Report and Count Sheets Not Responsive When OPS is Running	N/A	264
	Managers Procedures Fails When Recalled Through OPS	N/A	264
	Overtime Override Rates Incorrect With Addition of Job	N/A	264
	Override Regular Rate Label Incorrect	N/A	264
	Unable to Delete the Override Overtime Rate	N/A	265

Module	Feature	CR ID	Page
POS Configurator	Assigning Touchscreens to a Group of Stores	N/A	265
	Autosequence Step Number Causes Key Violation	N/A	265
	Cannot Add Preset Data or Credit Preambles to a New, Unsaved Tender	N/A	266
	Copy/Paste Icons Not Working When Creating a New Touchscreen	11204	266
	Date Ranges Not Saved With Autosequence Forms	N/A	266
	ILDS Device Still Linked in Database After Device Type Change	10535	266
	Issues Occurred When Condiments were Part of Combo Meals	11101, 11103, 11080	267
	Pasting Multiple Keys to the Touchscreen Palette Resulted in Access Violation	8134	267
	Report Classes Unable to Link to CM Or KDS Report Category	N/A	267
	Restriction on Changing the Autostart Levels on an EM Corporate Database	N/A	268
POS Operations	Carried Over and Outstanding Fields Incorrect on Reports	8705	268
	Cash Drawer Closure Required Prior to Change Due Amount Being Displayed	8403	268

Module	Feature	CR ID	Page
POS Operations (con't.)	Cash Drawer Fails to Pop After Running a Report	N/A	269
	Check Number Incorrect when Printing Split Check	N/A	269
	Combo Meals Not Returning to Original Screen	11212	269
	Combo Meal Side Items Causing Error Message "Condiment Entry Required"	N/A	269
	Combo Meal Status Lost With Voided Combo Meal	N/A	270
	Credit Card Detail Not Returned With @Dtl_Type Variable	N/A	270
	Diskless Workstations Lock Up During Sign-In	N/A	270
	Edit Closed Check and Reprint Check Sends Order to Kitchen Again	N/A	270
	Entering Combo Meal Side Items Doesn't Return to Previous Screen	9947	271
	Error Swiping Parliment Italy Card with PMS Tender	9258	271
	Error Using @*Dtl_Name* Variable With Credit Card	10879	271
	Guest Count Wrong When Using Add/Transfer Check	N/A	272
	Improved Support for Credit Card Masking	N/A	272
	Mag Cards Stop Working When OPS is Stopped and Restarted	11942	272

Module	Feature	CR ID	Page
POS Operations (con't.)	Negative Amount Posted to Gross Receipts with Re-Opened Check	10056	272
	No Expiration Date When Using CC Lookup	8790	273
	"No Style Programmed" Error	7330	273
	Order Detail Missing with SAR	8849	273
	Outstanding Balances Reported with Add/Transfer Check	9822	273
	POS Operations Running Slowly With OPOS Pole Display	11100	274
	Printing a Closed Check	N/A	274
	Printing a Reopened Check	8407	274
	Reopened Check Uses Wrong Trailer	8413	274
	Reports Using Shift Range Fail When Part of an Autosequence	N/A	274
	Reprinted Check Does Not Print in Full on Slip Printer	N/A	275
	Revenue Center Fixed Period Menu Item Totals Incorrect	8900	275
	Scandinavian Characters Not Displaying Properly	10867	275
	Serving Period Error When No Period Defined	11210	275
	Suppress Trailer After Initial Round Option Not Functioning	N/A	276
	System Resources Not Released after Currency Conversion	9127	276
	Tax on Discounts is Incorrect	8404 10462	276

Module	Feature	CR ID	Page
POS Operations (con't.)	Tax on Discounted Items With Auto Service Charges Produces Negative Check	10248	277
	Touch Voiding a Menu Item After Discount Creates Tax Error	7810	277
	Touch Voiding a Menu Item Disallowed After Discount Removed	11121	277
	Using Void/Void After Touch-Void Results in Error	12127	278
	Voiding a Discount Does Not Prompt for Reason	N/A	278
	Voiding a Discount with CM Enabled Results in Error	12128	278
Transaction Analyzer	Changing a Preset Date Range Using the Calendar Button Causes Error	5270	278
	Detail Items with Multiple References Appearing Twice on Reports	10227	279
	Query Takes Too Long To Run	10318	279

Revisions Detailed

Autosequences and Reports

The table below describes the 3700 report changes in this Service Pack:

Report	Area Modified	Description
Daily System Sales Detail Report (sys_101.rpt) *CR ID #: N/A*	Template	Previously, if a transaction void was used to cancel all items on a guest check, the voided tax would still be included in the Gross Receipts column of the **Daily System Sales Detail Report**. Tracking groups totals were also incorrect. This problem has been corrected.
Employee Tip Report (emp_205.rpt) *CR ID #: 10827*	Template	When running the E**mployee Tip Report**, the Tip Total %[a] field was calculated and displayed correctly in an 80-column format, but not in the 40-column report. This has been corrected.
Mid-Shift Tracking Group Changes *CR ID #: 8010*	Stored Procedure[b]	Previously, if tracking groups were changed mid-shift, totals posted after the change were not being tracked properly and the totals were therefore incorrect. Now, the totals are being tracked properly with a mid-shift change, with the original tracking group active until the shift has been incremented.
Revenue Center Family Group Sales Detail Report (fg_R001.rpt) *CR ID #: N/A*	Template	Previously, when running the **Revenue Center Family Group Sales Detail** report using multiple revenue centers, the Daily and Grand Total Other Disc amounts were occasionally incorrect. The problem was caused by errors in the Daily_Discount_Total[c] and Grand_Discount_Total[d] formulas. This has been corrected in the template.
System Tip Report (tip_s001.rpt) *CR ID #: 9888*	Template	When running the **Consolidated System Tip** report for a specified date range, the results were being listed randomly instead of in a proper date sequence. This has been corrected.

a. **Changed from the incorrect 40-col formula:**
if Sum ({v_R_employee_sales_tips.gross_rcpts_ttl},
{v_R_employee_sales_tips.shift_number}) <> 0 then
ToText(Abs(Sum ({@Total_Tips}, {v_R_employee_sales_tips.shift_number}) %
Sum ({v_R_employee_sales_tips.gross_rcpts_ttl},
{v_R_employee_sales_tips.shift_number})), 2) + '%'
else
'0.00%';

To the correct 80-column formula:

if Sum ({v_R_employee_sales_tips.gross_rcpts_ttl},
{v_R_employee_sales_tips.employee_number}) <> 0 then
DecimalNumberToText(Abs(Sum ({@Total_Tips},
{v_R_employee_sales_tips.employee_number}) %
Sum ({v_R_employee_sales_tips.gross_rcpts_ttl},
{v_R_employee_sales_tips.employee_number}))) + '%'
else
'0.00%';

b. **Files Changed:**
sp_transpose_cshr_trk.sql
sp_transpose_emp_trk.sql
sp_transpose_rvc_cshr_trk.sql
sp_transpose_rvc_emp_trk.sql
sp_transpose_rvc_tp_trk.sql
sp_transpose_rvc_trk.sql
sp_transpose_srv_prd_trk.sql
sp_transpose_sys_tp_trk.sql
sp_transpose_sys_trk.sql
v_R_cshr_transpose_ttl.sql
v_R_emp_transpose_ttl.sql
v_R_rvc_cshr_transpose_ttl.sql
v_R_rvc_emp_transpose_ttl.sql
v_R_rvc_fixed_prd_transpose_ttl.sql
v_R_rvc_transpose_ttl.sql
v_R_srv_prd_transpose_ttl.sql
v_R_sys_fixed_prd_transpose_ttl.sql
v_R_sys_transpose_ttl.sql

c. **Changed from:**

```
stringVar result;
result := SQLcall('SELECT sum(sttl_dsc_ttl) FROM micros.dly_rvc_ttl
WHERE business_date = ' + DateString ({v_R_rvc_fam_grp.business_date})
+ ' AND rvc_seq between ' + CHR(39) + {@Start_RVC} + CHR(39) + ' AND
' + CHR(39) + {@End_RVC} + CHR(39));
if result = "" then
"0"
else
result;
```

To:

```
stringVar result;
stringVar srvc;
stringVar ervc;

srvc := SQLcall('SELECT rvc_seq FROM micros.rvc_cfg_temp WHERE
rvc_obj_num = ' + CHR(39) + {@Start_RVC} + CHR(39));
ervc := SQLcall('SELECT rvc_seq FROM micros.rvc_cfg_temp WHERE
rvc_obj_num = ' + CHR(39) + {@End_RVC} + CHR(39));

result := SQLcall('SELECT sum(sttl_dsc_ttl) FROM micros.dly_rvc_ttl
WHERE business_date = ' +
DateString ({v_R_rvc_fam_grp.business_date}) + ' AND rvc_seq between ' +
CHR(39) + srvc + CHR(39) + ' AND ' +
CHR(39) + ervc + CHR(39));
if result = "" then
"0"
else
result;
```

d. **Changed from:**

SQLcall('SELECT sum(sttl_dsc_ttl) FROM micros.dly_rvc_ttl WHERE
business_date between ' + CHR(39) + {@Start_Date} + CHR(39) + ' AND ' +
CHR(39) + {@End_Date} + CHR(39) + ' AND rvc_seq between ' + CHR(39)
+ {@Start_RVC} + CHR(39) + ' AND ' +
CHR(39) + {@End_RVC} + CHR(39));

To:

stringVar result;
stringVar srvc;
stringVar ervc;

srvc := SQLcall('SELECT rvc_seq FROM micros.rvc_cfg_temp WHERE
rvc_obj_num = ' + CHR(39) + {@Start_RVC} + CHR(39));
ervc := SQLcall('SELECT rvc_seq FROM micros.rvc_cfg_temp WHERE
rvc_obj_num = ' + CHR(39) + {@End_RVC} + CHR(39));
result := SQLcall('SELECT sum(sttl_dsc_ttl) FROM micros.dly_rvc_ttl
WHERE business_date between ' + CHR(39) + {@Start_Date} + CHR(39) + '
AND ' +
CHR(39) + {@End_Date} + CHR(39) + ' AND rvc_seq between ' + CHR(39)
+ srvc + CHR(39) + ' AND ' +
CHR(39) + ervc + CHR(39));

if result = "" then
"0"
else
result;

Credit Card Drivers

TCP/IP Connection Times Out with Large Batch Settlements
CR ID #: N/A

Previously, the system would timeout when using the VSST credit card
driver for large batch settlements over a TCP/IP connection. This has
been corrected.

Database

Add/Transfer Check Caused Incorrect Outstanding Balance
CR ID #: 7050

When an employee used the Add/Transfer key to move one of his/her own checks to another employee, the Outstanding Balance on the Server Financial Report did not register the transfer properly. This problem has been corrected.

Clock-Out Feature Does Not Work When Using Breaks
CR ID #17519

Previously, when a site was using breaks to clock employees out and back into active service during their shift, the system was unable to run an autosequence automatically clocking employees out at the end of the day. This was caused by a programming error that prevented the stored procedure **sp_ClockOutEmployee** from identifying which of the employee's time card records needed to be updated. This problem has been corrected.

Second Language Not Updating With RES 3.0 to 3.1 Conversion
CR ID #: N/A

When upgrading a RES 3.0 database to Version 3.1, the conversion process failed to update any second language files that existed in Version 3.0. This problem has been corrected.

Stored Procedure for Posting Menu Item Waste Fails
CR ID #: N/A

Attempts to run stored procedure #152 (Post Menu Item Waste) as part of an autosequence resulted in an error message. The cause was an improper reference to the stored procedure. This has been corrected.

Stored Procedure for Subtotal Discounts Incorrect
CR ID #: 11673

Previously, posting to tracking groups 21, 22, 23 (subtotal discounts for major groups, family groups, or menu items) would result in a SQL error. The problem was attributed to coding in the stored procedure **sp_post_trk_sys_rvc_cal.** This has been corrected.

Unable to Delete Employees with Clear All Totals
CR ID #: 8622

Previously, when using Clear All Totals, the "You may not delete a record used by other tables" message would display when Clear All Totals attempted to delete an employee. This problem occurred if the employee being deleted was assigned to a table on the *POS Configurator | RVC | RVC Table Seating* form. This has been corrected.

DBSRPC Server

Menu Item Effectivity Dates Not Updating When Sent From EM Corporate
CR ID #: N/A

Menu items failed to register changes sent from EM Corporate to unsubscribe them. At the store level, PCWS's were still able to ringup the Menu Item SLU key even though the effective date had passed. The problem was corrected by modifying the **sp_GetEffectivityItems** stored procedure.

Delivery Dispatch

Drivers Table Column Selections
CR ID #: N/A

Previously, if the **Driver** table columns were cleared (i.e., all of the **Driver Fields to Display** check boxes (*Delivery Dispatch Configuration Utility | Display Fields* tab) were unselected, subsequent attempts to open the configuration utility resulted in an error message. This problem has been corrected.

Language File Default
CR ID #: N/A

Delivery Dispatch allows users to specify the language in which all the fields labels and selection options will be displayed. This is done through the selection of a language profile from the **Language** drop-down list on the *POS | Delivery Dispatch Configuration Utility | Display Options* form.

Previously, if the user failed to make a selection in this field, the system would not automatically apply the default language. Subsequent attempts to open the Delivery Dispatch module would result in an error message. The problem has been corrected by automatically applying the default.

Electronic Journal

Running EJPrint Utility Causes Access Violation
CR ID #: 11493

Running the EJPrint utility from a command prompt resulted in an access violation. This has been corrected. However, it should be noted that, when run from a command line, the full path and filename (e.g., **ejprint/ F=journal.jnl d:\micros\res\pos\journals**) are required to print a journal file.

Export Utility

Export Utility Fails to Exit
CR ID #: 11727

After generating a data export — through the GUI, as part of an autosequence, or from a command line — the Export Utility application would close the visible window, but fail to exit the program. Re-starting the application would not reopen the running program, but would open another instance it. Consequently, multiple instances of the process could be running simultaneously. This problem has been corrected.

Manager Procedures

Error Modifying Prices with Assignment Procedure
CR ID #: 9835

Previously, when using the *Manager Procedures | Menu Item | Assignment* procedure to change a menu item price, the "Invalid price. Please re-enter correct price" message displayed. This has been corrected.

Interface Inaccessible Once Procedure is Started in Ops
CR ID #: N/A

When initiating Manager Procedures from Ops, the procedures form would lose focus behind the Ops forms once a procedure was selected. On a client with no keyboard, there was no way to retrieve the Procedures form. This has been corrected. The Managers Procedures forms will focus until closed by the user.

Inventory Variance Report and Count Sheets Not Responding When OPS is Running
CR ID #: N/A

Previous attempts to run the Inventory Variance Report and the stock Count Sheet from Manager Procedures were unsuccessful if OPS was running at the same time. The system did not fail or lock up; the report would simply hang. As soon as OPS was shut down, the report process would continue. This problem was corrected.

Manager Procedures Fails When Recalled Through OPS
CR ID #: N/A

In configuring the Manager touchscreens, programmers often create two types of Manager Procedure keys for use during POS Operations. The first is a generic **[Procedures]** key that launches the application module as an external program and brings the user to the main (default) form. The second type of key also launches the application, but includes a command line prompt to invoke a specific Managers Procedures form (e.g., Menu Item Prices, Employee ID, Business Date, etc.).

Previously, if a user opened Managers Procedures from OPS and then closed it, any attempt to recall the main application using the **[Procedures]** button would fail. This problem has been corrected.

Overtime Override Rates Incorrect With Addition of Job
CR ID #: N/A

Previously, when a job was added to a new employee through Managers Procedures (*Employee | Assignment \ Change Jobs*), and the **Override Regular Rate** was entered, the **Overtime Override Rate** field failed to populate automatically as it should. This problem has been corrected.

Override Regular Rate Label Incorrect
CR ID #: N/A

Previously, the numeric keypad on the Manager Procedures | Employee | Assignment | Change Jobs | Edit | Override Regular Rate field was incorrectly labeled as Override Overtime Rate. This label has been corrected to display as Override Regular Rate.

Unable to Delete the Override Overtime Rate
CR ID #: N/A

If the **Override Regular Rate** was deleted in *Manager Procedures | Employee | Assignment | Change Jobs | Edit*, the **Override Overtime Rate** was not being removed. This has been corrected.

POS Configurator

Assigning Touchscreens to a Group of Stores
CR ID #: N/A

Previously, you were not able to assign all stores in a Store Group to the same touchscreen from the POS Configurator | Enterprise | Assign Touchscreens form, if the currently assigned touchscreen was not common to all stores in the group. Instead, the touchscreen had to be defined for each individual store. Now, if the touchscreens that are currently assigned to the individual stores in a Store Group are not common, you can select one touchscreen to be the common touchscreen for the entire group without having to define the touchscreen for each store.

Autosequence Step Number Causes Key Violation
CR ID #: N/A

When configuring an autosequence, if the error action is set to branch, and the step number that was entered for the branch sequence exceeds the number of steps defined for the autosequence, a key violation occurred.

To correct the problem, the **Step** data entry field (*Reporting | Autosequence Steps | Error Action*) was replaced with a selection box. Now, when the *Branch* autosequence option is selected, a list is generated to match the number of steps actually configured. Selection is limited to these entries.

Cannot Add Preset Data or Credit Preambles to a New, Unsaved Tender

CR ID #: N/A

Previously, when adding a new tender media entry (*Sales | Tender/ Media*) to the database, the entry had to be saved first before entering data on the *Preset* or *Credit Auth | Preambles* tabs. Failure to do so resulted in a key violation error message. This problem has been corrected.

Copy/Paste Icons Not Working When Creating a New Touchscreen

CR ID #: 11204

Previous attempts to define a new touchscreen (*POS Configurator | Devices | Touchscreens*) by using the copy/paste icons to create a duplicate record that could then be edited, resulted in a key violation error. This problem has been corrected.

Date Ranges Not Saved With Autosequence Forms

CR ID #: N/A

Previously, the system failed to save the date range associated with a stored procedure when configured as part of an autosequence step. Once the autosequence form was closed, the date range was eliminated. This has been corrected.

ILDS Device Still Linked in Database After Device Type Change

CR ID #: 10535

Once an ILDS device was added in POS Configurator (*Devices | Devices | General*) and linked to a device in a revenue center (*Revenue Center | RVC Transactions | General*), changing the device to another type cleared the selection from the **ILDS Device** drop-down list, but failed to reset the database **lds_dev_seq** values to NULL. This has been corrected.

Issues Occurred When Condiments Were Part of Combo Meals
CR ID #: 11101, 11103, 11080

Previously, condiment menu items could be configured as a combo meal or side item in the *POS Configurator | Sales | Combo Meals* form. This could result in the following:

◆ "No Entries Exist" message displaying when a combo group SLU was generated.

◆ Condiment items that were part of a combo meal may not have been charging the combo price.

◆ POS Operations may only add part of the combo meal to the check, after a combo meal is rung.

Now, condiments no longer appear as selections in the **Menu Item** drop-down on the Combo Meals form.

Pasting Multiple Keys to the Touchscreen Palette Resulted in Access Violation
CR ID #: 8134

When using the *Devices | Touchscreen Designer*, if a user copies and pastes a button that is larger than the available design space (i.e., it overlaps neighboring keys), the system will automatically post that button to the Key Palette until space can be made available on the form. Previously, if the user added several overlapping keys in this way, an access violation would occur. This has been corrected.

Report Classes Unable to Link to CM or KDS Report Categories
CR ID #: N/A

When configuring a report class, any attempt to link it to the CM or KDS option in the **Report Category** drop-down list (*Reporting | Report Classes*) caused an error message to display. The problem was due to a database constraint for that field. This has been corrected.

Restrictions on Changing Autostart Levels for an EM Corporate Database
CR ID #: N/A

Previously, when running POS Configurator on an EM Corporate database, any attempt to change the **Autostart Level (System | Restaurant)** to either *Front of House* or *Back of House* would result in an error message. This is because neither option is appropriate in an EM Corporate environment.

To eliminate confusion, the *Front of House* and *Back of House* options have been disabled when running an EM Corporate database. The only viable options are *Off* and *Database*.

POS Operations

Carried Over and Outstanding Fields Incorrect on Reports
CR ID #: 8705

Previously, the Carried Over and Outstanding fields were incorrect on reports if guest checks were block transferred prior to running end of day, which increments the business date and employee and cashier shifts. This has been corrected.

Cash Drawer Closure Required Prior to Change Due Amount Being Displayed
CR ID #: 8403

Previously, when using Currency Conversion, the prompt to close the cash drawer was being displayed prior to the change due amount being displayed. This has been corrected to display the change due amount before the prompt to close the cash drawer occurs.

Cash Drawer Fails to Pop After Running a Report
CR ID #: N/A

When using an OPOS Epson cash drawer/printer configuration, attempts to open the cash drawer after running a report would repeatedly fail. This was caused when the cash drawer function failed to reset/recall system control from the printer once the report was completed. To correct the problem, you must create the following registry key (DWORD):

\HKLM\Software\Micros\Common\PeriphsDll\HydraCashDrawer

and set the value to **1**.

Check Number Incorrect When Printing Split Checks
CR ID #: N/A

When printing a split check, the **@chknum** SIM variable was retaining the original check number instead of the check number of the split check. This affected the printing of barcodes on guest checks. The problem has been corrected.

Combo Meals Not Returning to Original Screen
CR ID #: 11212

Previously, when ringing a combo meal, you were not being returned to the original screen where the combo meal was rung. This has been corrected.

Combo Meal Side Items Causing Error Message "Condiment Entry Required"
CR ID #: N/A

When ordering a Combo meal, if a side item requiring a condiment selection, was followed by a side item where only one choice was provided, the system would add the first item without waiting for the condiment, automatically add the second side item, and THEN display the error message "Condiment Entry Required" Unfortunately, the condiment selection belonged to the first side item, not the second.

To prevent the system from rushing past the condiment screen, the system will no long automatically insert default side items (i.e., items with only one choice) into the Combo meal. Instead, OPS will wait until the previous condiment prompt is satisfied before adding the default side item.

Combo Meal Status Lost With Voided Combo Meal
CR ID #: N/A

Previously, when a combo meal was voided, the ***dtl_is_combo, dtl_is_combo_main***, ***dtl_is_combo_parent***, and *dtl_is_combo_side* SIM variables would no longer return a status. This has been corrected.

Credit Card Detail Not Returned With @Dtl_Type Variable
CR ID #: N/A

Previously, when using the **@dtl_type** SIM variable with a value of "C", the CA detail information was not being returned. This has been corrected. This SIM variable now returns the credit card number and the approval code, as required.

Diskless Workstations Lockup During Sign-In
CR ID #: N/A

During employee sign-in, a diskless client would occasionally fail to read necessary text files. When this happened, a modal dialog box would appear *behind* the POS operations window. Without a keyboard, the dialog box was not dismissable. This would essentially lock the workstation up. To fix the problem, the dialog box will now appear in front of the POS operations main window.

Edit Closed Check and Reprint Check Sends Order to Kitchen Again
CR ID #: N/A

After converting from RES 3.0 to RES 3.1, if a closed check from the 3.0 System was edited or reprinted, the food items could be mistakenly sent to the kitchen again. This problem has been corrected.

Entering Combo Meal Side Items Doesn't Return to Previous Screen

CR ID #: 9947

After entering side items on a combo meal where both the combo meal (parent item) and sides (child items) are on an SLU, POS Operations was remaining on the sides screen if the *POS Configurator | Devices | Touchscreens | Styles | Stay Down* option was selected for the child items SLU. Now, POS Operations returns to the main transaction screen after the final side item of a combo meal is selected.

Error Swiping Parliment Italy Card with PMS Tender

CR ID #: 9258

Previously, the "Invalid Credit Card Number" message displayed when swiping a Parliment Italy card with a PMS tender. This has been corrected.

Error Using @Dtl_Name Variable With Credit Card

CR ID #: 10879

Previously, when using the **@dtl_name** SIM variable on a final tender event with a credit card, the "Debug Error! Program c:\micros\res\pos \bin\ops.exeDAMAGE: after Normal block (#218675) at 0x043127C0" ABORT/RETRY/IGNORE" message would occur. This has been corrected.

Now, the first instance of detail type "C" returns the credit card account number. The second instance returns the authorization code in the **@dtl_name** variable as show in the following pseudo code example:

```
if ( @dtl_type[i] = "C" ) then
@dtl_name[i] //  Account number will be found here
@dtl_name[i + 1] //  Auth code will be found here
endif
```

Guest Count Wrong When Using Add/Transfer Check
CR ID #: N/A

When combining two checks, if a menu item from a previous round was voided, and that menu item was used to count covers, the system would miscalculate the actual cover count. This problem has been corrected.

Improved Support for Credit Card Masking
CR ID #: N/A

Previously, when using the CC Lookup function key to store credit card information in the POS, OPS failed to mask the credit card information on guest checks and customer receipts. This occurred even though both the **Mask Credit Card Number** and **Mask Expiration Date** options (*Sales | Tender/Media | CC Tender*) were enabled. The problem has been corrected.

Mag Cards Stop Working When OPS is Stopped and Restarted
CR ID #: 11942

Previously, a properly configured mag card reader would fail to operate when POS Operations was stopped and then restarted on the UWS. The only way to reactivate was to reboot the workstation. This problem has been corrected.

Negative Amount Posted to Gross Receipts
CR ID #: 10056

Previously, if the **Retail items configured** option (*Restaurant | Options*) was disabled, a negative amount was posted to gross receipts after tendering a reopened check or reprinting a closed check. This has been corrected.

No Expiration Date When Using CC Lookup
CR ID #: 8790

Previously, when using the Credit Card Lookup key with Auth-n-Pay, the expiration date was not being included with the credit card information. This has been corrected.

"No Style Programmed" Error
CR ID #: 7330

The error "No Style Programmed" would sometimes appear if the *POS Configurator | Devices | Touchscreens | Styles | Stay Down* option was set for the Menu Item SLU. This has been corrected.

Order Detail Missing with SAR
CR ID #: 8849

Previously, order detail may have been missing from a check after the workstation left SAR mode. This occurred for items entered in the current service round after a voided prorated discount. This has been corrected.

Outstanding Balances Reported With Add/Transfer Check
CR ID #: 9822

Previously, if an employee used the add/transfer feature to move a guest check between revenue centers with different order types and tax rates, the action would cause outstanding amounts to appear on reports.

The problem occurred when the check was picked up in the new revenue center. The system would recalculate totals based on the current order type even though the original totals were based on the order type used by the old revenue center (i.e., when the check was first service totaled).

To resolve the problem, the system now prohibits transfer of checks with order details between revenue centers using different order types. Open checks without detail will be allowed to transfer; however, the transferring check will automatically be converted to the order type used by the new revenue center.

POS Operations Running Slowly With OPOS Pole Display
CR ID #: 11100

When using an OPOS Pole Display, the processor on the client was being utilized at 100% and POS Operations was running slowly. This has been corrected.

Printing a Closed Check
CR ID #: N/A

When closing a check to a 40-column printer, the system now prints the words "Closed Check" followed by the current print type (Closed, Edit, Reopened, Reprint), instead of simply printing the current type twice.

Printing a Reopened Check
CR ID #: 8407

Previously, the message "This tender media does not allow reprint" would appear when attempting to print a reopened check. This has been corrected.

Reopened Check Prints Wrong Trailer
CR ID #: 8413

Previously, when a check was reopened, the "Check Closed" line was still printing in the guest check trailer. This has been corrected.

Reports Using Shift Range Fail When Part of an Autosequence
CR ID #: N/A

On a Windows 2000 server, running a report that requires a shift range would hang the system when included as part of an autosequence.

In addition, if the report preview form was closed immediately upon display, an internal status flag failed to set properly. This caused the reports module to be stuck in a continuos loop which could only be broken by ending the task through the Windows NT Task Manger.

Both problems have been corrected.

Reprinted Check Does Not Print in Full on Slip Printer
CR ID #: N/A

When reprinting a check on a slip printer, the system failed to print the entire check. Only the summary details and the trailer were included. Header and check details were omitted. This problem has been corrected.

Revenue Center Fixed Period Menu Item Totals Incorrect
CR ID #: 8900

Previously, if a menu item was rung up and then the order was cancelled, ringing a combo meal with the same item that was previously rung would cause the menu item sales total in the Revenue Center Fixed Period Menu Item Totals (**dly_rvc_fixed_prd_mi_ttl**) table to be wrong. This has been corrected.

Scandinavian Characters Not Diplaying Properly
CR ID #: 10867

Previously, touchscreens configured using Scandinavian characters would display properly in the Touchscreen Designer but not in POS Operations. This has been corrected.

Serving Period Error When No Period Defined
CR ID #: 11210

When setting up serving periods in *POS Configurator | System | Serving Periods*, if the **Period** selection is left blank when you attempt to begin a transaction you will receive the error: "*Valid serving period required to begin a transaction*". This is by design. A valid period must be linked to the serving period.

To reduce confusion, amended the online help for the **Period** field (*System | Serving Periods*) to include the following note:

> *Period selection is required. The system will display a warning message when the period expires. It will not change the period automatically.*

Suppress Trailer After Initial Round Option Not Functioning
CR ID #: N/A

Previously, if a change was made in the *POS Configurator | Sales | Tender/Media* form, the **Suppress trailer after initial round option** (*Printing* tab) was not being recognized by POS Operations. This has been corrected.

System Resources Not Released after Currency Conversion
CR ID #: 9127

Previously, on a Win95 Ultra PCWS, the system resources were not being released by POS Operations after the currency conversion operation was performed. This has been corrected.

Tax on Discounts is Incorrect
CR ID #: 8404, 10462

When applying a discount that uses Add On tax, to a menu item with an order type linked to both Add On and Inclusive taxes, the discount amount was using the Inclusive tax instead of the Add On as shown in the example below. This has been corrected.

	Incorrect	Correct
Beer Menu Item	$3.25	$3.25
Discount	$3.10	$3.25
Tax	$0.15	$0.00
Total	$0.15	$0.00

Tax on Discounted Items With Auto Service Charges Produces Negative Check
CR ID #: 10248

Applying a 100% discount to menu items with taxable auto service charges resulted in a negative check balance. The problem only occurred if the option to add the discount to the auto service charge was enabled and both the service charge and the discount are linked to a tax rate. This has been corrected.

Touch Voiding a Menu Item After Discount Creates Tax Error
CR ID #: 7810

In previous releases, the system allowed a user to touch void a menu item after a discount was applied in the current service round. Because this created imbalances in the tax calculations, the process is no longer allowed. The discount must be removed prior to touch-voiding the menu item.

Touch Voiding a Menu Item Disallowed After Discount Removed
CR ID #: 11121

Previously, if a subtotal discount was removed from the current round using the touch void method, subsequent attempts to touch void a menu item would generate the error message. "Touch void not allowed with discount in current round, use last item void." This is incorrect. As long as the discount has been removed prior to voiding a menu item, the system should allow the touch void. This has been corrected.

Using Void-Void After Touch-Void Causes Error
CR ID #: 12127

Previously, if a user rang up a menu item with required condiments, applied a discount to the menu item, and then touch-voided the discount, any attempt to void-void the last condiment item entered would result in the error message "Invalid Style Programming." This was caused when the system failed to locate the correct SLU'd item after completing the touch-void. The problem has been corrected.

Voiding a Discount Does Not Prompt for Reason
CR ID #: N/A

When voiding a discount from a previous round, the user was not being prompted to supply a reason code, as required. This problem has been corrected.

Voiding a Discount With Cash Management Enabled Results in Error
CR ID #: 12128

Attempts to void a discount on a guest check when Cash Management was enabled resulted in a OPS error when the check was tendered. The problem was due to an error in the stored procedure *sp_InsertDsvcDtlEx,* which was passing on an incorrect Till ID. This has been corrected.

Transaction Analyzer

Changing a Preset Date Range Using the Calendar Button Causes Error
CR ID #: 5270

Previously, if a saved configuration with a preset date range was opened, any attempt to revise the date range period using the Calendar button would result in an error message. This problem has been corrected.

Detail Items with Multiple References Appearing Twice on Reports
CR ID#: 10227

Detail entries with multiple references, such as room charges were appearing twice on TA reports. This has been corrected.

Query Takes Too Long To Run
CR ID#: 10318

Previously, running a report for all discounts with the reference column in the query may have taken several hours to complete. Performance issues were addressed. Now, a query with all discounts and the reference column only takes a few minute.

Kitchen Display System (KDS)

What's New

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

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID	Page
KDS Controller	Dynamic Order Mode Forces Consolidation of Combo Meal Side Items	7698	281

Enhancements Detailed

KDS Controller

Disabling Consolidation of Combo Meal Side Items
CR ID #: 7698

Previously, when ringing multiple combo meals while in Dynamic Order Mode, the system would automatically consolidate like items. This made it difficult to match side items to the appropriate combo meal.

With this release, the option to disable menu item consolidation has been extended to Dynamic Order Mode. Now when you select the **Do Not Consolidate option** (*POS Configurator | Devices | Order Devices | Options*), the system will display order device output as entered on the POS. If this option is cleared (disabled), the order device will consolidate like items together.

What's Revised

There are no revisions in this version of the software.

Cash Management (CM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Documentation	Online Help	11734	283
Setup	Re-running Netsetup Removes KDS Controller	N/A	283
Tills	Till Variance Incorrectly Calculated	N/A	283
User Interface	Language Translation Failed	11719	284
	Runtime Error Occurs With Date Change	N/A	284

Revisions Detailed

Documentation

Online Help
CR ID #: 11734

Step 6 of the setup options in the Cash Management online help file (*CM | System Setup | Configuring the CM GUI | Options*), listed a **Safe Balance Item** drop-down list as one of the default selections required. This is incorrect. The safe balance is a system calculation based on the sum (in base currency) of all items in the safe. The help file has been corrected.

Setup

Re-running Netsetup Removes KDS Controller.
CR ID #: N/A

Previously, running netsetup for a second time on an NT client would remove the KDS Controller (**kdsController.exe**). This problem has been corrected.

Tills

Till Variance Incorrectly Calculated
CR ID #: N/A

Previously, if a till was opened with the option to count the starting balance, the variance shown after the till was counted would be incorrect. Instead of calculating the actual variance, the system simply displayed the starting balance. This has been corrected.

User Interface

Language Translation Failed
CR ID #: 11719

When converting from English to another language, the system failed to translate all the language strings on all of the Cash Management forms. The problem was traced to missing lines in a Sql script. This has been corrected.

Runtime Error Occurs with Date Change
CR ID #: N/A

Previously, if a user started any task for a till, safe, server bank, deposit, or configuration and then changed the date and attempted to perform the same task on a different till, safe, server bank deposit or configuration, an error message would be displayed. This has been corrected. The application now forces the user to complete the current task before allowing the change.

Guest Services Solution (GSS)

What's New

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

New Features Summarized

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

Module	Feature	Page
GSS Configurator	Context-Sensitive Help	285
	RES Integration	285

New Features Detailed

GSS Configurator

Context-Sensitive Help

This release of GSS includes context-sensitive help for every field, on every application form.

Click the help icon to activate.

RES Integration

Guest Services Solution (GSS) is the latest addition to the RES 3000 suite of software applications. Previously distributed on a separate CD, the application has been fully integrated into the core of RES products. Beginning with RES Version 3.1 Service Pack 1, GSS is automatically added during RES installation.

Licensing is required for the Frequent Diner Foundation and for each module (e.g., Gift Certificates, Accounts Receivable) that supplements the main product.

About GSS

GSS provides service and support for dine-in, carry-out, and delivery customers by automatically gathering customer data on each order processed by the system. This data allows managers to build their customer base through personalized services and by establishing a system that recognizes and rewards the repeat customer. Through it's reports module, managers can use this same data to analyze customer demographics, track consumer preferences, and monitor the effectiveness of promotional efforts.

Among the tools available to the GSS user are:

- **Frequent Diner Programs** — Create an unlimited number of custom bonus plans. Managers decide the terms, conditions, and level of reward.

- **Delivery+ Programs** — Maintain a customer database geared toward rapid recall of previous orders. Reduces the amount of time a server spends entering data already in the system. Support features include Caller ID, Delivery Zone Mapping, and Hoax Caller Identification.

- **Gift Certificates** — Design, print, and track the sale and redemption of gift certificates. Add value to gift cards and monitor their use.

- **Accounts Receivables** — Create and maintain customer accounts. Allows customers to charge meals to their account through the 3700 POS System and be billed later by either the restaurant or the corporate office. Provides standard accounting support through invoice generation (on-demand or at scheduled intervals), customer account history, monitored account balance and status, transaction posting to multiple accounts, and posting of interest against outstanding accounts.

◆ **Export Wizard** — Create custom queries of the database and save the results to a generic text file. Queries may be previewed in the **Export Wizard** before the file is saved to disk.

◆ **Standard Reports** — Compile and analyze database information using preformatted Crystal Reports. The method is based on the automated reporting process provided through the 3700 POS System. It uses a set of standard lit reports, created for GSS. The reports are compatible with existing hardware.

For in-depth information on GSS features and functionality, refer to the RES Guest Services Solution (GSS) ReadMe First (MD0003-027), included on the RES Version 3.1 software CD.

What's Enhanced

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

◆ The basic feature or functionality already exists in the previous release of the software.

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

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Feature	Page
Database	Table Name Changes	289
Diner GUI	Licensing Issues	295
	Reset Bonus Option Added	295
GSS Configurator	New Customer Data Fields	295
POS Interface	Autosequences	299
	GSS Report Templates	301
	SIM Privilege Functionality for GSS	302
POS Operations	Expanded Hide Caller ID Functionality	303

Enhancements Detailed

Database

Table Name Changes

As part of the process of integrating GSS into RES, the GSS database table names were changed to make them consistent with the rest of the RES applications. In addition, the ownership of the GSS tables has changed. All GSS tables are now owned by the "micros" user.

To ensure continued operation, previously defined customer queries and reports must be linked to the corresponding new table, stored procedure, or view. Failure to do so may result in an error when a query or report is run.

The following table provides a list of both the old and new GSS table names.

GSS Version 3.0	RES/GSS Version 3.1
tblAbbreviations	gss_abbreviations_dtl
tblActivationCode	gss_activation_codes_dtl
tblARAccounts	gss_ar_accounts_dtl
tblARBatches	gss_ar_batches_dtl
tblARInvoices	gss-ar_invoices_dtl
tblARRecurringCharges	gss_ar_recurring_charges_dtl
tblARTerms	gss-ar_terms_def
tblARTransactions	gss_ar_transactions_dtl
tblARTrxRef	gss_ar_trx_ref_dtl
tblARxRef	gss_ar_x_ref_dtl
tblAuditTrail	gss_audit_trail_dtl
tblBonusActions	gss_bonus_actions_cfg
tblBonusDef	gss_bonus_def

GSS Version 3.0	RES/GSS Version 3.1
tblBonusItems	gss_bonus_items_dtl
tblBonusItems	gss_bonus_item_types_cfg
tblBonusMethodTypes	gss_bonus_method_types_cfg
tblBonusPeriodTypes	gss_bonus_period_types_cfg
tblBonusPlans	gss_bonus_plans_cfg
tblBonusPointMultipliers	gss-bonus_point_multipliers_def
tblBonusResetTypes	gss_bonus_reset_types_cfg
tblCfgUpdate	gss_cfg_update_dtl
tblCouponDef	gss_coupon_def
tblCustomerAwards	gss_customer_awards_dtl
tblCustomerBonus	gss-customer_bonus_dtl
tblCustomerPlans	gss_customer_plans_dtl
tblCustomers	gss_customers_dtl
tblDeliveryZones	gss_delivery_zones_def
tblDinerCfg	gss_diner_cfg
tblDiscounts	gss_dsvc_def
tblEmployees	gss_emp_def
tblExpirationTypes	gss_expiration_types_cfg
tblExportQueries	gss_export_queries_def
tblFamilyGroups	gss_fam_grp_def
tblFullWords	gss_full_words_dtl
tblGiftCertificateDef	gss_gift_certificate_def
tblGiftCertificates	gss_gift_certificates_dtl

GSS Version 3.0	RES/GSS Version 3.1
tblGiftRedemptions	gss_gift_redemptions_dtl
tblGiftValueAdds	gss_gift_value_adds_dtl
tblGLAccounts	gss-gl_accounts_def
tblGLPeriods	gss_gl_periods_def
tblGroups	gss_groups_def
tblInterfaceDef	gss_interface_def
tblMajorGroups	gss_maj_grp_def
tblMenuItems	gss_mi_def
tblOrderDetails	gss_order_dtl
tblOrderTotals	gss_order_ttl
tblOrderTypes	gss_order_type_def
tblRefundMethod	gss_refund_methods_cfg
tblScreenDesign	gss_screen_design_dtl
tblStoreNames	gss_rest_def
tblTenders	gss_tmed_def
tblTextAttributes	gss_text_attributes_cfg
tblWorkstations	gss_uws_def
spAddARAccount	spgss_add_ar_account
spAddARBatch	spgss_add_ar_batch
spADDARTransaction	spgss_add_ar_transaction
spAddARTransactionNR	spgss_add_ar_transaction_nr
spAddAuditRow	spgss_add_audit_row

GSS Version 3.0	RES/GSS Version 3.1
spAddBonusDef	spgss_add_bonus_def
spAddBnusPlan	spgss_add_bonus_plan
spAddBonusPointMultiplier	spgss_add_bonus_point_multiplier
spAddCoupon	spgss_add_coupon
spAddCustomer	spgss_add_customer
spAddCustomerAward	spgss_add_customer_award
spAddGCRedemption	spgss_add_gc_redemption
spAddGCValueAdd	spgss_add_gc_value_add
spAddGiftCertificate	spgss_add_gift_certificate
spAddGiftCertificateDef	spgss_add_gift_certificate_def
spAddGLPeriod	spgss_add_gl_period
spAddOrderTtl	spgss_add_order_ttl
spAddQuery	spgss_add_query
spAddRecurringCharge	spgss_add_recurring_charge
spApplyBatch	spgss_apply_batch
spAutoApplyPayment	spgss_auto_apply_payment
spCalcAccountInterest	spgss_calc_account_interest
spClearARHistory	spgss_clear_ar_history
spClearPayments	spgss_clear_payments
spCreateAccountInvoice	spgss_create_account_invoice
spCreateAccountInvoiceNR	spgss_create_account_invoice_nr
spCreateInvoices	spgss_create_invoices
spCreateTRxRef	spgss_create_tr_x_ref

GSS Version 3.0	RES/GSS Version 3.1
spFreqDinerNightly	spgss_freq_diner_nightly
spGetGLBalances	spggss_get_gl_balances
spGetUnpaidCharges	spgss_get_unpaid_charges
spGetUnpaidTransactions	spgss_get_umpaid_transactions
spAddCustomerToBonusPlan	spgss_add_customer_to_bonus_plan
spOnInsertBonusDef	spgss_on_insert_bonus_def
spPostRecurringCharges	spgss_post_recurring_charges
spPurgeCustomerOrders	spgss_purge_customer_orders
spPurgeOrders	spgss_purge_orders
spRedeemGiftCertificate	spgss_redeem_gift_certificate
spRefreshDinerData3700	spgss_refresh_diner_data_3700
spRemoveARAccount	spgss_remove_ar_account
spRemoveCustomer	spgss_remove_customer
spRemoveCustomerNC	spgss_remove_customer_nc
spRemoveGiftCertificate	spgss_remove_gift_certificate
spRemoveGiftCertificateNC	spgss_remove_gift_certificate_nc
spRemoveGiftCertificateHistory	spgss_remove_gift_certificate_history
spRemoveInactiveCustomers	spgss_remove_inactive_customers
spResetAllBonusPlanDefinitions	spgss_reset_all_bonus_plan_definitions
spResetBonuses	spgss_reset_bonuses
spUpdateAutoBonusLevels	spgss_update_auto_bonus_levels
spUpdateBonusDefs	spgss_update_bonus_def
spUpdateCustBonus	spgss_update_cust_bonus

GSS Version 3.0	RES/GSS Version 3.1

trOnDeleteBonusDef	tbd1_on_delete_bonus_def
trOnDeleteBonusPlan	tbd1_on_delete_bonus_plan
trOnDeleteCustomerPlans	tbd1_on_delete_customer_plans
trOnDeleteZoneMap	tad1_on_delete_zone_map
trOnInsertBonusItems	tai1_on_insert_bonus_items
trOnInsertCustomerPlans	tai1_on_insert_customer_plans
trOnInsertGiftRedemptionAfter	tai1_on_insert_gift_redemption_after
trOnInsertGiftValueAddAfter	tai1_on_insert_gift_value_add_after
trOnInsertOrderDetail	tai1_on_insert_order_dtl
trOnInsertZoneMap	tai1_on_insert_zone_map
trOnUpdateDinerCfg	tau1_on_insert_diner_cfg
trOnUpdateWorkstations	tau1_on_update_uws_def
trOnUpdateZoneMap	tau1_on_update_zone_map
GCDateView	v_R_gc_date_view
GCDateViewRedeem	v_R_gc_date_view_redeem
GCDateViewValueAdd	v_R_gc_date_view_value_add
GCDateViewValueNew	v_R_gc_date_view_value_new
v_AgingReport	v_R_aging_report

Diner GUI

Licensing Issues

A check box was added to the *GSS Backoffice | Configure | Licensing* form to indicate if the entered **GSS Product Code** is valid. If it is, a check mark is automatically entered by the system. The GSS Product Code is a prerequisite for activation of the software or any add-on GSS modules.

Also, if either the GSS Product Code or the Foundation Code is not valid, the words: "In Demo Mode" will be displayed below the activation codes on the Licensing form.

Reset Bonus Option Added

With this release, GSS has added a new *Daily* option to the **Reset Period** drop-down list of the **Bonus Wizard**. Now, when configuring a Bonus Plan, users may opt to automatically reset the bonus definition each day, regardless of whether a bonus has been awarded.

The expanded list of options include:

- ◆ Never Reset
- ◆ **Daily**
- ◆ Weekly
- ◆ Monthly
- ◆ Yearly

GSS Configurator

New Customer Data Fields

To provide flexibility in data collection, 15 new information fields were added to the GSS Backoffice customer dialog. All fields are optional and require some configuration to make them available to the user. Setup for them is divided into two parts: 1) defining the data field, and 2) adding the fields to the customer dialog forms.

Defining the Data-Entry Fields

Of the fifteen new fields added, 10 are shell data-entry boxes that may be customized by the user. This is done in using a new **Define Customer Field Names** option located on the **General** tab (*GSS Backoffice | File | Configure*).

The option consists of a drop-down list of 10 items (*User Defined 01* through *10*) and the blank data-entry box to its right. Fields are defined by selecting one of the entries (e.g., *User-Defined 01*) and typing in a label for it (e.g., *Supervisor Name*).

Note   *Only those user-defined field with labels will be included in the customer dialog.*

Completing the list of 15 new fields are five pre-defined items. These are commonly used data fields not included in the earlier releases. They are:

- Contact Title
- Extension
- Guest Card Number
- Courtesy Title
- Honor

These fields are hard-coded and cannot be edited by the end user.

Configuring the Customer Dialog Forms

Once the data-entry fields have been defined, the next step is to modify the layout of the Main, Alternate, and Short GSS customer screens (*GSS Backoffice | Screen Designer*) to accommodate them. By design, all 15 of the new fields (defined or not) are stacked on top of each other near the bottom of the screen (see arrow below).
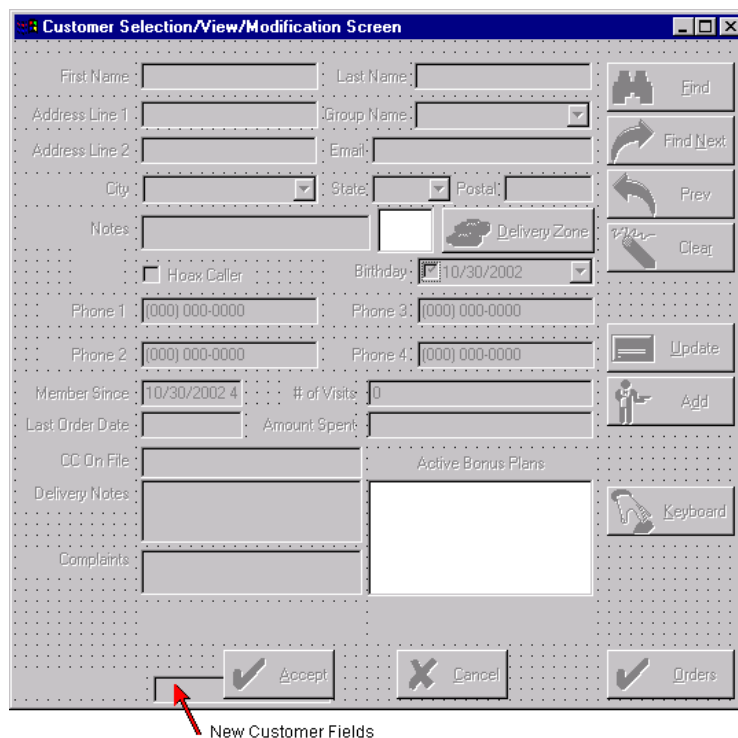
These fields should be positioned as desired. To do this, click on the topmost box and drag to a new location. The label will be displayed to identify it.

Repeat this process until all the fields have been uncovered and arranged on the form. The size of the screen can be expanded to accommodate the new fields by grabbing an edge and dragging it outward. Unused fields may be dragged off the visible screen.

Adding Data to the Records

Data entry for the new items (both pre-defined and custom) may be done through either the GSS Backoffice application or as part of POS Operations. The POS additions are made by simply completing the newly added data fields when the customer dialog screens are displayed.

To add data through the GSS Backoffice, open the *Customers* form and go to the **Customers Selection/View/Modification Screen** Select a record. From the **Other Info** drop-down list, select one of the new fields and type in the appropriate data in the edit box to the right.
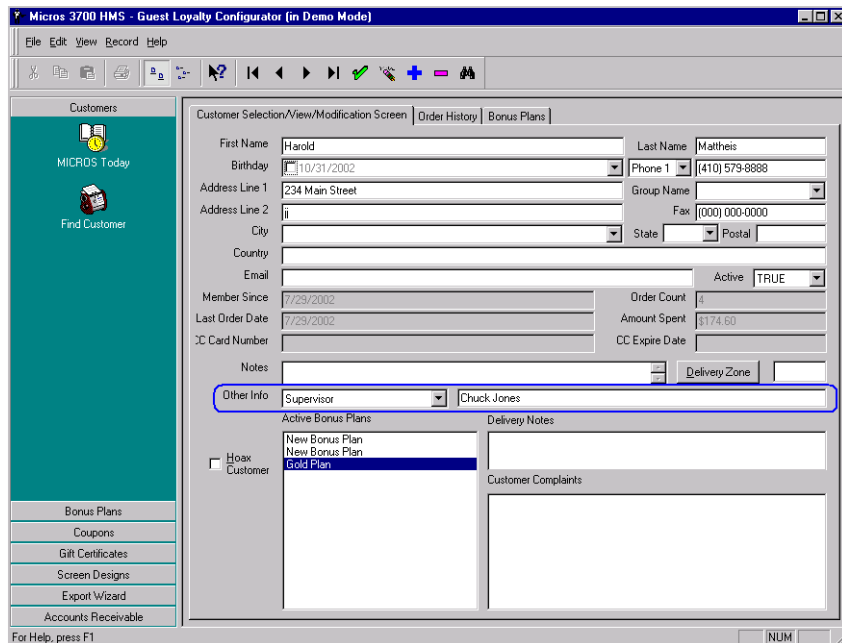
Repeat this process for one or more items, as required. Because the drop-down list services multiple data fields, an entry may be added for each item included in the list.

Additional Fields

Also added to the **Customer** screen are two read-only field: **CC Card Number** (masked, except for the last four digits) and **CC Expire Date**. Data for these fields is added automatically as part of SIM INQ 24 and may not be altered through the GSS user interface.

POS Interface

Autosequences

With this release, GSS has extended the autosequence capability to include stored procedures for removing both inactive customers and inactive gift certificates from the database as well as the option to print invoices for GSS accounts.

Removing Inactive Customers

To Remove Inactive Customers:

1. Create a new autosequence named "Remove Inactive Customers" in *POS Configurator | Reporting | Autosequences.*

2. From *POS Configurator | Reporting | Autosequence Steps*, select the "Remove Inactive Customers" autosequence that you created.

3. Select *Stored Procedure* from the **Type** field.

4. Select "Remove Inactive Customers" from the **Stored Procedure** drop box.

Removing Inactive Gift Certificates

To Remove Inactive Gift Certificates:

1. Create a new autosequence named "Remove Inactive Gift Certificates" in *POS Configurator | Reporting | Autosequences*.

2. From *POS Configurator | Reporting | Autosequence Steps*, select the "Remove Inactive Gift Certificates" autosequence that you created.

3. Select *Stored Procedure* from the **Type** field.

4. Select "Remove Inactive Gift Certificates" from the **Stored Procedure** drop box.

Printing Invoices for GSS Accounts

The **InvoicePrint.exe** is a utility included with the GSS application. It is located in the **Micros\Res\GSS\Bin** directory.

This utility is designed to print invoices for two types of GSS accounts:

1. those with an outstanding balance due, or

2. those whose balance has been paid off since the last time the invoices were printed.

To run the **InvoicePrint.exe** as part of an autosequence:

1. Add a new external program named "Print Invoices" in *POS Configurator | System | External Programs*.

2. From the **User Interface** drop-down list, select the *Windows* option.

3. From the **Run Style** drop-down list, select the *Normal* option.

4. Set the **Working Directory** path to **Micros\Res\GSS\Bin** on the system drive.

5. Set the Command Line path to **Micros\Res\GSS\Bin\ InvoicePrint.exe** on the system drive.

6. Create a new autosequence named "Print GSS Invoices" in *POS Configurator | Reporting | Autosequences*.

7. From *POS Configurator | Reporting | Autosequence Steps*, select the "Print GSS Invoices" autosequence that you created.

8. Select *External Program* from the **Type** field.

9. Select "Print Invoices" from the **External Program** drop box.

GSS Report Templates

As part of the RES integration, all GSS reports are now installed in the **RES\GSS\Reports** directory tree. They are accessible via the *POS Configurator | Reporting | Report Templates* form and numbered in the 7101 – 7120 range. (The old report templates were considered custom reports and were therefore numbered greater than 10000.)
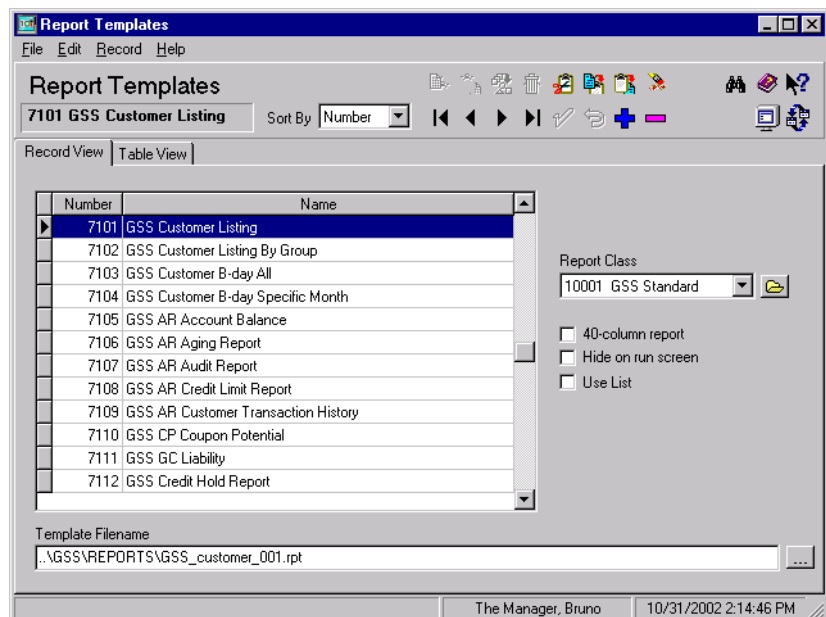
Because the directory structure has changed, GSS users who are upgrading to RES 3.1 must delete the old GSS report templates from the database and re-link to the same report names in the new directory path. Failure to do so will result in a processing error when the report is run.

SIM Privilege Functionality for GSS

In POS Configurator, the **SIM Privilege 1-4** options (*Employees | Employee Classes | Privileges | Privilege Options*) assign to members of an employee class, the right to perform specific functions written in a SIM script. These are global options in RES. They are not linked to a specific module, but represent four levels of control when using SIM scripts in conjunction with a RES product.

For GSS, the SIM privileges serve two main purposes:

1. Allow employees to add or update customer records using the GSS Inquire Keys, called from OPS. (SIM Level 1)

2. Control access to the GSS Backoffice GUI as shown below:

SIM Privilege Level	Form/Task
1	◆ Customer Maintenance ◆ Postal Codes Form
2	◆ Screen Designer Form
3	◆ Bonus Plan Editor ◆ Coupon Editor ◆ Export Queries ◆ Gift Certificate Editor
4	◆ Accounts Receivable Maintenance ◆ Back Office Configuration ◆ Customer Bonus Detail and Point Adjustments ◆ Import Order Details ◆ Import Order Totals ◆ Customize Back Office

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POS Operations

Expanded Caller ID Functionality

Several enhancements were made to the Caller ID feature to improve its usability.

Positioning the Caller ID Bar

Previously, when the MICROS Desktop was opened on a system that also had Caller ID, the Caller ID bar would rise up from the bottom of the screen to make way for the task bar. When the task bar was closed, however, the Caller ID bar would remain in the higher position until OPS was stopped and restarted.

With this release, users are given additional control over the location and behavior of the Caller ID bar. Through a simple switch in the registry settings, a user can place the Caller ID bar at the top of the screen or have it move dynamically to make way for the task bar.

The procedures for configuring this option are as follows:

1. Open the system registry.

2. Create a string value named "BarShift" at
    HKLM\Software\Micros\GSS\CallerID.

3. Enter one of the following:

    ◆ **0** (or no *BarShift* registry entry at all) — Retains existing Caller ID bar functionality.

    ◆ **1** — Places the Caller ID bar at the top of the screen.

    ◆ **-1** — Places the Caller ID bar at the bottom of the screen, but allows it to move dynamically (i.e., raise up and move back) when a task bar is opened and closed.

Hiding the Caller ID Bar

Workstations equipped with Caller ID are no longer limited to phone order transactions but may now be used to ring up a carry-out or dine-in order. In previous releases, a UWS equipped with Caller ID would often block the buttons required to enter another order type.

The new functionality was made possible by expanding the role of the **Automatically Hide Caller ID** option (*GSS Backoffice | File | Configure | Workstations/Order Types*). Now, when the option is checked, the Caller ID bar (normally displayed on the workstation status line), will be hidden when an order of any type is begun.

Recalling a Customer's Order History

When a phone order is placed on a system using Caller ID, a search is initiated for a matching customer record. Once the record is located, the user presses the **Accept** button to populate the Customer Dialog screen. From here, the user can select a SIM Inq key to display an order history.

With this release, Caller ID users will be able to combine the two processes — loading the customer record and displaying the order history — into one keystroke. Now when the call is picked up and the Customer Dialog box is displayed, the screen will include a new **Orders** button. When pressed, the system will return the customer record along with any previous order history.

What's Revised

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

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Accounts Receivable	Account Term 'Minimum Amt' is Incorrectly Applied When Generating Invoices	N/A	307
	Phone Mask Properties	N/A	307
Diner GUI	Edit Privileges Not Apparent to User	N/A	307
	Export Wizard Not Displaying All Available Fields	N/A	308
Gift Certificates	Error Manually Entering Gift Card Info with SIM Inq 14	8801	308
POS Interface	Account Terms Cannot be Set to Zero Percent	12104	308
	Addresses Not Recognized Within a Delivery Zone	N/A	309
	Autocomplete Function Not Working Properly for Customer Addresses	N/A	309
	Block Settlement of Guest Checks	7346	309
	Customer Delivery Info Incorrect on Guest Check	N/A	310

Module	Feature	CR ID	Page
POS Interface (con't.)	Customer Dialog Not Populating the City and State Fields	N/A	310
	Customer Info Not Correct on Guest Check	N/A	310
	Default Caller ID Logon Changed	N/A	311
	Favorite Order Not Apparent in Customer Order History	N/A	311
	Gift Card Bonus Award Triggers Endless Loop	N/A	311
	GL Account Option Displays Wrong Data	12101	312
	GSS Keyboard Screen Partially Obscured	N/A	312
	GSS Nightly Stored Procedures Fail in Autosequence	N/A	312
	Invalid Entry Message Using Order History	N/A	313
	Logon to Caller ID Using SIM Inq Fails	N/A	313
	Records Overwritten During FIND/UPDATE Operation	N/A	313
	Record Search Not Working for All Data Fields	N/A	314
	SIM Security Not Working in Front of House	8520	314
Reports	Audit Report Template Incorrect	N/A	315
	Coupon Potential Report Totals Incorrect	N/A	315
	Customer Birthday Truncated by Two Digits	N/A	315

Revisions Detailed

Accounts Receivable

Account Term 'Minimum Amt' is Incorrectly Applied When Generating Invoices
CR ID #: N/A

Previously, the value entered in the **Minimum Amt** field (*GSS Configurator | File | Configure | Account Terms*) was being charged to accounts whenever invoices were generated. This problem has been corrected.

Phone Mask Properties
CR ID #: N/A

Previously, if a user defined a format for customer phone numbers — e.g., (000)-000-0000 — the format was enforced on the *Customer* screens but not on the *Accounts Receivables* forms. This oversight has been corrected. All phone reference fields now inherit the same phone mask properties defined in the *GSS Configurator | File | Configure | General* form.

Diner GUI

Edit Privileges Not Apparent to End User
CR ID #: N/A

If a user without the proper SIM privileges attempted to edit records on the **Bonus Plans**, **Coupons**, and **Gift Certificates** forms, the system would ignore the changes without providing an explanation to the user. To eliminate confusion, the system now displays the error message "*You Are Not Authorized for This Operation.*"

Export Wizard Not Display All Available Fields
CR ID #: N/A

The GSS Export Wizard was not displaying all of the customer fields in the "Displayed Fields" and "Database Field" drop-down boxes. This has been corrected.

Gift Certificates

Error Manually Entering Gift Card Info with SIM Inq 14
CR ID #: 8801

Previously, the only way to determine the amount left on a gift card was by swiping the card. Any attempt to determine the remaining amount by manually entering the card (SIM Inquire 14), resulted in the following error message:

> *"Gift Card Not Found."*

This problem has been corrected.

POS Interface

Account Terms Cannot be Set to Zero Percent
CR ID #: 12104:

Previously, the system would not allow a user to create an account term with a value of zero percent. Attempts to do so resulted in an error message which, when cleared, aborted the new entry or changes. This problem has been corrected.

Addresses Not Recognized Within a Delivery Zone
CR ID #: N/A

Previously, if a user attempted to enter a delivery address using the screen keyboard, the system would display an error message indicating that the street address was outside of the delivery zone. The problem occurred predominantly when the system was configured as follows:

◆ The default order type was set to **Delivery**.

◆ The **Validate Delivery Streets** option (*GSS Backoffice | Configure | Operations*) was enabled.

◆ The **Automatically Display Keyboard** and **Run Caller ID** options (*GSS Backoffice | Configure | Workstations/Order Types*) was enabled.

This problem has been corrected.

Autocomplete Function Not Working Properly for Customer Addresses
CR ID #: N/A

Previously, when entering an address through caller id, the autocomplete feature prevented the backspace and delete keys from functioning properly. This has been corrected.

Block Settlement of Guest Checks
CR ID #: 7346

Previously, when block settling a group of guest checks, the checks would close properly, but the system would post all of the order history to a single customer account (*GSS Backoffice | Customers | Order History*). This problem has been corrected. Checks that are block settled are now posted to each customer's order history.

Customer Delivery Info Incorrect on Guest Checks
CR ID #: N/A

When a guest check was configured to include delivery information and/ or notes in the header or trailer (*GSS Backoffice | File | Configure | Groups/Misc*), the wrong customer information was often printed when it was service totalled. This problem has been corrected.

Customer Dialog Not Populating City and State Fields
CR ID #: N/A

Previously, if the Customer Dialog box was opened through OPS with no customer record selected, the **City** and **State** drop-down lists would be populated with all the available selections for each field. Once a customer record was displayed, the lists were cleared of all but the currently selected entry. This problem has been corrected. The drop-down lists will now populate these fields with all the available choices, regardless of the initial customer display status.

Customer Info Not Correct on Guest Checks
CR ID #: N/A

When adding a customer to a check using a SIM Inq key, the customer information that was printed on the check was often incorrect. The error was linked to problems associated with a database search using the Customer Dialog screen.

If more than one record was returned from the **Find**, and the records were scrolled through using the **Find Next** button, the check would include the correct *Customer ID*, but would post the *Customer Information* belonging to the last record viewed. This problem has been corrected.

Default Caller ID Logon Changed
CR ID #: N/A

When using Caller ID for delivery services, it was possible to pick up a phone order and alter customer information without actually logging on. The problem was traced to a system error, which automatically entered a default Employee ID number when one was not provided. This has been corrected.

Now, if the employee does not logon before attempting to pick up an order, an error message will be displayed prompting him or her to do so.

Favorite Order Not Apparent in Customer Order History
CR ID #: N/A

Previously, when ringing up a customer order, it was difficult to tell from the order history which of the entries was the customer's favorite. To correct the problem the following changes were made to the Front of House Order History screen.

1. Added a new Favorites column to the Order History table. When the **Favorite** button is pressed, an "F" will be posted next to any and all orders that have been selected.

2. Added a **Favorite Reset** button to remove the *Favorite* status from the selected order.

Gift Card Bonus Award Triggers Endless Loop
CR ID #: N/A

Previously, linking a bonus plan to a gift card would hang the system at the time of the award. Once the bonus was triggered, the system would continuously prompt for purchaser and gift card entries until the transaction was cancelled. This problem has been corrected.

GL Account Option Displays Wrong Data
CR ID #: 12101

When opening the **GL Account** drop-down list (*GSS Backoffice | Accounts Receivable | Transaction Posting* form), the displayed choices were the Account Terms and not the GL Accounts, as expected. This problem has been corrected.

GSS Keyboard Screen Partially Obscured
CR ID #: N/A

When running a SIM Inquire function, if the keyboard button was selected, the keyboard screen was displayed so low that the bottom row of keys was inaccessible to the user. This has been corrected.

GSS Nightly Stored Procedures Fail in Autosequence
CR ID #: N/A

Previous attempts to run the GSS Nightly, GSS Remove Inactive Customers, and GSS Remove Inactive Gift Certificates stored procedures failed to complete when run through Autosequences and Reports. The problem was corrected for new installations of the GSS software. However, when upgrading from a 3.0 system where GSS was already installed, the old stored procedures were not overwritten in the database. Therefore, existing GSS autosequences will need to be linked to the new stored procedures, which are numbered as follows:

- 7101 GSS Nightly

- 7102 GSS Remove Inactive Customers

- 7103 GSS Remove Inactive Gift Certificates

Invalid Entry Message using Order History
CR ID #: N/A

In certain situations, recalling the GSS Order History for an order with Special Prep would generate the "Invalid Entry" message. This message occurred due to a POS Operations memory issue with SIM. This has been corrected.

Logon to Caller ID Using SIM Inq Fails
CR ID #: N/A

Once OPS was started, the initial logon to Caller ID would fail if the user entered an ID number before pressing the logon button. The logon button had to be pressed first. This has been corrected.

Records Overwritten During FIND/UPDATE Operation
CR ID #: N/A

When using the FIND command to locate a Customer or Account, if more than one record satisfies the search criteria, the system displays the first record on the screen but holds the rest of the records in a search queue. This allows the user to page through the records by pressing the PREV and NEXT keys until the appropriate one is located.

Previously, if one of these records was modified using the UPDATE button, the system would overwrite all other records in the search queue, making them duplicates of the current record. This problem has been corrected.

Record Search Not Working for All Data Fields
CR ID #: N/A

In the past, not all of the data fields on the Customer and Account Dialog boxes could be used by the FIND command to locate an existing record. This was unnecessarily limiting. To assist the user, the following data fields can now be included in a search:

Customer Dialog	Accounts Dialog
◆ Group Name	◆ Group Name
◆ Notes	◆ AR Terms
◆ Delivery Zone	◆ Credit Limit
◆ Delivery Notes	◆ Card Number*
◆ Hoax	
◆ Birthday	
◆ Complaints	
◆ Active	

*The Card Number field must have the entire card number in order for the search to be successful.

SIM Security Not Working in Front of House
CR ID #: 8520

GSS uses SIM privileges to enable security for both Front-of-House and Back-of-House operations. In the past, if **SIM privileges 1-4** were disabled through POS Configurator (*Employees | Employee Classes | Privileges | Privilege Options*), the system would still allow a user to add, access, and change customer records through the Front-of-House operations. (GSS Backoffice was inaccessible, as required.) This problem has been corrected.

In addition to fixing the access issue, a error message was added for users with SIM privilege level 1. Previously, when employees with this low-level access searched the customer records using the FIND or FIND NEXT button, the system failed to indicate when the search results were

NULL. The screen would simply be blank. This was confusing and contrary to actions taken for higher privilege levels. Now, if no records are found, an error message is displayed indicating that there are "No More Customers Matching Find Criteria."

Reports

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

Report	Area Modified	Description
Audit Report (ar_audit_rpt) *CR ID #: N/A*	Template	Previously, when a user ran the Audit Report through the Autosequences and Reports module, the system displayed results for the Aging Report instead. The problem was traced to the report template (**ar_audit.rpt**) which was a duplicate of the **ar_agingreport.rpt** file. This has been corrected.
Coupon Potential Report (cp_potential.rpt) *CR ID #: N/A*	Template	The Coupon Potential report did not always calculate the correct total for remaining outstanding coupons. This has been corrected.
Customer Birthday Reports (bday.rpt and bday_all.rpt) *CR ID #: N/A*	Template	When running the Customer Birthday reports, the **Birthday** field would truncate the last two digits of the entered birth date as shown below: 09-27-1976 = 9/27/197 12-04-2000 = 12/04/20 This problem has been corrected.

Product Management (PM)

What's New

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

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current PM 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
Inventory	Messaging Log	317

Enhancements Detailed

Inventory

Messaging Log

A message log was added to the inventory posting process to monitor system progress. When an inventory is saved and the dbms console is up, a message will be shown every minute until the process is complete.

The list of possible message include:

1. *Inventory Posting: SKIPPING inven_post_trans (on demand or suspended posting mode)* — This will be seen whenever the system is in on-demand or suspended posting modes.

2. *Inventory Posting: Starting DayLoop for <start date> through <end date>.*

3. *Inventory Posting: Rolling back totals to <start date>* — This will be seen whenever the first dirty transaction is in the past.

4. *Inventory Posting: Now processing the transactions...* — This will always be seen if there are dirty transactions.

5. *Inventory Posting: Processing transaction (trans_seq = <current transaction seq>)* — Will be seen repeatedly IF processing takes longer than a minute.

6. *Inventory Posting: Bringing totals up to date...*

Message (5) is repeated every minute (approximately) while transactions are being processed. This is done to avoid the hundreds of messages that would be produced if the system messaged for every transaction.

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
Recipe/ Inventory Assignment	Block Copy/Paste Icon Not Working	11725	319
	Ingredient Changes Not Being Flagged in Recipes	11091	319
	Inventory Count Sheet Not Sorting Properly	N/A	320
	Menu Level Changes Not Posting Properly for Levels 5-10	N/A	320
Reports	Inventory Count Variance and Inventory Count Variance Preview Reports	N/A	321
	Inventory Count Report	N/A	321

**Revisions
Detailed**

Recipe/Inventory Assignment

Block Copy/Paste Icons Not Working
CR ID #: 11725

Previously, when the **Block Copy/Paste** icon was used to insert a group of inventory items (*PM | Setup | Inventory Items*) in the database, the system would include them in the table, but failed to display them on the *Inventory Item Definition* form. This problem has been corrected.

Ingredient Changes Not Being Flagged in Recipes
CR ID #: 11091

Previously, if changes were made to an ingredient, the system failed to notify the user by marking as "dirty" any recipe (or related parent recipe) that might contain that ingredient. These changes included:

- Deleting an ingredient

- Changing the usable content of an inventory item

- Modifying or overriding the conversion rate for an ingredient's unit of measure

This problem has been corrected.

Inventory Count Sheets Not Sorting Properly
CR ID #: N/A

The sort order in the *Enter Inventory Count* form (*PM | Inventory | Enter Counts*) did not match the sorting in the printed **Inventory Count Sheet**, which made inventory updates difficult and time consuming.

Also, when the regional setting in Windows was set to Finland, entries beginning with an A or O dieresis (i.e., two dots over them) were listed among the A's and O's, instead of after the letter Z, which is the Finnish standard.

Both problems have been corrected.

Menu Item Changes Not Posting Properly for Levels 5-10
CR ID #: N/A

Previously, if a menu level was changed in the Recipe/Inventory Assignments form, the system failed to update menu levels 5 through 10 for that menu item. This problem has been corrected.

Reports

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

Report	Area Modified	Description
Inventory Count Variance (InvenCntVar.rpt); **Inventory Count Variance Preview** (InvenCntVarPreview .rpt) *CR ID #: N/A*	Stored Procedure[a]	When calculating the actual quantity for display on the report, the stored procedure was not taking into consideration that the item could exist in more than one storage location for that count task. If the user entered a count of '0' for one storage location and no count (null) for another storage location the report was displaying the total count as if no count was entered for either location. This has been fixed. Now the '0' count will be displayed in this scenario.
Inventory Count Report (InventCnt.rpt) *CR ID #: N/A*	Stored Procedure[b]	Previously, if the *PM Parameters | Inventory* option was set to print a count sheet by "storage location then item"; it would print items alphabetically under each storage location. This is incorrect. The proper (fixed) print order is as follows: 1. By Storage Location 2. By Position Name 3. By Position Number (starting at 0) 4. By Item. Also modified the stored procedure to ensure that the sort order for the Enter Counts form (in the user interface) matched the one used by the printed Inventory Count Report.

a. speo_R_inven_cnt_info
b. speo_R_inven_cnt_info

Labor Management (LM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Forecasting	Historical Totals for Revenue Centers Incorrect	18545	323
HR	Default Overtime Pay Rate Should Note be Editable in EM	N/A	323
	Overtime Levels Without Wage Multipliers Not Listed	N/A	324
	Unable to Rehire a Terminated Employee	9307	324

Module	Feature	CR ID	Page
Scheduling	Schedule Templates Not Displaying	9933	324
Setup	Unable to Generate Forecasts After Clearing Totals	N/A	324
Reports	Scheduled vs. Actual Time Card Report	10006	325

Revisions Detailed

Forecasting

Historical Totals for Revenue Centers Incorrect
CR ID #: 12165

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

Human Resources

Default Overtime Pay Rate Should Note be Editable in EM
CR ID #: N/A

EM users at both the corporate and store levels were incorrectly allowed to edit the **Default Overtime Pay Rate** field (*LM | Time and Attendance | Jobs | General* tab for store databases; *LM | Time and Attendance | Jobs | Section Info* tab for corporate databases). This has been corrected. Users are now prevented from making changes to this field.

Overtime Levels Without Wage Multipliers Not Listed
CR ID #: N/A

Previously, if an overtime level (*LM Setup | Rules/Laws | Overtime Definition*) did not have a **Wage Multiplier** attached to it and EM corporate setup was run, a blank line would be written to the drop-down list on the (*Time and Attendance | Jobs*) *Section Info* tab. Without entries, the user was unable to link jobs to the appropriate overtime levels when EM corporate setup was run. This problem has been corrected.

Unable to Rehire a Terminated Employee
CR ID #: 9307

Previously, if an employee was terminated, the system had no mechanism for rehiring that person back and reopening their file in the database. Attempting to change the old record resulted in an error message.

To correct the problem, a new **Rehire Employee** button was added to the *Employee Status* form (*HR | Employee Setup*). When the button is clicked, the old **Termination Date** is deleted and the **Hire Date** is reset to the current date.

Scheduling

Schedule Templates Not Displaying
CR ID #: 9933

When updating **Scheduling | Weekly Assignments**, if the **Copy From** button was used to access the **Copy Schedule** form, the **Templates** tab would often appear blank even when schedule templates were available in the database. This problem has been corrected.

Setup

Unable to Generate Forecasts After Clearing Totals

CR ID #: N/A

Attempts to generate labor forecasts would fail after clearing previous LM totals. The problem was caused by the **mtx_seq** being set to null in the **lm_time_series_def** table, which prevented historical imports from creating new forecasting totals. This has been corrected.

Reports

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

Report	Area Modified	Description
Scheduled vs Actual Time Card Report (ppschedvsactual.rpt) *CR ID #: 10006*	Template	Previously, the Actual Time Card Clock Out time was incorrect for breaks on the Scheduled vs. Actual Time Card report. In an effort to correct this issue and to make the report less confusing, the Breaks no longer appear with Clock In/ Out times. Also corrected was an error in reported clock-out times. Before, if an employee changed revenue centers (which automatically clocks an employee out and back in), the system would overwrite the actual clock-out times for previous business days with the final clock-out time of the day. This would only occur for those days that the revenue center was changed. This has been corrected.

Financial Management (FM)

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

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

What's New

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

What's Enhanced

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the RES 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

The table below summarizes the revisions included in this version.

Module	Feature	CR ID	Page
Desktop	Error Message Generated When Accessing Employee Classes or Configurator Access Forms	12214	329
Reports Explorer	Report Date Ranges Calculating Incorrectly After a Change	9974	329

Revisions Detailed

Desktop

Error Message Generated When Accessing Employee Classes or Configurator Access Forms
CR ID #: 12214

In prior releases, an error message was occasionally displayed when attempting to access the **Employee Class** or **Configurator Access** forms from the MICROS Desktop HTML button.

The problem was caused by a conflict between security configurations (particularly in EM client environments). It occurred when the user was assigned access through the POS Configurator (*Employee | Employee Classes* or *Employee | Configurator Access*), but was denied those privileges through the Desktop's *Security Access* form. This problem has been corrected. Now, when a conflict occurs, users will be notified that they do not have the proper security privileges.

Reports Explorer

Report Date Ranges Calculating Incorrectly After a Change
CR ID #: 9974

Previously, if the **Start Date** was changed in POS Configurator (**System | Restaurant**), any report run via the Reports Explorer that involved calculations based on a date range would produce incorrect data. The problem was linked to a programming error, in which the system used the same hard-coded start date for all reports run from the Reports Explorer, and ignored the Restaurant setting. This has been corrected.