



*Restaurant Enterprise Series
Enterprise Management
Version 3.2 - Service Pack 8
ReadMe First*

About This Document

ReadMe First is a quick reference guide that includes information about the new features, enhancements, and revisions included in the MICROS Enterprise Management (EM) software.

This document represents a compilation of text editions. It includes the original publication, provided with the Version 3.2 software, as well as subsequent revisions based on the Service Pack upgrades.

***** **WARNING** *****

Due to complex changes implemented with the Combo Meal enhancements, Corporate Setup for EM 3.2 sp 8 will take significantly longer to complete.

Depending on the number of items subscribed, upgrading a Corporate database will take 24+ hours to run.

To determine the impact to your system, MICROS strongly recommends testing the upgrade before promoting to a live site.

For clarity, product information is divided into self-contained chapters, reflecting the additions and modifications relevant to the following software releases:

- ◆ Version 3.2 – Service Pack 8 (Revision H)
- ◆ Version 3.2 – Service Pack 7 (Revision G)
- ◆ Version 3.2 – Service Pack 6 (Revision F)
- ◆ Version 3.2 – Service Pack 5 (Revision E)
- ◆ Version 3.2 – Service Pack 4 (Revision D)
- ◆ Version 3.2 – Service Pack 3 (Revision C)
- ◆ Version 3.2 – Service Pack 2 (Revision B)
- ◆ Version 3.2 – Service Pack 1 (Revision A - Internal only)
- ◆ Version 3.2 – General Release

General Information

Who Should Be Reading This Document

This document is intended for the following audiences:

- ◆ MICROS Installers/Programmers
- ◆ MICROS Dealers
- ◆ MICROS Customer Service
- ◆ MICROS Training Personnel
- ◆ MICROS Customer Database Administrator
- ◆ Customer MIS Personnel
- ◆ Customer Database Administrator

What the Reader Should Already Know

This document assumes that you have the following knowledge or expertise:

- ◆ Operational understanding of PCs
- ◆ Understanding of basic network concepts
- ◆ Experience with Windows 95/NT 4.0 Win 2K
- ◆ Basic knowledge of relational database concepts
- ◆ Understanding of hospitality terminology and concepts
- ◆ Understanding of MICROS 3700 POS system and Restaurant Enterprise Series products

Version 3.2 – Service Pack 8

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
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New Features Detailed

3700 POS

Forced Table Entry

In some restaurants, servers are not allowed to send food orders to the kitchen unless the customer is seated at a table and the table number is assigned to the check. In practice, this has been difficult to enforce — particular in a fast transaction environment, where a table number is not a prerequisite for starting a check.

The **Forced Table Entry** feature was designed to address this oversight. The feature allows users to specify when a table number is required by linking the requirement to certain classes of menu items (e.g., appetizers, entrées). During operations, servers can start and ring up orders as they normally would. But when the check is service totaled, the system will review the entries and, if one of the flagged menu item is detected, will prompt the server for a table number assignment.

Example 1

Bob stops at the Mike Rose Pub to meet a friend for dinner. The friend is running late, so he sits down at the bar and orders a drink and an appetizer while he waits. Skip, a new bartender, enters the menu items into the POS and service totals the check. Since there are food items on the order, the system immediately prompts for a table number.

If the restaurant isn't busy, Skip could assign a table number and have a server seat Bob. On the other hand, if the restaurant is busy, and Bob is already waiting for a table, Skip can only serve the drink. In this case, he must clear the prompt and void the appetizers before he can service total the check.

Once the table prompt is displayed, and a valid table number entered, the system finishes the service total transaction and automatically sends the relevant menu items to the kitchen.

Merging Tables

Occasionally, when service totalling the check, the server will enter a table number that is already in use. This may be accidental, in which case another table number can be entered, or it may be by design.

Example 2

Bob stops at the Mike Rose Pub after work. The place is busy, so he sits at the bar and orders a drink and an appetizer. Skip, the bartender, enter the items and service totals the check. Since there are food items for the kitchen, the system prompts for a table number. Before Skip can call a server and assign a table, Bob is spotted by a friend who invites Bob to join him. Bob agrees and the friend tells Skip to put the order on his tab at Table 3.

Skip enters 3 in the dialog box. A second prompt displays, asking if he wants to merge these items with the open check. Skip presses **Yes**. Bob's order is added to his friend's check and the items are automatically sent to the kitchen.

Limitations

The forced table/merged check function does not work under the following conditions:

- ◆ Order chaining is active.
- ◆ Menu item has required condiments.
- ◆ Order includes a combo meal.
- ◆ Dynamic Order Mode is active.

Enabling the Feature

To support this feature, the following options were added to POS Configurator and may be managed through EM:

- ◆ **Require Table Number Entry** (*Sales | Menu Item Classes | General Options*) — When checked, menu items belonging to this class will not be sent to the kitchen unless a table number is associated with the order. When a check is service totaled, the order is scanned for relevant menu items. If one is found, the system prompts for a table number assignment before accepting and sending the items to the kitchen.
- ◆ **Default service total for Forced Table Merge** (*Sales | Tender/Media | Service TTL*) — When enabled, provides the system with a default tender for merging orders on a single open check with an active table assignment.

To work properly, this tender must have the **Hold Order** radio button selected. This option allows the new menu items to be held while the system checks for a valid table number, adds them to the new check and readjusts the totals.

Full Inclusive Tax Support

A new *Full Inclusive* option has been added to the **Type** (*Sales | Tax Rates | General*) of taxes supported by RES and managed by EM. An inclusive tax is one in which the tax amount is included in the price of the menu item, not added on after the sale.

Note *If a tax is set up as Full Inclusive and sent to a store that does not support the Full type, the tax will revert to the standard Inclusive type.*

The *Full Inclusive* type is provided in addition to the standard inclusive tax. The difference between the two lines in the algorithm that is used to determine how much of the menu item price posts to the sales totals and how much belongs to the tax totals. A comparison of the two formulas is provided below:

$$\text{Inclusive Tax} = \text{Price} - (\text{Price} / (1 + \text{Tax Rate}))$$

$$\text{Full Inclusive Tax} = \text{Price} * \text{Tax Rate}$$

For example, if the price of the menu item was \$10.00 and the tax rate was 5%, the inclusive tax posted for each type would be:

$$\text{Inclusive} = \$10.00 - (\$10.00 / (1.05)) = \$10.00 - \$9.52 = \mathbf{\$0.48}$$

$$\text{Full Inclusive} = \$10.00 * 0.05 = \mathbf{\$0.50}$$

Merge With Parent Order Device Output

When preparing a menu item with sides, the kitchen staff needs to know which condiments belong with the main menu item. In the past, condiment side items were only printed with the main item on the Expo device or if both items were made at the same prep station.

To correct this problem, an option was added that allows parent menu items to be printed with condiment side items and then sent to all relevant prep stations.

Example

The Mike Rose Cafe offers a Meat Loaf dinner with a choice of side item that include Mashed Potatoes (Hot Line) or Cole Slaw (Cold Line). In this kitchen, the Meat Loaf is prepared by the Chef (Grill Prep).

Previously, when a Meat Loaf dinner was ordered, the meat loaf item would be displayed on the Grill Prep and, depending on the condiment choice, the side item would be sent to the Hot or Cold station. None of the prep staff would have the full order, and it would be up to the expediter to plate the items for the server.

Now, when a Meat Loaf order with Cole Slaw is rung, both the Grill and Cold Line receive the merged order. The Chef prepares the meat loaf and passes it down to the Cold Line assistant, who add the Cole Slaw. The Hot Line never displays the order and is therefore not distracted by it.

Similarly, if the customer orders Meat Loaf with Mashed Potatoes, the merged items are sent to the Grill and Hot Line devices only. Again, once the Chef prepares the meat loaf (main) item. Because the condiment side is listed, he knows to pass it to the Hot Line assistant, who in turn, knows that the mashed potatoes side item sent to his station belongs with the Meat Loaf order.

This option is ignored if the order contains a condiment that overrides the parent's print class.

Enabling the Feature

To support this feature, the following option was added and may be managed through EM:

- ◆ **Merge with Parent order device output** (*Sales | Menu Item Classes | Print/Display*) — When enabled, prints the parent and condiment menu items together, and sends the output to both order output devices (parent and condiment). If selected, it will override the option **Print without parent on order chit**.

This option is grayed out unless the:

- ◆ **Condiment** option (*Sales | Menu Item Classes | General Options*) is checked, and the
- ◆ **Condiment override order device output** option is disabled.

Also, this feature will be ignored if the parent item is linked to another condiment with the following configuration setting:

- ◆ **Condiment override order device output** (*Sales | Menu Items | Print/Display*) — This option is used to prevent a parent menu item from being sent to its designed order device (e.g., to stop an order) or to redirect the item based on how it is prepared (e.g., hot or cold pasta salad).

Credit Cards

Address Verification Support for Credit Card Transactions

Many credit card providers are now offering better transaction rates to merchants who provide the customer's address and/or zip code during a credit authorization. Typically, this occurs when the credit card's magnetic stripe cannot be read — either because of problems with the device or the card itself, or because the cardholder is not present during the transaction.

The Address Verification Support (AVS) feature allows sites to prompt for additional data when a credit card transaction is submitted for authorization. Options are programmed at the revenue center level, for each credit card tender that requires it.

If programmed, operators must enter the required data before the authorization will be submitted for approval. Only privileged employees will be allowed to override the options and submit an authorization without the appropriate AVS entries.

Note *To use this feature, sites must be running a compatible credit card driver. At present, the Chip and Pin driver is the only one that supports it. Current US drivers are not compatible.*

New Options

To support this feature, the following options were added and may be managed through EM:

- ◆ *Employees | Employee Classes | Transactions | Transaction Control*
 - ◆ **Submit Blank AVS** — If checked, allows members of the selected employee class to override the AVS options and approve a credit card transaction without supplying address verification data. Also allows non-privileged employees to submit credit card authorizations without providing AVS information.
- ◆ *Revenue Center | RVC Credit Cards | AVS (new tab)*

Depending on the driver, a conditional authorization may be returned if some or all of the required AVS information does not match. In this situation, the user will be prompted to accept or decline the returned authorization.

Note *Secondary authorizations, though manual, will not send AVS information.*

- ◆ **Require AVS for Manual Entry** — When checked, prompts the user for the card holder's zip code before submitting a manual credit card authorization.
- ◆ **Require Full AVS for Manual Entry** — When checked, prompts the user for the cardholder's address AND zip code before submitting a manual credit card authorization.

This option is only enabled if **Require AVS for Manual Entry** and the **Require Full AVS when Card is not present** are also checked.

- ◆ **Require Full AVS when Card is not present** — When checked, prompts the user to determine whether the credit card is present before proceeding. If it is, the system will prompt for the zip code only. If it is not, the system will prompt for the cardholder's complete address and zip code.

This option is only enabled if **Require AVS for Manual Entry** was also selected.

- ◆ **Require AVS for Swiped Entry** — When checked, prompts the user for the cardholder's zip code before proceeding with a swiped credit card transaction.
- ◆ **Require Full AVS for Swiped Entry** — When checked, prompts the user for the cardholder's address AND zip code before proceeding with a swiped credit card authorization.

This option is only enabled if **Require AVS for Swiped Entry** has been checked.

- ◆ *Sales | Tender/Media | CC Tender*
 - ◆ **Do not prompt for AVS** — When checked, overrides the revenue center options requiring AVS information for manually entered credit cards when using this tender.

Card Verification Values (CVV) Support

In addition to the credit card number and expiration dates, most credit cards include a 3- or 4-digit card verification number. This number is referred to as the CVV / CVV2 / CID / CVC, depending on the card issuer. To reduce fraud, more credit card providers are requiring operators to enter this number when the card is submitted for authorization.

The length and location of the CVV number varies by credit card. For Visa and MasterCard, it is a 3-digit number, located on the signature tape on the back. For American Express cards, a 4-digit number is printed on the front, above the account number.

How It Works

When paying by credit card, the operator may need to manually enter the account number, either because the cardholder is not present (e.g., a delivery order), or because the magnetic card reader cannot read the track data when swiped. With this feature enabled, the system displays the following menu of options after the card number has been entered:

- (1) Intentionally not provided.
- (2) Present and will be provided.
- (3) Present but is illegible.
- (4) Not present.

The operator selects the appropriate option and is prompted to enter a value and/or continue. The transaction is forwarded to the credit card processor, who then returns an authorization or declines the payment.

Note *To use this feature, sites must be running a compatible credit card driver. At present, the Chip and Pin driver is the only one that supports it. Current US drivers are not compatible.*

New Options

To support this feature, the following options were added and may be managed through EM:

- ◆ *Employees | Employee Classes | Transactions | Transaction Control*
 - ◆ **Submit Blank CVV** — If checked, allows members of the selected employee class to override the CVV options and approve a credit card transaction without supplying card verification data. Also allows non-privileged employees to submit credit card authorizations without providing CVV information.
- ◆ *Sales | Tender/Media | CC Tender*
 - ◆ **Prompt for CVV on Manual Entry** — If enabled, displays a menu of options when a credit card is manually entered. To proceed, the user must select one and respond accordingly.
 - ◆ **Prompt for CVV on Swiped Entry** — If enabled, displays a menu of options when a credit card is swiped. To proceed, the user must select one and respond accordingly.

Conditional Credit Card Approval

Occasionally, when swiping or scanning a credit card, a mismatch will occur between the values entered (e.g., account number, postal code, or CVV) and the cardholder's records. When this happens, the processor will not authorize immediately, but will request card verification from the merchant — who typically confirms the customer's identity via a driver's license. A prompt will display on the screen, requiring the merchant to accept or decline before proceeding.

If the merchant agrees, he accepts responsibility for the transaction. That is, he *accepts the conditions* whereby the credit card provider *approves* the charge. To control this function and limit the approval privilege, the following option was added and maybe managed through EM:

Authorize conditional approval (*Employees | Employee Classes | Transactions | Transaction Control*)

What's Enhanced

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

Application	Feature	Page
3700 POS	Auto-Combo Recognition by Menu Item Using Previous Round Items	16
	Combo Sizing by Combo Meal Only	17
	Limit Charged Tip by Percentage	18
Labor Management	Auto-Schedule by Skill Level Selections	19
	Define Skill Level Order of Precedence	20
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Enhancements **3700 POS**
Detailed

Auto-Combo Recognition by Menu Item Using Previous Round Items

The option to build a combo meal with previous round items was originally implemented at the revenue center level. For some sites, this did not provide sufficient control over the combo meal process. They preferred a more limited application.

To address their needs, a second option

Allow ACR of previous round items (*Sales | Combo Meals | Combo Meals*)

was added and may be managed at the Corporate Level. This option allows users to specify by menu item, those combo meals that can be built using previous round items.

NOTE: This option is independent of the revenue center option. That is, the system will support auto-combo recognition of previous round items at the highest level allowed (see table below):

Enabled by Combo Meal	Enabled by Revenue Center	Creates Combo From...
Yes	No	All Rounds
No	Yes	All Rounds
Yes	Yes	All Rounds
No	No	Current Round Only

Combo Sizing by Combo Meal Only

The combo meal ordering process was updated to include modifications to the combo sizing function. When implemented, this enhancement prevents operators from ringing up a combo meal with mixed-sized items (e.g., regular burger, medium side item, large drink). This is done by tagging the combo parent as a sized meal and then filtering the selections to only display main and side items of the same size.

Combo meals are not sized automatically, but must be designated by the operator. Once tagged as a sized combo meal, the combo will be treated as such for the duration of the order. Sized combo meals may be upsized or downsized, but only as a unit. If a menu item substitution is made, the system will automatically limit selections to items of the same size.

Combo sizing may be used with both manual and auto-combo recognition. When building a combo from current check detail, the system will only consider same-sized items that fulfill the requirements of the combo meal.

This enhancement provides an alternative to traditional combo meal ordering. It does not replace existing functionality.

For detailed information on configuring and using the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 7 ReadMe First (MD0003-065 Revision F)*, provided with the software.

New Options

To support this feature, the following options were added and may be managed through EM:

- ◆ **Enable Sized Combo Meal** (*Sales | Combo Meals | Combo Meals*) — When checked, limits the combo meal's selections and substitutions to items of the same size. When using the auto-combo function key, the system will not recognize this combo meal unless the order contains all of the required combo menu items AND they are of the same size.

- ◆ **Combo Order Sizes 1-4** (*Devices | Touchscreen Designer | Category \ Function: Transactions*) — When one of these functions keys is pressed before a combo meal is ordered, the system designates it to be a sized combo meal. Menu item selections will be automatically limited to combo items of the same size. Once a sized combo meal is ordered, it remains a sized meal for the life of the check.

Limit Charged Tip by Percentage

An option was added that allows sites to limit the amount of charged tip that can be posted before a manager authorization is required. The option is defined as a percentage and is calculated against the gross check total. This prevents servers from inflating the tip amount charged to a customer's credit card by either over tendering the check or manually entering a larger than normal tip.

For example, if the tip limit was set at 25% and the check total was \$10.00, then the server could tender the check for \$12.50 or enter up to \$2.50 in tip amount before being prompted for manager authorization.

New Options

To support this functionality the following options were added and may be managed through EM:

- ◆ **Charged Tips Limit** (*Revenue Center | RVC Credit Cards | General*) — Limits the amount of charged tip that may be posted to a customer's credit card when a service charge is applied. The entry represents the maximum percentage allowed and is only used when a non-zero value is specified.

This option is only applicable if the service charge is configured to **Post to charged tips total** (*Sales | Discount/Service | Service*).

- ◆ **Override Charged Tips Limit** (*Employees | Employee Classes | Options*) — Allows members of the selected employee class to override the charged tip limit.

Note *The service charge and tender media payment code were updated to record the authorizing employee, but ONLY when the charged tip limit is exceeded. This information is not included in the standard reports, but is available through Transaction Analyzer.*

Labor Management

Auto-Schedule by Skill Level Selections

During auto-scheduling, the system scans the employment roster and automatically generates work assignments based on job type, availability, and need. In the past, this meant choosing an employee whose skill level exactly matched the stated requirement. If the system could not find such a person, that portion of the schedule would be left blank. It was then up to the manager to go back and fill in the gaps in coverage.

To reduce the number of manual updates, an EM-manageable option was added to expand the range of employees that can be selected when auto-generating the schedule. The option, which is set in *LM Setup | Time and Attendance | Time and Attendance | Staff Requirements*, directs the system to:

Fill requirements with employees of

- ◆ The same skill level only.
- ◆ The same skill level or higher only.
- ◆ The same skill level or lower only.

Define Skill Level Order of Precedence

During setup, LM users can create up to 20 skill level definitions in the *Skill Levels* form (*LM Setup | Time and Attendance | Skill Levels*). Typically, skill level records are entered in a logical order, where record 1 is the highest ability and record 20 is the lowest, or 1 is the lowest and 20 is the highest.

Since order is determined by the end-user, the system had to be told how to rank the entries. This was done by adding a **Skill Level Precedence** option to the *LM Setup | Time and Attendance | Time and Attendance | Staff Requirements* form. The option specifies whether the records were entered in *Ascending* or *Descending* order. During auto-scheduling, this allows the system to correctly fill requirements for employees with the *same skills or higher* versus *same skills or lower*.

Prevent Scheduling of Unavailable Employees

An option was added that prevents managers from assigning employees to work a particular shift. When enabled, any attempt to add or send a shift node to a non-available region in the *Weekly Assignments* form will cause an error message to display. Managers will not be able to save the form until the shift is reassigned.

The option **Cannot schedule unavailable employees** can be configured through *POS Configurator | Employees | Time and Attendance | Time Clock Scheduling* or through *LM Setup | Time and Attendance | Time and Attendance | Time Clock Scheduling*. EM can manage the selection from either application.

Support for LM Access Privilege to Approve Schedules

Changes were made in the Manual Scheduling applications to allow managers to designate when weekly assignments are fixed and approved. In the past, employees could print a copy of their schedule from their workstations without knowing whether the assignments were final. This could cause problems if schedules were adjusted and workers failed to check back for the changes.

For more on this topic, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 7 ReadMe First (MD0003-065 Revision F)*, provided with the software.

New Options

To support this functionality, several options were added to LM-related applications. Only one of these options can be managed through EM.

The **Scheduling – Approve Schedule** option (*LM Setup | General | LM Access*) allows EM users to set approval privileges by backoffice employee class. The access level options are: *Full Access* (read/write access), *View* (only), and *None*.

The other options (i.e., those related to the status of a particular schedule) are not managed by EM but are determined at the store level.

For EM users, the status of a particular schedule (i.e., whether or not a schedule is approved) is something that is managed at the store level. At the corporate level, EM, but can manage who will be allowed to approve them. This is done by assigning the **Scheduling – Approve Schedule** privilege (*LM Setup | General | LM Access*) to members of a backoffice employee class. Specifies the access level associated with this feature. The options are: *Full Access* (read/write access), *View* (only), and *None*.

MECU

Improved Performance Time for Store Subscriptions

When subscribing a large amount of menu item to multiple stores, the system would take an unacceptably long time to update the database as it sorted through all the implicit references for those items (e.g., to tender/media, touchscreen, revenue centers, etc.). To speed up performance, changes were made to the way subscriptions are handled and the database is rebuilt. These changes are internal to the operation and will not require any action from the end user.

Product Management

Restrict Price Modifications

In the past, employees were able to change the inventory item price on orders or receipts, which caused the inventory cost of sales to be posted incorrectly. This was particularly bothersome in an EM environment, where inconsistencies at multiple stores would result in inaccurate inventory reports and create unnecessary work to correct the count variances.

To correct this problem, the option **Prevent price modifications when ordering/receiving** (*PM | Setup | PM Access*) has been added and included in the list of options managed by EM. When checked, it prevents members of the designated employee class from making price modifications on purchase orders, packing slips, and invoices received at the store level.

Reports

Added Columns to EM Package Transfer Status Report

The structure of the EM Package Transfer Status report has been updated to include a column identifying deployment packages by name. Previously, the report only listed entries by the deployment and processing dates. Since more than one package can be sent each day, the change allows users to quickly and clearly identify which packages were received and processed at each of the stores.

A sample of the new report is shown below:

EM Package Transfer Status				
From : 12/09/2005 To : 12/12/2005		My Corporate Sit - Bar & Grille		Bruno The Manager
Printed on Monday, December 12, 2005 - 2:47 PM				
Store: 2 - Baltimore				
Status	Package Name	Deploy Date		Processed Date
Warning	S1_D2_P14	12/9/2005	9:15:22AM	
Warning	S1_D2_P15	12/9/2005	9:31:14AM	
Warning	S1_D2_P16	12/9/2005	2:42:28PM	
Warning	S1_D2_P17	12/9/2005	2:54:22PM	
Warning	S1_D2_P18	12/12/2005	9:30:47AM	
Warning	S1_D2_P19	12/12/2005	9:42:45AM	
Warning	S1_D2_P20	12/12/2005	10:52:50AM	
Warning	S1_D2_P21	12/12/2005	11:08:33AM	
Warning	S1_D2_P22	12/12/2005	1:45:58PM	
Store: 3 - Washington				
Status	Package Name	Deploy Date		Processed Date
Warning	S1_D2_P20	12/12/2005	10:52:50AM	
Warning	S1_D2_P21	12/12/2005	11:08:33AM	
Warning	S1_D2_P22	12/12/2005	1:45:58PM	

New Field

EMPackageTransferStatus.RPT v3.2.102 Page 1

Also in this release, the numerical format used to identify the stores (store obj_num) has been modified. Now, when the number is greater than 999, a comma will no longer be used to separate the digits (e.g., 1001 rather than 1,001).

Utilities

Additional Columns Supported in Menu Item Price Wizard

With this release, the Menu Item Price Wizard will include the **NLU Number** and **NLU Group** columns when generating an export data file. The new fields are inserted between the **Item Number** and **Price Group** fields.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Deployment	Production Items Not Included in Synch Packages	N/A	26
Product Management	Totals Tables Getting Too Large at Corporate	N/A	26
Receiving	New Touchscreen Versions Not Displaying at Workstation Until System Restart	21424	26
	Packages Not Updating Database if Store System is at Front-of-House	21641	27
	Unable to Receive Package That Includes References to Procedures or Report Template Not Supported in the Store's Software Version	21352	27
Setup	Upgrade Corporate Database Fails to Remove Pricing Records	N/A	27

Revisions Detailed

Deployment

Production Items Not Included in Synch Packages

When adding a new store to an enterprise, the package sent from corporate to bring the store in synch failed to include any of the previously created production item records. This problem has been corrected.

Product Management

Totals Tables Getting Too Large at Corporate

CR ID #: N/A

When managing PM, the system failed to purge the totals tables at regular intervals, which caused the Corporate database to become excessively large. To correct this problem, a new stored procedure *spem_PurgePMHistData* was added and should be included as part of Corporate's regular database maintenance.

Receiving

New Touchscreen Versions Not Displaying at Workstation Until System Restart

CR ID #: 21424

When receiving a package from Corporate that contains a touchscreen with a different version (but no actual changes), the store would not update the workstation displays until POS Operations was stopped and restarted. This problem has been corrected.

Packages Not Updating Database if Store System is at Front-of-House

CR ID #: 21641

Previously, if a store received an update package while the database was engaged in Front-of-House operations, the system would report it as received but would not actually implement the changes. To correct this problem, the store now detects when the database deadlocks and the changes are rolled back. After three attempts to receive it, the system aborts the effort and reports the failure to Corporate.

Unable to Receive Package That Includes References to Procedures or Report Template Not Supported in the Store's Software Version

CR ID #: 21352

Previously, stores were unable to receive packages with user-defined autosequences, if the autosequences included references to stored procedures or report templates that were not supported in the store's software version. To correct this problem, the system will upload the autosequence steps but will leave the unsupported fields blank.

Setup

Upgraded Corporate Database Fails to Remove Pricing Records

CR ID #: N/A

When converting an existing store database to an EM Corporate database, the system failed to delete the menu item prices when running Central Setup. This problem, which could cause errors later when deploying and receiving packages, has been corrected.

Version 3.2 – Service Pack 7

What's New

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

Module	Feature	Page
3700 POS	Condiment Override of Parent Item's Order Device Output	29
	Third-Party POS Application Support	30
KDS	Production Items	31

New Features Detailed

3700 POS

Condiment Override of Parent Item's Order Device Output

An operator can use condiments to change the order output of a parent menu item. The new feature can be used to prevent certain orders from being sent to the order device (KDS and remote printing), or to redirect items to different prep stations based on how the customer wants them prepared.

This feature is not supported in Dynamic Order Mode.

Enabling the Feature

To support this functionality, the following option was added and may be managed through EM:

- ◆ **Condiment override order device output** (*Sales | Menu Item Classes | Print/Display*) — When checked, overrides the parent menu item's print class settings with those of the condiment.

Note This option is greyed out unless the **Condiment** option (*Sales | Menu Item Classes | General Options*) is checked. In addition, the feature will be ignored unless following options are disabled:

- **Enable Dynamic Order Mode** (*Devices | Order Devices | Dynamic Order Mode*)
 - **Print line by line** (*Devices | Order Devices | Options | Sorting/Formatting*)
-

Third Party POS Application Support

With this release, third-party developers will be able to implement their own POS Client Applications using the MICROS RES POS API.

To do this, an interface was added that provides access to RES 3700 POS Transaction Services through the use of specialized POS clients. The API allows these clients to access certain POS functions such as opening tables and guest checks, starting orders, and applying payments and discounts.

Examples of specialized POS clients are:

- ◆ Remote or local guest ordering from Kiosks
- ◆ Remote guest ordering or centralized order dispatch utilizing Web Services
- ◆ Open table/guest check control and guest experience time management via Table Management Systems
- ◆ Guest payment approval using mobile phones or PDAs

POS Transaction services are accessible on a local client PC using a COM interface or on a remote client using a Web Service. Licensing is required. Third-party clients will require a RES 3700 activation code in order to connect to the API and post transactions to the database.

For more on this feature or information about the POS API Developers Program, please contact your local MICROS representative.

New Options

To use this feature, employees must be privileged to enter sales through the third-party POS interface. To do this, the following option was added in POS Configurator (*Employees | Employee Classes | Transactions | Transaction Control*) and may be controlled by EM Corporate:

- ◆ **POS API Employee** — Allows members of the selected employee class to enter sales through the specialized POS client.

When checked, this option will disable all other RES options, except for the accounting method defined through the Cash Management application (*Configuration | Options | Main*). By default, Server Banking will be enabled.

If checked, one or more dialog boxes will display asking for confirmation of the selection.

KDS

Production Items

To improve efficiency, menu items that are prepared in a similar manner can now be linked to user-defined *production items* (e.g., French Fries, Hamburger Patties). The production items can be sent to pre-selected KDS prep stations, where they are grouped together and displayed in bars either above or below the order chits.

The Production Item feature was designed for the kitchen environment that has staff working in an assembly-line fashion. It allows the cooks to concentrate on their specialties or portions of an order.

Production items may be managed by EM, with the exception of the KDS Highlight Scheme option. Production items are included automatically whenever a menu item containing one or more of them is subscribed.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 6 ReadMe First (MD0003-065 Revision E)*, provided with the software.

What's Enhanced

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

Application	Feature	Page
3700 POS	Check Detail Consolidation	33
	Send Selections to Kitchen Before Menu Item Complete	36
CA/EDC	Credit Card Floor Limits Signature and Authorization	36
	Secure Track Data Enhancement	39
Deployment	Enhanced Validation to Speed Up Deployment Packages	40
GSS	Support for 'External Type' Tender Media	40
KDS	Suppress Dining Course by Order Type	41
Labor Management	Associated Forecasts	42
	Enhanced SRG with Shift Changes and Physical Sections	43
Manager Procedures	Edit Dashboard Contests	45

Enhancements Detailed

3700 POS

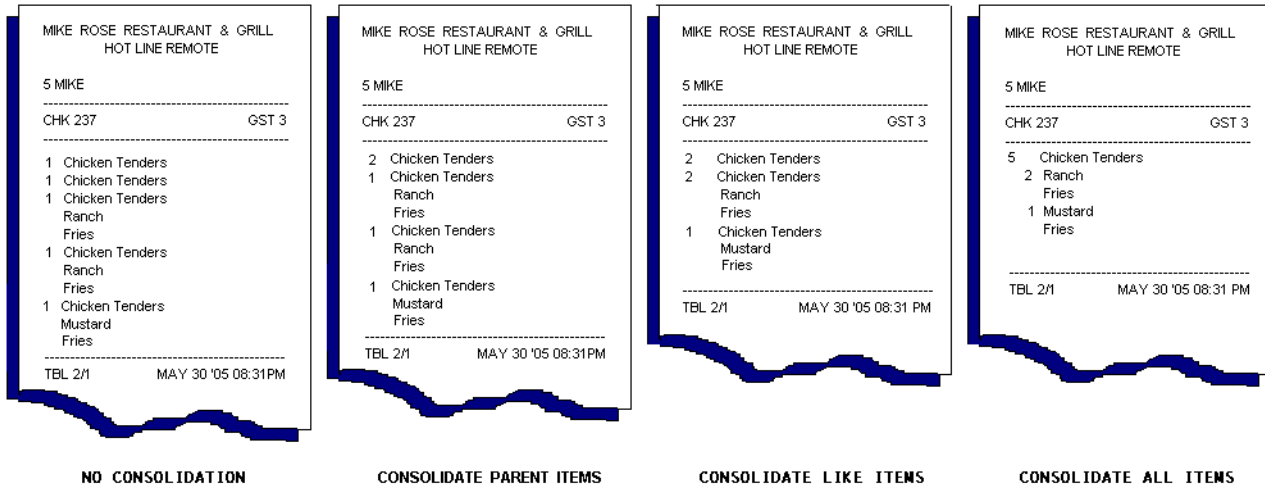
Check Detail Consolidation

This enhancement provides new configuration option on how check detail is shown on workstation displays, guest checks, and remote order devices. A new POS function key has been added to allow operators to toggle between the selected display consolidation mode and no consolidation.

The new pre-defined consolidation modes are:

- ◆ **No consolidation** — Menu items will not be consolidated.
- ◆ **Consolidate parent items** — Only consolidates menu items without condiments. This is the system default setting.
- ◆ **Consolidate like items** — Consolidates menu items at the parent level only. Consolidation only occurs if their condiments and/or side items are alike.
- ◆ **Consolidate all items** — Consolidates all menu items and condiments, but maintains separate consolidation for menu items with and without condiments.

The differences between the four consolidation modes are illustrated below:



Consolidation modes are defined independently by order device and revenue center. That is, users can choose one form of consolidation for the workstation display and another for remote printing.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 6 ReadMe First (MD0003-065 Revision E)*, provided with the software.

Changes in POS Configurator

As part of the redesign, the following additions and changes were made in POS Configurator: All options may be managed through EM.

- ◆ *Revenue Center | RVC Display Design*
 - ◆ **Consolidation Mode** — Specifies the consolidation method that will be used when displaying check detail in the selected revenue center.
 - ◆ **Do not consolidate display** — Deleted.

- ◆ **Do not sort display** — Changed label to **Sort items**. When checked, this option forces items entered in the previous round(s) to be sorted by print class.
- ◆ **Sort current round items** — When checked, includes items from the current round when sorting by print class. This option is disabled unless the **Sort items** option is checked.
- ◆ **Consolidate current round items** — When checked, applies the selected consolidation mode to items from the current round. This option is ignored if the **Consolidation Mode** is set to 'No Consolidation.'

Note** **Sort current round items and Consolidate current round items are ignored when the option Print line-by-line (Devices | Order Devices | Options | Sorting/Formatting) is enabled.

- ◆ *Revenue Center | RVC Print Design | Guest Checks*
 - ◆ **Consolidation Mode** — Specifies the consolidation method that will be used when printing guest checks and customer receipts in the selected revenue center.
 - ◆ **Consolidate Combo Meals** — Deleted.
- ◆ *Revenue Center | RVC Print Design | Options*
 - ◆ **Max Combo Meal Consolidation** — When checked, consolidates the parent items and side items within consolidated combo meals. This option only applies when the **Consolidation Mode** is set to **Consolidate all items**.
- ◆ *Devices | Touchscreen Designer*
 - ◆ **Function: Transaction | Toggle Consolidation Mode** — Touch key function that allows the user to turn consolidation on and off. When used in POS Operations, toggles the device between the selected consolidation mode and no consolidation at all.

Send Selections to Kitchen Before Menu Item Complete

In a previous release, a programming change was made to the way in which the system handled menu items and combo meals in a dynamic order mode (DOM) environment. To improve overall system performance, menu items were no longer sent on condiment entry or side item entry when using DOM Fire-on-Next (FON) and Fire-on-Fly (FOF). Instead, all related items were held until the parent menu item or combo meal was complete.

For some quick-service customers, the time between entries represented an unacceptable delay in the kitchen. To support their need for rapid response, the option **Send Before Menu Items Complete** (*Revenue Center | RVC Transactions | Quick Service*) has been added to POS Configurator and may be managed through EM. The option has no effect unless dynamic order mode is enabled.

CA/EDC

Credit Card Floor Limits Signature and Authorization

Recently, credit card companies have introduced programs that allow merchants to skip the authorization and/or signature requirements on smaller purchases (e.g., < \$25). Since transactional approval is not required, the credit card company can offer these services at discount rates and lower fees.

To take advantage of quick pay programs, the POS system must be able to determine when an authorization is required. This is done by establishing base floor limits for processing credit card transactions. A base floor limit is the maximum amount that may be tendered before the authorization and signature requirements change.

With this release, users can program two separate base floor limits for each credit card accepted. This allows the merchant to stack the program requirements — i.e., to apply one set for transactions from \$0–\$20 and another set for transactions from \$20–\$40. If two entries are defined, the second floor limit amount must be greater than the first.

Besides amount, each floor limit has its own authorization and signature requirements. For example, checks less than \$20 may be accepted without authorization or a customer signature, while checks in the \$20–\$40 range might require an authorization, but not a signed voucher.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 6 ReadMe First (MD0003-065 Revision E)*, provided with the software.

Enabling the Feature

Floor limits are defined by tender, but are implemented at the revenue center level. This allows merchants to control where quick pay transactions are allowed within their establishments (e.g., at the carryout window but not at the bar).

To support this feature, the following options were added in POS Configurator and may be controlled through EM. Please note the limitations that have been added to ensure Floor Limits are not programmed out of sequence:

- ◆ *Revenue Center | RVC Credit Cards | Floor Limits*
 - ◆ **Enable base floor limit 1** — Activates the **Base Floor Limit 1** options on the *Sales Tender/Media Credit Auth* tab. Applies the requirements to credit card transactions processed in the selected revenue center.

Use this option if only one base floor limit is required.
 - ◆ **Enable base floor limit 2** — Activates the **Base Floor Limit 2** options on the *Sales Tender/Media Credit Auth* tab. Applies the requirements to credit card transactions processed in the selected revenue center.

- ◆ *Sales | Tender/Media | Credit Auth*

Base Floor Limit 1

- ◆ **Amount** — Specifies the threshold amount for Base Floor Limit 1. Credit card transactions below this amount will be processed according to the authorization and signature requirements associated with Limit 1.
- ◆ **Do Not Go Online For Authorization** — When checked, allows the system to authorize credit card tenders that fall below Base Floor Limit 1.
- ◆ **Print Alternate Voucher** — When checked, directs the system to print a voucher using the trailer specified in the **Customer/Merchant Alternate Trailer** fields (*Revenue Center | RVC Credit Cards | Trailers*)

Base Floor Limit 2 (These options are disabled until an entry is made the in Base Floor Limit 1 Amount field.)

- ◆ **Amount** — Specifies the threshold amount for Base Floor Limit 2. Credit card transactions below this amount will be processed according to the authorization and signature requirements associated with Limit 2.

If used, the amount entered in this field must be greater than **Base Floor Limit 1 Amount**.

- ◆ **Do Not Go Online For Authorization** — When checked, allows the system to authorize credit card tenders that fall below Base Floor Limit 2.
- ◆ **Print Alternate Voucher** — When checked, directs the system to print a voucher using the trailer specified in the **Customer/Merchant Alternate Trailer** fields (*Revenue Center | RVC Credit Cards | Trailers*).

- ◆ Devices | Devices | Touchscreen Designer
 - ◆ **Function : Transaction | On-Demand CC Voucher** — Function key. When pressed, allows the user to print a voucher for the last transaction finalized on the workstation. The voucher will include the selected trailer and will be based on the print options specified.

The key can also be used to print a voucher for a previous closed check by entering a check number before the key is pressed. POS Operations will open the request check number, print the voucher, and immediately close the check again.

Secure Track Data Enhancement

To improve credit card security, the **Secure Track Data** option (*System | Restaurant | Security*) has been removed from POS Configurator and is no longer managed by EM.

The function provided by this option — to prevent credit card track data from being stored in the database — has been hard-coded into the system. As part of this process:

- ◆ Track 1 data will be completely cleared from the record.
- ◆ Track 2's discretionary data will be masked out with zeros.
- ◆ All secondary authorizations will be treated as manually swiped authorizations and no track data will be transmitted.

Deployment

Enhanced Validation to Speed Up Deployment Packages

When updating the Corporate database, a change log entry is generated each time a change is made to an existing menu item record. Previously, when a deployment package was generated, the system would validate every change entry before sending the package to the stores, rather than look for the most recent change. In other words, if a menu item was changed 10 times between updates to the store, the system would have to validate the change log 10 times for that menu item. This caused an unnecessary delay in deployment process. Now, when a package is deployed, the system will validate the most recent menu item change and mark all previously unflagged changes as validated also.

GSS

Support for 'External Type' Tender Media

In RES 3.2 service pack 3, the option **External Type** was added to POS Configurator (*Sales | Tender/Media | Tender*) as part of the Guest Service Solutions (GSS) integration with RES. The option is used to specify which of the following GSS activities will take place when the tender is applied:

- ◆ **A/R Charge** — Displays a list of the GSS Accounts to which this check may be posted. Closes the check to the selected customer account.
- ◆ **Gift Redemption** — Prompts the user to swipe a gift card or enter a gift certificate number, then redeems the gift card/certificate against the check total.

This option can now be managed through EM.

KDS

Suppress Dining Course by Order Type

Dining Courses were designed for use in table-service restaurants as a way to organize menu items into logical serving groups (e.g., drinks, appetizers, entrées, desserts). To do this, each course is assigned a numerical value which is used to control when the menu items are sent to the kitchen. The feature can be used with or without menu item prep times to ensure that the courses are served serially, and that each course of items is prepared fresh and served as soon as it is completed.

While this feature works well if the customer is dining in the restaurant, it is problematic for other order types. Customers that place Delivery, Carry Out, or To Go orders do not intend to eat their meals in-house, but want the entire order prepared and ready to go at the same time.

To accommodate this requirement, the option **Suppress Dining Course** (*System | Order Types*) has been added. When checked, this option overrides **Display next course after previous course done** (*System | Kitchen | Options*) and sends all menu items to the kitchen at the same time.

Since all items are treated as Course 1, KDS displays them in the color assigned to **Course 1 Items** (*System | Kitchen | Colors | Layout Colors Override*). By default, this color is blue. Similarly, if menu item prep times are used, the system will ignore course times and fire each item at the appropriate interval to ensure that everything is prepared and ready to go at the same time.

Labor Management

Associated Forecasts

To improve efficiency, the concept of associated forecasts has been developed. This feature allows sites to group together forecasts from different drivers. Once grouped, a change made to one forecast will automatically propagate to the rest of the forecasts.

Example

Forecasts derived from system sales are linked to forecasts derived from check counts by order type (i.e., Sales Dollars = Number of Check Counts). A relationship is established between the two forecasts such that 1 Check Count = \$9.75 in Sales Dollars.

Once the forecasts are generated, if the user edits the *Count Forecast* to increase it by 10, the *Sales Forecast* will be adjusted automatically to \$97.50. Similarly, if the user reduces the *Sales Forecast* by \$300.00, the *Count Forecast* will drop to 31 (or more precisely, a value of 30.8, rounded up to 31).

Enabling the Feature

To configure this feature, the *Forecast Setup | Forecast Explorer | Day Parts* tab was enhanced and renamed the *Group Options* tab. Options were added to define the variables associated with all elements of a **Forecast Group**, including the period and row intervals, number of periods, and number of days to store. (These are the same variables displayed on the *General* tab that are used to configure the forecast elements individually.)

To link the groups, an additional option — **Associate Group Elements** — is included. When checked, this option overwrites the values set on the *General* tab, replacing individual entries with the group variables. While this option is enabled, the fields are linked such that changes made to any of them — whether it is on the *General* tab or the *Group Options* tab — will automatically propagate to the rest of the forecast element records. All options may be managed through EM.

Enhanced SRG with Shift Changes and Physical Sections

The original Skill Level Requirements form has been reorganized and expanded to include two additional attributes — physical sections and variable shifts. The sections option allows managers to specify the physical location (as defined in *POS Configurator | Revenue Center | RVC Table Seating | Seating Sections*) where each skilled employee will be assigned. Shift times are used to override the default shift length with the actual hours that the skilled employee will be needed.

Both of these attributes — section assignments and modified shifts — were available in previous releases, but as manual adjustments to a generated schedule. That process is still available. In adding these fields to the requirements form, LM users have another way to refine the scheduling process and reduce the number of adjustments needed once the Weekly Assignments are generated.

Use of the enhancements is entirely optional. If used, section and shift variables must be assigned to each record individually, as needed. Physical sections do not have to be assigned in order to modify the shift length. All options may be managed through EM.

Configuration Changes

To accommodate these changes, the original table was split into two parts: 1) a numbered **Requirement** list, and 2) a *Skill Level Requirements* tab where the following options are defined:

- ◆ **Skill level** — Displays a list of the skill levels currently defined under *LM Setup | Time and Attendance*, along with a system-defined *Any Level*. This is the default skill level and is always placed at the bottom of the list.
- ◆ **Skill level requirement** — Displays the number of employees needed at each skill level for the job/day of the week/daypart listed. By default, the entries are set to 0, with the exception of the *Any Level* row, which is equal to the number of **Requirements** highlighted in the list. The number will decrement as entries are made in other *Skill Level* rows. The sum of all entries may not exceed the number of **Requirements** specified.

A second *Section Assignment tab* was added for the new shift and section assignment options, described below:

- ◆ **Requirement #** — Lists the number of predefined requirements associated with the selected Job | Weekday | Day part | Skill level.
- ◆ **Section** — Allows the user to specify the section where the skilled employee will be assigned.
- ◆ **Time In** — Specifies when the employee's shift is scheduled to begin. By default, the shift start time will be the default start time of the daypart selected. Changes made to this entry will be applied when the shift node is manually added to the Weekly Assignments form.
- ◆ **Time Out** — Specifies when the employee's shift is scheduled to end. By default, the shift end time will be the default end time of the daypart selected. Changes made to this entry will be applied when the shift node is manually added to the Weekly Assignments form.

By default, all of the sections will be available for assignment every time. To limit a section assignment to a single job | week day | day part, the following option was added:

- ◆ **Enforce unique section assignment within day of week and day part** (*LM Setup | Time and Attendance | Time and Attendance | Staff Requirements*) — When checked, removes that section from the list, once a selection is made. This is a global option. If checked, it will be applied to all job types in the system.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 6 ReadMe First (MD0003-065 Revision E)*, provided with the software.

Manager Procedures

Edit Dashboard Contests

Contest entries shown on the Dashboard utility can now be edited through Manager Procedures. Previously, contests could only be defined or modified by launching the List Wizard in POS Configurator (*System | Dashboard | Contest Lists*).

To support these changes, a new **Edit Contests** option was added to the list of **Dashboard** privileges in POS Configurator (*Employees | Employee Classes | Procedures*). This option may be managed through EM.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Database	Database Does Not Support 9-Digit obj_num in Restaurant Definition Table	19946	47
	Support for Order Type Options Missed From Previous Versions	N/A	47
Deployment	Validation Takes Too Long to Complete	20857	48
Receiving	Receive Fails in Stores When user_coltrans Includes emp_class_def Changes	N/A	48

Revisions Detailed

Database

Database Does Not Support 9-Digit Store Obj_num in Restaurant Definition Table

CR ID #: 19946

When adding a new store to the restaurant, the MECU would allow a 9-digit entry for the Store's *obj_num.*, even though the definition table had a column constraint of only 7 digits.

If the record contained an *obj_num* greater than 7 digits, the stored procedure used to add it would fail without displaying a proper error message. As a result, users could manually subscribe and interact with the store, without creating the paths required to deploy/receive package updates.

This problem has been corrected.

Support for Order Type Options Missed From Previous Versions

CR ID #: N/A

EM support was added for the following *POS Configurator | System | Order Type* options, missed from previous versions of the software:

- ◆ Delivery Type
- ◆ Future/Delayed Order Offset Time
- ◆ Default Delivery Pick-up Screen

Deployment

Validation Takes Too Long to Complete

CR ID #: 20857

When updating the Corporate database, a change log entry is generated each time a change is made to an existing menu item record. Previously, when a deployment package was generated, the system would validate every change entry before sending the package to the stores, rather than look for the most recent change. In other words, if a menu item was changed 10 times between updates to the store, the system would have to validate the change log 10 times for that menu item. This caused an unnecessary delay in deployment process. Now, when a package is deployed, the system will validate the most recent menu item change and mark all previously unflagged changes as validated also.

Receiving

Receive Fails in Stores When user_coltrans Includes emp_class_def Changes

CR ID #: N/A

When receiving a package that included emp_class_def changes in the user_coltrans, the process would fail if stores were running RES 2.6 or lower. This has been corrected.

Version 3.2 – Service Pack 6

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
Cash Management	Till Reference Number	50
Delivery Dispatch	Reopen Closed Check Through Delivery Dispatch	50
GSS	Invalid Street Authorization	51
Labor Management	Auto scheduling with Skill Level Requirements	51

New Features Detailed

Cash Management

Till Reference Number

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

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

New Options

To support this functionality, the following options were added to the *CM | Configure | Options* form and may be managed through EM:

- ◆ **Require Reference for Till and Server Bank Counts** — When checked, prompts the user for an alphanumeric reference (up to 32 digits) before counting a till.
- ◆ **Enforce MOD10 Validation on Reference Entry** — When checked, checks the reference entry to ensure that it passes Mod10 and Luhn validation. This option is greyed out unless the **Require Ref for Till and Server Bank Counts** has been enabled.

Delivery Dispatch

Reopen Closed Check Through Delivery Dispatch

EM support was added for managing the new **Reopen Closed Check** option (*Revenue Centers | RVC Transactions | Delivery*). When enabled, using the **[Open Check]** button in Delivery Dispatch will automatically reopen the check in POS Operations — provided that the user is privileged to do so.

GSS

Invalid Street Authorization

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

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

Labor Management

Auto scheduling With Skill Level Requirements

With this release, managers can now specify the skill levels needed when auto scheduling weekly assignments. Previously, the auto scheduler only looked for employees who fit the job type and availability (i.e., date and time) requirements. By adding skill levels, managers have an additional tool for balancing labor costs against the site's operational needs. For more information on this feature, refer to the Labor Management section of the *RES Version 3.2 sp5 Read Me First, MD0003-065, Revision D*.

New Options

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

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

Skill levels (shown as columns in the above form) are defined in the *Skill Levels* form (*LM Setup | Time and Attendance*).

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

Skill Level Modifications

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

The change means that EM users can no longer subscribe to individual skill levels through the MECU. Instead, the entire form will be automatically included whenever jobs are subscribed.

What's Enhanced

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

Application	Feature	Page
3700 POS	Discount Restrictions Per Seat	54
	Forgive Cover Counts on Menu Items	54

Enhancements Detailed

3700 POS

Discount Restrictions Per Seat

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

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

This change only affects stores running RES 3.2 SP5 or higher. If Corporate sets up a touch item discount using one of these options and then deploys it to a store running RES 3.1 or RES 3.2 SP4 or lower, the store it will automatically set the discount to 'No Restrictions'.

Forgive Cover Counts on Menu Items

With this release, the discount feature has been modified to allow users to forgive menu item cover counts, when the discount is applied. The enhancement affects any and all cover counts, whether added by the menu item or by one of its (non-priced) condiments. To do this, the following options were added to the *Sales | Discount/Service | Discount* tab in POS Configurator and may be managed through EM:

- ◆ **Forgive Cover Count** — When enabled, and the discount is applied to a (parent) menu item, the option directs the system to forgive the relevant cover counts.

To work, the following conditions must also be true:

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

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
3700 POS	Backoffice Class Privileges Not Deployed to 2.6 and 3.0 Stores	17036	58
Database	Serving Period Subscription Error After Upgrade	19527	58
Deployment	Deployment Improperly Resets last_package_seq to 1	20047	59
	Totals Collection Does Not Update Change Log	18704	59
Installation	Store Setup Purges Pay Rates and Overtime	19693	60
MECU	Double-Byte Characters Do Not Display Properly	17962	60
	License Codes Not Recycling to Newly Activated Stores	19093	60
	Subscription Group Information Lost After Data Sync	N/A	61

Application	Feature	CR ID	Page
Receiving	Premium Pay Changes Causes Receive to Fail	19675	61
	Receive Fails in Stores When user_coltrans Includes emp_class_def table	N/A	61
	Receive Fails When Changes Include Updates to SRG Staff Requirements Table	19266	62
	Receive Ignores New Report Template If No Report Class Assigned	19960	62
	Remove/Add a Job to a Section Causes Receive to Fail	19885	62
Utilities	Blank Menu Item Names/Price Tiers Causes Import to Fail	19401	63

Revisions Detailed

3700 POS

Backoffice Class Privileges Not Deployed to 2.6 and 3.0 Stores

CR ID #: 17036

When deploying packages from an EM 3.2 Corporate office, changes made to backoffice class privileges were not properly implemented at Version 3.0 and 2.6 stores. This is a known issue, caused by changes made in the naming conventions for the **micros.desktop_menu** file after the 3.0 release.

To work around this problem, MICROS recommends the following:

1. Edit the **desktop_menu** file (for the v2.6 and v3.0 sites).
2. Modify the **usrcoltrans.txt** and either drop the **desktop_menu** packets entirely or drop only the **menu_name** column.

Database

Serving Period Subscription Error After Upgrade

CR ID #: 19527

After upgrading a corporate database from Version 3.1 to 3.2 (RES and EM), any attempt to subscribe serving periods to a store would cause a configuration error to display. This problem has been corrected.

Deployment

Deployment Improperly Resets last_package_seq to 1

CR ID #: 20047

Previously, when using the Multi-Store Menu Item Subscription form, if a menu item was subscribed by selecting Store Groups, the MECU would insert a row in *em_published_data_change_dtl* using an improper Subscriber Path. This, in turn, would cause deployment to believe the next packet was an initial SYNC packet. Consequently, the packet numbers would be reset to 1. This problem has been corrected.

Totals Collection Does Not Update Change Log

CR ID #: 18704

When an EM store collected totals, the triggers that populate the table *em_published_data_change_dtl* were not evaluating the current data in the change log for existing records that could be updated. This was clogging the file with many unnecessary records.

For example, if a 24-hour site collects daily system totals data, and they run posting every 15 minutes, there will be 96 separate records created in the change log each day for this table alone. To correct the problem, a stored procedure was modified to check for previous updates of the totals record. If one has already been logged, then the stored procedure will simply update this record rather than create a new one.

Installation

Store Setup Purges Pay Rates and Overtime

CR ID #: 19693

When Store Setup was run against a non-EM database, job information such as **Min/Max Pay Rates**, **Min/Max Overtime Pay Rates**, and **Overtime** links were purged. Consequently, employees records would be properly linked to **Overtime** and **Overtime Rates**, while their jobs were not. If a Customer was not managing Jobs, the incomplete configuration would cause problems with Overtime calculations. This has been corrected.

MECU

Double-Byte Characters Do Not Display Properly

CR ID 17962

Previously, the EM MECU was not displaying double-byte characters properly. The cause was a coding error which failed to set the correct font and character set for the SideBar menu component. This has been corrected.

License Codes Not Recycling to Newly Activated Stores

CR ID #: 19093

In an EM system, each store must be licensed separately. When a store is deactivated, its license code is released and should be made available for reassignment.

Previously, when activating a new store, the MECU would check for last license code assigned and use the next number in the sequence. Once the original set of licenses had been used for the first time, the MECU would not check for released license codes, but would simply display an error message indicating that additional licenses needed to be purchased. This problem has been corrected

Subscription Group Information Lost After Data Synch

CR ID #: N/A

After setting up a subscription group, deploying a package, and synchronizing the database in at least one store, the next time the *Subscription Group Assignment* form was opened, it failed to display a list of stores available for inclusion in that group. This was caused by a caching problem with the MEPI. To correct it, the cache is now cleared before retrieving the list of available stores.

Receiving

Premium Pay Changes Causes Receive to Fail

CR ID #: 19675

Previously, a receive error would occur if a section was deleted from a job in the same package where premium pay definitions were added. The problem occurred because EM was trying to create a record in *prem_pay_job_dtl* for a job that is no longer assigned to the store.

Now, when un-assigning a section from a job, EM will log the delete changes against the premium pay / job link. This will allow the deployment engine to filter out inserts when creating the package that is sent to the store. In addition, if a premium pay definition is linked to a job, it will be sent to all stores that have a section subscribed to it.

Receive Fails in Stores When usercoltrans Includes emp_class_def Changes

CR ID #: N/A

When receiving a package that included *emp_class_def* changes in the **usercoltrans**, the process would fail unless the store was running RES 3.2 sp3 or higher. This has been corrected. However, for stores running RES 2.6, be advised that the system will not automatically drop the updates to the *emp_class_def* table. These will need to be edited locally.

Receive Fails When Changes Include Updates to SRG Staff Requirements Table

CR ID #: 19266

When receiving updates from EM Corporate, the process would fail if the package included changes to SRG Staff Requirements (*micros.lm_srg_std_reqmnt_def*). The problem occurred because the corresponding stored procedure, *spem_LM_lm_srg_std_reqmnt_def*, was not updated to accommodate the change. This has been corrected.

Receive Ignores New Report Templates If No Report Class Assigned

CR ID #: 19960

Previously, if a package included a new report template (seq over 10000) that did not have an assigned report class, the system would not add the template to the database when the package was received at the store. However, if the new report template was part of an autosequence, then receive would fail. This has been corrected.

Remove/Add a Job to a Section Causes Receive to Fail

CR ID #: 19885

Previously, if a job was deleted, then added back and re-linked to the same overtime levels prior to deployment, the packages would fail when received at the store level. This occurred because the package recorded both an add and a remove for the same item, instead of determining which state was correct. This problem has been corrected.

Utilities

Blank Menu Item Names/Price Tiers Causes Import to Fail

CR ID #: 19401

Menu Item Price Wizard allows users to export items with a blank name or blank price tier name. When the csv output file is opened, these are represented by a pair of empty quotation marks ("").

Previously, if the file was imported directly, the process would be successful. But if the csv file was open/saved in Excel first, it would fail. This was because Excel would strip off the quotation marks (among other things) when opening and then saving the csv file. This left the fields completely blank, which upon import would cause numerous "Imported Price, seq: xxxxxx Price does not match any price in the database" errors. This has been corrected.

Version 3.2 – Service Pack 5

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
3700 POS	RES 3000 Dashboard	64
	Team Service	65
	Touch Refill	65
	Dining Courses	67
General	Package Viewer	69
MECU	Max Days to Keep Archive	70
Reports	Package Transfer Status Report	70

New Features Detailed

3700 POS

RES 3000 Dashboard

EM support has been added to manage employee access to the RES 3000 Dashboard. The Dashboard is a tool that provides instant access to the latest sales and kitchen performance information that is updated every minute and labor information that is updated every 15 minutes.

Use the *Employee Classes | Procedures | Use Dashboard* option to control employee access to the Dashboard. Only employees who are a member of an Employee Class with the **Use Dashboard** option selected will be able to access the Dashboard application.

To determine the specific information that can be viewed from the Dashboard for each Employee Class, select the appropriate options (View sales, View kitchen, View labor, View employees, View contests) from the *Employee Classes | Procedures* form.

Note *The POS Configurator | System | Dashboard button is not available from corporate because the RES 3000 Dashboard is not EM-managed.*

Team Service

EM support has been added to manage the *Employees | Employee Classes | Options | Allow Team Membership* option. This option is used to specify the types of employees who are eligible for team membership. When enabled, anyone who is linked to this employee class will be included on the list (in Manager Procedures) of potential team members.

For more information on the Team Service feature, refer to the RES V3.2 Service Pack 3 ReadMe First.

Touch Refill

EM Support has been added for the Touch Refill feature. Touch Refill allows customers to be charged once for an item, but receive multiple servings or refills. Touch Refill speeds up the process of refilling an order by reducing (or eliminating) the number of keystrokes required to obtain another serving of the menu item.

The Touch Refill feature can be managed from corporate using the following options:

- ◆ *Sales | Menu Item Classes | Refill Options:*
 - ◆ **Allow Refills** — When checked, allows members of this menu item class to be refilled. Refills are limited to the number specified in the Max Refill Count.
 - ◆ **Max Refill Count** — Specifies the maximum number of refills allowed for members of this menu item class. Up to 99 refills are allowed.
 - ◆ **Refill Descriptor** — Allows the user to enter a label that identifies refill items when printed on the order chit. Up to 12 characters are allowed. Note: Refill labels are appended in front of the menu item, which may cause the menu item name to be truncated.
- ◆ *Sales | Condiments | Condiment Selection:*
 - ◆ **Skip on Refill** — When checked, skips the specified condiment selection when the parent menu item is refilled. This option is used to save time by presenting only those condiments that might be changed by the customer or might result in additional charges.

For example, suppose the customer orders the all-you-can-eat pasta, which includes the house salad, bread, and a choice of sauces and meat toppings. All items are refillable. However, when a refill is requested, the server needs to know the type of pasta the customer wants, the sauce selection, and the choice of meat topping. The salad and bread selections do not change and do not need to be entered every time.

- ◆ *Devices | Touchscreen Designer:*
 - ◆ **Touch Re-Fill (Automatic)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a refillable menu item in the check detail and presses this touch key, the system automatically rings the menu item with the same required condiment selections. Allowed condiments must be entered manually. If programmed, some original condiment selections may be skipped.
 - ◆ **Touch Re-Fill (Interactive)** — Assigned to a function key (*Category: Transaction*) in POS Operations. When the user highlights a refillable menu item in the check detail and presses this touch key, the system rings the menu item and prompts the user for the required condiment selections. If programmed, some original condiment selections may be skipped.

For more information on the Touch Refill feature, refer to the RES V3.2 Service Pack 3 ReadMe First.

Dining Courses

EM Support has been added for the Dining Courses feature. Dining Courses provides a way for table-service restaurants to organize menu items into logical serving groups. (e.g., drinks, appetizers, entrées, desserts). By itself, the feature is a simple labeling device that allows the user to do three things:

- ◆ Select all the menu items on a check that belong to the same course number.
- ◆ Determine the order (by course number) in which menu items are selected.
- ◆ Print a course header before the appropriate menu items on a guest check or customer receipt.

Dining Courses can be managed from corporate using the following:

- ◆ *Sales | Descriptors | Dining Courses* (new tab)
 - ◆ **Dining Course Seq** — A system provided sequence number for each dining course. When used with a timed firing option, this number determines the order in which a course of menu items will be sent to the kitchen.
 - ◆ **Name** — Allows the user to enter a descriptor (up to 12 characters) for each course.
 - ◆ **Minimum/Maximum Preparation Time** — Sets the minimum/maximum amount of time that the system should wait before sending this course to the kitchen.
- ◆ *Sales | Menu Item Classes | Description*
 - ◆ **Dining Course** — Links the menu item class to one of 64 dining courses. Allows the system to identify and highlight all members of the same dining course with a single touch key selection.
- ◆ *Devices | Touchscreen Designer* (new function key)
 - ◆ **Category: Dining Courses** — Highlights all the unfired items belonging to the next dining course on the check. The key may be pressed multiple times to cycle through the dining courses.

For more information on the Dining Courses feature, refer to the RES V3.2 Service Pack 3 ReadMe First.

General

Package Viewer

The Package Viewer utility has been added to the EM V3.2 release in Service Pack 5. This utility allows you to view the contents of a package created with Enterprise Management. Package Viewer does not support the modification or deletion of package content.

ROWID	Table Name	Number	Name	Action	Publisher
1	EMP_CLASS_DEF	401	Server (On Demand)	SET_DATA	MICROS_RES_LM\SECURITY_GRP\EMP_CLASS_GRP\11
2	rvc_add_def	1	Restaurant	SET_DATA	MICROS_RES_POS\ALL_OR_NOTHING_GRP\REVENUE_CENTER\
3	ts_key_def		41*1*1	SET_DATA	MICROS_RES_POS\ALL_OR_NOTHING_GRP\TOUCHSCREENS\T
4	ts_key_def		41*52*1	SET_DATA	MICROS_RES_POS\ALL_OR_NOTHING_GRP\TOUCHSCREENS\T

DEPLOY_ELEMENT	PATH_ELEMENT	DISPLAY_ELEMENT	TS_SCRN_SEQ	TS_KEY_SEQ	CFG_SECT_VER_SEQ	ROW_START	COL
	41*52*1	41*52*1	41	52	1	9	7

MECU

Max Days to Keep Archive

With this release, you can now set the number of days to keep the package archive file. Previously, this file was deleted when a store acknowledged successful receipt of the file. Now, the package archive file will be deleted if the store successfully received the package and a user-defined number of days has elapsed.

To set the number of days to keep the package archive file:

1. Open the MECU | Deployment form.
2. Select Options | Max Days to Keep Archive.
3. Enter the desired number of days and click OK.

Note *The package archive file will not be deleted if the store does not successfully receive the package archive. A package file is considered successfully received if no errors occur when processing the file and the store acknowledges receipt of the file.*

Reports

Package Transfer Status Report

With this release, the new EM Package Transfer Status report allows you to view the date and time packages are deployed and the date and time packages are processed for individual stores. This report can be filtered by business date and a range of stores.

EM Package Transfer Status Report

EM Package Transfer Status

My Corporate SIt - Bar & Grille

Printed on Wednesday, November 03, 2004 - 12:40 PM

From : 09/21/1999 To : 09/21/2020

Bruno The Manager

Store:	Store ID	Deploy Date	Processed Date
Baltimore	4	Wednesday, October 06, 2004 2:42:45PM	
Washington	6	Wednesday, October 06, 2004 2:42:45PM	
Warning	6	Wednesday, October 06, 2004 2:45:37PM	
Error	6	Wednesday, October 06, 2004 9:47:50PM	

What's Enhanced

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

Application	Feature	Page
3700 POS	Add Report as Subtotal Discount	73
	Print Combo Savings	73
	Combo Meal Consolidation Printing	73
	Previous Round Auto-Combo Recognition	74
	Deleting Price Groups and Price Tiers	74
	Reason Code Support with Menu Item Waste	75
Labor Management	Enforce Maximum Work Hours for a Foreign Student	77
Product Management	Use Alternate Units with Vendor Bids	78
	Auto-Reconcile Packing Slips	78

Enhancements Detailed

3700 POS

Add Report as Subtotal Discount

With this release, the POS Configurator | Sales | Discount/Service | Add report as subtotal discount option can be managed from EM corporate. This option allows you to include an item discount with subtotal discounts on all sales detail and menu item detail reports.

Print Combo Savings

EM support has been added for the new Sales | Combo Meals | Revenue Center Options | Print Combo Savings option. Use this option to print the combo savings line on guest checks in the selected revenue center.

Combo Meal Consolidation Printing

EM support has been added for the following new combo meal options:

- ◆ Revenue Center | RVC Print Design | Guest Checks | Consolidate Combo Meal — Use this option to consolidate similar combo meal parent and side items on guest checks and customer receipts.
- ◆ Sales | Combo Meals | Combo Groups | Combo Group Print Class — Select a print class to use with this combo meal menu item. This selection overrides the print class assigned at the menu item level.

Previous Round Auto-Combo Recognition

EM support has been added for the following new previous round auto-combo recognition options:

- ◆ *Sales | Combo Meals | Revenue Center Options* | **Allow auto-combo recognition of previous round items** — Use this option for the system to build a combo meal from menu items in all service rounds. If cleared, the auto-combo recognition feature will only consider items from the current service round.
- ◆ *Employees | Employee Classes | Transactions | Transaction Control* | **ACR of prev. round items** — Use this option if members of this employee class can authorize combo meals created using previous service round menu items. If cleared, members of this employee class will be prompted for a manager authorization.

Deleting Price Groups and Price Tiers

The POS Configurator | Enterprise | Price Groups and Assign Price Tiers forms have 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.

To delete a price tier from the **Assign Price Tiers form**, highlight the store and select Edit | Delete Inactive Price Tiers from the menu.

To delete a price tier from the **Price Groups form**, highlight the price tier and select the Delete button.

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

To delete a price group from the **Assign Price Tiers form**, highlight the store and select Edit | Delete Price Group Tiers from the menu.

To delete a price group from the **Price Groups form**, highlight the price group and select the Delete button. 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.

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 POS 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. This option can be managed at the Corporate level. It is activated during setup by linking it to one or more of the allowances entered in the system.

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.

To support this functionality, a new **POS Allowance Assignment** grid was added to the bottom of the *PM | Setup | PM Parameters | Allowances* tab. A link is created by clicking 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**.

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 Employee**
(menuitem_waste_reason.rpt) — Provides a detailed summary of wasted menu items by employee and subdivided into reason categories.

Labor Management

Enforce Maximum Work Hours for a Foreign Student

EM support has been added for the new European Foreign Student Labor Laws. Currently, the law specifies that:

- ◆ Part-time students can work a maximum of 4 hours per day for no more than 180 work days.
- ◆ Full-time students can work a maximum of 8 hours per day for no more than 90 work days.

Once the student employee has worked the maximum number of days allowed by law, their employee status is automatically set to *Terminated*. Any attempts to clock in after this date will be denied.

The foreign student employees can be managed from corporate with the *Employees | Employees | POS* | **Part-time foreign student** and **Full-time foreign student** options. These options allow you to specify which employees are considered to be part-time or full-time foreign students..

Note *This feature does not monitor the number of hours an employee works, only the number of days. If one of these foreign student options is turned off and then on again in POS Configurator, the counter is reset to zero.*

Product Management

Use Alternate Units with Vendor Bids

EM support has been added for the Setup | PM Parameters | Ordering | Override purchase unit with vendor bid unit option. When this option is selected, the system automatically locates the lowest priced bid and defaults to the bid unit of the selected vendor. This option works only if the Setup | Order Classes | Options | Allow unit conversions option is also enabled.

Auto-Reconcile Packing Slips

EM support has been added for the PM | Setup | PM Parameters | Invoice Control | Automatically reconcile packing slips to invoice option. When this option is selected, items received and entered into the system on a packing slip are reconciled when the Item Receipts form is saved, and the corresponding invoice is automatically approved for payment. This can save steps in situations where the person receiving a shipment is also the person who reconciles the invoice and approves it for payment. Otherwise, a multi-step checks and balances process is involved.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
3700 POS	Condiment Group Changes Not Updating Correctly	N/A	80
	TID Option Configuration	N/A	80
	Totals Collection Fails at Corporate When Receiving Fixed Period Totals	18291	80
Database Conversion	Unable to Upgrade from RES 3.1 SP3 to RES 3.2 GR	N/A	81
Financial Management	Package Fails If Store Period Has Been Purged	16883	81
Product Management	Cannot Rename/Replace Recipe in Same Package	N/A	82
	Package Failing with Inventory Menu Item Assignments	N/A	82
	No Purging with Subscription to Allowances	N/A	82
	Error Receiving PM Waste Totals at Corporate	17616	82
Cash Management	Not Purging All Cash Management Information	N/A	83

3700 POS

Condiment Group Changes Not Updating Correctly

CR ID #: N/A

Previously, when changing a condiment group assignment on the POS Configurator | Condiments | Condiment Selection form and sending the change to the store, the original condiment group was not being removed, but the new condiment group assignment was being added. This has been corrected so the original condiment group is now being deleted.

TID Option Configuration

CR ID #: N/A

Previously, the **TID** option on the POS Configurator | System | Restaurant | Options form could be configured separately for corporate and each individual store. Now, the **TID** option can only be configured for corporate. When the **TID** option is enabled for corporate, it is automatically enabled for all of the stores.

Totals Collection Fails at Corporate When Receiving Fixed Period Totals

CR ID #: 18291

Previously, totals collection was failing when attempting to receive fixed period totals from a Version 3.0 or Version 2.6 store. This has been corrected.

Database Conversion

Unable to Upgrade from RES 3.1 sp3 to RES 3.2 GR

CR ID #: N/A

Previously, the setup process would fail when attempting to upgrade an EM Corporate database from RES 3.1 sp3 (or higher) to RES 3.2 GR. The problem was caused by the addition of two new columns in the `im_parameter_def` table, which were not being converted properly.

To work around this problem, users should save the current Corporate database to a temporary folder, and replace it with a non-Corporate one (e.g., a sample or store database). Once the Corporate server is upgraded to RES 3.2 GR, the Corporate database can be copied back before running the RES 3.2 Service Pack 3 (or higher) upgrade.

Financial Management

Package Fails If Store Period Has Been Purged

CR ID #: 16883

Previously, receiving could fail when attempting to receive an FM configuration change if the effective from period had already been purged at the store. Now, when attempting to receive a configuration without a period, the next available period is assigned.

Product Management

Cannot Rename/Replace Recipe in Same Package

CR ID #: N/A

Previously, if a recipe was renamed and unsubscribed in the same package, the changes would not be deployed. If the user then created a new recipe, giving it the first recipe's original name (i.e., the name it had before it was changed), then any attempt to subscribe the new recipe in the same package as the renamed recipe would cause deployment to fail. This issue has been corrected.

Package Failing with Inventory Menu Item Assignments

CR ID #: N/A

Previously, when removing an inventory item assignment from a menu item and attempting to deploy and receive a package, the receive would fail with an "Integrity Constraint Violation" error. This has been corrected.

No Purging with Subscription to Allowances

CR ID #: N/A

When initially subscribing to PM Allowances, the store allowances were not being purged. This has been corrected.

Error Receiving PM Waste Totals at Corporate

CR ID #: 17616

Previously, the "Error receiving data for configuration item" message could occur when attempting to receive PM waste totals at the EM corporate server. This has been corrected.

Cash Management

Not Purging All Cash Management Information

CR ID #: N/A

Previously, only a portion of the Cash Management information was being purged at corporate in certain situations. This issue has been corrected.

Version 3.2 – Service Pack 4

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 Interface	Combo Meal Price Changes Through Manager Procedures	85
	Currency, Quantity, and Weight Descriptors	87
	Decimal Shift Rounding	89
	Min/Max Values for Discounts and Service Charges	90
	Round by Tender	94

New Features Detailed

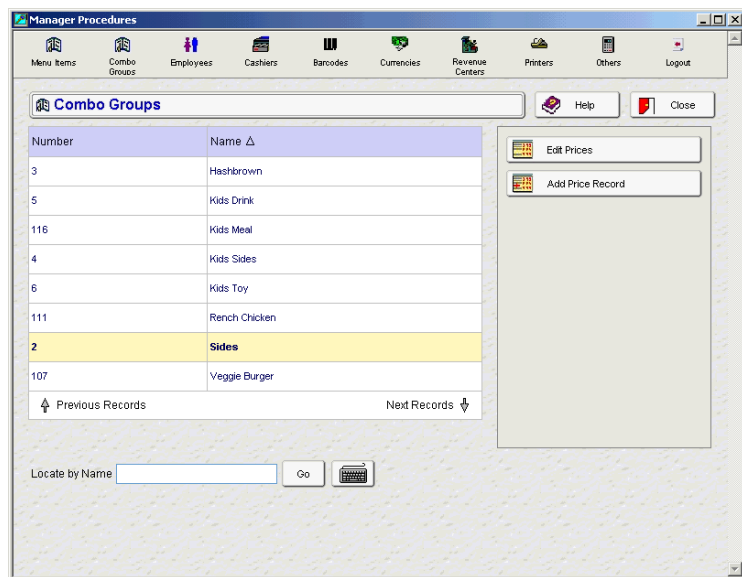
POS Interface

Combo Meal Price Changes Through Manager Procedures

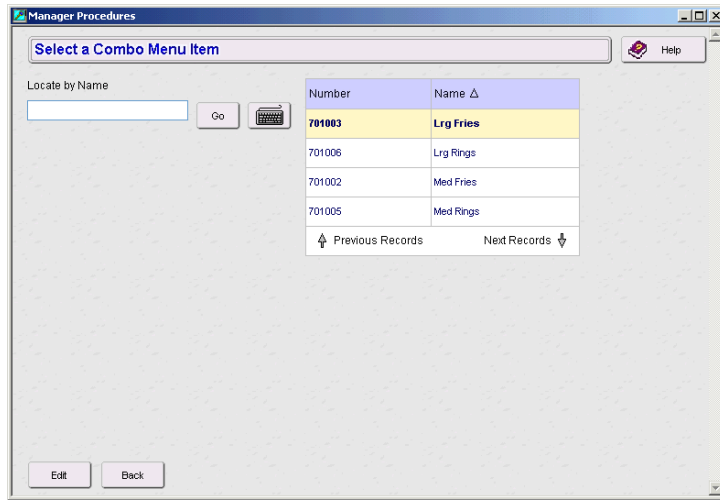
Functionality has been expanded to allow EM users to add, modify, and delete combo menu item pricing records through Manager Procedures. This can be done at the local Store level. (See section *Local Control of Menu Item Pricing* on page 101 for more on this enhancement.)

To accommodate the change, a Combo Groups section has been added to the module. The section is modeled after the Menu Items feature and includes three new forms for selecting the combo menu items to be changed.

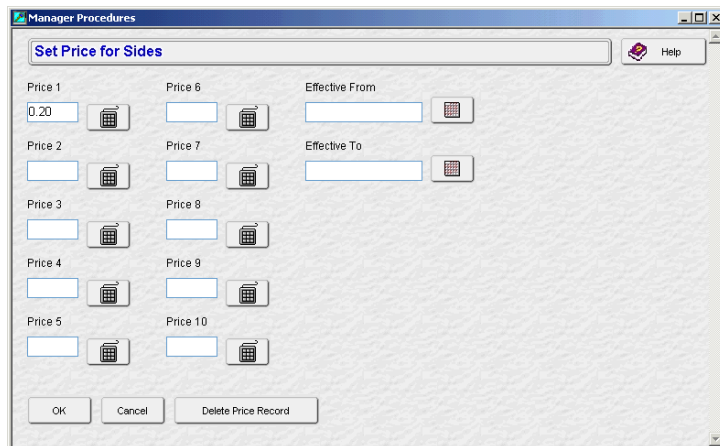
The first of these is the Combo Groups form, which can be opened by clicking the Combo Groups icon from the navigation bar at the top of the page. It includes a list of all the Combo Groups currently in the system.



To change a price record, the user selects a Combo Group from the list and presses the **Add Price Record** or the **Edit Prices** button. This opens the second of the new forms, which lists all of the menu items included in the combo group.



Once a menu item is selected, the user presses the **Edit** key to open the last new screen, the combo item pricing form.



From this form, the user can add or edit prices for up to 10 menu levels. Effectivity dates can be entered or changed as well. When the data entry is complete, the user presses **OK** to accept the record or **Cancel** to exit the form without saving.

If this is a new record, all of the data entry fields will be blank. If the user is editing an existing records, available pricing data will be displayed and a **Delete Price Record** button will be included at the bottom of the screen.

Currency, Quantity, and Weight Descriptors

With this release, users will be able to include quantity and price descriptors in the POS display and guest check printouts. The option to print a currency symbol before a menu item unit price has also been added. All three options may be managed at the Corporate Office.

Quantity Descriptor

When a quantity of menu items is ordered, the system precedes the menu item name with a numerical value, followed by the @ symbol and the price of a single item:

3 Crab Cakes @ 5.00

The quantity descriptor allows the user to identify the quantity value with a label:

QTY 3 Crab Cakes @ 5.00

Quantity descriptors are not used with weighed menu items.

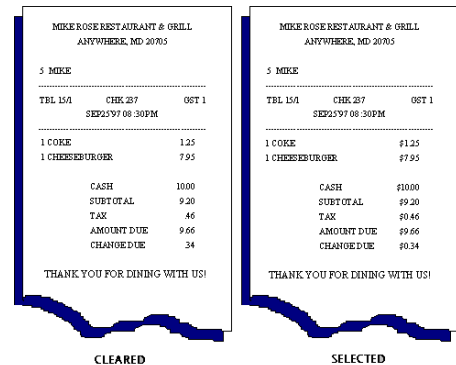
Piece Descriptors

As part of the menu item quantity price, a new piece descriptor has been added. This descriptor indicates the relationship between the quantity ordered and the line-item price. For example:

QTY 3 Crab Cakes @ 5.00/ea.

Currency Descriptor

Currency descriptors were modified to now print on guest checks and receipts wherever a currency amount prints. The descriptor precedes the monetary amount.



To work, the option **Print menu item unit price** (*Revenue Center | RVC Print Design | Options*) must be enabled. In addition, users will have to activate this option by checking the new **Print currency descriptor** check box in POS Configurator. In the past, an entry in the **Descriptor** field would automatically enable the function.

New Fields in POS Configurator

To support these descriptor enhancements, the following options were added to the *System | Restaurant | Currency* form in POS Configurator:

- ◆ **Quantity descriptor** — Allows the user to insert a text descriptor (e.g., Qty) before the number of menu items ordered. This descriptor will be shown as part of the line item in a pole display and will be printed as part of a guest check and journal entry. Up to 4 characters is allowed.
- ◆ **Piece descriptor** — Allows the user to append a unit descriptor (e.g., “pc”, “ea”) to the item price. This descriptor indicates the relationship between the number of items ordered and the price of the menu item. It is added after the menu item price and is separated from it by a “/”, as shown below:

3 Shrimp Cctl @ \$6.75/ea \$13.50

- ◆ **Print currency descriptor** — When checked, prints the currency symbol entered in the **Descriptor** field before every monetary entry (unit, quantity, subtotal or total) associated with the current transaction.

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.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 2 ReadMe First (MD0003-065, Revision A)*, provided with the software.

Enabling

To support this option, the following field was added to POS Configurator and may be managed by EM Corporate:

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

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

- ◆ *Sales | Currency* — **Always round this currency**
- ◆ *Sales | Tender/Media | Tender* — **Enable Tender Rounding**
- ◆ *Revenue Center | RVC Posting* — **Enable total due rounding**
- ◆ *Revenue Center | RVC Discount/Service* — **Enable rounding for discounts / service charges**

Min/Max Values for Discounts and Service Charges

With this release, users will now be able to set minimum and maximum values for discounts and service charges. They can be either open or preset values, and calculated as a percent or dollar amount.

Using With Open Discounts/Service Charges

The clearest use for min/max values is with an open discount or service charge. By design, the user is prompted to enter a percentage or amount when an open item key is pressed. This feature ensures that the user entry falls within the minimum and maximum range. If not, an error message is displayed and the entry is disallowed.

Using With Preset Discounts/Service Charges

Preset discounts and service charges are more complicated, in that presets are created with a default value. Depending on the type, this value is entered in either the **Percent** or **Amount** fields on the *Discount/Service | General* tab in POS Configurator.

During operations, the default is applied automatically to the guest check, unless the user attempts to override it. This is done by entering an amount (or percent) before pressing the discount/service charge key. When an override attempt occurs, the system checks to see if:

- ◆ The entry is within the established min/max range.
- ◆ The user is privileged to override the default.

The default value of a preset item may be outside the range of defined min/max values. However, if the user attempts to override the default, the system will enforce the min/max requirements.

Example #1 — Preset Amounts

A restaurant wants to create a coupon that allows a \$5 discount for any party of 2, and a \$10 discount for any party of 4. The restaurant will also allow a discount of \$2.50 for a single diner. Because the restaurant has had problems when using these types of coupons, only the manager is privileged to override the default amount. However, the discount's default setting of "single diner" (i.e., \$2.50) may be applied by any server.

To program the discount, the following values are entered:

- ◆ Amount = 2.50 (This is the default value.)
- ◆ Minimum Amount = \$2.50
- ◆ Maximum Amount = \$10.00

During operations, a Server is handed the coupon for \$5 off a party of 2. The Server's actions (and the System response) depends on the following:

- ◆ For a party of 1:

The Server presses the discount key. The default value of the discount (\$2.50) is applied automatically to the customer's check.

- ◆ For a party of 2:

The Server enters "5", "0", "0" (i.e., \$5.00) and presses the discount key. The system immediately prompts for manager authorization to override the discount. The manager enters her authorization code or swipes her card. The \$5.00 is discounted from the check total.

Alternatively:

The Server enters "5", "0", "0", "0" (i.e., \$50.00) and presses the discount key. The system immediately prompts for manager authorization to override the discount. The manager enters her authorization code or swipes her card. An error message is displayed, indicating that the discount is greater than the maximum allowed.

Example #2 — Preset Percentages

A restaurant wants to create a coupon that allows a 50% discount for two people sharing a \$10 appetizer. However, if only one person comes in and orders the \$10 appetizer, the allowed discount is only 25%. If three or more people share the \$10 appetizer, then the discount increases to 75%. No additional discounts are allowed.

To program the discount, the following values are entered:

- ◆ Percent = 50% (This is the default value.)
- ◆ Minimum Percent = 25%
- ◆ Maximum Percent = 75%

During operations, a Server is handed the coupon for 50% off a \$10 appetizer for two. The Server's actions (and the System response) depends on the following:

- ◆ For a party of 2:

The Server presses the discount key. The default value of the discount (50%) is applied automatically. The final price of the appetizer is \$5.00.

- ◆ For a party of 1:

The Server enters "2" and "5" (i.e., 25%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 25% discount is applied to the appetizer, reducing the price to \$7.50.

- ◆ For a party of 3:

The Server enters "7" and "5" (i.e., 75%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 75% discount is applied to the appetizer, reducing the price to \$2.50.

- ◆ For a party of 4:

The Server enters "1", "0", "0" (i.e., 100%) and then presses the discount key. The system checks to see if the Server is privileged to override the discount. If so, a 100% discount is calculated. However, the validation check by the system determines that this discount exceeds the maximum of 75%. An error message is displayed.

Enabling the Feature

To support Min/Max Values, the following options were added to POS Configurator and may be controlled through EM Corporate:

- ◆ *Sales | Discount/Service | Min/Max Values* (new tab)
 - ◆ **Minimum Percent** — Sets the minimum percentage for this discount or service charge that may be applied to a guest check.
 - ◆ **Maximum Percent** — Sets the maximum percentage for this discount or service charge that may be applied to a guest check.
 - ◆ **Minimum Amount** — Sets the minimum amount for this discount or service charge that may be applied to a guest check.
 - ◆ **Maximum Amount** — Sets the maximum amount for this discount or service charge that may be applied to a guest check.

Note *Maximum values must be greater than the Minimum.*

*When applied to a discount, entering a minimum value (percent or amount) will disable the **Limit Discount** check box on the Options tab.*

Alternatively, the feature will not be enabled if a minimum value is entered and the corresponding maximum value (amount or percent) is left blank or set to zero.

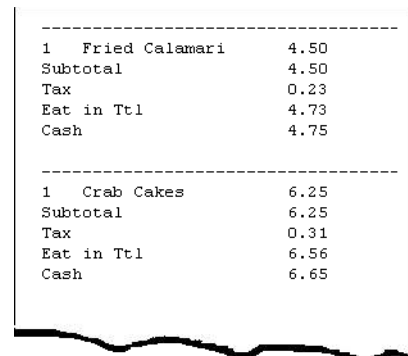
- ◆ *Employees | Employee Classes | Options*
 - ◆ **Override disc/srvc chrg amt** — When checked, allows a member of the employee class to override a preset discount or service charge.

Round by Tender

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

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

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



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

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

Enabling the Feature

To support tender rounding the following options were added in POS Configurator on the *Sales | Tender/ Media | Tender* form and may be managed from EM Corporate:

- ◆ **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).

What's Enhanced

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

Application	Feature	Page
3700 POS	Condiment Groups Increased From 64 to 256	95
	Credit Card Security Enhancements	96
	Japanese Tax Changes	97
	Payment Authorization for Personal Checks	98
Database	Support for 'External' Tender/Media Type	101
POS Interface	Local Control of Menu Item Prices	101
	Menu Item Bulk Price Wizard	102
	NLU Subscription Enhancement	102

Enhancements Detailed

3700 POS

Condiment Groups Increased from 64 to 256

The number of condiment groups has been expanded from 64 to 256. All related functionality remains the same, including the ability to manage the groups through EM.

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. These options may be managed by EM Corporate:

- ◆ **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 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*).

Japanese Tax Changes

The Japanese government levies a national Consumption Tax (currently at 5%) on all retail goods and services. Until a few years ago, Japan also levied a 3% Local (Excise) tax, which was only applied when the taxable sales exceeded 7500 Yen (¥) per guest. Both were add-on taxes (i.e., charged to the customer in addition to the stated price of the item).

In 1998, Japan eliminated the Local tax requirement. At the time, no coding changes were necessary. Users could simply delete the second tax rate or set it to 0.

In 2004, Japan revised the Consumption Tax, changing the calculation method from an add-on to an inclusive tax. With inclusive taxes, the tax amount is already figured into the displayed price of the menu item. For example, if a menu item is priced at 100 Yen (¥), that amount comprises 95 ¥ for the menu item and 5 ¥ for the obligatory 5% Consumption Tax.

Changes to POS Configurator

To support the operational changes, the following configuration options were added or modified for this release. These options may be managed from EM Corporate:

- ◆ **Enable Japan Tax** (*System | Restaurant | Taxes*) — When checked, this option directs the system to implement the operational rules governing Japanese taxes. These rules include using the first **Tax Rate** entry (*Sales | Tax Rates*) as the Consumption Tax for all goods and services. It also activates tax rounding, based on the method selected in the **Japan Tax Calculation** option.
- ◆ **Japan Tax Calculation** (formerly **Round Japan Tax**) — This option was changed from a check box to a radio button to clarify the choices. If **Round Result** is selected, the tax calculation will be rounded up to the nearest whole number (e.g., 7.5 ¥ = 8 ¥). If **Truncate Result** is selected, the tax calculation will be rounded down (e.g., 7.5 ¥ = 7 ¥).
- ◆ **Print Separate Tax Lines** (*Revenue Center | RVC Print Design | Guest Checks*) — When checked, prints a separate tax line for each rate collected against the current guest check. If this option is not selected, the tax totals will not be included.

Payment Authorization for Personal Checks

In the past, if a customer wanted to pay using a personal check, the system relied on the cashier (or manager) to verify check information and approve the transaction.

With this release, the tender feature was enhanced to include support for electronic authorization of personal checks. The process is similar to a debit card transaction, and includes the ability to add a charged tip or to request cash back. Threshold values (minimum and maximum amount) can be established for cashback requests. An authorization step can also be programmed into the personal check procedure, but is not required.

Note *Cashback requests are programmed as service charges, which allows them to be subtracted from Cash totals on system reports. For information on setting up cashback limits, refer to the section Min/Max Values for Discounts/Service Charges, beginning on page 90 of this document.*

The Personal Check feature was designed to work with an electronic payment driver. At this time, there are no MICROS drivers that support this feature.

Although not required, the feature is designed to work with the Epson TM-H6000 series of multi-station printers. These printers include both a MICR (magnetic ink character recognition) device and a slip endorsement device, which allows them to read bank account information from the front of a personal check, and the ability to print endorsement/ franking information on the back.

In the absence of an Epson TM-H6000 printer, users will be able to enter checking account information manually and to annotate or stamp an endorsement on the back of the check.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 2 ReadMe First (MD0003-065, Rev A.)*, provided with the software.

New Fields in POS Configurator

To support this functionality the following options have been added to POS Configurator. These options can be managed through EM:

- ◆ *Sales | Tender/Media | Personal Check* (new tab)
 - ◆ **Personal Check** — Indicates that the selected tender is a personal check. When checked, this option allows the tender to read the bank check number, bank routing information, and bank account number. In addition, it disables the following forms/options:
 - ◆ All fields on the *CC Tender* tab.
 - ◆ All fields on the *Credit Auth* tab.
 - ◆ **Print endorsement** on the *Printing* tab.
 - ◆ **Print French personal check** on the *Printing* tab.

To use this tender type for personal check authorizations, a custom electronic payment driver must also be installed.

- ◆ **Authorization required** — When enabled, requires the user to select a check driver for use with this tender.
- ◆ **Check Driver** — Specifies the electronic payment driver from a list of installed drivers.
- ◆ **Prompt for Social Security Number** — When enabled, prompts the user to enter the customer's social security number before continuing the transaction.
- ◆ **Prompts for cashback amount** — When enabled, prompts the employee to specify how much cash the customer is requesting from his bank account via the highlighted tender/media. Selecting this option allows the system to:
 - ◆ Provide cashback through prompting
 - ◆ Verify an overtender
 - ◆ Prompt for payment amount

Note *This option is invalid unless the **Debit Card** box is checked.*

- ◆ *Sales | Tender/Media | Printing*
 - ◆ **Print franking information** — When enabled, prints the franking information on the back of the personal check. The franking lines are programmed on the *Descriptors | Trailers* form.

This option is used instead of **Print endorsement**, and only applies to personal checks. It will only work if the **Personal Check** option (*Sales | Tender/Media | Personal Check*) is enabled.
- ◆ *Employees | Employee Classes | Transactions*
 - ◆ **Authorize personal check override** — When enabled, allows members of this employee class to accept the personal check after receiving tentative approval from the processor.

Typically, this override option has to be enabled in the check driver.
- ◆ *Revenue Center | RVC Print Design | Personal Check (new tab)*
 - ◆ **Franking Information** — From a drop-down list of trailers, allows the user to specify which one will be used as the endorsement text printed on the back of a personal check.
- ◆ *Revenue Center | RVC Touchscreens | Touchscreens | Workstation*
 - ◆ **Personal Check Alpha Screen** — Allows the user to select the touchscreen to be displayed on the workstation when the user needs to manually enter information for a personal check.
- ◆ *Revenue Center | RVC Touchscreens | Touchscreens | Hand-Held*
 - ◆ **Personal Check Alpha Screen** — Allows the user to select the touchscreen to be displayed on a hand-held device when the user needs to manually enter information for a personal check.

Database

Support for 'External' Tender/Media Type

With this release, the EM database will support the addition of a new *External* tender/media type. A data type "E" is stored in the database for this value. The option is also included in the **Type** drop-down selection box in POS Configurator (*Sales | Tender/Media | General*).

To accommodate stores whose RES version is less than RES3.2 SP2, the procedure responsible for updating the tender definitions table has also been modified. When a tender with Type = External is received from Corporate, the stored procedure will change the value for this field from 'E' to 'T' (for Payment type), before saving it to the Store's database.

POS Interface

Local Control of Menu Item Prices

EM has been modified to support menu item price management at the local Store level. This change allow store managers to determine menu item pricing while retaining Corporate control over the menu item definition. Previously, local control of a menu item was granted on an individual basis; the Corporate manager had to enable **Local Control** of each menu item before the Store manager was able to set prices.

To support this feature, changes were made to 3700 POS Configurator and Manager Procedures, as well as the stored procedure used to process pending price changes at the EM store.

The changes to POS Configurator allow the Corporate manager to delete all price tiers for a price group for selected Stores. Deleting the price tiers prevents the menu item prices from being updated at those Stores when they are changed at Corporate.

In Manager Procedures, the ability to edit combo menu item prices has been added. For more information on this topic, refer to *Combo Meal Prices Changes Through Manager Procedures* on page 85.

Menu Item Price Wizard

When using the Menu Item Price Wizard (**MiPriceWiz.exe**) to add or update price information, the application would only allow a user to enter one set of updates at a time before closing.

To improve efficiency, the software was changed to allow for repeated use of the application without requiring the user to reopen the application each time. Now, when the user presses the **[Finished]** button the current task will be saved and the user will be returned to the first page of the form.

To exit the program, the user will simply close the application.

NLU Subscription Enhancement

With this release, EM has added NLU_NUM to the list of columns displayed when subscribing/unsubscribing menu items.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Deploy	Cannot Rename/Replace Inventory Items in Same Package	16760	104
POS Interface	Default Regular Rate Cannot Be Same for Two or More Sections	N/A	104
	Menu Items Added Without Prices	N/A	104
Receive	Override Pay Rates Not Updating at Stores	15959	105
	Receive Process Runs Out of Virtual Memory	N/A	105
	State Abbreviations Truncated to Two Letters When Received at Store	N/A	105
	Subscribing/Unsubscribing Deploys Unsubscribed Data	N/A	105

Revisions Detailed

Deploy

Cannot Rename/Replace Inventory Items in Same Package

CR ID #: 16760

Previously, if an inventory item was renamed and unsubscribed in the same package, the changes would not be deployed. If the user then created a new inventory item, giving it the first inventory item's original name (i.e., the name it had before it was changed), then any attempt to subscribe the new inventory item in the same package as the renamed inventory item would cause the deployment to fail. This problem has been corrected.

POS Interface

Default Regular Rate Cannot Be Same for Two or More Sections

CR ID #: N/A

Previously, if more than one section was configured on the EM Corporate server, any attempt to change a section's default regular rate to the same rate as another section would cause an Integrity Constraint Violation error. Certain rate values would also trigger a business rule warning, which resulted in the same error condition. This left the form in such a state that it had to be closed and reopened. This problem has been corrected.

Menu Items Added Without Prices

CR ID #: N/A

After running Store Setup, menu item price records were added to the Menu Item File for items that did not have any price records. This allowed the menu items to be rung up via POS Operations with a price of 0.00. This problem has been corrected.

Receive

Override Pay Rate Not Updating at Stores

CR ID #: 15959

Previously, changes made to the **Override Pay Rate** (*HR | Employee Setup | Hourly Jobs*) were not being received or updated at the Store when modified at the Corporate level. This problem has been corrected.

Receive Process Runs Out of Virtual Memory

CR ID #: N/A

Previously, if the user had configured drop columns in the **usr_coltrans.txt** file, than any attempt to receive a packet of changes would exhaust all virtual memory and cause the program to fail. This problem has been corrected.

State Abbreviations Truncated to Two Letters When Received at Store

CR ID #: N/A

When receiving a package at the Store with a state abbreviation of more than 2 letters, the abbreviation would be truncated to 2 letters, even though the database field allowed up to 8 characters. This problem has been corrected.

Subscribing/Unsubscribing Deploys Unsubscribed Data

CR ID #: N/A

When creating a package, if the user subscribed and then unsubscribed a product item, the system failed to remove all references to the unsubscribed item before deploying the package to the stores. This was causing the receive process to fail. The problem has been corrected.

Version 3.2 – Service Pack 3

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
3700 POS	Auto-close Accounting Periods	107
	Auto-reconcile Packing Slips	108
	Enforce Employee Maximum Hours	108
	Menu Item Tax Override	108
	Override Discount on Combo Meal Items	110
	Schedule by Labor Cost Percentages	111
	Touch Item Discounts	112
	Vendor Fields to Support Electronic Ordering	114
Cash Management	Hide/View Totals Before Till or Server Bank Is Counted	115
	Single Accountability for Tills/Server Banks	116

New Features Detailed

3700 POS

Auto-close Accounting Periods

Most businesses check the status of their enterprise through periodic reports. These reports usually cover activities during a predefined time frame 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.

New Options

To support the functionality, two new options were added to *PM | Setup | PM Parameters | Inventory* form. These options can be managed by EM:

- ◆ **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.

Auto-Reconcile Packing Slips

To speed up the Receiving process, the option to **Automatically reconcile packing slips to invoice** (*PM | Setup | PM Parameters | Invoice Control*) was added and can be managed by EM.

When enabled, items received and entered into the system on a packing slip are reconciled when the **Item Receipts** form is saved, and the corresponding invoice is automatically approved for payment.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 1 ReadMe First (MD0003-065)*, provided with the software.

Enforce Employee Maximum Hours

Previous versions of the LM/Scheduling software relied on the manager to know the maximum number of hours that each employee was legally allowed to work in a given time period, and to schedule him or her accordingly. For sites with many types of employees, working a variety of shifts and hours, keeping everyone within their limits could be problematic.

To improve accuracy, the option **Enforce employee maximum hours** was added to the *LM | Time and Attendance | Time and Attendance | Time Clock Schedule* form. The option allows the system to monitor an employee's schedulable hours. With this release, the option can now be managed by EM.

Menu Item Tax Override

With this release, EM has added the new Menu Item Tax Override feature to the list of menu item options managed at the corporate level.

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.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 1 ReadMe First (MD0003-065)*, provided with the software.

New Options

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.

Note *Subscription to a menu item quantity group will result in implicit subscription to the menu items associated with the group.*

Override Discount on Combo Meal Items

With this release, EM has added the ability to override combo meal discounts to the list of options managed at the corporate level. These options allow a business to exclude groups of menu items from the discount calculation when they are included as part of a combo meal.

The options do 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.

For more information on the feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.1 - Service Pack 2 ReadMe First (MD0003-056, Revision B)*, provided with the software.

New Options

To enable the feature, the following 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.

Schedule by Labor Cost Percentage

With this release, EM will be able to manage labor costs by controlling the options for scheduling by labor cost percentages. Previously, this was a manual process, monitored at the store level by managers who balanced employee requirements against projected business needs. The process has been automated, allowing the manager (or Corporate) to set limits on labor costs but leaving monitoring and enforcement to the system itself.

How it Works

When the schedule is changed and recalculated, the system verifies that the revised labor costs are within the predefined limits. If more hours are scheduled than allowed, a message box is displayed, indicating that a business rule violation (BRV) has occurred. Changes will not be saved until the schedule is corrected.

Enforcement is based on labor costs as a percent of the Forecasted Sales, not as a fixed amount. In addition, the labor percentage is calculated on the total schedule, not a particular job or job category.

Labor percentages are only generated if RES Forecasting software is in use. If not installed, or if there is no forecast element linked in *LM | General | Restaurant*, the **Labor Cost%** field will display “No Forecast.”

Enabling

To support this functionality, two new fields were added to the to the *LM | Time and Attendance | Time and Attendance | Time Clock Schedule* form:

- ◆ **Enforce schedule labor percentage** — When checked, the system will verify that the labor costs as a percent of **Forecasted Sales** does not exceed the site’s predefined limit. The check occurs each time the user recalculates the schedule.
- ◆ **Max scheduled labor percentage** — Allows the user to set a limit (by percentage) on labor costs.

Touch Item Discount

Also included in this release is support for the new Touch Item Discount feature, which 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.

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.

For an in-depth look at this feature, refer to the online document *Restaurant Enterprise Series (RES) Version 3.2 - Service Pack 1 ReadMe First (MD0003-065)*, provided with the software.

New Fields in POS Configurator

To support the feature, the following options were added to the POS Configurator and may be controlled by EM:

- ◆ **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.*

Vendor Fields to Support Electronic Ordering

When ordering electronically, vendors require specific product names, codes, and other information to ensure that the correct items are shipped to the customer. This information is part of the Electronic Data Information (EDI) system and is available to consumers through the vendor's product catalog.

New Options

To support the EDI system, the following fields were added to the *PM | Setup | Vendors | Items* form and may be managed by EM:

- ◆ **Vendor Item Product Name** — Enter the name used by the vendor to identify the inventory item (e.g., chicken, buffalo wings).
- ◆ **SCC Number** — Enter the Suppliers Catalog Code (SCC) number associated with this inventory item.
- ◆ **Product Brand Name** — Enter the brand name (e.g., Tyson's Chicken, Bud Light, Thomas' English Muffins) of the inventory item.
- ◆ **Additional Info** — Enter descriptive text or other information relevant to this inventory item. Up to 18 alphanumeric characters are allowed.
- ◆ **Additional Info 2** — Enter an additional numeric reference for this inventory item. Up to 18 characters are allowed.

Cash Management

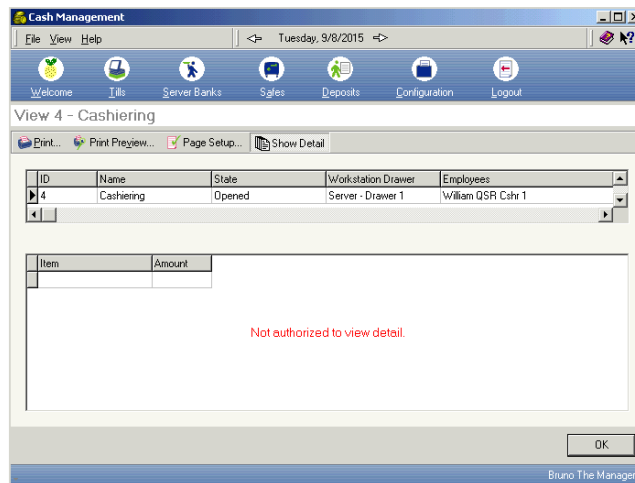
Hide/View Totals Before Till or Server Bank is Counted

With this release, EM can manage the new Cash Management (CM) option that allows users to determine whether system totals will be viewable or not before a till or server bank is counted. Previously, the default setting was to always display totals.

To accommodate this change, the option, **Display Totals for Uncounted Tills and Server Banks** was added to the *Configure | Options* form of the Cash Management program. When checked, the system will include totals on the following:

- ◆ The **Expected Value** field on the **Totals** tab of a count sheet.
- ◆ The **Balance** field on any till or server bank report.
- ◆ The **Item** totals on any till or server bank report.

If cleared, totals will not be shown on any of the reports until after the till/server bank has been counted. If a report is run, the totals will be blank and the message “Not authorized to view detail.” will be displayed.

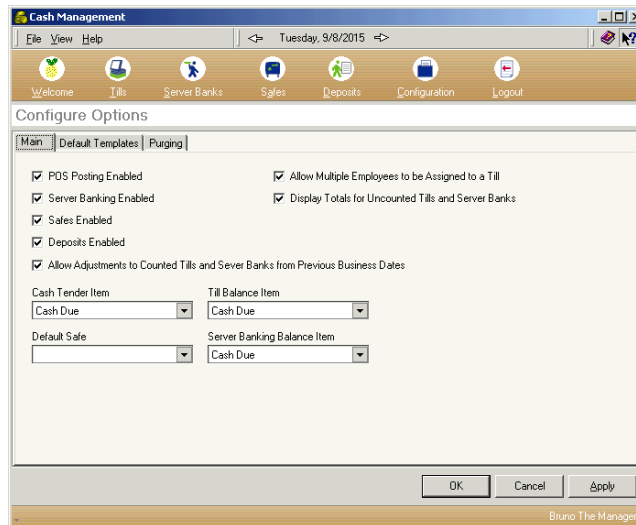


Once the till or server bank is counted, the user can press the **OK** button on the count sheet to finalize it and display the totals.

Single Accountability for Tills and Server Banks

Previously, Cash Management allowed users to assign more than one employee to the same till or server bank. This could present problems in sites where individual accountability was important. For example, if a manager forgot that a till was already assigned, there was no mechanism to prevent another employee from being assigned to it as well. Later, if a question arose from the count, there was no way to determine which of the assigned employees was responsible.

With this release, EM supports the new option, **Allow Multiple Employees to be Assigned to a Till**, that was added to the *Configure | Options* form in the Cash Management program. The option allows a site to determine when single accountability will be enforced for till/server bank assignments.



If checked, the system will operate as before, allowing a manager to assign multiple employees to a single till. If cleared, however, any attempt to assign a second employee to a previously assigned till will result in the error message, “You may not assign more than one employee at a time to a till.”

What's Enhanced

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

Application	Feature	Page
3700 POS	Combo Meal Override Pricing	118
	Credit Card Security	119

Enhancements Detailed

3700 POS

Combo Meals Override Pricing

Combo meal menu items have been modified to allow for multiple override prices with effective dates. This change allows combo meal pricing to be managed in the same way as menu item pricing.

A combo meal menu item can be assigned multiple sets of 10-price records. To determine which set is applicable, each record is assigned starting and ending dates indicating when those prices will be in effect. Effectivity dates (which refer to the first and last dates that a *combo meal price* will be available to the customer) are used to pass on permanent price increases, seasonal discounts, or month-long specials.

If EM is installed, the combo menu item price form will allow the user to view the current price group for the underlying menu item as well as the price tier assigned to the price. When a new price is added, the user will need to select a price tier and will be prompted for a default effective date prior to opening the Combo Meals form.

POS Configurator Changes

To be consistent with this functionality, the combo meal **Effective To** and **Effective From** options were moved from the **General** tab to the **Prices** tab (*POS Configurator* | *Sales* | *Combo Meals* | *Combo Groups*).

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, which can now be managed at the Corporate level. When this option is checked, the security enhancements are applied whenever credit card transactions are saved.

Warning! *Customers who are upgrading to RES Version 3.2 sp1 from a previous version, and who are using SIM scripts, file exports, etc., should be informed that modification may be required to any custom programs that read or manipulate this data.*

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

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Deploy	Combo Meal Subscriptions Take Too Long to Complete	14797	122
	Deployment Engine Too Slow	N/A	122
	Deployment is Slow When Package Includes Changes to Back Office Security	14237	122
	PMS Link and SIM Interface Option Not Deployed to Stores	14877	122
Labor Mgmt (LM)	Deleting Section Link From Jobs Form Causes Overtime Level Definitions to be Deleted From Stores	13233	123
POS Interface	Quotation Marks Prevent Import of Menu Items	15270	123
Receive	Clients Not Removing Unsubscribed Menu Items From Touchscreens	15570	124
	Deleting a Condiment Selection Causes Receive to Fail at Store	14785, 14979	124

Application	Feature	CR ID	Page
Receive (cont'd.)	Deleting a Large Number of Inventory Items Slows Performance During Receive	15176	124
	Error Attempting to Receive FM Changes at RES 3.0 Store	15190	125
	Error Attempting to Receive Inventory Items Without Par Levels	15005	125
	Receive Fails if PM Inventory Item is Linked to a Subscribed Menu Item	N/A	125
	Receive Fails When Unsubscribing Menu Items Not Found at Store	15073	125
Reports	Consolidated Menu Item Sales Reports Incorrect	N/A	126
	EM Reports Printing Without Headers	N/A	126
	Exported EM Corporate Reports Do Not Include Store Names	N/A	126

Revisions Detailed

Deploy

Combo Meal Subscriptions Take Too Long to Complete

CR ID #: 14797

When subscribing Combo Meals to stores in an enterprise, the amount of time required to complete a subscription was reasonably short for the first store, but then increased significantly for each additional store. The problem was corrected through indexing of a system-generated temporary table.

Deployment Engine Too Slow

CR ID #: N/A

Previously, the amount of time required to deploy a package to a store would increase substantially as the number of stores deployed increased. The slow down was caused by an increase in the virtual memory required by the deployment engine and the MEPI. This problem has been corrected.

Deployment is Slow When Package Includes Changes to Back Office Security

CR ID #: 14237

When subscribed to Desktop Menus, attempts to deploy a package containing changes to back office security resulted in an unacceptably long time to complete. The problem was caused by hundreds of entries that were added per store when a security change was made. This problem has been corrected.

PMS Link and SIM Option Not Deployed to Stores

CR ID #: 14877

Previously, links between a tender/media selection (e.g., Cash, Checks, Room Charge) and a **Property Management Interface (POS Configurator | Sales | Tender/Media | PMS)** were not getting sent to the store. Also, the **SIM Interface** option (*POS Configurator | Devices | Interface*) was not included in the package. Both problems have been corrected.

Labor Management (LM)

Deleting Section Link From Jobs Form Causes Overtime Level Definitions to be Deleted From Stores

CR ID #: 13233

Previously, if multiple sections were linked to a job on the Corporate Database, and one of those sections was then deleted, EM would deploy a delete package to all stores that were subscribed to that job via their sections. This caused the overtime definitions for the job to be deleted, even though no changes were made to its job definition. This problem has been corrected.

POS Interface

Quotation Marks Prevent Import of Menu Items

CR ID #: 15270

When using the Menu Item Price Change Wizard, the system would not allow prices to be imported if the menu item name included single (') or double quotes ("). No error message would be displayed — the changes were simply never implemented. This problem has been corrected.

Receive

Clients Not Removing Unsubscribed Menu Items From Touchscreens

CR ID #: 15570

While running POS Operations, if a store received a packet that added new menu items and unsubscribed existing items, the clients would automatically include the new items but failed to remove the items that had been unsubscribed. This meant users could continue to select menu items even after their Effective To date had passed. To post the changes and update the touchscreens, the user had to stop and restart POS Operations. This problem has been corrected.

Deleting a Condiment Selection Group Causes Receive to Fail at Store

CR ID #: 14785, 14979

Previously, deleting a condiment selection group (*POS Configurator | Condiments | Condiment Selections*) at corporate would cause the receive process to fail at the store level. This was due to a missing foreign key constraint which prevented database tables from updating properly. The problem has been corrected.

Deleting a Large Number of Inventory Items Slows Performance During Receive

CR ID #: 15176

When receiving a package that contains a large number of deleted inventory item storage locations, the system monopolized the virtual memory as it retrieved and swapped records prior to their removal from this database. Consequently, the Receive process was taking hours to complete. This problem has been corrected.

Error Attempting to Receive FM Changes at RES 3.0 Store

CR ID #: 15190

When sending FM configuration changes from EM V3.2 at corporate to a RES 3.0 store, an error message would be generated indicating that "Subquery cannot return more than one row" for all of the FM tables in the database. This problem has been corrected.

Error Attempting to Receive Inventory Items Without Par Levels

CR ID #: 15005

Previously, if Corporate attempted to send inventory items from a RES 3.1 or 3.2 central database to a site running RES 3.0, the receive would fail and the error message "Missing Item Order Class Info: PAR LEVEL 91002" would display. The problem was caused by an obsolete business rule requiring a link between order classes and par levels. This problem has been corrected.

Receive Fails When PM Inventory Item is Re-linked to a Subscribed Menu Item

CR ID #: N/A

After removing a link between a menu item and an inventory item or recipe in PM, any subsequent attempt to reestablish the menu item/inventory link would cause the deployment package to fail. The cause of the problem was that, in deleting the link, the system was in fact removing the subscription to the menu item itself. An attempt to reinsert a link later would fail to locate the subscribed menu item. This problem has been corrected.

Receive Fails When Unsubscribing Menu Items Not Found at Store

CR ID #: 15073

Attempts to unsubscribe or delete menu items will cause a receive package to fail if the menu items do not exist in the store database. This situation can occur if the store was unable to receive a previous package containing the menu item subscriptions. This has been corrected.

Reports

Consolidated Menu Item Sales Reports Incorrect

CR ID #: N/A

When running Consolidated Menu Item Sales Reports from a central database, the system failed to report sales details for menu items that posted a return quantity but no sales. The problem occurred whether the reports were run from the Reports Explorer or through Autosequences and Reports module. This has been corrected.

EM Reports Printing Without Headers

CR ID #: N/A

When running a report through either Report Explorer or the Autosequences and Reports modules, the system failed to include the proper headers when the results were printed. The problem was caused by an incorrect parameter returned by the stored procedure *speo_R_rpt_header*. This has been corrected.

Exported EM Corporate Reports Do Not Include Store Names

CR ID #: N/A

When exporting EM Corporate Reports to an EXCEL spreadsheet, the program failed to provide header information for each store or store group. This problem has been corrected.

Version 3.2 – Service Pack 2

What's New

There are no new features included in this release.

What's Enhanced

There are no enhancements included in this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Cash Management (CM)	CM Tables Not Purged From Store On Initial Synchronization with Corporate Database	13680	129
Database	New Condiment Groups Not Being Sent to Stores	N/A	129
	Store Pricing Incorrect After Upgrading to EM 3.2	14451	129
Financial Mgmt (FM)	Initial Synchronization of EM Store Sends All Previous FM Periods	12492	130
	Store Synchronization Reopens All FM Periods	N/A	130
Installation	Unable to Load EM 3.2	N/A	130
POS Interface	Autosequences and External Programs Deployed Incorrectly	14271	131
Product Mgmt (PM)	Count Tasks Not Displaying at Stores	N/A	131
	Stores Receiving Updates to Menu Item Product Definition Table Without PM	N/A	131
Receiving	HHT Touchscreen Purge Fails	N/A	132

**Revisions
Detailed**

Cash Management

***CM Tables Not Purged From Store On Initial
Synchronization With Corporate Database***

CR ID #: 13680

When adding a store to the enterprise, the Cash Management database tables were not being purged if the store had subscribed to CM prior to initial synchronization with the Corporate database. This resulted in duplicate records and caused system errors during operations. This problem has been corrected.

Database

New Condiment Groups Not Being Sent to Stores

CR ID #: N/A

When a new condiment group was selected from an EM 3.2 Corporate system, the change would not be deployed to stores with a Version 2.6 database. This problem has been corrected.

Store Pricing Incorrect After Upgrading to EM 3.2

CR ID #: 14451

When updating an EM 2.6/3.0 enterprise to EM Version 3.2, database errors occurred in the stores' menu item pricing tables. This problem has been corrected.

Financial Management (FM)

Initial Synchronization of EM Store Sends All Previous FM Periods

CR ID #: 12492

When a new EM Store was added, and received its first synchronization package from Corporate, the package would include all FM periods in the database and set them to open. The manager was then obligated to select and close previous period entries. This problem has been corrected.

Store Synchronization Reopens All FM Periods

CR ID #: N/A

Because periods are never closed at Corporate, whenever a store synchronization was run, the system would inadvertently reopen all FM periods. This has been corrected. Now when a store is synchronized, only the current and one previous FM period are left open. All others will remain closed.

Installation

Unable to Load EM 3.2

CR ID #: N/A

When attempting to run EM 3.2 Store Setup on a RES 3.1 sp2 System with EM 3.1 GR, the installation program would fail and the error message:

EM v3.2 cannot be installed on a RES 3.1 store that is not already EM 3.1 or 3.2, Exiting setup..."

would be displayed. The problem was caused by an error in the stored procedure that checks the EM software version. It has been corrected.

POS Interface

Autosequences and External Programs Deployed Incorrectly

CR ID #: 14271

Previously, stores subscribing to autosequences and/or external programs were receiving updates from Corporate even though they were running different versions of the RES software. This problem has been corrected.

Product Management (PM)

Count Tasks Not Displaying at Stores

CR ID #: N/A

Previously, if a count task was selected in PM at Corporate, the system would write it to the change log and, effectively delete it. When deployed, the count task was not included as part of the package received by the stores. This problem has been corrected.

Stores Receiving Updates to Menu Item Product Definition Table Without PM

CR ID #: N/A

In a POS only installation, the stores were sent data for PM's *mi_product_def* table. This was causing unnecessary updates. The data should only be deployed if PM has been configured and recipes or inventory items are linked to the price levels. This problem has been corrected.

Receiving

HHT Touchscreen Purge Fails

CR ID #: N/A

When receiving a package from Corporate, the process would fail if the store included hand-held devices. The problem was caused when the system failed to purge existing hand-held touchscreen information from the database. This has been corrected.

Version 3.2 – Service Pack 1

Internal release only.

Version 3.2 – General Release

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
RES	Mobile MICROS Handheld (MMH) Support	134

New Features Detailed

RES

Mobile MICROS Handheld (MMH) Support

With this release, EM has added 3700 Mobile MICROS Handheld (MMH) support to the list of functionality that can be managed from the corporate location. The 3700 MMH is a portable handheld POS terminal capable of performing POS functions and printing to remote printers.

What's Enhanced

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

Application	Feature	Page
Receive	Receiving Subscription Data at a Store	135

Enhancements Detailed

Receive

Receiving Subscription Data at a Store

With RES Version 3.2, DBSRPC has been renamed to RESDBS.EXE and now runs as a service. Therefore, the 3700 DBS Server is no longer visible in the MICROS Control Panel.

In order to receive subscription data with purge actions at a RES Version 3.2 store, the RES system must be brought to OFF in the MICROS Control Panel prior to receiving any information. All Workstation 4 devices must be powered off. Stores with RES Version 3.1 or earlier are still required to shutdown the 3700 DBS Server in the MICROS Control Panel before receiving a package file that contains purge actions.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the EM 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 revision included in this release:

Application	Feature	CR ID	Page
Product Interface-Product Management	Vendor Bids Not Received at the Store	N/A	136
Product Interface-KDS	Error Attempting to Receive Menu Items with KDS Data	N/A	137

Revisions Detailed

Product Interface - Product Management

Vendor Bids Not Received at the Store

CR ID #: N/A

Previously, when managing Vendor Bids with Enterprise Management, adding a vendor bid at corporate and attempting to deploy the change to a store, would result in the vendor bid not being received at the store. This has been corrected.

Product Interface - Kitchen Display System (KDS)

Error Attempting to Receive Menu Items with KDS Data

CR ID #: N/A

Previously, when attempting to receive menu item information with KDS data into a store, the “Integrity Constraint Violation” message was displayed. This should not have occurred because KDS options are not managed by EM. This has been corrected.