ABS Fos Functionality

Date: 9th June 2009

About this Document

Oracle Corporation acquired MICROS and its Torex products. All further references to Torex should be considered as Oracle Corporation.

Revision History

Issue	Date	Change Summary
1.0	8th October 2008	Initial draft for review.
1.1	15th October 2008	Changed from review feedback
1.2	9th June 2009	Updated functionality

Contents

Logon Functions

	Description	Benefit
Clock On / Off	This function affords the user the ability to sign themselves onto the system in order that Time and Attendance information can be captured.	All staff not just front of house, hours can be captured No need for a separate third party hardware product
Self Server Sign On	This function affords the user the ability to sign themselves onto the POS system in order to start processing orders without the need to go through Management Functions. The system can be configured to prompt the user to select moneybelt or standard cash drawer trading operation. Moneybelt servers are required to enter their float values and a report slip is generated. (new in 3.07sp1). Moneybelt server declarations include this float value.	Servers are able to use the POS system straight out of the staff room without management intervention Enhanced system security due to the fact the users can be set to self sign on using security keys Easier reconciliation of moneybelt server declarations
Self Log Off	This function is used to sign servers off the system from sales operation. Before the server is signed off, the system will validate that all orders have been completed or passed to another server.	Ease of use Management not required for signing off servers
Dallas / Torpedo key Security	Dallas key security enables a server to be identified using a secure encoded Dallas key. The system can be required to request Dallas key identification at various points within a transaction.	Ease of use Management not required for signing off servers Secure system access
Magnetic Card Security (PC POS Only) **NEW FOR 3.04**	Magnetic Card security enables a server to be identified using a secure encoded Magnetic Swipe Card. The system can be required to request Magnetic Swipe identification at various points within a transaction.	Ease of use Management not required for signing off servers Secure system access
Pin Code Access	Pin code access can be setup via BOS to allow users to logon to POS devices be they wired or wireless without the use of a key	Ease of use Secure system access No need to carry a key with you

Advanced Deposits

	Description	Benefit
Advanced Deposits Entry	This function allows the user to enter advanced deposits	Advanced booking deposits can be taken. Received monies and redemptions can be tracked via reports on both FOS and BOS and via the P&L. An advanced deposit receipt with a copy for both the customer and outlet is printed at the point of entry
Advanced Deposits Refund	This function allows the user to refund a cancelled advanced deposit	As description
Advanced Deposits Redemption	This function allows the user to redeem a pre entered advanced deposit against an order/table.	Ease of payment for advanced booking payments. The customer simply hands in his advanced booking slip, the relevant deposit number is entered from this and the payment is made
Detailed Advanced Deposit Reports	Ability to track advanced deposits entered, redeemed and refunded both in detail and from a high level	As description
Advanced Deposit Cleardown	Auditor level ability to clear down finalized deposits from the system	Useful administration tool

Hotel / Hotel Interfaces

	Description	Benefit
Hotel Ledger **NEW FOR 3.07**	The hotel ledger is intended to operate at sites particularly restaurant/pub outlets with a small number of rooms for hire, typically between 1 and 20 rooms. It provides options for checking in rooms (unique reference number is generated), moving rooms, adding charges for out of session sales, checking out and for simple FOS reports. These reports at the till show real time details of room occupants and charges to each or all occupied rooms. Sales items sold in normal trading can be charged to rooms, via Room Transfer, in one of the following lines: · Accommodation fees · Food and Beverage · Room Hire charge · Phone Bills · Other fees · Newspapers	Improves speed of service Greater customer service for residents
Account Ledger **NEW FOR 3.07**	For the creation and maintenance of a customer account system (max 999 accounts) and provides options for creating, amending, suspending, deleting accounts and simple FOS reports. These reports at the till show account details including the status and the amount owing. During normal trading sessions, any sales and room charges can be charged to an account via the Corporate Account payment method. Depending on configuration, whenever a sales order or a room charge is paid-off to the account ledger, the system checks the available credit for the account. If the amount is less than the available credit, the payment is made to the Account Ledger. If the payment exceeds the available credit limit a warning message is shown. Payment/settlement of account uses all available payment methods. Refunds are processed in the conventional manner by entering the sales items to be refunded or the Room booking fee to be refunded and 'paying' the refund using the	

	relevant Corporate Account payment method. The P&L statement automatically incorporates the sales and payments made to the accounts. The Terminal Declaration screen is updated to include the Corporate A/C Debtors line.	
Remote Hotel Interfaces	Interfaces to Guestline, Welcome and Rezlynx hotel systems with high levels of integration including room checks, charges to rooms etc. Charges can be highly configured in numerous ways to post to different folios within the interfaced hotel system with the tools available with the ABS system	Ease of payment for hotel customers. Hotel charges can be made quickly and easily via the POS terminal.
Remote Hotel Reports	This give the operator the ability to print reports off of Unposted/Posted Hotel transactions	In the case of the link being down, this is perhaps the most efficient way to manually enter the postings into the hotel system
Hotel IP Interface **NEW FOR 3.10**	Interface updated from Serial to IP for Welcome and Guestline.	

Mobile Pos

	Description	Benefit
Mobile Payment Methods **NEW FOR 3.07**	A compact and portable device for secure payment including Chip and PIN at the table using Bluetooth technology. Gratuities and part pay are supported as well as the ability to take other payments such as cash and cheques. The device is not tied to any server or terminal hence any server can pick up any order from any terminal to complete the payment of the transaction. Although the Ingenico device has been used internally at Torex, any terminal vendor can write an interface from the Retail Logic middleware to connect to our POS terminals.	It provides an integrated EFTPOS payment system with the flexibility of a mobile device This service brings comfort and security to the customers, as they do not have to go to the counter to enter their PIN and can keep control all the time of their debit or credit card
Thyron Terminal **NEW FOR 3.08**	A fully integrated portable handheld device for handling Chip and PIN card payment including authorisation at the table.	It provides an integrated EFTPOS payment system with the flexibility of a mobile device This service brings comfort and security to the customers, as they do not have to go to the counter to enter their PIN and can keep control all the time of their debit or credit card
Mobile POS	Fully functional wireless terminal offering all ABS Fos functionality. These can be used in either bar or restaurant operations and function in an almost identical way to the standard POS Terminals	Ability to serve customers in their comfort zone rather than forcing the customer to queue for service. Ability to use a POS device in the garden or during functions.

Sales Operations

	Description	Benefit
Status Bar **NEW FOR 3.11**	The Status bar at the top of the screen holds all existing fields that were previously displayed in the command window. In addition, new fields for Adult and Child Covers, Time, Terminal and Table Numbers and Training flag shown.	Quick indication of order status Clearer sales order window
Sales Order Window **NEW FOR 3.11**	With the addition of the status bar the sales order window now is dedicated to the Sales List and Server Prompt fields only. A scroll bar allows the user to scroll down the current order (only works on PC POS terminals) or by double tapping on either the sales list or server prompt will enlarge the window up to the height of the Sales screen.	Easier to view items in large orders
Sales & Multiple Sales	Sales items can be rung through the till as single items or as multiple i.e. 5 X Bells whisky.	Quick entry of multiple items Quick entry of single items

Voiding	The system affords the user the ability to easily void items from an order. The round count and value are updated accordingly. Voiding operation can be configured to function dependent upon Authority levels i.e.
	
	A user authority level may allow or disallow a user from voiding products from an order:
	
	    1. Before an order is sent to the kitchen
	    2. After the order has been sent to the kitchen
	    3. After the order has had a Bill produced against it.
		Speed of use
		
		Ease of use
		
		Accuracy of use
		
		All the above void functions are captured by the system and are available for interrogation via the Back office reporting system.

Enhanced Voiding **NEW FOR 3.07SP1**	Current order items and their preparators are shown graphically as buttons and not via a list in the command window. When an item is selected for voiding, its associated preparators are also highlighted and vice versa – if a preparatory is selected the corresponding sales item is highlighted.	Speed of use Ease of use Accuracy of use Particularly beneficial when there are a large number of items in the current order as more items can be viewed at once and items/preparators are linked.
Void Last Item	The Void Last Item function allows the user to quickly delete the last item entered into the terminal. The authority levels that apply to standard voiding	Speed of use Ease of use

	functionality will apply to the void last item function.	
No Sales	The No Sale function affords the user the ability to fire the cash drawer without entering sales. Can be user authority driven.	No need for additional cash drawer keys to be kept in the front of house All No Sales are logged within the audit trail information
Refunds	The system affords the user the ability to refund sales items that have been previously sold outside of the current transaction. If the server's authority is below the PAM authority, the system requires intervention from the manager to proceed ie can be user authority driven.	Ease of operation All Refund transactions are captured in the audit trail Enhanced sales operation Refunds can be made against given payment methods Available against EFTPoS transactions
Last 5 Items Displayed **NEW FOR 3.07SP1**	A constant display of the last five items/preparators (lines) of the order is shown in the command window. To view more items further back in the order, scroll navigation buttons can be placed on the main sales screen to enable scrolling through the whole list of items on the order.	Can easily view items on order
Sales By PLU	This function affords the user the ability to enter sales by a Product Look Up number.	Sales screens can be kept clear and efficient Slow moving sales items can be left off the main sales screen
Up-selling / Triggers **NEW FOR 3.04**	This up-selling function allows the terminal to be configured to prompt the user to up-sell whilst a transaction is being processed into the terminal. There are four styles of up-selling available: User Message – Display a Message on screen for a period of time User Confirmation – Prompt the user with a question to continue the sale Product Upgrade – Prompt the user to replace selected product with higher margin Option Product Addition – Prompt the user to buy an additional product *Examples:* *User Message:* *'You have sold a Budweiser – Does the customer know that there is a two for one Promotion running?'* *User Confirmation:* *'This Product contains Nuts – Is the*	Encourage staff to interact with customer Drive additional sales Customer Retention

customer allergic?'

Product Upgrade:
'Gordon's Single Gin 1.90 – Would the customer prefer a house double for 2.50?'

Product Addition:
'Desserts – Would the customer like a coffee as well?'

Payments

	Description	Benefit
Fast-Pay	This function allows a user to pay off an order without applying a tender amount. The system assumes that the exact tender has been paid. This function supports dual currency.	The user can pay of an order with one key depression Enhanced speed of operation
Slow Pay	With the payment mode of operation set to slow pay the user has the option of entering a tender amount. The system then displays the correct change amount. This function supports dual currency and can be configured to display change in base and change currency.	Reduced the number errors due to staff having to work out the change amount Increased data capture quality & improved auditing of movements within the cash drawer
Fixed Tender	This function affords the user the ability to set up Tender buttons i.e. (5.00, 10.00, 20.00). When selected the round is paid off with a single key depression and the change shown. This function supports dual currency and can be configured to display change in base and change currency.	Ease and Speed of operation Tender amounts configurable
Enhanced Vouchers **(eg Tesco Clubcard)** **NEW FOR 3.08**	A payment method and voucher promotion that is configured to provide a 50% discount to the (configurable) qualifying items on the order, and record the remaining amount against the payment method.	Drive Sales Customer retention
Other Payments	The system affords the ability to have multiple payment methods i.e. Access, BarclayCard, Switch etc.	Any type of Credit Card can be configured Any type of Debit Card can be configured Gift Vouchers and other customer specific payment methods can be configured
Other Payments Graphic Buttons **NEW FOR 3.11**	Graphical display of up to 77 payment buttons on a single Other Payments screen removing the previous list style.	Easier and quicker access to payment methods as no need to scroll down to find the payment method Greater number of payment methods visible at a glance
Integrated EFTPoS Payment	This function affords the user the ability to process credit card transactions through the POS terminals. Available on all XN hardware terminals that support magnetic card swipe	No need for PDQ unit Reduced banking charges Consolidated central settlement and reporting

readers.

Supported functionally includes:

- Swipe Card Entry
- Manual Card Entry
- EFT Refunds
- EFT Layaway
- On Line & Manual Authorisation
- EFT Voids
- CV2 and AVS security checks

Chip and PIN **NEW FOR 3.05**	The cardholder keys in their PIN at the point of sale rather than signing a receipt. The terminals at the point of sale check the PIN entered is correct. As is done now, cardholders are required to check the amount before confirming the transaction by inputting their PIN. The application is unique in that the EMV level 2-security layer is a software component rather than firmware embedded into a payments terminal.	Increased Card Security by reducing the level of counterfeit card fraud Largely hardware independent PIN is a positive verification and does not rely upon staff to agree a signature.
Integrated Thyron Chip and PIN **NEW FOR 3.10**	Mobile card payment interface which utilises the Thyron MPT 500 PayCell payment terminal. Transactions stored within the POS can be accessed using a Thyron terminal by selection of table number, order number, or a list of open transactions. Core functionality including • Full table service payments • Customer Not Present • Deposits • Split Bill	Brings comfort and security to the customers, as they do not have to go to the counter to enter their PIN and can keep control all the time of their debit or credit card payment at table The device is not tied to any server or terminal hence any server can pick up any order from any terminal to complete the payment of the transaction
Capture Card Pre Authorisation **NEW FOR 3.05**	Two new pieces of functionality are offered: i) The ability to store credit card details against an open order. ii) The ability to pre-authorise a credit card against an open order.	Increased card security by reducing chance of card skimming (card not left behind the bar)
Split Payments	Use of the split payment functionality affords the user the ability to take payment for orders using multiple payment types. This function supports dual currency and can be configured to display change in base and change currency.	Payment for a given round can be split between different payment methods Items within a round can be split by Item and paid off to different payment methods

Promotions

	Description	Benefit
Meal Deal Promotions	The meal deal promotion affords the user the ability to apply a meal deal style discount to a given sales transaction. *Example: Burger, small chips and drink for £5.00* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Drive Sales Customer retention
Percentage Discount Promotions	The percentage discount promotion affords the user the ability to apply a configurable discount amount to an order. *Example: 10% off Drinks* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Drive Sales Customer retention
Price Override Promotions **NEW FOR 3.04**	The Price Override promotion affords the user the ability to apply a new price to an item or group of items within a transaction. The Override amount can be configured from the central system or left open for the manager's discretion. *Example: Early Bird Special – Any main meal for £5.00* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Drive Sales Customer retention
Conditional Discount Promotions **NEW FOR 3.04**	The Conditional discount promotion affords the user the ability to apply a configurable discount amount to an order based on the spend value of a particular product or group of products. *Example: Spend £30.00 on Food and get £5.00 off your drinks bill* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Drive Sales Customer retention

Conditional Percentage Promotions **NEW FOR 3.04**	The Conditional discount percentage promotion affords the user the ability to apply a configurable discount percentage to an order based on the spend value of a particular product or group of products. *Example: Spend £30.00 on Food and get your drinks ½ Price* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Drive Sales Customer retention
Conditional Product Discount /Price Override Promotions **NEW FOR 3.04**	The Conditional product discount / price override promotion affords the user the ability to apply a configurable discount or new price to an item within an order, based on the sales of other trigger items. *Examples: Buy 1 Get 1 Free, Buy 2 Bottles of Budweiser get 3rd for £1.00* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	Highly Configurable Drive Sales Customer retention
Trading Mode Toggle Promotions **NEW FOR 3.04**	The Trading Mode toggle promotion affords the user the ability to apply the prices of another trading mode to the current order. *Example: Happy Hour Pricing!* Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period	Highly Configurable Drive Sales Customer retention
Promotional Voucher Printing **NEW FOR 3.04**	The Promotional voucher printing function affords the user the ability to print a promotional voucher based on the sales of trigger items within a transaction. *Example: Following the sale of a pint of Cask bitter….* ******************************** *FRIDAY NIGHT SPECIAL* *REAL ALE PROMOTION* *TRY ONE OF OUR REAL ALES* *FOR FREE !!* *ONLY ON PRODUCTION*	Highly Configurable Drive Sales Customer retention

	OF	
	THIS VOUCHER	
	*******************************	
	Promotions can be configured against all levels of product hierarchy. Promotions can be activated on any day of the week during any given time period.	
Extra Staff Discount **NEW FOR 3.06**	The Extra Staff Discount allows a 2nd promotion to be applied to an order, that is, allows staff to receive discount on promotional items.	
Undo Promotion	This function affords the user the ability to undo a previously applied promotion.	Ease of use Greater customer service Allows promotions to be re calculated if additional items are added or removed from an order
Time Stamp on Promotions **NEW FOR 3.11**	When an order is raised, promotions applied to the order are normally validated against the Order start time and date. The enhancement allows the validation to be based on the current time and date when the promotion is applied.	Useful on time limited promotions

Bills & Receipts

	Description	Benefit
Bills & Receipts	The system has the ability to produce bills and receipts in varying styles and configurations.	Flexible formats
	All payment methods used are detailed clearly on receipts	
	Tax Rates are shown clearly on receipts	
	Headers and Footers are configurable by Trading Area	
	Automated receipt printing can be configured by terminal	
	Automated bill printing can be configured by terminal	
	Different styles of receipt can be produced including long, short, detailed and summarised	
	Bills can be printed prior to sending order to kitchen	
Bill Printing Status **NEW FOR 3.07SP1**	The message UNPRTD ORDER is displayed in the command window with each order until the bill is printed. When a bill is printed the messages changes to BILL PRINTED.	Speed of operation Ease of operation
View Bill	This function affords the user the ability to view their own or other users transactions depending on authority levels configured.	Speed of operation Ease of operation Order audit interrogation at point of sales
	The user also has the ability to produce a bill or a receipt from within this function.	The ability to produce a receipt for a previously paid off round The ability to view other users rounds The ability to view any transaction from the current session
Split Bill by Item	The Split Bill by Item function affords the user the ability to split a transaction by selecting items within the transaction and allocating them to a given split (Patron). Each split transaction may be paid using any of the configured	Ease of use Greater customer service Enhanced table operation The EPoS system takes care of the

	payment methods including EFTPOS.	billing for large groups of patrons who wish to share the cost of the order
	This function currently caters for whole sales items i.e. not glasses out of a bottle of wine.	
Product Share **NEW FOR 3.05**	The ability to split bills by allocating individual products to a customer's bill is enhanced further and provides: i) Split by Value – allows the complete order to be divided between the number of covers. ii) Product Share - allows a product within a bill to be shared across a number of splits such as when customers share a salad or a bottle of wine.	Ease of use Greater customer service Enhanced table operation The EPoS system takes care of the billing for large groups of patrons who wish to share the cost of the order
Undo Split Bill	This function affords the user the ability to undo a previously split order.	If the customer changes their mind and decides that 1 person will pay the bill this function will allow the bill to be un-split.
Print Last Receipt	This function affords the user the ability to print a receipt for the last order that was paid off by current logged on user by selecting one button. The production of duplicate receipts is a configurable option.	Speed of operation Easy operation Operates with the receipt set to not automatically print

Other Functions

	Description	Benefit
Bar Tabs – Pick up, Transfer, Merge Tabs	The functionality affords the user the ability to Create, Add To, Merge and Amend Bar Tabs.	Easy operation Enhanced customer service through allowing groups of patrons to form new groups with relation to the ordering and tracking of rounds Different Bar Tab ranges can be set against different trading areas Bar tabs can be configured to allow tabs to be moved and merged across areas
Bar Tab Name Entry **NEW FOR 3.08**	Allows a name to be entered when opening a bar tab. When adding to an existing tab, tabs can be retrieved by selecting from buttons showing the name.	Gives easier identification of tabs
Item Price Enquiry	This function affords the user the ability to set a given terminal into price Enquiry Mode. This will enable them to select any given product and have its selling price presented to them. This will not affect the current round count or sub total.	Ease of operation Enhanced sales service operation No need for the user to remember selling prices
Lock Terminal	This function affords the Manager the ability to restrict access to terminal sales functionality. This function is accessible from the main sales screen.	Enhanced security of an unattended terminal
Line Checks on Point of Sale **NEW FOR 3.11**	Real-time line checks reporting against last closing stock, deliveries/returns and sales up until the current time (including current session). The enhancement will allow a user to check stock levels on a sales terminal by entering a stock code or using a description search.	Quick stock control check at point of sale

Management Functions

	Description	Benefit
Start Day	This function will enable a user to start the trading day from the point of sale independently of back office, should the back office be unavailable. A start session can be run from the point of sale even though the back office system is unavailable, end of session can be completed from the back office when available.	Ease of use Resilience during back office failure Speed of operation Start session can be run Independently of back office but end session can be completed from the back office Only need to start the session from one of the terminals within a site
Start Terminal	This function affords the user the ability to start terminals independently from each other.	Speed of operation Resilience during back office failure
End Day	This function will enable a user to end the trading session from each point of sale independently of back office should the back office be unavailable. An end session can be run from the point of sale even through the back office system is available a back office end of day can then be completed	Ease of use Speed of operation Resilience during back office failure End session can be run Independently of back office but end-trading day can be completed from the back office User can end the session on terminals as and when they are no longer required for that session
End Day (Zero Open Orders)	This function affords the user the ability to initiate a back office end of session even though open orders identified as (Bar - Not Restaurant Tables) exist on the terminals.	Ease of use Less end of session issues due to current open orders being generated but not paid off Less end of session issues due to servers leaving the premises with logon key and being unable to take over the current open orders
Declarations on FOS **NEW FOR 3.04**	This function allows a FOS system user, with a supervisor's authority level, to declare against a till. The user is prompted to declare takings against pre-set denominations / payment methods. The denomination breakdown will only be used to facilitate easier entry of the cash details, these figures will not be transferred to BOS or reported on in any way.	This function is performed at the point of sale Authority level driven

	A user with a management authority level will be required to confirm the declaration.	
Open Orders Report	This report details all open orders by trading area.	Instant visual table status obtainable from the terminal point
Cash Lift	This function affords the user the ability to remove money from a cash drawer in order to keep it within drawer floor limits. All Cash Lift data is captured for declaration processing at end of day.	This function is performed at the point of sale Increased security as the drawer is not continually loaded with cash Authority level driven
Order Takeover/Sign Off **NEW FOR 3.05**	A FOS server with manager level authority can take over another server current or laid away order and automatically sign-off that server.	
Cash Check Report	This report will detail the amount of monies that should be in the cash drawer including the float.	This report is obtained at the terminal point Instant visual cash check Authority level driven
Money Belt Server Cash Check Report	This report will detail the amount of monies that should be in a server's money belt including the float.	This report is obtained at the terminal point Instant visual cash check by Payment Methods Instant visual cash check by denominations Authority level driven
Increase Float	Using this function the user has the ability to increase the float that has been allocated to a given terminal.	The system keeps track of cash that should be in the cash drawer The change to float amount is driven through to the back office for end session declaration Authority level driven Allows the outlet to change the drawer contents throughout the trading period
Gratuities Report (Management) **NEW FOR 3.05**	This report gives an up to the minute statement on the total gratuities taken by each server and the payment methods used during the current session. Also shows the total for the trading area and outlet.	This report is obtained at the terminal point Instant visual check on tips due to individual servers Authority level driven
Advanced Deposits reports **NEW FOR 3.05**	A list of advanced deposits can be printed in either short or long (detailed) format in Party Name, Booking Date or Date Entered order. The print content may be selected to include: ALL DEPOSITS - Displays the total value refunded and/or redeemed where	This report is obtained at the terminal point Tracking of all Advanced Deposits hence increased security Telephone bookings ? Authority level driven

applicable.

UNCLAIMED DEPOSITS - Only those deposits that remain unclaimed are printed. If a deposit has been partially redeemed then the amount outstanding is displayed. A cumulative value for the list produced is printed at the foot of the report.

REDEEMED DEPOSITS - Only those deposits that have been redeemed partially or wholly are printed.

REFUNDED DEPOSITS - Only those deposits that have been refunded are printed.

The advanced deposits statistics report shows the cumulative values for deposits received, redeemed totally or partially, or refunded for the Total to Date (from the last reset), Week to Date (from the last P&L finalisation), and Latest Session (from the last end session), and the last deposit reference number issued by the system. The Cumulative value in the report is the actual deposits on hand.

Business Summary	The business summary details takings by payment method by trading area for the whole outlet.	Instant visual business summary for the whole outlet Obtainable at terminal level Authority level driven
Training Sign On/Off – (Assigned via Back Office Server)	This function affords the management the ability to assign a given server to a training mode. On POS, the 'Training' message shown in the command window to clearly identify the user is in Training Mode (new in 3.07sp1)	Sales processed through to the back office system are marked as training transactions Bills and Receipts produced are clearly identified as being training Orders sent to the kitchen are clearly identified as being training
Menu Item Countdown Report **NEW FOR 3.04**	The Menu item countdown report function enables the user to produce a report of all items, which are currently being monitored by the menu item countdown function. The report identifies the item being counted, the date it was counted, if the count is for the trading area or the entire outlet, the original count value and the current count value.	Enables the user to track key line items from a POS Report Can be used to improve speed of re-stocking processes (i.e. bottling up)
Key Line Sales Tracking Reports **NEW FOR 3.06**	Provides sales quantity and values for up to 12 selected key sales items from a choice of 3 reports: All Servers, Individual Servers, Outlet Summary	Can be used to incentivise staff as it is a quick way to monitor who sold the item and how many special items have been sold

Change Trading Mode	This function affords the user the ability to change the trading mode (Sales Mode) by terminal or by trading area.	Ease of use Many sales modes can be created i.e. Happy Hour User can freely move to and from modes The system is automatically put back into the default mode on end / start session
Change Terminal Personality	This function affords the user the ability to assign a given terminal the personality of another terminal i.e. Terminal 20 Bar can take on the Key Map and Prices of Terminal 10 Restaurant even though they are in different trading areas.	Ease of use Enables the terminals to be moved around the establishment to cater for trading trends Fully utilise the investment in hardware

Restaurant Functionality

	Description	Benefit
Easy Tables **NEW FOR 3.05**	Two styles of functionality are supported: i) Basic table grid, to ensure customers with traditional firmware based terminals gain some of the basic benefits of this new functionality. ii) Enhanced table layout views supported only on the PC based terminals. In addition to the graphical representation of the outlets tables this enhancement includes the ability to perform other table management functions such as attaching customer names to tables, graphically moving and merging tables and access to other table related functions (payment, bill printing etc) all through the graphical interface.	Ease of use Instant visibility of status of tables
Tables – Pick Up, Merge, Move	Depending on the authority of a given user, it is possible for that user to pick up, merge and move orders from one table to another. Kitchen printer slip printed when moving tables	Users are able to transfer orders from Bar Tabs to Tables and visa versa Users are able to merge tables easily The above allows patrons to move freely around a restaurant / bar
Table/Order On Hold **NEW FOR 3.06**	Tables/Orders can be placed on hold - a temporary delay for example when the customer needs to return to their group to check an item such as a forgotten drink in a round - while the same server processes another transaction. The held order is automatically accessed by the same server when they next log on in the same trading area.	Improves speed of service Greater customer service
Auto Table Prompt in Bar Mode **NEW FOR 3.04**	The Auto table prompt function enables the system to be configured to trigger a prompt for the user to enter a Tab/Table number when a particular item is selected.	Reduces need for Staff training Reduces errors from Kitchen Orders being sent without table numbers
Table Name Enhancements **NEW FOR 3.08**	Consists of two functionalities: i) Prompt for Table Name after entering Covers on opening a new table ii) Display Table Name on Easy Tables screen for easier retrieval of table	Gives easier identification of tables
Covers	This function affords the user the ability to enter the number of Adult and Child covers that are present at a table at the point of sales entry on a restaurant	Ease of use Accurate logging of cover information Accurate reporting of cover

	terminal. (Zero covers not permitted)	information
	Can be configured by hierarchy (new in 3.11) to control what is reported as a cover for Covers reporting and Average Spend per Head analysis.	Accurate reporting of sales relating to cover information
Send Order	This function allows the operator to send Food / Liquor orders that are generated at the point of sale to the kitchen / drinks preparation area.	Speed and accuracy of operation Accurate order information is transferred directly to the kitchen
	Products can be routed to specific printer destinations based on product groupings.	Efficient use of staff, allows focus on customer service
	This function is available from all terminal types including Handhelds.	
Freetext Message	For a server to send text messages inputted from the terminal to the kitchen printer from Sales. Max of 38 characters. Option to send message immediately or at Send Order time	Encourage staff to interact with customer Drive additional sales Customer Retention
Menu Item Countdown **NEW FOR 3.04**	The Menu item countdown functionality affords the user the ability to set stock levels for sales items in either a trading area or across the whole outlet.	Improves speed of service by informing the server when an item is out of stock Enables the manager to track key line stock items
	As each item is sold a counter on the sales item button is decreased.	
	The system can be configured to prevent the user selling items once it has reached a zero stock level. Stock Levels for each counted item are carried over from one session to the next.	
Advanced Deposits **NEW FOR 3.05**	Ability to record and report upon advanced bookings and the deposit values as they are recorded and redeemed.	Accurate recording and tracking of advanced deposits
	To further enhance this function, support is added to allow telephone bookings confirmed with a credit card. It incorporates all of the current customer not present security requirements requested by the banks for such an operation. Option to charge a forfeit for an advanced deposit refund.	
	A list of advanced deposits can be printed in either short or long (detailed) format in Party Name, Booking Date or Date Entered order. The print content	

	may be selected to include: All Deposits, Unclaimed Deposits, Redeemed Deposits, Refunded Deposits. The advanced deposits statistics report shows the cumulative values for deposits received, redeemed (totally or partially), or refunded for the Total to Date, Week to Date, and Latest Session.	
Gratuities **NEW FOR 3.05**	All staff tips are recorded and that the relevant reporting processes are supported. The Servers Grats report shows all the gratuities for an individual server and the Managers Grats report shows the gratuities by area.	Accurately records tips by server and payment method Separate Management and individual servers gratuity reports
Service Charge /Covers Charge **NEW FOR 3.05**	A charging system to help cover their staffing costs. The system supports a comprehensive rules based solution to allow corporate standards of discretionary service charging rules to be applied across the estate. This includes rules such as 10% added to all food items, or 5% added to all items served in a specific trading area. Manual service charges cab also be applied and undone at the POS terminal A covers trigger quantity can be setup to override the percentage service charge with a covers service charge percentage.	Increased revenue
Server Gratuity Report **NEW FOR 3.05**	This report gives an up to the minute statement on the total gratuities taken by the server and the payment methods used during the current session.	Individual servers can see gratuities due to them

Kitchen Management Screens (Logwood)

The ABS system is able to integrate to the Logwood Kitchen monitoring system, the system is designed to either replace or work alongside the existing kitchen printers.

The Logwood system can support multiple screen operation modes to suit different kitchen operations.

Logwood functionality includes: -

Order Display Screens

- o Order by Order Display
- o Item Display
- o Product Item Display
- o Elapsed order time
- o Beep to alert new order
- o Identification of cooking instructions
- o Display the original ticket
- o Bump Bars

Expedite Screens

- o Snap shot of orders by Restaurant table
- o Elapsed time, with colour codes to highlight delays
- o Course identification
- o Orders on Hold
- o Bump Bars

Benefit:
Improved speed of service
Easy to use
Improved tracking and management of kitchen operations

Standalone Operation

The Active Business Series point of sale application supports basic standalone operations in the event of failure to communicate with the point of sale server.

The application will support the following:

1. Item Sales Operations
2. Refunds
3. Bar Tabs
4. No Sale
5. Void
6. Local printing

Admissions

	Description	Benefit
Direct Ticket Printing	The Admissions functionality provides the user with the ability to print directly from the terminal to the receipt / ticket printer.	Increased speed of receipt and ticket printing
Group Tickets **NEW FOR 3.09**	Two types of ticket are available, an individual and a group ticket. When individual tickets are sold, each item has two slips printed. One copy will be given to the customer, the other attached to the item left in the cloakroom. Each ticket has a different id number. For group items, a slip is printed for each item and only one slip will be printed for the customer. The customer copy shows the number of items on the slip. Only one id number will be shown on all tickets.	
On Screen Admissions Counter	The On-Screen Admissions counter identifies the number of tickets that have been sold through the Admissions terminal.	Enables user to track Admissions counts, to maintain Health & safety regulations
Open Drawer Trading	The Open Drawer trading functionality available in the Admissions runtime immediately returns the user to the sales screen and enables the user to continue using the terminal whilst the cash drawer is open.	Increased speed of service at Admissions points

Kiosk Alerting
 	
NEW FOR 3.04
	The Kiosk alerting features provides the Admissions counter staff with Alerts from the unattended payment kiosks.
	
	Alerts include:
	
	    Printer Error
	    Out of Tickets
	    Card Jammed
		Reduces the risk of the terminal being out of operation

Unattended EFT Admissions Kiosk **NEW FOR 3.04** **NOT IN 3.10**	The Unattended EFT Admissions kiosk operates as a self-service terminal for Admissions tickets. It provides the customer with the ability to purchase tickets using a credit or debit card, thus beating the traditional admissions queues. The Kiosk operation supports all of the Banks requirements to perform credit card transactions in an unattended environment.	Increase revenue by moving people into the venue quicker Increase revenue by charging a premium for kiosk entry Improve customer spend by providing a card payment service for admissions Reduce 'Walk off' customer loss by reducing the length of queues
Kiosk Sales Report **NEW FOR 3.04**	The Kiosk Sales report function enables the user to identify how many tickets have been sold through the unattended payment kiosks.	Enables user to track Admissions counts, to maintain Health & Safety regulations
Kiosk Audit Report	The Kiosk Audit Report function enables the user to audit the unattended kiosk events,	Provides a tool for managers to

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NEW FOR 3.04	such as card declined, card retention alerts and payments.	deal with customer enquiries
		Enable the manager to operate within the banks required processes
Automated Kiosk Declarations **NEW FOR 3.04**	The Automatic Kiosk declarations functionality enables the system to automatically declare the total EFTPOS payments as part of the End of Session process when the terminal is closed.	Reduce time required for declarations Reduce possibility of user error when declaring values