Oracle® Hospitality RES 3700
Release Notes

Release 5.7

E95331-16

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ORACLE®

Oracle Hospitality RES 3700 Release Notes, Release 5.7

E95331-16

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Preface

This document describes the features and fixes included in this RES 3700 release.

Purpose

These Release Notes provide an overview of additions, enhancements, and corrections implemented in this software release. Review RES 3700's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for all RES 3700 technicians, administrators, and users.

Important Information

If you are upgrading to this version of RES, see Installation and Upgrade for version compatibility information and to ensure that there are no other outstanding issues for upgrading to this version.

For hardware and software compatibility, see System Requirements, Supported Systems, and Compatibility for the list of clients that are compatible with this version, and see the associated *Oracle RES 3700 Installation Guide* for the latest hardware and software recommendations.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/food-beverage/

Revision History

Date	Description of Change
May 2018	Initial Publication
June 2018	Corrections to: • Exporting employee information. • Removing employee information. • Exporting vendor information. • Enabling and configuring the customer personal data consent notice. • Database backup information. Various resolved issues added.
August 2018	Updated the Features and Updates section to include the support of the Audit Journal for the version 5.7.1 release.
September 2018	Updated the Release Notes Preface section, specifically the Revision History table.
December 2018	Added the following updates for the version 5.7.2 release: Always Show Quantity for Detail with Non-Zero Price and Allow Custom Printed Guest Check Content.
February 2019	Added Support for Debit with OPI in Features and Updates section for the version 5.7.3 release.
March 2019	Updated information for Support for Debit with OPI. Added reference to Compact Workstation 310.
May 2019	Added Manual Dispatch and Alerts to Features and Updates section for version 5.7.4 release.
June 2019	Added "Post on Check Finalized" option to Features and Updates for version 5.7.5 release.
August 2020	Updated the Chapter 3 – Installation and Upgrade section, Upgrade Compatibility and Information.
December 2021	Updates for version 5.7.8 release.

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Features and Updates

This chapter describes the new features and functionality updates contained in this release.

Employee Information

The following topics provide information and instructions with regards to creating, viewing, and maintaining employee information.

Employee Personal Data Consent

If the restaurant is configured to prompt users for consent before storing their personal data, the employee must provide consent before anyone can save their personal information into the system. Enabling and Configuring the Personal Data Consent Notice contains information about requiring consent for data storage.

If the employee is not the one entering their personal data, an administrator or an employee with sufficient privileges can consent or withdraw consent on their behalf.

> **✎ Note:**
>
> When upgrading to RES 5.7 or later from RES 5.6 or earlier, all existing employees are marked as having provided consent.

1. In the POS Configurator, click the **Employees** tab, and then click **Employees**.
2. Select the employee, click the **POS** tab, and then select or deselect **Consented**.

Viewing and Changing Employee Information

1. In the POS Configurator, click the **Employees** tab, and then click **Employees**.
2. Find and select the employee. Use the filters to view all employees or view only active employees.

3. Make changes to the employee personal data, and then click **Save**.

Exporting Employee Information

When requested by an employee, follow these instructions to create a PDF export of their personal data.

1. In the POS Configurator, click the **Employees** tab, and then click **Employees**.
2. Select the employee, select **Reports** from the menu, and then select **Use Current Employee**.

3. You can run and export the available reports in PDF format.

Removing Employee Information

For employees managed by Oracle Hospitality RES 3700 Enterprise Management, make sure to remove the information at Enterprise Management Corporate and not locally at an Enterprise Management store.

> ⚠ **WARNING:**
>
> Employee information cannot be restored after removal.

1. In the POS Configurator, click the**Employees** tab, and then click **Employees**.

2. Find and select the employee to remove, and then:

   a. Click **Delete** to remove employee information. This operation fails if the employee has activity in the system, or if the employee is terminated or is past their **Effective To** date but the configured data retention period has not yet passed.

   b. Click **Anonymize** if the employee could not be deleted due to activity in the system. This operation fails if the employee is terminated or is past their **Effective To** date but the configured data retention period has not yet passed.

   Retention Periods contains more information and instructions about the employee retention period.

3. If you could not remove data due to the retention period, notify the employee regarding the retention period and include when the employee can expect their data to expire from date retention.

Audit Journal

To support fiscal requirements in several countries, an Audit journal representing the equivalent of printed guest checks and customer receipts has been introduced with the release of RES 3700 version 5.7.1. Audit journals:

- Contain all elements of a printed guest check or customer receipt, including headers, trailers, custom formatting, graphics such as bitmaps or jpg's, and multiple rounds (if applicable)

- Include anything that has been manipulated via related SIM events

- Reflect the `FORMATRAW` SIM command (when used to print custom data on a guest check) by simply including the `***Raw Data Printed***`

- Are supported for checks initiated via Transaction Services

- Much like the current RES 3700 journal printers, can be assigned at the workstation level and output to either file based device types (Disk File) or physical printers

- Can be assigned a backup Audit journal

- Are accessible on the RES 3700 application server in a similar fashion as electronic journals and can be read using a text editor such as Microsoft Notepad

The following topic provides information and instructions with regards to configuring and accessing Audit journals.

Configuring an Audit Journal

To configure and assign an Audit journal to a workstation:

1. In the POS Configurator, click the **Devices** tab, and then click **Devices**.

2. Insert a record and enter the name of the new Audit journal from the **General** tab.

3. Select **Disk File** for a journal entry that is written as a text file to the RES 3700 application server from the **Device Type** drop-down list. If you want to output an Audit journal to a printer, select **Roll Printer** from the **Device Type** drop-down list.

4. Select the appropriate **Network Node** for your Audit journal from the drop-down list.

5. Click the **Printer Definition** tab.

6. If you choose the Disk File device type, enter the relative path in the **Print To Disk Filename** field. The relative path tells the system where you want the journal text file to be written to on the RES 3700 application server. For example: `..\journals\Auditjnl1.txt.`

7. If you choose to output your Audit journal to a printer, select the **Printer Interface Type** that you are using from the drop-down list.

8. Select the corresponding printer type from the **Printer Type** drop-down list (based on your Printer Interface Type setting), and then click **Save**.

9. Repeat all of the previous steps to configure a Backup Audit journal for your newly added Audit journal.

    To assign an Audit journal and a Backup Audit journal to a workstation:

10. In the POS Configurator, click the **Devices** tab, click **User Workstations**, and then click the **Printers** tab.

Figure 1-1   POS Configurator User Workstations Module
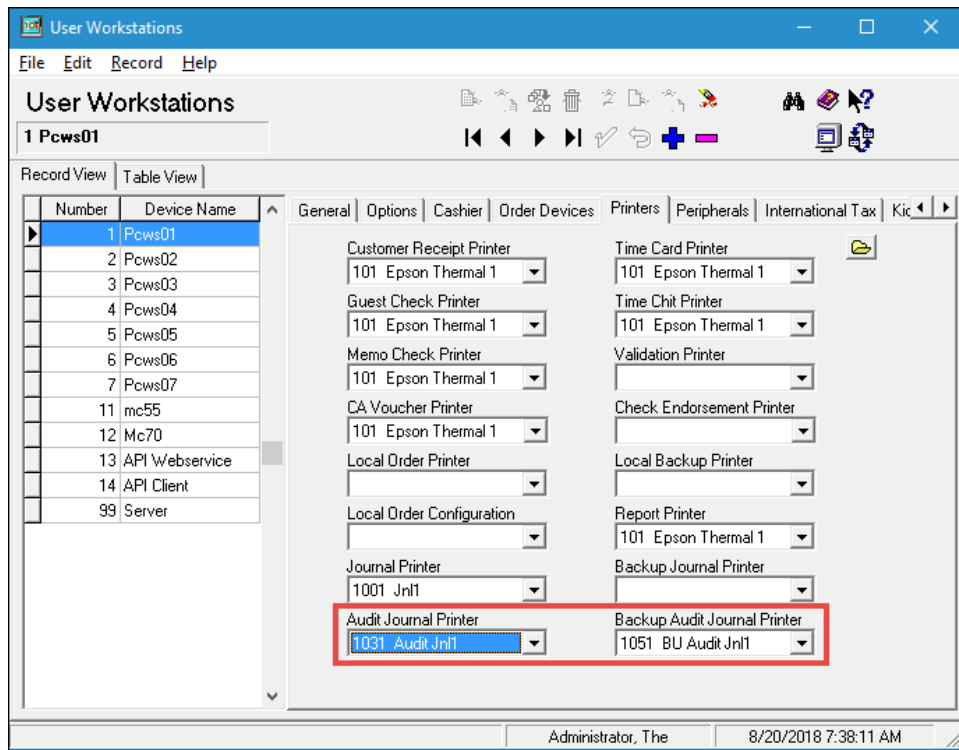
11. Select the workstation record that you want to assign an Audit and Backup journal.

12. Select the Audit journal from the **Audit Journal Printer** field that you want to write or print all transactions for this workstation.

13. Select the Backup Audit journal from the **Backup Audit Journal Printer** field that you want to backup the primary Audit journal for this workstation and **Save**.

Vendor Information

The following topics provide information and instructions with regards to creating, viewing, and maintaining vendor information.

Vendor Personal Data Consent

If the restaurant is configured to prompt vendors for consent before storing their personal data, the vendor must provide consent before anyone can save their personal information into the system. Enabling and Configuring the Personal Data Consent Notice contains information about requiring consent for data storage.

If the vendor is not the one entering their personal data, an administrator or an employee with sufficient privileges can consent or withdraw consent on their behalf.

> **Note:**
>
> When upgrading to RES 5.7 or later from RES 5.6 or earlier, all existing vendors are marked as having provided consent.

1. In Product Management, click **Setup**, and then click **Vendors**.

2. Select the vendor, click the **Contact Information** tab, and then select or deselect **Consented**.

Viewing and Changing Vendor Information

1. In Product Management, click **Setup**, and then click **Vendors**.

2. Find and select the vendor.

3. Make changes to the vendor information, and then click **Save**.

Exporting Vendor Information

When requested by a vendor, follow these instructions to create a PDF export of their personal data.

1. Start the Report Explorer application.

2. Right-click one of the following reports, and then click **Execute** to view vendor information:

To view	Navigate to this report
Vendor name and approved invoices.	Click **Invoicing Report**, and then right-click **Approved Invoices**.
Vendor name and bids.	Click **Vendor Bids Reports**, and then right-click **Bids by Vendor**.
Vendor name and invoicing accruals.	Click **Invoicing Report**, and then right-click **Invoicing Accruals**.
Vendor name and purchase order details.	Click **Receiving Report**, and then right-click **Order Receipts Variance**.
Purchase orders with vendor details.	Right-click **Purchase Orders**.
Vendor name and expected delivery details.	Right-click **Expected Delivery Details**.
Vendor details.	Click **Setup Reports**, and then right-click **Vendor Details**.

3. Right-click the report and save it as a PDF.

Removing Vendor Information

For vendors managed by Oracle Hospitality RES 3700 Enterprise Management, make sure to remove the information at Enterprise Management Corporate and not locally at an Enterprise Management store.

> ◆ **WARNING:**
>
> Vendor information cannot be restored after removal. It is the controller's responsibility to determine before removal whether vendor information is required for any business needs.

1. In the Product Management application, click **Setup**, and then click **Vendors**.

2. Find and select the vendor to remove, and then:

   a. Click **Delete** to remove vendor information. This operation fails if the vendor is referenced in ordering, receiving, or bidding activities.

   b. Click **Anonymize** if the vendor could not be deleted due to activity in the system.

Customer Information

The following topics provide information and instructions with regards to creating, viewing, and maintaining customer information.

Customer Personal Data Consent

If the restaurant is configured to prompt customers for consent before storing their personal data, POS Operations and Guest Service Solutions BackOffice show a dialog box with a consent notice that must be read to the customer.

Enabling and Configuring the Personal Data Consent Notice contains information about requiring consent for data storage.

If a customer requests to withdraw personal data consent, follow the instructions in Withdrawing Customer Personal Data Consent.

> **✎ Note:**
>
> When upgrading to RES 5.7 or later from RES 5.6 or earlier, all existing customers are marked as having provided consent.

1. In Guest Service Solutions BackOffice, click **Customers**, and then click **Find Customer**.

2. Click **Add**.

3. Read the consent notice in the dialog box shown by Guest Service Solutions BackOffice to the customer.

4. Click **Yes** if the customer consents to data storage. You can now enter personal data and then click the **Save/Update**.

5. Click **No** if the customer does not consent to data storage. This disables the **Save/Update** and prevents you from saving the customer data.

Withdrawing Customer Personal Data Consent

Follow these instructions when a customer withdraws data storage consent.

1. In Guest Service Solutions BackOffice, click **Customers**, and then click **Find Customer**.

2. Use the search fields to find the customer account.

3. Set **Active** to **FALSE**.

4. Click **OK** on the warning message about customer data no longer being used in the system.

Viewing and Changing Customer Information

1. In the Guest Service Solutions BackOffice application, click **Customers**, and then click **Find Customer**.

2. Use the search fields to find the customer.

3. Make changes to the customer personal data, and then click **Save**.

Exporting Customer Information from Guest Service Solutions

When a customer requests a copy of their personal data as stored by RES, use the following instructions to export a comma-separate value text file.

1. In the Guest Service Solutions BackOffice application, click **Export Wizard**.

2. Click **Add** and enter a name to create a query, and then add search criteria. For example, you can search by `customer_seq` if you know the customer ID number.

   a. Select a **Database Field**, an **Operator**, and enter a **Comparison Value** to create a search filter.

   b. Click **Add** to create another search filter.

   c. Review the search filters in **Current Filters**, and click **Delete** to remove a filter.

   d. To sort the results of the query, select the sorting field in **Sort By Field** and the sequence in **Sort Order**.

3. Click **Preview Results** to run the query.

4. Click **Save Results to Disk** and select the filepath and file name for the data export. Guest Service Solutions saves the query results as a text field in comma-separate value format.

Removing Customer Information

> ⚠️ **WARNING:**
>
> Customer information cannot be restored after removal.

1. Determine if the customer is registered in Guest Service Solutions, and then remove their information.

2. Determine if the customer is registered as a contact point in Guest Service Solutions Accounts Receivable, and then remove their information.

3. Set up purging for Table Management System reservations and wait list requests to make sure inactive data is not retained indefinitely.

4. Set up purging for Guest Service Solutions inactive customers to make sure information for inactive customers are not retained indefinitely.

Finding and Removing Customers from Guest Service Solutions

Use the following instructions to search for a customer in Guest Service Solutions, and then remove their information.

1. Start the Guest Service Solutions BackOffice application (`gss.exe`), click **Customers**, and then click **Find Customer**.

2. Use the search fields to find the customer, or determine that they have not been added to Guest Service Solutions.

3. To delete the customer:

   a. Make sure **Active** is set to **FALSE**.

   b. Make sure the customer has been inactive for longer than the Inactive Customers retention period for Guest Service Solutions. Retention Periods contains more information about this retention period.

   c. Click **Delete**.

4. If the delete operation fails because other RES modules are using the customer records, click **Anonymize**. This operation fails if the customer is inactive but the configured data retention period has not yet passed.

Finding and Removing Customers from Guest Service Solutions Accounts Receivable

Use the following instructions to search for a customer in Guest Service Solutions Accounts Receivable, and then remove their information.

1. Start the Guest Service Solutions BackOffice application (`gss.exe`), click **Accounts Receivable**, and then click **Account Maintenance**.

2. Use the search fields to find the customer, or determine that they have not been added as a contact point.

3. To delete the customer:

   a. Make sure **Active** is set to **FALSE**.

   b. Make sure the customer has been inactive for longer than the Inactive Customers retention period for Guest Service Solutions. Retention Periods contains more information about this retention period.

   c. Click **Delete**.

4. If the delete operation fails because other RES modules are using the customer records, click **Anonymize**. This operation fails if the customer is inactive but the configured data retention period has not yet passed.

Purging Table Management System Data

To purge Table Management System data, configure an autosequence that runs the `TMS Nightly` stored procedure.

1. In the POS Configurator, click the **Reporting** tab, and then click **Autosequences**.

2. Select the `TMS Purge` autosequence, or click **Add** to create an autosequence entry and name it `TMS Purge`.

3. Select **TMS Daily Purge** from the **Schedule Class** drop-down list.

   If the option does not exist, create the schedule class:

   a. Click **Open** for **Schedule Class** to open the Schedule Classes window.

   b. Select the `TMS Daily Purge` class, or click **Add** to create a class entry and name it `TMS Daily Purge`.

   c. Fill out the scheduling parameters on the **General** tab as follows:

      • **Schedule Date Type**: `Daily`

      • **Start Time**: enter when POS Operations should start purging the TMS data.

      • **Repeat Period**: leave these fields as `0`.

   d. Click **Save**, return to the Autosequences window.

4. Set the access level for the autosequence in **Privilege**. Access to Reports and Data contains more information about the access level.

5. Click **Save**, and then return to the POS Configurator.

6. On the **Reporting** tab, click **Autosequence Steps**.

7. Select **TMS Purge** from the **Select an Autosequence** drop-down list.

8. Double-click the autosequence step **Type** column, and then select **Stored Procedure**.

9. Select **165 - TMS Nightly** from the **Stored Procedure** drop-down list, and then click **Save**.

Purging Inactive Customers

To purge inactive customers, configure an autosequence that runs the `GSS Nightly` stored procedure.

1. In the POS Configurator, click the **Reporting** tab, and then click **Autosequences**.

2. Select the `GSS Purge` autosequence, or click **Add** to create an autosequence entry and name it `GSS Purge`.

3. Select a schedule class containing the desired time and frequency for running the purge operation from the **Schedule Class** drop-down list.

   To create a schedule class:

   a. Click **Open** for **Schedule Class** to open the Schedule Classes window.

   b. Click **Add** to create and name a class entry.

   c. Fill out the scheduling parameters on the **General** tab, click **Save**, and then return to the Autosequences window.

4. Set the access level for the autosequence in **Privilege**. Access to Reports and Data contains more information about the access level.

5. Click **Save**, and then return to the POS Configurator.

6. On the **Reporting** tab, click **Autosequence Steps**.

7. Select **GSS Purge** from the **Select an Autosequence** drop-down list.

8. Double-click the autosequence step **Type** column, and then select **Stored Procedure**.

9. Select **7102 - GSS Remove Inactive Customers** from the **Stored Procedure** drop-down list, and then click **Save**.

Enabling and Configuring the Personal Data Consent Notice

1. In the POS Configurator, click the **System** tab, and then click **Restaurant**.

2. For each store that you want to configure the consent settings, click the **Data Privacy** tab.

   If you do not see this tab, make sure you have configurator access to the **Restaurant** form.

3. Make sure **Prompt for Consent** is enabled to require consent from customers for data storage.

4. Enter the consent notice to be presented to customers in the **Customer Consent Text**.

5. Click **Save**.

6. For organizations using RES 3700 Enterprise Management, set these configurations for each store.

Retention Periods

RES lets you configure retention periods, or the amount of time that data is retained for inactive or historical data. You can configure the system to automatically delete data after going past the configured retention period.

RES does not let you configure a retention period for vendor information.

Inactive Customers in Guest Service Solutions

To configure the retention period for inactive customers in Guest Service Solutions:

1. In the POS Configurator, click **GSS**, and then click **Restaurant**.

2. On the **General** tab:

   a. Enter a maximum number of records to retain in **Customer Totals** and **Customer Details**.

   b. Set the **Retain Inactive Customers (Days)** field with the retention period for inactive Guest Services Solutins patrons.

      Enter 0 to prevent inactive customers from removal.

Table Management Reservations and Waiting List Requests

To configure the retention period for Table Management reservations and waiting list requests:

1. In the POS Configurator, click **Table Management**, and then click **Table Management**.

2. On the **General** tab, set the **Days to keep** field with the retention period in days for reservations and waiting list requests.

Terminated Employees

To configure the retention period for terminated employees:

1. In the POS Configurator, click **System**, and then click **Restaurant**.

2. For each store that you want to configure the retention period, click the **Data Privacy** tab, and then set the **Prevent employee deletion(Days)** field with the retention period in days for terminated employees.

   If you do not see this tab, make sure you have configurator access to the **Restaurant** form.

Access to Reports and Data

You can control access to data through the POS Configurator.

Employee Data

Use the following instructions to configure permissions to access employee data:

1. In the POS Configurator, click the **Employees** tab, and then click **Back Office Classes**.

2. Configure the permissions for **Employee Maintenance Control** and **Employee Setup Control** for each class.

Guest Service Solutions Data

Use the following instructions to configure permissions to access data in Guest Service Solutions:

1. In the POS Configurator, click the **Employees** tab, and then click **Employee Classes**.

2. Click **Necessary Employee Class**, and then click the **Privilege** tab.

3. Click the **GSS Privilege** tab, and then configure the permissions.

Vendor Data

Use the following instructions to configure permissions to access vendor data:

1. In the POS Configurator, click the **Employees** tab, and then click **Back Office Classes**.

2. Set the permissions for **Inventory Control**.

Table Management System Data

Use the following instructions to configure permissions to access data in the Table Management System:

1. In the POS Configurator, click the **Employee** tab, and then click **Employee Classes**.

2. Click **Employee Class**, and then click the **Privilege** tab.

3. Click the **TMS Privilege** tab, and then configure the permissions.

Report Explorer

Use the following instructions to configure access to the Report Explorer application by user role:

1. In the POS Configurator, click the **Employee** tab, and then click **BackOffice Classes**.

2. Select a property expert role.

3. In the **Reporting Group**, configure access to the **Report Explorer**, and then click **Save**.

Autosequences and Reports

You can configure permissions for running autosequences by privilege level:

1. In the POS Configurator, click the **Reporting** tab, and then click **Autosequences**.

2. For each autosequence, select a privilege level.

3. In the POS Configurator, click the **Employee** tab, click **Employee Classes**, and then click the **Privileges** tab.

4. For each employee class:

   a. Click the **Privileges** tab, and then click the **Reports** tab. If you do not see this tab, on the **Privilege Options** tab, select **Use Reports**, and then reload the **Employee Classes** window.

   b. Select a privilege level for the employee class with regards to reports. All employees belonging to this class can run autosequences with an equal or lower privilege level. For example, an employee class with privilege level 2 can run autosequences with privilege level 0, 1, or 2.

Logging for Data Privacy Functionality

This release includes logging for additional events. To view the application logs:

1. In Microsoft Windows, click **Start**, click **Programs**, click **Administrative Tools**, and then click **Event Viewer**.

2. Expand **Applications and Services Log**, and then click **Micros Security**.

Table 1-1   Events, Event Details, and Messages

Event	Event Details	Message
Successfully deleting an employee.		*EmployeeID – Employee_Name* has deleted Employee (*EmployeeID*)
Successfully deleting a vendor.		*EmployeeID – Employee_Name* has deleted Vendor "*VendorID*"
Successfully deleting a customer through Guest Service Solutions BackOffice.		**User Name**: *EmployeeID – Employee_Name* **Action Taken**: has deleted Customer (*CustomerID*)

Table 1-1   (Cont.) Events, Event Details, and Messages

Event	Event Details	Message

Opening a configuration form in Product Management.	**Level**: Information
	Source: Product Management
	Event ID: 105
	Task Category: Form Open
		`EmployeeID –`
		`Employee_Name opened`
		`form "Form_Name"`
		`(TfrmMaintClassName)`
		`.`

Closing a configuration form in Product Management.	**Level**: Information
	Source: Product Management
	Event ID: 105
	Task Category: Form Close
		`EmployeeID –`
		`Employee_Name closed`
		`form "Form_Name"`
		`(TfrmMaintClassName)`
		`.`

Adding a vendor in Product Management.	**Level**: Information
	Source: Product Management
	Event ID: 102
	Task Category: Inserted Vendor
		User Name: `EmployeeID`
		`– Employee_Name`
		Action Taken: `Inserted`
		`Vendor_Name`

Making changes to a vendor in Product Management.	**Level**: Information
	Source: Product Management
	Event ID: 102
	Task Category: Updated Vendor
		User Name: `EmployeeID`
		`– Employee_Name`
		Action Taken: `Updated`
		`Vendor_Name`

Deleting a vendor in Product Management.	**Level**: Information
	Source: Product Management
	Event ID: 102
	Task Category: Deleted Vendor
		User Name: `EmployeeID`
		`– Employee_Name`
		Action Taken: `Deleted`
		`Vendor_Name`

Making changes to Table Management System data retention settings.	**Level**: Warning
	Source: POS Configurator_
	Event ID: 103
	Task Category: Data Changed
		User Name:
		`Employee_Name`
		Data Changed:
		`EmployeeID –`
		`Employee_Name`
		`Changed TMS`
		`Retention`
		`Reservation and`
		`Waitlist Request`
		`Setting: Days to`
		`Keep`
		Original Value:
		`Original_Value`
		New Value: `New_Value`

Table 1-1   (Cont.) Events, Event Details, and Messages

Event	Event Details	Message
Make changes to Guest Service Solutions data retention settings.	**Level**: Warning **Source**: POS Configurator_ **Event ID**: 103 **Task Category**: Data Changed	**User Name**: *EmployeeID – Employee_Name* **Data Changed**: `GSS | Restaurant | General | Retain Inactive Customers(Days)` **Original Value**: *Original_Value* **New Value**: *New_Value*

PA-DSS Implementation Guide Updates

The PA-DSS Implementation Guide was reviewed and verified for Oracle Hospitality RES 3700 5.6 in accordance with the PA-DSS 3.2 standards.

NTEP Scale Certification

To support new United States regulations, the RES software has been certified. If a customer is using scales, they need to configure the system to display the NTEP certification number.

The NTEP number can be displayed in the Yellow Output Box (YOB) by enabling the new option in POS Configurator | System | Restaurant | Options | Others – **Display scale certification number**. Enable this option when using a scale in the United States.

Always Show Quantity for Detail with Non-Zero Price

For RES 5.7.2, a new option in the POS Configurator, called **Always print quantity of priced items**, is now available.

When enabled, the quantity of all detail items with a price printed on guest checks and receipts is also printed. When disabled, only quantities greater than one are printed on guest checks and receipts.

This applies but is not limited to the following detail items:

• Priced Condiments

• Priced Combo Meal Child Items

• Discounts

• Service Charges

To access the new option, select **POS Configurator**, **System**, **Restaurant**, **Options**, and then click **General**.

Allow Custom Printed Guest Check Content

For RES 5.7.2, the following ISL/SIM functions were updated:

- InsertChkExtensibilityInfo
- UpdateChkExtensibilityInfo
- InsertExtensibilityInfo
- UpdateExtensibilityInfo

These functions now use the following convention:

- If the contents of the display_name parameter contain a string that is enclosed in double circumflexes (^), then the string is included at the appropriate location on the printed guest check.
- Insert/Update-ChkExtensibilityInfo appears above the Guest Check Header.
- Insert/UpdateExtensibilityInfo appears below the Detail Name.

Sample usage:

```
InsertChkExtensibilityInfo "", 1234, "", "^^Sample Date Line^^"
```

These functions were originally documented in RES 3700 5.4 MR2:

https://docs.oracle.com/cd/E72602_01/docs/res-54mr2-rn.pdf

Support for Debit with OPI

Starting with version 5.7.3, RES 3700 with OPI now features the ability for customers to pay using Debit.

In order for Debit transactions to be made, the OPI Debit Support Mode must be enabled.

When Debit Mode is enabled:

- POS will initiate a "sale request" rather than an "authorization request", at the time of authorization.
- A sale request results in the POS applying a persistent tender/payment to the check. If paid in full, the check will be closed.
  - A sale response posts, listing approval details, optional tip amount, and cashback amount.
  - POS posts the cashback, tip, and tender to the guest check.
  - The tender will always be posted as a persistent tender. This means absolutely no edits are allowed to the tender. Corrections must be accomplished by creating a new guest check and taking corrective action on that check. This may be difficult or impossible if the account information is not available.
- If posting the payment in POS fails because of an error or network communication issue, then the payment will be voided with Payment Processor.

When OPI is used, there are several credit card processing options that are not necessary, and are recommended to be disabled. These options include:

- Auto Offline Authorization

- CA Status Display

- Print Voucher in Background

To disable Auto Offline Authorization and CA Status Display, select **Revenue Center**, **RVC Credit Cards**, **General**, and then disable **Auto Offline Auth** and **CA Status Display**.

To disable Print Voucher in Background, select **Revenue Center**, **RVC Credit Cards**, **Printing**, and then disable **Print Voucher in Background**.

Software Version Requirements:

- Debit Mode without Cashback Support:

  - Credit card driver CaOPI - Version 5.2.3 and 5.2.2.2

  - Oracle Payment Interface - Release 6.2.2 and above

- Debit Mode with Cashback Support:

  - Credit card driver CaOPI - Version 5.2.3

  - Oracle Payment Interface - Release 19.1 and above

> **Note:**
>
> If Debit Mode with Cashback Support is attempted with a version of CaOPI prior to 5.2.3, then an attempted sale with result in a "Debit Support Mode not supported by the current CA Driver" error.

Additional details:

- Confirmation messages with the appropriate version compatibility information display when OPI Debit Support & Cashback Support options are enabled. These messages display upon saving the configuration changes. It is recommended that the Default OPI tender has matching option bits with the rest of the OPI tenders on the Tender page in POS Configurator.

- A warning message displays when a tip is returned in the sale approval and there is no Charged Tip linked to the tender media.

- Charged tips entered in POS before the sale request are sent as a tip to the payment processor with the sale request. The merchant must choose how tips are entered (in POS with the charged tip function) or on the Pin Entry Device (PED) by the customer. If charge tips are entered at POS, the PED cannot alter this amount.

- If OPI is in use (either in Credit or Debit Mode), the operator is not allowed to add a Cashback Service Charge to a check in POS Operations. If OPI Debit Mode with Cashback is enabled, the Cashback amount must be entered at the PED and returned to POS Operations in the Sale response.

- A configuration error during database download in POS occurs, if the system does not have Cashback Service Charge configured in OPI Debit Cashback Mode. The following will be logged in the 3700d.log: "CONFIGURATION SERIOUS ERROR - Cash back service charge is needed for OPI Debit Cashback Mode" The following error message will be displayed when Cashback Service Charge is not configured and a sale request is attempted: "Cash back service charge not configured".

- The function keys **Initial Auth** and **Initial Auth with Check Amount** are disabled in OPI Debit Mode. The function key **Credit Card Lookup** (also called Auth and Pay) behaves similarly as Credit Authorize in OPI Debit Mode. The function key **Credit Final** has no use in OPI Debit Mode, and is therefore disabled in OPI Debit Mode.

Allow Manual Dispatch

Starting with version 5.7.4, RES 3700 now allows users to manually dispatch checks.

A new option, called **Allow Manual Dispatch** is located under the General tab in POS Configurator | System | Order Types. This option becomes available only if the **Require Dispatch** check box is enabled. If it is not enabled, the option will appear greyed out.

KDS and POS Alerts

Starting with version 5.7.4, RES 3700 has new and improved alert schemes for Kitchen Display Systems (KDS) and Point of Sale (POS) devices.

Figure 1-2   Kitchen Display System Alerts
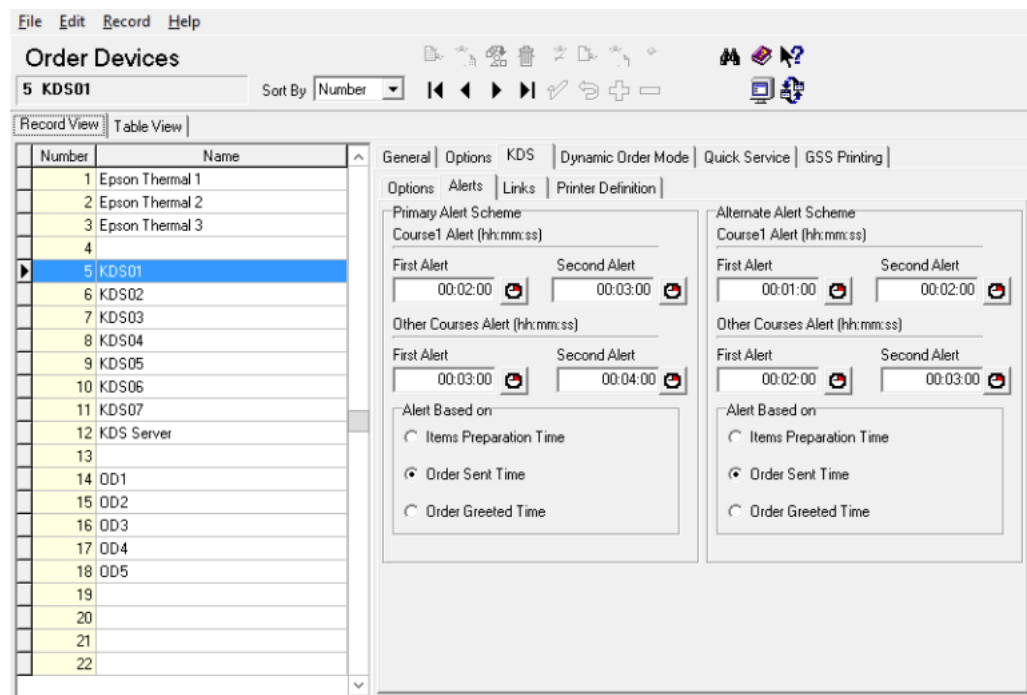
The KDS Alerts can be accessed in POS Configurator by navigating to Devices, Order Devices, KDS, and then the Alerts tab.

The two new schemes added to the KDS Alerts form are:

- **Primary Alert Scheme**

- **Alternate Alert Scheme**

Both alert schemes have the following configuration options:

- **Items Preparation Time**: The system bases alert time calculations off of the "Display next course after previous course done" option.

  If it is disabled, the KDS will base the alert times off of the longest preparation time for the item(s), regardless of the course.

  If it is enabled, KDS will base the First Course Alert 1 and Alert 2 time off of the longest preparation times for the item(s) of that course. KDS will then based the Other Courses Alerts 1 and 2 off of the longest preparation times for the item(s) of that course or the minimum preparation time (which is located Sales | Descriptors | Dining Courses), depending on the greater preparation time value.

- **Order Sent Time**: Alerts are shown based on the given order sent time, and ignore the menu item preparation time.

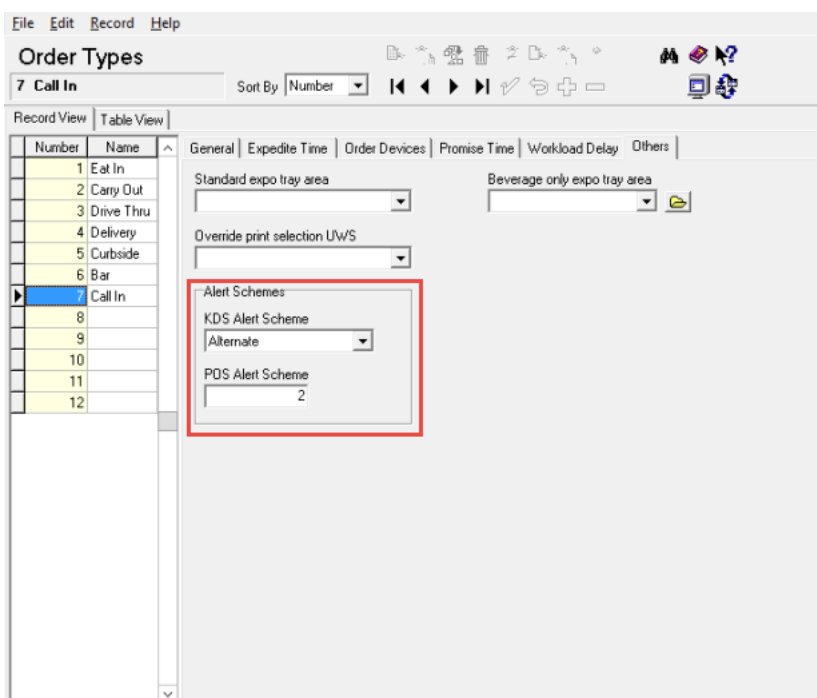- **Order Greeted Time**: Alerts are shown based on the given order greeted time. This alert option only works with Order Types which have the "Require Greeting" option enabled (found in System | Order Types | General), and if the check is greeted.

Figure 1-3   Order Types – Others Alert Schemes

In the Order Types window, under the Others tab, there is a new section dedicated to Alert Schemes. They are as follows:

- **KDS Alert Scheme**: The default setting for this drop down menu is blank. When blank, the KDS will use the Primary Alert Scheme and will operate as usual.

- **POS Alert Scheme**: This field is used for configuring the POS Alert Scheme number (used in the Orders List), and is based on the POS display template configuration. The field allows for numbers in the range of 0–255 to be entered. This allows for different alerts to be used for each order type

The following example alert values and their descriptions can be used for configuring the POS Alert Scheme:

Alerts

- 180 – Black, Yellow
- 210 – White, Red
- 300 – White, Red, Flashing

Alerts 2

- 120 – Black, Khaki
- 180 – White, Dark Blue
- 210 – White, Dark Blue, Flashing

Alerts 3

- 60 – Black, Gray
- 90 – White, Dark Green
- 180 – White, Dark Green, Flashing

Post on Check Finalize Option

Starting with version 5.7.5, RES 3700 has a new option in Service Charges called **Post on check finalize**. This option is intended for orders that are placed using Transaction Services. It allows the customer's tip to be reported to the intended employee.

In addition:

• This option postpones posting of the service charge to totals until the check is finalized.

• The check is finalized after being dispatched or paid in full.

• For checks with a delivery order type, the service charge will post to totals when the check is transferred to a driver.

• For checks with a non-delivery order type, the service charge will post to totals when the check is paid in full.

If the **Post to charged tips totals** option is enabled in Service Charges, the **Post on check finalize** option will be disabled (and vice versa). The two options cannot be enabled at the same time. The option will also be disabled if the service charge type is changed from **Standard**.

Update Table Statistics Option

Starting with version 5.7.2, RES 3700 has a new option **Update Table Statistics** added in Database Manager. This option is used to rebuild table statistics, allowing for improved performance.

With RES 3700 version 5.7.7, this procedure was updated to be able to be configured and added as the Autosequence step **3001 Update Micros Table Statistics**.

Disabling Automatic Discounts

Starting with 5.7.7, RES 3700 Transaction Services has been enhanced to allow for the creation of Guest Checks with Automatic Discounts disabled, regardless of whether or not the Revenue Center has automatic discounts enabled.

Enhanced Delayed Service Charge

Starting with 5.7.7, RES 3700 has enhanced Delayed Service Charges to post to charge tips. A service charge will not be posted until a check is finalized. Doing so allows for the person delivering food to receive the tip.

Enhanced Posting by Order Type

Starting with 5.7.7, RES 3700 has enhanced the posting of charged sales to account for situations where more than one tender is used to pay a check.

Two mutually exclusive options have been added to the POS Configurator module:

- **Unless tip present on individual tenders** – Only tenders that have a charged tip and are configured to do so will post to gross and charged receipts.

- **Unless tip present on any tender** – When multiple tenders are applied to a guest check, and if any tender includes a charged tip, then all configured tenders will post to gross receipts and all tenders that include a charged tip will post to charged receipts.

These options are disabled by default, unless the option **Do not post to tip totals** is enabled.

Improved Service Total Performance

Starting with 5.7.7, RES 3700 has added two new options to the POS Configurator module in order to improve the performance of service totalling a check. These options are:

- **Do not send guest check to KDS**

- **Do not send CC voucher to KDS**

When enabled, the KDS is not able to print a guest check or credit card voucher. Enabling these options improves the service total time.

Improve Dispatch Check Performance

Starting with 5.7.7, a new option called **Remove persistent Automatic Discounts** has been added to RES 3700. Enabling this option results in POS Operations removing the previous round of discounts when picking up a check, allowing for regular Automatic Discount operations to continue.

Enhanced MDS Certificate

Starting with 5.7.7, RES 3700 now has the improved ability to add clients and to change a server name when necessary.

Rotate MDS Certificate from Command Line

Starting with 5.7.7, RES 3700 has added the ability to rotate MDS certificates from the command line.

Auto-Increment Cashier and Employee Shifts with Business Date

Starting with 5.7.7, RES 3700 has the ability to auto-increment cashier and employee shifts. New options are added to the POS Configurator module which, when enabled, allows for the Cashier and Employee shifts to increment when the Business Date increments. The options are:

- **Autoincrement cashier shift with business date set**
- **Autoincrement employee shift with business date set**

Database Manager Updated for Discovery Mode

Starting with 5.7.7, the RES 3700 Database Manager has been updated to allow for a set duration of minutes when using **Discovery Mode** during an upgrade. The maximum duration is capped at 60 minutes, and setting the time to "0" deactivates Discovery Mode.

Donation Support

Starting with 5.7.8, RES 3700 now supports several service charge options for a new donation feature. The options are:

- **Do not post item to emp tip totals** – This allows a service charge (or a donation for OPI) to not add that specific service charge item to gross and charged receipts, and to only tip service charge totals. This differs from the existing option **Do not post to emp tip totals**, which keeps the entire check from posting to gross and charged receipts, and only tip service charge totals.

- **Donation Service Charge** – This is a drop down menu listing non-revenue service charges to post to OPI Donations. This option is only available when **Enable OPI Donation Support** is enabled.

- **Enable OPI Donation Support** – This allows charity donations to be accepted from an OPI Payment Provider. Donation support requires OPI Debit to be enabled for the revenue center.

2

System Requirements, Supported Systems, and Compatibility

This chapter describes RES 3700 system requirements, supported systems, and compatibility:

Server Requirements and Compatibility

The RES 3700 server requires the following:

Application	Requirements/Compatibility

Operating System	• Microsoft Windows 10
	   – 64-bit only
	• Microsoft Windows 7
	   – 32-bit and 64-bit
	   – Ultimate, Enterprise, Professional Editions
	   – Service Pack 1 or later
	• Microsoft Windows Server 2016
	   – 64-bit only
	• Microsoft Windows Server 2012 R2
	   – 64-bit only
	• Microsoft Windows Server 2008 R2
	   – Service Pack 1 or later

Internet Information Services	Make sure **IIS 6 Management Compatibility** is enabled.
Microsoft .NET Framework	4.0 or later
Adobe Acrobat Reader	DC version 17.0009.20044 or later
Microsoft Distributed Component Object Model (DCOM)	6.1
Microsoft Open Database Connectivity (ODBC)	6.1
Sybase Adaptive Server	17
Crystal Reports Professional	2016 RES installs Crystal Reports Viewer. If you require report development, you must install the full version of Crystal Reports Professional and then re-install RES. Reports developed in later versions of Crystal must be saved using the 2016 format.
Borland Delphi Engine	5.0
Microsoft ActiveX Data Objects (ADO)	6.1

Supported Win32 Devices

RES supports the following Win32 devices. You must install Microsoft .NET Framework 3.5 SP1 or higher.

- Oracle MICROS Compact Workstation 310
- Oracle MICROS PC Workstation 2015
- Oracle MICROS Workstation 6 Series
- Oracle MICROS Tablet E-Series and MICROS E-Series Base Station (uses Microsoft Windows 8.1 Industry Edition)

  Make sure to set Tablet E-Series as a **Workstation** Workstation Type in the POS Configurator.

- Oracle MICROS Tablet 720 and Tablet 721 (using Microsoft Windows 8.1 or Microsoft Windows 10)

Supported Microsoft Windows Embedded Devices

RES supports the following Microsoft Windows CE devices. You must install Microsoft .NET Compact Framework 2.0 or higher.

- Oracle MICROS Workstation 4LX
- Oracle MICROS Workstation 5
- Oracle MICROS Workstation 5A (uses Microsoft Windows Embedded POSReady 7)
- Oracle MICROS Workstation 5A (uses Microsoft Windows Embedded CE 6.0)
- Oracle MICROS Tablet R-Series & MICROS R-Series Base Station (uses Microsoft Windows Embedded Compact 7)
  – Make sure to set Tablet R-Series as an **mTablet** Workstation Type in the POS Configurator.
  – If you update to Platform 1.5 or later, see Oracle MICROS Tablet R-Series Platform 1.5 for additional instructions.

Supported Handheld Devices

RES supports the following hand-held devices:

- DT Research WebDT 410
- DT Research WebDT 415
- DT Research WebDT 430
- Zebra MC40 (Microsoft Windows Embedded Compact 7)

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3

Installation and Upgrade

This section describes installation and upgrade instructions for this RES 3700 release:

Upgrade Compatibility and Information

RES 5.7 supports upgrades from:

- RES 5.6, 5.5, 5.5.0.*x*, 5.5.5.1 - 5.5.1.6, 5.5.2 - 5.5.2.5, 5.5.3 - 5.5.3.2.

- RES 5.4, 5.4.1.*x* - 5.4.3.*x*, 5.4.4 - 5.4.4.6.

- All RES versions earlier than 5.4.

If you are on a later version that is not supported by RES 5.7, review the 5.7 patches to see if the support was added after the 5.7 general release.

For information about fixes and changes made between your version and RES 5.7, review:

- The RES 5.4, RES 5.5, and RES 5.6 Release Notes on the Oracle Help Center.

- The ReadMe files associated with the latest RES 5.4, RES 5.5, and 5.6 patches on My Oracle Support. RES patches are cumulative, so the latest ReadMe will contain a list of all fixes associated with the release version.

Customer Consent Notice Requirement

For legal compliance, RES 3700 now enables customer consent for storing personal data. For both upgrades and new installations, you must configure the customer consent text before POS Operations can start.

1. In the POS Configurator, click the **System** tab, click **Restaurant**, and then click the **Data Privacy** tab.

2. To require customer consent, enter the message shown to customer in the **Customer Consent Text** field.

3. If your region does not legally require customer consent and you do not want to prompt customers for consent, unselect **Prompt for Consent**.

Database Backup

This release implements a secure method of database backup to create an encrypted backup file and an encryption key.

This mode is enabled by default. When using Secure DB Backup, database restoration requires the presence of both files in the same folder.

To change this configuration:

1. In the POS Configurator, click the **System** tab, and then click **Restaurant**.

2. On the **Security** tab, select or deselect **Secure DB Backup**.

Activating New Features

Perform the following steps to activate newly purchased features for your system:

1. Run License Manager.
2. For each Installed Product (POS 3700, Kitchen Display System, RES Platform, Enterprise Office, Enterprise Management, Guest Services Solution):
   a. Select the product tab.
   b. Select the **Product/Features** tab under the Activation group.
   c. Select all **Product Activation** items.
   d. Select the purchased features in the **Feature Activation** group.
   e. Click **Reload**.
   f. Verify the selected features show a check mark under the product tab.

Oracle MICROS Tablet R-Series Platform 1.5

Perform the following steps to enter the Client Trust Pass Phrase when using a MICROS Tablet R-Series with platform 1.5 or later:

1. On the MICROS Tablet R-Series, click **Start** and then click **Network and Dial-up Connections**.
2. Disable one of the network adapters:
   - If you are using a wireless connection, right-click `ENET1` and then click **Disable**.
   - If you are using an ethernet connection, right-click `SDCSD40N1` and then click **Disable**.
3. Verify that the network adaptor icon shows a red X icon.

4
Resolved Issues

This chapter describes the issues resolved in this release.

POS Operations

This chapter describes the POS Operations issues resolved in this release.

Table 4-1   POS Operations Resolved Issues

BugDB	Description
26862352	The **Pickup Open Check SLU** macro no longer fails to load the next touchscreen.
N/A	Using the **Edit Refund Closed Check** function to refund one or more combo meals using **Quantity** keys no longer results in the creation of an Outstanding amount and a Cancel amount.
N/A	Checks no longer close without tender if you do not ring items on a second seat after activating **Tray Totals**.
N/A	You can now reprint credit card vouchers using **CC Auth** in Oracle Payment Interface (OPI) mode.

Autosequence and Reports

This chapter describes the Autosequence and Reports issues resolved in this release.

Table 4-2   Autosequence and Reports Resolved Issues

BugDB	Description
27678315	SchedulerStatus no longer fails or shows the message `Autosequence Scheduler Status Application has stopped working.`
26806762	The Employee Closed Guest Check report now correctly includes the `S` symbol to denote split checks.

Kitchen Display System

This chapter describes the Kitchen Display System issues resolved in this release.

Table 4-3   Kitchen Display System Resolved Issues

BugDB	Description
26760013	When a User Workstation is added after creating a Kitchen Theme, the order devices now are correctly enabled when changing Kitchen Themes.

Manager Procedures

This chapter describes the Manager Procedures issues resolved in this release.

Table 4-4   Manager Procedures Resolved Issues

BugDB	Description
26906751	The **Ok and Done** button in **Edit Time Card Record** no longer causes Manager Procedures to close and return to POS Operations.

Printing

This chapter describes the Printing issues resolved in this release.

Table 4-5   Printing Resolved Issues

BUGDB	Description
25060049	Eco print mode now works correctly after splitting a check.

Transaction Services

This chapter describes the Transaction Services issues resolved in this release.

Table 4-6   Transaction Services Resolved Issues

BugDB	Description
27534687	The Sales Report no longer generates an Outstanding amount when a menu item is added to a seat created by tray totals or split order after the check has been paid by credit card but before the check has been dispatched.

5
Known Issues

This chapter describes known issues:

POS Operations

This chapter describes the POS Operations issues known in this release.

Table 5-1   POS Operations Known Issues

BUGDB	Description

Third-Party

This chapter describes known Third-Party issues.

Table 5-2   Third-Party Known Issues

BugDB	Description
22248157	The new version of Crystal Reports uses a different MSVCP71.dll version. Third-party applications that depend on MSVCP71.dll now fail to run if a separate copy of MSVCP71.dll was not installed with the application. **Workaround**: Contact the provider of the third-party application.

Manager Procedures

This chapter describes known Manager Procedures issues.

Table 5-3   Manager Procedures Known Issues

BugDB	Description
22282928	You cannot share the Mag Card Reader on the MICROS Tablet E-Series, the Oracle MICROS Tablet 720, and the Oracle MICROS Tablet 721. This prevents you from assigning an Employee Mag Card in Manager Procedures if Manager Procedures is launched from POS Operations. **Workaround**: Exit POS Operations, start Manager Procedures, and then assign an Employee Mag Card.