Oracle® Simphony

KDS Configuration and User Guide

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Preface

Oracle Simphony is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

Purpose

This Configuration and User Guide provides instructions to set up the Kitchen Display System in Simphony and explains its daily use.

Audience

This document is intended for kitchen staff and system administrators of Simphony.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at: https://iccp.custhelp.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 and any associated log files
- Screen shots of each step you take

Documentation

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

Simphony Digital Learning

The Simphony Learning Subscription provides additional product knowledge through interactive training, guided video tours, and helpful knowledge checks. After exploring the documentation library, use your Oracle Single Sign On to check out the Simphony learning opportunities at Oracle Restaurants Learning Subscription.

Revision History

Date	Description of Change
February 2025	Initial publication.

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Date	Description of Change
September 2025	Updated the following topics in the Basic KDS Configuration chapter: • Configuring a KDS Display • Configuring a KDS Order Device

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1

KDS Basics

A Kitchen Display System (KDS) is an order device which communicates order information to a preparation area. Instead of orders printing on a kitchen printer, orders appear on monitors enabling kitchen staff to see what needs to be prepared. The main benefits of KDS are:

- Improves communication between the kitchen, management, and the wait staff, increasing kitchen efficiency and improving operations through a paperless kitchen environment.
- Provides a real-time view of restaurant operations with color statuses, timers, and capabilities to view details for each order.
- Captures performance data for reporting and analysis.

KDS Controller

A KDS Controller is an application which runs on an on-premise service host. It is responsible for managing all of the business logic associated with the KDS. The KDS Controller moves data to and from KDS Displays, provides KDS Displays with their configuration information, and maintains detailed order activity in the kitchen. All updates to KDS Displays (changing a toolbar or bump bar button) are routed through the KDS Controller.

KDS Display

A KDS Display is a monitor that displays orders in the kitchen. There are three types of KDS Displays; KDS Display Types contains more information.

KDS Toolbar and Bump Bar

KDS toolbar refers to the row of KDS function buttons that appears on the top or bottom of a KDS Display.

A KDS bump bar is a physical device attached to KDS Displays which enables KDS users to select and bump orders. You can also configure KDS bump bars to perform other functions.

Order Receipt

Order Receipts contains more information.

Supported KDS Devices

See the *Compatibility Matrix* for information about all supported KDS hardware and operating systems.

Terminology

The following table describes common terms used in this guide.

Table 1-1 Terminology

Term	Meaning
All Prep Done	The order is complete at all Prep Stations.
Bump	To remove an order from the KDS Display.

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Table 1-1 (Cont.) Terminology

Term	Meaning
Prep Started	The kitchen staff have started preparing the order.
Prep Time	The time it takes to prepare the item.
Recall	To return a previously bumped order back to the KDS Display.
Suborder	A suborder is equivalent to a chit on a KDS Display. It is a breakdown of an order by the assigned KDS order devices and related options to help kitchen staff to prepare the menu items.

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2
Getting Started

This chapter provides a high-level overview of setting up the Kitchen Display System (KDS) in the Enterprise Management Console (EMC) and using it for the first time.

Table 2-1 Getting Started

I want To	Go To
Set up the Kitchen Display System	Basic Kitchen Display System (KDS) Configuration
Install the Client Application Loader on the KDS	Client Application Loader (CAL) Setup for KDS
Translate the KDS user interface to another language	Translation for KDS
Perform operations on the KDS	KDS Operations
View reports on KDS operations	KDS Reports

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3
Basic KDS Configuration

The basic configuration for KDS consists of completing the following tasks:

Configuring a KDS Controller

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Insert a new record, enter a record name, and then click **OK**.
3. Double-click the new record to open it.
4. On the **General** tab, configure the settings as described in the following table:

Table 3-1 KDS Controller Fields

Fields and Options	Description
1 - Prevent Chit Bump on Expo Display if Chit Exists on Prep Display	Select this option to prevent a chit from being bumped from an Expo Display if the chit still exists on one of the Prep Displays.
2 - Display Next Course after Previous Course Complete	KDS Configuration for Dining Courses contains more information.
3 - Show Only Active Orders	Select this option to allow a Speed of Service (SOS) Display to show only tables that have open orders.
4 - Expo-only Items Display as Done	Select this option to change the status of menu items that do not go to Prep Stations to Done when they fire.
5 - Exclude CAL Updates from Service Host Change	If the property does not use the CAL, select this option to exclude updates to CAL for Service Host changes made in the KDS Controller.
6 - Enable Item Started Timings	If the KDS is not using Dynamic Order Mode (DOM) and is configured to show every item in an order on separate chits (from the Order Devices module set KDS Option **3 - Single Item Per Sub-Order**), select this option to have KDS recalculate an order's target done time (TDT) when the kitchen staff starts on the item with the longest prep time. After the KDS recalculates the TDT, the system adjusts all of the fire times for the remaining items (based on individual prep times) to ensure that all items complete at the new TDT. When using this feature, Simphony automatically starts unstarted orders when bumped from KDS Displays.

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Table 3-1 (Cont.) KDS Controller Fields

Fields and Options	Description
7 - Include Theme In The Device Name	Select this option to have the KDS show the current Kitchen Theme after the name of the device on the KDS status bar.
8 - Enable load balancing	Select this option to dynamically distribute incoming orders to KDS Expo Displays and KDS Prep Stations. KDS Expo Displays and KDS Prep Stations are assigned to distribution groups, and orders route to the Expo Display or Prep Station according to their current load of non-bumped items. KDS Load Balancing contains more information.
9 - Enable Backup Controller Automatic Takeover	If the KDS Controller has a backup service host, select this option to allow the backup KDS Controller to take over automatically when the primary controller is down.
10 - Start Hides Other Preps	Select this option to have orders disappear from all other KDS Prep Stations when a kitchen staff member marks an order chit as started using **Order Start** or **Order Start First** on one KDS Prep Station.
11 - Prevent bump while ordering	Select this option to prevent KDS users from bumping chits corresponding to orders that are still in the process of being taken by the workstation operator. When selected, the KDS shows the word Ordering at the footer of the chit. This feature is only supported in revenue centers that have option **50 - Enable Dynamic Order Mode (DOM)** set and when using DOM Types Fire On Fly and Fire On Next. To use this feature, you must configure a chit layout that shows the subtotal field or enable Order Devices option **9 - Display Subtotal**.
12 - Recall to Original Position	Select this option to have recalled orders appear in their original position prior to being bumped. When deselected, recalled orders appear first on the display.
Database Update Frequency	Enter the number of seconds you want the KDS Controller to wait to retrieve the latest updates from the database. The default value is 1800 seconds (30 minutes). The value in this field overrides the Property Parameter's Database Update Frequency setting.
Wait for Prep Suborder	If the property is using dining courses, enter the number of seconds that you want the KDS to wait for Prep suborders before displaying an expo order as All Prep Done. Oracle recommends entering a value of 1 or 2. The value 0 (zero) is ignored.

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Table 3-1 (Cont.) KDS Controller Fields

Fields and Options	Description
Media Viewer URL	Enter the machine name of the Media Viewer server (for example, `MyPC`). Media Viewer does not currently support HTTPS and assumes the use of port 80. If you change the port number for the Media Viewer site through the Internet Information Services (IIS) Manager, append the port number to the machine name. For example, `MyPC:[PORT]`. Media Viewer Configuration contains more information.
Expo Recall Action	Select the location for orders to appear when they are recalled from an Expo or SOS display: • **0 - All**: Returns the order to all displays that handled the original order. This is the default selection. • **1 - Recall Expo Only**: Returns the order only to the Expo Display. • **2 - Not Marked as Done**: Returns the order to any Prep Station that did not mark the order as done before it was marked done at the Expo Display.
Display Language	Select the language used to display all non-configurable text in KDS. This includes messages, title bars, column headers, and chit elements. Note: This setting has been deprecated with the KDS Presentation Language changes introduced with 19.4. Please configure with the new KDS Displays | General | General Settings | Default Language. See the release notes for more details.
Enable Reset All Time	Enable and set a time at which the system clears orders from kitchen displays. The system clears the orders every day at the time you specify. For example, you want to clear orders from the previous night so they do not show up on the displays the next morning. If you select the option and then set the time to 6:00, the system clears the orders every morning at 6 am.
Number of Zones	Dynamic Display and Kitchen Zones contains more information.
Max Items Per Zone	Dynamic Display and Kitchen Zones contains more information.
Production Count Increment Type	Production Items for KDS contains more information.
Production Count Decrement Type	Production Items for KDS contains more information.

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Table 3-1 (Cont.) KDS Controller Fields

Fields and Options	Description
Time (sec)	Enter the number of seconds to elapse before automatically bumping all closed orders after reaching the Check Count.
Check Count	Enter the number of checks that are allowed to appear on the KDS before automatically bumping.

5. Click the **Service Host** tab.
6. Click the **Select** adjacent to the **Service Host** field, select a service host from the list, and then click **OK**.
7. (Optional) Click the **Backup Service Host** tab, and then configure a backup KDS Controller. Configuring a Backup KDS Controller contains more information about configuring a backup KDS Controller.
8. (Optional) Click the **Item Status Colors** tab, and then select the colors in which you want items to appear on KDS Expo Displays when the status of items change. The following table describes the Item Status Color fields.

Table 3-2 Item Status Colors Fields

Field	Description
Status Sent Color	Select the color in which items appear when they are awaiting to be sent to Prep Displays.
Status Fired Color	Select the color in which items appear when they are sent to Prep Displays.
Status Bumped Color	Select the color in which items appear when they are bumped from the Prep Display.
Status Started Color	Select the color in which items appear when they are Prep started. This feature only functions with KDS Prep stations, in non-DOM Mode, and with Item Started Timings deactivated.
Item Select Color	Select the color in which items show when kitchen staff selects an item on the order.
Item Mark Color	Select the color in which items appear when kitchen staff marks an item. (When an item is marked, it remains on the KDS Display and prevents other kitchen staff from bumping the order.)
Item Recall Color	Select the color in which items appear when kitchen staff recalls an order.
Item Recallable Color	Select the color in which recallable items appear.

9. (Optional) Click the **Layout Colors Override** tab, and then click **Custom Color** adjacent to the relevant field to select the colors for orders and the KDS screen layout. The following table describes the Layout Colors Override fields.

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Table 3-3 Layout Colors Override Fields

Field	Description
Alert 1	Select the background color for the order when it exceeds the first alert time.
Alert 2	Select the background color for the order when it exceeds the second alert time.
Background	Select the background panel color for the KDS Display. The default color is black. Upon completion of an order, the border of the order chit appears in the same color as the panel background.
Order Selection	Select in which color the border (highlight) of an order appears when an item is selected. The default color is green.
Order Background	Select the background color for orders chits. The default color is white.
Void Item	Select in which color voided items appear. The default color is red. Dynamic Order Mode Highlight Scheme colors assigned in the Order Devices module overrides this setting.
Course 1 Item	Select in which color items belonging to the first course appear. The default color is blue. The KDS highlight scheme assigned for a menu item class overrides this setting.

10. Click **Save**.
11. Select the property, click **Setup**, and then click **RVC Configuration**.
12. Double-click the revenue center for which you want to assign the KDS Controller.
13. On the **General** tab, select the **KDS Controller** from the drop-down list.
14. Click **Save**.

Configuring a Backup KDS Controller

You can configure a backup KDS controller service to take over manually or automatically from the primary KDS controller in case of failure.

Beginning with the Simphony 18.1 release, by enabling KDS Controller option **9 - Enable Backup Controller Automatic Takeover** (described below), when the Start of Day executes, it checks to see whether the primary controller is currently active, and if not, it automatically switches from the backup to the primary controller.

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Double-click the KDS Controller for which you want to assign a backup KDS Controller.
3. Click the **Backup Service Host** tab.
4. Click the **Select** link adjacent to the **Service Host** field, select a backup service host from the list, and then click **OK**.
5. To set the backup KDS Controller to automatically take over when the primary KDS Controller is down:

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a. Click the **General** tab.

b. Select **9 - Enable Backup Controller Automatic Takeover**.

6. Click **Save**.
7. Select the Enterprise level, click **Configuration**, and then click **Roles**.
8. Double-click an appropriate employee role, click the **Operations** tab, and then click the **PMC Procedures** subtab.
9. Select **30057 - Backup/Restore KDS Controller**, and then click **Save**.

   This allows employees associated with this role to activate the backup KDS Controller or to re-activate the primary KDS Controller manually.
10. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Page Design**.
11. Insert a new button, select **Function** from the **Type** drop-down list, and then select **Restore Primary KDS**.

    This touchscreen button allows workstation operators to activate the primary KDS Controller that the current revenue center is using when it comes back online, if the backup KDS Controller is currently active.
12. If you did not configure the backup KDS Controller to automatically take over for the primary KDS Controller, insert another new button.

    a. Select **Function** from the **Type** drop-down list.

    b. Select **Active Backup KDS** from the **Function** list.
13. Click **Save**.

Configuring the KDS Bump Bar

Bump bar functions are enabled by mapping an activity to a specific keypad button. A scancode is a numeric value that represents each keypad location. Scancodes are determined by the bump bar manufacturer. Refer to the support documentation provided by the manufacturer of the bump bar for the scancodes.

1. Select the Enterprise, property, or zone, click **Setup** , and then click **KDS Bump Bars**.
2. Insert a **KDS Bump Bar** record if it does not exist.
3. Double-click the record to open it.
4. To configure the KDS bump bar with Oracle default Scancode Values and Functions, click **Create Default**.
5. To configure the KDS bump bar with specific Scancode Values and Functions, click **Add**, and then follow these steps:

   a. Enter the **Scancode Value** of the button.

   b. Select the corresponding **Function**. KDS Bump Bar and Toolbar Functions contains a list of all KDS bump bar functions.

   c. Continue to add all appropriate KDS bump bar functions.
6. Click **Save**.

   See *KDS Bump Bar Templates and Scancodes* to view both the 10 and 20 button bump bar templates, and their corresponding Scancode values.

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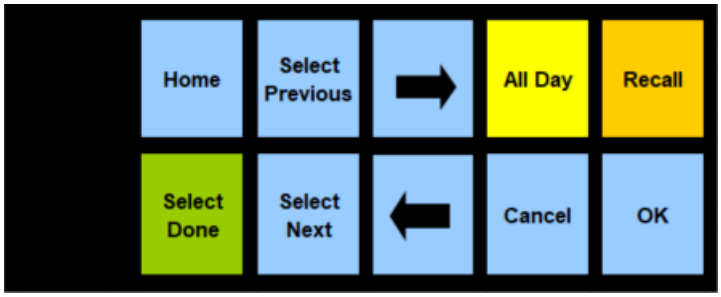
KDS Bump Bar Templates and Scancodes

Shown here are bump bar templates and Scancode values for Oracle MICROS KDS bump bars.

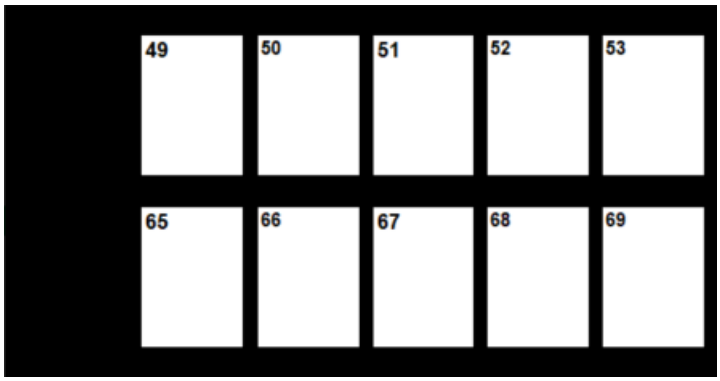
10 Button KDS Bump Bar Template

Figure 3-1 10 Button Template



10 Button KDS Bump Bar Scancode Values

Figure 3-2 10 Button Scancode Values



20 Button KDS Bump Bar Template

Figure 3-3 20 Button Template

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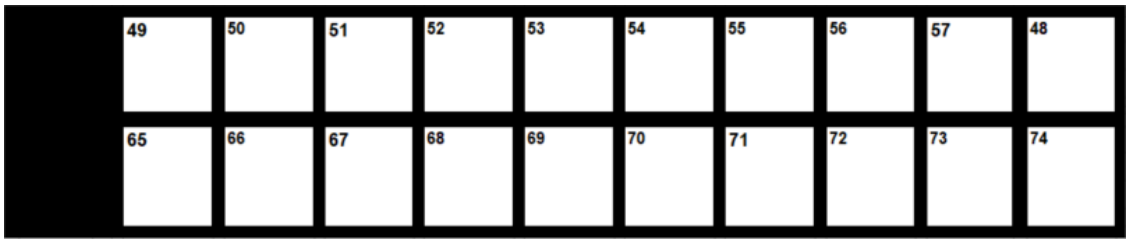
20 Button KDS Bump Bar Scancode Values

Figure 3-4 20 Button Scancode Values



See the Kitchen Display System (KDS) Document Library for more information about Oracle MICROS KDS bump bars.

Configuring the KDS Toolbar

1. Select the Enterprise, property, or zone, click **Setup**, and then click **KDS Tool Bars**.
2. Insert a **KDS Tool Bar** record if it does not exist, and then double-click the record to open it.
3. (Optional) Enter the **Button Height** and the **Button Width**, and then select the **Background Color** for the toolbar.

   If you do not configure a button height and width, KDS uses the default value of 60 pixels.
4. To configure the KDS toolbar with Oracle Hospitality default functions, click **Create Default**.
5. To configure the KDS toolbar with specific functions:
   a. Click **Add**, select the **Function**, enter the **Legend** for the toolbar button, and then if enabled, enter the **Parameter** for the selected function.

      The Parameter field only becomes active when the function requires a parameter. For function Remote View Specific, enter the record number of the KDS Display that you want to remotely view in the **Parameters** field.

   b. (Optional) Select the **Background Color** for the toolbar button, and then select the **Legend Color**.

   c. Repeat Steps 5-a and 5-b to add all appropriate KDS toolbar functions. KDS Bump Bar and Toolbar Functions contains a list of all KDS toolbar functions.
6. To reposition the function buttons on the toolbar, in the column with the number sign (#), click the position number of the function, and then click the up and down arrow buttons to move the position.
7. Click **Save**.

KDS Bump Bar and Toolbar Functions

The following table lists all KDS bump bar and toolbar functions. KDS bump bars list many these functions as a P1 or P2 variant. These are used with the split screen monitor function to indicate whether the action applies to Panel 1 or Panel 2 on the KDS Display.

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Table 3-4 KDS Bump Bar and Toolbar Functions

Function	Description	In Default Bump Bar?	In Default Toolbar?
Arrow up	In list mode, the KDS Display moves up to the next line.	Yes	No
Arrow down	In list mode, the KDS Display moves down to the next line.	Yes	No
Arrow left	In chit mode, the KDS Display moves one chit at a time to the left.	Yes	No
Arrow right	In chit mode, the KDS Display moves one chit at a time to the right.	Yes	No
Cancel	Exit the current mode of operation. For example, you can use this function to exit SOS table detail and remote view.	Yes	Yes
Claim Order Blue	Take ownership of the order by applying a blue colored border to the selected chit.	No	No
Claim Order Cyan	Take ownership of the order by applying a cyan colored border to the selected chit.	No	No
Claim Order Gray	Take ownership of the order by applying a gray colored border to the selected chit.	No	No
Claim Order Magenta	Take ownership of the order by applying a magenta colored border to the selected chit.	No	No
Claim Order Orange	Take ownership of the order by applying an orange colored border to the selected chit.	No	No
Claim Order Pink	Take ownership of the order by applying a pink colored border to the selected chit.	No	No
Claim Order Red	Take ownership of the order by applying a red colored border to the selected chit.	No	No
Claim Order Yellow	Take ownership of the order by applying a yellow colored border to the selected chit.	No	No
Cook Summary	View a consolidated list of items sorted by status.	No	No
Close	Close the KDS application.	Yes	Yes
Display Check KDS	View Guest Checks and Customer Receipts on a KDS Display.	No	No
Done	Mark an order as complete and remove the chit from the screen.	Yes	No
Done and Select First	Mark the selected order as complete, removing the order chit from the screen and select the first order on screen.	No	No
Done Item	Mark an item on the chit as complete.	No	No
End	Move to the last page of the KDS Display.	Yes	Yes
Fire Order	Send all items in an order that are on hold due to prep timing to their Prep Stations before they automatically fire. This function only works on Expo Displays.	No	No

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Table 3-4 (Cont.) KDS Bump Bar and Toolbar Functions

Function	Description	In Default Bump Bar?	In Default Toolbar?
Fire Item	Send an item on hold due to prep timing to the Prep Station before it automatically fires. This function only works on Expo Displays.	No	No
Home	Move to the first page of the KDS Display.	Yes	Yes
Lane Claim	Takes ownership of the order by removing the **Lane Claim Required** banner from the order on the current lane, and then removing the order from the opposite lane. The Lane Claim function can switch the function back to the original unclaimed state (as long as nothing on the order has been bumped yet) when it is selected again from the toolbar.	No	No
Lane Push	Pushes (sends) all claimed suborders of an order from the current lane to the opposite lane.	No	No
Language	Changes the language on the KDS Display to the next available language. There may be up to four languages available (1–4).	No	No
Left	Move to the previous screen. This function is only available for the KDS toolbar.	No	Yes
Mark	Keep the selected order on the KDS Display and prevent kitchen staff from bumping the order.	No	No
Mark First	Keep the first order on the KDS Display and prevent kitchen staff from bumping the order.	No	No
Mark Item	Keep an item in an order on the KDS Display and prevent kitchen staff from bumping the item.	No	No
Media Viewer	View media files related to items in an order, recipe preparation, or other work-related tasks. This function is not supported on Oracle Linux for MICROS devices.	No	No
Minimize	Minimize the KDS application to the Microsoft Windows toolbar (Microsoft Windows 32-bit displays). This function is not supported on Oracle Linux for MICROS devices.	No	Yes
OK	Accept the last entry.	Yes	No
Order Started	Mark an order as being prepared.	No	No
Order Started First	Mark the first order on the current page as being prepared.	No	No
Page down	Scroll down the page.	No	No
Page up	Scroll up the page.	No	No
Page left	Scroll to the previous page.	Yes	No
Page right	Scroll to the next page.	Yes	No

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Table 3-4 (Cont.) KDS Bump Bar and Toolbar Functions

Function	Description	In Default Bump Bar?	In Default Toolbar?
Panel Swap	In a split screen display, the KDS Display moves the focus between the left and right panels.	No	No
Prep Start/ Stop	Change an item's status to start for the Prep Station. This function only works if the KDS shows every item in an order on a chit of its own.	No	No
Print Check	Print the guest check corresponding to the selected chit.	No	No
Print Order Chit	Print the selected runner chit.	No	No
Priority Order 1-8	Reorder the chit by priority, with Priority 1 being the highest and Priority 8 being the lowest.	No	No
Production Summary	View a list of production items relevant only to this local KDS display. Production Items for KDS contains more information.	No	No
Pull Order	Pull an order from another KDS Prep Station in the Prep Station's primary distribution group.	No	No
Push Order	Push (send) an order to another KDS Prep Station in the revenue center.	No	No
Recall	Recall an order from the last 50 orders or the last 15 minutes of orders marked as complete and restart the cook timer. The system lists the orders in a table.	No	Yes
Recall Last	Recall the last order marked as complete and restart the cook timer.	No	Yes
Recall Item	Recall an item marked as complete.	No	No
Recall Last Item	Recall the last item marked as complete.	No	No
Recall with Panel	Recall an order from the last 50 orders or the last 15 minutes of orders marked as complete and restart the cook timer. The system shows the orders as order chits	No	No
Remote View List	Remotely view a KDS Display by selecting from a list of displays that allows remote viewing.	No	No
Remote View Next	Remotely view the first KDS Display by record number that allows remote viewing and then go through other KDS Displays on subsequent key presses.	No	No
Remote View Specific	Remotely view a specific KDS Display without having to select from a list. You must enter the record number of the KDS Display that you want to remotely view in the **Parameters** field.	No	No
Review	Recall an order from the last 50 orders or the last 15 minutes of orders marked as complete, without restarting the cook timer.	No	No

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Table 3-4 (Cont.) KDS Bump Bar and Toolbar Functions

Function	Description	In Default Bump Bar?	In Default Toolbar?
Review Last	Review the last order marked as complete, without restarting the cook timer.	No	No
Review with Panel	In chit mode, review an order from the last 50 orders or the last 15 minutes of orders marked as complete, without restarting the cook timer.	No	No
Right	Move to the next screen. This function is only available for the KDS toolbar.	No	Yes
Select and Done	Mark the first order on the display as complete and remove the chit from the screen.	No	Yes
Select First Unstarted	Select the first order on the display that is pending preparation.	No	No
Select Next	Select the next order to the right.	Yes	No
Select Next Item	Select the next item on the chit.	No	No
Select Next Unstarted	Select the next order that is pending preparation.	No	No
Select Previous	Select the previous order on the display.	Yes	No
Select Previous Item	Select the previous item on the chit.	No	No
Show OPS	Open and transfer focus to POS operations. This function is only available on the KDS toolbar, and is not supported on Oracle Linux for MICROS devices.	No	No
Start and Select First Unstarted	Mark the selected order as being prepared and select the next order that is pending preparation.	No	No
Summary Condensed	View all active orders in list mode without condiments.	Yes	No
Summary Expanded	View all active orders in list mode with their condiment.	Yes	No
Table Detail	View orders corresponding to the selected table. This function only works on SOS Displays.	Yes	No

Configuring the KDS Status Bar

The KDS status bar is the area of a KDS Display that shows various elements that inform the user of the state of that kitchen station.

When using multiple KDS panels, the status bar reflects the panel currently in focus, as shown in the following figure.

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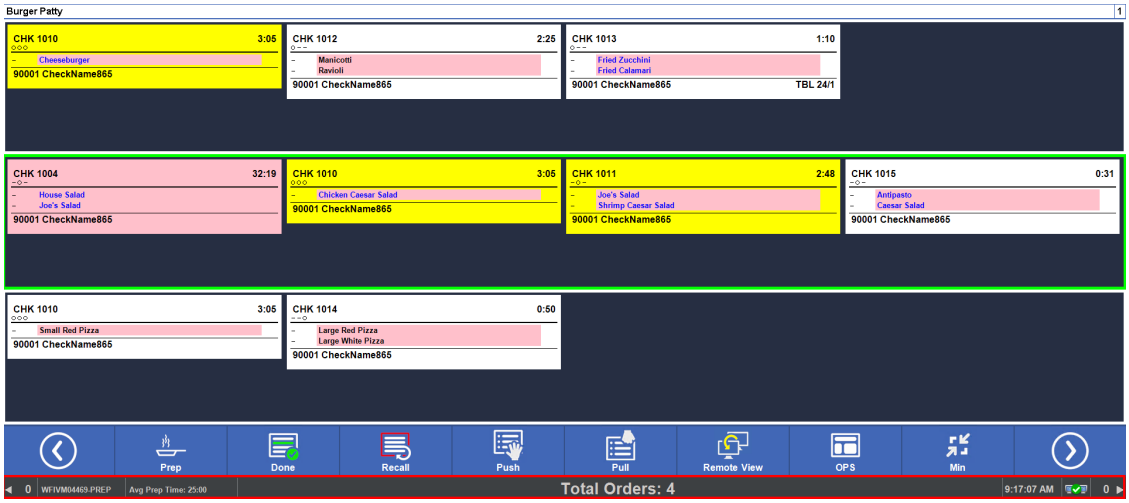
Figure 3-5 KDS Display with Status Bar



Multiple KDSstatus bars may be configured and linked to different KDS Displays as each station has different needs. For example, expo may want to view the total number of orders in the queue. A prep station whose display is mounted up high may want the height of the status bar and the font size to be larger for easy viewing.

The following table identifies what is available in the default status bar, as well as other optional elements.

Table 3-5 KDS Status Bar Elements

Content	Description	In Default Status Bar?
Device Name	The KDS Display Name as set in the KDS Display module.	Yes
Active Theme Name	If using Kitchen Themes, the Active Theme Name appears in the designated area.	Yes, if option **7 - Include Theme In The Device Name** is enabled in the KDS Controllers module. See Configuring a KDS Controller for more information.
Average Prep Time	The average prep time for orders in the last 15 minutes for this display.	Yes
Connectivity Status	A symbol that reflects whether the KDS Display is connected to the KDS Controller. This symbol signifies that the display is connected to the KDS Controller, while this symbol indicates the display is disconnected from the KDS Controller.	Yes

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Table 3-5 (Cont.) KDS Status Bar Elements

Content	Description	In Default Status Bar?
Current Local Time	The location's current time.	Yes
Left Suborder Counter	The number of suborders to the left of the currently displayed suborders. Scroll left to see the suborders.	Yes
Right Suborder Counter	The number of suborders to the right of the currently displayed suborders. Scroll right to see the suborders.	Yes
Total Suborder Counter	The total number of suborders for this KDS Display. It includes any suborders not currently visible.	No

1. Select the Enterprise, click **Setup**, and then click **KDS Status Bars**.
2. Insert a KDS status bar, select the **Object Number** and **Record Name**, and then click **OK**.
3. Double-click the record, or switch to form view to configure the new status bar.
4. Select the **Status Bar Height**.

   The default is 24 pixels. If the height is too small or large, the status bar may be unusable.
5. Select the **Element Vertical Alignment**.

   This indicates how the elements align vertically within the status bar.
6. To configure the status bar with Simphony default elements, click **Create Default**.
7. To configure the status bar with specific elements:
   a. Click the **Add** button to create a new element.
   b. Select the **Content** for the new element.
   c. (Optional) Enter a **Legend**, which provides more description for the element title.
   d. Adjust the **Font Size**, **Weight**, **Width**, and **Horizontal Alignment** as needed.
8. Add elements as needed. Use the **Preview** link to see an approximation of how your status bar may appear. (It may not be an exact representation.)
9. Use the **Auto Expand** option for one element to take up any remaining space on the status bar.
10. Click **Save**.

KDS Display Types

Based on the operation that the display is performing, you can configure a KDS Display as one of the following display types:

- Prep Display
- Expediter (Expo) Display
- Speed of Service (SOS) Display

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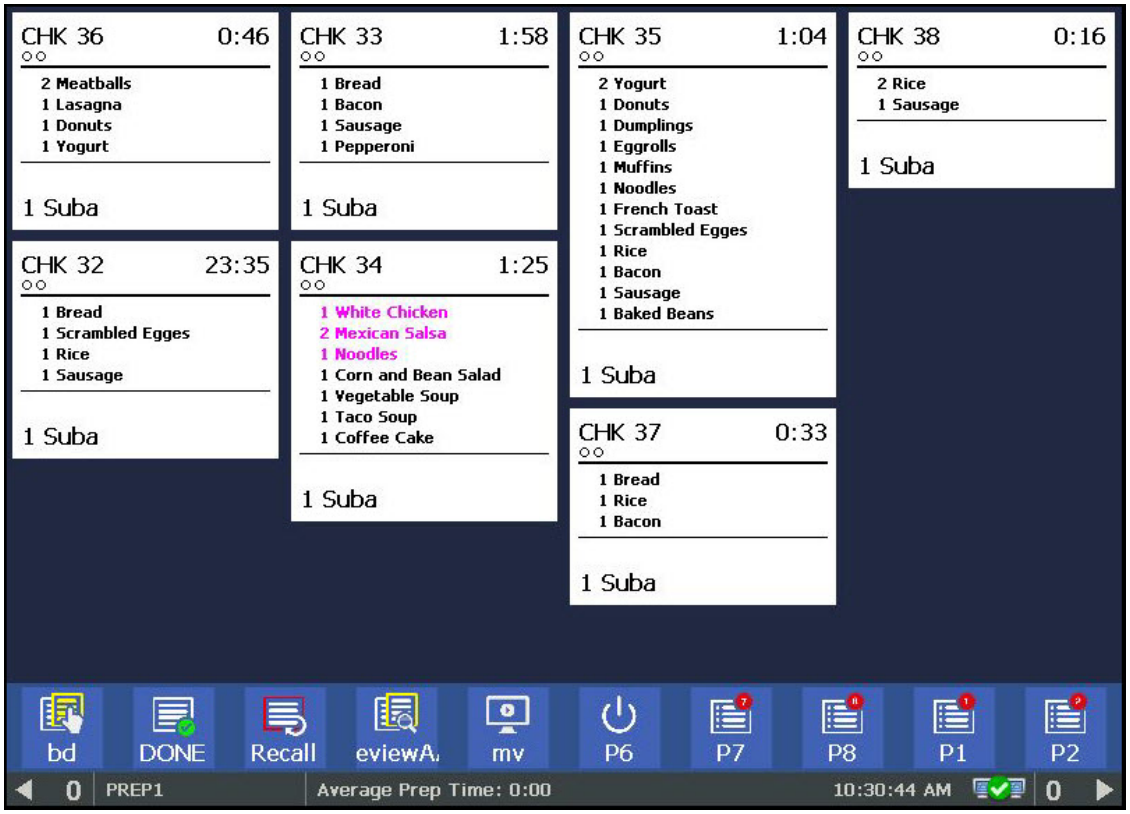
Prep Display

Prep Display is the display type used most often. Prep Displays are used to show orders at preparation stations in the kitchen. Typically, a Prep Display is named based on its function, for example, Hot Display, Cold Display, or Pizza Display.

You must have at least one Prep Display in order for production items to increment and decrement using production item counters. Configuring the Behavior of Production Counters contains more information.

Figure 3-6 Prep Display



Expo Display

An Expo Display shows all orders for the kitchen, allowing the expediter chef to control the flow of the orders and preparation times. The layout of an Expo Display screen is identical to the Prep Display screen; however, an Expo Display contains different functionality because of the tasks it performs.

SOS Display

SOS Displays allow managers to continuously monitor the status of all tables in the restaurant. The SOS Display is divided into a grid, with each cell representing a different table. An SOS display is considered an Expo Display; the only difference is the initial grid that displays all the tables. Double-tapping one of the table grids shows that table's check detail information as a chit image of the Expo check.

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Figure 3-7 SOS Display

The cells change color to reflect the table status as guests are seated and orders are processed through the system:

Table 3-6 SOS Display Table Color Coding System

Cell Color	Table Status
Gray	The table is empty.
White, with no timer	A check has started for the table, but no active order is in the kitchen.
White, with a timer	A check has started and an appetizer (course 1) is on the active order chit that shows in the kitchen.
White, the timer appears within a box	A check has started and there is no appetizer (course 1) on the active order chit that shows in the kitchen.
Yellow	The order chit has passed the first predefined time limit (configured in Order Devices).
Red	The order chit has passed the second predefined time limit (configured in Order Devices).
Blue	The entree course (course 2) has been served and the only remaining course is dessert.

Configuring a KDS Display

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Insert a new record, enter a name for the KDS Display, and then click **OK**.

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If you are configuring a Windows 32 KDS Display, append the prefix `WSKDSD` to the KDS Display name (for example, `WSKDSDISPLAY1`). Do not include a space in the display name.

3. Double-click the new KDS Display record.
4. Select the **KDS Controller** from the drop-down list.
5. Enter the **IP Address** of the display. Do not use the Host Name in this field.
6. Select the **Default Language** from the drop-down list.

> **Note**
>
> The default language of a newly added KDS Display now defaults to the first language configured for your property in the **Property Parameters** module, **General** tab, under the **Languages** section.

7. Select a KDS **Tool Bar**, a **Bump Bar**, or both from the drop-down lists.
8. (Optional) Select a **Status Bar** from the drop-down list.

   If a status bar is not selected, the KDS Display uses the legacy status bar.
9. Select the appropriate display platform from the **Platform Type** drop-down list:
   - **0 - PC-based**: Select this option if the KDS is PC-based. That is, an industry standard PC using either a color touchscreen monitor or a color monitor and a bump bar.
   - **1 - SEI OASYS**: Select this option if you are using a Select Electronics, Inc. OASYS platform based KDS Display.
10. If you selected **1 - SEI OASYS** in Step 7, select the **Card ID** or slot number of the SEI card in the OASYS box and the **Video ID** to identify the KDS Display.
11. From the **Display Orientation** drop-down list, select the orientation type for the display.
12. To enable kitchen staff to select items on the chit, select **1 - Enable Item Select**.
13. To prevent other KDS Displays from remotely viewing orders on this display, deselect **7 - Allow Remote View**.

    When remote view is disabled, remote actions are also disabled.
14. To enable other KDS Displays to remotely view orders, but prevent them from performing any actions on this display, select **7 - Allow Remote View**, and then deselect **8 - Allow Remote Actions**.
15. If using DOM Mode Fire On Fly or Fire On Next, to have the KDS chit timer restart when the check is service totaled in the first service round, select **9 - Reset KDS Chit Timer**. The chit timer does not reset when the check is picked up at the workstation and then service totaled.

    Dynamic Order Mode (DOM) contains more information.
16. To show the mouse cursor on the KDS Display, select **10 - Show Mouse Cursor**.
17. If the display is a Speed of Service (SOS) Display, select the appropriate options as described in the following table:

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Table 3-7 SOS Display Options

Option	Description
2 - Only Active Tables	Select this option to show only tables that have an open check on the display.
3 - Dynamic Display	Dynamic Display and Kitchen Zones contains more information.

18. Click the **Display** tab.
19. Configure the Display Screen Options as described in the following table:

Table 3-8 KDS Display Screen Options

Field	Description
Display Type	Select the type of KDS Display: • **1 - SOS** • **2 - Expo** • **3 - Prep**
Tool Bar Position	If you selected the **Platform Type 0 - PC-based** in Step 9, select the location of the tool bar on the display. When you select **2 - Left** or **3 - Right** for a KDS display at a property that is using Simphony version 2.8.3 or earlier, the toolbar appears at the top of the KDS display.
Status Bar Position	Select the position of the status bar: **0 - Bottom** or **1 - Top**. If the KDS Display is using the legacy status bar, it ignores the selected position and displays at the bottom.
Panel Layout	Split Order Screens contains more information.
Table Detail Toolbar	If you selected **1 - SOS** from the **Display Type** drop-down list, you can optionally select a toolbar from the **Table Detail Toolbar** drop-down list to use when viewing Table Detail mode on a Speed of Service (SOS) KDS display.

20. Configure the order chit appearance in the display as described in the following table:

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Table 3-9 KDS Chit Display Options

Fields	Description
KDS Chit Layout Style	Select the type of layout for the order chits on the display. Depending on the chit layout style that you select, the **Order Type Font** drop-down list becomes active. Some KDS Chit Layout Styles are only intended for use with certain Display Types. For example, a Chit Layout style of 107 - Chit-Std. w/Item Status is intended to be used with Expo and SOS displays only. To preview the chit layout styles, click the **Help** link adjacent to the **KDS Chit Layout Style** drop-down list, and then select the chit style. KDS Chit Layout Styles contains a detailed list of the chit layout styles available for standard Kitchen Display Systems. Order Receipt Layouts also contains more information.
Serpentine Mode	Select the arrangement of order chits on the display: • **0 - TSR**: Select to arrange the KDS with the number of vertical columns set in the **Chit Columns** drop-down list. Incoming orders appear starting from the top left corner, filling the first column, then spilling into the top of the next column, and so on. TSR Mode only works on PC-based KDS Displays. • **1 - Horizontal**: Select to arrange the KDS with the number of horizontal rows set in the **Chit Rows** drop-down list. Incoming orders appear from left to right, row by row, starting from the top left corner and moving across. • **2 - Vertical**: Select to arrange the KDS with the number of vertical columns set in the **Chit Columns** drop-down list, and using the **Chit Rows** drop-down list set the number of rows to appear. Incoming orders appear starting from the bottom right corner, moving up and then moving to the left.
Menu Item Font	Select the font size for menu items to appear on the display.
Combo Item Font	Select the font size for combo meal items to appear on the display. This setting only affects chit view.
Order Type Font	Select the font size for the Order Type text to appear on the display.

21. If the display is an SOS Display:

    a. In the **Table Columns** field, enter the number of columns to use to present table numbers for the SOS Table Display (allowed values are between 5 and 99). When setting a SOS Table Column count that is more than a KDS Display device can show, fewer SOS table columns are actually displayed on that device. The number of

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columns that can be shown is based on the physical KDS display panel dimensions and/or resolution settings.

b. In the **SOS Timeout** field, enter the amount of time the kitchen staff can view a table in the regular Expo Display screen before the display returns to the SOS Table Display.

22. To set each column on the KDS Recall and Review list, click the **Recall/Review List** tab, select the Column Type to display on **Column 1** to **Column 6**, and then enter the **Width** for each column relative to the total screen width.
23. Click **Save**.
24. Select the Enterprise, property, or zone, click **Configuration**, and then click **Theme Assignment**.
25. Click the **Configuration** tab.
26. From the **Default Kitchen Display Theme** drop-down list, select the default theme for KDS Displays. The default theme applies to the KDS toolbar, toolbar buttons, status bar, and all KDS dialogs, including List View, error message dialogs, Cook Summary dialog, Remote View List dialog, Production Item Summary dialog and so on.
    - **Classic** (gray)
    - **Ocean** (blue)
    - **Hornet** (moss green)
    - **Leaf** (green)
    - **Rose**
27. Click **Save**.

Configuring Showing Checks on KDS Displays

This feature provides a single guest check image which is used for both the printing of the guest check and the display of the guest check on a KDS Display.

> **Note**
>
> Some formatting details for printed checks (Bold/Red, Double-wide, or Centering) are not preserved for the Display Check KDS function when viewing checks on KDS Displays.

Tender/Media Configuration

A service total type of tender media record must be created. To access the Tender/Media module:

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.
2. Insert a Tender/Media record if it does not exist, name it, and then double-click the record to open it.
3. From the **Key Type** field's drop-down list, select **2 - Service Total**.

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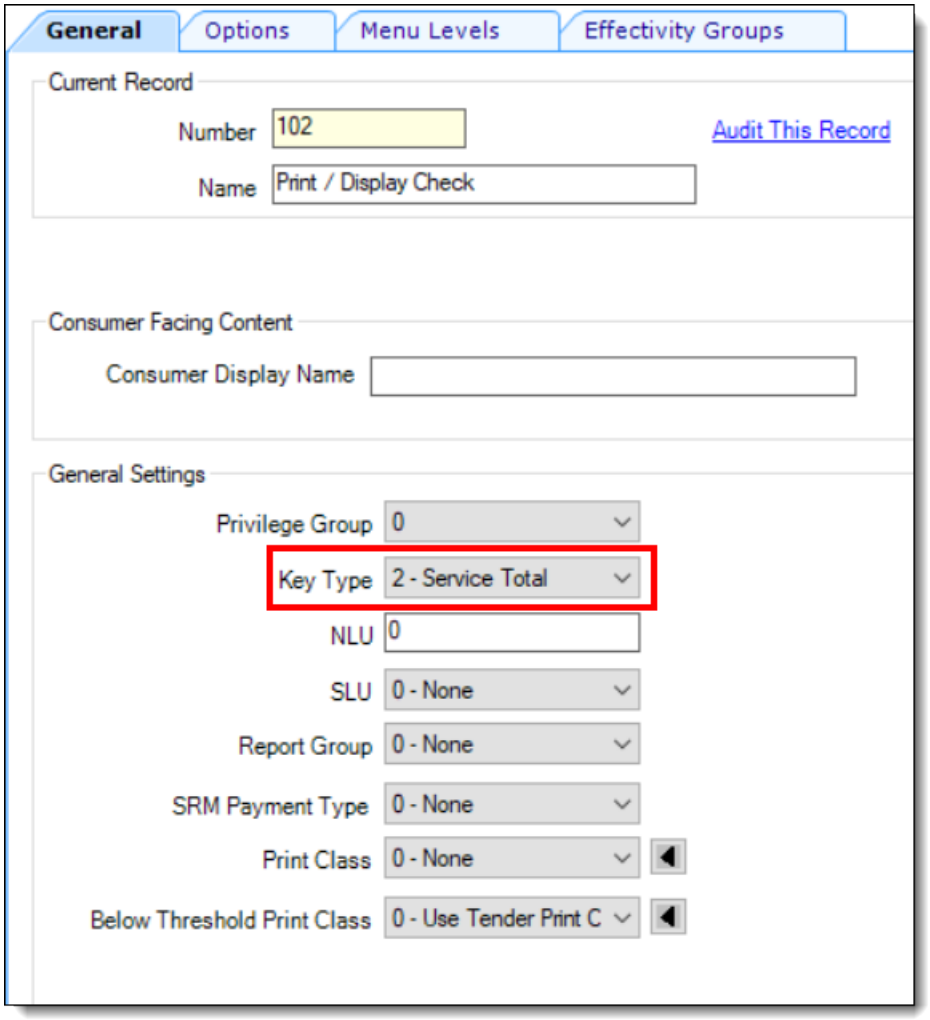
Figure 3-8 EMC Tender/Media Record - Service Total Type



4. Click the **Options** tab, and then click the **Printing Options** tab. Enable the preferred printing options based on the content you want to show on guest checks and customer receipts.

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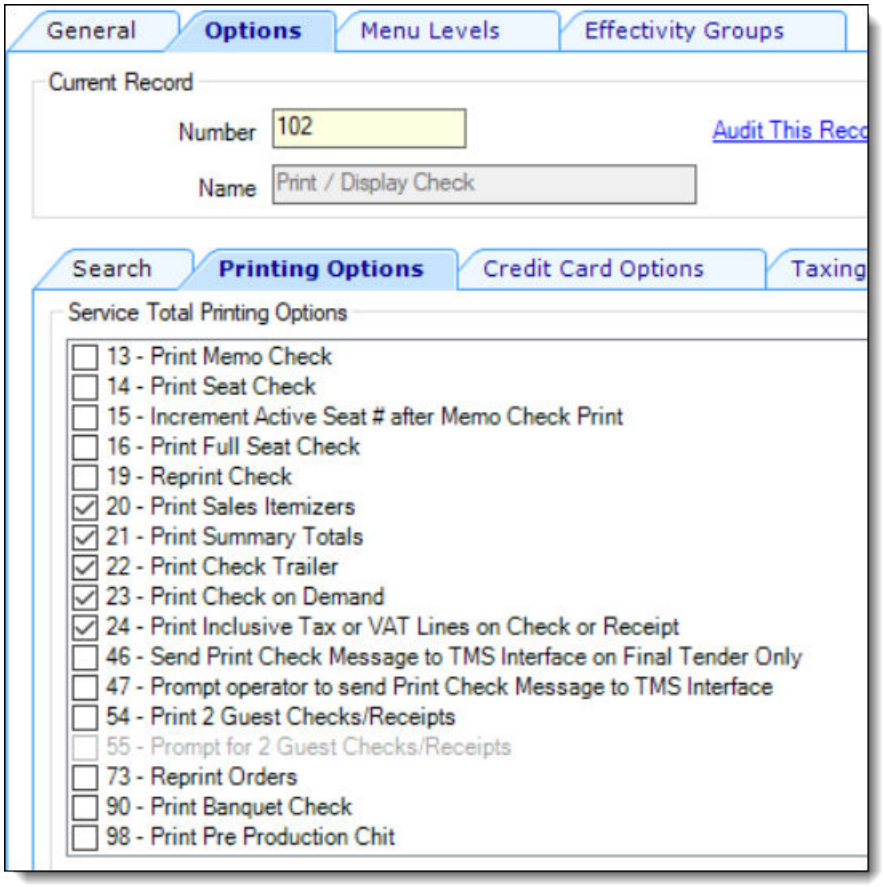
Figure 3-9 EMC Tender/Media Record Options - Printing Options



5. Click the **Menu Levels** tab, and then enable all Main and Sub Levels for which this record's behavior should apply. Click **Save**.

Tender Parameters Configuration

The newly created Tender/Media record must be assigned to the **Tender Parameters** module.

1. Select the Enterprise, property, revenue center, or zone, and then click **Setup**, **Tender Parameters**, **Configuration**, and then from the **KDS Guest Check** field's drop-down list, select the recently added Tender/Media record.

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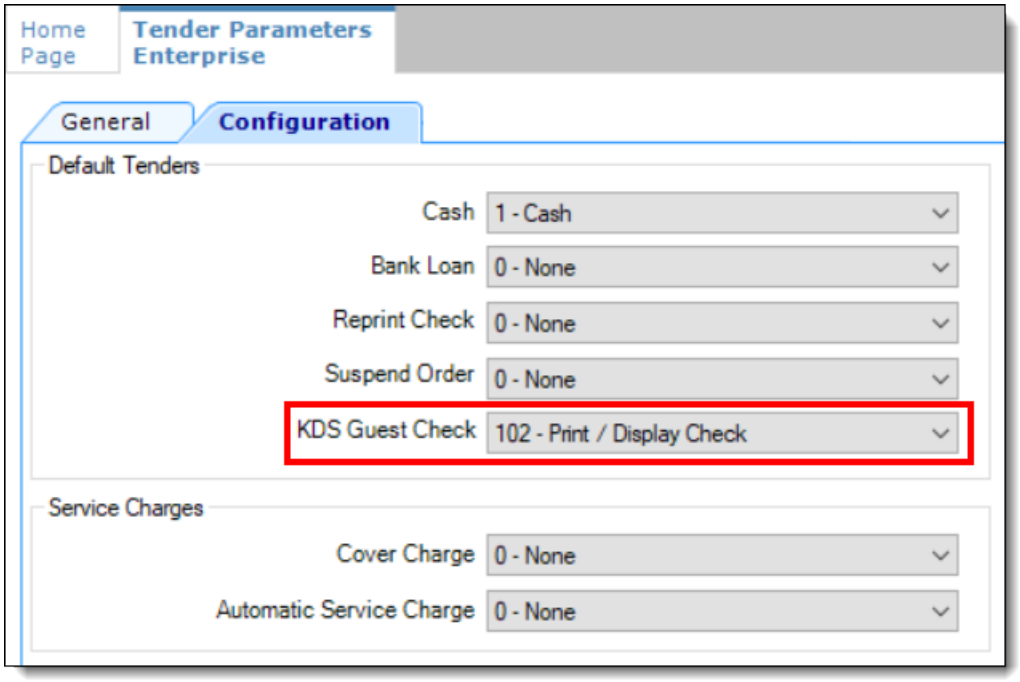
Figure 3-10 EMC Tender Parameters Module - KDS Guest Check Field



2. Click **Save**.

Format Parameters Option Configuration

1. In order for Check Info Lines to be included on the check image, select the Enterprise, property, revenue center, or zone, click **Setup**, **Format Parameters**, **Configuration**, and then click the **Options** tab. Enable one of the following options:
   - 26 - Print Guest Check Info Lines Before Header on Guest Checks
   - 27 - Print Guest Check Info Lines After Header on Guest Checks
   - 28 - Print Guest Check Info Lines After Trailer on Guest Checks
2. Click **Save**.

KDS Tool Bar Configuration

The **Display Check** function can be added to the **KDS Tool Bars** module.

1. Select the Enterprise or property, click **Setup**, and then select the **KDS Tool Bars** module.
2. Insert a new, or double-click an existing KDS Tool Bar record.
3. Click the **Add** button, and from the **Function** column drop-down list, assign the **Display Check** function in the desired button location.
4. Enter **Display Check** (or something similar) in the **Legend** field, configure the preferred color settings, and then click **Save**.

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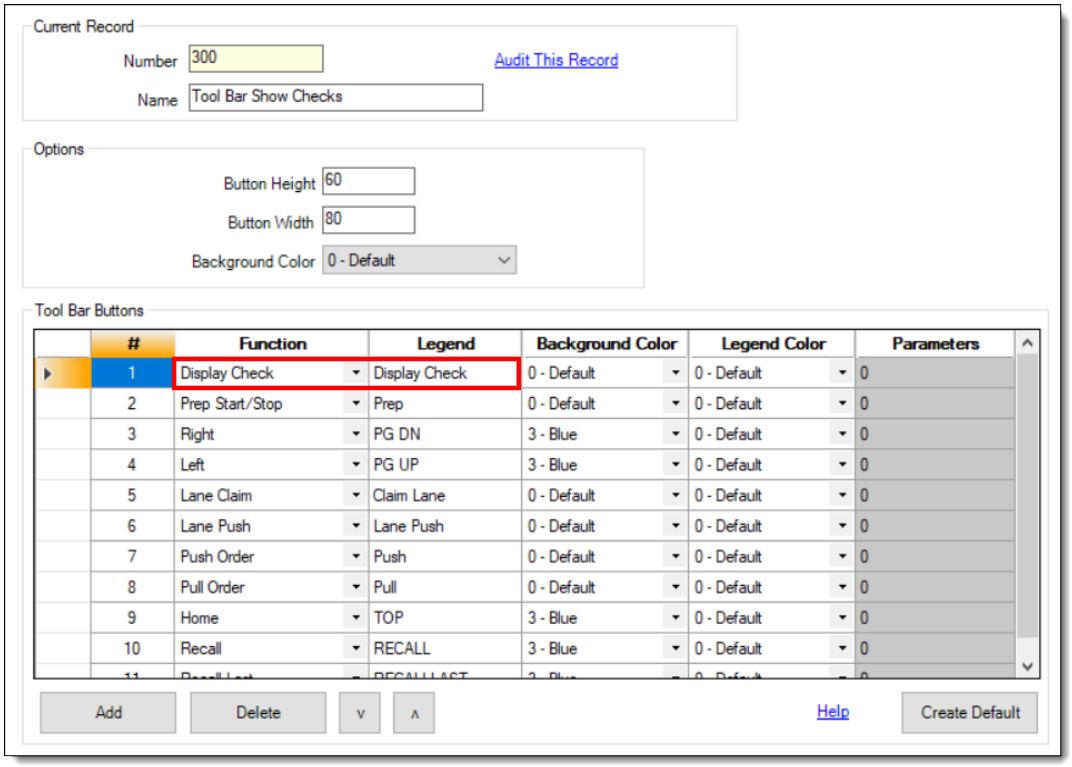
Figure 3-11 EMC KDS Tool Bars Module - Display Checks Function



5. Click **Save**.

KDS Bump Bar Configuration

The **Display Check** function can be added to the **KDS Bump Bars** module.

1. Select the Enterprise or property, click **Setup**, and then select the **KDS Bump Bars** module.
2. Insert a new, or double-click an existing KDS Bump Bar record.
3. Click the **Add** button, and from the **Function** column drop-down list, assign the **Display Check** function in the desired button location.
4. Assign the **Display Check** function, and then click **Save**.

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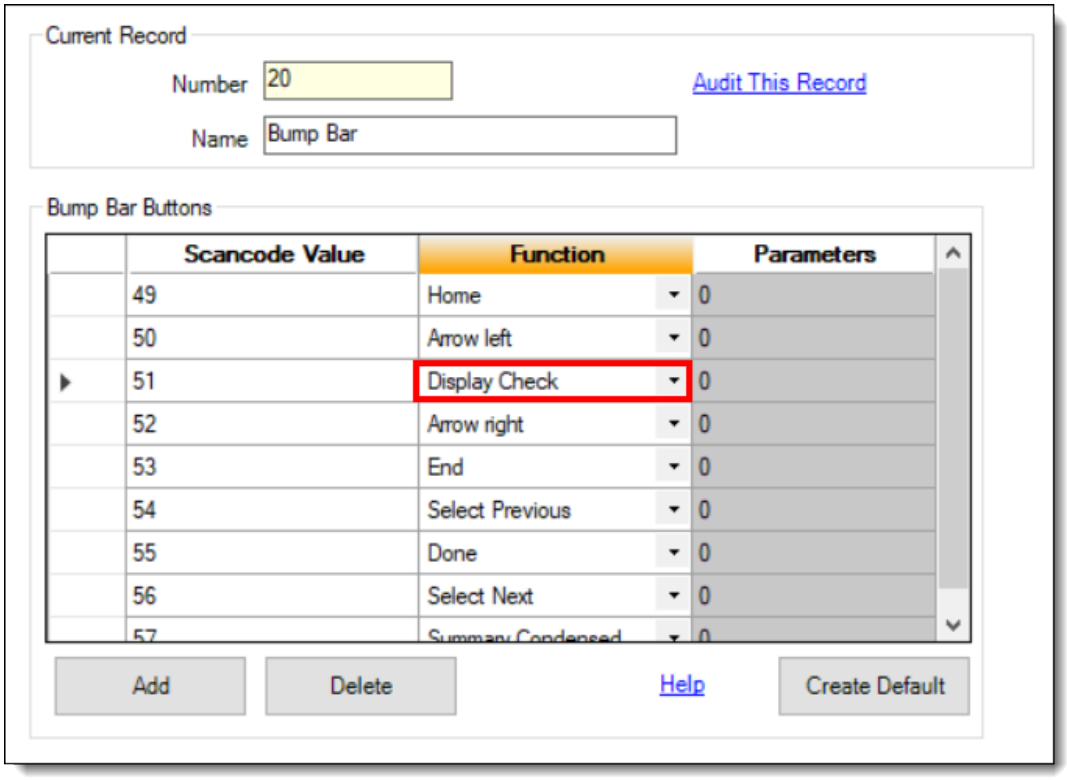
Figure 3-12 EMC KDS Bump Bars Module - Display Checks Function



Viewing Checks on KDS Displays

When viewing checks on KDS Displays, if necessary, when check images span more than one page, the following tool bar functionality is supported:

- If the check image is able to show on a single page:
  - Any bump bar key dismisses the Check View message dialog.
- If the check image is able to show on 2 pages or less:
  - Page up and Page down keys are provided.
- If the check image requires more than 2 pages:
  - Page up, Page down, Home, and End keys are provided.

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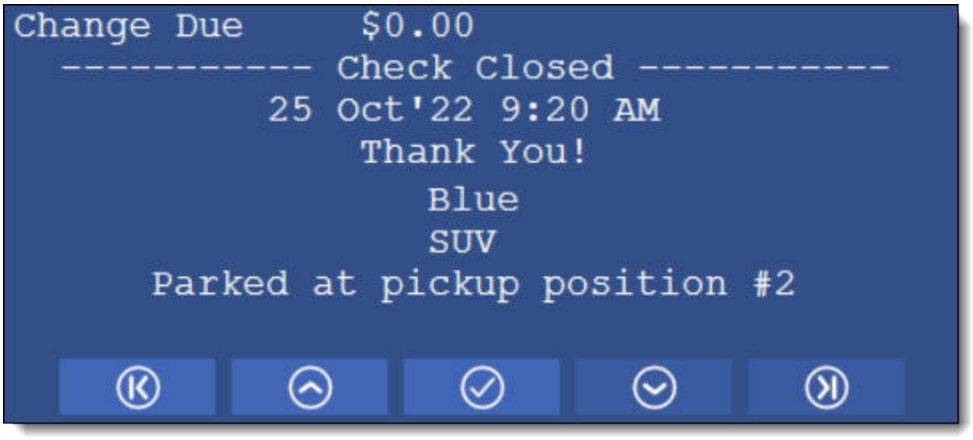
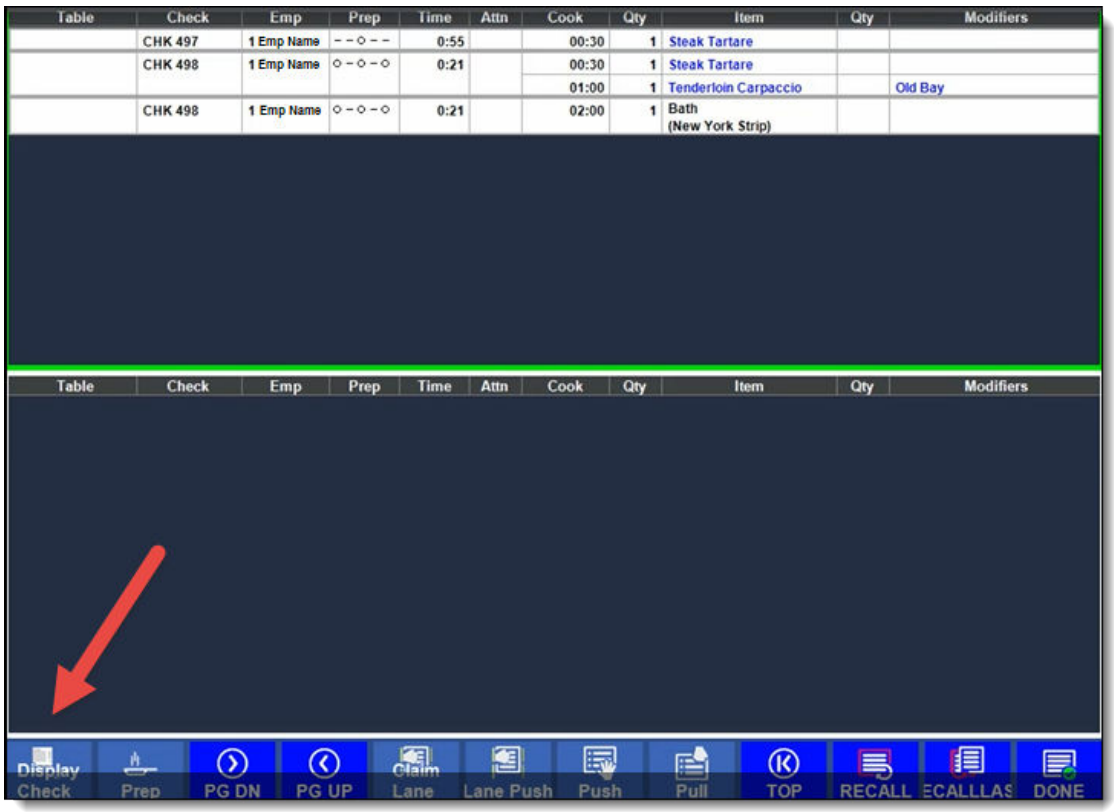
Figure 3-13 KDS Display - Check Image Toolbar



- If the check has at least 2 pages:
  - The OK, Enter, and Cancel bump bar keys dismiss the Check View message dialog.
  - The Arrow Up, Arrow Left, Page Up, and Page Left bump bar keys toggle to the previous page.
  - The Arrow Down, Arrow Right, Page Down, and Page Right bump bar toggle to the next page.
  - The Home and End bump bar keys toggle to the First or Last page.



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Configuring a KDS Order Device

1. Select the revenue center, click **Setup**, and then click **Order Devices**.
2. Select an order device record (1–32) for the KDS, and then double-click the record to open it.
3. On the **General** tab, select **1 - Remote** from the **Device Type** drop-down list, select **1 - KDS** from the **Primary Device Type** drop-down list, and then select the appropriate KDS Display record from the **Device** drop-down list.
4. If you have a backup printer, select it from the **Backup Device** drop-down list.

   A configured printer for a backup device only works for a KDS when the KDS Controller or Service Host is down; it does not work when the RDC is offline or powered off.
5. From the **Order Device Redirect** drop-down list, select the same KDS order device you modified in Step 2.
6. From the **Condiment Sort Type** drop-down list, select how to sort the condiments on the order chits. Condiment sorting only works if you have set Menu Item Classes option **30 - Sort Condiments by Print Group** for the parent menu items.
   - **No Condiment Sorting**: Select to list condiments in the order in which they are entered to the check by the workstation operator. However, allowed condiments will sort in the order assigned in Condiment sets, if configured.
   - **Sort Allowed Condiments**: Select to sort only allowed condiments based on the print group. The sort order configured for allowed condiments in Condiment Sets is discarded. If required condiments are ordered in between allowed condiments, the required condiments will remain in the same position in which order they were ordered.
   - **Sort all condiments**: Select to sort all condiments based on the print group, regardless of condiment type.
7. From the **Menu Item Printing** drop-down list, select which items to route to this KDS:
   - **All Items**: Select to route all menu items.
   - **Only Items with Condiments**: Select to route only menu items with condiments.
   - **Only Items without Condiments**: Select to route only menu items without condiments.
8. Click the **KDS** tab, and then configure the following settings as required:

Table 3-10 Order Devices KDS Fields

Field	Description
Course 1 First/Second Alert Timeout	If you are using the KDS Coursing function, enter the time in seconds when course 1 items display the first alert and second alert respectively. Chits showing a first alert are shaded yellow, while the chits showing a second alert are shaded red.

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Table 3-10 (Cont.) Order Devices KDS Fields

Field	Description
Other Course First/Second Alert Timeout	If you are using the KDS Coursing function, enter the time in seconds when any course except course 1 displays the first and second alert respectively. Chits showing a first alert are shaded yellow, while the chits showing a second alert are shaded red.
Primary Runner Chit Printer	Select a printer where runner chits print when orders are bumped from the KDS device.
Backup Runner Chit Printer	Select a printer where runner chits print when orders are bumped from the KDS device if the application cannot establish communication to the primary runner chit printer.
Send To Panel	Select the panel where orders sent to this device should display. This field is only active when the order device contains more than one panel.
DOM Type	Dynamic Order Mode (DOM) contains more information.
Add Sort Rule	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Modify Sort Rule	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Void Sort Rule	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Add Highlight Scheme	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Modify Highlight Scheme	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Void Highlight Scheme	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
Beep On New Order	Select the sound type to emit when an order is received on the device. If you select **2 - WAV File**, the application uses the default WAV file set for the operating system.
Display New Order Notification	Select this option to make new orders flash when they appear on the KDS Display. This feature is not supported with DOM.

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Table 3-10 (Cont.) Order Devices KDS Fields

Field	Description
New Order Notification Timeout (seconds)	Enter the length of time in seconds newly added items should flash on the screen. When this threshold is reached, items appear normally. This field is only active when you select **Display New Order Notification**.
Beep On Prioritize (Increase)	Select the sound type to emit when an order is assigned a priority and also when the priority of an order is increased on the order device. If you select **2 - WAV File**, the application uses the default WAV file set for the operating system.
Beep On VIP	Select the sound type to emit when a VIP order is received on the device. If you select **2 - WAV File**, the application uses the default WAV file set for the operating system.
Beep On Rush	Select the sound type to emit when a rush order is received on the device. If you select **2 - WAV File**, the application uses the default WAV file set for the operating system.
KDS Display Backup	Select the backup order device for the KDS Display. The backup order device must be another KDS Display linked to the current revenue center's KDS Controller. • If the POS client cannot communicate with the KDS Controller, orders are sent to the backup device configured on the General tab. • If the POS client can communicate with the KDS Controller, but the controller fails to communicate with the desired KDS Display, orders are sent to the backup order device. If the device has multiple panels defined, backup chits always go to panel 1 of the physical device to which the backup order device is linked. **NOT_SUPPORTED** For locations utilizing the Production Lane feature, the **KDS Backup Device** selected from the drop-down list in the Order Device module, must exactly match the same configuration as the primary KDS Display it is backing up (including all KDS options and any existing Lane assignment).

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Table 3-10 (Cont.) Order Devices KDS Fields

Field	Description
Lane	The Lane value is used to determine which **Lane** or grouping of order devices an order device belongs to. Two production lanes are supported. Zero is the default setting. In order to configure this field, you must associate order devices in the **Associations** section. See Configuring Production Lanes for more information.
Workflow	The Kitchen Display **Workflow** value is used to determine where an order shows first, and once complete, where it shows next, and so on. Leaving this setting with a zero value dictates the order always shows unless the order is required to be claimed, and if so, the order shows only after it is claimed. If two order devices have the same workflow value, they show the orders at the same time. If order device A has a higher workflow value than order device B, the system only shows orders on order device A, and once it is bump/done, it then shows on order device B. This field supports values from `0` to `999` (the default setting is `0`).

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Table 3-10 (Cont.) Order Devices KDS Fields

Field	Description
Links	The **Links** feature allows a user to bump/done an order at one prep station and have it simultaneously bump/done the order from all linked prep stations. The feature effectively mimics Expo behavior at the Prep station level. The process works well in establishments with a large and diverse menu. In a quick service restaurant (QSR), where volume is high, but the range of menu items is small, subdividing the prep stations isn't simple. More often than not, several kitchen staff are working on the same set of items. In this situation, it makes sense for multiple prep stations to see the same orders. As staff members become available, they prepare and done the next order on the display. As soon as it is complete, it is removed from all linked prep stations. **Note** To work correctly, the **Bump Marked Items** option (from the **Options** tab) must be the same (that is, checked or cleared) for all KDS devices linked to the same order device. Linked devices may be included as part of a kitchen theme. a. To configure this section, click the **Add** link. b. From the drop-down lists, specify which KDS order devices this order device's bump bar/toolbar controls. Each order device can control up to 8 KDS devices. Only preps may be linked to other prep stations. Click **Save**.

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Table 3-10 (Cont.) Order Devices KDS Fields

Field	Description
Associations	The **Associations** feature is required to pair KDS display order devices to be used along with the **Lane** field setting for the purpose of using the Lane Claim and Lane Push functions. If order devices have a lane and associated device configured, the system shows the suborders on both lanes and the kitchen staff are required to claim the order before performing other actions. When performing a Lane Claim on an order, the order is removed from the other lane. Lane Push moves a previously claimed order to another lane. See Configuring Production Lanes for more information.

Important

- You can only associate Prep Stations to other Prep Stations and Expo Stations to other Expo Stations. When adding KDS order device **Associations** to the Order Devices module, you need to assign a production **Lane** to each order device you want to associate with each other, and these order devices need to be assigned differing **Lane** values (Lane 1 or Lane 2). You cannot associate one KDS order device with another which has zero assigned in the Lane field.
- When you assign **Lane** or **Workflow** values, you must do so at the same time and *prior* to saving the changes. Order device associations must also be performed at this time. After the entire configuration is complete, click **Save**.
- When you claim an order, all of its suborders are claimed for that lane. Once claimed to a lane, an order can be unclaimed (or restored to its original state) by using the Lane Claim function again. If any of the suborders have been bumped, you cannot unclaim the order. If the previously-bumped suborders are recalled (using the Recall function), the order can then be unclaimed or restored.
- Production Lanes can be used with kitchen themes to create themes to allow switching between production lanes or not using Lanes at all. The Workflow feature can also be used with kitchen themes.

  See Kitchen Themes for more information.

9. Click the **Options** tab, and then select the appropriate KDS options as described in the following table:

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Table 3-11 Order Devices KDS Options

Option	Description
1 - Enable KDS Consolidation	Select this option to consolidate identical items with different modifiers onto one line, preceded by the quantity on the KDS Display. KDS Consolidation is not supported with DOM or with any DOM KDS chit layout style, including option **35 - Use Delivery Chit Format for Runner Chits**.
2 - Sort Voids to Top (not DOM)	Select this option to sort voided items to the top of the display. This feature is not supported with DOM.
3 - Single Item Per Sub-Order	Select this option to show every item on an order on its own chit. This option is enabled for KDS Menu Item Prep Timing. If you are using KDS load balancing, Oracle Restaurants recommends you set this option for the most equal distribution of menu items.
4 - Print on Prep Done	Select this option to print a runner chit when the order is marked as Done at a Prep Station. Only items from this Prep Station print.
5 - Print on Expo Done	Select this option to print a runner chit when the order is marked as Done at the Expo Station.
6 - Print on All Prep Done	Select this option to print a runner chit when an order is complete at all Prep Stations and before the order is bumped from the Expo Display.
7 - Sort by Seat	Select this option to sort check detail by seat number. Deselect this option to have items display in the order in which they were ordered.
8 - Re-sort when All Prep Done	Select this option to cause the Expo Display to re-sort a chit to the beginning of the list on the Expo Display, when all Prep Stations have marked the chit as Complete. This option only applies to Expo Displays.
9 - Display Subtotal	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
10 - Do Not Display Voids	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
11 - Display Menu Item Count	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.
12 - No Expo Done Before Paid	This feature is only supported with DOM. Dynamic Order Mode (DOM) contains more information.

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Table 3-11 (Cont.) Order Devices KDS Options

Option	Description
13 - Unconsolidate Items After Condiment Entry	Select this option to unconsolidate multiple quantities of menu items if condiments are selected for each item. This option only works when using DOM or when **1 - Enable KDS Consolidation** is set for the order device.
14 - Multiple Condiments Per Line	Select this option to display condiments in a continuous line on each order chit. Deselect this option to print each condiment on a separate line beneath the referenced menu item. To compress the condiments into a single line, you must not print condiments in red.
15 - Display New Order Notification	This feature is not supported with DOM.
16 - Expo Done Exempt	Select this option to prevent an Expo Station from marking a suborder as Done, when it is marked as Done on another Expo Station.
17 - Print Course Header	KDS Configuration for Dining Courses contains more information.
18 - Do Not Consolidate	Select this option to print identical items separately if they are posted separately. Deselect this option to consolidate identical items onto one line, preceded by the quantity. Menu items with condiments do not consolidate. Options **7 - Sort by Seat** and **1- Enable KDS Consolidation** override this option. To disable consolidation, you must select this option and then deselect **1 - Enable KDS Consolidation** The output format depends on the settings of **7 - Sort by Seat** and **18 - Do Not Consolidate**.
19 - No Prep Done Before Paid	This feature is only supported with DOM. See Dynamic Order Mode (DOM) for more information.
20 - Show Previous Course Indicator	KDS Configuration for Dining Courses contains more information.
21 - Disable Double Touch Bump	Select this option to prevent KDS users from bumping an order by touching a chit twice on the display.
22 - Match Voids with Order Chits	Select this option to have voided order chits appear directly in front of the order it relates to.
23 - Sort by Print Group	Select this option to sort menu items based on the print group. If a print group is not assigned, items print according to their record number. Option **7 - Sort by Seat** overrides this option.
24 - Print Check on Expo Done	Select this option to automatically print the guest check once the corresponding chit is marked complete on the Expo Display.

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Table 3-11 (Cont.) Order Devices KDS Options

Option	Description
25 - Alerts Exclude Prep Time	Select this option to exclude menu item prep times from alert time calculations.
26 - Bump Marked Items	Select this option to allow KDS users to bump marked items and orders from this display. If option **12 - No Expo Done Before Paid** or **19 - No Prep Done Before Paid** is also selected, KDS users cannot bump marked items or orders until the check is paid.
27 - Suppress Check Total	This feature is only supported with DOM.
28 - Use Deli Chit Format for Runner Chits	Select this option to override the traditional runner chit layout with the deli chit layout, which prominently shows the order number.
29 - Item Print on Item All Prep Done	Select this option to allow runner chit printers to print a chit for each individual item by order type. The chit prints when the cook bumps the item from the KDS Display. If the item routes to multiple Prep Stations, the runner chit prints when it is bumped from the last KDS station. If runner chit printers are assigned by the KDS order device, chits print to the runner chit printer assigned to the last KDS the item was bumped from. You must also enable Order Types Parameters option **9 - KDS Allow Item Print on Item All Prep Done** for this feature to work. This feature is only supported on Prep Stations.
30 - Suppress Guest Check ID on Runner Chits	Select this option to prevent the guest check ID from appearing on runner chits printed from this order device. When selected, the guest check number prints on the runner chits instead of the check ID.
31 - Always Show Quantity	Select this option to show the quantity for every condiment ordered, even if the quantity is 1. When set, condiments must be added to the check singly, that is, without using the on screen numeric key pad for multiple condiment orders. You must deselect option **1 - Enable KDS Consolidation** for this feature to work. When deselected, the quantity is implied from the item preceding it on the order chit. This feature is not supported with DOM.

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Table 3-11 (Cont.) Order Devices KDS Options

Option	Description
32 - Remove Original Chit When Item Voided	When an item is voided on the POS, the associated item chit is removed from the KDS. Usage considerations: • DOM does not support this option. • Expo/SOS KDS displays are not supported for the use of this option. • Expo Load Balancing environments are not supported for the use of this option. • Selecting **3 - Single Item Per Sub-Order** activates this option. • Selecting this option activates **33 - Hide Void Chit When Item Voided** and **34 - Show Void Chit Even if Item No Longer in Production**. • When option **22 - Match Voids with Order Chits** is enabled and the KDS Controller is reloaded, stopped, or started, the VOID chit does not remain in its location if its original chit has been removed manually or automatically. The chit moves to the front of the queue. Remote View shows all voids at the front of the queue.
33 - Hide Void Chit When Item Voided	When an item is voided on the POS, the associated item VOID chit is hidden on the KDS. Usage considerations: • DOM does not support this option. • Expo/SOS KDS displays are not supported for the use of this option. • Expo Load Balancing environments are not supported for the use of this option. • Selecting **3 - Single Item Per Sub-Order** and **32 - Remove Original Chit When Item Voided** activates this option.
34 - Show Void Chit Even if Item No Longer in Production	The void chit shows for an item which has been bumped from the KDS before being voided on the POS. Usage considerations: • DOM does not support this option. • Expo/SOS KDS displays are not supported for the use of this option. • Expo Load Balancing environments are not supported for the use of this option. • Selecting **3 - Single Item Per Sub-Order** and **32 - Remove Original Chit When Item Voided** activates this option. • When option **22 - Match Voids with Order Chits** is enabled and KDS Controller is reloaded, stopped, or started, the VOID chit does not remain in its location if its original chit has been removed manually or automatically. The chit moves to the front of the queue. Remote View shows all voids at the front of the queue.

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Table 3-11 (Cont.) Order Devices KDS Options

Option	Description
35 - Use Delivery Chit Format for Runner Chits	Select to print a runner chit, which can be used for labeling individual items in an order. When selected, the Delivery Runner Chit format will apply to all Order Types. Option **1 - Enable KDS Consolidation** is not supported when using option **35**.

10. Click **Save**.

Configuring Production Lanes

KDS supports two production lanes. If your kitchen has dual order preparation lines, you need to configure order devices for each production lane. After the order devices have been configured, these same devices need to be associated with each other. When production lanes are in use, orders are fired to both lanes simultaneously. A user working on one lane must claim an order to work on it. Once an order is claimed, it is not visible in the other order lane. A **Lane** field is available in the Order Devices module on the **KDS** tab to designate an order device as one of two configurable lanes (1 or 2).

Production lanes can be configured and implemented to work as a separate feature (by assigning a lane to KDS order devices), or they can work in tandem using Workflow value settings defined for each KDS order device to determine where an order shows first, and when bumped or done from that display, where it shows next and so on, from highest to lowest values. See Configuring Workflow for more information about this feature.

> **Important**
>
> Do not click **Save** until you have completed all of the configuration steps outlined here. This is contrary to most configuration practices. If you save any changes prior to completing the entire configuration, the feature setup remains incomplete.

1. Before starting to configure production lanes, ensure that your KDS order devices are configured for the revenue center running the KDS display. Select the revenue center, click **Setup**, and then click **Order Devices**.

   See Configuring a KDS Order Device for more information if order devices are not set up.

   > **Note**
   >
   > You can only associate Prep Stations with other Prep Stations and Expo Stations with other Expo Stations. To configure the **Associations** section, lane assignments and device associations must be completed for each KDS order device prior to saving. Associated KDS order devices require differing lane number assignments (1 or 2). You cannot associate an order device which has a zero lane assignment.

2. Double-click the KDS order device record to open it.
3. Click the **KDS** tab.

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4. In the **Lane** field, assign a value of 1 or 2 (the default setting is 0). If you leave the **Lane** value at 0, the KDS order device is not in any lane. For example, if you select a KDS order device named Prep_1, you could assign it to Lane 1.
5. Open another Prep KDS order device record and assign it the previously unassigned Lane number. Since the Prep_1 KDS order device has already been assigned to Lane 1, assign Lane 2 to the KDS order device named Prep_2.
6. From the **Associations** section, click the **Add** link.
7. Click the drop-down list under the **Associated Order Device** column and select a similar device (Prep Stations with other Prep Stations and Expo Stations with other Expo Stations) to associate them together. For example, select the KDS order device named Prep_1 for association in KDS order device Prep_2's record, and then select KDS order device named Prep_2 for association in KDS order device Prep_1's record.
8. If you have other KDS order devices to associate with each other, repeat Steps 4 through 7 for each KDS order device.
9. After the entire Production Lanes configuration has been completed, click **Save**.

NOT_SUPPORTED

When utilizing Production Lanes functionality, you must configure the menu items to use **Print Classes** (which are then assigned in the Menu Item Classes module) to output only to the KDS order devices desired in Lane 1. The system automatically displays them on the associated KDS order devices in Lane 2.

See examples of production lanes and workflow settings on KDS order devices in Handling Orders Using Production Lanes and Workflow.

Configuring Workflow

The KDS **Workflow** feature is used to determine where orders appear first, second, third and so on during the order assembly process.

The **Workflow** field supports values from 0 to 999 (the default setting is 0). The highest value shows first, and the lowest value last. A zero value causes orders to always show on the device. When each KDS order device is assigned a different workflow value, the KDS order device assigned the highest workflow value shows orders first, and once bumped, the order then shows on the KDS order device assigned the next lower workflow value. If two order devices have the same workflow value, they show the orders at the same time. If order device A has a higher workflow value than order device B, orders show on order device A until the order is bumped or done from order device A, at which time it then shows on order device B.

Workflow can be configured and implemented to work as a separate feature (by using Workflow value settings to determine the sequencing of where orders first show, and then subsequently based on the settings from highest to lowest values), or in tandem using Production Lanes (by assigning a lane to KDS order devices). See Configuring Production Lanes for more information.

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> **Important**
>
> Do not click **Save** until you have completed all of the configuration steps outlined here. This is contrary to most configuration practices. If you save any changes prior to completing the entire configuration, the feature setup remains incomplete.

1. Before starting to configure workflow, ensure that your KDS order devices are configured for the revenue center running the KDS display. Select the revenue center, click **Setup**, and then click **Order Devices**.

   See Configuring a KDS Order Device for more information if order devices are not set up.
2. Double-click the KDS order device record to open it.
3. Click the **KDS** tab.
4. Enter the numerical value in the **Workflow** field for this order device. The highest value setting shows orders first, and the lowest value shows orders last.
5. In the left pane, click another KDS order device to highlight it, and then assign a value for the **Workflow** field. Perform this step for each KDS order device you want to include in your workflow sequencing.
6. After the entire Workflow configuration has been completed, click **Save**.

> **NOT_SUPPORTED**
>
> When utilizing Workflow functionality, it is recommended to configure your menu items to use **Print Classes** (which are then assigned in the Menu Item Classes module) to output to each KDS order device for each revenue center using this feature.

See examples of production lanes and workflow settings on KDS order devices in Handling Orders Using Production Lanes and Workflow.

Handling Orders Using Production Lanes and Workflow

Production Lanes and Workflow are two separate features which can be used in tandem to more effectively manage orders coming into the kitchen.

To support these features, the Order Devices module has two fields on the KDS tab named **Lane** and **Workflow**. Here are brief explanations of these fields:

- **Lane**: You can designate a KDS order device (or group of KDS order devices) to operate in one of two configurable lanes (1 or 2). Two lanes are supported.
- **Workflow**: The KDS Workflow setting is used to determine where an order appears first, and when bumped or done from that KDS order device, where it appears next and so on. A zero value causes orders to always appear unless the order is required to be claimed, then it appears only after it has been claimed on the order device with the highest workflow value assigned. When each KDS order device is assigned a different workflow value, the KDS order device assigned the highest workflow value shows orders first. Once bumped, the order then appears on the KDS order device assigned the next lower workflow value and so on. If two order devices have the same workflow value, they show the orders at the same time. If order device A has a higher workflow value than order device B, orders show

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on order device A until bumped or done from order device A, at which time it shows on order device B. The **Workflow** field supports values from `0` to `999` (the default setting is `0`).

Once production lanes have been configured (lane and association), the kitchen staff can use the KDS Toolbar and KDS Bump Bar functions named **Lane Claim** and **Lane Push** to claim an order on a station or to push it to another station. Here is how these functions work:

- **Lane Claim**: Takes ownership of the order by removing the **Lane Claim Required** banner from the order on the current lane, and then removing the order from the opposite lane. The Lane Claim function can switch the function back to the original unclaimed state (as long as nothing on the order has been bumped yet) when it is selected again from the toolbar.
- **Lane Push**: Pushes (sends) all claimed suborders of an order from the current lane to the opposite lane.

> **Note**
>
> The following order device configurations are not supported with the Production Lanes and Workflow features:
>
> - Dynamic Order Mode (DOM)
> - Load Balancing
> - Item Timing

> **Important**
>
> - Do not click **Save** until you have completed all of the configuration steps outlined in Configuring Production Lanes and Configuring Workflow. This is contrary to most configuration practices. If you save any changes prior to completing the entire configuration, the feature setup remains incomplete.
> - You can only associate Prep Stations with other Prep Stations and Expo Stations with other Expo Stations. When adding KDS order device **Associations** to the Order Devices module, you need to assign a production **Lane** to each order device you want to associate with each other, and these order devices need to be assigned differing **Lane** values (Lane 1 or Lane 2). Only order devices with a lane value of 1 or 2 can be associated with each other.
> - When you claim an order, all of its suborders are claimed for that lane. Once claimed to a lane, an order can be unclaimed (or restored to its original state) by using the Lane Claim function again. If any of the suborders have been bumped, you cannot unclaim the order. If the previously-bumped suborders are recalled (using the Recall function), the order can then be unclaimed or restored.

You can use production lanes with kitchen themes to create themes that allow switching between production lanes or not using lanes at all. The Workflow feature can also be used with kitchen themes. See Kitchen Themes for more information.

Examples of Production Lane and Workflow Settings on KDS Order Devices

The following tables show examples of how production **Lane** and **Workflow** settings work in tandem.

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Once the order is claimed to a lane, it only shows on the prep station with the highest workflow for the lane (Prep 1, in this case). Once the order has been bumped from Prep 1 and then Prep 2, the order then shows on the Expo Station display.

Table 3-12 Example 1: Workflow 1, 3, and 5

Production Lane Settings	Workflow Settings
Prep_1 Station Lane 1	Workflow 5 (Associated with Prep_1 Station Lane 2)
Prep_1 Station Lane 2	Workflow 5 (Associated with Prep_1 Station Lane 1)
Prep_2 Station Lane 1	Workflow 3 (Associated with Prep_2 Station Lane 2)
Prep_2 Station Lane 2	Workflow 3 (Associated with Prep_2 Station Lane 1)
Expo Station – No Lane Assigned (Lane = 0)	Workflow 1 (No Associations and No Lane configured)

Table 3-13 Example 2: Workflow 0, 3, and 5

Production Lane Settings	Workflow Settings
Prep_1 Station Lane 1	Workflow 5 (Associated with Prep_1 Station Lane 2)
Prep_1 Station Lane 2	Workflow 5 (Associated with Prep_1 Station Lane 1)
Prep_2 Station Lane 1	Workflow 3 (Associated with Prep_2 Station Lane 2)
Prep_2 Station Lane 2	Workflow 3 (Associated with Prep_2 Station Lane 1)
Expo Station – No Lane Assigned (Lane = 0)	Workflow 0 (No Associations and No Lane configured)

Example 2 is almost identical to Example 1, but the Expo Station is configured to **Workflow** `0`. Once the order is claimed to a lane, it appears on the Expo Station because suborders always appear at **Workflow** `0` order devices *except* when the **Lane Claim Required** banner shows.

Configuring Order Device Routing By Guest Check Amount

You can route orders to order devices based on the guest check amount. The "whole-total" guest check amount is used irrespective to any tenders applied to it.

To use this feature, you need to assign print classes to Tender/Media records. With a **Below Threshold Print Class** assigned and **Order Routing Threshold Amount** set:

- Orders below the threshold use the Tender/Media's **Below Threshold Print Class**.
- Orders at or above the threshold use the Tender/Media's **Print Class**.

Order device dynamic routing works with load balancing. This feature does not support DOM.

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.
2. Double-click the tender record to open it.

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3. Select the **Print Class** from the drop-down list, and disable output to the below threshold order devices:
   a. To open the Print Classes module, click the arrow icon adjacent to the **Print Class** field.
   b. Highlight the print class in the left pane.
   c. In the **Tender Media Order Output Disable** list, select the order devices for which you want to disable output.

      For example, if you select `Order Device #2`, checks with amounts equal to or above the order routing threshold amount do not print to order device 2.
4. Select the **Below Threshold Print Class** from the drop-down list, and disable output to the regular order devices.

   By default, the **Below Threshold Print Class** is set to **0 - Use Tender Print Class**.
   a. To open the Print Classes module, click the arrow icon adjacent to the **Below Threshold Print Class** field.
   b. Highlight the print class in the left pane.
   c. In the **Tender Media Order Output Disable** list, select the order devices for which you want to disable output.

      For example, if you select `Order Device #1`, checks with amounts below the order routing threshold amount do not print to order device 1.
5. Click **Save**.
6. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
7. On the **General** tab, enter the **Order Routing Threshold Amount** (for example, `$10.00`).
8. Click **Save**.

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4

Client Application Loader (CAL) Setup for KDS

This chapter provides instructions on how to setup, install, and authenticate the CAL package on KDS Display clients. The *Oracle Hospitality Simphony Configuration Guide* contains more information on the Client Application Loader.

CAL Installation Prerequisites for KDS

Beginning with Simphony version 2.9.1, KDS Displays must have an authenticated identity. If you are using KDS environments with Simphony versions 2.9 and earlier, you must perform CAL authentication before upgrading to Simphony version 2.9.1. You must enter your logon credentials during the initial authentication process.

Before installing CAL on KDS Displays, perform the following functions:

- Connect a USB keyboard to the KDS Display.
- Assign the employee privilege to download software, install and authenticate clients and Service Hosts using CAL. Beginning with Simphony version 2.9.1 (which includes CAL version 139), users must have the employee privilege assigned to the appropriate role to successfully authenticate workstations, Android devices, and Kitchen Display Systems (KDS). EMC users do not automatically acquire this privilege during an upgrade to version 2.9.1. After installing or upgrading to Simphony version 2.9.1, you must assign the privilege to a user's role. When the Role option is set, employees can use their EMC logon credentials when CAL'ing devices. Allowing Employees to Install and Authenticate POS Clients and Service Hosts contains instructions to assign the privilege.
- Set the CAL deployment schedule. Configuring the Deployment Schedule to Install CAL on KDS contains more information.

Allowing Employees to Install and Authenticate POS Clients and Service Hosts

Beginning with Simphony release 19.3 and later, you must allow administrator employees to download software, install, and authenticate clients and service hosts using CAL version 150 or later. After granting this privilege, employees can use their credentials to configure POS clients. In addition, the User Security Credentials configured in the Property Parameters module become inactive.

1. Select the Enterprise, click **Configuration**, and then click **Roles**.
2. Double-click an employee role.
3. Click the **Operations** tab, click the **Miscellaneous** subtab , and then select **10065 - Download Software, Install and Authenticate Clients and Service Hosts Using CAL**.
4. Click **Save**.

Configuring the Deployment Schedule to Install CAL on KDS

1. Select the Enterprise, click **Setup**, and then click **CAL Packages**.

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2. Expand **WS KDS Display** from the left pane, and then select the latest KDS CAL package.
3. Click the **Deployment Schedule** tab, and then click **Add Deployment**.
4. Select **1- Property/ Enterprise** as the **Deployment Type**, select a **Property**, and then select **0 - Install** as the **Action to Take**.
5. Click **Save**.

Installing CAL on the KDS

To initiate CAL authentication on a KDS Display:

1. On the KDS Display, press **Start**, select **All Programs**, select **Micros Client Application Loader**, and then select **McrsCAL Config**.
2. Decipher and enter the correct access code, and then press the **Configure CAL** button.
3. In the Enter CAL Server dialog, set the following values, and then press **Next**:
   - **Server Name**: Leave this field blank.
   - **Server IP/URL**: Leave this field blank.
   - **POS Type**: Oracle recommends that you select **MICROS Simphony** (not **Simphony Multi-Tenant**), regardless of running on a Simphony Standard or Premium Cloud Service environment.
   - **CAL Enabled**: Select this option if it is not automatically set by default.
   - **Secure Connection**: Select this option if Simphony uses the Translation Layer Security (TLS) 1.2 Encryption protocol. (If you are installing CAL version 139 or later, this option is set by default.)
   - **Server**: Enter your Simphony application server name as a fully qualified domain name (FQDN) using the USB keyboard attached to the KDS Display. For example, if the server name is abc2012app1, you need to enter the following: `abc2012app1.[hostname].[domain].com`.

     If you are using static IP addresses, the KDS display network card will need to be updated with a DNS server entry.
   - **OrgPa**: If you are installing CAL version 139 in a Simphony Standard or Premium Cloud Service environment, do not enter anything, regardless of which **POS Type** is set.
   - **Port**: Enter your port number. Enter `443` if Simphony uses the TLS 1.2 Encryption protocol. (This is the default port number and is configurable at the Enterprise.) Other examples are `8443` or `9443`.

     CAL version 139 only supports CAL authentication on HTTPS with TLS 1.1/1.2 encryption. Entering `HTTP` or `8080` for the port will result in an installation issue.
   - **Update**: Click the **Update** button to automatically fill the **Server Name** and **Server IP/URL** fields after the application server name is resolved and recognized. You are now required to use an HTTPS secure connection in your Server URL.
4. If you are using Simphony version 2.9.1 and later and installed on a Simphony Standard or Premium Cloud Service environment, CAL prompts you to enter your Simphony EMC logon credentials. Enter your **User** name, **Password**, and **Organization** name in the CAL Authentication dialog, and then press the **Login** button. If you are using Simphony (licensed) (on premises, self-hosted), you do not need to enter the **Organization**.

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If you are using Simphony version 2.9 or earlier, you must enter the **Install User Security Username** and **Password** configured in the Security tab of the Property Parameters module in the EMC. Contact your system administrator for assistance.

5. If the Enterprise has multiple properties, select the property from the Property Search and Select dialog, and then press **Next**.

   If the property does not appear in the list, enter the property name in the **Property Name** field, and then press **Search**.

   You do not see a property list if only one property is configured or if there are multiple properties, but only one property is using workstations.

6. In the Select WS Identity dialog, select the workstation from the **Select Workstation ID** drop-down list, and then press the **Save** button. CAL automatically performs the initial authentication using the cached EMC credentials.

   Each workstation must use a unique Service Host ID. If two workstations use the same Service Host ID, the first one authenticated will lose authentication when the second is authenticated.

   When CAL restarts it performs a re-authentication, and may prompt for credentials again. After validation, the POS client application starts and workstation operators can resume normal KDS Display functions.

Configuring KDS to Run as a Windows Service

To configure KDS to run as a Windows service on a workstation:

1. Create an Enterprise Service Host:
   a. Select the Enterprise level, click **Setup**, and then click **Service Hosts**.
   b. Insert a new Service Host record, and then double-click it to open in form view.
   c. In the **Host Name** field, enter the host name of the workstation.
   d. Enter the **Subnet Mask** and the **Default Gateway** of the workstation.
   e. Select **Is Windows Service** to run the Service Host as a windows service.
   f. Click **Save**.
2. Add a new KDS Controller and associate it with the Service Host created in Step 1:
   a. Select the property level, click **Setup**, and then click **KDS Controllers**.
   b. Insert a new KDS Controller record, enter a record name, and then click **OK**.
   c. Double-click the new record to open it.
   d. Click the **Service Host** tab.
   e. Click **Select** adjacent to the **Service Host** field, select the service host you created in Step 1, and then click **OK**.

      Select **Any Property** from the **Property** drop-down list to view the service host configured at the Enterprise.
   f. Click **Save**.
   g. Configure the KDS Controller. Configuring a KDS Controller contains more information and instructions.
   h. Select the property, click **Setup**, and then click **RVC Configuration**.
   i. Double-click the revenue center for which you want to assign the KDS Controller.

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j. On the **General** tab, select the **KDS Controller** from the drop-down list.

   This is the KDS Controller you created in Step 2-b.

k. Click **Save**.

3. Configure the KDS Display, selecting the KDS Controller that you created in Step 2. Configuring a KDS Display contains more information and instructions.

4. Configure the KDS Display as an order device. Configuring a KDS Order Device contains more information and instructions.

   Select the KDS Display created in Step 3 as the **Device Number**.

5. Enable the KDS Display created in Step 4 as the order device for a workstation. (This can be any workstation within the property that is running POS Operations.)

   a. Select the property level, click **Setup**, and then click **Workstations**.

   b. Double-click the workstation record for which to assign the order device.

      If a workstation is not present, create a new workstation, install and configure CAL to post checks to the KDS Display.

   c. Click the **Order Devices** tab, and then select the KDS Display order device created in Step 4 as the **Order Device Output** for the workstation.

   d. Click **Save**.

6. Add the CAL Deployments for the Enterprise Service Host created in Step 1. Configuring the Deployment Schedule to Install CAL on KDS contains more information and instructions.

   When selecting Service Host during CAL deployment, select **Any Property** in the **Property** drop-down list to view the Enterprise service hosts.

   When selecting the workstation during the CAL process, enable **Show Service Hosts** to view the Enterprise service hosts.

   After the CAL process is complete, the menu items appear on the KDS Display (that runs on the Enterprise service host created in Step 1). The orders are from the workstation that is running POS Operations (from Step 5).

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5

Dynamic Order Mode (DOM)

DOM is a function that is used to dynamically show order information on KDS Displays. This allows prep cooks to view an order as it is being ordered. Order chits update as the order is being entered, as opposed to waiting for the operator to service total the check. If the customer changes the order at any time, the KDS updates to reflect those changes in the order chit. DOM is primarily used in quick service restaurants, and often in drive-thru environments.

Enabling and Disabling DOM

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
2. Click the **Options** tab, and then select **50 - Enable Dynamic Order Mode (DOM)**.

   When you are using DOM, do not enable automatic checking firing (Autofire) or Tender Media **Hold Type 2 - Hold Order**.

   To disable DOM, deselect **50**.
3. Click **Save**.
4. Select the revenue center, click **Setup**, and then click **Order Devices**.
5. Double-click an appropriate KDS order device record to open it.
6. Click the **KDS** tab, and then select the **DOM Type**:
   - **1 - Fire On Fly**: Items appear on the KDS immediately
   - **2 - Fire On Next**: An item appears on the KDS after the next item is ordered
   - **3 - Fire On Tender**: All items appear on the KDS when a workstation operator ends the current service round

   To disable DOM, select **0 - None** in the **DOM Type** field for each order device.
7. Configure the following DOM settings as required:

Table 5-1 DOM Mode Fields

Field	Description
Add Sort Rule	Select the sorting type to use when the quantity of an item is changed.
Modify Sort Rule	Select the sorting type to use when existing items on an order are modified.
Void Sort Rule	Select the sorting type to use when an item is voided on an order. This feature is only supported with DOM.

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Table 5-1 (Cont.) DOM Mode Fields

Field	Description
Add Highlight Scheme	Select the color configuration to use to show items when the quantity of an item changes. For example, if 1 Hamburger is ordered initially, and then it changes to 2 Hamburgers, the item appears in the color that you configure here, indicating to the kitchen staff that the quantity has changed.
Modify Highlight Scheme	Select the color configuration to use to show items when workstation operators modify the items on the order.
Void Highlight Scheme	Select the color configuration to use to show items on orders when workstation operators void items from the order.

8. Click the **Options** tab, and then select appropriate KDS options for DOM:

Table 5-2 KDS Options for DOM Mode

Option	Description
9 - Display Subtotal	When you are using DOM, select this option to show the order subtotal on the KDS display. The Subtotal is the sum of the following: • Menu Item Sales Total • Discount • Tax • Auto Service Charge • Service Charge • Rounding Total You must also select **50 - Enable Dynamic Order Mode (DOM)** in the RVC Parameters module. This feature is only supported by the following DOM KDS chit layout styles: • 301 • 305 • 306 • 309 • 312 • 315 • 317 • 320 • 401 • 402 KDS Chit Layout Styles describes the KDS chit layout styles.

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Table 5-2 (Cont.) KDS Options for DOM Mode

Option	Description
10 - Do Not Display Voids	Select this option to remove voided items from the KDS Display. When selected, items are removed from the display as soon as they are voided. When deselected, the letter V appears next to the item that was voided. This option presumes that DOM is enabled and the item is already sent to the KDS.
11 - Display Menu Item Count	Select this option to cause the KDS to display the menu item count.
12 - No Expo Done Before Paid	Select this option to prevent KDS users from bumping an order from the Expo Display until the customer pays for the order.
19 - No Prep Done Before Paid	Select this option to prevent KDS users from bumping an order from the Prep Display until the customer pays for the order.
27 - Suppress Check Total	Select this option to suppress both the total and subtotal amounts on all chits when option **9 - Display Subtotal** is set.

9. Click **Save**.
10. Select the Enterprise, property, revenue center, or zone, click **Setup**, and then click **Order Type Parameters**.
11. Deselect **8 - Enable Routing Order by Order Type** as it is not compatible with DOM.
12. Click **Save**.
13. Select the property, click **Setup**, and then click **KDS Displays**.
14. Double-click the KDS Display record to open it.
15. Click the **Display** tab.
16. In the **KDS Chit Layout Style** field, select the appropriate DOM KDS layout (in the 300 or 400 range) for each display.

    Some KDS Chit Layout styles are only intended to be used with certain Display Types. KDS Chit Layout Styles contains a detailed list of the chit layout styles.

    To preview the chit layout styles, click the **Help** link adjacent to the **KDS Chit Layout Style** drop-down list, and then select the chit style.

    To disable DOM, select an appropriate non-DOM KDS layout (in the 100 or 200 range) for each display.
17. Click **Save**.

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6

Dynamic Display and Kitchen Zones

Dynamic Display enables you to customize and streamline operations in SOS Displays by programming tables to:

- Show in chronological order rather than by revenue center. This allows employees to identify which tables have been seated longer and to expedite orders accordingly.
- Show in the order that food was ordered. This keeps orders together, and allows employees to expedite food for tables that have been waiting the longest.

Kitchen Zones

Kitchen zones are designated collection points where the components of an order are placed before being served to the customer. This saves time when the order is ready by having the food runner make one stop to pick up the order, instead of pausing at several stations.

When using Dynamic Display, you can automate the process for assigning kitchen zones to each new order as it arrives in the kitchen. The zone location is linked to the order on the KDS Display, so that the kitchen staff knows where to place the orders as they are prepared.

Zone identifiers also print on runner chits to inform the food runner where the orders are located.

Configuring Dynamic Display

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Double-click an SOS Display record to open it.
3. On the **General** tab, scroll down to the Options section, and then select **3 - Dynamic Display**.
4. Select the appropriate options as described in the following table:

Table 6-1 Dynamic Display Option

Option	Description
4 - Display Zone	Select this option to show kitchen zones (collection points) on the display.
5 - Display Rvc Separator	Select this option to separate orders by revenue center.

5. Click the **Display** tab, and then configure the following settings:

Table 6-2 Dynamic Display Settings

Field	Description
SOS Zone Font	Select the font size for SOS zones to appear on the display. Oracle recommends using values between **10** and **12.**

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Table 6-2 (Cont.) Dynamic Display Settings

Field	Description
SOS Sort Method	Select the sort method for the display: • To sort by table number, select **0 - Sort by Table Number**. • To sort by the elapsed time of the oldest order on the table from oldest to newest, select **1 - Sort Oldest to Newest**. You must deselect **5 - Display Rvc Separator**. • To sort by the elapsed time of the oldest order on the table from newest to oldest, select **2 - Sort Newest to Oldest**. You must deselect **5 - Display Rvc Separator**.
Min Table State	Not used.
Max Table State	Not used.

6. Click **Save**.
7. Select a property, click the **Setup** tab, and then click **KDS Controllers**.
8. Double-click the appropriate KDS Controller record to open it.
9. From the **General** tab, configure the following Zone Configuration settings:

Table 6-3 Zone Configuration Settings

Field	Description
Number of Zones	Select the number of kitchen zones to use for collecting food orders. You can define up to 26 zones. The default value is 0, indicating that zones are not used.
Max Items Per Zone	Enter the maximum number of items (0-999) that can be added to a kitchen zone. The default value is 0, which assigns one entire order per zone. When the number of items exceeds the limit, extra items get added to the next zone.

10. Click **Save**.

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7

KDS Capacity Scheduling

KDS Capacity Scheduling allows the system to prioritize serving all menu items within a group's order at the same time, despite the items taking different amounts of time to prepare. To accomplish this, you can configure capacity scheduling when ordered items are sent to the kitchen's prep station displays based on the relative capacity of the stations.

- If a prep station can handle the group's order simultaneously, the items are displayed so they are ready to serve at the same time. The items may have to wait to appear on the display if the capacity is currently unavailable.
- If a prep station cannot handle the group's order simultaneously, the KDS breaks the order down into groups of items.

Typically, items which take longer to prepare should appear at prep stations on KDS displays before items with lesser prep times. There is some flexibility built into KDS Capacity Scheduling where exceptions can be made, and all items can show on KDS displays (based on their capacity settings), effectively overriding a menu item's prep time settings.

The following requirements apply to KDS Capacity Scheduling:

- KDS Dynamic Order Mode (DOM) is not supported.
- Only non-DOM KDS Chit Styles are supported.
- Single-Item Per Sub-Order (SIPS) must be enabled.
- KDS load balanced systems are not supported.
- KDS Capacity Scheduling applies only to prep station devices. The algorithm ignores devices configured as Expo Displays or Speed of Service (SOS) Displays.
- Rush or VIP orders do not have an effect when KDS Capacity Scheduling is enabled.

Various capacity settings in the following EMC modules are required:

- RVC Parameters
- Order Devices
- KDS Displays
- KDS Controllers
- Menu Item Maintenance – Menu Item Definitions
- Menu Item Classes
- Order Type Parameters

Capacity settings in the following EMC modules are optional:

- Kitchen Themes
- Components

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Examples of Capacity Scheduling Scenarios

There are nine examples that help to explain various KDS display output scenarios and how configuration of KDS Capacity Scheduling affects the output. In the example scenarios, there are two order devices: a Hot Prep and a Cold Prep. Both order devices have a capacity of 4.

Table 7-1 Order Devices and Capacity

Order Device	Capacity
Hot Prep	4
Cold Prep	4

Kids items and hot items both go to the Hot Prep order device. The cold items go to the Cold Prep order device. All items ending with A have a Capacity Usage of 1 and a Prep Time of 1 minute. All items ending with B have a Capacity Usage of 2 and a Prep Time of 2 minutes.

Table 7-2 Menu Items, Capacity Usage, and Prep Time

Menu Item Name	Capacity Usage	Prep Time (in minutes)
Hot Item A	1	1
Hot Item B	2	2
Cold Item A	1	1
Cold Item B	2	2
Kids Item A	1	1
Kids Item B	2	2

Scenario 1 – Order Does Not Exceed Capacity with Identical Items

One Order

- Hot Item A
- Hot Item A

KDS Display Outcome

- Both items are displayed immediately

The outcome is the same regardless of using KDS Capacity Scheduling.

Scenario 2 – Order Does Not Exceed Capacity with Different Items

One Order

- Hot Item A
- Hot Item B

KDS Display Outcome

- Hot Item B is displayed immediately
- Hot Item A is displayed 1 minute later

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Scenario 3 – Order Does Not Exceed Capacity with Priority Item

One Order

- Hot Item A
- Hot Item B
- Kids Item A

KDS Display Outcome

- Hot Item B is displayed immediately
- Kids Item A is displayed immediately
- Hot Item A is displayed 1 minute later

Kids Item A has option **83 - Ignore KDS Prep Time (Capacity)** enabled in the Menu Item Classes module. This makes Kids Item A display immediately so a child can be served right away.

Scenario 4 – Order Does Not Exceed Capacity with Modified Priority Item

One Order

- Hot Item A
- Hot Item B
- Kids Item A with Override modifier

KDS Display Outcome

- Hot Item B is displayed immediately
- Hot Item A and Kids Item A are displayed 1 minute later

Kids Item A has option **84 - Override Parent's Ignore KDS Prep Time option** enabled in the Menu Item Classes module, which overrides option **83 - Ignore KDS Prep Time (Capacity)** in Scenario 3. Even though the kids items is a priority item, option **84** overrides that priority.

Scenario 5 – Order Does Not Exceed Capacity with Priority Item (TOGO)

One Order with Order Type: TOGO

- Hot Item A
- Hot Item B
- Kids Item A

KDS Display Outcome

- Hot Item B is displayed immediately
- Hot Item A and Kids Item A are displayed 1 minute later

Option **12 - Always Use KDS Prep Time** is enabled in the Order Type Parameters module. Any priority items (that are using option **83**) will be ignored. Because this order is To Go, all items need to be prepared at the same time for guest pickup.

Scenario 6 – Order Exceeds Potential Capacity of the Order Device

One Order

- 5 Hot Item A

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- 1 Hot Item B

KDS Display Outcome

- 4 Hot Item As will display immediately (maximizing the number of items served at the same time)
- The remaining Hot Item A and Hot Item B will display after 1 minute
  - Temporarily exceeds the capacity of the Hot Prep station
  - Based on the predicted capacity
  - The Hot Item As are expected to have been bumped

The cook cannot prepare 6 items at the Hot Prep station at once (the order device only supports a capacity of 4), so the items are grouped to maximize the number of items that are served at the same time. The remaining items are served as soon as possible.

Scenario 7 – Order Exceeds Available Capacity of the Order Device

Order 1

- Hot Item A
- Hot Item A
- Hot Item A

Order 2

- Hot Item A
- Hot Item B

KDS Display Outcome

- Order 1 is displayed immediately
- Order 2 does not display until the cook bumps one Hot Item A from Order 1
  - Hot Item B will display first
  - Hot Item A will display 1 minute later

Order 2 does not display immediately as there is no capacity for it. The display needs to have capacity for the item that takes the longest time to prepare, and it needs to have predicted capacity for the item in the order that takes the shortest amount of prep time.

Scenario 8 – Order Exceeds Available Capacity of the Order Device

Order 1

- Hot Item A
- Hot Item B

Order 2

- Hot Item B
- Cold Item A

KDS Display Outcome

- Hot Item B from Order 1 is displayed immediately, then Hot Item A
- Order 2 does not display on either prep station until the cook bumps one item from Order 1
  - Hot Item B will display first

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  - Cold Item A will display 1 minute later

Scenario 9 – Order Exceeds Available Capacity of the Order Device

Order 1

- Hot Item B

Order 2

- Hot Item A
- Hot Item B

KDS Display Outcome

- Order 1 is displayed immediately
- Order 2 begins displaying 1 minute later
  - Hot Item B will display first
  - Hot Item A will display 1 minute later

There is capacity immediately for Hot Item B of Order 2, but the cook needs to make sure that Hot Item A is also going to be prepared immediately. If Order 2 is sent immediately, the guests may need to wait another minute for Hot Item A to be prepared. Based on the predicted capacity, we know that after 1 minute has elapsed for Hot Item B preparation, (in other words, 2 minutes later), there is capacity for Hot Item A preparation. At the 3-minute mark, both items in Order 2 are displayed.

Disabling DOM-Related Options for KDS Capacity Usage

To use KDS Capacity Scheduling, you need to disable several options related to Dynamic Order Mode (DOM).

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
2. Click the **Options** tab, and then disable **50 - Enable Dynamic Order Mode (DOM)**.
3. Click **Save**.
4. Select the revenue center, click **Setup**, and then click **Order Devices**.
5. Double-click the KDS order device record to open it.
6. Click the **KDS** tab, and then select **0 - None** in the **DOM Type** drop-down list.

   For each order device that uses KDS Capacity Scheduling, select **0 - None** as the **DOM Type**.
7. Click **Save**.
8. Select the property, click **Setup**, and then click **KDS Displays**.
9. Double-click the KDS Display record to open it.
10. Click the **Display** tab.
11. In the **KDS Chit Layout Style** field, select an appropriate non-DOM KDS layout (in the 100 or 200 range).

    Some KDS Chit Layout styles are only intended to be used with certain Display Types. KDS Chit Layout Styles contains a detailed list of the chit layout styles.
12. Click **Save**.

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Enabling Single Item Per Suborder (SIPS)

When using KDS Capacity Scheduling, the prep station displays need to have Single Item Per Suborder (SIPS) enabled. This means that every menu item on the order has its own chit on the prep station display.

1. Select the revenue center, click **Setup**, and then click **Order Devices**.
2. Double-click the KDS order device record for a prep station to open it.
3. Click the **Options** tab, and then select **3 - Single Item Per Sub-Order**.
4. Click **Save**.
5. Repeat these steps for each prep station display.

Disabling Load Balancing and Enabling Capacity Scheduling

KDS load balancing is not supported when using KDS Capacity Scheduling.

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Double-click the KDS Controller record to open it.
3. On the **General** tab, deselect **8 - Enable Load Balancing**, and select **13 - Enable Capacity Scheduling**.
4. Click **Save**.

Setting the Relative Capacity for Each Order Device

The following steps describe how to set the relative capacity for configured order device panels in the KDS Display.

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Select the KDS display record, and then click the **Display** tab.
3. In the **Display Screen Options** section, set the appropriate capacity value in the **Panel Configuration** table for each configured panel.
4. Click **Save**.

Setting the Relative Capacity Used By Each Menu Item

To use KDS Capacity Scheduling, you need to edit each menu item's Menu Item Definition record to trigger ordered items to appear on KDS displays and to utilize the associated prep time settings in preparing and delivering the finished product.

1. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
2. In the Search Criteria section, select **Menu Item Definition** from the **Record Type** drop-down list, and then click **Search**. Double-click the desired record to open it in form view.
3. Click the **General** tab, and then configure the following menu item definition fields for each menu item associated with the KDS capacity scheduling feature:
   - **KDS Prep Time**

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- **Minutes**

  : Enter the number of minutes necessary to prepare this item.

- **Seconds**

  : Enter the number of seconds necessary to prepare this item.

- **Negative**

  : If the item has a negative prep time (for example, a condiment that changes the item's prep time), select this check box.

- **Capacity**

  Capacity Usage: Enter the amount of panel capacity used while preparing this menu item. This amount should be set based on the prep station's capabilities to produce this item. This field should only be used when enabling KDS Controllers, General, Options tab, **13 - Enable Capacity Scheduling**.

4. Click **Save**.

   Alternately, you can configure the system to ignore or override the KDS Prep Time and capacity settings. There are settings in the Menu Item Classes and Order Type Parameters modules which affect KDS capacity output to KDS displays. These option locations are shown below (by module):

   Menu Item Classes

   - **83 - Ignore KDS Prep Time (Capacity)**

     : Select for menu items in this class to appear on a KDS display as soon as capacity is available, ignoring having all menu items ready to serve at the same time.

   - **84 - Override Parent's Ignore KDS Prep Time option**: Overrides option **83** setting of the parent item's Menu Item Class.

   Order Type Parameters

   12 - Always Use KDS Prep Time: This option suppresses the Menu Item Classes options **83** and **84**.

   See *KDS Capacity Scheduling*, specifically the **Examples of Capacity Scheduling Scenarios** section to review examples of various KDS output scenarios and how configuration settings affect this feature.

   See the *Oracle MICROS Simphony Configuration Guide*, specifically the **Menu Item Classes** chapter, for more information about configuring menu item classes.

   See the *Oracle Simphony Configuration Guide*, specifically the **Order Types** section for more information about configuring order types.

Setting the Relative Capacity for Each Order Device in a Kitchen Theme

The following steps describe the optional configuration for your order device(s) capacity settings in a kitchen theme.

1. Select the property, click **Setup**, and then click **Kitchen Themes**.
2. Select the record, and then click the **KDS Client** tab.
3. In the **Panel Configuration** section, set the **Capacity** to the desired value.
4. Click **Save**.

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Setting the Relative Capacity for Each Component

The following steps describe the optional configuration for capacity settings in the Components module.

1. Select the Enterprise level, click **Configuration**, and then click **Components**.
2. Select the record, and then click the **General** tab.
3. In the **Capacity** section, set the **Capacity Usage** to the desired value.
4. Click **Save**.

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8

Menu Item Timing

Menu Item Timing ensures that all items in an order are prepared and ready to go at the same time. To use this feature, a preparation time is assigned to each menu item. These values determine how long the menu item will be held (relative to the rest of the order) before it is fired to the kitchen.

You can use item timing with or without dining courses. If used with dining courses, all items within a course must have a prep time set to a value greater than zero. The item fire times are then calculated from the baseline of the course's start time.

The option Single Item Per Suborder (SIPS) must be enabled to ensure that each item is displayed separately. See Enabling Single Item Per Suborder (SIPS) for more information.

Unlike Timed Fire events, all menu items are *sent* from the POS workstation when the check is service totaled. The KDS Controller determines when a menu item will be *fired* and displayed on the KDS device.

Timing by Order

Absent dining courses, menu item preparation times determine how long it should take to prepare all the items on an order. To do this, the KDS Controller reviews the group of menu items that were sent by POS Operations. The item/suborder with the longest preparation time is fired immediately. This becomes the order's minimum prep time.

Fire times for the rest of the menu items are then calculated to ensure that they are all ready at the same time. This is done by subtracting each item's prep time from the order prep time. The result is the amount of time that the KDS Controller will wait before firing each item.

For example, a customer orders a hamburger, french fries, and soft drink. The established preparation time for a hamburger is 10 minutes, followed by 4 minutes for the fries, and 1 minute for the drink. Because 10 minutes is the longest item prep time for this check, this becomes the baseline for firing all of the suborders. As soon as the check is service totaled, the hamburger is fired. Because the fries will only take 4 minutes to prepare, they are fired at the 6-minute mark (or 4 minutes before the hamburger is expected to be finished). The drink, which only takes 1 minute to prepare, is not displayed on the KDS screen until 9 minutes after the order was posted. As shown in the following figure, all items should be finished at the same time.

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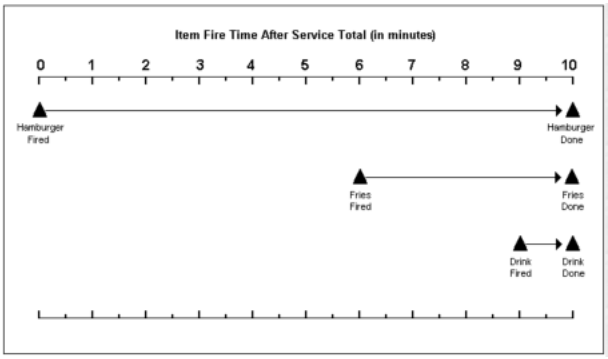
Figure 8-1 Sample Item Timings by Order



Timing by Dining Course

When dining courses are enabled, menu item preparation times have a slightly different function, depending on whether minimum and maximum preparation times have been established for the dining courses themselves.

> **Note**
>
> To work properly with dining courses, preparation times must be set for all or none of the menu items. If set to all, the value of a menu item's prep time must be greater than zero.

Using Minimum Prep Times

Minimum prep times ensure that a dining course will not be served before a certain amount of time has passed. This keeps the system from rushing the presentation of menu items simply because the preparation time is less than expected.

If menu item prep times are also specified, the system considers whether the individual prep time is larger or smaller than the stated course minimum. If the item prep times are less, each item will be delayed a suitable amount of time so that its readiness will coincide with the course minimum.

On the other hand, if an item requires more than the course's minimum prep time, that item will be fired immediately. The item prep time will become the default minimum prep time, and the firing times for the rest of the items will be adjusted accordingly.

For example, a check is started for two customers. Each of them orders Soup (Course 1), Salad (Course 2), and an Entrée (Course 3). The minimum prep times for the courses are as follows:

Table 8-1 Minimum Prep Time

Dining Course	Minimum Prep Time (minutes)
1 Soup	1
2 Salad	3
3 Entrée	5

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Customer A orders French Onion soup, a House salad, and a Steak. Customer B orders Chicken Noodle soup, a Chef salad, and Pasta. Preparation times for the menu items are as follows:

Table 8-2 Prep Times for Sample Menu Items

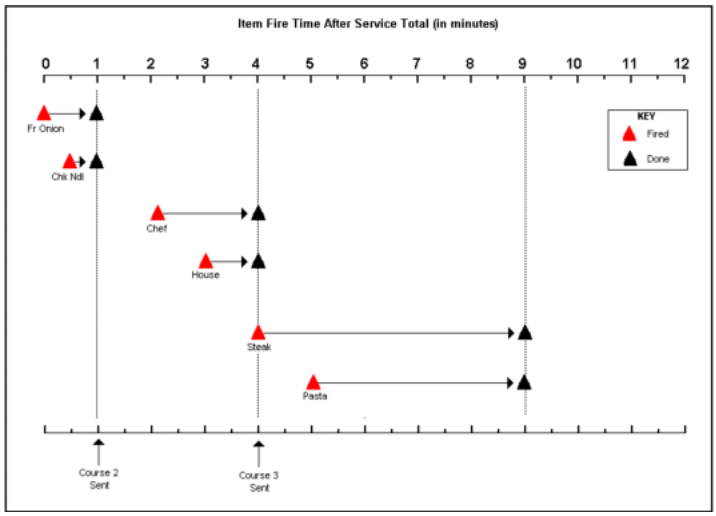
Dining Course	Item	Prep Time (minutes)
1 Soup	French Onion	1
	Chicken Noodle	30 seconds
2 Salad	House Salad	1
	Chef Salad	2
3 Entrée	Steak	5
	Pasta	4

When the check is service totaled, all items are sent by POS Operations to the KDS Controller, which immediately sends the Course 1 items. Course 2 and 3 items are held.

Of the Course 1 items sent, the French Onion soup has the longest menu item prep time (1 minute). This item is fired immediately. Because this is the first course, the longest item prep time becomes the default minimum course prep time. Thirty seconds later, the Chicken Noodle soup is fired.

If all goes as planned, one minute after the order was sent, Course 1 shows All Prep Done on the KDS displays. As soon as it is bumped, Course 2 is sent to the Expo Station. The 1-minute mark becomes the starting point for Course 2.

Figure 8-2 Sample Timed Items by Dining Course



The system now considers the Course 2 variables, which include a minimum prep time of 3 minutes. Because the item prep times for the Chef and House Salads are less than the course minimum, the system will calculate the fire times for these items to ensure that all prep done occurs 3 minutes after Course 2 was sent (that is, the 4-minute mark).

The Chef Salad (prep time of 2 minutes) is fired 1 minute after the Course 2 start time (or the 2-minute mark). The House Salad (prep time of 1 minute) is fired at the 3-minute mark. At the

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4-minute mark, the Course 2 items reach all prep done. When Course 2 is bumped from the Expo Display, the Course 3 items are sent.

The system now considers the Course 3 variables, which include a minimum prep time of 5 minutes. Because the item prep time for Steak is also 5 minutes, that item is fired immediately. One minute later, the Pasta item is fired so that both items can be all prep done at the same time. This happens at the 9-minute mark. Course 3 is then bumped from the KDS display.

In the example, notice that Course 2's minimum prep time takes effect as soon as Course 1 is bumped. Since both of the salad prep times are shorter than the minimum, the fire times are delayed long enough to ensure that they are both ready at Course 2's minimum prep time. Again, by not starting the longest item immediately, the minimum course time is preserved. This, in turn, allows the customer to have a reasonable amount of time to finish the current course before the next course is served.

Suppose, however, that in Course 2, the customer ordered a Cajun Chicken Salad with an item prep time of 3½ minutes, instead of the Chef Salad. Since Course 2's minimum prep time is only 3 minutes, the Cajun Chicken Salad would be fired as soon as the Course 2 items were sent. The House Salad would be fired 2½ minutes later, to ensure that both salads are all prep done at the 4½-minute mark.

Using Maximum Prep Times

A course's minimum prep time represents the point at which its menu items are expected to be All Prep Done. It does not guarantee that they will be, or that, if they are, the KDS operator will remember to bump them from the display. This could be problematic as typically the next course is not sent until the first course is bumped. This is why maximum prep times are needed.

Maximum prep times represent the longest amount of time that the KDS Controller will wait for the current course to reach All Prep Done before sending the next course to the KDS display.

Suppose, for example, that the menu items were not done and bumped as expected.

Recapping the order defined in the previous example, a check is started for two customers. Each of them orders Soup (Course 1), Salad (Course 2), and an Entrée (Course 3). In addition to the minimum prep times, now maximum prep times have been added.

Table 8-3 Maximum Prep Time

Dining Course	Minimum Prep Time (minutes)	Maximum Prep Time (minutes)
1 Soup	1	2
2 Salad	3	4
3 Entrée	5	6

Customer A orders French Onion soup, a House salad, and a Steak. Customer B orders Chicken Noodle soup, a Chef salad, and Pasta. Preparation times for the menu items are as follows:

Table 8-4 Prep Times for Sample Menu Items

Dining Course	Item	Prep Time (minutes)
1	French Onion	1
	Chicken Noodle	30 seconds
2	House Salad	1

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Table 8-4 (Cont.) Prep Times for Sample Menu Items

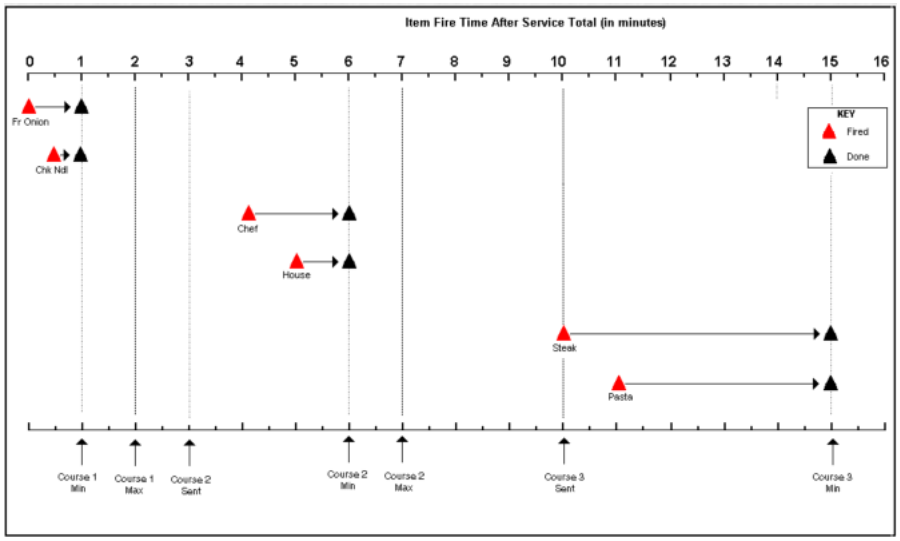
Dining Course	Item	Prep Time (minutes)
	Chef Salad	2
3	Steak	5
	Pasta	4

When the check is service totaled, all items are sent by POS Operations to the KDS Controller, which immediately sends the Course 1 items. Course 2 and 3 items are held.

Again, among the Course 1 items sent, the French Onion soup has the longest menu item preparation time (1 minute). This item is fired immediately. Because this is the first course, the longest item prep time becomes the default minimum course prep time. Thirty seconds later, the Chicken Noodle soup is fired with the expectation that both menu items will be done at the 1-minute mark.

If Course 1 is not bumped at 1 minute (the expected point of All Prep Done), its maximum prep time (2 minutes) becomes relevant. At the 2-minute mark, the KDS Controller assumes that the workstation operator forgot to bump Course 1 and begins to calculate when to send Course 2 to the Expo Display. This is done by combining the item prep time of the longest menu item (French Onion soup, 1 minute) to the maximum prep time of the first course (2 minutes). Three minutes after the start of the check, the Course 2 items are sent.

Figure 8-3 Sample Item Timings with Maximum Prep Times



Because Course 2 has a minimum prep time of 3 minutes, and the menu item with the longest prep time is the Chef Salad (2 minutes), the KDS Controller will wait one more minute (the 4-minute mark) before firing that item. At the 5-minute mark, the House Salad is fired, with the expectation that both salad items will reach All Prep Done at the 6-minute mark.

If Course 2 is not bumped at the expected minimum prep time, the KDS Controller will again determine how long to wait before sending Course 3 items to the Expo Display. For the second and all subsequent courses, this is done by combining the current course's minimum prep time or the longest item prep time (whichever is greater) with the current course start time. The result becomes the start time for the next course.

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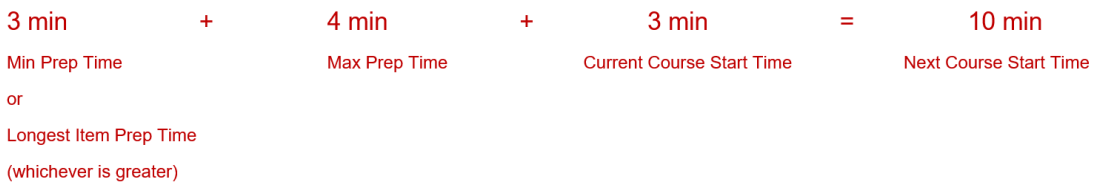
In this case, if Course 2 is not bumped, the calculation would be as follows:

Figure 8-4 Timing Calculation



When the Course 3 items are sent, the system considers that moment the start point for scheduling the Course 3 items. The longest menu item prep time is compared to the course's minimum prep time. Because the Steak prep time is 5 minutes and that is equal to the minimum prep time, the Steak item is fired immediately. One minute later, the Pasta (prep time = 4 minutes) is fired. All Prep Done for this course is expected to be 5 minutes after the start point (10-minute mark) or 15 minutes after the check was service totaled.

No Minimum/Maximum Prep Times

If dining courses are used, but no minimum and maximum prep times are established, the KDS Controller will not start the next course until the previous course is bumped from the display. This is true whether or not item prep times have been set.

Once a course is started, the item/suborder with the longest preparation time is fired immediately. This becomes the course's minimum prep time. Fire times for the rest of the menu items will be calculated accordingly.

Configuring Menu Item Timing

1. Select the Enterprise level, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search for the menu item record, and then double-click it to open in form view.
3. On the **General** tab, enter the amount of time needed to prepare the menu item in the **KDS Prep Time Minutes** and **Seconds** fields.

   You need to enter the time for all menu items and condiments that affect the prep time either negatively or positively. **Negative** prep times are usually assigned to a condiment menu item as a way to modify the prep time of another menu item. For example, if the prep time for a Steak (cooked Medium) is 6 minutes, but the customer wants it rare, the prep time for the Rare condiment would be -2 minutes. That would set the prep time for the Steak at 4 minutes.
4. Repeat steps 2 and 3 for each menu item.
5. Click **Save**.
6. Select the Enterprise or property, click **Descriptors**, and then click **KDS/Dining Course**.
7. Double-click the dining course record to open it.
8. In the **Initial Course Min Prep Time** field, enter the target completion time for the initial KDS course.

   For example, if you enter 10 minutes and an item with a prep time of 6 minutes is sent to the kitchen, it will not fire to Prep Stations until 4 minutes have elapsed. If an item with a

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prep time of more than 10 minutes or without any prep time is sent to the kitchen, it will fire immediately. The timer for the next course does not start until this time is exceeded.

9. In the **Min Prep Time** field, enter the minimum amount of time that the KDS Controller should wait before sending the next course to the kitchen after the current course is bumped from all Prep Stations. This option is not applicable to the first dining course.
10. In the **Max Prep Time** field, enter the maximum amount of time that the KDS Controller should wait before sending the next course to the kitchen after the current course is bumped from all Prep Stations.
11. Repeat steps 7 through 10 for each dining course.
12. Click **Save**.
13. Select the property, click **Setup**, and then click **KDS Controllers**.
14. Double-click the KDS Controller.
15. On the **General** tab, select **2 - Display Next Course after Previous Course Complete**.

    This option prevents the KDS Controller from displaying more than one dining course at a time (per order). Two or more dining courses must be configured and Dynamic Order Mode (DOM) must be disabled.

    If **2** is disabled, the system ignores courses and sends all menu items immediately.
16. In the **Wait for Prep Suborder** field, enter the number of seconds that you want the KDS to wait for Prep suborders before displaying an Expo order as All Prep Done. This field is required when used with any of the timed fire events.

    Oracle recommends entering a value of 1 or 2. The default value is 2.

Table 8-5 Kitchen Display Setttings for Timed Fire

To Fire Items By	Display Next Course after Previous Course Complete	Wait for Prep Suborder
Courses Only	Enable	Enable
Courses and Item Timing	Enable	Enable
Item Timing Only	Disable	Enable
None	Disable	Enable

17. Click **Save**.
18. Enable Single Item Per Suborder (SIPS) on all prep station displays. See Enabling Single Item Per Suborder (SIPS) for more information.

Displaying the Order Chit

After a check is sent, Expo and SOS displays show all items in an order. If Dining Courses are enabled, only items in the current course are displayed.

If the KDS layout includes item statuses, the indicator displayed next to each item shows whether each item has been sent, fired on a prep station, or doned. An additional item status shows when an item has been started.

The following figure provides an example of the status indicators used with item timings.

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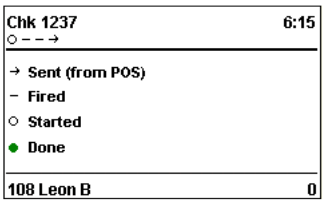
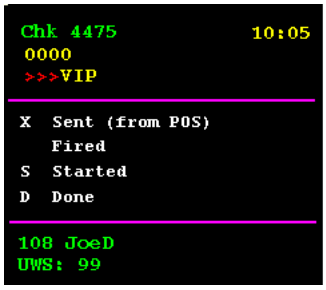
Figure 8-5 Status Indicators with Item Timings



Item timing statuses are also available on Select Electronics, Inc. (SEI) KDS stations. However, because icons are not available, the indicators are shown as follows:

Figure 8-6 Status Indicators on SEI KDS Station



Voiding Timed Items

Configuring a KDS Order Device describes several order device KDS options for configuring voids in the Order Devices module.

During the meal, a customer may change their mind about a selection and either request something else or cancel the item entirely. With timed fire, all menu items are sent to the KDS Controller as soon as the check is service totaled and immediately appear on the Expo/Speed of Service (SOS) Display. Handling the void depends on whether the canceled item has been fired to the prep station, and whether another item(s) has been added in its place.

The following table shows how the KDS Controller handles menu item voids in a timed fire environment. In all cases, it is assumed that the option Single Item Per Suborder (SIPS) is enabled on prep KDS order devices.

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Table 8-6 Menu Item Voids with Timed Fire

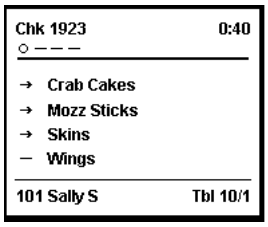
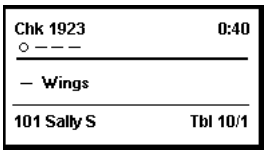
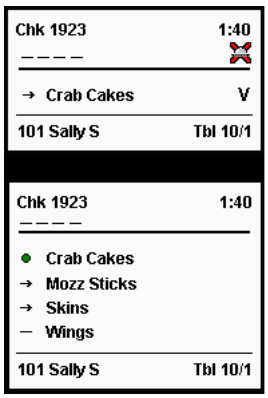
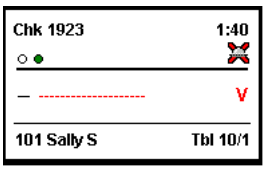
POS Action	Expo Display	Prep Station
Check is Service Totaled	All items displayed. Longest item is fired to prep station. 	Fired suborder displayed. 
Menu item voided before it is fired to prep station. No new items added.	Void chit added to expo display. Status of voided item is changed to Done on original chit. 	Void chit is displayed with unnamed item. 

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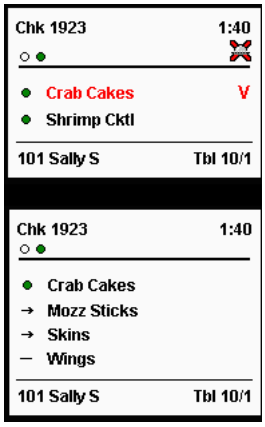
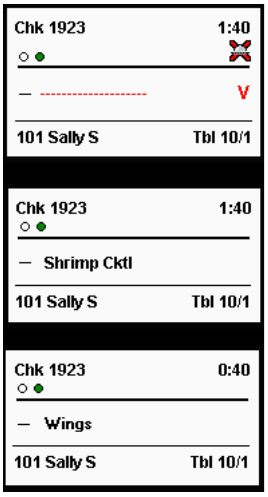
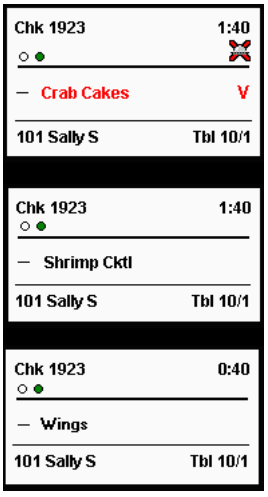
Table 8-6 (Cont.) Menu Item Voids with Timed Fire

POS Action	Expo Display	Prep Station
Menu item voided before it is fired to prep station. New item is added to check.	Chit displayed with new and voided menu items. Status of both items is fired.* Status of voided item is changed to Done on original chit.  * If more than one item is added, the item will be fired first. Other item(s) will be timed to fire based on when this item is expected to be done.	Void chit is displayed with unnamed item. New chit displayed for added menu item. Previously fired suborder unchanged. 
Menu item voided after it is fired to prep station. New item is added to check.	Same as above.	Void chit is displayed with item named. New chit displayed for added menu item. Previously fired suborder unchanged. 

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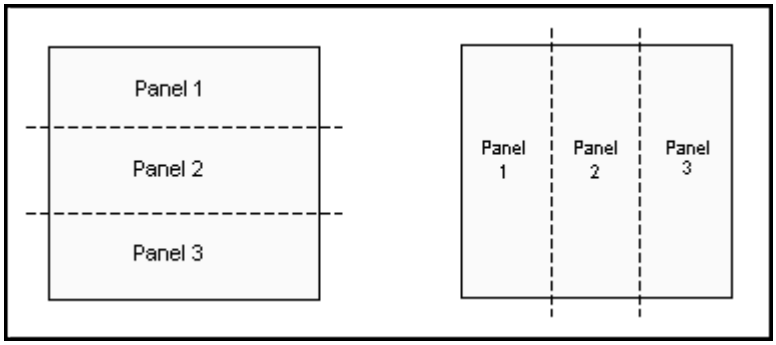
9

Split Order Screens

You can configure a single physical monitor to have several separate logical monitors by splitting the screen into panels. The KDS operates each panel as if it were a separate monitor. These panels can appear either horizontally or vertically.

Figure 9-1 Multiple Panels on a KDS Display



You can designate each order device to send its orders to separate panels on the same KDS Display. Each panel on the KDS Display is accessed using a panel toggle button on the tool bar or bump bar. The active panel on the KDS Display shows a border to indicate that it is selected. Split screens works in both chit mode and list mode.

SOS Stations do not support split screens.

Configuring Multiple Panels on a KDS Display

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Double-click the appropriate KDS Display record to open it.
3. Click the **Display** tab.
4. From the **Panel Layout** drop-down list select whether the panels appear side-by-side or one on top of the other.
5. Click **Add** below the Panel Configuration table.
6. In the **Proportion** column, enter the ratio of the display area that the panel will occupy.
7. From **Chit Columns**, select the number of columns to use in the panel for order chits.
8. From **Chit Rows**, select the number of rows to use in the panel for order chits.

   The Chit Rows column only becomes enabled if you select **Horizontal** or **Vertical** as the **Serpentine Mode** for order chits from the Chit Display Options section on the Display tab.
9. To see a graphical representation of the panel proportions, click **Preview**.
10. Repeat Steps 5 through 8 to add more panels to the display.

    You can configure up to nine panels on the display.

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11. Click **Save**.

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10

Production Items for KDS

The Production Item feature allows you to link menu items that are prepared in a similar manner (for example, french fries, hamburger patties) and send them to pre-selected KDS Prep Displays. This feature is designed for kitchen environments that have staff working in an assembly-line fashion. It allows the cooks to concentrate on their specialties or portions of an order.

Production items are supported in both DOM and non-DOM environments.

Production Bars

On the KDS, production items are grouped together in bars that span the width of the screen. You can configure the bars to appear above or below the order chits. You can show up to five production items per production bar, with the following guidelines:

- If the number of columns configured is less than the number of production items sent, the KDS starts another production bar. For example, if the KDS device allows up to five production items to show per production bar, but only three production items are sent to the display, the KDS spaces the three bars to fill out the entire horizontal width of the display. It does not insert blank columns to fulfill the five-column maximum.
- If the number of columns configured is greater than the number of production items sent, the KDS fills the bar with the number of columns that are available. For example, if the defined maximum is four production items, but seven production items are sent to the display, the KDS displays four columns in the first line, then the remaining three on the second line. The columns on the second line retains the column widths from the first row, inserting, in this scenario, a blank fourth column to complete the bar.

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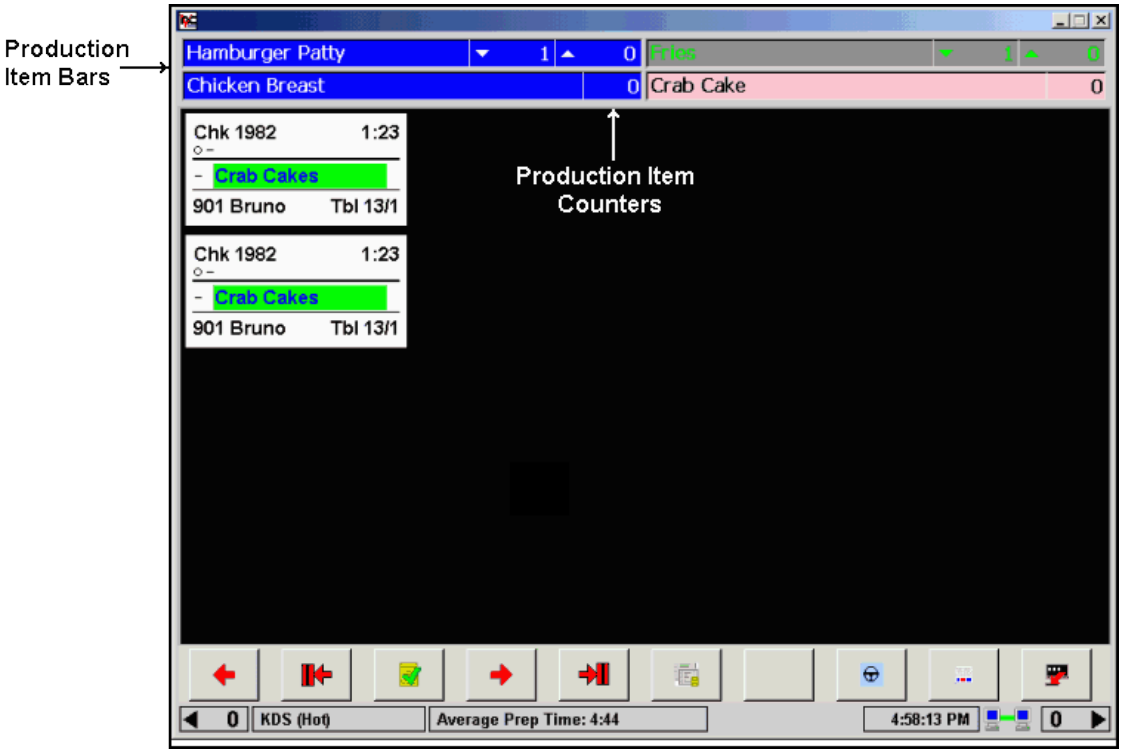
Figure 10-1 KDS Display With a Production Bar



Production Item Counters

Production items listed on the KDS Display include a name and at least one counter to track the number of portions that the prep cook must make. The number of counters depend on whether the production items are tracked individually or relative to other items on the check (for example, using item preparation times).

A single production item counter is used when a simple count of the production items is required. All items start immediately and the count increments and decrements when those production items are added or bumped from the screen. You can use a single counter in both DOM and non-DOM environments.

For example, a kitchen has a designated grill station that is responsible for making hamburgers. The restaurant offers several menu items made with grilled hamburger patties, including:

- 1 Burger Combo (1 patty)
- Cheeseburger Deluxe (1 patty)
- Burger Platter (1 patty)
- Double Burger Platter (2 patties)

All of these menu items are linked to a production item called Hamburger Patty. A check is started that includes one of each item. When the order is sent to the kitchen, at the top of the KDS Display, the Hamburger Patty production item counter automatically increments by five. The prep cook responds by putting five patties on the broiler. When the burgers are prepared and the prep cook bumps the order chits from the display, the production count decrements by five.

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When using item preparation times, a single counter is not sufficient. This is because production items are no longer tracked as individual events, but as part of a larger order. To ensure that all parts of the order are served at their best, prep cooks might have to wait before starting on the production item while other parts of the order are prepared. In this case, two counters are required. These are referred to as Under and Over counters. During operations, the Over counter shows how many portions must be started immediately, while the Under counter indicates how many will be needed soon. This method works best in a non-DOM environment.

Menu item voids can also decrement production counters if the item is still in the kitchen at the time of the void. Since production counters only track the number of portions remaining preparation, they are not affected by completed items or previous round voids.

Shelf Life

The shelf life of a production item determines when to start preparation on the item. This is similar to an item prep time, in that it specifies the amount of time needed to prepare the production item before the order is plated. The difference is that the production item is not a separate menu item. It is part of another menu item. Therefore, the shelf life represents a portion of the menu item's prep time. That is, it is the amount of time needed to prepare the production item before its parent item is completed.

Considerations for Production Item Set Up

You can link production items to menu items (for example, an order of fries) or to condiments (for example, the side of fries that completes a combo meal). The following table provides a list of considerations when linking each to production items:

Table 10-1 Production Item Set Up Considerations

Included with Parent Menu Item	À La Carte Menu Item	Condiment or Side Item
• Always appears on the same chit at the parent menu item, even if Single Item Per Sub-Order is set. • Included in the cost of the parent. • Included in the parent menu item prep time. • Uses the shelf life to determine when to start preparing the production item relative to the parent menu item or other menu items on the check.	• Shows in a separate chit when Single Item Per Sub-Order is set. • Priced separately. • Uses own prep time. • Must have the shelf life set to 0.	• Can show with or without parent menu item when Single Item Per Sub-Order is set. • If priced, the amount is subtracted from the parent menu item price. • Can have own prep time. If defined, adds (subtracts) from the parent menu item's prep time. • Must have the shelf life set to 0.

Tasks to Configure Production Items for KDS

Configuring production items for KDS consists of completing the following tasks:

- Configuring Production Items for Menu Items
- Linking Production Items to KDS Displays
- Configuring the Behavior of Production Counters
- Adding a Production Summary button to the KDS toolbar or bump bar. See Configuring the KDS Bump Bar or Configuring the KDS Bump Bar for instructions.

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Configuring Production Items for Menu Items

1. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Production Items**.
2. Insert a new record and then enter a **Name** for the production item (for example, hamburger patty).

   The name should clearly identify what is being prepared for each menu item that is being tracked. If required, n truncate production names to allow adequate spacing for the production item counters.
3. To configure foreground and background colors (highlight schemes) for differentiating the production item, see KDS Highlight Schemes for more information.
4. In the Shelf Life column, enter the amount of time needed to prepare this production item before the order is plated.

   This setting controls whether to show one or two counters with the production item. If the value is set to 0, a single counter is shown and the prep cook starts preparing the item as soon as it appears on the display. If the value is greater than 0, an Over or Under counter is used.
5. Repeat Steps 2 through 4 to create more production items.
6. Click **Save**.
7. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
8. Search for and then double-click a menu item mater record that includes a production item.
9. Click the **Production Items** tab, and then click **Add** in the Production Item section.
10. Click the ellipsis point (...) button in the Production Item Name column, and then select the corresponding production item for the menu item master .
11. In the Production Item Count column, enter the number of production item portions needed to complete this menu item.

    For example, a hamburger requires a single hamburger patty, while a double-cheeseburger would need two of them.
12. To assign another production item to the menu item, repeat Steps 9 to 10.
13. Click **Save**.
14. Repeat Steps 8 through 13 to assign production items to more menu item master records.

Linking Production Items to KDS Displays

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Double-click a KDS Display record to open it.
3. Click the **Production Item** tab.
4. From the **KDS Production Location** drop-down list, select where to place the production bar on the display.
   - To set the production bar to appear above the order chit, select **1 - Top**.
   - To set the production bar to appear below the order chit and above the KDS toolbar (if used), select **2 - Bottom**.

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5. From the **KDS Production Columns** drop-down list, select the number of production items to show per line or production bar. When possible, the KDS displays the maximum number of items in each bar. If there are not enough items to fill the last bar, the remaining items are evenly distributed across the line.
6. From the Production Items section, click **Add**, select a production item to appear on the KDS, and then select its **Persistence**:
   - **Static**: Select to always show the production item on the KDS Display.
   - **Dynamic**: Select to show the production item on the KDS Display only when it has an item count.
7. Repeat Step 6 until all of the production items to display on the KDS appear in the list.
8. Click **Save**.

Configuring the Behavior of Production Counters

In order for production items to increment and decrement, at least one KDS **Display Type** must be set to **3 - Prep**. For example, if the property is configured only for a KDS **Display Type** of **2 - Expo**, the production items will not increment or decrement. You must have at least one Prep display. KDS Display Types contains more information.

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Double-click the KDS Controller record to open it.
3. On the **General** tab, configure the following settings:
   - **Production Count Increment Type**: Select when to add ordered items to the production counter.
     - To increase the production counter as soon as workstation operators end the current round of a check, select **1 - Sent from POS**.
     - To increase the production counter when workstation operators send checks to the KDS, select **2 - Sent (Fired) from EXPO**. Oracle recommends using this option in a non-DOM environment. Dynamic Order Mode (DOM) contains more information.
   - **Production Count Decrement Type**: Select when to decrease the count of items from the production counter.
     - If menu items appear on two or more prep stations and you want the application to decrease the count when any prep station bumps the item, select **First Prep Done**.
     - To decrease the count when all prep stations bump the item, select **All Prep Done**. When using this option, you must set all order devices to DOM when the revenue center is in DOM and all order devices to non-DOM when the revenue center is in non-DOM.
     - To decrease the count when the Expo station bumps the order, select **Expo Done**.
4. Click **Save**.

Pre-production Items for KDS

The KDS supports the display and handling of pre-production items, allowing orders to be prepared in a more timely manner. Pre-production features streamline kitchen production by having some prep work done in advance for specific menu items. This also can help break down the preparation of a complex item into more distinct steps.

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Chefs will be aware of menu items that may require additional preparation time outside of the normal prep time. For example, a hamburger takes 8 minutes to grill, but adding a specific seasoning to the hamburger patty may take more prep time to coat properly. This extra prep needs to be done before placing the hamburger on the grill (Prep Station), but can be done any time up to the item's start time.

You can specify the menu items to be displayed as pre-production items, and chefs can see these pre-production items on KDS displays separately from the fired items. You can also add the men item's pre-production time to the prep time. The following configuration is available in the EMC Components module:

- **PreProduction Course Offset**: This offset value allows the menu item component to display as part of an earlier dining course. If the value is not set or is 0 (zero), the item is treated as a regular component.
- **PreProduction Done Required**: When enabled, the pre-production component must be completed before allowing the subsequent dining course (or menu item in the case of an order with only one course) to be released.

See Creating Menu Item Components for more information.

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POS Operations and KDS Sharing the Same Client

Microsoft Windows 32 clients support having the POS and the KDS Display on the same physical device. Operators can switch between the POS and the KDS using a function key on the workstation and the KDS toolbar respectively. You can configure the default screen location of POS and the KDS Display so operators can view them side by side. When the focus is on the KDS Display, operators cannot switch to the POS when it is minimized to the system tray.

Oracle Hospitality recommends upgrading your clients to Simphony version 3.0 prior to configuring this feature.

Configuring a Workstation to Run on the Same Client as the KDS

1. Select the property, click **Setup**, and then click **Workstations**.
2. Double-click the record of a Microsoft Windows 32 client to open it.
3. Click the **General** tab, and then configure the following settings in the Window Configuration section:
   - **From Top** : Enter how far from the top, in pixels, to place the POS window on the KDS Display.
   - **From Left**: Enter how far from the left, in pixels, to place the POS window on the KDS Display.
4. Click the **Options** tab, click the **Offline/Misc** subtab, and then select the following options:
   - **60 - Launch KDS Display**: Select to start the KDS Display application when the POS Operations client starts.
   - **61 - Always Hide Frame**: Select to hide the POS Operations window frame when the POS Operations client UI is not in full-screen mode.
5. Click **Save**.
6. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Page Design**.
7. Open the Front of House page on which to place the button to invoke the KDS Display, and then on the Edit tab, select the page area in which to define the button.
8. Click **Button**, and then on the General subtab, select **Function** from the **Type** drop-down list.
9. Click the black arrow directly beneath the **Type** drop-down list, and then select **Non-Sales Operations** from the **Type** pane.
10. Select **Show KDS Display**, and then click **OK**.

    The Show KDS Display key allows workstation operators to switch to the KDS Display. When this function is used, the KDS Display is brought to the foreground and the POS client minimized, but is still runs in the background.
11. Enter a **Legend** for the button (for example, `Show KDS Display`), and then position and size the button on the page.

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12. Click **Save**.

Configuring a KDS Display to Run on the Same Client as a Workstation

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Double-click a KDS Display record to open it.
3. Click the **Layout** tab, and then configure the following settings:
   - **From Top**: Enter how far from the top, in pixels, to place the KDS window on the workstation screen.
   - **From Left**: Enter how far from the left, in pixels, to place the KDS window on the workstation screen.
4. Click the **General** tab, scroll to the Options section, and then select **11 - Always Hide Frame**.

   Enabling this option hides the KDS Display window frame when the KDS Display UI is not in full-screen mode.
5. Click **Save**.
6. Add the **Show OPS** function to the KDS toolbar to allow workstation operators to switch focus back to the POS client. See Configuring the KDS Toolbar for instructions.

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Prep Station Linking

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

The process works well in establishments with a large and diverse menu. However, in a quick service restaurant (QSR), where volume is high, but the range of menu items is small, subdividing Prep Stations is not that simple. Usually, several kitchen staff will work on the same set of items.

Prep Station linking allows multiple Prep Stations to show the same orders and to be controlled by a single bump bar. When an order is received, it appears at all linked Prep Stations. When the order is marked done at the KDS client to which Prep Stations are linked and bumped from the display, the order is removed from all its linked Prep Stations simultaneously. Similarly, if an order is recalled to the Prep Station, it is recalled to all its linked order devices. All other functions are maintained at each local Prep Station.

Linking Prep Stations

Once a Prep Station is linked, you cannot change its display type or link it to another order device without first removing the connection.

1. Select the revenue center, click **Setup**, and then click **Order Devices**.
2. Double-click a KDS Prep Station order device record to open it, click the **KDS** tab, and then scroll down to the Links section.
3. Click **Add**, and then select a Prep Station to link from the **Linked Order Device** drop-down list.
4. Repeat Step 3 to link another Prep Station.

   You can link up to eight Prep Stations to a single order device.
5. Click **Save**.

   To work correctly, the Bump Marked Items option (Devices, Order Devices, KDS, Options) must have duplicate option settings for all KDS devices linked to the same order device.

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KDS Load Balancing

KDS load balancing helps the kitchen to better manage orders by automatically routing new orders to KDS Expo Displays and Prep Stations based on their current load of non-bumped items. This feature also allows the kitchen staff to manually:

- Push orders to other Expo Displays and Prep Stations
- Pull orders from other Expo Displays and Prep Stations

Expo Displays and Prep Stations are assigned to distribution groups, and orders route to other Expo Displays or Prep Stations within that same distribution group. Kitchen staff can only pull orders from Expo Displays and Prep Stations from within the distribution group; they can push orders to any display of the same type (Expo/Prep) that is in the same kitchen (uses the same KDS Controller).

Orders are balanced by the number of menu items, not by the number of orders. To achieve the most equal distribution of menu items for Prep Station load balancing, Oracle recommends configuring the KDS to show every item of an order on its own chit.

Setting up KDS load balancing consists of completing the following tasks:

1. Enabling KDS load balancing. Configuring a KDS Controller contains more information on enabling KDS load balancing.
2. Creating KDS Distribution Groups
3. Assigning a Distribution Group to a KDS Order Device
4. Configuring the KDS Toolbar or Configuring the KDS Bump Bar

Creating KDS Distribution Groups

1. Select the revenue center, click **Setup**, and then click **KDS Distribution Groups**.
2. Insert a record, and then double-click to open it.
3. To distribute orders evenly among the devices, select **Distribute Orders Evenly Among Devices**.
4. Select the **Order Device Type**:
   - **Prep**: Select this option if you are using Prep Displays.
   - **Expo**: Select this option if you are using Expo Displays.
5. In the **Order Device** column, select the KDS Expo Displays or Prep Displays that belong to the distribution group.
6. To enter load balancing percentage values for the devices in the group, deselect **Distribute Orders Evenly Among Devices**, and then enter the percentage in the **Load Balancing %** column adjacent to the device names.

   The total load balancing percentage for the order devices must equal 100%.
7. Click **Save**.

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Assigning a Distribution Group to a KDS Order Device

1. Select the revenue center, click **Setup**, and then click **Order Devices**.
2. Double-click the KDS record to assign to a distribution group.
3. Select the **Primary Distribution Group** for the KDS record.
4. Click **Save**.

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Menu Item Prioritization on KDS Displays

You can have order chits that contain menu items with longer prep times appear at the top of KDS Display queues. When these chits appear at the top of the queue, kitchen staff can start preparing them sooner. When Menu Item Classes option **75 - KDS Sort Priority Above Normal** is enabled, chits that contain items assigned to this class move in front of chits that do include items assigned a Menu Item Class with this option enabled. If Order Devices option **3 - Single Item Per Sub-Order** is disabled, when a chit that contains a priority class item comes through, that entire chit is given precedence. Similarly, parent items inherit the priority of condiments when ordered together.

Other functions which alter the sorting order of chits on KDS Displays (for example, Priority levels 1-8, VIP, Rush, and Recalled orders) still appear in front of chits that include items with Menu Item Classes option 75 enabled. See Order Chit Sort Priority on KDS Displays for more information.

Prioritizing Menu Items on KDS Displays

1. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Classes**.
2. Double-click the appropriate menu item class to open it.
3. Click the **Options** tab, select **75 - KDS Sort Priority Above Normal**, and then click **Save**.

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Menu Item Components

Components are the individual elements that make up a parent menu item. For example, a burger can consist of the following components:

- Bun
- Patty
- Side salad

Rather than sending the parent menu item to all relevant Prep Stations simultaneously, the menu item components feature allows you to define prep times for individual components, and then sends each component to the designated Prep Station at different times based on the prep time. For example, the following table lists the components of a burger with prep times:

Table 15-1 Example Components with Prep Time

Component	Prep Time (Minutes)
Bun	1
Patty	10
Side salad	2

When sending the components of the burger to the Kitchen Display System (KDS), Simphony first sends the patty to the Prep Station because it takes the longest to prepare. After eight minutes, Simphony sends the side salad, and then after one minute, it sends the bun. After ten minutes elapse, all components of the burger are ready. The prep timing ensures that food quality is maintained as components do not spoil while waiting until all other components of the menu item are ready.

When using components, you can configure parent menu items to send to:

- Only the Expo Display
- The Expo Display and a Prep Display

When a parent menu item is configured to fire only to an Expo Display, as in the previous example, Simphony ignores the prep time (if any) configured for the parent menu item in the Menu Item Maintenance module. If the parent menu item also fires to a Prep Station, Simphony considers the prep time of the parent menu item and sends components to Prep Stations in relation to the parent item's prep time. For information on how condiments affect components and the prep time, see Components with Condiments.

Setting up components consist of completing the following tasks:

- Creating Components
- Assigning Components to Menu Items

Menu item components are only supported on non-Dynamic Order Mode (DOM) KDS Displays.

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Components with Condiments

Components inherit the required and allowed condiments of the parent menu item. If you override a component assigned to a parent menu item from the property, revenue center, or zone, you must reassign condiments to that component.

When condiments have prep times, Simphony adds or deducts the condiment's prep time from the prep time of its component. However, when the parent menu item also fires to a Prep Station, Simphony adds or deducts from the parent's prep time.

Set up components with condiments in the following order:

1. Create components
2. Assign components to the parent menu item
3. Assign condiments to the components

Creating Menu Item Components

1. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Components**.
2. Insert a new Component record, enter a name for the component in the **Name** field, and then double-click the record to open it.
3. (Optional) Enter the name to show on the KDS for the component in the **Display Name** field.

   If you do not enter a Display Name, the condiments linked to this component are sent to the KDS, but the component name itself is not.
4. Enter the amount of time needed to prepare the component in the **Preparation Time** field.

   The **Preparation Time** does not impact the KDS release of other menu items. This value lets the system know how long the item will take, and is used to show the remaining time on the KDS Display.

   The **Preparation Time** can be affected by the **PreProduction Course Offset** (see Step 6).
5. Select the **Print Class** that sends the component to the appropriate Prep Station.

   Although you can send components to Prep and Expo Stations, for kitchen purposes, you should send components only to Prep Stations.
6. Enter a value between 1 and 64 in the **PreProduction Course Offset** field.

   Setting the **PreProduction Course Offset** to anything other than 0 replaces the elapsed time counter with a countdown when the Toolbar **Prep Start/Stop** function is used on the component item.
7. To show all condiments for the parent menu item with the component in the KDS, select **Display All Condiments**.

   The KDS shows condiments that are not part of the component within square brackets. This can help with plating food correctly.
8. To require the component item to be completed before the KDS can release the next dining course, select **PreProduction Done Required**.
9. Click **Save**.

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10. If the component has condiments:
    a. Assign the component to a parent menu item. See Assigning Components to a Menu Item for more information.
    b. Reopen or refresh the Components module, and then double-click the component that you assigned to a menu item in Step 10-a to open it.
    c. From the Linked Condiments section, click **Add**, and then click the ellipsis point (...) button on the Linked Condiments column.

       The Add link is dimmed when the component is not linked to a menu item definition.
    d. Select a condiment, and then click **OK**.
    e. Repeat Steps 10-c and 10-d to add all condiments for the component.
    f. Click **Save**.

Assigning Components to a Menu Item

1. Select the property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
2. Double-click a menu item definition record to open it, and then click the **Components** tab.
3. Click **Add**, click the ellipsis point (...) button from the Components column, select a component, and then click **OK**.
4. Repeat Step 3 to add all components that belong to the menu item.
5. Click **Save**.

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KDS Configuration for Dining Courses

Dining courses are used in table service restaurants to control the order in which menu items are prepared and served during a meal. For example, if an order contains both appetizers and entrées, the system sends the appetizers to the kitchen immediately, and holds the entrées until the appetizers are ready and bumped from the KDS Display. This prevents the meal from being served all at once or from having later courses from sitting in the kitchen until the previous course is cleared.

Before configuring the dining course settings for the KDS, you must have dining courses set up and assigned to the menu items. The *Oracle Hospitality Simphony Configuration Guide* contains more information on setting up dining courses.

Configuring KDS Displays to Show One Course at a Time

If the property uses dining courses, you can configure the KDS to show only one course at a time. That is, menu items from course 2 appear on KDS Displays only after menu items from course 1 are bumped.

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Double-click a KDS controller, and then select **2 - Display Next Course after Previous Course Complete** on the General tab.
3. Click **Save**.

Configuring Order Chits for Dining Courses

1. Select the revenue center, click **Setup**, and then click **Order Devices**.
2. Double-click a KDS order device, and then click the **Options** tab.
3. Select the following options:
   - **17 - Print Course Header**: Select to include the course header on the KDS chit display.
   - **20 - Show Previous Course Indicator**: Select to show an icon on order chits from any course other than the first to indicate that a previous course exists for this check. This option is for systems using KDS Coursing functionality that have the **Display Next Course after Previous Course Complete** KDS Controller option set. This feature is not supported with DOM.
4. Select , and then click **Save**.

Configuring KDS Course Overrides

You can allow wait staff to override the normal delivery of a menu item's course and have the change appear on the KDS Display. For example, a guest can order an appetizer and the staff can deliver it at the same time as the other guest's entrée, making the prep staff aware of this course change through the order receipts shown on the KDS Displays.

1. Select the revenue center, click **Setup**, and then click **Order Devices**.

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2. Double-click a KDS order device, and then click the **Options** tab.
3. From the KDS Options section, select **17 - Print Course Header** to include the course header on the KDS chit display.
4. Click **Save**.
5. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
6. Click the **Options** tab, and then deselect **50 - Enable Dynamic Order Mode (DOM)**.
7. Click **Save**.
8. Select the property, click **Setup**, and then click **KDS Controllers**.
9. Double-click a KDS controller, and then select **2 - Display Next Course after Previous Course Complete**.
10. Enter **2** in the **Wait for Prep Suborder** field.
11. Click **Save**.
12. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
13. Add condiment menu items for courses with the following names (or use similar names):
    - As Appetizer
    - As Entrée
14. Click **Save**.
15. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Classes**.
16. Add menu item classes for courses with the following names (or use similar names):
    - As Appetizer
    - As Entrée
17. Add condiment menu item classes to apply course name overrides as necessary.
18. For each new condiment menu item class, select the following options:
    - **2 - ON = Condiment Menu Items; OFF = Regular Menu Items**
    - **8 - Allow Menu Items in this Class to be Non-Priced**
    - **45 - Use KDS/Dining Course Number**
    - **46 - Override KDS Course Number of Parent Class**
19. Click the **General** tab, select the appropriate **KDS/Dining Course** for each menu item class, and then click **Save**.
20. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Print Classes**.
21. Create print class records that output to all appropriate KDS Displays.
22. Click **Save**.

Suppressing Dining Courses from Orders

You can configure Simphony to ignore dining courses when sending certain order types to the kitchen. When configured, KDS Controller option **2 - Display Next Course after Previous Course Complete** is overridden and all items fire to the KDS for immediate preparation.

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If menu item prep times are configured, all items are sent to the KDS at the appropriate interval to ensure that they are ready at the same time. This configuration is used for order types such as takeout, delivery, and to-go, where several courses of items require to be ready for the customer at the same time.

1. Select the Enterprise, property, revenue center, or zone, click **Setup**, and then click **Order Type Parameters**.
2. For the appropriate order type, select option **10 - Suppress Dining Course**, and then click **Save**.

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Workstation Alerts for Unsuccessful Sending to Order Devices

You can enable alerts to notify workstation operators when menu items fail to send to an order device/KDS or kitchen printer. The unsuccessful sending of items can occur:

- When POS client tablet devices lose wireless network connection. The workstation operator can return to the range of Wi-Fi coverage to ensure that items are sent to the order device/KDS.
- When the kitchen printer runs out of paper. The workstation operator can add a paper roll to the printer.
- When the KDS Controller or Print Controller is powered off. The workstation operator can start the KDS/Print Controller.

> **Important**
>
> A flashing **Alerts** button appears on the POS client device only when the system does not receive confirmation that an order was successfully sent to an order device/KDS. The workstation operator must then confirm that the items did not reach the kitchen, and notify the kitchen of the items that were not successfully sent. If the order is not successfully received by the KDS Controller, you should consider the order lost, as the order is not automatically sent again once the KDS system's communication is restored.

Enabling Workstation Alerts

1. Select the property, click **Setup**, and then click **Property Parameters**.
2. On the **Options** tab, select **53 - Enable Workstation Alerting**.
3. Click **Save**.
4. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Page Design**.
5. To configure the **Alerts** function key:
   a. Open the transaction page, and then click either the top status bar or the bottom status bar.
   b. Select **Enable Alerts** in the left pane. A red **Alerts** function key appears on the selected status bar.

      If the Property Parameters option **53 - Enable Workstation Alerting** is deselected, alerts will not appear in the POS client when an order fails to send to an order device. In addition, the **Alerts** function key is not visible in the POS client.

      If necessary, repeat Steps 5-a and 5-b to enable the **Alerts** key for the other status bar.
6. To configure the **Show Checks With Failed Prints To KDS/Order Device** function key:

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a. Open the page on which to place the **Show Checks With Failed Prints To KDS/ Order Device** key.

b. On the **Edit** tab, select the page area in which to define the function key.

c. Click **Button**.

d. On the **General** subtab, enter the function key name in the **Legend** field.

e. Select **Function** from the **Type** drop-down list.

f. Click the black arrow directly beneath the **Type** drop-down list, enter **Order Device** in the **Name** field, select **Order Device**, select **Show Checks With Failed Prints To KDS/Order Device**, and then click **OK**.

7. Click **Save**.

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Kitchen Themes

During the business day, a restaurant can open and close portions of the facility to accommodate the changing needs of its customers and trade. For example, restaurants commonly close a portion of the seats during mid-morning hours that are normally filled during the breakfast and lunch time rushes. Similarly, the bar can close at lunch time, but open in the evening for happy hour and dinner. The number of employees required during the day varies with the amount of customers and as sections or revenue centers (for example, bars, retail shops, drive-thru) open and close. The number of workstations, printers, and other peripheral devices used also changes. The manager must determine order device activity levels and time frames. If the restaurant is large, it is cumbersome to implement the changes.

Kitchen themes speeds the transition phase between shifts or active periods by storing common sets of order device configurations in a separate table in the database. Each data set or theme is assigned a name for easy identification (for example, Breakfast Theme, Lunch Theme, Dinner Theme, Happy Hour, Corporate Banquets, or Private Banquets). When a change is required, managers can change the order direction and output of the entire restaurant by activating a new theme. The system automatically copies the new settings to the appropriate device and reloads the database.

The main benefits of the kitchen themes feature are:

- Efficiency: Simple and direct re-configuration of restaurant devices, saving time
- Accuracy: Reduces the amount of error caused by manual re-configuration
- Variety: No limits to the number of themes you can store
- Flexibility: You control when the configuration changes
- Consistency: Repeatable results

Configuring Employee Privileges for Kitchen Themes

1. Select the Enterprise level, click **Configuration**, and then click **Roles**.
2. Select the role type, click the **Operations** tab, and then click the **PMC Procedures** subtab.
3. Select **30054 - Set Active Kitchen Themes**.
4. Click **Save**.

Creating Kitchen Themes

Revenue centers that share KDS Displays must set the same kitchen themes for each revenue center.

1. Select the property, click **Setup**, and then click **Kitchen Themes**.
2. Insert a new kitchen theme record, and then double-click the new record to open it in form view.
3. On the **General** tab, select the revenue center types to which the kitchen theme applies.

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A kitchen theme becomes available in revenue centers only when the following conditions exist:

- The **RVC Type** is selected for the kitchen theme.
- The same **RVC Type** is assigned for the revenue center where a transaction is taking place.

4. Click the **Workstation** tab, and then configure the appropriate workstation order devices for the kitchen theme:
   a. When all workstations in the revenue center are active for the theme, click the **Add All** link.
   b. When specific workstations are active for the theme, click the**Add** link, click the ellipsis point (...) button in the Workstation column, and then select the workstation.
   c. For each workstation, click the ellipsis point (...) button in the Order Devices column, and then select the order devices that are accessible for the workstation when the theme is active.
5. Click the **KDS Client** tab, and then select the KDS Displays that are active for the kitchen theme:
   a. When all KDS Displays in the revenue center are active for the theme, click the **Add All** link.
   b. When specific KDS Displays are active for the theme, click the**Add** link, click the ellipsis point (...) button in the KDS Display column, and then select the KDS Display.
   c. Select the following details:
      - **Tool Bar**: Select the tool bar to use.
      - **Bump Bar Layout**: Select the bump bar layout to use.
      - **Panel Layout**: If the KDS station has multiple panels, select the panel appearance.
      - **Serpentine Mode**: Select the order flow on the KDS station when the kitchen theme is active.
      - **Status Bar**: Select a status bar for each KDS Display. If you don't select a status bar for a specific KDS Display, the legacy status bar appears for that KDS Display.
   d. Repeat Step 5-c for all KDS Displays associated with the kitchen theme.
6. To configure additional panels or logical monitors for the KDS station when the kitchen themes is active:
   a. In the Panel Configuration section, click **Add** to add a panel.
   b. In the **Proportion** column, enter the ratio of the display area that the panel will occupy.
   c. From **Chit Columns**, select the number of columns to use in the panel for order chits.
   d. If you selected **1 - Horizontal** or **2 - Vertical** as the **Serpentine Mode**, select the number of rows to use in the panel for order chits from **Chit Rows**.
   e. To see a graphical representation of the panel proportions, click **Preview**.
   f. Repeat Steps 6-a through 6-d to add more panels to the display.

      You can configure up to nine panels on the display.
7. Click the **Order Device** tab, select the revenue center, and then configure the order device settings for the revenue centers associated with the kitchen theme.

   The same settings that are in the Order Devices module appear here. For field and option descriptions, see Creating a KDS Order Device.

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8. Click the **Order Type** tab, select the revenue center, and then select the order devices for each order type when the kitchen theme is active.
9. Click **Save**.

Importing Current Settings to a Kitchen Theme

You can import existing configuration information to a kitchen theme record.

1. Select the property, click **Setup**, and then click **Kitchen Themes**.
2. In table view, right-click the record to which you want to import the settings, and then select **Import Current Settings to Kitchen Theme**.
3. Change the settings as appropriate, and then click **Save**.

Creating a Kitchen Theme Period

1. Select the revenue center, click **Configuration**, and then click **Kitchen Theme Period**.
2. Insert a new kitchen theme period record, and then double-click the record to open it in form view.
3. Select the appropriate **Kitchen Theme** for this period, or select **0 - None** to use the default configuration.
4. Click the **Effectivity** tab.
5. (Optional) Select the **Start Date** and the **End Date** for the kitchen theme.

   When both the **Start Date** and **End Date** are disabled, the record is considered active.
6. Select on which days of the week the kitchen theme is active, and then select the **Active Start Time** and the **Active End Time** for the theme.

   Only one kitchen theme can be active at a time. Do not overlap the **Active Start Time** and **Active End Time** settings.

   When both the **Active Start Time** and **Active End Time** are disabled, the record is considered active all day. When the **Active Start Time** is disabled, the record is considered active from midnight. When the **Active End Time** is disabled, the record is considered active until midnight the next day.
7. Click **Save**.

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KDS Highlight Schemes

You can configure customized color schemes and assign them to menu item classes, production items, order types, and order devices so KDS users can easily recognize changes and differentiate chits on KDS Displays.

Configuring KDS Highlight Schemes

1. Select the Enterprise, property, or zone, click **Setup**, and then click **KDS Highlight Schemes**.
2. Insert a new record, and then enter a name for the highlight scheme (for example, Black/Yellow).
3. Click the ellipsis point (...) button in the **Foreground Color** column, and then select the foreground color for the highlight scheme.
4. Click the ellipsis point (...) button in the **Background Color** column, and then select the background color for the highlight scheme.
5. Click **Save**.
6. Repeats Steps 2 through 5 to add more highlight schemes.

Assigning KDS Highlight Schemes to Order Types

1. Select the Enterprise, property, revenue center, or zone, click **Setup**, and then click **Order Type Parameters**.
2. Click the ellipsis point (...) button in the **KDS Highlight Scheme** column adjacent to the appropriate order type, and then select in which color to show the order type label on KDS chits.
3. Click **Save**.

Assigning KDS Highlight Schemes to Production Items

1. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Production Items**.
2. Click the ellipsis point (...) button in the **KDS Highlight Scheme** column adjacent to the appropriate production item, and then select in which color to show the item on KDS chits.
3. Click **Save**.

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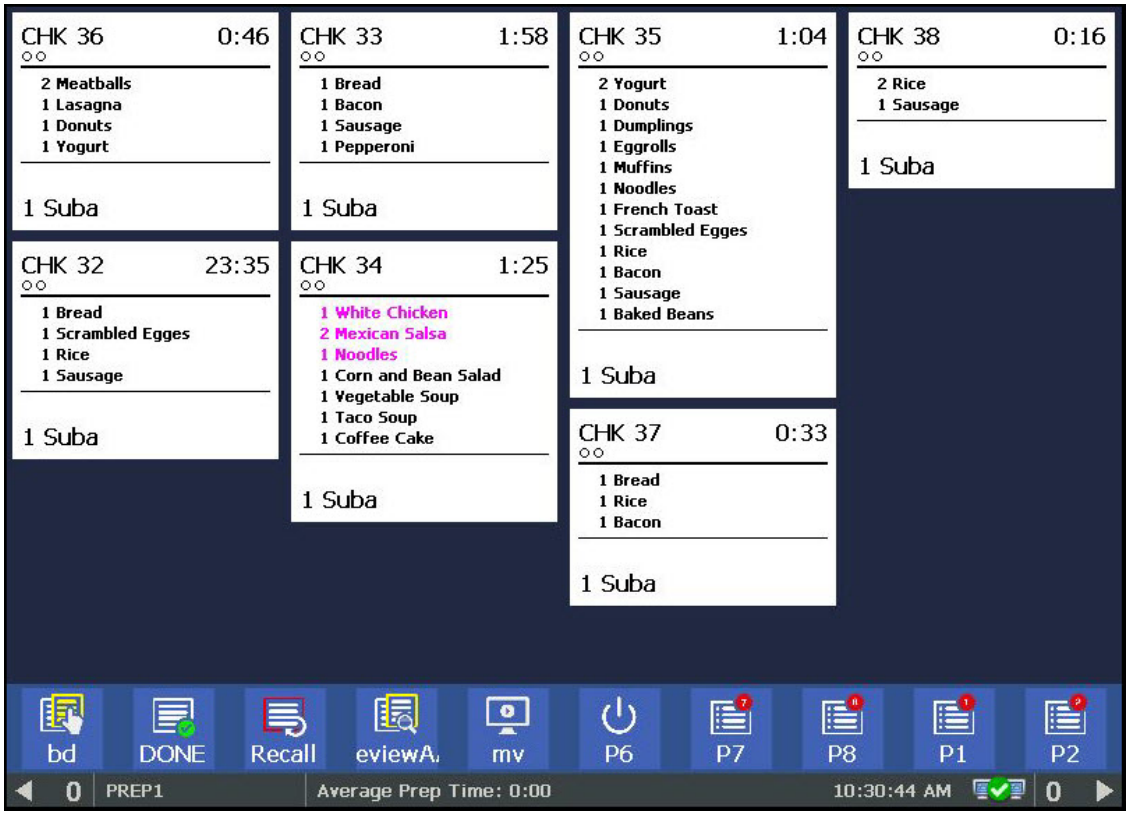
Order Receipts

Typically, an order receipt (sometimes called a chit) refers to a piece of paper that shows orders on an order device output printer. For example, when a workstation operator adds a chicken sandwich and a steak dinner to a check, these items typically print to a printer in the kitchen. The piece of paper that actually shows the items is the order chit. In a KDS, order chit refers to the chits that displays on the KDS Displays.

Figure 20-1 Sample Order Chits on a KDS Prep Display



Order Receipt Layouts

You can configure the style of an order receipt that appears on a Kitchen Display System (KDS). You can choose from a variety of layout styles to meet the customer requirements. Order receipt layouts generally fall into the following categories:

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Table 20-1 Order Receipt Layouts

Order Receipt Layout	Description
Standard chits	These chits do not show information (for example, seats or order types). They only show menu items.
Chits with seats	These chits are used in revenue centers with seat handling.
Chits with order types	These chits are used in revenue centers with order types (for example, to distinguish between Dine-In and Take-Out orders).
Chits with seats and order types	These chits are used in revenue centers where both seat handling and order types are important to the operations.
Lists	The list views do not show individual chits. Each menu item is listed on top of the next item, similar to a spreadsheet.

See KDS Chit Layout Styles and SEI KDS Chit Layout Styles for detailed descriptions and examples of the chit layouts available in Simphony.

KDS Chit Layout Styles

The following table describes the chit layout styles available for standard Kitchen Display Systems:

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Table 20-2 KDS Chit Layout Styles

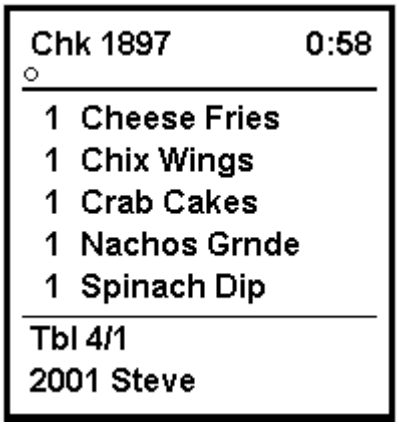
No.	Layout Name	Sample	Description
101	Standard chit		The body of the standard chit layout lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

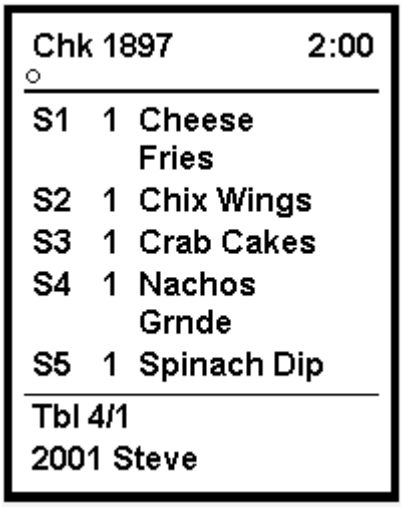
No.	Layout Name	Sample	Description
102	Chit with seat (Chit w/Seat)		The body of this chit lists the ordered items relevant to the display station. Additionally, seat numbers show to the left of each selection. The header includes either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

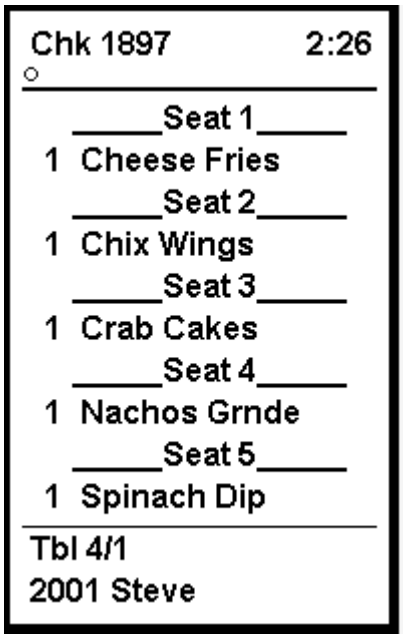
No.	Layout Name	Sample	Description
103	Chit with seat separator (Chit w/ Seat Separator)		The body of this chit lists the ordered items relevant to the display station with entries grouped according to seat number. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

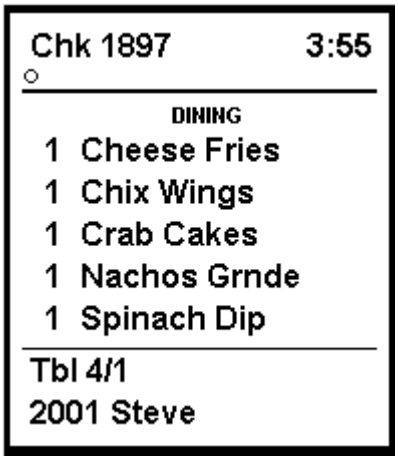
No.	Layout Name	Sample	Description
104	Chit with order type (Chit w/ Order Type)		The body of this chit shows the order type and lists the ordered items relevant to the display station. Icons show to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name. This chit layout does not show menu items in quantities, even if the items are ordered using the quantity key.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
105	Chit with seat and order type (Chit w/Seat and OT)		The body of this chit shows the order type and lists the ordered items relevant to the display station. Additionally, seat numbers appear to the left of each item. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

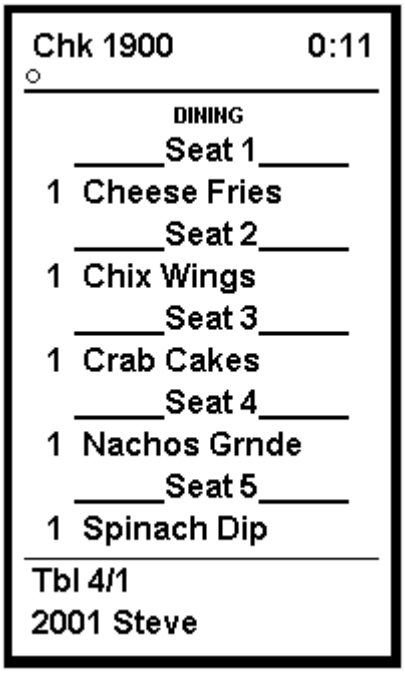
No.	Layout Name	Sample	Description
106	Chit with seat separators and order type (Chit w/Seat Sep. and OT)		The body of this chit shows the order type and lists the ordered items relevant to the prep station. Additionally, entries are grouped according to the seat number. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

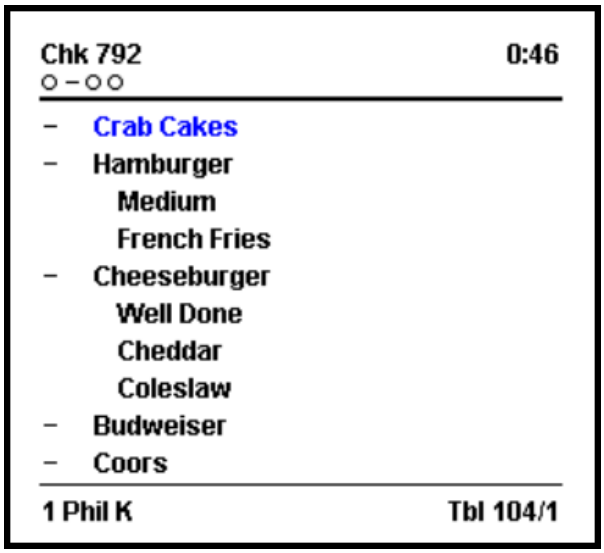
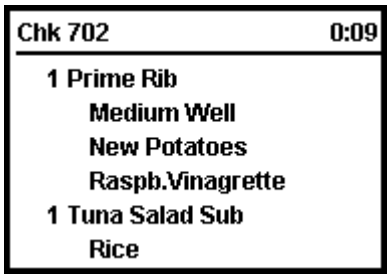
No.	Layout Name	Sample	Description
107	Chit with item status (Chit-Std. w/Item Status)		The body of this chit lists the ordered items relevant to the display station. Additionally, icons appear to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corder) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the table/group number, employee number, and the server name. This layout is only supported on Expo and SOS Displays.
108	Chit header with check number (Chit-Header w/Chk)		The body of this chit lists ordered items relevant to the display station. This layout includes a header with either the check ID (if available) or the check number on the left and an active timer on the right. The timer indicates how long the order has been in the system.

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Table 20-2 (Cont.) KDS Chit Layout Styles

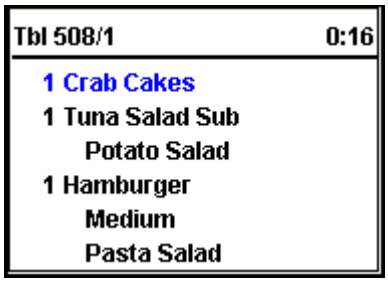
No.	Layout Name	Sample	Description
109	Check header with table number (Chit-Header w/Tbl)		The body of this chit lists order items relevant to the display station. This layout includes a header with the table number on the left and an active timer on the right. The timer indicates how long the order has been in the system.
110	Items only (Chit-Items Only)		This chit layout lists only the ordered items relevant to the display station. No headers or trailers are included.

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Table 20-2 (Cont.) KDS Chit Layout Styles

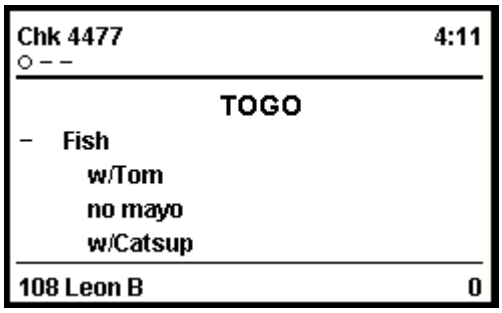
No.	Layout Name	Sample	Description
111	Chit with order type and item status (Chit-Std-OT w/Item Status)		The body of this chit shows the order type and lists the ordered items relevant to the display station. Additionally, icons appear to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows the employee number, and the server name. This layout does not show menu items in quantities, even if the items are ordered using the quantity key. The layout is only supported on Expo and SOS Displays.

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Table 20-2 (Cont.) KDS Chit Layout Styles

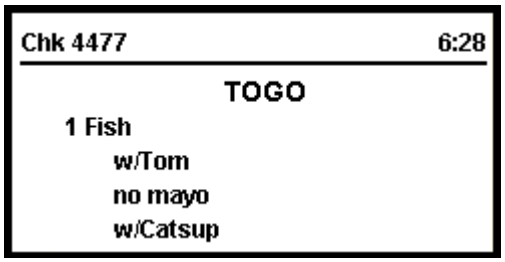
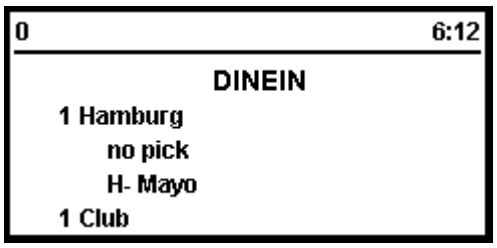
No.	Layout Name	Sample	Description
112	Chit header with order type and check number (Chit-Header-OT w/ Chk)		The body of this chit shows the order type and the ordered items relevant to the display station. This layout includes a header with either the check ID (if applicable) or the check number on the left and an active timer on the right. The timer indicates how long the order has been in the system.
113	Chit header with order type and table number (Chit-Header-OT w/ Tbl)		The body of this chit shows the order type and the ordered items relevant to the display station. This layout includes a header with the table number on the left and an active timer on the right. The timer indicates how long the order has been in the system.

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Table 20-2 (Cont.) KDS Chit Layout Styles

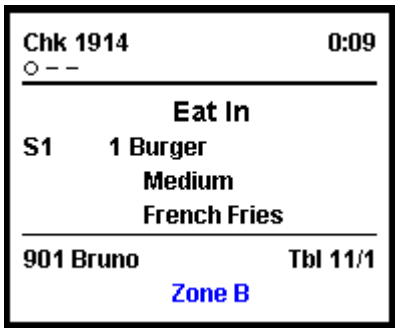
No.	Layout Name	Sample	Description
115	Standard with order type, seat numbers, and zone identifier (Chit-Std-OT-Seat-Z)		The body of this chit shows the order type and lists the ordered items relevant to the display station. Seat numbers appear to the left of each item to identify the guest. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are also identified by icons placed beneath the timer display. The trailer shows the employee number, server name, and the table/group number. A zone identifier appears centered on the bottom of the chit.

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Table 20-2 (Cont.) KDS Chit Layout Styles

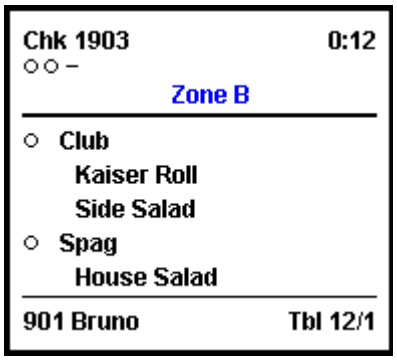
No.	Layout Name	Sample	Description
118	Chit with item status and zone identifier (Chit-Std w/Item Status Z)		The body of this chit lists the ordered items relevant to the display station. Additionally, icons appear to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. A zone identifier appears centered above the dividing line of the chit header. The trailer shows the employee number, server name, and the table/group number. This layout is only supported on Expo and SOS Displays.

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Table 20-2 (Cont.) KDS Chit Layout Styles

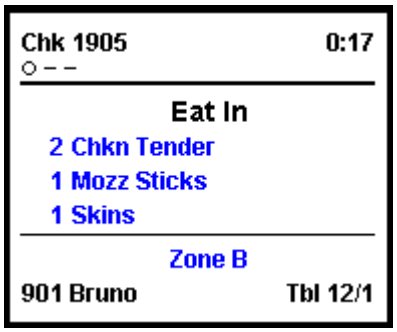
No.	Layout Name	Sample	Description
119	Chit with order type and zone identifier (Chit-Standard-OT Z)		The body of this chit identifies the order type and lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows a centered zone identifier, followed by the employee number, server name, and the table/ group number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

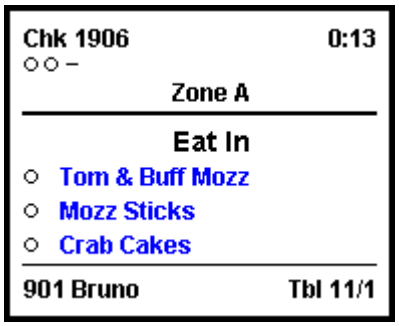
No.	Layout Name	Sample	Description
120	Chit with order type, item status, and zone identifier (Chit-Std-OT w/ Item Status Z)		The body of this chit identifies the order type and lists the ordered items relevant to the display station. Additionally, icons appear to the left of each item to indicate its current status. The header shows the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. A zone identifier appears centered above the dividing line of the chit header. The trailer shows the employee number, server name, and the table/ group number. This chit layout does not show menu items in quantities, even if the items are ordered using the quantity key. This layout is only supported on Expo and SOS Displays. The layout does not appear properly if consolidation is used. To use this layout, deselect KDS

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Table 20-2 (Cont.) KDS Chit Layout Styles

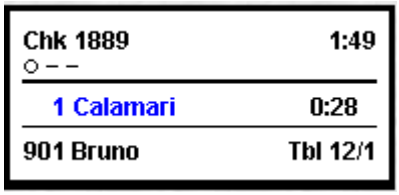
No.	Layout Name	Sample	Description
			option **1 – Enable KDS Consolidation** and select option **18 - Do Not Consolidate** from the Order Devices module.
121	Standard with cook time (Chit-Standard Cook Time)		The body of this chit lists the ordered items relevant to the display station. A cook timer appears to the right of a parent menu item, after that item is started. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons placed beneath the timer display. The trailer shows the employee number, server name, and the table/ group number.
122	Items only with cook time (Chit-Items Only Cook Time)		This chit lists only the ordered items relevant to the display station. A cook timer appears for each parent menu item, after that item is started. No headers or trailers are shown.

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Table 20-2 (Cont.) KDS Chit Layout Styles

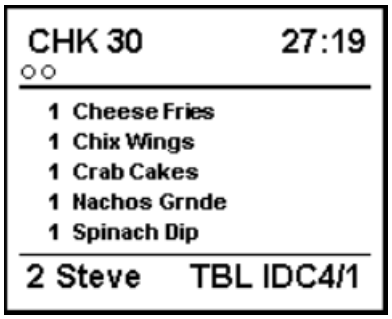
No.	Layout Name	Sample	Description
123	(Chit-Standard w/Hdr)		The body of the standard chit layout lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. Additionally, beneath the Prep Station status icons, Check header text is shown (if available). The trailer shows table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

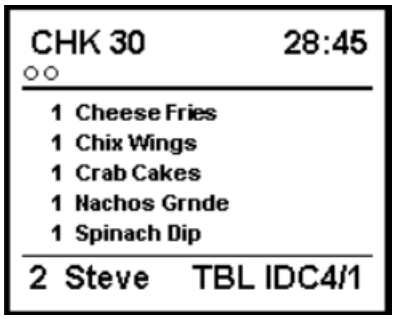
No.	Layout Name	Sample	Description
124	(Chit-Standard w/Info)		The body of the standard chit layout lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, and the server name.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
125	(Chit-Standard RCookTime)		The body of the standard chit layout lists the ordered items relevant to the display station. A cook timer appears to the right of a menu item, after that item is started. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, and the server name.
126	(Chit-Items Only RCookTime)		This chit lists only the ordered items relevant to the display station. A cook timer appears for each menu item, after that item is started. No headers or trailers are shown.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
127	(Chit-Standard-OT - Gst)		The body of the standard chit layout identifies the order type lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, server name, and the Guest count.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
128	(Chit-Standard-OT w/Seat - Gst)		The body of the standard chit layout identifies the order type lists the ordered items relevant to the display station. Seat numbers appear to the left of each item to identify the guest. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, server name, and the Guest count.

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Table 20-2 (Cont.) KDS Chit Layout Styles

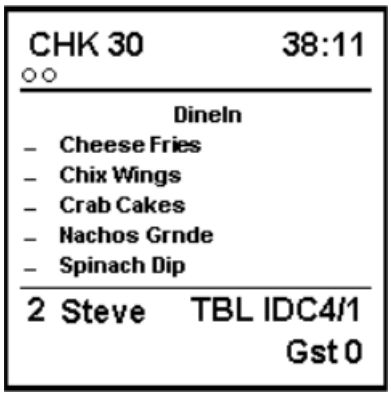
No.	Layout Name	Sample	Description
129	(Chit-Std-OT w/ Item Status - Gst)		The body of the standard chit layout identifies the order type lists the ordered items relevant to the display station. Additionally, icons appear to the left of each item to indicate its current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor their progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. The trailer shows table/group number, employee number, server name, and the Guest count.

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Table 20-2 (Cont.) KDS Chit Layout Styles

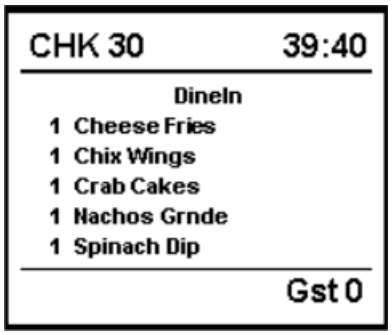
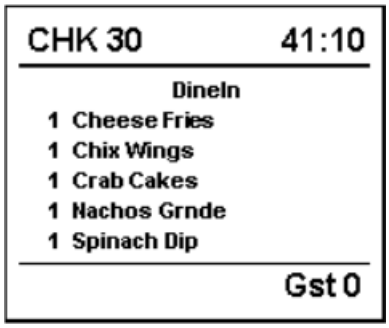
No.	Layout Name	Sample	Description
130	(Chit-Header-OT w/Chk - Gst)		The body of the standard chit layout identifies the order type lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The trailer shows only the Guest count.
131	(Chit-Header-OT w/Tbl - Gst)		The body of the standard chit layout identifies the order type lists the ordered items relevant to the display station. The header shows the table number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The trailer shows only the Guest count.

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Table 20-2 (Cont.) KDS Chit Layout Styles

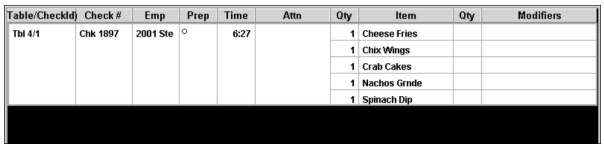
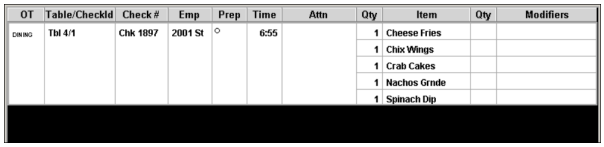
No.	Layout Name	Sample	Description
201	(List)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their table/check id's, check number, Employee ID, and name as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
202	(List w/Order Type)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, table/check id's, check number, Employee ID and name as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

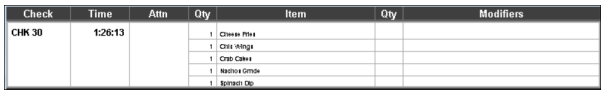
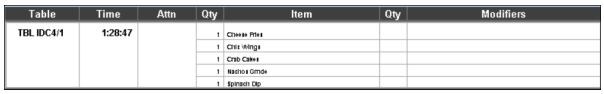
No.	Layout Name	Sample	Description
203	(List-Check Number)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check id or number, as well as the quantity and name of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
204	(List-Table Number)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by the Table number, as well as the quantity and name of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
205	(List-ChkNum-OT)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, as well as the quantity and name of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

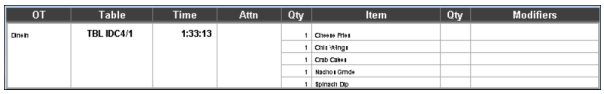
No.	Layout Name	Sample	Description
206	(List-Tbl-OT)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, table/group number, as well as the quantity and name of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
207	(List-Chk#-OT-Z)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, zone identifier, as well as the quantity and name of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

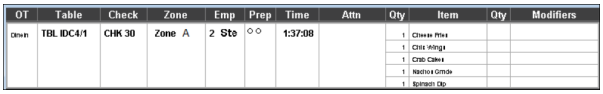
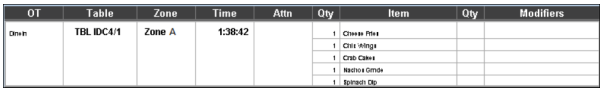
No.	Layout Name	Sample	Description
208	(List-Std-OT Z)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, zone identifier, as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
209	(List-Tbl-OT Z)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check ID or number, table number/group, Employee Id and name as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

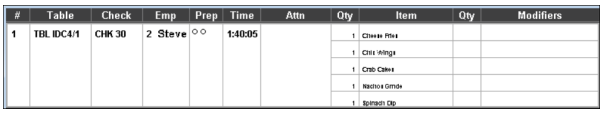
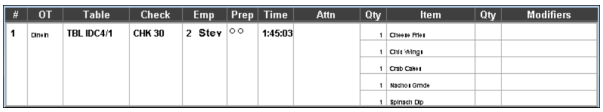
No.	Layout Name	Sample	Description
210	(List-Std Row Num)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check ID or number, table number/group, Employee Id and name, as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.
211	(List-Std OT Row Num)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

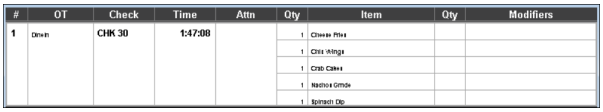
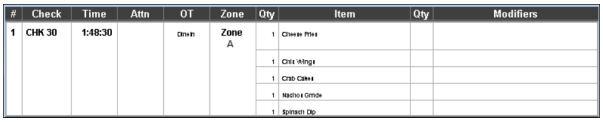
No.	Layout Name	Sample	Description
212	(List-Chk# OT Row Num)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.
213	(List-OT Zone Row Num)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, zone identifier, as well as the quantity and name of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

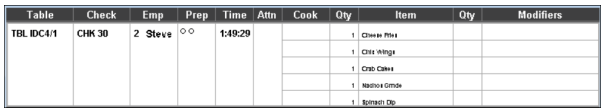
No.	Layout Name	Sample	Description
214	(List-Standard CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
215	(List-Std-OT CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

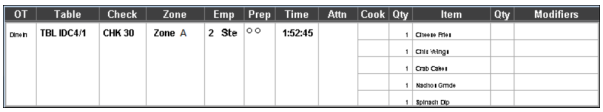
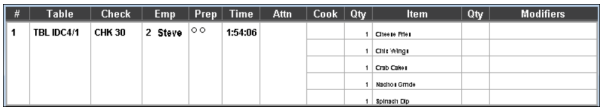
No.	Layout Name	Sample	Description
216	(List-OT Zone CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, zone identifier, as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
217	(List-Row Num CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

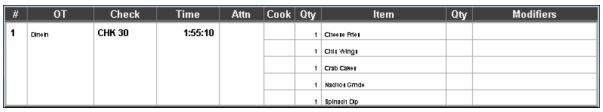
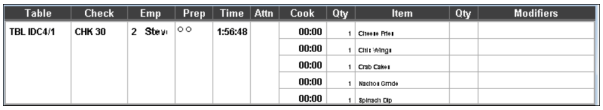
No.	Layout Name	Sample	Description
218	(List-Chk# Row Num CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, as well as the quantity name and cook time of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number is also provided.
219	(List-Standard RCookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook timer of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

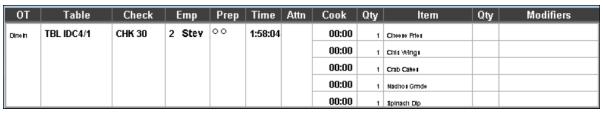
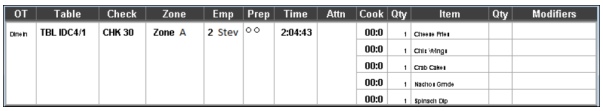
No.	Layout Name	Sample	Description
220	(List-Std-OT RCookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook timer of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.
221	(List-OT Zone RCookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, table number/group, Employee Id and name, zone indicator, as well as the quantity name and cook timer of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

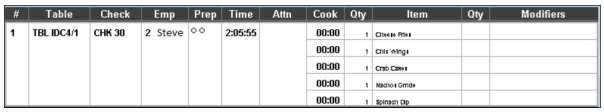
No.	Layout Name	Sample	Description
222	(List-Row Num RCookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their check ID or number, table number/group, Employee Id and name, as well as the quantity name and cook timer of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.
223	(List-Chk# Row Num RCookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, as well as the quantity name and cook timer of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

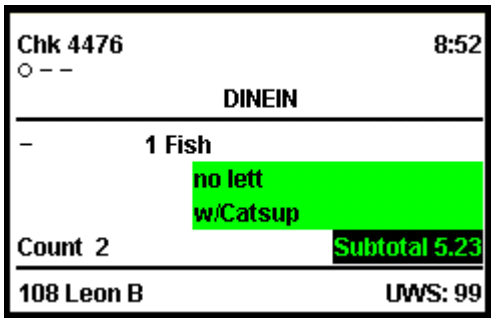
No.	Layout Name	Sample	Description
301	Standard DOM (Chit-Std-DOM)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. This chit shows the item count and subtotal amount above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number. This layout is recommended for Expo Displays.

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Table 20-2 (Cont.) KDS Chit Layout Styles

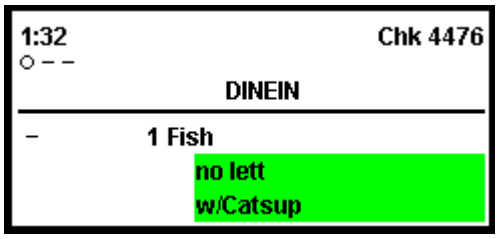
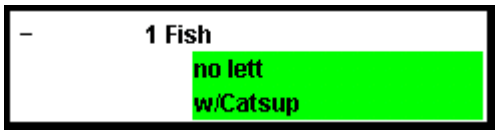
No.	Layout Name	Sample	Description
302	Standard DOM 2 (Chit-Std-DOM2)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. VIP orders, rush orders, and so on, are identified by icons beneath the timer. This layout is recommended for Expo Displays.
303	Standard DOM 3 (Chit-Std-DOM3)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. No headers or trailers are shown.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
304	Standard DOM 2 with order type and zone (Chit-Std-DOM2-OT-Z)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system appear beneath the check number to monitor progress. The check's order type is listed below the header. If applicable, VIP orders, rush orders, and so on are identified by icons beneath the timer. A zone identifier appears beneath the VIP orders. This layout is recommended for Expo Displays.

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Table 20-2 (Cont.) KDS Chit Layout Styles

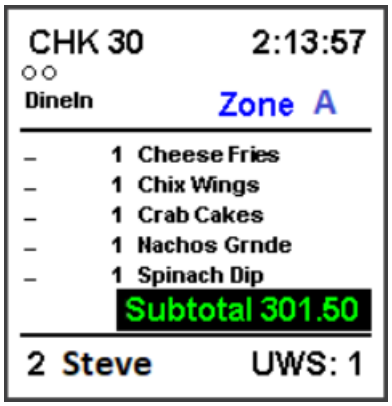
No.	Layout Name	Sample	Description
305	Standard DOM with order type and zone (Chit-DOM-OT-Z)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the timer. A zone identifier appears beneath the VIP orders. This chit shows the subtotal amount above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

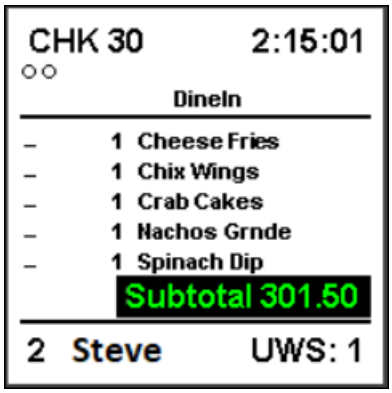
No.	Layout Name	Sample	Description
306	(Chit-Std-DOM-11)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the timer. This chit shows the subtotal amount (if configured) above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
307	(Chit-Std-DOM-12)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the timer to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the check number.
308	(Chit-Std-DOM-13)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. There is no header or trailer for this layout.

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Table 20-2 (Cont.) KDS Chit Layout Styles

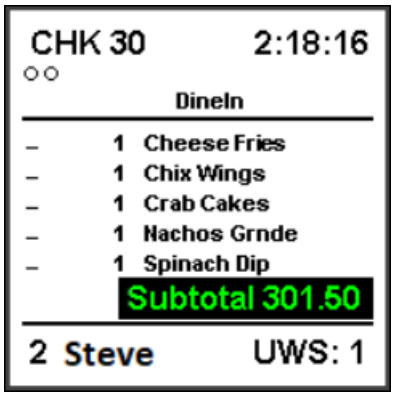
No.	Layout Name	Sample	Description
309	(Chit-Std-DOM-3)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the timer. This chit shows the subtotal amount (if configured) above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

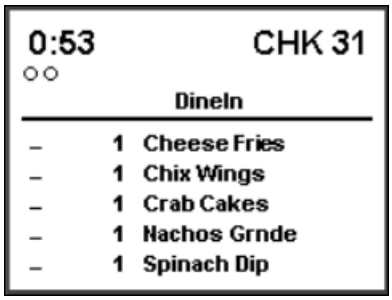
No.	Layout Name	Sample	Description
310	Chit-Std-DOM2-3		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper right corner) and an active timer to indicate how long the order has been in the system (upper left corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the timer to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the check number.
311	Chit-Std-DOM3-3		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. There is no header or trailer for this layout.

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Table 20-2 (Cont.) KDS Chit Layout Styles

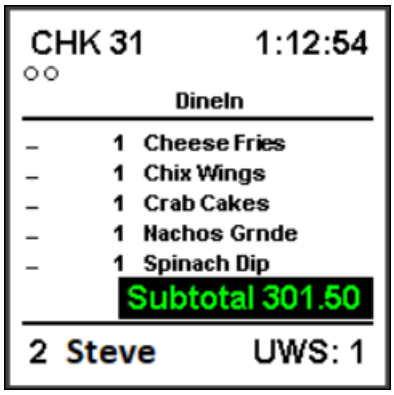
No.	Layout Name	Sample	Description
312	(Chit-Std-DOM-11-3)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the timer. This chit shows the subtotal amount (if configured) above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

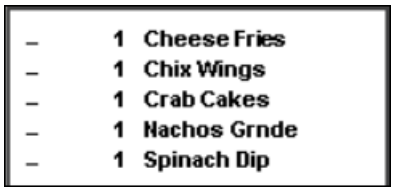
No.	Layout Name	Sample	Description
313	(Chit-Std-DOM-12-3)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper right corner) and an active timer to indicate how long the order has been in the system (upper left corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the timer to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the check number.
314	(Chit-Std-DOM-13-3)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. There is no header or trailer for this layout.

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Table 20-2 (Cont.) KDS Chit Layout Styles

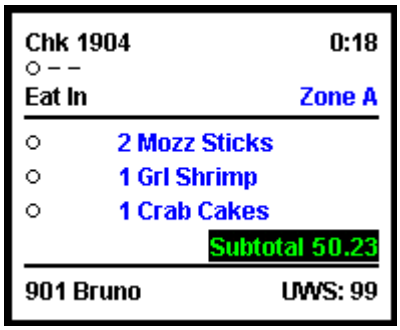
No.	Layout Name	Sample	Description
315	Standard DOM with zone identifier (Chit-Std-DOM Z)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the timer. A zone identifier appears beneath the VIP orders. This chit shows the subtotal amount above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number. This layout is recommended for Expo workstations.

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Table 20-2 (Cont.) KDS Chit Layout Styles

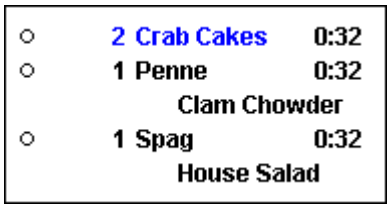
No.	Layout Name	Sample	Description
316	(Chit-Std-DOM3 Cook Time)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Icons are displayed to the left of each item to indicate its current status. A cook timer is shown next to each parent menu item, once that item is started. There is no header or trailer for this layout.

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Table 20-2 (Cont.) KDS Chit Layout Styles

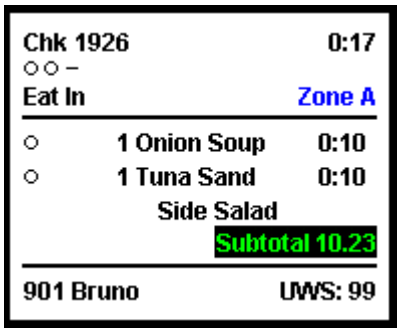
No.	Layout Name	Sample	Description
317	DOM with order type, zone, and cook time (Chit-DOM-OT-Z Cook Time)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. A cook timer appears to the right of each parent menu item, after that item is started. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the check number to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons placed beneath the timer. A zone identifier appears beneath the VIP orders. This chit shows the subtotal amount above the dividing line of the chit trailer. The trailer shows the employee number, server name, and the workstation number. This layout is recommended for Expo Displays.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
318	(Chit-Std-DOM2 w/Hdr)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper right corner) and an active timer to indicate how long the order has been in the system (upper left corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the timer to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the check number. Check header text will be displayed (if available).

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Table 20-2 (Cont.) KDS Chit Layout Styles

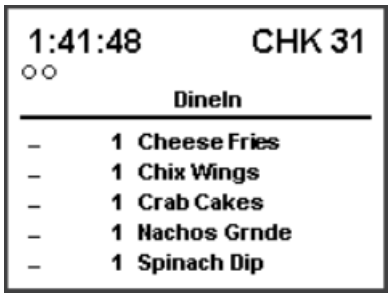
No.	Layout Name	Sample	Description
319	(Chit-Std-DOM2 w/Info)		The body of this chit lists the ordered items relevant to the display station. Icons appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper right corner) and an active timer to indicate how long the order has been in the system (upper left corner). If there are suborders at other Prep Stations, status icons (one per suborder) appear beneath the timer to monitor progress. The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons beneath the check number.

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Table 20-2 (Cont.) KDS Chit Layout Styles

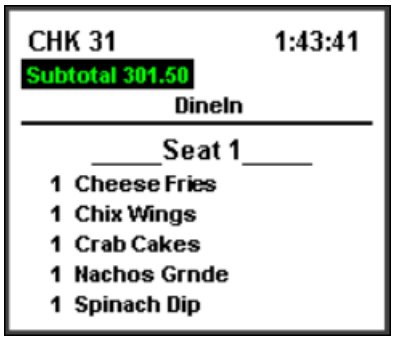
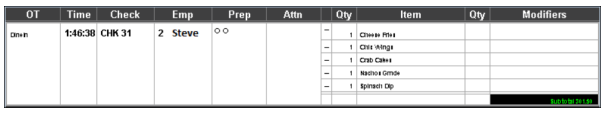
No.	Layout Name	Sample	Description
320	(Chit-Std-DOM2 w/Seat)		The body of this chit lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The check's order type appears beneath suborders. If applicable, VIP orders, rush orders, and so on, are identified by icons placed beneath the timer and subtotal amount (if configured) is displayed beneath check number.
401	(List-DOM1)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, Employee Id and name as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the Prep column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and Check Total are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

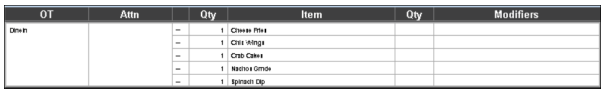
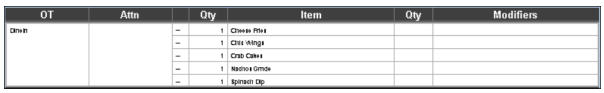
No.	Layout Name	Sample	Description
402	(List-DOM2)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type, check ID or number, as well as the quantity name and cook time of each menu item and/or condiment modifier. Status icons are listed in the **Prep** column, while special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and Check Total are also provided.
403	(List-DOM3)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type as well as the quantity name and cook time of each menu item and/or condiment. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time is also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
404	(List-DOM Row Num)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type as well as the quantity name and cook time of each menu item and/or condiment. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.
405	(List-DOM3 CookTime)		This list layout provides an abbreviated table of current orders, which are tracked across prep stations by their Order Type as well as the quantity name and cook time of each menu item and/or condiment modifier. Special needs icons (VIP, Void, and Rush) are shown in the **Attn** column. An order time and row number are also provided.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
501	(SE-Standard)		The body of the SE standard chit layout lists the ordered items relevant to the display station. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
502	(SE-Standard-OT)		The body of the SE standard chit layout lists the ordered items relevant to the display station with their Order Types. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
503	(SE-Standard-3)		The body of the SE standard chit layout lists the ordered items relevant to the display station. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
504	(SE-Standard-OT-3)		The body of the SE standard chit layout lists the ordered items relevant to the display station. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. Void, VIP, Rush, and Recalled markers are placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
505	(SE-Standard-2)		The body of the SE standard chit layout lists the ordered items relevant to the display station. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. Void, VIP, Rush, and Recalled markers are placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
506	(SE-Standard-OT-2)		The body of the SE standard chit layout lists the ordered items relevant to the display station with their Order Types. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. Void, VIP, Rush, and Recalled markers are placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
507	(SE-Std-OT Z)		The body of the SE standard chit layout lists the ordered items relevant to the display station with their Order Types. Standard chits have both a header and a trailer. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. A zone identifier appears left above the dividing line of the chit header. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays the Server's name and Employee number followed by the Group/Table Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			KDS display symbols.
508	(SE-Barista)		The body of the SE standard chit layout lists the ordered items relevant to the display station. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system. Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2.
509	(SE-Barista-1)		The body of the SE standard chit layout lists the ordered items relevant to the display station. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system. Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. This layout includes check discount.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
601	(SE-Std-DOM-4)		Dynamic Order Mode 4 is identical to DOM 1, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS**

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			Chit Icons and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
602	(SE-Std-DOM-1)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers and trailers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations,

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
603	(SE-Std-DOM-5)		Dynamic Order Mode 5 is identical to DOM 2, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
604	(SE-Std-DOM-2)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
605	(SE-Std-DOM-3)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Items are lists only - no headers, trailers, or status markers are provided
606	(SE-Std-DOM-6)		Dynamic Order Mode 6 is identical to DOM 3, except that it includes an order queue number in the top divider line. This number is used to identify a chit when using the Order Number Done feature.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
607	(SE-Std-DOM-4-3)		Dynamic Order Mode 4 is identical to DOM 1, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS**

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			Chit Icons and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
608	(SE-Std-DOM-1-3)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers and trailers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations,

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
609	(SE-Std-DOM-5-3)		Dynamic Order Mode 5 is identical to DOM 2, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
610	(SE-Std-DOM-2-3)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
611	(SE-Std-DOM-3-3)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Items are lists only - no headers, trailers, or status markers are provided.
612	(SE-Std-DOM-6-3)	No sample image is available at this time	Dynamic Order Mode 6 is identical to DOM 3, except that it includes an order queue number in the top divider line. This number is used to identify a chit when using the Order Number Done feature.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
613	(SE-Std-DOM-4-2)		Dynamic Order Mode 4 is identical to DOM 1, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations, specifically the **KDS**

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			Chit Icons and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
614	(SE-Std-DOM-1-2)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers and trailers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. The trailer portion displays an item count and a subtotal amount. Also shown are the Server's name and Employee number followed by the Table or Workstation Number (lower left.) See Chapter 24 – KDS Operations,

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
			specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
615	SE-Std-DOM-5-2		Dynamic Order Mode 5 is identical to DOM 2, except that it includes an order queue number in the first divider line. This number is used to identify a chit when using the Order Number Done feature. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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Table 20-2 (Cont.) KDS Chit Layout Styles

No.	Layout Name	Sample	Description
616	(SE-Std-DOM-2-2)		Based on the standard layout, the body of this chit lists the ordered items relevant to the display station. Markers are displayed to the left of each item to indicate its current status. Headers are also provided. The header portion includes either the Check ID (if available) or the Check Number of the order (upper left) and an active timer to indicate how long the order has been in the system (upper right). Timer status is indicated by color - white for normal, yellow when Alert 1 has been reached, and blinking red for Alert 2. If there are suborders at other prep stations, status markers (one per suborder) will display beneath the Check Number to monitor their progress. Void, VIP, Rush, and Recalled markers placed in a row below the prep status. See Chapter 24 – KDS Operations, specifically the **KDS Chit Icons** and **SEI KDS Chit Markers** topics for listings of KDS display symbols.

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SEI KDS Chit Layout Styles

The following table describes the chit layout styles available for Select Electronics, Inc. (SEI) Kitchen Display Systems:

Table 20-3 SEI KDS Chit Layout Styles

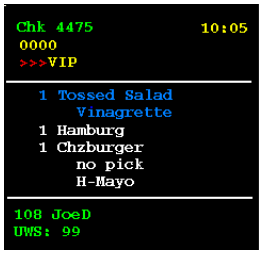
No.	Layout Name	Sample	Description
501	SE standard		The body of this chit layout lists the ordered items relevant to the display station. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The timer status is indicated by color: • White: Normal • Yellow: Alert 1 has been reached • Blinking red: Alert 2 has been reached If there are suborders at other Prep Stations, status markers (one per suborder) appear beneath the check number to monitor progress. Markers for VIP, rush, and so on appear in a row beneath the prep status. The trailer shows the server name, employee number, and the workstation or table number.
502	SE standard with order type (SE-Standard-OT)		The body of this chit shows the order type and lists the ordered items relevant to the display station. Markers appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The timer status is indicated by color: • White: Normal • Yellow: Alert 1 has been reached • Blinking red: Alert 2 has been reached If there are suborders at other Prep Stations, status markers (one per suborder) appear beneath the check number to monitor progress. Markers for VIP, rush, and so on appear in a row beneath the prep status. This layout does not show menu items in quantities, even if the items are ordered using the quantity key.

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Table 20-3 (Cont.) SEI KDS Chit Layout Styles

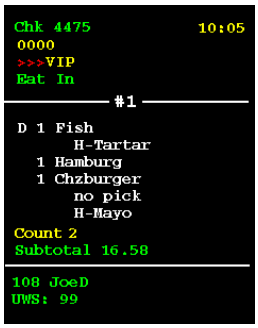
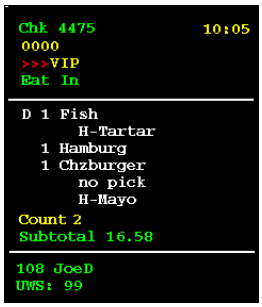
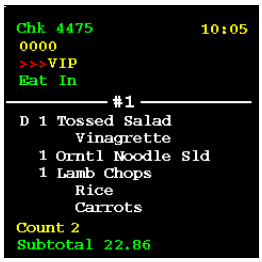
No.	Layout Name	Sample	Description
601	SE standard DOM 4 (SE-Std-DOM-4)		Dynamic Order Mode 4 is identical to DOM 1, except that it includes an order queue number in the first divider line. This number identifies a chit when using the Order Number Done feature. The trailer shows the item count, subtotal amount, server name, employee number, and the workstation or table number.
602	SE standard DOM 1 (SE-Std-DOM-1)		The body of this chit lists the ordered items relevant to the display station. Markers appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the Check Number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The timer status is indicated by color: • White: Normal • Yellow: Alert 1 has been reached • Blinking red: Alert 2 has been reached If there are suborders at other Prep Stations, status markers (one per suborder) appear beneath the check number to monitor progress. Markers for VIP, rush, and so on appear in a row beneath the prep status. The trailer shows the item count, subtotal amount, server name, employee number, and the workstation or table number.
603	SE standard DOM 5 (SE-Std-DOM-5)		Dynamic Order Mode 5 is identical to DOM 2, except that it includes an order queue number in the first divider line. This number identifies a chit when using the Order Number Done feature. The trailer shows the item count and subtotal amount.

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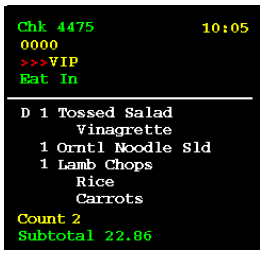
Table 20-3 (Cont.) SEI KDS Chit Layout Styles

No.	Layout Name	Sample	Description
604	SE standard DOM 2 (SE-Std-DOM-2)		The body of this chit lists the ordered items relevant to the display station. Markers appear to the left of each item to indicate current status. The header shows either the check ID (if available) or the check number of the order (upper left corner) and an active timer to indicate how long the order has been in the system (upper right corner). The timer status is indicated by color: • White: Normal • Yellow: Alert 1 has been reached • Blinking red: Alert 2 has been reached If there are suborders at other prep stations, status markers (one per suborder) appear beneath the check number to monitor progress. Markers for VIP, rush, and so on appear in a row beneath the prep status. The trailer shows the item count and subtotal amount.
605	SE standard DOM 3 (SE-Std-DOM-3)		The body of this chit lists the ordered items relevant to the display station. No headers, trailers, or status markers are shown.
606	SE standard DOM 6 (SE-Std-DOM-6)		Dynamic Order Mode 6 is identical to DOM 3, except that it includes an order queue number in the top divider line. This number identifies a chit when using the Select and Done feature. No headers, trailers, or status markers are shown.

Order Chit Sort Priority on KDS Displays

The following functions and options alter the sorting of order chits on KDS Displays:

Table 20-4 KDS Functions and EMC Options that Alter Order Chit Sort Priority

Name	Type	Description
Priority Order 1-8	Function	The order has been assigned a priority level between 1-8.
KDS Sort Priority Above Normal	EMC option	The order is of higher priority than a normal order.
Recall	Function	The order has been recalled to the display.
Review	Function	The order is being reviewed.
Rush	Function	A rush order
VIP	Function	A VIP customer

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Table 20-4 (Cont.) KDS Functions and EMC Options that Alter Order Chit Sort Priority

Name	Type	Description
Void	Function	The order has been voided from the POS workstation.

When order chits arrive at Prep Stations with any of the aforementioned functions or options set, the KDS sorts the orders in the following sequence:

1. Void orders
2. Recalled orders
3. Review orders
4. Priority 1 through 8 orders
5. Rush orders
6. VIP orders
7. Priority above normal orders
8. Normal orders

If Order Devices option **8 - Re-sort when All Prep Done** is enabled, once the order is marked Done at the Prep Stations, they sort on the Expo Display as follows:

1. Void orders
2. Recalled orders
3. Priority 1 through 8 orders
4. Rush orders
5. VIP orders
6. Priority above normal orders
7. Normal orders

Configuring the Default KDS Check Tender for Guest Check Printing

You can allow KDS users to print guest checks that correspond to order chits from a KDS Display. The checks print to the primary runner chit printer configured for the order device. If the primary runner chit printer is offline, the checks print to the backup runner chit printer.

1. Create a Service Total type tender for KDS check printing and configure the appropriate print settings. See Creating a Tender to End the Current Service Round of Checks in the *Oracle Hospitality Simphony Configuration Guide* for instructions.
2. Select the Enterprise, property, revenue center, or zone, click **Setup**, and then click **Tender Parameters**.
3. Click the **Configuration** tab, and then select a service total type Tender/Media record to use for printing guest checks from the KDS runner chit printer from the **Default KDS Guest Check Tender** drop-down list.
4. Click **Save**.

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5. Add the **Print Check** function to the KDS toolbar or bump bar. See Configuring the KDS Toolbar or Configuring the KDS Bump Bar for instructions.

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Runner Chits

A Runner Chit is a piece of paper that prints on a printer and contains information about an order so that someone looking at it understands what's on the order and who it's for. They are used in kitchen operations to ensure order accuracy.

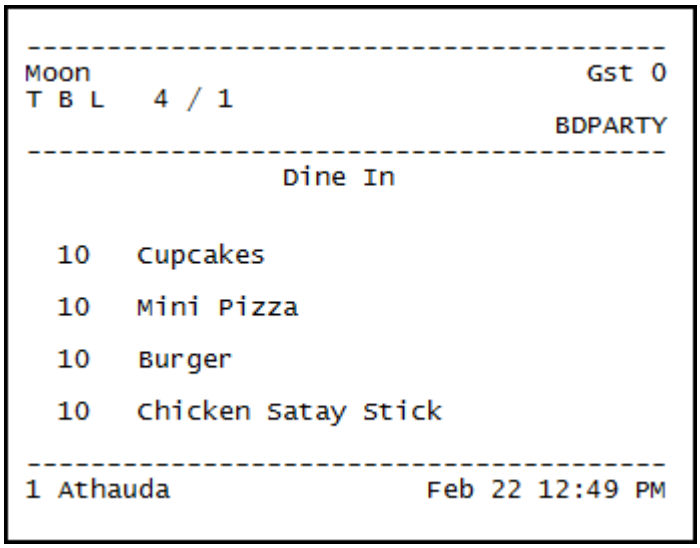
Runner chits print on certain KDS events:

- Expo Done – prints when marked Done at the Expo Station
- Prep Done – prints when marked Done at a Prep Station
- All Prep Done – prints when Done at all Prep Stations and before marked Done at Expo
- Item Print on Item All Prep Done – prints a chit for each item in the All Prep Done state

Simphony offers three types of Runner Chits:

Runner Chit

Figure 21-1 Runner Chit with Check ID (no seat numbers)



The guest check ID, if present, replaces the check number unless the Order Device KDS option **30 – Suppress Guest Check ID on Runner Chits** is enabled.

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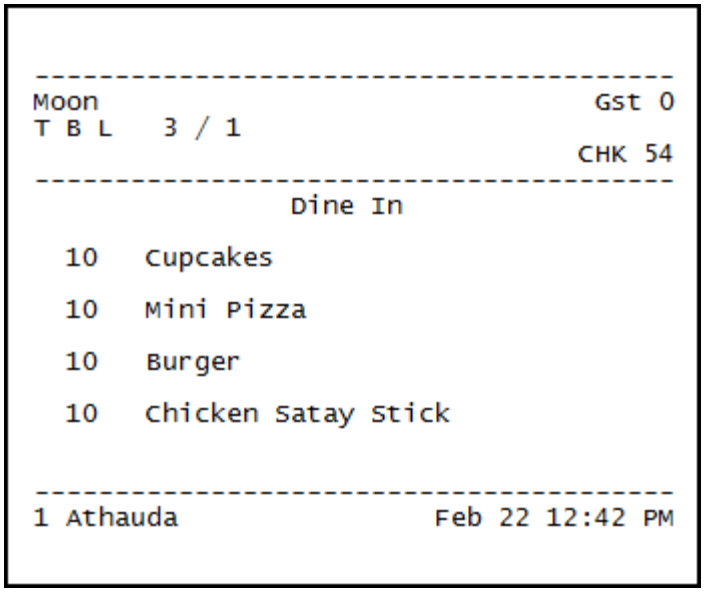
Figure 21-2 Runner Chit with Check Number (no seat numbers)



Deli Chit

Some operations require guests to place an order at one station and pick it up at another. To claim the order, the receipt is matched against a printed chit that displays the order number.

The Deli Chit prominently displays the order number, centered and in bold, at the top and bottom of the chit. Other information contained in the original runner chit is also included but arranged in a slightly different order.

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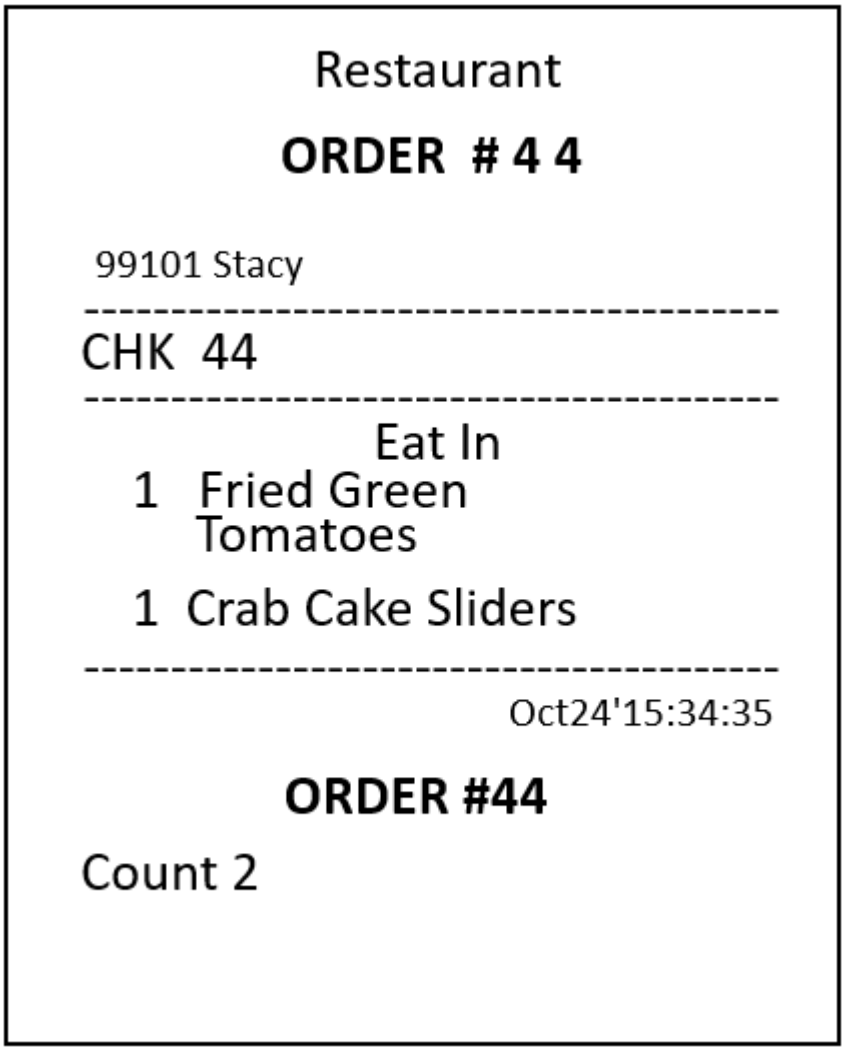
Figure 21-3 Deli Chit



Delivery Chit

Delivery chits are used to assist with the fulfillment of delivery orders. Including the check ID, guest check info lines and order item counts helps with order assembly and delivery to the guest.

The **Prep Done** and **Expo Done** functions trigger the printing of delivery chits at their respective KDS stations.

Delivery chits printed from prep stations include items prepared at that specific station. Prep station delivery chits will print individual items as well as an 'item index' (1 of 4, 2 of 4, etc.), and the chit can be attached to packaged items to identify the item, when the following options are enabled:

- Dynamic Order Mode (DOM) – RVC Parameters option 50
- Order Type Option 9 – KDS Allow Item Print on Item All Prep Done
- Order Devices - KDS Option 29 – Item Print on Item All Prep Done

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Delivery chits printed from the expo include all the items configured to route to expo. When Dynamic Order Mode (DOM) is enabled, Expo chits will print the Count of items in the order. The following options must be enabled:

- Order Devices - KDS Option 11 - Display Menu Item Count
- Menu item Class - Option 62 - Count Menu Item - must be enabled for any menu items that should contribute to the count.

Figure 21-4 Delivery Prep Chit

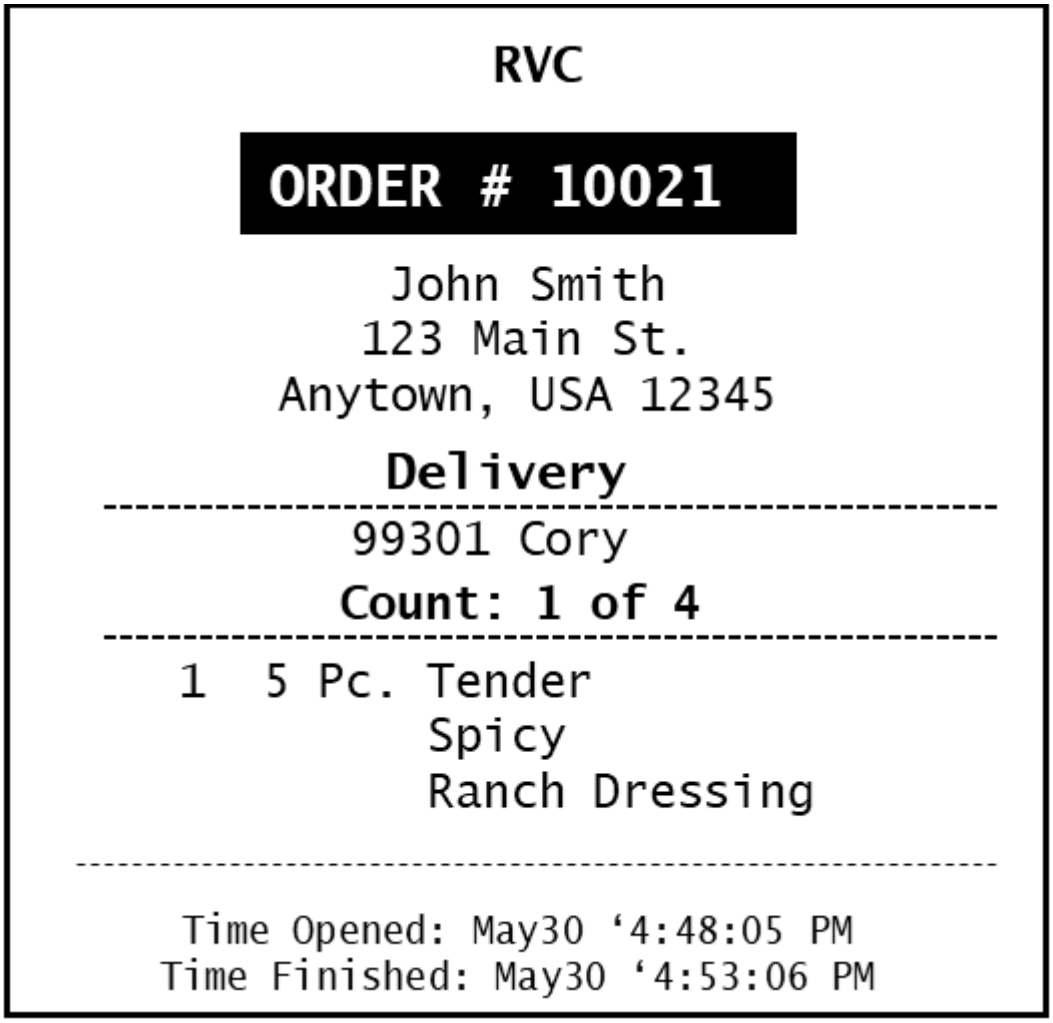

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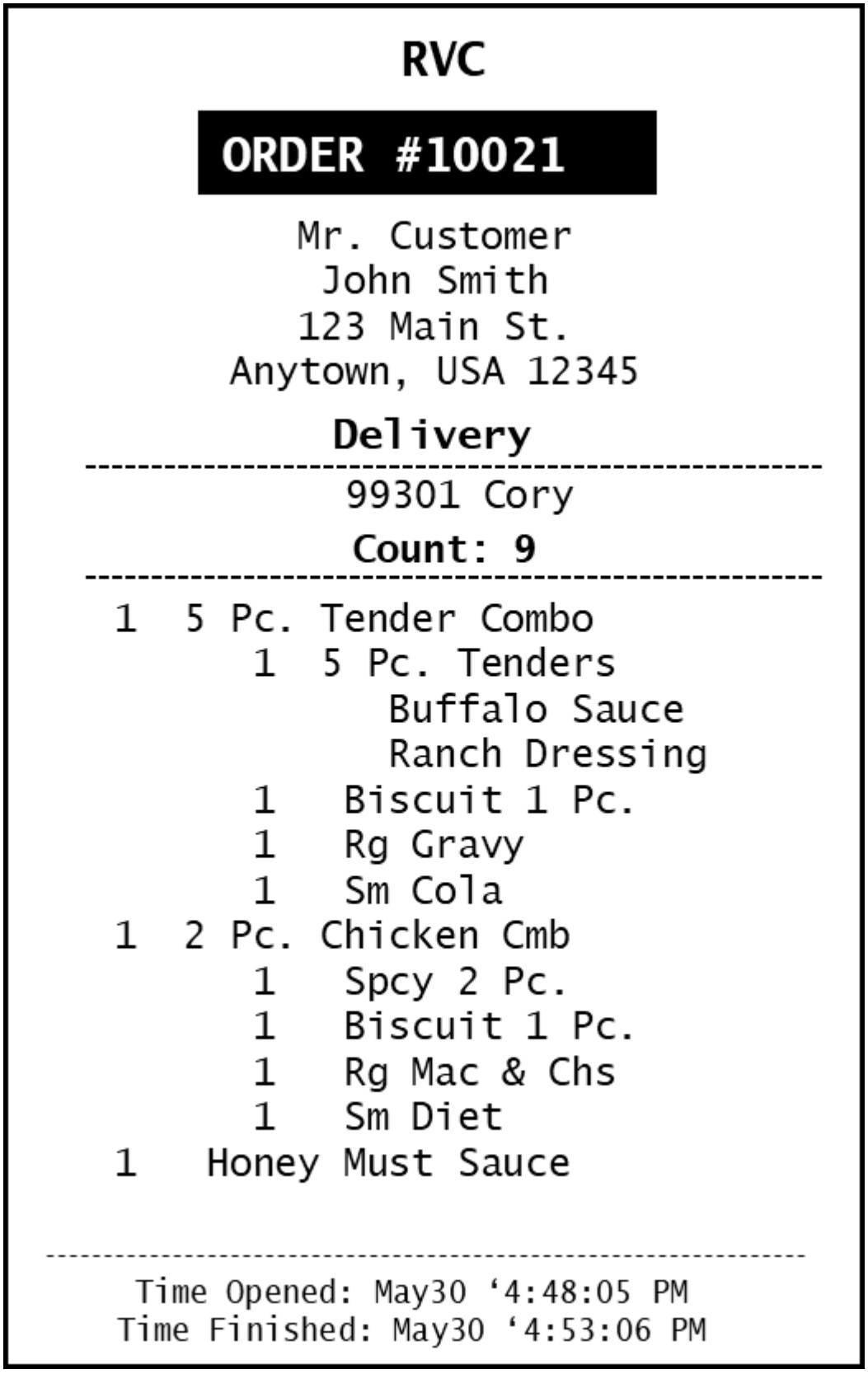
Figure 21-5 Delivery Expo Chit



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For instructions on how to set up a runner chit printer for a KDS, see Creating a KDS Order Device.

For more information about Dynamic Order Mode (DOM) see Dynamic Order Mode (DOM).

Printing Runner Chits by Order Type

You can configure runner chit printers to print a chit for each individual item by order type. If runner chit printers are assigned by the KDS order device, chits print to the runner chit printer assigned to the last KDS the item was bumped from. The chit prints when the cook bumps the item from the KDS Display. If the item routes to multiple Prep Stations, the runner chit prints when it is bumped from the last KDS station .

1. Select the Enterprise, property, revenue center, or zone, click **Setup**, and then click **Order Type Parameters**.
2. For the appropriate order type, select option **9 - KDS Allow Item Print on Item All Prep Done**, and then click **Save**.
3. Select the revenue center, click **Setup**, and then click **Order Devices**.
4. Double-click the appropriate KDS record to open it.
5. Click the **Options** tab, select **29 - Item Print on Item All Prep Done**, and then click **Save**.

   You must enable Order Devices option **29** for this feature to work.

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Media Viewer Configuration

You can use the Media Viewer to demonstrate how to plate and garnish an entrée by showing an image or video on a KDS Display. The Media Viewer can also be used to show PDF documents, such as a recipe card.

Media Viewer consists of both a server and a client. The server is installed through the Client Application Loader (CAL) on any Microsoft Windows-based Oracle MICROS workstation that supports Simphony or on any modern standalone Microsoft Windows computer. After installation, a manager or an employee simply places the media files (images, videos, and PDFs) in a specific folder on the media server (`[Drive letter]:\ \MICROS\Simphony\MediaViewer\Media`).

The client is part of the KDS Display software itself and works on Microsoft Windows based Oracle MICROS KDS Display Controller units as well as Microsoft Windows-based Oracle MICROS workstations. The client is launched by pressing a button on the toolbar or bump bar on the KDS Display. KDS users can press the button at any time to view a list of media files. If the KDS user has a specific order chit selected with just a single menu item, the system has the basic logic to automatically open the file associated with that item based on its name.

Supported Media Files, Systems, and Compatibility

Supported File Formats

Media Viewer currently supports the following file formats:

- Image formats: BMG, JPEG, PNG, and GIF
- Document formats: PDF (Microsoft Windows 32 devices only)
- Video formats: MPG, MPEG, and WMV

Supported Client Devices

The following clients are supported:

Table 22-1 Media Viewer – Supported Client Devices

Client	Operating System	Browser Version
Oracle MICROS Workstation 6 Series	Microsoft Windows 10	Microsoft Internet Explorer 11
Oracle MICROS Tablet E-Series	Microsoft Windows 8.1	Microsoft Internet Explorer 11
Oracle MICROS Workstation 5A (WS5A)	Microsoft Windows Embedded POSReady 7	Microsoft Internet Explorer 11
Oracle MICROS PC Workstation 2015 (PCWS 2015)	Microsoft Windows Embedded POSReady 7	Microsoft Internet Explorer 11
Generic non-Oracle hardware	Microsoft Windows 7, 8.1, and 10	Microsoft Internet Explorer 11

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Media Viewer Installation Prerequisites

Before installing Media Viewer, you must install and configure Microsoft Internet Information Services (IIS) and other components. The following table describes the prerequisites to perform depending on the client operating system.

Table 22-2 Media Viewer Installation Prerequisites

Client Operating System	Prerequisites
Microsoft Windows 7 SP1	Install IIS version 7.5. See Installing IIS on Microsoft Windows 7 SP1, Microsoft Windows 8.1, and Microsoft Windows 10 for instructions.
Microsoft Windows 8.1	Install IIS version 8.5. See Installing IIS on Microsoft Windows 7 SP1, Microsoft Windows 8.1, and Microsoft Windows 10 for instructions.
Microsoft Windows 10 with IIS 10	Install IIS version 10. See Installing IIS on Microsoft Windows 7 SP1, Microsoft Windows 8.1, and Microsoft Windows 10 for instructions.
Microsoft Windows Server 2008 R2	• Install IIS version 7.5. See Installing IIS on Microsoft Windows Server 2008 R2 for instructions. • Install the Desktop Experience feature. See Installing Desktop Experience on Microsoft Windows Server 2008 R2 and Microsoft Windows Server 2012 R2 for instructions. • Add the hostname or IP address of the Media Viewer server as a trusted site to Internet Properties. See Adding the Media Viewer Hostname as a Trusted Site on Microsoft Windows Server 2008 R2 and 2012 R2 for instructions.
Microsoft Windows Server 2012 R2	• Install IIS version 8.5. See Installing IIS on Microsoft Windows Server 2012 R2 for instructions. • Install the Desktop Experience feature. See Installing Desktop Experience on Microsoft Windows Server 2008 R2 and Microsoft Windows Server 2012 R2 for instructions. • Add the hostname or IP address of the Media Viewer server as a trusted site to Internet Properties. See Adding the Media Viewer Hostname as a Trusted Site on Microsoft Windows Server 2008 R2 and 2012 R2 for instructions.

Installing IIS on Microsoft Windows 7 SP1, Microsoft Windows 8.1, and Microsoft Windows 10

1. Launch **Programs and Features** from the Control Panel.
2. From the left pane, click **Turn Windows features on or off**, and then select **Internet Information Server**.
3. If using a Microsoft Windows 7 SP 1 client, expand **World Wide Web Services** under **Internet Information Server**, and then select **ASP.NET**.

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4. If using a Microsoft Windows 8.1 client, expand **World Wide Web Services** under **Internet Information Services**, expand **Application Development Features**, and then select **ASP.NET 4.5**.
5. If using a Microsoft Windows 10 client, expand **World Wide Web Services** under **Internet Information Services**, expand **Application Development Features**, and then select **ASP .NET 4.6**.
6. If using a Microsoft Windows 11 client, expand **World Wide Web Services** under **Internet Information Services**, expand **Application Development Features**, and then select **ASP .NET 4.8**.
7. Click **OK** to install IIS.

Installing IIS on Microsoft Windows Server 2008 R2

1. Launch the **Server Manager**, select **Roles** from the left pane, and then select **Add Roles** from the pane on the right.
2. In the Add Roles Wizard, click **Next**, and then select **Application Server** from the list.
3. Click **Add Required Features** when prompted, select **Web Server (IIS)**, and then click **Next**.
4. Click **Next**, select **Web Server (IIS) Support**, and then click **Add Required Role Services** when prompted.
5. Click **Next** until you reach the Confirm Installation Selections window, and then click **Install**.

Installing IIS on Microsoft Windows Server 2012 R2

1. Launch the **Server Manager**, and then select **Local Server** from the left pane.
2. In the ROLES AND FEATURES section, click **TASKS**, and then select **Add Roles and Features**.

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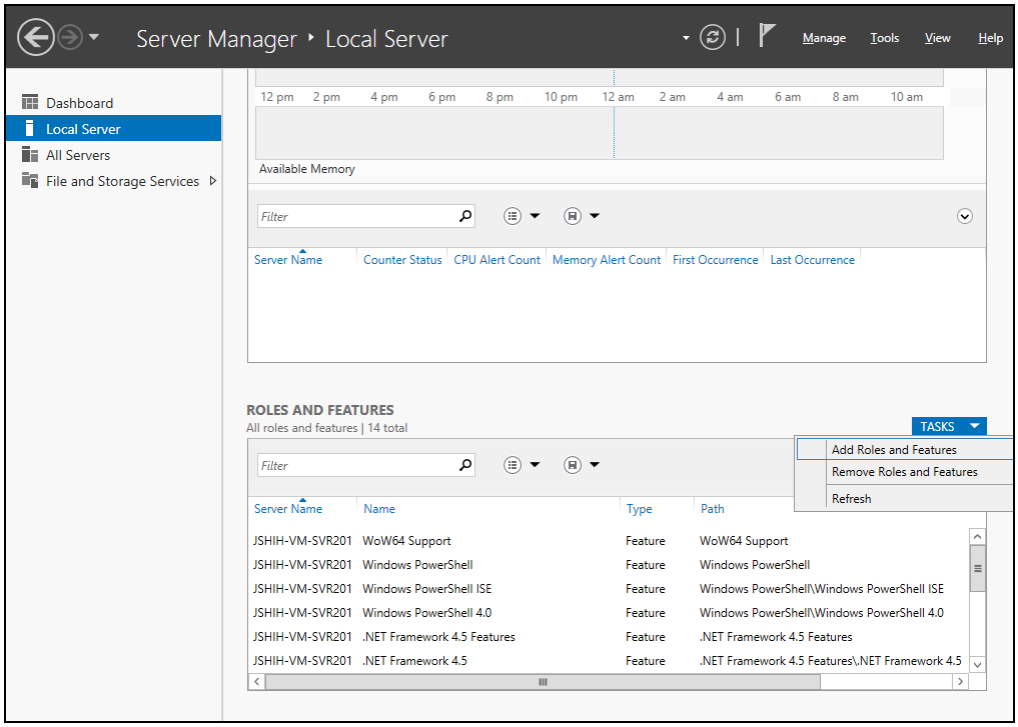
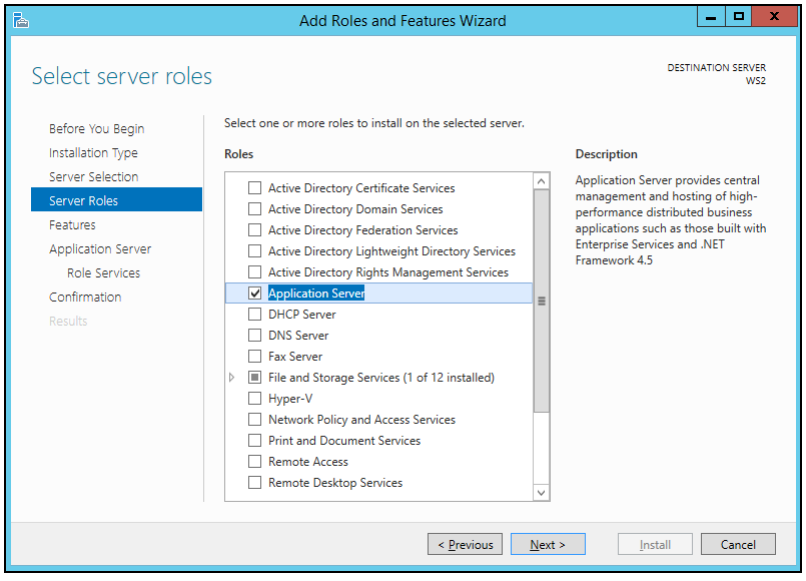
Figure 22-1 Local Server Manager Window



3. Click **Next** until you reach the Select Server Roles window, and then select **Application Server** and **Web Server (IIS)**.

Figure 22-2 Add Roles and Features Wizard



4. Click **Add Features** when prompted, and then click **Next**.
5. In the Select Features window, expand **NET Framework 4.5 Features**, select **ASP.NET 4.5**, and then click **Next**.
6. Click **Next**, select **Web Server (IIS) Support**, and then click **Add Features** when prompted.

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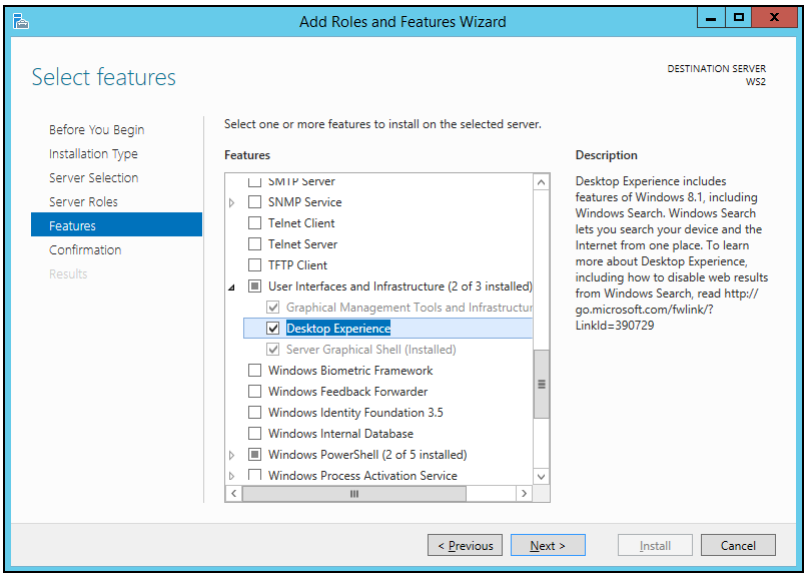
7. Click **Next** until you reach the Confirmation window, and then click **Install**.

Installing Desktop Experience on Microsoft Windows Server 2008 R2 and Microsoft Windows Server 2012 R2

1. Launch the **Server Manager**, select **Features** from the left pane, and then select **Add Features** from the pane on the right.
2. On Microsoft Windows Server 2008 R2, select **Desktop Experience** from the features list.
3. On Microsoft Windows Server 2012 R2, expand **User Interface and Infrastructure**, and then select **Desktop Experience**.

Figure 22-3 Add Roles and Features Wizard – Desktop Experience



4. Click **Add Required Features** when prompted, click **Next**, and then click **Install**.

Adding the Media Viewer Hostname as a Trusted Site on Microsoft Windows Server 2008 R2 and 2012 R2

1. Launch **Internet Options** from the Control Panel.
2. Click the **Security** tab, select **Trusted Sites**, and then click the **Sites** button.
3. Enter `http://[MediaServerHostNameOrIPAddress]`, click **Add**, and then click **Close**.

Media Viewer Installation Tasks

Installing the Media Viewer consists of completing the following tasks:

1. Deploying the Media Viewer CAL Package
2. Configuring the Media Viewer URL in KDS Controllers. See Configuring a KDS Controller for instructions.

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3. Adding the Media Viewer function key to the KDS toolbar or bump bar. See Configuring the KDS Bump Bar and Configuring the KDS Toolbar for instructions.
4. Associating Media Files with Menu Items.

Deploying the Media Viewer CAL Package

1. Select the **Enterprise**, click **Setup**, and then click **CAL Packages**.
2. Select **Media Viewer** from the left pane.
3. Click the **Deployment Schedule** tab, and then click **Add Deployment**.
4. From the **Deployment Type** column, select **2 - Specific Service Host**.
5. From the **Service Host** column, select the service host to download the CAL package, and then click **OK**.
6. Click **Save**.

Associating Media Files with Menu Items

1. Place the media file in the `[Drive letter]:\Micros\Simphony\MediaViewer\Media` folder.
2. Rename the media file to exactly match the corresponding menu item name (including spelling and spacing) as defined in Menu Item Maintenance. The media file must match the name that is used by the KDS Display.

   For example, to associate an image of a cheeseburger to a Cheeseburger (First Name) menu item, rename the file to `Cheeseburger.jpg`. If the KDS Display is configured to show the Second Name, and the cheeseburger has a Second Name entry of ChzBurger, then rename the image to `Chzburger.jpg`.

   Filenames are not case-sensitive. However, Media Viewer cannot make the connection between the two unless the spelling and spacing of the media filename matches the menu item name exactly. Because file name conventions do not support certain special characters (for example, \ / : * ? " < > |), those characters should not be included in a menu item's First Name, Second Name, or Third Name entry. Otherwise, the menu item cannot be associated to a media file of the same name.

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23
KDS Posting Files

If there is a special need to process KDS posting data in real time, you can to configure the KDS to generate up to three different posting files. The posting files generate per KDS Controller and all three files contain the same information.

Generating KDS Posting Files

1. Select the property, click **Setup**, and then click **KDS Controllers**.
2. Double-click a KDS controller record, and then click the **Posting** tab.
3. Enter the text filenames and directory path for storing posting information in the **External Posting File 1** through **External Posting File 3** fields.

   If you do not specify a location, the system stores the files in the`[Drive]:\micros\kds\etc` directory.
4. Click **Save**.

KDS Posting File Specification

The following topics describe the details of the contents of the posting data files created by the Oracle MICROS Kitchen Display System (KDS). The number of files to create (up to 3) and the file names used are configurable parameters of the KDS Controller.

File Format

The posting file is written as a UNICODE (wide character) file, meeting the comma separated value (CSV) format requirements of Microsoft Excel. The CSV format imposes 3 simple rules on each field in a line of text:

1. Each field is terminated by a comma, except for the final field, which is terminated by a **Carriage Return** (0x000D) and a **Line Feed** (0x000A).
2. A field that contains any of the following characters (**“ # ! , \ %**) is enclosed by double quotes
3. Any instance of a **“** (double quote character) within a field is doubled.

Field Definitions

The first field of every record is the record format indicator. This field designates what type of data is posted in this record. The field is formatted as an X.Y number. X represents the type of data posted in this field. Y represents the format or version of the record. If new fields are added to a record, the format will increment. If this occurs, the new fields are appended only to the end of the previous version. This allows the enhanced file format to remain backwards compatible with existing software.

There are six supported record types:

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Table 23-1 Supported Record Types

Record Format Indicator	Description
1.0	Suborder Done Record
2.0	Guest Check Closed Record
3.0	Reviewed Suborder Done Record
4.0	Alert State Record
5.0	Distribution State Record v1
5.0v2	Distribution State Record v2
5.2	Distribution State Record v3

Suborder Done Record

A Suborder Done Record is appended to the posting file(s) each time a suborder is marked as done.

1. **Record Format Indicator** – Always ‘1.0’.
2. **Order ID** – As sent by the POS. This is a unique string assigned to each order.
3. **Check Label 1** – As sent by the POS.
4. **Check Label 2** – As sent by the POS.
5. **Check Label 3** – As sent by the POS.
6. **Check Open Time** – As sent by the POS.
7. **Revenue Center ID** – As sent by the POS.
8. **Table ID** – As sent by the POS.
9. **VIP Check Status** – ‘T’ or ‘F’, as indicated by the POS.
10. **RUSH Order Status** – ‘T’ or ‘F’, as indicated by the POS.
11. **Check Operator Name** – As sent by the POS.
12. **Transaction Operator Name** – As sent by the POS.
13. **First Marked Time** – The earliest time when the order was in a marked/parked state (or 0, if the order is never marked/parked), represented in Unix Time (number of seconds elapsed since 12:00 AM January 1, 1970 UTC).
14. **Total Marked Duration** – Total duration when the order was in a marked/parked state (or 0, if the order is never marked/parked), represented in seconds.
15. **Suborder ID** – Unique (within an order) string assigned to this suborder.
16. **Order Device ID** – As sent by the POS.
17. **Suborder Received Time (Numerical)** – The time that the KDS Controller receives this suborder. This field is the numerical value return by the C-Runtime function, time( ). It is useful for C/C++ applications that are interpreting this data. For a string representation, see field 27.
18. **Suborder Started Time (Numerical)** – Not supported. This field is always ‘0’.
19. **Suborder Done Time (Numerical)** – The time that the suborder was marked as done. This field is the numerical value return by the C-Runtime function, time( ). It is useful for C/C++ applications that are interpreting this data. For a string representation, see field 29.

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20. **Suborder Recall Time (Numerical)** – The time that this suborder was recalled. This field is the numerical value return by the C-Runtime function, time( ). It is useful for C/C++ applications that are interpreting this data. For a string representation, see field 30. If this suborder has not been recalled, the field contains ‘0’.
21. **Suborder Done After Recall Time (Numerical)** – The time that this suborder was marked as done after being recalled. The original Suborder Done Time preserves in fields 17 and 27. This field is the numerical value return by the C-Runtime function, time ( ). It is useful for C/C++ applications that are interpreting this data. For a string representation, see field 31. If this suborder has not been recalled, the field contains ‘0’.
22. **Suborder Appetizer Status** – ‘T’ or ‘F’, indicates if the suborder was an appetizer suborder. The presence of any appetizer items in a suborder makes it an appetizer suborder.
23. **Reached Alert 1 Status** – ‘T’ or ‘F’, indicates if the suborder reaches alert 1 at the time it was marked done.
24. **Reached Alert 2 Status** – ‘T’ or ‘F’, indicates if the suborder reaches alert 2 at the time it was marked done.
25. **Item Count** – Total number of parent menu items on the suborder.
26. **Suborder Done-By Flag** – Indicates which of the following conditions caused the suborder to be done:
    - **3** – Marked done locally, at the station displaying the suborder.
    - **4** – Marked done at an Expo and automatically marked done at the station.
    - **5** – Marked done by a purge request, typically sent by the POS end-of-night procedure.
27. **Suborder Received Time (String)** – The time that KDS Controller receives the suborder. This field has the following format ‘mm/dd/yyyy hh:mm:ss’, and is in coordinated universal time.
28. **Suborder Start Time (String)** – Not supported. This field is always ‘01/01/1970 00:00:00’.
29. **Suborder Done Time (String)** – The time that this suborder was marked as done. This field has the following format: ‘mm/dd/yyyy hh:mm:ss’, and is in coordinated universal time.
30. **Suborder Recall Time (String)** – The time that this suborder was recalled. This field has the following format: ‘mm/dd/yyyy hh:mm:ss’, and is in coordinated universal time. If the suborder has not been recalled, the field contains ‘01/01/1970 00:00:00’.
31. **Suborder Done-After-Recall Time (String)** – The time that this suborder was marked as done after it had been recalled. The original Suborder Done Time is preserved in fields 15 and 27. This field has the following format: ‘mm/dd/yyyy hh:mm:ss’, and is in coordinated universal time. If the suborder has not been recalled, the field contains ‘01/01/1970 00:00:00’.
32. **Menu Item Count** – The suborders menu item count as sent by the POS.
33. **Number of Reviews** – How many times the suborder has been reviewed.
34. **First Review Time** – The earliest time when the suborder was reviewed (or 0, if the suborder was not reviewed), represented in Unix Time (number of seconds elapsed since 12:00 AM January 1, 1970 UTC).
35. **Total Review Duration** – Total duration of time when the suborder was in a review state (or 0, if the suborder was not reviewed), represented in seconds.
36. **Reserved** – Always blank.
37. **User-Determined Start Time** – The time (in Unix Time) when a user starts a suborder.

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38. **Course Number** – The smallest course number among all items on a suborder.
39. **SIPS Item Sequence No. (String)** – The menu item's sequence number if SIPS is used or blank if not using SIPS.
40. **SIPS Item Prep Time** – The menu item's configured prep time if SIPS is used or 0 if not using SIPS.
41. **SIPS Modifier List** – A comma-separator list of the item's modifier with non-zero prep time configured if SIPS is used, or blank if not using SIPS or if the item does not have any modifier with non-zero prep time configured.

Check Closed Record

A Check Closed record is appended to the posting file(s) each time a check closed message is received by the KDS Controller from the POS.

1. **Record Format Indicator** – Always '2.0'.
2. **Check ID** – As sent by the POS.
3. **Revenue Center ID** – As sent by the POS.
4. **Table ID** – As sent by the POS.
5. **Check Label 1** – As sent by the POS.
6. **Check Label 2** – As sent by the POS.
7. **Check Label 3** – As sent by the POS.
8. **Check Operator Name** – As sent by the POS.
9. **Check Open Time** – As sent by the POS.
10. **Check Closed Time (Numerical)** – This is the time that the KDS Controller receives the check closed message from the POS. This field is the numerical value return by the C-Runtime function, time ( ). It is useful for C/C++ applications that interpret this data. For a string representation, see field 15.
11. **VIP Check Status** – 'T' of 'F', as indicated by the POS.
12. **Peak Alert Status** – Indicates the highest alert status reached by any suborder on the check.
    - '0' – unknown; this happens if the KDS Controller is offline when the check open message is sent from the POS.
    - '1' – no suborders on this check reached an alert condition.
    - '2' – at least 1 suborder reached alert 1, but no suborders reached alert 2.
    - '3' – at least 1 suborder reached alert 2.
13. **Entrée Served Status** – 'T' or 'F', indicates if an entrée suborder on the check is marked as done prior to the check being closed.
14. **Check Closed-By-Purge Flag** – 'T' or 'F', indicates if the check was closed by a purge request, typically sent by the POS end-of-night procedure.
15. **Check Closed Time (String)** – This is the time that the KDS Controller receives the check closed message from the POS. This field has the following format: 'mm/dd/yyyy hh:mm:ss', and is in coordinated universal time.

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Reviewed Suborder Done Record

A Reviewed Suborder Done Record is appended to the posting file(s) each time a reviewed suborder is bumped off the screen.

- **Record Format Indicator** – Always '3.0'.

The remaining fields are the same as the **Suborder Done Record**. Refer to the *Suborder Done Record* topic for more information on the remaining fields.

Alert State Record

An Alert State Record is appended to the posting file(s) each time the alert state of the suborder changes.

1. **Record Format Indicator** – Always '4.0'.
2. **Order ID** – As sent by the POS. This is a unique string assigned to each order.
3. **Order Device ID** – The redirected order device ID of the suborder.
4. **Course** – The earliest course among all items of the suborder.
5. **Alert Time** – The time when the alert state changed, represented in Unix Time (number of seconds elapsed since 12:00 AM January 1, 1970 UTC).
6. **Alert State** – The new alert state, represented by one of the following values:
   - 0 = normal active state
   - 1 = alert 1 reached
   - 2 = alert 2 reached

Distribution State Record v1 (Deprecated)

A Distribution State Record v1 is appended to the posting file(s) each time an order's distribution state changes.

> **Note**
>
> Note that this record is only available in KDS versions starting from 2.2.5.1104 to 2.2.5.1429. KDS versions after 2.2.5.1429 use newer versions of the Distribution State Record.

1. **Record Format Indicator** – Always '5.0'.
2. **Order ID** – As sent by the POS. This is a unique string assigned to each order.
3. **State** – Distribution state. Can be one of the following values:

Value	Name	Description
0	DS_UNKNOWN*	Unknown state
10	DS_FUTURE_ORDER*	Future Order check
20	DS_ORDERED*	Order has been created with at least one menu item

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Value	Name	Description
30	DS_SENT	Order has been sent to the kitchen with at least 1 menu item
40	DS_STARTED*	Order has been started
50	DS_PREP_DONE	Order has been prepared by at least one station
60	DS_READY	Order has been expo done and is ready to be distributed to the customer
70	DS_DISPATCHED*	Order has been transferred to driver
75	DS_UNDISPATCHED*	Order has been undispatched from the driver
80	DS_DELIVERED*	Driver back in store delivery
90	DS_COMPLETE*	Order has been final tendered
100	DS_CANCELLED	Order cancelled (possibly due to a hoax delivery request)

* = For future use; currently unavailable

Distribution State Record v2 (KDS 2.2–3.2)

A Distribution State Record v2 is appended to the posting file(s) each time an order's distribution state changes. This is introduced in KDS version 2.2.5.1431.

1. **Record Format Indicator** – Always '5.0V2'.
2. **Order ID** – As sent by the POS. This is a unique string assigned to each order.
3. **State** – Distribution state. Can be one of the following values:

Value	Name	Description
0	DS_UNKNOWN*	Unknown state
10	DS_FUTURE_ORDER*	Future Order check
20	DS_ORDERED*	Order has been created with at least one menu item
30	DS_SENT	Order has been sent to the kitchen with at least 1 menu item
40	DS_STARTED*	Order has been started
50	DS_PREP_DONE	Order has been prepared by at least one station
60	DS_READY	Order has been expo done and is ready to be distributed to the customer
70	DS_DISPATCHED*	Order has been transferred to driver
75	DS_UNDISPATCHED*	Order has been undispatched from the driver
80	DS_DELIVERED*	Driver back in store delivery

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Value	Name	Description
90	DS_COMPLETE*	Order has been final tendered
100	DS_CANCELLED	Order cancelled (possibly due to a hoax delivery request)

* = For future use; currently unavailable

4. **State Update Time** – The time when the order change (added, done, canceled, or recalled) occurred, represented in Unix Time (number of seconds elapsed since 12:00 AM January 1, 1970 UTC).

Distribution State Record v3 (KDS 3.3 and higher)

A Distribution State Record v3 is appended to the posting file(s) each time an order's distribution state changes. This is introduced in KDS version 3.3.0000.2959.

1. **Record Format Indicator** – Always '5.2'.
2. **Order ID** – As sent by the POS. This is a unique string assigned to each order.
3. **State** – Distribution state. Can be one of the following values:

Value	Name	Description
0	DS_UNKNOWN*	Unknown state
10	DS_FUTURE_ORDER*	Future Order check
20	DS_ORDERED*	Order has been created with at least one menu item
30	DS_SENT	Order has been sent to the kitchen with at least 1 menu item
40	DS_STARTED*	Order has been started
50	DS_PREP_DONE	Order has been prepared by at least one station
60	DS_READY	Order has been expo done and is ready to be distributed to the customer
70	DS_DISPATCHED*	Order has been transferred to driver
75	DS_UNDISPATCHED*	Order has been undispatched from the driver
80	DS_DELIVERED*	Driver back in store delivery
90	DS_COMPLETE*	Order has been final tendered
100	DS_CANCELLED	Order cancelled (possibly due to a hoax delivery request)

* = For future use; currently unavailable

4. **State Update Time** – The time when the order change (added, done, canceled, or recalled) occurred, represented in Unix Time (number of seconds elapsed since 12:00 AM January 1, 1970 UTC).
5. **Revenue Center ID** – As sent by the POS. This is a unique string for each revenue center.
6. **Check Number** – As sent by the POS. This is a string assigned to each check.

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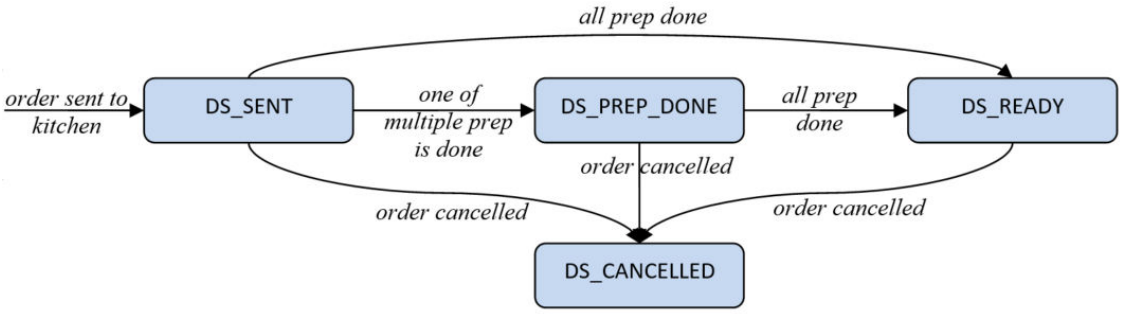
7. **Order Device ID** – ID of the order device where this event is triggered from. This field is blank when the state is DS_CANCELLED.

Distribution State Transition

The following figure is a state transition diagram of the currently available distribution states:

Figure 23-1 Distribution State Transition Diagram



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24

Translation for KDS

You can configure the language that appears on KDS Displays for a property. When configured, kitchen staff will see the following elements on the display in their native language:

- User interface messages
- Dialog window titles
- List columns headers
- Item status on reports
- Statistics
- Chit labels that reflect the current state of the order
- Static information such as seat, count, zone, subtotal, and so on

KDS Display languages are maintained in the KDS, so there is no need to insert separate language records within the EMC.

You must manually translate KDS toolbar button names and menu item names.

Languages Supported by KDS Displays

The following table lists the languages that are supported by different KDS Display platforms:

Table 24-1 Languages Supported by KDS Displays

Language	Microsoft Windows 32 Devices	Oracle Linux for MICROS Devices	RDC Devices
Arabic	Yes	Yes	No
Chinese (Simplified)	Yes	Yes	No
Chinese (Traditional)	Yes	Yes	No
Danish	Yes	Yes	Yes
Dutch	Yes	Yes	Yes
English	Yes	Yes	Yes
Finnish	Yes	Yes	Yes
French	Yes	Yes	Yes
German	Yes	Yes	Yes
Italian	Yes	Yes	Yes
Japanese	Yes	Yes	No
Korean	Yes	Yes	No
Norwegian	Yes	Yes	Yes
Portuguese (Brazil)	Yes	Yes	Yes
Portuguese (Portugal)	Yes	Yes	Yes
Russian	Yes	Yes	Yes

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Table 24-1 (Cont.) Languages Supported by KDS Displays

Language	Microsoft Windows 32 Devices	Oracle Linux for MICROS Devices	RDC Devices
Spanish (Latin America)	Yes	Yes	Yes
Spanish (Worldwide)	Yes	Yes	Yes
Swedish	Yes	Yes	Yes
Thai	Yes	Yes	No
Turkish	Yes	Yes	Yes

Setting the Language for KDS Displays

Setup for Multiple Language Users (optional)

- To implement multiple languages on KDS displays, privileged users must first add and configure all alternate languages in the **Languages** module from the Enterprise level. English is the default language.
- Each property can support up to four languages (1–4) . To make alternate languages available to KDS displays, privileged users must first assign languages from the **Property Parameters** module at the property level.

See the following topics in the *Oracle Simphony Configuration Guide* for more information:

- **Configuring Languages**
- **Setting Languages for the Property**

Complete these steps after all languages have been configured and assigned to a property:

1. Select the property, click **Setup**, and then click **KDS Displays**.
2. Double-click the appropriate KDS Display record to open it.
3. From the **General** tab, select the **Default Language** from the drop-down list, and then click **Save**.

> **Note**
>
> A KDS bump bar and toolbar function named **Language** is available which allows users to switch languages on the KDS display. When switching languages on the KDS display, the order of the available languages is determined by the order in which each language was added to the Property Parameters module's **Language 1 – Language 4** fields.

Translating KDS Toolbar Button Names

1. Insert a new KDS toolbar record for the language (for example, `KDS Tool Bar_French`) and configure as described in Configuring the KDS Toolbar.
2. In the **Legend** column, enter the button names in the translated text, and then click **Save**.
3. Select the property, click **Setup**, and then click **KDS Displays**.

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4. Double-click the appropriate KDS Display record to open it, and then click the **General** tab and select the **Tool Bar** you created in Step 1.

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KDS Operations

This chapter describes the daily use of the KDS.

KDS Initialization

When a KDS Display is launched, it does not show the toolbar until it has connected to the KDS Controller. To exit the KDS Display application during initialization, press the **Q** key using a keyboard. If a Windows 32 KDS client detects that a Simphony service host is running while initializing (see POS Operations and KDS Sharing the Same Client for more information), it shows a **Close** button on the KDS Display application window frame before the display connects to the KDS Controller.

After the connection is established, you can use either of the following methods to exit the KDS Display application:

- Click the **Close** button on the KDS toolbar.
- Press the **Close** button on the KDS bump bar.
- Press the **Q** key on the keyboard.

Using the KDS Toolbar and Bump Bar

1. To select a chit on the current page, press one of the following buttons:
   - **Select Previous**: Select the previous order on the display.
   - **Select Next**: Select the next order on the display.
2. To claim an order, select the chit, and then press one of the **Claim Order** buttons.
3. To move focus between the panels in a split screen KDS Display, press **Panel Swap**.
4. To select the next unstarted order, press **Select Next Unstarted**.
5. To select the first unstarted order on the display, press **Select First Unstarted**.
6. To start the current order and select the next unstarted order, press **Start and Select First Unstarted**.
7. To select an item on the chit, select a chit, and then select the item you want using the **Select Next Item** or the **Select Previous Item** button.
8. To view the next chit on the current page, press **Arrow Left** and **Arrow Right**.

   If you are in chit mode, the KDS moves one chit at a time to the left or right to display the next chit.

   If you are in list mode, the KDS moves up or down to the next line.
9. To send an item on hold because of prep timing to the Prep Station, select the item on the chit from the Expo Display, and then press **Fire Item**.
10. To send all items on hold in an order because of prep timing to the Prep Stations, select the chit from the Expo Display, and then press **Fire All**.
11. To move to the first page of the display, press **Home**.

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12. To move to the last page of the display, press **End**.
13. To move between pages, press **Page Left**, **Page Right**, **Page Up** or **Page Down**.
14. To assign a priority to an order, select the chit, and then press any button from **Priority 1** through **Priority 8**.

    Priority 1 has the highest priority and Priority 8 has the lowest priority. The priority shows on the top right corner of the order in chit mode and on the Attn column in list mode.
15. To print the guest check corresponding to a chit, select the chit, and then press **Print Check**.
16. To print the selected chit, press **Print Order Chit**.
17. To mark an order as complete and remove the chit from the screen, select a chit, and then press **Done**.
18. To mark the first order on the display as complete, press **Select and Done**.
19. To mark the first order on the display as complete and select the next order, press **Done and Select First**.
20. To mark an item on the chit as complete, select the chit, select the item you want to mark as complete, and then press **Done Item**.
21. To exit the transaction, press **Cancel**.
22. To recall the last order that you marked as complete and restart the timer, press **Recall Last**.
23. To review the last order that you marked as complete, without restarting the timer, press **Review Last**.
24. To review an order from the 50 orders that you marked as complete in the last 15 minutes, without restarting the timer, press **Review with Panel**, and then select the order you want to view.

    This function only works in chit mode.
25. To recall an order from the 50 orders that you marked as complete during the last 15 minutes and restart the timer:
    - To view the orders as order chits, press **Recall with Panel**, select the order you want to recall, and then press **OK**.
    - To view an order list, press **Recall**, select the order you want to recall, and then press **OK**.
26. To recall an order from the 50 orders that you marked as complete during the last 15 minutes, without restarting the timer, press **Review**, select the order you want to recall, and then press **OK**.
27. To recall an item that you marked as complete, select a chit, press **Recall Item**, select the item you want to recall, and then press **Recall Item** again.
28. To recall the last item that you marked as complete, press **Recall Last Item**.
29. To view a list of all production items in the kitchen, press **Production Summary**.
30. To view a consolidated list of active orders for the display station (without condiments), press **Summary Condensed**.
31. To view a consolidated list of active orders for the display station (including condiment items), press **Summary Expanded**.
32. To remotely view orders on another display:

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- To select the display from a list, press **Remote View List**, select a KDS Display from the list, and then press **Done**.
- To view orders on the first available KDS Display by record number, press **Remote View Next**.
- To go through KDS Displays that allow remote viewing by record number, press **Remote View Next**, and then press **Next** on the remote toolbar to move to the next display.

You can review, recall, and mark orders as done on other KDS Displays through remote viewing.

33. To mark an order as started, select a chit, and then press **Order Started**.
34. To mark the first order on the current page as started, press **Order Started First**.
35. To change an item's status to start for the Prep Station on a Prep Display (only for single item per suborder (SIPS) chits):
    a. Select a chit with a single item, select the item you want to mark, and then press **Prep Start/Stop**.
    b. To change the status back to fired, press **Prep Start/Stop** again.
36. To view menu items sorted by status, press **Cook Summary**.

    The Cook Summary window shows only menu items and not condiments. On Prep Displays, Fired items appear first followed by Started items. On Expo displays, Sent items appear first, followed by Fired items, then Started items, and finally Done items.
37. To keep an order on the KDS Display and prevent kitchen staff from bumping it, select a chit, and then press **Mark**.
38. To prevent kitchen staff from bumping the first order on the display, press **Mark First**.

    If an order is already selected on the display prior to using this function, the system marks that order and keeps it from being bumped.
39. To keep an item in an order on the KDS and prevent kitchen staff from bumping it, select the chit, select the item you want to hold, and then press **Mark Item**.
40. To push an order to another KDS Prep Station in the revenue center using a Prep Display:
    a. Select a chit, press **Push Order**, and then select the KDS Prep Station.
    b. Press **OK** to confirm, or press **Cancel** to exit without pushing the order.
41. To pull an order from another KDS Prep Station in the Prep Station's primary distribution group using a Prep Display, press **Pull Order**.
42. To claim an order from a transaction in a lane, press **Lane Claim**.
43. To push an order to the other lane, press **Lane Push**.

    You must claim an order in a lane (by pressing **Lane Claim**) before you can push it to the other lane.
44. To view table details for checks you begin by table using an SOS Display, select a chit, and then press **Table Detail**.
45. To view media files on recipe preparations or other work-related tasks, press **Media Viewer**, and then select the file you want to view.

    If the file name is longer than the width of the list box, use one of the following methods to view the entire file name:

    - If you are using a touchscreen device or mouse, move the horizontal scroll bar left or right

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- If you are using a device without a touchscreen or mouse, press **Arrow Left** or **Arrow Right** on the bump bar
- If you are using a Microsoft Win32 device with a mouse, hover over the file to view the entire file name in a tooltip

46. To view media files related to the items in an order, select a chit, and then press **Media Viewer**.
47. To switch between up to four languages (1–4) on KDS displays, press **Language**. Each subsequent press switches to the next available language.
48. To minimize the KDS application to the toolbar (Microsoft Windows 32-bit displays), press **Minimize**.
49. To close the KDS application, press **Close**.

Switching Between the POS and KDS

> **Note**
>
> The functionality described here is only supported for legacy POS and KDS devices running Microsoft Windows operating systems. It is not supported for devices running Oracle Linux for MICROS.

If the client is set up to run both the POS and the KDS Display on the same device, follow these instructions to switch focus between the two:

1. If the focus is on POS operations, click the **Show KDS Display** function key to switch to the KDS.
2. If the focus is on the KDS Display, click the **Show OPS** function on the toolbar to switch to the POS.

   You cannot switch focus to the POS if it is minimized to the system tray.

KDS Chit Icons

KDS Displays show various icons that indicate check status or other information. The following table describes the icons that appear on order receipts (chits) at a standard KDS:

Table 25-1 KDS Chit Icons

Icon	Icon Name	Description
	VIP Order	A VIP customer.
	Rush Order	A rush order.
	Recall	The order has been recalled to the display. A recalled order is an order that was previously bumped (marked complete) at a station but has been recalled to display again.
	Void	The item is voided from the order.
	First Alert	The order has passed the First Alert preset time limit.
	Second Alert	The order has passed the Second Alert preset time limit.

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Table 25-1 (Cont.) KDS Chit Icons

Icon	Icon Name	Description
	Previous Course Indicator	The order had menu items ordered in the previous round.
	Priority Order 1	The order belongs to Priority level 1.
	Priority Order 2	The order belongs to Priority level 2.
	Priority Order 3	The order belongs to Priority level 3.
	Priority Order 4	The order belongs to Priority level 4.
	Priority Order 5	The order belongs to Priority level 5.
	Priority Order 6	The order belongs to Priority level 6.
	Priority Order 7	The order belongs to Priority level 7
	Priority Order 8	The order belongs to Priority level 8.
	Priority Order Cancel	The priority assigned to the order has changed to none (cancelled).
	Review	The order is being reviewed.
–	Prep Status – Inactive Order	Each icon on the chit header represents a Prep Station that the order is not active on.
○	Prep Status – Active Order	Each icon on the chit header represents a Prep Station that the order is active on.
●	Prep Status – Done	Each icon on the chit header represents a Prep Station that has marked the order Done on that Prep Station.
Magenta border	Marked/Parked Order	The order is marked (parked) and cannot be bumped.
An X superimposed over the order/ suborder.	Cancelled Order	The order was cancelled. This icon only appears when using DOM mode.
→	Item Sent (from POS)	The item has been sent to the Expo Display, but not to the Prep Station. The icon appears on the Expo Display.
–	Item Fired	The item has fired to the Prep Station. The icon appears before the item name.
○	Item Started	The item is being prepared. The icon appears before the item name.
●	Item Done	The item is marked as Done.
	Item Marked/ Parked	The item is marked (parked), and cannot be bumped.
	Item Selected	The item is selected.
	Item Recalled	The item has been recalled to the display.

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SEI KDS Chit Markers

Similar to a standard PC-based KDS, Select Electronics, Inc. (SEI) KDS shows markers on the order receipts to indicate their status. The following table describes the markers that appear on SEI KDS:

Table 25-2 SEI KDS Chit Markers

Marker	Marker Name	Description
VIP	VIP Order	A VIP customer.
>>	Rush Order	A rush order.
Timer shows in yellow on red	First Alert	The order has passed the First Alert preset time limit.
Timer flashing in white on red	Second Alert	The order has passed the Second Alert preset time limit.
–	Prep Status – Inactive Order	Each marker on the chit header represents a Prep Station that the order is not active on.
O	Prep Status – Active Order	Each marker on the chit header represents a Prep Station that the order is active on.
X	Prep Status – Done	Each marker on the chit header represents a Prep Station that has marked the order Done on that Prep Station.
PARK	Marked/Parked Order	The order is marked (parked) and cannot be bumped.
DONE	All Prep Done	All suborders are marked Done.
DONE (Flashing)	Oldest All Prep Done	The order on the KDS display that is the oldest (longest time in the kitchen) is marked Done at all Prep Stations.
ReC	Recall	The order has been recalled to the display. A recalled order is an order that was previously bumped (marked complete) at a station but has been recalled to display again.
An X superimposed over the order/ suborder.	Cancelled Order	The order was cancelled.
D	Item Done	The item is marked as Done. The marker appears beside the item name.
V	Void	The item is voided from the order.

KDS Connection Icons

The following connection icons appear at the bottom right corner of the screen and indicates whether the KDS Display is properly connected to the KDS Controller.

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Table 25-3 KDS Connection Icons

Icon	Icon Name	Description
	Connected	The KDS Display is connected to the KDS Controller.
	Connection Waiting	The KDS Display is waiting for a connection to the KDS Controller.
	Disconnected	The KDS Display is not connected to the KDS Controller.
	Connected to Backup	The KDS Display connected to the backup KDS Controller.
	Disconnected from Backup	The KDS Display is not connected to the backup KDS Controller.

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KDS Reports

You can generate the following types of KDS reports through Oracle Hospitality Reporting and Analytics version 9.0 and later:

- Quick Service Restaurant Reports
- Table Service Restaurant Reports

Quick Service Restaurant Reporting in Reporting and Analytics

The following table provides an overview of the quick service oriented reports.

Table 26-1 Reporting and Analytics KDS QSR Reports

Report	Description
KDS Speed of Service Report	This report summarizes the speed of service times and averages broken down by business date, revenue center, time period, and order type.
Location Parked Order Report	This report shows each order that was parked, the time it was parked, and the elapsed time it was parked, by order type. Data is broken down by business date, time period, employee, order type, and order. The report shows totals and averages by employee, order type, and time period.
Today's Location Parked Order Report	

Table Service Restaurant Reporting in Reporting and Analytics

The following table provides an overview of the table service oriented reports.

Table 26-2 Reporting and Analytics KDS TSR Reports

Report	Description
Today's KDS Consolidated Menu Item Prep Times Report	This report shows a comparison between a menu item's estimated preparation time and the average time it actually took to mark the menu item done from the Prep Station. You can run the report for a specific date range, and the results are listed by day part.
Daily KDS Consolidated Menu Item Prep Times Report	

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Table 26-2 (Cont.) Reporting and Analytics KDS TSR Reports

Report	Description
KDS Guest Experience Summary Report	This report shows the preparation time, sent time, dining time, and check total for each course within a check. Data is broken down by revenue center, day part, and employee. Each check created on a particular day is included in the results, provided there was an active time period when the check was created. Totals are displayed as the sum of the items listed for each column.
KDS Guest Experience Detail Report	This report shows the preparation time, sent time, dining time, and check total for each dining course within a check. Data is broken down by revenue center, day part, employee, and check number. Each check created on a particular day is included in the results, provided there was an active time period when the check was created. Totals are displayed as the sum of the items listed for each column.
KDS Order Aging Report	This report shows the check count, guest count, check total, and number of recalls performed for each course within the time period specified. Data is broken down by date and day part. Totals are displayed as the sum of the items listed for each column.

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Remote Support

Use the **Launch Support Session** and the **Close Support Session** buttons on the kitchen display system's bump bar (keyboard) or toolbar (touchscreen) to launch and close a remote support session.

Oracle Customer Support agents use the Remote Support Tool (RST) to securely access Simphony Cloud users' Linux-based kitchen display system. This includes access to the Linux terminal shell, the Simphony client user interface, and transferring files.

On a Linux kitchen display system, users can launch the support session and provide the Support Session ID to the Customer Support agent. The status of the Support Session appears on the workstation (active or connected). Upon completion, the user or the agent can close the support session.

Creating Support Session Buttons

In the Simphony EMC, you can use the KDS Tool Bars module or the KDS Bump Bars module to add two function keys that launch or close a remote support session from a Linux KDS display.

KDS Tool Bar Module

1. In the EMC, select the property, click **Setup**, and then click **KDS Tool Bars**.
2. Click an existing record, then click the **Add** button.
3. In the newly created record, select the **Launch Support Session** option from the **Function** drop-down list.
4. Click the **Add** button again.
5. In the newly created record, select the **Close Support Session** option from the **Function** drop-down list.
6. Enter descriptive details for the legend, background, and legend colors.
7. Save the record.

KDS Bump Bar Module

1. In the EMC, select the property, click **Setup**, and then click **KDS Bump Bars**.
2. Click an existing record, then click the **Add** button.
3. In the newly created record, add a **Scancode** value, and then select the **Launch Support Session** option from the **Function** drop-down list.
4. Click the **Add** button again.
5. In the newly created record, add another **Scancode** value, and then select the **Close Support Session** option from the **Function** drop-down list.
6. Save the record.

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Launching and Closing a Support Session

On Linux KDS displays, you can use the on-screen KDS toolbars or the KDS bump bar to launch or close a remote support session from a KDS display.

Using the KDS Toolbar

1. On the KDS toolbar, click **L RST** to launch the remote support session.
2. The **Support Session ID** window displays a unique 12-character session ID.
3. Give the unique ID to the Remote Support Agent in order for them to proceed with the support session.
4. A blinking message on the bottom left of the screen indicates that there is an active remote session occurring on the KDS display.
5. On the KDS toolbar, click **S RST** to close the remote support session.
6. The **Support Session ID** window displays a message indicating that the support session has closed. The blinking message on the bottom left of the screen also stops, indicating that there is no longer a remote session occurring on the KDS display.

Using the KDS Bump Bar

1. On the KDS bump bar, click the designated launch remote support session button to launch the remote support session.
2. On the screen, the **Support Session ID** window displays a unique 12-character ID.
3. Give the unique ID to the Remote Support Agent in order for them to proceed with the support session.
4. A blinking message on the bottom left of the screen indicates that there is an active remote session occurring on the KDS display.
5. On the KDS bump bar, click the designated close remote support session button to close the remote support session.
6. The **Support Session ID** window displays a message indicating that the support session has closed. The blinking message on the bottom left of the screen also stops, indicating that there is no longer a remote session occurring on the KDS Display.

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