Release Notes

New Features & Enhancements

POS Version 4.0.1.0
Android Version 4.0.1.0
Portal Version 4.0.1.0

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Contents

VERSIONS 4
NEW FEATURES & ENHANCEMENTS 5
POS Interface Changes (GUI) 5
Tables View – Start Order Features 9
Begin By Table 11
Begin Fast Tab 13
Pickup By Table 14
Pickup From List 14
Tables View – My Checks 15
Portal Reports Structure Changes 15
xnPOS GO Enhancements 18
Using QR Code to Pay Orders Placed Outside of GO 18
Menu Button Translations 18
Translations for GO Messages 19
Placing Orders When Room Service Status is Blocked 21
Default Menu Item Template 21
Additional Menu Item Template 21
Location of Item Prices 22
Gratuity/Tip Entry Enhancements 22
Automatically Closing Abandoned GO Orders 23
Time Restrictions Across Time Zones 23
Windcave Payment Gateway Interface 23
Adyen Pay@Table Receipt QR Code 23
Error Displayed When Database Unavailable 24
Adding Tips for Multiple Tables with Pre-Authorisations 24
Check Number on Pre-Authorisation Slips 24
Pay@Counter - Transaction Finalisation Prompts After Entering Tips 24
Elavon Canada Certification 25
Split Bill Enhancements 25
Auto-Gratuity by Covers & Split Bill 27
Gratuity/Tip Calculation Mode 28
Gratuity/Tip Text on Bills 28
Clearing a Seat Assignment 29
Manager Approval Using Swipe Cards 30
Alert Enhancements 30
Signing in Operators as Money Belt Operators 31
Images Setup Not Fully Configured 31
Editing Cost Prices from Item Catalog for Theoretical GP Report 32
Training Operator Mode 33
Send Order Enhancement (Hold & Fire) 35
PMS Errors – Alternative Text 37
Room Enquiry – Table Information 37
Item Lookup by Item Group 37
Item Lookup By Category/Department 38
Applying Item Groups to Items 39
Overriding Item-Level Tax with Store-Level Tax 40
Exiting/Closing the POS Application 40

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Catch Up To Date Functionality 40
Currency Symbol Alignment on Bills & Receipts 41
Number of Characters for Modifier Options When Printed 41
Android - Allocating Tips Without Signing Out (Tips Transfer In-Shift) 41
Android – Payments Screen Enhancements 42
Android – Tables View - Number of Open Tables in Each Location 43
Android – Send Order Bill Printing Options 43
Android – Text Size of Journal Window & Meal Group Selections 43
Android – Back Button in Split Bill 44
KDS – Layout Enhancements 45
KDS – New Items Shown in New Window 45
KDS/CDS – Display of Current Time 45
Kiosk – User Menu Discounts 46
Kiosk – Prompts for Receipt Printing 46
Kiosk – Protection Against Opening Workstation if Already Open 46
Kiosk – Masked Entry of Name and Room Number 46
Kiosk – Time Restrictions on Panels 46
Kiosk – Item Restrictions 46
KOT - Group Enhancement 47
KOT - Tag Number Display 47
Pushing Split Tables to Another Outlet 47
End of Transaction Auto Logout in Bar Mode 47
User Preferences (Saving Frequently Used Reports and Portal Functions) 47
Saving/Updating Preferred Reports 48
Saving/Updating Preferred Portal Functions 49
Portal URL & Login Screen 50
Alif Export 51
Employee Setup – Rate Type 51
Task Scheduler – Email Subject Text 52
Portal Report Filters 52
Portal Reports View Data Button Availability 52
Tips Summary Report Enhancement 52
Tips Summary on Operator Sign-Out 53
Portal Dashboard – Number Format of Average Values 53
Portal Electronic Journal – Filtering By Record Status 54
Panel Buttons – Sorting Buttons Alphabetically 55
Number of Bills to Print Based on Bill Signature 56
Meal Group Selections Screen Layout 56
ADDITIONAL INFORMATION 58
Operator X-Read – Keeping Operators Signed In on Workstation Close 58

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VERSIONS

The verified component versions required for this release are listed below.

CLIENT APPLICATIONS

POS Client	4.0.1.0
Android (APK)	4.0.1.0
KDS	4.0.1.0
Kiosk	4.0.1.0
Launcher	1.0.3.0
xnPOS GO	4.0.1.0

DATA CENTRE COMPONENTS

Portal	4.0.1.0
POS_SVC	5.15
Task Runner	4.0.1.0

OTS EXE COMPONENTS

ISHOP_SYNC EXE	1.3.6.3
ISHOP Scheduler EXE	N/A
Print Spooler EXE	N/A

OTS ISHOP_SVC

ISHOP_SVC	4.0.1.0

PAYMENT GATEWAY COMPONENTS

3C Pay@Table	4.0.1.0	3C Pay@Counter	4.0.1.0
Elavon Pay@Table	4.0.1.0	Elavon Pay@Counter	4.0.1.0
Adyen Pay@Table	4.0.1.0	Adyen Pay@Counter	4.0.1.0
PayIFWEBService	4.0.1.0		

OTS WINDOWS SERVICES

Updater Service	1.0.1.0
OTS Sync Service	4.0.1.0
OTS GO Sync Service	4.0.1.0
Spooler Service	4.0.1.0
Scheduler Service	4.0.1.0

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NEW FEATURES & ENHANCEMENTS

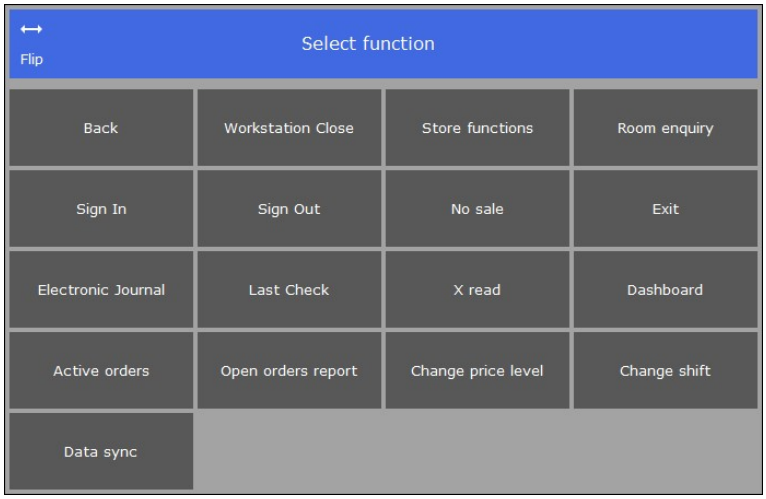
POS Interface Changes (GUI)

In order to enhance the POS application user experience, the appearance of the POS application has been changed, bringing it in line with the Android application.

Most changes implemented do not affect workflow, however there are some changes which do require minor adjustments to workflow and these are detailed below:-

- Following customer feedback, the main POS application (login view) screen has been changed, so the login view screen only shows buttons for any signed in operators, any workstations (or virtual workstations) which are available from that particular terminal, and a Functions button:-

- Any non-transactional functions have been moved to a new Functions screen, accessed via the “Functions” button, and within this screen, the buttons available are dependent on various criteria (e.g. store status, or whether the workstation is open or closed, and whether certain configuration options are enabled, etc.):-



For example, the Sign In and Sign Out buttons are available when the workstation is open, and the Workstation Open button is only available when the workstation is currently closed but the store is open, etc.

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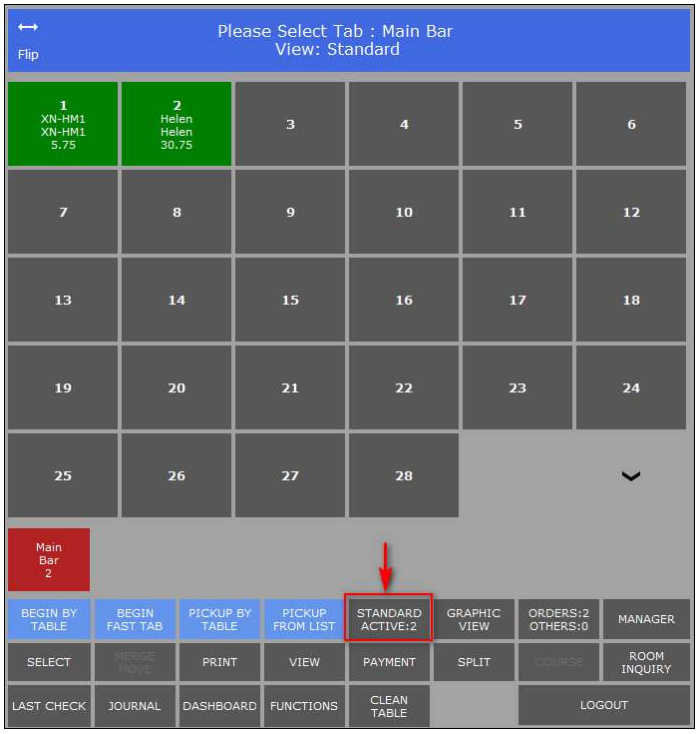
- The Easy View button within Tables View has been replaced by a single toggle button which allows switching between STANDARD, ACTIVE, and MY CHECKS views (where enabled):-



STANDARD shows all tables, ACTIVE shows only the active tables, and MY CHECKS shows only the active tables for the current operator (see *Tables View – My Checks* on page 15 for further details on this functionality).

The default view is STANDARD, however this can be configured to default to ACTIVE or MY CHECKS. Please contact us if you require this changing.

- The layout of the transaction window has been brought more in line with the current android application screen:-

A definition of each button is provided below:-

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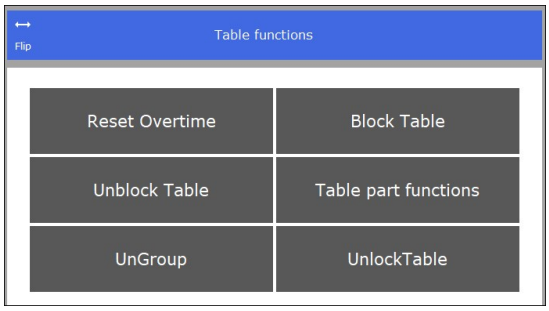
1		Displays the table number. When selected, displays table information and allows changing of the table reference or perform a room enquiry.
2		Displays the number of covers. When selected, allows the number of covers to be changed.
70919709		Displays the transaction number. When selected, displays table events.
Print bill		Prints the bill.
Expand	Collapse	Toggle button which shows/hides the numeric keypad to allow more items in the transaction window to be displayed.
Single	Multi	Toggle button which defines whether a single item is highlighted when selected, or whether multiple items can be highlighted as each item is selected.
Details	Summary	Toggle button which shows/hides the totalizers section (Sub Total, Tips, Service Charge, Tax, Balance etc., depending on existing configuration).
		Allows navigation up and down the list of items within the transaction window.

- The default buttons available within Tables View have been changed to the following:-

- The Functions menu within Tables View has been changed to include the following options (subject to configuration):-



- A new method to select multiple tables has been added by using the SELECT button:-

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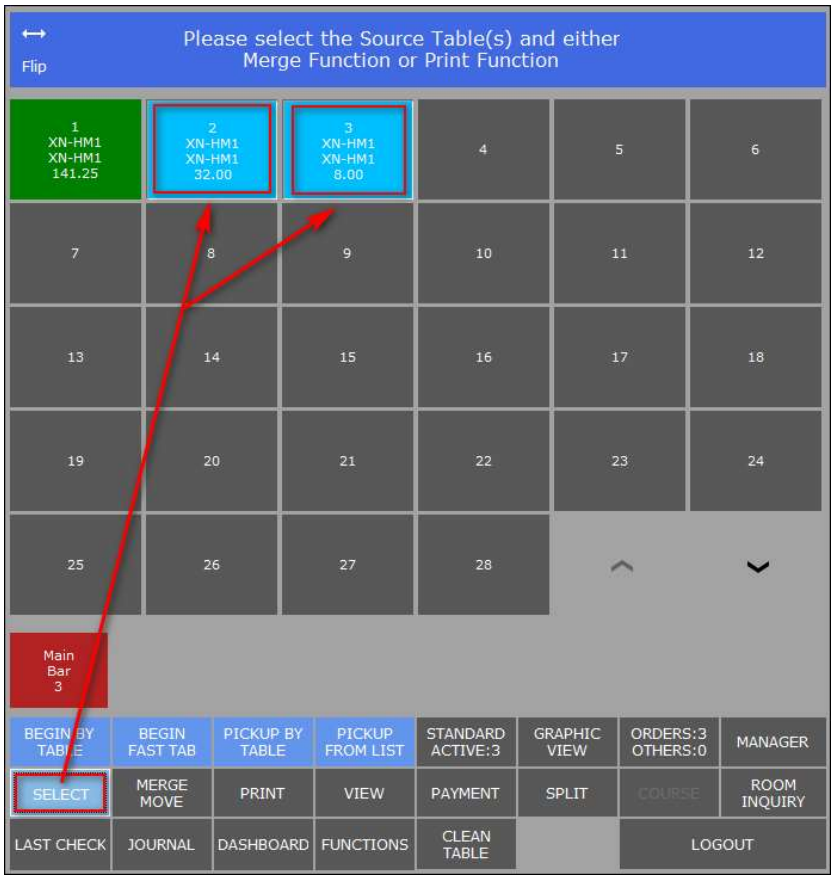
Click on the SELECT button, then click on each table in turn that you wish to select. As each table is selected, it will be highlighted in blue as shown below:-



Note: There are some scenarios where a highlighted table is not shown in blue, e.g. where overtime is being used and the table has exceeded the overtime value.

- To move or merge tables, click on the SELECT button first, select the source table(s), click on the MERGE MOVE button, select the destination table. A confirmation message will be displayed before performing the action.

- New options for Begin by Table, Begin Fast Tab, Pickup by Table, and Pickup From List have been added. See *Tables View – Start Order Features* on page 9 for further details.

- To display system information, from any screen, click on the (i) shown at the bottom-right of the POS screen:-

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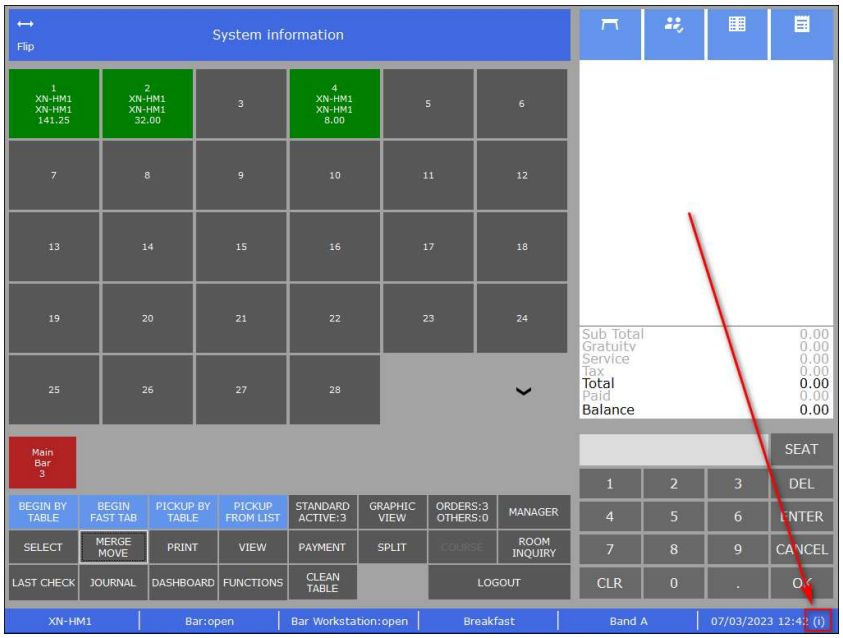
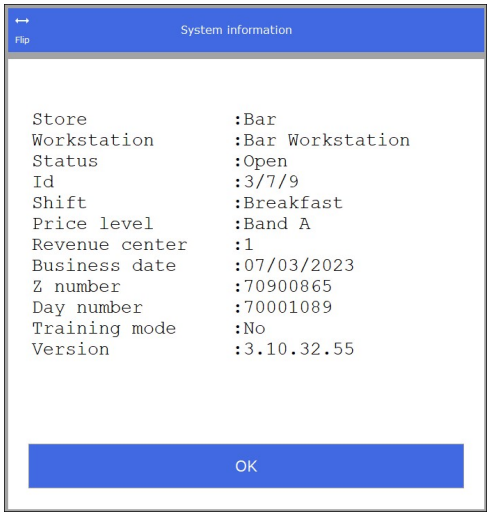


This will display system information for the current workstation:-



- The Date/Time format shown at the bottom-right of the status bar of the application is formatted based on existing configuration and can be changed regionally as required:-

Tables View – Start Order Features

Several new 'start order' features have been added to the Tables View screen on POS:-

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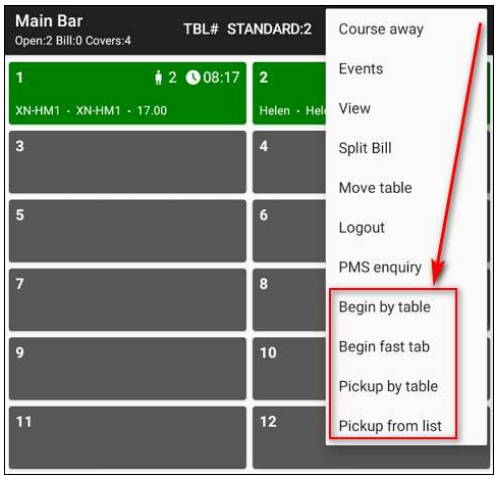
On android, these options are shown on the menu which is displayed when the 3 dots are selected at the top of the Tables View screen:-



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Each of these options is defined in the sections below.

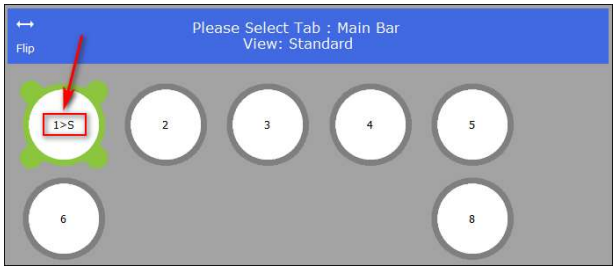
Begin By Table

This functionality allows opening of a table by entering the table number, or for multiple checks to be opened on an existing table (depending on configuration).

If “Begin by Table” is selected and an empty table number is entered, this will open the table.

If “Begin by Table” is selected and an open table number is entered, this will then ‘part’ the table. The original table number remains unchanged (e.g. Table 1 remains “1”) and any new checks for the same table are automatically numbered 1.2, 1.3 etc.:-

Note: If Graphic View is used, the table which has been parted cannot be displayed as separate tables, therefore the graphic view will indicate a table has been parted by displaying the first ‘part’, as shown in the example below:-



The table parts can only be displayed by exiting Graphic View and changing to STANDARD view:-

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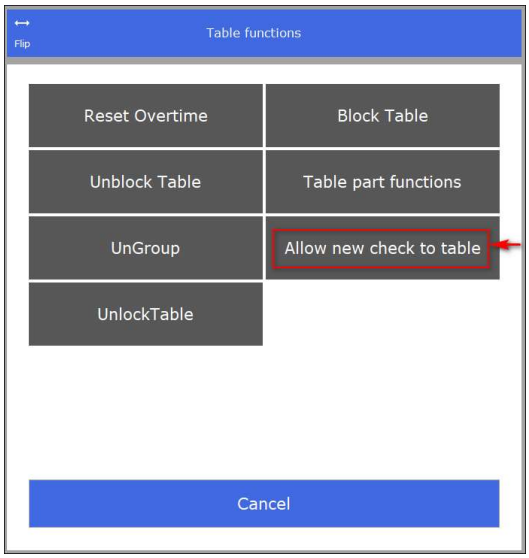
The ability to use “Begin By Table” to add multiple checks to an existing table is enabled by default for USA customers, and disabled by default for the rest of the world. Please contact us if you wish to change this.

IMPORTANT: This functionality replaces the previous “Allow new check to table” functionality, therefore this option has now been removed from the Table Functions menu on POS and as no longer available on android:-



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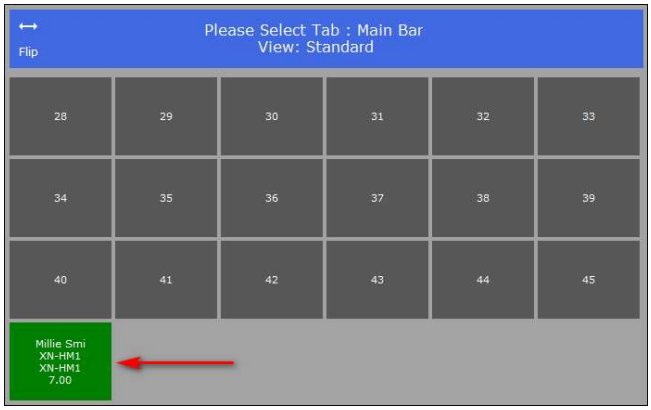
Begin Fast Tab

This functionality allows a fast tab to be created.

If “Begin Fast Tab” is selected, a table reference will be requested, where up to 15 characters can be used to enter a name or other unique reference:-

After clicking on OK, a table will be opened with the reference entered:-

Within the Tables View, this table is shown at the end of the list of tables:-



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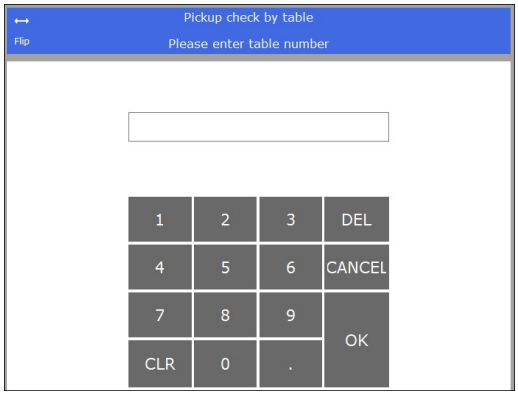
Pickup By Table

This functionality allows an open table to be retrieved by entering the table number.

If “Pickup By Table” is selected, the table number is requested:-

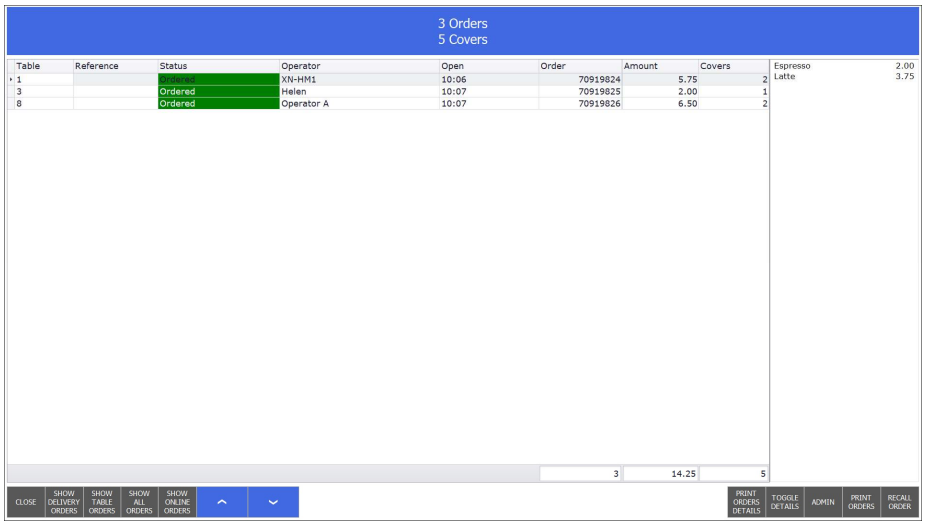


Enter the table number, click on OK, and the table is retrieved.

Pickup From List

This functionality displays a list of active tables, allowing the selected table to be recalled.

If “Pickup From List” is selected, a list of all active tables is presented:-



The required table can then be selected from the list, and the RECALL ORDER button selected to retrieve the table and display the Payments panel.

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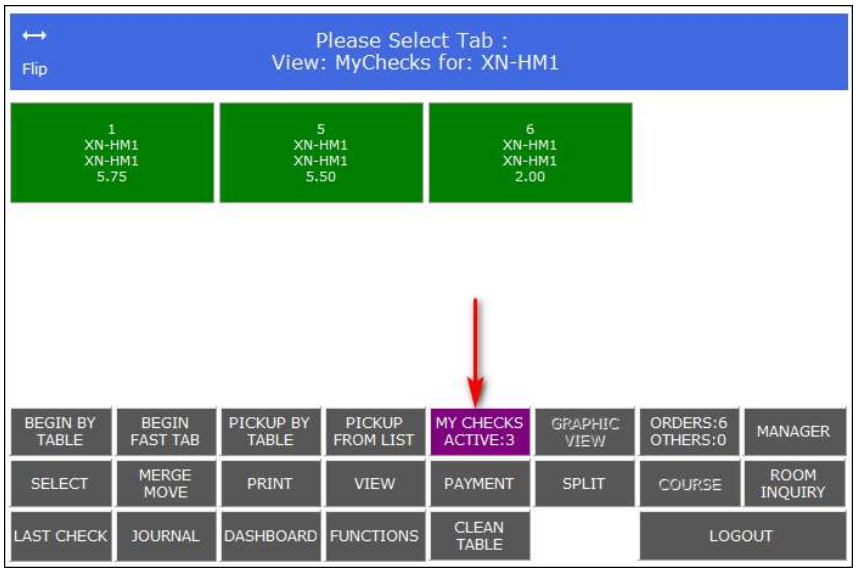
Tables View – My Checks

Configuration is now available which will allow “My Checks” to be available as a toggle option on the interactive view button on POS:-



On android, this toggle button is shown at the top of the Tables View screen:-

Selecting this option will show only the tables for the currently signed in operator. Pressing this button multiple times will toggle between STANDARD, ACTIVE, and MY CHECKS view.

Note: If table takeover is used to transfer an active table from one operator to another, the table will show on the My Checks view for the operator who the table was transferred to, not the originating operator.

This functionality is enabled by default for USA customers, and disabled by default for the rest of the world. Please contact us if you require this changing.

Portal Reports Structure Changes

Portal reports have now been restructured into more logical categories, and plug-in reports are now incorporated into the same structure (these were previously in a separate section of sub-categories):-

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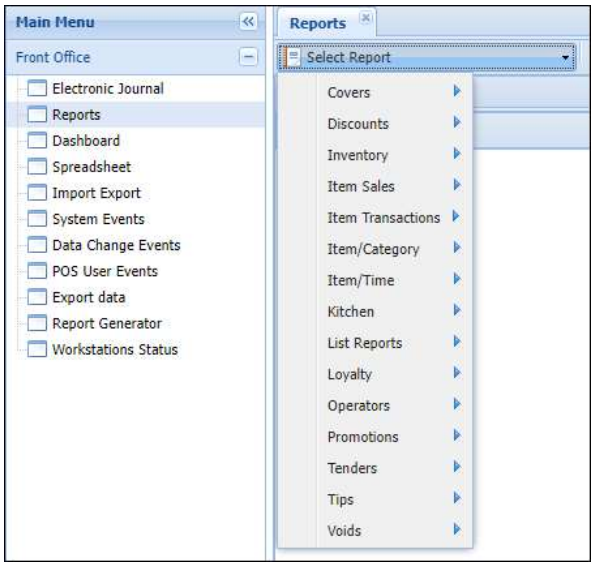
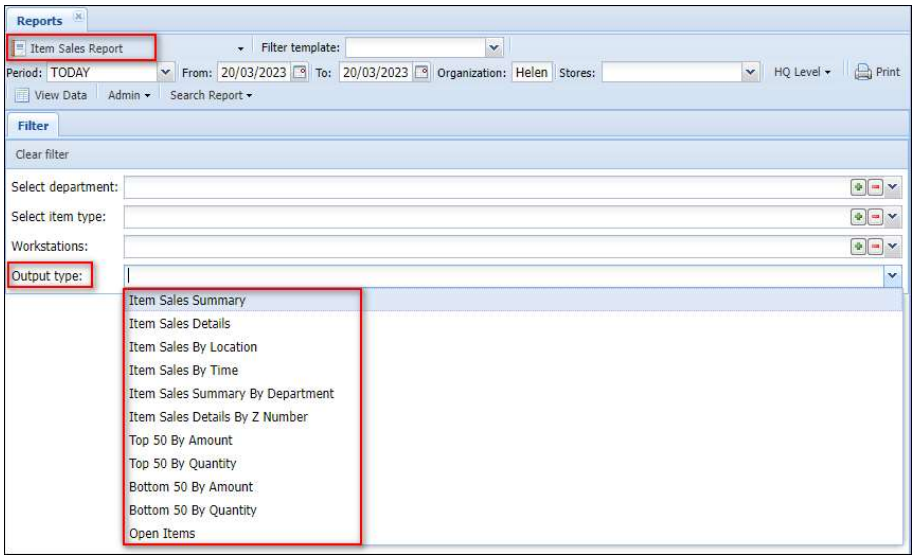


As part of the restructure, duplicated reports have been removed, and reports which had been replaced by plug-in versions in previous portal versions have also been removed. Reports which were not functioning have also been removed, and some reports have been combined under an "Output Type" field within a single report. For example, the Item Sales Report now has an Output Type filter which will filter the results accordingly but present the results in the same format:-



The "Output Type" filter is also available to filter results within the following reports:-

- Item Void Report:-

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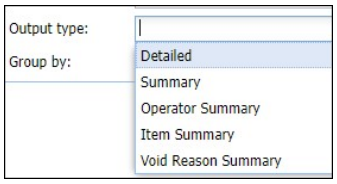
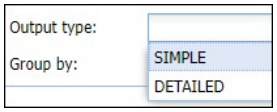


- Sale Transactions Summary Report:-



Note: Access rights to individual reports remain unchanged, i.e. if a user had access to a particular report before the restructure, they will still have access to the same report now, as long as the report hasn't been removed.

Please refer to the table below for a list of reports which have been removed and/or replaced:-

REPORT TITLE	COMMENTS
Discount Transaction	Non-functioning report.
Fapiao Tax Report	Non-functioning report.
Hourly Summary	Replaced by Hourly Sales Report.
Income Audit	Non-functioning report.
Item Prices	Duplicate - use Item Prices.
Item Promotion by Store	Duplicate - use Promotion Item Detail by Store.
Item Sales	Replaced by Item Sales Report.
Item Sales - Bottom 50 by Amount	Now an Output Type within the Item Sales Report.
Item Sales - Bottom 50 by Quantity	Now an Output Type within the Item Sales Report.
Item Sales - Top 50 by Amount	Now an Output Type within the Item Sales Report.
Item Sales - Top 50 by Quantity	Now an Output Type within the Item Sales Report.
Item Sales Fee	Non-functioning report.
Item Void Report	Replaced by Item Void Report.
Items Loyalty	Replaced by Loyalty Items Report.
Loyalty Info	Replaced by Loyalty Statistics Report.
Loyalty Items	Replaced by Items for Loyalty Report.
Loyalty List	Replaced by Loyalty List Report.
Loyalty Transactions	Replaced by Loyalty Transactions Report.
Open Items	Now an Output Type within the Item Sales Report.
Sale Transactions Summary Report	Duplicate - use Sales Transactions Summary Report.
Sales Crosstab Summary Report	XN-only report – no longer required.
System Sales Summary	Replaced by System Summary Report.
Top 50 Items by Quantity	Now an Output Type within the Item Sales Report.
Top 50 Items by Value	Now an Output Type within the Item Sales Report.
Transaction Lines Voids	Replaced by Item Void Report.
User revenue by department	Replaced by System Summary Report.

The report "Voids Slip by User" has been renamed "Canceled Transaction Receipts" to better reflect the information shown within the report.

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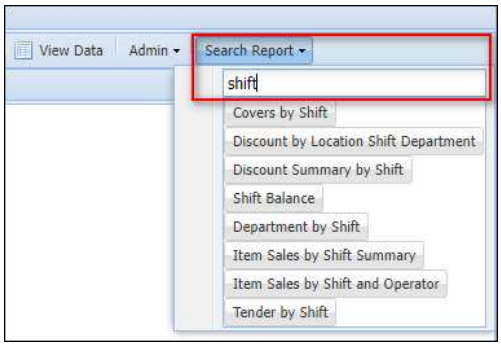
The ability to search for a report by name has also been added. This can be found at the end of the menu bar in the Reports area of the portal under a new "Search Report" button:-



The system will search all report names for the text entered and list the results below, allowing the appropriate report to be selected.

Note: When using "Search Report", the system will only return a list of reports that the user is authorised to use.

xnPOS GO Enhancements

Using QR Code to Pay Orders Placed Outside of GO

Configuration is now available which will allow an order which has not been placed via the GO application to be paid off by the guest via the GO application by scanning a QR code at the table. Please contact us if you require this enabling.

Menu Button Translations

Panel names can now be translated (where multiple languages are supported) by using a new Translations tab on the Panels tab within Panel Buttons Setup:-

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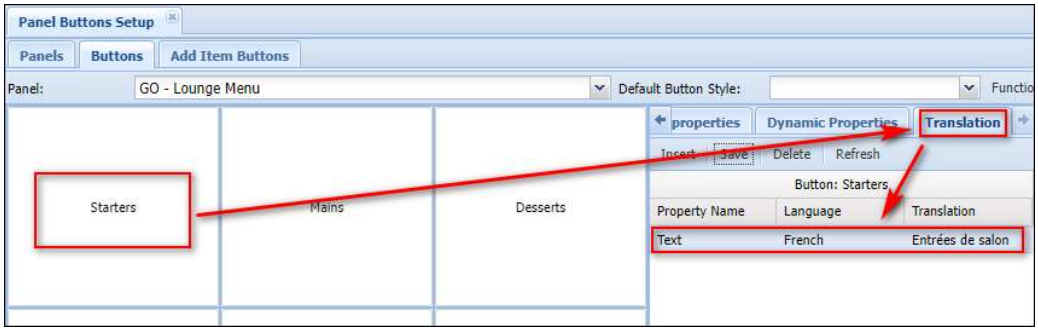
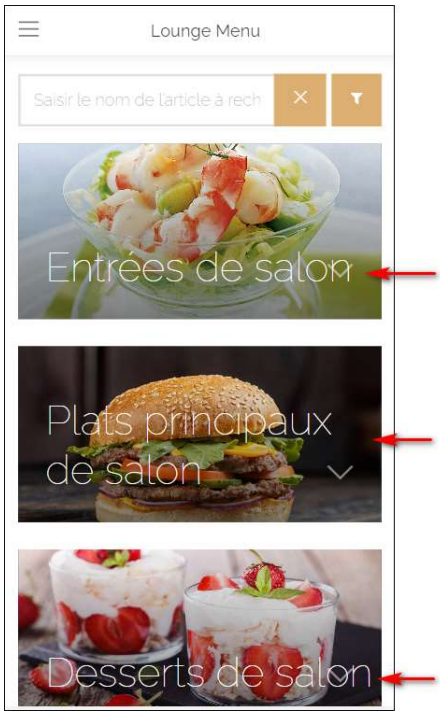
Where sub-menus are used (for example, a lounge menu splits into sub-menus for Lounge Starters, Lounge Mains, Lounge Desserts etc.), these sub-menu buttons can also now be translated (where multiple language are supported) by using a new Translation tab within the button properties section on the Buttons tab within Panel Buttons Setup:-



Note: If this tab is not visible, use the right arrow next to the tabs which are displayed to scroll to the right until the Translation tab is visible.



Note: This functionality should only be used for translating menu buttons, not item buttons. Item names are still translated via the Item Catalog as per existing functionality.

Translations for GO Messages

Where an alternative language is configured, various messages within the GO application can now offer translated text. These include the following:-

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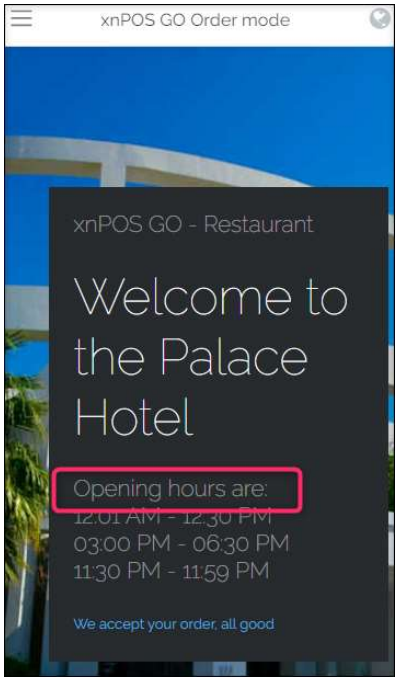
- The time restriction message displayed to the guest on the home screen when the store is closed (default “Opening hours are:”):-



- Any order throttling messages displayed to the guest on the home screen (where order throttling is enabled):-

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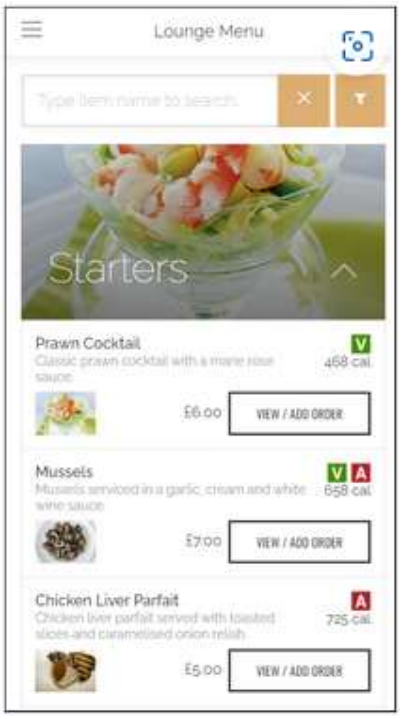
Please contact us if you require any of these messages to provide translated text when an alternative language is selected.

Placing Orders When Room Service Status is Blocked

Configuration is now available which will allow a guest to place a GO order when their room service status is blocked/no credit, using a different payment method (e.g. pay to waiter or pay by credit card). This is switched off by default, please contact us if you wish to enable this.

Default Menu Item Template

Following customer feedback and where not configured otherwise, the default menu item template has been changed to “Simple With Image”:-



It had previously been set to “Simple Without Image”.

Additional Menu Item Template

An additional item template has been added which displays items in the following format (without displaying images):-

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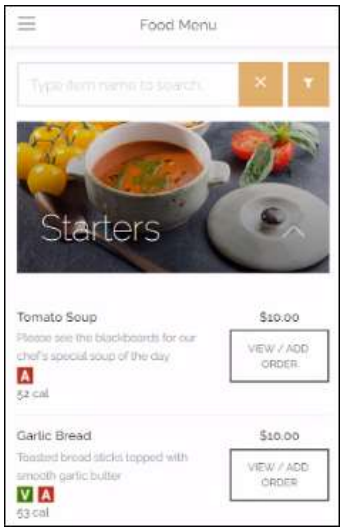
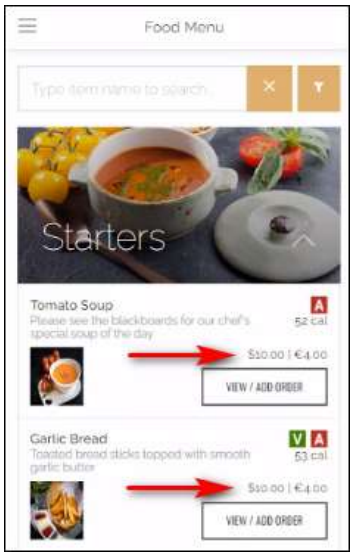


Please contact us if you require this to be the default template.

Location of Item Prices

Where second prices are enabled, the display of item prices within the GO application was inconsistent. This has been changed to display prices above the add/view buttons, depending on the item template being used:-



Gratuity/Tip Entry Enhancements

The following enhancements have been made to the Gratuity/Tip entry process within the GO application:-

- The prompt for gratuities/tips is now displayed after selecting the tender (the tips button has been removed from the Cart to enable this).

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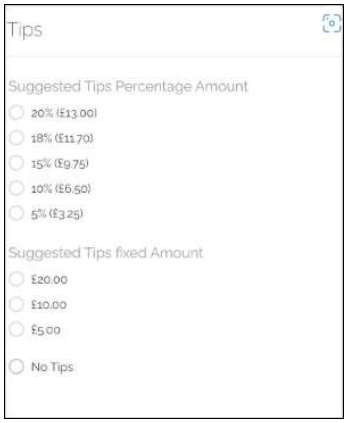
- Suggested tips are now displayed (where enabled):-



- Suggested gratuity/tip calculations are based on discounted amounts (the gratuity/tip prompt appears after the discount has been applied).

- The final confirmation screen after tips have been entered now displays the order details.

Automatically Closing Abandoned GO Orders

When a GO order is abandoned, the system can now automatically close the order after a defined period of inactivity. Please contact us if you require this enabling.

Time Restrictions Across Time Zones

An enhancement has been made which allows time restrictions applied directly to store order models to use the local time where the user is inputting the data, not the time on the server where the database is stored.

Windcave Payment Gateway Interface

Windcave Payment Gateway Interface is now available. xnPOS GO and QRPay are now available with Windcave Payment Gateway. Please refer to supporting documentation for further information.

Adyen Pay@Table Receipt QR Code

Where Adyen Pay@Table is used within Germany, Croatia and Austria, the final receipt is now printed with a fiscal QR code displayed, and is sent by the fiscal device.

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Error Displayed When Database Unavailable

Previously, if the database was unavailable for any reason or a connection was not made, when the POS screen was loading, no error was displayed to the operator to indicate that there was a problem (the system would remain on the "System loading…" screen).

An error will now be displayed, providing information which can be passed to the Service Desk.

Adding Tips for Multiple Tables with Pre-Authorisations

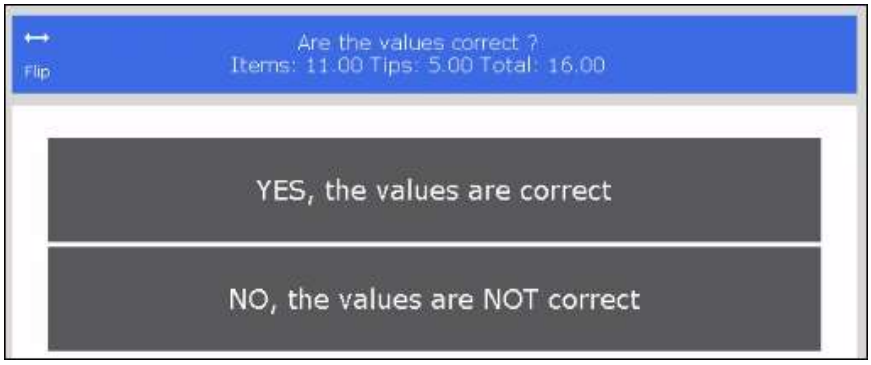
Where multiple tables are pre-authorised, in order to assist in identifying which table needs to be opened to add a tip, the grand total is now shown on the table button in Tables View, rather than the balance (which was always 0.00).

Check Number on Pre-Authorisation Slips

The check number is now shown on the header on pre-authorisation slips to assist in check/payment reconciliation. Please contact us if you require this disabling.

Pay@Counter - Transaction Finalisation Prompts After Entering Tips

When a transaction is finalised, the banner has been changed to "Are the values correct?", and displays the value of the items and the tips, and the transaction prompts (where enabled) have been changed to read "YES, the values are correct" and "NO, the values are NOT correct":-



If the operator answers "NO", they are returned to the finalisation screen, allowing for the tips to be modified:-

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If the operator answers “YES”, the transaction is processed with the figures stated.

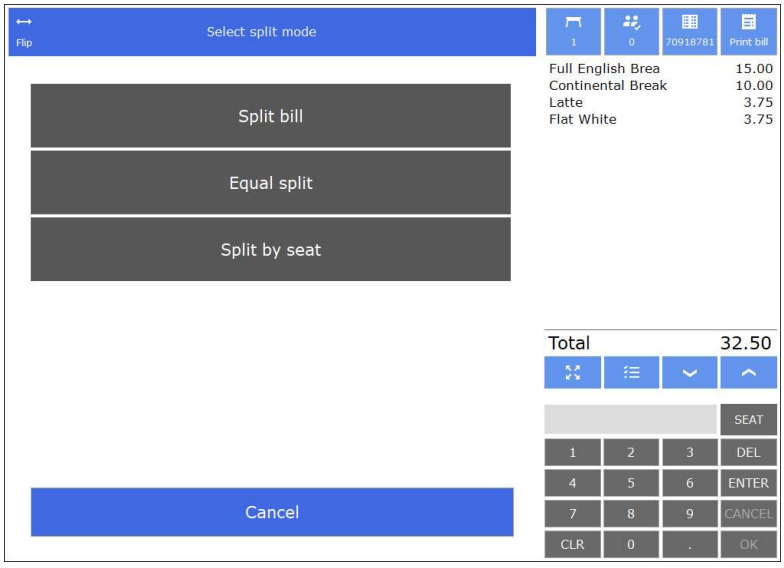
Elavon Canada Certification

xnPOS has now been certified with Elavon for Canada with Interact Debit Card.

Split Bill Enhancements

Enhancements have been made to the Split Bill functionality on POS to eliminate the need to have multiple function buttons for each available action (split bill by items, split by equal value, and split by seat assignment).

Only one button for Split Bill is now required (the existing button for Split Bill), and when this button is selected, this now presents the following screen:-



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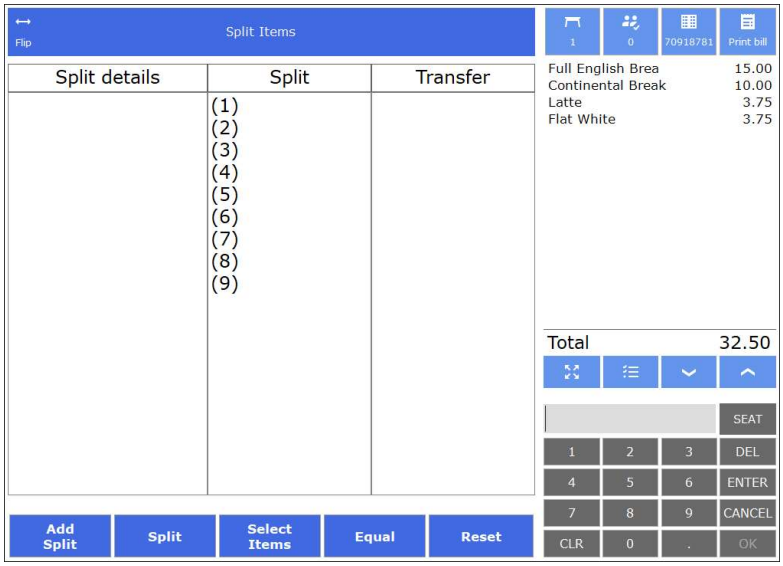
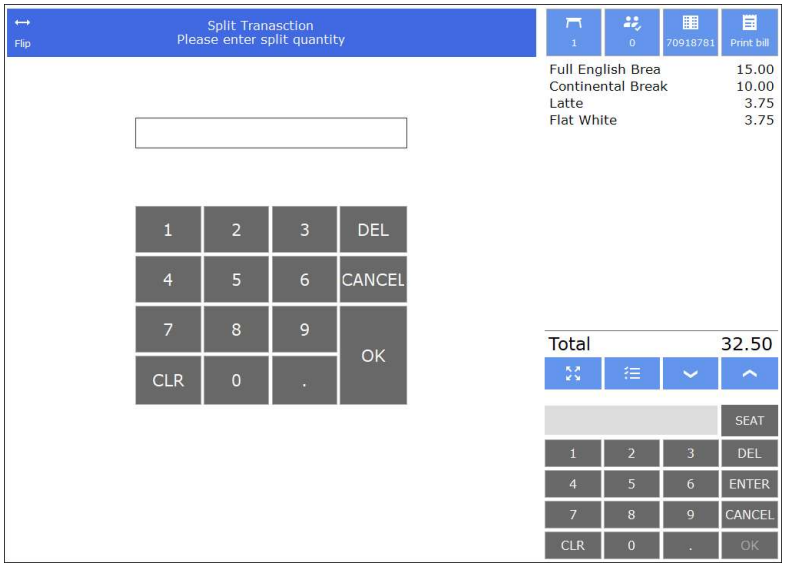
Whether an operator is able to use these options is still defined by the same authorisation levels, and therefore remains unchanged (i.e. if an operator previously had to request manager approval to use the Split by Seat functionality, they will still have to request manager approval using the new process).

- If Split Bill is selected, this allows items to be split manually (as per existing functionality):-



- If Equal Split is selected, this will prompt to enter the number of splits (as per existing functionality):-



- If Split by Seat is selected, the bill will be automatically split by seat assignment, and if any items remain unassigned (where there was no seat assigned to them), these items can be split manually (as per existing functionality):-

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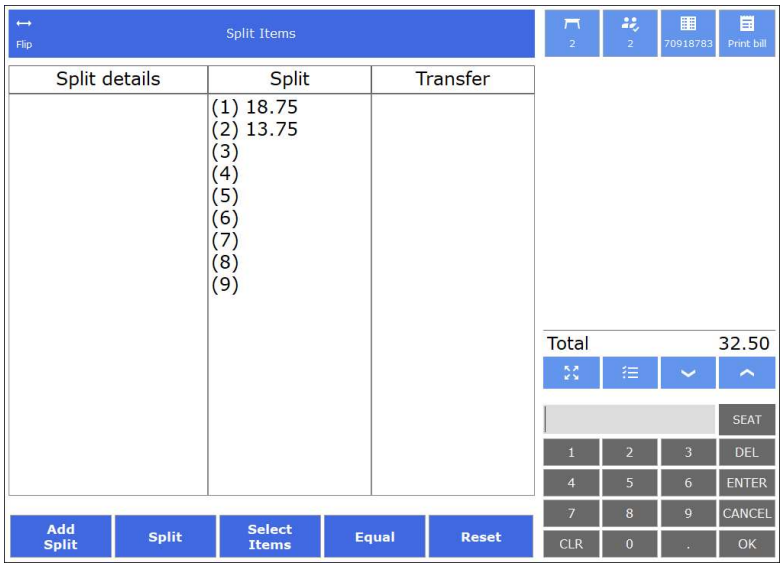
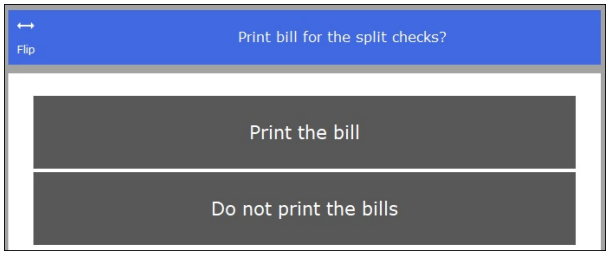


Note: To use the Split Bill functionality directly from Tables View, select the SPLIT button, then select the table to split. This will present the list of split bill options – select the required option to proceed.

Existing configuration is still used to define the number of splits available when accessing the Split Bill screen, and existing configuration also still defines the maximum number of splits allowed. If existing configuration is in place to limit the number of splits to the number of covers, split bill cannot be performed until the number of covers has been entered (i.e. if the number of covers is 0, split bill cannot be performed with this particular configuration).

An option is also available to prompt the operator to print the bills after a split bill has been performed:-



Please contact us if you require this disabling.

Note: The existing Split & Pay functionality remains separate from Split Bill and this functionality is unchanged.

Auto-Gratuity by Covers & Split Bill

In the previous release, functionality was introduced that allows a gratuity to be applied automatically based on the number of covers. This functionality had a limitation when it was used in conjunction with Split Bill functionality, in that the auto-gratuity had to be manually removed before the bill was split and manually reapplied afterwards.

This limitation has been addressed, eliminating the need to manually remove and re-apply the auto-gratuity. The following principles therefore apply:-

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- If an auto-gratuity is applied based on order amount or number of covers, when the bill is split by items, the gratuity disappears from the list of items available to split, but once the split is performed, the auto-gratuity is automatically reapplied based on the item(s) within that particular split.

- If an auto-gratuity is applied based on order amount or number of covers, when the bill is split equally, the gratuity value is automatically included in the calculation for each split, e.g. 2 equal splits will split the items and the gratuity equally.

- If an auto-gratuity is applied based on order amount or number of covers, when the bill is split by seat, the gratuity disappears from the list of items available to split, but once the split is performed, the auto-gratuity is automatically reapplied based on the item(s) within that particular split.

Note: If a **manual** gratuity is applied before the bill is split (not auto-gratuity), and the bill is split either by items or by seat, then the gratuity item will also need to be manually split, as per existing functionality. If the bill is split equally, then the manual gratuity is also split equally, as per existing functionality.

The existing functionality which allows auto-gratuities to be cleared, reapplied, or manually added remains unchanged.

Gratuity/Tip Calculation Mode

In a tax exclusive setup, configuration is now available which defines whether gratuity/tip amounts are calculated based on the gross or net value of the transaction. The default is to calculate gratuities based on the gross amount. Please contact us if you require this to be changed.

Gratuity/Tip Text on Bills

Alternative gratuity/tip text can now be displayed on bills depending on whether auto-gratuities/tips have already been applied. For example:-

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With No Tips Applied:-

```
          Beach Restaurant
               Phu Lap
               Tan Phu
              Dong Nai
               Vietnam

        Customer Check #141788
              Copy #1
        Fiscally Approved Solution
       Table #2 RES:0 NON RES:0
       Open :04/27/2023 05:31 pm

Item                              Amount
-------------------------------------
Tomato Soup                        10.00
Garlic Bread                       10.00
Beef Nachos                        13.00
Spaghetti                          20.00
Napoli Di Pollo                    16.00
8888030035726
-------------------------------------
Total Items 5
    Sub total                   $ 69.00
    TAX 20%                     $ 13.80
    ---------------------------------
    Grand Total                 $ 82.80


TAX      RATE      EXCL       TAX      INCL
TAX 20 20.00%     69.00     13.80     82.80
       Suggested Tips
10% TIPS =      8.28
15% TIPS =     12.42
20% TIPS =     16.56

TIPS:_____________________

          The Beach Bar
          From Beach WS1

          Shift:Lunch
       Opened:Mandy Closed:
            V1.2.18.60
     Printed:04/27/2023 05:33 pm
```

With Auto-Tips Already Applied:-

```
          Beach Restaurant
               Phu Lap
              Dong Nai
               Vietnam

        Customer Check #141789
              Copy #1
       Table #3 RES:0 NON RES:0
       Open :04/27/2023 05:36 pm

Item                              Amount
-------------------------------------
Tomato Soup                        10.00
Garlic Bread                       10.00
Beef Nachos                        13.00
Spaghetti                          20.00
Napoli Di Pollo                    16.00
-------------------------------------
Total Items 5
    Sub total                   $ 69.00
    TAX 20%                     $ 13.80
    TIPS*                        $ 8.28
    ---------------------------------
    Grand Total                 $ 91.08

TAX      RATE      EXCL       TAX      INCL
TAX 20 20.00%     69.00     13.80     82.80
       Suggested Tips
10% TIPS =      8.28
15% TIPS =     12.42
20% TIPS =     16.56

ADD MORE TIPS : _____________________

A small Service Charge already added
but please feel free to leave a Tip :)

          The Beach Bar
          From Beach WS1

          Shift:Lunch
       Opened:Mandy Closed:
            V1.2.18.60
     Printed:04/27/2023 05:36 pm
```

The text shown here is configurable. Please contact us if you require this enabling.

Clearing a Seat Assignment

If an item is allocated to a seat number in error, a “Clear Seat” button has now been added which will clear the seat number for the selected item(s):-

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Manager Approval Using Swipe Cards

In areas of POS where manager approval is requested, a manager's swipe card can now be used, in addition to the existing PIN entry.

Alert Enhancements

Several enhancements have been made to the alerts on POS. These include the following:-

- An option is now available to automatically pop-up the alerts screen when on the login view of the POS application (without having to specifically click on the Alerts icon as per current functionality). This can be configured to apply to online order alerts, print errors, chef alerts, or PMS errors (only one type of alerts can be automatically displayed). Please contact us if you require this enabling.
- Previously, the alert banner did not refresh when exiting an alert screen. This now refreshes automatically.
- An alert header for "online alerts" has been added:-

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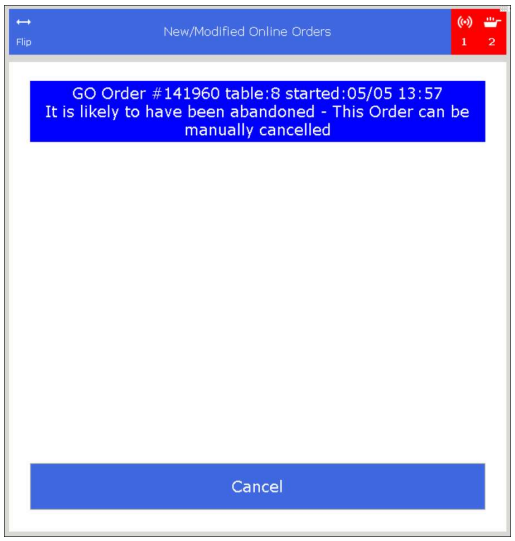

- Alerts generated by the GO application can now be printed to an IP printer when the alert group is NEW_ONLINE_ORDER or GUEST.

- An additional alert icon is now shown for chef alerts sent from the KDS:-

Signing in Operators as Money Belt Operators

Configuration is now available which can automatically sign in all operators as money belt operators on POS and Android. Please contact us if you require this enabling.

Images Setup Not Fully Configured

Where customers do not currently use the Kiosk or GO applications, there will be no configuration on the server-side to maintain any images uploaded to the portal. In order to prevent images being inadvertently uploaded via the portal where the server aspect has not yet been configured, Images Setup will now present the following screen, and the toolbar will be greyed out:-

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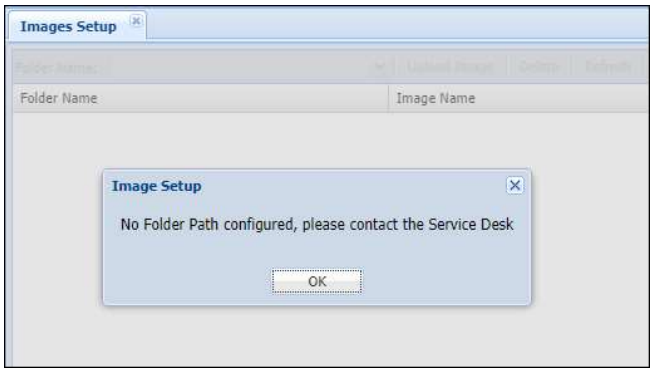
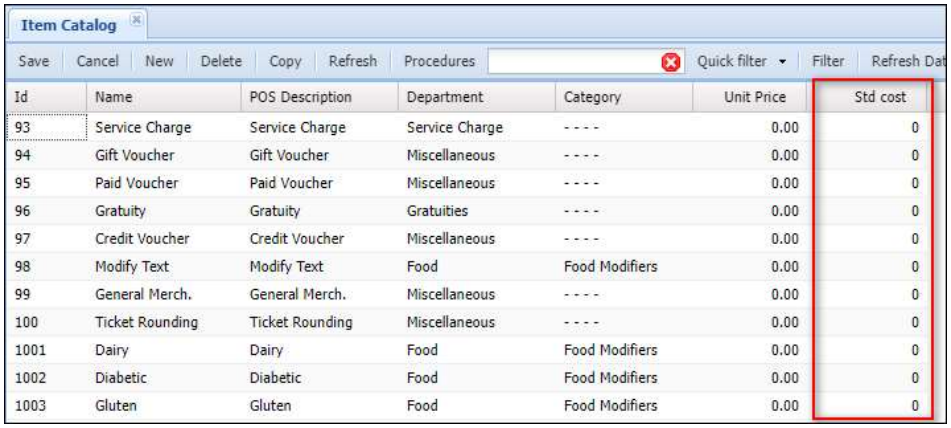


In order to use this area of the portal (for example, to uploaded images for the splash screen or the POS journal window), please contact us.

Existing Kiosk and GO customers will not see the message shown above and will require no additional configuration work.

Editing Cost Prices from Item Catalog for Theoretical GP Report

Where customers are using the Theoretical GP Report, cost prices can now be edited directly from the Item Catalog, via a new "Std Cost" column:-



Id	Name	POS Description	Department	Category	Unit Price	Std cost
93	Service Charge	Service Charge	Service Charge	- - - -	0.00	0
94	Gift Voucher	Gift Voucher	Miscellaneous	- - - -	0.00	0
95	Paid Voucher	Paid Voucher	Miscellaneous	- - - -	0.00	0
96	Gratuity	Gratuity	Gratuities	- - - -	0.00	0
97	Credit Voucher	Credit Voucher	Miscellaneous	- - - -	0.00	0
98	Modify Text	Modify Text	Food	Food Modifiers	0.00	0
99	General Merch.	General Merch.	Miscellaneous	- - - -	0.00	0
100	Ticket Rounding	Ticket Rounding	Miscellaneous	- - - -	0.00	0
1001	Dairy	Dairy	Food	Food Modifiers	0.00	0
1002	Diabetic	Diabetic	Food	Food Modifiers	0.00	0
1003	Gluten	Gluten	Food	Food Modifiers	0.00	0

Entering a cost price here will allow the Theoretical GP Report to be populated.

To make this column visible, click on the down arrow next to any of the existing column headings, select Columns, then tick the "Std cost" checkbox:-

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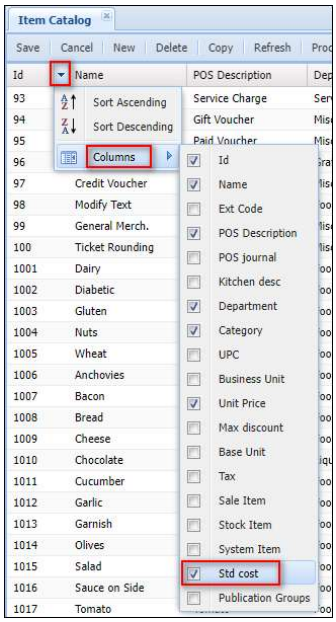

If this column needs to be made permanently visible, please contact us.

Training Operator Mode

Functionality has been added to allow a specific operator to be assigned to training mode, without having to enable training mode on the entire workstation.

This eliminates the risk of the workstation being inadvertently left in training mode for all operators.

This process involves changing the employee's record within the Employee Setup area of the portal to configure them to be a training operator, and then changing the record again when the employee needs to be changed back to a 'regular' operator.

Whilst configured to be a training operator, certain functionality is not available, e.g. Pay@Counter, and the ability to allow table takeover or tips transfer on sign-out. Transactions made as a training operator are shown within the Electronic Journal on POS with the Post Type of "Training":-

ST#	W...	Date	Open	Close	Doc#	TRN#	Operator	Amount	Link	Z#	Day#	Post type	Type
7	9	31/03/2023	10:44	05/04 10:45	70900004	70920663	XN-HM1 ...	5.00	0	70900895	70001113	Training	SALE
7	9	31/03/2023	10:38	05/04 10:38	70900003	70920661	XN-JW1 ...	2.00	0	70900895	70001113	Training	SALE
7	9	31/03/2023	08:35	05/04 10:43	70911379	70920658	XN-HM1 ...	0.00	0	70900895	70001113	Post	SALE
7	9	31/03/2023	07:47	05/04 08:33	70911377	70920657	XN-HM1 ...	0.00	0	70900895	70001113	Post	SALE
7	9	31/03/2023	07:47	05/04 08:35	70911378	70920656	XN-HM1 ...	0.00	0	70900895	70001113	Post	SALE

Configuration work has to be completed prior to this functionality being available, therefore please contact us if you require this ability.

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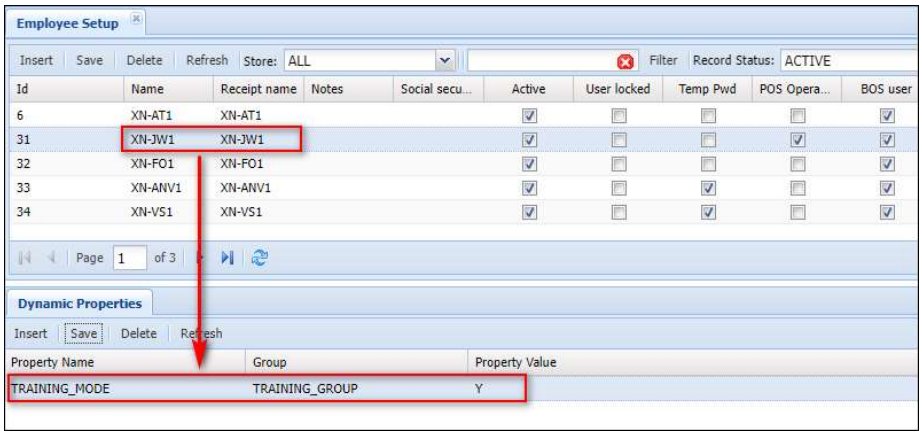
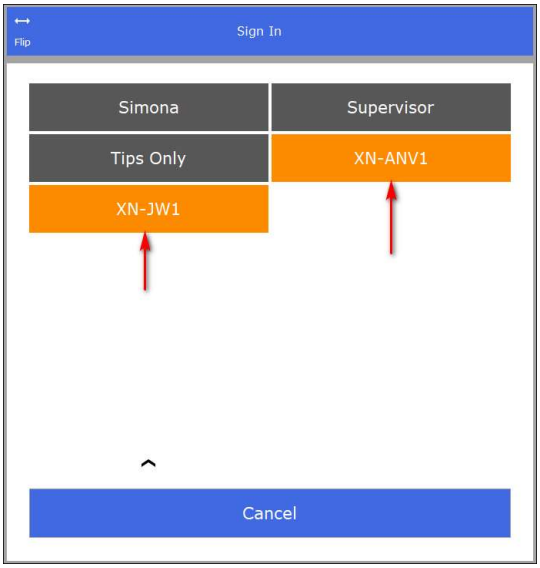
Once configured, this functionality is made available via the Employee Setup area of the portal (to users with the required level of access).

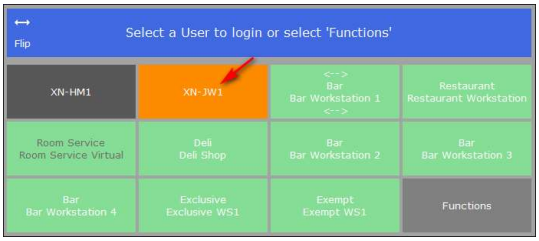
To configure an employee to be a training operator, with the employee selected in the upper section, click on Insert in the lower section, and configure the record as shown below:-



Click on Save in the lower section.

When an operator is configured to be a training operator, their name will appear with an orange background when signing in operators, and on the login view:-





To remove the employee as a training operator and become a ‘regular’ operator, from Employee Setup, select the employee, and change the Property Value to “N”, as shown below:-

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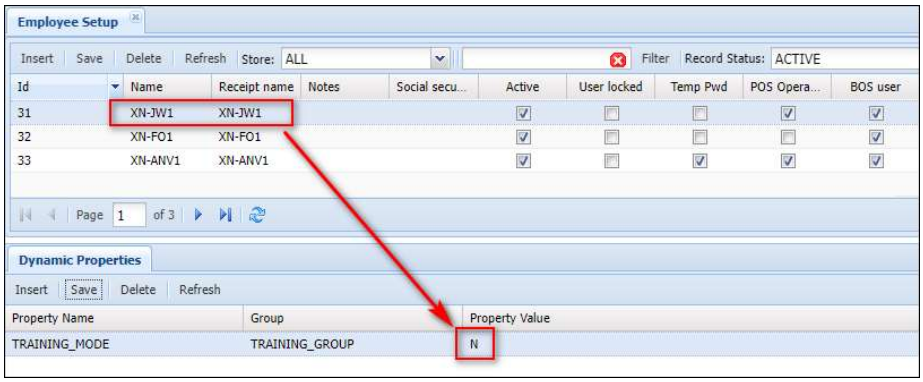


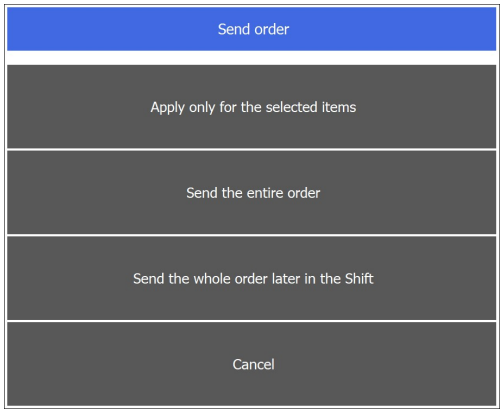
Click on Save in the lower section.

Note: This functionality is not currently available on android.

Send Order Enhancement (Hold & Fire)

The Send Order functionality has been enhanced.

If enabled, when sending an order, the following screen is presented:-



If the operator only wants to send selected unsent items to the kitchen, a list of any unsent items is shown at the right hand side, and the operator can select the item(s) they wish to send, then select “Apply only for the selected items”:-

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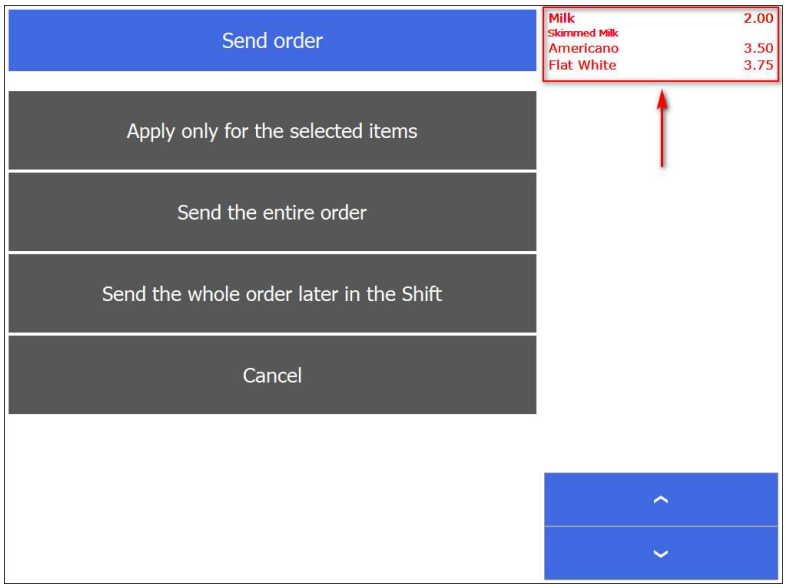
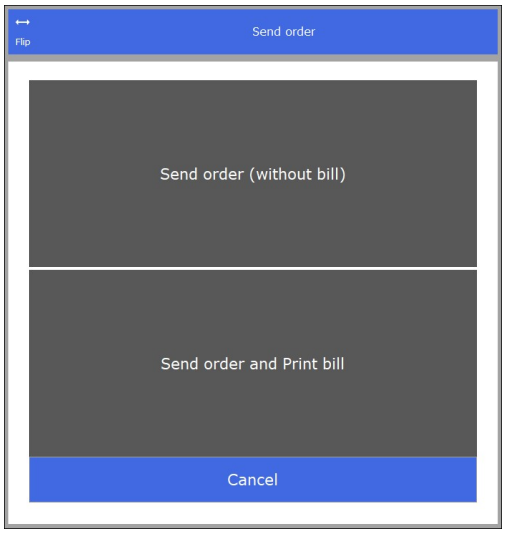


If “Send the entire order” is selected, all items are sent to the kitchen and a further screen is presented asking whether the bill should be printed (if enabled):-



If “Send the whole order later in the shift” is selected, the order is suspended and no items are sent to the kitchen. This is used when an order is taken in the bar (for example), but none of the items need to be sent to the kitchen at that time. The order is therefore recorded but not sent.

Note: If KDS is being used, additional configuration is available to ensure that new items added to an existing order are sent to a new KDS window. See *KDS – New Items Shown in New Window* on page 45.

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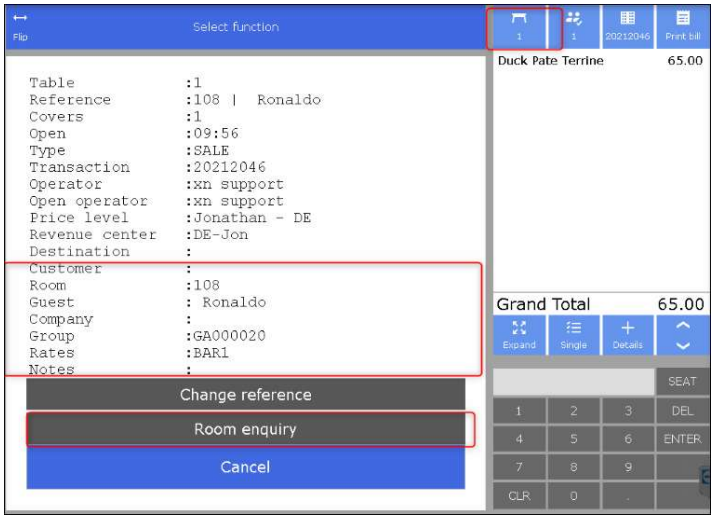
PMS Errors – Alternative Text

PMS errors displayed within the POS, Android, and Kiosk applications can now be displayed to the end user with alternative text. Please contact us if you require the default text changing.

Room Enquiry – Table Information

When performing a Room Enquiry, the following information returned by the PMS is now shown on the Table Information screen:-



Res No	Res Ref	Room	Name	Arrival	Depart	Compa...	Group	Notes	Rate	Balance	BL	Bfst	Credit	Hotel	Mar...
0	BK005...	108	Hans Albers	17/01	27/01				24_H...	999.00		0	0.00		BAR
0	BK005...	108	Unknown Unknown	17/01	27/01				24_H...	999.00		0	0.00		BAR
0	BK005...	108	Ronaldo	30/01	01/02		GA000020		BAR1	460.00		0	0.00		BAR
0	BK005...	108	Georgina Ronaldo	30/01	01/02		GA000020		BAR1	460.00		0	0.00		BAR
0	BK005...	108		30/01	01/02		GA000020		BAR1	460.00		0	0.00		BAR
0	BK005...	108	Mr Gal Dd Gg Cc	06/02	10/02				24_H...	1066.00		0	0.00		BAR

Item Lookup by Item Group

Functionality is now available on POS which will allow items to be looked up by Item Group, in the same way that the existing Item Lookup by Category works when looking up items with a pre-defined category.

In order to configure this, first obtain the ID of the Item Group you need to create a button for:-

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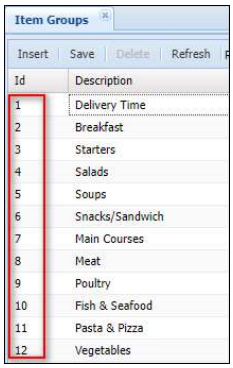
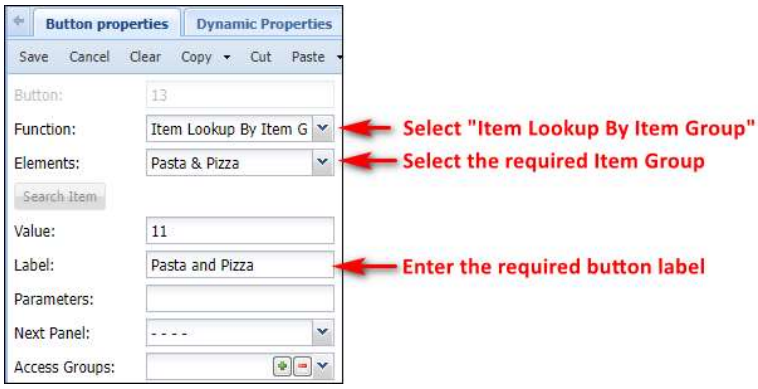


For example, to create a button to lookup using items with the Item Group “Pasta & Pizza”, the ID would be 11.

Configure the lookup button with the following properties (in Panel Buttons Setup):-



When the button is selected on POS, any active items which have the Item Group 11 (Pasta & Pizza) will be listed and available to select:-

Item Lookup By Category/Department

When the existing Item Lookup By Category or Item Lookup By Department functionality was used, the lookup results were using different formats (different colours and different number of results displayed). This has now

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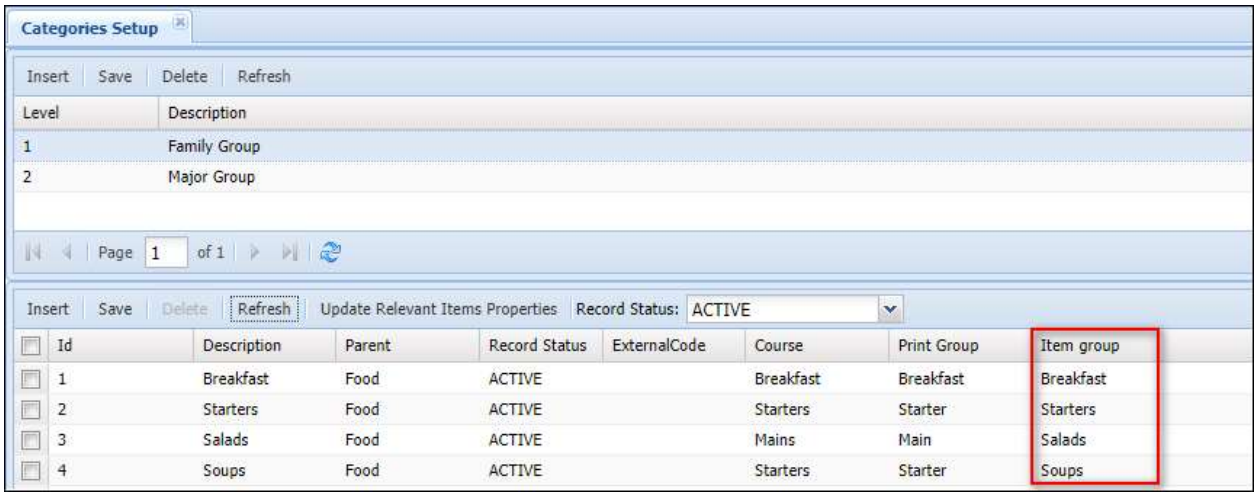
been changed so both now use the same format (i.e. the same number and colour of buttons). Please contact us if you require the existing format changing to increase or decrease the number of buttons displayed when the lookup results are shown.

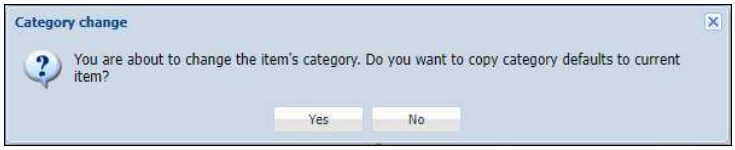
In addition to this, new functionality allows the operator to enter a quantity and then select the item button in the lookup results to sell multiple quantities of the same item, and also allows the selling of multiple quantities of different items without being taken out of the lookup results. A "Back" button is provided at the end of the lookup results to allow navigation back to the originating panel.

Applying Item Groups to Items

In order to streamline data creation, item categories can now be associated with default item groups (where Item Groups are used), in the same way categories are already associated with default print groups, courses, departments and tax groups etc.:-



This allows the Item Group field for an item in the Item Catalog to be automatically populated with the default item group when a category is selected or updated, and the item is saved within the Item Catalog, and where the user selects "Yes" to the following prompt:-



The user can still select "No" to this existing message and the category defaults will not be applied, or the user can select "Yes" but still change the Item Group manually as per existing functionality.

If the category defaults are applied to an item, and the category has a default Item Group associated with it, when the item is saved, the Item Group field will be automatically updated within the Item Catalog:-

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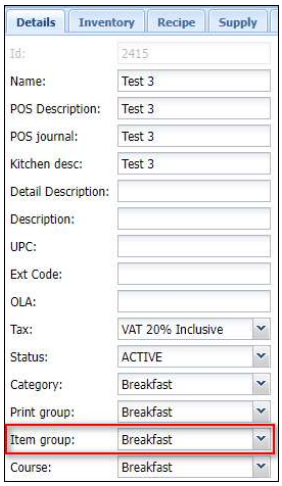

If no item group is associated with the selected category, then no item group will be applied to the item unless one is selected manually, as per existing functionality.

Overriding Item-Level Tax with Store-Level Tax

In certain USA tax configurations where stores could have different tax calculation types (one store could be tax inclusive, another store could be tax exclusive, and another store could be tax exempt), even though the tax rate applied to the item was the same, this meant that multiple versions of the same item had to be created, one with an inclusive tax applied, and one with exclusive tax applied, and another if tax exempt was required, but as a consequence of this, in some cases the wrong item was being sold from the wrong store, resulting in incorrect tax being applied.

In order to address this, configuration is now available which uses the tax type associated with the store (INCLUDED, EXCLUDED or EXEMPT) rather than the item-level tax group to determine whether the tax calculation formula used is for inclusive tax, exclusive tax, or tax exempt.

This functionality is disabled by default, meaning tax calculations remain unchanged, therefore please contact us if you require this enabling.

Exiting/Closing the POS Application

The ability to use the Exit button to close the POS application is now defined by existing authorisation levels, and will prompt for a PIN to be entered when selected (previously the authorisation levels would only apply where the Exit button was available on the Manager panel, i.e. after the operator had signed in).

Catch Up To Date Functionality

The existing “Catch Up To Date” button within Store Functions (End of Day Process) can now be secured independently of Store Functions. The button will be greyed out and unavailable to use for operators who are not authorised for this function:-

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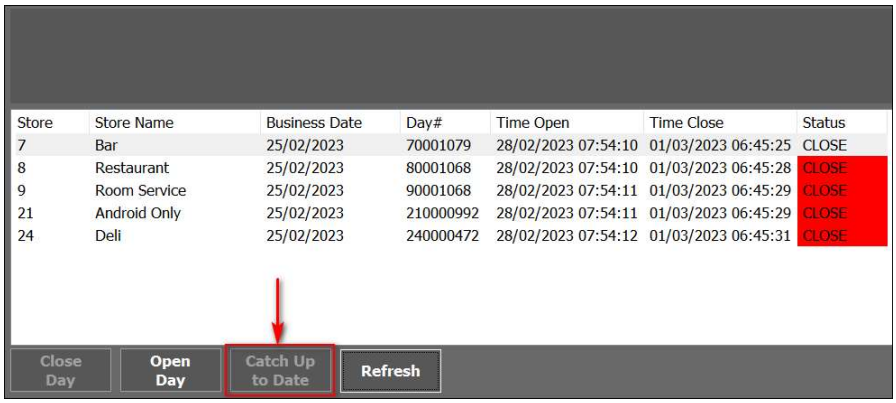

Currency Symbol Alignment on Bills & Receipts

The currency symbol shown on the tax amount line on bills and receipts did not have a space before it (unlike the other amount lines), which caused it to appear misaligned. This has now been changed:-

Number of Characters for Modifier Options When Printed

The number of characters which can be printed when displaying modifier options has been increased from 200 to the full amount of characters for the item.

Android - Allocating Tips Without Signing Out (Tips Transfer In-Shift)

Functionality which was added in the previous release for POS has now been implemented for android. This allows tips to be allocated to another operator whilst the operator is still signed in within the shift, using the same process as the existing POS functionality.

If enabled, the Tips Transfer function is accessed from the Functions screen on android:-

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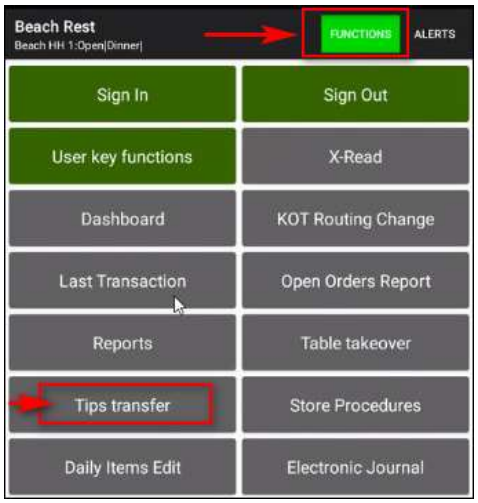
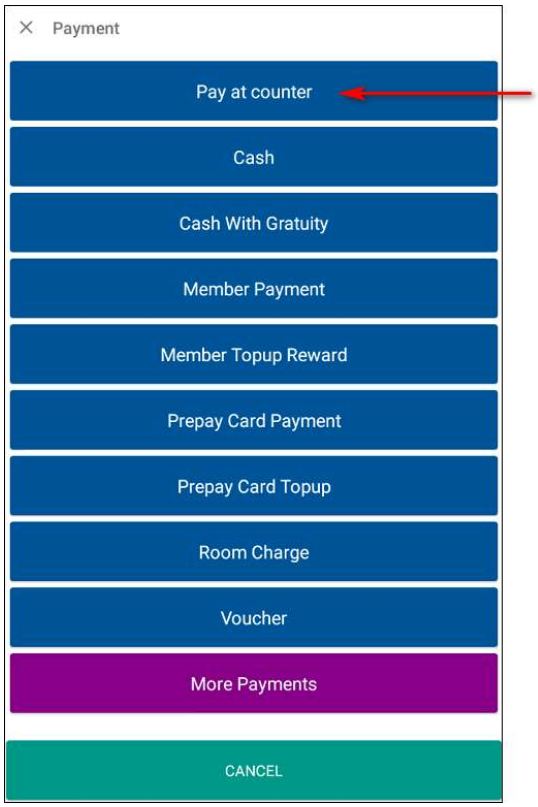


Android – Payments Screen Enhancements

Where applicable, an option is now available which will allow the Pay@Counter function to be available on the payments screen on android:-



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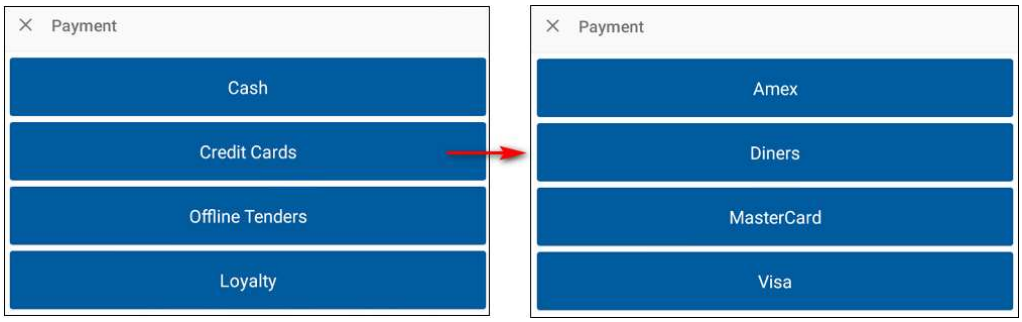
Configuration is also available which can group the available payment methods into defined sections, e.g. “Cash”, “Credit Cards” etc.:-



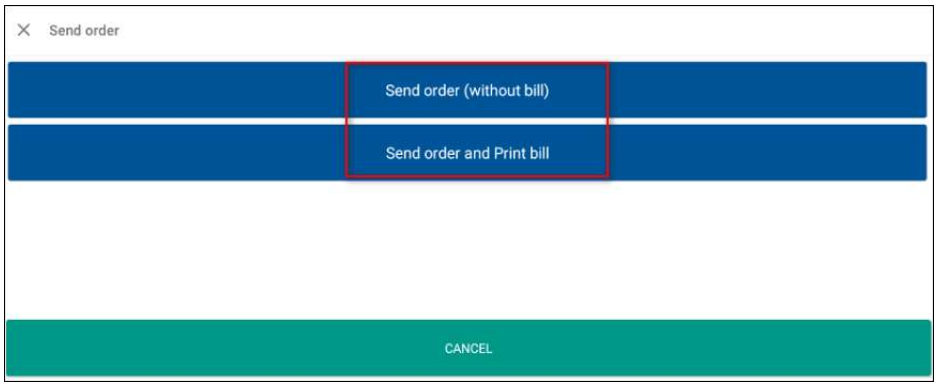
Please contact us if you require this functionality enabling.

Android – Tables View - Number of Open Tables in Each Location

The android application now shows the number of open tables in each location at the bottom of Tables View (where multiple locations are shown):-

Android – Send Order Bill Printing Options

Existing functionality which allows the following options to be presented when sending an order in BarTab mode, which was introduced in a previous POS version, has now been made available to android:-



Android – Text Size of Journal Window & Meal Group Selections

The text size of items and any sub-text (e.g. meal group selections, modified text, seat numbers etc.) is now configurable on android devices:-

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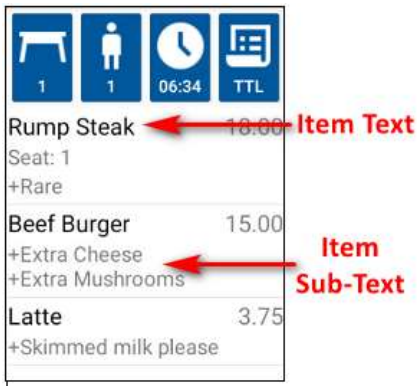
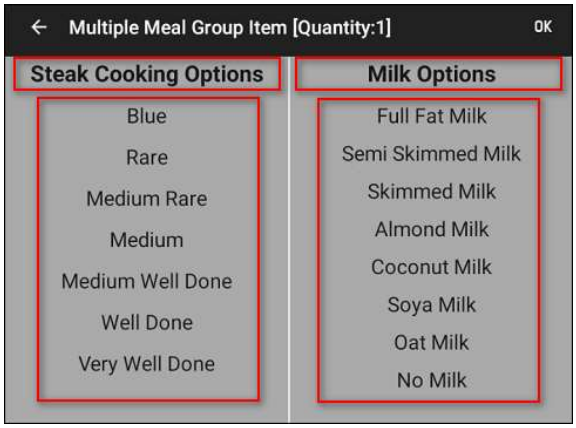


In addition to this, the text size of meal group options can also be changed, and the meal group names are now shown in bold to distinguish them from the list of items below them:-

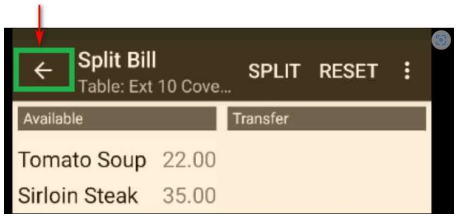


Please contact us if you require the text size to be changed.

Android – Back Button in Split Bill

Previously, if an operator navigated into the Split Bill functionality but wanted to return to the transaction without performing the split, there was no back button available within this functionality and the operator had to use the device's back button (not recommended).

A back button is now provided:-



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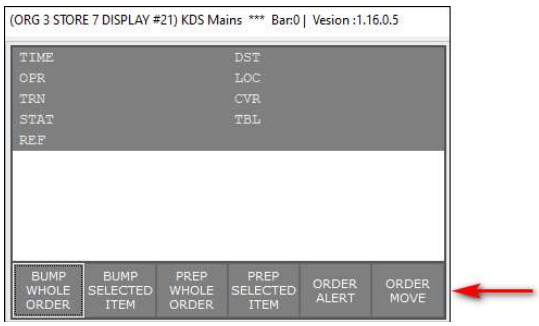
KDS – Layout Enhancements

Several enhancements have been made to the layout of the KDS screen. These include the following:-

- The font size, button text, and format of each of the order function buttons can now be configured to change the text and/or force a line break so the text appears on multiple lines:-

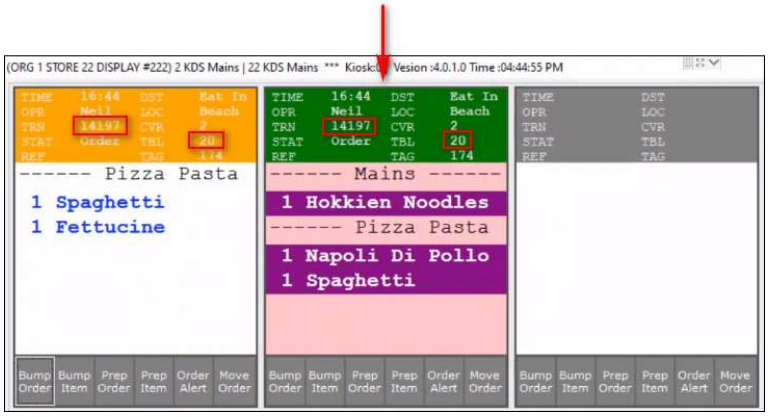


  Unless configured otherwise, the system will default to use the existing button labels, but will be shown in title case instead of uppercase to allow more characters to be displayed without reducing the font size.

- Configuration is available to automatically hide prepared items (this functionality is disabled by default).

KDS – New Items Shown in New Window

Configuration is now available which will send new items added to an existing order to a new window on the KDS, and not the same window for the existing order:-



Please contact us if you require this enabling.

KDS/CDS – Display of Current Time

In order to better identify issues where time discrepancies are observed, the KDS and CDS screens will now display the current system time (on KDS this is within the title bar of the application, in CDS this is after the text “Orders Awaiting Collection”). The time is displayed in the format HH:MM:SS.

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Kiosk – User Menu Discounts

A list of discounts can now be made available on Kiosk via a new "User Menu" on the "Confirm Your Order" screen.

Please refer to supporting documentation for further information.

Kiosk – Prompts for Receipt Printing

Prompts are now available for printing receipts on Kiosk, with different messages displayed to the guest depending on the payment method selected. Please refer to supporting documentation for further information.

Kiosk – Protection Against Opening Workstation if Already Open

Configuration has been added which will display the Open Shift/Close Shift toggle button on the Kiosk admin menu depending on the status of the Kiosk workstation. In addition to this, protection is now available which will prevent a Kiosk workstation from being opened manually if the overnight POS Scheduler process has already automatically opened the workstation.

Kiosk – Masked Entry of Name and Room Number

Configuration is now available which will mask the entry of a customer's name and room number on Kiosk. The "eye" icon will allow the masked entry to be viewed:-

This functionality is enabled by default. Please contact us if you require this functionality disabling.

Kiosk – Time Restrictions on Panels

Kiosk panels can now be restricted by day of week and/or hours. Please refer to supporting documentation for further information.

Kiosk – Item Restrictions

Configuration is now available which will define whether Kiosk will scan the full item catalog when performing an item lookup, or whether it will only scan items which are not locked for sale. Please refer to supporting documentation for further information.

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KOT - Group Enhancement

Configuration is available which will print a separate order chit for each menu item in the current service round. Please contact us if you require this enabling.

KOT - Tag Number Display

Tag numbers can now be printed within the KOT header. Please contact us if you require this enabling.

Pushing Split Tables to Another Outlet

Configuration is now available which will define whether a split table can be pushed to another outlet. Previously this action was not permitted, and the default behaviour will still prevent this, therefore please contact us if you require this enabling.

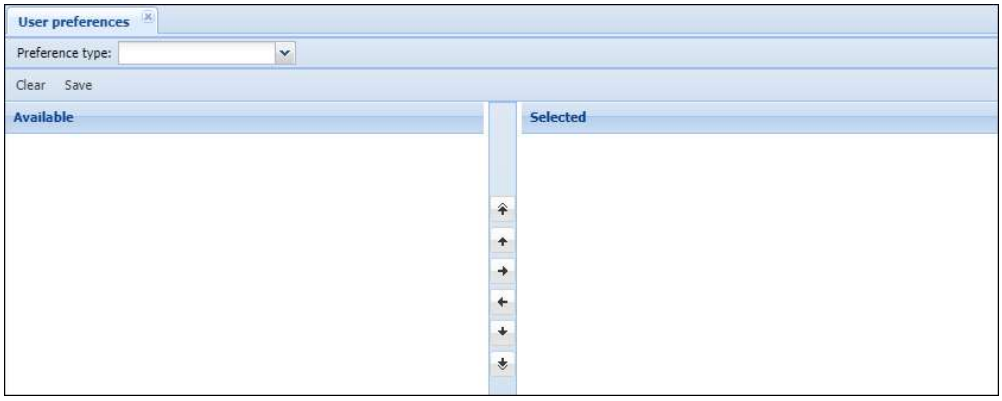
End of Transaction Auto Logout in Bar Mode

When the system is configured to be in Bar Tab mode, configuration can now be used to define whether the operator is automatically logged out at the end of a transaction. Please contact us if you require changes to the current workflow.

User Preferences (Saving Frequently Used Reports and Portal Functions)

Functionality is now available which will allow frequently used reports and frequently used areas of the portal to be saved in a User Preferences section for the current user and the current portal, which allows the preferred reports and/or portal functions to appear in a separate section to allow easier access.

For users with the required level of access, this functionality is configured via the Configuration > General Setup > User Preferences area of the portal:-



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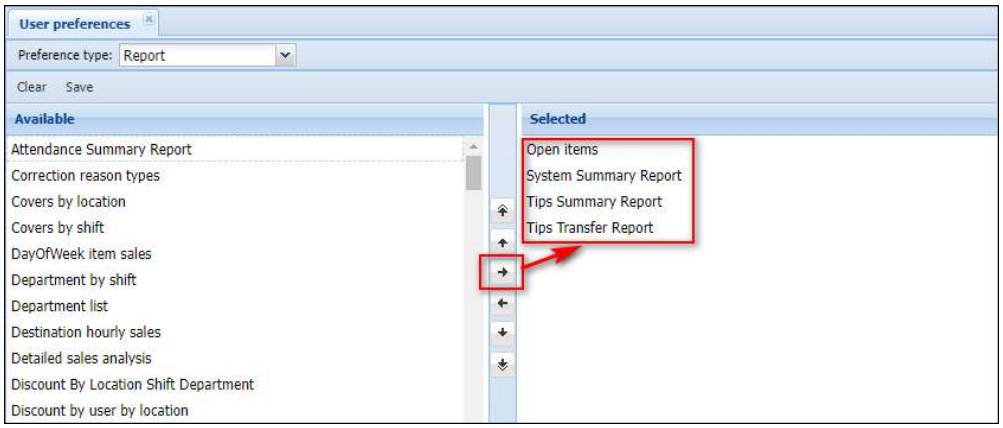
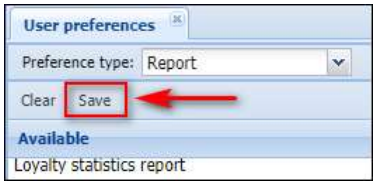
Saving/Updating Preferred Reports

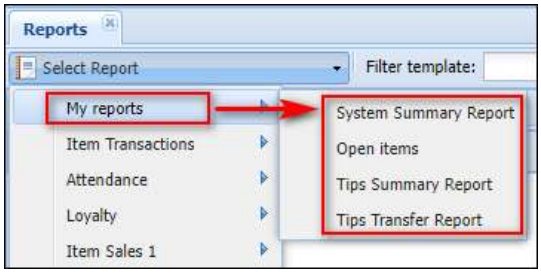
1. Select “Report” from the Preference Type down-down list.
2. A list of all available reports which the user has access to will be shown in the Available section (the left-hand section).
3. From the Available section, select the reports you wish to add to your user preferences.
4. In the middle section, select the right arrow button, and this will transfer the selected reports to the Selected section on the right-hand side:-



5. If you wish to change the order of the selected reports, use the up and down arrow buttons to reorder as required.
6. To remove a report from the Selected section, click on the left arrow button.
7. To remove all report selections and start again, click on the Clear button.
8. When the required reports are in the Selected section on the right-hand side in the order required, click on the Save button:-



9. This has now saved the selected reports for the current user, and these are now available at the top of the list of reports in the Reports area of the portal, under a sub-menu called “My reports”:-



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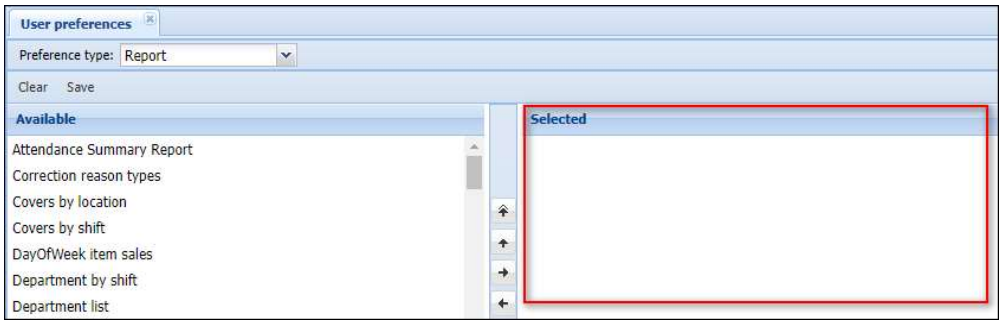
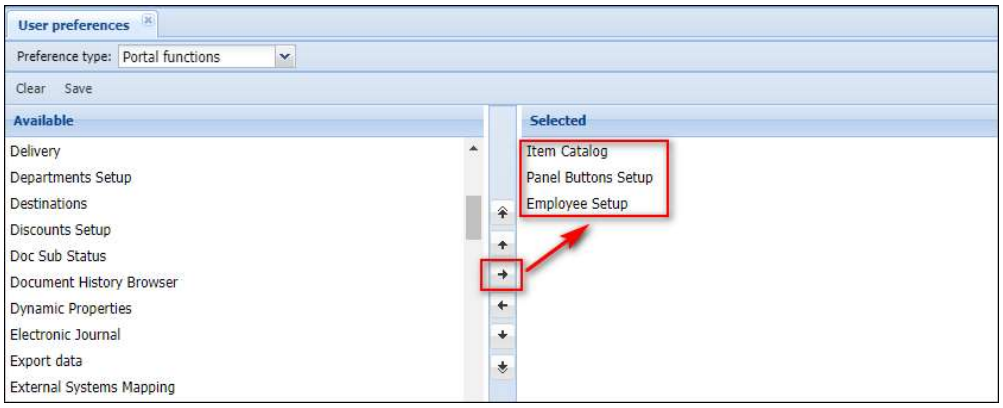
10. The reports available in this sub-menu can be edited by returning to User Preferences and selecting the Report preference type, and editing as required.

    To remove the "My Reports" section altogether, edit the Report preference type so there are no reports in the Selected section (at the right-hand side) at all:-



Saving/Updating Preferred Portal Functions

1. Select "Portal Functions" from the Preference Type down-down list.
2. A list of all available portal sections which the user has access to will be shown in the Available section (the left-hand section).
3. From the Available section, select the portal functions you wish to add to your user preferences.
4. In the middle section, select the right arrow button, and this will transfer the selected portal functions to the Selected section on the right-hand side:-



5. If you wish to change the order of the selected portal functions, use the up and down arrow buttons to reorder as required.
6. To remove a portal function from the Selected section, click on the left arrow button.
7. To remove all portal function selections and start again, click on the Clear button.
8. When the required portal functions are in the Selected section on the right-hand side in the order required, click on the Save button:-

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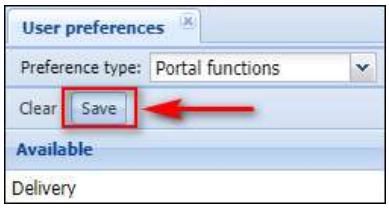
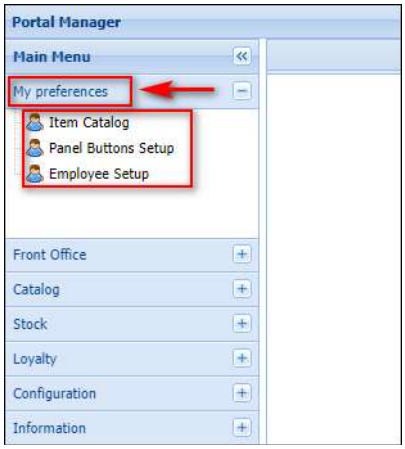
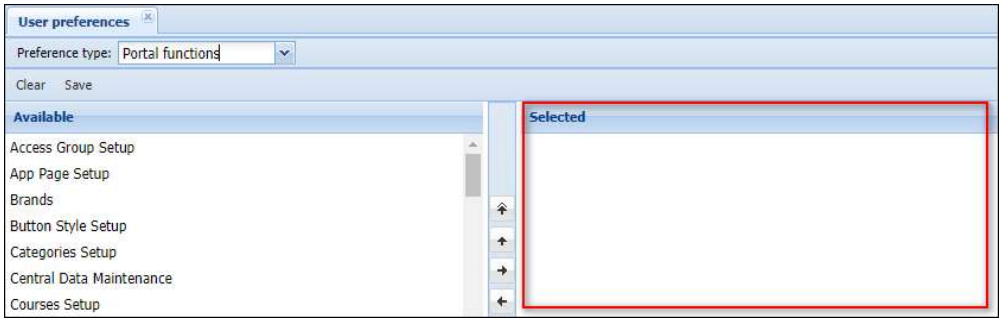


9. This has now saved the selected portal functions for the current user, and these are now available in a new section called “My Preferences” at the top of the portal menu structure on the left hand side of the portal screen:-



10. The portal functions available in this section can be edited by returning to User Preferences and selecting the Portal Functions preference type, and editing as required.

    To remove the “My Preferences” section altogether, edit the Portal Functions preference type so there are no portal functions in the Selected section (at the right-hand side) at all:-



Portal URL & Login Screen

IMPORTANT: The URL to access the portal has been changed. Please contact us for the correct new URL to use for portal access.

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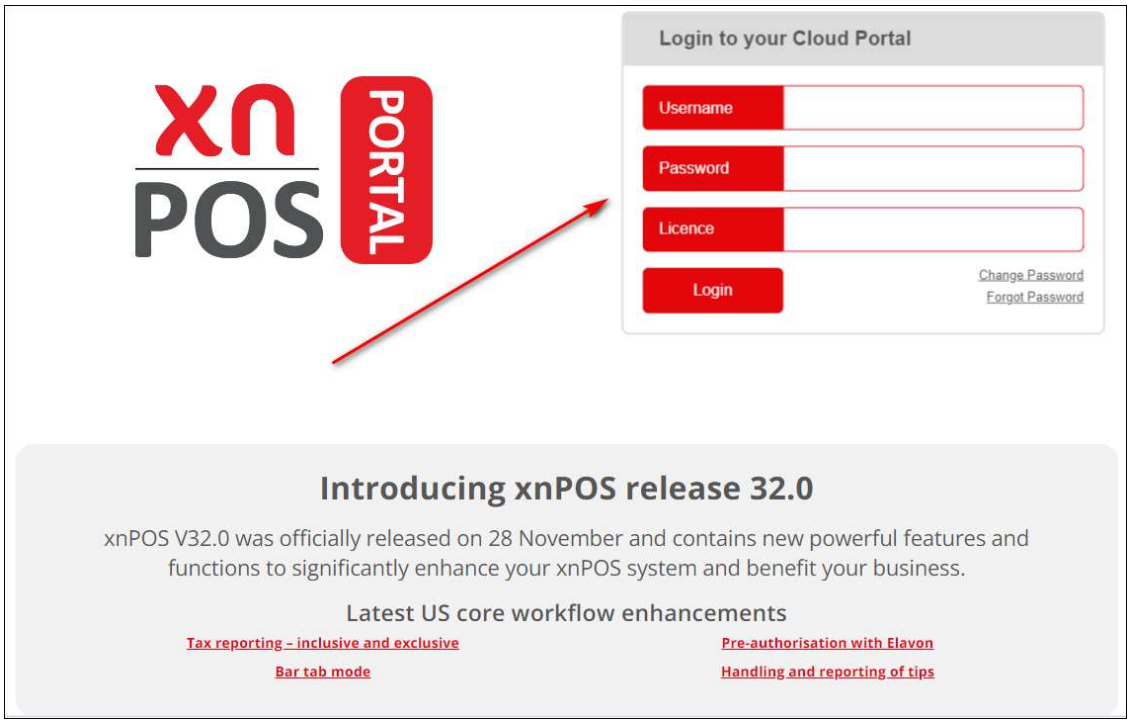
The portal login section is now embedded within a web page, which allows for information to be conveyed to customers within the same screen. The login fields and login process remains unchanged (including Change Password and Forgot Password functionality):-

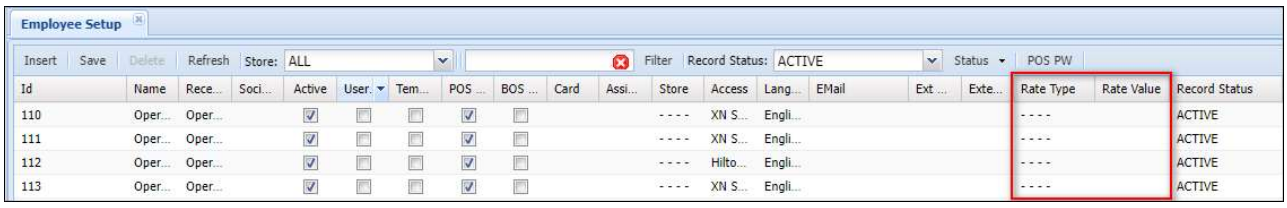


Alif Export

Data export to Alif Accounting System is now supported. Please contact us if you require this.

Employee Setup – Rate Type

Two new fields have been added to Employee Setup - Rate Type and Rate Value:-



These fields are to support future Craftable exports and should not be used at this time.

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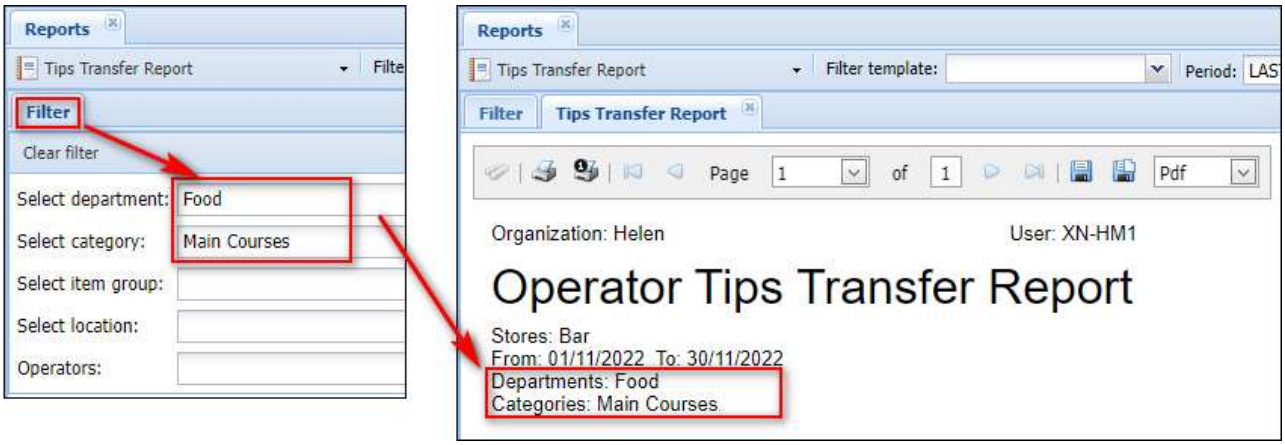
Task Scheduler – Email Subject Text

When a scheduled task is configured to automatically e-mail an output file (e.g. Prologic Export), configuration is available which will define the subject field text of the auto-generated e-mail. If no subject field text is configured, the e-mail subject will default to showing the organisation name followed by the task name (as per current functionality). If subject field text is configured, the e-mail subject will show the text configured, followed by the organisation name and task name.

Please contact us if you require any e-mail subject text changes.

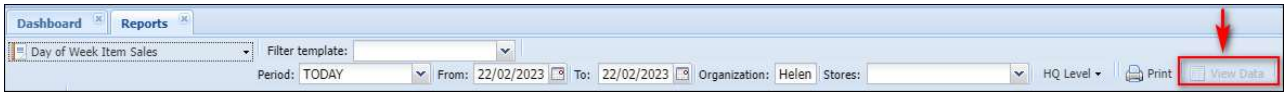
Portal Report Filters

Portal reports which contain filters will now show the filters which have been applied within the results when the report is run:-



Portal Reports View Data Button Availability

Only specific reports are configured to work with the View Data button in the Reports area of the portal, however this button remained available for all reports, regardless of whether it could be used or not. This has now been changed, so if the report is not configured to work with the View Data button, the button will be greyed out:-



Tips Summary Report Enhancement

Where an operator is not actively signed out and configuration is in place to automatically sign out any signed-in operators when the workstation is closed, the Tips Summary Report only populated the Tips column with the charged tips, but did not populate the Charged Tips, SubTotal Tips, Total Tips columns with these figures. This was because the operator was never actively signed out.

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An enhancement has been made so that where configuration is in place to automatically sign out any signed-in operators when the workstation is closed, these fields are populated regardless of whether the operator actively signs out:-

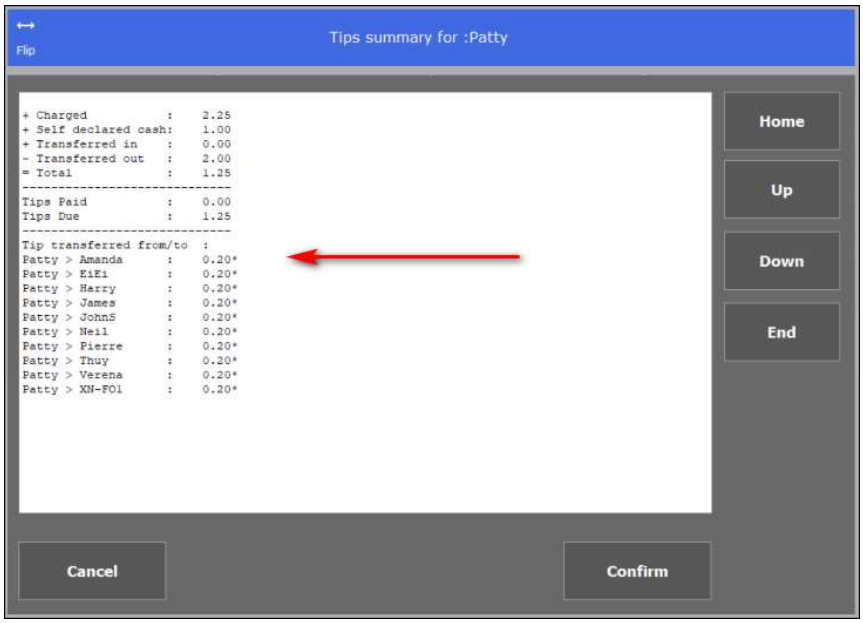
Tips Summary Report

Stores: Bar, Restaurant, Room Service, Android Only, Deli
From: 20/02/2023 To: 20/02/2023
Group By: Outlet
Bar

Operator Name	Business Date	Count	Item Net Sales	Discount	Service Charge	Tax	Tips	Total Revenue	Charged Tips	Self Declared Tips	SubTotal Tips	Transfer Out Tips	Transfer In Tips	Total Tips
XN-HM1	20/02/2023	2	3.34	0.00	0.00	0.66	0.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00
Operator A	20/02/2023	1	83.33	0.00	0.00	16.67	10.00	110.00	10.00	0.00	10.00	0.00	0.00	10.00
Bar		3	86.67	0.00	0.00	17.33	10.00	114.00	10.00	0.00	10.00	0.00	0.00	10.00
Report Total		3	86.67	0.00	0.00	17.33	10.00	114.00	10.00	0.00	10.00	0.00	0.00	10.00

Tips Summary on Operator Sign-Out

Where Tips Transfer functionality is enabled, when an operator signs out, the Tips Summary screen has been changed to a text output to allow full display of information in a format which is easier to read:-



Portal Dashboard – Number Format of Average Values

The number format of columns which show an “Avg” value on the Summary tab of the Dashboard within the portal are now configurable, e.g. to change the number of decimal places shown:-

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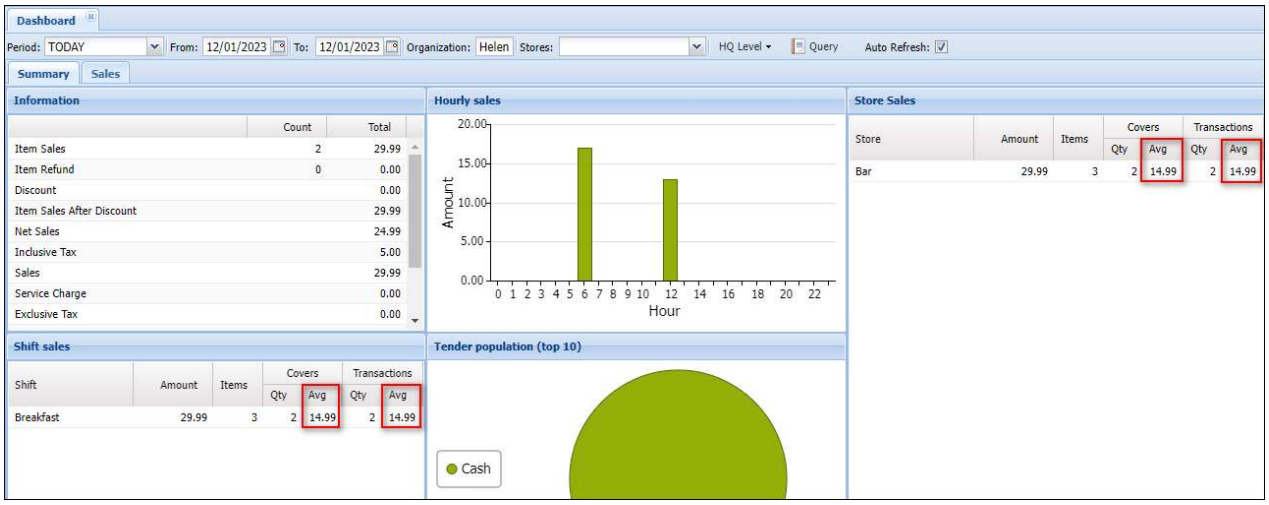
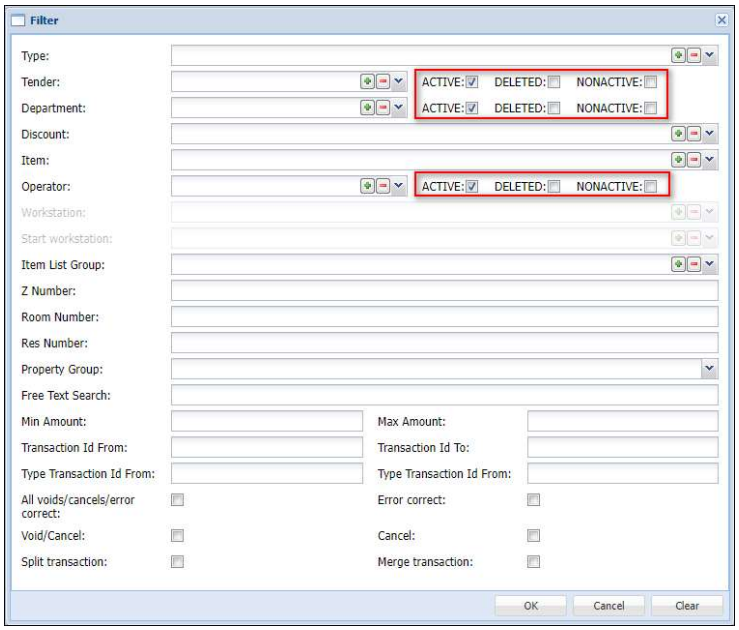


The default format is 0.00 – please contact us if you require this to be changed.

Portal Electronic Journal – Filtering By Record Status

The Filter section of the Electronic Journal area of the portal can now be used to filter the values listed within the Department, Tender, and Operator drop-down fields based on their record status (i.e. whether the records are ACTIVE, DELETED, or NONACTIVE):-



The default is ACTIVE. Ticking/unticking these checkboxes will update the values listed in the corresponding drop-down fields.

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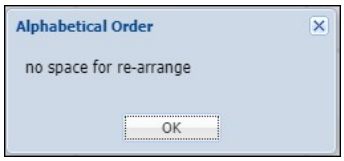
Panel Buttons – Sorting Buttons Alphabetically

Previously, when using the "Alphabetical Order" button within Panel Buttons Setup to sort panel buttons alphabetically, this would sort all buttons on the selected panel, including menu links and other function buttons, which usually need to remain in a static position towards the bottom of the screen.

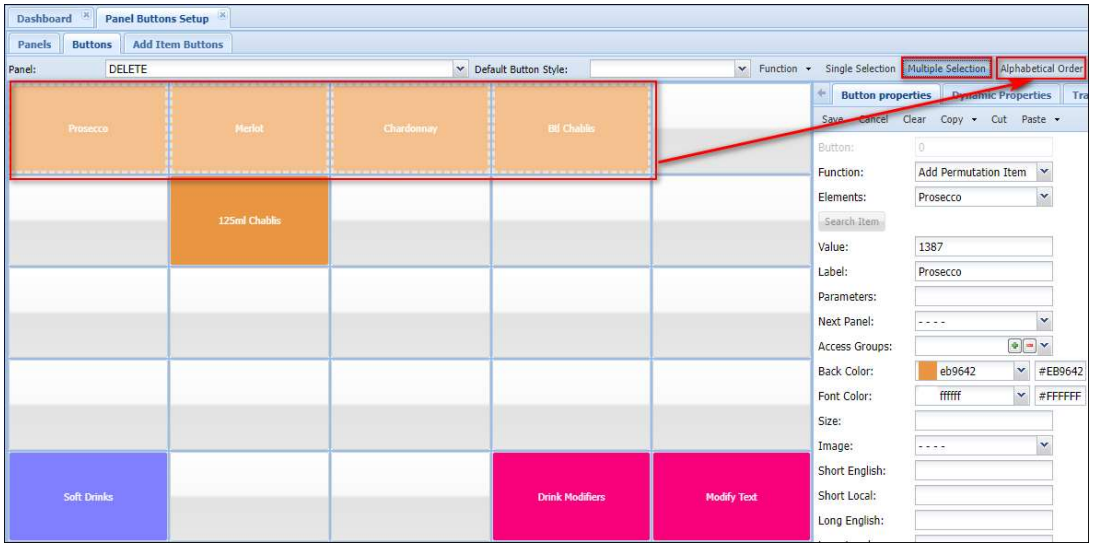
This has now been changed so if the Alphabetical Order button is selected without any specific buttons on the panel being highlighted, all item-related buttons are sorted (buttons which use the functions "Add Sale Item", "Add Permutation Item Selection", and "Add Permutation Item Specific") and any other buttons (e.g. menu links, modify text etc.) are ignored and remain in their original positions. It will also close up any gaps in the item buttons.

If a non-item button is located in the middle of the item buttons, the system will present the following message, and the process cannot be completed:-

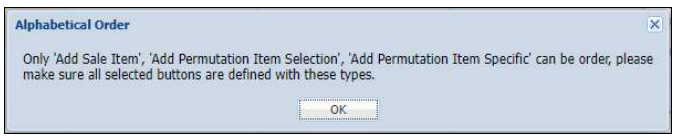


The non-item button would need to be moved to the end of all the item buttons in order for this to be permitted.

This functionality can also be used to sort selected buttons only, by using the Multiple Selection button to highlight the required buttons, then selecting Alphabetical Order. This method will not close up any gaps in item buttons however:-



If a non-item button is also highlighted along with the item buttons, the following message will be displayed, and the process cannot be completed:-



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The non-item button would need to be excluded from the highlighted buttons in order for this to be permitted.

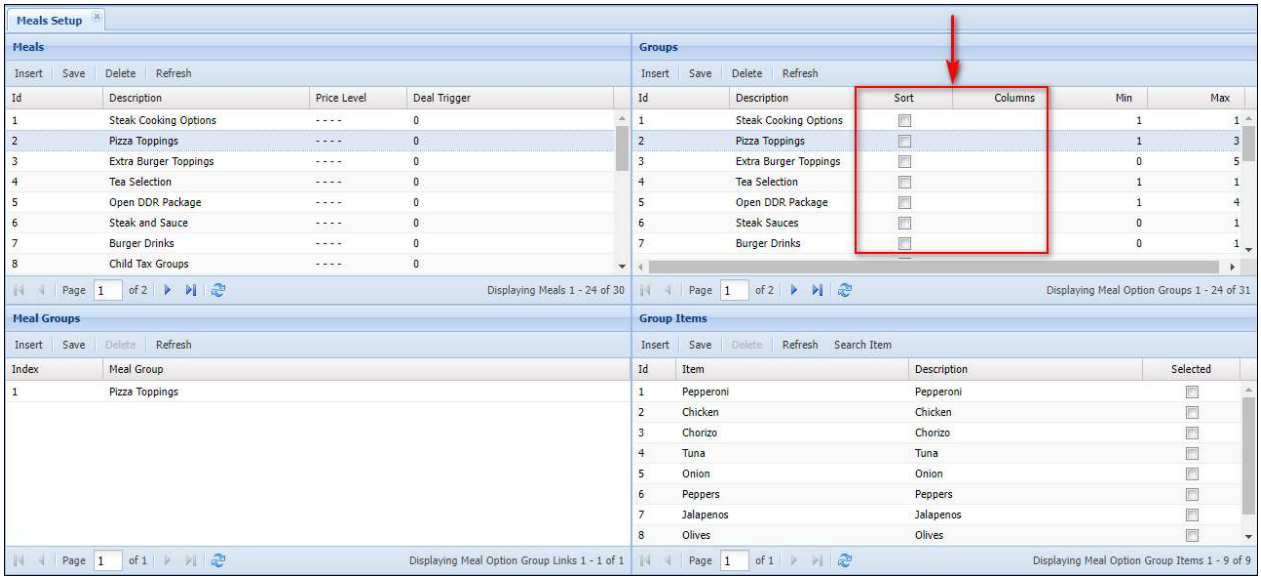
Number of Bills to Print Based on Bill Signature

Configuration has been added to define the number of copies of the bill to be printed based on the bill signature used. For example, if the bill signature “Non Resident Format” is used, it can be configured to print 1 copy, and if “Resident Format” is used, it can be configured to print 2 copies.

Please contact us if you require this configuring.

Meal Group Selections Screen Layout

To allow meal groups containing a large number of items to be displayed better on POS, fields for ‘Sort’ and ‘Columns’ have been added to the Groups section within the Meals Setup area of the portal:-



Ticking the Sort checkbox will automatically sort the items within the meal group alphabetically when they are displayed on POS.

Entering a number in the Columns field will define the number of columns to use to display the meal group items (the columns read from left-to-right, top-to-bottom).

For example, without the checkbox for Sort ticked, and without any value entered in the Columns field, the meal group is displayed as follows:-

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With the Sort checkbox ticked and with "2" entered in the Columns field, the same meal group is now displayed as follows (i.e. sorted alphabetically and displayed across 2 columns):-

Note: The Sort and Columns fields can be used independently of each other, or in conjunction with each other, as shown in the example above.

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ADDITIONAL INFORMATION

Operator X-Read – Keeping Operators Signed In on Workstation Close

Historically, configuration has been available which allows an operator to remain signed in when a Workstation Close is performed (if they haven't already actively signed out). It has been confirmed that this configuration should not be used where Operator X-Reads are used, as it causes issues and discrepancies in Z-Read and X-Read figures. Where Operator X-Reads are used, all operators must be signed out (either actively or automatically) before the workstation is closed.

If your system is currently configured to leave operators signed in when a Workstation Close is performed, and Operator X-Reads are used, please contact us.

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