



Release Notes For Hilton

New Features & Enhancements

POS Version 4.0.1.2
Android Version 4.0.1.1
Portal Version 4.0.1.0

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VERSIONS

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

CLIENT APPLICATIONS

POS Client	4.0.1.2
Android (APK)	4.0.1.1
KDS	4.0.1.0
Kiosk	4.0.1.0
Launcher	1.0.3.0
xnPOS GO	4.0.1.1

DATA CENTRE COMPONENTS

Portal	4.0.1.0
POS_SVC	5.15
Task Runner	4.0.1.1

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	4.0.1.1
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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	4.0.1.3
Adyen Pay@Table	4.0.1.0	Adyen Pay@Counter	4.0.1.0
PayIFWEBSvc	4.0.1.0		

OTS WINDOWS SERVICES

Updater Service	1.0.1.0
OTS Sync Service	4.0.1.0
OTS GO Sync Service	4.0.1.1
Spooler Service	4.0.1.0
Scheduler Service	4.0.1.0

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:-

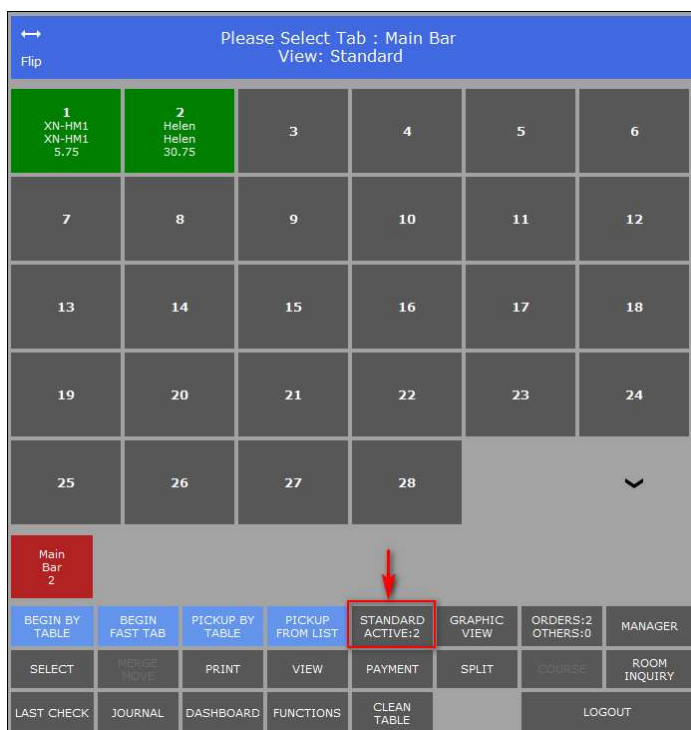
Select a User to login or select 'Functions'			
←→ Flip			
XN-HM1	Helen	<--> Bar Bar Workstation 1 <-->	Restaurant Restaurant Workstation
Room Service Room Service Virtual	Deli Deli Shop	Bar Bar Workstation 2	Bar Bar Workstation 3
Bar Bar Workstation 4	Exclusive Exclusive WS1	Exempt Exempt WS1	Functions

- 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.):-

Select function			
←→ Flip			
Back	Workstation Close	Store functions	Room enquiry
Sign In	Sign Out	No sale	Exit
Electronic Journal	Last Check	X read	Dashboard
Active orders	Open orders report	Change price level	Change shift
Data sync			

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.

- 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:-

		Displays the table number. When selected, displays table information and allows changing of the table reference or perform a room enquiry.
		Displays the number of covers. When selected, allows the number of covers to be changed.
		Displays the transaction number. When selected, displays table events.
		Prints the bill.
		Toggle button which shows/hides the numeric keypad to allow more items in the transaction window to be displayed.
		Toggle button which defines whether a single item is highlighted when selected, or whether multiple items can be highlighted as each item is selected.
		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:-

BEGIN BY TABLE	BEGIN FAST TAB	PICKUP BY TABLE	PICKUP FROM LIST	STANDARD ACTIVE:1	GRAPHIC VIEW	ORDERS:1 OTHERS:0	MANAGER
SELECT	MERGE MOVE	PRINT	VIEW	PAYMENT	SPLIT	COURSE	ROOM INQUIRY
LAST CHECK	JOURNAL	DASHBOARD	FUNCTIONS	CLEAN TABLE		LOGOUT	

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

Table functions	
Reset Overtime	Block Table
Unblock Table	Table part functions
UnGroup	UnlockTable

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

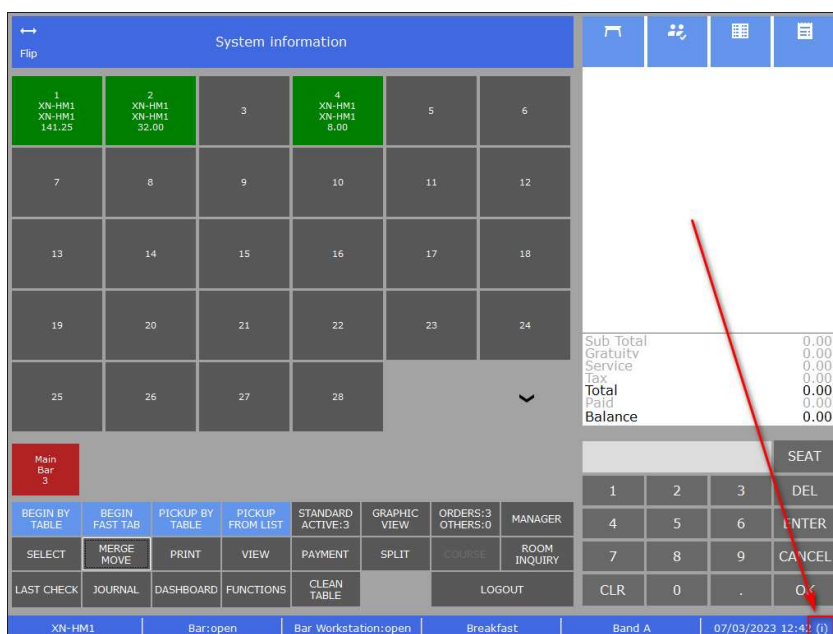
BEGIN BY TABLE	BEGIN FAST TAB	PICKUP BY TABLE	PICKUP FROM LIST	STANDARD ACTIVE:2	GRAPHIC VIEW	ORDERS:2 OTHERS:0	MANAGER
SELECT	MERGE MOVE	PRINT	VIEW	PAYMENT	SPLIT	COURSE	ROOM INQUIRY
LAST CHECK	JOURNAL	DASHBOARD	FUNCTIONS	CLEAN TABLE		LOGOUT	

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:-

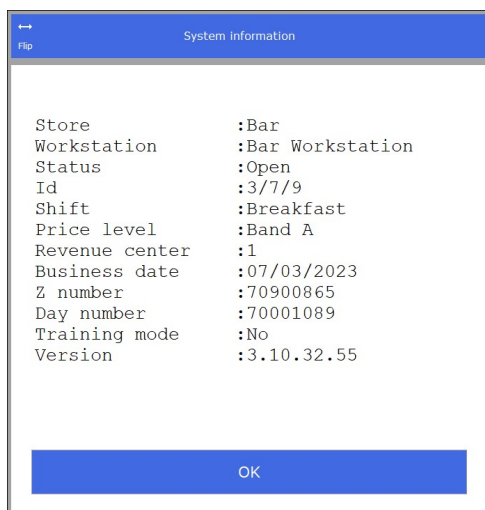


Note: There are some scenarios where a highlighted table is not shown in blue, e.g. where overtime is being used and the table has exceeded the overtime value.

- 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:-



This will display system information for the current workstation:-

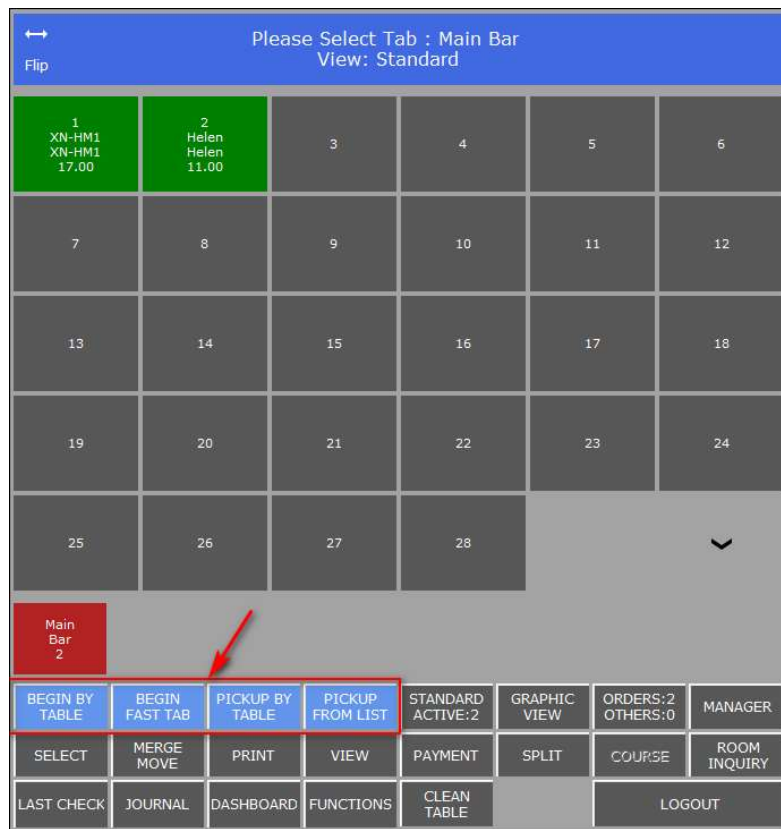


- The Date/Time format shown at the bottom-right of the status bar of the application is formatted based on existing configuration and can be changed regionally as required:-

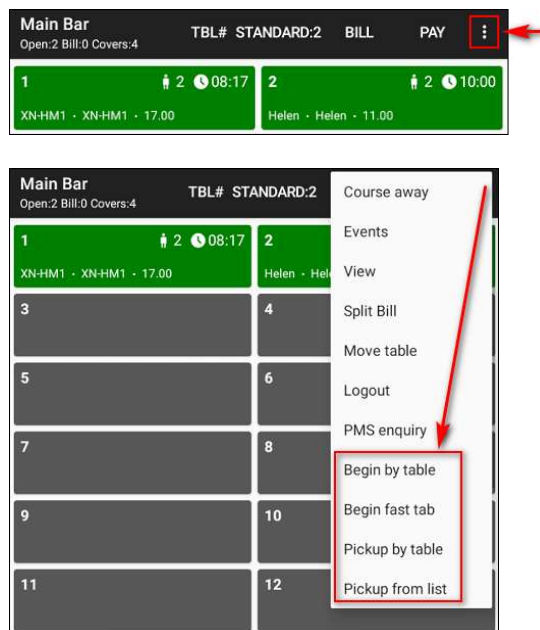
07/03/2023 12:46 (i)

Tables View – Start Order Features

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



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:-



Each of these options is defined in the sections below.

Begin By Table

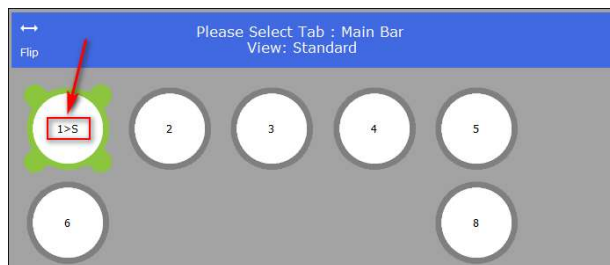
This functionality allows opening of a table by entering the table number, or for multiple checks to be opened on an existing table (depending on configuration).

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

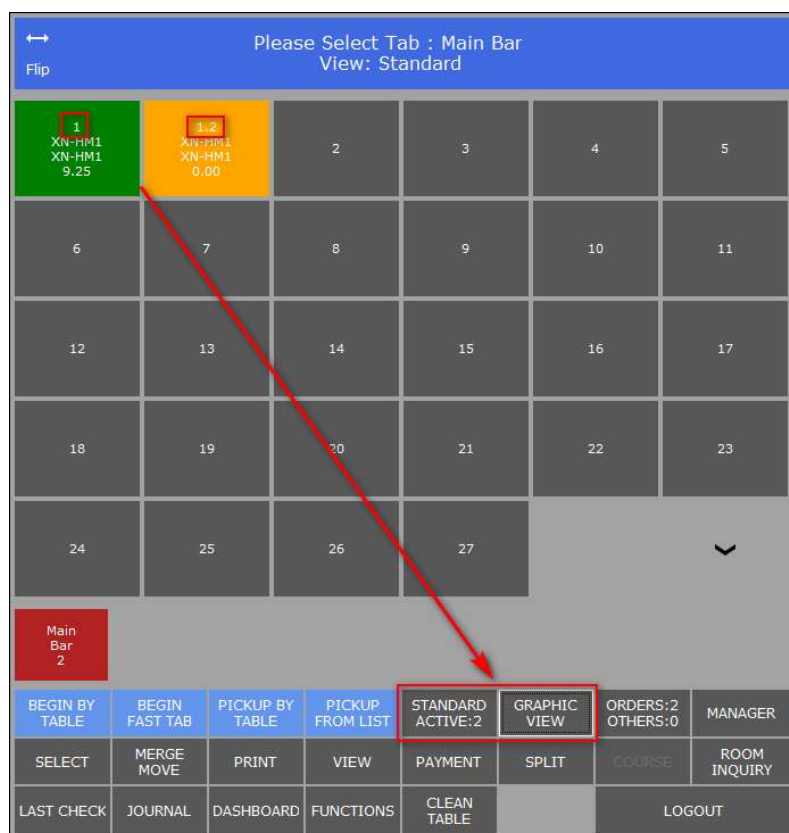
If “Begin by Table” is selected and an open table number is entered, this will then ‘part’ the table. The original table number remains unchanged (e.g. Table 1 remains “1”) and any new checks for the same table are automatically numbered 1.2, 1.3 etc.:-



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:-

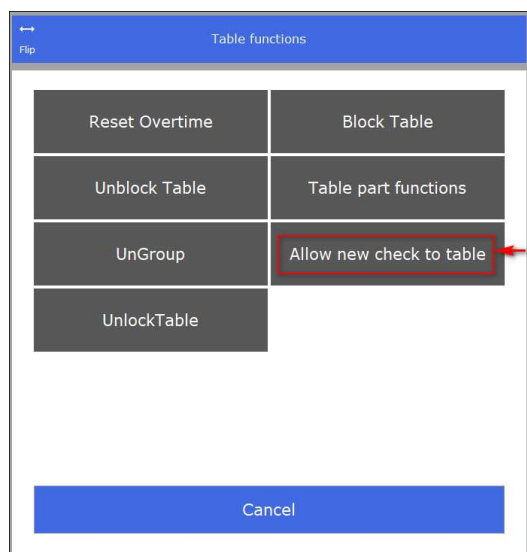


The table parts can only be displayed by exiting Graphic View and changing to STANDARD view:-



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:-



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:-

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:-

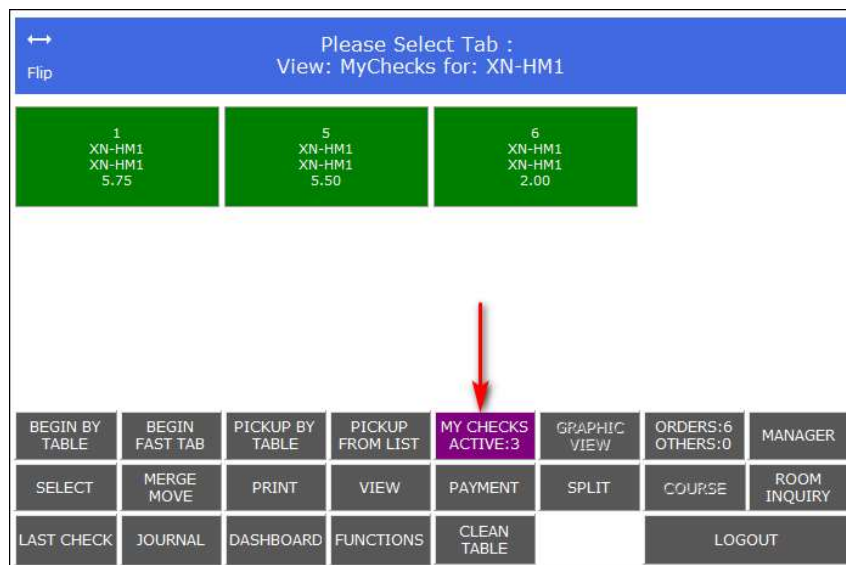
3 Orders 5 Covers									
Table	Reference	Status	Operator	Open	Order	Amount	Covers	Espresso	
1		Ordered	XN-HH11	10:06	70919824	5.75	2	Latte	2.00
3		Ordered	Helen	10:07	70919825	2.00	1		3.75
8		Ordered	Operator A	10:07	70919826	6.50	2		

CLOSE	SHOW DELIVERY ORDERS	SHOW TABLE ORDERS	SHOW ALL ORDERS	SHOW ONLINE ORDERS	^	v	PRINT ORDERS DETAILS	TODAY DETAILS	ADMIN	PRINT ORDERS	RECALL ORDER
-------	----------------------	-------------------	-----------------	--------------------	---	---	----------------------	---------------	-------	--------------	--------------

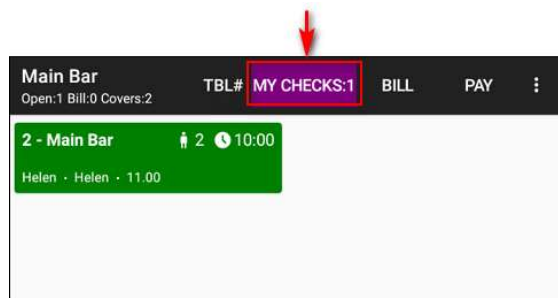
The required table can then be selected from the list, and the RECALL ORDER button selected to retrieve the table and display the Payments panel.

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:-



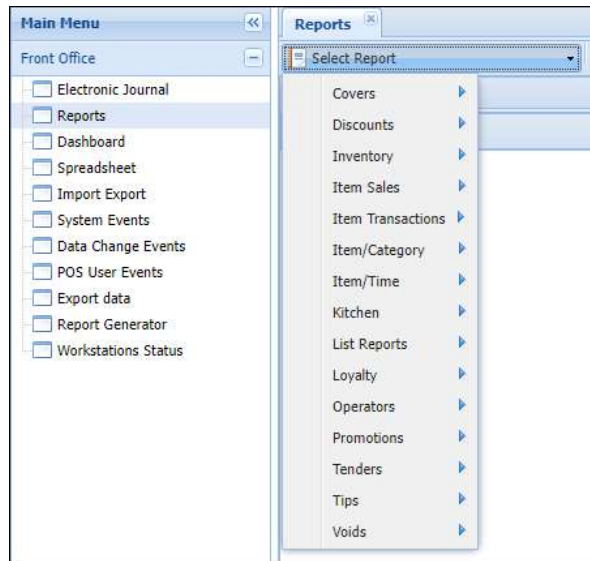
Selecting this option will show only the tables for the currently signed in operator. Pressing this button multiple times will toggle between STANDARD, ACTIVE, and MY CHECKS view.

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.

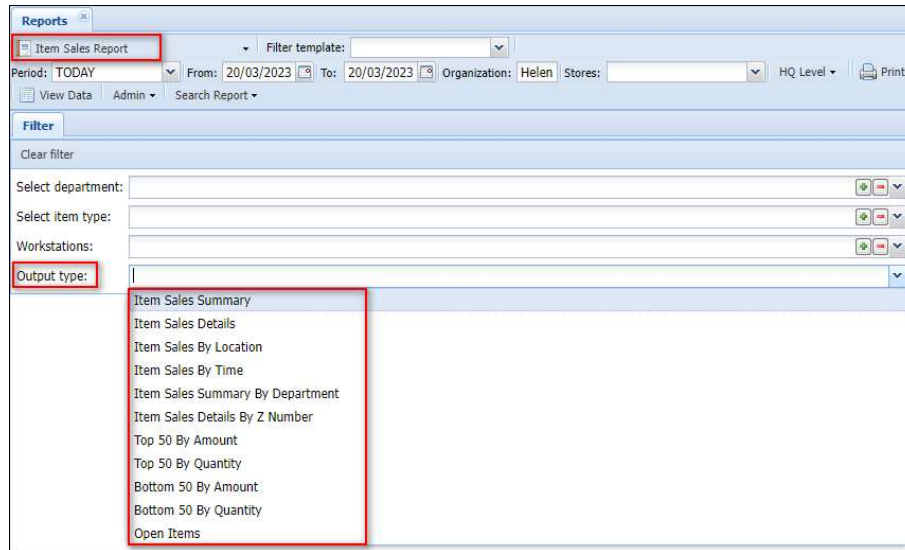
This functionality is enabled by default for USA customers, and disabled by default for the rest of the world. Please contact us if you require this changing.

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):-



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:-

Output type:	
Group by:	<div> <div></div> <div>Detailed</div> <div>Summary</div> <div>Operator Summary</div> <div>Item Summary</div> <div>Void Reason Summary</div> </div>

- Sale Transactions Summary Report:-

Output type:	
Group by:	<div> <div></div> <div>SIMPLE</div> <div>DETAILED</div> </div>

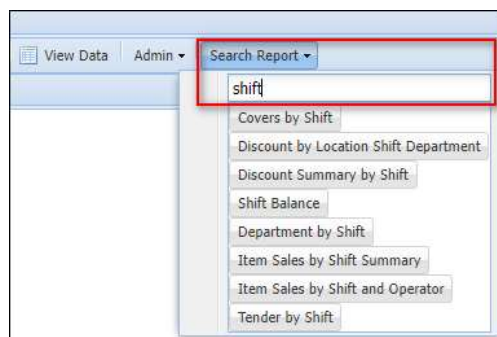
Note: Access rights to individual reports remain unchanged, i.e. if a user had access to a particular report before the restructure, they will still have access to the same report now, as long as the report hasn't been removed.

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.

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.

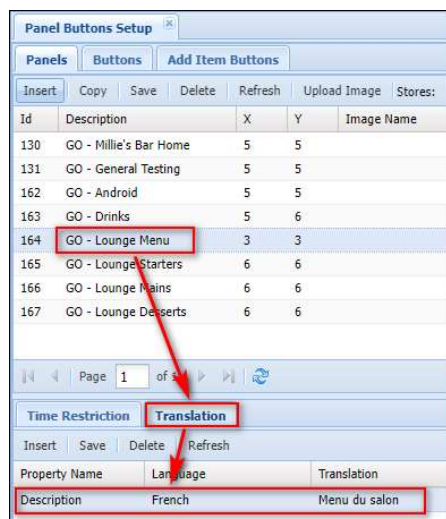
xnPOS GO Enhancements

Using QR Code to Pay Orders Placed Outside of GO

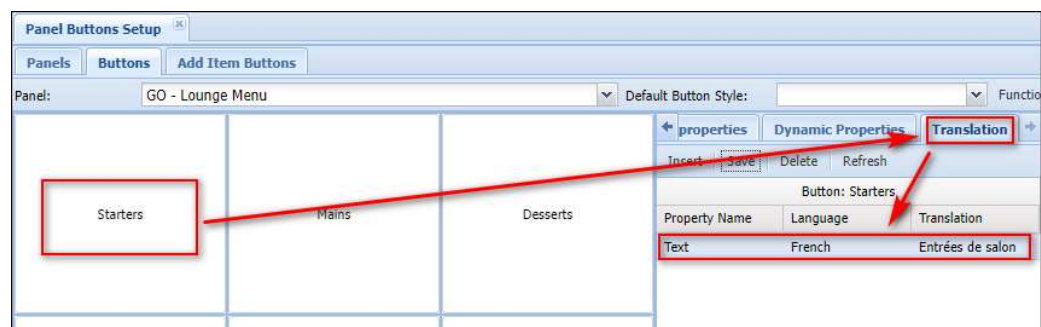
Configuration is now available which will allow an order which has not been placed via the GO application to be paid off by the guest via the GO application by scanning a QR code at the table. Please contact us if you require this enabling.

Menu Button Translations

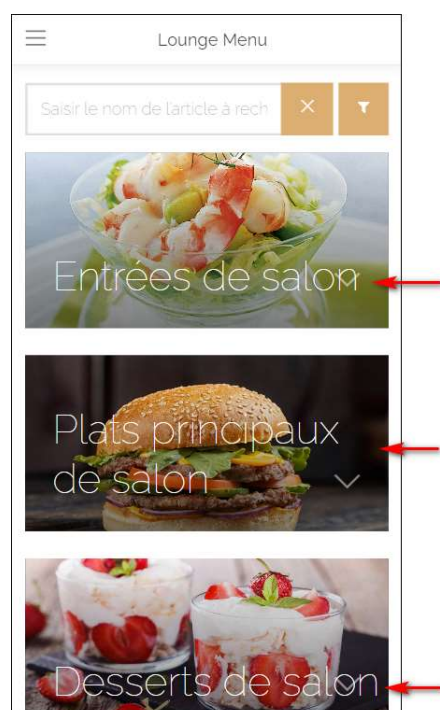
Panel names can now be translated (where multiple languages are supported) by using a new Translations tab on the Panels tab within Panel Buttons Setup:-



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.

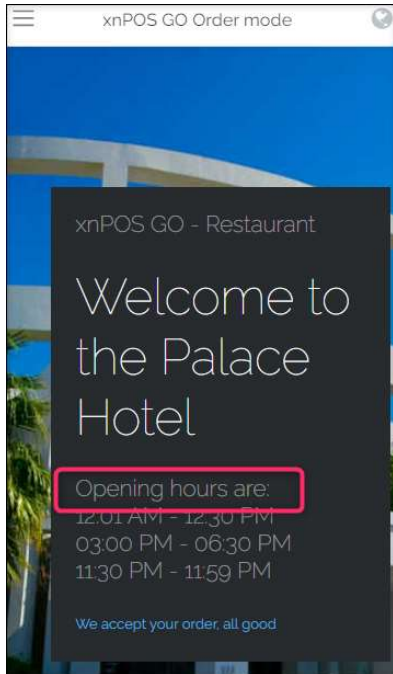


Note: This functionality should only be used for translating menu buttons, not item buttons. Item names are still translated via the Item Catalog as per existing functionality.

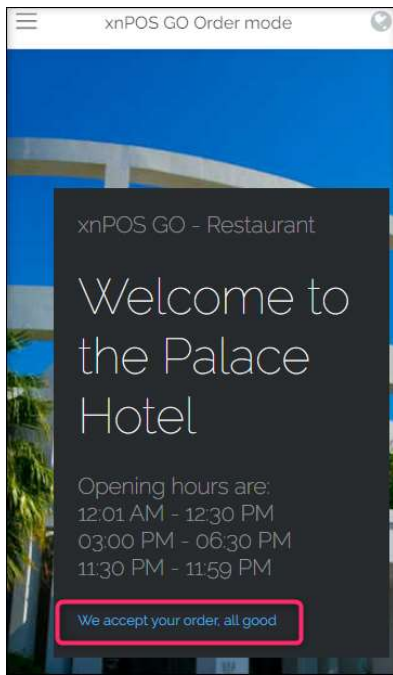
Translations for GO Messages

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

- 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):-



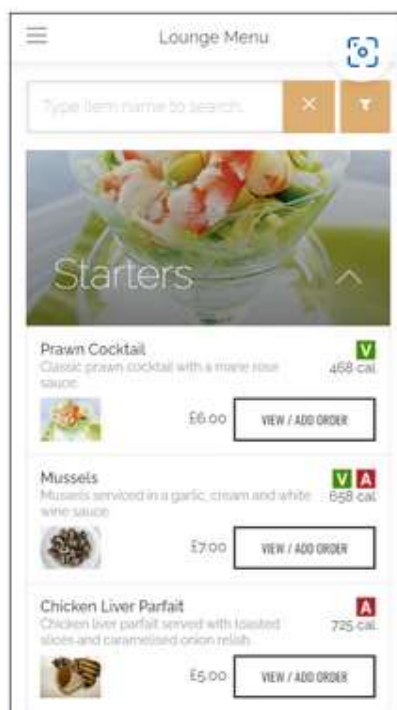
Please contact us if you require any of these messages to provide translated text when an alternative language is selected.

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 by credit card). This is switched off by default, please contact us if you wish to enable this.

Default Menu Item Template

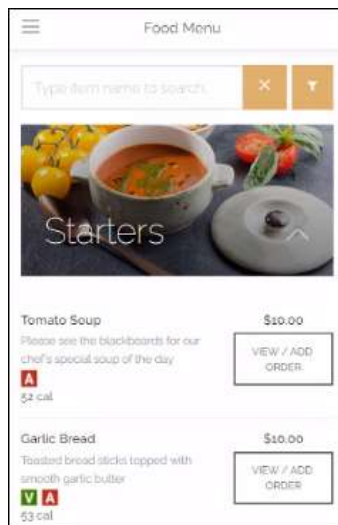
Following customer feedback and where not configured otherwise, the default menu item template has been changed to “Simple With Image”:-



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

Additional Menu Item Template

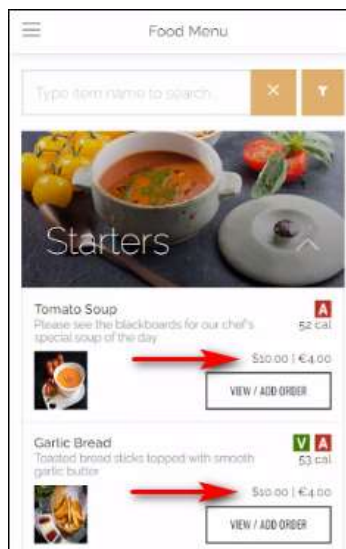
An additional item template has been added which displays items in the following format (without displaying images):-



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:-

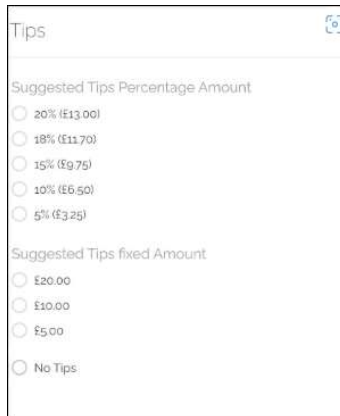


Gratuities/Tip Entry Enhancements

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).

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



Tips

Suggested Tips Percentage Amount

☐ 20% (£13.00)

☐ 18% (£11.70)

☐ 15% (£9.75)

☐ 10% (£6.50)

☐ 5% (£3.25)

Suggested Tips fixed Amount

☐ £20.00

☐ £10.00

☐ £5.00

☐ No Tips

- 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.

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.

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

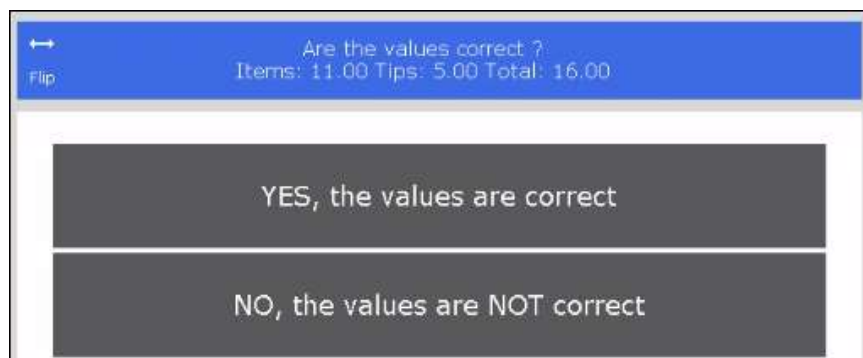
Where multiple tables are pre-authorised, in order to assist in identifying which table needs to be opened to add a tip, the grand total is now shown on the table button in Tables View, rather than the balance (which was always 0.00).

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:-



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:-

Select split mode		Flip	
Split bill			
Equal split			
Split by seat			
Cancel			

Full English Brea	15.00
Continental Break	10.00
Latte	3.75
Flat White	3.75
Total	32.50

1	2	3	SEAT
4	5	6	DEL
7	8	9	ENTER
CLR	0	.	CANCEL
			OK

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):-

Split Items			1	0	70918781	Print bill
Split details	Split	Transfer	Full English Brea 15.00			
	(1)		Continental Break 10.00			
	(2)		Latte 3.75			
	(3)		Flat White 3.75			
	(4)					
	(5)					
	(6)					
	(7)					
	(8)					
	(9)					
			Total 32.50			
			<div> <div>SEAT</div> <div>1 2 3 DEL</div> <div>4 5 6 ENTER</div> <div>7 8 9 CANCEL</div> <div>CLR 0 . OK</div> </div>			
Add Split	Split	Select Items	Equal	Reset		

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

Split Transaction Please enter split quantity			1	0	70918781	Print bill
<div> <input type="text"/> </div> <div> <div>1 2 3 DEL</div> <div>4 5 6 CANCEL</div> <div>7 8 9 OK</div> <div>CLR 0 .</div> </div>			Full English Brea 15.00			
			Continental Break 10.00			
			Latte 3.75			
			Flat White 3.75			
			Total 32.50			
			<div> <div>SEAT</div> <div>1 2 3 DEL</div> <div>4 5 6 ENTER</div> <div>7 8 9 CANCEL</div> <div>CLR 0 . OK</div> </div>			

- 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):-

Split Items		
Split details	Split	Transfer
	(1) 18.75 (2) 13.75 (3) (4) (5) (6) (7) (8) (9)	
		<div>Total 32.50</div> <div> <div>1 2 3</div> <div>4 5 6</div> <div>7 8 9</div> <div>CLR 0 . OK</div> </div>
<div> <div>Add Split</div> <div>Split</div> <div>Select Items</div> <div>Equal</div> <div>Reset</div> </div>		

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:-

Print bill for the split checks?	
Print the bill	
Do not print the bills	

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:-

- 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:-

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	EMCL	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 US1

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	EMCL	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 US1

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.

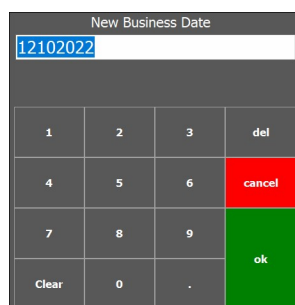
Clearing a Seat Assignment

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):-



Business Date Validation During Start of Day Process

In the last release, an option was introduced which displays a business date prompt during the Start of Day process, allowing the date to be modified if required:-



This option was disabled by default, however for compatibility when using the Updater, this is now enabled by default.

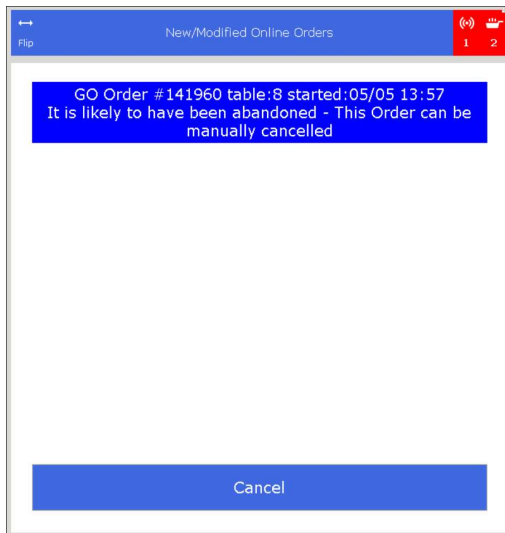
Manager Approval Using Swipe Cards

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). By default, PMS errors are configured to be shown, but please contact us if you require this changing or disabling.
- 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:-



- 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.

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:-

Item Catalog						
Save Cancel New Delete Copy Refresh Procedures Quick filter Filter Refresh Data						
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:-

Item Catalog			
Save Cancel New Delete Copy Refresh Proc			
Id	Name	POS Description	Dep
93	Service Charge	Service Charge	Ser
94	Gift Voucher	Gift Voucher	Mis
95	Paid Voucher	Paid Voucher	Mis
96	Gratuity	Gratuity	Gr
97	Credit Voucher	Credit Voucher	Mis
98	Modify Text	Modify Text	Food
99	General Merch.	General Merch.	Mis
100	Ticket Rounding	Ticket Rounding	Mis
1001	Dairy	Dairy	Food
1002	Diabetic	Diabetic	Food
1003	Gluten	Gluten	Food
1004	Nuts	Nuts	Food
1005	Wheat	Wheat	Food
1006	Anchovies	Anchovies	Food
1007	Bacon	Bacon	Food
1008	Bread	Bread	Food
1009	Cheese	Cheese	Food
1010	Chocolate	Chocolate	Food
1011	Cucumber	Cucumber	Food
1012	Garlic	Garlic	Food
1013	Garnish	Garnish	Food
1014	Olives	Olives	Food
1015	Salad	Salad	Food
1016	Sauce on Side	Sauce on Side	Food
1017	Tomato	Tomato	Food

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":-

Electronic Journal													
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.

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:-

Employee Setup

Insert Save Delete Refresh Store: ALL Filter Record Status: ACTIVE

Id	Name	Receipt name	Notes	Social secu...	Active	User locked	Temp Pwd	POS Opera...	BOS user
6	XN-AT1	XN-AT1			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
31	XN-JW1	XN-JW1			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
32	XN-FO1	XN-FO1			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
33	XN-ANV1	XN-ANV1			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
34	XN-VS1	XN-VS1			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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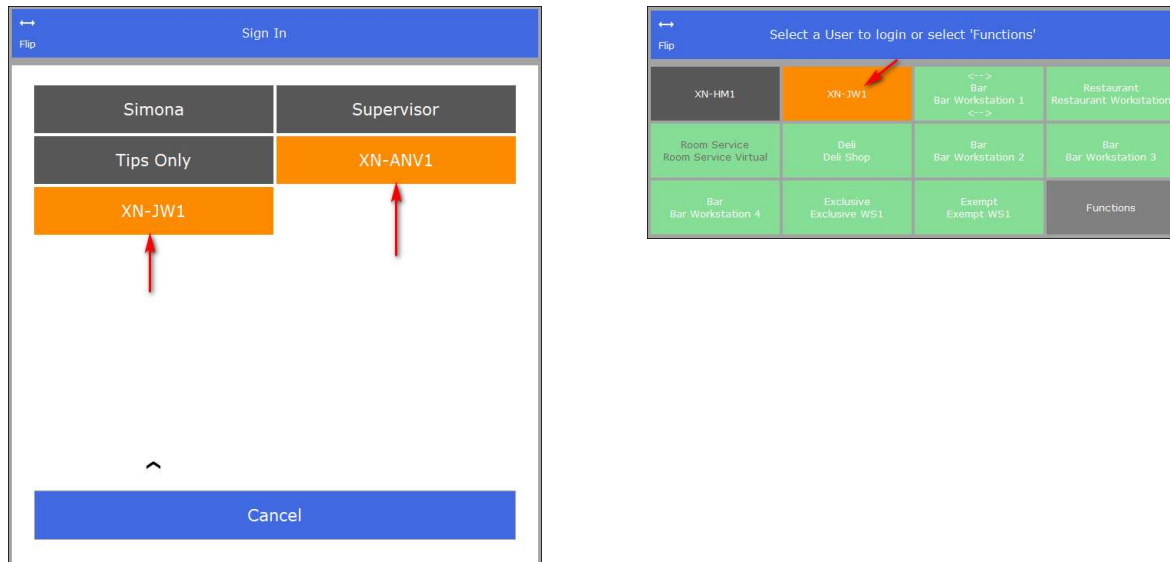
Dynamic Properties

Insert Save Delete Refresh

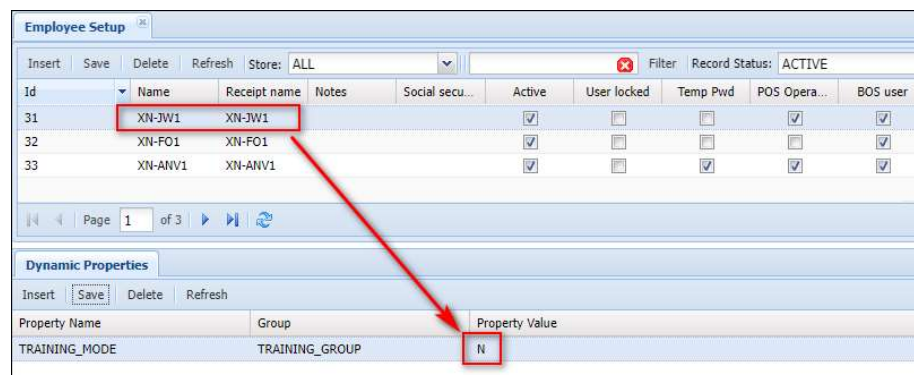
Property Name	Group	Property Value
TRAINING_MODE	TRAINING_GROUP	Y

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:-



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.

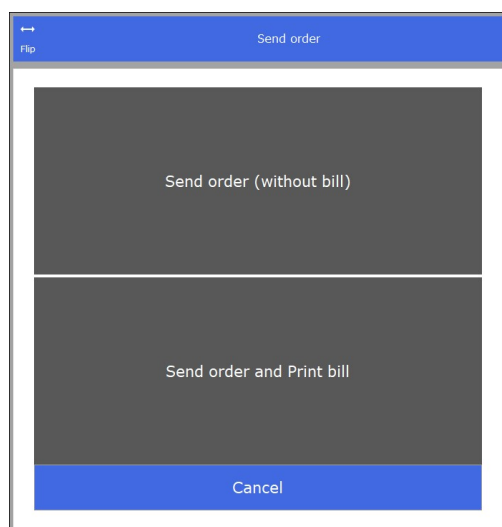
If enabled, when sending an order, the following screen is presented:-

Send order
Apply only for the selected items
Send the entire order
Send the whole order later in the Shift
Cancel

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”:-

Send order	<table> <tr> <td>Milk</td> <td>2.00</td> </tr> <tr> <td>Skimmed Milk</td> <td>3.50</td> </tr> <tr> <td>Americano</td> <td>3.75</td> </tr> <tr> <td>Flat White</td> <td></td> </tr> </table>	Milk	2.00	Skimmed Milk	3.50	Americano	3.75	Flat White	
Milk	2.00								
Skimmed Milk	3.50								
Americano	3.75								
Flat White									
Apply only for the selected items									
Send the entire order									
Send the whole order later in the Shift									
Cancel									
	<div>^</div> <div>v</div>								

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):-

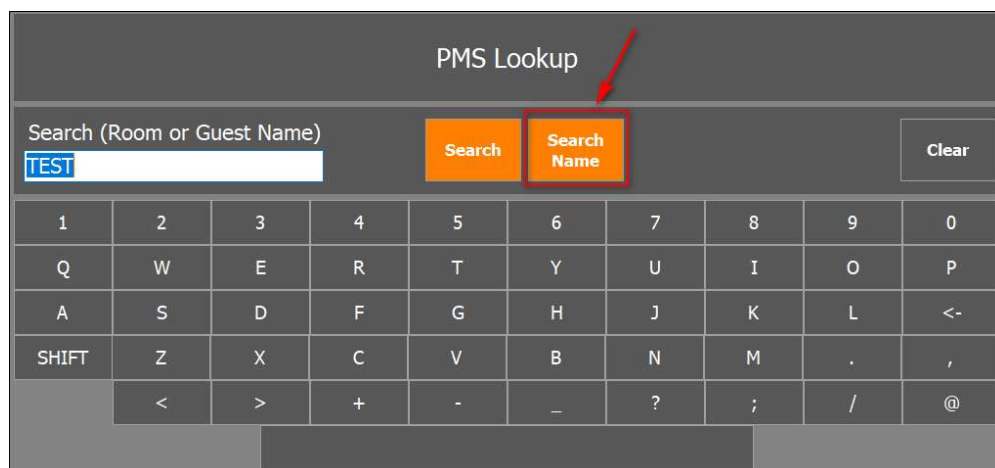


If “Send the whole order later in the shift” is selected, the order is suspended and no items are sent to the kitchen. This is used when an order is taken in the bar (for example), but none of the items need to be sent to the kitchen at that time. The order is therefore recorded but not sent.

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 46.

PMS Lookup – Search By Name

Configuration is now available which will remove the “Search Name” button from the PMS Lookup screen:-



Note: This still allows for the guest name to be entered in the Search box by using “N” followed by the surname, e.g. NSMITH.

This button has been removed by default for all Hilton properties.

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:-

The screenshot shows the POS application interface. At the top, there's a 'Select function' bar with icons for 'Fip', '8', and '1'. Below this, the 'Table Information' screen displays transaction details: Table :1, Reference :918 | D'ERASMO, Covers :0, Open :08:05, Type :SALE, Transaction :510100703, Operator :manu, Open operator :manu, Price level :PB1, Revenue center :Aquamarine, Destination :. A red box highlights the 'Room enquiry' button. To the right, a list of items shows 'Chicken Wings - 3' for 20.00 and 'Chicken Wings - 6' for 30.00. The total is 50.00. At the bottom, there's a numeric keypad and a 'Cancel' button.

The screenshot shows the 'PMS Lookup' screen. At the top, there's a search bar with the text '918' and a 'Search' button. Below the search bar is a grid of buttons for numbers 1-0, letters Q-P, A-L, and symbols. At the bottom, there are three columns of information, each showing details for Room: 918, Guest: D'ERASMO, and Group: V23IDC. A red box highlights the first column of information.

Note: The information shown on the screen will depend on the PMS system being used.

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:-

Item Groups	
Id	Description
1	Delivery Time
2	Breakfast
3	Starters
4	Salads
5	Soups
6	Snacks/Sandwich
7	Main Courses
8	Meat
9	Poultry
10	Fish & Seafood
11	Pasta & Pizza
12	Vegetables

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):-

Button properties

Dynamic Properties

Save

Cancel

Clear

Copy

Cut

Paste

Button:

13

Function:

Item Lookup By Item G

Elements:

Pasta & Pizza

Search Item

Value:

11

Label:

Pasta and Pizza

Parameters:

Next Panel:

Access Groups:

Select "Item Lookup By Item Group"

Select the required Item Group

Enter the required button label

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:-

Items for group : Pasta Pizza	
Create Your Own Pizza	Margharita Pizza
Mozzarella Pizza	Mushroom Pizza
Salami Pizza	Sausage Pizza
Back	

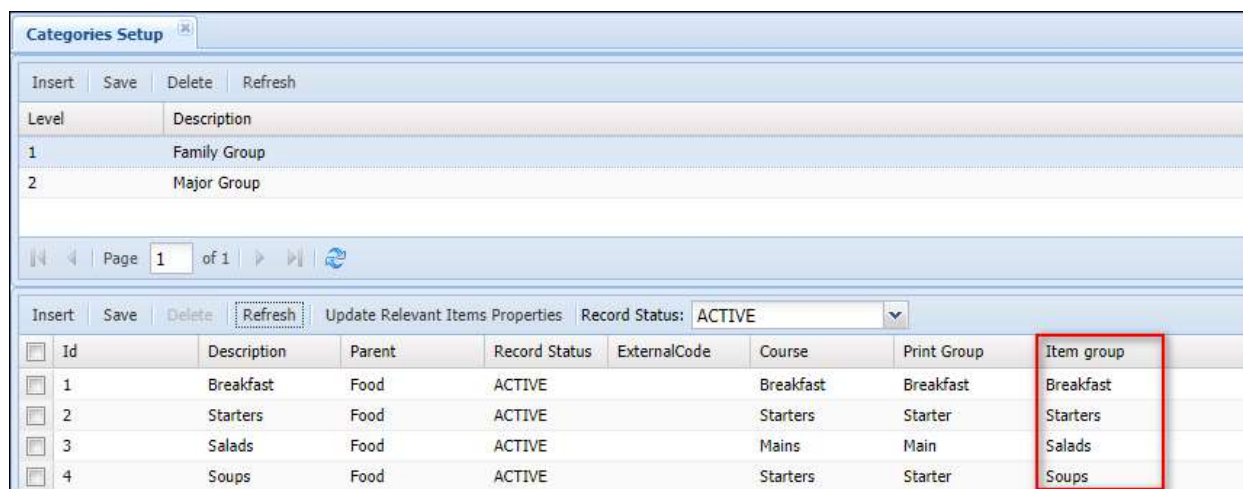
Item Lookup By Category/Department

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 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:-



The screenshot shows the 'Categories Setup' window. It has a top bar with 'Insert', 'Save', 'Delete', and 'Refresh' buttons. Below this is a table with two columns: 'Level' and 'Description'. The table contains two rows: Level 1 'Family Group' and Level 2 'Major Group'. Below the table is a pagination bar showing 'Page 1 of 1'. At the bottom, there is another table with columns: 'Id', 'Description', 'Parent', 'Record Status', 'ExternalCode', 'Course', 'Print Group', and 'Item group'. The 'Record Status' column has a dropdown menu set to 'ACTIVE'. The 'Item group' column is highlighted with a red box. The data in the bottom table is as follows:

Id	Description	Parent	Record Status	ExternalCode	Course	Print Group	Item group
1	Breakfast	Food	ACTIVE		Breakfast	Breakfast	Breakfast
2	Starters	Food	ACTIVE		Starters	Starter	Starters
3	Salads	Food	ACTIVE		Mains	Main	Salads
4	Soups	Food	ACTIVE		Starters	Starter	Soups

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 screenshot shows a 'Category change' dialog box. It has a question mark icon and the text: 'You are about to change the item's category. Do you want to copy category defaults to current item?'. There are two buttons: 'Yes' and 'No'.

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:-

Details	Inventory	Recipe	Supply
Id: 2415			
Name: Test 3			
POS Description: Test 3			
POS Journal: Test 3			
Kitchen desc: Test 3			
Detail Description:			
Description:			
UPC:			
Ext Code:			
OLA:			
Tax: VAT 20% Inclusive			
Status: ACTIVE			
Category: Breakfast			
Print group: Breakfast			
Item group: Breakfast			
Course: Breakfast			

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 of an authorised operator to be entered when selected, or a card to be swiped (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:-

Store	Store Name	Business Date	Day#	Time Open	Time Close	Status
7	Bar	25/02/2023	70001079	28/02/2023 07:54:10	01/03/2023 06:45:25	CLOSE
8	Restaurant	25/02/2023	80001068	28/02/2023 07:54:10	01/03/2023 06:45:28	CLOSE
9	Room Service	25/02/2023	90001068	28/02/2023 07:54:11	01/03/2023 06:45:29	CLOSE
21	Android Only	25/02/2023	210000992	28/02/2023 07:54:11	01/03/2023 06:45:29	CLOSE
24	Deli	25/02/2023	240000472	28/02/2023 07:54:12	01/03/2023 06:45:31	CLOSE

Close Day	Open Day	Catch Up to Date	Refresh
-----------	----------	------------------	---------

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:-

Beach Restaurant	
Phu Lap	
Tan Phu	
Dong Nai	
Vietnam	
SALE #107930 \ Original	
Trans #140556	
Table #10 Covers :2	
Open :23/03/2023 11:36 AM	
Item	Amount
Sausage and Mash	44.00
2 X 22.00	
Sirloin Steak	33.20
+Rare	
+Green Pepper	
+Mashed	
+RAU MUI	
Total Items 3	
Sub total	\$ 77.20
TAX E 10	\$ 7.72
Grand Total	\$ 84.92
Received	
Cash	\$ 84.92
Department Split:	

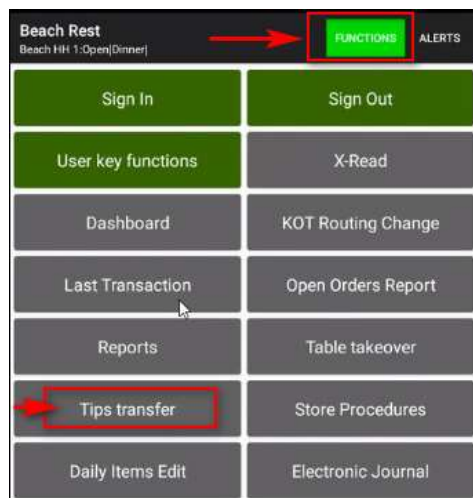
Number of Characters for Modifier Options When Printed

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)

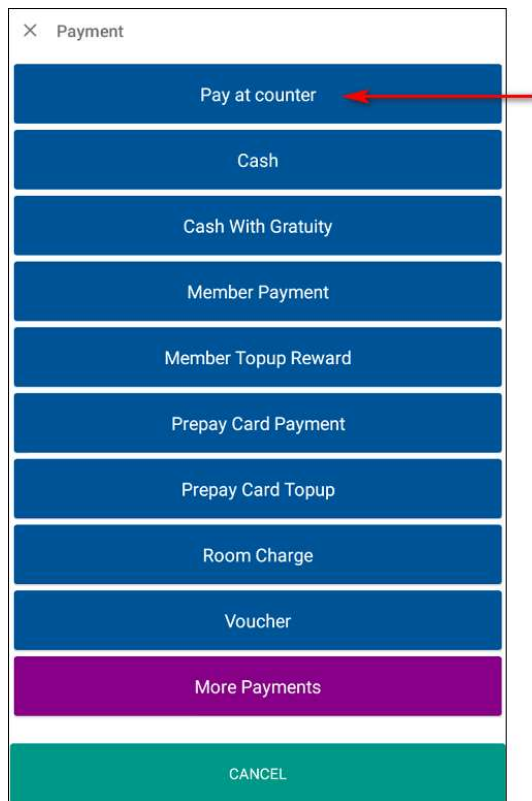
Functionality which was added in the previous release for POS has now been implemented for android. This allows tips to be allocated to another operator whilst the operator is still signed in within the shift, using the same process as the existing POS functionality.

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

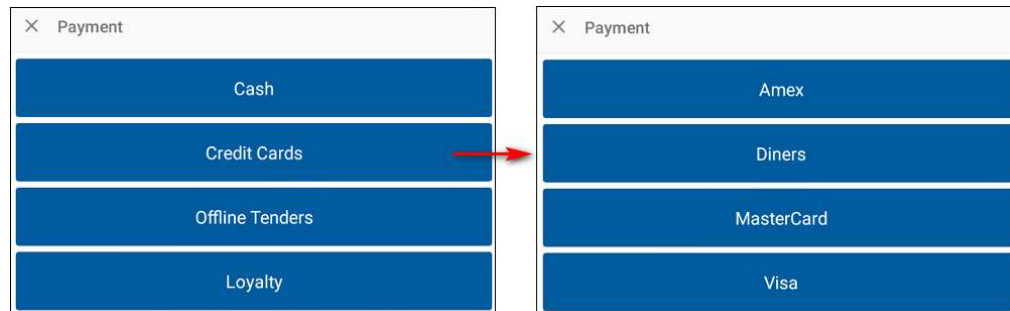


Android – Payments Screen Enhancements

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



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.

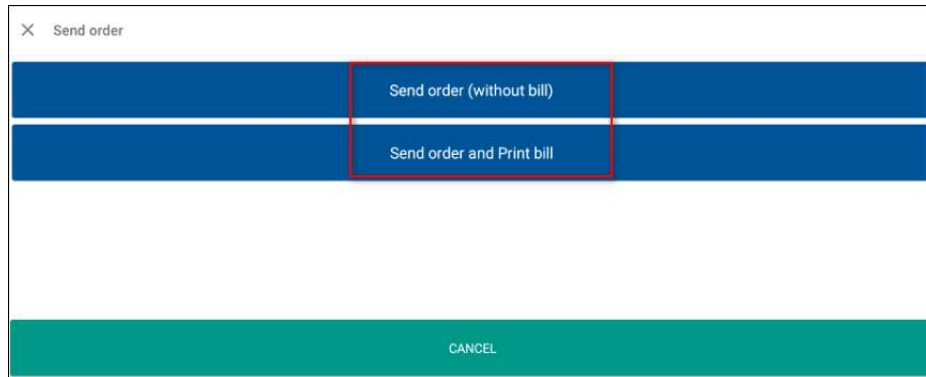
Android – Tables View - Number of Open Tables in Each Location

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



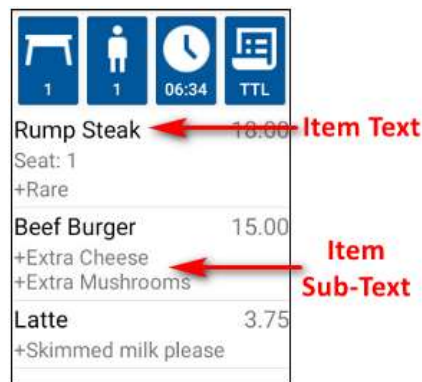
Android – Send Order Bill Printing Options

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:-

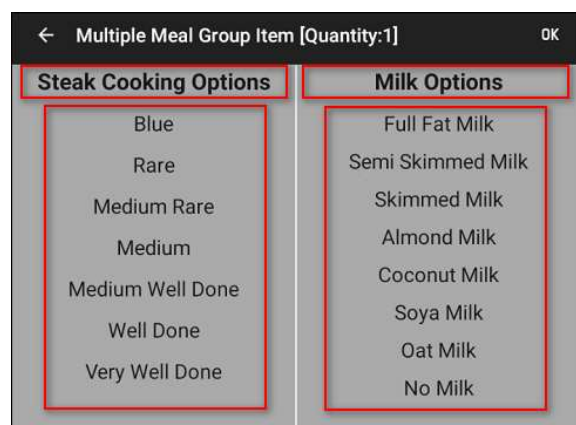


Android – Text Size of Journal Window & Meal Group Selections

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:-



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).

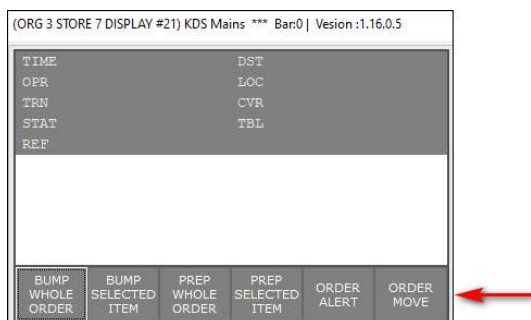
A back button is now provided:-



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:-

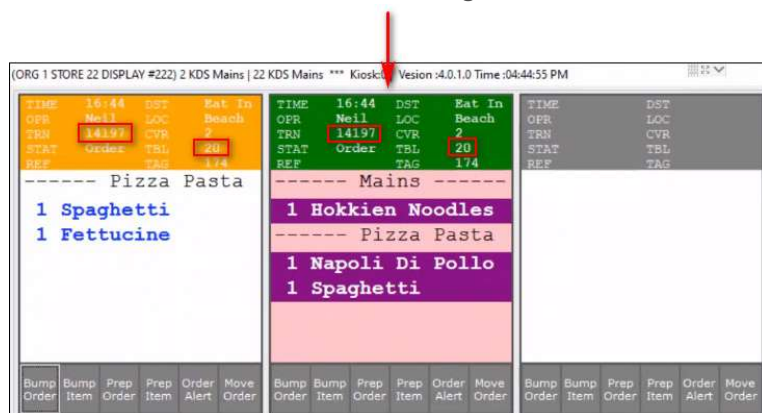


Unless configured otherwise, the system will default to use the existing button labels, but will be shown in title case instead of uppercase to allow more characters to be displayed without reducing the font size.

- 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:-



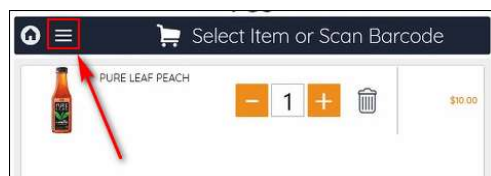
Please contact us if you require this enabling.

KDS/CDS – Display of Current Time

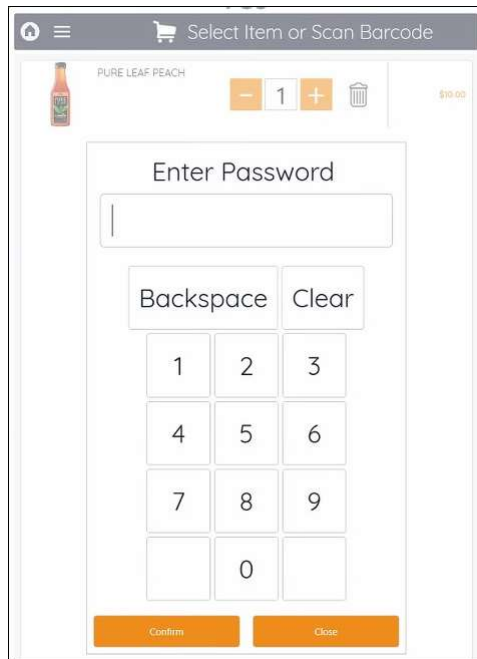
In order to better identify issues where time discrepancies are observed, the KDS and CDS screens will now display the current system time (on KDS this is within the title bar of the application, in CDS this is after the text “Orders Awaiting Collection”). The time is displayed in the format HH:MM:SS.

Kiosk – User Menu Discounts

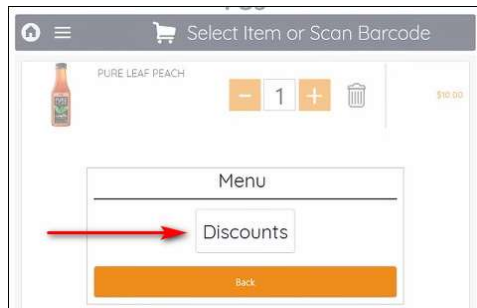
A list of discounts can now be made available on Kiosk via a new “User Menu” (for use only by authorised Kiosk operators):-



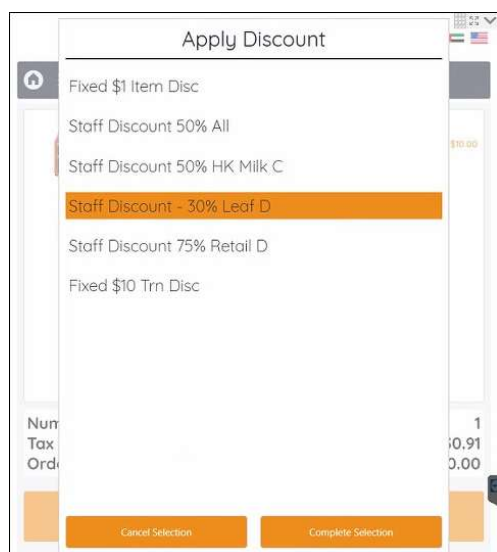
Once selected, the Kiosk operator is asked to enter their password:-



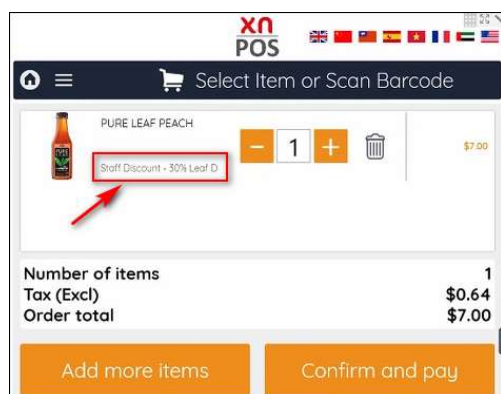
Once a valid password is entered, the operator selects Discounts:-



This presents a list of available discounts, allowing the operator to select the required discount, and click on "Complete Selection":-



This will show that the discount has been applied:-



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 image shows two side-by-side screenshots of the Kiosk interface. The left screenshot is titled 'Room Number' and shows a text input field with three asterisks (***). Below the field are 'Backspace' and 'Clear' buttons, followed by a numeric keypad (0-9) and an alphabetic keypad (Q-Z, space, and symbols). At the bottom are 'Next', 'Back', and 'Cancel Order' buttons. The right screenshot is titled 'Surname' and shows a text input field with six asterisks (*****). It has a similar layout with 'Backspace' and 'Clear' buttons, a numeric keypad, and an alphabetic keypad. At the bottom are 'OK', 'Back', and 'Cancel Order' buttons. Both screens have a 'Payment' icon in the top right corner.

This functionality is enabled by default, meaning that the details entered are masked by default.

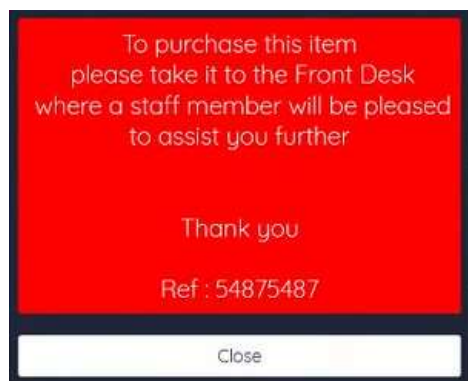
Kiosk – Time Restrictions on Panels

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.

If the customer attempts to purchase an item which is locked for sale, the following message is displayed:-



Please refer to supporting documentation for further information.

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.

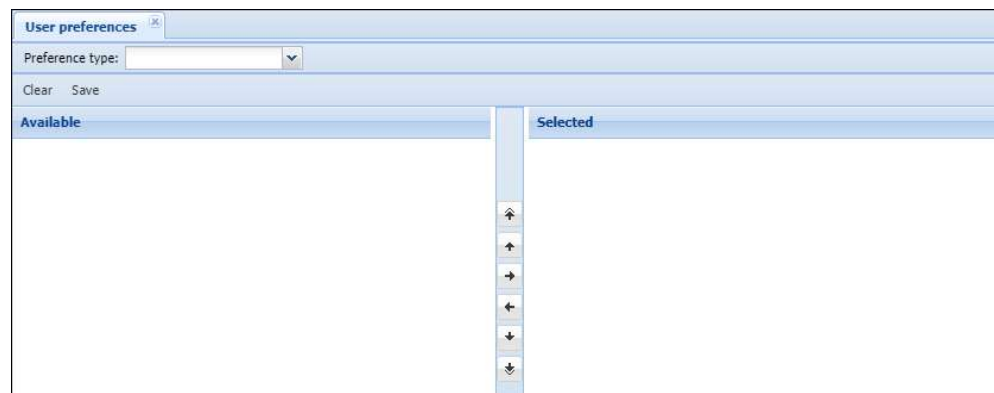
End of Transaction Auto Logout in Bar Mode

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.

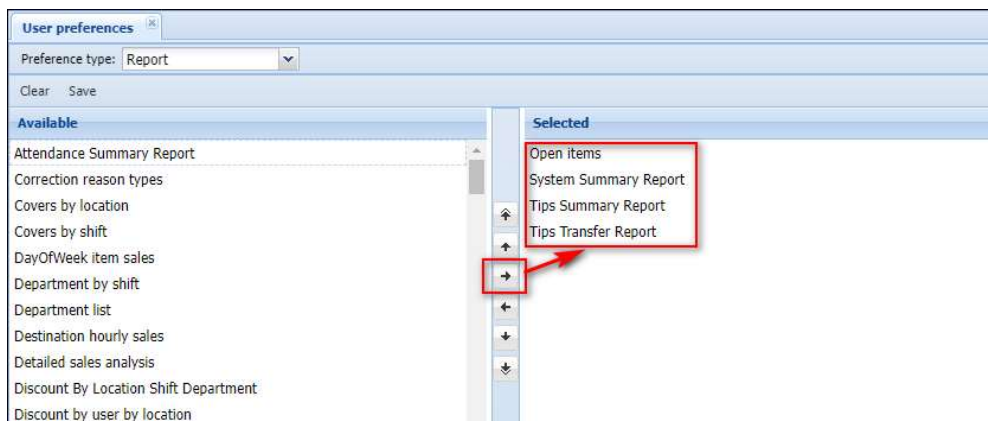
For users with the required level of access, this functionality is configured via the Configuration > General Setup > User Preferences area of the portal:-



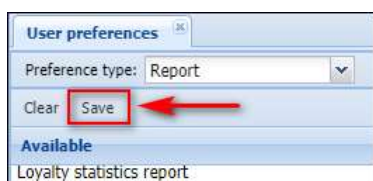
Saving/Updating Preferred Reports

1. Select "Report" from the Preference Type down-down list.

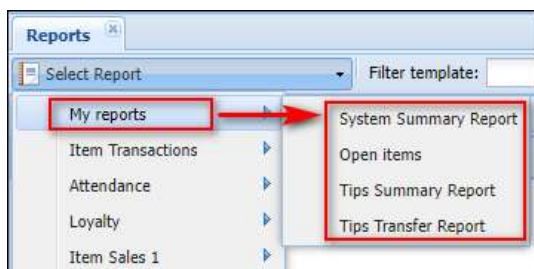
2. A list of all available reports which the user has access to will be shown in the Available section (the left-hand section).
3. From the Available section, select the reports you wish to add to your user preferences.
4. In the middle section, select the right arrow button, and this will transfer the 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:-

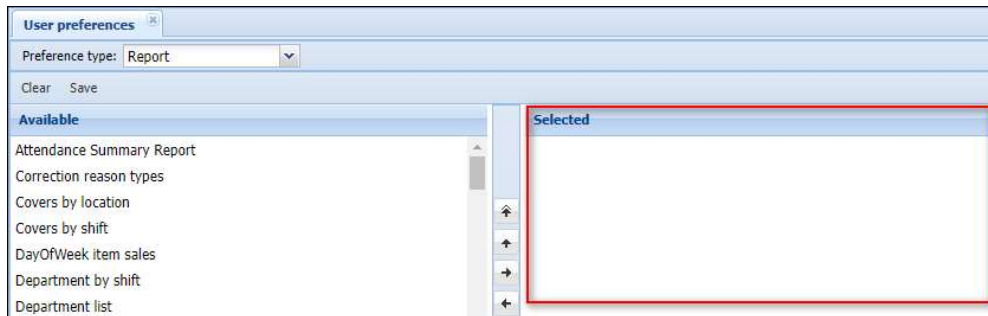


9. This has now saved the selected reports for the current user, and these are now available at the top of the list of reports in the Reports area of the portal, under a sub-menu called "My reports":-



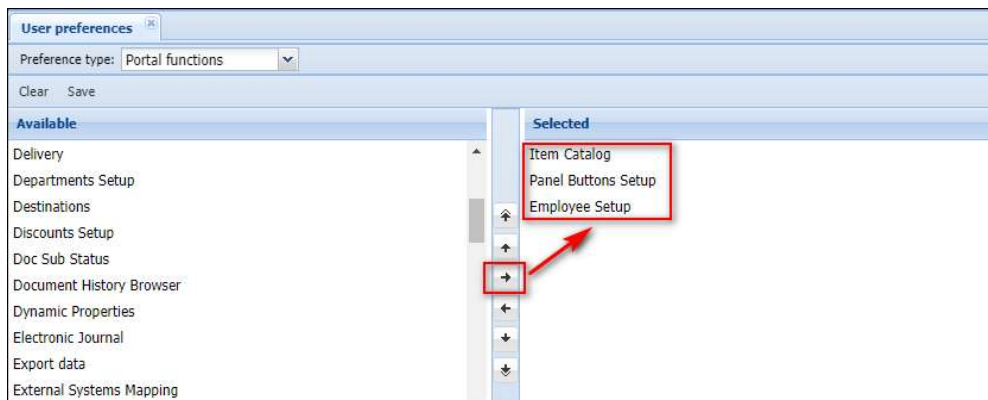
10. The reports available in this sub-menu can be edited by returning to User Preferences and selecting the Report preference type, and editing as required.

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:-

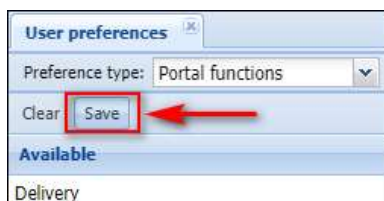


Saving/Updating Preferred Portal Functions

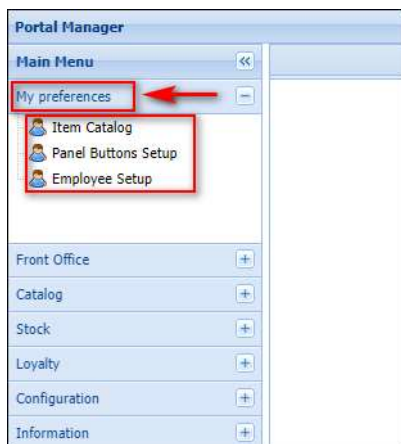
1. Select “Portal Functions” from the Preference Type down-down list.
2. A list of all available portal sections which the user has access to will be shown in the Available section (the left-hand section).
3. From the Available section, select the portal functions you wish to add to your user preferences.
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:-

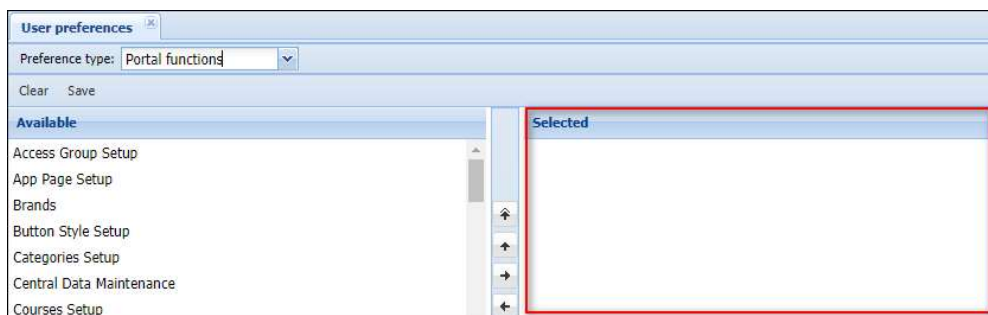


9. This has now saved the selected portal functions for the current user, and these are now available in a new section called “My Preferences” at the top of the portal menu structure on the left hand side of the portal screen:-



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.

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):-



Login to your Cloud Portal

Username

Password

Licence

Login

[Change Password](#)
[Forgot Password](#)

Introducing xnPOS release 32.0

xnPOS V32.0 was officially released on 28 November and contains new powerful features and functions to significantly enhance your xnPOS system and benefit your business.

Latest US core workflow enhancements

[Tax reporting – inclusive and exclusive](#)
[Pre-authorisation with Elavon](#)

[Bar tab mode](#)
[Handling and reporting of tips](#)

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:-

Employee Setup																			
Insert Save Delete Refresh Store: ALL										Filter		Record Status: ACTIVE		Status		POS PW			
Id	Name	Rece...	Soci...	Active	User...	Tem...	POS ...	BOS ...	Card	Assi...	Store	Access	Lang...	Email	Ext ...	Ext...	Rate Type	Rate Value	Record Status
110	Oper...	Oper...		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			----	XN S...	Engli...				----		ACTIVE
111	Oper...	Oper...		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			----	XN S...	Engli...				----		ACTIVE
112	Oper...	Oper...		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			----	Hilto...	Engli...				----		ACTIVE
113	Oper...	Oper...		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			----	XN S...	Engli...				----		ACTIVE

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

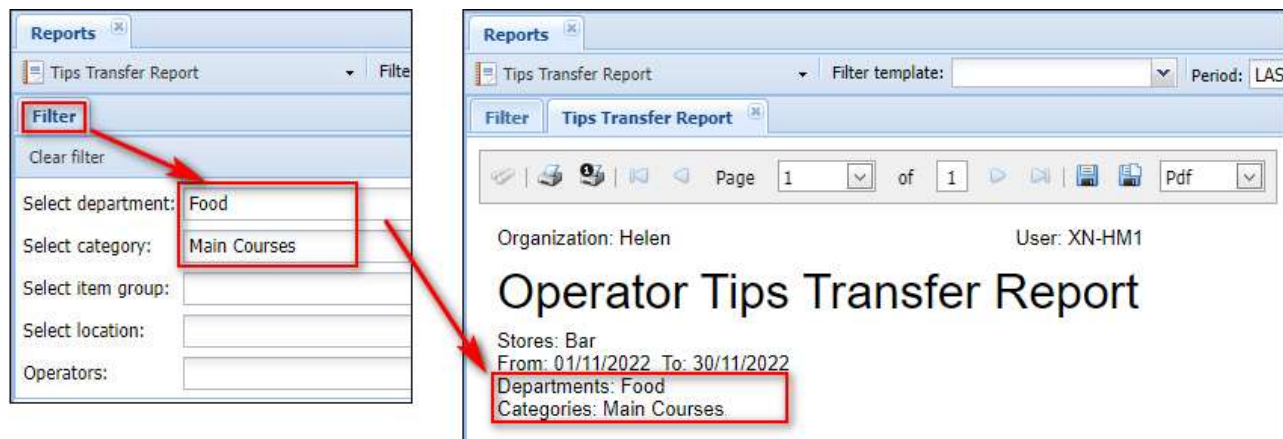
Task Scheduler – Email Subject Text

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.

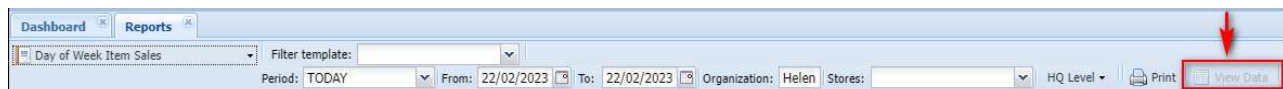
Portal Report Filters

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.

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:-

←→

Tips summary for :Patty

Flip

+ Charged : 2.25

+ Self declared cash: 1.00

+ Transferred in : 0.00

- Transferred out : 2.00

= Total : 1.25

Tips Paid : 0.00

Tips Due : 1.25

Tip transferred from/to :

Patty > Amanda : 0.20*

Patty > EIEI : 0.20*

Patty > Harry : 0.20*

Patty > James : 0.20*

Patty > JohnS : 0.20*

Patty > Neil : 0.20*

Patty > Pierre : 0.20*

Patty > Thuy : 0.20*

Patty > Verena : 0.20*

Patty > XN-F01 : 0.20*

Home

Up

Down

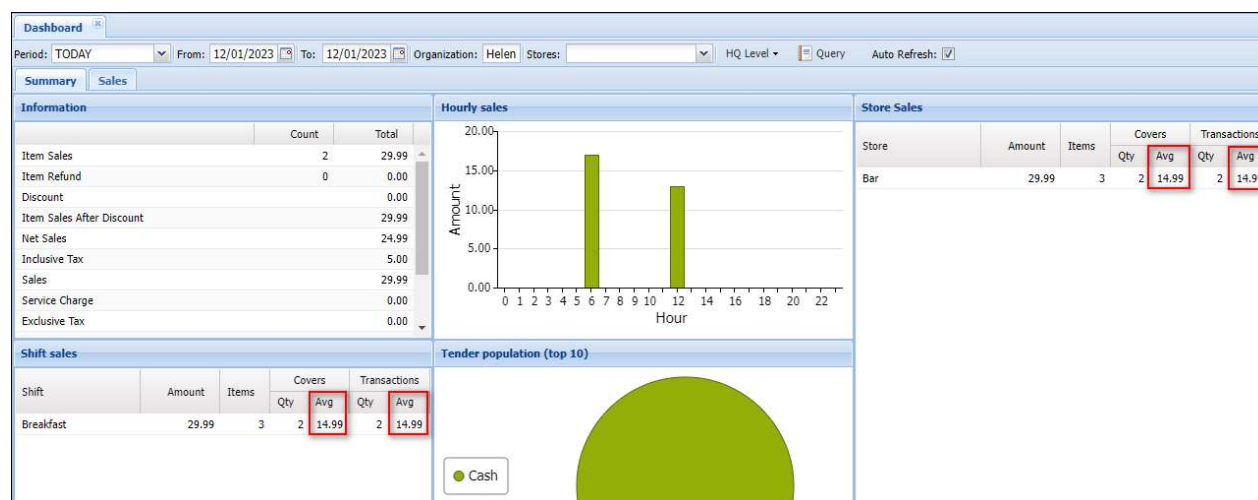
End

Cancel

Confirm

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:-



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 screenshot shows the Filter dialog box with various fields for filtering data. The fields are organized into sections:

- Type:** A dropdown menu.
- Tender:** A dropdown menu with checkboxes for **ACTIVE** (checked), **DELETED** (unchecked), and **NONACTIVE** (unchecked).
- Department:** A dropdown menu with checkboxes for **ACTIVE** (checked), **DELETED** (unchecked), and **NONACTIVE** (unchecked).
- Operator:** A dropdown menu with checkboxes for **ACTIVE** (checked), **DELETED** (unchecked), and **NONACTIVE** (unchecked).
- Workstation:** A dropdown menu.
- Start workstation:** A dropdown menu.
- Item List Group:** A dropdown menu.
- Z Number:** A text input field.
- Room Number:** A text input field.
- Res Number:** A text input field.
- Property Group:** A dropdown menu.
- Free Text Search:** A text input field.
- Min Amount:** A text input field.
- Max Amount:** A text input field.
- Transaction Id From:** A text input field.
- Transaction Id To:** A text input field.
- Type Transaction Id From:** A text input field.
- Type Transaction Id To:** A text input field.
- All voids/cancels/error correct:** A checkbox.
- Error correct:** A checkbox.
- Void/Cancel:** A checkbox.
- Cancel:** A checkbox.
- Split transaction:** A checkbox.
- Merge transaction:** A checkbox.

The dialog box includes **OK**, **Cancel**, and **Clear** buttons at the bottom.

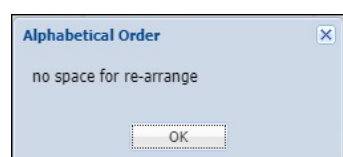
The default is ACTIVE. Ticking/unticking these checkboxes will update the values listed in the corresponding drop-down fields.

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.

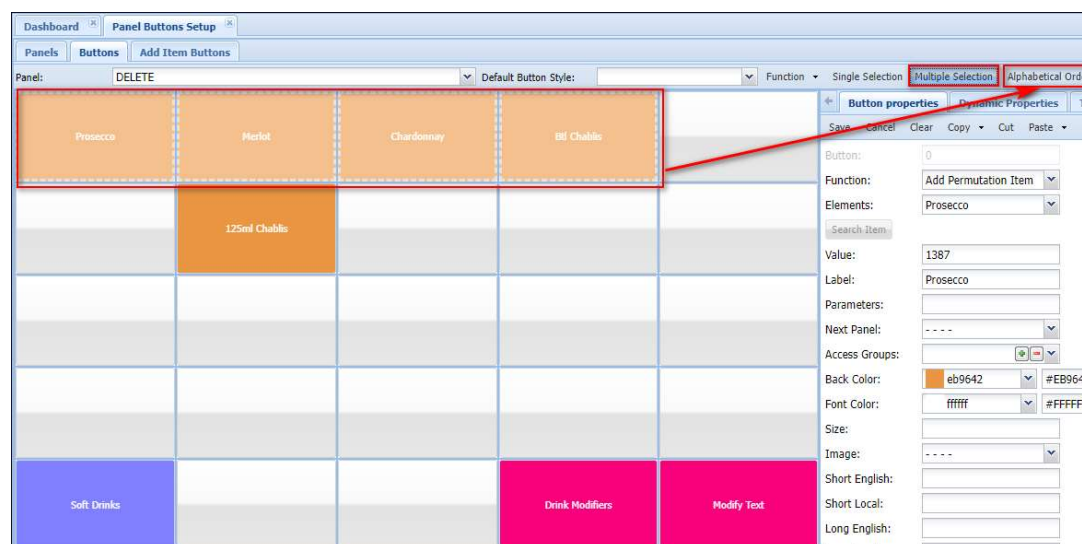
This has now been changed so if the Alphabetical Order button is selected without any specific buttons on the panel being highlighted, all item-related buttons are sorted (buttons which use the functions “Add Sale Item”, “Add Permutation Item Selection”, and “Add Permutation Item Specific”) and any other 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:-



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

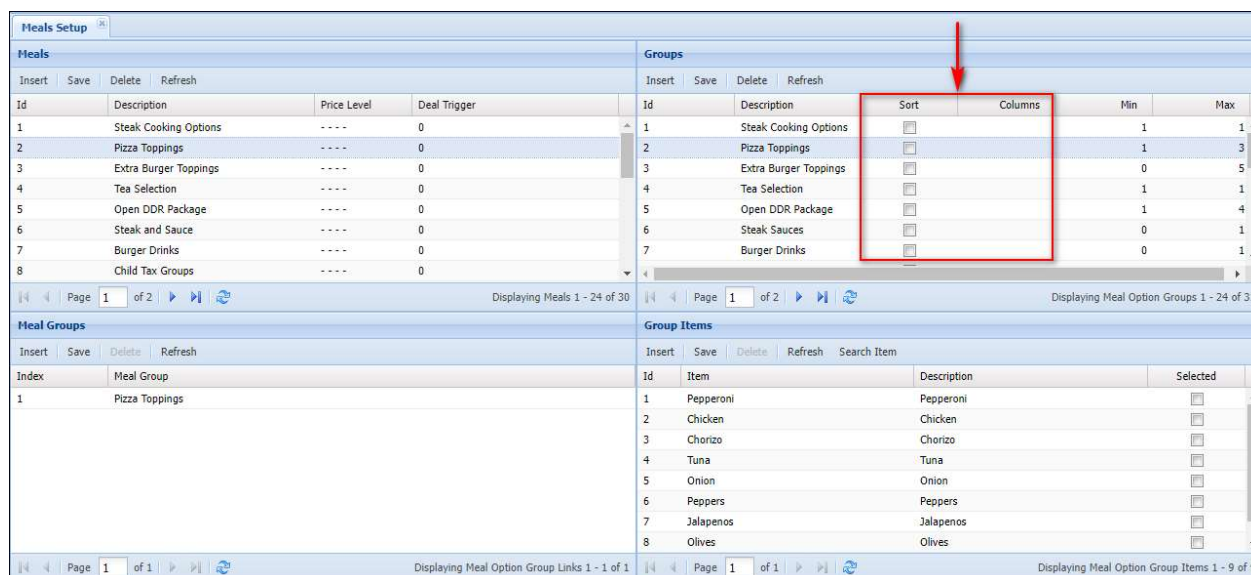
Number of Bills to Print Based on Bill Signature

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:-



The screenshot shows the 'Meals Setup' interface. The 'Groups' section is expanded, showing a table with columns: Id, Description, Sort, Columns, Min, and Max. A red box highlights the 'Sort' and 'Columns' columns, with a red arrow pointing to the 'Sort' column. The 'Sort' column contains checkboxes, and the 'Columns' column contains numeric input fields. Below the 'Groups' section, there are two sub-sections: 'Meal Groups' and 'Group Items'. The 'Meal Groups' section shows a table with Index and Meal Group columns. The 'Group Items' section shows a table with Id, Item, Description, and Selected columns. The 'Selected' column contains checkboxes.

Id	Description	Sort	Columns	Min	Max
1	Steak Cooking Options	<input type="checkbox"/>		1	1
2	Pizza Toppings	<input type="checkbox"/>		1	3
3	Extra Burger Toppings	<input type="checkbox"/>		0	5
4	Tea Selection	<input type="checkbox"/>		1	1
5	Open DDR Package	<input type="checkbox"/>		1	4
6	Steak and Sauce	<input type="checkbox"/>		0	1
7	Burger Drinks	<input type="checkbox"/>		0	1

Index	Meal Group
1	Pizza Toppings

Id	Item	Description	Selected
1	Pepperoni	Pepperoni	<input type="checkbox"/>
2	Chicken	Chicken	<input type="checkbox"/>
3	Chorizo	Chorizo	<input type="checkbox"/>
4	Tuna	Tuna	<input type="checkbox"/>
5	Onion	Onion	<input type="checkbox"/>
6	Peppers	Peppers	<input type="checkbox"/>
7	Jalapenos	Jalapenos	<input type="checkbox"/>
8	Olives	Olives	<input type="checkbox"/>

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:-

↔ #3 Enter the required preparation options for: Milk	
Milk Options	
Full Fat Milk	
Semi Skimmed Milk	
Skimmed Milk	
Almond Milk	
Coconut Milk	
Soya Milk	
Oat Milk	
No Milk	

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):-

↔ #3 Enter the required preparation options for: Milk	
Milk Options	
Almond Milk	Coconut Milk
Full Fat Milk	No Milk
Oat Milk	Semi Skimmed Milk
Skimmed Milk	Soya Milk

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.

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.

The default configuration has been changed to ensure that operators are automatically signed out when a Workstation Close is performed if they haven't already actively signed out.

Tenders for Zero Value Transactions

In the previous release, two additional tenders were approved:-

- Confirmation No Post: For egg station orders.
- Second Currency: For displaying alternative currency prices within the GO application.

It was requested by Hilton Corporate Office that these tenders should be restricted so they can only be used for zero value transactions.

This requirement can be handled using existing configuration, therefore no further development work has been completed in relation to this.

APPROVAL REQUIRED FROM HILTON CORPORATE OFFICE

New Functions and Corresponding Authorisation Levels

New functions which are required for xnPOS are detailed below. New functions will need to be added to the Hilton documentation. Hilton Corporate Office have provided written confirmation of the authorisation levels for each request detailed below:-

Func. ID	Description	Type	Access Groups Affected	Current Value	Suggested Value	Summary of Function
228	Item Lookup by Item Group	POS	All POS Roles Except Tips Only, Accounting/Night Audit, and Hilton Property Expert	N/A	Authorised	New Function - Provides similar item lookup functionality as Function ID 203 (Item Lookup by Category), except uses the Item Group field instead of Category field to search for items.
474	Store Catch Up To Date	POS	Manager	N/A	Authorised	New Function (Requested by PPOPS during 3.10.32.0 release notes review) - Secures access to the "Catch Up To Date" button from within 499 (End of Day Process) screen.
529	Reset Print Bill	POS	All Roles	N/A	Restricted	Newly Identified Function – Resets the number of printed bills where bill restrictions are applied.
610	Post Void Ignore Linked Transaction Validation	POS	All Roles	N/A	Restricted	New Code Function - Used in conjunction with other configuration (Taiwan configuration), this is not used at user-level.
1871	Covers by Revenue Center	Report	Hilton Property Expert Ops Management Hilton Reports Only	N/A	Authorised	Function ID Previously Incorrect – Controls access to the existing report "Covers by Revenue Center".
2062	Log Entry Event Viewer	BOS	All Roles	N/A	Restricted	New Function – This is part of the XN admin repository, and is not customer-facing functionality.
2063	Save Report As Scheduled Task	BOS	All Roles	N/A	Restricted	New Function – Controls the ability to save a report filter as a scheduled task from the Reports area of the portal. This functionality is still in development and is therefore restricted for all.
2064	Outlet Status	BOS	All Roles	N/A	Restricted	New Function - This secures access to the Outlet Status area of the portal, which is still in development and is designed as an XN support tool.

Func. ID	Description	Type	Access Groups Affected	Current Value	Suggested Value	Summary of Function
9008	Profit Sage Export	BOS	All Roles	N/A	Restricted	New Function - Allows access to use the Profit Sage Export within the Export Data area of the portal, however this is not available as a manual export process, therefore this is Restricted for all roles.
9013	Craftable Export	BOS	All Roles	N/A	Restricted	New Function - Allows access to use the Craftable Export within the Export Data area of the portal. This functionality is awaiting vendor approval, therefore is restricted for all until approved.
9014	Alif Export	BOS	All Roles	N/A	Restricted	New Function - Allows access to use the Alif Export within the Export Data area of the portal, however this is not available as a manual export process, therefore this is restricted for all roles.

Existing Functions Authorisation Level Changes

Func. ID	Description	Type	Access Groups Affected	Current Value	Suggested Value	Summary of Function
2059	User Preferences	BOS	Hilton Property Expert Ops Management Hilton Reports Only	Restricted	Authorised	In the previous release notes, this functionality was still being developed, therefore was restricted for all portal roles. This work has now been completed.

In addition to the changes detailed above, the release note for *Portal Reports Structure Changes* on page 15 means that the following reports have been removed and therefore Hilton documentation needs to be updated accordingly:-

Function ID	Report Title	New Authorisation Level
1716	User revenue by department	Restricted for All
1718	Covers by Revenue Center	Restricted for All
1723	Hourly Summary	Restricted for All
1735	Open Items	Restricted for All
1746	Item Promotion by Store	Restricted for All
1787	Loyalty List	Restricted for All
1788	Loyalty Info	Restricted for All
1789	Loyalty Transactions	Restricted for All
1790	Loyalty Items	Restricted for All
1791	Items Loyalty	Restricted for All
1811	Item Sales	Restricted for All

1813	Top 50 Items by Value	Restricted for All
1814	Top 50 Items by Quantity	Restricted for All
1844	Item Sales Fee	Restricted for All
1847	Transaction Lines Voids	Restricted for All
1849	Item Prices	Restricted for All
1870	Fapiao Tax Report	Restricted for All
2102	Income Audit	Restricted for All
3000	Item Sales - Top 50 by Amount	Restricted for All
3001	Item Sales - Bottom 50 by Amount	Restricted for All
3002	Item Sales - Top 50 by Quantity	Restricted for All
3003	Item Sales - Bottom 50 by Quantity	Restricted for All
3019	System Sales Summary	Restricted for All
3026	Discount Transaction	Restricted for All
3029	Sale Transactions Summary Report	Restricted for All
8005	Sales Crosstab Summary Report	Restricted for All

As part of the overhaul of the reports structure, there are also some reports where the Function ID was previously not known, and these have now been identified. The reports listed below need adding to the Hilton documentation, but no changes to authorisation levels are proposed (these are all authorised for Hilton Reports Only, Ops Management, and Hilton Property Experts roles only, as per the agreed default authorisation levels for reports):-

Function ID	Report Title
1823	Item Margin List
1852	Detailed Sales Analysis
1853	Sales by Destination and Date
1854	Discount by Location Shift Department
1855	Discount Item Summary
1857	Journal Transaction Report
1859	Promotion Item Detail by Store
1860	Promotion Summary by Store
1861	Meals Sales
1862	Destination Hourly Sales
1863	Item Hourly Sales
3012	Unsuccessful Portal Logins
3013	Successful Portal Logins
3014	Operator Authentication
3015	Item Sales by Destination
3022	Item Prices

Function Name Changes

The following functions have been identified as being named incorrectly in the documentation or have been re-used for a different purpose:-

Function ID:	508
Previous Description:	Price Level Prompt
New Description:	Send All Orders
Type:	POS
Functionality Description:	Sends all unsent items to KOT without the need to select a specific table and press Send Order.
Current Authorisation Levels:	Authorised for Supervisor/Captain and Manager roles only.
New Authorisation Levels:	It has been established that this has been named incorrectly within the documentation and therefore serves a different purpose to the original definition. This is now Authorised for Manager, Supervisor/Captain, Bartender, Cashier, In Room Dining, Server, and 3 rd Party only.

Function ID:	306
Previous Description:	Edit Customer
New Description:	Member Burn Points
Type:	POS
Functionality Description:	This is part of the Loyalty Module and relates to using points as payment against POS transactions.
Current Authorisation Levels:	Restricted for All
New Authorisation Levels:	It has been established that this has been named incorrectly within the documentation and therefore serves a different purpose to the original definition. All loyalty-module functions are restricted for all, therefore no change in authorisation levels are required.

Function ID:	1820
Previous Description:	Full residents by location
New Description:	Residents by Table Location
Type:	Report
Functionality Description:	Provides access to the report "Residents by Table Location".
Current Authorisation Levels:	Authorised for Hilton Reports Only, Ops Management, and Hilton Property Experts roles only (as per agreed default authorisation levels for reports).
New Authorisation Levels:	It has been established that this has been named incorrectly within the documentation. No change to authorisation levels required.

Function ID:	1822
Previous Description:	Item Margin List
New Description:	Canceled Transaction Receipts
Type:	Report
Functionality Description:	Provides access to the report "Canceled Transaction Receipts".
Current Authorisation Levels:	Authorised for Hilton Reports Only, Ops Management, and Hilton Property Experts roles only (as per agreed default authorisation levels for reports).
New Authorisation Levels:	It has been established that this has been named incorrectly within the documentation. No change to authorisation levels required.

Function ID:	2013
Previous Description:	Production
New Description:	Closed Check Reprint
Type:	Report
Functionality Description:	Provides access to the report "Closed Check Reprint".
Current Authorisation Levels:	Restricted for All
New Authorisation Levels:	It has been established that this has been named incorrectly within the documentation (and was shown on the Portal Functions section in some documentation and not the Portal Reports section). Authorised for Hilton Property Expert, Ops Management, and Hilton Reports Only (as per agreed default authorisation levels for reports).

Other Changes

A request has been received from the Implementations Team to remove the tender "Solo" from Tenders and the Offline Payments panel, as this tender no longer exists. Hilton Corporate Office have confirmed that this tender can be removed.