



volanté
Restaurant and Hospitality POS

Software Release Notes

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Table of Contents

1. IMPORTANT HIGHLIGHTS FROM THIS RELEASE	1
Menu Setup Features	1
New Kiosk Features.....	1
Additional	1
Important fixes	1
2. NEW FEATURES	2
Restrict BackOffice user access to specific Price Levels / Menu Setup / Menu Division modification	2
Upsell (Combos) on Kiosk.....	2
Disable Kiosk Functionality when Kiosk Printer is in Error Status	3
Customer Database - Price Levels / Discounts on Kiosk	3
Menu Setup - Copy/Paste Menu Items	3
Ability to move Menu Item Groupings via Cut/Paste Categories, Groupings.....	4
Implemented ability to search by scancode in the Price Level View.....	4
Advanced Customer Search for X Transaction within Y days	4
Email Notifications when Declining Balance Accounts reach certain values	4
Kiosk Config - Open Hours Scheduling.....	5
3. IMPROVEMENTS	6
New grouping creation – redirect focus to name.....	6
Menu Items – Size Prices can be changed immediately upon creation of new size	6
Removed requirements for F3 button to be pressed on BlueFin PIN Pads in order to process transactions.....	6
4. BUG FIXES	7
Combo item with non-combo links defined	7
New Menu Build Slowness Issues.....	7
Total Void Reporting Issues Resolved.....	7

1. Important highlights from this release

MENU SETUP FEATURES

- Restriction of BackOffice Access to Divisions and Price Levels
- Copy/Paste and Cut/Paste functionality for Menu Items and Groupings respectively
- New search queries for Scan Codes

NEW KIOSK FEATURES

- Upselling Combos
- Printer Error prompts and functionality
- Price Levels/Discounts available
- Open Hours (enable/disable kiosk use during scheduled hours)

ADDITIONAL

- Email Notifications for Declining Balances
- Improvement of Menu Setup usability, including improvements for menu setup navigation and item creation

IMPORTANT FIXES

- Improved loading speeds for BackOffice
- Fixes for reporting of voids

2. New Features

RESTRICT BACKOFFICE USER ACCESS TO SPECIFIC PRICE LEVELS / MENU SETUP / MENU DIVISION MODIFICATION

HeadOffice users can now restrict BackOffice users from accessing specific Price Levels, Menu Setup features, as well as restrict modification of Menu Divisions.

- Restriction features are available via the **Permissions Tab** in the Menu Setup screen.
- This function can only be performed from Store 0/Template Store. At store level, restriction features are not visible.
 - Furthermore, a specific store must first be selected via the **Store Picker**.
- Users can be restricted access by Division, Menu Set, and Price Level, independently.
- Restrictions do not apply to individual Menu Items.

UPSELL (COMBOS) ON KIOSK

Upsell functionality is now available, and can be enabled from the Kiosk Config screen.

- Upselling combos exposes the user to other options that may not have been previously considered, with the intent of promoting sales.
- For example, when a user orders a burger item, Volanté will automatically detect that the burger is part of a combo. A pop-up with a message will prompt the user if they would like to turn this item into a combo. If the user selects **Yes**, they will be prompted to select a side item to complete the combo.
- **Setup:**
 1. In the BackOffice, navigate to **Menu Setup**.
 2. Create a combo item in the **Menu Item** tab.
 3. If the ordered item belongs in the Main Combo Grouping that makes up a Combo Item, users on the kiosk will be prompted with this combo first.
- On the Kiosk, after ordering an item applicable to a combo, users will automatically be prompted with a message to upgrade the item to a combo.

DISABLE KIOSK FUNCTIONALITY WHEN KIOSK PRINTER IS IN ERROR STATUS

Settings for printer errors can be configured from the **Kiosk Configuration** screen in the BackOffice.

When this feature is enabled (i.e. kiosk functions are disabled), and when a kiosk is out of printer paper, users will be prompted with an error message indicating that the printer is in an error state.

Kiosk transactions may still proceed even if the printer is in an error state; if no paper is available, no receipts will be provided, but users will still be provided with a receipt number on the kiosk screen.

If "Disable Kiosks on Printer Error" is enabled:

- The printer error message will disable kiosks from continued use.
- The printer error message will only appear on the landing (splash) page, or upon leaving the landing page.
- A new "printer offline" message is displayed after an order is placed on the complete page, if there is anything wrong with the printer. This printer error state message is displayed regardless of whether this setting is enabled or disabled.
- Note that, if the config flag is not set, the kiosk can still be used. Users will only see the printer offline message at the end of a transaction.

CUSTOMER DATABASE - PRICE LEVELS / DISCOUNTS ON KIOSK

Implemented price levels and discounts on kiosk. Functionality works just as it would on a standard POS.

MENU SETUP - COPY/PASTE MENU ITEMS

Implemented the ability to Copy and Paste Menu Items in the Menu Setup UI.

- Copy and Paste functions are accessible via the right-click context menu.
- Users can only Cut/Copy Menu Items from one Category to another Category.
- Users can select multiple items to cut or copy at the same time, using the Multiple Select (checkbox functionality)
- When a user cuts a downloaded item, it will still follow the HeadOffice Template's details even from its new location.

ABILITY TO MOVE MENU ITEM GROUPINGS VIA CUT/PASTE CATEGORIES, GROUPINGS

Users are able to cut and paste categories and groupings.

- This is comparable to Copy/Paste functionality, but the functionality is restricted to only these types of groupings.

IMPLEMENTED ABILITY TO SEARCH BY SCANCODE IN THE PRICE LEVEL VIEW

Added a new search filter for scancodes on Menu Items in the Price Level View.

This feature is intended for improved searchability for users attempting to add scancodes into the system.

ADVANCED CUSTOMER SEARCH FOR X TRANSACTION WITHIN Y DAYS

A new search criteria is available for searching customers in the CustomerDB, with a certain number of transactions over a specified period of time.

- This feature can be used for marketing purposes, reaching out to customers who have not made transactions over a period of time.
- This feature can also be used in conjunction with the low balance email notification. See below for more details.

EMAIL NOTIFICATIONS WHEN DECLINING BALANCE ACCOUNTS REACH CERTAIN VALUES

The Email Notification module allows users to configure outgoing email notifications based on specified queries.

- For further documentation on its usage, please see: [Email Notification Module](#).
- Email Notifications can be configured from the BackOffice, under **General Setup**.
- Email Notifications can be used to customize email templates to be sent out to Declining Balance owners.
- Variables can be added to email templates via "freemarkers" and preset values.
- This feature allows for email notifications when the declining balance account reaches any specified amount (i.e. \$5 instead of \$0).

KIOSK CONFIG - OPEN HOURS SCHEDULING

Open Hours can be configured from the BackOffice, under Kiosk Config.

- Selecting **Open Hours Schedule** now opens a screen that allows users to edit or create new schedules for Open Hours on Kiosks.
- This makes use of the **Set Schedule** screen, comparable to the scheduling screen used for Price Levels. From here, users may configure the time and date for open hours on a terminal.
- After configuring schedules for Open Hours, the Kiosk UI will be "closed" during off hours.
- Users will be required to perform a **Data Sync** in and restart the kiosk application in order for these hours to be committed.

3. Improvements

NEW GROUPING CREATION – REDIRECT FOCUS TO NAME

When creating new Menu Items or Groupings, users are automatically directed to the corresponding name field for the item.

MENU ITEMS – SIZE PRICES CAN BE CHANGED IMMEDIATELY UPON CREATION OF NEW SIZE

After creating Menu Item sizes, users will be automatically be brought to new size item fields upon creation, instead of needing to navigate to the new size item to manually adjust the price.

REMOVED REQUIREMENTS FOR F3 BUTTON TO BE PRESSED ON BLUEFIN PIN PADS IN ORDER TO PROCESS TRANSACTIONS

A new flag, `ENABLE_VERIFY_AMOUNT`, is available in credit card configuration files on BlueFin PIN pads. This flag enables or disables behavior where F3 needs to be pressed in order for a BlueFin PIN pad to process a transaction.

- The system will read the credit card config file, change the verify amount flag, and writes the changes to the file. This occurs every time the pin pad is set up; the kiosk/POS must be reset in order for these changes to occur.
- By default, PIN Pads will not have this amount verification enabled.
- To accomplish this manually, append the string "`ENABLE_VERIFY_AMOUNT`" to the Credit Card Config file.
- When this flag is appended to the file, PIN pads will verify the amount again on reset.
- Kiosks/POS systems must be reset for this change to take effect.

4. Bug Fixes

COMBO ITEM WITH NON-COMBO LINKS DEFINED

- Resolved issues associated with Combo Items ordered on Kiosk throwing exceptions.
- Resolved issues related to Combo Items being ordered on the Kiosk taking options from previously ordered items.
- Added prompts to inform users if combos have not been configured correctly, and prevents the item from being ordered.

NEW MENU BUILD SLOWNESS ISSUES

Improved loading times and slowness issues, specifically for:

- BackOffice launch and loading times; previous stalling at 82% now resolved
- POS Terminals disconnecting from BO intermittently
- Slow database issues

TOTAL VOID REPORTING ISSUES RESOLVED

- Identified and resolved issues involving specific voids being excluded from void reports when performed under certain circumstances.
- Calculation methods have been corrected for voids; this issue has no effect on net sales on reports.