Software Release Notes

7.1.405 - 1753_0000

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1. Overview

HIGHLIGHTS

1. **Fixed slowdown issues with Menu Setup features in the HeadOffice and BackOffice.**
   Addressed slowdown issues with Store Picker options, Menu Grouping selection.
   General improvements have also been made to Webservice response times, affecting Order Taker and Pay at Table Credit Card functions.

2. **Choose Stores function, replacing Store Picker.**
   A new "**Choose Store**" option is now available on the HeadOffice. This replaces the general **"Store Picker"** feature for HeadOffices in function, and allows users to select a store to use across the entire HeadOffice without needing to select a store for each screen or module. This change also allows for greater consistency across all screens and modules using specific store data.

3. **Store and Forward Improvements**
   Two distinct transaction timeout periods have been added to determine when Store and Forward should occur.
   Timeout is now longer or shorter depending terminal connection status (i.e. connection is up or down, respectively). Timeout settings can be configured via **Hardware > Terminal Setup** in the BackOffice.
   Declined credit card messages are added to the Credit Card Transaction Checker, allowing checks to be done on such transactions, and resolve issues with duplicate transactions.

4. **Charity and Charity Round-up on POS**
   Updates and improvements have been made to Charity functions on the POS. This feature accommodates adding "charity" transactions or donations to a bill, and includes a new way to quickly "round-up" transactions to the nearest dollar.

5. **Customer Payroll Amounts on Receipts**
   Updates have been made to customer Payroll amounts shown on receipts.

6. **iGift and iCustomer Integrations on Kiosk**
   DataCandy Integration with Kiosk is now available.
   MM Hayes Integration with Kiosk is now available.

7. **Customer Database Report Improvements**
   Improvements have been made for Customer Database Reports. This was done alongside migration of the report module from customer reports.   Changes include reorganization of reports, search improvements, gift card sections, Custom Query functions,

8. **Director's Reports**
   Director's Reports are now available for specific sites.

2. New Features

CHOOSE STORE MODULE, REPLACING GENERAL STORE PICKER

New Feature: HeadOffice – Choose Stores

The "**Choose Stores**" option has replaced the **General Store** picker function on the HeadOffice.

- This allows users to select the Store to work from once from the HO Main Menu screen. This selection applies to all subsequent screens requiring store selection.
- Users will not be required to switch stores on individual pages in the application.
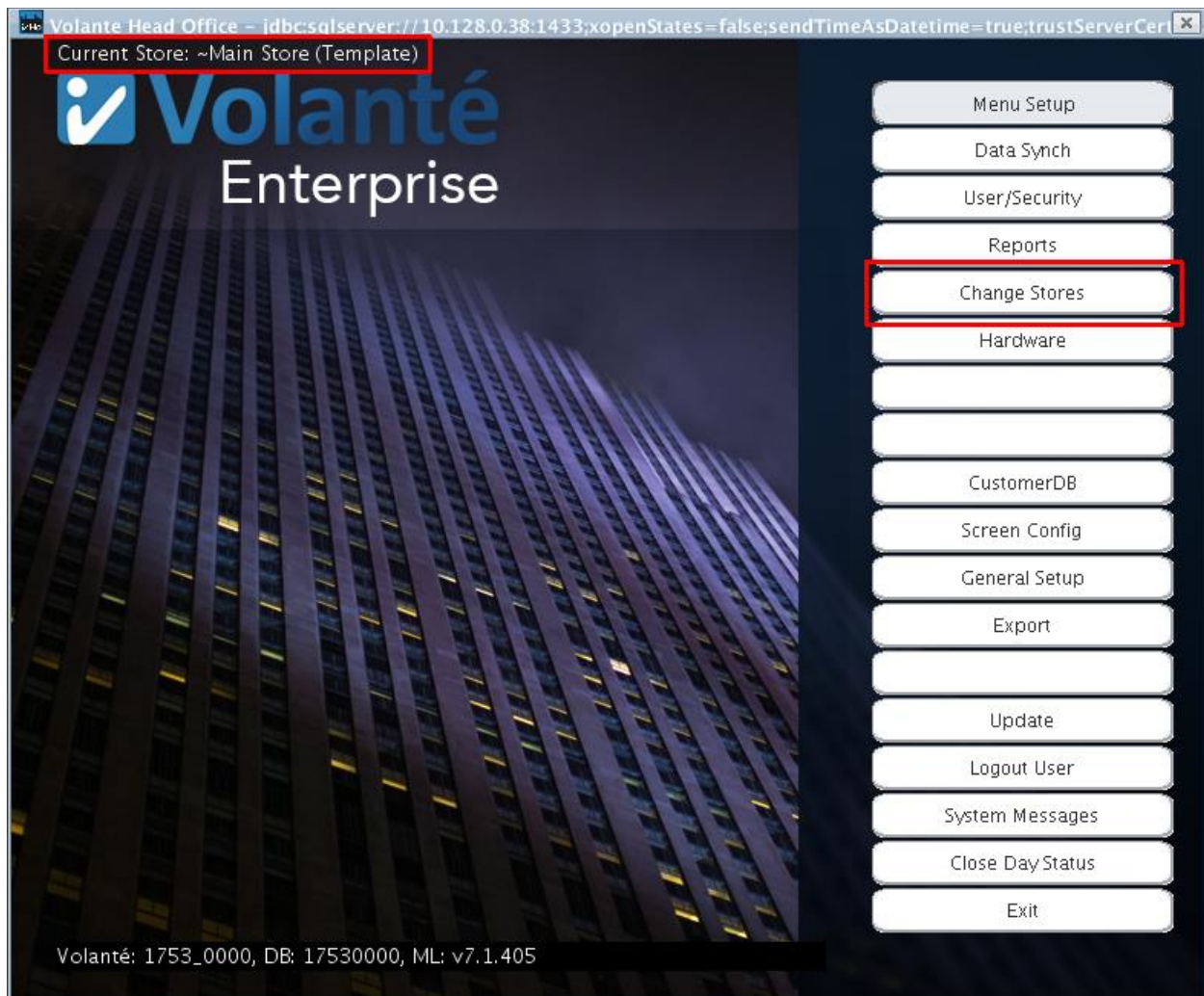
*The "**Current Store**" in use is now indicated in the upper left corner of the HeadOffice main screen. The store can now be switched by using the "**Change Stores**" module located in the options.*

SAF IMPROVEMENTS – NEW TIMEOUT PERIODS BASED ON CONNECTION AND BACKGROUND CHECK IMPROVEMENTS

New Feature: SAF Timeout Periods based on Status

Improvements for **Store and Forward (SAF)** functionality have been included with this build.

- Two distinct transaction timeout periods have been added, and will occur based on whether or not the terminal's connection is available (i.e. Internet Connection status).
  - When Internet is down – Timeout decreased (i.e. 10 seconds)
  - When Internet is up – Timeout increased (i.e. 30 seconds) – If the connection is slow on the terminal, the terminal will take longer to timeout in order to complete the transaction where possible.
- Declined credit card messages are added to the CC transaction checker, allowing Volanté to review these transactions.
- The transaction checker was also intended to resolve accidental double-charges occurring in the system.
- If a user presses this button and selects "**Check Transactions Later**", the transaction will be logged.
- In addition, a background thread check now exists.
  - A background check now occurs after any declines. The terminal sends USAePay a message to check if the transaction has been declined on the processor's end. If this is approved, the transaction is voided.
  - Please note that this background check is ONLY present for clients on USAePay solutions. This check happens in the background automatically.

- **Prerequisite**: Usage of this feature requires ping protocol to be configured accordingly at the site (i.e. firewall/ports need to be open). This is necessary as it allows for accurate updates for Internet Connection status on the POS.

  - SAF relies on accurate Internet Connection status to determine the appropriate timeout period to use.

- **Documentation**: Store and Forward (SAF) - User Guide
- See below for a visual of the SAF screen.
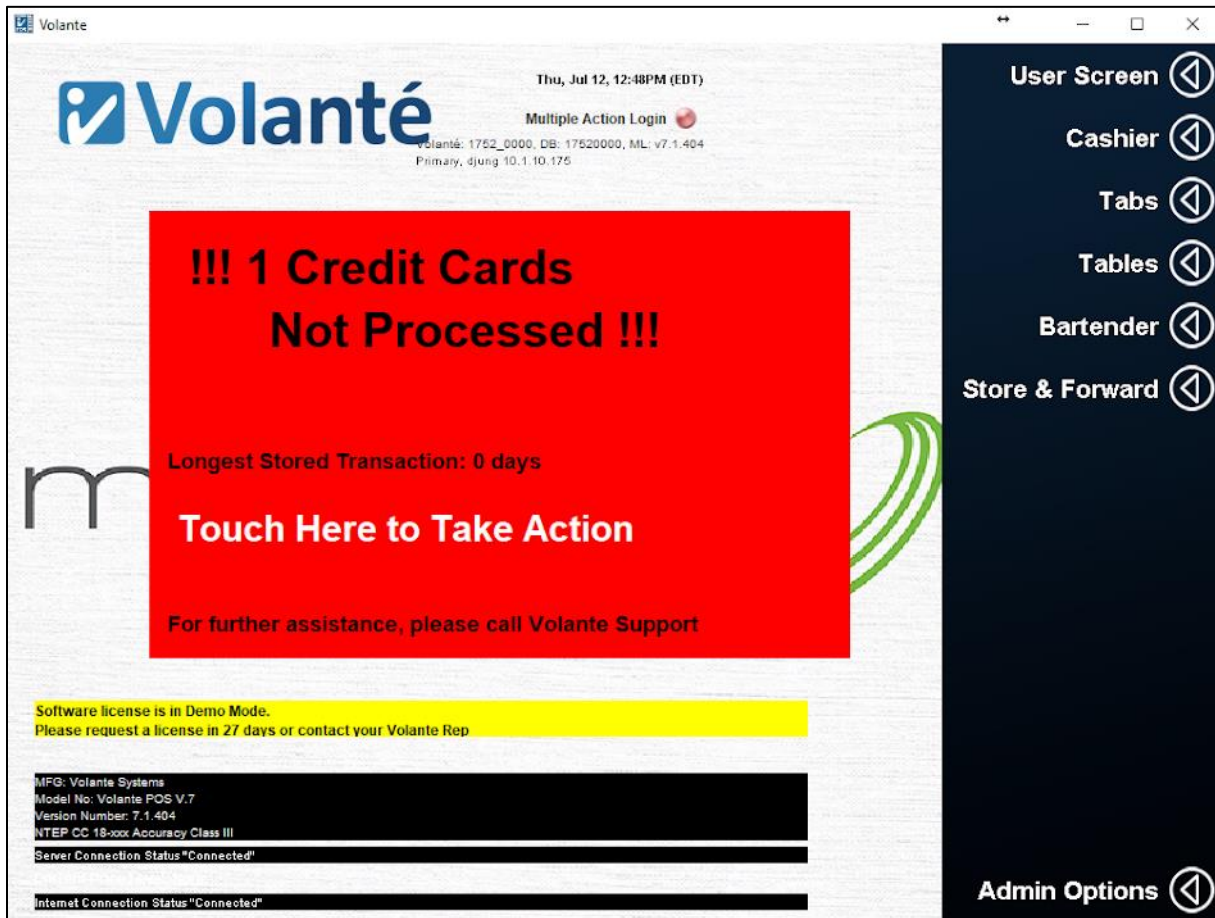
Users are notified of Internet Connection Status in the bottom left corner of the POS screen. If the status is disconnected, transaction timeout periods will take less time, allowing users to proceed faster instead of forcing the user to wait out a transaction with no internet.

CHARITY AND CHARITY ROUND-UP ON POS

New Feature: POS Action Keys – Charity and Charity Round-up Action Keys

The **Charity** action key can be used for fundraisers or charity events at sites. This feature works by rounding up a transaction up to the next whole dollar (post-tax), where this difference in value with the original transaction is considered to be donated to charity.

Typically, the customer should be asked if they wish to pay extra for Charity first.

Rounded-up amounts will not count as part of a sale.

- It is possible to show the total donation amount separately within the sales. This is similar to functionality in the BO End of Day report.

- The **Charity Round-Up** rounds up charity transactions to the next dollar. A keypad screen indicates the amount that will be added to the transaction to round up to this value.

Documentation: Charity Payments - Action Key
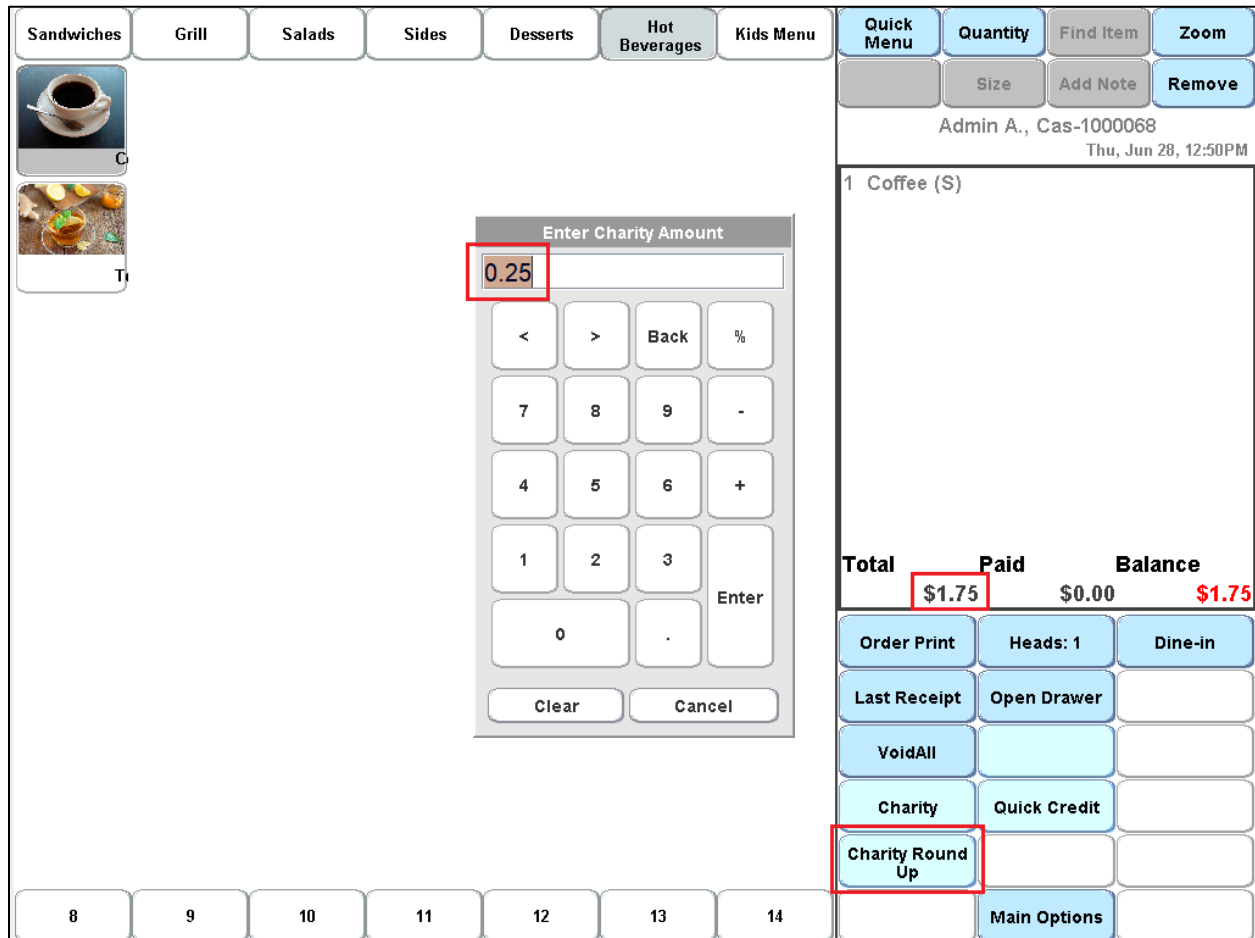
Upon selecting "Charity Round Up" on the POS, the "Enter Charity Amounts" window indicates to the cashier the amount that will be added to the transaction to round up to the nearest dollar.

REMAINING PAYROLL DEDUCT AMOUNTS DISPLAYED ON RECEIPTS

New Feature: Customer Database – Print available balance (incl. credit limit) on receipt

A checkbox labeled "Print available balance (incl. credit limit) on receipt" can be found in the **Customer Database** module. This option enables account balance printing on customer receipts.

This option is available under **Customer Types > Print available balance (incl. credit limit) on receipt**.

- If this feature is enabled, the customer receipt will display the available balance, including the customer type credit limit.

- Account balances are displayed on the receipt with the following format:

  ```
  Remaining Funds on Account: XX.XX
  ```

Documentation: CustomerDB - Add remaining available payroll deduct amount to receipt (1753+)

Users may check off "Print available balance (incl. credit limit) on receipt" to enable printing of remaining payroll deduct funds toward the bottom of a receipt.

DATACANDY IGIFT INTEGRATION WITH KIOSK

DataCandy Gift solutions are now available for new Kiosks.

- Only giftcard redemption is available.
- Configuration of DataCandy iGift can be accomplished from Kiosk Configuration and the Hardware module in the BackOffice.

MM HAYES – ICUSTOMER INTEGRATION FOR KIOSKS

MMHayes Quickcharge can be used as an iGift or iCustomer integration on kiosk.

MM Hayes cards should strictly be used as Customer cards in the BackOffice.

CUSTOMER DATABASE REPORT IMPROVEMENTS – REORGANIZATION, SEARCH IMPROVEMENTS, GIFT CARD SECTION, CUSTOM QUERIES

Improvements have been made to Customer Database Reports. This was done alongside migration of the report module from customer reports.

Improvements include:

- Reorganization of all existing Customer Database reports.

- Improved customer search functionality in reporting module – previously searches would only show 1000 customers.

- Created a Gift Card section; included as part of profit center filters.

- Redesigned Custom queries and improved functionality. We may need another section on PC filter for custom query

MAYO CLINIC SPECIFICATIONS – DIRECTOR'S REPORTS

Reports have been updated to Mayo Clinic specifications.

These changes are extensions to the existing Director's Report, which is a Close Day Report that can be printed at the kiosk as a receipt. This is useful for as quick reference for Managers at a POS solution.

- Profit Centre filter information has been made available on reports.

- Includes Reports that compare Close Day vs Real-time sales information

- **Documentation**: Admin Options - Director's Reports

3.   Improvements

COMBO REPORT IN 1751+

A new report, **"Combo Sales Summary",** is now available in Volante Build 1751 and onwards.

This report can be found under *Media Reports > Discount Reports > Combo Sales Summary*

This report serves two primary purposes:

- **Summary Report for Combos** – For each combo, show a summary of sales, profits and combo discounts
- **Sales of items in combos vs. individually** – A detailed sales report for each menu item showing its net sales individually and within a combo

Documentation: Combo Sales Summary Reports

MENU SETUP - IMPROVE SWITCH STORE SLOWNESS

Resolved performance issues with store switching functionality in the HeadOffice.

MENU SETUP - IMPROVE MENU GROUPING ITEM SLOWNESS

Improved performance and resolved crashing issues that occurred when users selected large groupings with many linked taxes.

STORE AND FORWARD IMPROVEMENTS

Changes to SAF have been made to address issues with experienced by clients:

Two distinct transaction timeout periods have been added. Each timeout will occur based on whether or not the terminal's connection is available.

- Declined credit card messages are added to the CC transaction checker, allowing Volanté to review these transactions.

- A transaction checker has been implemented, allowing for resolution of accidental double charges occurring in the system.

- In addition, a background thread check now exists. If a user presses this button and "Check Transactions Later", this will log the transaction being performed.

- Please note that this background check is ONLY present for sites using USAePay. This process occurs automatically.

- End users do not interact with this check directly – it is automated, and only acts to prevents double charges from occurring.

Documentation on these changes: Store and Forward (SAF) - User Guide

See also: "SAF Improvements – New Timeout Periods Based on Connection Status"

IMPROVEMENTS TO WEBSERVICE RESPONSE TIMES

Improved slow Webservice response times occurring when there were terminals down also attempting to retrieve all open tables.

This would previously affect Order Taker and Pay at Table CC functions.

ADMIN OPTIONS – GROUPED 86 ITEM

Resolved issues when attempting to 86 items on Cloud BackOffice environments.

POS ADMIN OPTIONS – EMPLOYEE SHIFTS – DELETE SHIFT

Added message prompts for failing to select a shift to delete, under the **Admin Options – Employee Shifts screen.**

POS ADMIN OPTION – EMPLOYEE SHIFT – ADD SHIFT

Added message prompts for failing to select a shift to add, under the **Admin Options – Employee Shifts screen.**

CASH DRAWER – FIXES TO I/O PORTS AND PRINTER CONNECTIONS

Resolved issues with printers failing to print when cash drawer status was considered "Open" by the system.

- Previously, printers did not work properly, and would cause issues if the status if cash drawer is open.

- An alternate solution is to use the IO port on the POS.

- These solutions are available for 32-bit and 64-big CentOS systems.

BARCODE RECEIPT SCANNING FUNCTIONS FIXED

Resolved issues with barcode receipt scanning with Symbol scanners and Epson Printer USB functionality.

- Barcodes on receipts were previously failing to scan with symbol scanners.

- Have not raised any separate bug for this as of now.

- Could be an unrelated issue to USB printer as it did not scan even serial printer barcode.

UPDATES TO OPTION MODIFIERS AND SIZES (NOW KNOWN AS "SIZE MODIFIER ITEMS")

Made improvements to Option Modifiers functionality in the BackOffice:

- "**Sizes**" has been renamed to "**Size Modifier Items**".

- The system now limits size configurations to one size modifier attribute per menu item.

    o   This feature is also backwards compatible with multiple sizes.

- Only the lowest index modifier is selected in these cases.

- **orderId** is now displayed for ease of prioritization.

- Users are now able to set a size for the "main" item (as opposed to not being featured as a size of its own).

- The same menu works for child items, in addition to the normal table.

Size Modifier Attributes are now configured in the Menu Item > Size Modifier Items tab.

4.   Bug Fixes

ISSUES WITH UNIQUE SCANCODE

Resolved issues where storeId0 (i.e. Main Store) scan codes are considered "valid" in the system, which leads to many scan codes not being considered unique relative to the local StoreId (i.e. BO) scancodes.

RESOLVED LACK OF "PRINTER OFFLINE" MESSAGES ON KIOSK FOR USB PRINTER

Resolved issues where printers being unavailable (i.e. connection offline) would fail to display warning messages that indicated printer status on the kiosk.

- Resolved issues where printers considered offline would still indicate order numbers on-screen.
- Printer status check time has been reduced to check status every 10 seconds.
- Even with the 10-second delay, the final screen will not switch to the 'failed printer mode'. If the printer went down right before entering the final screen, it would not print the receipt.
- Even after waiting 10 seconds it will not display any 'Printer Error' message.
- The system previously only checked if the printer was down every 30 seconds.
- Resolved issues where, when printers were offline during an order, the user would run into issues when attempting to complete the order in less than 30 seconds.
- Updated printer offline kiosk messages for USB printer solutions.

RESOLVED WEIGHT SCALE TARE CONTAINER FAILING TO PRINT

Resolved issues where the third line for weight items, "<Number of Containers> (TARE)" was not printing.

- The item still has the weight reduction based on the container item, but the container name does not print.
- Additionally, if you look up the transaction in View Shift Transactions, the container name shows up. If you re-print the receipt from view shift transactions, the name also shows up.

PAYROLL RESET CALCULATIONS IN "ABSOLUTE MODE"

Resolved issues for sites using "Absolute" calculations for payroll under certain circumstances.

- Balance calculation configuration has been switched over to "Absolute" mode. This mode provides customers a solution where they may switch cycles without affecting their balance reset period.

- Resolved issues where Absolute mode would disregard customer changes to the department, potentially causing duplicate credits to be incurred for multiple departments, instead of simply crediting amounts consumed under a specific department.

- This affected sites with alternating payroll cycles (i.e. cycle ends every two weeks), where each week, accounts that are part of the cycle are exported.

Previously, accounts that were part of the cycle would be exported, but only accounts on the second week of their cycle would be reset.

- This was done in order to resolve issues that existed with floating balances (i.e. duplicate transactions) existing, due to switching customer types.

- With absolute balance calculation in the payroll properties file, it will reset the account's full balance, including transactions that were already exported from the previous week.

- The issue occurred comes when a customer performs transactions during the first week of the cycle. Their transactions are exported but not reset.

- Resolved issues where it customers who did not perform any transactions in one of their weeks in a cycle would result in exports skipping their account altogether. This skip also meant their account would not reset transactions from the first week.

- This remains true indefinitely – if the customer does not do transactions during a "Reset Week", their balance will not be reset. While in most cases, this meant the balance would eventually be reset, scenarios would arise where customers may spend their full credit limit in one week, and subsequently spend nothing during a "Reset Week". This resulted in the customer's account effectively becoming locked, as they would be unable to spend any money on the account.

- The customers would also never be a part of an export, and their balance would not reset without manual intervention.

- The issue comes up when a customer performs transactions during the first week of the cycle. Their transactions would be exported, but not reset.

CUST_TYPE_CHARGE_ORDER ALLOWS PAYMENTS FROM CUSTOMER TYPES NOT LISTED IN THE INTERFACELINK

Resolved issues involving use of the "On Account" button in conjunction with the InterfaceLink, `CUST_TYPE_CHARGE_ORDER`.

- The issue previously occurred when using the On Account button. If the cashier presses the payment button, then selects On Account, it allows the cashier to choose customer types that are not listed in the interfaceLink's parameters.

- Previously, cashiers choosing the incorrect account on accident could potentially cause reporting or refunding issues for both the student and site managers.

- This change was applied retroactively to build 1715_0020, but has also been included in latest builds.

FIXES FOR "DISABLING 'ON ACCOUNT' FOR CUSTOMER ACCOUNT PAYMENT" CHECKBOX

Resolved issues with loading money onto a customer's account using "On Account" functions on the POS, even when the setting was disabled.

- A separate setting is available from Payment Types to disable this feature. However, the issue arose when this function was already disabled.

- This issue was a result of the "Pay Later" checkbox not functioning as intended.

- By default, "Pay Later" settings are set to "On" after upgrades, when the previous default starts with this feature "Off".

- This change was applied retroactively to build 1715_0020 for sites on older builds, but has also been included in latest builds.

FIXES FOR CUSTOMER DATABASE – PRINT FUNCTIONALITY UNDER CLOUD CUSTOMER DATABASE – TRANSACTION INFO

Resolved issues where Customer Database Print functions failed to print selected transactions from the Cloud BackOffice.

This feature is accessible via Customer Database > Customer Info > Transactions info.

RESOLVED SLOW INITIALIZATION OF TERMINALS

Resolved issues with a terminal (or multiple terminals) starting up slowly due to queries attempting to return large amounts of data.

Returning large amounts of data on slower networks would occasionally lead to crashes.

RESOLVED EMAIL REPORTING FOR CLOUD ENTERPRISE

Resolved issues with Emailed Reports failing to arrive at intended email address on Cloud Enterprise environments.

RESOLVED ISSUES WITH DISCOUNTS NOT BEING SHOWN ON "PAYMENT METHOD DETAILS BREAKDOWN" REPORTS FAILING TO SHOW INCOMPLETE

Resolved issues with Payment Method Details Breakdown report failing to display all discounts.