Software Release Notes

Build 7.1.409 – 1757_0000

1.877.490.6333 | 416.988.6333
support@volantesystems.com

Date	Jan 02nd, 2019

Copyrights © Volanté POS Systems 2019

Questions for Volanté? Contact us

Volanté offers 24-7 help desk support and leverages a variety of tools and processes to track problem logs, change requests and other client requirements. If the troubleshooting steps in this document have not resolved your issue, please contact the following:

Support line: 1-877-490-6333
                         416-988-6333

Support email: support@volantesystems.com

Table of Contents

Overview

Summary of Build 1757_0000

Build 1757_0000 includes updates to the ITC iGiftCard refund process, DataCandy Loyalty integration functionality on Kiosks, and new Option Modifier selection on the POS.

Additional improvements include fixes to loading times on HeadOffice, improved GUI visuals and prompts throughout the POS and Kiosk, and HeadOffice.

Important highlights from this release

1. ITC iGiftCard Refunds Adjustments

2. DataCandy Loyalty Integration – Offline Approval and Rewards/Discounts UI

3. Improved Option/Size Modifier Selections Setup on POS

New Features

Improve Cashier Options screen on POS by adding support for option modifiers

Documentation: POS Cashier Screen Option / Size Modifiers - Grouping Selection (1757)

Updated POS Size (Option) Modifiers so that they behave similar to the functionality on the Kiosk.

- This is considered a general improvement to previous functionality, but its functionality has been overhauled as a new feature.

- Though comparable to the kiosk, there are fine differences between how it works on POS and Kiosk.

- Users can now choose a "CUSTOMIZE" button to choose from more than just four pre-set Option Modifiers on the Options screen.
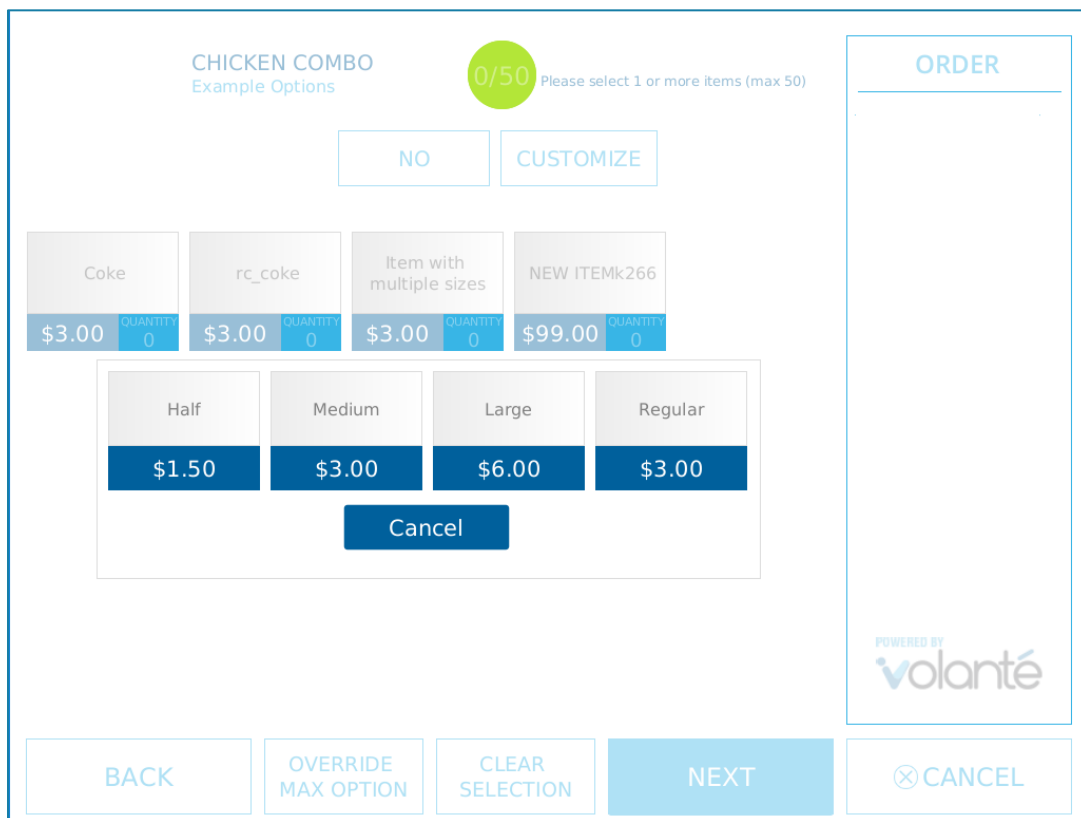

New Option Modifier selections for POS

Kiosk – DataCandy Loyalty Integration

The Volanté Kiosk UI now integrates with DataCandy Loyalty. This allows for use of Customer Rewards programs, which is accompanied by a new user interface.

Please note the following when setting up DataCandy Loyalty on kiosk:

- Menu Items need to be set up on both the Portal, as well as on our end of the Menu Setup module.
- Discount Buttons will be present under the Customer Center dropdown menu
- The same Menu Items must be set up in both portals – on the DataCandy end, and on the Volanté BackOffice end
- Note that users may only choose discount items only after performing a transaction.
- Discount buttons also exist under the Customer Center.
- Users can deselect Discounts and Rewards on the Kiosk Customer Center screen after selecting them.
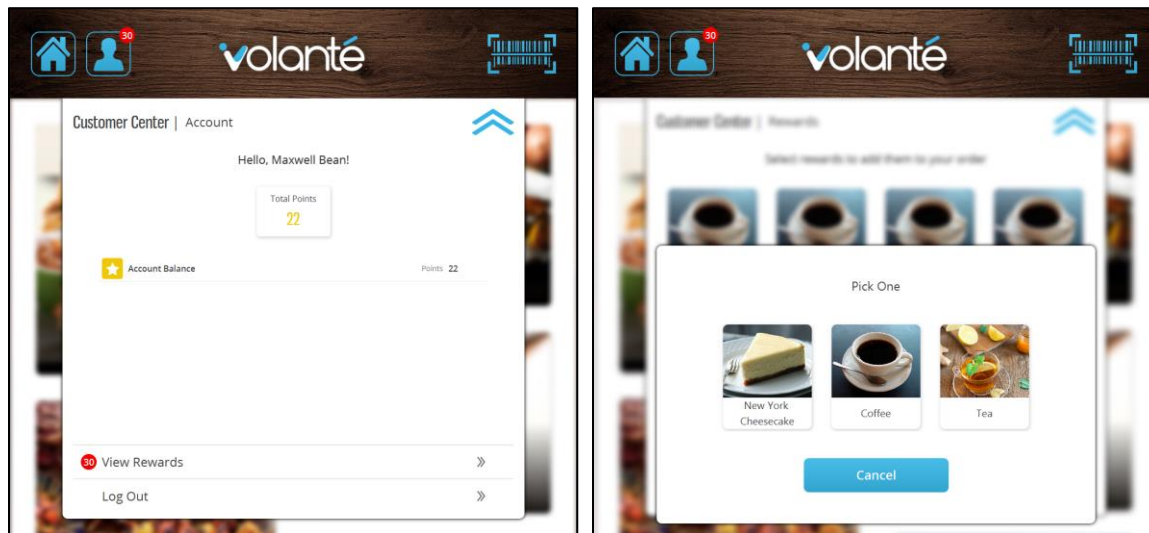
DataCandy Loyalty UI on Kiosks – Customer Center Screen UI and Rewards Selection Screen

ITC iGiftCard Refund Process

In cashier mode, when the cashier presses the Refund Transaction button, after the transId is given (such as when it is scanned from the customer's receipt), the following will happen:

- If the initial transaction was paid for using an ITC netZCom iGiftCard, the normal pop up of the Refund Items screen will not appear. Instead, refunds, will be done directly via ITC, and the system will attempt to refund the entire transaction.
- If successful, it will add the refunded items and the Refund Payment transaction to the current transaction. The cashier can then close out the transaction.
- If connecting to ITC fails, an error message will pop up for the cashier, and no changes will be made to the current transaction. This includes cases where a cashier attempts to refund a transaction that has already been refunded in the past.
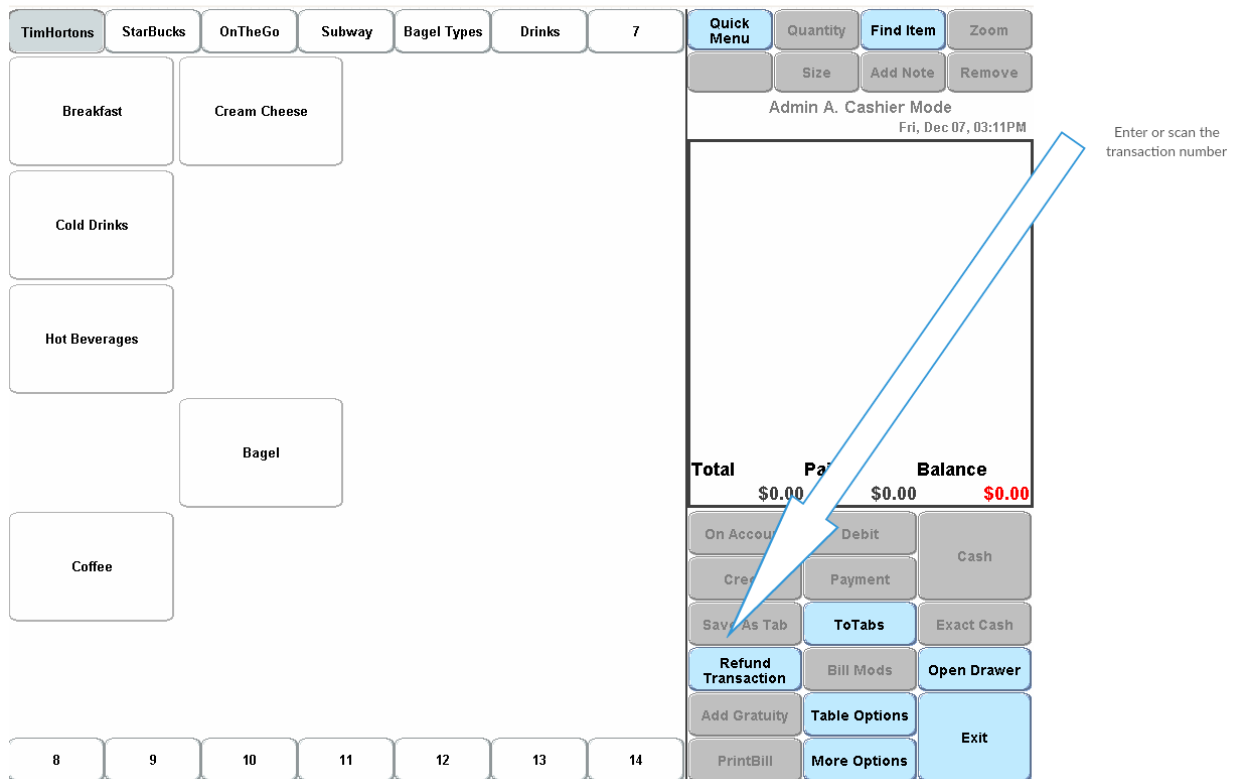
Refund Transaction button for ITC netZCom iGiftCards

Improvements

Kiosk – DataCandy Loyalty

- **Kiosk – iLoyalty and iCustomer – Offline Support Designation**

  When customers log in, and the kiosk is deemed to be offline, the kiosk will still designate the provider associated to an iCustomer.

  If the kiosk is offline, and the customer does not have 'offline enabled', no information will be displayed on the kiosk. Furthermore, the customer will not be able to pay with their iCustomer/iLoyalty method. However in this state, customers will still be associated with the transaction.

  Offline accumulation will also work for iLoyalty (DataCandy).

  If the kiosk is offline and the customer does not have offline enabled, no information will be displayed on kiosk, nor will the customer be able to pay with their iCustomer/iLoyalty payment method. However, the customer will still be associated with the transaction.

  Now if the customer logs in and the kiosk is offline, the kiosk will still know which provider the customer belongs to.

UI and Visuals

- **Combo Schedule – Delete schedule confirmation message**
  In BackOffice Menu Scheduling, if Menu Items or Combo Items are associated with a Schedule and a user attempts to delete the schedule, users will be prompted with a message notifying them of linked items, and confirm if they want to delete this schedule.

- **Kiosk - Longer Option Item Names**
  Option Modifier Tile names now support longer option names without cutting them off via ellipses.
  Up to approximately 40 characters (including spaces) can be used before cutting off.

- **Kiosk UX/UI - Customer Center and other visual adjustments**
  General GUI improvements made to fonts and tiles. Includes various shadows, arranged "Back" button options, and various colors affecting contrast and readability.

Bug Fixes

Menu Setup

- **Next Gen Kiosks – Inheritance of Quick Menu Tab images**
  Fixed issue where inheriting a menu set tab does not automatically inherit the associated image for that tab to be carried forward on the Kiosk.

- **Using 100% discounts on Board Meal Plans on New Menus**
  Fixed issues where items set to have a 100% discount (price modifier) on Board meal plans are not eligible to be charged on the eligible meal plan unless the discount is set to 99%.

- **Editing Price Level Prices resulting in JavaFx Exceptions**
  Fixed issues with the inability to edit price levels, due to visual errors with the Price Change box.

HeadOffice

- **Reduced frequency of HeadOffice generating temp tables for reports**
  Improved HeadOffice generation of temporary tables (for reports); tables are now generated once every few hours, and not each time HeadOffice starts up. This allows for improved loading times when starting HeadOffice.

Reports

- **Ability to save customized reports with Sales Grouped by Price Levels on HO and BO**
  Fixed errors where reports with long titles (e.g. "Sales Report Summary Grouped by Categories, Groups and Menu Items") would cause errors; reports have a limit of 64 characters. Previously, an error would prompt to indicate to the user "unable to save customized report". The report will still save successfully.

  On BackOffice environments, the name will be truncated automatically; however, this exception is still thrown on HeadOffice environments.

POS

- **Ordering Inventory Items Delay**

  Fixed issues where users encounter a delay of 3-4 seconds when adding item(s) to an order.

- **Auto Apply Options isn't Working**

  Fixed issues where the only Option available for a selected Menu Item is not being automatically applied (without the Option window popping up). Option window is still popping up.

- **Re-opening transaction from tabs give null pointer error**

  Fixed errors involving reopened transactions from the Tabs screen on sites using old kiosks, upon migrating to 1756.