



volanté

Build 7.1.411 – 1762_0000

Software Release Notes

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Volanté offers 24/7 help desk support and leverages a variety of tools and processes to address problems, change requests, and various other client requirements. If more information is needed, please contact us.

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Overview

Highlights for Build 1762_0000

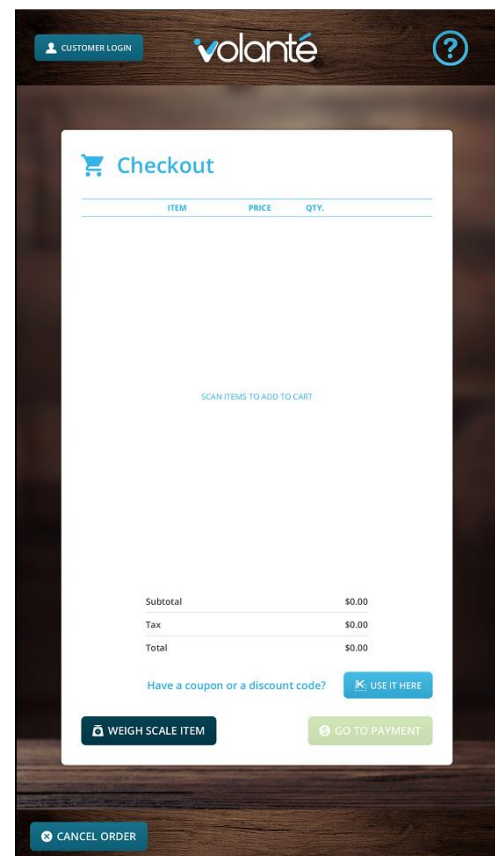
1. **Self Service Kiosk Mode** is now available on kiosks, allowing customers to review a running total of items in their transaction.
2. **Reduced need for PIN Pad Communication Resets** that were previously needed for RBA upgrades.
3. **Custom Meal Plans** are now available for Charter House, allowing for Meal Plan Periods for two separate cycles; some residence customers have their meal plan reset at the end of the month and some have them reset at the 16th of the month.
4. **QSR Devices now attach customers** automatically to the name field.
5. **The AudienceView integration now allows customer names** to be attached to orders for Reporting purposes.
6. **Bluefin PIN Pad times** may now be automatically set, allowing for greater control of timed procedures for PIN pads. This includes reboot times, allowing for control over when end of day PIN Pad reboots occur.

New Features

Self Service Kiosk Mode

Self-Service Kiosk Mode is now available. By default, this mode will automatically bring users to a variation of the Check Out screen, except it will now state running totals of the transaction.

- To enable this feature, set "Kiosk run mode" to Self-Checkout mode.
- Kiosk should go to the checkout screen following touch to begin, with only language selection as an Intermediate Step if enabled.
- All other functionality is the same as that of regular Kiosk mode.
- The Kiosk Checkout page now features an additional **Weigh Scale Item** button. When clicked, this will list all weigh scale items in the current Menu Set.
 - Selecting a weigh scale item and clicking **Done** will bring users to the weigh scale screen.
- The top bar now uses the updated customer login button, plus the cashier override button.
- Cashier override enables modifying quantity and deletion from cart. Users can click the icon again to logout.



Improvements to RBA Upgrades – Reduction of PIN Pad Communication Resets

Volanté now allows for Retail Base Application (RBA) SDK implementation of Credit Card integration on iPP350 devices.

- RBA SDK implementation of credit card integration on Ingenico IPP350 over USB
- Previously, only low-level RBA calls made via serial-USB connections were available.
- This change was made to reduce PIN pad communication resets that were needed for RBA upgrades.

Meal Plan Customization

Customized Meal Plans with rules based on client information sites are now available.

- Meal Plans can be configured so that specific sets of customers can belong on specific cycles, set up based on with last names:
 - For example, of the residence customers have their meal plan reset at the end of the month and some have them reset at the 16th of the month.
- Customers with last names beginning with **A to L** have their plan cycle from the **16th** of first month to the **15th** of the next month.
- Customers with last names beginning with **M to Z** have their plan cycle from the **1st** of the month to the **31st** (or end) of the month.
- New reports are also available for this specific implementation:
 - **Customer Transaction Details Report:** shows customer transaction purchase details, can be filtered by customer
 - **Customer Extra Meal Details Report:** shows customer extra meals (eligible for meal plan but paid on account) details, can be filtered by customer and Menu Item (eligible for meal plan only)
 - **Customer Extra Meal Summary Report:** shows the number of extra meals (eligible for meal plan but paid on account) purchased, can be filtered by customer and Menu Item (eligible for meal plan only)
 - **Customer Account All Charges Report:** shows the summary of all charges that were made at Corner Cupboard, can be filtered by Profit Center and Customer
 - **Meals Sold Summary Report:** shows different meal types with quantity that were sold.

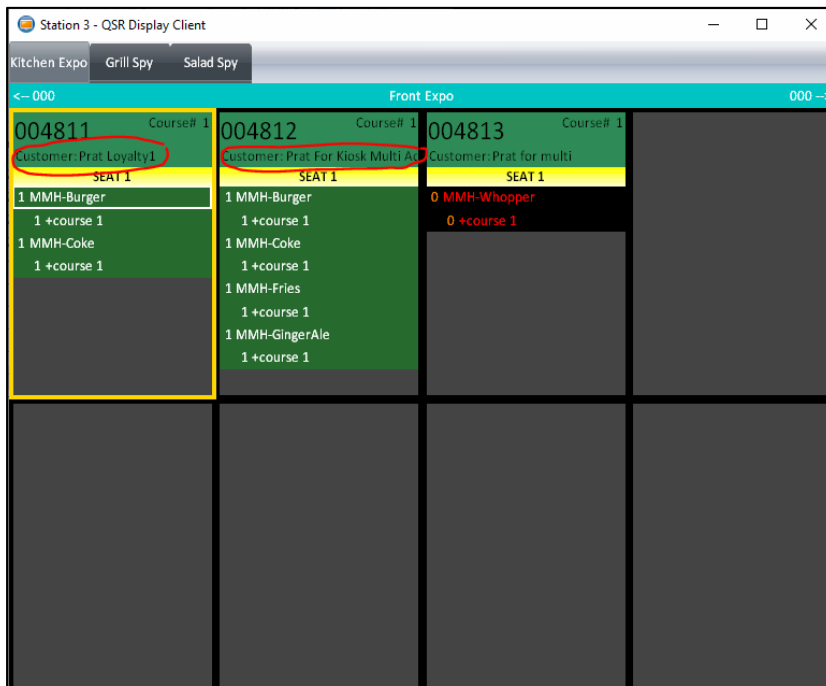
Improvements

QSR – Customer Names on Transactions

QSR devices will now automatically attach CDB customer names to their transaction automatically.

- This is accomplished through use of the "Notes" field.
- Setting this up is accomplished under **Hardware > Terminal Setup > Advanced Options**.
- Under **Department code**, enter the IP of QSR device
- Under KDS properties, enter 1 for KDS terminal Id.
- In the InterfaceLink field, enter the following to enable "Transaction Notes"

```
QSR_COURSE_INTERVAL:1<>QSR_SEND_COURSE_MODIFIER<>ACTION_CASHIER_TOTALS  
:ACTION_ADD_TRANS_NOTES_1
```



AudienceView Integration – Customers Attached to Transactions

AudienceView integration now allows customers to be attached to an order for improved reporting purposes.

Setting BlueFin PIN Pad Times Manually (Reboot Time Settings)

Bluefin PIN Pad local times, including reboot times, may now be automatically set, allowing for greater control of timed procedures for PIN pads (e.g. reboot times for end of day).

- This will resolve issues where the PIN pads reboot in the morning at an unanticipated time, instead of the expected end-of-day time frame.
- PIN Pad replacements currently require technicians on-site to configure, as PIN Pad reboot is a mandatory step.
- This will reduce time spent on manually configuring the PIN Pads on-site.
- This previously affected any new site with replaced PIN pads since December 2018.

Bug Fixes

Customer Meal Plan Counts

Fixed issue where Meal Plan counts were being updated and changed incorrectly, typically resulting in meal plans being consumed incorrectly.

Manually Adjust Meal Plan on BO Date Picker

Fixed issue where setting a Start Date in Meal Plan Rules (Customer Accounts) would fail to update properly in the Customer Accounts' "Adjust Meal Plan Allowance" tab

QSR Void Detection

Fixed issue where ordering only one item being voided and printed on the bill would fail to detect voided items.

DataCandy Loyalty – Cash Transactions Showing Changes on Cashier Screen

Fixed issue with DataCandy Loyalty accumulation transactions, where Cash transactions resulted in no changes made to the Cashier Screen.

Transaction Listing Reports show "Error" for Pre-Menu Migration Sales

Fixed issues occurring for all items sold prior to Menu Migration, where Transaction Listing or Transaction Details Reports would replace these Menu Item names with "Error" labels.

Data Candy Loyalty – Exclude deduction of payment method discounts from Loyalty Points

Fixed issue where DataCandy Loyalty transactions would count Payment Method discounts against the rewards, resulting in more or less points rewarded than expected.

Chase Paymentech Direct – 04/01 Certificate Update Fixes

Fixed issue where guests were being double or triple-overcharged on transactions.

Fixed issue with "Decline 05" errors appearing when MasterCard credit cards were being swiped.

Tagged Option Items

Fixed issue where tagged option items were being ignored when On Account transactions were being made to customer types that accept these items.

Discount Meal Plan Reduction

Fixed issue where discount meal plans were being deducted even when orders did not go through.

Table Transactions Saving Seats

Fixed issue where users were unable to perform the following actions on a seat at a table:

- Void transactions on seats
- Make changes to the seat
- Fails to save the transaction, and returns to the cashier screen with the order having returned

Web Reporting Access for Select Sites

Fixed issue where specific sites were unable to access Web Reporting services.

- A patch has been provided to specified sites, ensuring the Websocket tunnel is not closing faster than normal due to inactivity.

Charging Multiple Customer Types in Kiosk

Fixed issue where attempting to charge to Secondary Accounts if Primary account is unable to complete the transaction would cause errors.

- Now, charging an order on the kiosk on a customer account with no funds will prompt user and ask to charge to secondary account. If user selects YES then it will successfully charge to the second account.

Kiosk – Price Level Changes Taking Effect During Sign-in on Order Items Screen

Fixed issue where changes to Price Levels on kiosk would not take effect during Customer Sign-in on the kiosk, if the kiosk was on the Order Items screen.

- Previously, users would be required to return to the Category screen, and then return to the Item Screen again in order for changes to take effect.

Java Version Upgrades – Upgrading from 1750 to 1759

Fixed issues where Java upgrades would fail when upgrading Volante from build 1750 to 1759.

Item Details overwriting during selection in Menu Tree

Fixed issue where selecting Menu Items would overwrite other Menu Item information when selecting a second item in the tree.

Payroll Import Changing Customers to Default Type when no type is provided

Fixed issue where Payroll Import would change Customers to Default Type when no Type is provided.

- Running Payroll Imports will no longer make changes to customerTypes of previously-imported customers.

Menu Reports – Menu Item Filter shows Deleted Items

Fixed issue where Menu Item Report Filters would show deleted Menu Items during searches.

Mayo Director's Report Performance and Generation

Improvements made to generation time when generating Director's Reports.

- Very large reports with long generation times have been reduced to around 10 minutes.

Retrieve Orders on Kiosk on other Terminals

Fixed issue where orders placed on a kiosk could not be retrieved on other terminals, and would lead to errors.

FirstData ICT250 – Transaction Batch Issue

Fixed issues where batch windows on ICT250 PIN Pads were not showing any totals, and indicated "No transactions to settle".

POS Advanced Reporting – Menu Item Filter GUI

Fixed issue in POS Admin Options where Menu Item Filters under the Advanced Report Menu Item Filter tab were rendered in very small, zoomed-out font.

Fingerprint Reader Functioning after Upgrades

Fixed issue where the fingerprint reader module stopped working after upgrading to Volante Build 1759, due to altered Java library pathing.