POS 1.14 Feature Pack 5 Release Notes

New Features

Rapid Connect (First Data) Payment Integration

We have now integrated with First Data Rapid Connect allowing easy adoption of First Data accounts for both Credit and Gift.

Stand Alone Mobile

Stand Alone Mobile is a new product released that allows customers currently using another POS system to install Mobile without switching to the Vivonet POS system.

It includes a Halo Tablet with printer so all Mobile orders come into the Halo system and print to the printer.

New HP Posiflex USB Cash Drawers Available

We have certified the new HP Posiflex USB Cash Drawers to work with our POS Terminals and Tablet.

Different Font Increases Remote Speed

It was found that changing fonts on the remote printers could significantly increase remote printer speed. We have changed the Printer Configuration fonts to help increase performance.

Add Support for New Mettler Toledo Scales

Older Mettler Toledo Scales are going to be discontinued in the coming months so Vivonet QA has tested and certified the new Mettler Toledo Ariva scale. The Ariva scale uses a USB connection instead of a COM connection.

Add Change Item Button to Board Mode

Previously in Board Mode users were able to assign a new Tender and effectively stay in Board Mode. The process was:

1. Once in Board Mode, press the Change Tender button and the Tender screen opens.
2. Select a different Tender.
3. The POS goes back to Board Mode with the new Tender selected.

To speed up this process we have added a **Change Item** button. The new process is now:

1. Once in Board Mode, Press the **Change Item** button.
2. The Home screen opens and the top of the screen includes a message telling you to select an item for Board Mode.
3. Once you select an item, the POS goes back to Board Mode with the new item selected and the previous Tender.

Board Mode Memory Feature

Previously it took quite a few clicks to enter Board Mode but some users have the need to enter and exit Board Mode on a regular basis so the regular method was not the best solution.

Now the POS holds the last settings used for Board Mode and prompts the user to confirm. You now select Board Mode, the last Board Mode Tender, Item, and 3 buttons are displayed: **Change Tender**, **Change Item**, and **Continue**.

- **Change Tender** takes them to the Tender screen as it does already in Board Mode.
- **Change Item** follows the new process documented in HALO-1141 above. (Tender screen opens, select a different Tender, and Board Mode opens with the Tender selected)
- **Continue** takes the user to Board Mode with the memorized Tender and Item selected.

Now when the user goes back into Board Mode there are no options and they are brought back into the original Board Mode menu item.

Upgrade NetePay from Version 4 to Version 5

NetePay has upgraded from version 4 to version 5 and we have made changes internally to accommodate this update.

Resolved Issues

Sodexo

HALO-708 – Possible to Void the Payment for $0.00 Price Meal Item Paid in Board Mode	
Description	If you re-opened the check paid in Board Mode for a $0.00 Price Meal item, then the tab was closed because of the $0.00 price but the item was still unpaid.
Resolution	It is no longer possible to void these transactions for any users who cannot re-open checks or void payments.

HALO-1118 – Last Order Displayed in Board Mode on Display Screen	
Description	When in Board Mode it was possible to have the last order entered displaying on the customer display instead of the current Board Mode transaction. If you entered a regular order on the POS and closed it out to Cash, then entered into Board Mode and selected a Counted item, then swiped a Points card, the taxes from the last order could display on the POS Terminal.
Resolution	It is no longer possible to have the last order entered display instead of your current Board Mode transaction.

Other

HALO-1060 –Error Message during a Capture is not Correct when the Internet is Unplugged	
Description	When you closed the Batch using RBS WorldPay and transactions were captured the error message “DNS Lookup of tpdev.lynkdydtems.com Failed” was displayed. We needed to change the error message to something more readable for customers.
Resolution	The error message has now been changed for RBS WorldPay users to “Unable to connect to payment processor. Please check your internet connection and try again.”

HALO-1133 – A New Item was not displayed on the “Your Order” screen after the Check was Separated	
Description	If you rang in an item and added a second Guest, then rang in another item for the second Guest, separated and sent the check, then re-opened the check and added more items to the second Guest, the Items were not displayed on the “Your Order” screen.
Resolution	Items added after separating a check with two Guests now correctly displays all of the items on the “Your Order” screen.

HALO-1171 – Close Day Process Displays Incorrect Warning Message about Pending Pre-auth Transactions	
Description	When logged in as a Training user if you created a Tab and added Items to it, then sent the Tab and started a Close Day, a warning messages about pending pre-authorizations was displayed instead of the correct warning about open tabs.
Resolution	The correct warning message about open tabs is now displayed during the Close Day process if you are a Training user with a Tab containing Items and you start a Close Day.

HALO-1196 – Use End of Day Setting from Database instead of Registry	
Description	If you created a tab at 10:55, added an Item to it, cashed out and in Enterprise Manager set the End of Day hour to 11, re-opened the check at 11:05 then the previously created check would still be visible.
Resolution	The previously created check is no longer visible if you re-opened the check after the End of Day set hour in Enterprise Manager.

POS 1.14 Feature Pack 4 Resolved Issues

New Features

Support for Chase Paymentech (for Restaurants) using NetEPay (US Only)

We now support Chase Paymentech (for Restaurants) using NetEPay (for the US only).

Red Dot Enhancement

We have made enhancements to the status light (or dot) on the POS Terminal login screen.

Definition of colors:
Green: The light is green when the terminal can connect.

Yellow: The light is yellow when the system has not been able to connect for 5 min. When the light turns yellow, a message displays "Connection to Vivonet Hosting Center is not available. Reports in Enterprise Manager may not be up to date".

Red: The light is red when the terminal cannot connect to the internet. When red, a message displays "Your internet connection is unavailable, please check your connection and call your ISP".

Configurable Print Delay per Location for Halo Mobile

To support Halo Mobile we have added a configurable Print Delay per Location. The POS Terminal can now hold printing of a Mobile order using a new configured value.

Now once an order is placed for a pick up time later in the day, the order is printed at the store 20 minutes before the pick-up time. If an order is placed for an immediate pick up time then it is printed at the store immediately.

Resolved Issues

HALO-18 – Transaction goes through for Tax-Included Items if Tendered Out by Heartland/CBORD/BlackBoard	
Description	If you rang in an item that included tax and tendered out using Heartland/CBORD/BlackBoard, if you pressed the **GC Redeemed** button it was not displaying "E" (tax exempt) in front of the item on the Tab and the transaction is approved. If you tendered out using Board Mode it declined the transaction with the error "Tax exemption not permitted on tax included items".
Resolution	Now the error message "Tax exemption not permitted on tax included items" is displayed for both Board Mode and Normal sales.

HALO-28 – Gift Card Redeemed Values different on the Same Employee Detail Report	
Description	There was no Return to GC Value on the Gift Card summary so the value on Tender Summary ended up different from the GC Redeemed Gift Card Summary on the report.
Resolution	The return payment is now displayed under the Gift Card Summary section of the report as intended.

HALO-699 – Gift Card Options are not in Alphabetic Order	
Description	If multiple Gift Card tenders are configured and the user had selected the following function blue buttons: **Board Mode**, **Add to GC**, **PaymentOnline**, and **GC Balance**, then the list of Gift Card options were not listed in alphabetic order.
Resolution	The Gift Card options list is now in alphabetical order when it is displayed after selecting the function blue buttons: **Board Mode**, **Add to GC**, **PaymentOnline**, and **GC Balance**.

HALO-813 – Items should be Printed on Receipt according to Hierarchy	
Description	If you created a tab with items printed in a specific order, they would print as follows: Item1 Item2 Discount to Item 1 When they should be printed with the Discount to the item below the correct item for clarity: Item 1 Discount to Item 1 Item 2
Resolution	Items on a tab are now printed according to the correct hierarchy so that Discounts and other options are printed below the correct item.

HALO- 923– After Voiding a Transaction when the Internet is Unplugged, the Next Transaction is Going with Timeout Session	
Description	If you created a one-step transaction and unplugged the internet, then voided the transaction and went back online, and ran a new one-step transaction, a time out message was displayed “Ref:85057” instead of processing in online mode.
Resolution	Now the one-step transaction is processed once going back online instead of displaying a timeout error.

HALO-954 – The Message 'Please wait...' is Displayed while the Employee Detail Reports is on a Screen	
Description	The message “Please wait…” is displayed when many of the reports are on the screen. It needs to disappear once the report is displayed on the screen for clarity.
Resolution	The message “Please wait…” disappears once a report has loaded on the screen.

HALO-958 – Auto Logout not Working when No Sale Operation is Run and WaitForCashDrawer Set to ”1”	
Description	If you set **WaitForCashDrawer=1** in Enterprise Manager and pressed the No Sale blue button on the POS Terminal, when the dialog for selecting the cash drawer was displayed you waited for the auto logout timeout to occur, the dialog window should close but was staying open and not logging out.
Resolution	Now if WaitForCashDrawer is set to 1 in Enterprise Manager, the No Sale blue button is pressed and the dialog box is opened, if you wait for the auto logout timeout to occur it now closes the dialog box and logs out as intended.

HALO-964 – Declare Tips from Main Screen for Direct Tips incorrectly goes into Indirect Tips	
Description	On the main screen when declaring tips and you selected either option for Indirect or for Direct tips the amount would always go into the Indirect tips for the reports. When logged into the POS Terminal and the same function is used from the side blue buttons the reports are correct.
Resolution	Now if you declare tips using the main screen direct tips are now routed correctly to Direct tips on the reports.

HALO-978 – 0.00 is not displayed on Gift Card Summary of RVC Detail Report	
Description	If an item in the RVC Detail report had a zero value it was displayed a blank space instead of “0.00” as it should have for each line.
Resolution	Now if a line item in the report has a zero value “0.00” is always displayed instead of a blank space.

HALO-1035 – BoardMode on Count Item with no Point Tender	
Description	When a user attempted to use BoardMode with no points tender there was no warning to tell the user they do not have a valid available tender.
Resolution	There is now a warning message displayed indicating that the POS Terminal does not have a valid tender available for the BoardMode counted item.

HALO-1058 – Transactions were not Captured when you Cancelled the Close Day	
Description	If transactions were created in the POS Terminal and were not captured, then the Day was Closed, if you performed the batch process “Are you sure you want to batch?” and select Yes, if you verify the transactions they were not captured when they should have been captured.
Resolution	Now the transactions are captured correctly as part of the Close Day process.

HALO-1109 – Message for Offline Initialization displayed on the POS Terminal as “-1”	
Description	When attempting to run through a Gift Card initialization on the POS Terminal with the network cable unplugged the message should have been "Error: GC initialize failed with error: Cannot connect" but instead no message was displayed, just a “-1” was displayed on the banner bar at the top of the POS Terminal. The Receipt was printing the correct Declined Message with a “-1” at the bottom of the receipt.
Resolution	The error message is now displayed correctly instead of “-1” on the screen.

HALO-1107 – CBORD Should Send Item Count Only for Counted Items Sale	
Description	Previously if you set up CBORD meal plan tender and tried to pay for a normal item using this tender, the tender would be priced at $1.00 instead of the actual item price.
Resolution	Now if you set up the CBORD meal plan tender and pay for a normal item using that tender, it is correctly priced instead of always being $1.00.