



## Why Upgrade? v20 Feature Enhancements

Interfaces	Feature Descriptions	Benefits
Graphical Enhancements to User Interface	<ul style="list-style-type: none"> <li>▶ New Icons &amp; Button Graphics</li> <li>▶ Configurable Fonts &amp; POS Color Schemes (Set color schemes to match decor &amp; logo; Or to indicate special functions such as Split Check or Advanced Orders)</li> <li>▶ Customizable Text on Buttons, Prompts &amp; Reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Easier, more intuitive navigation.</li> <li>✓ Easier on the eyes</li> <li>✓ Reduced training time</li> </ul>
Improved Menu Navigation & Scheduling	<ul style="list-style-type: none"> <li>▶ Schedule multiple screen formats (Display different Menu Groups, Nav Bars &amp; Items breakfast, lunch, happy hour, etc.)</li> <li>▶ Update Nav Bar automatically when a new group is added</li> <li>▶ Allow Cash and Pizza Buttons on Nav Bar</li> <li>▶ Rearranged Modifier Screens</li> <li>▶ Option for variable Item Names on POS, Prep Tickets and Reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fewer ordering errors</li> <li>✓ Improved Speed of Service Reduce lines at POS Stations</li> </ul>
Enhanced Print/Display for Food Prep	<ul style="list-style-type: none"> <li>▶ "Updated Item" banner alerts kitchen to changes in cooking temperatures and side dishes, etc.</li> <li>▶ Option to print Item descriptions alongside "Item Name"</li> <li>▶ Option to print items from other areas in smaller font</li> <li>▶ Display Manual QTY for Modifiers on Order Entry Screen (Ex. WINGS, 15 HOT, 20 MILD)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fewer kitchen errors</li> <li>✓ Reduced costs from "Comps &amp; Voids"</li> <li>✓ Improved customer satisfaction</li> </ul>
Catering Deposits & Other Payments	<ul style="list-style-type: none"> <li>▶ Process payments on Advanced Orders, regardless of date</li> <li>▶ Disallow Tips and Change Due by Payment Type</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved accounting and revenue accountability</li> <li>✓ New revenue stream from catering</li> <li>✓ Reduce fraud &amp; errors</li> </ul>

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<p><b>Improved Guest Checks &amp; Receipts</b></p>	<ul style="list-style-type: none"> <li>▶ Add item descriptions to check</li> <li>▶ Set # of copies &amp; signature line by payment type or Revenue Center</li> <li>▶ Reprint receipt from any date at the POS with original date stamp</li> <li>▶ Configurable data block for customer info</li> <li>▶ Show entire check detail in BackOffice "Session View"</li> <li>▶ Split check options on "Manual Quantity" (Ex: 15 wings on one check, 20 on another...or 'Equal splits')</li> <li>▶ New "Seat A" quantity indicates ALL SEATS for splitting an item among all diners.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Enhance the business image of your restaurant</li> <li>✓ More Legible &amp; Attractive Guest Checks</li> <li>✓ Improve customer communications - fewer questions from customers</li> </ul>
<p><b>Server Teams &amp; Tip Tracking</b></p>	<ul style="list-style-type: none"> <li>▶ Configurable teams w/ passwords</li> <li>▶ Options for proportional or equal splits on tips, etc.</li> <li>▶ Revenue Report Enhancements:                             <ol style="list-style-type: none"> <li>1) Multi-shift Reports</li> <li>2) Detail on Amounts Rung by Others</li> <li>3) Revenue Follows Employee Who Settles Check</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Improve customer service</li> <li>✓ Enhanced employee satisfaction</li> <li>✓ Speed End of Day Reporting</li> <li>✓ Satisfy IRS tip reporting requirements</li> </ul>
<p><b>Hold &amp; Fire by Course</b></p>	<ul style="list-style-type: none"> <li>▶ Automatically release / fire items by course</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved timing on service</li> <li>✓ More customer satisfaction</li> <li>✓ Faster table turns</li> <li>✓ Increased operational flexibility</li> </ul>
<p><b>Flexible Reporting</b></p>	<ul style="list-style-type: none"> <li>▶ New Menu Recipe Report</li> <li>▶ Unlimited start dates &amp; durations</li> <li>▶ Option to delete old orders by customer</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improve compliance with local regulation</li> <li>✓ Improve management with the reports you need for your business</li> </ul>
<p><b>Automatic Password Prompt</b></p>	<ul style="list-style-type: none"> <li>▶ Eliminates the "Begin" button touch by displaying password prompt when server touches table or order button.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Free up POS Stations more quickly</li> <li>✓ Increase POS access security</li> </ul>

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Improved Order Recall	<ul style="list-style-type: none"> <li>▶ Include Adjectives (Min, Max, Free ETC) when Recalling Previous Orders</li> </ul>	<ul style="list-style-type: none"> <li>✓ Faster service for repeat customers</li> <li>✓ Reduce Labor</li> </ul>
Improved Account Management	<ul style="list-style-type: none"> <li>▶ View and Edit Accounts from POS</li> <li>▶ More search options (Account #, etc)</li> <li>▶ Record "On Account" transactions even when check total is NULL</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improve Customer Service</li> <li>✓ Encourage Repeat Business</li> </ul>
Improved Discount Management	<ul style="list-style-type: none"> <li>▶ Option to disallow negative balances on coupons</li> <li>▶ Price roll-up for combos. Don't show the negative combo adjustment amount.</li> <li>▶ Option to remove coupons when changing Revenue Center</li> </ul>	<ul style="list-style-type: none"> <li>✓ Prevent Fraud &amp; Errors</li> <li>✓ Prevent customer confusion &amp; questions</li> </ul>
Improved Table Management	<ul style="list-style-type: none"> <li>▶ Item Transfer by floor plan (plus tab &amp; check)</li> <li>▶ Allow a user to 'pickup' another user's table w/o managerial approval.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reduce lines at POS Stations</li> <li>✓ Increase table turns</li> <li>✓ Keep the wait staff in front of the customers not the POS</li> </ul>
Improved Email Services	<ul style="list-style-type: none"> <li>▶ Separate Email addresses for: Sending Sales Receipts to customers Emailing Employee Schedules Receiving Daily Reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improve staff communication &amp; timeliness</li> <li>✓ Capture more customer data</li> <li>✓ Improve customer satisfaction</li> <li>✓ Extend your marketing reach</li> <li>✓ Improve business analytics</li> </ul>
IP Support	<ul style="list-style-type: none"> <li>▶ Caller ID</li> <li>▶ KDS</li> </ul>	<ul style="list-style-type: none"> <li>✓ Expanded device options</li> <li>✓ Cut hardware costs</li> <li>✓ Increase operational flexibility</li> </ul>
Auto-send Request for Tech Support (PACKDATA)	<ul style="list-style-type: none"> <li>▶ Create and send Packdata directly to RM from Back Office</li> </ul>	<ul style="list-style-type: none"> <li>✓ More immediate analysis on technical problems</li> <li>✓ Reduced system support worries with automated tech support requests</li> </ul>

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<p><b>RM Payments</b></p>	<ul style="list-style-type: none"> <li>▶ Direct integration to in-house payment processor</li> <li>▶ Validated PA-DSS application</li> <li>▶ "Hardened" Administrative Passwords</li> <li>▶ Integrated EMV Terminals</li> </ul>	<ul style="list-style-type: none"> <li>✓ Protect customers from identity theft</li> <li>✓ Faster Table Turns</li> <li>✓ Lower transaction fees</li> <li>✓ Enable PCI Compliance</li> <li>✓ Recognize new Mastercard BIN #s</li> <li>✓ Prevent "chargebacks" with EMV processing</li> </ul>
<p><b>RMMonitor Enhancements</b></p>	<ul style="list-style-type: none"> <li>▶ RMMonitor 2.0</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved management decision making</li> <li>✓ Constant connection with your business</li> </ul>