NorthStar

4.4 NorthStar New Features and Improvement Overview

CBS
CUSTOM BUSINESS SOLUTIONS, INC.

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Release date: May 1, 2018
NOTE: the 4.4 server build was released on April 4, 2018.

This release includes:

- California Meal Break with break notifications and reporting
- Guest names display on Kiosk orders for easier order tracking
- Remaining balance prints on gift card redemption and reload receipts
- Added new permissions for staff to print and finalize cashouts
- Improved load times when running reports on the application
- Credit Card swipe and process through IDTECH UNI-PAY Device with HEARTLAND processor
- Staff can tap multiple items on check for specified functions
- Ability to cash out staff automatically at end of day
- Bar codes print on receipts for menu item price and PLU tracking
- Guest checks print priced components
- Performance upgrade when running reports on application

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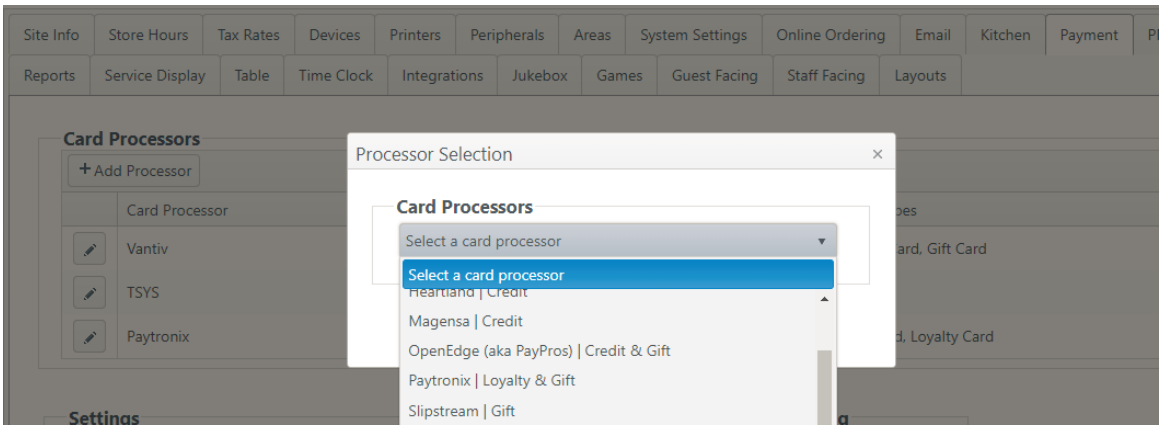
New Features

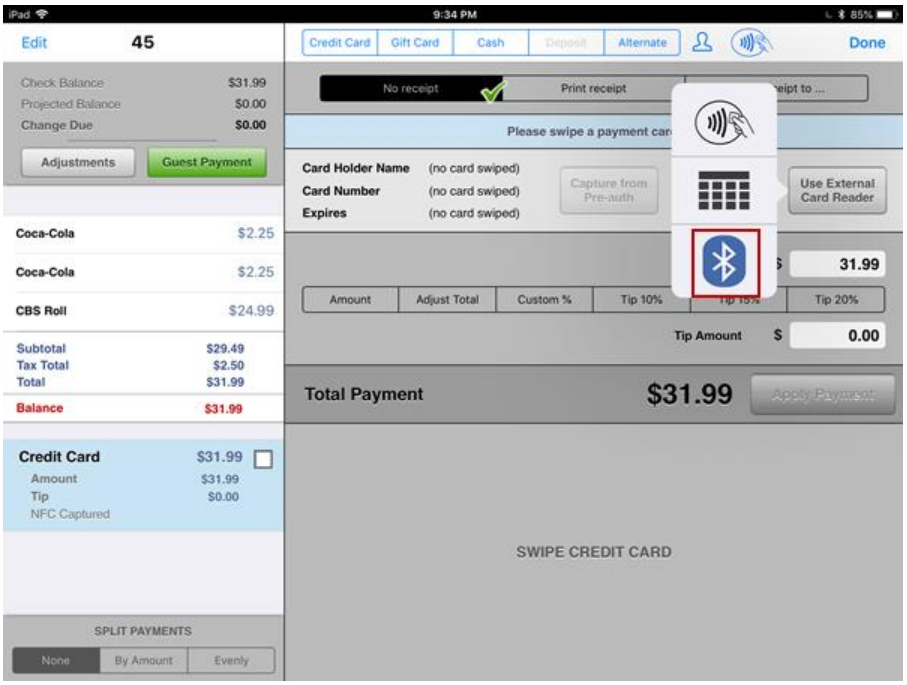
MPPG integration using eDynamo swipe reader (Server Feature)

Previously, in NorthStar the ability to swipe a credit card through the kDynamo device via Bluetooth was not an available option. Now, this feature will include the ability to use the Bluetooth kDynamo device to complete a transaction with the Magensa Platform.

To configure your processor information in ECM, go to: **Sites > Payment** – select Magensa | Credit



To use this feature on the iPad, go to **Payment** then tap **Use External Card Reader** or the **Bluetooth** icon to initialize the device.



Once the payment terminal is initialized- swipe the credit card on the device.

If you are currently processing credit cards with another processor but desire to switch over to Magensa, please contact your NorthStar Representative.

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Credit Cards: IDTECH Mag Swipe Reader with HEARTLAND (Server Feature)

With the new IDTECH read a user can swipe a credit card with Heartland processor to execute payment, refund, tip, void. This is newly implemented Credit Card processor.

***Please note that this is an account feature toggle that will need to be turned on. Please reach out to your NorthStar Representative to enable this feature if desired. This needs to be enabled before moving forward with setup.*

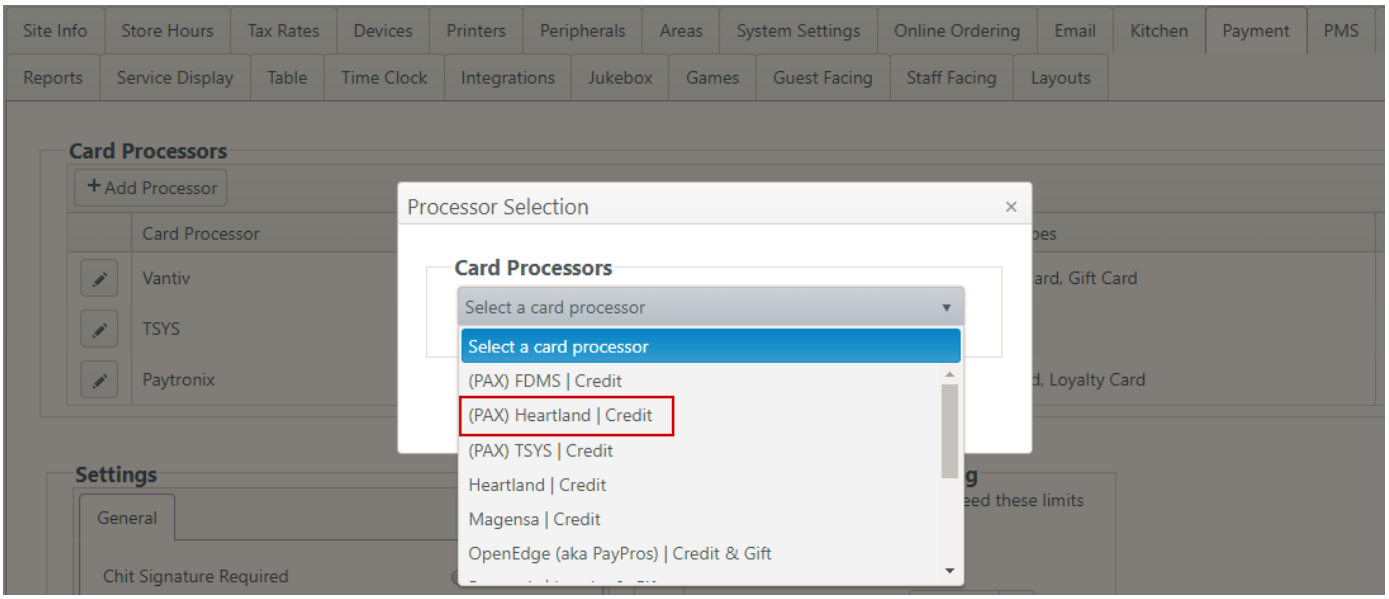
To configure your processor information in ECM, go to: **Sites > Payment –** select Heartland | Credit

If you are currently processing credit cards with another processor but desire to switch over to Magensa, please contact your NorthStar Representative.

Credit Cards: Pax device to work alongside Heartland IDTech for manual entry (Server Feature)

Now that IDTECH readers are working with swipe, this feature will allow a PAX device to run side by side for manual entry with Heartland as processing.

To configure your processor information in ECM, go to**: Sites > Payment** – select (PAX) Heartland | Credit



To use this feature on the iPad, go to **Payment** then tap **Use External Card Reader** or the **NFC** icon in the upper right corner.

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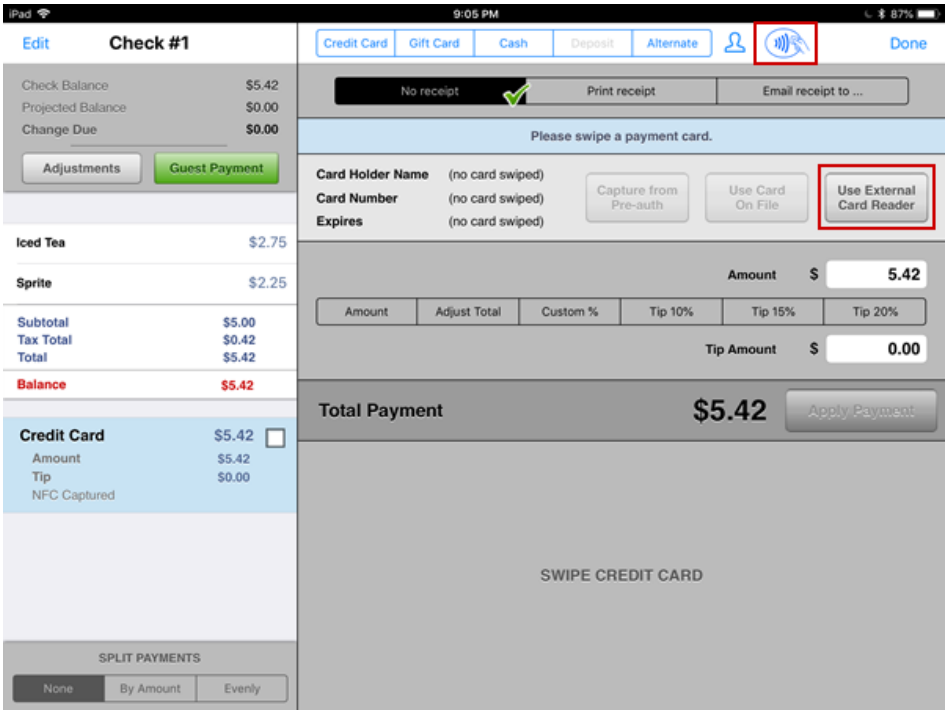


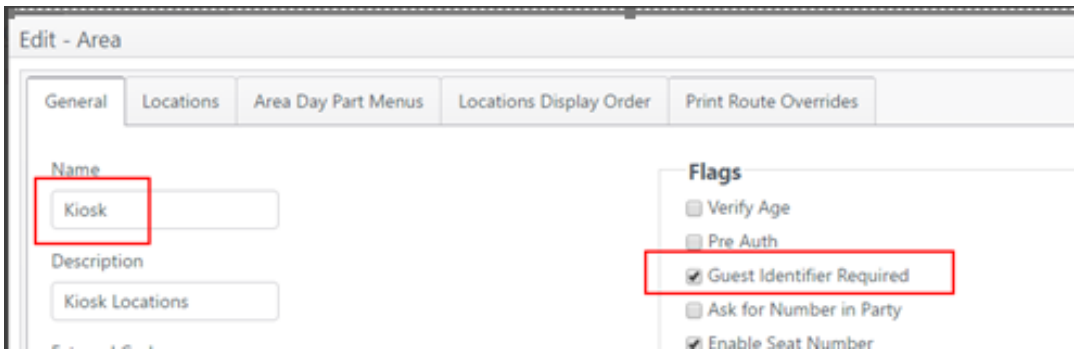
Once the payment terminal is initialized- manually enter the credit card number.

If you are currently processing credit cards with another processor but desire to switch over to Heartland, please contact your NorthStar Representative.

Guest Identifier - name required in kiosk mode (Server/App/ECM Feature)

Previously, a "Guest Identifier Required" couldn't be configured for a specific area and was only applied and able to be used when using the Server UI (Staff Facing). Now, the ability to force the Guest to use a Guest Identifier while in Kiosk mode is available.

To set this feature up in ECM, go to **Sites>Area –** in the area created for Kiosk, flag **Guest Identifier Required.**



When **Guest Identifier Required** is flagged, the guests will be prompt to input their "table tent number' before they can submit their order.

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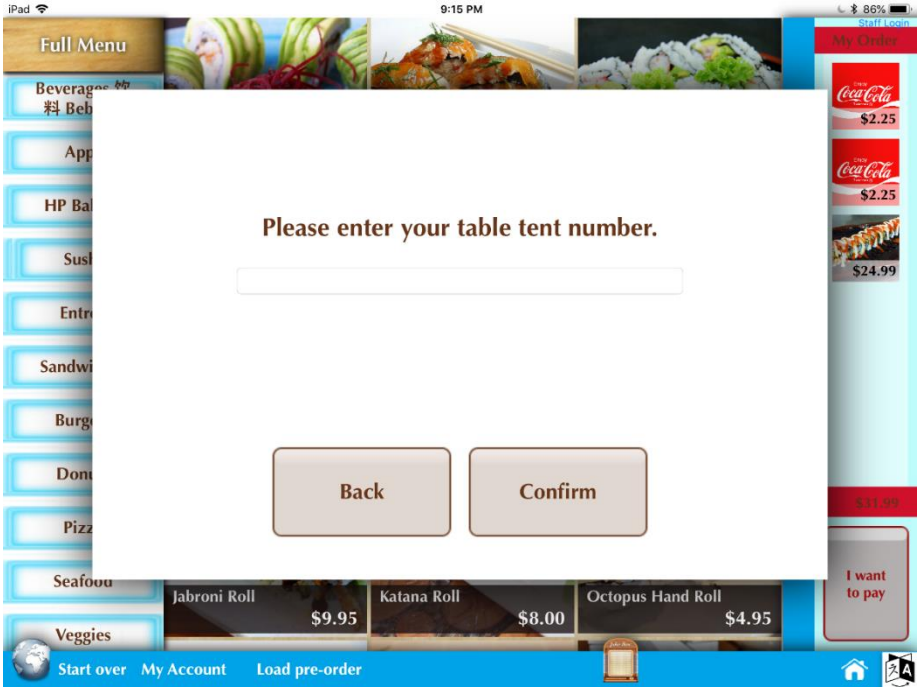
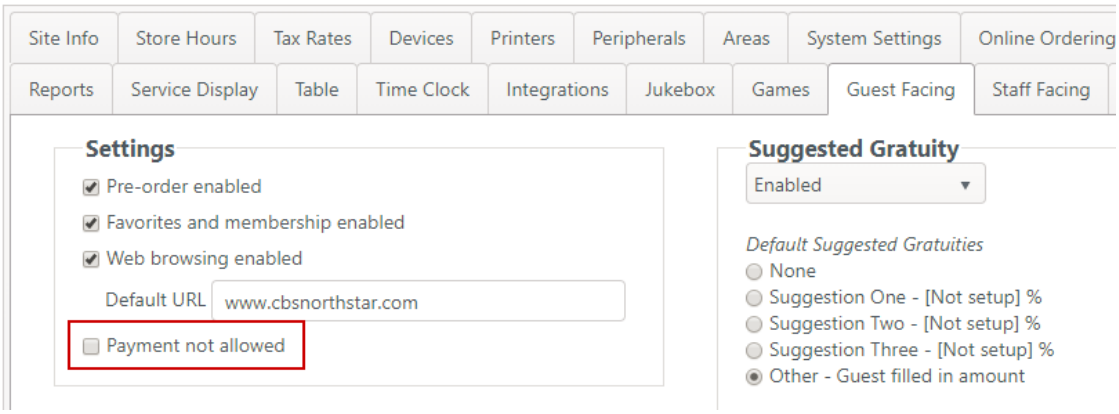


Do not require payment tender; print receipt with barcode

(Server/App/ECM Feature)

Previously, you were only able to use Guest Facing when finalizing an order or transactions. Now with this feature you can finalize a check or transaction with not requiring payment and are able to use a barcode on the receipt to be scanned for payment later.

To edit this in ECM, go to**, Sites > Guest Facing** - Under Settings, select **Payment not allowed**



California Meal Break **(Server/App/ECM Feature)**

The California Meal Break feature enables users to take and manage paid and unpaid breaks through the NorthStar Order Entry application.

The meal break feature will:

- Allow the administrator to configure breaks in accordance with local law
- Allow users to start and end breaks using the Order Entry Application

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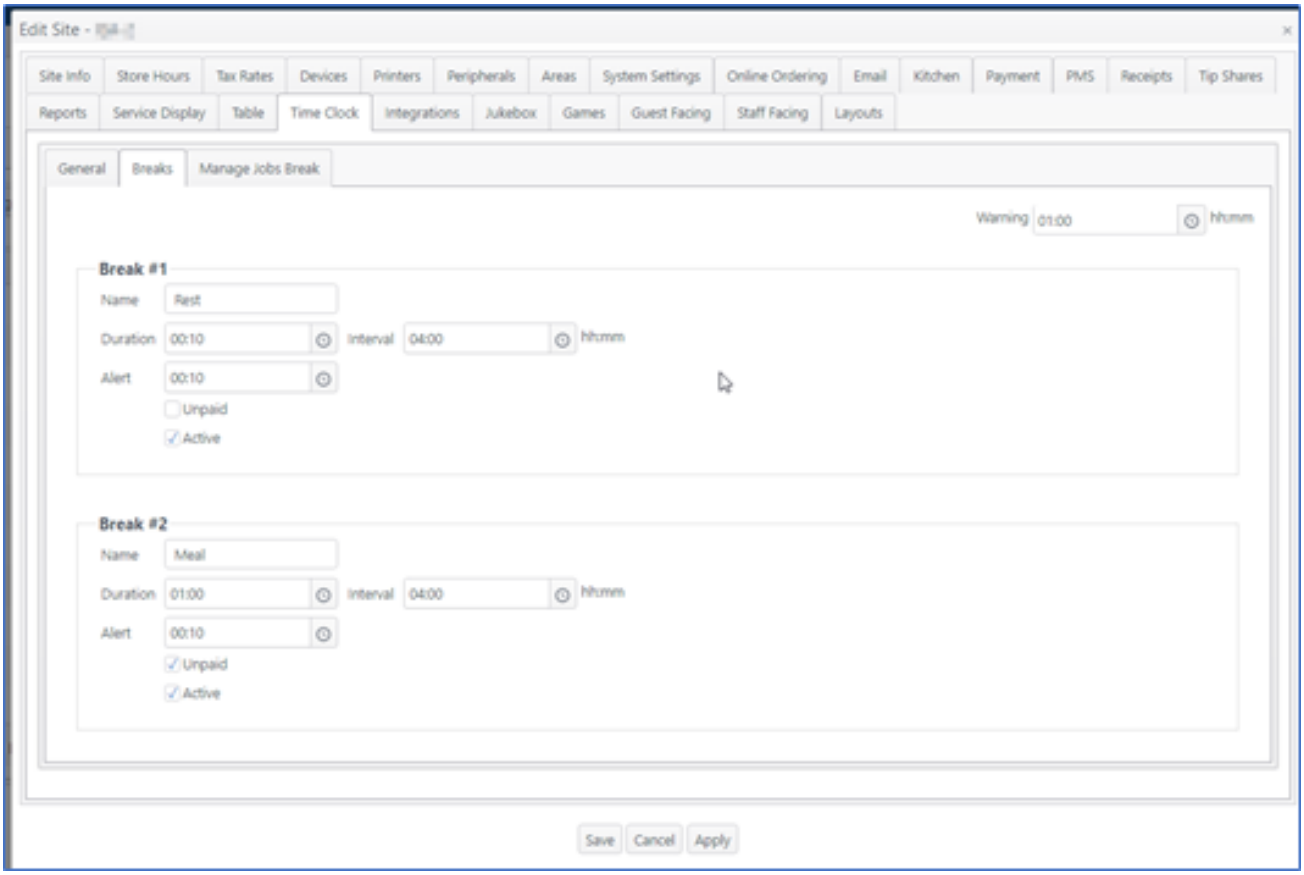
- Notify the users of the break before the scheduled time
- Allow acknowledgement of breaks by a manager/supervisor
- Record break records and notifications for reporting purposes

***Please note that this is an account feature toggle that will need to be turned on. Please reach out to your NorthStar Representative to enable this feature if desired.*

To set this up in ECM:

For the ability to change break types for a user, go to **Job > Permissions** and select **Can change the break type a user clocked out.**

To configure the break settings for your local law, go to **Time Clock > Breaks**



To manage the jobs that require or are permitted to take breaks and jobs that can manage breaks, click the **Manage Jobs Break** tab. After you deploy those change, those jobs will receive notification when breaks are due/overdue.

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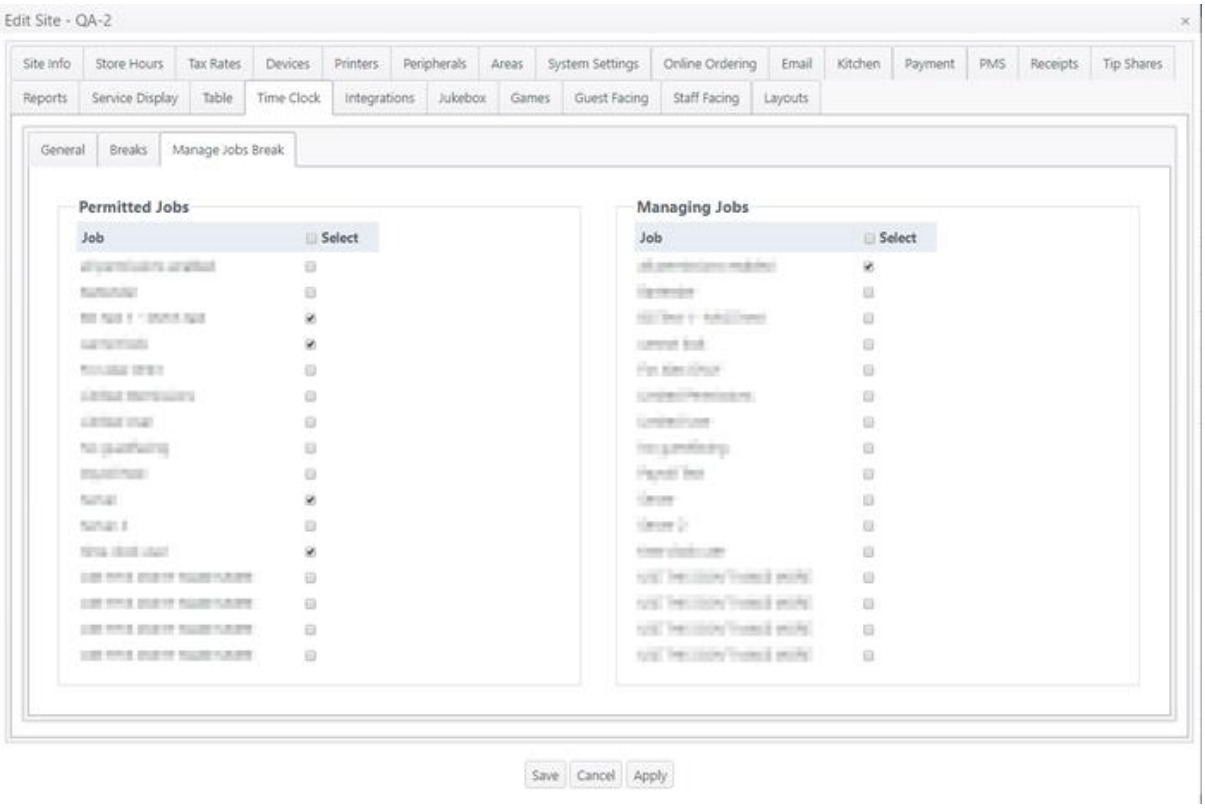
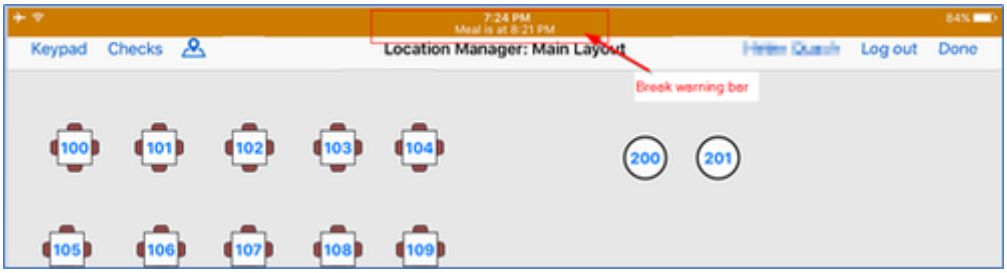


A warning bar will appear on the top of the iPad prior to breaks.

Staff members will receive a warning bar prior to break: [Break name] is at [break time]



Manager role will receive a warning bar prior to break: You have [number of notifications] notifications to acknowledge

They may also receive the break notification window pop-up

The manager role can select one or more or all notifications and click Save to acknowledge and dismiss the notification(s).

***Please note that the time clock buttons are enabled or disabled depending on the employee's break status.*

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When the employee clocks out at end of shift, the time card reflects the breaks (time out/time in)

Time Report

The Time Report has options for configuring how breaks are displayed (clocked-in users, by name, paid/unpaid breaks, violations, etc.). Tap **Show breaks** and the options wanted. Violations (late/missing breaks) are shown in red.

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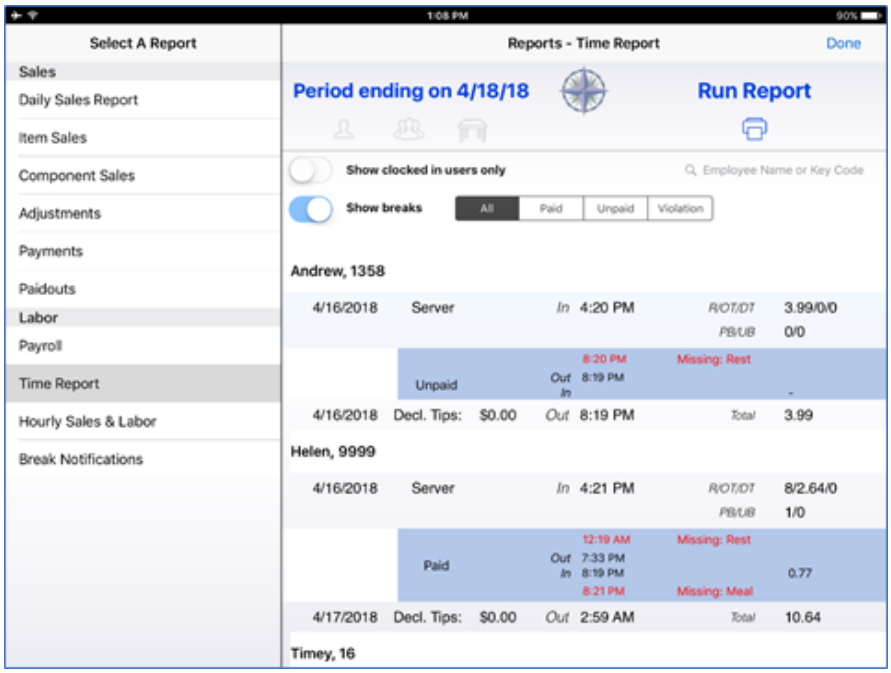
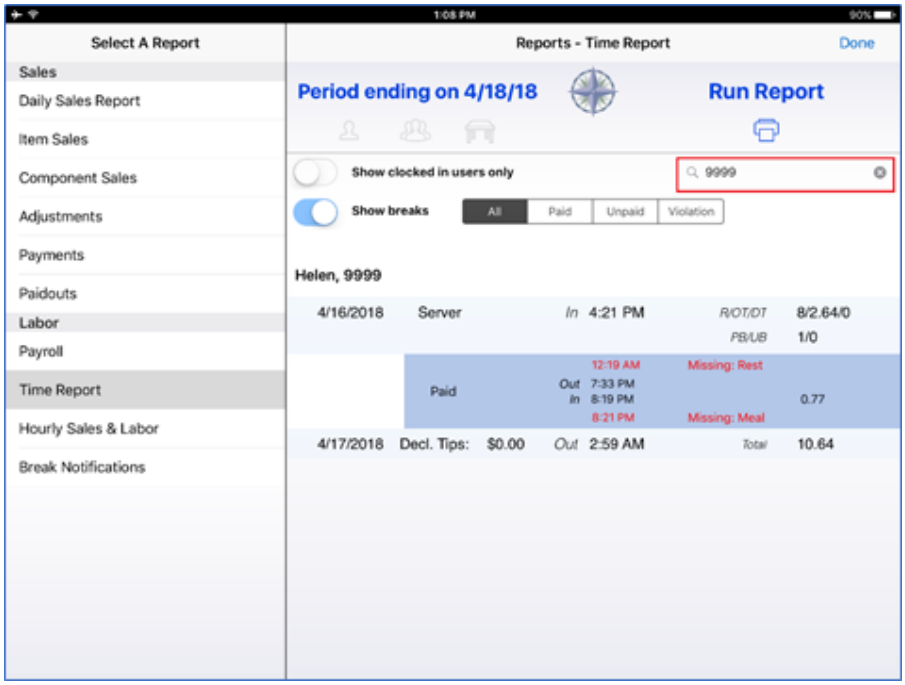


Time Report by key code



Break Notifications

The Break Notifications report can be run for a selected date or date range.

Options include showing all break notifications or just Paid or Unpaid. It can also be run for a selected employee or key code. The report includes the breaks that were acknowledged and by whom.

Unpaid breaks selected

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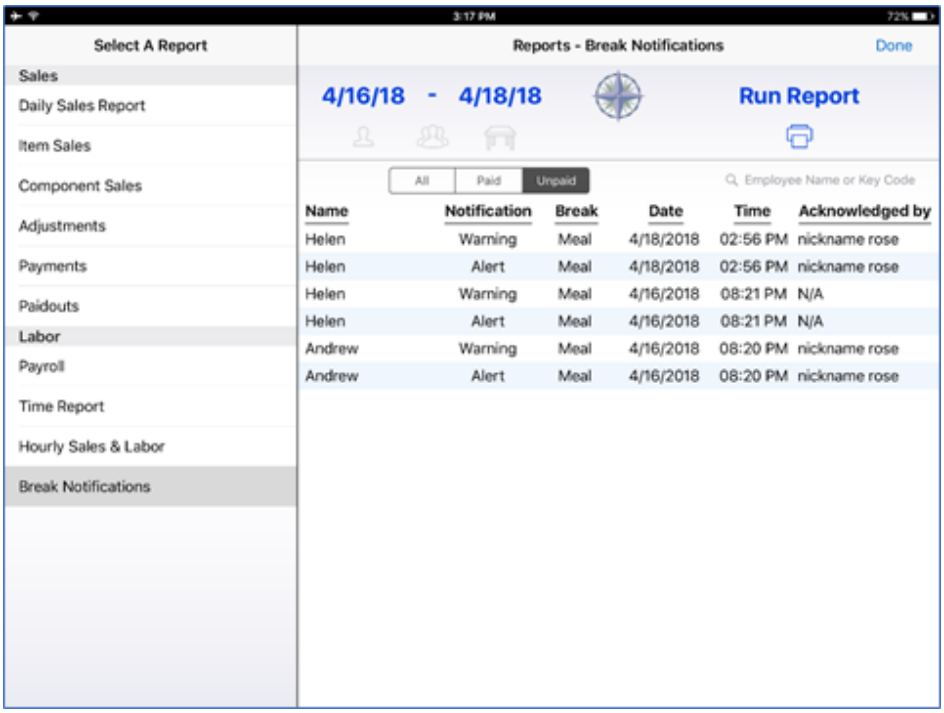

Auto Print end of day cashout (Server Feature)

Previously, if a user was not cashed out at end of day, the users would be cashed out but no cashout report would print. Now. If a user is not cashed out by end of day, a cashout will automatedly print.

No configuration needed.

Ability to review own or others cashout, Print/Finalize it (ECM/App Feature)

Previously, only a manager would be able to view/finalize others cashouts. Now, there are two job-based permission settings that will allow team member by job to view/finalize/print their own or others cashout.

Jobs – Permission:
Allow user to view/finalize/print their own cashout
Allow user to view/finalize/print others' cashouts

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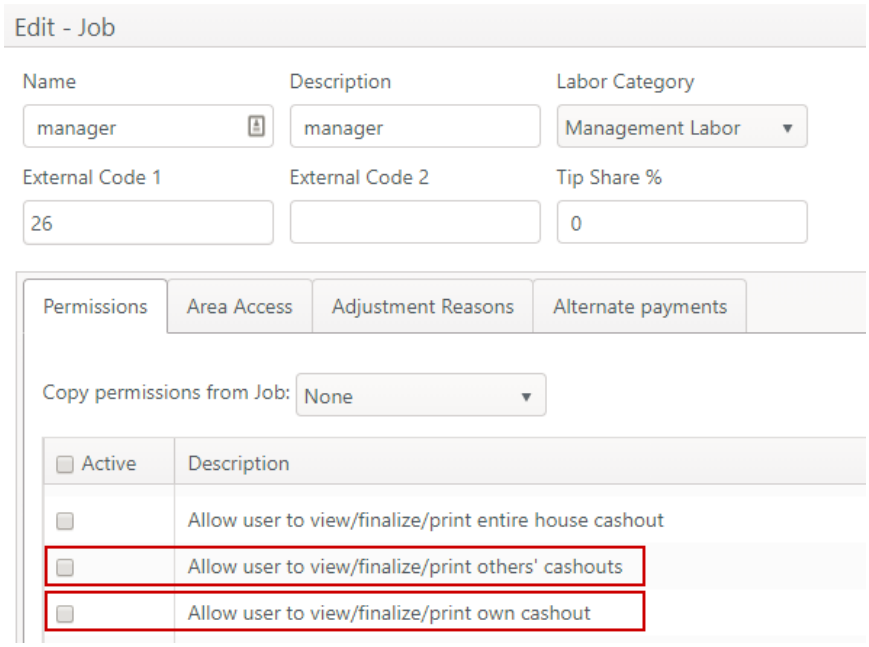
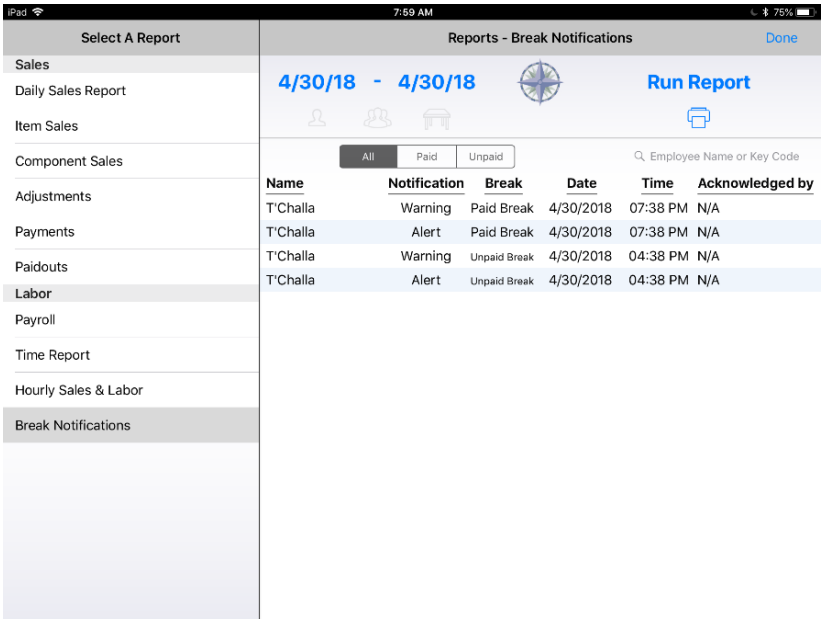


A new report has been added to Reports on the iPad to show Break Notifications for the new California Meal Break Feature.

To get to this report, swipe over to the **Cashier Menu** and tap **Reports > Break Notification**



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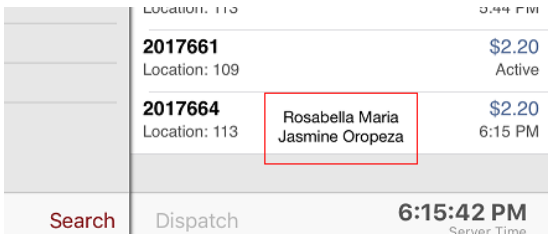
Add Cash Owed less tip share amount to Cashout (Server Feature)

Previously, the ability to see the cash owed minus tip share on a Team Member's cash out was not available. Now if the tip share % is configured in ECM, the new line calculation cash owed less tip share will be included on the cash out when printed as well as onscreen.

Guest Identifier: Display complete guest identifier text in Check Search (Server Feature)

Previously on check search, the guest identifier would only show the first 14 characters causing the name to show only half or miss the last few characters. Now on Check Search, guest identifier name is shown in full.



No configuration needed

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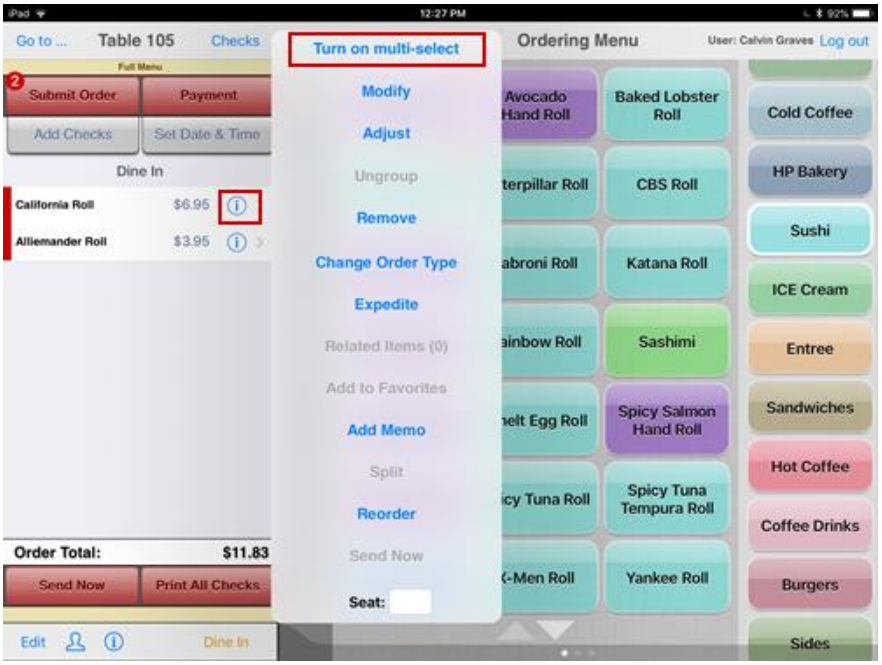
Multi-select feature - ability to select multiple items on a check to perform a function (**Server/App Feature**)

Previously, a user could only select one item at a time to reorder, remove or expedite. Now a user can apply an operation to several items by turning on multi-select on the check.

To use this feature on the iPad, tap an item on the check and tap the icon; then tap turn on multi-select.



Once on, the items will appear orange on the check. To expedite, change order type, reorder or remove, tap the icon; then tap which action to perform.

To turn off multi select, tap the icon; then tap turn off multi-select.

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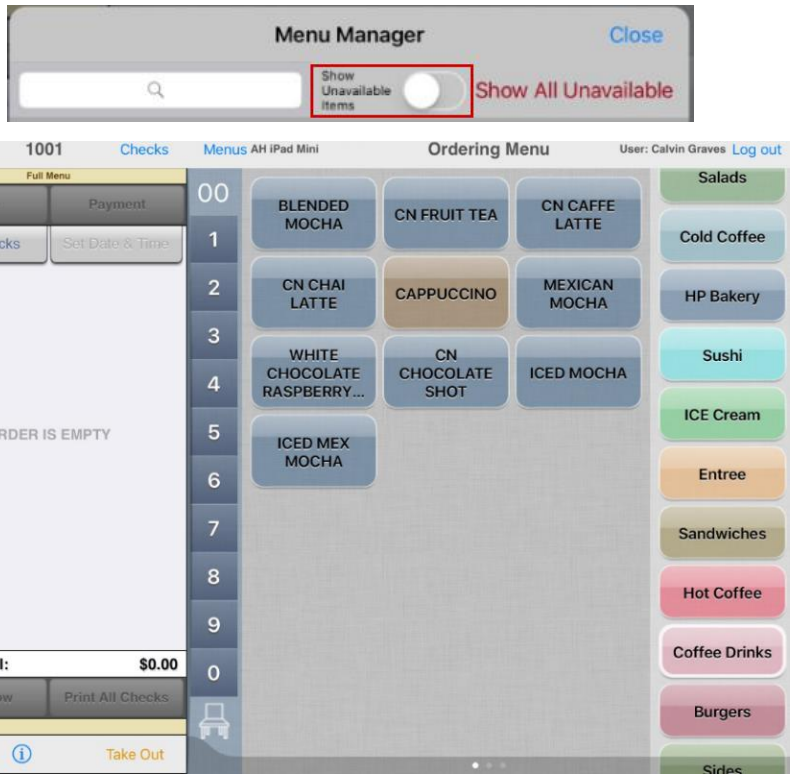
Menu Manager: When flagged in menu manager, do not display unavailable items (App Feature)

Currently, by default the toggle is turned on. When an item is out of stock or unavailable, the item shows greyed out and is unable to be selected by a team member.

With this feature in Menu Manager, a user can toggle to hide unavailable items from the menu. When the toggle is disabled, the items will hide completely from the team member.



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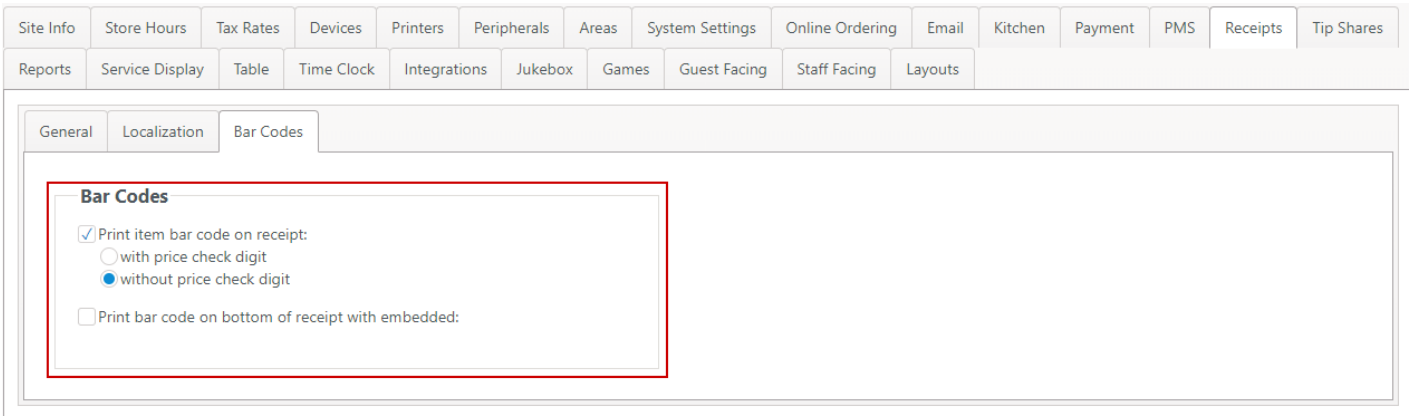
Bar codes can print on receipts to represent an item's PLU and Price

Previously, a user was unable to print barcodes on receipts for PLU and Price. Now, bar codes are able print on receipt as configured in ECM. There are two ways to show configure these barcodes with or without price check digits.

To set this up, go to: **Site > Receipts >** Bar Codes



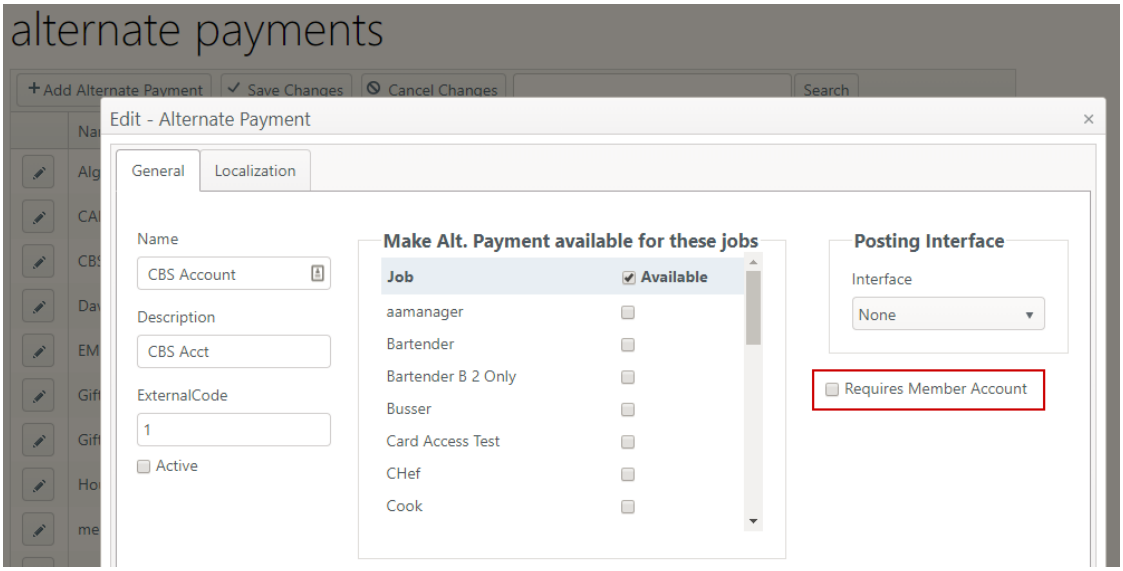
Alternate Payment: Require member information on payment

(ECM/App Feature)

Previously when selecting an Alternate Payment there was no requirement to attach a member account. Now, when a staff member selects an alternate payment, a notice and a pop-up will prompt user to enter member information.

***Please note that this is an account feature toggle that will need to be turned on. Please reach out to your NorthStar Representative to enable this feature if desired.*

To configure this feature, go to: **ECM > Financial > Alternate Payment** - flag **Requires Member Account**



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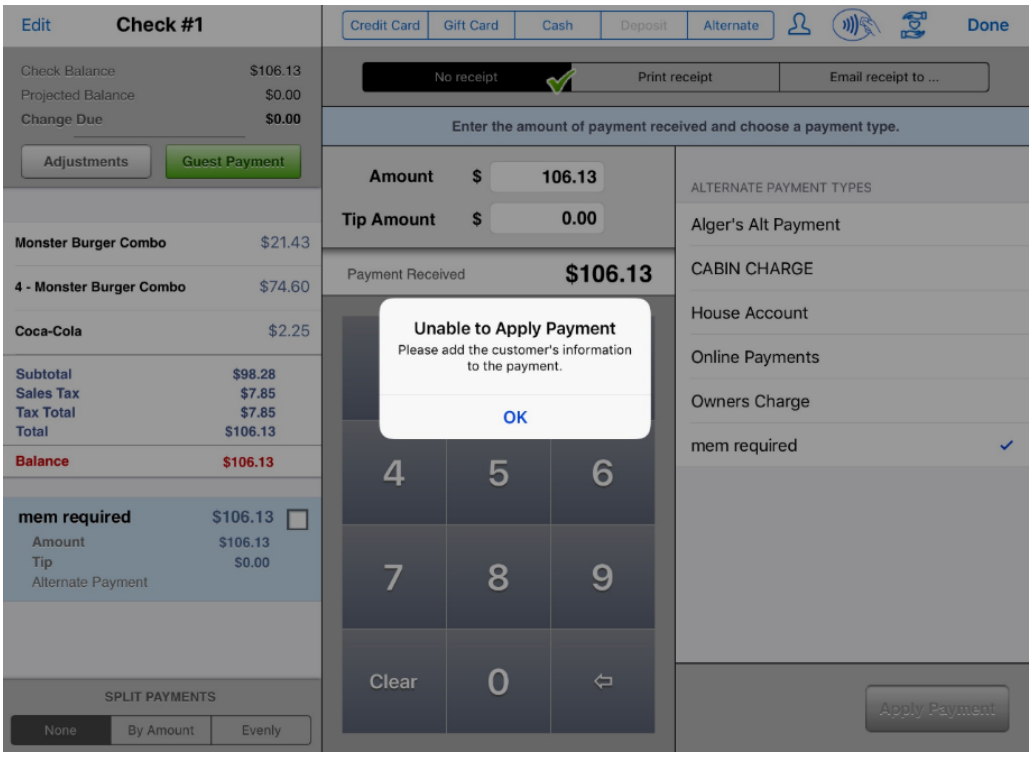
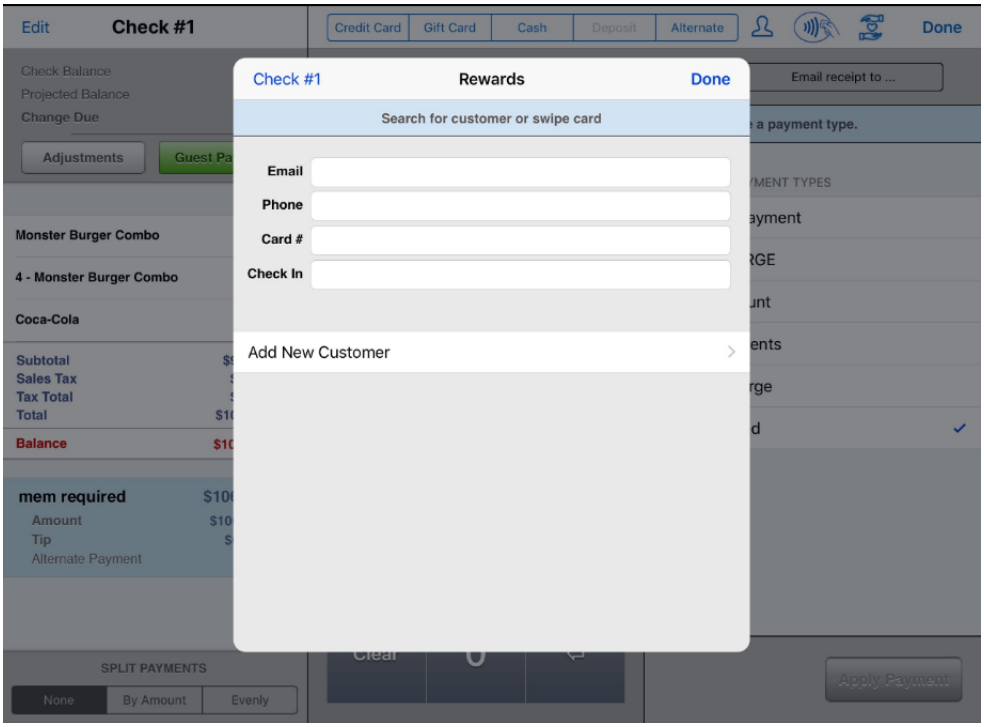
In the front of house when **Requires Member Account** is flagged for a specific Alternate Payment type and that account is selected, it will not let you **Apply Payment** until an account is added. A pop-up window will pop up and notify you that one is not added.



The icon with flash red to indicate no account information added. Select the icon and fill in the required information.



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Improvements

Payment Processors to use TLS 1.2

The TLS acronym stands for Transport Layer Security. It is a layer of security that is used by software when communicating over the internet. Its main purpose is to protect sensitive information i.e. credit card numbers when they are being transmitted over the internet.

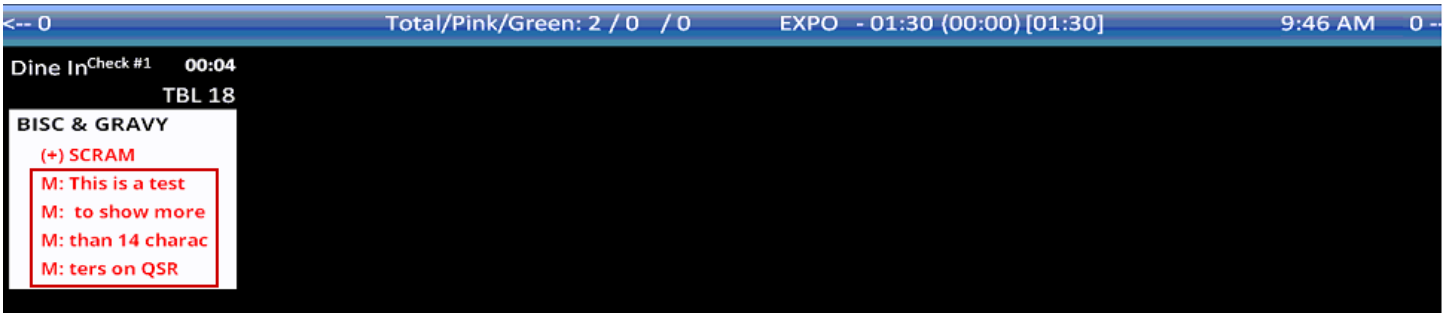
TLS 1.2 is the latest released version of the TLS protocol. Currently TLS 1.3 is still in draft and not yet available. TLS 1.0 and 1.1 have both been known vulnerabilities and should not be used by software developers.

Since TLS 1.0 and 1.1 are not safe, credit card processers are now disabling those versions. Additionally, a deadline has been imposed by the PCI board for all processors to stop using TLS 1.0 by June 30, 2018. Even though PCI will allow the use of TLS 1.1 it is being strongly advised to use 1.2 instead.

NorthStar Order Entry is now able to send credit card requests using TLS 1.2in advance of the processor shutting off TLS 1.0. Some processors have already shut of TLS 1.0 far before the deadline, others are doing it in the coming weeks, and some are waiting till the day before the deadline.

Limit Max Memo length for QSR to 14 ch. (QSR only) (Server Feature)

Currently QSR supports 14 characters, NorthStar supports 70. If a staff member currently puts in more than 14 characters, the memo past the 14 characters are lost. Now with this feature, the QSR screen with wrap the text if it is over 14 characters.



No configuration needed

Logic Control Kitchen System - Updates to an order appear in the same cell on the kitchen display

The current behavior of logic controls kitchen video is that every send of order items to the kitchen got a single cell/window (rectangle) on the kitchen video system. Even if the order items are on the same check that was previously sent they would appear in a new cell.

This improvement now allows the admin to state that they want "New items to appear on the same check" on the KDS screen or on a separate order in a new window.

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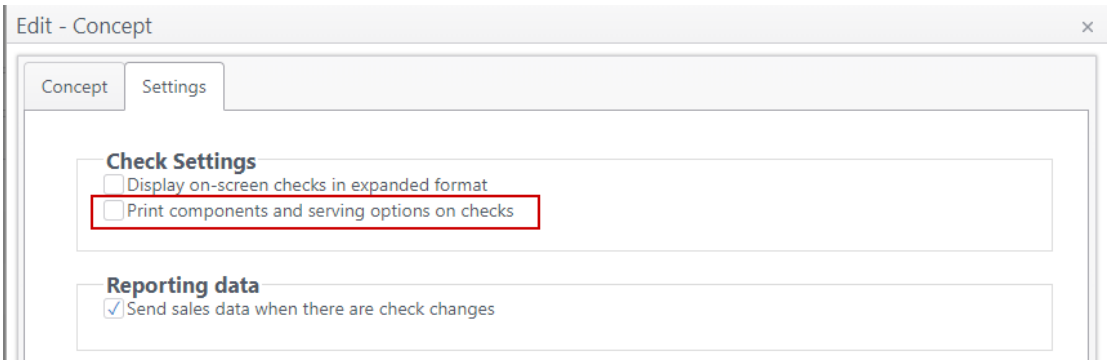
Print priced components and serving options on guest check

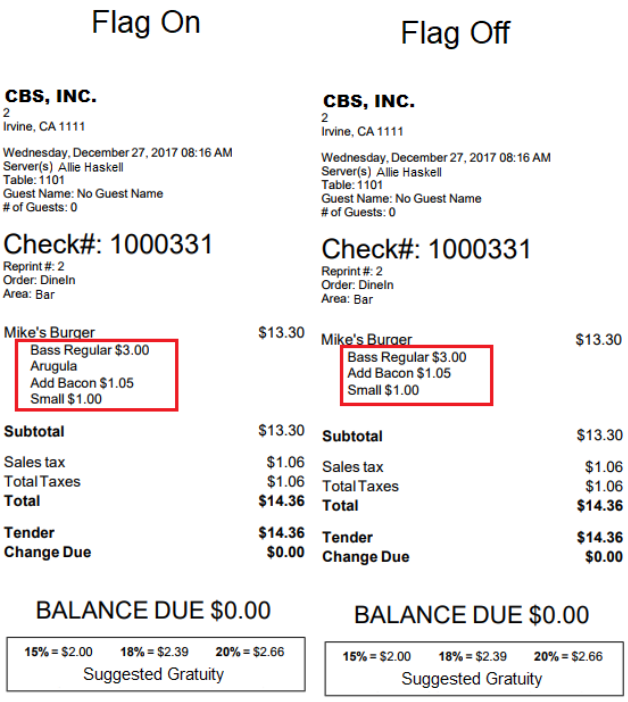
(Server Feature)

Currently, NorthStar has a setting called, **"Print components and serving options on checks"** with this flagged on – all components will print on the guest check. Now, with this new improvement if that flag is turned off – only priced components will show on the guest receipt.

To make this improvement function, go to **ECM >Sites> Concepts>** Select site to edit by clicking the pencil icon then click S**ettings**



This is what the guest receipt will look like with the flag on or off:



Allow current or previous cashout reports **(Server/App feature)**

Currently, only the pending cashout reports can be reviewed and printed. With this improvement, it allows Team Members to tap either a current cash out (pending) or a previous cash outs (finalized). The Team Member will be able to see if they have any finalized cashouts by going to the cashout screen. If there is a finalized cash out there will be a red notification bubble showing how many. This will allow them to run multi cash outs for same day shifts if needed. Example: AM shift + PM Shift = full day cash out. This will allow Multi shift cashouts to be recorded correctly.

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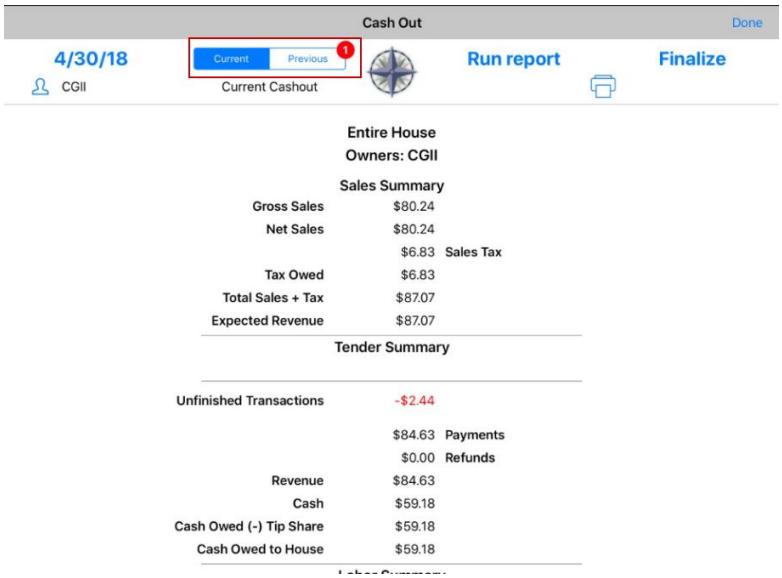
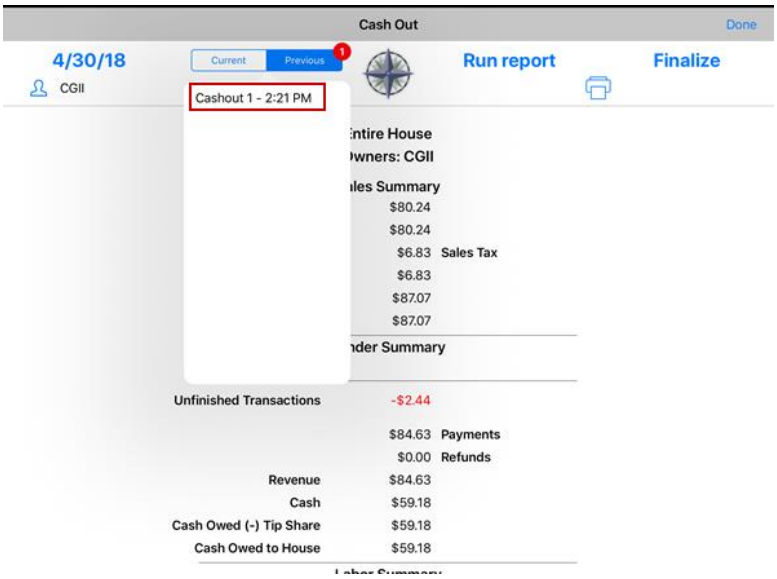
To review cashouts, go to the **Location Map** and tap cashouts. Once there, the **Current | Previous** can be selected.



To switch cashouts, tap **Previous** and tap the cashout to review from the drop down



No configuration needed

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Credit Card receipt: Emphasize "DECLINED" message in receipt

Currently, the decline message is small on the check and at times Team Members are not noticing it. Now, the declined message will print out much larger on the guest receipts assisting the Team Members, so these are not missed.

No configuration needed

Serving Option hidden **(App Feature)**

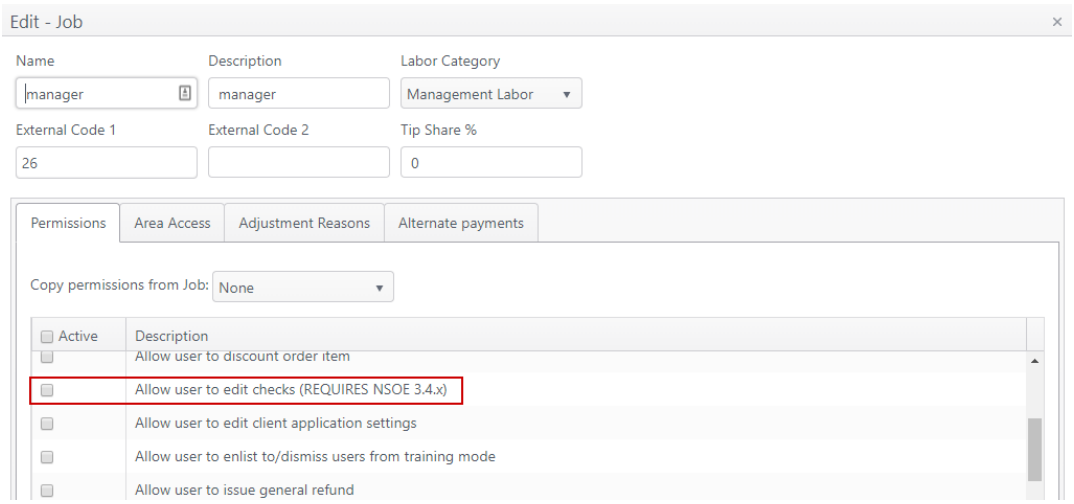
Currently, if there is no serving option and in ECM it is set to zero, **Serving Options** shows in the bottom menu bar. With this new improvement, if serving option is set to zero – no **Serving Option** will show on the bottom menu bar.

No configuration needed

Enable/Disable "Add Checks" and "Edit" buttons **(ECM/App Feature)**

With this improvement the ability to enable/disable adding and editing checks has been added. With the job-based permission flagged, the Team Member will see **Add Checks** and it will not be greyed out – they will have the ability to add checks. Once unflagged, the **Add Checks** will be greyed out and they will no longer can add checks.

Jobs - Permission "Allow user to edit checks"



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Print guest name and guest identifier on separate lines of label

(Server/App Feature)

With this improvement, when available and information attached to guest check. Both guest name and guest identifier will be on the label printed on separate lines.

***Please note that this is an account feature toggle that will need to be turned on. Please reach out to your NorthStar Representative to enable this feature if desired.*

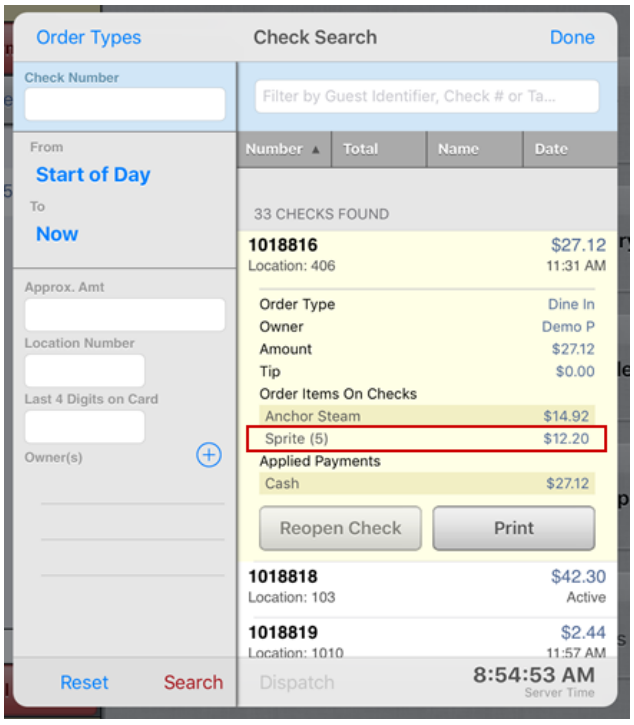
Example:

Guest identifier prints on first line
Loyalty guest name prints on second line
Phone # or Table # prints on the next line
** Information will not print if empty/null

No configuration needed

Check Search Display Quantity on Check Results **(App Feature)**

Previously, the check search when 5 Sprites were ordered would show 5 Sprites individually broken out causing the check to be long and harder to read in the check search window. This improvement makes reviewing a check in check search easier but displaying the # of quantity.



No configuration needed

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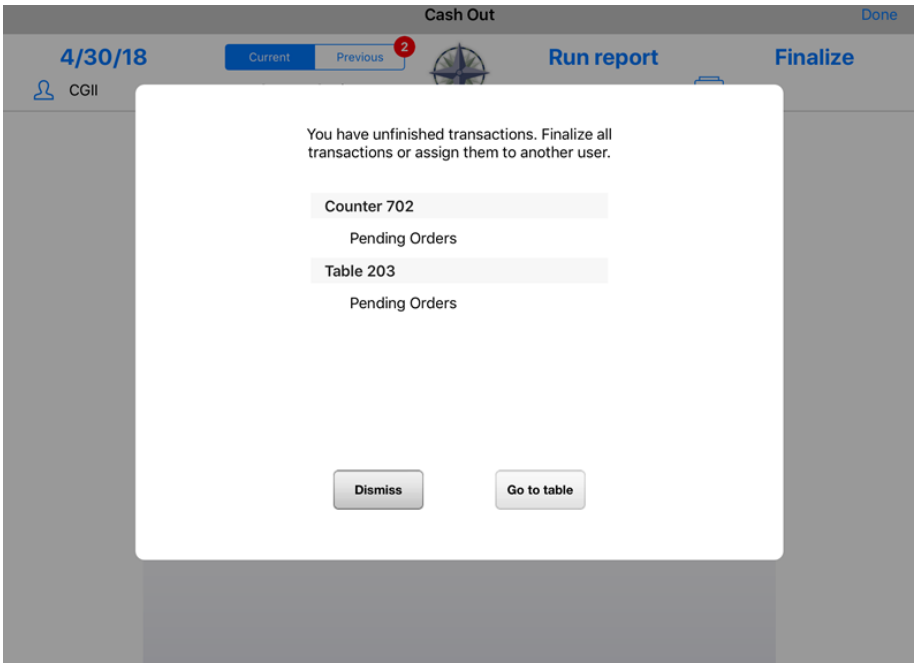
Unable to cash out with open checks (App Feature)

An improvement has been added to the cashout process. Now not only will NorthStar prevent a Team Member from finalizing a cashout if there are pending transactions open. But the improved window will also include table numbers making it faster for the Team Member to find those checks and close them or preform other actions if required.



No configuration needed

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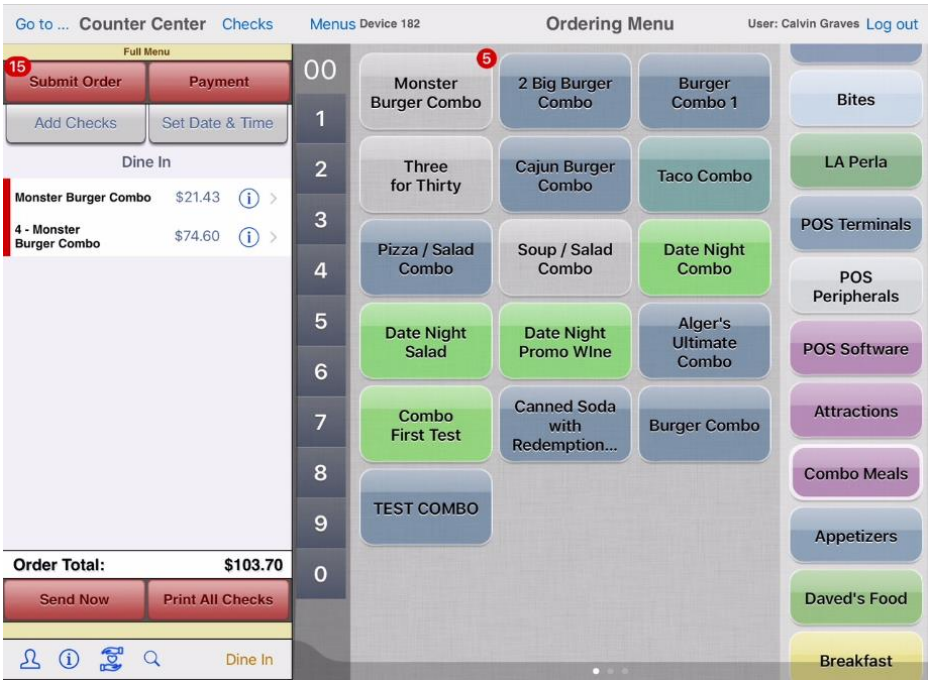
Combo first with quantity ordering (App Feature)

This improvement will help Team Members become quicker when ordering combos by adding quantity support to the combo feature.

To use this feature, tap the quantity desired from the speed and then tap the combo in which this quantity applies to.

Now, on the Staff check review the combo order with a quantity attached will have that count next to it.



***Please note that this is an account feature toggle that will need to be turned on. Please reach out to your NorthStar Representative to enable this feature if desired.*

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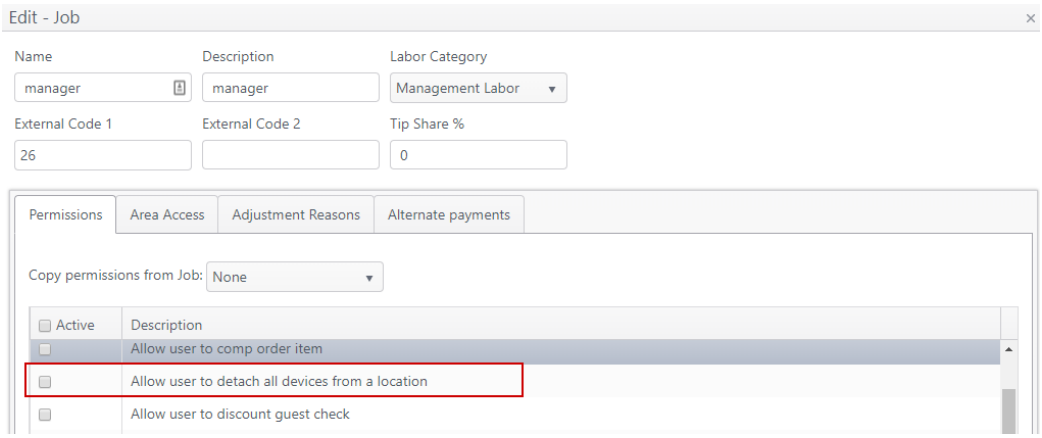
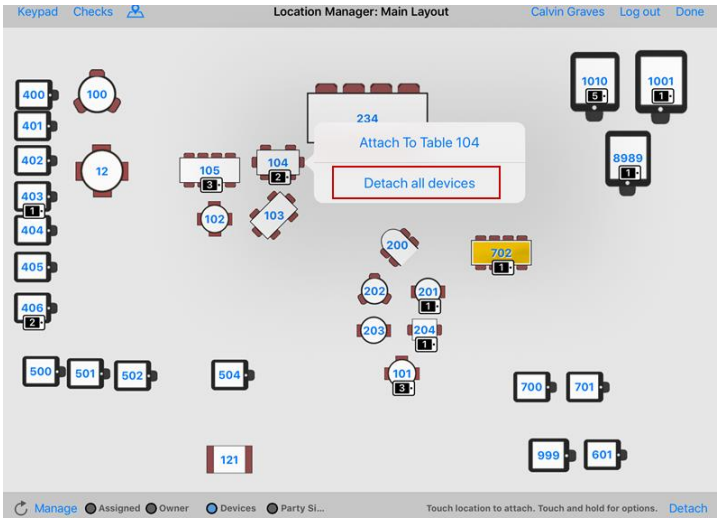
Detach all Devices from a location (Server/App/ECM Feature)

When viewing the **Location Manager** by device, it is hard to tell who is attached when there are multiple devices attached to a single location. The mini iPads indicate how many are attached.

To set this feature up, go to: **Jobs> Permissions** and flag **Allow user to detach all devices from a location.**



Now in the front of house, long press on a location, if the job-based permission is set up, you can tap **Detach all devices** that are connected to that table.



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