

V. 4.5



**NorthStar**  
BY CUSTOM BUSINESS SOLUTIONS

# 4.5 New Feature and Improvement Overview

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Anticipated Application release: July 30, 2018

4.5 server build release: April 4, 2018

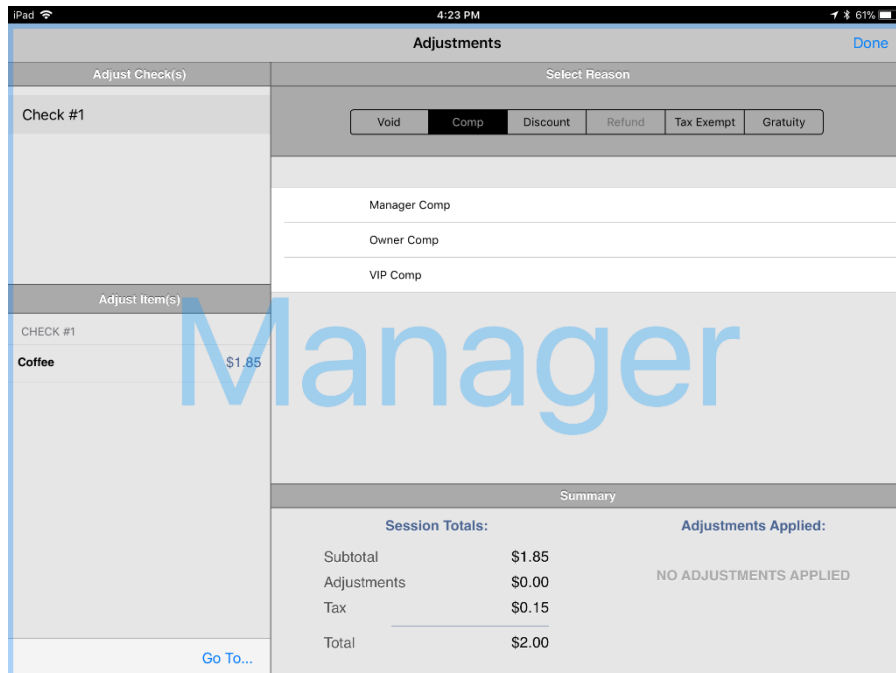
# New Features

## Adjustments – Manager Swipe Override (ECM and application)


NorthStar 4.5 simplifies and speeds up the process for making check adjustments that require a manager. Instead of logging in to a terminal and attaching to a check, the manager can just swipe their card to take control of the adjustment.

When the manager swipes a manager card on the server's open transaction, the screen displays an overlay with the word "Manager" in blue to signal that the screen is now controlled by the manager. Apply the adjustment, tap **Done** and the screen reverts from manager mode back to the server. No further adjustments can be made outside of manager mode. The server can resume activity on the check.

**Example:** Art wants to apply a 100% comp to an item. The adjustment option doesn't display on his screen because it requires a manager and his job doesn't have permission for this adjustment. Art's manager Allie swipes her card on the adjustment screen to take control of the adjustments screen. Allie selects the item, applies the 100% adjustment, and taps **Done**. After tapping **Done**, control of the check reverts to Art.



### To configure this feature:

In ECM, go to **Users** then **Jobs**. Click the edit icon (pencil ) to edit the manager job (or any related management job). Select the **Permissions** tab and enable the following permissions:

- Allow user to discount guest check
- Allow user to discount order item
- Allow user to void guest check
- Allow user to void other item

Name: manager  
 Description: manager  
 Labor Category: Management Labor  
 External Code 1: 26  
 External Code 2:   
 Tip Share %: 0

Copy permissions from Job: None




Active	Description
<input checked="" type="checkbox"/>	Allow user to discount guest check
<input checked="" type="checkbox"/>	Allow user to discount order item
<input checked="" type="checkbox"/>	Allow user to void guest check
<input checked="" type="checkbox"/>	Allow user to void order item
<input type="checkbox"/>	Allow users to perform check searches (REQUIRES NSOE 3.4.x)

## Adjustment Reasons: Availability Start/End Dates (ECM)

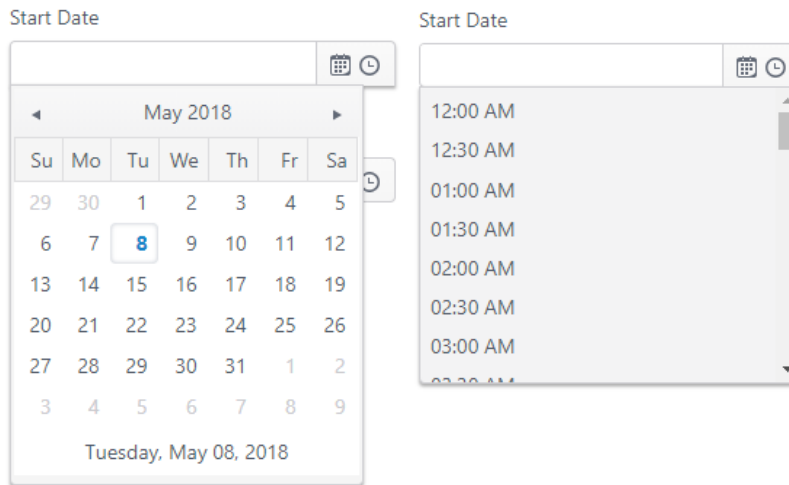
There can sometimes be a need to make an adjustment available for a limited time period. This new feature addresses this need. Make the adjustment reason effective on a start date and time that you set, and then make it no longer available on an end date and time.

**Example:** You are running a two-week limited-time Groupon promotion that gives your customers \$20.00 off their order if purchased through Groupon.

*To configure this feature:*

In ECM, go to **Financial** then **Adjustment Reasons**. Click the edit icon (pencil ) to edit the desired adjustment reason. In the Start Date and End Date fields, click the calendar icon  to open the calendar control and select the desired dates. Click the clock icon  to select the desired times to make the reason active/inactive. (Times are shown in 1/2-hour increments.)

Description: Groupon Deal  
 Barcode:   
 Adjustment Type: Discount  
 External Code: 30  
 Default Amount: 20.00 (Dollars selected)  
 Start Date:   
 End Date:   
 Allow adjustment to be applied to items  
 Allow user to change amount  
 Calculate tax after discount is applied  
 Allow discount to be applied multiple times to a single item






## Components: Availability Start/End Dates (ECM)

Previously, to make a component of a menu item not available, the component had to be edited and a deployment performed. This feature now allows you to define the availability of a component of a menu item by specifying the start and end dates and times that are automatically triggered on the dates specified.

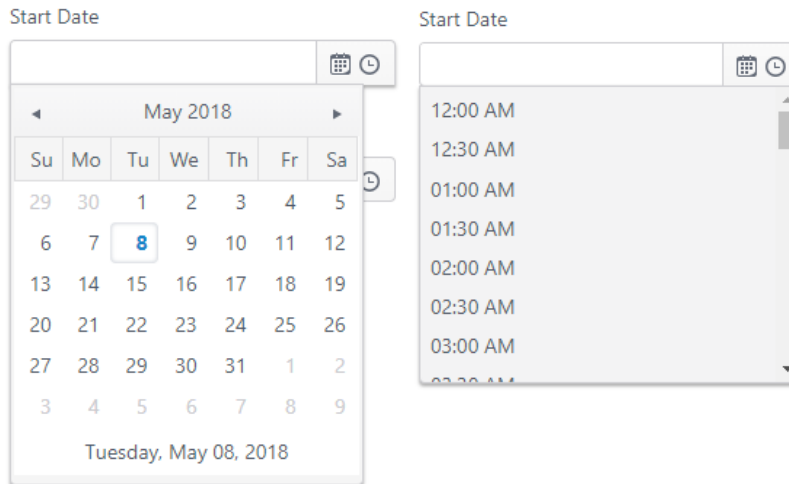
**Example:** Strawberries are a component attached to pancakes, but you only have fresh strawberries for four weeks and only sell them when you can get them fresh. Configure their availability as a component by specifying the date they arrive for sale as the start date and the last day of the fresh strawberry season as the end date. When the end date is reached, this item will no longer appear on the iPad.

*To configure this feature:*

In ECM, go to **Products** then **Components**. Click the edit icon (pencil ) to edit the desired component. In the Start Date and End Date fields, click the calendar icon  to open the calendar control and select the desired dates. Click the clock icon  to select the desired times to make the component available/not available. (Times are shown in 1/2-hour increments.)

The screenshot shows the 'Edit Component - Corn Tortilla' window with the following fields and values:

- Name:** Corn Tortilla
- Component Categories:** Tortilla -- Tortilla
- Prep Type:** <Not Set>
- Description:** Corn Tortilla
- Start Date:** (Empty field with calendar and clock icons)
- End Date:** (Empty field with calendar and clock icons)
- Cover Count:** 0.00
- Prep Desc.:** Corn Tortilla
- External Code:** 1111111
- Active:**




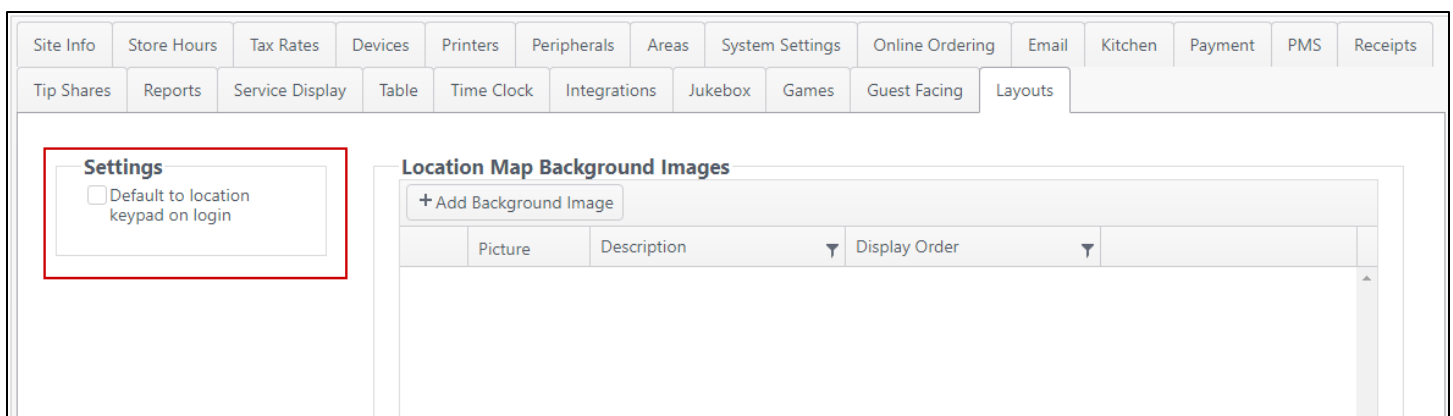
## Login: Option to Default to Select Table Keypad (ECM and application)

When a team member logs in to NorthStar, they land on the Location Manager page by default. From here, the server can select a location from this page or tap the screen with two fingers to switch to the Select Table keypad to select a location. NorthStar 4.5 now provides the option to specify which view will be the default, either the location map or the Select Table keypad.

Note: This feature requires that an account feature toggle be set to Active in ECM. Contact your NorthStar representative to enable this feature for your account.

To configure this feature:

In ECM, go to **Sites**, then **Sites and Groups**. Click the edit icon (pencil ) to edit the desired site. Select the **Layouts** tab and flag the checkbox **Default to location keypad on login**.




## Custom Background Images for Location Map Layouts (ECM and application)

With this new feature comes the ability for you to brand your location map with any graphics you choose, such as a floor plan or layout. Other options might include custom branding, a server checklist, or a company slogan or motto. Customize your layouts to suit your brand and your business needs.



*To configure this feature:*

In ECM, go to **Sites**, then **Sites and Groups**. Click the edit icon (pencil ) to edit the desired site. Click the **Layouts** tab and upload the one or more images to use as a background.


[Tell me more about Location Manager.](#)

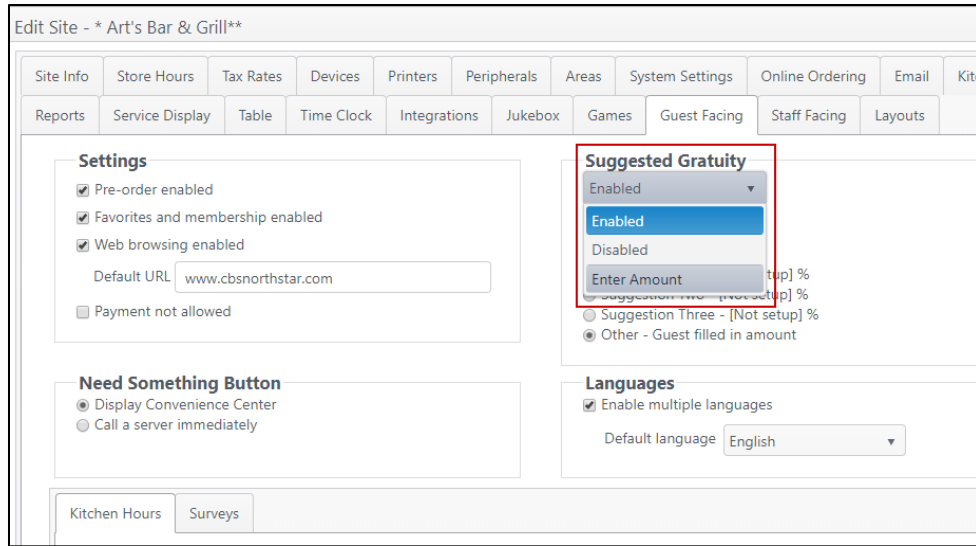
## Guest Payment – Manual Gratuity Input (Application)

Prior to NorthStar 4.5, tableside Guest Payment allowed the guest to select a percentage for gratuity, pre-determined or custom. Now, the gratuity screen can be configured to allow the guest to input a desired dollar amount using a keypad before completing their payment.

Note: This feature requires that an account feature toggle be set to Active in ECM. Contact your NorthStar representative to enable this feature for your account.

*To configure this feature:*

In ECM, go to **Sites**, then **Sites and Groups**. Click the edit icon (pencil ) to edit the desired site. Click the **Guest Facing** tab. For **Suggested Gratuity**, select **Enter Amount** from the drop-down menu.



## Restrict Ability to Order Menu Items by Job (ECM and application)

This new feature allows sites to configure certain items to be restricted to specified jobs for ordering. Other jobs can view these items but cannot order them. Job-restricted items will be easy to recognize on the Ordering Menu: they will be grayed out and display a lock icon in the upper right corner for those jobs without permission to order.




**Example:** The restaurant has limited stock on a very special bottle of wine that has a high price point. Because of the price and its limited availability, only bartenders and/or managers are provided access to order.

### To configure this feature:

This feature requires two settings: one to restrict the menu item and one to allow a job to order a restricted menu item.

#### Restrict a menu item

In ECM, go to **Products**, then **Menu Items**. Select the item you wish to restrict to certain jobs. Click the edit icon (pencil ) to edit the desired menu item. On the **General** tab, flag the setting **Restricted: requires job permission to order**



Edit Menu Item - Huevos Rancheros

General Site Availability Pricing Overrides Taxes Components Serving Options

Name  
Huevos Rancheros

Description (Item description displayed to the guest)  
Huevos Rancheros - Your choice of eggs served over fried tortilla shells, chorizo sausage, black beans, onions and peppers. Topped with melted cheese, salsa, sour cream, jalapeños and green onions. 1200 calories, 30 g fat

Require Age Verification?      Number Of Placements  
 Build Your Own?      1

Allow Save To Favorite?      Price  
 Active?      12.99

Available for Take Away?      Refill Price  
 Available for Web Ordering?      0.00

Refillable?      External Code  
 Automatically walk guest through ordering process?      2188

Featured?      Background Color  
 Zero-priced items print on the check?      [Red]


Sold by weight      Quantity included in purchase (ticket only)  
 Hide menu item customization on add      1

Requires staff to order      Tare weight

Require seat number

Restricted: requires job permission to order

*Allow a job to order a restricted menu item*

In ECM, go to **Users**, then **Job**. Click the edit icon (pencil ) to edit the desired job. Flag the setting **Allow user to order restricted items**.

Edit - Job



Name	Description	Labor Category
Bartender	Bartender	FOH
External Code 1	External Code 2	Tip Share %
6		4

Permissions | Area Access | Adjustment Reasons | Alternate payments

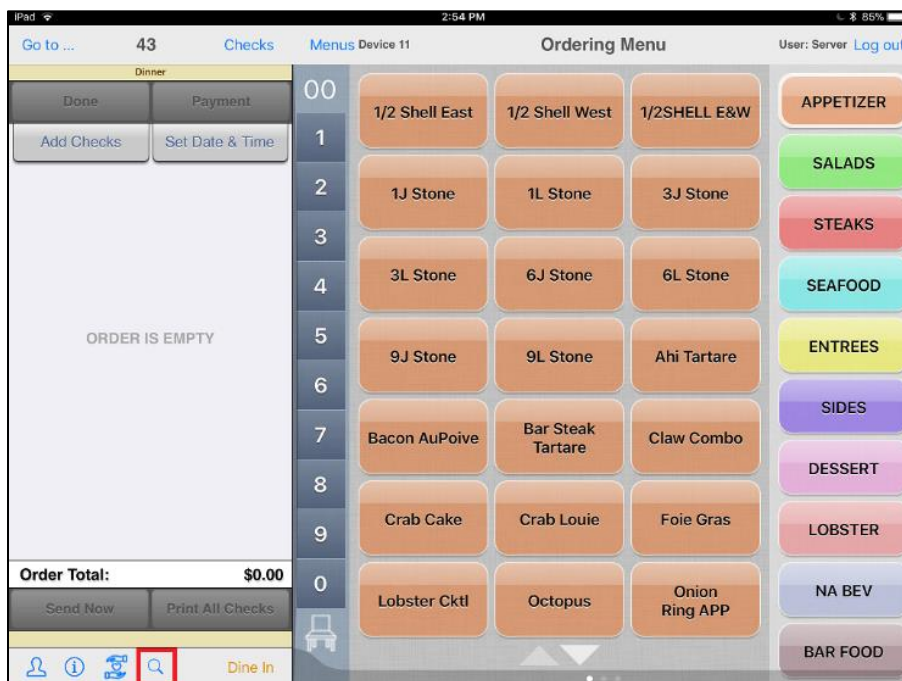
Copy permissions from Job: None

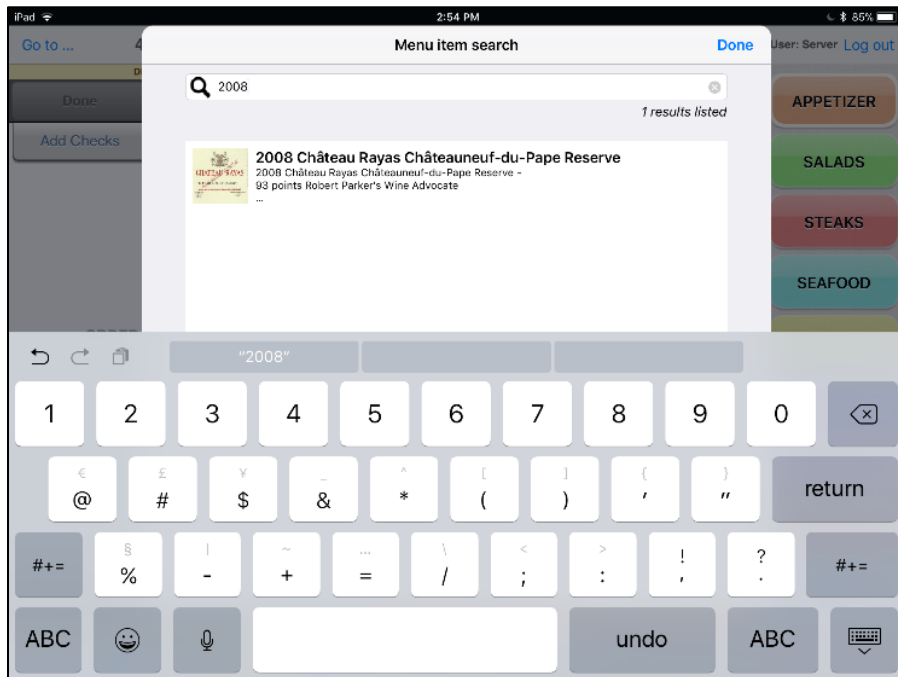
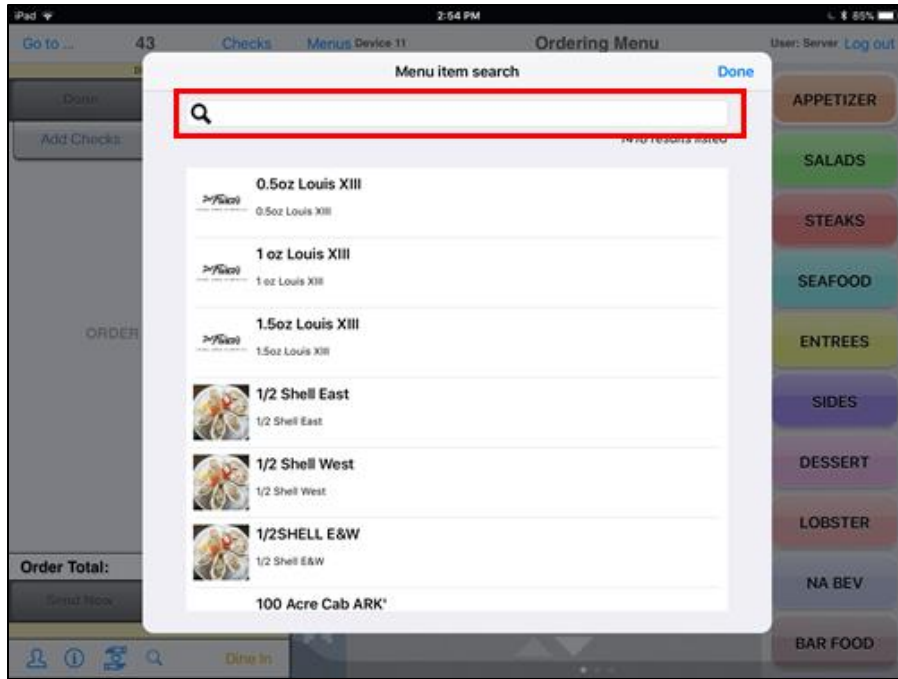
Active	Description
<input checked="" type="checkbox"/>	Allow user to lock location (required for payments and adjustments)
<input checked="" type="checkbox"/>	Allow user to manually Open and Close the site (REQUIRES NSOE 3.4.x)
<input type="checkbox"/>	Allow user to order restricted items.
<input checked="" type="checkbox"/>	Allow user to override a locked location

## Search for Items from Ordering Menu (Application)

Our new search feature provides a fast and easy way to find menu items by name or description. No more scrolling through different menu categories or from screen to screen to find and order an item. NorthStar 4.5 adds a search button  handily positioned directly below the check panel. Tap the **Search** icon  to launch a pop-up search window. Start entering characters in the search field and suggested items will appear that contain those characters in either the name or description of the item. When you find the item you want, tap it to add directly to the check.

**Example:** Your location has an extensive wine list. To quickly locate a specific bottle, you want to search by the year or the bin number attached to it. Menu item search makes it easy to locate the item and add it to the check.





(No configuration required.)

## Alphanumeric Table Numbers (ECM)

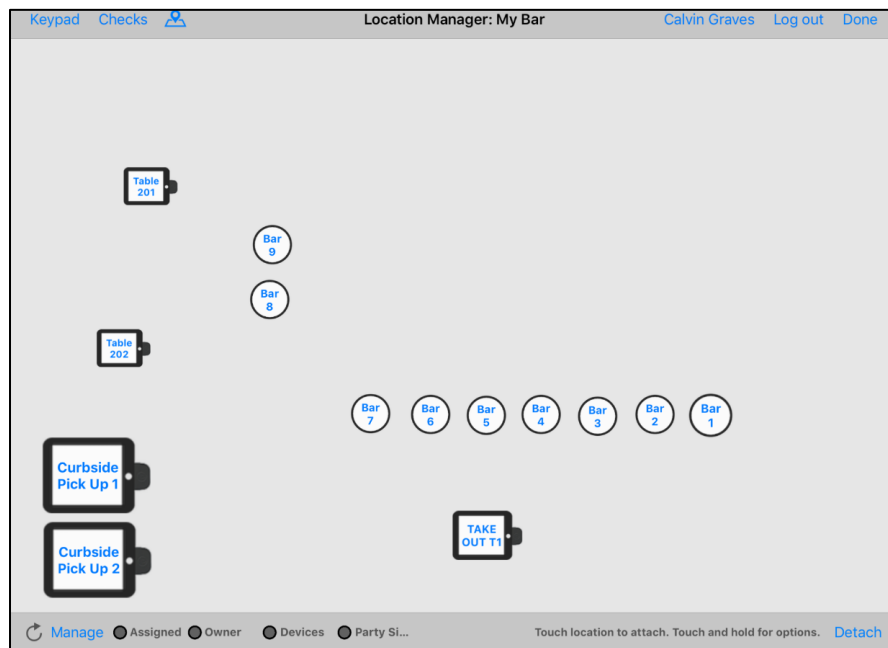
Alphanumeric table numbers on the location map allow sites to configure a table-numbering schema that makes sense for them. Using a well-defined schema will help your team members simplify and speed up service throughout the restaurant by easily and quickly identifying table locations. Training time is also reduced as servers will no longer have to memorize table numbers or areas.

**Example:** A bartender takes and submits orders from customers seated at the following table numbers:

B1 - bar seat 1

B5 - bar seat 5

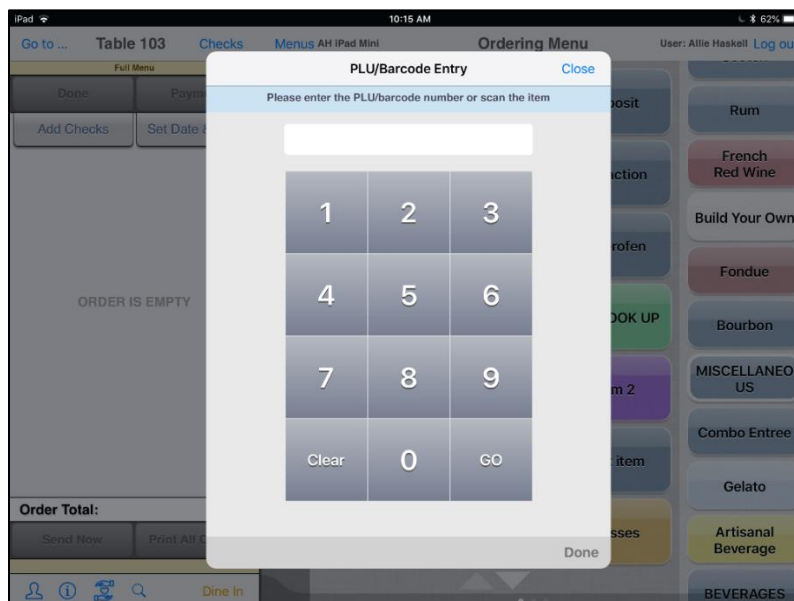
When the food is ready, a team member checks the table numbers on the food prep receipt, easily identifies the correct locations and deliver the orders promptly to B1 and B5.



## PLU Lookup (ECM)

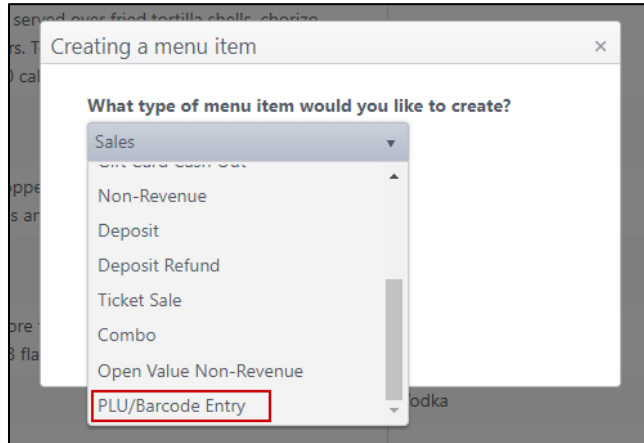
With this new feature in NorthStar 4.5, you can enter a PLU code to quickly find menu items and add them to a check. This makes miscellaneous items, produce and other PLU-encoded items quick to find and add.

Note: This feature requires that an account feature toggle be set to Active in ECM. Contact your NorthStar representative to enable this feature for your account.



*To configure this feature:*

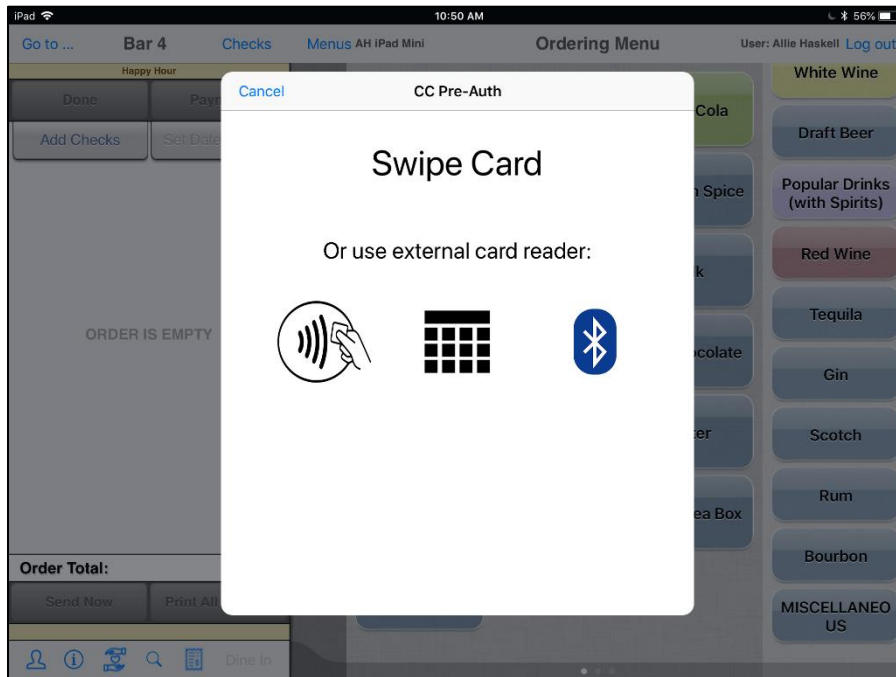
In ECM, create a PLU lookup menu item. Go to **Products**, then **Menu Items**. Click **Add Menu Item**. For type of menu item, select PLU/Barcode Entry from the drop-down list. Complete the **Add Menu Item** form with the details for the item.




## Credit Card Pre-Authorization in Staff Facing (Server, ECM and application)

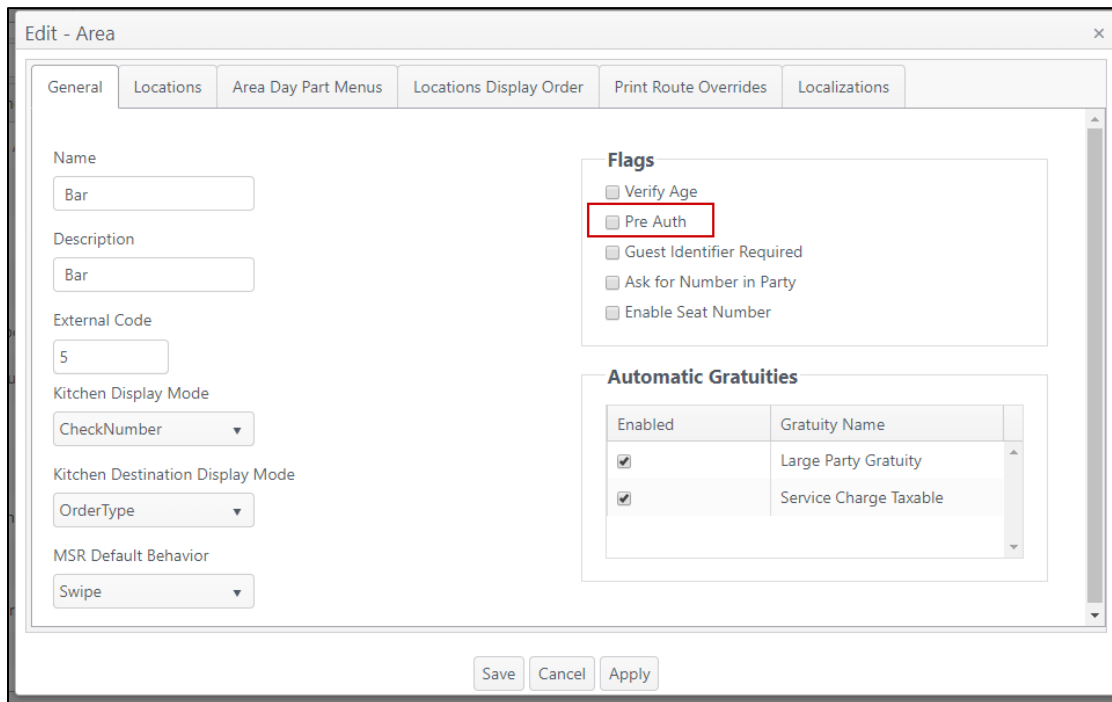
The ability to pre-authorize a guest's credit card has been a feature in our guest-facing mode for some time. We're happy to bring that same feature to our staff-facing mode in NorthStar 4.5. With pre-auth in Staff Facing, you can now capture the card before ordering, speeding up service and improving the guest experience.

**Example:** A bartender wants to start a guest's bar tab by pre-authorizing a credit card. By pre-authorizing the credit card, he doesn't need to hold the guest's card and the tab can remain open until the guest wishes to close it out. The bartender taps the check icon below the check panel to launch the CC Pre-Auth pop up and slides the guest's card in the payment device to capture it.



To configure this feature:

In ECM, go to **Sites**, then **Sites and Groups**. Click the edit icon (pencil ) to edit the desired site. Click the **Areas** tab then click the edit icon for the area you wish to set for pre-authorization. On the **General** tab, select the **Pre-Auth** flag.



Enabled	Gratuity Name
<input checked="" type="checkbox"/>	Large Party Gratuity
<input checked="" type="checkbox"/>	Service Charge Taxable

## Barcodes on Receipts – Kiosk and Staff-facing

Barcode printing and scanning further expands the functionality of NorthStar 4.5. Barcoded receipts make delis, bakeries and other locations easier to service. Just print the barcoded receipt in one location then scan it at checkout to add the item to a check on the NorthStar system.

- Barcodes can be configured to represent either item or check information or both item and check information, depending on the business' needs.
- Bar codes can be shown under each menu item, representing the menu item plus any priced components and/or priced serving options.
- Barcodes can also print at the bottom of the receipt to represent item and check totals.

The barcode information on the receipt can be read and processed by integrated third-party systems to efficiently capture item and sales information.

### Examples:


*With priced components*

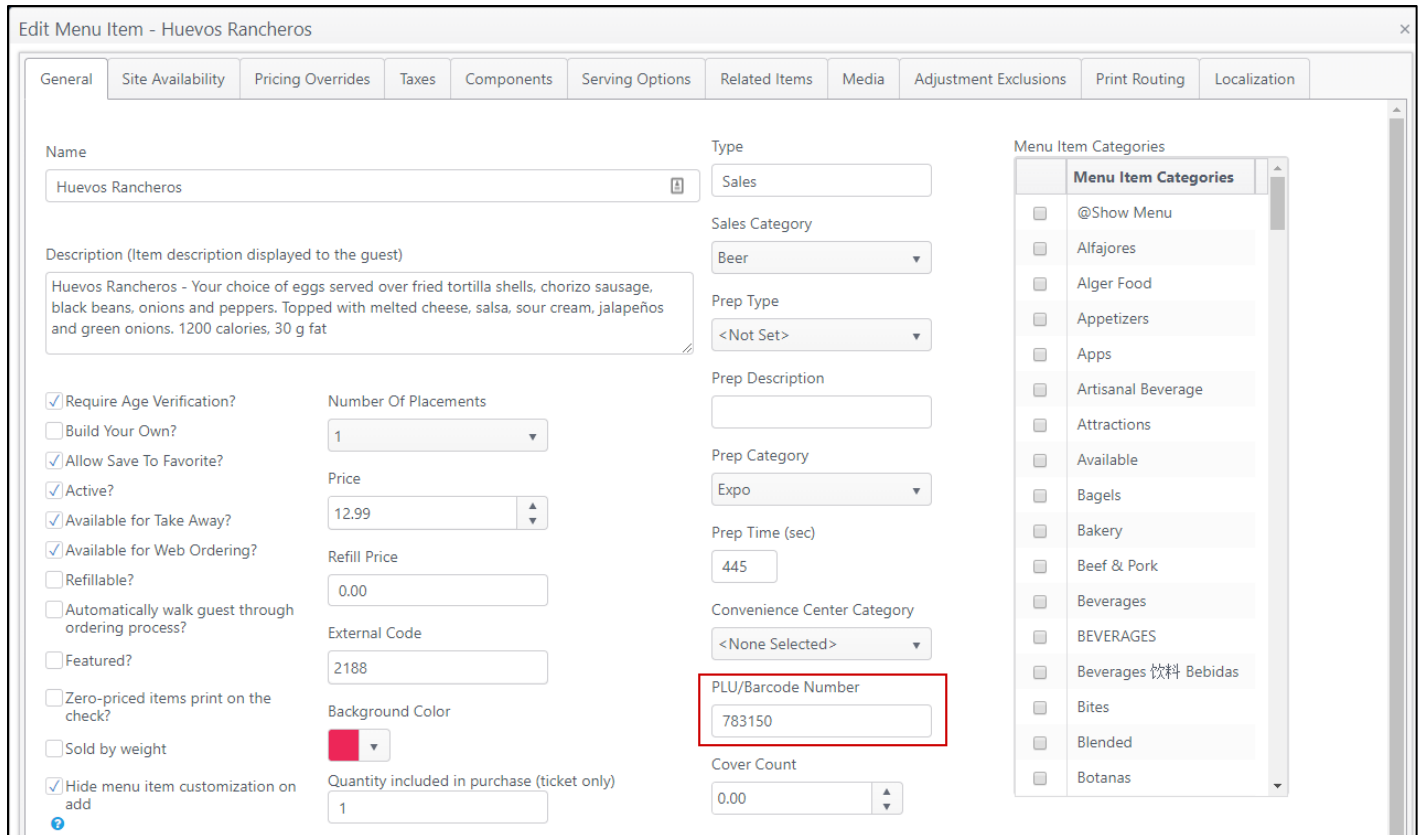
- Guest orders a pizza priced at \$5.00. (The pizza is considered the "parent" item.) The barcode on the receipt represents \$5.00 for the pizza.
- Another guest orders the same pizza with bacon added. Bacon ("child item") is a \$2.00 priced component. The barcode on the receipt represents the price of the parent item (\$5.00 pizza) plus the child item (\$2.00 bacon component) for a total of \$7.00 captured in the barcode.

## Scan at checkout

- Guest orders a sandwich from the grocery store deli. The barcoded receipt is attached to the sandwich. At checkout, the cashier scans the guest's groceries and the barcoded receipt for the sandwich. The sandwich is added to the guest's check.

### To configure this feature:

In ECM, go to **Products**, then **Menu Items**. Select the item you wish to edit. Click the edit icon (pencil ) to edit the desired menu item. On the **General** tab, enter the information in the PLU/Barcode Number field.



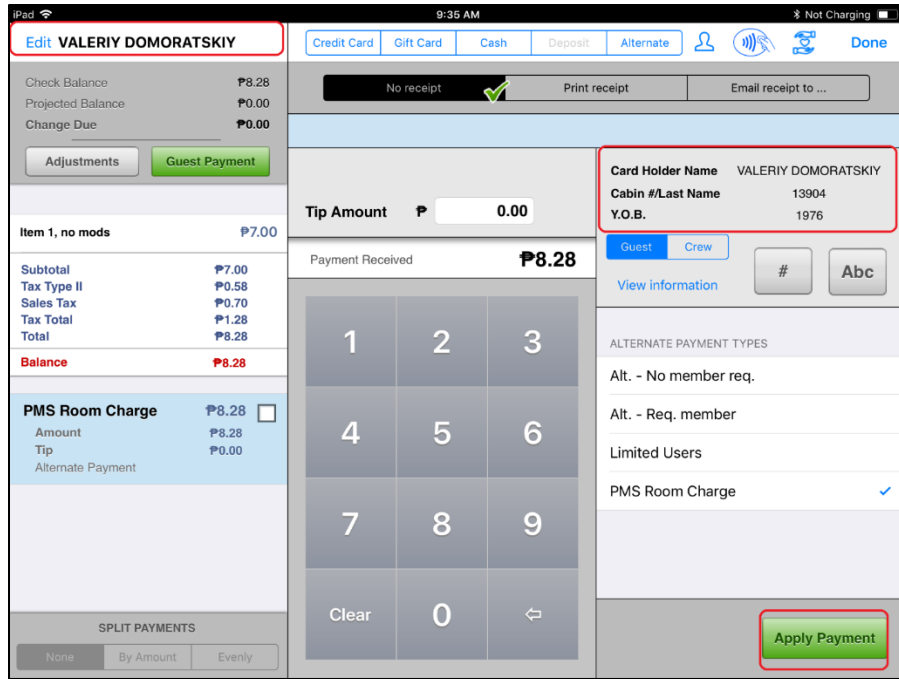
The screenshot shows the 'Edit Menu Item - Huevos Rancheros' form. The 'PLU/Barcode Number' field is highlighted with a red box and contains the value '783150'. Other fields include Name, Description, Price, and various checkboxes for availability and customization.

Field	Value
Name	Huevos Rancheros
Type	Sales
Sales Category	Beer
Prep Type	<Not Set>
Prep Description	
Prep Category	Expo
Prep Time (sec)	445
Convenience Center Category	<None Selected>
PLU/Barcode Number	783150
Cover Count	0.00
Number Of Placements	1
Price	12.99
Refill Price	0.00
External Code	2188
Background Color	Red
Quantity included in purchase (ticket only)	1

## RFID Card Payment with Link to Fidelio PMS (Server, ECM and application)

NorthStar 4.5 introduces an improved payment feature for businesses that use the Fidelio property management system with Micros 8700: NorthStar can now process transactions using a Mifare payment card with an RFID (Radio-Frequency Identification) chip. When a Mifare card is used for payment, the transaction posts directly to the correct folio in the Fidelio property management system.

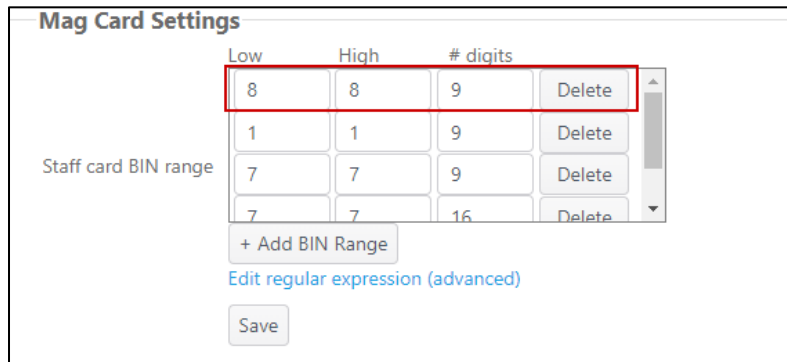
**Note:** This feature requires that an account feature toggle be set to Active in ECM. Contact your NorthStar representative to enable this feature for your account.



*To configure this feature:*

Setup requires three steps in ECM:

1. Set up the BIN (Bank Identification Number) range for the staff's Mifare cards. Go to **Users**, then **Mag Card**. Verify the BIN range is correct or add a BIN range if needed.



2. Verify each staff card is registered to the correct user: Go to **Users** and check that the user's key code matches the last four digits of the user's Mifare card.

3. For the payment cards, configure the PMS BIN range for the Mifare cards by going to **Sites**, then **Sites and Groups**. Click the edit icon (pencil) to edit the desired site. Click the **PMS** tab and enter the BIN range of the Mifare cards.



Site Info	Store Hours	Tax Rates	Devices	Printers	Peripherals	Areas	System Settings	Online Ordering	Email	Kitchen	Payment	PMS
Reports	Service Display	Table	Time Clock	Integrations	Jukebox	Games	Guest Facing	Staff Facing	Layouts			

### Property Management Software

PMS Interface

PMS Card BIN Range

Fidelio

Low	High	# digits	
98	98	16	Delete

+ Add BIN Range

[Edit regular expression \(advanced\)](#)

# Improvements

## Community Table—Multi-Concept Screensaver in Rotation (ECM)

Screensavers can be a useful branding and marketing tool. NorthStar 4.5 can now show multiple screensavers for our community table/multiple-concept clients. When an iPad in the hub is idle, the screensavers from all the concepts can appear in rotation on the iPad. Rotation order can be configured as desired.

**Example:** There are three concepts in the Community Table Hub: A, B, and C. Each concept has a screensaver for their brand/concept configured in ECM. When any iPad goes idle, the screensavers for all the concepts—A, B and C—will appear in rotation in the order specified in ECM.

*To configure this feature:*

In ECM, go to Media, then Screen Saver. Add the screen savers and set the order for them to display on the iPad.

Picture	Description	Display Order
	Appletini M	1
	Monster Burger	2
	MaxMarg	3
	VTSS	4
	Olympic Breakfast	5
	Rib Eye Sandwich	6

## QSR - Priorities Level (ECM)

You can now set the prep priority of an item for QSR. The priority setting will bump a ticket with this priority item to the front of the line, ensuring that it will take priority over other items.


## QSR – Seat Numbers (ECM)

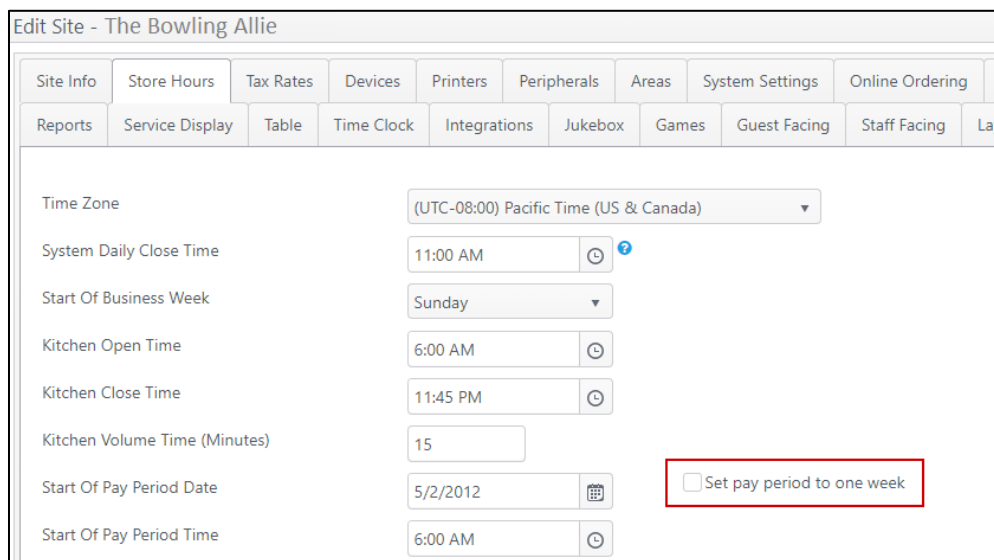
The ability to include a seat number when ordering was added to NorthStar in version 4.0. Version 4.5 now introduces the ability to have seat numbers go to the QSR system in the kitchen. This feature will improve the guest experience and speed of service, as servers will know immediately where to run food from the expo station.

## Report – View Labor Report in 1-Week Periods (Application)

Sites can now choose to view the Payroll report in one-week increments (instead of the two-week default) to have a better oversight of labor costs.

*To configure this feature:*

In ECM, go to **Sites**, then **Sites and Groups**. Click the edit icon (pencil ) to edit the desired site. Click the **Store Hours** tab and flag the setting **Set pay period to one week**.

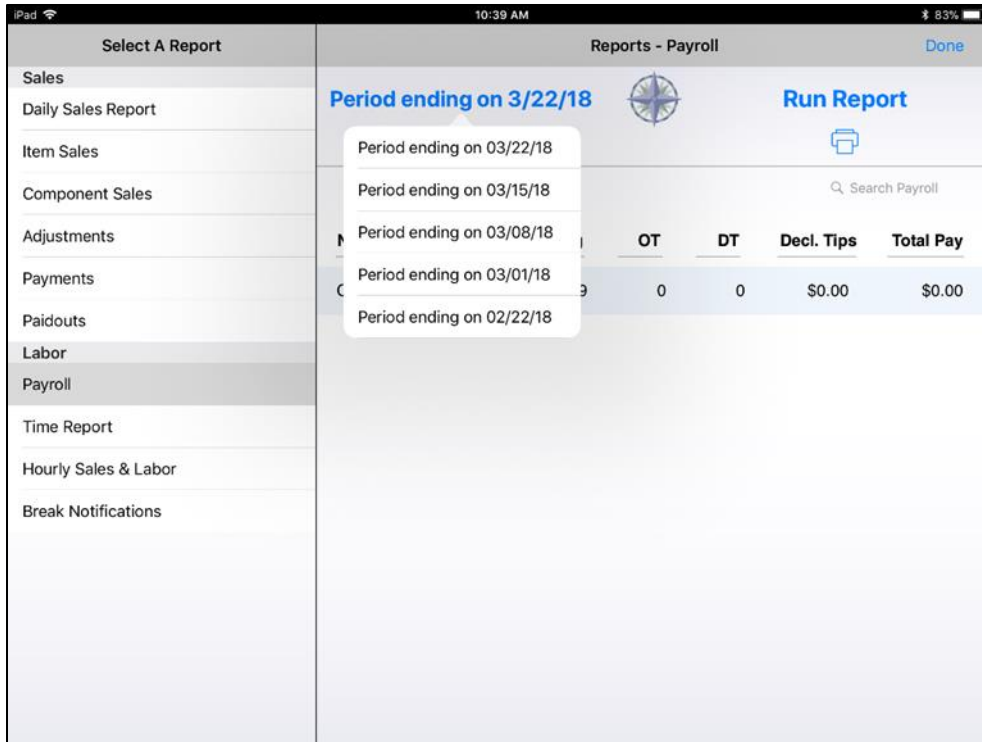


The screenshot shows the 'Edit Site - The Bowling Allie' configuration page. The 'Store Hours' tab is selected. The 'Set pay period to one week' checkbox is highlighted with a red box. The page includes a navigation menu with tabs for Site Info, Store Hours, Tax Rates, Devices, Printers, Peripherals, Areas, System Settings, Online Ordering, Reports, Service Display, Table, Time Clock, Integrations, Jukebox, Games, Guest Facing, Staff Facing, and Lay. The main content area contains the following settings:

Time Zone	(UTC-08:00) Pacific Time (US & Canada)
System Daily Close Time	11:00 AM
Start Of Business Week	Sunday
Kitchen Open Time	6:00 AM
Kitchen Close Time	11:45 PM
Kitchen Volume Time (Minutes)	15
Start Of Pay Period Date	5/2/2012
Start Of Pay Period Time	6:00 AM

Set pay period to one week

The Payroll report will now reflect one-week pay periods in the drop-down list for **Period ending on X/XX/XX**. Tap a pay period from the list to view.



[Tell me more about Application Reports.](#)

## Guest Facing – Collapsed Component Categories (Application)

NorthStar 4.5 improves the way guests order and customize items in the guest-facing user interface. Instead of showing the component categories expanded with all options in every category in view (resulting in a poor experience due to extensive scrolling), we've improved the guest interaction by collapsing the component categories. This improves the user experience by making it easier to navigate components onscreen. Each component category is collapsed to start; to expand, just tap the arrow and the components in the selected category will be displayed.

*Component categories collapsed view*



Component categories expanded view



(No configuration required)

[Tell me more about Guest Facing.](#)