NorthStar

V.46 IGNITE

4.6 New Feature &
Improvement Product Guide

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New Features

Server teams (App Feature)

NorthStar 4.6 provides the ability to provide better service for large parties by using server teams. The manager will have the ability to assign teams to tables and properly allocate sales across the multiple servers.

Example: Allie has a table of 20 people and needs help; the tip and sales need to be spread out among the team members attached to this party.
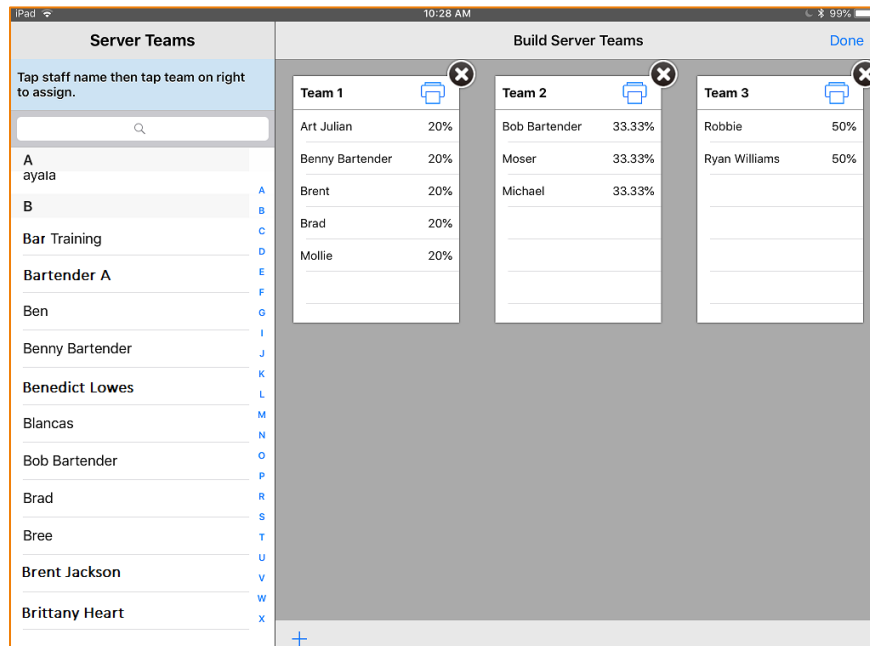
Configuration*: This feature is native. The only configuration required is job permission to assign/create server teams.*

- In ECM, click **Users** then **Jobs.**
- Click the pencil icon 🖉 to edit the job that will have the ability to assign teams.
- On the **Permissions** tab, select **Allow user to manage server teams.**

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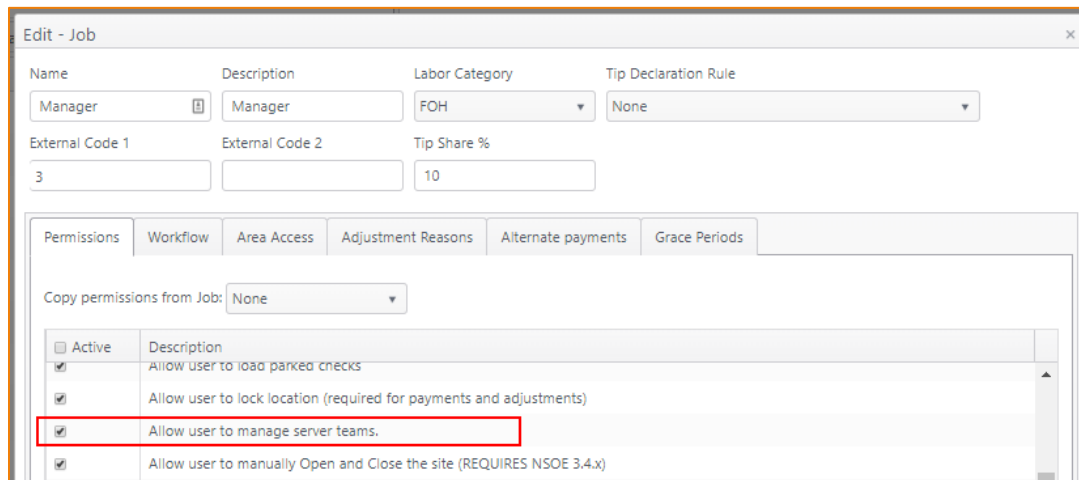
Upcharges on combos

Expanding on current combo functionality, this feature improves the set up and configuration of your combos by adding the ability to upgrade items when changes are made to those items.

Example:
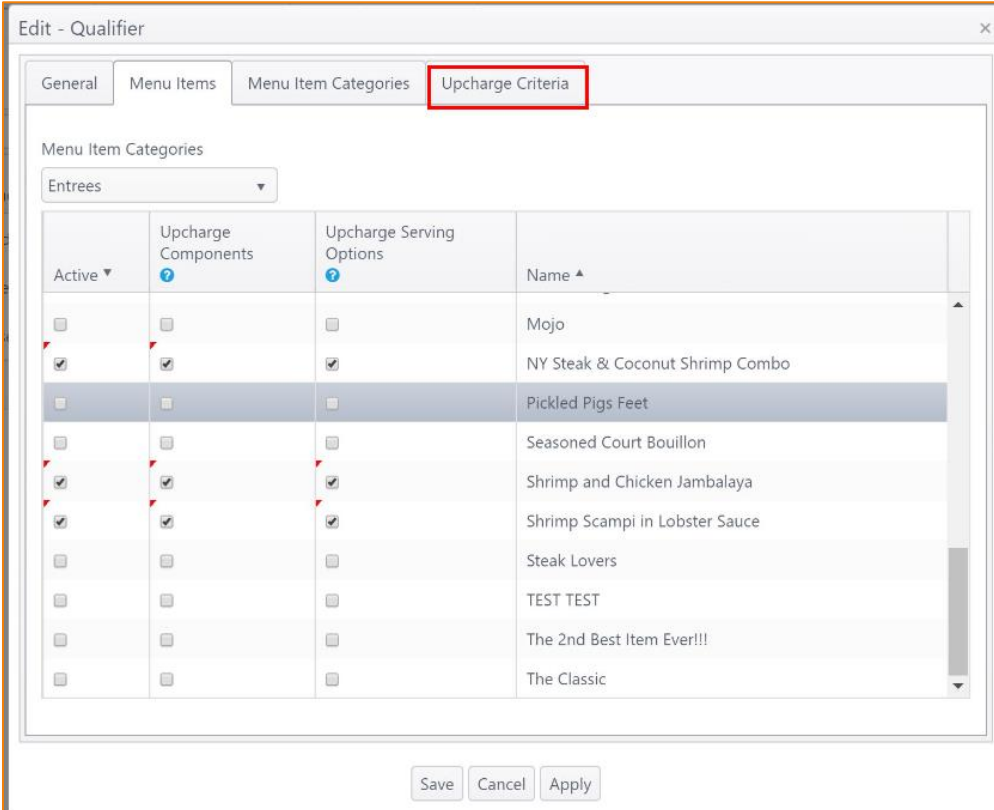A combo has a hamburger with a set base price menu item price of $5.00.
An avocado cheeseburger is set as an upcharge item at $7.00.
The difference between the base price item and the upcharge item is $2.00, so $2.00 is added to the combo price when the avocado cheeseburger is ordered.

Configuration
Note: To use this feature, an account feature toggle is required to be set. Please contact your NorthStar representative to enable this feature for your account.

- In ECM, click **Products** then **Menu Items.**
- Click the pencil icon ✏ to edit the combo.

NorthStar pointer: Lost at any time? Click the ⓘ **icon for assistance.**

# Reporting categories on DSR/Cashout app reports (ECM Feature)

With NorthStar version 4.6, sites can choose to report sales on the DSR and Cashout reports by sales category or by reporting category.

Reporting Sales Option Configuration

Note: To use this feature, an account feature toggle is required to be set. Please contact your NorthStar representative to enable this feature for your account

To set the reporting category type for reports:

- In ECM, select **Sites** then **Sites & Groups.**
- Click the pencil icon ✎ to edit the site.
- Click the **Reports** tab and select **Reporting category** under **Reports sales by.**
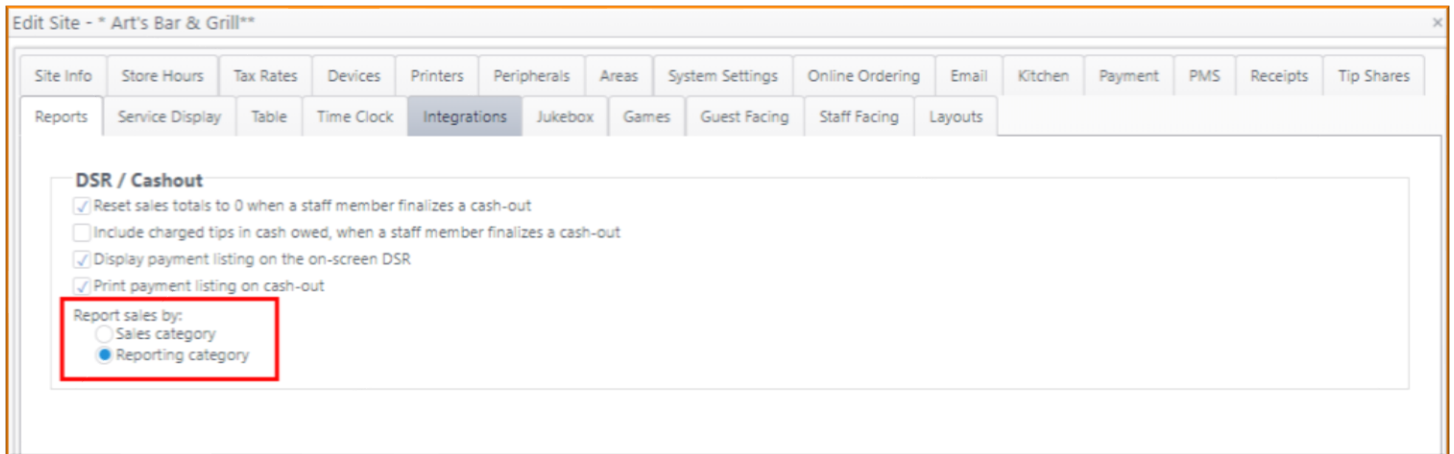
Reporting Category Configuration

Reporting categories must be associated with sales categories.

- In ECM, select **Categories** then **Reporting Categories.**
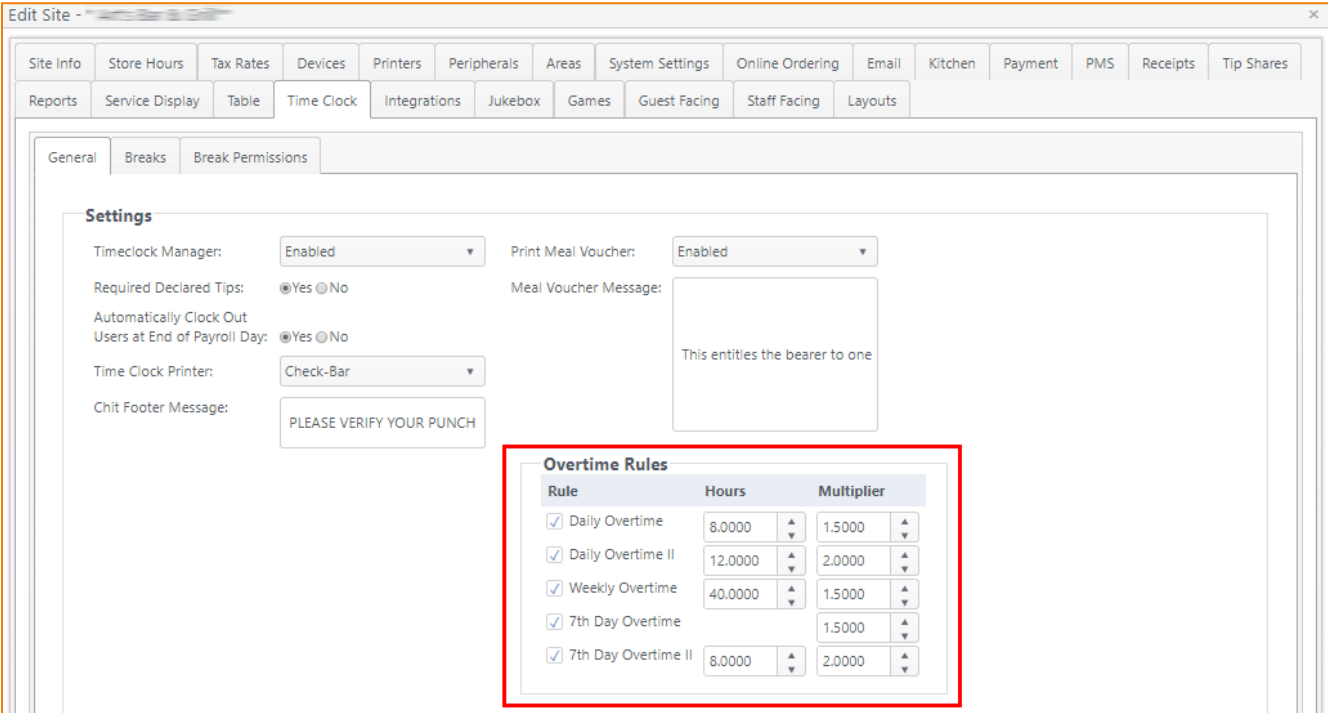- Assign **Sales Categories** to the desired Reporting Category.
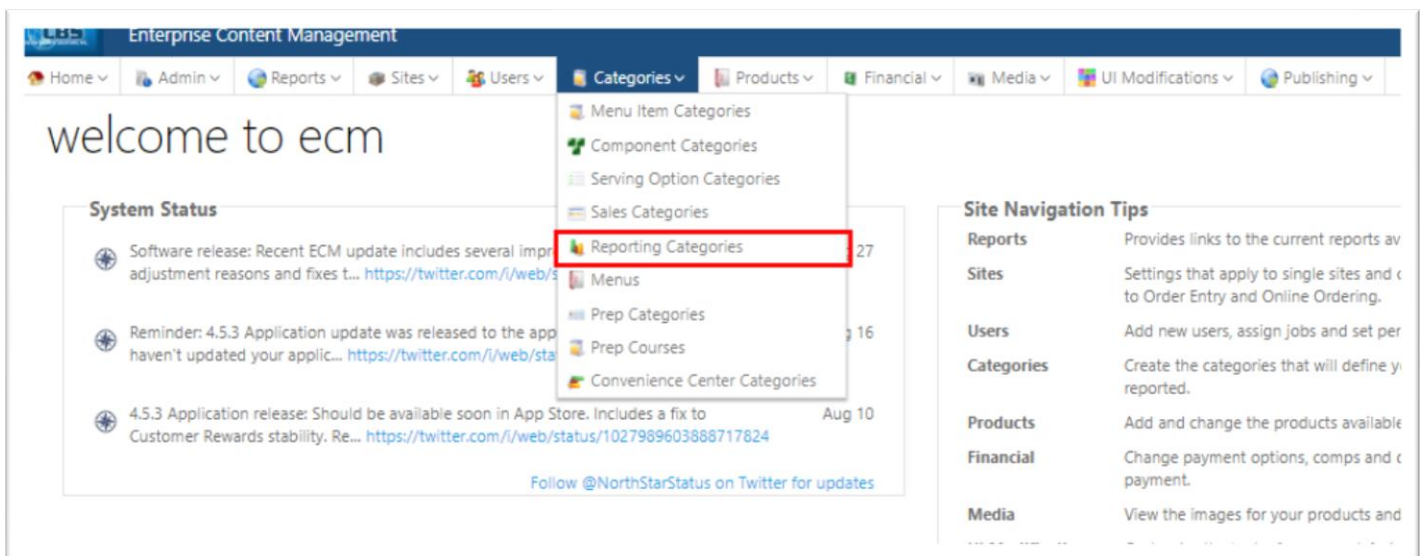
Configure thresholds to calculate overtime (ECM Feature)

NorthStar 4.6 now allows you to create and calculate overtime rules using work time thresholds, making the stores more accountable for managing their overtime daily and weekly.

Note: To use this feature, an account feature toggle is required to be set. Please contact your NorthStar representative to enable this feature for your account.

Configuration

- In ECM, select **Sites.**
- From the dropdown, select **Sites and Groups.**
- Click the pencil icon 🖉 to edit the site.
- On the edit site screen, select **Time Clock** and select the desired thresholds for overtime rules.

Requirements for declared tips (ECM Feature)

NorthStar previously permitted servers to declare any number for tips at cashout. This new feature gives the manager more control and accuracy by setting requirements for tip declaration. With the requirements configured, when the user taps Clock out on the time clock, the new Declare Tips overlay is displayed. The overlay shows the tip share and the minimum tip amount to be declared set by the job.
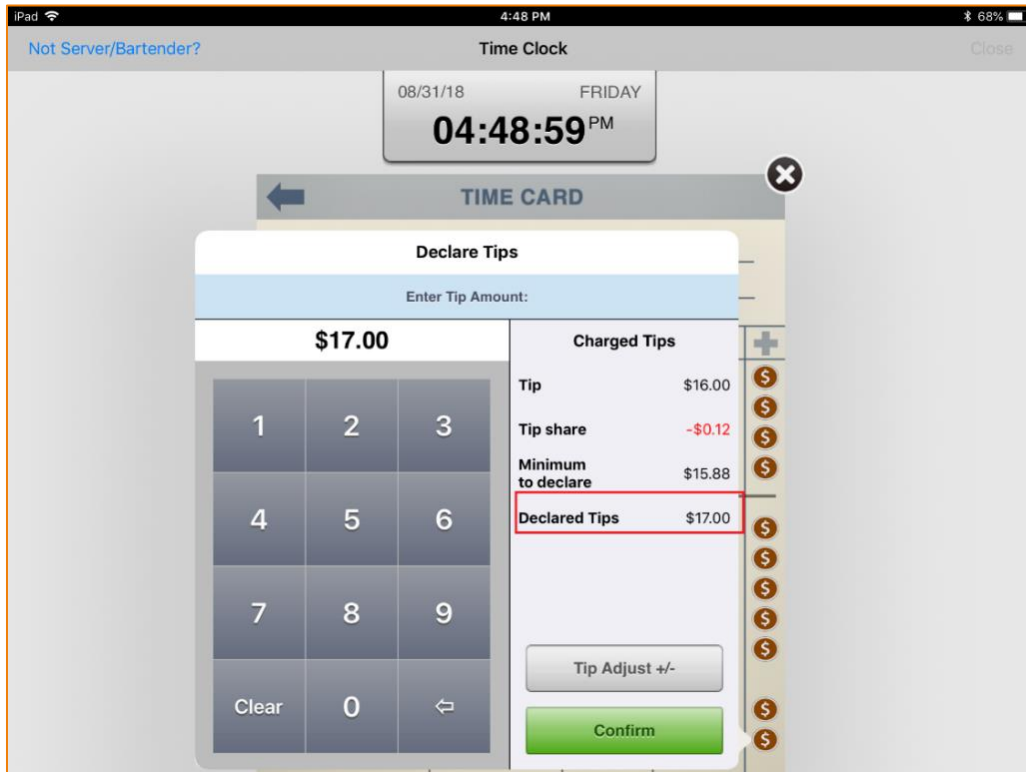
Configuration

Note: To use this feature, an account feature toggle is required to be set. Please contact your NorthStar representative to enable this feature for your account.

- In ECM, select **Users** then select **Jobs** from the dropdown**.**
- Click the pencil icon ✎ to edit the job.
- Click the **Tip Declaration Rule** dropdown and select the rule desired for that job.
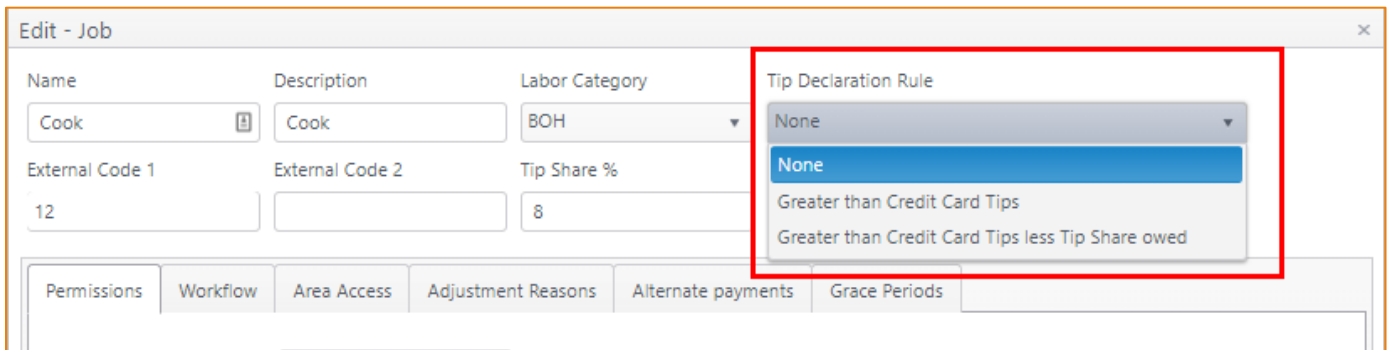
Tipshare: Exclude specified sales categories from calculations (ECM Feature)

Previously, all sales categories were included in tipshare calculations. With NorthStar 4.6, you can set certain categories—usually non-food, such as gift card or retail sales—to be excluded from the server's tipshare calculations.
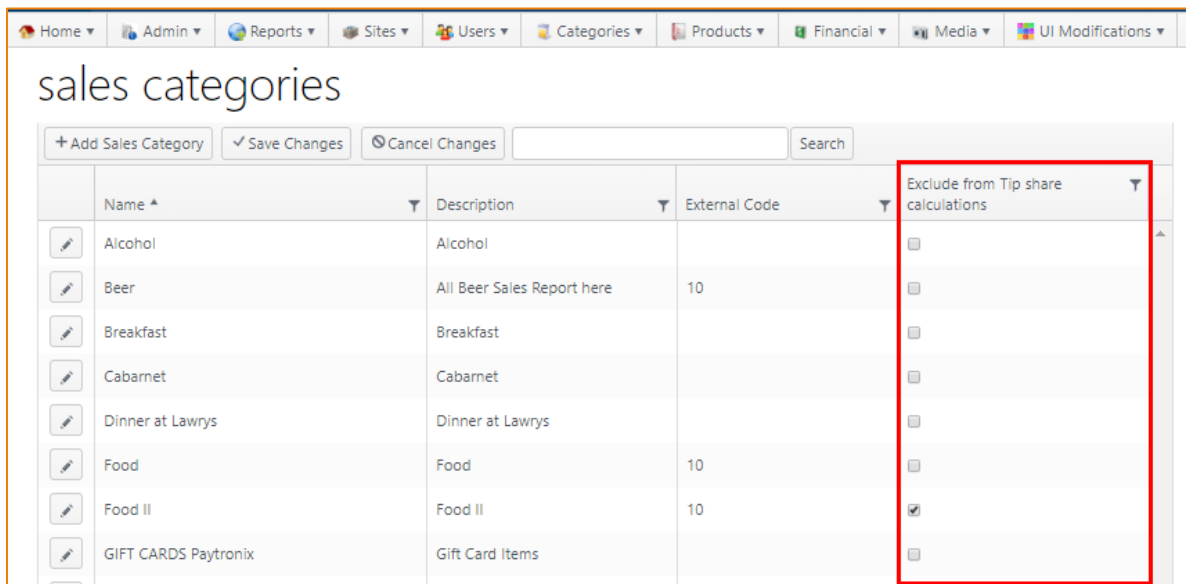
Example:

Server has an open check for $1000 of BBQ pit and T-shirt and $50 food sales to a guest.
Total Server Sales = $1050
Tipshare should only be calculated on the $50 of food sales and not on the $1000 of retail sales category items.

Configuration

- In ECM, click **Categories** then **Sales Categories.**
- Find the category you wish to exclude and select the checkbox under **Exclude from Tipshare calculations.**

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Credit card terminal as a customer display (ECM/App Feature)

With NorthStar 4.6, customers can see their complete order on a display as they are ordering items live. The PAX terminal features a 7-inch LCD screen display for customers to view their order.

Configuration

- In ECM, click **Sites** then **Sites and Groups.**
- Click the pencil icon ✏ to edit the desired site
- On the **Edit Site** screen, select **Peripherals** then the **Customer Displays** tab.

Hot Schedules - Labor schedule time clock grace periods/enforcement

(ECM/App/Server Feature)

The NorthStar 4.6 and Hot Schedules integration allows management to enforce schedules created on the Hot Schedules platform. Managers can set up grace periods and manager overrides, making it easier to manage labor cost and your employees' work time, reducing the possibility of employees "burning" the timeclock.

Example: Ryan always comes into work 30 minutes early for his 12:00 PM shift and clocks in. He then goes to the back of house and waits for his shift to start. When rules are set up to enforce his job (server role), he will be unable to clock in at 11:30 and will be required to wait until 12:00 to clock in. (A manager can override this if Ryan is needed to start early.)

Configuration

- In ECM, click **Users** then **Jobs.**
- Click the pencil icon ✏ to edit the job for which you wish to enforce schedules and grace periods.
- On the edit screen, select **Grace Periods** and configure accordingly.

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On the app, if the user attempts to clock in or out outside of the schedule parameters, they will receive an alert and will be unable to clock in. A manager can swipe their manager card to override if needed and allow the employee to clock in/out.
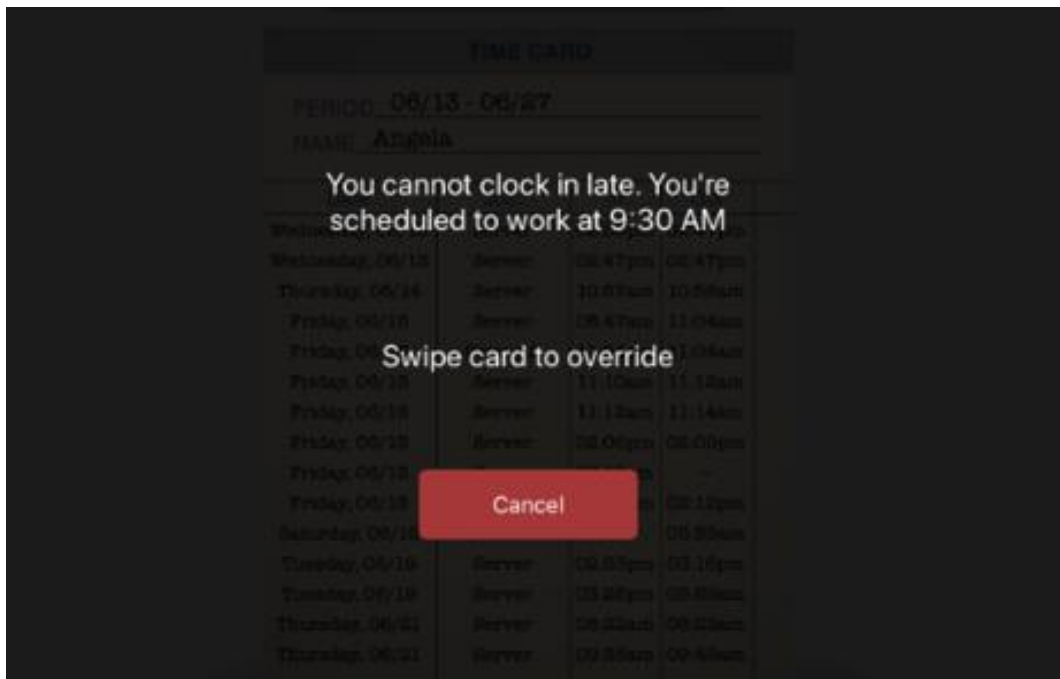
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Component print routing (ECM Feature)

Menu items can often have some components that are hot and some that are cold, requiring them to be sent to different printers for preparation. NorthStar 4.6 allows components to be individually routed to specified printers.

Example: For a prime rib salad, the main item—salad—needs to go to the cold station, so the cook knows to start prepping it, but the hot line cook needs to be informed to prep the prime rib as well. Instead of sending the entire order to both stations, the salad can route to cold and the prime rib can route to hot.
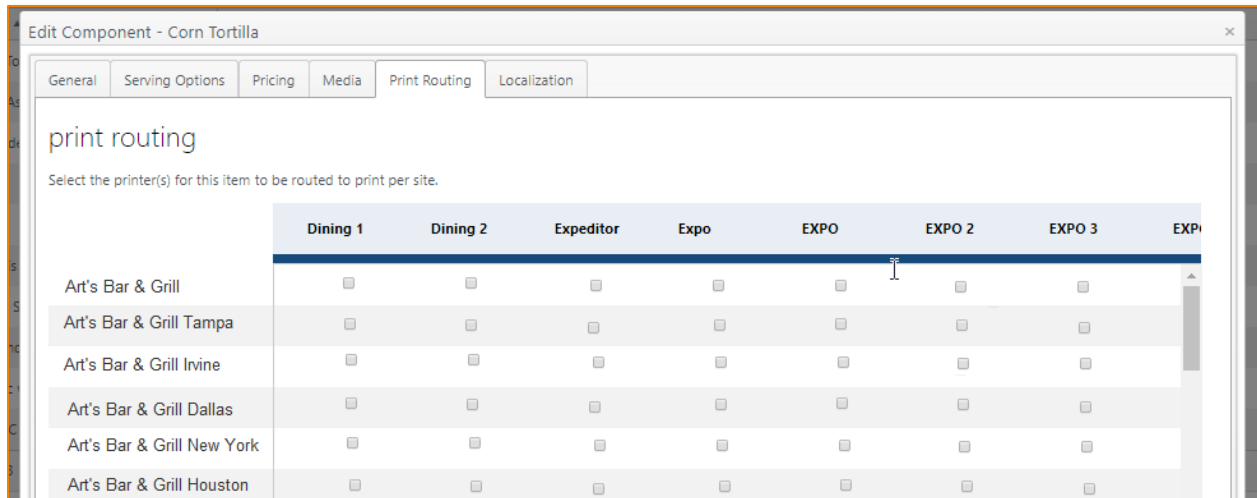

Configuration

- In ECM, click **Products** then **Components.**
- Click the pencil icon ✎ to edit the desired component.
- On the edit screen, select **Print Routing** and configure the routing for each site by selecting the printer you want the item to route to.

Add card terminal swipe to add loyalty to a transaction (App Feature)

NorthStar now provides the ability to use a payment terminal (PAX device) to populate loyalty information on the Rewards screen. Swipe, save and use your rewards!


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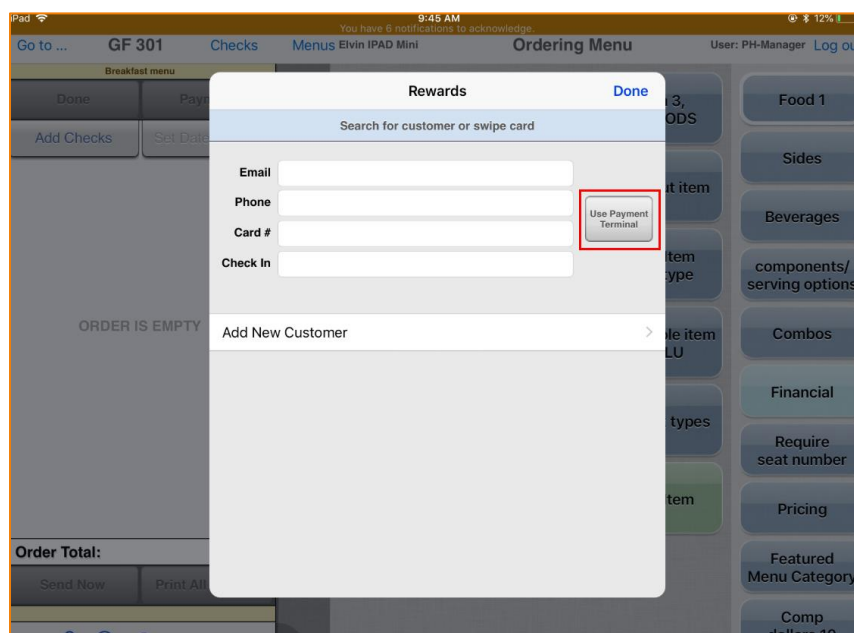
Local printing of remote items to a specific printer (ECM Feature)

With NorthStar 4.6, specific items can be set to print directly to the local printer you are standing at when ordered.

With **Local Printer** selected in print routing, the prep chit will print at one of the following:

- **Device Printer** - If the device you are using to send the order has a printer assigned to it, the prep chit will print there. Device printers can be configured by editing a device's peripherals. (Edit a Site, Devices tab, edit a Device, Device Peripherals tab, select **Print to Specific Printer** and select a printer.)

- **Location Printer** - If there is no device printer configured, the prep chit will print at the printer assigned to the location you are attached to. Location Printers can be configured by editing a location. (Edit a Site, Areas tab, edit an Area, Locations tab, edit a Location, select a printer.)
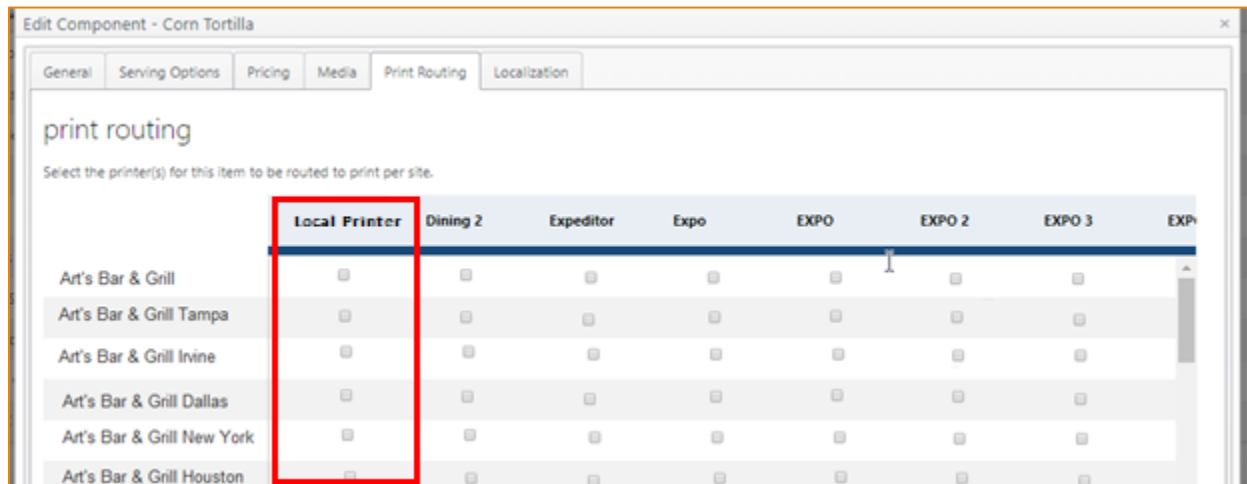

Configuration
- In ECM, select **Products** then **Components.**
- Click the pencil icon ✎ to edit the desired component.
- On the edit screen, select **Print Routing** and select **Local Printer** for the desired sites**.**

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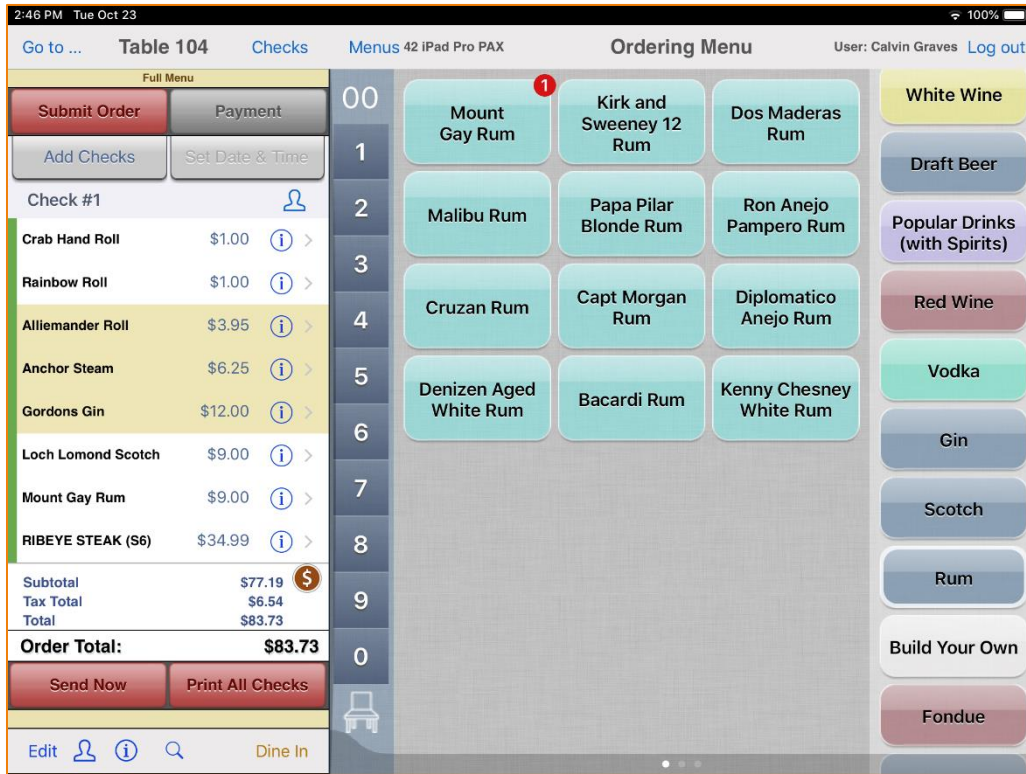
Improvements

Display required items on customization screen (App Improvement)

In the previous version of NorthStar, required components and serving options were shown *after* tapping **Add to Order**. We've improved this functionality by now showing default items with all required components and serving options in the left panel in red. This improves menu knowledge and speed of ordering when the team member customizes guest orders.
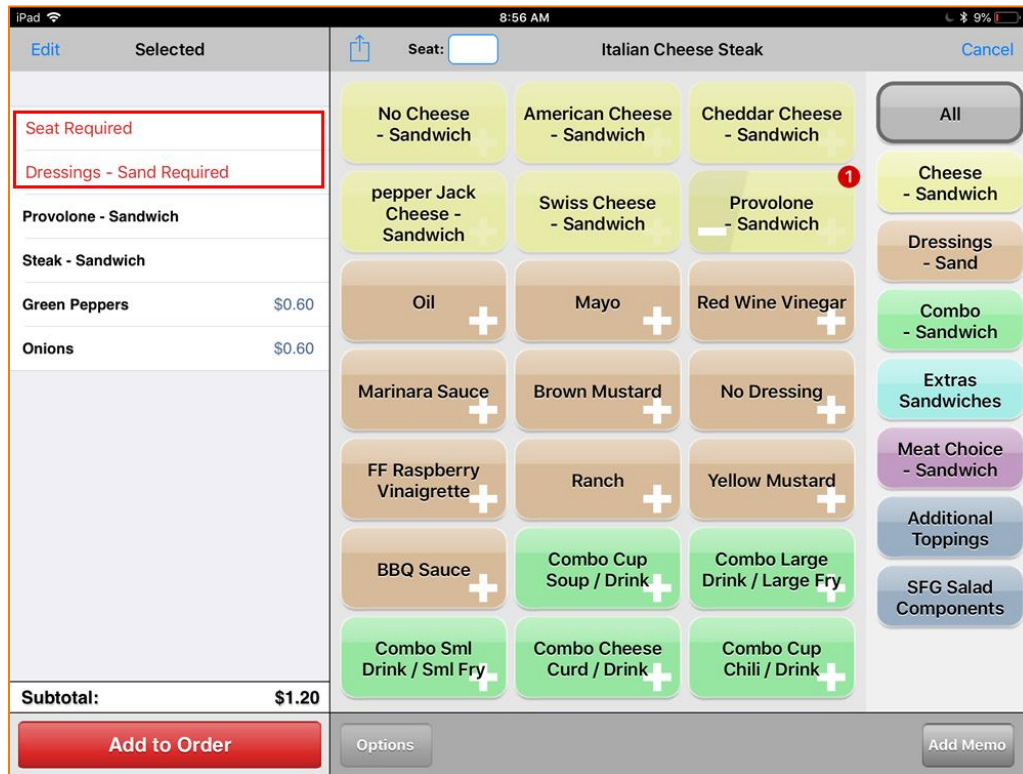
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Multi-select on items sent to kitchen (App Improvement)

NorthStar 4.0 introduced the ability to select multiple unsent items on a check to perform a single action on the selected items. We've expanded that capability in version 4.6: multiple items can be selected *after* they've been sent to the kitchen now, permitting users to perform such actions as reordering or changing the order type for the items.

Net sales column added to DSR reporting (App Improvement)

The addition of net sales to the DSR gives your in-store team members and managers additional sales data.

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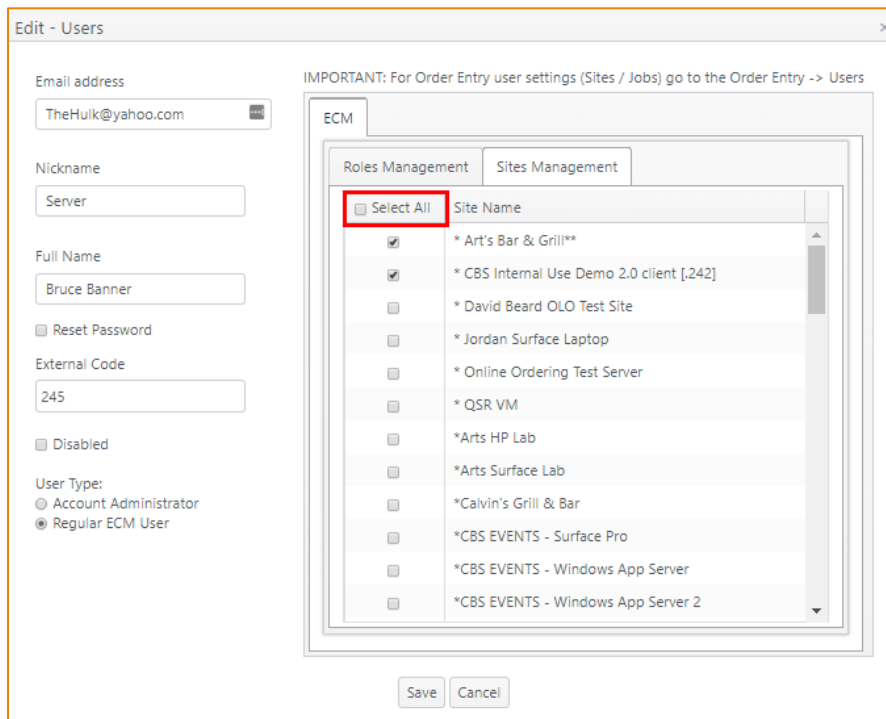Confidential and Proprietary. Property of Custom Business Solutions

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ECM User account - Select All for site management (ECM Feature)

In the spirit of continuous improvement, we've made creating new admin ECM accounts a whole lot easier. A Select All option has been added to Sites Management, eliminating the need to individually select sites; just select the option to select all sites.

Configuration

For ECM Administrators:

- Log in to the ECM Dashboard (log in to ECM but don't click the blue **Order Entry**).
- Click Users then Users.
- Click the pencil icon ✏ to edit the desired user.
- On the edit screen, select Site Management then **Select All**.

For additional information related to NorthStar 4.6, see NorthStar 4.6 Release – Summary of Features and Improvements.

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