

OPERATORS

For daily users of the system

Questions?

Contact us at:

sales@dinerware.com
support@dinerware.com

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(206) 297-1241

NOTE:
Further
documentation is
available on these
topics on the
Dinerware Portal.

Dinerware 3.3 Feature Overview

New Features available in Dinerware 3.3

The latest version of Dinerware 3.3 has many new features. The new table management features offer **Host Mode** and **Ticket Status** options. Menu programming has been improved by allowing options that will aid in creating new **Choice Sets**. There are reporting changes and additions, including the new **Credit Batch Detail** and **Credit Detail – Unsettled** reports. A new **RFO Weekly Snapshot** is available, too. Continue to read for more details on all of these features and more.

Table Management

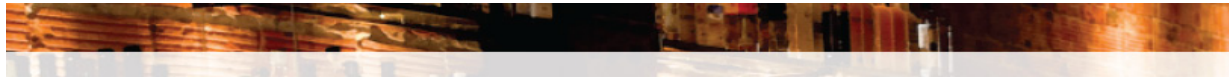
Dinerware **Host Mode** and **Ticket Status** are simple, easy-to-use sets of software features that help manage restaurant seating capacity. These features are collectively referred to as **Table Management** and are to improve the efficiency of the restaurant. The host will have more details available, which will allow for guests to receive more accurate information upon arrival. The screen is capable of showing meal progress and table status to allow for a better estimation of when the next table will be available. The host can see at a glance the status of tables over the entire restaurant by section, and employees can view the status of tickets in both **Order Entry** and **List View** screens. These features help to provide a smoother experience to guests, as well allowing the host to track table status and be sure that tables are cleaned and reset as quickly as possible.

The increase in table turnover creates additional opportunities for revenue generation while optimizing and streamlining restaurant workflows. In adherence to Dinerware's core design principles, the user interface was designed to provide an easy and intuitive setup process. As with most features within Dinerware, **Host Mode** and **Ticket Status** focus to expand its core capabilities. In turn, this helps to deliver maximum benefit to the restaurant and minimize setup time and ongoing support costs.

Host Mode

Dinerware now offers **Host Mode** as an additional manner of interacting with and managing tickets. Tickets may still be viewed in the traditional list or button grid, but **Host Mode** provides a map view of the tables in the restaurant. This map is capable of showing the details of the tables, such as if it has an active ticket or the availability of the table. Availability status includes occupied, dirty, closed or open tables. Tables with active tickets display the ticket name and the table status. The screen offers a great way for employees to spot check the sections of the restaurant.

Some of the table status information is independent of an active ticket, such as dirty or closed. These separate items may be updated in real time by any employee with access to **Host Mode**. This allows staff managing the table to communicate that status to the



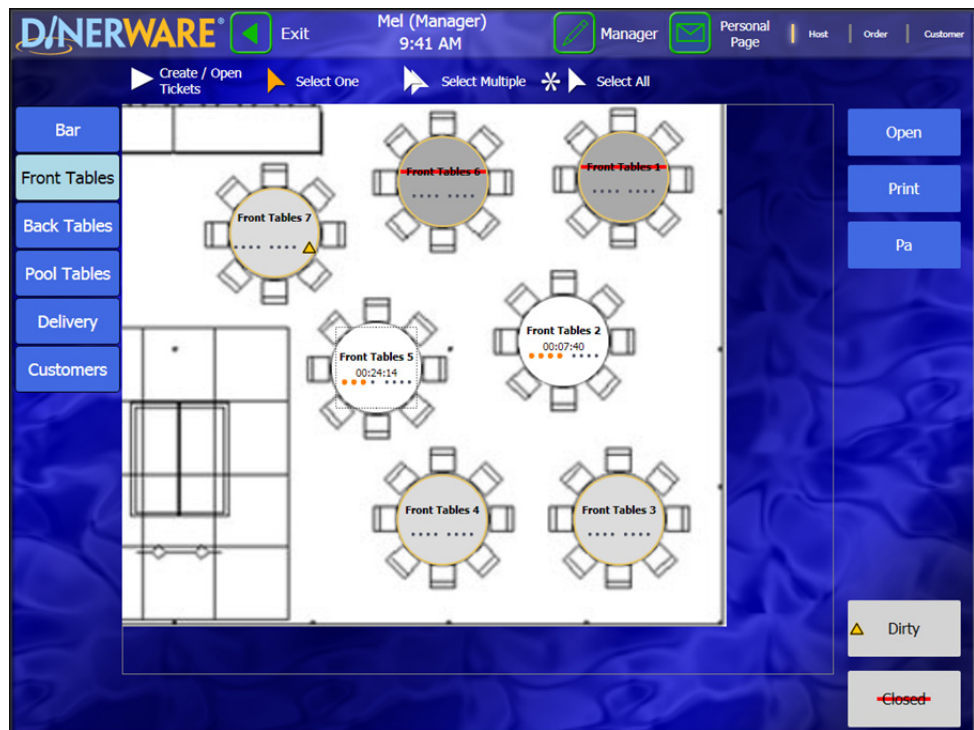
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host instantaneously, without the need interrupt the host from their other duties. The visual representation of the restaurant layout enables the host, or another employee, to quickly note or change the status of tables to Open, Occupied, Closed, or Dirty. In addition, tickets on those tables can be opened for order entry or payment without having to exit Host Mode.

Here is an example of a section view of tables in Host Mode.



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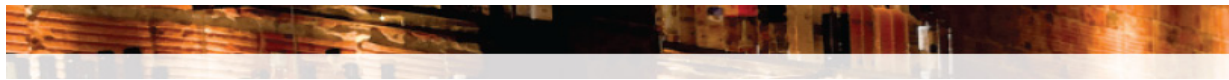
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Ticket Status

An additional feature set of Table Management is Ticket Status, which creates a visual indication of the events over the life of a ticket. Ticket Status is visible in Host Mode, List View, and on the Order Entry screen. A visual timer is displayed to indicate the amount of time that the ticket has been in its current status, and a multi-colored status indicator displays the elapsed time in a manner that can be quickly and easily read. When the All Tickets function is enabled, employees working various jobs such as manager, server, and host can all watch the status of tickets to be sure that the guest is receiving prompt and proper service. This also helps to oversee that tables are being closed and reset in a timely fashion.



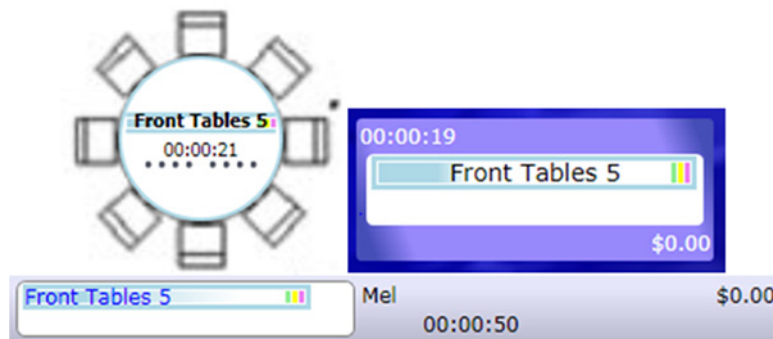
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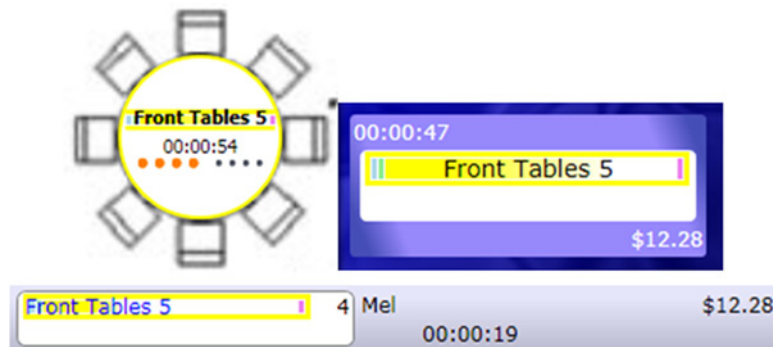
New Features available in Dinerware 3.3

There are five ticket statuses that may be enabled as a set or independently of each other. The expected time for a table to remain in a given status can be specified in minutes, so that the visual indicator allows employees to determine in a glance if a table has exceeded that expected time. The five statuses that can be enabled are Ready to Seat, Seated, Ordered, Guest Check Printed, and Paid (ticket still open).

Below are some examples of how the ticket status is displayed in various views, including the new Host Mode. This first set of examples is in blue, which means that the table is seated but has not yet ordered.

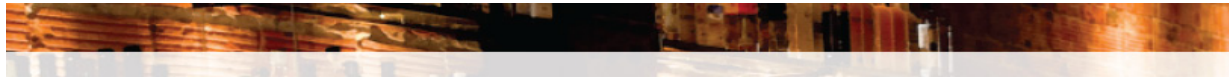


This set of examples shows in yellow, which means that the check has been printed and not yet paid. The times shown (54 seconds, 47 seconds, and 19 seconds) indicate the length of time that has passed since the check has been printed.



NOTE:
For complete details on these new features, please see the [Host Mode and Table Status](#) document posted on the Dinerware Portal.

More detailed information is available on the Dinerware Portal to describe all of the status options and how to set them.



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Native Gift Cards

Dinerware 3.3 now includes native Gift Cards. This allows merchants to process gift card transactions at no cost. The gift card data will be hosted on the merchant’s local system. Gift cards are still available as standard or custom, but they are now purchased through a dedicated vendor.

Some additional setup is required in order to use Dinerware native Gift Cards. Complete instructions on how to install the Dinerware Gift Server are on the Dinerware portal. Use the **Configure CC/GC Accounts** button on the Dinerware Brain to properly set up the provider information. Within Dinerware, setup needs to be done through **Manager > System > Gift Cards**. Check the box next to **Use Gift Cards** and follow the instructions based on the merchant’s preferences with gift cards.

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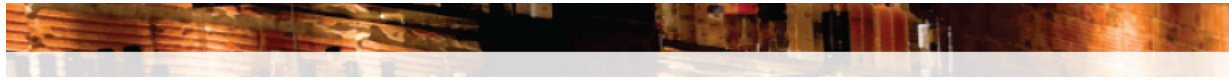
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NOTE:
See the [Menu Programming Improvements](#) document on the Dinerware Portal for more information about this feature.



After proper setup, a touch of the **Manager** button will now have the **Dinerware Gift Manager** button appearing in the lower right of the screen. Merchants can use the button to see the value of existing gift cards, deactivate gift cards, and see any gift card’s transaction history.



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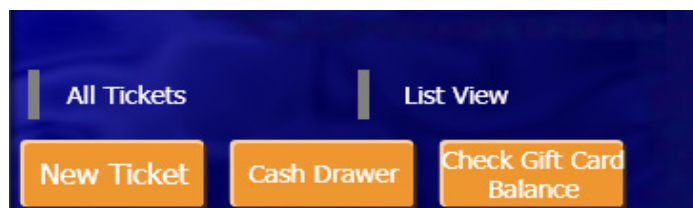
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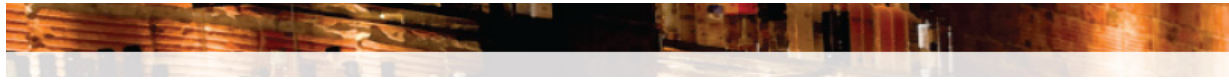
NOTE:

The reporting changes in Dinerware 3.3 are detailed in two documents. Find [Reporting Improvements](#) and [Reporting - Customized Strips](#) on the Dinerware Portal.

Creation of gift cards remains the same as in previous versions of Dinerware. Simply select the Menu Item that has been programmed in for Gift Card. Enter the value of the Gift Card, and enter the Gift Card number with a swipe of the card or by hand. Then close the Gift Card ticket with tender.

The method to check the balance of a Gift Card has not changed with Dinerware 3.3. Touch the Check Gift Card Balance button as shown below in the lower left corner.





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Simply swipe the Gift Card to access its data, or use the onscreen keyboard to enter the Gift Card number manually.

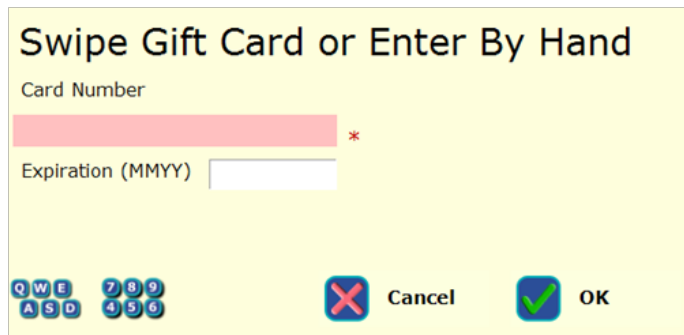
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Swipe Gift Card or Enter By Hand

Card Number *

Expiration (MMYY)

Q W E R T Y 7 8 9
 A S D 4 5 6

 Cancel  OK

The main functionality of Dinerware Gifts Cards remains unchanged and continues to adhere to the documentation already available on the Dinerware Portal. Detailed information about the process changes for the new native Gift Cards is also available on the Dinerware portal.

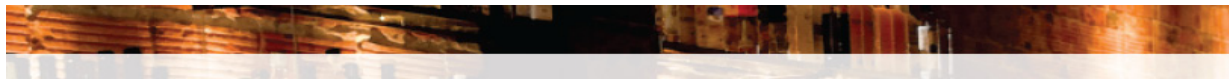
Menu Programming

The single most important task for restaurateurs and dealers is the set up of the menu. This should be done to reflect both the type of restaurant and the most efficient workflow within that specific restaurant. Unfortunately, this can be time-consuming and is often rushed at the last minute, which means that it may not be done in the most effective manner. This results in a restaurant unable to get the most out of their Dinerware system with regards to the speed of order entry, reporting capabilities, and general ease of use. With this in mind, Dinerware 3.3 introduces new features that make menu building significantly faster through the User Interface.

Save As New for Choice Sets

Historical versions of Dinerware offer a Save As New Item function for menu items. This allows a user to program several similar menu items without the need to repopulate every field in the Menu Item Setup screen. Dinerware 3.3 has added the Save As New to Choice Sets. Since Menu Items, Choices, and Choice Sets comprise the bulk of menu data to be entered through the User Interface, this should markedly reduce the amount of time it takes to program a menu.

The image on the next page shows a Dinerware screen shot with the Save As New button on the lower right of the screen.



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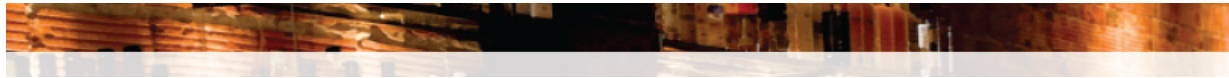
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Reporting Changes and Additions

Reporting is a key feature of a POS system. The ability to account for total sales, revenue, taxes, item sales, voids, discounts, payroll, and other aspects of restaurant management is instrumental to run a successful business. The extensive array of reports in Dinerware is designed to address varying restaurant types, accounting preferences, and restaurant managerial styles. These reports are in constant evolution. Customer feedback sometimes results in changes made to existing reports. Market demand or in-house innovations also sometimes result in new reports. Dinerware 3.3 has overhauled several historical reports and added some brand new ones.

Credit Batch Detail

Since the release of Dinerware 3.2, one of the most frequently requested reports is the Credit Card Batch Detail report. Many merchants that migrate from external credit card processing devices are accustomed to what is referred to as a *batch report*. This report lists each credit card transaction that has been processed and batched as a line item with aggregate totals at the bottom. The Credit Batch Report is a Dinerware Flex Report, which allows the user to save the alterations made with common spreadsheet tools. Flex Reports also allow the user to choose the display format that best fits their needs. This powerful



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report monitors batch and deposit totals. If a specific transaction needs to be investigated or adjusted, the Credit Batch Report is an easy way to locate it.

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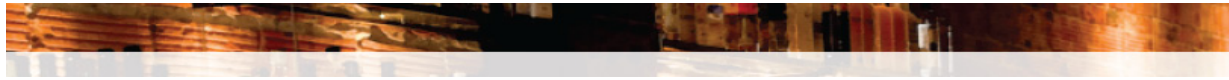
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Payment Time	Ticket...	Trans...	Card Type	Last 4	Payment Amount	Tip Am
6/26/2012 8:15 AM	196557	232889	MasterCard	7047	\$23.00	
6/26/2012 8:33 AM	196559	232892	VISA	1195	\$10.91	
6/26/2012 8:33 AM	196560	232893	VISA	5459	\$12.05	
6/26/2012 9:13 AM	196564	232897	Amex	2006	\$27.12	
6/26/2012 9:16 AM	196561	232898	VISA	7546	\$14.95	
6/26/2012 9:47 AM	196562	232906	MasterCard	2310	\$47.64	
6/26/2012 9:48 AM	196569	232907	VISA	8938	\$19.71	
6/26/2012 10:02 AM	196574	232911	MasterCard	8059	\$22.41	
6/26/2012 10:02 AM	196571	232912	MasterCard	3967	\$27.48	
6/26/2012 10:08 AM	196572	232917	VISA	0043	\$34.59	
6/26/2012 10:22 AM	196576	232920	MasterCard	6695	\$14.23	
6/26/2012 10:23 AM	196575	232921	VISA	6523	\$26.98	
6/26/2012 10:41 AM	196568	232926	Amex	1003	\$11.86	
6/26/2012 10:54 AM	196581	232931	Amex	1000	\$11.86	
6/26/2012 10:59 AM	196584	232935	VISA	2404	\$21.10	
6/26/2012 11:02 AM	196593	232936	VISA	6536	\$22.81	
6/26/2012 11:04 AM	196585	232937	VISA	1221	\$16.12	
6/26/2012 11:08 AM	196578	232939	VISA	9543	\$43.82	
6/26/2012 11:16 AM	196582	232943	VISA	6900	\$30.79	
6/26/2012 11:17 AM	196587	232945	MasterCard	4176	\$23.89	
6/26/2012 11:17 AM	196588	232946	VISA	2472	\$27.09	
6/26/2012 11:18 AM	196594	232947	VISA	1832	\$19.00	
6/26/2012 11:24 AM	196591	232951	MasterCard	5543	\$43.42	
6/26/2012 11:39 AM	196599	232957	VISA	4343	\$15.76	
6/26/2012 11:43 AM	196600	232959	MasterCard	0306	\$29.15	
6/26/2012 11:46 AM	196598	232962	Amex	1007	\$47.91	
6/26/2012 12:09 PM	196595	232967	VISA	8822	\$21.77	
6/26/2012 12:16 PM	196606	232968	Discover	6572	\$30.49	
6/26/2012 12:33 PM	196597	232976	VISA	6988	\$43.25	
					Payments: \$3,848.66	Tip

Credit Detail – Unsettled

Similar to Credit Batch Detail report, the Credit Detail - Unsettled report lists information for the individual transactions that have not yet settled. This offers a quick means of locating a transaction. If a customer was overcharged and the ticket closed, for example, this is a quick and easy means of locating the Ticket ID number. The transaction can then be reopened and adjusted, along with the credit card payment.

The next page shows a screen shot of a sample Credit Detail - Unsettled report.



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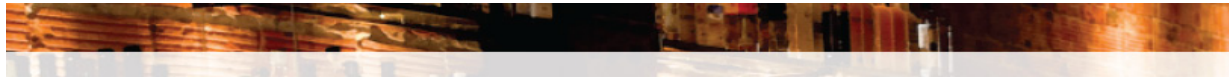
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The screenshot displays the 'Credit Detail - Unsettled' window in Dinerware 3.3. The main area shows a table of transactions for a batch of 704 items. The table columns include Payment Time, Ticket number, Transaction number, Card Type, Last 4 digits, Payment Amount, and Tip Amount. The data spans from 6/20/2012 8:36 AM to 12:59 PM, listing various card types like MasterCard, Amex, Discover, and VISA. At the bottom of the table, it shows 'Payments: \$21,537.91' and 'Tips:'. To the right of the table is a 'Column Formatting' panel for the column named 'dt_when'. This panel allows users to set the title to 'Payment Time', choose a format (currently 'Short Date, Short Time'), set a width of 125, and select column order and alignment. There are also options for grouping, summaries, sorting (Ascending, Descending, None), and filter modes (Match All (AND), Match Any (OR)). Buttons for 'Save', 'Print', and 'Export' are located at the bottom right of the interface.

Restaurant Financial Overview Weekly Snapshot

Dinerware 3.2 saw the addition of the Weekly Commitment Report. This report was custom-developed for the needs of a specific site, so the terminology used on the report did not mirror that of other Dinerware reports. The Weekly Commitment Report has proven useful to many merchants, so this led to the creation of the RFO Weekly Snapshot report. By employing standard Dinerware verbiage and labels, the new report is more intuitive for users already familiar with Dinerware reporting.



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Restaurant Financial Overview Weekly Snapshot		Dev Test License						
Parameters: 6/1/2012 4:00:00 AM#7/1/2012 4:00:00 AM		Printed: 7/11/2012 11:20:52 AM						
Date Range: 6/24/12 to 6/30/12	6/24/12	6/25/12	6/26/12	6/27/12	6/28/12	6/29/12	6/30/12	WTD
	SUN	MON	TUE	WED	THU	FRI	SAT	
Sales & Transactions								
Net Sales								
Gross Sales								
Beverage	1001.25	293.50	271.70	283.35	275.55	.00	.00	2125.35
Food	5496.79	1515.68	1410.98	1430.08	1618.93	.00	.00	11472.46
Total Gross Sales:	6498.04	1809.18	1682.68	1713.43	1894.48			13597.81
Discounts								
50% Off	.00	.00	-5.62	.00	.00	.00	.00	-5.62
Buy One Get One Free	.00	-66.20	-91.64	-71.45	-83.88	.00	.00	-313.17
Employee - 50 Percent	-39.56	-5.59	-.97	-10.49	-12.06	.00	.00	-68.67
KEN COMP	-106.40	.00	.00	-8.75	.00	.00	.00	-115.15
Kids Eat Free!	.00	-37.50	-45.25	-49.00	-107.75	.00	.00	-239.50
MGR COMP	.00	.00	-11.50	-8.75	.00	.00	.00	-20.25
Military Discount	-3.19	.00	.00	.00	.00	.00	.00	-3.19
Server Error	.00	.00	-28.90	.00	.00	.00	.00	-28.90
Total Discounts:	-149.15	-109.29	-183.88	-148.44	-203.69			-794.45
Total Net Sales:	6348.89	1699.89	1498.80	1564.99	1690.79			12803.36
Cash Drawer Withdrawals								
Cash Out								
SAFEWAY	-13.99	.00	.00	.00	.00	.00	.00	-13.99
Total Cash Out:	-13.99							-13.99
Total Cash Drawer Withdrawals:	-13.99							-13.99
Taxes								
Sales Tax								
Sales Tax	551.71	146.17	128.87	134.62	146.71	.00	.00	1108.08

Above is an example of the RFO Weekly Snapshot report. It lists net sales, gross sales, sales by Revenue Class, discounts, cash drawer operations such as cash in/out and over/short, and transactions by tender type. These can be shown on a day of the week basis for a specific or relative date range. Merchants can use these to compare sales from one day of the week to another, and no longer need to run several RFOs for those individual days separately. This report also provides an easy way to compare those sales over longer periods of time.

Summary

All of the new features in Dinerware 3.3 are designed with the user in mind. They have been crafted in accordance with the Dinerware design principle to focus on an easy, intuitive experience for the user. Go to the Dinerware Portal for more information on these new features under [Dinerware 3.3 Documentation](#).