

## New Features FrontRest 2013 Service Pack

This document has the main aim of explain new features of FrontRest 2013 Service Pack, TeleComanda and ICGManager.

### FrontRest

#### Delivery

- **New operational use Delivery.** Until now, the order was taken by phone and is totalized immediately. If the client calls again to modify the order, it was necessary to modify the ticket from the sales summary and notice the kitchen with the changes.

Now, after taking the order by phone, you can click on "Wait" button and it is printed to kitchen. If the client calls again to modify it, you can search the order with the button "Delivery Wait" or from Delivery button, and add or remove the items. These modifications will be sent to kitchen.

When the order is ready, it appears on delivery screen, available to be totalized and delivered.

- **Multiple addresses by client.** It is possible to create several addresses for each client, since in delivery, a client can call from his home, from his office... all these addresses are saved in his file.

When you click on "Delivery" button, type the client's phone number and if it is already created because this client already exists, system will show his address by default and it will be possible to scroll down other addresses or create new ones.

- **Send email automatically when the order is being delivered.** FrontRest sends an email to client indicating that his order is being delivered. This email is sent automatically when the delivery man is assigned to the order.

- **Delivery areas associated to ZIP code.** You have to create delivery areas (area 1, area 2...) and associate them to each ZIP code (08080, 08081 = area 1; 08082 = area 2...).

When you create a new client, when typing its zip code, system assigns automatically its area

When delivery man assign delivery, he can select quickly all orders of area 1, for instance.

- **Incidence reasons.** You can create incidence reasons that could have a delivery order (wrong address, late delivery, not answered...). User select this order from *Delivery* button and sends it to *Incidence* status, then the system asks automatically the reason. Afterward, it is also possible to credit ticket.

- **Allowances by employee for Delivery status.** You can create Delivery status as user allowances, in order to allow a delivery man to select only a status, avoiding to assign incidence status.

- **Service types filter in delivery screen.** In delivery screen, where delivery man is assigned to orders, there are also displayed orders to be consumed in the local or to be picked up. It is possible to create a filter to show one or the other.
- **Improvements in Call Center Delivery.** After taking the order, system asks for the payment type, and in this moment, user can say the total amount. User selects the payment type and sends the order to nearest establishment automatically.
- **Service charge and tip.** Service charge is established and tip for all delivery orders, in order to when delivering an order will be total amount + service charge and tip (optional).
- **Clients' address enlargement.** From "Delivery" button, is shown the client's address, which field has been enlarged for long addresses.
- **Preparation times and Delivery Report.** New available report to show preparation and delivery times.
- **Delivery Report.** New report available in "Reports" button that indicates number of deliveries done by each delivery man and the amount, showing total amount for all them.
- **Delivery by area Report.** New report available in "Report" button that indicates the number of deliveries done in each area, discriminating assigned and delivered orders (To check incidences). Report shows total amount for all deliveries.
- **New employee allowance to generate credit in incidences.** In case that there is an incidence in a delivery, (For instance, client rejected the order due to it has taken too long) it is possible to credit this ticket. To do that, employee must have enabled permission **Generate incidence refund**

## Tables

- **New options Split Tables & Join Tables.** In tables screen, you can add these 2 buttons in order to join several tables. This feature is necessary when there is a group or reservation for several covers and it is necessary to join tables.

Tables are not graphically joint, they keep the same table number.

When totalizing the order, tables will keep joint, and it is necessary to click on Split table button to separate them.

## Kitchen printing

- **Item Free fields printing.** From this version, item free fields type "character" are printed in kitchen order. This option is implemented to indicate information of a product to cooker, for instance, the receipt or the way of preparing it.

You must create free fields and filled in **ICGManager**.

## Reports

- **New *Delivery Reports* tab.** Delivery reports will be located in this new tab. Therefore all Delivery reports are moved from the *General* tab.
- **New report that shows average time of products preparation.** The report Average Time of Attention is located in the button "Charts". This report shows average times of taking the order, prepare products and collect the ticket.  
It is necessary to have OrderScreen to get results with this report because it is necessary to cookers indicate that they have finished preparing products.
- **Sales with line discount.** This report shows sales done with discount in header. Henceforth, you can also see discounts for each item in sale document.

## Sale

- **Parties.** Parties management for discos. You can create N parties and print tickets with barcodes from the application.
- **Shortcut to totalize with keyboard.** From sale screen, when clicking on **Alt + T**, sale will be totalized and system will show the payment types screen.
- **Billing periods Block.** User will not be able to modify, credit a sale document neither repeat a cash count if this document or cash count is blocked. Block is sent from ICGManager, because from Fronts configuration you can indicate that it won't be possible to modify data previous to X days.  
A new employee permission called *Allow to modify previous data* is created. If it is enabled, employee will be able to modify data although this restriction is active.
- **New payment types rounding.** We create rounding with endings 0, 5,10, 15...
- **Link with SIPAY.** You can sale with credit card through this company, instead of Servired data.

## Purchase

- **Filter items by supplier in orders and Del. Notes.** When creating an order or Del. Note and select supplier, when adding an item it will appear the items selection. In this selection it appears new button *Supplier*, that allows to show only items from this selected supplier, in order to be displayed only items from this supplier avoiding purchase to other supplier.

## Configuration

- **Seller in the line of the sale document.** It is possible to add the seller description in a design of a sale document in order to client can check the seller that has taken the order of each product.
- **Consume recalculation.** It is possible to recalculate consumes generated by all sales done. This option is available in Configuration (F10)– *Advanced – Uses*.
- **Amount of a modifier of a menu in sale document.** System will print the amount of a modifier of a product sold in a menu. In the sale document design, there is an option *Modifiers – Print only with price increasing (Menus Included)*.

## Others

- **Bigger alphanumeric keyboard.** We have enlarged the alphanumeric keyboard in *Sections, Sections-Items*, items selection, item file and clients selection.

## International

- **Charter validation and RUC in Ecuador.** When creating a new client, system checks if the charter and RUC of the client are correct.
- **SAFT export version 1.0.3 in Portugal.** SAFT exportation adaptation in Portugal.

## ICGManager

### Fronts

- **Billing periods block.** User won't be able to modify, credit or repeat a cash count if these documents are blocked. Block is sent from ICGManager, from *Fronts – Fronts – Properties – Don't allow to modify data previous to xxx days*.

### Item

- **New formats configuration for drinks.** It appears a new tab *Formats in the item file*, that shows all formats of an item (shot, cup, mixed...).

In *Purchase* column, enable the format that you use to buy, in this way, when you make a Purchase Del. Note/Invoice from ICGManager, an item is loaded with this format (you can change format from Del. Note by clicking on F6 in *Format* column).

In *Sale* column, enable the format used to sell, in this way when creating a Sale Del. Note/Invoice from ICGManager, item is loaded with this format (you can change format from Del. Note/Invoice by clicking on F6 in *Format* column).

- **Modifiers selection improvement.** We have added a column *Code* in the modifiers selection from the item file – *Hospitality – Modifiers*. Modifiers groups are sorted by code. Equally, they can be sorted by description clicking on the title of this column.

## Statistics

- **New report *Study Menu Evolution (Point of Sale Analysis)*.** It detects less sold products depending on covers in order to replace them for new ones.

System shows units sold of all items in menus.

It also shows ratio between covers and units sold. This value can be configured with a specific color, in order to when running the report, user will detect which items do not accomplish with the ratio. These products will be the ones that you have to replace.

## Other

- **Automatic SETS cost recalculation.** We have automatized sets costs recalculation, from *Settings – Process programming*.

This option allows to recalculate automatically them each X days or in a specific day of the week.