

giveX[®] POS

POS Release Notes
June 9th, 2021

June Release Notes

On June 9th, 2021, the following new features and enhancements will be available on the Givex Portal. They will be available on Givex POS on June 10th. We recommend speaking with your Implementation Specialist before making any changes on the day of the release. Please refer to Givex's release notes for more details.

General Point of Sale Updates

User Experience Updates

NEW – Redesigned Open Orders Screen

This exciting new enhancement redesigns the Open Orders screen offering up to 4 ways of viewing your orders, it improves navigation between types of orders and allows you to view all open orders, across sections, with a single button push.

Key features include:

- Setup Default Views by Position.
- Configure up to 3 additional Optional Views by Position which the user can flip between.
- Scan to Retrieve an Order from the Open Orders Screen.
- Filter Orders by Status.
- Real-Time Search to lookup orders.
- Redesigned layout makes it easier to start new orders or tables.
- Easily Switch between Sections.

What you need to know:

- **The new settings are disabled by default at the Position Level, until configured, your operators will function as they do today with the existing screen and workflows. Please work with your implementations specialist after the release to determine the best views for your operation and upgrade positions accordingly.**
- The feature works best when mapping Screens to Departments, coordinate this with your implementation specialist for optimal results.
- No changes were made to the Store Layout screen, Store Layouts work in conjunction with the upgraded open orders views when switching sections.

Figure 1 – Depicted below is the new Column View option for Open Orders, each Section is displayed as a column, this user has access to Single Section, Column and List Views as is depicted under the View As option on the right.

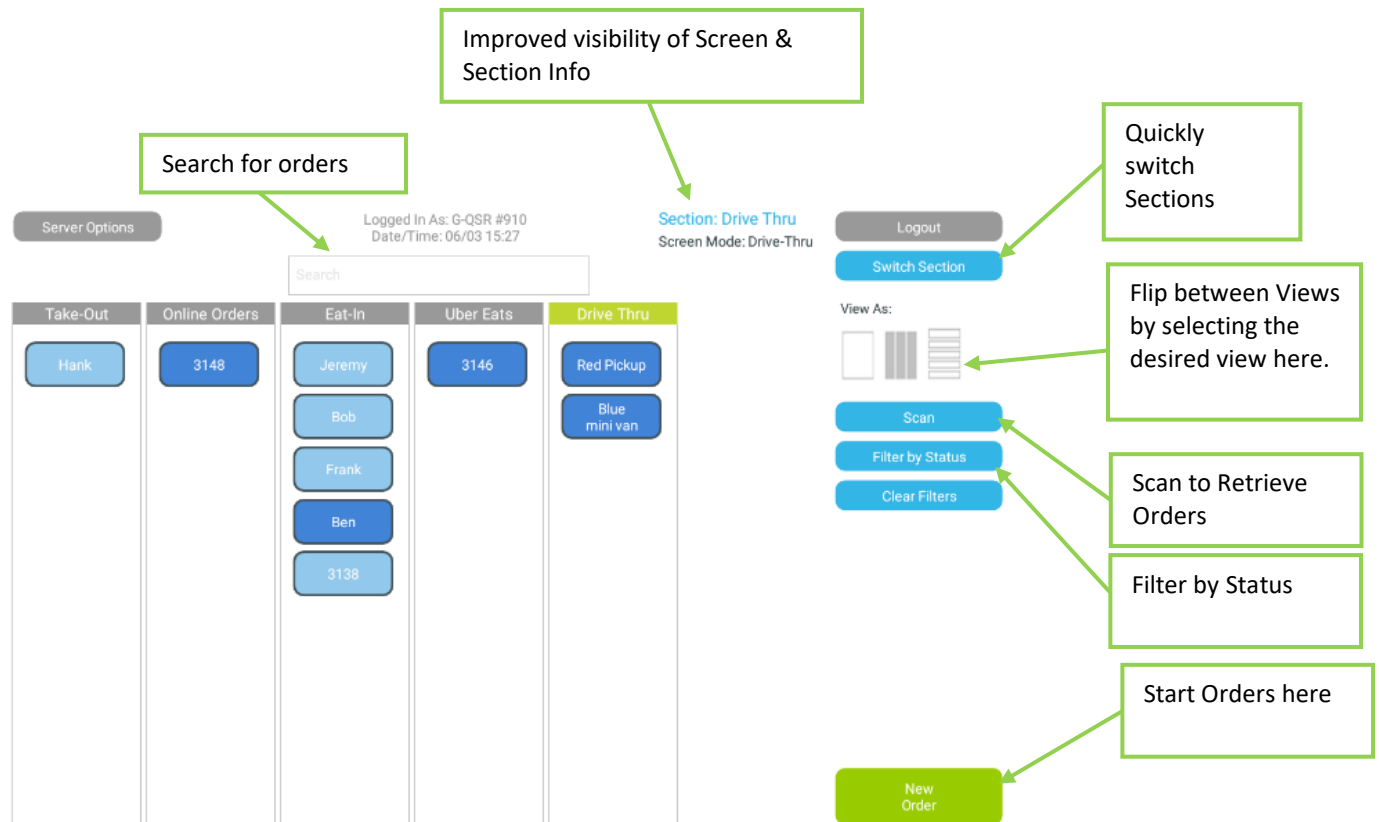


Figure 2 – List view resembles the existing Tables/Tabs/Orders Overview screen, however is now integrated into the Open Orders screen as an optional or default view.

Section

Table #/Tab

Description

Seats

Server

Time

View As:

Scan

Filter by Status

Clear Filters

New Order

Server Options

Logged In As: G-QSR #910
Date/Time: 06/03 15:28

Section: Drive Thru
Screen Mode: Drive-Thru

Logout

Switch Section

Section	Table #/Tab	Description	Seats	Server	Time
Drive-Thru	Blue mini van	Blue mini van	1	G-QSR #910	00:06:27
Online Orders	605		1	G-QSR #910	00:16:22
Drive-Thru	Red Pickup	Red Pickup	1	G-QSR #910	00:18:33
UberEats	3146	3146	1	G-QSR #910	00:19:22
Take-Out	Hank	Hank	1	G-QSR #910	00:24:47
Eat-In	3138		1	G-QSR #910	00:36:19
Eat-In	Ben	Ben	1	G-QSR #910	00:44:21
Eat-In	Frank	Frank	1	G-QSR #910	00:44:40
Eat-In	Bob	Bob	1	G-QSR #910	00:44:54
Eat-In	Jeremy	Jeremy	1	G-QSR #910	00:45:23

Figure 3 – Single Section View matches the existing experience, but with the added benefits of the unified screen experience and added features.

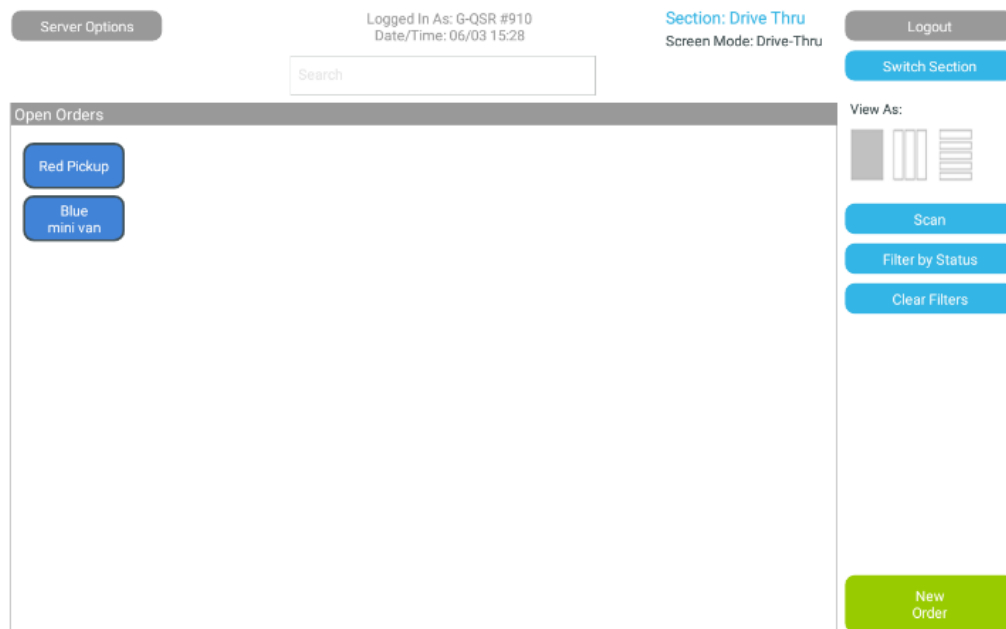


Figure 4 – In Full-Service settings Store Layouts work alongside the new views, users can select the Table View icon circled below to flip to Store Layout (if configured) or Table Menu and Switch Section can be utilized to navigate back to other types of orders.

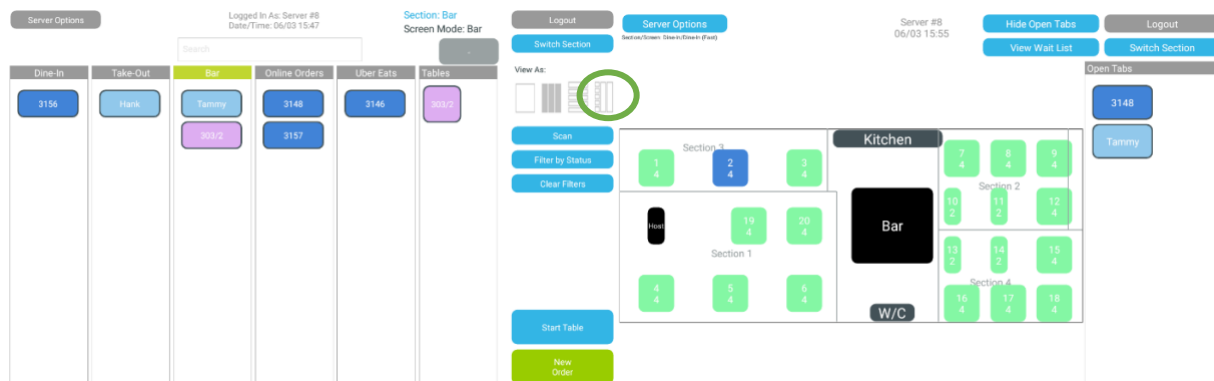


Figure 5 – On the left is what you can expect to see for your existing Positions after the upgrade. Your positions will include options to set Default Views and Available Views. It's recommended to find the best Default View for your users and set this across screen types as is depicted on the right (i.e. Single, List or Column View for all Screens).

Position

Position:

Active: ☒

Tips declaration: ☐

External Reference:

Inactivity Timeout:

Permission Group:

Position Group:

Available Screen Modes

Screen Mode	Default Screen Mode	Default View
Drive-Through: <input checked="" type="checkbox"/>	<input type="checkbox"/>	Select View
QSR: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Select View
Take-Out (RS): <input checked="" type="checkbox"/>	<input type="checkbox"/>	Select View

Available Views for Open Orders

Table: ☐

Single Section: ☐

Column: ☐

List: ☐

Position

Position:

Active: ☒

Tips declaration: ☐

External Reference:

Inactivity Timeout:

Permission Group:

Position Group:

Available Screen Modes

Screen Mode	Default Screen Mode	Default View
Drive-Through: <input checked="" type="checkbox"/>	<input type="checkbox"/>	Column
QSR: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Column
Take-Out (RS): <input checked="" type="checkbox"/>	<input type="checkbox"/>	Column

Available Views for Open Orders

Table: ☐

Single Section: ☒

Column: ☒

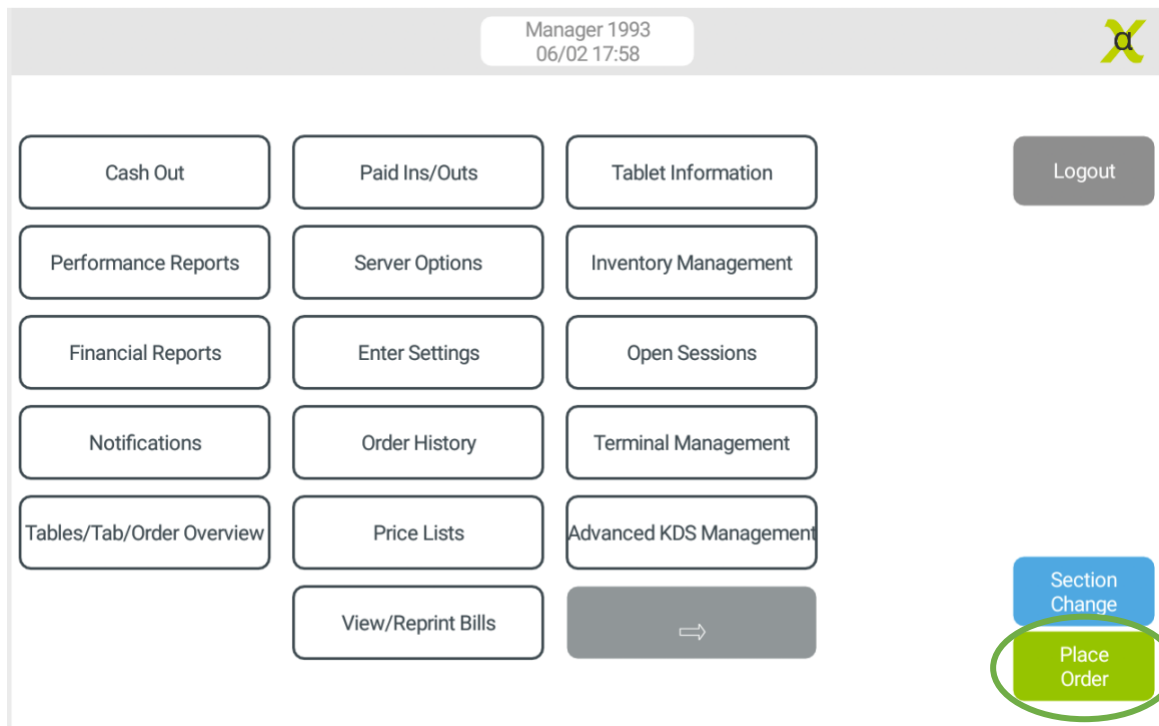
List: ☒

NEW – Easily Start New Orders from the Managers Screen

We have made it easier for managers to start an order directly from the Managers screen.

Instead of searching for the “Place Order” button on the Managers screen, managers can now find the button in the bottom right-hand section for ease of access.

Figure 6: When logging in as a manager, Place Order button is now located on the bottom right



Combos

NEW – Quantity Combos

We are introducing a brand-new type of Combo for Givex POS! Today, we offer the ability to setup Standard Combo's with multiple groups of choices to build your Combo by selecting one Item option from each group, or you can create Dynamic Combo's where the system looks at an array of like Combo's and automatically upgrades the type of Combo based on the choices being made by the operator. With Quantity Combo's you can now set a required Quantity by Group, allowing merchants to create highly complex Combo's with far fewer groups. You can even create a combo with a single group.

On Portal, you will see that your existing Combo's are now either set as Standard or Dynamic Combos. When setting up a new Combo on Portal, simply select the new Combo Type field and choose "Quantity" then continue building your Combos with the main item group and secondary item groups. Under each of the item groups, you can specify the quantity of items required to build the group.

Note: Quantity Combo's only work as 'On Demand' Combos where the user selects the Combo by name on the POS and steps through choice making.

Figure 7: Set the Combo type as Quantity when creating the combo on portal

Active: ☒

Combo Type: Quantity

Combo Name: Beer Bucket and Sides (English)

Combo Production Name: [Click here to add](#)

Combo Button Name: [Click here to add](#)

Combo Display Name: [Click here to add](#)

SKU Code: QTYCOMBO

Item Code: ?

Contains Alcohol: ☐

Expected Cost: 1.0

Guest Equivalency: 1.0

Calorie Count: 2000

Category: COMBOS

Sub category: Combos

Display Category [Add Display Category](#)

Figure 8: When setting up item groups, specify the quantity required for the item group. This feature makes combo creation much easier and faster now.

Main Item Group

Required Quantity: 6

Linked to Item Group: Beer (Bottles & Draughts) [Remove Item Group](#)

Add price to combo: ☐ Report price separately: ☐

Position	Items
1	Bud (341ml)
2	Bud Light (341ml)
3	Busch
4	BTL - Blue
5	BTL - DOS Equis (341ml)
6	Canadian (341ml)
7	CLR - Sm Wild Grape
8	CLR - Smirnoff Ice
9	BTL Blue

Figure 9: When punching the combo on Givex POS, operators are notified about the number of choices they will need to select in each item group. In the below example, six beers are required from this group.

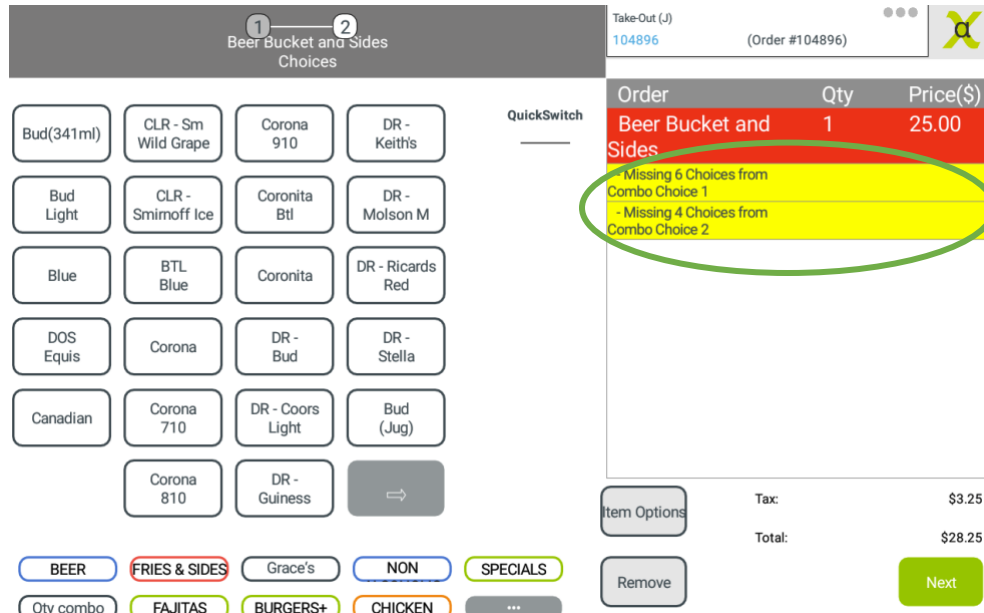
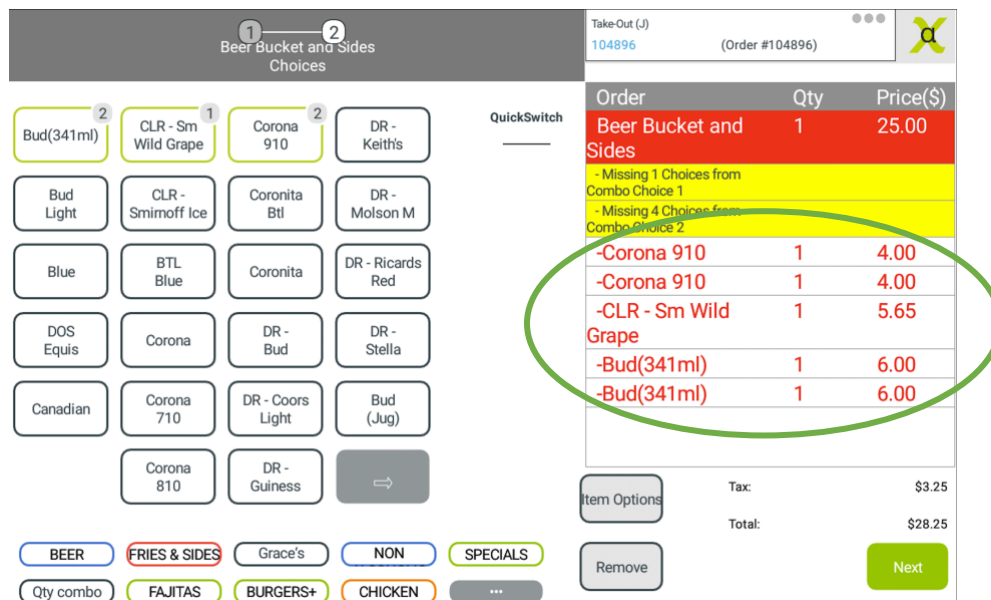


Figure 10: Operators can continue to select the different beers. Once selected, operators will move to the second item group.



When selecting the different item choices from an item group, operators can also long press a particular choice to enter the quantity. In the above example if a customer would like 6 units of Bud (341 ml), operators can simply long press Bud (341 ml) in the above screen and enter 6 units. This will save considerable time instead of operator needing to press Bud (341 ml) 6 times.

Service Charges

NEW – Configure Service Charge by Sales Department and Subcategory

With this new functionality, service charges can be configured such that they are only applicable to certain departments/revenue centers. Each department/revenue center can be setup with its own service charge percentage.

This new feature will be beneficial for hotels have multiple revenue centers in a property such as a restaurant, room service and banquet hall and would like to configure a different service charge for each of these revenue centers.

Security

NEW – Track changes to Positions

This new functionality adds improved visibility into who has made changes Positions, Positioning Templates or Price Lists on Givex Portal.

Figure 11 - At the bottom of pages you will see who last modified the page, and when, and if you click View Details you will be able to see the history of changes having been made.

Position

Position:

Active: ☒

Tips declaration: ☐

External Reference:

Inactivity Timeout:

Permission Group:

Position Group:

Available Screen Modes

Screen Mode	Default Screen Mode	Default View
Drive-Through: <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Select View"/>
QSR: <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Select View"/>
Take-Out (RS): <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Select View"/>

Available Views for Open Orders

Table: ☐

Single Section: ☐

Column: ☐

List: ☐

Last modified by graham_beta at 2021-06-03 15:18:59-04 - [View Details](#)

Note: This feature applies only to new changes from June 9th 2021 on.

NEW – Improve visibility of Training Transaction Activity on Givex POS

We have improved visibility of Training Orders so that identifying whether an order is associated with a Training Operator is easy and automated! Any order that is placed on the Givex POS using a training operator will have *****TRAINING***** clearly labelled on production chits, KDS screens and the corresponding customer receipts. Easily search and report training transactions from the Givex Portal using the Operator Audit report.

Figure 12 – Training transactions are flagged in Orange on all KDS screens

Expo KDS		Rush Order		Produced Orders	Options
Item Count Summary	Tab #3161	Tab #3157	Table 19	Table 19	
2 BBQ Bacon Burger	Take-Out	Take-Out	Dine In Order	Dine In Order	
2 Baked Potato	Online Order	Online Order	Server-Training #404 - 17:09 - 1:01	Server-Training #404 - 17:10 - 0:16	
1 Angus beef burger	Order Type : Pickup	Order Type : Pickup	***TRAINING***	***TRAINING***	
1 1/4 Chicken	Online Order ID : 400011864	Online Order ID : 400011862	***** 1 *****	***** 1 *****	
	First Name : Betty	First Name : Graham	1 BBQ Bacon Burger	1 Angus beef burger	
	Last Name : White	Last Name : Campbell	- Well Done	- Rare	
	Pickup Date : 2021-06-03	Pickup Date : 2021-06-03	- Baked Potato	- Pickles	
	Pickup Time : 16:20:00	Pickup Time : 16:05:00	- Butter		
	ONLINE ORDERS #100 - 16:00 - 1hr+	ONLINE ORDERS #100 - 15:45 - 1hr+			
	1 1/4 Chicken	1 BBQ Bacon Burger			
	- Mango & Lime	- Med Well			
		- Baked Potato			
		- Butter			

Figure 13: Training flag clearly visible on production, dispatch and expo chits

```

*** DISPATCH ***
2021-05-05 10:53:21
ORDER # 11274
TABLE # 975
SERVER: Server 3

***** TRAINING *****

***** 1 *****
1 - BEEF RIB STEAK 14oz
  - Medium Rare
  - CW Fries
  
```

```

*****
(1 of 1)
2021-05-05 10:53:21
ORDER # 11274
TABLE # 975
SERVER: Server 3

***** TRAINING *****

***** 1 *****
1 - BEEF RIB STEAK 14oz
  - Medium Rare
  - CW Fries
  
```

```

*** EXPO ***
2021-05-05 10:53:21
ORDER # 11274
TABLE # 975
SERVER: Server 3

***** TRAINING *****

***** Main *****

***** 1 *****
1 - BEEF RIB STEAK 14oz
  - Medium Rare
  - CW Fries
  
```

Inventory

NEW - Recipe Cost Analysis

We have added a new Inventory Report to allow for easy Recipe Cost Analysis. The report allows merchants to determine the cost and recipe make up of items on Givex POS when using inventory.

The report shows average or expected cost of an item based on time filter. For items with recipes, it shows the summed-up cost of all ingredients and also shows the corresponding recipe ingredients with quantities, unit of measures and cost per ingredient. This report can be used by merchants to review the cost of each item on the menu based on the cost of the associated recipes. This information can be used to identify bad or missing recipes.

Did you know? You can actually find this information today by item if you press on the (?) next to your average cost on the Item pages.

Figure 14: Below report shows the items and their corresponding recipe configurations including ingredient cost, ingredient quantity and unit of measure. The main item is identified by ITEM label and the recipe ingredients are displayed below the main item in the report. In the below example, Dark Chocolate Cupcake item's recipe is Cake Batter and Cocoa Powder.

Outlet ID	Item Type	Item ID	SKU Code	Item Name	Cost	Ingredient Quantity	Unit
65659	ITEM	400009638	432155	Dark Chocolate Cupcake	1.5		Each
		400009636	432153	Cake Batter	0.5	100.0	Gram
		400009637	432154	Cocoa Powder	1.0	50.0	Gram
65659	ITEM	400009640	432158	Vanilla Cupcake	0.5		Each
		400009636	432153	Cake Batter	0.5	100.0	Gram
		400009639	432157	Vanilla extract	0.0	20.0	milliliter
65659	ITEM	400010018	4500301	Cataplana Sauce	0.03		Each
		400010019	A100356	Green Pepper - whole	0.03	0.007	Kilogram
		400010020	A100314	Tomato Paste Contadina	0.0	0.0004	Kilogram
65659	ITEM	400007423	4545	Nando's 1/4 Chicken - CORE	10.07		Each
		400007992	7889001	Lemon & Herb Basting Sauce 10L	0.08	0.02	liter
		400007991	7888000	Whole Chicken (4 per Bag)	4.66	0.25	Each
		400007993	7889002	Cutlery	0.08	1.0	Each
		400007999	7888001	Mild Sauce Packet	0.51	3.0	Each
		400007992	7889001	Lemon & Herb Basting Sauce 10L	0.08	0.02	liter
		400007991	7888000	Whole Chicken (4 per Bag)	4.66	0.25	Each

Merchants can also use the below checkboxes to get details on items without recipes and sellable items in the database.

Figure 15: Below filters can be used to report on items without recipes and sellable items

Show Items Without Recipes: ☒

Show Sellable Items: ☒

NEW – Additional columns to the Shrinkage Report

The shrinkage report is now updated to show the below three fields –

1. Category Group
2. Category
3. Subcategory

Shrinkage report could be used by merchants to identify any potential inventory issues that are occurring or are unexpected. With these additional columns, the issues can be identified based on product category group, category and subcategory.

When running the Shrinkage report, you can select the Detailed Report mode to select the additional fields required on the report.

Figure 16: Report mode filter when running the Shrinkage report

Report Mode: ☐ Summarized ☒ Detailed ☐ Period Summary

- ☐ **Select/Deselect All**
- ☐ Sub category
- ☐ Category
- ☐ Category Group

Submit

NEW - Ability for Sysco to replace items in the Receiving Order if original item is unavailable

This new functionality allows for the Sysco integration to be more rigid. In certain scenarios, if the item ordered by the merchant in the original purchase order is unavailable, Sysco can now simply replace the unavailable item with a different item and send the receiving order back to Givex.

Givex will process the receiving order with the replaced item.

NEW - Ability to Update Received in UOM for items with recipes

Previously we did not support changing the received in unit of measure for an item that has recipes associated with it. We have upgraded the system to allow for this scenario which will reduce time and effort when a received UOM changes.

Online Ordering**NEW - Print receipt as soon as an online order is pushed to POS**

In our quest to optimize operations and augment Givex POS's Online Ordering capabilities we have added a new feature, which if enabled, will immediately trigger production and closure of fully paid online orders.

With this new feature enabled an order placed for pickup, delivery or dine-in right away will arrive at the POS, produce and print the associated customer receipt on average within less than 15 seconds! This feature also speeds up time to produce when the order is not fully paid but the order will not automatically be closed without full payment.

The feature can be enabled by order type under the General Settings section of your Online Ordering settings page.

Figure 17 – The new feature is highlighted with options to enable by Online Ordering Order Type.

Enable special (cooking) instructions: ☒ ⓘ

Maximum search distance allowed: Km ⓘ

Interval to close fully paid orders after production: Minutes ⓘ

Close Order Immediately: ☒ PickUp ☒ Delivery ☒ Dine-In ⓘ

Print customer receipt when the order is auto-closed: ☒ ⓘ

Submit Type: ⓘ

Submit Duration Type: ⓘ

Duration Setting: Minutes ⓘ

Threshold amount: ⓘ

Last order cut-off time: ⓘ

Operator: ⓘ

Section: ⓘ

Send submit e-mail: ☒ ⓘ

List of e-mails: ⓘ

NEW - Audible notifications for Online Orders regardless of screen the operator is on!

We recently developed functionality where tablets would sound when an online order arrives at the POS, however, that functionality had a limitation that the operator must be on the Online Order/Scheduled Orders screen to hear it.

With this new enhancement you can now choose any tablet or tablets (including KDS tablets) to sound the New Online Order audible notification every time an online order is received at the location. The tablets do not need to be on the online/scheduled orders screen for the notification to sound but the screen must be on.

Figure 18 – On the Online Order Settings page you can now specify which devices you would like to sound an audible notification at the time when a new Online Order arrives at your POS.

General Settings

Enable audible notification for new online orders: ☒ ⓘ

Enable new online order notifications for specific tablets (on any screen): ⓘ

239460: KDS Operator Tablet Qingfeng 22": 519aad90d491ac4a
216527: KDS Store - Bar: 178394499a540b64
216524: KDS Store - Fryer: 1b6a7e87acd5ad1c
216525: KDS Store - Grill: 5a42371a0836c955
216526: KDS Store - Headline: ea75adc1ca2caa78
216522: KDS Store - Operator Tablet: d93dc2e719299685
248423: KDS Tiqer Device
216523: Kitchen Expo: d35c46af0a0a7dcc

Enhanced Rapid Stream Capabilities

With this release we launch an upgraded Rapid Stream version with improved stability and the ability for the solution to self-heal and restart automatically in the unlikely event that it fails. Givex's Rapid Stream technology is what gets Online Orders to the POS in an average time of less than 15 seconds. Prior to this if Rapid Stream failed then our 3-minute synchronization would take over which could delay the receipt of orders to the POS.

NEW - Deploy Multiple Concept Specific Givex Progressive Web Apps (PWAs) under the same Merchant

In the past year we have seen a massive interest in testing new concepts and Ghost Kitchens. Givex prides itself on innovating to solve complex business challenges like this and as a result we have been developing tools to improve our merchants' abilities to test new concepts and brands with relative ease.

With this release, we realize that initiative by not only allowing you to create different menus for different concepts to be launched on 3rd party online delivery platforms but also allowing you to connect these menus to your own unique and brand specific Givex Progressive Web Apps. Customer's ordering will have the full experience of your specific new brand or concept in terms of the App look and feel, menu and email notifications while keeping the customer under one merchant in the Givex Database and allowing orders to flow directly into existing locations or Ghost Kitchens.

Givex Progressive Web App (PWA) * Recently Added *******NEW – Category, Subcategory and Item List Redesign**

The new redesign of Givex's PWA user interface to support vertical scrolling of category, subcategory and items makes the user experience much more visually appealing for clients and customers.

Figure 19: Vertical scrolling for Categories, Subcategories, and Items on Desktop.

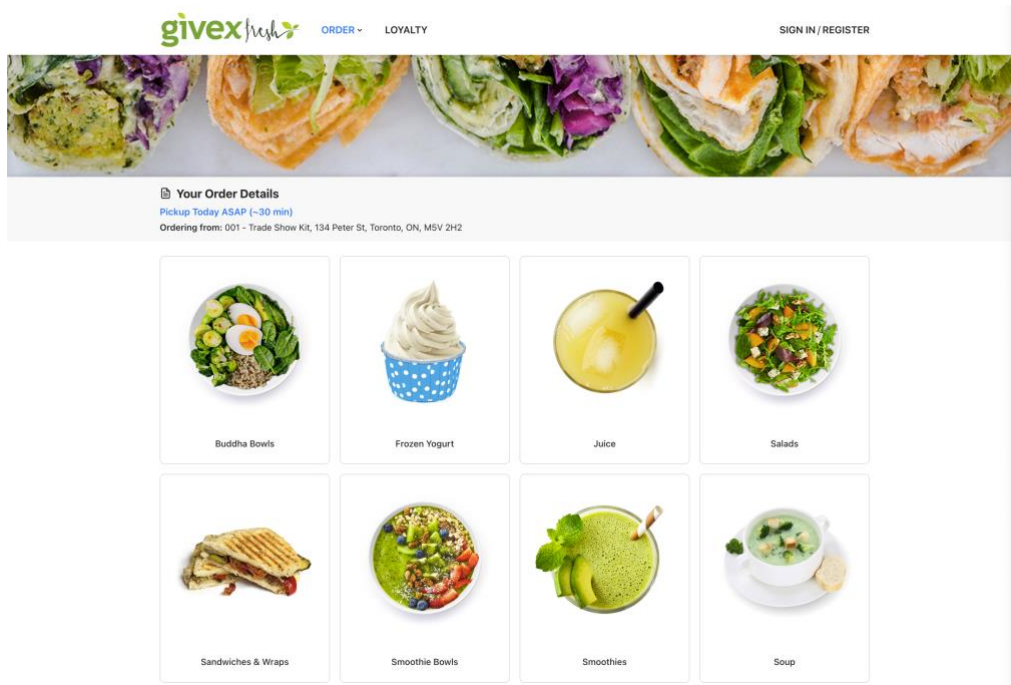
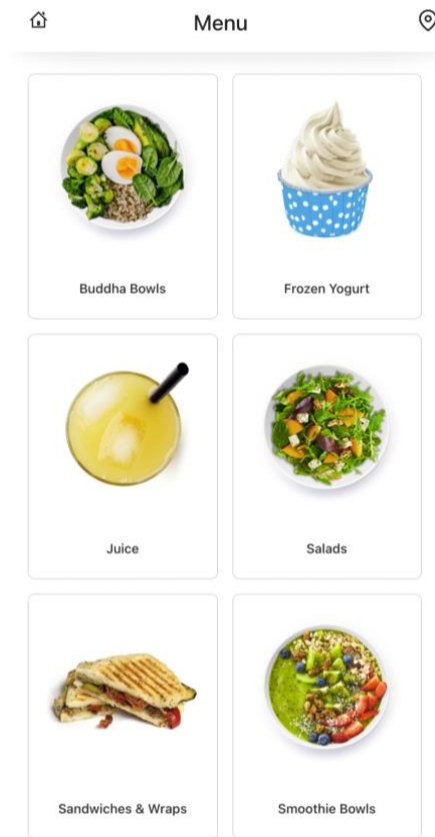


Figure 20: Vertical scrolling for Categories, Subcategories & items on Mobile.



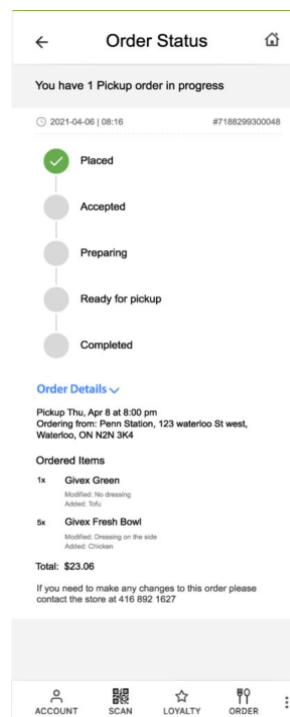
Givex Progressive Web App (PWA) *** Coming Soon! ***

Ability to Communicate Order Statuses to Customers

This exciting new feature will offer a mechanism to communicate the state of orders placed using Givex online ordering websites or 3rd party integrations to customers as well as order readiness information. The customers will be notified using push notifications and will be informed about:

1. When an order has been received at the store
2. If the order is cancelled
3. When the order is being prepared
4. When the order is ready for pickup (for pickup orders)
5. When the order is on its way out (for dine in orders)
6. When the order is on its way (for delivery orders)

Figure 21: State of orders displayed below to the customers on Givex PWA



Vertical Choice Making on Mobile!

We will be rolling out an update later in June which will allow users to customize choices associated with items in a more intuitive fashion on the Givex PWA. The change will primarily stack choice groups vertically as opposed to requiring the user to scroll right or left to find groups of choices to be made.

Integrations

OpenTable



Givex POS is now directly integrated with OpenTable reservations system. This integration automatically:

- Populates reservations in the Givex POS system based on data entered into the OpenTable system.
- Updates OpenTable once the customer has been seated.
- Passes course information to OpenTable based on serving categories of the items.
- Informs OpenTable when a table has been paid along with all sales data.

If you are interested in using this integration, please speak with your Client Relations Rep or Implementation Specialist.

Olo

B1 Food



Givex POS is now integrated with B1 Food. For merchants that use B1 Food for their ERP needs, Givex POS can send over daily sales information via API calls.

Givex POS now supports tip handling for Retail BroadPOS Applications (Shift 4)

Givex POS now supports China UnionPay cards on the Givex HTML Hybrid PATT/GIFT App for Ingenico Tetra Platform

Analytics & GivexGo

GivexGo - RX content to allow Landscape view

GivexGo can now display graphical reports in landscape view making them easier to read. Users can simply change the orientation of the phone and GivexGo will automatically adapt the graph accordingly. Below reports can be viewed in landscape view:

Net Sales (Current vs Last Year)

Average Check

Labour Analysis

Average \$/seat

Past 12 Months

Store Sales

Payment Methods

Today's Voids

Discounts by Name

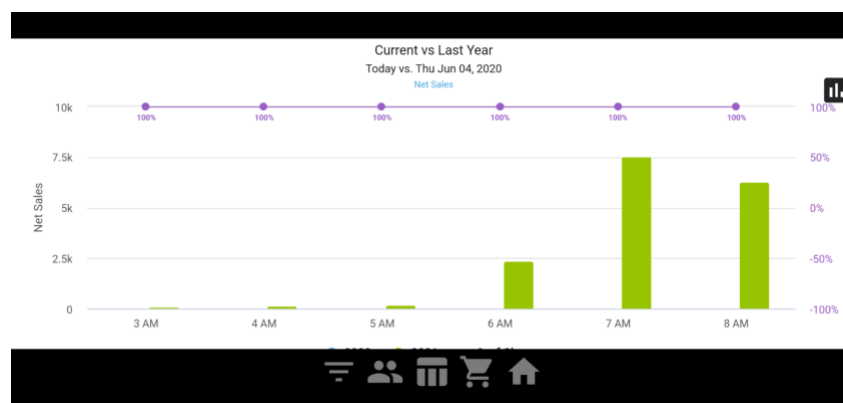
Discounts by Department

Discounts by Order Type

Discounts by Day Part

Discounts by Promotion

Figure 22: Simply tilt the phone to landscape mode and the report will change orientation



Givex PWA * Fixes and Improvements *******Redeeming rewards for multiple items only deducts value of one item's points**

When redeeming a reward for two of the same items, the system would only deduct one set of reward points instead of two. This is now fixed.

Unable to confirm online order method from popup Dine-In only

On mobile devices, user is unable to confirm online order method and store from the popup under certain conditions. This is now fixed.

When an item is out of stock, the item image disappears from the mobile PWA site

When an item is marked out of stock on the POS, the items would disappear from the mobile version of the site. This is now fixed so items show with an Out of Stock overlay.

Item modifications from check out page not applying

When selecting modify option at the checkout page to apply additional modifications to items, the changes were not getting applied on the mobile version of the site. This is now fixed.

Free reward images not displaying

When a PWA site is using a free reward as an available reward, the associated reward images would not display. This is now fixed.

Issues when downloading different PWA apps downloaded from Play store

Few android users were facing issues with incorrect colours and splash pages when downloading different PWA apps from the same domain. This is now fixed.

Favourite item images distorted on Safari Browser

Images for items that have been made a favourite by customers are distorted when the online ordering site is opened on the safari browser. This is now fixed.

Issue applying a reward for add-on discount when no add-ons exist on the order

If a discount is only applicable to addons and this discount is applied to an order with no addons, the online ordering site shows a spinning wheel and is stuck. This is now fixed.

Incorrect total with specific combo setup for Online Order

When the same item is in the main and secondary item groups in a combo and when that combo is ordered using online ordering PWA, the total value of the order is incorrect. This is now fixed.

Out of stock add-on in mandatory add-on group prevents item from being ordered

When an add-on that is part of a mandatory add-on group is marked as out of stock, the online ordering PWA prevents the user from ordering the item even if an add-on that is in stock is selected. This is now fixed.

Discount application not removed when a customer changes store on PWA

When a store specific discount is applied and the user switches stores on online ordering PWA, the discount was not getting cleared from the cart. This is now fixed.

General Fixes & Improvements**Issues with voiding refund orders**

In certain conditions, when voiding Refund Orders Via Order History (as a Manager), the system only voids the Order but the Bill and Payment remain in valid status. This is now fixed so that when a refund order is voided, the corresponding bill and payment is voided as well.

Incorrect Total on Bill Search page for orders with a discount (Portal)

When using Bill Search tool on portal to search by Order Number, orders with a discount do not show the total amount correctly. This is now fixed.

Error 500 when submitting Past Shift during DST

When a past shift is created and saved during Daylight Saving Time, the system would an error 500. This is now fixed.

Incorrect subtotal shown on portal online order search UI for some combos

When a combo has "Report Price Separately" flag enabled on all items and "Add Price to Combo" flag enabled for only one item, then the subtotal on the online order search UI is incorrect.

The subtotal field would only show the price of the item with "Add Price to Combo" flag. This is now fixed.

Cash Out Report imbalances due to amount tendered and exact cash

Under certain conditions when negative rounding and exact cash is used when closing payments, the cash out report is incorrect and does not match with the transaction analysis report. This is now fixed.

Unable to bump from the Expo screen

Under certain conditions, users are unable to bump off orders from the Expo screen on KDS. This is now fixed.

Transaction Analysis Report discrepancies

Under certain conditions, the Transaction Analysis Report on the POS and the Transaction Analysis Report on Portal would show differences. These differences were in the Cash Due and Expected Deposit fields. These discrepancies are now fixed.

"Create Account" accepts leading space in front of email address

When creating a new account on the POS, the system would accept an email address with a leading space. This ended up creating unique accounts. This is now fixed.

Manual production close to auto-production time results in duplicate KDS tickets

When an online order is manually produced a couple of seconds after the auto production script runs, it ends up being duplicated on the KDS screens. This is now fixed.

Crash when trying to remove item from Order Options > Returns screen

When trying to remove an item from Order Options > Returns screen, the system would encounter a crash. This is now fixed.

Crash occurs on Completed Orders screen when accessing orders with multiple bills

When accessing an order with multiple bills on the Completed Orders screen on Givex POS, the system would encounter a crash. This is now fixed.

Crash occurs when changing Payment type on Givex POS

Under certain conditions when a Payment Type is changed on the Givex POS using Order History, the system would encounter a crash. This is now fixed.

Random characters printed on French receipts when operator name has a space

When French settings are enabled on Givex POS and a French operator name has "space" as the 10th character, customer receipt is printing random gibberish characters. This is now fixed.

Issues with Hybrid Gift/PATT HTML5 App for Ingenico Tetra terminals

When using the Hybrid Gift/PATT HTML5 App for Ingenico Tetra payment terminal, under certain conditions payments are not posted to the Givex POS, although they are approved and receipt printed by the payment terminal. This is now fixed.

Online Orders Report displaying duplicate bills

When a bill is removed and printed again for an online dine-in order, the Online Orders report would display duplicate bills. This is now fixed.

Scheduled Orders not reaching KDS

Under certain conditions when a prepaid scheduled order is produced and closed immediately, the order would not show up on KDS. This is now fixed.

Difference in tax amounts between MEV and POS reports

Due to a change in tax name, the total tax amount reported on the MEV report was incorrect. This is now fixed.