KCPOS 2020 Highlights

KCPOS V3.09 September 2020

The September release of KCPOS contains a whole host of new functionality and features for those customers in the hospitality sector. However, updates for chip & pin integrations and other features are sure to benefit many more of our customers over the next year.

Key Enhancements and Changes

Hospitality Ticket Printer Mapping

We now have far more flexibility to control where hospitality orders are printed to when taken on the till. Orders can be sent to different kitchen printers based on a branch, stock item or stock group. Previously there was a limit on the maximum number of printer configurations per branch, this has been lifted to 19 unique and configurable ticket printers per branch.
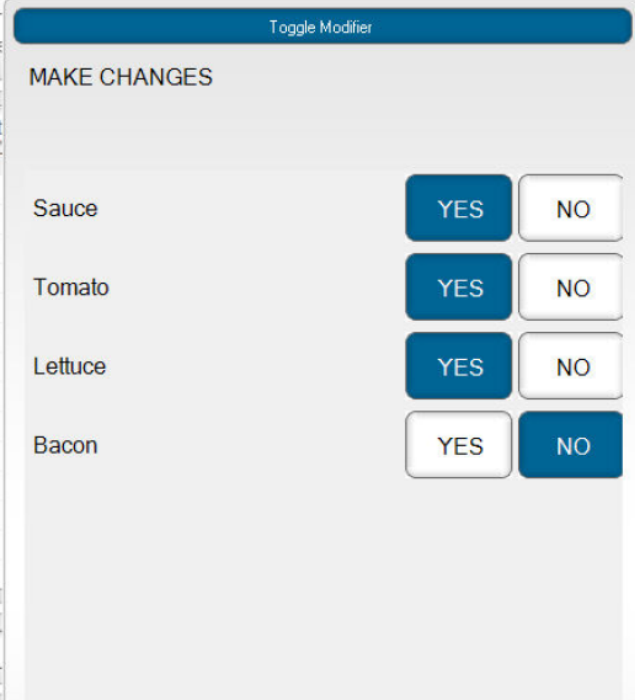
An additional rule can also be set for only sending modified products to a kitchen printer. In practise this means the system can be configured to only send orders with a modification to the kitchen, whilst standard products that may be premade are ignored. This flexibility is also perfect for sending different elements of an order to a different printer, particularly if you have dietary or allergy controls to keep certain food items separate from others in the kitchen area.

Modifiers can also be configured per printer now. Previously a modifier had to go to the same printer as the main item it was associated with. Now modifiers can have their own printing rules it is possible to send a main item to one printer (e.g. steak) and the associated sides to another (e.g. salad or fries).

Toggle Modifiers

Modifiers are used in KCPOS to add extra detail, special instructions or associated stock items to a transaction line. Examples include recording how a customer would like their steak cooked and if they would like chips or salad. Outside of hospitality the same functionality is great for assigning associated lines to a transaction, such as adding warranty upgrades to a sale.

Toggle modifiers allow for a single prompt to have multiple answers and items. This allows you to quickly build a set of instructions or details against a transaction line as shown below.

Modifier Cancellation

There are times where you may want the option to cancel a modifier, such as when you are looking to add an upgrade to an item but the customer decides not to take it. Selecting a cancellation modifier will then clear the modifier from the transaction.

For example, a modifier prompt to "Upgrade to XL?" could have a "Yes" and a "No" modifier. The "No" can be configured as a cancellation modifier that will clear the modifier from the transaction all together.

Sub Modifiers

There is now the ability within KCPOS to associate a modifier with a further modifier. This is great when you have a large list of options and want to quickly tailor down the options based on a few questions. This allows the operator to find the option the customer has selected quickly and easily.

An example of where this could be used is when selecting whether to have 'Fries' or 'Salad' with a meal. Rather than listing a range of fries and salad options on the same

modifier, the option would be made to first select fries or salad which would then bring up a new list showing either the fries' options or the salad options.

Logwood KS Integration

KCPOS now has a standard and supported integration with the Logwood KS system, one of the leading kitchen screen providers in the UK. If you would like to understand more about Logwood and its functionality, please contact your account manager who can put you in touch with the suppliers.

Hospitality Order Numbers

When running a café or restaurant where orders numbers are assigned to allow food to be picked up when ready, KCPOS can now support this functionality within the system. Each transaction is assigned an incremental order number that will be printed on the customer's receipt.

When their order number is called up they can collect their food.
KCPOS allows configuration to reset order numbers at the end of the day or when a limit is reached.

Simple Café Table Numbers

Rather than full table management, it is common for hospitality table service to be managed by a simple table number system where a table number is assigned to each order. This can now be managed as standard in KCPOS, prompting the user to assign a table number reference to the order to then be displayed on printouts associated with that order.
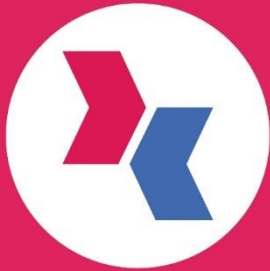
Eat In / Take Out Prompt

A new prompt has been added to KCPOS with the option to ask whether the customer will be eating in or out before reaching the payment stage. The transaction type is then stored against the transaction for reporting. If used in conjunction with the simple table number function, a table number will only be asked for when eating in.

This prompt can also drive VAT rules if a product is configured as applicable for Takeout VAT exemption. This will automatically VAT exempt qualifying items when the Take Out option is selected.

Verifone PAYware Ocius Integration

The latest software from Verifone is now compatible with KCPOS. Following announcements that V800 devices are to reach end of support KCPOS now supports the following Verifone chip & pin devices:

- P400 Plus
- E355
- E285

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