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
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.

**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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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.

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.

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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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.

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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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
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.
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.
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 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.