Heartland | Digital Dining

Release Notes 7.4.3515

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Overview

The following Technical Support Update (TSU) contains updated versions of the following files:

- DDFDINER
- DDLICENSE
- DDVITAL

If you have questions regarding the updates described in this document, please contact Digital Dining's Support Department by email (dd-supportdept@e-hps.com) or phone (703-417-9354, or 703-912-3000, option 2).

What's New

The following release notes detail the enhancements we have included in this release.

DIG-2459 Store and Forward Support for S920 Pay-at-the-Table Devices

Digital Dining now supports the Store and Forward feature on sites using S920 Pay-at-the-Table payment terminals. The Store and Forward feature enables sites to perform and store credit card transactions while disconnected from the Internet or the Heartland processor.

For detailed procedures to set up a site to use the Store and Forward feature, review the "PAX Store and Forward Setup Guide".

For detailed procedures to set up a site to use the S920 payment terminal for Pay-at-the-Table service, review the "PAX S920 Pay-at-the-Table Setup Guide".

DIG-2461 Store and Forward Support for PAX PX7 Devices

Digital Dining now supports the Store and Forward feature on sites using PAX PX7 payment terminals. The Store and Forward feature enables sites to perform and store credit card transactions while disconnected from the Internet or the Heartland processor.

For detailed procedures to set up a site to use the Store and Forward feature, review the "PAX Store and Forward Setup Guide".

DIG-2509 BizOS issues resolved

Certified Integration Partner, BizOS, provides Digital Dining customers with an online ordering solution synced directly from the Digital Dining database. If the client changes menu item price, makes an item inactive or adds an item to the item out list in Digital Dining and runs the sync app the change is updated online in Biz_OS WebOrder.

The following issues resolved/investigated in this release:

- We have modified the program to not require all information in customer records generated from online orders received from the BizOS system.
- BizOS orders import successfully, but in Hold status - make sure the Headless POS is loading as a system user. As a workaround, we added a command switch to load Headless POS.
- If the log records error 89999, the Merchant has reached the maximum number of frequent diners in Digital Dining.
- If some checks are showing with Held status, make sure the online ordering register is not set up with Marked Item Discount by Sales Type. As a business rule, you cannot use the default marked item discount with the online ordering register.

Updates

The following release notes detail the updates we have included in this release. We have divided them by project area.

DIG-2504 Checkmate Exports Menu Items with Special Characters

If your site uses the Checkmate online ordering system, you may have encountered a problem. If a menu item had a name that included one or more special characters (such as “Caipiriña”), the POS may have been unable to receive and process the item’s data properly. We have corrected this, and now the POS can receive and process menu items with special characters in their names.

DIG-2505 No Longer Posting TSYS Batches Twice

If your site uses the TSYS transport type to process credit card transactions, you may have encountered a problem. In previous versions, the program may have posted a batch twice to the processor. In such cases, the program may have lost communication with the processor and been unable to verify a successful posting. However, instead of displaying a “communication error” message, the program may have treated the error as a failed posting and reposted the batch. We have corrected this, and now if the program fails to receive a confirmation from the processor, it will display a “communication error” message, but not automatically repost the batch.

DIG-2516 Preauthorized Payments Posting for FreedomPay

In previous versions, if your site uses the FreedomPay EMV transport to process credit cards, you may have encountered a problem. Specifically, if the site did not have the **Finalize after Edit Tips** setting enabled, the program may have been unable to post batches with transactions that include preauthorized payments. We have corrected this, and the program can now post transactions with preauthorized payments.