Point of Sale and eCommerce Integration

Certification Questionnaire

This questionnaire is designed to gather information to facilitate QSR Automations' testing and certification of partners' product integration with QSR Automations software. Information gathered is used to outline functionality and data to be certified, and the finalized form will be made available to the integration partner and QSR Customer Success teams as a record of certification and technical support resource.

QSR Partner Development requires a completed questionnaire from the partner for review prior to the scheduling of certification work. Please contact partnerdevelopment@qsrautomations.com for additional information about the questionnaire, certification requirements or related topics.

Company Name: Hypersoft GmbH

Product Version: HypersoftSuite SP15

Form Submission Date: 10-Mar-23

Contact Information

Development / Technical

Provide at least one development contact that can provide technical information regarding the partner's integration solution.

Name: Farhad Djavidan

Company/Department: CEO

Title: Herr

Phone: +49 40 66905-141

Email: farhad.djavidan@hypersoft.de

Support

Please provide a direct support contact that can assist with installing and configuring the partner's product and integration with QSR software after certification is completed. (This contact may be same as above, if appropriate.)

Name: Helpdesk

Company/Department: Support

Title: Click or tap here to enter text.

Phone: +49 40 66905-130

Email: support@hypersoft.de

Project Details

Is the integration targeted at a specific customer? ☐ Yes ☒ No

If yes, please provide name of targeted customer(s):

Click or tap here to enter text.

Does the targeted customer currently use QSR Automations software? ☐ Yes ☒ No

If yes, please provide the QSR Automations solutions used:

Click or tap here to enter text.

Please provide target date for each project milestone below, as applicable. Please note QSR Partner Development will use the dates provided for scheduling and prioritizing the certification work.

Complete development/QA: Click or tap to enter a date.

Begin certification review: Click or tap to enter a date.

Initial customer install: Click or tap to enter a date.

Partner Solution Details

What types of POS or eCommerce solutions are supported in the integration?

☒ In-store POS   ☒ Self-service Kiosk   ☒ Web ordering   ☒ Mobile ordering

☒ Other *(please explain):*

Table self ordering

How often are updates to the POS or order entry solutions released?

Monthly

Are there any product version requirements for supporting the integration? ☒ Yes ☐ No

If yes, please provide required version information:

Hypersoft POS SP16 HF13

Will product documentation (e.g., setup guide) be available at time of certification? ☒ Yes ☐ No

Integration Details

What version of the QSR API was used in developing the integration?

☒ Local - KitchenServer POS Web API - version: Click or tap here to enter text.

☐ Enterprise - Cloud POS API - version: Click or tap here to enter text.

On which platform(s) will the integrated solution be supported?

☒ Windows   ☐ iOS   ☐ Android   ☐ Linux   ☐ Other (*please explain*):

Click or tap here to enter text.

Which components of the integration are cloud based?

☐ POS Client   ☐ Configurator   ☐ Backend DB   ☒ None   ☐ Other (*please explain*):

Click or tap here to enter text.

Certification Details

Which of the following best describes the method used to communicate with QSR Automations software?
For the purposes of this questionnaire, "POS terminal" may refer to any order entry device.

☐ Each POS terminal integrates directly to the local KDS system.

☒ POS terminals send to a designated "master" terminal or local BOH server that then sends to the local KDS.

☐ POS terminals send directly to QSR Enterprise.

☐ POS terminals or eCommerce application send to a cloud-based server that then sends to QSR Enterprise.

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Which of the following describes how the integration solution sends information?

For the purposes of this questionnaire, "POS terminal" may refer to any order entry device.

☒ "On Total" - Complete order (inc. Check/Course, Items and Payment) is sent upon completion on the POS terminal.

☐ "On the Fly" - Each order component is sent immediately (or one item back) when entered on the POS terminal.

☐ Both "On Total" and "On the Fly" send methods are supported per the solution configuration.

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Hypersoft confirmed that they are only going to send orders On Total

Certified?   ☐ **Yes**   ☐ **No**

Is ConnectSmart Redundancy supported in the integration solution?

☒ Yes   ☐ No

*Support for redundancy in ConnectSmart is **REQUIRED** for all local integration solutions - this entails:*

- *Configuration supports defining two discreet API endpoints for Primary and Secondary KitchenServer instances.*
- *API requests are sent to both endpoints to ensure receipt by the "active" KitchenServer instance.*

Redundancy support is only required for partners using the local KitchenServer POS Web API and not relevant to integration solutions leveraging the cloud-hosted QSR Enterprise API.

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

API Requests

Select all API requests leveraged by the integration solution.

Indicate whether each request is supported for Table Service (TS), Quick Service (QS), eCommerce (EC), Kiosk (K), or not applicable (NA). An asterisk (*) notes a request is required for certification. Please select all that apply.

Check Endpoints

The below requests are available for both the local and Enterprise integrations.

	TS	QS	EC	K	NA
New Check	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
Add Payment State to Check	☒ TS*	☒ QS*	☒ EC	☒ K	☐ NA
Patch Check	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Bump Check	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Fast-Track Check	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Delete Check	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Course Endpoints

The below requests are available for both the local and Enterprise integrations.

	TS	QS	EC	K	NA
New Course	☒ TS*	☒ QS	☒ EC	☒ K	☐ NA
Add Payment State to Course	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Modify Course	☐ TS*	☐ QS*	☐ EC	☐ K	☒ NA
Modify Specific Course	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Cancel All Courses	☐ TS*	☐ QS*	☐ EC*	☐ K	☒ NA
Cancel Course	☐ TS*	☐ QS	☐ EC	☐ K	☒ NA
Bump Course	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Fast-Track Course	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Delete Course	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Item Endpoints

The below requests are available for both the local and Enterprise integrations.

Add Item	☐ TS	☐ **QS***	☐ EC	☐ K	☒ NA
Modify Item	☐ TS	☐ **QS***	☐ EC	☐ K	☒ NA
Cancel Item	☒ **TS***	☒ **QS***	☒ EC	☒ K	☐ NA
Fast-Track Item	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Table Endpoints
The below requests are only available for local integrations.

Update Table Status	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Update Check Status for Table	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Add Completed Course	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Table Locator Event	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

System Endpoints
The below requests are only available for local integrations.

Ping	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
Run End of Day	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Activity Levels	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Get Current Activity Level	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Set Current Activity Level	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Get Runtime Information	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Enterprise-Only Endpoints

The below requests are only available for Enterprise integrations.

Get Check *Requires subscription*	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Get Capacity *Requires subscription*	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

API Fields and Data Mapping

Select all API fields supported in the integration solution and provide data mapping for each.

Indicate whether each data field is supported for Table Service (TS), Quick Service (QS), eCommerce (EC), Kiosk (K), or not applicable (NA). An asterisk (*) notes a field is required for certification. Please select all that apply.

Provide the partner database fields used for mapping to each supported value by clicking on the "Add Mapping".

Check Values

	TS	QS	EC	K	NA
CheckNumber PrintRec.IRefID	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
PickupTime Delivery.PickUpTime	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
ScheduledDeliveryTime Delivery.DeliveryTime	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
Guest Customer.ID	☒ TS	☒ QS	☒ **EC***	☒ K	☐ NA
Vehicle Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA
OnlinePartnerInfo Delivery.OrderDisplayID	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
DeliveryPartnerInfo Delivery.OrderDisplayID	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA

IsHeld (required for Dine-In order ahead) Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA
VisitId (required for Dine-In order ahead) Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

5/08/24 – Hypersoft confirmed that PickupTime/ScheduledDeliveryTime are EC only

Certified?   ☐ **Yes**   ☐ **No**

Course Values

CourseNumber PrinterRec.MealOrder	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
DestinationID PrinterRec.ISAH	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
PaymentStates D_Payment	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Terminal PrinterRec.Station	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Comment Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
CourseName AllParam	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
CustomerName Customer.Name	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
GuestCount 1	☒ **TS***	☒ QS	☒ EC	☒ K	☐ NA
PagerID PrinterRec.PagerNr	☒ **TS***	☒ **QS***	☒ EC	☒ K	☐ NA
Server.ID PrinterRec.EmpID	☒ **TS***	☒ **QS***	☒ EC	☒ K	☐ NA
Server.Name PrinterRec.EmpName	☒ **TS***	☒ **QS***	☒ EC	☒ K	☐ NA
TableName PrinterRec.TableNr	☒ **TS***	☒ QS	☒ EC	☒ K	☐ NA
TableSection Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
TentNumber PrinterRec.PagerNr	☒ TS	☒ **QS***	☒ EC	☒ K	☐ NA
IsTraining Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☐ NA

Partner Comments:

Click or tap here to enter text.

SR Automations Comments:

5/17/23: Hypersoft confirmed that their QuickService orders will be sent with CourseNumber = 0

Certified?   ☐ **Yes**   ☐ **No**

Item Values

ItemNumber PrinterRec.ATID	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
ParentItemNumber PrinterRec.REFATID	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
ItemID PrinterRec.ProductID	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Description PrinterRec.Text	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Quantity PrinterRec.Quant	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Department PrinterRec.WorkStation	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
ItemType FoodItem/SideItem	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
ItemTrait NormalItem	☒ TS	☒ **QS***	☒ EC	☒ K	☐ NA
Category PrinterRec.Category	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
Seat PrinterRev.SeatNr	☒ **TS***	☒ QS	☒ EC	☒ K	☐ NA
UnitPrice PrinterRec.Price	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
IdealCookTimes PrinterRec.ProdTime	☒ **TS***	☒ QS	☒ **EC***	☒ K	☐ NA
RoutingCategory Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
PriorityValue ProdCapacityDef.Priority	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA
NewTime Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
NewTimePercent Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
PriorityTime Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
PriorityTimePercent Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
RushTime Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
RushTimePercent	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

CookTimeModifierType	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

CooktTimeModifierValue	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

IsFreeItem	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

PrinterDescription	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

AlternateDescription	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

DestinationID	☒ TS	☒ QS	☒ EC	☒ K	☐ NA

PrinterRec.ATID

PlateTime	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Payment State Values

SubTotal	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA

D_Transaction.NetAmount

Tax	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA

D_Transaction.GrosAmount – D_Transaction.NetAmount

Total	☒ **TS***	☒ **QS***	☒ **EC***	☒ **K***	☐ NA

D_Transaction.GroAmount

Tender	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

Change	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Add Mapping

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Guest Values

FirstName Customer.FName	☒ TS	☒ QS	☒ **EC***	☒ K	☐ NA
LastName Customer.Name	☒ TS	☒ QS	☒ **EC***	☒ K	☐ NA
NotificationType Static "None"	☒ TS	☒ QS	☒ **EC***	☒ K	☐ NA
PhoneNumbers (inc. PhoneNumberString) Customer.TelM / Tel1	☒ TS	☒ QS	☒ **EC***	☒ K	☐ NA
Addresses Customer.Address	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
Email Customer.Mail	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
Notes Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
FoodAllergies Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
CustomValues Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Loyalty Add Mapping	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
IsAnonymous Customer.ObjType = 6	☐ TS	☐ QS	☒ EC	☐ K	☐ NA
IsSubscribedToEmailMarketing Customer.AllowEMail	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
IsSubscribedToQsrMarketing Customer.AllowEMail	☒ TS	☒ QS	☒ EC	☒ K	☐ NA
IsSubscribedToSmsMarketing Customer.AllowEMail and Customer.MTel not empty	☒ TS	☒ QS	☒ EC	☒ K	☐ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified?   ☐ **Yes**   ☐ **No**

Vehicle Values

Make Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA
Model Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA
Color Add Mapping	☐ TS	☐ QS	☐ **EC***	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Online Partner Info Values

Name	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
Delivery.BookName					
OrderID	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
Delivery.ID					

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Delivery Partner Info Values

Name	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
Delivery.BookName					
OrderID	☐ TS	☐ QS	☒ **EC***	☐ K	☐ NA
Delivery.ID					

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Enumerations

Select all enumerations supported in the integration solution.

Indicate whether each enum value is supported for Table Service (TS), Quick Service (QS), eCommerce (EC), Kiosk (K), or not applicable (NA). An asterisk (*) notes support for an enum is required for certification. Please select all that apply.

Item Types

	TS	QS	EC	K	NA
FoodItem	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
ComboItem	☐ TS	☐ QS*	☐ EC	☐ K	☒ NA
SideItem	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
Condiment	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
PieceDetail	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
PrepModifier	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
MixedItem	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
PizzaSection	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Allergen	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

> Click or tap here to enter text.

QSR Automations Comments:

> Hypersoft is using Condiments for things like Meat Temps.

Certified? ☐ **Yes** ☐ **No**

Item Traits

	TS	QS	EC	K	NA
AddItem	☐ TS	☐ QS*	☐ EC	☐ K	☒ NA
CutItem	☐ TS	☐ QS*	☐ EC	☐ K	☒ NA
SubstituteItem	☐ TS	☐ QS*	☐ EC	☐ K	☒ NA

Note: NormalItem trait is the default value unless otherwise specified.

Partner Comments:

> Click or tap here to enter text.

QSR Automations Comments:

> Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Payment States

	TS	QS	EC	K	NA
Tendered	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
Totaled	☒ TS*	☒ QS*	☒ EC*	☒ K*	☐ NA
Stored	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Recalled	☐ TS	☐ QS	☐ EC	☐ K	☒ NA
Parked	☐ TS	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Table States

Opened	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Dirtied	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Cleared	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Check States

ItemsOrdered	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Printed	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA
Paid	☐ **TS***	☐ QS	☐ EC	☐ K	☒ NA

Note: Updating a Check to Closed status requires the Add Completed Course request.

Partner Comments:

Click or tap here to enter text.

QSR Automations Comments:

Click or tap here to enter text.

Certified? ☐ **Yes** ☐ **No**

Final Certification

This section is reserved for QSR Partner Development to document final certification of the partner's integration solution. At the completion of the certification process, a finalized copy of this questionnaire will be provided to the partner as a record of certification and made available to QSR Automations teams for support reference.

Lab System and Testing Details:

Microsoft Server 2019 VM
Hypersoft POS SP16 HF13

Additional Observations and Comments:

- **Redundancy Behavior**
  - o Hypersoft utilize the Ping endpoint to determine which CSK instance is active.
- **Retry Logic**
  - o When both CSK servers are offline, Hypersoft's Kitchen Supervisor application will create a queue based off the last order it successfully sent to CSK. The POS will then continue to try to resend to which ever CSK server comes back online first.
  - o Note: There is no prompt on the POS when the order does not send successfully.
- **Cancel Course Support**
  - o Hypersoft confirmed that they are not able to utilize the Cancel Course /Cancel All Courses endpoints and that when a check is canceled that they will send a Cancel Item for each item. When we asked about the possibility of sending a Tender for the canceled check Hypersoft advised "that is not currently possible because cancellations are processed at the item level, and we would need to separately check if all the ordered items from a course have been canceled or only a portion of the order. We will take this into consideration for future developments, but based on the current perspective, we won't be able to deliver it."
- **Voiding Items from Tendered Checks**
  - o Hypersoft currently do not have the ability to send cancels item calls to CSK once the check has been tendered.
- **Sending Tender from POS to CSK**
  - o Depending on the performance of the system it sometimes can take up to 30 second for a Tendered payment state to make it from the POS to CSK. Hypersoft advised that it should be significantly faster in general though.
- **CheckNumber Logic**
  - o Hypersoft advised that their CheckNumbers are always unique and are determined based on the last item in the order.
- **Adding guest information after the check has been sent to CSK**
  - o If guest information is not added before the initial course is sent to CSK then the Guest object will not be patched because Hypersoft does not support Patch Check. However, the CustomerName will reflect accurately for future courses on that check, but Hypersoft does not support Modify Course so pre-existing Courses in CSK will not be updated.
- **Item Consolidation Logic**
  - o Hypersoft sends everything to CSK unconsolidated, this is the desired behavior which gives CSK the full control to enable kitchen side consolidation if desired by the site.
- **Online/Delivery Orders**
  - o Hypersoft uses a separate module for Online/Delivery Orders that we were not able to test in our lab, but we were able to review captures and verify the data was being sent correctly.
  - o Please note that ScheduledDeliveryTime will only have a value if a guest picks a delivery time.
- **Future Order Behavior**
  - o Hypersoft confirmed that for any future date orders their POS will hold the order until the day of the order.
- **Hypersoft Menu Course Release**
  - o Hypersoft has a Menu Course Release feature where you can designate certain items for specific courses (i.e., appetizers, entrees, etc.) and when you go to send the order it will prompt which Menu Course you would like to send. This works as expected.
- **Moving Existing Checks to a Different Table**
  - o Hypersoft is not currently supporting the Modify Course endpoint so if a check moves to a different table any existing courses in the kitchen will not get that updated information. Hypersoft advised that they hope to support this endpoint in the future.
- **Combining Checks/Moving Items**
  - o Hypersoft allows you to both combine checks and move items but advised that this currently will have no effect on the kitchen system. Due to that we were unable to test out this functionality in our Hypersoft Lab.
- **DestinationID Support**
  - o Hypersoft supports two different DestinationIDs by default (per their agreement with CeCon), if a customer needs more DestinationIDs they can consult with their Hypersoft representative and get more DestinationIDs built.

- **TentNumber/PagerID Logic**
  - Hypersoft supports both TentNumber and PagerID, a setting in the POS has to be enabled for the prompt to work when sending the order. Hypersoft advised that TentNumbers will be values greater than 500 and PagerIDs will be values less than 500.
- **Split Bill Behavior**
  - Hypersoft has a feature to split a check and will only send a Tendered state when both split checks have been paid for. Also please note that the payment values that are in the Tendered PaymentState will only be for the last split check that was paid for.
  - Hypersoft also confirmed that splitting checks are only for payment purposes.
- **Special Instruction Behavior**
  - Hypersoft allow you to add special instructions to items using their Append Text Info option in the POS. These special instructions will send with a static ItemID of 99999999.
- **Kiosk Behavior**
  - Hypersoft does off a Kiosk option and advised that it will use the same integration code as the in-store POS. We were not able to test their Kiosk in our lab.

QSR Representative: Click or tap here to enter text.

Review Start Date: Click or tap to enter a date.

Certification Date: Click or tap to enter a date.