



# OTP Terms and Definitions

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<b><u>Term/Acronym</u></b>	<b><u>Definition</u></b>
3 <sup>rd</sup> Present Window	A third DT window at the DT-exit side of the Lobby. This is where a crew person can hand out the “Pull Forward” order.
A/B Switch	A device used to switch the printer on one side of the Heated Prep Table from Lunch(A) to Breakfast(B).
ABS	Automated Beverage System. Legacy version - Connects through Serial Hub.
ABS 2.0	Automated Beverage System. Next Generation version - Connects through network cable to network switch.
Aruba Gateway Controller	This device allows your restaurant to communicate with the internet. It allows outbound network traffic and prevents unauthorized incoming network traffic
Aruba Network Switch	The network switch connects devices within a network and forwards data packets to and from those devices. This is your LAN (local area network). All switch ports run at 1GB speeds, are PoE enabled, and are Managed.
ATEN	Manufacturer of different device in the restaurant including ATEN USB Extenders, ATEN KVM Switch, IC-45 Adaptors.
ATOS	The IT support desk contact for the restaurant. 1-800-515-3636
BDAP	Beverage and Dessert As Production. This includes two controllers in the present booth area or hallway with Forward Present Window and Includes 2 monitors that could either be mirrored or routed using Restaurant File Maintenance.

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Biometric Reader	A device that allows a user to scan their fingerprint to be identified/login.
Biscuit Box	The beige or grey colored box that the network jacks are mounted into. Homeruns connect from the back of the network jacks here and go through the wall and into the back of the Patch Panel.
BOS 5.0	Latest version of Back Office Server software which retired the ISP and now has C&I software.
BumpBar	A device that enables orders to be served, held, and managed by pressing corresponding buttons.
Cash Drawer	Cash drawers are mounted below the counter to store money collected from customers.
Cat5e	Category 5 enhanced cable. Transmits Data - Most common cable type used in McDonald's. Can support PoE.
Cat6	Category 6 cable. Transmits data and power at a higher rate for digital media. Used in DMB's at McDonald's. Can support PoE and data.
CBB	Combined Beverage Business, otherwise known as the McCafé area. This is where specialty drinks are made.
C/D	Cash Drawer
C&I	Cash and Inventory in QSRsoft application to track drawer count downs, inventory, and other restaurant data.

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COD	Customer Order Display
CODE	Core Operations Digital Expert
COM Port	Communications Port. May be DB9, RJ45, or RJ50. Used to send data to various equipment.
Controller	A small computer used to Send and receive information from peripheral devices (i.e., KVS, ORB, Kiosk, and ePR)
CS	Cashier. Allows a user to pay out orders within the NewPOS System.
Dell WYSE	Manufacturer of legacy Controllers, e*SmartClocks, and servers.
Diebold	Manufacturer of Kiosk. One of the two approved brands.
Display port	A type of digital display used to connect a video source to a controller.
DMB	Digital Menu Boards. Refers to both indoor and outdoor together.
Dual Point 2.0	A system that improves order accuracy and customer flow. Includes ORB, ORB Controller, Mini-ORB, Local and Remote USB Extender, Dual Point Scanner, and Dual Point Printer

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Dual Point Printer	The printer located at the HLZ running off controller. This is the printer that Dual Point 2.0 uses to print its barcodes to scan off orders
ELO	Manufacturer of Touchscreen for HOTG, Mini-ORB, and service area touchscreens such as Kiosks
Epson	A printer that McDonald's uses for the POS system or to connect to the BOS to print restaurant reports.
eProduction	A new KVS application type that enables and shows a digital version of the Prep Charts on the monitors. This includes 3 different monitors: UHC, Fry, and Bake prep charts.
EOTF	Experience of The Future. A complete redesign of the interior and exterior of the restaurant including décor. This may also add Kiosks, McDelivery, Radius and Dual Point 2.0.
Equinox	Legacy serial hub used to connect multiple devices. These serial hubs will not be supported with Windows 10 and must be replaced with a MOXA before upgrading a device to Windows 10.
e*STC	E*Smart Time Clock. A computer with a biometric reader that allows crew and managers to login and record their time punches digitally. Syncs with e*Restaurant in the cloud.
FC Pickup Area	The area of the Front Counter closest to the Drive Thru where orders are presented when ready.
Forward Present Window	A third DT window at the end of the BDAP cell. This is where a crew person can hand out the "Pull Forward" order. This can have an additional KVS Controller to display parked orders, known as a Forward Present Monitor.
GMA	Global Mobile Application. The McDonalds application for MyMcDonald's Rewards and customer mobile ordering.

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Hard Power Off	When a device does not shut down properly due to loss of power. This can cause corruption to the device.
HLZ	Heated Landing Zone. Where food is placed when completed prior to serving to the customer.
Homerun Cable	A cable that runs from the back of the biscuit box to the back of the patch panel.
HOTG	Hot Off the Grill. A KVS application type that sends any orders made with a fresh beef patty to a specific monitor.
HP	Hewlett Packard. Manufacturer of the T630 controller used for multiple applications, including KVS, ORB, and ePR. They are also an approved manufacturer for BOS printers.
iCOD	Integrated Customer Order Display. Displays built into the Outdoor Digital Menu Boards to display customer orders.
Info-Recorder	The device used to take inventory for the restaurant. This device is connected to the Back Office Server with a USB 2.0 port
Ithaca	Brand of printer that McDonald's uses for the POS system
Keystation	An interchangeable term used for registers.
KVM Switch	Keyboard, Video, and Mouse switch. This device allows one keyboard, monitor, and mouse to be used on multiple computers.

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KVS	Kitchen Video System. This includes all monitors that are routed through the Production cues such as FC Expo, DT Expo, CBB, Made For You (MFY), etc.
LAN Port	The port on a device that the ethernet card connects to internally. This is the port data is transmitted through for network use
Lenovo	Manufacturer of a Back Office Server and Restaurant Host Server
Local USB Extender	This device allows the ORB Controller to send POS information to the Remote USB Extender which sends data to other devices.
McDelivery	All delivery options (UberEATS, Door Dash, Grub Hub, and Postmates) that deliver for McDonald's
McDMB	A website that allows users to manage the content on the DMB's both the indoor and outdoor digital menu boards.
MFC 1.5	Modular Front Counter. A version of front counters installed with a cut out separating the order points from the pick up area.
Mobile Offer Scanner	Scanner used to scan promotional offers from McDonald's Mobile App
MOP	Mobile Order and Pay. This is the term used when a customer used the Global Mobile App to place an order
MOXA	An approved brand of serial hub used for Legacy ABS and COD's

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Mini-ORB	A small Elo touchscreen monitor used to serve orders off the Dual Point 2.0 system as a backup to the scanner
Multiport Cable	The PED multiport cable supplies power to the PED via an A/C adapter. It also provides data flow with the network
Node	A term that can be interchanged with POS devices. Example: Registers, Controllers, Servers, and kiosks are all 'nodes'
NP6	The Point of Sale software we use in McDonald's. This makes a register look like a register, a KVS monitor look like a grill screen, etc.
ORB	Order Ready Board. Displays the customer's order number when the order is in progress and when served from the Front Counter Expo Monitor.
ORB Controller	The controller that allows the components of the Dual Point System to function. It is located in Zone 1 Manager's Office.
Barcode Scanner	Primary method of serving orders from Dual Point 2.0. A barcode receipt is printed when the order is served from the front counter expo monitor
OT	Order Taker. Allows a user to take orders on the NewPOS System
OTM	Operations Technology Manager
OTP	Operations Technology Person



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OTP Portal	A website that houses important documents, videos, latest news, and the ability to ask questions via the Community Board.
OTP Pro	Operations Technology Professional. Currently the highest level of in-house technician to work on POS equipment
Patch Cable	A network cable used to connect two ethernet ports together.
PED	Payment Entry Device. Current models are Verifone MX-915 can be used for FC, DT, and Kiosks; Verifone P400 DT Register 13, and Verifone e285 (wireless) for HHOTs only
POS	Point of Sale. An industry term meant to define all technology used to handle customers' orders
Pre-Browse Board	A single digital menu board at the DT ingress, this board features different offers and menu items, mostly with pictures. It is located before a customer pulls up to the ODMB to order
Procedural Calls	Calls that can be avoided by training managers and crew or using automated systems such as the password retrieval system
Production	The application that runs on the Waystation VM, and on Register 1, that routes orders and allows orders to appear on the production and expo monitors. This is what tells a coffee to go to the CBB Monitor and sandwiches to go to grill monitor
Remote USB extender	This device connects to the Mini-ORB and Barcode Scanner and is located in the Zone 11 Front Counter Pickup Area. It connects through a Homerun to the Local USB Extender which talks to the ORB controller located in or near the office
RHS	Restaurant Host Server. This is the physical server and host that the Waystation VM and HHOT VM's live inside. Shutting down this device improperly can cause damage to these VMs and will stop VM's in their current state.

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SAM	Service Area Modernization. This moves the ORB to behind the counter, installs a tile wall that blocks view of kitchen and, in most cases, reduces DMB's down to 4 and turns them vertical.
Serial Hub	A device used to allow legacy devices such as the Legacy ABS and COD's to send/receive data from NP6.
Serial Port	A port on a device that accepts 9-pin serial connectors for serial data transmission. Examples include VGA cables and DB9 cables
Soft Power off	Shutting down a device correctly either from a windows screen or POS menu. Can also press power button a single time and release. This will prevent corruption of the device and software running on it.
SSGP	Side Specific Grill Printing
Stratacache	Is an industry leader in digital signage. They manufacture and support the media players for our digital menu boards.
Table Service	A procedure that instructs crew to bring food to a customer's location in the lobby. This is to be used with the Radius System or low-tech table tents (Just a tent with a number)
Topology	An overview of the equipment and networking that comprises the POS System by 'Zone'
Tripp-Lite	The manufacturer of the UPS Battery Backup used to provide enough backup power to safely shutdown connected equipment such as the BOS and RHS.
UPS	Uninterrupted Power Source (also known as a battery backup unit for devices in the Manager's Office)

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Verifone	An industry leader in PED technology. McDonalds approved vendor for PEDs. Currently the MX-915, P400, and e285
WBU	Wireless Backup Unit. This device uses 4G cellular technology to provide internet when the primary internet service is disrupted
Zivelo	Manufacturer of Kiosk. One of the two approved brands
Zone	The restaurant is broken up into 10 zones: <ul style="list-style-type: none"><li>• Zone 1 Manager's Office</li><li>• Zone 2 Kitchen</li><li>• Zone 3 Front Counter</li><li>• Zone 4/7/10 Drive Thru Present Booth</li><li>• Zone 5 Drive Thru Cashier Booth</li><li>• Zone 6 Outside Drive Thru</li><li>• Zone 8 Customer Area &amp; Kiosks</li><li>• Zone 11 Front Counter Pickup Area</li></ul>



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## **Revision History**

Date	Author	Changes
9/7/2021	E.Euler	Updated terms, added Revision History
10/19/2021	E.Euler	SSGP added
11/19/2022	E.Euler	Updated terms per writing standards