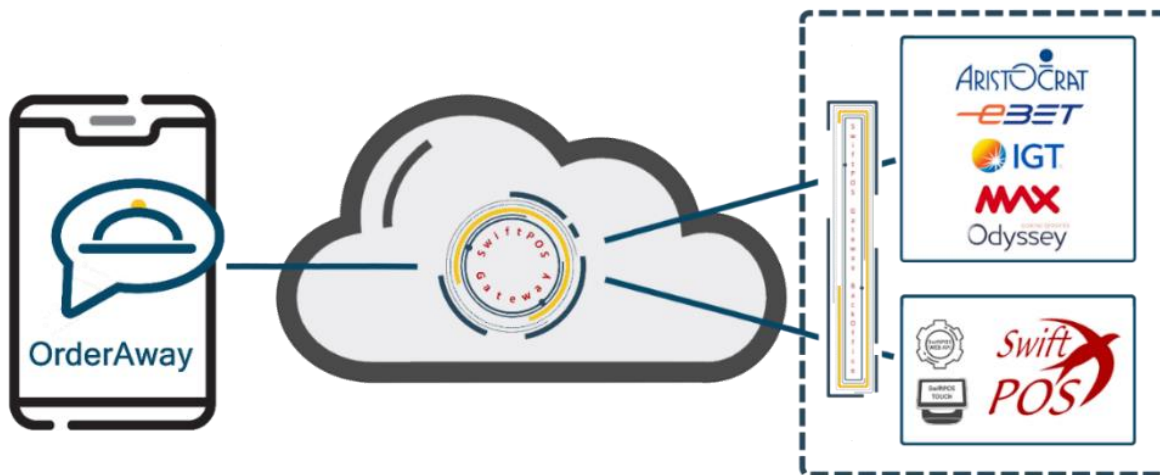


OrderAway Initial Setup Using the MSL Cloud Infrastructure

The setup steps outlined in this document are targeted for Resellers and Venue Administrators who have a sound knowledge and experience of SwiftPOS. In the first instance, please contact your licensed SwiftPOS reseller, with any queries or if further information is required relating to the content of this document.

Introduction

SwiftPOS OrderAway connects to an on-premises SwiftPOS installation via the MSL Cloud Infrastructure components activated in the Back Office. These components enable a secure, VPN-less, Venue-initiated connection between OrderAway's Cloud infrastructure and on-premises systems via the SwiftPOS Web API and a SwiftPOS Touch Master Terminal.



Pre-Requisites

1. SwiftPOS **v10.22 or higher** must be installed.
2. From **v10.37 or higher** the **Cloud Onboarding** process must be completed. This process is outlined in the Customer Help [here](#).
3. Venues will need to [add](#) each Location that is going to be making use of OrderAway and then also ensure each one of them is [activated](#).
4. A Web Server (for example, IIS) must be installed and running. For more information see Reseller Help re [Web Server \(IIS\) Installation](#).
5. Ensure the following SwiftPOS Services are installed and running:
 - a. **Connect Service**
 - b. **Gateway Client Service** - This new service needs to be installed and will only start when an OrderAway Location is [activated](#). Once activated, the Gateway Client Service can be manually stopped/started. It facilitates the communication from the Venue's SwiftPOS server to the SwiftPOS OrderAway Cloud Server. This will be an outbound secure amqp internet connection to the Cloud. For a smoother operation of OrderAway, the Gateway Client should be set to Automatic Start-up in the Service monitor once an OrderAway Location has been activated.

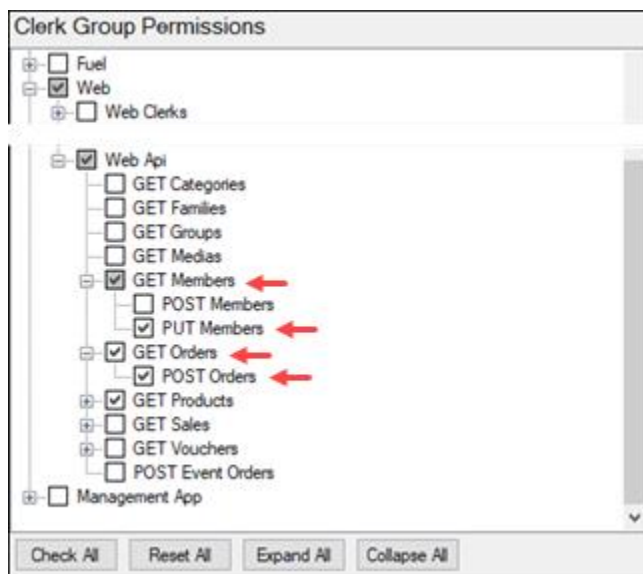
- c. NetPOS
 - d. Sale Processing Service
 - e. Service Monitor
6. Ensure the **Microsoft.net framework** is version **4.7.2 or higher**. Click the link <https://dotnet.microsoft.com/download/dotnet-framework> to download the latest version.

OrderAway Guest Member Setup

It is recommended to create an OrderAway specific **Member** (for example, **OrderAway Guest**) to function as the default Member when no Member is included in the Order. Once created it can then be entered in the SwiftPOS Back Office > Administration > OrderAway > Locations tab > Edit.

OrderAway Clerk Setup

1. Create an OrderAway specific **Clerk Security Group** (for example, **OrderAway Administrators**). Ensure the following authorisations are granted to this new Clerk Security Group:
 - a. GET Products
 - b. GET Members > PUT Member
 - c. GET Orders > POST Orders



2. Create an OrderAway specific **Clerk** (for example, **999 - OrderAway Administrator**). Once created it will only be used to login when activating OrderAway Locations.

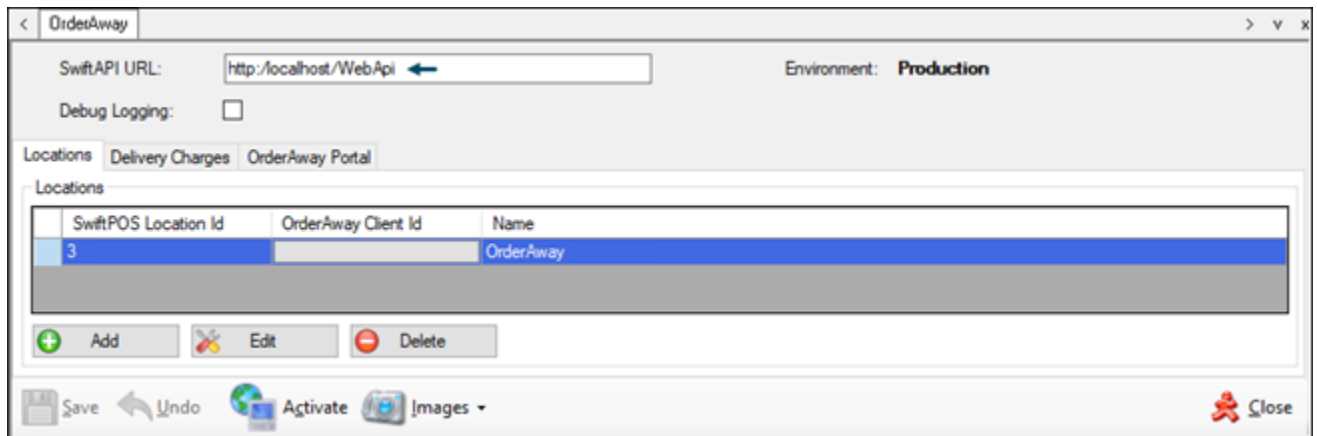
NOTE: Once an OrderAway Location is Activated using a Clerk ID, that Clerk's credentials CANNOT BE changed for that OrderAway Location. Also, **DO NOT** use the 0 - Admin Clerk as the OrderAway specific Clerk. The reason being, the administrator may resign, and a new Admin Clerk maybe configured, or it's details maybe changed.
3. Optionally, create a new:
 - a. OrderAway specific **Clerk Group** (for example, **OrderAway Clerks**). This will provide the ability to restrict the use of the OrderAway specific Clerk (created below) to selected Location Groups (Venues).
 - b. OrderAway specific **Clerk** (for example, **OrderAway Clerk**) that will be the designated Clerk for all OrderAway orders and can then be used as a filter when it comes to OrderAway Reporting. Ensure the same Clerk is assigned to the **OrderAway Clerks** Clerk Group created above.

4. **Assign** the Security Group (**OrderAway Administrators**) and optionally, the Clerk Group (**OrderAway Clerks**), created above to the OrderAway specific Clerk (**999 - OrderAway Administrator**).

OrderAway Location Setup

Accessed via the SwiftPOS Back Office > Administration > OrderAway > Locations tab.

1. Ensure the SwiftAPI URL is set to the local Web API.



NOTE: If the SwiftAPI URL changes in the future, the Locations listed will need to be re-Activated using the Activate button.

2. The OrderAway platform must be connected to a SwiftPOS Touch Terminal and Location within the Venue for all orders to be processed.
3. **Adding OrderAway Locations**
 - a. Select **Add** below the Locations grid.
 - b. Select the **Location** required to be configured for OrderAway.
 - c. Select **OK** and then select **Save**.
4. **Configure Settings for the OrderAway Locations**

Before activating the new OrderAway platform the following settings **MUST BE** configured in the Web Location screen (accessed by selecting a Location in the grid and selecting the **Edit** button).

- a. In the **General** tab:
 - i. **Location Name** – Mandatory. Enter the name that will be set against the OrderAway URL once OrderAway is activated. **NOTE: The URL CANNOT be changed in the future. The name must be unique. It is recommended to use a combination of the Venue and Location names. A maximum of 30 characters is allowed.**
 - ii. **Terminal** - Mandatory. Select the Terminal that will be associated with all OrderAway transactions. The Terminal selected here will be the designated Terminal for all OrderAway orders and is mainly used to be able to filter when it comes to OrderAway Reporting.
 - iii. **Clerk** - Mandatory. Select the OrderAway specific Clerk (if, created above) or alternatively select an existing Clerk. The Clerk selected here will be the designated Clerk for all OrderAway orders and is mainly used to be able to filter when it comes to OrderAway Reporting. **NOTE: If the OrderAway specific Clerk Group OrderAway Clerks was created (in OrderAway Clerk Setup**

above), then ensure this Clerk selected here is also assigned to the same Clerk Group. Also, if the Clerk set here is changed at some point, the Location will need to be re-Activated.

- iv. **Guest Member** - Mandatory. Select the **OrderAway Guest Member** (if, created in OrderAway Guest Member Setup above) or alternatively select an existing Member.
- b. In the **Products** section:
- i. **Menu Mode** – Mandatory. OrderAway Menus can be configured using one of the following modes:
 1. **Keyboard Layout** – Select to ensure OrderAway Menus are created based on Keyboard Layouts. This is the **recommended** way of configuring OrderAway menus. The reasons being:
 - It is easy to add/remove Products from the Menu but also link/unlink entire Layouts to/from the Menu.
 - It is easy to ensure Menus and Products are presented in the desired order.
 2. **Product Family** – Select to ensure OrderAway Menus are created based on Web enabled Families that are also enabled in the Location Group (Venue) the OrderAway Location is in.

Layouts and Products are displayed in order from left to right, top to bottom. **NOTE:** Refer to the **2 - OrderAway Product & Menu Setup** document for more information regarding how to set up Keyboard Layout and Product Family OrderAway Menus.

- ii. **Stock Source** - Mandatory. Select from the drop-down list one of the following:
 1. **Stock on Hand** - Select to retrieve SOH levels directly from Back Office. This is the **recommended** option.
- iii. **Available Servings** - Select to retrieve the current Available. The initial value available can be set at the SwiftPOS Touch Terminal.

- c. In the **NetPOS** tab:

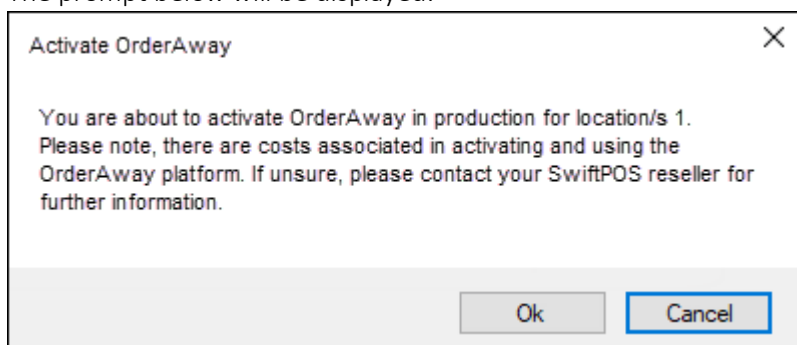
This tab is used to configure the required NetPOS settings to ensure the appropriate Customer/Member information is retrieved/validated using the Interface selected. Complete the remaining fields (if not prefilled) where appropriate. **Ensure the Available Interfaces is set to the appropriate Gaming System.** **NOTE:** The Lookup Field will be set to **Alternate ID** and the Lookup Type will be set to **Standard** for most Gaming interfaces. The selections made here will need to be set against the same fields when configuring the OrderAway Login (Member) Setting. NetPOS for Gaming Systems will need to be setup, so the Members credentials are synced into the SwiftPOS Back Office.

d. In the **Trading Hours** tab:

Used to configure the Trading Hours for each selected day of the week, within which OrderAway will be available.

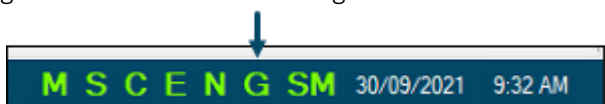
Activation of OrderAway

1. Before [Activating](#), please ensure the **Location Name** has been set as outlined above.
2. Select Activate – At the prompt, enter the OrderAway specific Clerk, **999 - OrderAway Administrator**, created in OrderAway Clerk Setup above. **ATTENTION:** The credentials of the OrderAway specific Clerk that initiates the activation process. This **CANNOT BE CHANGED** after activation. The Clerk's credentials are recorded for the OrderAway Location during the activation process.
3. The prompt below will be displayed:



NOTE: There are costs associated in activating and using OrderAway. Please contact your SwiftPOS reseller for further information.

4. Select **OK**. If successful, a message will be displayed, and the unique OrderAway **Client ID** generated will be displayed opposite the Location in the grid. The OrderAway **Client ID** generated is now unique to the Location (which was just activated) and to the site's registered [Customer Number](#). This OrderAway **Client ID** is used to access the OrderAway setup settings within the OrderAway Portal.
5. Once activated the **Gateway Client** Service should automatically start. Wait for the Services indicator **G** to turn green to indicate it is running.

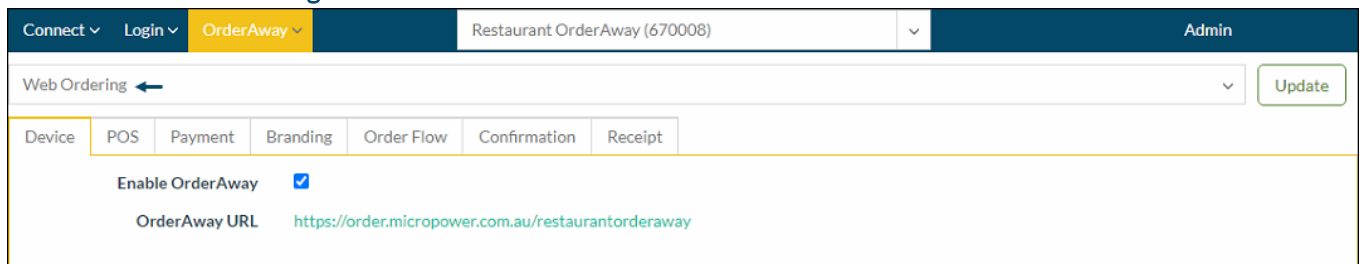


Failing that, it can be started via SwiftPOS Back Office > Administration > Services.

6. **NOTE:** After activation, if an OrderAway Location's **SwiftAPI URL** has changed, Venues are able to reactivate an OrderAway Location. However, some configuration settings that have been set in the OrderAway Portal may need to be reconfigured after the reactivation. Refer to the [3 - OrderAway Portal Setup](#) document for more information.

Accessing OrderAway Portal from Back Office

1. Once an OrderAway Location has been activated, it will have a unique **Client ID** assigned to it. Select the **Client ID** to access the OrderAway Portal where Venues can customise and manage their OrderAway settings. To access the OrderAway Portal in Back Office select Administration > OrderAway - Select either the OrderAway Portal tab or by clicking on the OrderAway Client ID button opposite one of the Locations listed in the grid. **NOTE: Licenced SwiftPOS Resellers will get access to a web based OrderAway Portal called Venue Manager giving them access to all Venues and Locations that they support. Refer to the 2 - OrderAway Product & Menu Setup document for more information.**
2. If multiple OrderAway Locations have been activated within a Venue, enter in the corresponding Location name or Club ID in the top search bar, then select the OrderAway > Devices > OrderAway. The header name should read **Web Ordering**.



The screenshot displays the OrderAway portal interface. At the top, there is a navigation bar with 'Connect', 'Login', and 'OrderAway' dropdown menus. The current location is 'Restaurant OrderAway (670008)' and the user is 'Admin'. Below the navigation bar, there is a search bar containing 'Web Ordering' and an 'Update' button. A horizontal menu below the search bar includes 'Device', 'POS', 'Payment', 'Branding', 'Order Flow', 'Confirmation', and 'Receipt'. The 'Device' tab is selected, showing 'Enable OrderAway' with a checked checkbox and 'OrderAway URL' as <https://order.micropower.com.au/restaurantorderaway>.

3. From here, access the different tabs corresponding to different OrderAway setup options.

Continue With:

The **2 - OrderAway Product & Menu Setup** document.