

OrderAway Product Setup

Introduction

Product setup for OrderAway is relatively straight forward. Products must be active in the Locations selected for OrderAway. Products linked via the selected Menu Mode will all be available to OrderAway. These can be either assigned to a Product Family or linked to a Keyboard Layout.

Prerequisites

1. Comprise a list of Products that will be added to the OrderAway Menu.
2. Ensure the steps outlined in the **1 - OrderAway Initial Setup** document. This includes:
 - a. A Location and Terminal is configured for OrderAway.
 - b. The Web API setup has been completed.
 - c. A Menu Mode has been selected.
 - d. The OrderAway Location has been activated and there is access to OrderAway Portal.

TIP: For the best results endeavour to create a Menu/Product structure that balances, the least number of key presses to find a Product against and not having too many options available in a single screen.

Setup

Once the list of Products to be added to the OrderAway Menu has been comprised, edit each of the Products listed ensuring that each of the areas indicated below are configured as required.

The screenshot shows the 'Product Full Edit' window. At the top, the 'Product Code' is 16005 and the 'Product Description' is 'Thai Prawn Kebab'. The 'PLU' is also 16005. The 'Product Range' is set to 'Entree'. On the right, there are radio buttons for 'Non-Inventoried', 'Purchased Item', 'Reciped Item', 'Production Item', and 'Combo Item'. The 'Main' section contains fields for 'Sell Category' (2 - Entree), 'Report Group' (5 - Food), and 'Size/UOM' (1 - Each). There are checkboxes for 'Active', 'Override Case Qty', 'String PLU', 'Qty Based PLU', and 'Rev. Qty at POS'. There are also fields for 'Tare Weight (g)', 'Shelf Life (days)', and 'Shelf Life (type)'. Below these are 'Downsize' and 'Upsize' fields, and a 'Post Links' button. On the right, a table shows 'Price Levels' with columns for #, Price Level, GP, Price, Promo, GP, and Combo. The table has 10 rows. At the bottom, there is a table with columns for #, Location, Cost, Cost as %, Prev, Active, SOH, On, Min, Max, and Labels. There are 6 rows of data. At the bottom left, there are location group and GP/Price Level Location dropdowns. At the bottom right, there is a mobile phone mockup showing the OrderAway menu interface with items like 'Sticky Date', 'Pavlova', 'Chocolate Mud', and 'B&B Pudding'.

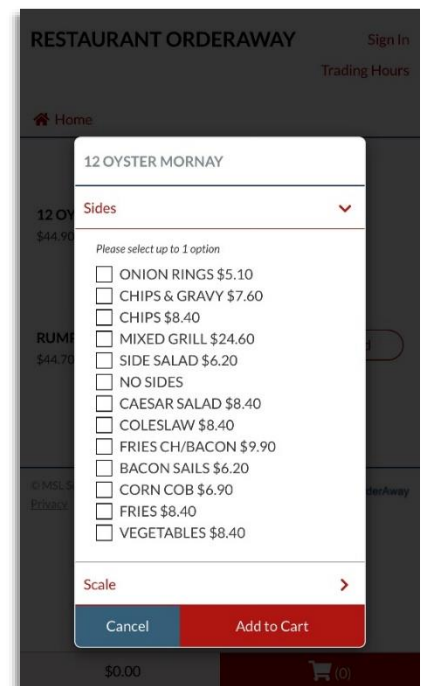
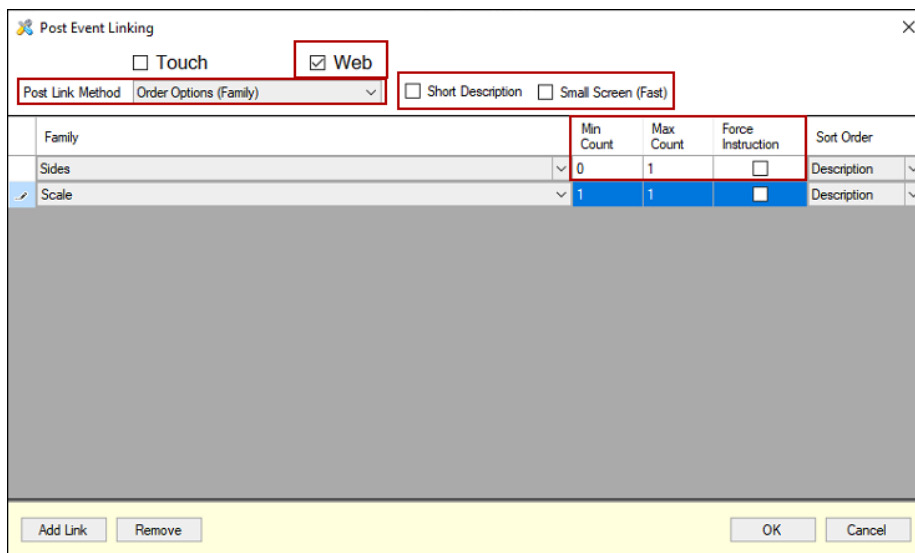
1. **Product Description and PLU** – The Description will be the name visible on the Menu and the PLU is set in the Menu when building the Menu.
2. **Web Settings** – Select and enter any further details about the Product, that will also be visible along with the Product in the OrderAway Menu.
3. **Price Levels** – Ensure pricing is set correctly. Specifically, the Price Level set in the OrderAway Portal, that will be retrieved by OrderAway, as well as any Member pricing (retrieved when a Member is signed in).
4. **Active and SOH** - The Active option MUST BE selected in the OrderAway Location to ensure the Product is visible in OrderAway. If Stock on Hand (SOH) Stock Source is selected in the OrderAway > Web Location screen the Product may show one of the following:
 - a. Limited Stock
 - b. Out of Stock
 - c. Available (depending on the SOH in the OrderAway Location)
5. **Image Set** – Select/Set the Image that will be displayed for the Product in the OrderAway Menu. If an Image has already been set, then either change by selecting another Image or adding a new one, or override the Image set here by uploading a new Image (for OrderAway only) via the OrderAway Portal > Branding tab. Refer to the **4 - OrderAway Branding and QR Code Options** document for more information. Images must not exceed:
 - a. Maximum 60 MB

- b. Max ratio 256 x 256px
- c. 400 Images in total can be uploaded to OrderAway. This includes Menu Images.

To upload Images, select the **Upload Images** button in Back Office > Administration > OrderAway.

6. **Post Links** – Products in OrderAway can have Post Links that enable, for example, the selection of cooking instructions, sides, sauces, add-ons, etc. Similar to SwiftPOS Touch Post Linking, OrderAway Post Linking works the same:
 - a. **Web** - Ensure this option is selected. This will ensure the Post Link is available to OrderAway.
 - b. **Post Link Method** – It is recommended to use Families, as it is easier to edit and maintain. Add the Post Link Family and set the Min/Max Item counts. A value of 0 will indicate no Min/Max count applies.
 - c. **Multiple Post Links** – Multiple Post Links added will be displayed in the order they are listed in the Post Event Linking grid.

NOTE : When Keyboard Layout is selected for the Menu Mode, Post Linking can also be configured against the Product POS Keys. OrderAway will assume the Post Linking set against a Product POS Key over the Post Links set against Product in the Product Full Edit screen. Refer to the OrderAway Keyboard Layout Menu Mode Setup below for more information.



Again, Administrators should be mindful that the structure of the hierarchy is a trade-off between selecting items with as few key presses as possible versus not presenting too many options on a single screen. The example above could be considered as providing too many options for side dishes.

Happy Hour

Venues can enable Happy Hour pricing to apply to OrderAway Products. Similar to any regular Happy Hour setup in SwiftPOS, OrderAway Products must be added via the Happy Hour Set-Up screen.

To create a Happy Hour pricing go to Back Office > Products > Happy Hour Set-Up:

1. Select **New** and enter a **Name** for the new Happy Hour promotion and ensure it is **enabled**.
2. Set the **days** of the week and **Start/End times** the Happy Hour will go for. Also select OrderAway **Locations** to ensure the newly created Happy Hour will only be promoted in those Locations.
3. Add Products by either selecting the **Add Row** or **Wizard** button. Ensure the Happy Hour pricing (**HH Price**) is set correctly.
4. Select **Save** to save the Happy Hour. OrderAway will be automatically update and the HH Price will automatically be displayed when the day and time falls within those selected in step 2 above.

The screenshot shows the 'Happy Hour Set-Up' window. Callout 1 points to the 'Happy Hour Name' field (containing 'OrderAway Happy Hour') and the 'Happy Hour is enabled' checkbox. Callout 2 points to the 'Start Time' (17:00:00 PM) and 'End Time' (19:00:00 PM) dropdowns, and also to the 'Locations' field (showing '3'). Callout 3 points to the 'Add Row (CTRL + INS)' button and the product table. Callout 4 points to the 'Save' button.

Price Level	Product Code	Description	Normal	HH Price	HH Category	HH Family	Bonus Points	Rebate Type
2 - MEMBE...	80404	Boags PL Jug	\$13.15	\$11.85	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80403	Boags PL Pint	\$7.00	\$6.30	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
2 - MEMBE...	80403	Boags PL Pint	\$7.00	\$6.30	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
2 - MEMBE...	8032	Caimbrae Marlbor...	\$6.15	\$5.55	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80504	Carlton Mid Stren...	\$13.15	\$11.85	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
2 - MEMBE...	80504	Carlton Mid Stren...	\$13.15	\$11.85	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80503	Carlton Mid Stren...	\$7.00	\$6.30	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
2 - MEMBE...	80503	Carlton Mid Stren...	\$7.00	\$6.30	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value

Specials/Promotions

Venues can enable Specials/Promotions pricing to apply to OrderAway Products. Similar to any regular Specials/Promotions in SwiftPOS, OrderAway Products must be added via the Specials/Promotions screen.

To create a Happy Hour pricing go to Back Office > Products > Specials/Promotions:

1. Select **New** and enter a **Name** for the new Happy Hour promotion and ensure it is **enabled**.
2. Set the **Start/End Dates** and the **Start/End Buy Period** dates for the Specials/Promotion will go for. Also select OrderAway **Locations** to ensure the newly created Specials/Promotion will only be promoted in those Locations.
3. Add Products by either selecting the **Add Row** or **Wizard** button. Ensure the Specials/Promotion pricing (**Promo Price**) is set correctly.
4. Select **Save** to save the Specials/Promotion. OrderAway will be automatically update and the Promo Price will automatically be displayed when the day and time falls within those selected in step 2 above.

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2

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4

Price Level	Product Code	Description	Normal	Promo Price	Promo Category	Promo Family	Points	Rebate Type
1 - NORMAL	17002	Coke Large	\$3.50	\$2.80	11 - COLD BEVER...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	17012	Fanta Large	\$3.50	\$2.80	11 - COLD BEVER...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	17022	Fresh OJ Large	\$3.00	\$2.40	11 - COLD BEVER...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	17032	Pepsi Large	\$3.50	\$2.80	11 - COLD BEVER...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	8012	Bowen Estate Ca...	\$6.15	\$4.95	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80201	Hahn Lite Pot	\$5.75	\$4.60	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80202	Hahn Lite Schoo...	\$6.10	\$4.90	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80203	Hahn Lite Pint	\$7.00	\$5.60	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	80204	Hahn Lite Jug	\$13.15	\$10.55	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value
1 - NORMAL	8021	Magic SLH Pine	\$9.00	\$7.20	10 - ALCOHOLIC ...	<<NO CHANGE>>	0	\$ Value

NOTE : Please ensure that OrderAway Products for a single Location only have one Happy Hour or Specials/Promotion pricing enabled at one time. Multiple pricing of a Product in the same Location for the same is not supported.

Menu Mode Setups

Introduction

As mentioned before there is a choice of 2 Menu Modes in which an OrderAway Menu can be setup:

- **Keyboard Layout** – This uses the Keyboard designer under Back Office > Touch Settings > Keyboard, OR
- **Product Family** – This uses Families to generate the structure of the OrderAway Menu, Back Office > Product > Families.

Refer to the **1 - OrderAway Initial Setup** document to set the Menu Mode.

The Product Family mode allows for quick setup and syncing of Product into both Product Menus and Sub Menus. However, the Keyboard Layout mode is the recommended way of setting up the OrderAway Menu. The reasons being:

- It is easy to add or remove Products from the Menu but also link and unlink entire Layouts (Sub Menus) from the Menu.
- It is easier to customise (to Venue preferences) the order in which Products and Menus are presented (Family mode cannot do this).

NOTE : OrderAway will display Products, added to a Keyboard Layout, in order going from **left to right and top to bottom** through the Layout.

Keyboard Layout Menu Mode Setup

It is assumed that the Menu Mode for the OrderAway has been set to Keyboard Layout in the OrderAway > Edit > Web Location screen in Back Office. Refer to the **1 - OrderAway Initial Setup** document for more information.

In SwiftPOS Back Office > Connect/Touch Settings > Keyboards:

- Create a new Keyboard with a Home Layout. It is recommended that a new Keyboard Layout is used for OrderAway, rather than using an existing Keyboard Layout. Remember, patrons will be navigating the Menu, not trained POS/Wait staff.
- Select any normal size Keyboard, make sure you select one that has enough keys for the number of Products you want to have for each Menu group (for example, Mains). The sales grid and fixed keys are irrelevant. Select Next and then OK.
- Name the new Layout (this will become the default Home Layout and Main Menu in OrderAway) and select OK.
- OrderAway will display all Products and Layouts in order from **left to right and top to bottom**.

From here, the setup of the Keyboard will very much depend on the Venue's preferences as to how they want to structure the OrderAway Menu. It is crucial to work closely with Venues to ensure the desired Menu flow is realised.

NOTE : Administrators should be mindful that the structure of the hierarchy is a trade-off between selecting items with as few key presses as possible versus not presenting too many options on a single screen.

There are two main link types that are applicable to OrderAway. All others will be ignored by OrderAway. These are:

- Products – Depicted in blue in the image below.
- Layouts – Depicted in green in the image below.

In the example below

- Home Layout **340 - OrderAway** will become the Main Menu in OrderAway.
- Venues can customise how they want their Menu to look, for example, having their linked Layouts (Sub Menus) displayed in the same colour (in green below).
- Each linked Layout will be a Sub Menu and again, these can have more Products listed or more linked Layouts.
- For all Products with Post Links (like cooking instructions and extras), it is recommended to add Post Links against the Product in the Product Full Edit screen instead of adding these against the Product POS key in Keyboard Designer.
- OrderAway will display Products, added to a Keyboard Layout, in order going from **left to right and top to bottom** through the Layout.
- **NOTE :** If Layouts and Products are in the same Menu (Keyboard Layout), linked Layouts (Sub Menus) will always display above Products in OrderAway. As can be seen below.

The diagram illustrates the relationship between a Keyboard Layout and the OrderAway app interface. On the left, a grid represents the Keyboard Layout. The top row contains two green cells labeled 'Entree' and 'Mains'. The second row contains two blue cells: '12 OYSTER MORNAY' under 'Entree' and 'RUMP STEAK 400' under 'Mains'. Other cells in the grid are grey. On the right, a screenshot of the OrderAway app shows a menu with a grid of food images labeled 'DRINKS', 'ENTREE', 'MAINE', and 'DESSERTS'. Below this grid are two product cards: 'CHEF SPECIAL - 12 OYSTER MORNAY' and 'CHEF SPECIAL - Rump Steak'. Callout boxes with arrows link the 'Entree' and 'Mains' categories in the grid to the corresponding sections in the app. Another callout links the '12 OYSTER MORNAY' and 'RUMP STEAK 400' products in the grid to the product cards in the app. A third callout links the bottom of the grid to the 'Home Layout / Main Menu' label. At the bottom of the grid, a navigation bar shows '340 - OrderAway' in a dropdown menu, '1 / 3' in the center, and left and right arrow buttons.

Linking the Menu to OrderAway Platform in Keyboard Mode

The OrderAway Menu is set in the OrderAway Portal > POS tab, Keyboard setting. The main OrderAway Menu will display Sub Menus/Products placed on the Home Layout. The Home Layout ID should be set in the Keyboard setting. For the example above, the Keyboard setting would be set to **340**.

OrderAway will build Sub Menus and their Product hierarchy automatically to display the appropriate options as a patron navigates these.

Menu Images

Images for Menus can be set in Keyboard Designer by selecting one of the Layout POS Keys and selecting the **Image** button on the right-hand column in the Appearance section. Alternatively, Images can be uploaded via the OrderAway portal under the Branding Tab. Refer to the 4 - **OrderAway Branding & QR Code Options** document for more information regarding uploading Images).

Product Images can be set via the Product Full Edit screen or via the OrderAway Portal. **NOTE : It is not recommended to add Images via the Keyboard Designer.**

OrderAway Families Menu Mode Setup

It is assumed that the Menu Mode for the OrderAway has been set to Product Family in the OrderAway > Edit > Web Location screen in Back Office. Refer to the **1 - OrderAway Initial Setup** document for more information.

The Terminal ID set in the OrderAway > Edit > Web Location screen will need to be noted as this will be used to link the Families to the OrderAway platform, as explained in the next document.

In SwiftPOS Back Office > Products > Families:

- Create a new Family or edit an existing Family.
- Ensure the Family created/edited has the Web option selected.
- Each Web enabled Family will be a Sub Menu and their Products will be the Sub Menu items listed in OrderAway. Be aware that having too many Web enabled Families will result in patrons having to scroll down significantly in order to view all available Sub Menus. Therefore, it is recommended to keep these to a minimum.

NOTE : Venues with multiple OrderAway Locations would be wise to avoid using the Product Family Menu Mode. This mode is not suited as access to Families can only be restricted/permitted at Location Group (Venue) level and NOT at In-Venue Location level. This will mean that OrderAway Menus will be the same across all Location in a Venue and Location specific OrderAway Menus is NOT possible using this mode.

Linking the Menu to OrderAway Platform in Family Mode

The OrderAway Menu is set in the OrderAway Portal > POS tab > Keyboard setting. To link Web enabled Product Families to the OrderAway Platform the Terminal ID assigned to the OrderAway platform that was selected in the OrderAway > Edit > Web Location screen, must be entered into the Keyboard ID.

Menu Images

Images for Family Menus must be uploaded via the OrderAway Portal > Branding Tab. Refer to the [4 - OrderAway Branding & QR Code Options](#) document for more information.

Continue With:

The [3 - OrderAway Portal Setup](#) document.