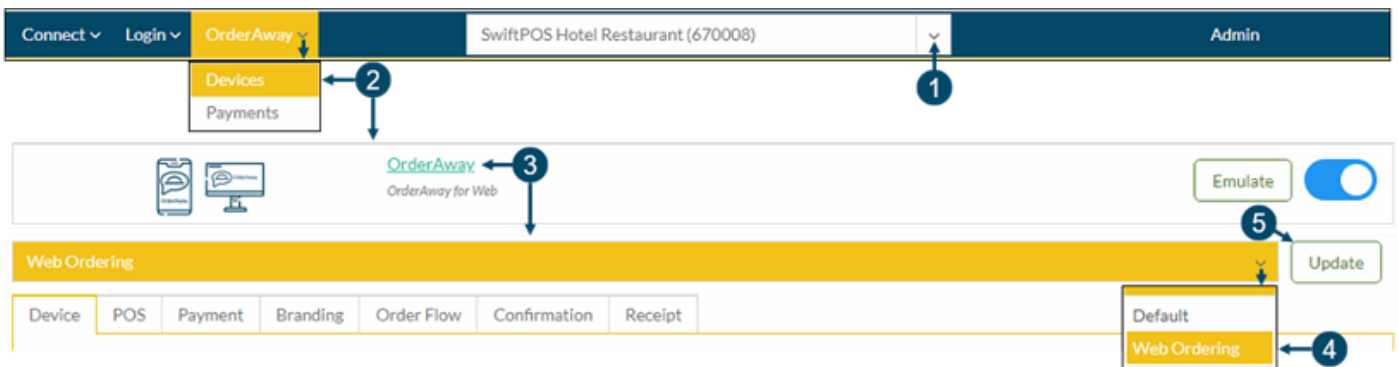


OrderAway Portal Setup

Introduction

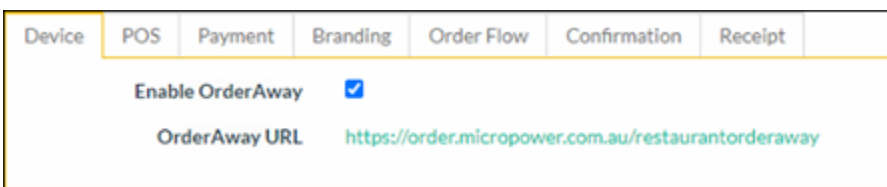
The OrderAway Portal is where Venues can manage their OrderAway Locations. It is accessed by selecting the SwiftPOS Back Office > Administration > OrderAway > OrderAway Portal tab or by clicking on the OrderAway Client ID button opposite one of the Locations listed in the grid.



1. Enter/Select the OrderAway Location
2. Select the OrderAway > Devices
3. Select OrderAway
4. Select Web Ordering
5. Select to Save Changes

The tabs (Device, POS, Payment, etc) provide Venues to customise and manage those areas of OrderAway that can be configured to best fit their requirements.

Device Tab



Enable OrderAway – Used to enable/disable OrderAway as required. This should be enabled by default when the OrderAway Location is activated.

OrderAway URL – This is the default URL. There are currently two domains available for OrderAway, however, only one of them is recommended. Both are the same and will direct the patron to the same OrderAway:

- **orderaway.com.au – Recommended** to be used when creating QR codes and any Links to the OrderAway domain, as this domain will be visible in most browsers when a patron is browsing the OrderAway Menu. Example <https://orderaway.com.au/restaurantorderaway>
- **order.micropower.com.au - NOT Recommended** as this is the old default domain. However, it will still work.

POS Tab

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
	<p>POS System SwiftPOS</p> <p>Location Id <input type="text" value="1"/> <i>POS LocationId set in the POS system</i></p> <p>Default Price Level <input type="text" value="1"/> ^ v <i>The default price level used to retrieve prices for POS items. (Use -1 to defer to MIP with SwiftPOS)</i></p> <p>Keyboard <input type="text" value="340"/> <i>The root level menu to load on the OrderAway for Web page.</i></p> <p>Guest Member <input type="text" value="1"/> <i>Member ID used to submit orders, this value must match the ID set in the POS System</i></p> <p>Member Search Field <input type="text" value="MemberNo"/> v <i>Search field to find member. GetMemberProfile field mapped to Connect requests that go to SwiftPOS. E.g. 'MemberId' field of 'CreateOrder' request.</i></p> <p>Stock Warnings <input type="checkbox"/> <i>Enable checking of stock levels</i></p>					

This tab shows all settings configured during the initial Setup. Refer to the [1 - OrderAway Initial Setup](#) document for more information.

- **Location ID** – This is the Location set in the initial setup and is defaulted by the Activation process. The Location ID will ordinarily not change.
- **Default Price Level** – Select to set the Price level that will be used for OrderAway items. In general, the default value of **-1** is **recommended**. This value indicates that the Price Level set for the Location in SwiftPOS Back Office will be used. However, if special pricing for OrderAway is required, then that Price Level can be selected here.
- **Keyboard** – Displays the Keyboard ID configured as the Home Layout/Main Menu during the initial Setup.
- **Guest Member** – Used as the Member No when a patron does not sign in. Defaults to the setting as configured during Initial setup. For example, [OrderAway Guest](#).
- **Member Search Field** – Depicts the field used to lookup Members based on the ID that they enter. The only setting that should be used is **MemberNo**.

OrderAway Portal Setup continued ...

- Stock Warnings** – Select to enable the setting and checking of SOH to inform patrons of the current levels, with the aim of preventing the ordering of items that cannot be served. When enabled, the warnings (outlined below) will be generated informing patrons, depending on the SOH levels set:
 - Out of Stock** – Set the SOH level value that will determine at which point the item will appear to the patron as Out of Stock. A value of greater than one can be used to consider Orders that may be in currently in progress.
 - Limited Stock** - Set the SOH level value that will determine at which point the item will appear to the patron as Limited Stock. The value should be greater than the Out of Stock value set.

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
POS System		SwiftPOS				
Stock Warnings		<input checked="" type="checkbox"/> Enable checking of stock levels				
Out of Stock Level		<input type="text" value="3"/> Set this above 0 to prevent users creating orders at this level. This can be used to reduce the chance of users getting out of stock.				
Limited Stock Level		<input type="text" value="5"/> The level at which 'limited stock' message is shown, set to 0 to never show				

The numbers entered will be based on the current SOH against each Product in SwiftPOS Back Office. SOH Levels are only decremented when orders for Products are placed.

Payment Tab

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
Allow Anonymous Users		<input type="checkbox"/> Allow anyone to create orders				
Enable Sign In		<input type="checkbox"/> Allow users to use their logins to get member pricing				
Submit Without Payment		<input type="checkbox"/>				
Card Payment		<input type="checkbox"/> NOTE: If enabled, please ensure Payment Options are set				

This tab is used to configure aspects of payment solutions for Members and/or Guests using OrderAway.

NOTE: Venues **MUST BE** signed up with **Windcave** to be able to process payments through the OrderAway platform. Refer to **5 - OrderAway Windcave (Payment) Setup** document for more information.

- Allow Anonymous Users** – Select to enable non-Member (Guest) patrons to be able to place Orders. Guest patrons will not be required to sign in. **NOTE:** Orders placed by Guests will automatically have the OrderAway specific Guest Member (as set in the POS tab) assigned to them.

OrderAway Portal Setup continued ...

- **Enable Sign In** – Select to enable Member sign in and hence have access to Member pricing. When selected the following settings will be presented:

Enable Sign In *Allow users to use their logins to get member pricing*
 → **Force Login Prompt** *When enabled OrderAway will first show the login screen*
 → **Tiered Member Pricing**
 → **Member Price Level** *The default member price level used to retrieve prices for POS items.(Use -2 to defer to MIP with SwiftPOS)*
 → **Enable Points Payment**
 → **Points Redemption Ratio**
 → **Enable Member Account Payment**

- **Force Login Prompt** – Select to ensure the Member Login screen is presented as opposed to just the SIGN IN option at the top right of the user interface. This can be useful in a Member based Venue. For example, a Gaming Venue. Members will be prompted to login to receive Member pricing and have access to points payment.
- **Tiered Member Pricing** – Select to ensure tiered level pricing will be applied. **NOTE** : To ensure the same pricing rules are applied in OrderAway as those at SwiftPOS Touch, then it is recommended that this option is always selected.
 - **Selected - Tiered Member pricing** will apply. That is, the Member Price Level will be sourced from SwiftPOS based on the tier level of the logged in Member.
 - **Unselected - Single Tiered pricing** will apply. That is, the Member Price Level set will be used for all logged in Members.
- **Member Price Level** – Set the Price Level to be used when single tiered pricing applies. That is, when the Tiered Member Pricing option is NOT selected. **NOTE**: This field will be disabled when the Tiered Member Pricing option is selected. Consider the following when setting this value:
 - A value of **0** or **-1** indicates the Location’s **Default Price Level** will be used.
 - From SwiftPOS **v10.39** or higher a value of **-2** also indicates the Location’s **Default Price Level** will be used, rather than the Location’s **Base Member Price**, as was the case in earlier **v10** versions. This ensures pricing is consistent between OrderAway and Touch.
- **Enable Points Payment** – Select to ensure Members that are logged in have the option of paying using Points. When selected the following settings will be presented:

NOTE: If enabled, please ensure Payment Options are set
Enable Points Payment
 → **Media**
 → **Media Description**

- **Media** – Enter the Media ID to be used for the Online Payment Fee.
 - For SwiftPOS Members ensure the Media is set to **529**.
 - For all other gaming and membership interfaces ensure the Media is set to **156**.
 - **Description** – Displays the description of the selected Media. For example, **Redemption or Points Pay**.

OrderAway Portal Setup continued ...

- **Points Redemption Ratio** – Set the redemption ratio that will determine the number of points redeemed for every dollar spent by all logged in Members. **NOTE: This should only be set if Tiered Member Pricing above is NOT selected.**
- **Enable Member Account Payment** – Select to enable charging to SwiftPOS or ePurse Accounts. Refer to the **8 - OrderAway Account Charge & ePurse Cash** document for more information.
- **Submit Without Payment** – Select to allow patrons to place orders without paying, thus supporting the option of paying on pick up.
- **Card Payment** – Select to enable the processing of payments in the OrderAway platform using the Windcave account payment. Media will need to be configured in the SwiftPOS Back Office prior to enabling. When selected the following settings will be presented:

Card Payment	<input checked="" type="checkbox"/>	<i>NOTE: If enabled, please ensure Payment Options are set</i>
→ Media	<input type="text" value="0"/>	
→ Media Description	<input type="text" value="Card Payment"/>	
Online Payment Fee		
→ PLU Number	<input type="text" value="666"/>	<i>PLU Number that the payment fee will be assigned to upon order submission</i>
→ Description	<input type="text" value="Card Processing Fee"/>	<i>Description of the payment fee</i>
→ Percentage	<input type="text" value="1.00"/> <input type="button" value="↑"/> <input type="button" value="↓"/>	<i>Fee as a percentage of the order total (can be used in conjunction with fixed value)</i>
→ Fixed Value	<input type="text" value="0.10"/> <input type="button" value="↑"/> <input type="button" value="↓"/>	

- **Media** – Enter the Media ID to be used for the Online Payment Fee. For example, **666**.
- **Description** – Displays the description of the selected Media. For example, **Card Processing Fee**.
- **Online Payment Fee**

Settings here relate to when Venues choose to pass the Windcave payment fee on to patrons. Legally, Venues can only charge, up to the full amount of the Windcave payment fee. They cannot charge more. Please refer to the ACCC website for more information regarding merchant fees/surcharges. For example, the Windcave payment fee is 1.00 Percentage (%) of the transaction plus a 0.10 Fixed Value (\$) per transaction.

Based on a \$5.32 transaction value the Online Payment Fee is calculated as follows:

$$\$5.32 \times 1\% = 0.0532 = \$0.05 \text{ (rounded) - Fee based on Transaction}$$

$$\$0.05 + \$0.10 = \$0.15 \text{ - Total payment fee including fixed fee}$$

$$\$5.32 + \$0.15 = \$5.47 \text{ - Total amount charged to the patron}$$

- **PLU Number** – Set the PLU that will represent the Online Payment Fee for all Orders.
- **Description** – Set the description that will represent the Online Payment Fee that will appear on all Orders. The description “Card Payment Processing Fee” is recommended.
- **Percentage** – Enter the Windcave payment fee as a percentage.
- **Fixed Value** – Enter the Windcave payment fee as a dollar value.

OrderAway Portal Setup continued ...

Branding Tab

The Branding tab is covered in the 4 - OrderAway Branding & QR Code Options document.

Order Flow Tab

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
				<p>Enable Pickup <input type="checkbox"/></p> <p>Enable Delivery <input type="checkbox"/></p> <p>The settings below relate to orders with a predefined location e.g. those triggered with a QR code</p> <p>Capture Name <input type="checkbox"/></p> <p><i>These settings only apply in 'at table' mode</i></p> <p>Capture Phone <input type="checkbox"/></p> <p><i>These settings only apply in 'at table' mode</i></p> <p>Enable Schedule Order <input type="checkbox"/></p> <p><i>Allows orders to be scheduled for a later time.</i></p> <p>Order Ready Offset (minutes) <input type="text" value="30"/></p> <p><i>Time in minutes the order will be ready from time of payment.</i></p> <p>Last Order Cut-off (minutes) <input type="text" value="10"/></p> <p><i>Cut off period based on venues trading hours.</i></p>		

- **Enable Pickup** – Select to ensure the Order Pickup option is added to the user. When patrons select this, they will be expected to present at the Location to pick up their order. If this is not permitted, ensure this option is unselected. **NOTE: When Location Suffixes* are used the Order Pickup option will be ignored.**
- **Enable Delivery** – Select to ensure Home Delivery settings can be configured. These can be set to limit the addresses that a Venue will deliver to. Once selected, select the Location Type applicable to the Venue. **NOTE: When Location Suffixes* are used the Home Delivery settings will be ignored.**

Enable Delivery
Location Type FreeText
Address
Initially be used by OrderAway for Web to determine the type of control / input we use to collect the location from the customer.

- **Location Type** – This can either be:
 - **Free Text** – When selected enter the delivery Location to which the Order is to be delivered. Normally this will refer to a table, seat, box, etc and not an Address as such. For example, Table 11, Seat 5, Box 13, etc. When selected the following settings will be presented:

Location Label
Replaces the delivery to text in the free text delivery input.

- **Address** – When selected the Address entered will be validated to ensure it is a valid Australian address. The Address Finder (API) is used for the validation.

Delivery Restriction NONE
POSTCODES
RADIUS
Enable restrictions on customer delivery address.

- i. **Delivery Restriction** – Used to limit the addresses that can be delivered to. This can either be:

1. **NONE** – Select to ensure no delivery address limitation is applied.
2. **POSTCODES** - When selected addresses will be limited to those that fall within a list of permitted deliverable Postcodes. When selected the following settings will be presented:

Deliverable Postcodes

Start with 0 for postcodes under 1000.

3. **RADIUS** – When selected addresses (subject to the Address Finder validation) will be limited to those that fall within a metre radius of the Venue’s Location. The metre radius can be set to determine delivery radius. When selected the following settings will be presented:

Address Line 1

Address Line 2

Suburb

State

Postcode

Longitude

Latitude

Delivery Radius (m)

- **Capture Name & Phone** – Select to require patrons to enter their name and contact number when ordering from a Table. Can be used in combination with a **Location Suffixes***.
- **Enable Scheduled Order** – Select to provide patrons with the option of specifying an expected Order delivery/pick up time. Leaving it unselected, patrons will not be able to specify an expected Order delivery/pick up time.
- **Order Ready Offset (minutes)** – Set the number of minutes an Order will remain unprinted after the time of payment. This is generally referred to as a delayed Order. Once set the Order will on print via the Order Master Terminal after the number of minutes set here have lapsed after the time the Order was finalised. Additional flexibility is available to Venues by setting the **Print Delayed orders XX mins before delivery** setting at the Order Master Terminal via the Terminal Settings > Table Tracking > Orders settings tab.

Enable Caller ID

Port

➔ **Print delayed orders** mins before delivery

This setting will override the setting, set here.

- **Last Order Cut-off** – Set the number of minutes before the Location’s closing time to determine the cut-off time. After this time Orders will not be accepted. The Location’s closing time is configured in the Trading Hours as part of the initial setup. Refer to the **1 - OrderAway Initial Setup** document for more information.

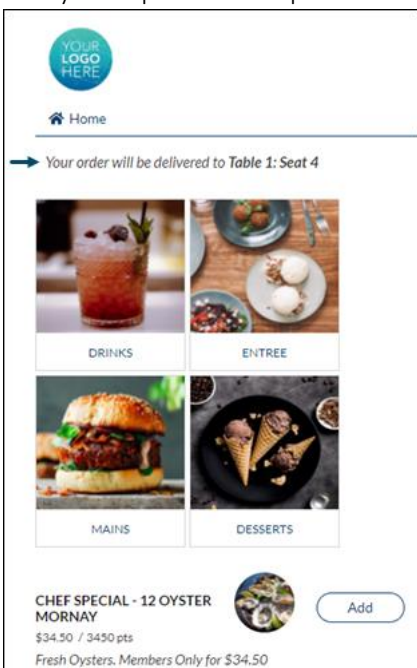
***Location Suffix** – Refer to the **4 - OrderAway Branding & QR Code Options** document for more information.

OrderAway Portal Setup continued ...

Confirmation Tab

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
Default Error Message		<div style="border: 1px solid gray; padding: 5px;">An error has occurred while creating your order, please contact the club at (07) 1234 1234.</div> <p><i>Message displayed to user if an error has occurred. Recommended to add club contact number as part of the message.</i></p>				
Club Notification Email		<input type="text"/> <p><i>Club email address used to send copies of orders and errors.</i></p>				
Enable Notify		<input type="checkbox"/> <p><i>Enables notify system updates on the order completed screen</i></p>				
Send SMS		<input type="checkbox"/> <p><i>Send SMS when an order is successful</i></p>				
Send Email		<input type="checkbox"/> <p><i>Send Email when an order is successful</i></p>				
In Venue Order Confirmation Message		<div style="border: 1px solid gray; padding: 5px;">Your order will be ready in 30 mins, please pick up from the main restaurant</div> <p><i>SMS/Email Message sent to user once an order has been created successfully.</i></p>				
<small>Tokens (case sensitive) - {OrderNumber}, {POSHeaderLabel}, {MediaDescription}, {POSMemberId}, {MemberId}, {ContactNumber}, {PickupLocation}, {Total}, {PaymentMethod}, {ScheduledTime}, {Date}, {OrderType}, {DeliveryLocationAddress1}, {DeliveryLocationAddress2}, {DeliveryLocationCity}, {DeliveryLocationPostCode}, {OrderName}</small>						

- **Default Error Message** – Enter a message that will be displayed as the default message whenever an error/issue is encountered while using the OrderAway platform. Generally used to provide an alternative contact number to patrons, so that they can follow up on their Order.
- **Club Notification Email** – Enter an email address for the Venue so that all errors/issues with Orders can be sent to it, for review and follow up.
- **Enable Notify** – This is currently **NOT AVAILABLE**
- **Send SMS** – Select to enable SMS notifications to be sent to patrons relating to their Orders. This applies to confirmation messages for both In & Outside Venue. The confirmation message can be set below.
- **Send Email** – Select to enable email notifications to be sent to patrons relating to their Orders. This applies to confirmation messages for both In & Outside Venue Ordering. The confirmation message can be set below.
- **In Venue Order Confirmation Message** – Enter a message that will be sent to patrons to notify them after an Order has been submitted. This applies to both In & Outside Venue Ordering. Venues can create messages to notify their patrons and provide instructions on pickup and delivery orders.



OrderAway Portal Setup continued ...

- **In Venue Ordering Confirmation Message** – This is applicable to all OrderAway **Location Suffix*** type Orders as well as Pickup Orders.
 - **When Send Email is selected**

All In Venue Orders at minimum require an email address. Patrons will be required to provide an email address whenever they place an Order. The patron will receive an In Venue Order Confirmation Message via email.
 - **When Send SMS is selected**

A phone number to which an SMS notification is sent, is optional. As noted under Order Flow tab section above, the **Capture Name** and **Capture Phone** fields (if selected) will require patrons to provide their name and/or phone number whenever they place an Order. The patron will receive an In Venue Order Confirmation Message via SMS.
- **Outside Venue Ordering Confirmation Message** – This is only applicable to all OrderAway home delivery Orders.
 - **When Send Email is selected**

All Outside Venue Orders at minimum require an email address. Patrons will be required to provide an email address whenever they place an Order. The patron will receive an Outside Venue Order Confirmation Message via email.
 - **When Send SMS is selected**

A phone number and name are mandatory for all Outside Venue Orders. Patrons will be required to provide a name and phone number whenever they place an Order. The patron will receive an Outside Venue Order Confirmation Message via SMS.

***Location Suffix** – Refer to the [4 - OrderAway Branding & QR Code Options](#) document for more information.

Receipt Tab

Device	POS	Payment	Branding	Order Flow	Confirmation	Receipt
<p>Receipt On Confirmation <input type="checkbox"/></p> <p>Select if you want receipts to be attached to order confirmation emails</p> <p>Use Custom Receipt <input type="checkbox"/></p> <p>Use the receipt text returned from the POS system or build locally from order data</p>						

- **Receipt On Confirmation** – Select to ensure a Receipt is attached to Order confirmation emails.
- **Use Custom Receipt** – Select to ensure the Receipt generated includes the customisable settings. When selected these settings will be presented, providing Venues to customise their OrderAway receipts:

Use Custom Receipt	<input checked="" type="checkbox"/>	Use the receipt text returned from the POS system or build locally from order data
→ Include Delivery Location	<input type="checkbox"/>	
→ Venue Name	<input type="text"/>	Club OrderAway
→ Venue Address	<input type="text"/>	123 Smith Street
→ Outlet Name	<input type="text"/>	OA Bistro
→ Business Number	<input type="text"/>	ACN 12345678
		<i>Business number to append to the receipt attached to the email</i>
→ Footer Text	<input type="text"/>	Brisbane's Premier Bistro

Continue With:

The 4 - OrderAway Branding & QR Code Options document.