

Introduction

SwiftPOS OrderAway provides Venues options to customise the look and feel of their web-app to their requirements. This includes:

- QR Codes
- Venue Logo
- Colour Scheme
- Menu Graphics
- Product Graphics
- Member Portal Login Page Layout

It is recommended that Venues work with their Resellers to provide the various information and graphics outlined in this document.

QR Code Setup

Each Venue using OrderAway will have a unique URL, for example, <https://orderaway.com.au/restaurantorderaway>. As recommended in the initial setup, the URL should reference the Venue's name.

Location Suffix

The URL can be amended further to cater for the requirement of linking the OrderAway Order to a patron's **Order location**. That could be an EGM, Room, Seat, Suite, Table, etc. This is referred to as a **Location Suffix**. And is added to the end of the URL using the following URL suffix (or qualifier): **?Location=**

A Venue choosing to make use of this will require a URL for each identifiable Order location. An Order location will comprise of a type and a number (or identifier). An Order location type can be for example, an EGM, Room, Seat, Suite, Table, etc. The number (or identifier) would be for example, 12, 76, etc. As in Table No (12), Seat No (76).

In the case of a Table, the Location Suffix would look something like this: **?Location=Table%2012**, where %20 indicates a space character. Added to the URL, it will then look like this:

<https://orderaway.com.au/restaurantorderaway?Location=Table%2012>, and will appear to patrons as **Table 12**

In the case of a Seat, the Location Suffix would look something like this: **?Location=Seat%2076**, where %20 indicates a space character. Added to the URL, it will then look like this:

<https://orderaway.com.au/restaurantorderaway?Location=Seat%2076>, and will appear to patrons as **Seat 76**

The Order location will appear as the Booking Name in the Orders Pending list at the Touch Terminal. Hence the **{Booking Name}** print field should be added to the Order Printer peripheral settings to ensure it is included on printed Orders.

QR Codes

QR codes offer a straightforward way for patrons to make use of Location Suffixed URLs, rather than having patrons manually type them in as a web address. As an example, scan the QR Codes below using a mobile phone QR Scan App, to see how Table's 12 and 15 have been embedded into the QR Code at the same Venue.

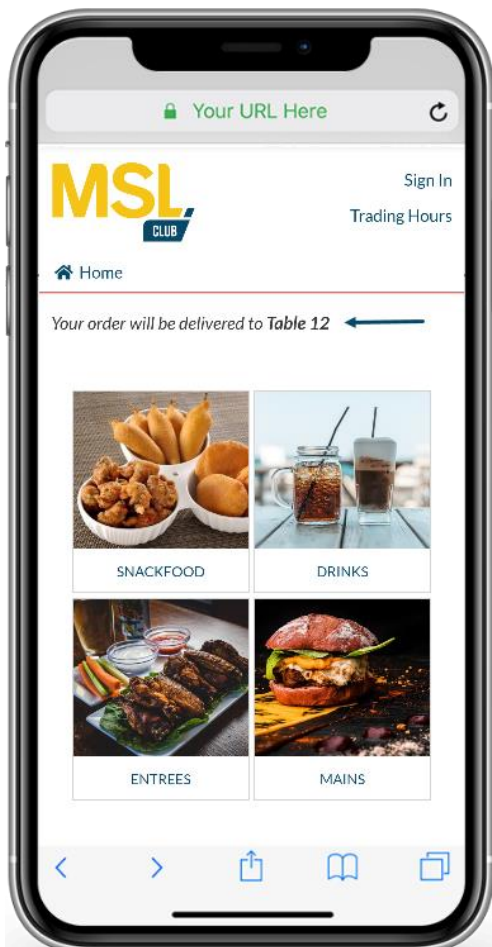


Table 12 - <https://orderaway.com.au/restaurantorderaway?location=Table%2012>



Table 15 - <https://orderaway.com.au/restaurantorderaway?location=Table%2015>

Patrons will see something like this:



In our experience, OrderAway customers elect to produce their own QR code stickers/table markers in collaboration with their marketing/design departments/partners. The above information can be used to determine the URLs that are converted into QR codes specific to each Venue ordering point (for example, the QR code specific to each table/seat that a patron can order from).

The Order location specified will appear in SwiftPOS throughout the ordering process. That is, at the SwiftPOS Touch Terminal, on Kitchen dockets, on Kitchen Video Screens and in the Back Office on Receipts.

When operating a pickup style food service, for example, in Bistros, Stadiums and or Arenas, the use of Order locations (using Location Suffixes) is not applicable.

Creating QR Codes

Venues wishing to create and print their own QR codes, there are several websites available to do this. SwiftPOS uses QR Code Monkey (<https://www.qrcode-monkey.com>).

QR Code Monkey allows Venues to set the colour of the QR Code and allows the Venue's logo to be added in the centre of the QR code. To customise the QR code in QR code Monkey, the following is required:

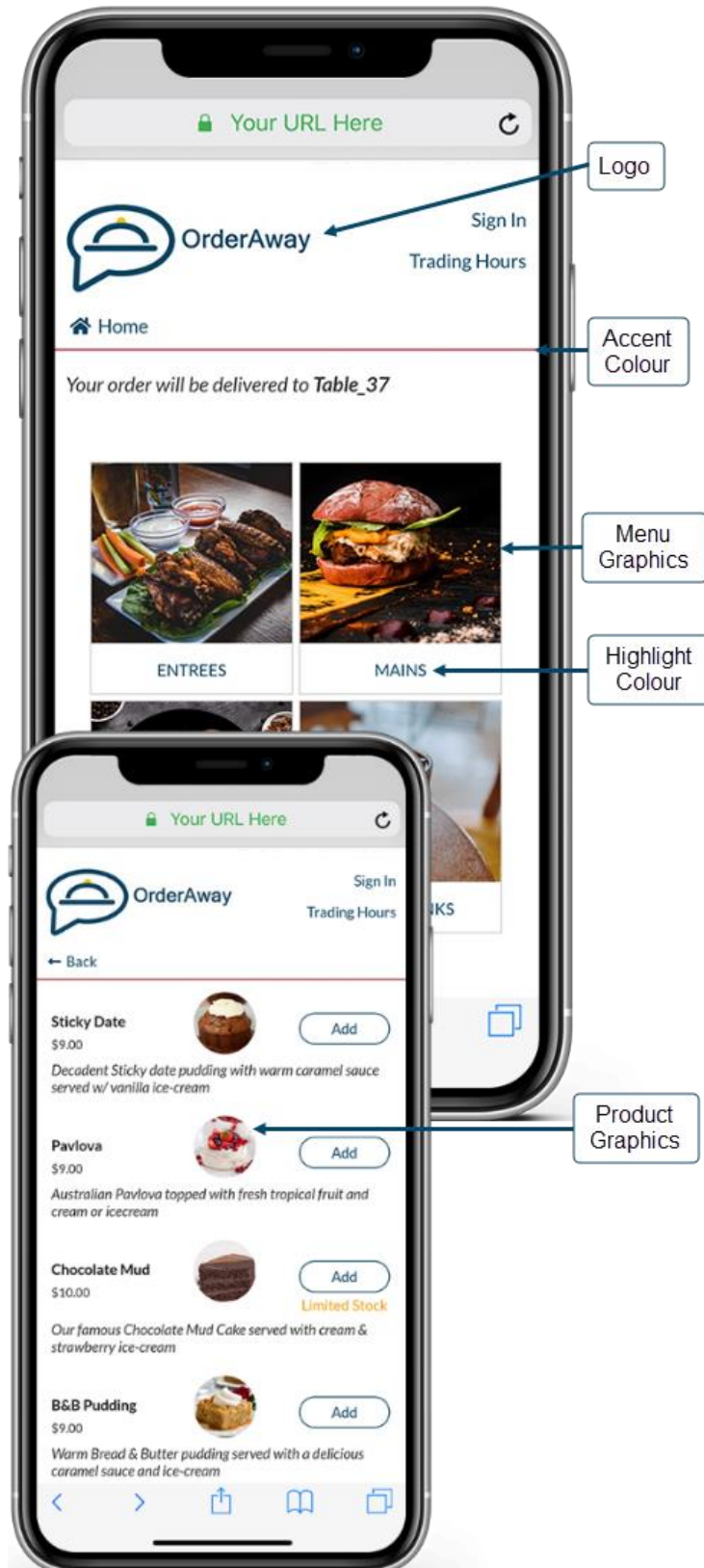
- Foreground colour
- Background colour
- Venue Logo on white background (JPG recommended)

Below are some examples of QR codes embedded into designs suitable for use at Venues.



OrderAway Customisation

Once a patron has been directed to the web app. Regardless of whether it is on their smartphone or on a desktop browser, there are several elements of the interface that can be customised to the Venue's requirements.



- **Logo**
 - Format - PNG
 - Name - *Any Name*.PNG
 - Size - The Logo will be resized automatically (not cropped) to fit the header (70 pixels).

- **Accent Colour** – Separator lines

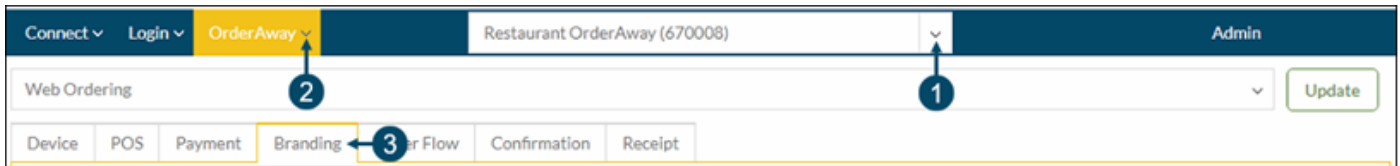
- **Menu Graphics**
 - Format - PNG
 - Name - *Keyboard Layout ID*.PNG
 - NOTE:** The name of the PNG file is irrelevant although it is easier for the upload process that it is named after the Menu Mode selected. For example, the Product Family or Keyboard Layout ID it corresponds to.
 - Size - Can be any size but the required ratio is: 148w x 133h

- **Highlight Colour** – Text and buttons

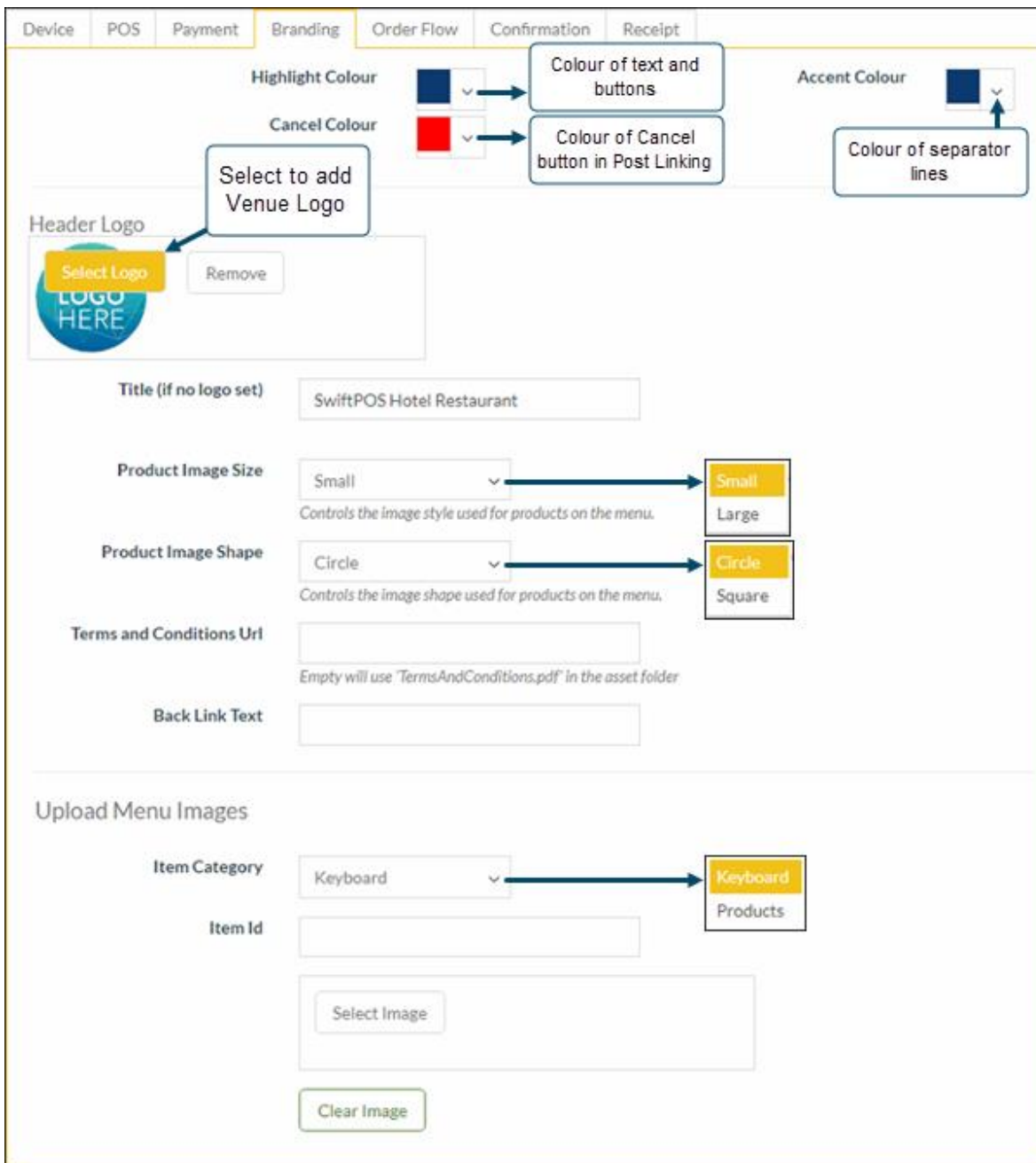
- **Product Graphics**
 - Format - PNG
 - Name - *Product PLU*.PNG
 - Size - Can be any size but the required ratio is: 148w x 133h. The display size can be set to large or small and if required, masked to a circle.

Steps to Customise

To customise any of the above settings, access the OrderAway Portal 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 > OrderAway
3. Select the Branding tab.



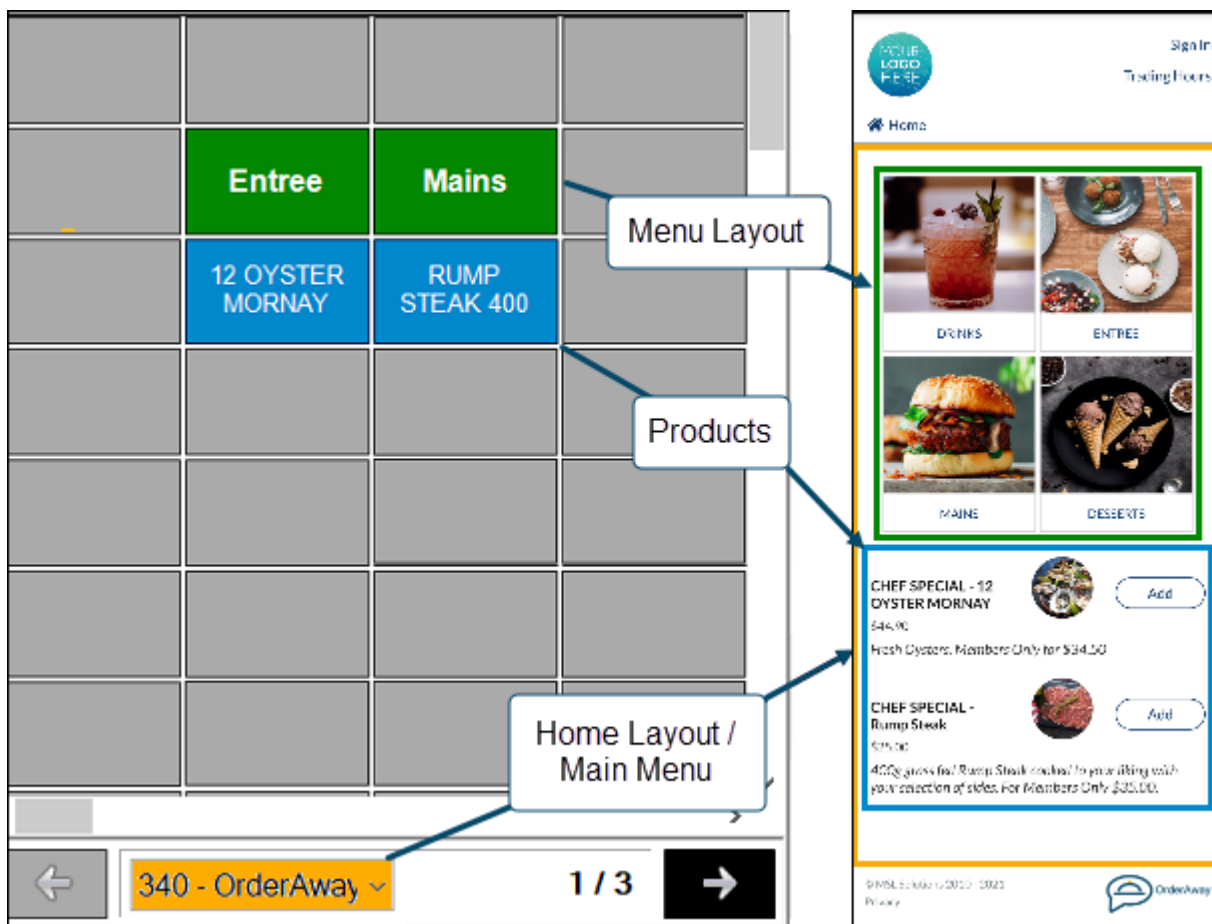
NOTE: Product images can be set in Back Office (via the Product Full Edit). Refer to the **2 - OrderAway Product & Menu Setup** document for more information. In general, it is **recommended** to set Product images against Products in the Back Office, rather than set them via another means. For example, via OrderAway (as per below). This consolidates images and provides one place to manage/maintain them. However, if Product images are outdated, and/or OrderAway specific images are required, then images can be uploaded. Refer to the Upload Menu Images method below on how this can be achieved. Images uploaded using this method will override images set against Products in the Back Office.

Upload Menu Images

Refer to the **2 - OrderAway Product & Menu Setup** document for more information.

PRIOR TO UPLOADING it is a requirement that the Menu and Product images have been created and are in a format that are compliant with the requirements outlined above.

- **Item Category** – Select one of the following:
 - **Keyboard** – Select to upload a Menu image.
 - **Product** – Select to upload a Product image.
- **Item ID** – If Keyboard was selected as the Item Category, then the Item ID will be the Keyboard Layout ID or Family ID depending on the Menu Mode selected. Refer to the **1 - OrderAway Initial Setup** document for more information. If Product was selected as the Item Category, then the Item ID will be the Product PLU.



Examples:

1. Mains has a Layout ID of 340 (in green). Set Item Category to **Keyboard** and enter **340** in the Item ID field and then upload (using the **Select Image** button) the required image, for example the image of the Hamburger.

- 12 Oyster Mornay has a Product ID (PLU) of 4224 (in blue). Set Item Category to **Product** and enter **4224** in the Item ID field and then upload (using the **Select Image** button) the required image, for example the image of the Oyster Mornay.

Upload all Menu and Product images as required.

Member Portal Customisation

Introduction

For Members to reap the benefits of Member pricing and the Loyalty Points rewards, OrderAway requires Members to login using a secure **Login Portal** (a separate secure webpage) that connects back to SwiftPOS and validates the Member's credentials. Once logged in, Members are automatically redirected to the OrderAway platform where they can receive Member pricing, as well as earn and redeem Loyalty Points. Refer to the **6 - OrderAway Login (Member) Settings Setup** document for information on how to setup the Login Portal.

Customising

OrderAway allows Venues to customise and brand their Members Login Portal by uploading a logo, a background image and customising the welcome text.

Customising is achieved via the SwiftPOS Back Office > Administration > OrderAway> (note the Club ID and name) > Select the OrderAway Portal tab.



To customise:

1. Enter/Select the OrderAway Location
2. Select the Login > Settings
3. Select the Layout tab.

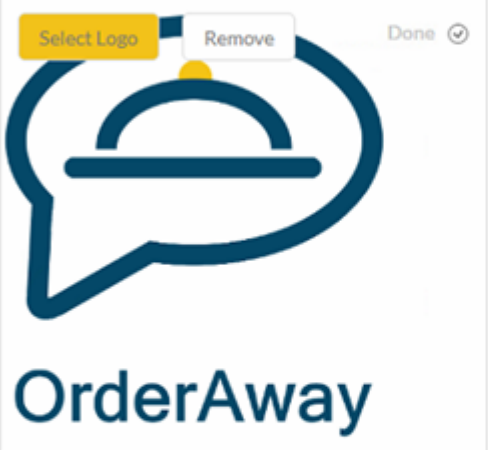
Authentication
Layout
Redirect URLs

Enable OrderAway Theme

Background URL

Logo

Select Logo
Remove
Done



Welcome Text

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Welcome.
Please sign in to receive member exclusive pricing and points-pay.

- **Enable OrderAway Theme** – Select to Enable this to use the same **Highlight Colour** set in the Branding Tab above. This will set the colour of the **Login** button and **Forgot you password** text colours.
- **Background URL** – Venues can enhance their Login Portal by selecting a Background URL using an online image. Simply enter the URL and the Login Portal will automatically resize it to fit mobile phones.
- **Logo** – Upload the Venue's logo or image to appear at the top of the Login Portal.
- **Welcome Text** – Displays/Enter the welcome text Members will see when logging in.

Continue With:

The 5 - OrderAway Windcave (Payment) Setup document.