Introduction

SwiftPOS OrderAway can be configured to easily adapt the branding and order flow to support different customer requirements. Settings can work in isolation or work together to support specific uses. This document outlines a configuration of OrderAway that supports a common requirement. Namely, Order at Table.

It is recommended to create an OrderAway Location in a Test or Demonstration environment to familiarise oneself as quickly as possible with the options available. It is advised to follow the steps outlined in this document to gain an understanding of the initial configuration, without necessarily understanding the meaning of all the options available.

Once the initial configuration is working, individual fields/options can be changed in isolation to gain a better understanding how they function and what their effect/impact is when using of the OrderAway App. This provides a more manageable way of becoming familiar with the multitude of options.

Order At Table Configuration

The following three QR codes connect to the same SwiftPOS Location – Club MSL – with Orders submitted against three different in-Venue order locations – Tables 12, 15 and 18.

Resolves to https://order.micropower.com.au/msl?location=Table%2012

Resolves to https://order.micropower.com.au/msl?location=Table%2015

Resolves to https://order.micropower.com.au/msl?location=Table%2018

The QR Code Monkey website (https://www.qrcode-monkey.com) was used to generate the QR Codes. These can then be inserted into the QR Code scan document used to place on each of the Venue's tables. Refer to the 4 - OrderAway Branding & QR Code Options document for more information.

Scanning any one of the QR Codes above, will reveal a patron's experience while using OrderAway:

1. Patrons will be presented with the message Your order will be delivered to Table 12 and the Home Layout showing SNACKFOOD, DRINKS, ENTREES and MAINS Menu options. A promotion/special for the Showtime Nachos Special Product will also be presented.
2. Navigating the Menu options, patrons will be presented with the Products/sub-Menus available for order/selection.
3. ADD items to an Order as the Menus are navigated.

4. Under the Menu Drinks > Alcohol, a Menu structure exists that seeks to confirm a patron's age. Namely, Over 18 or Under 18. This is achieved using Keyboard Layouts in SwiftPOS (see later).

5. Stock Warnings are enabled. Several Products will have Limited Stock or Our of Stock warnings displayed.

6. Several Products have modifiers configured that will require patrons to select further options when the ADD button is selected. For example, try the Rump Steak 250 in the Mains Menu.

7. At the top right of any screen, the text Sign In can be selected to prompt Members to login. Use the Member Number 1001 with password 1001 to login as John Smith. He has a significant Loyalty Points balance that can be used to purchase items. The Sign In text will be replaced with Hi John.

8. At the top right of any screen, the text Trading Hours can be selected to view the Venue's trading hours. These are configured in the Trading Hours as part of the initial setup. Refer to the 1 - OrderAway Initial Setup document for more information.

9. At the bottom of any screen, the current value of the Order is displayed along with the number of items ordered (displayed adjacent to the shopping cart). Tap the shopping cart to view a summary of the Order.

10. Here, OrderAway is configured to prompt for a name, mobile number, and an email address. All can be enabled or disabled. However, emailing of receipts requires an email address. If John Smith's credentials were used to login at step 5, his email address is already recorded and will be used to prefill the email address field. Whether the Member Login step was skipped or not, overwrite the email address with a valid one so the email can be received and opened.

11. Item quantities can be adjusted on the Order summary screen using the +/- buttons.

12. CREDIT CARD or LOYALTY POINTS options are available for payment.

13. Tap CREDIT CARD to select the Windcave payment method and then tap PLACE ORDER followed by MAKE PAYMENT. Credit card details can then be entered, or APPLE PAY / GOOGLE PAY wallet cards can be used to pay.
    IMPORTANT: Club MSL is linked to a test Windcave account. Paying for transactions using real APPLE PAY or GOOGLE PAY wallet cards will not result in the transaction being processed and will not debit any monies. Simulating manual card entry transactions should use the credit card details below. Using APPLE PAY or GOOGLE PAY demonstrates the best user experience. When demonstrating/testing and simulating entry of Credit Card details, use the following details:
    a. Card Number : 4111 1111 1111 1111
    b. Expiry : Any future date
    c. CSV : 123

14. Once the payment process is complete, the user is returned to the OrderAway confirmation screen. If a valid email address was used at checkout, that address will be sent a tax invoice.

How to Set Up the Standard Order at Table Configuration

In a Test or Demonstration environment running SwiftPOS V10.17 or higher, identify a suitable Location to install OrderAway against and then follow the steps below:

1. Create an OrderAway Menu structure in SwiftPOS Back Office using Layouts in Keyboard Designer. Refer to the 2 - OrderAway Product & Menu Setup.pdf document for more information.

2. Follow the steps outlined in the 1 - OrderAway Initial Setup document to activate the Venue's OrderAway.

3. In the SwiftPOS Back Office > OrderAway Portal > Device tab, select the Enable OrderAway and note the base URL generated for the Venue. Refer to the 3 - OrderAway Portal Setup document for more information.

4. Create a QR code for an Order location within the Location using the base URL and the Location Suffix*. Configure the POS, Payment, Branding, Order Flow, Confirmation and Receipt tab settings as per the following screen shots.

IMPORTANT : Remember to select the Update button to save changes

| Web Ordering | ⌄ | Update |

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

POS Tab

| Device | POS | Payment | Branding | Order Flow | Confirmation | Receipt |

POS System   SwiftPos

Location Id
```
??
```
POS LocationId set in the POS system

Default Price Level
```
-1
```
The default price level used to retrieve prices for POS items. (Use -1 to defer to MIP with Swiftpos)

Keyboard
```
??
```
The root level menu to load on the OrderAway for Web page.

Guest Member
```
1
```
Member ID used to submit orders, this value must match the ID set in the POS System

Member Search Field
```
MemberNo ⌄
```
Search field to find member. GetMemberProfile field mapped to Connect requests that go to SwiftPOS. E.g. 'MemberId' field of 'CreateOrder' request.

Stock Warnings ☑
Enable checking of stock levels

Out of Stock Level
```
2
```
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
```
6
```
The level at which 'limited stock' message is shown, set to 0 to never show

Fields highlighted in red, should match the local SwiftPOS demo/test environment settings as described in the 3 - OrderAway Portal Setup document.

Payment Tab

NOTE: The Club MSL Venue has **Enable Sign In** option selected, which offers the Member pricing and earn/redeem Loyalty Points rewards features. If a membership/loyalty system is configured in SwiftPOS Back Office to earn/redeem Loyalty Points, the existing NETPOS configuration will be used to connect to the Membership/Loyalty system (this could be a SwiftPOS Membership/Loyalty account). An existing Member from the Demo/Test database should be used at login to enable Loyalty earnings and redemptions. If a Loyalty system is not available, leave the **Enable Sign In** and **Enable Points Payment** options unselected.

Branding Tab

Refer to the 4 - OrderAway Branding & QR Code Options document to understand how to upload Menu and Product Images and the Graphics & Logos folder for example images.

Order Flow Tab

Selecting the **Capture Name** and **Capture Phone** options will ensure patrons are prompted to provide their name and mobile number. If a mobile number is captured, then SMSs can be enabled on the following Confirmation Tab.

Confirmation Tab

Receipt Tab

5. Configure the Windcave payment option. Refer to the OrderAway Windcave (Payment) Setup for more information.
6. Once all settings are configured, scan the QR code (See step 4 above) from a smartphone and OrderAway!

Continue With:

The 8 - OrderAway Account Charge & ePurse Cash document.