



# F&B Online Ordering

## V1.3

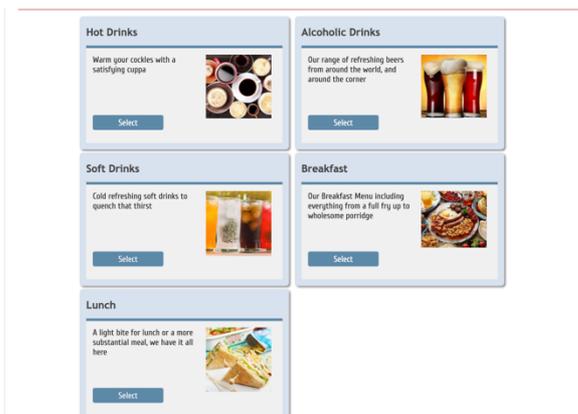
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# 1. Setting Product Group Content

If you have the Content Control Module enabled on EliteLive it is possible to set content against your product groups so that they are displayed with an image and description. If you wish to have the Content Control module enabled please contact your Account Manager to discuss.

**Example Display of Groups with Content Control**



**Example Display without Content Control**



To set the content you will need to login to EliteLive with an Admin User who has the permission enabled to manage content. (See guide 'EliteLiveAdminSetupGuide.pdf' for more detail)

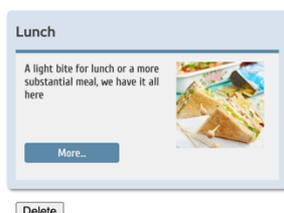
From the left hand menu Select Content Manager:



In the Configure Content section select Group Content:



A preview of all configured groups are shown, if you wish to amend one you can select to Delete it and then set new content as above:



To configure a new group, complete the 'Configure a Group' section at the bottom of the page:

**CONFIGURE A GROUP**

---

**New Content Details**

Group

Title \*

Description \*

Image \*  
 No file chosen

The image should not be high resolution, suggested size is approximately 320 pixels square.

## 2. Exporting Modifiers

Any Modifiers required to be prompted online need first to be exported; this should be done prior to exporting the sales item so that it is available to be applied.

From F&B Sales Item Routines on the desktop select Maintain Modifiers:



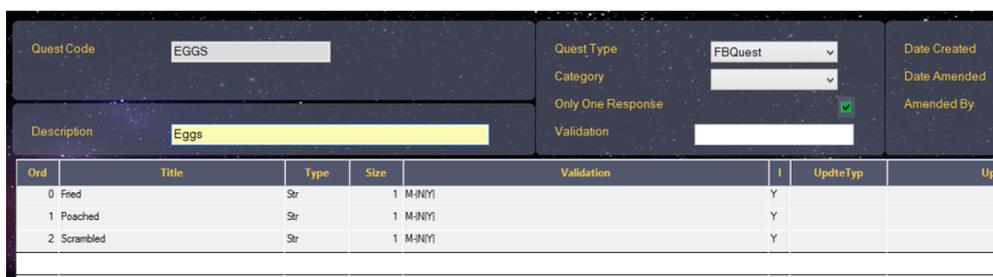
Lookup the required modifier and double click to load the Record



Select Accept to edit the record and then Export:



The system will now create a questionnaire in the correct format to duplicate the modifier:



Quest Code: EGGS

Quest Type: FBQuest

Category: [Dropdown]

Only One Response:

Validation: [Text]

Description: Eggs

Ord	Title	Type	Size	Validation	I	UpdteTyp	Upd
0	Fried	Str	1 M-N(Y)		Y		
1	Poached	Str	1 M-N(Y)		Y		
2	Scrambled	Str	1 M-N(Y)		Y		

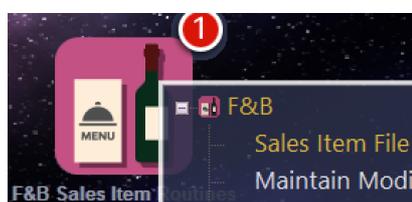
If the modifier is to give the same options online as locally this should not be amended and you can now Exit.

If you wish different options to be given online you can either amend the text in the Titles, or to remove an option from being displayed online the 'I' field can be set to 'N' for that line.

## 3. Exporting Sales Items

All Sales Items required to be available online need to be exported.

From F&B Sales Item Routines on the desktop select Sales Item File:





Look up the required Sales Item and double click to load the Record

Code	Desc	Group	Order	Cost	Price
AB001	Wild Blue	ALCBOT			3.45
AB002	Smirnoff Ice	ALCBOT			3.45
AB003	Becks	ALCBOT			3.75
AB004	Old Speckled Hen	ALCBOT			3.95
AB005	Ghost Ship	ALCBOT			4.10
BE001	Black Coffee	BEVERAGE			2.75
BE002	Latte	BEVERAGE			2.95
BE003	Cappuccino	BEVERAGE			2.95
BE004	Flat White	BEVERAGE			3.25
BE005	Espresso	BEVERAGE			1.95
BE006	Hot Chocolate	BEVERAGE			2.95
CH001	Louis Latour Champ	SPARKLING			21.50
CH002	Tattinger Prestige	SPARKLING			39.95
DR001A	Casting	DRAUGHT		0.994	4.25
DR001B	Casting Shandy	DRAUGHT			4.25
DR002A	Petroni	DRAUGHT			5.75
DR002B	Petroni Shandy	DRAUGHT			5.75
DR003A	Kronenbourg	DRAUGHT			5.25
DR003B	Kronenbourg Shandy	DRAUGHT			5.25
DR004	Grasshopper Ale	DRAUGHT			3.95
DR005	Guinness	DRAUGHT			4.50
EB001	Full English	BBREAKFAST			7.95

Select Accept to edit the record and then Export:



The system will now create an export for the Sales Item:

Activity	F-000098	Min People	0	Use Profile	No	Show Names	<input type="checkbox"/>
Groups	HotDrink	Enabled	<input checked="" type="checkbox"/>	Feed Code		Visitor Code	
		Irregular	<input checked="" type="checkbox"/>	Source	Int	Canc Policy	
Window	0	No Deposit	<input checked="" type="checkbox"/>	Clear Down	<input checked="" type="checkbox"/>	Time After	10
Release	:	Force CCard	<input type="checkbox"/>	Time Before		Time Before	0
BlockTimes	0						
Action							
Day Type	Typ	DaysBef	TimesBef	MinPe	Available	Blk	OnlyT
Any Day	*	1	:	1	Available	N	

The fields will be copied from the default export record created in your system; the following should specifically be checked and amended:

- Groups: This defines the product groups that the item is displayed in when ordering online. This can be between 1 and 3 different groups.

Groups	Alcohol

- The grid defines when the product is available.

Lines set with a Typ of \* will apply to all of your different customer types available.

If the product is only available at certain times of the day or on certain days, multiple lines can be added. The first line would apply from the start of the day until the TimesBef set and will be Available or not depending on the option set.

For example for a product only available until 11:59 it could be set as:

Day Type	Typ	DaysBef	TimesBef	MinPe	Available
Any Day	*		1 11:59		1 Available
Any Day	*		1 23:59		1 Available



For example a product only available at Weekends from 13:00 onwards could be set as:

Day Type	Typ	DaysBef	TimesBef	MinPe	Available
Weekday	-	1	11:59	1	Not Avail
Weekend	-	1	12:59	1	Not Avail
Weekend	-	1	23:59	1	Available

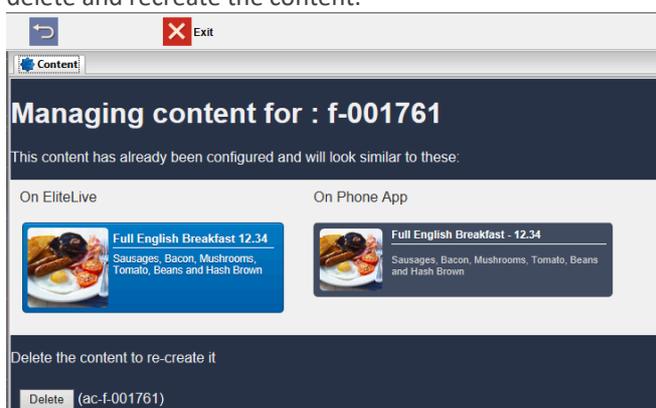
Once complete you can proceed to set the content as below or Exit back to the Sales Item.

## 4. Setting Content for Sales Items

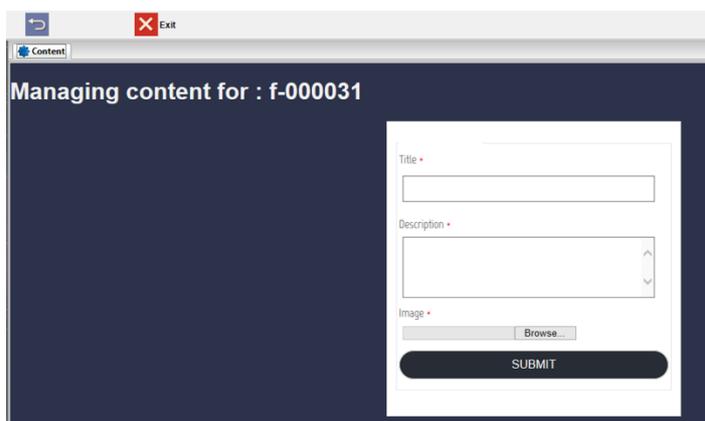
When viewing the Sales Item Export as above, select the Content menu button to apply content:



If Content is already set a preview of this will be given showing how it will be displayed. The preview displays an example price, the correct price will be shown when online. If this content needs to be amended you can delete and recreate the content.

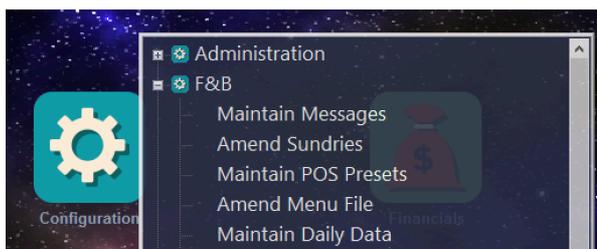


To add new content, complete the detail requested and upload an image. The image should not be high resolution, suggested size is approximately 320 pixels square.

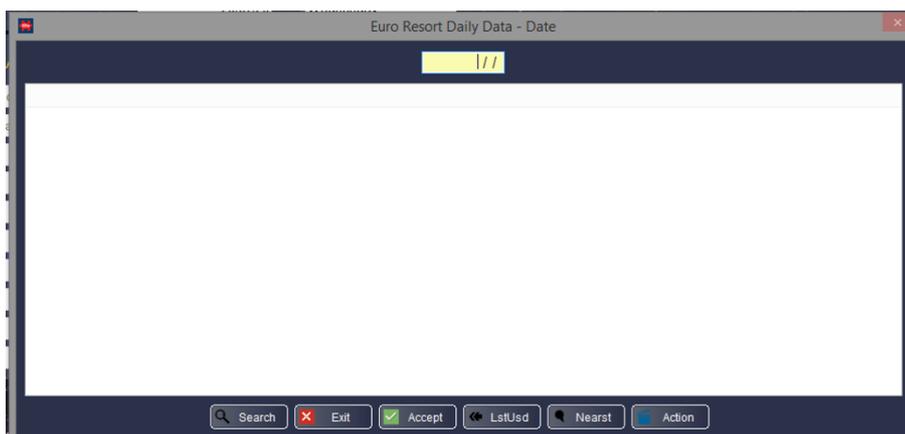


## 5. Setting Open & Close Times

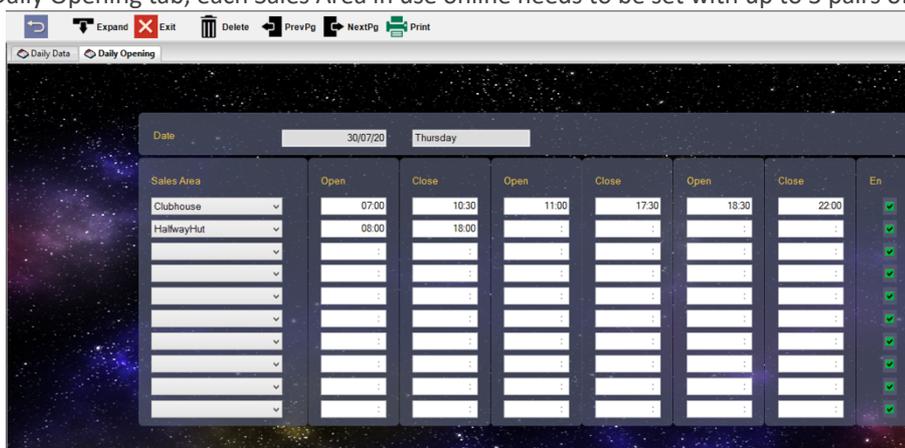
Opening and Closing times for Sales Areas that are used for online orders need to be set in 'Maintain Daily Data' which can be accessed from any of the systems Configuration menus:



Enter the date that you wish to set times for ('=' will input the current date).



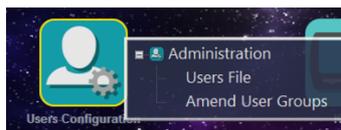
On the Daily Opening tab, each Sales Area in use online needs to be set with up to 3 pairs of Open/Close times.



Notes about setting Daily Opening times:

- Every day the system will copy the same day's times from the previous week, so on initial setup at least 1 historic week of times should be set.
- The Enabled box is ticked by default (En); this can be unticked to disable and close an area.
- Enabled tick boxes are ticked by default and not copied from the previous week; if an area is regularly closed on a particular day, no open/close times should be entered.
- Future days can be set in advance and these will not be amended by the system.

It should be checked that staff who will need to maintain Daily Opening times have the Configuration permission for Daily Data enabled in their User Groups to ensure they have access.  
From Users Configuration select Amend User Groups:



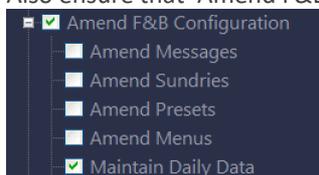
Select the User Group you wish to give access to:



Ensure that the 'Configuration' box is ticked



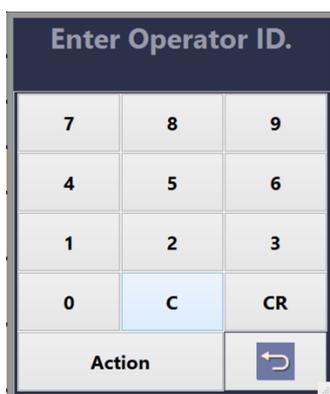
Also ensure that 'Amend F&B Configuration' and 'Maintain Daily Data' are ticked:



## 6. Order Tracking

All order tickets, as well as being sent to the physical printers, are now tracked on an Outstanding Orders screen where the orders can be marked as complete.

This is available to view from the F&B POS via the Action button either from the operator login screen or from the POS desktop:



OR



The option for Outstanding Kitchen Orders can then be selected:



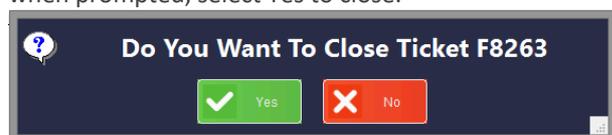
All orders for the current day will then be displayed on screen.

- Orders not marked as complete are displayed first with the oldest orders at the top.
- Recently placed orders are displayed in green.
- Orders not complete within X minutes are shown in red.
- Orders marked as complete are shown at the bottom of the list in grey.

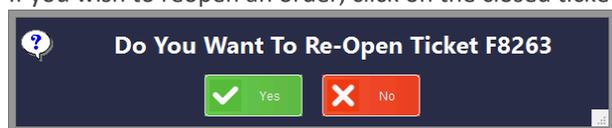


Name	Ticket	Status	Time	Who	Prn	Qty	Item	Description
TABLE 07 - User/Admin	F8263	Open	09:32	ESP	P-0	1	FBR003	Breakfast Bap
			:			1	FBR005	Toast
Web Visitor Pcion	W8261	Open	09:28	---	P-0	1	FBR001	Full English
			:			1	BE004	Flat White
TABLE 08	F8262	Open	09:31	ESP	P-0	1	FSA001	Cheese Sandwich
Web Visitor Pcion	W8264	Open	10:24	---	P-1	1	BE004	Flat White
TABLE 09 - Training/Sally	F8265	Open	12:14	ESP	P-0	1	FMA003	Seabass
			:			1	FSA002	Ham Sandwich
			:			1	DR002A	Pint of Peroni

To close a ticket and mark it as complete, select the order in the grid and then select the Status menu button, when prompted, select Yes to close.



If you wish to reopen an order, click on the closed ticket and select Status, then select Yes to confirm.



## 7. Reporting

### Transaction Audit:

Payments for orders online are firstly reported into the Retail Transaction Audit, if you have multiple retail systems this will be the system which manages your online bookings. This is reported as a type of WebPayment (WP) with the description WebPay; this is then reversed as a Trnfer, so overall these values balance each other out to zero.

WP	90	01/06/20	09:28	BLNW303	WebPay	11.20
WP	90	01/06/20	09:28	BLNW303	Trnfer	-11.20

A transaction is also created in your F&B system with all of the relevant ItemSales (Type IS) and a payment of WebPay (Type WP):

IS	90	01/06/20	09:28	FBR001	Full English	1	7.95	BREAKFST	:	WEBVISIT	
IS	90	01/06/20	09:28	BE004	Flat White	1	3.25	BEVERAGE	:	WEBVISIT	
WP	90	01/06/20	09:28	00000064	WebPay		11.20		:	WEBVISIT	Web Visitor P

As per all system generated transactions and postings, these are noted as being made by the ESP operator 90.

### Analysis Audit:

Analysis is created for the F&B system with the Merchandise Analysis codes recorded against the appropriate SalesArea.

Payments are tracked with a Clearing Account analysis of WebPay

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Department	SaleType	AccType	TaxCode	Description	TermNo	DestID	Date	AuditNo	Tax	Qty	Debit	Credit	AnalType	AccCode
2	F		L		WebPay	4	90	15/06/2020	2	0	0	11.5	0		2132
3	F		V	A	VAT			15/06/2020	2	0	0	0	1.71		2132
4	F	B	S	A	BREAKFST	4	90	15/06/2020	2	0.97	0	0	5.53		9321
5	F	B	S	A	SANDWICH	4	90	15/06/2020	2	0.74	0	0	4.26		9321