iOrder: Management Panel

Introduction

The iOrder Management Panel provides store owners and authorised managers the tools needed to manage the stores iOrder service.
From viewing reports and testing deal codes, to fine-grained control and configuration of the stores iOrder service and separate modes, the iOrder Management Panel is the first place to check for iOrder information or configuration options when you are using iOrder.

Overview

Once iOrder has been enabled for your Imagatec iPOS system, the iOrder Management Panel will be available via the iPOS Back Office by clicking the iOrder link under the Tools section of the iPOS sidebar:

The iOrder Management Panel provides store owners and authorised managers the tools needed to manage the stores iOrder service:

Usage

The iOrder Management Panel is split into logical sections that allow quick access to the appropriate tools needed to complete a task, allowing for efficient management of the stores iOrder service:

iOrder Reporting

Provides access to iOrder sales-based reports.

- iOrder Summary - a summary of iOrder sales over a selected reporting period
- iOrder Journal - a detailed journal of each iOrder sale over a selected reporting period, with a link to each order receipt
- iOrder Customer Log - customer-based iOrder sales report

Configuration

Provides access configuration options for the the stores (and Companies*) iOrder service:

- Site iOrder Configuration:
    - Allows configuration of the store's iOrder service.
    - From setting whether orders from iOrder should 'print on save', to turning on/off the Store's supported iOrder Modes, this is where the store-based iOrder settings are made.
- @Online Configuration :
    - If the @ONLINE iOrder Mode has been turned on in the Site iOrder Configuration above, the @ONLINE Configuration link will become available.
    - The @ONLINE Configuration panel allows configuration of the @Online Online Ordering service.
- @BYO Configuration:
    - If the @BYO iOrder Mode has been turned on in the Site iOrder Configuration above, the

    @BYO Configuration link will become available.
- The @BYO Configuration panel allows configuration of the @BYO 'Bring Your Own Device' table-order service.
- @Table Configuration:
  - If the @TABLE iOrder Mode has been turned on in the Site iOrder Configuration above, the @TABLE Configuration link will become available.
  - The @TABLE Configuration panel allows configuration of the @TABLE 'Store Device' table-order service.
- @Kiosk Configuration:
  - If the @KIOSK iOrder Mode has been turned on in the Site iOrder Configuration above, the @KIOSK Configuration link will become available.
  - The @KIOSK Configuration panel allows configuration of the @KIOSK 'Store Kiosk' stand-alone Kiosk order service.
- Company iOrder Configuration:
  - ONLY visible to stores that are not a part of a franchise or to Company 'head Office' representatives allowed to make changes.
  - Allows configuration of the Company's business rules for iOrder.
  - Settings that govern the branding (colours, logo, etc), 'Trading Times' method, Comapnmy description, enabling upsells, etc, can be found here.

Tools

Provides access useful iOrder tools that compliment or test the store's iOrder service:

- BYO QR Code Generator - if the @BYO iOrder Mode has been turned on in the Site iOrder Configuration, the BYO QR Code Generator link will become available. The BYO QR Code Generator allows store owners and authorised managers to generate a QR code that is needed for customers to access place am @BYO table-order on their own mobile device.
- Deal Code Test - allows store owners and authorised managers to quickly test if a Deal Code that was created for iOrder is still valid and identify the name of the Deal Code if valid.

Links

Allows store owners and authorised managers to visit or refresh the store's iOrder service.

- LIVE Site iOrder Page - this is a link to the store's 'Live' iOrder service, which customers will use to place orders.
- LIVE Site iOrder Menu Refresh - this link allows the store's 'Live' iOrder service to be refreshed so that it loads any new changes that have been made to the menu of the store's iPOS system (sold-out/local product changes, etc).
- ACCEPT Site iOrder Page - this is a link to the 'Accept' iOrder service. The 'Accept' iOrder site, or 'acceptance' site, is a site used to test iOrder product changes and iOrder bug fixes and is not a 'Live' site that customers will access.
- ACCEPT Site iOrder Menu Refresh - this link allows the store's 'Accept' iOrder service to be refreshed so that it loads any new changes that have been made to the menu in the 'Accept'

iPOS system (sold-out/local product changes, etc). The 'Accept' iPOS system, or 'acceptance'
POS, is used to test iPOS product changes and product changes and iOrder bug fixes and isbug
fixes and is not a 'Live' POS that the store's staff will use.

API

Provides access to the store's API output data, allowing for an easy way to check that data being
output for the store is correct.

API
- Store Status
- Products List
- Trading Hours
- Boundaries

- Store Status:
  - Will display the store's 'Status' API output data.
  - The output data includes all store settings needed to provide the iOrder service.
  - If the store's iOrder service is not showing the correct information, the 'Status' output
    data allows for a quick check to see what iOrder is being told to use.
  - If the data is not correct, the store's iOrder configuration options will need to be updated
    (refer to 'Configuration').
- Product List:
  - Will display the store's 'Products' API output data.
  - The output data includes all Products that will be available in iOrder.
  - If a product is missing from iOrder, the 'Products' output data allows for a quick check to
    see what products iOrder is allowed to show.
  - If the data does not include the missing product, and that product has not been flagged
    as 'sold-out' or deactivaed as a 'local product', please contact Imagatec Helpdesk for
    assistance.
- Trading Hours:
  - ONLY displayed if the 'Trading Hours Method' (set under Site iOrder Configuration is set to
    'Trading Hours Tool'
  - Will display the store's 'Trading Hours' API output data.
  - The output data structure includes:
    - Day: where 1-7 is Monday-Sunday, 8 is a public holiday and 9+ are custom trading
      hours for a specific date
    - Service Period: supports up to 3 trading periods per day
    - Order Type: ie. Dine-in, Take-Away, Delivery, Click&Park, etc
  - If the store's iOrder service is showing as closed, the ''Trading Hours' output data can be
    checked to see what iOrder is being told to use.
  - If the data is not correct, the store's iOrder configuration options will need to be updated
    (refer to 'Configuration').
- Boundaries:
  - ONLY displayed if the 'Delivery Method' (set under Company iOrder Configuration is set to
    'Site Boundaries'
  - Will display the store's 'Delivery' API output data.
  - The output data includes the 'Polygons' defined by 'Boundary Tool'
  - The structure of each 'Polygons' in the output data includes:
    - polygonkey: the id key of the polygon

- polygonlatlng: the physical lat/lng coordinates used to define the boundary
- polygonprice: the price offset to delivery to a premise that falls within this polygon (ie. additional surcharge)
- polygontime: the time offset to delivery to a premise that falls within this polygon (ie. additional delivery time)
- lastupdatetme: when this polygon was created and/or last edited

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