

Offline Call Center

Quick Guide LS Retail NAV 6.3

Date

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1 Introduction

The purpose of this document is to give a quick overview of Offline Call Center in LS Hospitality NAV 6.3.

1.1 Functional Overview

The **Offline Call Center** module handles the flow of delivery and takeout orders between the databases of offline call centers to the databases of the restaurants that belong to them.

In the call center, creating orders, changing and cancelling orders take place in the **Delivery** & **Takeout Order** window. The dataflow to the restaurants is automatically controlled. There is only one manual function in the window, namely requesting the status of the order shown in the window.

To monitor the web service communication, you use the **Web Service Monitor** that gives an overview over the communication between the offline call center and restaurant databases. The monitor window shows the latest result of the various processes going on and from here you can run the processes directly and check whether a call center or a restaurant are online through web services.

2 Setting Up the Offline Call Center Module

Before you can start running your offline call center, you need to enter certain basic information:

- The **Offline Call Center Setup** contains specifications on which jobs run automatically in the call centers and restaurants.
- You need to select which restaurants are operating as call centers and for each call center, you select which restaurants belong to it. Restaurants can belong to more than one call center.
- You set up a schedule for the jobs that you want to run in the call centers and the restaurants.
- You need to set up web services for the call centers and the restaurants.

The setup is different for a call center database and a restaurant database.

2.1 Updating Order Status

You need to decide how order status is updated in your system before starting to set up the system. This will depend on how much you want to limit the transfer load of data between the databases. There are three stages of order status updating you can select to use in your call center:

1. Automatic update on status change

You can let the restaurants send the Call Center status changes on orders automatically. You don't need to run the Get Estimated Timing or Request Status Update on Orders in Process jobs in the Call Center since the status of the orders is up-to-date. The transfer load of data between the databases is the greatest with this method.

2. Status update requested regularly by call center

In the Call Center, you regularly request status update on orders in process from the restaurants. You don't need to run the Get Estimated Timing job in the Call Center. The transfer load of data between the databases is the medium with this method.

3. Status update only when customer calls in. Estimated timing requested regularly by Call Center.

You only request status updates on orders when the customers calls in again. To have information on the load of each restaurant, you run the get estimated timing job in the call center. The transfer load of data between the databases is the least with this method.

2.2 Setting Up the Call Center Database

You must carry out the following tasks for each call center database in your business.

2.2.1 Setting Up Call Center Web Services

- 1. Open the **Web Service Setup** window (under **LS Hospitality, Setup, Offline Call Center, Web Service Setup**).
- 2. On the **General** tab, place a check mark in the **Web Service is Active** field (if there was already a check mark, remove it first).

The program sets up automatically all default requests.

	🛙 Web Service Setup 📃 💼 💌
	General Server Logs
	Web Service is Active
	Request Top Node Request
	Response Top Node Response
	Request ID Node Request_ID
	Response Code Node Response_Code
	Response Text Node Response_Text
1	
	Web Ser ▼ Functions ▼ Help

- 3. Click Functions, Insert Offline Call Center Requests.
- 4. Click **Web Service**, **Web Requests** to view the requests that have been inserted. They all start with OFFLINECC:



Request ID	Description	Web Req	
OFFLINECC_ESTIMATED	Offline CC Get Estimated Timing	 	
OFFLINECC_GETSTATUS	Offline CC Get Order Status	×	
OFFLINECC_ISONLINE	Offline CC Send Status Chang	~	
OFFLINECC_SENDCONVORD	Offline CC Send Status Chang	~	
OFFLINECC_SENDDELORDER	Offline CC Send Order (Conta	×	
OFFLINECC_SENDFINALORDER	Offline CC Send Final Order	~	
OFFLINECC_SENDORDER	Offline CC Send Complete Order	~	
OFFLINECC_SENDSTATUSCHG	Offline CC Send Status Chang	~	
PROCESS_TRANS_MEMBER_POINTS	Process Transaction Member P	×	
SEND_CONTACT	Send Contact	~	
SEND_CONTACT_BUS_RELATION	Send Contact Business Relation	~	
SEND CUSTOMER	Send Customer	~	

5. For each offline call center request, place a check mark in the **Web Request Is Active** field.

2.2.2 Call Center Is Local Store

The local store in the Call Center database must be the Call Center.

In the **Retail Setup** window (under **LS Retail - Back Office, Setup, Retail Setup**), make sure the Call Center is selected as the **Local Store No**.

2.2.3 Defining the Call Center and its Restaurants

When you set up a call center database, you need to designate the current restaurant as a call center and select which restaurants belong to it. Restaurants can belong to more than one call center.

1. Open the Offline Call Center window (under LS Hospitality, Setup, Offline Call Center, Offline Call Center).

📰 S0006 Call Ce	nter - Offline Call Center	- • •
General		
No		
Name	Call Center	
Restaurant No.	Restaurant Name	
▶ \$0008	Cronus Pizzeria-Wraps	*
S0010	Cronus Coffeehouse	=
		-
	<u>C</u> all Center ▼ <u>Line</u>	▼ Help



- 2. In the **No.** field, enter the number of the current restaurant that operates as a call center.
- 3. On a new line, enter the number of a restaurant that belongs to the call center.
- 4. Repeat for all the restaurants belonging to the call center.

2.2.4 Setting Up Web Server and Web Service URI for the Restaurants

The Web Server and Web Service URI are unique for each restaurant. The Web Service Setup follows the same principles as the general LS Retail web services. There, this setup is controlled by the functionality profile. Distribution locations are assigned to the functionality profile and the distribution location contains the Web Server and Web Service URI.

Attention

Each restaurant with its own database must use a unique functionality profile.

To Set Up Web Server and Web Service URI for Restaurants

- 1. In the Offline Call Center window, select the first restaurant.
- 2. Click Line, Func. Prof. Distr. Loc.

	HOSP-8	- POS Func.	Profile Web Servers		×
	Priority	Local Req	Dist. Location	Description	
	• 1		S0008	Cronus Pizzeria-Wraps	
Ŀ	_				-
Ŀ	_				
E	_				=
E	_				- -
Ŀ	_				
Ŀ	_				-
				Dist. Loc. 🔻 Help	

- 3. Enter 1 in the **Priority** field.
- 4. In the **Dist. Location** field, select the distribution location for the restaurant (the same number as the restaurant).
- 5. Click **Dist. Loc., Card.**
- 6. On the **Replication** tab, make sure the name of the company of the restaurant database is correct.
- 7. On the **Web Server** tab, enter the name of the Server running for web services for the restaurant.
- 8. Close the window.
- 9. Click Dist. Loc., Web Request Type Server Ext.
- 10. Select *Hospitality* (using the Dropdown arrow) in the **Request Type** field.
- 11. Click in the Service Name field to insert the record.
- 12. The program automatically enters the correct names in the **Service Name** field and the **Method Name** field and builds a Web Service URI for the call center database web service using the information on the **Distribution Location Card** window.
- 13. Click Dist. Loc., Web Request Type Server Ext.



Request T.	Service Name	Method Name	Web Service URI
Hospitality	RetailWebServices	WebRequest	http://172.22.4.3:7047/DynamicsNAV/WS/Restaurant S0008/Codeunit/R
_			

14. Repeat for all the restaurants that belong to the call center.

2.2.5 Scheduling Jobs per Restaurant to Be Run by the Job Scheduler

There are two web service processes that you can let the job scheduler run periodically in the Call Center. Either you run neither or only one of them. See Updating Order Status for which one to run:

Getting Estimated Timing

- This process requests estimated timing information on orders from restaurants. This information includes how many orders are in progress in the restaurant and the current average production time of orders in the restaurant.
- If the restaurants are not running a job that updates order status automatically in the call center and the call center is not requesting status update on orders in process from the restaurants, you need this estimated timing info to be able to estimate how long it takes to process an order in each restaurant.

Requesting Status Update on Orders in Process

- This process requests status information on orders in process from restaurants.
- If the restaurants are not running a job that updates order status automatically in the call center, you can use this job to have your orders up-to-date in the call center.

If you are running the *Get Estimated Timing* job or the *Get Status on Orders in Process* job in the call center, you need to set up a schedule for the job for each restaurant belonging to the Call Center. See Updating Order Status for choosing which jobs to run.

Job Type	Last Run Date and	Run Freq	Next Run Date an	Starting Ti	Run With	Last Error Text	
Estim. Tin	10.01.12 09:22	1	10.01.12 09:23				
-							
•							

1. In the Offline Call Center window, click Restaurant, Job Setup.

- 2. In the **Job Type** field, select *Estim. Timing* or *Status on Orders* to set up a schedule for requesting estimated timing information on orders or requesting status updates on orders in process from this restaurant.
- 3. In the **Run Frequency (Min.)** field, enter the frequency by which the job should run in minutes.
- 4. In the Next Run Date and Time field, enter the date and time the job should next run.

2.2.6 Configuring the Offline Call Center Setup

Now you need to create the actual scheduler jobs. Besides the *Get Estimated Timing* and *Get Status on Orders in Process*, the only other process you need to run regularly in the call center databases is the process that deletes from the **Offline Call Center Web Service Log** table. The log stores the result of each request performed through web services and helps you monitor the web services processes. You let the job scheduler run this process on a daily basis.

- 1. Open the Offline Call Center Setup window (under LS Hospitality, Setup, Offline Call Center, Offline Call Center Setup).
- 2. Click **Functions, Insert Scheduler Jobs**, to insert automatically the jobs to be run by the scheduler (the program creates jobs to be run in the call center only). It creates a scheduler job type for the offline call center jobs.
- 3. On the **General** tab, in the **Days Web Serv. Log Entr Exist**, enter the number of days you want the entries to exist.

🗐 Offline Call Center Setup
General Call Centers Restaurants
Days Web Serv. Log E 💈
Delete Web Service Lo OFFLINECC-D 🕥
Scheduler Job Type OFFLINECC
Scheduler

4. Click the **Call Centers** tab.

Offline Call Center Setup	- • •
General Call Centers Restaurants	
Get Estimated Timing J OFFLINECC-E 主	
Get Status on Orders	
Show Msg. on Success	
<u>S</u> cheduler ▼ F <u>u</u> nctions ▼	r Help

By default, the program has selected the appropriate job to be run for getting estimated timing and getting status on orders in progress. The job scheduler does not run these jobs until you set a next date and time for them to run. If you are not running the Get Estimated Timing job or Get Status on Orders job, clear those fields.

- If you want the program to show a message when it has successfully sent a new or changed order to the restaurant, place a check mark in the Show Msg. on Successful Send field. The program always displays a message on an unsuccessful send.
- 6. To schedule the jobs, click Scheduler, Offline Call Center Job Scheduler.
- 7. Schedule the deletion of the Offline Call Center Web Service Log once a day by filling in the **Next Check Date** and **Next Check Time** fields. This will be the time the job scheduler will first run this job.

Job ID	From-Loc	Scheduler Job Type Code	R.,	. Time Bet	т	ast Date	Last Time	Next C	Next Che	Error Occ	Last Message Text	
 OFFLINECC-DEL_WSLOG 		OFFLINECC			1 D	10.01.12	12:50:25				Successful	
OFFLINECC-ESTIMATED		OFFLINECC			5 M.,	10.01.12	09:22:58				Successful	
OFFLINECC-GETSTATUS		OFFLINECC			5 M	25.01.12						
_												
_												

- 8. If you are running the Get Estimated Timing job, fill in the **Next Check Date** and **Next Check Time** fields. This job should run every 5 minutes or so.
- If you are running the Get Status on Orders job, fill in the Next Check Date and Next Check Time fields. This job should run every 5 minutes or so.

2.2.7 Restaurant Station Printing in the Call Center

Call Center must have a check mark in the **Rest. Station Print. in Use** field in the **Restaurant Card** window for all of its restaurants. This is necessary to ensure that voiding works properly.



📰 S0010 Cronus Coffeehouse - Restaurant Card	
General Statement/Closing Numbering Management Delivery	/ & Takeout
No	Currency Code
Name Cronus Coffeehouse	POS Func. Profile HOSP-TAKE 👔
Address Longhorn Street 10	POS Inventory Lookup
Address 2 Longhorn Street 10	Responsibility Center
Post Code/City WC1 3DG 🕥 London 👔	Department Code SALES
Country Code GB	Project Code
Language Code	Location Code
Phone No	Distribution Group STORES
	Last Date Modified 05.02.12
	Rest. Station Print. In 📝
Hospitality Restaurant	Sales ▼ Functions ▼ Help

However, for the delivery, takeout and pre-order hospitality types for all of its restaurants, there must be no station printing since restaurant station printing takes place in the restaurants, not in the call center.

6	🖥 S0010 Takeout - Hospit	tality Type Card			- • •
	General Table Button/Gr	raphical Layout Listing	Split Bill/Transfer Lines	Tips	
	Description	Takeout	PC	S Menu Profile ID	
	Restaurant No	S0010 💼	PC	S Interface Profile ID .	•
	Sales Type	TAKEAWAY 🚹	То	POS Menu ID	
	Overview	Listing 💌	PC	S Logon Menu ID	DELIVERY
	Access To Other Rest	١	Re	st. Station Printing	None
	Staff Takeover in Trans	Never 💌	Pri	nt Training Transact	
	Manager Takeover in	With Confirm 💌	Pre	e-Slip Report	10001205 🖈
	Stay in POS after Trans		PC	S Terminal Menu Pr	HOSP-COFFT
	Auto Logoff at POS Exit .				
			Hosp. 1	Type Functions	▼ Help

2.3 Setting Up the Restaurant Databases

You must carry out the following tasks for each restaurant database in your business.

2.3.1 Setting Up Call Center Web Services

- 1. Open the **Web Service Setup** window (under **LS Hospitality, Setup, Offline Call Center, Web Service Setup**).
- 2. On the **General** tab, place a check mark in the **Web Service is Active** field (if there was already a check mark, remove it first).

The program sets up automatically all default requests.

🗊 Web Service Setup 📃 📼 💌
General Server Logs
Web Service is Active 💟
Request Top Node Request
Response Top Node Response
Request ID Node Request_ID
Response Code Node Response_Code
Response Text Node Response_Text
Web Ser ▼ Functions ▼ Help

- 3. Click Functions, Insert Offline Call Center Requests.
- 4. Click **Web Service**, **Web Requests** to view the requests that have been inserted. They all start with OFFLINECC:

Request ID	Description	Web Req	
OFFLINECC ESTIMATED	Offline CC Get Estimated Timing	×	-
OFFLINECC_GETSTATUS	Offline CC Get Order Status	×	
OFFLINECC_ISONLINE	Offline CC Send Status Chang	×	
OFFLINECC_SENDCONVORD	Offline CC Send Status Chang	×	
OFFLINECC_SENDDELORDER	Offline CC Send Order (Conta	×	
OFFLINECC_SENDFINALORDER	Offline CC Send Final Order	×	
OFFLINECC_SENDORDER	Offline CC Send Complete Order	×	1
OFFLINECC_SENDSTATUSCHG	Offline CC Send Status Chang	¥	
PROCESS_TRANS_MEMBER_POINTS	Process Transaction Member P	¥	
SEND_CONTACT	Send Contact	¥	
SEND_CONTACT_BUS_RELATION	Send Contact Business Relation	¥	
SEND_CUSTOMER	Send Customer	¥	

5. For each offline call center request, enter a check mark in the **Web Request Is Active** field.

2.3.2 Defining the Call Centers that the Restaurant Belongs to

When you set up a restaurant database, you need to define which call centers the restaurant belongs to.

1. Open the Offline Call Center window (under LS Hospitality, Setup, Offline Call Center, Offline Call Center).



	0006 Call Ce	enter - Offline Call Center	• ×
General No	neral		
No			
Na	me	Call Center	
	Restaurant No.	Restaurant Name	
•			•
•	No.	Restaurant Name	* E
	No. S0008	Restaurant Name Cronus Pizzeria-Wraps	-
	No. S0008	Restaurant Name Cronus Pizzeria-Wraps	-

- 2. Press **F3** to insert a new record.
- 3. In the No. field, enter the number of a call center the restaurant belongs to.
- 4. On a new line, enter the number of the current restaurant.
- 5. Repeat 2-4 for each call center the restaurant belongs to.

Attention

Each call center must use a unique functionality profile.

To Set Up Web Server and Web Service URI for Call Centers

- 1. In the **Offline Call Center** window, select the first call center the restaurant belongs to.
- 2. Click Call Center, Func. Prof. Distr. Loc.
- 3. Enter 1 in the **Priority** field.
- 4. In the **Dist. Location** field, select the distribution location for the call center (the same number as the call center).
- 5. Click **Dist. Loc., Card.**
- 6. On the **Replication** tab, make sure the name of the company is correct.
- 7. On the **Web Server** tab, enter the name of the Server running for web services for the call center.
- 8. Close the window.
- 9. Click Dist. Loc., Web Request Type Server Ext.
- 10. Select Hospitality (using the Dropdown arrow) in the Request Type field.
- 11. Click in the Service Name field to insert the record.
 - The program automatically enters the correct names in the **Service Name** field and the **Method Name** field and builds a Web Service URI for the call center database web service using the information on the **Distribution Location Card** window.



Request T Service Name	Method Name	Web Service URI
Hospitali RetailWebServices	WebRequest	http://172.22.4.3:7047/DynamicsNAV/WS/Call Center S0006/Codeunit/R

Repeat for all the call centers that the restaurant belongs to.

2.3.3 Configuring the Offline Call Center Setup for the Restaurant

There are several required jobs you need to run in your restaurant databases. Three of them are directly related to the Offline Call Center module. The others are necessary for delivery & takeout orders in general.

You must let the job scheduler run the following processes periodically in the restaurants:

Processing Orders Sent from Call Center – Required (Offline Call Center)

• This process runs through orders that have been sent from the call center. They have the Web Service status *New-Not Processed, Changed-Not Processed* and *Canceled-Not Processed*. The process updates the kitchen printing for these orders in the restaurant and changes their Web Service status to *Processed*.

Deleting the Offline Call Center Web Service Log – Required (Offline Call Center)

- This process deletes entries from the Offline Call Center Web Service Log table.
- The log stores the result of each request performed through web services and helps you monitor the web services processes.
- You specify how many days the entries should exist.
- The process should run once a day.

Sending Converted Pre-Orders to Call Center – Required (Offline Call Center)

- This process sends back to the call center orders that have been converted (they are marked as *Converted*) from a pre-order to either a delivery or a takeout order in the restaurant.
- If the process is successful, the orders get marked as *Converted-Sent*. If not, they will be sent the next time the process runs. Therefore this process must run regularly during the day in the restaurant to make sure the pre-order to sales type change of the transactions changes also in the call center.

Delivery & Takeout processes that should also be run with the job scheduler in the restaurants:

Convert Pre-Orders – Required (Delivery & Takeout with Pre-Orders)

- This process converts pre-orders to either delivery or takeout orders on the day they are due. They are marked as *Converted*.
- When to run this job depends somewhat on the opening hours of the restaurant. Running it once a day should be enough.
- If the restaurant is open passed midnight, the jobs needs to run just after midnight, thereby letting the pre-orders today get the right sales type. The process converts all

the pre-orders with today's date plus pre-orders tomorrow that are due just after midnight (midnight plus the minutes in the Adv. Pre-Ord. Print (Min.) field). If the restaurant is not open through midnight, the job needs to run before the restaurant opens up (in time for pre-orders that are due just after opening the restaurant get printed and thus prepared in time).

 If you don't specify a scheduler job for this process, the program will run the process as a part of the command DELRESET that is set up as a POS action on the Staff Logon trigger. This is however not recommended since you don't have enough control over when it is run.

Reprint Pre-Orders – Required (Delivery & Takeout with Pre-Orders)

- This process reprints pre-orders that are due soon to the restaurant stations.
- This process needs to run every few minutes.
- If you don't specify a scheduler job for this process, the program will run the process on timer when you are running the POS terminal specified as POS Terminal Print. Pre-Orders. That is not recommended. The scheduler is a much easier, more reliable way of running the process.

Delete Bom Printing and Monitor Tables – Required (Hospitality with Kitchen Printing)

- This process deletes the BOM printing and monitor tables for the restaurant stations. It needs to be run once a day and by running this process with the job scheduler, you can schedule the run during the hours the restaurant is closed. The fields **Days BOM** Print Exist and Days BOM Monitor Exist set for how many days these entries exist in the system.
- If you don't specify a scheduler job for this process, the program runs this function once a day from the Hospitality POS Client window. That is not recommended since deleting the entries can take time and is best done when there is no activity in the restaurant.

Delete Driver Trips – Required (Delivery & Takeout with Pre-Orders)

- This process deletes Driver Trips entries.
- It should be run once a day
- You specify how many days the entries should exist.
- If you don't specify a scheduler job for this process, the program runs this function once a day from the Hospitality POS Client window. This is not recommended since deleting the entries can take time and is best done when there is no activity in the restaurant.

System Preconditions

• You need to have set up which call centers the restaurant belongs to.

Inserting Scheduler Job and scheduling offline call center jobs

- 1. Open the Offline Call Center Setup window (under LS Hospitality, Setup, Offline Call Center, Offline Call Center Setup).
- 2. Click **Functions, Insert Scheduler Jobs**, to insert automatically the jobs to be run by the scheduler (the program creates jobs to be run in the restaurant only, both jobs related to the offline call center module and to the delivery & takeout process in

general). It creates a scheduler job type for the offline call center jobs and for the Hospitality jobs.

3. On the **General** tab, in the **Days Web Serv. Log Entr. Exist**, enter the number of days you want the entries to exist.

🗊 Offline Call Center Setup	
General Call Centers Restaurants	
Days Web Serv. Log E 💈	
Delete Web Service Lo OFFLINECC-D 🝙	
Scheduler Job Type OFFLINECC	
<u>S</u> cheduler ▼ F <u>u</u> nctions ▼	Help

4. Click the **Restaurants** tab.

🗊 Offline Call Center Setup
General Call Centers Restaurants
Process Call Cent. Ord DFFLINECC-PRO
Send Conv. Pre-Order OFFLINECC-C 🕥
Send Status Chg. to C
Scheduler Functions Help

- 5. Enter a check mark in the **Send Status Chg. to Call Cent.** if you want the program to send status changes automatically back to the call center.
- 6. To schedule the jobs, click **Scheduler**, **Offline CC Job Scheduler**.
- 7. Schedule the deletion of the Offline Call Center Web Service Log once a day by filling in the **Next Check Date** and **Next Check Time** fields. This will be the time the job scheduler will first run this job.



Job ID	From-Loc	Scheduler Job Type Code	R Time Be	et T Last Da	te Last Time	Next C N	ext Che	Error Occ	Last Message Text	
OFFLINECC-CONV-ORD	2	OFFLINECC		1 D.,						
OFFLINECC-DEL_WSLO		OFFLINECC		1 D						
OFFLINECC-PROCESS-	cc	OFFLINECC		4 M						

8. Fill in the **Next Check Date** and **Next Check Time** fields for sending converted orders. This job should run once a day.

Note

This jobs needs to be run shortly after the Convert Pre-Orders job in the **Hospitality Setup** window (see the next session). If it runs with error, you need to run it again from the Web Service Monitor window.

9. Fill in the **Next Check Date** and **Next Check Time** fields for processing orders sent from the call center. This job should run every 2-3 minutes or so.

Inserting Hospitality and Delivery & Takeout Jobs for Restaurants

1. Open the **Hospitality Setup** window (under **LS Hospitality**, **Setup**, **Hospitality Setup**). When you inserted the scheduler jobs from the **Offline Call Center Setup** window, the program created the necessary jobs and assigned them to the appropriate fields in the **Hospitality Setup** window. It also created a Hospitality scheduler job type.

🔟 Hospitality Setup	- • •
General Printing Dine-in Delivery & Takeout Reservations	
AutoLogoff at POS Exit .	
Normal POS Sales Type . POS	
Ord. List Scroll Page Size. 0	
Hosp. Scheduler Job T HOSP	
Scheduler Functions	 Help

2. Click the **Printing** tab. It contains the job for deleting BOM printing and monitor tables.



📰 Hospitality Setup	
General Printing Dine-in Delivery & Takeout Reservations	
Confirm Station Printing .	Log Station Printing
Show Voided Lines in 📝	Days BOM Print Exist 0
Confirm Window Type . Dynamic 💌	Days BOM Monitor Exist . 0
Confirm Window Loo HOSPCONFIR 🕥	Del. Bom Print/Mon.Ta HOSP_DELBO 🕥
Always Print Voided Lines 🔽	Last Time Deleted Bom
Print Station Status Lo HOSPPRSTAT	
Monitor Stat. Status L HOSPMOSTAT	
	Scheduler 👻 Functions 💌 Help

3. Click the **Delivery & Takeout** tab. It contains the jobs for deleting driver trips and reprinting pre-orders and converting pre-orders.

🔲 Hospitality Setup		
General Printing Dine-in Delivery & Takeout	Reservations	
Order Process Time (M 30		Close Trip on Depart 📝
Delivery Sales Type DELIVERY		Days Driver Trips Exist 0
Takeout Sales Type TAKEAWAY		Delete Driver Trips Job HOSP_DELDR 🕥
Pre-Order Sales Type PRE-ORDER 👔		Allow Pre-Orders 🔽
Populate Delivery Info Yes 💌		Adv. Pre-Ord. Print (M 60
Takeout No-Name No 999		POS Terminal Print. Pr P0011
Display Time at Order		Reprint Pre-Orders Jo HOSP_REPRINT
Del. Progress Status in		Convert Pre-Orders Jo HOSP_CONVERT 🕥
		Scheduler 🔻 Functions 👻 Help

- 4. To schedule the jobs, click Scheduler, Offline Call Center Job Scheduler.
- 5. Fill in the **Next Check Date** and **Next Check Time** fields for each job. This will be the time the job scheduler will first run this job.



Job ID	From-Loc	Scheduler Job Type Code	R 1	lime Bet	T	Last Date	Last Time	Next C	Next Che.
HOSP_CONVERT		HOSP		1	D.,	27.01.12			
HOSP_DELBOMPRINT		HOSP		1	D				
HOSP_DELDRIVERTRIP		HOSP		1	D				
► HOSP_REPRINT		HOSP		5	м	21.01.12			

- Deleting BOM printing and monitor tables needs to be run once a day.
- Deleting Driver Trips needs to be run once a day.
- Reprinting Pre-Orders needs to run every few minutes.
- **Converting Pre-Orders** needs to run once a day.

Note

This jobs needs to be run shortly before the send converted pre-orders in the **Offline Call Center** window (see the previous session). If it runs with error, you need to run it again from the Web Service Monitor window.

2.4 Setting Up Web Service Monitor

You need to set up a Web Service Monitor in the Call Centers and Restaurants. You use the monitor to have an overview over the communication between the databases. The monitor window shows the latest result of the various processes going on and from here you can run the processes directly.

You set up the Web Service Monitor on the Logon menu of the Hospitality POS client with the POS Command WEBSERV_MONITOR registered with the Delivery POS Commands codeunit.

To register the Delivery POS Commands

- 1. Open the **Retail Setup** window (under **LS Retail BackOffice, Setup, Retail Setup**).
- 2. Click Functions, Insert Default Data.
- 3. Click Clear All.
- 4. Place a check mark in the Hospitality Commands, Profiles, Menus field.
- 5. Click Insert.

To set up the Web Service Monitor

- 1. Start the Hospitality POS Client.
- 2. Log in.
- 3. Right-click on the Logon menu (you need to have super user privileges) and select **Menu Editor**.
- 4. On the Attributes tab, increase the number of rows by one.
- 5. On a new line, enter a number one higher than the previous line in the Key No. field.
- 6. In the **Description** field enter a description of the monitor, such as Web Serv. Monitor.

7. In the **Command** field, select the WEBSERV_MONITOR command.

2.5 Controlling when Changes are Allowed

You set up for each restaurant what changes are allowed depending on the order status. You need to do this in both the restaurant and the call center databases. You control when changing order lines is allowed, when order type change (delivery to takeout) is allowed and when address change is allowed. A type of change is either allowed, allowed if confirmed by the user, or not allowed.

Note

You cannot change the order restaurant after you have ordered the items for it without cancelling the order and creating a new order. You can only change the time of the order when it is new and has not been sent to the restaurant or is on hold as a pre-order.

- 1. Open the Restaurant Card window (under LS Hospitality, Setup, Restaurant).
- 2. Click Hospitality, Change on Del/Takeout Orders.
- 3. On a new line, select a type of change in the Change field.
- 4. In the other fields, select whether the change is allowed, allowed with confirmation or not allowed.
- 5. Repeat for the other change options.

	Change	Order New	Order In Q	Order Star	Order Finis	Order Assi	Order On	
	Order Lines	Allowed	On Confir	On Confir	Not Allowed	Not Allowed	Allowed	-
۲	Order Type (Deli	Allowed	On Confir 💌	On Confir	On Confir	Not Allowed	Allowed	Γ
	Address	Allowed	Allowed	Allowed	On Confir	Not Allowed	Allowed	
	Cancellation	On Confir	On Confir	On Confir	On Confir	Not Allowed	On Confir	
	Order Time	Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	On Confir	
								L

2.5.1 Copying when Changes are Allowed from One Restaurant to Another

- 1. Select the restaurant you want to copy to.
- 2. On the **Restaurant Card** window, click **Functions, Copy Hosp. Settings to Curr. Rest**.



💝 Copy Hospitality Settings 📃 🖃 🗾 🕰	
Options	
Copy to Restaurant S0008 Copy from Restaurant	
Override if Exists	
Copy Change on Del/T [] Copy Hospitality Types .	
OK Cancel Help	

- 3. In the **Copy from Restaurant** field, enter the number of the restaurant you want to copy from.
- 4. If you want to override existing settings, place a check mark in the **Override if Exists** field.
- 5. Place a check mark in the Copy Change on Del/Tak. Orders.
- 6. Click **OK** to run the batch job.

3 Operating the Offline Call Center and Restaurant

3.1 Monitoring Web Services

You use the monitor to have an overview over the communication between the call center and restaurant databases. The monitor window shows the latest result of the various processes going on and from here you can run the processes directly.

3.1.1 Using the Web Service Monitor in the Call Center

To View the Monitor in the Call Center

- 1. In the Call Center database, start the Hospitality POS Client.
- 2. Log in.

When there are web service processes with errors, the Web Serv. Monitor button on the Logon menu looks like this to notify you that there are currently errors:

			Ä	
We	eb Se	erv. I	Monit	or

3. On the Logon menu, press Web Serv. Monitor. The monitor window appears:

S IS	RETAIL
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7	Restaurant Name	New Order	Change Order	Cancel Order	Status Update	Estimated Timing	Status on Orders	Restaurant Online
S0008	Cronus Pizzeria-Wraps		ERROR (1)			ERROR	ERROR	ERROR +
S0010	Cronus Coffeehouse							
-								
-								
New Order	C Change Order	1	1					
		Cancel Order	Status Updat					
Action Type	Destination Rest.	Request Date	Receipt No.		ng C Status o	With Error	Result Text	
Action Type Is Online	Destination Rest. S0008	Request Date 27.02.12 14:15	Receipt No.			With Error	Result Text The remote server	returned an error:
Action Type Is Online Is Online	Destination Rest. S0008 S0008	Request Date 27.02.12 14:15 27.02.12 14:15	Receipt No.			With Error	Result Text The remote server The remote server	returned an error:
Action Type Is Online Is Online Is Online	Destination Rest. 50008 50008 50008	Request Date 27.02.12 14:15 27.02.12 14:15 27.02.12 14:14	Receipt No.			With Error	Result Text The remote server The remote server	returned an error:
Action Type Is Online Is Online	Destination Rest. S0008 S0008	Request Date 27.02.12 14:15 27.02.12 14:15	Receipt No.			With Error	Result Text The remote server The remote server	returned an error:
Action Type Is Online Is Online Is Online	Destination Rest. 50008 50008 50008	Request Date 27.02.12 14:15 27.02.12 14:15 27.02.12 14:14	Receipt No.			With Error	Result Text The remote server The remote server	returned an error:
Action Type Is Online Is Online Is Online	Destination Rest. 50008 50008 50008	Request Date 27.02.12 14:15 27.02.12 14:15 27.02.12 14:14	Receipt No.			With Error	Result Text The remote server The remote server	returned an error:

The Web Service Monitor in the Call Center is divided into two parts:

- The top part shows the restaurants that belong to the call center with fields that show the web service processes from the call center to the restaurants. If an error occurred last time a process ran, the process field contains the text ERROR followed by the number of orders waiting to be sent (if applicable). If the process ran without error the last time, the fields are blank, except when there are still orders waiting to be sent (an error occurred previously), the field contains the text WAITING followed by the number of orders waiting to be sent (if applicable).
- The bottom part shows for the selected restaurant the results of the last runs of the selected process. In the picture, the selected process is Checking if the Restaurant is Online and the restaurant is S0008. The Result Text field contains a description of the error that occurred. Once you have taken steps to correct the errors, you can run a process with an error from this window to see whether the process now runs with no errors.

To select a process

- Click on the fields in the top part
- Or click on the process buttons in between the two parts.

The processes are:

- Sending a New order (automatic)
- Sending a Changed order (automatic)
- Cancelling an order (automatic)
- Status Update on an order (automatic or manual)
- Requesting Estimated Timing from a restaurant (scheduler job)
- Requesting Status on all orders in process (scheduler job)
- Checking if the Restaurant is Online

• Press the appropriate button at the bottom of the window.

You can run the following processes:

- Resend of New, Changed and Cancelled orders
- Request of Estimated Timing
- Get Status on orders in process
- Check if restaurant is online.

To view an order

1. For processes that deal with one order (Sending New, Changed, Cancelled and Status update), select a line in the bottom part containing the order you want to view.

🕒 LS RETAIL

2. Press **Show Order** to view the order in question. The **Delivery & Takeout Order** window appears with the selected order.

3.1.2 Using the Web Service Monitor in the Restaurant

To View the Monitor in the Restaurant

- 1. In the Call Center database, start the Hospitality POS Client.
- 2. Log in.
- 3. On the Logon menu, press Web Serv. Monitor. The monitor window appears:

Call Center		ERROR (1)	ERROR (8)			
Destination Rest.	Request Date	Receipt No.				
						Trans. Discount Entry
						Trans. Discount Entry
						Trans. Discount Entry
S0006	27.02.12 15:31	00000P0014000000270	Vertiina Oolo			Trans. Discount Entry
S0006	27.02.12 15:31	00000P0014000000263	Mermoris	~	Request Source	Trans. Discount Entry
S0006	27.02.12 15:31	00000P0014000000231	Kjamsi Hálfdán Amal	~	Request Source	Trans. Discount Entry
S0006	27.02.12 15:31	00000P0014000000223	Fannar Alexander	~	Request Source	Trans. Discount Entry
	27.02.12.15:31	00000P0014000000222	Rúnar Finnboga	~	Request Source	Trans. Discount Entry
S0006	27.02.12 10.01					
	\$0006 \$0006 \$0006 \$0006 \$0006	Destination Rest. Request Date 50006 27.02.12 15:31 50006 27.02.12 15:31 50006 27.02.12 15:31 50006 27.02.12 15:31 50006 27.02.12 15:31 50006 27.02.12 15:31	Destination Rest. Request Date Receipt No. S0006 27.02.12 15:31 0000P0014000000282 S0006 27.02.12 15:31 0000P0014000000275 S0006 27.02.12 15:31 0000P0014000000271 S0006 27.02.12 15:31 0000P0014000000270 S0006 27.02.12 15:31 0000P0014000000270 S0006 27.02.12 15:31 0000P0014000000270	Destination Rest. Request Date Receipt No. Description S0006 27.02.12 15:31 00000P0014000000282 Marbert Vua S0006 27.02.12 15:31 00000P0014000000275 Fannar Alexander S0006 27.02.12 15:31 00000P0014000000271 Vertina Oolo S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo S0006 27.02.12 15:31 00000P0014000000263 Mermoris	Destination Rest. Request Date Receipt No. Description With Error S0006 27.02.12 15:31 00000P001400000282 Marbert Vua ✓ S0006 27.02.12 15:31 00000P0014000000275 Fannar Alexander ✓ S0006 27.02.12 15:31 00000P0014000000271 Vertina Oolo ✓ S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓	Destination Rest. Request Date Receipt No. Description With Error Result Text S0006 27.02.12 15:31 00000P0014000000282 Marbert Vua ✓ Request Source S0006 27.02.12 15:31 00000P0014000000275 Fannar Alexander ✓ Request Source S0006 27.02.12 15:31 00000P0014000000271 Vertina Oolo ✓ Request Source S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ Request Source S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ Request Source S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ Request Source S0006 27.02.12 15:31 00000P0014000000270 Vertina Oolo ✓ Request Source

The Web Service Monitor in the Restaurant is divided into two parts:

• The top part shows the call centers that the restaurant belongs to with fields that show the web service processes from the restaurant to the call center. If an error

occurred last time a process ran, the process field contains the text ERROR followed by the number of orders waiting to be sent (if applicable). If the process ran without error the last time, the fields are blank, except when there are still orders waiting to be sent (an error occurred previously), the field contains the text WAITING followed by the number of orders waiting to be sent (if applicable).

• The bottom part shows for the selected restaurant the results of the last runs of the selected process. In the picture, the selected process is Cancel Order and the call center is S0006. The Result Text field contains a description of the error that occurred. Once you have taken steps to correct the errors, you can run a process with an error from this window to see whether the process now runs with no errors.

To select a process

- Click on the fields in the top part
- Or click on the process buttons in between the two parts.

The processes are:

- Sending a Finalized (automatic)
- Sending a Cancelled order to Call Center (automatic)
- Sending a Status Change on an order (automatic)
- Sending Converted Pre-order to Call Center (scheduler job)
- Checking if the Restaurant is Online

To run a process manually from the monitor

• Press the appropriate button at the bottom of the window.

You can run the following processes:

- Resend of Finalized and Cancelled orders
- Resend status changes
- Resend Converted Pre-orders
- Check if call center is online.

3.1.3 Typical Errors

When you are in the process of setting up your system, you may run into errors like these:

- The remote server returned an error: (500) Internal Server Error. There is something wrong with the web server URI address of the destination restaurant or call center. Check if the restaurant or call center is online after you have made changes to the web service setup.
- Request Node xLoyalty_Scheme in table 99008980 not found in request This means that the web requests and web responses for the offline callcenter system are not identical in the call center databases and the restaurant databases. This can be fixed by running the Insert Offline Call Center Requests from the Web Service Setup window.

3.2 Creating a New Order

When you open up the **Delivery & Takeout Order** window to create a new order, the flow is the following:

- 1. Enter the contact information
- 2. Take the order by opening up the **Sales POS** window.
- 3. Press Exit to return to the Delivery & Takeout Order window.
- 4. Make any changes you want to the order except the restaurant. You may also change the order items. If you do that the Sales POS window opens up again and you press Exit to return to the **Delivery & Takeout Order** again.
- 5. Press Confirm.

At this point the program transfers the order to the restaurant in question.

3.2.1 When Sending the Order Is not Successful

If the transfer was not successful, a message appears notifying you of a communication error and giving you the opportunity to open the **Delivery & Takeout Order** window again with the same order. If you select to open the window, you can press the **View Comm. Log** button to see the resulting error text.

🛅 444666 Rúnar Finn	iboga - Delivery & Ta	keout Order									×
Delivery Location							27.02	10		17.	00
🗇 Takeout	Home	🔍 Work	O Other	P	ickup	Date	27.02.	12		17:	Uð
					Producti	on Time .	60	Delivery	Time		20
Order Details				Re	staurants						
Phone No	444666							Orders in	Estim.		
Name	Rúnar Finnboga				No.	Nam	e Center	Progress	Time (1		*
Street	MAIN STREET			-					-	-	
Street No	800				S0007		nus Electronics S		0	0	=
Address 2					► S0008		nus Pizzeria-Wraps			6.057	
Post Code	N12 5XY				S0009		nus Home Furniture		0	0	
City	London				S0010		nus Coffeehouse		28 1	0.184	-
Directions				Re	staurants	-22:00			~	~	
N== 0.11						-					
Map Grid	X3			_ [Select		Cronus P	izzori		ran	
	omment				Delect		CI UNUS P	12201	CI-VV	ap	•
▶ 26.05.11				Â.	irrent Ord						
				E							
					Numb		escription Cash	0	Quantity	_	
					•		Casn Grilled Chicken			0	Â
					R000		Broccoli Chicken			1	
											Ξ
Cust. Acc. No											
					_						
Payment Method					_						
• CASH	CARD		Get Order Sta	tus	_						
o chon											-
TOTAL .		23,00	View Comm. L	.og	000	00028	34 I	New, N	ot Sei	nt	
		_									
CON	IEIRM		ORDER		CANC	EL, CREA		MODIFY	ORDER L	INES	



	Action Type	Destinatio	Receipt No.	Description	With Error	Result Text	Reques
Þ	New Order 💽	S0008	00000P0014000000284	Rúnar Finnboga	~	Request Node xLoyalty_Sche	27
	New Order	S0010	00000P0014000000283	Gói jónasar			2
	Change	S0010	00000P0014000000269	Fannar Alexander Hilmi			27
	Status Update	S0010	00000P0014000000269	Fannar Alexander			27
	Cancel	S0008	00000P001700000006	123	~	Request Node xLoyalty_Sche	2
	Status Update	S0008	00000P001700000006	123	~	Response Node Delivery_Orde	2
	Change	S0008	00000P0014000000211	Kjamsi Hálfdán Amal	~	Request Node POS_Transactio	2
	Change	S0008	00000P0014000000215	Kjamsi Hálfdán Amal	~	Request Node xLoyalty_Sche	2
	Change	S0008	00000P0014000000215	Kjamsi Hálfdán Amal	~	Request Node xLoyalty_Sche	2
	Change	S0008	00000P0014000000215	Kjamsi Hálfdán Amal	~	Request Node xLoyalty_Sche	2
			III				1

The order receives the **General Status** *Error*. After fixing the error, you need to run the Resend of New, Changed and Cancelled orders from the **Web Service Monitor** window.

1		Monitor				1			
Restaura	Restaurant Name	New Order	Change Order	Cancel Order	Status Update	Estimated Timing	Status on Orders	Restaurant Online	e
S0008	Cronus Pizzeria-Wraps	ERROR (1)	ERROR (1)	ERROR (15)	ERROR	ERROR	ERROR		
S0010	Cronus Coffeehouse								
]									
1									
]									
1									
New Orde	C Change Order	C Cancel Order	O Status Updat	Estim. Tir	ning 🗌 🔿 Status o	n Ord	ır. OnlineI		
		C Cancel Order	C Status Updat		ning Status o	n Ord	r. Online		
Action Type		Request Date					Result Text	valty_Scheme in ta	
Action Type	Destination Rest.	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription	With Error	Result Text Request Node xLoy	valty_Scheme in ta	
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		
Action Type New Order	Destination Rest. S0008	Request Date 27.02.12 16:1	Receipt No.	00284 F	escription Lúnar Finnboga	With Error	Result Text Request Node xLoy		

3.3 Looking Up, Changing and Cancelling an Existing Order

When you open up the **Delivery & Takeout Order** window with an existing order, the status of the order is shown in the bottom left corner. If you have cancelled the order in the restaurant, the status shows To Be Cancelled. Otherwise the status shows the last status of the order.

The actions you can do are the following:

3.3.1 Looking Up Status on an Order

1. Press Get Order Status.

The program sends a status request on the order to the restaurant in question. The resulting status is:

- Status not Found The order was not found in the restaurant
- New, Not Sent The order is new and has not been sent to the restaurant
- On hold The order is pre-order, still on hold
- In queue The order has been sent and is in queue in the restaturant
- Started The order has been started in the kitchen monitor
- Finished The order has been finished in the kitchen monitor
- Assigned to driver The order has been assigned to a driver
- **Posted in Rest**. The order has been posted in the restaurant (will be sent back to call center)
- **Cancelled in Rest**. The order has been cancelled in the restaurant (will be sent back to call center)
- **To Be Cancelled** The order has been cancelled in the call center and a request has been sent to the restaurant. The order will be sent back to call center.

3.3.2 Changing an Order (Contact Info, Order Type)

- 1. Change a part of the order in the **Delivery & Takeout Order** window such as contact name, address (without changing the restaurant) and comments.
- 2. Press Confirm.

The program sends the contact info to the restaurant in question. It does not send the order line information again.

3.3.3 Changing Order Lines

- 1. Press Modify Order Lines in the Delivery & Takeout Order window.
- 2. In the **Sales POS** window, make changes to the order by voiding or adding items.
- 3. Press Exit.
- 4. Press Confirm in the Delivery & Takeout Order window.

The program sends the contact info along with the order line information to the restaurant again.

3.3.4 Cancelling an Order in the Call Center

You can cancel an order in the call center at three different points in time, as long as the setup allows cancelling (depends on the order status):

- 1. Before opening the Sales POS: Press CANCEL in the Delivery & Takeout Order window. If you cancel the order before you take down the order items, the program simply does not create a delivery order.
- 2. After ordering items but before the order has been sent to the restaurant: Press CANCEL ORDER in the Delivery & Takeout Order window. If you cancel the order after you take down the order items but before pressing the Confirm button (the status of the order is New, Not Sent), the program sends a request to the restaurant in question to create and cancel the delivery order and void the POS transaction. The restaurant creates and cancels the order that will be sent to the call center next time an order is finalized or the Send Finalized Orders process is run from the Web Service Monitor window.
- 3. After pressing Confirm: Select to edit the order again or press Show Order, then press CANCEL ORDER. The program sends a request to the restaurant in question and if that request returns with a go ahead on cancel (the order has then been

cancelled in the restaurant), the program cancels the delivery order and voids the POS Transaction in the call center. If cancelling was not possible in the call center (not allowed because of status), you cannot cancel the order in the call center either. If a communication order occurred, you need to run the Resend Finalized/Changed/Cancelled process from the **Web Service Monitor** window

The same procedure takes place when you press Cancel, Create New.

3.3.1 When Sending the Order Is not Successful

When a communication error occurs when sending an order to the restaurant, the same procedure applies as when sending a new order unsuccessfully.

3.3.1 Cancelling an Order in the Restaurant

You can cancel an order in the restaurant under the same conditions as you can cancel it at the call center. If cancelling is allowed, the program voids the POS transaction and cancels the order and then checks whether to send the order as a cancelled, finalized order back to the call center. In the call center, the handling is the same as when a finalized order is sent. In this case though, the **General Status** of the posted delivery order is *Cancelled* and the posted transaction entries are voided.

If sending the cancelled order back to the call center returned an error, the **Rest. Web Service Status** of the order is set to *Cancelled-Not Sent*. The program tries to resend the cancelled transaction the next time an order is finalized in the restaurant. You can also run the Resend Finalized/Cancelled process from the **Web Service Monitor** window.

	Call Center Nar	ne	Finalized Order (Cancel Order Status Ch	nange Con	v. Pre-Orders	Call Center Online
S0006	Call Center		ERROR (1)	ERROR (8)			
_							
_							
_							
-							
-							
Asken Tune	Destination Dest	De suest Data	De estat No	Description	with Freeze	Deer It Tout	
Action Type	Destination Rest.	Request Date	Receipt No.	Description Marbert Vua	With Error	Result Text	Trans Discount Entry
7	Destination Rest. S0006 S0006	27.02.12 15:31	Receipt No. 00000P0014000000282 00000P0014000000275	Description Marbert Vua Fannar Alexander		Request Source T	Trans. Discount Entry.
Cancel	S0006	27.02.12 15:31 27.02.12 15:31	00000P0014000000282	Marbert Vua	~	Request Source T Request Source T	
Cancel Cancel	S0006 S0006	27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31	00000P0014000000282 00000P0014000000275	Marbert Vua Fannar Alexander	~	Request Source T Request Source T Request Source T	Trans. Discount Entry.
Cancel Cancel Cancel	S0006 S0006 S0006	27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31	00000P001400000282 00000P0014000000275 00000P0014000000271	Marbert Vua Fannar Alexander Vertina Oolo		Request Source T Request Source T Request Source T Request Source T	Trans. Discount Entry.
Cancel Cancel Cancel Cancel	\$0006 \$0006 \$0006 \$0006	27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31	00000P001400000282 00000P001400000275 00000P0014000000271 00000P0014000000270	Marbert Vua Fannar Alexander Vertina Oolo Vertina Oolo	~ ~ ~	Request Source T Request Source T Request Source T Request Source T Request Source T	Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry.
Cancel Cancel Cancel Cancel Cancel	\$0006 \$0006 \$0006 \$0006 \$0006	27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31	00000P001400000282 00000P001400000275 00000P0014000000271 00000P001400000270 00000P001400000263	Marbert Vua Fannar Alexander Vertina Oolo Vertina Oolo Mermoris		Request Source T Request Source T Request Source T Request Source T Request Source T Request Source T	Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry.
Cancel Cancel Cancel Cancel Cancel Cancel Cancel	\$0006 \$0006 \$0006 \$0006 \$0006 \$0006	27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31 27.02.12 15:31	00000P001400000282 00000P001400000275 00000P001400000271 00000P001400000270 00000P001400000263 00000P001400000263	Marbert Vua Fannar Alexander Vertina Oolo Vertina Oolo Mermoris Kjamsi Hálfdán Amal		Request Source T Request Source T Request Source T Request Source T Request Source T Request Source T Request Source T	Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry. Trans. Discount Entry.

3.4 Sending Finalized Orders to Call Center

The program takes care of sending finalized orders to the call center they originate from. The procedure is as follows:

- Once the transaction is posted, the program checks whether it originates from an offline call center.
- If so, it tries to send the transaction with the related data and the posted delivery order to the call center.
- If this procedure returns an error, the **Rest. Web Service Status** of the order is set to Finalized-Not Sent.
- Then the next time you post a transaction, the program tries to send the posted transaction to the call center and then tries to resend all posted delivery orders with *Rest. Web Service Status Finalized-Not Sent* or *Cancelled-Not Sent*.
- If the sending is successful, the **Rest. Web Service Status** of the posted delivery order is changed to *Finalized-Sent* or *Cancelled-Sent*.

3.5 Sending Status Changes Automatically to Call Center

If you have selected to let the program automatically send status changes in the restaurant back to the Call Center (the **Send Status Chg. to Call Cent.** field in the **Offline Call Center Setup** window is filled in in the Restaurant database), the program checks whether to send the status change when the following takes place:

- Order is marked as *Started* in the Kitchen Monitor
- Order is marked as *Finished* in the Kitchen Monitor
- Order is assigned to a driver

If the sending of status changes was not successful, you can view the error in the **Web Service Monito**r window and run the Resend Status Chg. process after fixing the error.

3.6 Sending Converted Pre-Orders to Call Center

After pre-orders are converted into takeout or delivery orders in the restaurants on the day they are due, they need to be sent back to the call center to let the conversion take place there also.

You need to let the job scheduler to run a job that sends back to the call center converted preorders.

If the job is successful, the orders get marked as *Converted-Sent*. If not, they will be sent the next time the job runs.

If the sending of converted pre-orders was not successful, you can view the error in the **Web Service Monito**r window and run the Resend Conv. Orders process after fixing the error.

4 **Opening Hours, Restaurant Load and Production Time**

The opening hours of restaurants may vary for each weekday. They change for holidays and there may also come times when the restaurant has to be temporarily closed.

The working load in each restaurant varies during a day and from one weekday to another. The order production time depends on the working load; the greater the load the longer is the production time. The load may also change around holidays.

With the **Restaurant Order Taking Calendar** you can specify the hours that are open for order taking in the restaurant. You can set the hours in general and for specific days. You can also specify a closed period during normal opening hours.

With the **Restaurant Default Load Schedule** you can set up a default load schedule of the restaurant for every weekday where you specify how much the load is for periods during the day. You can also set up a **Current Load Schedule** to change the default schedule on a specific date, like a holiday.

With the **Restaurant Production Timing Schemes** you can specify how long it takes to produce orders when the load is low, medium, high or intense.

4.1 Setting Up the Restaurant Order Taking Calendar

- 1. Open the **Retail Calendar** window (under **LS Hospitality, Setup, General, Retail Calendar**).
- 2. Press F3 to insert a new calendar.
- 3. In the **Type** field, select *Rest. Order Taking* or *All*. If you are going to have for example the same calendar for Order taking and Opening Hours, select All here.
- 4. In the **ID** field, enter text as an ID for the calendar.
- 5. In the **Description** field, enter a description of the calendar.

🕽 Rest. Oi	rder Tak	ing Gi	roup	ORDE	R - Re	tail C	alendar	
General	Openin	g Hour	s T	empor	ary Op	pening	Hours	Closed
Туре			. <mark>R</mark> e	est. Or	der Ta	iki 💌]	
Group Ty	pe		. Gr	oup]	
ID			. OF	RDER				
Descriptio	on		. Or	der ta	king			
		Fel	oruar	y 20	12			Monday 27.02.12
	M	т	w	т	F	5	5	
5			1	2	3	4	5	Open: 03:00-22:00
6	6	7	8	9	10	11	12	
7	13	14	15	16	17	18	19	
8	20	21	22	23	24	25	26	
9	27	28	29					
								Calendar 🔻 Help

6. On the **Opening Hours** tab, enter the general opening hours for each weekday by entering a date in the **Starting Date** field and a time in the **Time From** and **Time To** fields.

Gen	eral Openi	ng Hours	Temporary O	pening Hours	Closed						
	Starting Date	Day Name				Time From	Time To	Midnight Open	Ending Date	Include All Week days	
Þ	06.02.12	Monday				10:00:00	22:00:00				-
	07.02.12	Tuesday				10:00:00	22:00:00				
	08.02.12	Wednesda	У			10:00:00	22:00:00				
		Thursday				10:00:00	23:59:00				
	10.02.12	Friday				10:00:00	01:00:00				
		Saturday				10:00:00	01:00:00	~			
	12.02.12	Sunday				10:00:00	23:59:00				=
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- 7. Open the Restaurant Card window (under LS Hospitality, Setup, Restaurants).
- 8. Click Restaurant, Calendars.
- 9. In the **Use Type** field, select *Rest. Order Taking*.
- 10. In the **Calendar Type** field, select either *All* or *Rest. Order Taking*. If you are going to have for example the same calendar for Order taking and Opening Hours, select *All* here.
- 11. In the Calendar ID field, select the calendar you have set up for order taking.
- 12. Click **Calendar, Group Calendar**, to see the calendar (used for a group of restaurants).
- 13. To make changes to the calendar for this restaurant only, click **Calendar, Private Calendar**.



Seneral	Stater	nent/Clos	ng N	Jumber	ing Manageme	ent Delive	ry & Take	put					
No			S000	8			Curre	ncy Code .			•		
Vame			Crop	ur Diaac	ein Wenne		POS	Func, Profile	но	SP-8	•		
Address	💼 R	etail Stor	e Cale	endar S	Setup					23			
Address :											(*)		
Post Cod		Use Typ		alendar /ne	Calendar ID	Descriptio	n				•		
					NEW TEST	New Test							
Country					ORDER	Order tak					•		
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hone 🛅	🛛 Res	t. Order i	Takino	q Grou	p ORDER - Ret	ail Calenda	r				-		
			-	- ,				-					
	Gene	ral Ope	ening H	lours	Temporary Ope	ening Hours	Closed						
	9	tarting								Midniaht		Include All	
		ate	Day	/ Name				Time From	Time To	Open	Ending Date	Week days	
_	►	06.02.						03:00:00	22:00:00				
		07.02.						09:00:00	03:00:00	~			
		08.02.			iy			09:00:00	18:00:00				
		09.02.						08:00:00	22:00:00				
		10.02.						01:00:00	22:00:00				
		11.02.						06:00:00	04:00:00				
		12.02.	l2 Sur	nday				11:00:00	16:00:00				
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4.2 Setting Up the Restaurant Default Load Schedule

Before you start setting up a default load schedule, you need to decide which periods are suitable for the restaurant. You can have long and short periods as long as they don't overlap.

- 1. Open the Restaurant Card window (under LS Hospitality, Setup, Restaurants).
- 2. Click Hospitality, Rest. Load Schedule, Default Schedule.
- 3. On a new line, enter a period in the **Time From** and **Time To** fields. The following window shows a default schedule with periods ranging from 1 hour to 3 hours.

	Time From	Time To	Monday L	Tuesday L	Wednesd	Thursday	Friday Load	Saturday	Sunday Load	
⊁	00:00:00	01:00:00	None 💽	None	None	None	Low	Low	None	4
	10:00:00	12:00:00	Low	Low	Low	Low	Low	Low	Low	
	12:00:00	14:00:00	Medium	Medium	Medium	High	High	High	High	
	14:00:00	17:00:00	Low	Low	Low	Medium	Medium	Medium	Medium	
	17:00:00	18:30:00	Medium	Medium	Medium	High	Medium	Medium	Medium	=
	18:30:00	20:30:00	High	High	High	Intense	Intense	Intense	Intense	
	20:30:00	22:00:00	Medium	Medium	Medium	High	Medium	Medium	Medium	
	22:00:00	23:59:00	None	None	None	Low	Medium	Medium	Medium	
										1
										•

4. For each weekday, change the load as appropriate.

Note

Selecting *None* indicates that the restaurant is closed at the time. The restaurant order taking calendar controls when the opening hours for order taking are and if the load schedule for an open time is None, the program uses the **Order Process Time (Min.)** field in the **Hospitality Setup** window to decide the production time at that moment.

4.3 Setting up a Current Load Schedule for the Restaurant

1. Click Hospitality, Rest. Load Schedule, Default Schedule in the Restaurant Card window.

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tore No	50008	٦				Starting) Year	2012 📢	
ssign Load Level .	High					Starting	Month	Febr 💌 🖪	
						Week N	lo	7 🖣	
									_
Time From	Time To	13 Monday	14 Tuesday	15 Wednesday	16 Thursday	17 Friday	18 Saturday	19 Sunday	Т
00:00:00	01:00:00	None	None	None	None	Low	Low	None	
10:00:00	12:00:00	Low	Low	Low	Low	Low	Low	Low	
12:00:00	14:00:00	Medium	High	Medium	High	High	High	High	1
14:00:00	17:00:00	Low	Medium	Low	Intense	Medium	Medium	Medium	
17:00:00	18:30:00	Medium	High	Medium	High	Medium	Medium	Medium	
18:30:00	20:30:00	High	Intense	High	Intense	Intense	Intense	Intense	
20:30:00	22:00:00	Medium	High	Medium	High	Medium	Medium	Medium	
22:00:00	23:59:00	None	None 🛄 🕨	None	Low	Medium	Medium	Medium	
		4			m				Þ.

- 2. In the Assign Load Level field, select the load you want to assign to a period.
- 3. On a specific day, in the period you want to assign the load level, click the AssistEdit button. The load level becomes bold to indicate that it differs from the default load level.

4.4 Setting Up Restaurant Production Timing Schemes

- 1. Click Hospitality, Rest. Prod. Timing Schemes in the Restaurant Card window.
- 2. In the **Description** field, enter a description of the scheme (such as Delivery/Takeout order).
- 3. In the **Type** field, select *Order*.
- 4. In the Low, Medium, High and Intense Load Prod. Time (Min.) fields, enter the time in minutes that takes to prepare an order taking the load level in question into consideration.



Description	Туре	Code	Low Load Pro	Medium Load Hig	gh Load Pro	Intense Load	
Delivery/Takeout Order	Order		15	30	45	60) . [
							:

The production time from the scheme is used to give the customer an estimated pickup time (the time the order will be ready for pickup or delivery). If no production timing schemes exist, the program uses the **Order Process Time (Min.)** field in the **Hospitality Setup** window to decide the production time.

ivery Location				Pie	ckup D	ate	23.02	.12		15	:2
Takeout	• Home	O Work	O Other	J r	- Production	Time.	30	Delivery	Time .		2
ler Details				Rest	taurants		50				-
one No	111666	1						Orders in	Eat	im. Prod.	
	Fannar Alexander	9			No.	Name	2	Progress		e (Min.)	
reet					S0010	Cron	us Coffeehouse		28	10.184	4
			_		S0011	Cron	us Catering		0	0	
reet No					50012	Gunn	- nubúð		0	0	- 17
ldress 2					50013	Fuel	Store of Iceland		0	0	5
st Code					50015	. acr			0		, ,
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5 Appendix

Offline Call Center - Call Center and Restaurant are on different domains

The firewall has to be open on both domains for port 7047. Use Telnet to check if port is open.

The Windows user on each domain has to have the *super* role in the database. The NAV client has to be run by using the "other domain" user

Use: "runas /noprofile /netonly /user:*domain\user* finsql.exe" to run the Navision client in the Classic folder. This can be set up as a .bat file.

It is not possible to have a Call Center take orders for more than domain, as the client is started with the other domain's logon credentials.

Issues if the Navision clients are not started with the other domain's logon credentials: When testing the connection string in the browser:

- From Domain 1 the Domain 2 user login was required to get a reply
- From Domain 2 the Domain 1 user login was required to get a reply

In Navision:

- In Call Center: "Connection Error" when taking order and sending it to restaurant
- In Restaurant: "Unauthorized User" when checking if the Call Center is online