

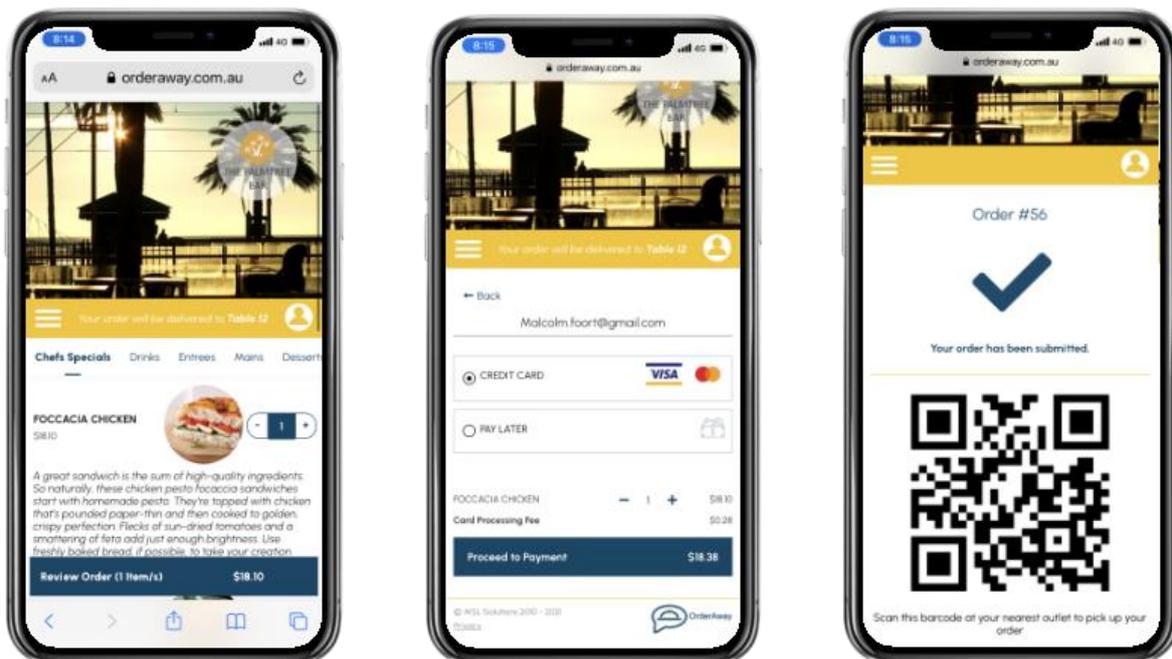
<b>Roadmap Stream</b>	POS
<b>Product</b>	OrderAway for SwiftPOS
<b>Release Date</b>	13/10/2021 – Minimum SwiftPOS Version V10.23
<b>Roadmap Reference(s)</b>	92 – OrderAway Barcode Pickup
<b>Description</b>	<p>When enabled, this feature will embed a QR code on the OrderAway Order Confirmation screen that can be scanned at a POS Terminal to recall the order so it can be delivered to the customer. The feature is designed to support scenarios where patrons order from outside a venue/outlet and then present at a pickup point to collect their order.</p> <p>Scanning the QR Code at a terminal will recall the submitted order so it can be prepared / retrieved, delivered, and then finalised, preventing the order from being delivered twice.</p>

### Feature Details

OrderAway supports scenarios where patrons can order from a location away from a venue/outlet, who then proceed to a pickup point to receive their order.

In-seat ordering at an entertainment or sports venue is a good example, where a patron scans an ordering QR Code linked to an outlet in the vicinity, place an order, and then proceed to the outlet to collect it.

Scanning the pickup QR Code in a dedicated pickup aisle will allow outlet staff to recall the order, prepare / retrieve it and deliver it. Whilst the order is submitted as paid, it is submitted in an unfinalised state until recalled at the POS Terminal and finalised. Finalising the order will ensure submitted orders are only delivered once – an important feature especially at busy pickup points.



## Setup

### Minimum SwiftPOS Version: V10.23

Enabling the QR Code Pickup feature requires several configuration steps to be performed in SwiftPOS Touch on the nominated pickup terminal(s) and then the enablement of the feature in the OrderAway tab in SwiftPOS Back Office.

**Step 1** – The nominated pickup terminal will require a 2D barcode scanner peripheral.

1. On the nominated Pickup Terminal, select Terminal Settings > Peripheral List in the SwiftPOS Touch application
2. Select Add New, select Barcode Scanner as the peripheral type and click OK
3. Select the type of scanner via the appropriate radio button and setup as required
4. Click Set Card Masks
5. Click Add and enter “OrderAway#####X” and then select DONE
6. In the Card Type dropdown, select Remote Order
7. In the Enter Test Data text box, enter “OrderAway1234” then select TEST In the results at the bottom of the panel, a positive match for the mask that has been created should be seen, with the output “1234”
8. Select OK to save the mask, then SAVE twice to save the peripheral and settings

**Step 2** – Place a dedicated FINALISE PAID ORDER button on the nominated Pickup Terminal’s keyboard layout (Function Key Link Item 28) if there is not one there already.

**Step 3** – The final step in Terminal Settings is to ensure that fully paid remote orders that are fully paid are not finalised.

1. Select Terminal Settings > Table Tracking > Orders tab and ensure Finalise Remote/Web Orders > With no balance and not Delayed setting is NOT checked.

N.B. This setting will mean all inbound remote/web orders at the location will be submitted in an unfinalised state.

**Step 4** – Once these steps are complete on the Pickup Terminal(s), to enable Barcode Pickup:

1. Open SwiftPOS Back Office and select SwiftPOS Back Office > Administration > OrderAway > Confirmation tab
2. Check the ENABLE ORDER BARCODE check box
3. Set an appropriate ORDER BARCODE MESSAGE in the text box
4. Select UPDATE to save the changes

