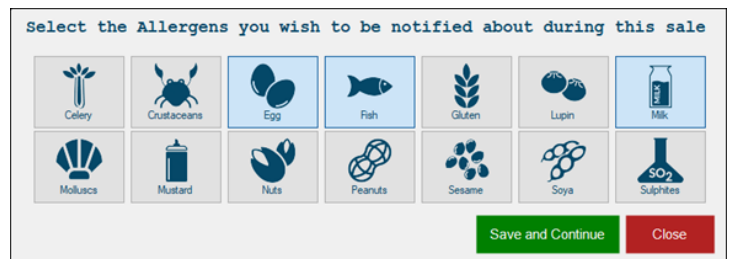


<b>Roadmap Stream</b>	POS
<b>Product</b>	SwiftPOS
<b>Release Date</b>	06/04/2022
<b>Roadmap Reference(s)</b>	35 – SwiftPOS Allergens (Overview)
<b>Minimum Version</b>	10.31
<b>Description</b>	SwiftPOS Allergens enables venues to link allergen information to products, tables, tabs, and member details. Staff can then be alerted of potential allergen issues as orders are taken.

## Feature Details

The SwiftPOS Allergens feature assists a venue in providing better allergen information to its guests. This can be either be:

- in response to basic allergen related product questions
- when stated guest allergies for a sale, table, or tab match with the allergies linked to ordered products



The feature requires products to be linked to one or more of the fourteen different allergens that exist, based on their ingredients. For venues with members stored in SwiftPOS, the member can also be linked to their allergy(s).

## Back Office Configuration

### Products

To link allergens to a product, go to:

- Back Office > Product > Product Records
- Select the required product > Product Full Edit > Notes >
- Select the relevant allergens from the list > Save and Close.

### Members

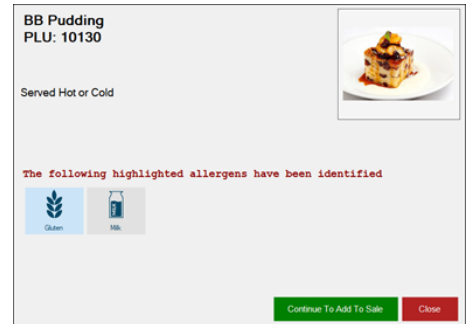
To link allergens against a member, go to:

- Back Office > Member > Member Records >
- Select the required member > Member Full Edit > Allergens >
- Select the relevant allergens from the list > Save and Close.

## Touch Configuration

To be notified of allergens at a Touch terminal, the functions keys below need to be added to the Touch Keyboard in Back Office.

- Back Office > Touch Settings > Keyboards > Open Keyboards > Select relevant keyboard from the list. Once open, add the function keys below to the applicable keyboard as required.
- **Show PLU Notes - Function Key 535:** Add the relevant product to the sales screen and select Show PLU Notes. The Allergens will show against the product in question.
- **Table Info – Function Key 44:** Used to assign allergens to a table based on the patrons' allergens and dietary requirements
- **Set Sale Allergens – Function Key 380:** Used to select allergens that are of concern when taking an sale.
- **Edit Customer (Member) Details – Function Key 60:** Staff can assign allergens to members dynamically by selecting
  - Function Key 60 > Allergens > Select the relevant allergens to link to the member

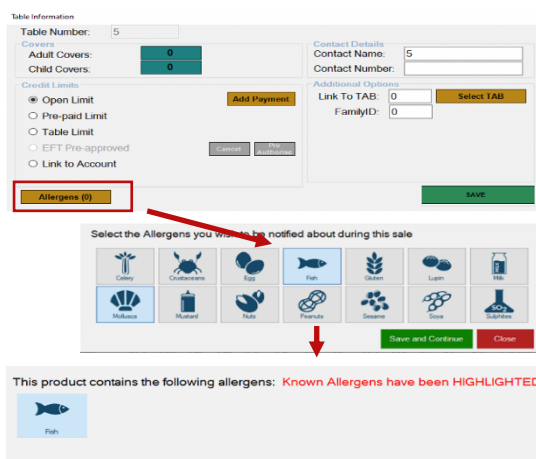


## Operational Workflow

This section outlines how to effectively use the allergen feature within a day-to-day operational context using the function keys outlined above.

### Use Case 1: Customer queries, “Are there nuts in the carrot cake?”

Add the product to a sale and tap Show PLU Notes (function key 535). The Product notes will be displayed highlighting any linked allergens. Remove the product from the sale if required.



### Use Case 2: Taking Table Orders

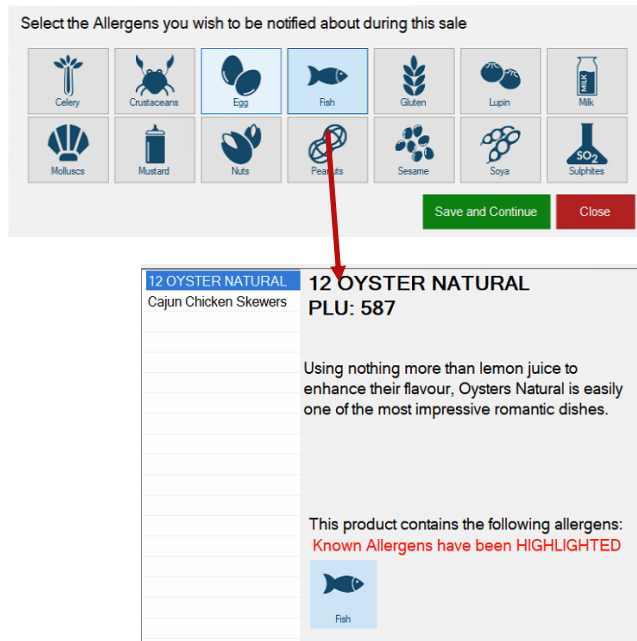
- Open a table
- Ask for any allergen considerations for all guests
- If there are allergens to consider, Select Table Info (function key 44) > Allergens
- Select relevant allergens from the list
- Save and continue
- Add the guests’ orders to the table
- Any products that have matching allergens to those linked to the table will cause an alert to the staff member highlighting the allergen in question.

**Note 1:** This workflow works in reverse where the orders are taken first and then the allergens are linked to the table.

**Note 2:** This operational workflow can also be assigned to Open Tabs. In the Tab information screen, staff can assign any allergens that have been obtained from the guests associated with that tab.

## Use Case 3: Taking Sales Orders

If a staff member or guest needs to know about any allergens that are present in a sale before committing it, they can:



- Add the relevant products to the sale
- Ask for any allergen considerations for all guests
- If there are allergens to consider, Select Set Sales Allergens (function Key 380)
- Select relevant allergens from the list
- Save and continue
- A popup box will appear showing all the products in the sale that have matching allergens present.

**Note 1:** The products are listed down the left-hand side with each showing the relevant allergen listed.

**Note 2:** This workflow works in reverse order, where the allergens are applied to the

sale first and then the products are added. Staff will be alerted if there is a match.

## Use Case 4: Recording a member's allergies at the Touch Terminal

Staff can assign allergens to members details at the Touch Terminal by:

- Selecting Function Key 60 > Allergens > and selecting the relevant allergens that apply to that member.

If a member that has one or more allergens assigned to their member details and their membership is added to either a sale, table, or tab, staff will be notified if a product with matching linked allergens exists in the sale, table, or tab.

**Note:** This workflow works in reverse where the products are applied to the sale, table, or tab first and then the member is added in after.



### Kitchen Operations

Where a sale, table, or tab is submitted with stated guest allergies, the kitchen docket will flag this so that kitchen staff are aware when preparing the food.

Displaying the same information on the KVS will be included in a near future release.