



CES Touch Version 10

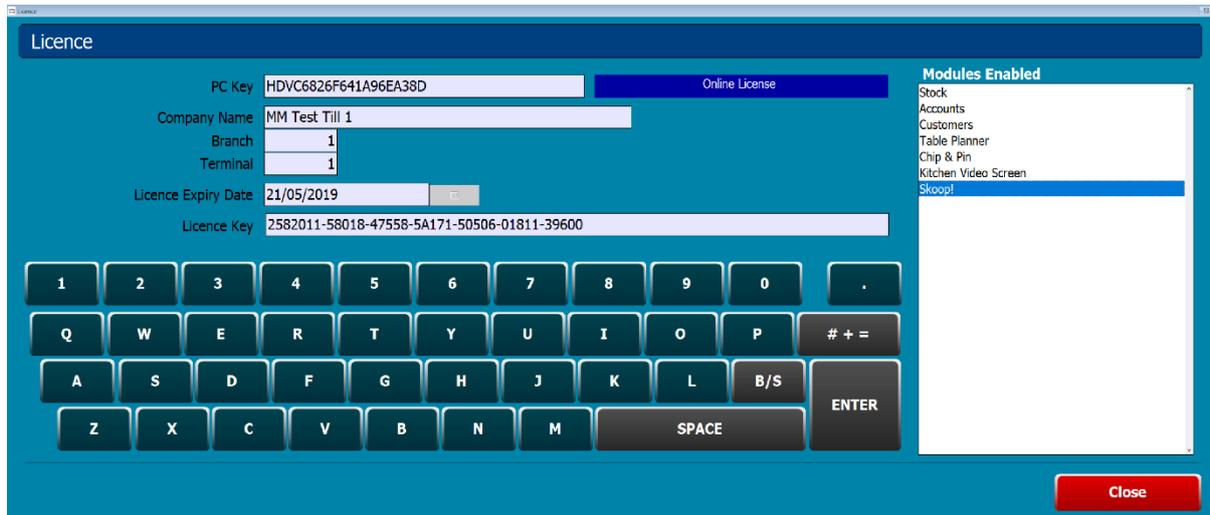
Skoop OLO reference guide



Skoop Reference Guide

Touch Licence

- Touch needs to be licensed for Skoop to enable the various Skoop settings in back office.



Licence

PC Key: HDVC6826F641A96EA38D Online License

Company Name: MM Test Till 1

Branch: 1

Terminal: 1

Licence Expiry Date: 21/05/2019

Licence Key: 2582011-58018-47558-5A171-50506-01811-39600

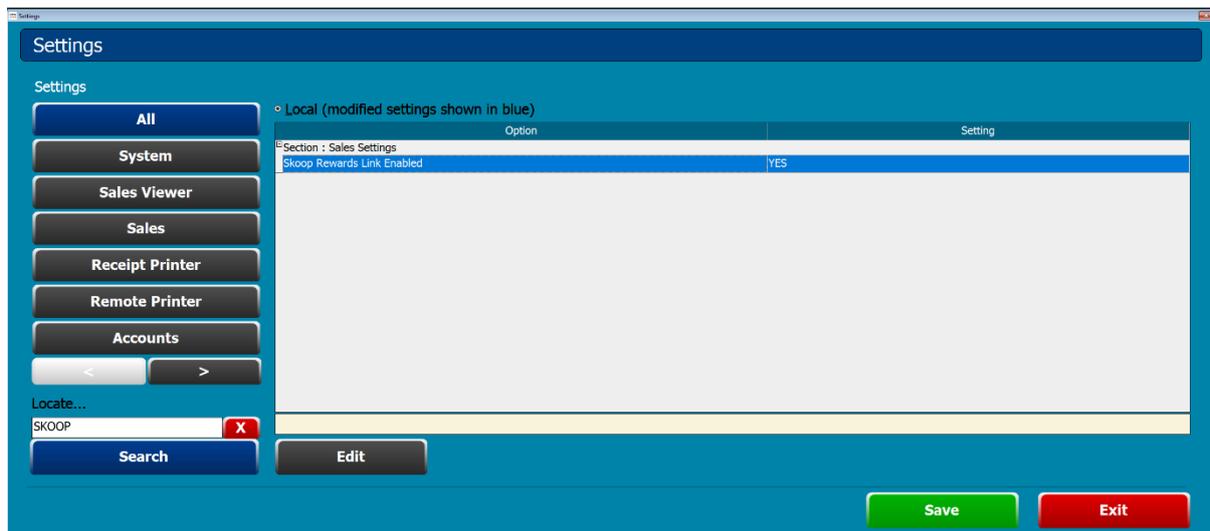
Modules Enabled

- Stock
- Accounts
- Customers
- Table Planner
- Chip & Pin
- Kitchen Video Screen
- Skoop!

Close

Enable Skoop Setting

- Back office setting 'Skoop Rewards Link Enabled' needs to be set to YES.



Settings

Settings

- All
- System
- Sales Viewer
- Sales
- Receipt Printer
- Remote Printer
- Accounts

Local (modified settings shown in blue)

Option	Setting
Section : Sales Settings	
Skoop Rewards Link Enabled	YES

Locate... SKOOP X

Search Edit

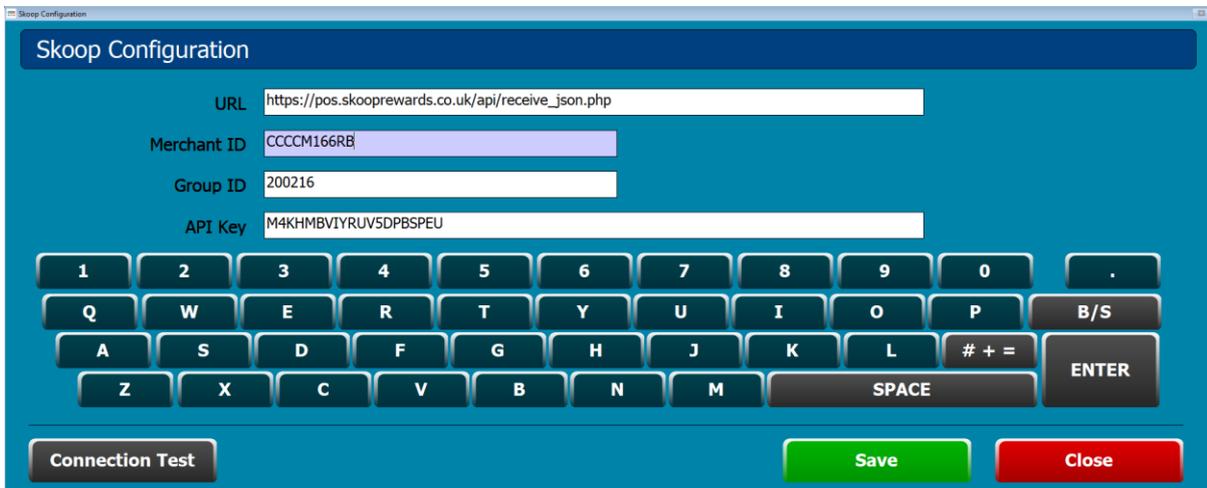
Save Exit

Skoop Configuration

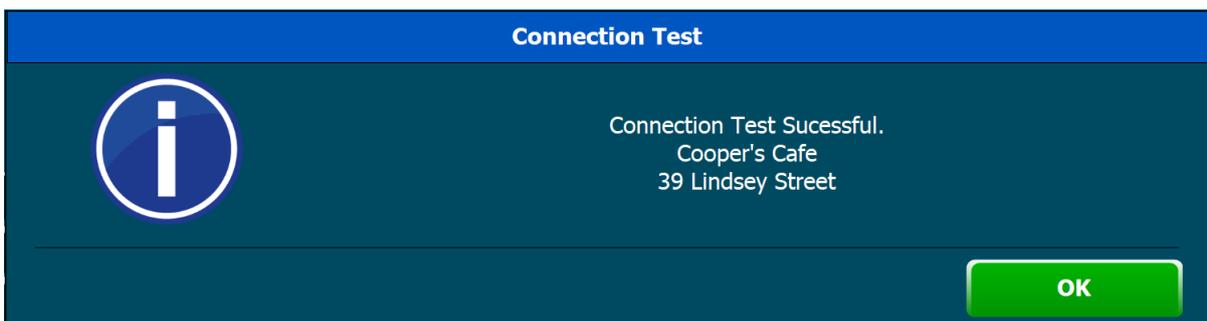
- Once Touch is licenced for Skoop and the setting is enabled a new back office button 'Skoop Configuration' will appear.



- The Skoop configuration button will open the screen below. The URL is a fixed value but the other 3 settings for Merchant ID, Group ID and API Key will be unique for every customer.



- After entering the settings press the Connection Test button and if the settings are correct the merchant details will be displayed as below.



Button Commands

- SKOOP** – Opens the Skoop rewards member details screen
- SKOOPUPLOAD** – Uploads product data to the Skoop OLO platform
- SKOOPMEMBERTYPE** – Opens the Skoop Member Type screen
- SKOOPDEAL** – Used to scan QR code to trigger deals
- SKOOPGETORDERS** – Downloads Skoop OLO orders
- SKOOPLOADGIFTCARD** – Used to load Skoop gift cards
- SKOOPGIFTCARDBALANCE** – Used for Skoop gift card balance check
- SKOOPORDERS** – Used with the touch.ini setting AUTOPROCESSSSKOOPORDERS=NO to view and process orders manually

Touch.ini Settings

- SKOOPOLODOWNLOADTIMER=XX** (XX = number of seconds to check for Skoop OLO orders)
- SKOOPCHARGESHEET=X** (Charge sheet used for fully paid kiosk orders or ordering at table to populate table numbers on kitchen tickets/KVS)
- REMOTEPRINTEROFFLINEMESSAGETIMEOUT=XX** (XX = number of seconds) to auto close the remote printer offline message (The remote printer offline message stuck on the screen will stop Skoop orders processing)
- KVSTICKET=Order No:** (For stub tickets setting to read Order No rather than Ticket No)
- NOSKOOPREWARDSPROMPT=YES** (To turn off the Skoop popup when pressing subtotal or a pre-set tender button)
- SKOOPHIDENUMBERPAD=YES** (To stop the number pad showing on the Skoop member details pop up)
- OLOPICKUPCHARGESHEET=X** (Charge sheet used for OLO Pickup orders)
- LODELIVERYCHARGESHEET=X** (Charge sheet used for OLO Delivery orders)
- LOTABLEORDERCHARGESHEET=X** (Charge sheet used for Table Orders)
- SKOOPHIDEPRODUCTS=YES** (Used to send all products to Skoop OLO with visible set to NO)
- SKOOPPROTECTDEPARTMENTS=YES** (Used to stop department and group visible setting being overwritten when using the SKOOPUPLOAD command in sale mode)
- SKOOPDELIVERYCHARGEPLU=XXXXXX** (XXXXXX = PLU Number used for Skoop delivery charge)
- SKOOPPROTECTDEPTORDER=YES** used to stop the department (category) order changing on the Skoop OLO when using the SKOOPUPLOAD command in sale mode.
- KIOSKORDERS=YES** (Create an operator named KIOSK, this will force the KIOSK operator to log on when Touch starts and will stay logged on)
- AUTOPROCESSSSKOOPORDERS=NO** (To view and process orders manually using the SKOOPORDER button)
- SKOOPTABLERANGE=XX-XX** (E.G. XX-XX = 1-50 to set the range of tables to download Skoop table orders on a terminal. Typically used when there are different areas like upstairs and downstairs restaurant where 2 tills would download orders depending on the table number)

Touch.ini Settings for Kiosk orders terminal

- NOSKOOPREWARDSPROMPT=YES**
- KIOSKORDERS=YES**

TouchKVS.ini Setting

CHECKTOUCHRUNNING=YES

REFLINES=X (E.G REFLINES=9 can be used to show Skoop pickup and delivery times)

Tax Shifts

OLO Table Orders = Tax Shift 1 (E.G Table Orders)

OLO Pickup Orders = Tax Shift 2 (E.G Pickup)

OLO Delivery Orders = Tax Shift 3 (E.G Delivery)

Kiosk Eat In = Tax Shift 1 (E.G Eat In)

Kiosk Takeaway = Tax Shift 2 (E.G Takeaway)

Back office Skoop settings

Store Rewards Link Enabled (To enable the Skoop link must be licenced for Skoop)

Store Skoop online orders to charge sheet (To store OLO data to charge sheets, will used charge sheet 3 by default can be changed with touch.ini settings)

Back office Skoop tick box settings

Skoop Group

Skoop Department

Skoop Menu

Tender Setting

Tender Settings

Skoop Gift Card

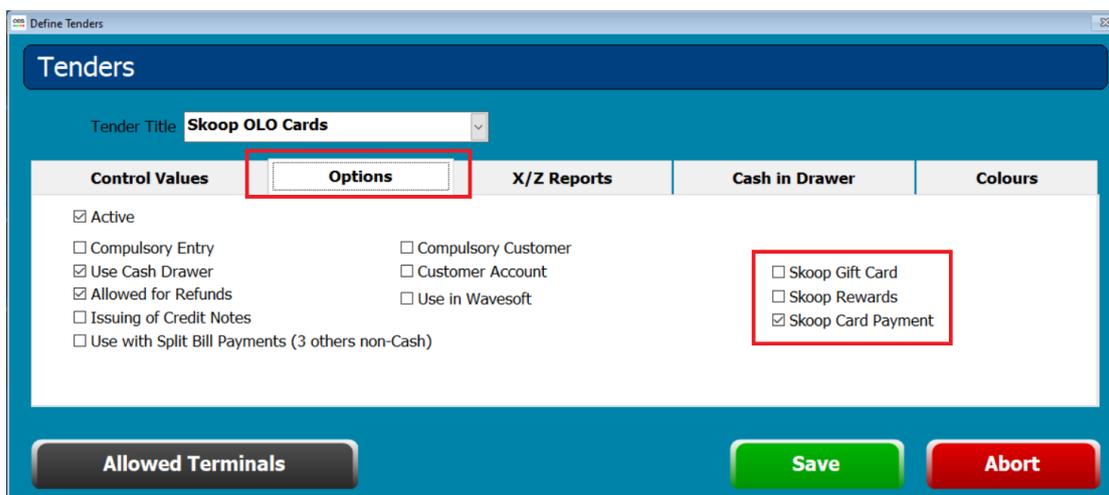
Needs to be set for the tender used for Skoop gift card payments.

Skoop Rewards

Needs to be set for the tender used for Skoop Rewards payments.

Skoop Card Payment

Needs to be set for the tender used for Skoop online card payments (**10.0.041 and above**).



When Skoop orders placed on the smart phone apps are processed on the till the tender used on Touch depends on how the customer paid. If the customer paid by card it will go to the Skoop Card Payment tender and if the customer paid by Skoop rewards points it will go

through the Skoop Rewards tender. **Note: Versions of Touch older than 10.0.041 use the Chip and Pin tender for Skoop online card payments and will continue to use it if the Skoop Card Payment tender has not been set.**

Clear All data on Skoop OLO

A 'Clear and Upload Products' button can now be found in the Skoop configuration back office module, this replaces the older SkoopClearAllData.txt file for older versions.

Image files

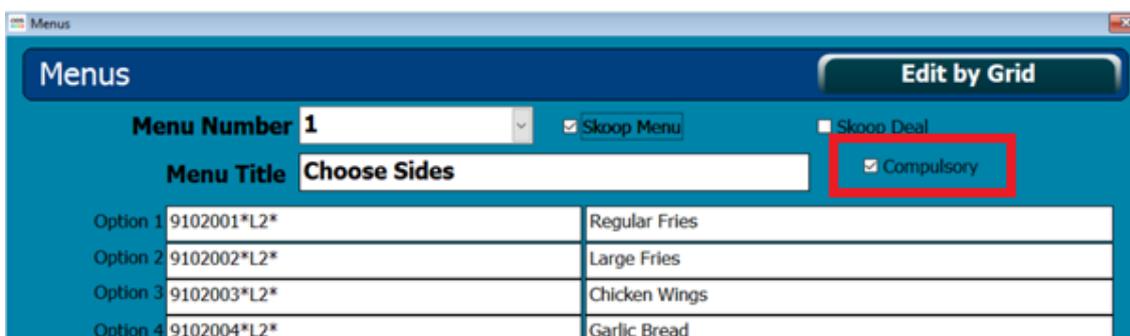
When doing the SKOOPUPLOAD to the OLO platform Touch will send image names for products, groups, and departments. Image files need to be .png format in line with the file extension sent by Touch.

On the OLO platform Category is the equivalent of Departments and Parent Category is the equivalent of Groups.

- Product images should be Product Code.png (e.g. 101001.png)
- Department images should be Department Name.png with lower case letters and spaces should be removed (e.g. Hot Drinks = hotdrinks.png)
- Group images should be Group Name.png with lower case letters and spaces should be removed (e.g. Soft Drinks = softdrinks.png)

Menu settings

A new tick box setting to make menu's compulsory has been added to Touch v10.0.020. When compulsory is ticked the Exit Menu button will not show on the menu on Touch making it compulsory to select an option.



- If the compulsory tick box on a menu is enabled the required flag on OLO will get set.
- If the compulsory tick box on a menu is not enabled the optional flag on OLO will get set
- If the /P option is ticked on the menu setting for a product the Multiple flag will get set on the OLO

PLU 101001 Search Create Next
 Description Hamburger Search Copy Paste

Pricing Stock/History Profile Comments Suppliers Locations Recipe Alt. PLU's Account Recurring Orders

Settings Options Menus/Condiments Remotes/Labels/Ghost Items Picture Dept. Details

Menus: Exclusions X Extras X Drink And Side Upgrade X Add
 /P /P /P

Note: Do not set a menu as compulsory and tick /P on the product as it will go round in a never-ending loop on Touch as there will not be an exit button to close the menu.

Manage Selections:

Selection 1 Exclusions

Name: Exclusions

Position: Left Right Full

Display: Uncharge Calculate

Other: Required Optional Multiple

More: Hidden

Exclusions: No Onion

Extras: Extra Cheese (+£0.50)

Order Types

There are three orders types available on the Skoop smart phone apps

- T – Table Orders
- P – Pickup
- D – Delivery

Tax Shifts

A tax shift for each order type in use needs to be set up with a single product assigned to the tax shift. This is used to print the order type on kitchen tickets and the KVS screen.

Tax Shift 1 is used for Table Orders

Tax Shift 2 is used for Pickup Orders

Tax Shift 3 is used for Delivery Orders

The tax shifts will also give a breakdown on the EOD and Daily Sales reports of the various orders types received.

SALES SPLIT			
	Transactions	Qty	Total
1> EAT IN	11	36	73.90
2> TAKEAWAY	12	56	137.00
3> DELIVERY	15	80	134.50

Charge Sheets

When Skoop orders are downloaded they can either be stored to charge sheets or finalise immediately.

For orders to store to charge sheets the back-office setting **Store Skoop online orders to charge sheet** needs to be set to YES. When the setting is enabled by default Pickup and Delivery orders will store to charge sheet 3 and table orders will finalise immediately.

Using the below touch.ini settings you can set the 3 order types to use individual charge sheets. The table order touch.ini setting is required along with the back office setting to get table orders to store to a charge sheet.

The example touch.ini settings below would set the 3 order types to charge sheets 1,2 and 3 respectively. You would only set up all 3 if the merchant is using all 3 order types, this will be configured as required for each merchant.

OLOTABLEORDERCHARGESHEET=1
OLOPICKUPCHARGESHEET=2
OLODELIVERYCHARGESHEET=3

Charge Sheet Reference Lines

Charge sheet reference lines need to be set for Skoop orders to print the customer details on remote tickets and receipts.

Table and Pickup orders require 3 reference lines set (Pickup orders need reference line 9 for the pickup time)

1 = # (Order No)

2 = Name

3 = Tel

9 = Pickup Time

These details will be received from the Skoop order data and will automatically populate when processing the Skoop orders.

Delivery orders require 8 reference lines set

1 = # (Order No)

2 = Name

3 = Tel

4 = Address Line 1

5 = Address Line 2

6 = Town

7 = County

8 = Postcode

9 = Delivery Time

Again, these details will be received from the Skoop order data and will automatically populate when processing the Skoop orders.

Table Order and Pickup charge sheets should be set with 3 reference lines with the prompts as shown below

Charge Sheet Configuration

Charge Number

Title

Numbers of sheets

Reference lines

Compulsory ref lines

Controls	Bookings	Receipt Comments	Reference Prompts
			Show in Grid
Line #1	#		<input checked="" type="checkbox"/>
Line #2	Name		<input checked="" type="checkbox"/>
Line #3	Tel		<input type="checkbox"/>
Line #4			<input type="checkbox"/>
Line #5			<input type="checkbox"/>
Line #6			<input type="checkbox"/>
Line #7			<input type="checkbox"/>
Line #8			<input type="checkbox"/>
Line #9			<input type="checkbox"/>

Clear ALL current data
Sheet Details
Save
Abort

The Delivery charge sheet should be set with 8 reference lines with the prompts as shown below.

Charge Sheet Configuration

Charge Number 3
Title DELIVERY
Numbers of sheets 20
Reference lines 8
Compulsory ref lines 0

Controls	Bookings	Receipt Comments	Reference Prompts
			Show in Grid
Line #1	#		<input checked="" type="checkbox"/>
Line #2	Name		<input checked="" type="checkbox"/>
Line #3	Tel		<input checked="" type="checkbox"/>
Line #4	Address Line 1		<input checked="" type="checkbox"/>
Line #5	Address Line 2		<input type="checkbox"/>
Line #6	Town		<input type="checkbox"/>
Line #7	County		<input type="checkbox"/>
Line #8	Postcode		<input type="checkbox"/>
Line #9			<input type="checkbox"/>

Clear ALL current data
Sheet Details
Save
Abort

The show in grid tick box settings in the charge sheet reference prompts tab can be used to show multiple reference lines on the *CHARGE screen as per the example below.

DELIVERY - Selection

Name / Number	Reference	Items	Balance
1	Order No: 587 Michael Morris 07770123456 39 Lindsey Street	1	0.00
2	Order No: 588 Ankit Pandya 908740063 39 Lindsey Street	4	0.00
3	Order No 567 Jon Rogan 07787564789 10 Hillside Drive	2	0.00
4			
5			
6			
7			
8			
9			
10			
11			

SELECT
Abort

Example below shows the reference lines received for a delivery order. Table Service and Pickup orders will ONLY receive and show the first 3 lines with no address details.

DELIVERY

#	Order No: 587
Name	Michael Morris
Tel	07770123456
Address Line 1	39 Lindsey Street
Address Line 2	
Town	Epping
County	Essex
Postcode	Cm166rb

Accept
Cancel

1	2	3	4	5	6	7	8	9	0	.
Q	W	E	R	T	Y	U	I	O	P	B/S
A	S	D	F	G	H	J	K	L	# + =	ENTER
Z	X	C	V	B	N	M	SPACE			

Reference Lines Printing

The reference lines details will print on remote printer tickets and till receipts if the back-office settings below are enabled

Print Charge Sheet Reference lines on Remote Printers? – Set to YES

Print Charge Sheet Reference lines on the receipt? – Set to YES

Example below is for a delivery order. Table Service and Pickup orders will only print the first 3 reference lines with no address details.

```

25/06/2020    16:42
#1  ADMIN
-----
      DELIVERY
      DELIVERY: 2
-----
1 Veggie Burger
1 No Onion
1 Extra Cheese
1 Orange Juice
-----
Order No: 588
Ankit Pandya
908740063
39 Lindsey Street
Epping
Essex
CM16 6RB
Items: 4
    
```

```

CES TS SOFTWARE
39 Lindsey Street
Epping
Essex CM16 6RB
Phone: 01992 564645
Version: 10.0.020
-----
Veggie Burger          £3.50
Extra Cheese           £0.50
Orange Juice           £1.50
Payment                £-5.50
-----
Total:                 £0.00
VAT Total:             £0.91
-----
DELIVERY: 2

Order No: 588
Ankit Pandya
908740063
39 Lindsey Street
Epping
Essex
CM16 6RB
-----
No Change Due
25/06/2020 18:35      001-01-00718
ADMIN                 Items 4

CES TS Software
Demonstration Copy
Email: sales@cessoftware.com
www.cessoftware.com
    
```

Downloading Orders

When orders are placed by customers using their Skoop smart phone apps the order data is held on the Skoop server ready to be downloaded. The order data can either be downloaded on demand using the button command **SKOOPGETORDERS** or on a timer using the using the touch.ini setting **SKOOPOLODOWNLOADTIMER=XX**.

The orders will process through the till in the same way as if someone manually entered the order. It is almost like a ghost is operating the till and orders will print on remote printers.

The button command method is more suited to environments where the tills are used for both normal service and Skoop online orders. For this method, the till operators need to use the SKOOPGETORDERS button command to check for orders.

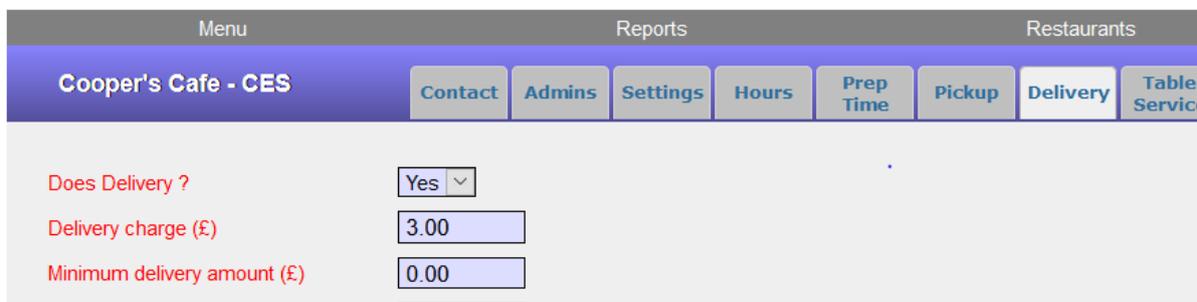
The timer method requires a dedicated terminal for receiving Skoop orders. For larger establishments that expect to receive a constant flow of table service orders this is the recommended method. Using the touch.ini setting SKOOPDOWNLOADTIMER=XX (XX = 10 to check for orders every 10 seconds). The order will still process on the timer if someone is using the till which is why you need a dedicated terminal during the OLO hours.

Delivery Charge

A delivery charge can be enabled on the Skoop OLO delivery tab as shown below. When enabled the delivery charge amount will be add to the order data received.

A delivery charge PLU needs to be set up on Touch in a non Skoop department. The delivery charge PLU is only used on Touch and is not required on the Skoop OLO.

Once the delivery PLU is created add a touch.ini setting
 SKOOPDELIVERYCHARGEPLU=XXXXXX (XXXXXX = PLU Number)



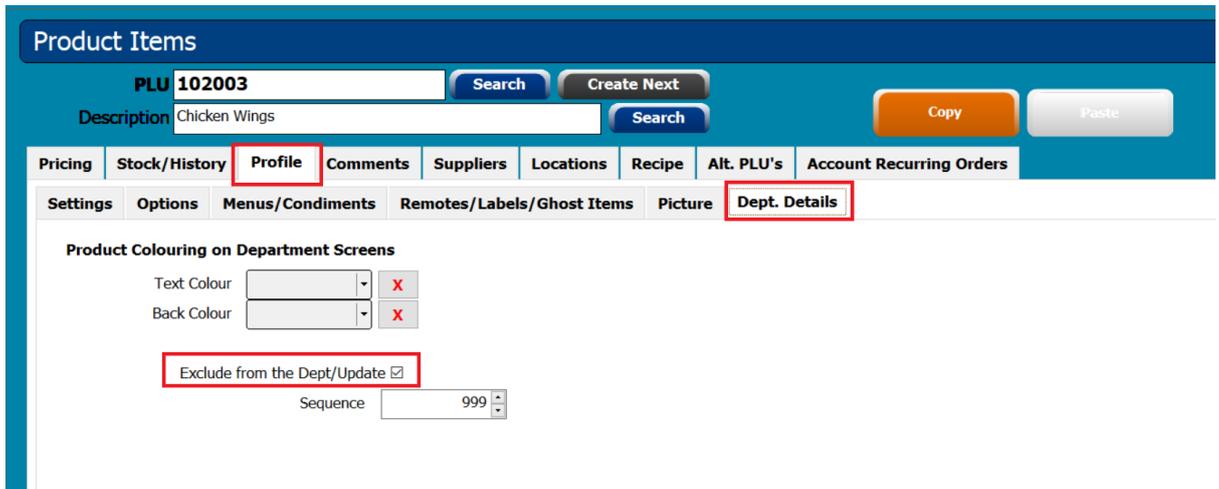
Menu	Reports	Restaurants
Cooper's Cafe - CES	Contact Admins Settings Hours Prep Time Pickup Delivery Table Service	
Does Delivery ?	Yes	
Delivery charge (£)	3.00	
Minimum delivery amount (£)	0.00	

Required settings for dedicated order terminals

When using a dedicated terminal to receive order below is a list of recommended settings.

- KIOSKORDERS=YES (touch.ini setting)**
 Create an operator named KIOSK, this will force the KIOSK operator to log on when Touch starts and will stay logged on. **Note:** Skoop orders will not process if the terminal that downloads the orders is not signed on.
- SKOOPOLODOWNLOADTIMER=XX (touch.ini setting)**
 XX = number of seconds to check for Skoop OLO orders E.G 30 to check every 30 seconds
- Wait X seconds before auto closing sale**
 Set to 1 second to ensure touch goes back to the sales screen
- Logoff after every transaction**
 Set to NO the terminal needs to be logged on to receive orders
- Auto logoff**
 Set to 0 to ensure the terminal does not log off during service
- REMOTEPRINTEROFFLINEMESSAGETIMEOUT=XX (touch.ini setting)**
 XX = number of seconds to auto close the remote printer offline message so orders can continue to be processed.

Note: the remote printer offline message will stop orders processing until the OK button is pressed to close the message box.



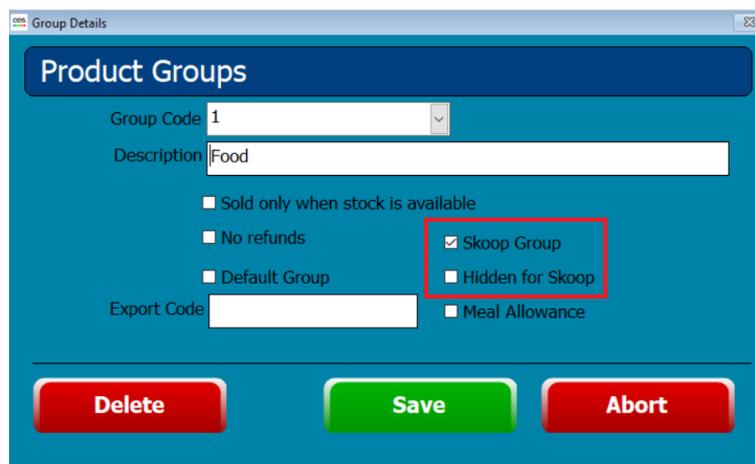
Selecting Products for the Skoop upload

There are 3 levels for selecting the products to send to the Skoop OLO platform.

1. Groups = Parent Categories on Skoop

There are two Skoop tick box settings on the group setting screen.

- Skoop Group if selected the group will be uploaded to Skoop OLO and become a Parent Category to all the departments linked to that group in Touch.
- The Hidden from Skoop tick box is used to not show the group on the main screen and only show the departments. E.G do not show Food as parent category only show the departments in the food group.

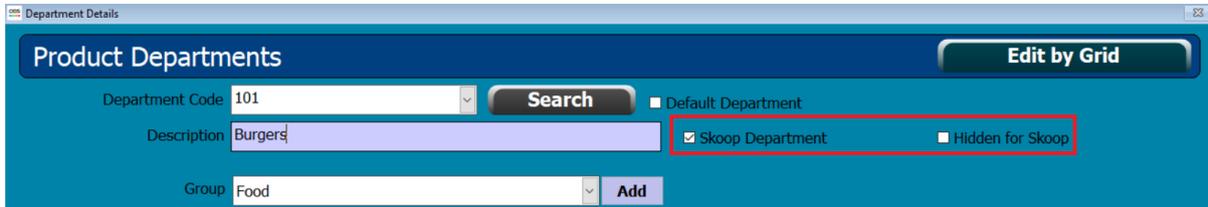


2. Departments = Categories on Skoop

There are two Skoop tick box settings on the Department setting screen.

- Skoop Department if selected the department and all the products linked to the department will be uploaded to Skoop OLO.

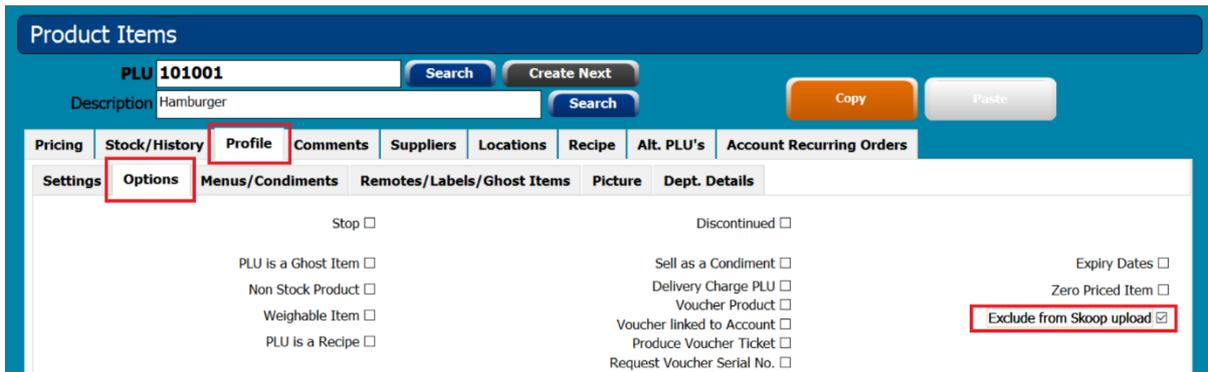
- The Hidden from Skoop tick box is used to not show the department on the main app screen. Used this for things like Extras when the extras can only be ordered from a selection menu after ordering the main product.



3. Products = Items on Skoop

If a department is set as a Skoop department all products in that department will be uploaded to Skoop unless the product is excluded.

- Exclude from Skoop upload tick box setting on the profile option tab on the product maintenance screen is used to exclude products from the upload.



Updates: V10.0.031

Previously if the touch.ini settings OLOPICKUPCHARGESHEET=X and OLODELIVERYCHARGESHEET=X were in use the charge sheet details would print on remote tickets, show on KVS screen and print on sales labels. On v10.0.031 we have now enabled the option to print and display the Skoop order number rather than charge sheet details for customers not wanting to store the orders to charge sheets.

The KVS exe (touchkitchensalesviewer.exe) has also been updated for the above change to show Skoop order No's if the OLOPICKUPCHARGESHEET=X and OLODELIVERYCHARGESHEET=X touch.ini settings are not in use.

Updates: V10.0.032

Touch.ini setting added **SKOOPTABLERANGE=XX-XX** (E.G. XX-XX = 1-50) to set the range of tables to download Skoop table orders. This setting can be used where a single venue has more than one area using table orders, E.G. a night club with 3 floors with different bars on each floor. Each floor would have a terminal set to download table orders for its own table range.

Updates: V10.0.033

Touch.ini setting added **SKOOPHIDEPRODUCTS=YES** used to send products to Skoop with the visible flag set to NO so all products are hidden on the initial upload. This option was added for a customer with a large product file who only wanted certain products available on the app and for them it was quicker to unhide the items they wanted to be available on the app.

Touch.ini setting added **SKOOPPROTECTDEPARTMENTS=YES** used to stop department and group visible flags being overwritten when using the SKOOPUPLOAD command in sale mode. This option was added for a customer with multiple sites so the person at head office can control what departments are available on the app without the visible flags being overwritten when doing Skoop Upload in sales mode.

Updates: V10.0.034

Products sold on the Skoop app will now print to disabled remote printers, E.G. drinks sold on the app will print to the bar printer but will not print if sold on the till.

Button command added SKOOPLOADGIFTCARD used to load a value onto Skoop Gift Cards.

Button command added SKOOPGIFTCARDBALANCE used to display the balance of a Skoop Gift Card on the till screen.

New tick box option Skoop Gift Card added to the tender settings used to configure the tender for redeeming Skoop Gift Cards.

New receipt layout added for Skoop Gift Cards that will print out when loading a value to a Skoop Gift Card.

Updates: V10.0.035

Skoop upload function will now send products to Skoop in numerical order for each department.

Touch.ini setting added **SKOOPPROTECTDEPTORDER=YES** used to stop the department (category) order changing on the Skoop OLO when using the SKOOPUPLOAD command in sale mode.

Updates: V10.0.037

New setting 'Hide for Skoop Upload' added to the products maintenance profile tick box options, if ticked will set the product as hidden on the Skoop OLO platform.

Note: This option only works on the first upload or when using the clear and upload option in the back office Skoop configuration screen.

Updates: V10.0.039

The Skoop delivery charge PLU can now be set at 0.00 to allow for an open price delivery charge if using the new Skoop delivery charge by post code system.

Product followon commands will now work when downloading Skoop orders.

Updates: V10.0.041

Skoop Card Payment tender setting added used to set the tender used for Skoop online card payments. Previous versions used the chip and pin tender for Skoop online card payments, you can now keep chip and pin and Skoop online payments separate.

Updates: V10.0.044

New option added to be able to view Skoop orders and control when they are processed.

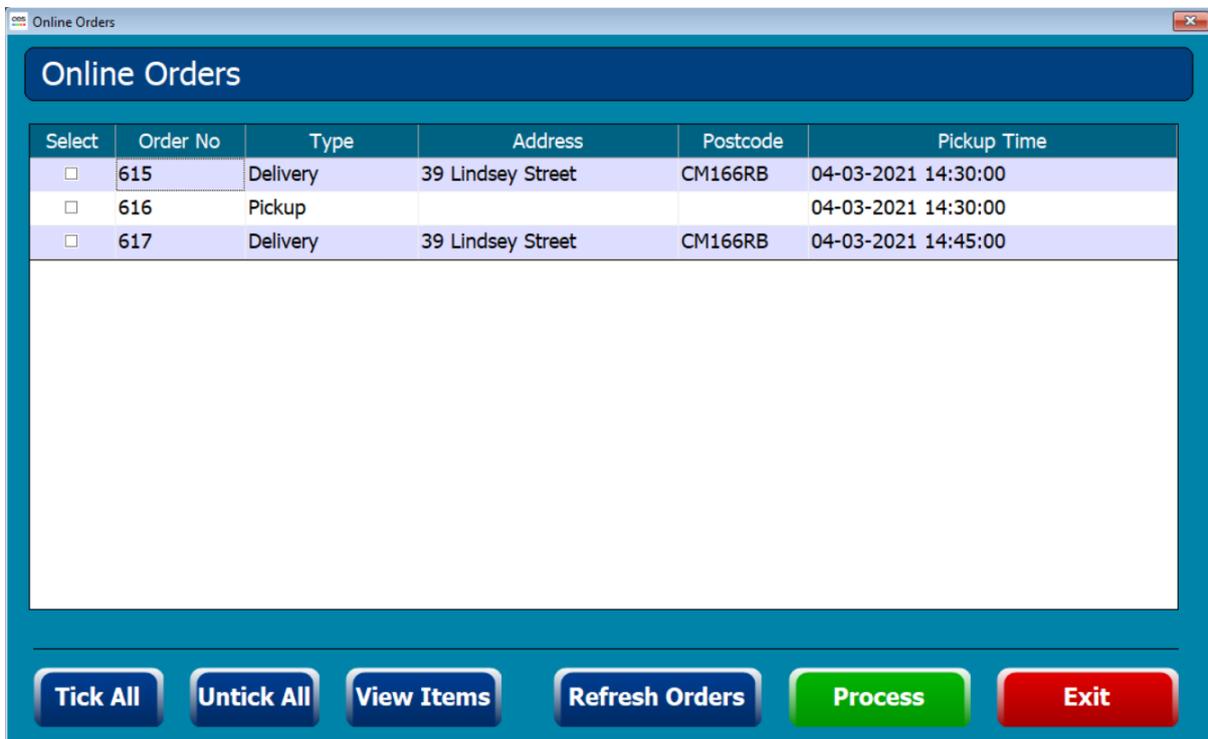
To enable this option.

- Add the line **AUTOPROCESSSKOOPORDERS=NO** to the touch.ini file
- Along with the touch.ini setting **SKOOPOLODOWNLOADTIMER=30** (30 =30 seconds)
- Add a new button **SKOOPORDERS**

The Skoop Orders button will continually change flash and change colour when there are orders waiting to be processed. This will also act as a notification when a new order is received.



Below is the Online Orders screen that will show a list of the orders waiting to be processed. To process an order, touch the order anywhere on the line to tick it and then press the Green Process button. That order will then be processed and print to the kitchen. Multiple orders can be selected by pressing on each required order individually or you can use the Tick All button that will select all orders.

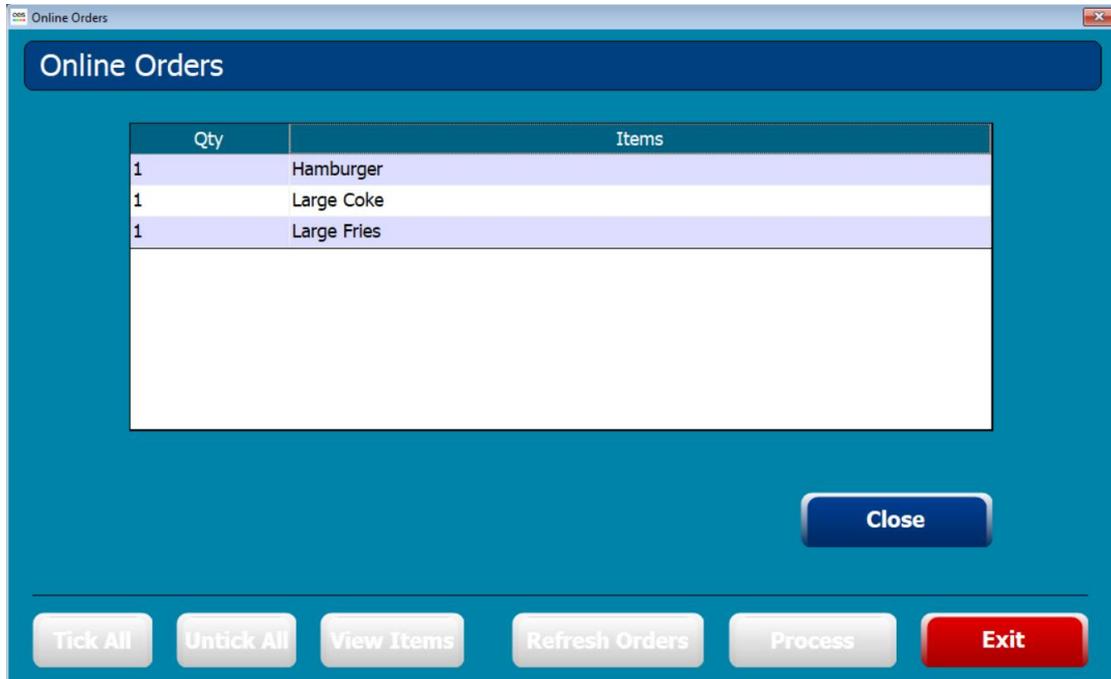


The screenshot shows a window titled 'Online Orders' with a table of orders and a control bar at the bottom.

Select	Order No	Type	Address	Postcode	Pickup Time
<input type="checkbox"/>	615	Delivery	39 Lindsey Street	CM166RB	04-03-2021 14:30:00
<input type="checkbox"/>	616	Pickup			04-03-2021 14:30:00
<input type="checkbox"/>	617	Delivery	39 Lindsey Street	CM166RB	04-03-2021 14:45:00

Control buttons at the bottom: Tick All, Untick All, View Items, Refresh Orders, Process, Exit.

The items on an order can be view as below by selecting the order and pressing the View Items button.



Sales Review Update

Sales review has been updated to include all configured Skoop tenders that are in use but are not set as active. E.G If the Skoop Card Payment tender is used for card payments taken on the Skoop app but is not active on the tender screen the tender will now appear in sales review.

