

2023

OrderSoft

Introduction:

OrderSoft is an in-house handheld order at table app that works alongside Touch with the option for taking payments on the same device. The hand devices communicate with the till system via the OrderSoft Bridge that is used to send data back and forth as required.

OrderSoft Bridge:

The OrderSoft Bridge handles the communication between Touch and the OrderSoft app. The bridge needs to be running for communication to work between Touch and the handheld devices. It runs on one terminal preferably the master till, but it can run on a slave.

A zip file containing an OrderSoft folder with all the required files to run the bridge can be downloaded from the link below. Unzip and copy the OrderSoft folder into the Touch folder.
<https://cessoftware.com/downloads/ordersoft.zip>

The OrderSoft folder contains some DLL files that need to be registered. This can be done using the registerall.bat file found in the Touch folder, right click the batch file, and run as administrator.
NOTE: If the DLL's are not registered the OrderSoft app will not store orders correctly.

It is very important to set the **Monitor the OrderSoft Bridge?** Setting as shown below to YES. When the setting is enabled (1) it will ensure the bridge is running and (2) it will check for OrderSoft Bridge auto updates when Touch starts.



The OrderSoft Bridge runs from the C:\Touch\OrderSoft\ folder and will run minimised to the systray.

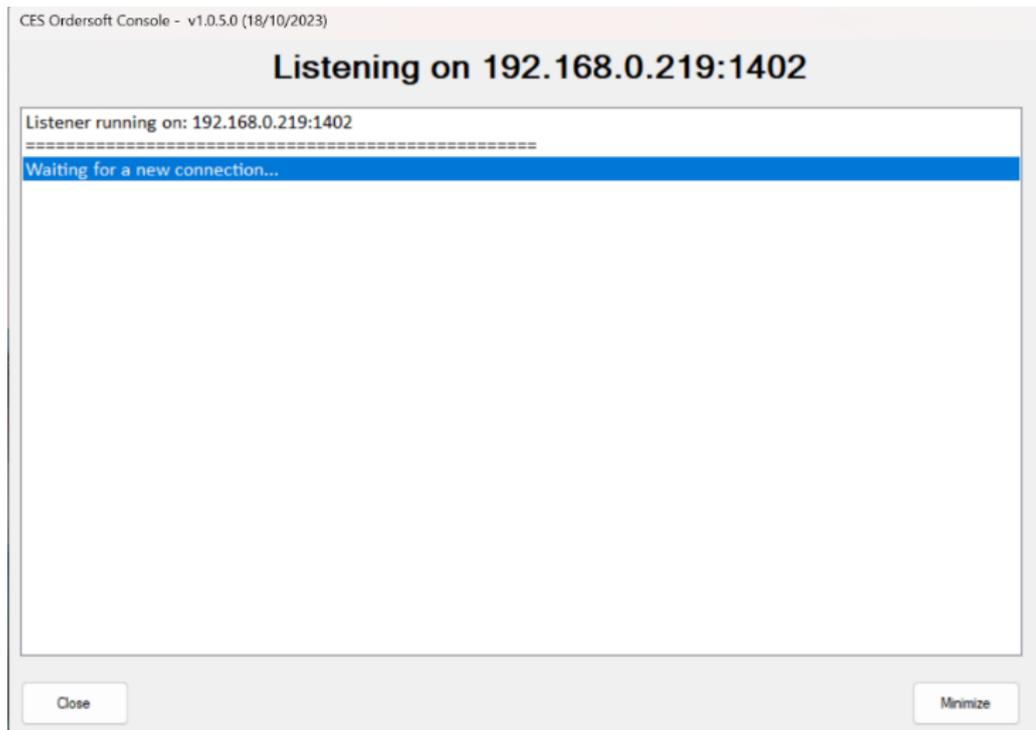


To display the bridge on the desktop click on OrderSoft icon in the systray and then the highlighted icon below.



The IP address of the till running the bridge will show at the top along with the default port number 1402.

It is recommended to use a static IP for the till running the bridge as the IP needs to be set on the OrderSoft app.



OrderSoft App:

The OrderSoft App can be downloaded from the Google Play Store or from the link below.
<https://cessoftware.com/downloads/ordersoft.apk>

Note: Dojo MobiGo terminals are controlled by the Dojo MDM (mobile device management) and the OrderSoft app will be sent down to the device by Dojo.

The OrderSoft app needs to be licensed and uses a branch and terminal number the same as Touch. It can only be licensed with an online licence and each handheld devices will populate a unique HDV key in the same way windows terminals do for Touch. Each OrderSoft licence can only be used on one handheld device as the licensing process validates the HDV key registered against the licence.

Typical setup for a site using 2 tills running Touch and 2 Handheld devices running OrderSoft. Tills would be terminals 1&2 the Handhelds would be terminals 3&4.

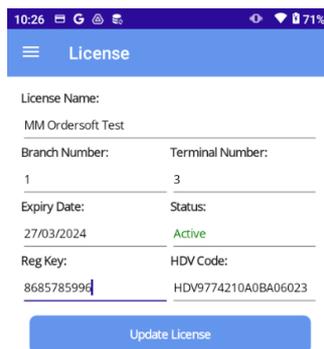
If the OrderSoft devices are used for taking payments, they will use their own terminal number and populate sales data on the till running the bridge. The transactions can be viewed in sales review but the EOD on the terminal running the bridge will not include the OrderSoft sales. The OrderSoft sales can be reported on using the Daily Sales report after the EOD has run on the till running the bridge.

Licence OrderSoft App:

The OrderSoft App needs to be licenced on each handheld device and gets set with a branch and terminal number the same as Touch. When ordering OrderSoft licenses the branch and terminal numbers required need to be requested in advance.

When opening the OrderSoft app for the first time the license screen below will be displayed. Enter a valid OrderSoft **Reg Key** into the screen below and press the blue **Update License** button.

Note: You will not be able to go any further until the OrderSoft app is licensed.

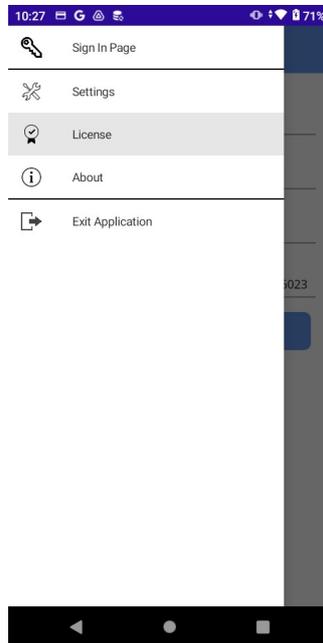


When licensed correctly **Licenced Verified!** will be displayed on the sign on screen as below.



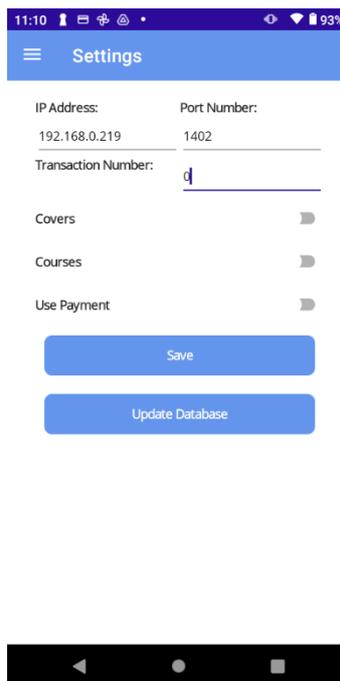
OrderSoft App Settings:

After licensing will then be able to press on the menu at the top with the 3 bars and the options below will be displayed. Select the Settings option to open the settings page.



Enter the IP Address and Port number as shown on the OrderSoft Bridge. Then enable any of the 3 options required below for Covers, Courses or Use Payment and Press **Save**.

- **Covers – To enable the use of Covers on the app**
- **Courses – To enable Courses when using with Table Planner**
- **Use Payment – To enable Payments on the app.**

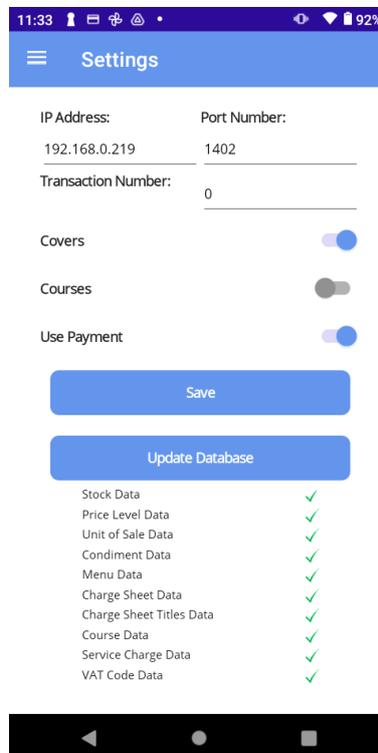


The Transaction number will be set as 0 when installing the app, this is used as the last transaction number so the next transaction number used will be No 1. If replacing a handheld device for any reason the last transaction number for that terminal should be entered to keep the transaction numbers in sync.

Now press the **Update Database** button to sync the required files from Touch. The OrderSoft Bridge needs to be running for this.

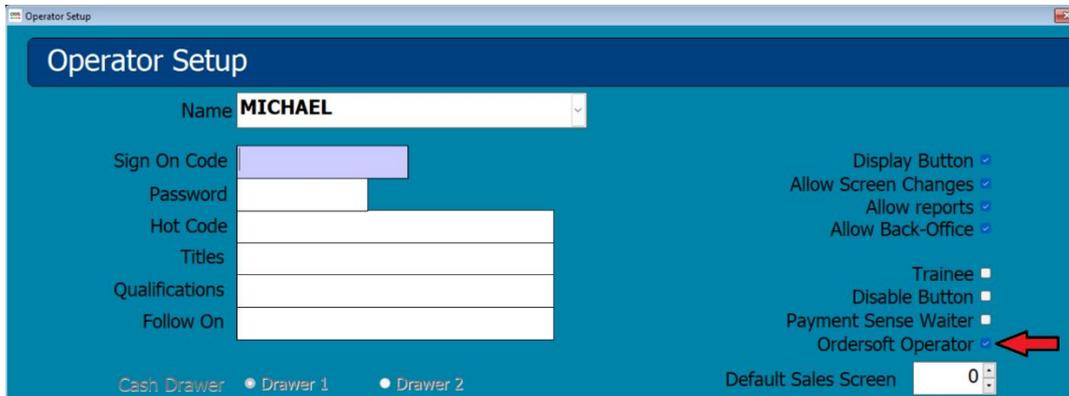
The following files will be synced from Touch.

- **Operators**
- **Departments**
- **Stock**
- **Price Levels**
- **Unit of Sale**
- **Condiments**
- **Menus**
- **Charge Sheets**
- **Charge Sheet Titles**
- **Courses**
- **Service Charge**
- **VAT Rates**

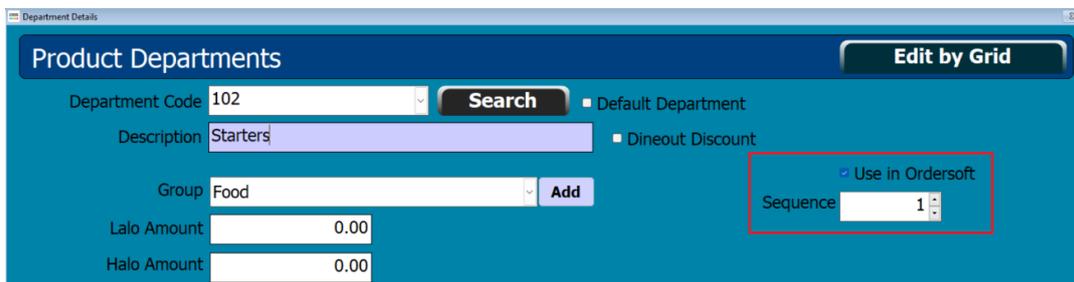


Touch Settings for Ordersoft:

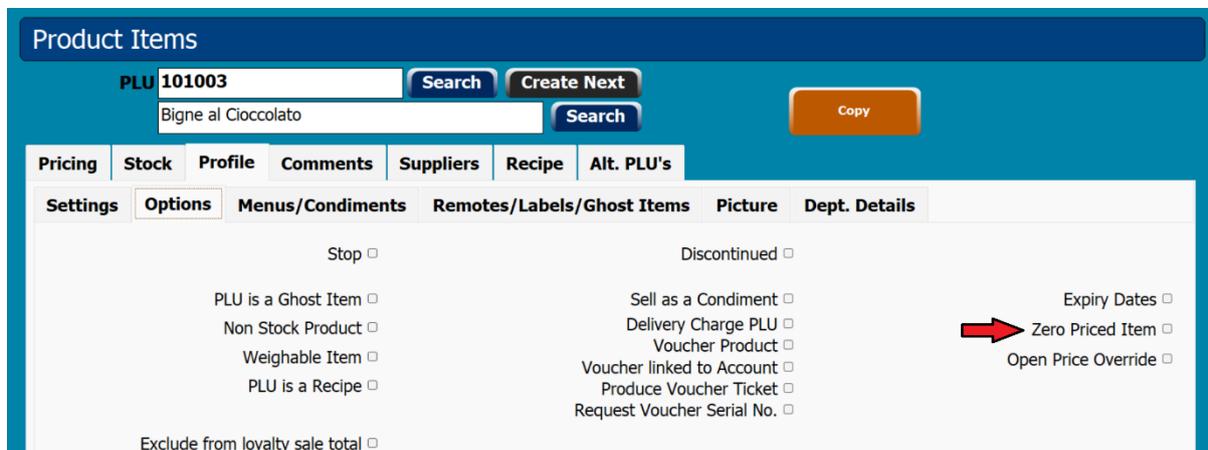
Operators – The **Ordersoft Operator** tick box is used to set operators that are allowed to use the OrderSoft app. The OrderSoft sync will only upload operators that have the setting enabled. **Note:** if Wavesoft operator is displayed delete the wavesoft.ini file.



Departments – The **Use in Ordersoft** tick box setting is used to control which departments are used on the OrderSoft app. The Sequence number can be used to set the position where the department is displayed on the OrderSoft app.



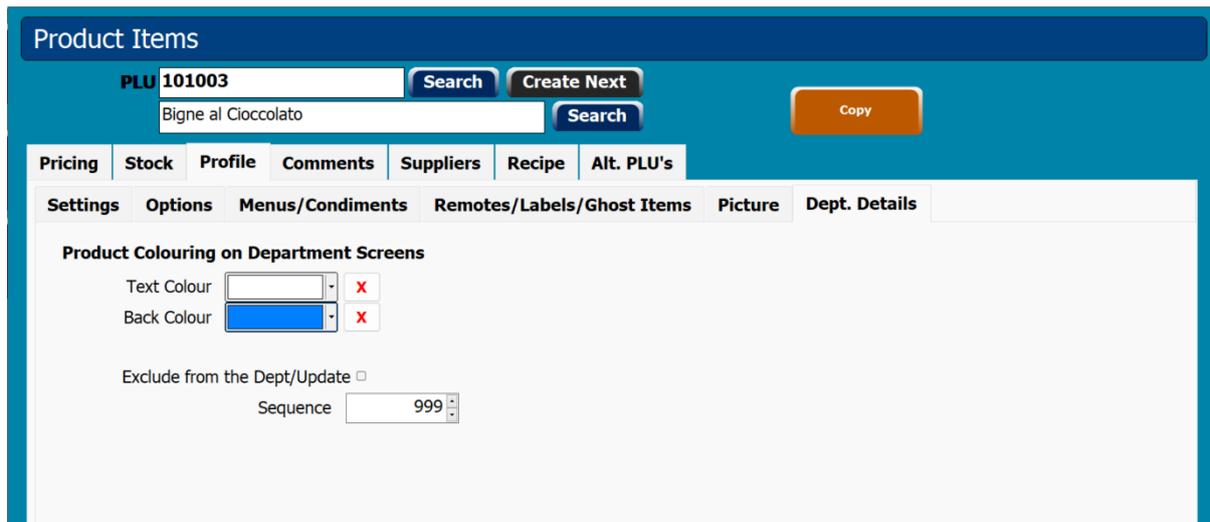
Products – The OrderSoft app supports open priced items and will display a number pad to enter the price if a zero priced item is selected, if ticked the **Zero Priced Item** option will allow the item to be sold at a zero price.



The **Product Colouring on Depart Screens** option can be used to select different colours on products inside the department screens.

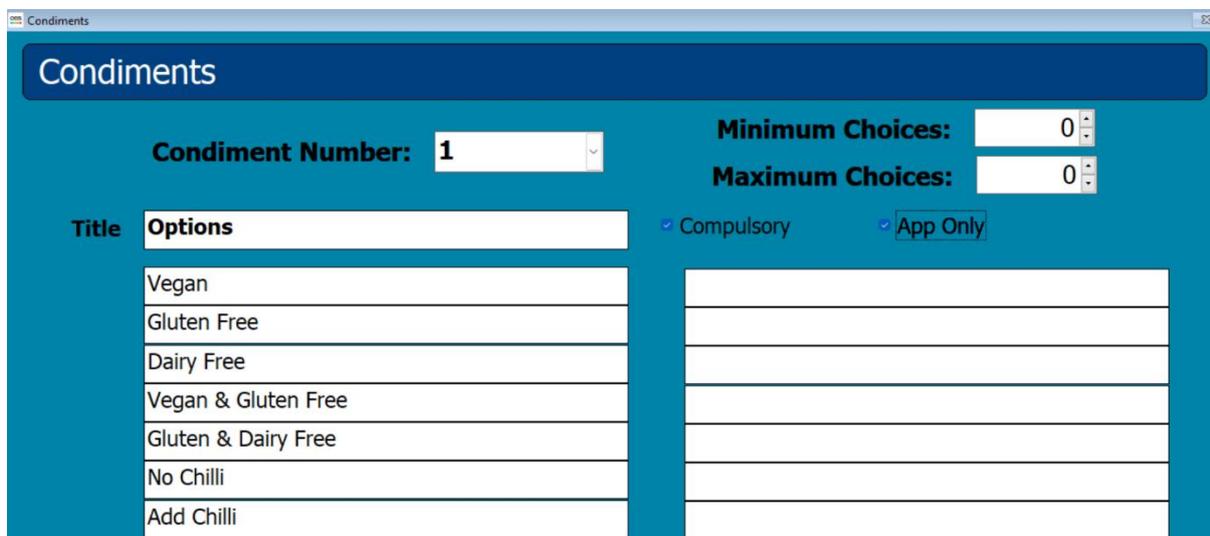
Exclude from the Dept/Update will hide the product on both Touch and the OrderSoft app department screens.

The **Sequence** can be used to set the product order inside the department screens, by default they will display in alphabetical order on the Ordersoft app.



Condiments – The **Compulsory** setting works the same as it does for Touch, if enabled you have to select a condiment, if unticked you can close the condiment popup without selecting a condiment choice.

The **App Only** setting is used so the condiment is only used when selling the item on the app.



Menus – The **Choices** setting controls the maximum number of menu items that can be selected, E.G if set to 2 you cannot select more than 2 option.

The **Compulsory** setting again works the same as it does for Touch, if enabled you have to select a menu option, if unticked you can close the menu popup without selecting a menu item.

The **App Only** setting is used so the menu is only used when selling the item on the app.

Menus Edit by Grid

Menu Number **39** Choices **0** Copy Paste

Menu Title **Mixer** Compulsory App Only

Option 1	217001*	Coke - Mixer
Option 2	217002*	Diet Coke - Mixer
Option 3	217003*	Orange Juice - Mixer
Option 4	217005*	Apple Juice - Mixer
Option 5	217008*	Tonic Water - Mixer
Option 6	217009*	Slim Line Tonic - Mixer
Option 7	217010*	Lemonade - Mixer
Option 8	217011*	Soda Water - Mixer

Charge Sheets – The **Use in Ordersoft** setting highlighted below needs to be enabled for each charge sheet to be used on the OrderSoft app.

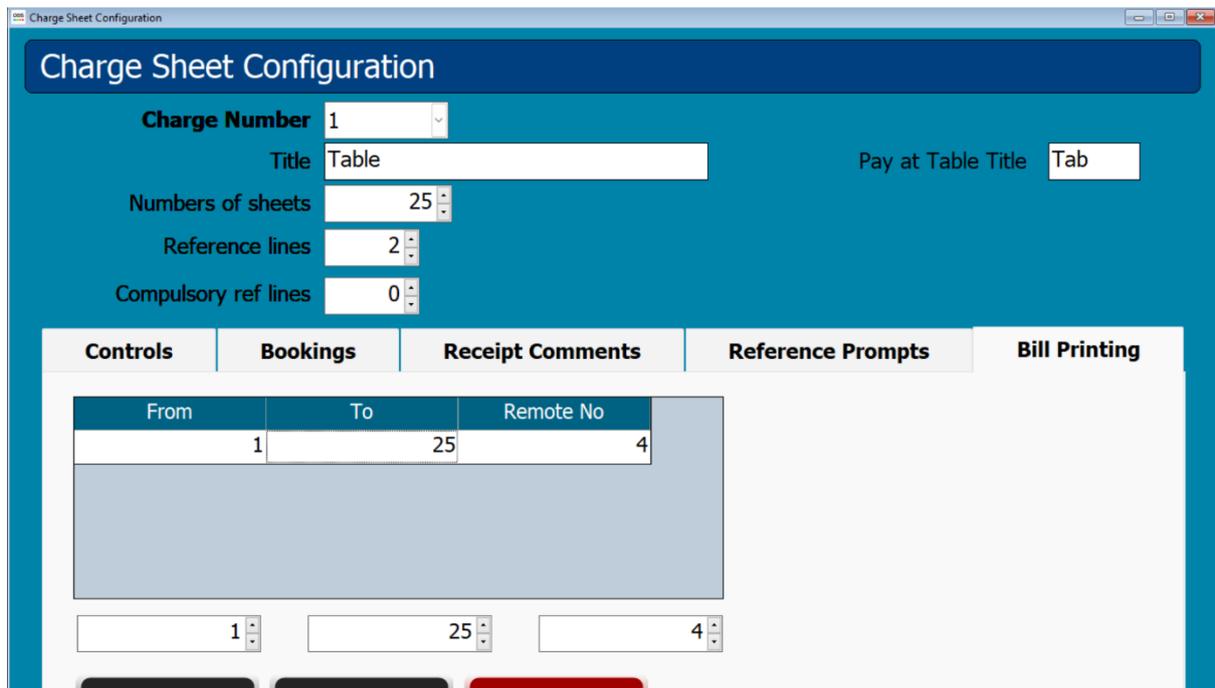
Charge Sheet Configuration

Charge Number **1** Title **Table** Pay at Table Title **Tab**

Numbers of sheets **25** Reference lines **2** Compulsory ref lines **0**

Controls	Bookings	Receipt Comments	Reference Prompts	Bill Printing
<input checked="" type="checkbox"/> Compulsory Final Receipt <input type="checkbox"/> Receipt On Entry <input type="checkbox"/> Allow End Of Day <input checked="" type="checkbox"/> Store with No Items <input type="checkbox"/> Compulsory Cover Charge PLU <input type="text"/>		<input type="checkbox"/> Signature On Receipt <input checked="" type="checkbox"/> Use Covers <input type="checkbox"/> Final Receipt (Document) <input type="checkbox"/> Link Customer Database		<input type="checkbox"/> Use Seat Numbers No. of Seats <input type="text" value="0"/> <input type="checkbox"/> Delivery Driver <input checked="" type="checkbox"/> Use in Ordersoft

The **Bill Printing** settings are used for setting the remote printer that will be used for printing requested bills on the OrderSoft app. If these settings are not configured requested bills will be printed to the same printer as the till running the OrderSoft Bridge prints to.



Charge Sheet Titles – Charge sheet titles are supported on OrderSoft and will sync to the OrderSoft app if set on touch.

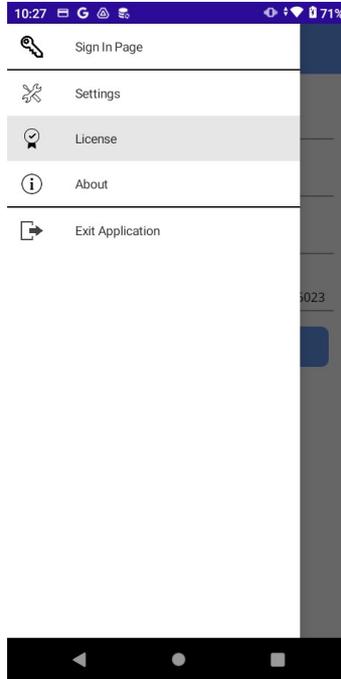
Courses – Courses that are mainly used with Table Planner are supported on OrderSoft. There is a radio button to select Courses on the OrderSoft app setting page, if selected the course pop up will prompt when storing tables on the OrderSoft app.

Service Charge – Service Charge is another option that can be selected by a radio button in the OrderSoft app settings page. The service charge settings are part of the sync and are read in from the till running the OrderSoft Bridge. The service charge rate and usage options on the OrderSoft app will be the same as Touch.

VAT Rates – The VAT rates are also part of the sync to OrderSoft and are picked up from the till running the OrderSoft Bridge.

OrderSoft Orders:

Once Touch has been configured for OrderSoft and app has been synced it is ready for use. From the top menu select the Sign In Page option.



The Sign on page works in the same way as Touch and supports displaying names on buttons as well as sign on codes and passwords. There are no auto log off functions on the OrderSoft app, the operator will stay signed on until they sign off.



After signing on the table list be displayed and there is a Sign Out button at the top left that will take you back to the Sign On page.

The colour scheme on the table buttons matches the *CHARGE/V screen on Touch. Blue buttons means the charge sheet is not in use, Green buttons means the charge sheet is in use and Red buttons mean the charge sheet is open on another terminal.



When a charge sheet is opened the department buttons will be displayed, 18 departments buttons can be displayed on each page. The example below has 2 pages in use with food departments at the top and drink departments below, simply swipe upwards to go the next page.

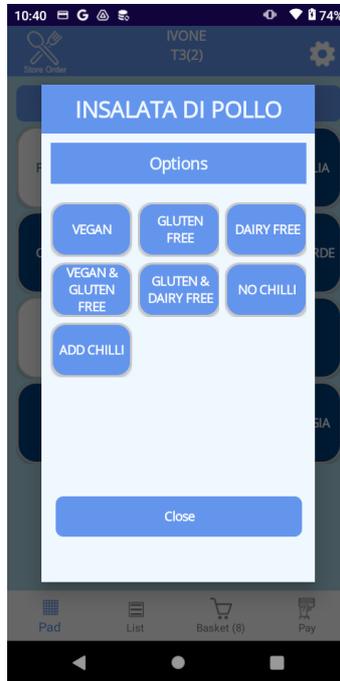


Example screens below for entering products.

Departments



Condiments



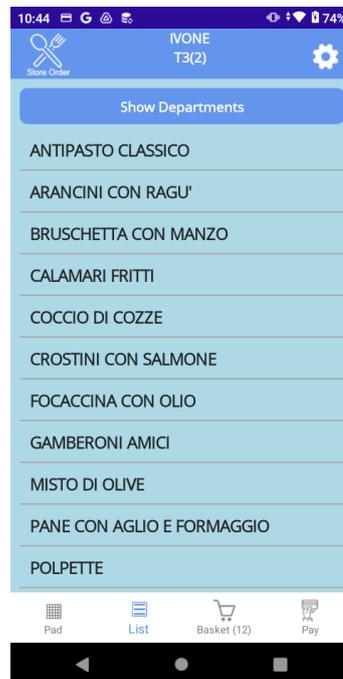
Menus



Department list mode

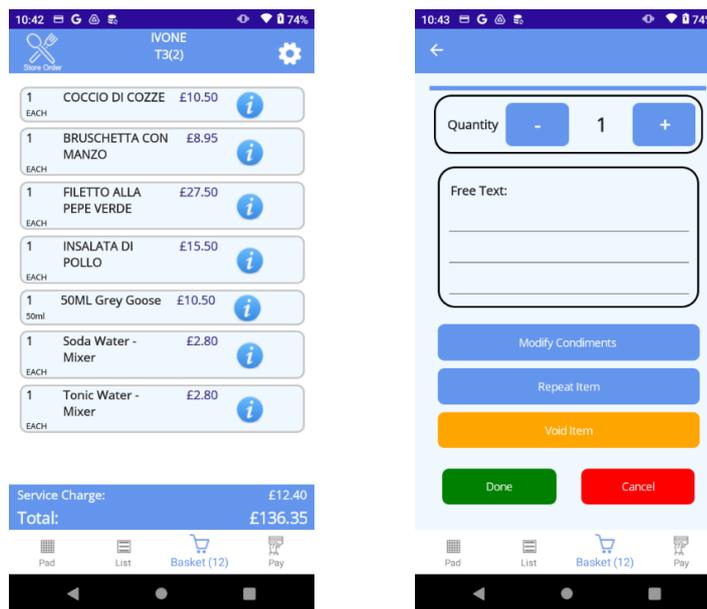


Products list mode

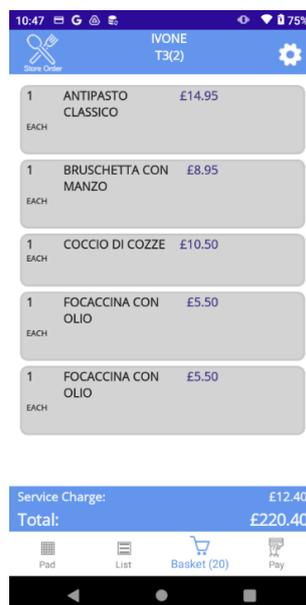


The screen on the left shows the basket containing items before storing, at this stage items can be modified or voided by pressing the blue i button. The screen on the right will show when the blue i button is pressed giving options to

- Change quantity using the + or –
- Add Free Text
- Modify Condiments
- Repeat Item
- Void Item

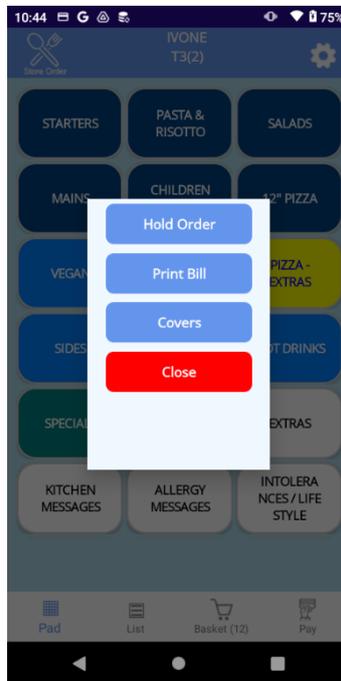


Once the charge sheet has been stored by pressing the fork and spoon icon top right the blue i button next to the products is no longer available when reopening a table. Voiding stored items needs to be done on te till



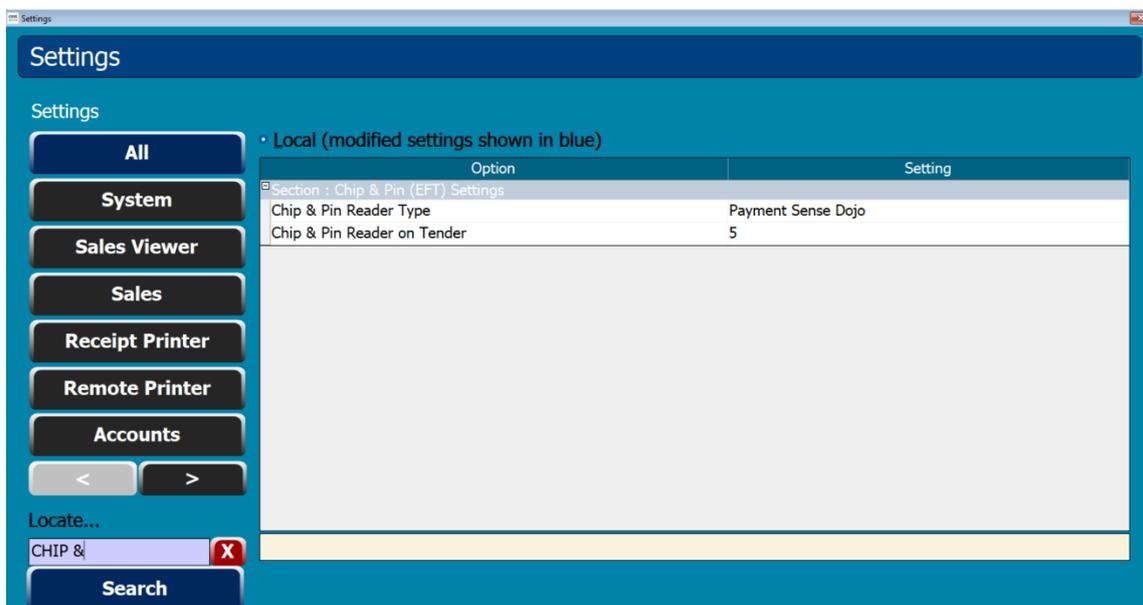
The below screen is accessed by pressing the gear at the top right of the screen and allows option to

- Hold Order – This option will store the items but will not print them to the remote printers.
- Print bill
- Cover - allows to change the number of covers.

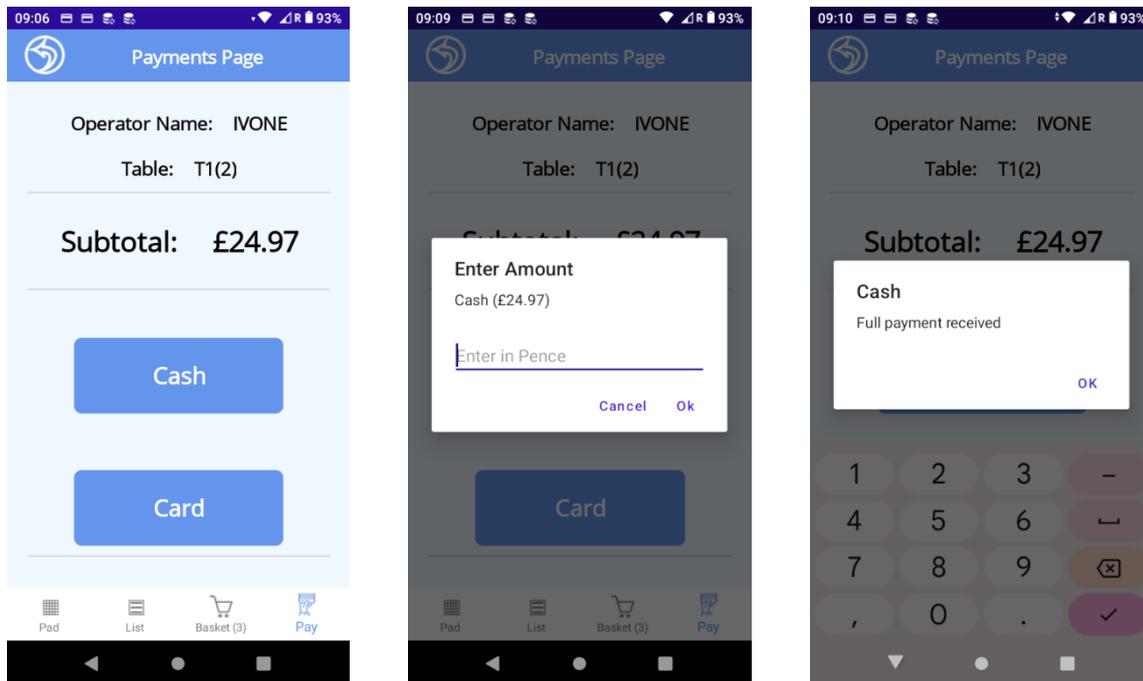


Payments:

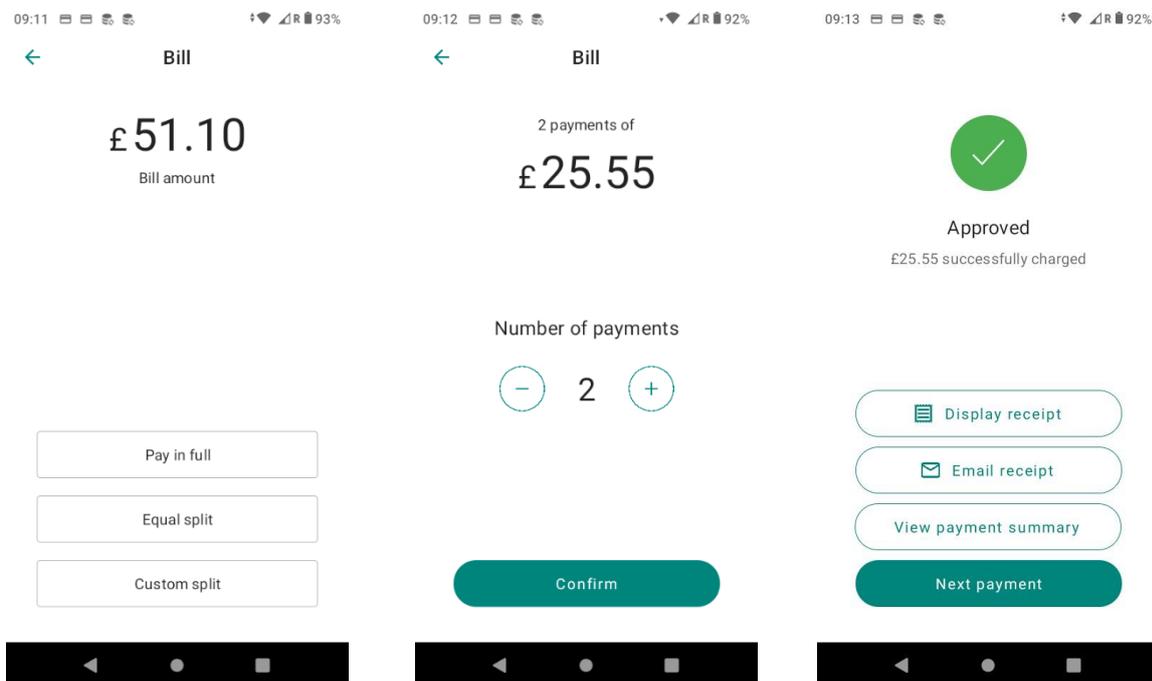
When using a Dojo pocket terminal and payments are enabled the pay icon button will be displayed at the bottom right of the screen when a charge sheet is open. There is an option for cash as well as card payments, the card payments use the chip and pin tender setting on Touch and card payments will not work unless the chip and pin tender is set.



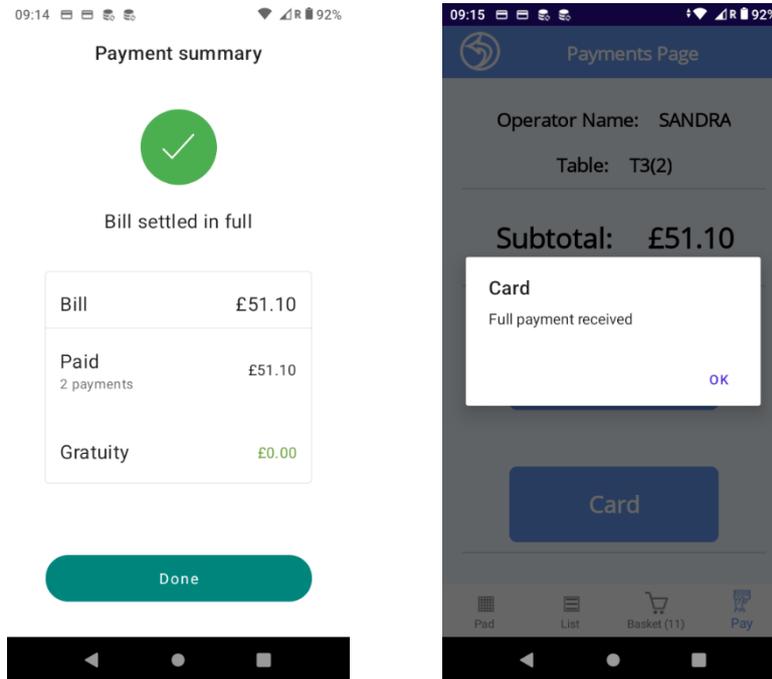
When pressing the Pay icon button the screen on the left will be displayed. The example below is for a cash payment, press the Cash option and the middle screen will show and a number pad to enter the cash amount will pop up when pressing where the cursor is. Enter the amount in pence with no decimal point and press OK. The screen on the right will show, press ok to complete the payment. If over-tendered the change will show on the Full payment received message.



For Card payments press the Card button and follow the onscreen prompts, this will be very familiar to anyone who has used Dojo payments. The example below is a split payment with no gratuity.



Press OK on the screen on the right to complete the payment.



Below is the example transaction in sales review. Notice the card payment amount is displayed with the items and the total comes to 0.00. It was done this way to allow for part payments on OrderSoft where a part payment can be taken and the table stored, this works in a similar way to pay at table.

