QwickServe Order Manager

User Guide

TABLE OF CONTENTS

Introduction

This section describes the process of working with the QwickServe Order Manager from both managers and cashier's / kitchen employee's side and contains the following subsections:

- QwickServe Order Manager Settings
- Working with Orders
- Glossary

QwickServe Order Manager Settings

When you access QwickServe in the Administrator mode, you can view and edit the following settings for QwickServe Order Manager:

- General Settings
- QwickServe Order Manager Settings
- Device Settings
- Payment Settings
- Register Settings
- Department Settings
- Tax Settings
- Shift Settings

General Settings

The **General** settings section allows you to view and manage general application settings.

To access the QwickServe general settings:

1. In the left menu of the administrative interface, tap the settings icon.
2. Tap the **General** tab.
3. View and adjust the following settings:

   o **Default Language**: The language in which the application user interface and menu items descriptions are displayed in the ordering interface by default. To set the default language, tap the language field, then tap the current language and select the necessary language from the list.

   > ⓘ The **Default Language** list contains only the languages that are added to the **Available Languages** list.

   o **Available Languages**: Languages in which the application interface and menu items descriptions can be displayed and in which documents can be printed. If several languages are added to the **Available Languages** list, QwickServe will display an option for switching between languages in the ordering interface.
   To add languages to the list, tap the language field and select the languages that you want to add.

o **Printed Documents Language**: The language in which documents such as receipts must be printed. To change the language, tap the language field, then tap the current language and select the language for printing the documents. The **Printed Documents Language** list contains only those languages that are added to the **Available Languages** list.

> ⓘ If the **Interface** option is selected, documents will be printed in the language that is currently selected for the application interface.

o **Debug Mode**: Select the **Errors and Messages** and/or **Results** check boxes to log error, messages and/or results data if something goes wrong. The debug mode is supposed to be used internally for testing purposes.

o **Reset Application**: Tap this button to reset the application and revert to the initial settings.

o (For rooted devices only) **Application Control**: Tap the necessary button to select in which mode the application must operate:

- **Exit Kiosk Mode**: Tap this button to exit the full screen mode of the application.
- **Enter Kiosk Mode**: Tap this button to open the application in the full screen mode.
- **Close Application**: Tap this button to exit the application.

o **Update Channel**: Channel for obtaining application updates. You can select one of the following options:

- **Stable**: Tap this option to obtain C-Store Office production releases and fixes.
- **Beta**: Tap this option to obtain updates with Release Candidate versions.
- **Nightly**: Tap this option to obtain the most recent updates with new features alpha tested by Petrosoft.
- **Custom**: Tap this option to subscribe to a channel created specially for your account or even for a specific location (upon request).

o **Order Number Generation Mode**: Select which device must generate numbers for placed orders:

- **DC Box**: Orders are generated by the DC Box.
- **Cloud**: Orders are generated on the back-office system side.
- **Master Device**: Orders are generated by the QwickServe Order Manager acting as the Master Device. For details, see QwickServe Order Manager Settings.

4. After you configure application settings, tap **Save**.
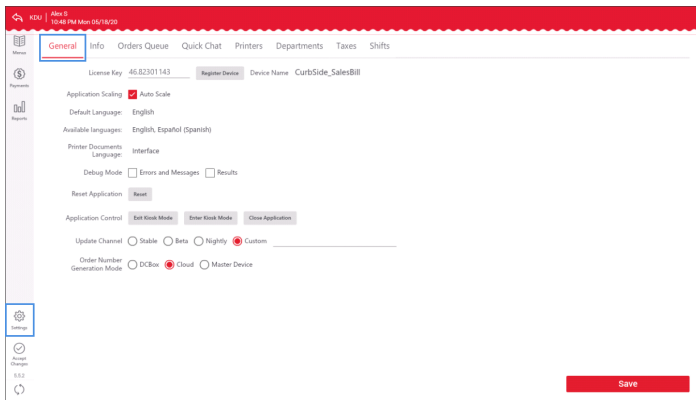
QwickServe Order Manager Settings

The **Orders Queue** settings section allows you to view and manage settings specific for the QwickServe Order Manager.

To view and manage QwickServe Order Manager settings:

1. In the left menu of the administrative interface, tap the settings icon.

2. Tap the **Orders Queue** tab.

3. View and adjust the following settings:

   o **New Order Sound**: Select this check box to play the sound notification about a new order.
      - **Sound**: Tap **Sound** and select the notification melody from the list.
      - **Try Sound**: Tap it, to test the selected sound.

   o **Customer Check In Sound**: Select this check box to play the sound notification once the customer taps Check In at QwickServe Mobile or SSOT.
      - **Sound**: Tap **Sound** and select the notification melody from the list.
      - **Try Sound**: Tap it, to test the selected sound.

   o **Sound Volume**: Swipe the controller to set the sound volume.

   o **Label Dimensions**: Select the recipe label size:
      - **3x3 Inches**
      - **3x2 Inches**

   o **Order Overdue Time**: Select the time after which an order is marked as a rush one.

   o **Process Status**: By default, a cook changes the status for each item in the order separately. For busy kitchens when itemized status updates are not required, you can enable this option. In this case, the cook will be able to change the status for all items in the order at once using the corresponding batch action buttons in the orders queue interface.

   o **Payment Status**:

- **Allow cashier to change payment status manually**: Select this option, to allow cashiers or cookers to change the payment status manually from the QwickServe devices. For example, when the order is paid at the cash register, not online.
- **Request cashier's PIN to change payment status manually**: Select this option, to ask the cashier to enter PIN each time the payment status is changed manually.

o **Barcode**: Select this option, to display UPC-A code for each item in the order details.

o **Close Shift**: Select this option, to allow cashiers to close shifts directly from the QwickServe device.

o **Master Device**: This option can be used for additional stability if the QwickServe Order Manager operates in the offline mode. In this case, one QwickServe Order Manager can be configured to act as the Master Device responsible for orders synchronization. All SSOT will be able to address this Master Device for order number generation.

It is recommended that you enable this option if you have an unstable Internet connection. It is strictly not recommended to have more than one Master Device per location.
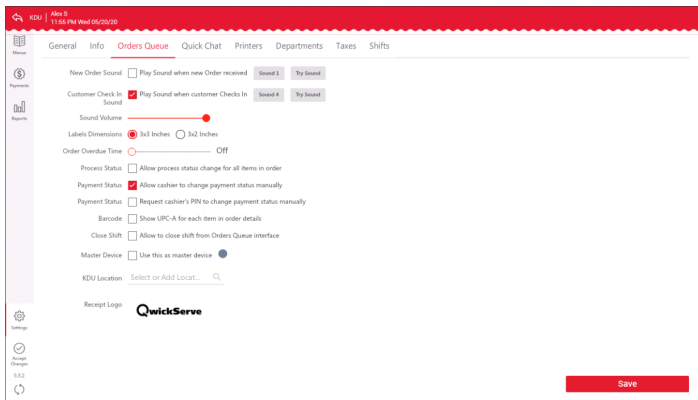
To configure Master Device settings:

a. At the QwickServe Order Manager that you want to use as the Master Device, select the **Master Device** check box.

b. On the **App** tab at SSOT that will be working with this QwickServe Order Manager, set the **Order Number Generation Mode** option to **Master Device**. For more details, see Qwick-Serve Application Settings.

> ⓘ   If the Master Device is configured but SSOT are still set to synchronize order numbers in the Cloud mode, the order number generation mode will be automatically switched to **Master Device** when the devices are offline. To avoid a single point of failure, when the Master Device goes down, SSOT will attempt to switch back to the Cloud mode.

o **KDU Locations**: Select one or several locations (created and assigned to items on the back-office side) that will send orders to QwickServe Order Manager.

o **Receipt Logo**: Add the image to be displayed in the customer receipts, if needed.

4. After you configure QwickServe Order Manager settings, at the bottom left corner, tap **Save**.
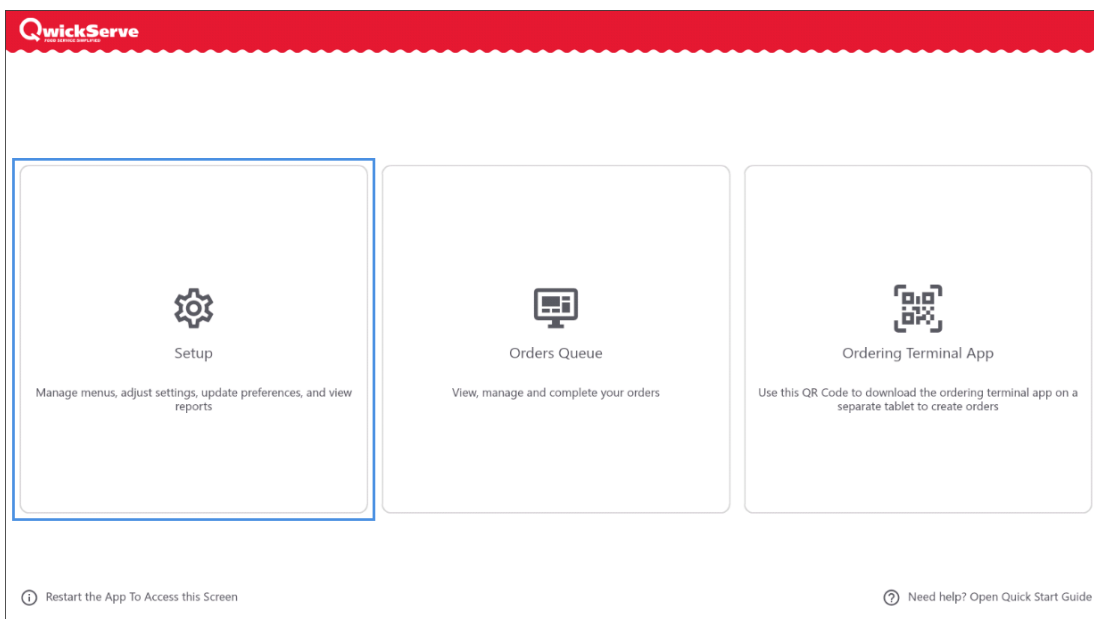
Quick Chat Settings

The **Quick Chat** settings section allows you configure settings for QwickServe quick chat.
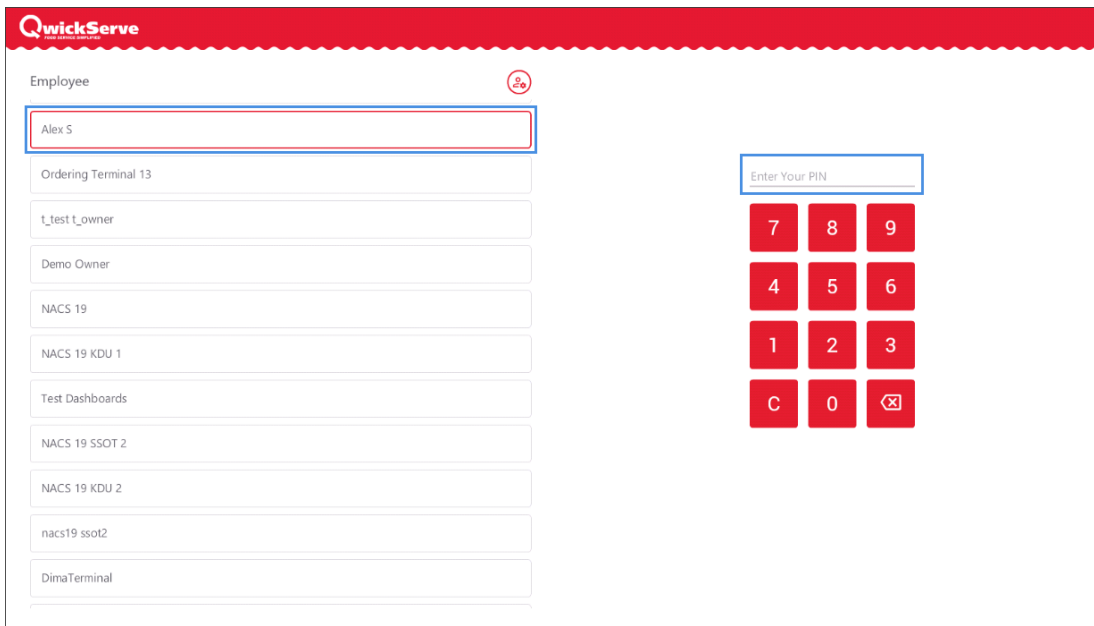
Quick chat settings can be configured at both QwickServe Order Manager devices and applications.

1. Launch QwickServe Order Manager from your device.

2. In the QwickServe Order Manager dashboard, tap **Setup**.

3. Select your user and enter your PIN.

4. Tap **Settings** > **Quick Chat**.

5. In the **Quick Chat** tab:
   a. At the top right of the tab, tap the add icon.
   b. In the **Message** field, enter the message you need.
   c. In the **Color** column, tap the color indicator for the message.

> ⓘ These colors are displayed then on the QwickServe Order Manager screen in the message templates list. You may use them to group the messages into one color category. For example, you may use red color for warning messages and gray color for fuel messages.

6. Select the **Send order status updates as quick chat messages** check box, to send to QwickServe Mobile from QwickServe Order Manager the order status updates automatically.
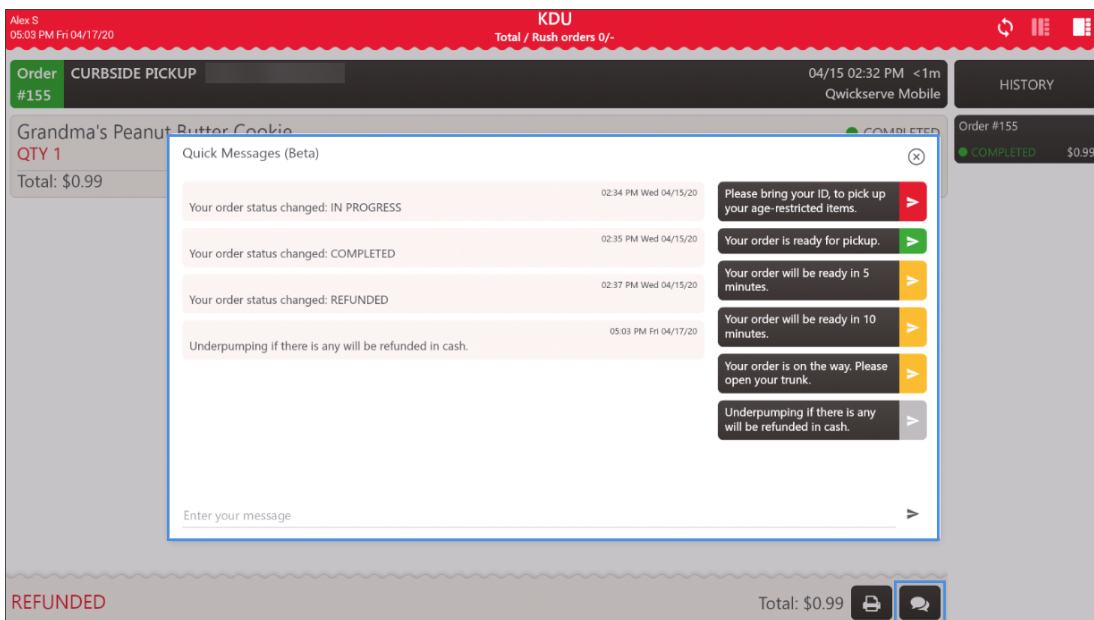
7. At the bottom right of the screen, tap **Save**.
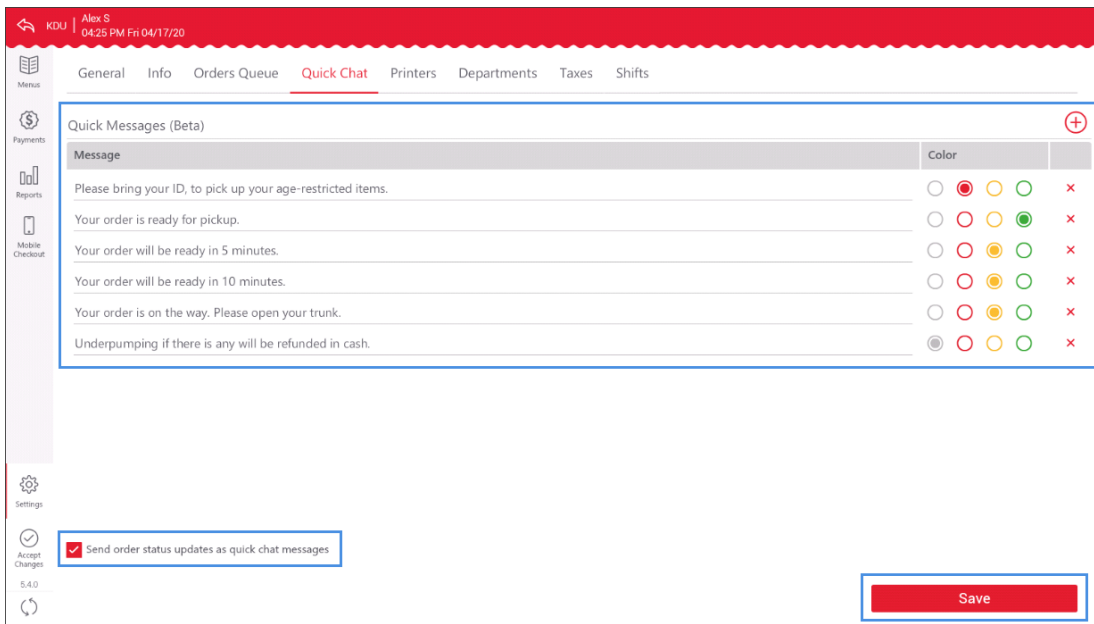
8. To apply changes:
   a. At the bottom left of the screen, tap **Accept Changes**.
   b. In the **Confirm Accept Changes** window, tap **Confirm**.

   Result: The message templates are now displayed in the QwickServe Order Manager display.

Device Settings

On the **Devices** tab, you can configure print settings for any number of printers connected to QwickServe devices. You can also define how to route certain document types for printing only at specific printers.

There are two types of printers you can configure in the QwickServe network:

- **Internal printer**: A thermal printer that is embedded into the QwickServe SSOT. You can use it to print the customer receipts and the QwickServe reports.

> ⓘ For details, see Configuring Embedded Printer.

- **External printer**: In case you need to connect kitchen or label printers to your QwickServe network, we recommend you to use the following types of external printers:

Printer Type	Printer Name	Buy Link
Kitchen printer	Thermal Receipt Printer Model RP0080E	Buy now
Label printer	QwickServe Star Label Printer Model TSP700II	Buy now

> ⓘ For details, see Configuring External Printers.

Configuring Embedded Printer

To configure the printer embedded into SSOT:

1. Tap the **Devices** tab.
   Result: Embedded printer is displayed as **Internal Printer** in the **Devices List**.

2. In the **Devices List**, tap **Internal Printer**.

3. In the **Documents** column, select the following types of documents for the printer:

   o **Customer Receipt**

   o **Report**

4. In the **Status** field, set **On** to activate the printer.
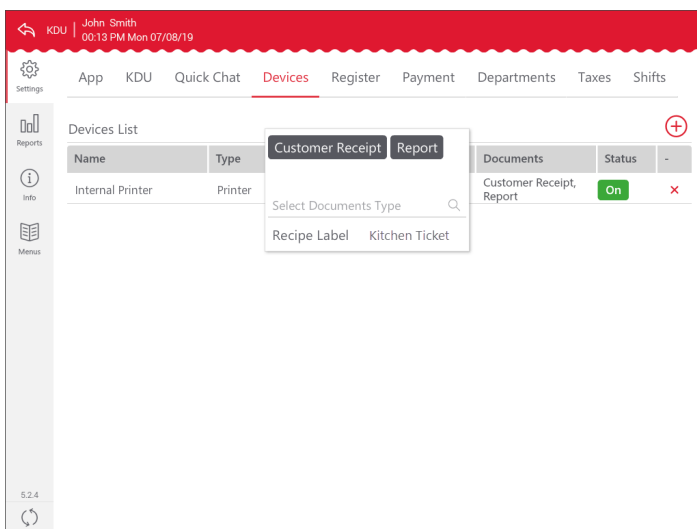
Configuring External Printers

To configure an external printer connected to the QwickServe network:

1. Tap the **Devices** tab.

2. At the top right corner of the **Devices List**, tap **Add Device**. Wait until available printers are discovered.

   Result: Once the external connected printer is discovered, the following data is displayed depending on the printer type:

   o IP address and MAC address, in case the Thermal Receipt Printer Model RP0080E is connected.

   o The printer's model, in case the QwickServe Star Label Printer Model TSP700II is connected.

3. In the displayed window, select the printer you need to configure and tap **Select**.
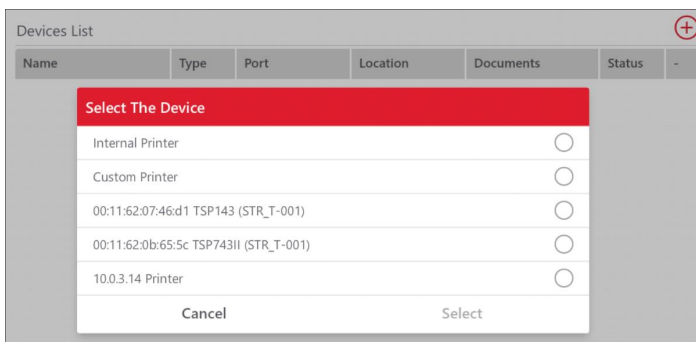
   Result: The printer is added to the **Devices List.**

4. Configure the printer settings:

   a. In the **Devices List**, tap the **Name** field of the added printer.
   b. In the displayed device view, in the **Model** field, select the printer model. The **Device Name**, **Port** and **MAC** fields are populated automatically.

   > ⓘ In case the QwickServe Star Label Printer Model TSP700II is connected, its model is selected automatically.

c. To switch back to the **Devices List** panel, tap **Back to List**.
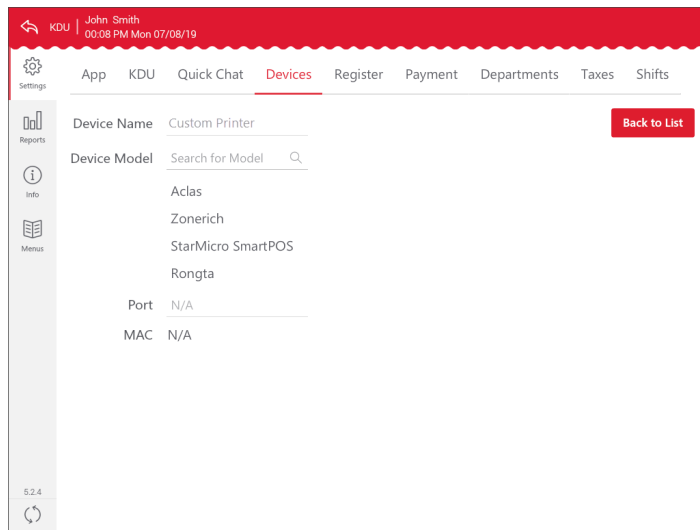
5. In the **Documents** field, select one or several of the following documents for printing at the device:

> 💡 You can configure one printer to print multiple types of documents. For example, the kitchen printer may print both duplicates of customer receipts and reports.

- o **Customer Receipt**: Select this document type for printing customer receipts at this printer.
- o **Report**: Select this document type to print reports from the terminal (see **Administrative Panel** > **Settings** > **Reports**) at this printer.
- o **Kitchen Ticket**: Select this document type to send kitchen tickets for printing to the selected location.
- o **Recipe Label**: Select this document type to print a recipe label after the order is done at the kitchen. The recipe label is printed only if the order recipe items and/or ingredients have the nutrition information.

6. In the **Location** field, select a location that receives the kitchen tickets. You can create and edit locations on the back office side. Please note that you can add location only if the **Kitchen Ticket** document type is selected.

> 💡 If you use and configure several kitchen printers, you will need to select the default printer and assign locations to all printers with the kitchen tickets. For example, all salads may be routed to the kitchen printer located in the cold dishes shop.

7. In the **Status** field, set **On** to activate the printer.
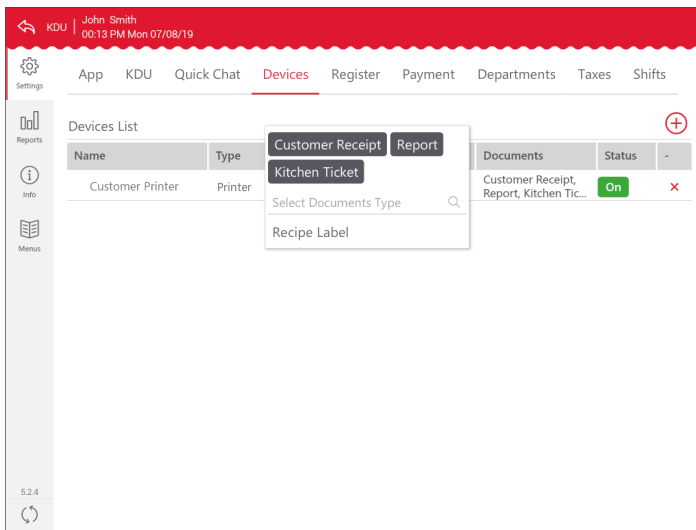
To edit the print settings, in the **Devices List**, select the printer, tap the corresponding field and change its value.

To delete the printer from the **Devices List**, tap **Delete Device** and then tap **Yes** to confirm deletion.

Register Settings

The **Register (POS) Integration** settings tab allows you to configure settings of the cash register working with QwickServe devices.

To view and manage QwickServe register settings:

1. In the left menu of the administrative interface, tap the payments icon.
2. In the **Payments** section, tap the **Register (POS) Integration** tab.
3. View and adjust the following settings:

    o **Connection Type**: Select the connection type for the QwickServe device.

    SmartPOS

    POS IP: Specify the IP address of the SmartPOS terminal.

    DCBOX

    a. **DCBox IP**: Specify the IP address of the DC Box to be used with the QwickServe device. By default, the DC Box is discovered automatically. If you want to specify the IP address manually, set the **Manual** toggle to the On position and specify the IP address in the field to the left.
    b. **Register Type**: Specify the type of the cash register to be used with the QwickServe device.

Sapphire

> ⓘ Use this option to connect Verifone Commander, Ruby CI and Sapphire cash registers.

a. **DCBox IP**: Specify the IP address of the DC Box to be used with the QwickServe device.

   By default, the DC Box is discovered automatically. If you want to specify the IP address manually, set the **Manual** toggle to the On position and specify the IP address in the field to the left.

b. **POS IP**: Specify the IP address of the Sapphire cash register. To automatically discover the cash register in the infrastructure, tap **Discover Registers**.

   If the DC Box IP address must be used as the cash register IP address, set the **Use DCBox IP** toggle to the On position.

c. **POS Login** and **POS password**: Specify the credentials to connect to the cash register.

d. Tap **Configure Register**.

e. **Product Code**: Specify the product code to be used for QwickServe. By default, code 400 is used.

f. **Tax Rates**: Specify IDs of tax rates to be applied. Tax rates IDs must be separated by commas.

g. From the **Department** list, select a CR department for QwickServe. By default, department *100 | QwickServe* is used.

h. Tap **Configure**.

Flexinova POS

POS IP: Specify the IP address of the Flexinova cash register.

Passport

a. **POS IP**: Specify the IP address of the Passport cash register.

b. **POS Login** and **POS password**: Specify the credentials to connect to the cash register.

c. **TaxStrategyID**: Specify the ID of the tax strategy to be applied.

d. **CR Inbox Folder**, **CR Outbox Folder** and **Smb Service Name**: Specify the paths to folders where data obtained from and sent to QwickServe and Petrosoft Cloud must be stored at the POS.

e. **PaymentSystemProductCode** : Specify the product code to be used for QwickServe.

o **Default Department**: Specify the cash register department to which QwickServe items will be assigned.

o **Default Category**: Specify the cash register category to which QwickServe items will be assigned.

o **Include Tax**: Select this check box to include the total tax to the barcode.

o **Taxes Calculation Mode**: Leave this check box not selected to calculate taxes at the cash register.

o **Print Barcodes**: Select this check box to have barcodes printed on the receipt.

4. After you configure register settings, tap **Save**.
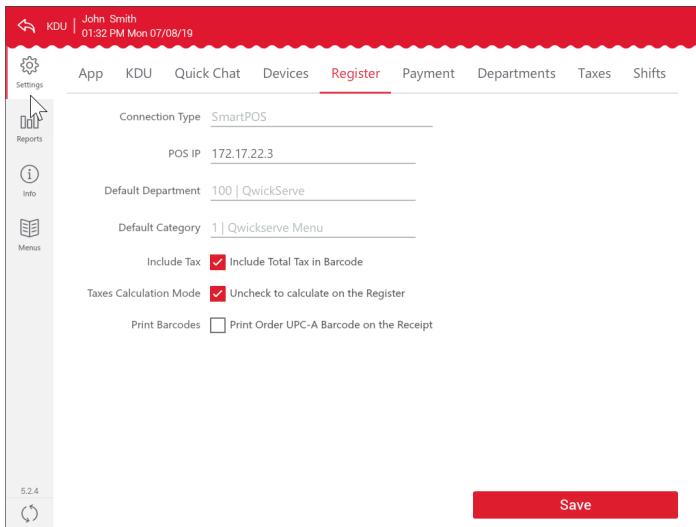
Payment Settings

The **Payment** settings section allows you to configure the payment settings for QwickServe devices.

To view and manage payment settings for the QwickServe device:

1. In the left menu of the administrative interface, tap the payment icon.

2. In the **Payments** section, specify the following payment settings:

o **Payment Options**: This tab is applicable only to SSOT device. Configure the following payment options, if needed:

- **Payment Options**: Select Show payment options before completing the order, if you need to display the available payment options to your customer before completing the order at SSOT.
- **Register Payment**: Select Show "Pay at Register" button, if you need to display the Pay at Register button for the customer at SSOT.
- **Payment with Card**: Select Show "Pay with Card" Option, if you need to display the Pay with Card option to your customers at SSOT.
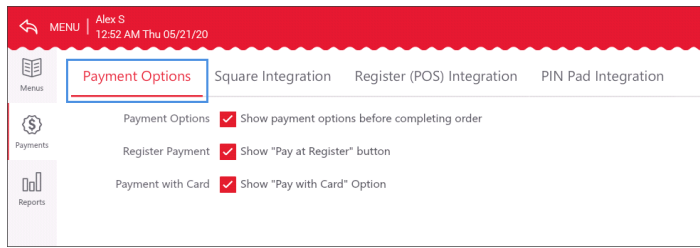
o **Square Integration:** If you are using the Square merchant provider for online payments, make sure that the following settings are configured:

> Before enabling this option, make sure that a square reader is available in the QwickServe infrastructure, powered on and properly configured.

- The **Square Addon** status indicates **Running**.
- The **Allow contactless and card (Required)** option is selected. With this option enabled, your customers will get an option to pay with a card when they complete an order at the device.
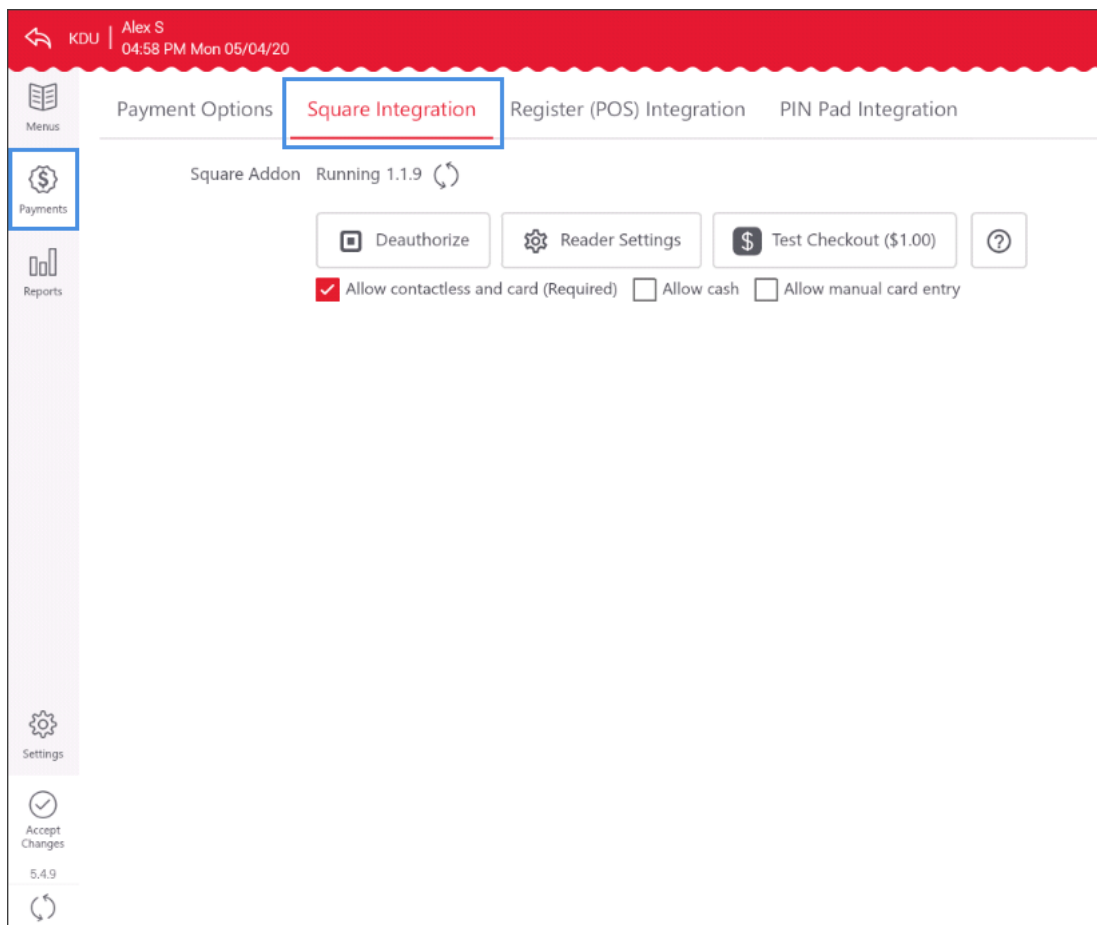
o **Register (POS) Integration**: In this tab, you can configure the settings of the cash register (POS) working with the QwickServe devices. For details, see Register Settings.

o **PIN Pad Integration**: Enter the PIN Pad IP Address, in case the PIN Pad is connected.

4. After you configure the payment settings, tap **Save**.
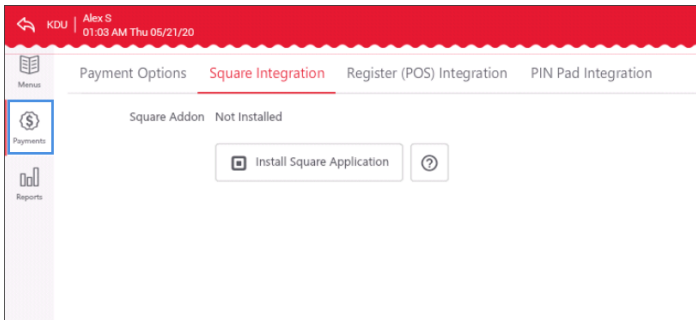
How to Identify the IP Address of the PIN Pad

To identify the IP address of the PIN Pad, turn on the PIN Pad, connect it to the Ethernet switch, and then do the following:

1. Press the **FUNC** button, to enter the password.
2. Enter the password and then press the **Enter** button.

> 💡 The password equals to the current date. The password format is MMDDYYYY. For example, *05292019*.

Result: The MAIN MENU opens.

3. In the **MAIN MENU**, select the **6. Communication** menu option and then press **Enter**.

> 💡 To search for the menu option you need, use the up and down buttons on the device.

4. Enter the password from the step 2 once again and then press the **Enter** button.

   Result: The COMM. OPTIONS menu opens.

5. In the **COMM. OPTIONS** menu, select the **6. LAN Parameters** menu option and then press **Enter**.

   Result: The LAN PARAMS menu opens.

6. In the **LAN PARAMS** menu, select the **2. IP Address** option and then press **Enter**.

   Result: The IP Address of the PIN Pad is displayed on the device's screen.

7. Save the IP address of the PIN Pad to use it further in the process of configuring the payment settings on the QwickServe devices.

Department Settings

The **Departments** settings section allows you to specify what taxes must be applied to departments used for QwickServe.

To view and manage QwickServe department settings:

1. In the left menu of the administrative interface, tap the settings icon.

2. Tap the **Departments** tab.

- To assign one or several taxes to a department, in the **Departments** list, select the department and then in the **Taxes** list, select taxes.

- To unassign a tax from a department, in the **Departments** list, select the department and then in the **Taxes** list, clear the check box next to the corresponding tax.

3. After you configure department settings, tap **Save**.

You can create and edit departments and taxes on the back-office side. You can also adjust the taxes settings from the terminal. For more information, see Tax Settings.
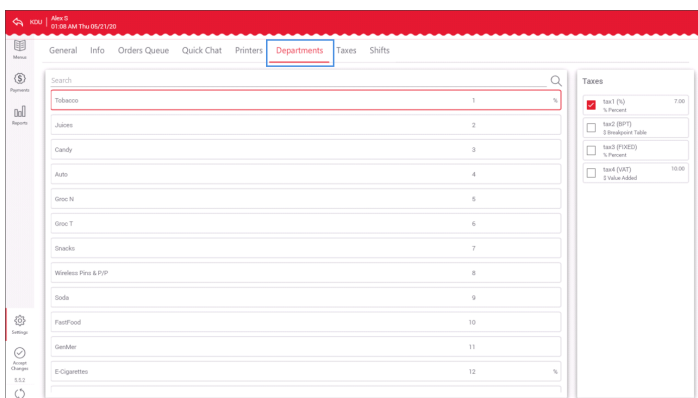
Tax Settings

About Taxes Section

The **Taxes** settings section allows you to configure tax settings to be applied to QwickServe orders. You need to set up taxes in the same way they should appear on the register.
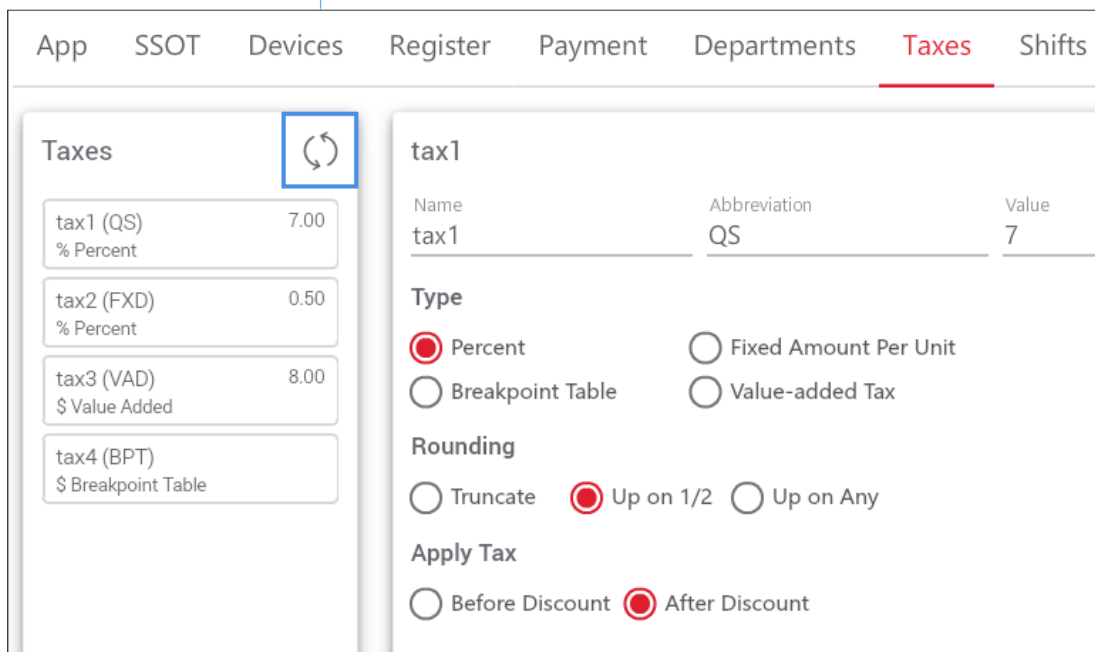
> ⓘ Tax register settings can be configured at QwickServe Order Manager and SSOT QwickServe devices.

Taxes Synchronization

During the initial QwickServe solution setup, the installer may synchronize the tax strategy between C-Store Office and QwickServe Order Manager. To do that, at the top right corner of the **Taxes** list, tap the **Synchronize** icon. When the synchronization is completed, the QwickServe Order Manager or SSOT tax settings are overwritten by the back-office tax settings.

> ⊘ Taxes synchronization should be performed only once, during the initial setup. It is strongly recommended not to synchronize taxes later on as it will overwrite any additional tax strategies added directly at QwickServe Order Manager.

Managing Taxes in QwickServe QwickServe Order Manager

It is recommended to manage taxes in the QwickServe Order Manager by performing the procedure below.

To adjust tax settings, in the **Taxes** list, select a tax and edit any of the following settings:

- In the **Name** field, edit the tax name.
- In the **Abbreviation** field, edit the tax abbreviation if any.
- In the **Type** section, select one of the following tax types:
  - o **Percent**: Select one of the following rounding types:
    - **Truncate**: Remove the decimal part.
    - **Up on 1/2**: Half-way values are rounded up.
    - **Up on Any**: Any values are rounded up.
  - o **Fixed Amount per Unit**: Specify the fixed amount value.
  - o **Breakpoint Table**: Enter the starting breakpoint and set the exact amount of the tax for a specific sum of money.
  - o **Value-added Tax**: Specify the tax value.
- In the **Value** field, edit the tax value or enter the starting breakpoint if the **Breakpoint Table** type is selected in the **Type** options.
- In the **Apply Tax** options, select the tax application type – before or after discount.

After you configure tax settings, tap **Save**.
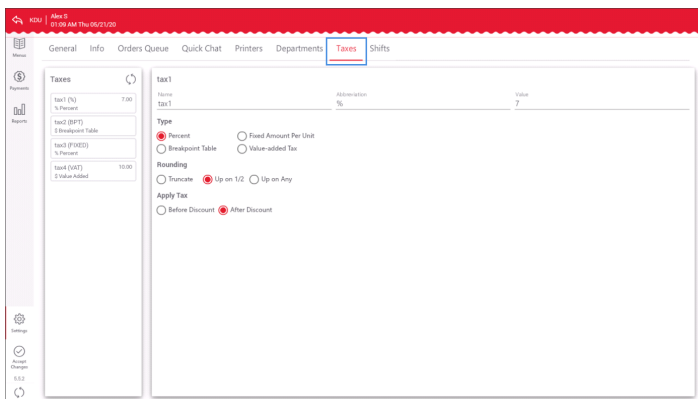

Shift Settings

The **Shifts** settings section allows you to configure settings shifts settings for QwickServe devices.

> (i) Shift settings can be configured at KDU and SSOT QwickServe devices.

To view and manage QwickServe shift settings:

1. In the left menu of the administrative interface, tap the settings icon.

2. Tap the **Shifts** tab.

3. On the **Shifts** tab, view and adjust the following settings:

   o **Enable Shift Sending**: Select this check box to enable sending shift data from the register.

   o **Enable Auto Sending**: Select this check box to send the shift data automatically.

   o **Include All Orders**: Select this check box to send data on all orders including the ones NOT paid at the terminal.

   o **Orders in the Next Shift**: The number of orders in the current shift. Tap **Remove Pending Orders** to clear the order queue.

   o **Next Shift Start**: The time when the next shift starts.

   o **Next Shift End**: The time when the next shift ends.

   o **Send Shift Manually**: Tap this button to send the shift data manually right now.

4. After you configure shift settings, tap **Save**.
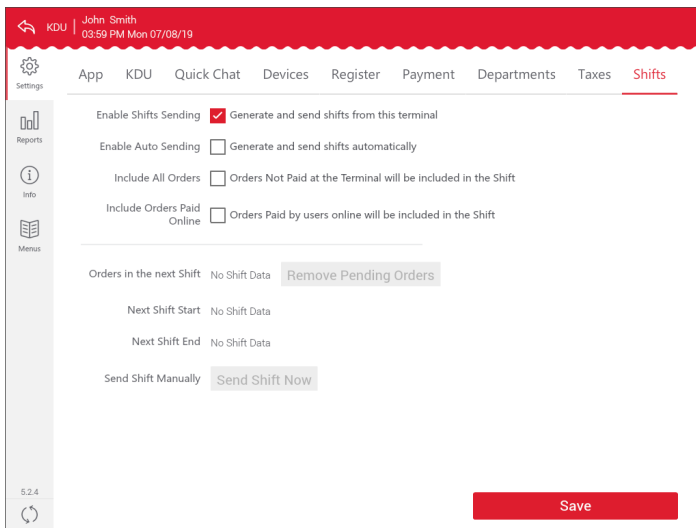
Working with Orders

You can perform the following actions with orders at KDU:

- Viewing Orders Statuses
- Accepting Order
- Completing Order
- Canceling Order
- Viewing Orders History
- Printing Orders
- Refunding Order
- Closing Shift

Orders Statuses

The KDU orders can be displayed in the different statuses marked with corresponding colors as stated in the table below.

| Status	Status description	Color of status indicators
Basic statuses		
Pending	Unaccepted order/item	Grey: - at the left of the header - in the Pending list
In progress	Uncompleted order/item	Orange: - at the left of the header - in the Pending list
Completed	Completed order/item	Green: - at the left of the header - in the Pending and History list
Cancelled	Cancelled order	Grey: - in the History list only
Additional statuses		
Paid	Paid order	No specific color
Rush	Overdue order	Red: - at the right of the header - exclamation sign in the Pending list

Accepting Order

Once an order is placed, it appears on the KDU in the 'Pending' status:

- Detailed order view
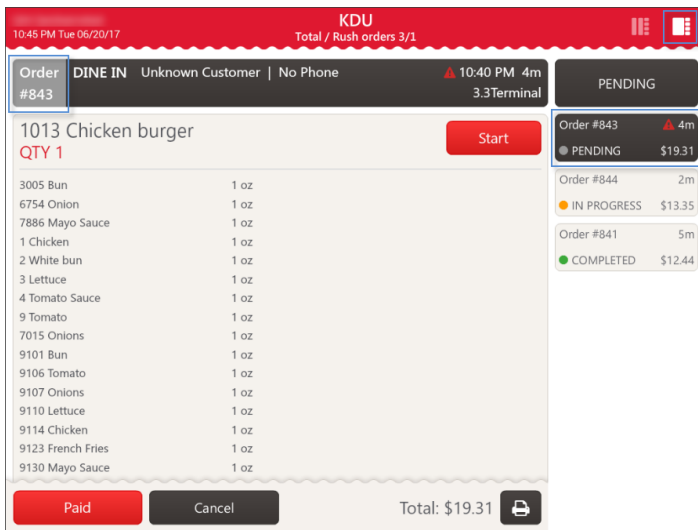
- Multiple orders view
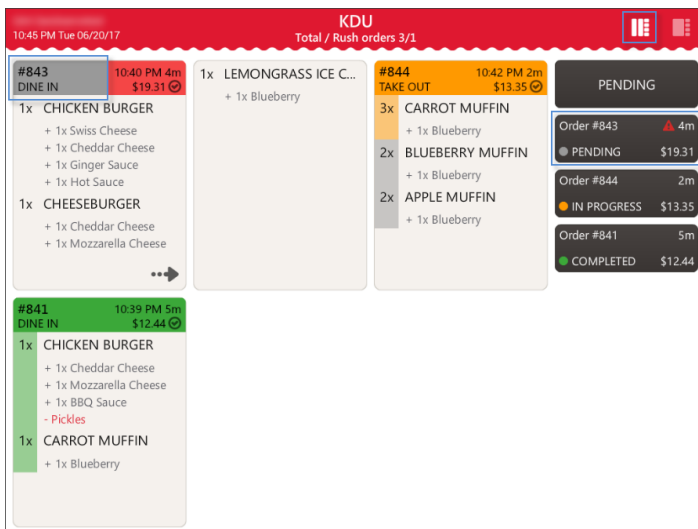
In case an order hangs in the 'Pending' status beyond the time limit, this order becomes red-colored.

For more information on how to set the time limit for overdue orders, see QwickServe Order Manager Settings.

You can accept the order and start its preparation in the following ways:

- In the detailed order view - select the order, press it and then press **Start**.
- In the multiple orders view - select the order and then press the order's name.

> ⓘ In case the order has more than one items, implement the same actions for each item in the order.

The order status changes from 'Pending' to 'In progress'.

Completing Order

When all items in the order are prepared, it is necessary to complete the order.

To complete the order, follow the steps:

1. Mark the order or all its items, if any, as completed. For details, see Marking Order as Completed.

2. Mark order as paid. For details, see Marking Order as Paid.

> ⓘ IMPORTANT. Make sure you complete the orders following the steps above to ensure the corresponding reports information is correct.
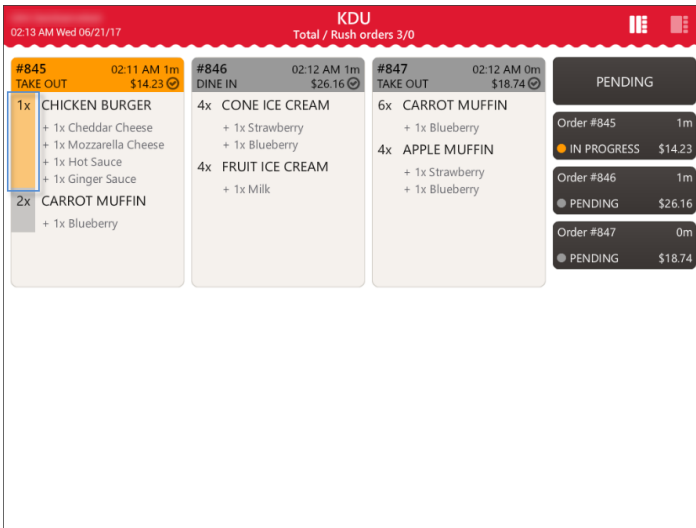
Marking Order as Completed

You can mark the order as completed in the following ways:

- In the detailed order view - select the order and then press **Done**.
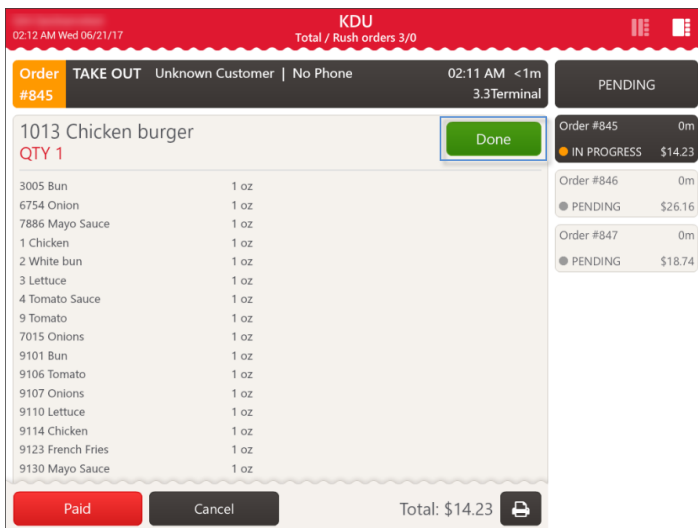
- In the multiple orders view - select the order and then press the order's name.

ⓘ In case the order has more than one items, implement the same actions for each item in the order.
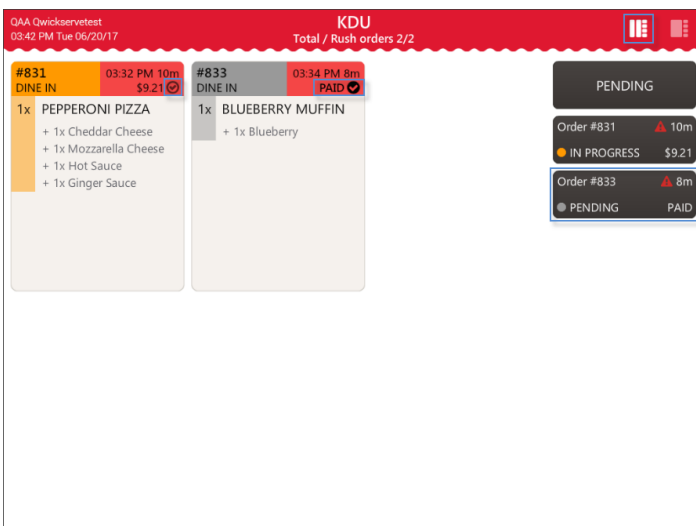
The order status changes from 'In progress' to 'Completed'.
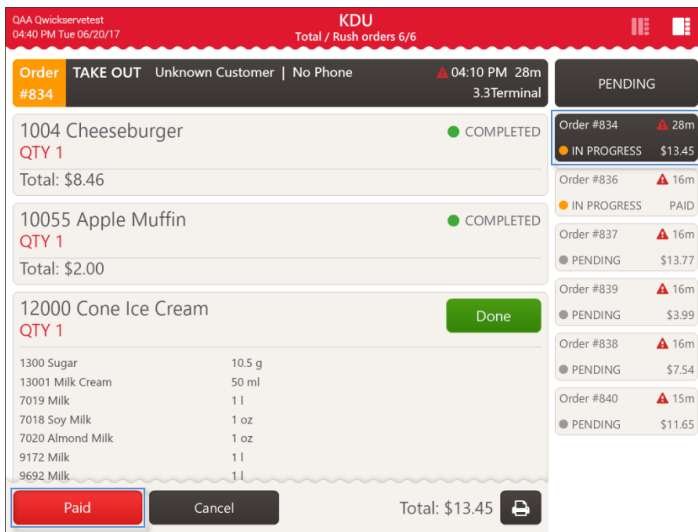
Marking Order as Paid

When the orders are paid at cash registers, they are displayed at KDU in the 'Paid' status.

In case the unpaid orders are coming to KDU, you can mark them as paid manually in the following ways:

- In the multiple orders view - select the order and then press the **Paid** icon.

- In the detailed order view - select the order, press it and then press the **Paid** button.

Completed and paid orders are moved from the Pending list to the History list automatically.

Canceling Order

You can cancel the order at every stage of its preparation before paying for it. Paid orders cannot be cancelled.

To cancel the order, follow the steps:

1. Make sure you are in the detailed order view. If not, in the **Pending** list, select the order and then press it.

2. In the detailed order view, select the order, press it and then press **Cancel**.

3. In the **Cancel Order?** window, press **YES**.
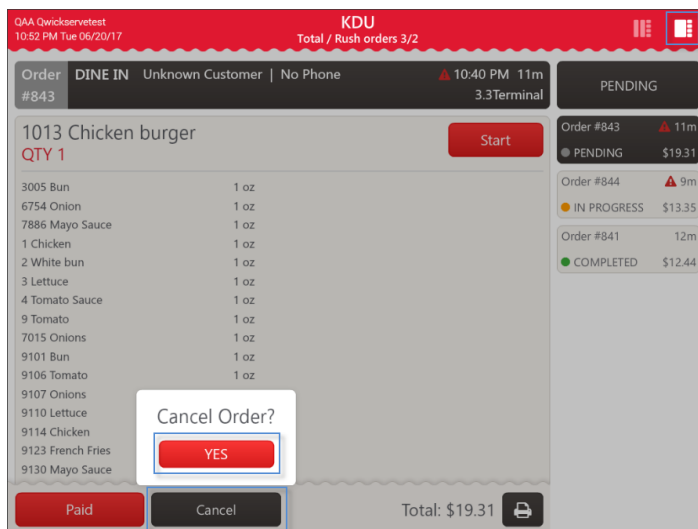
> ℹ️ In case you don't need to cancel the order, press the working area to close the **Cancel Order?** window.

Canceled orders are moved from the Pending list to the History list automatically.

The orders coming from SmartPOS, when canceled on SmartPOS, are automatically canceled on KDU.

Viewing Orders History

When you open the KDU with no active orders, it looks the following way:

To view the order history, press the **Pending** button.

The present example contains three completed orders and one cancelled order.
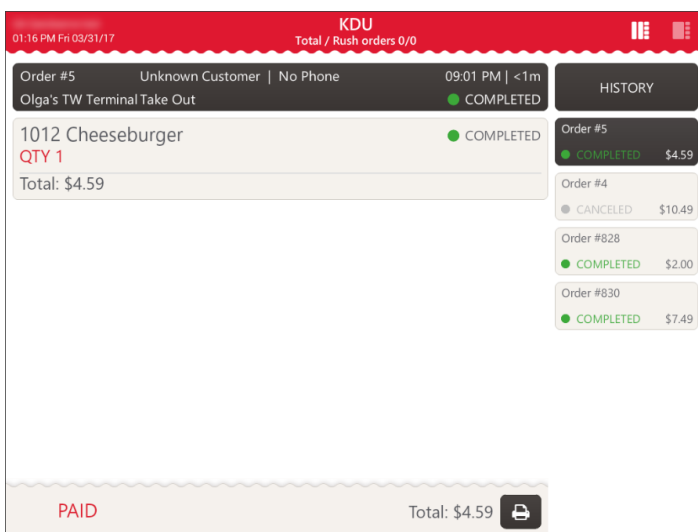
Printing Orders

You can print the order either from the Pending list or from the History list.

To print the order, follow the steps:

1. Make sure you are in the detailed order view. If not, in the **Pending** list, select the order and then press it.

2. Select the order from the list at the right and then press it.

3. At the bottom of the screen, press the printing icon.

Refunding the Order

Online orders payed with Braintree can be refunded from the QwickServe device.
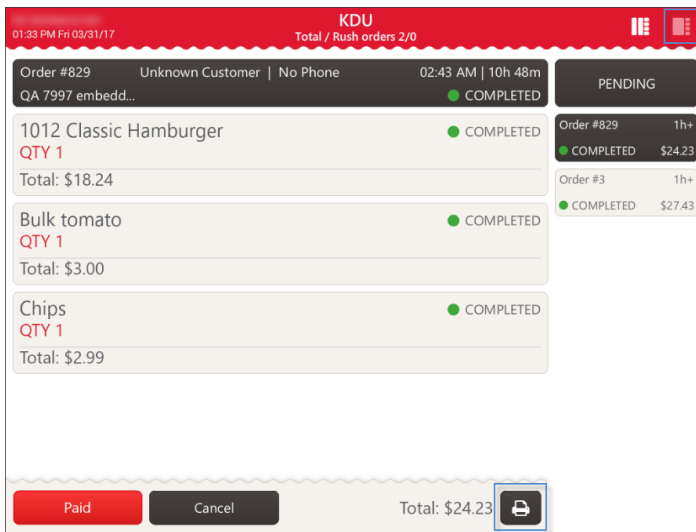
You need to make a refund on both QwickServe Order Manager and a cash register.

- How to make a refund at QwickServe Order Manager
- How to make a refund at cash register (Verifone Commander)

Making Refund at QwickServe Order Manager

You can make a refund of the customer order on QwickServe Order Manager at any stage after the payment.

> ⊘ You cannot perform partial refund. Therefore, if the customer asks for a partial refund, you will need to refund the whole transaction and to ask the customer to create a new order without the unwanted items.

Once the order is paid, the **Refund** button is displayed automatically at the bottom.

To make a refund for the paid order at QwickServe Order Manager:

1. In the **Pending** or **History** list, find your order and tap it to open it.
2. At the bottom left of the order, tap **Refund**.

3. In the **Refund Order?** window, tap **YES**.
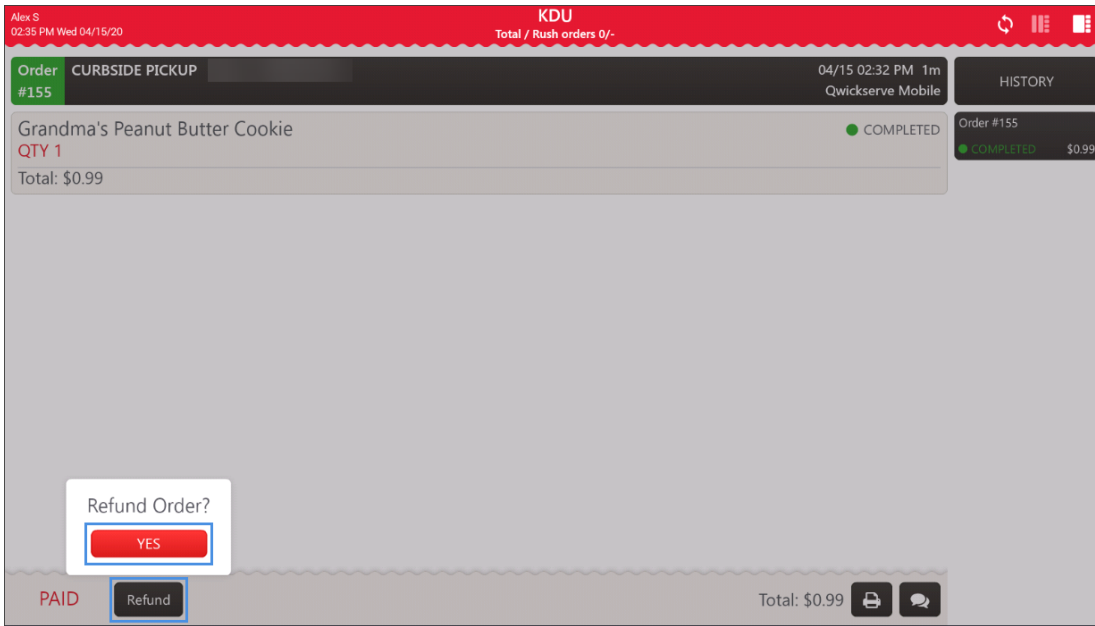
4. In the refunding window, confirm the refund:

   a. Select your user.

   b. Enter your PIN.
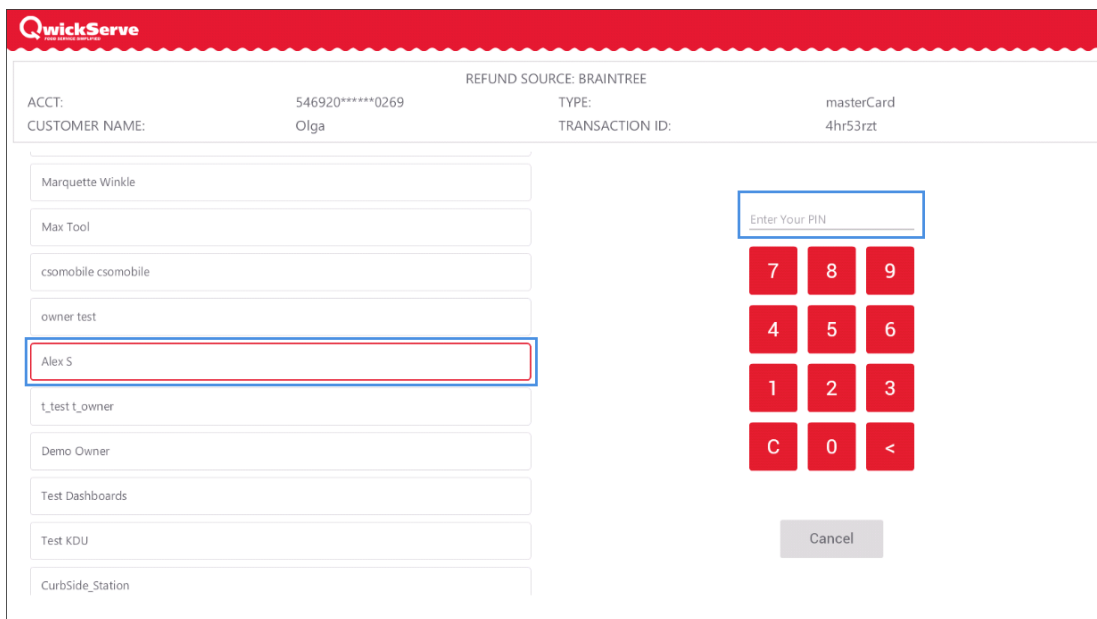
Result: The order is refunded. The **REFUNDED** status is displayed at the left bottom of the order.

Making Refund at Cash Register (Verifone Commander)

To make a refund in the Verifone Commander cash register:

1. Print the transaction you need to refund.
   a. Press **Reprint**.
   b. Select the transaction you need to print.
   c. Press **Reprint** again.
2. Press **Refund**.
3. Re-scan the items to be refunded into the basket.
4. Compare the total refund amount with the total amount from the printed ticket. They should be equal.
5. Press **Total**.
6. Press **Cash**.
7. Wait until the **Refund** ticket is printed.

> ▶ **How to make a refund**
>
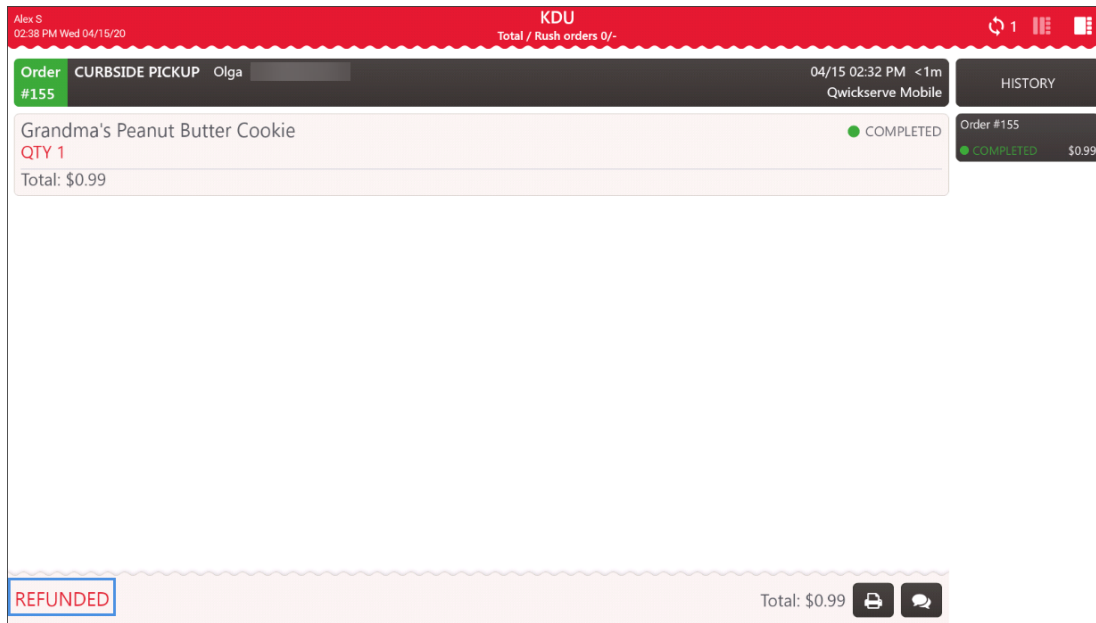> This video shows how to make a Refund in the Verifone Commander CR.
>
> **Watch Video**

> ⓘ You cannot perform partial refund. Therefore, if the customer asks for a partial refund, you will need to refund the whole order and to ask the customer to create a new order without the unwanted items.

Closing the Shift

To close your working shift at QwickServe Order Manager:

1. At the top right of the ordering screen, tap the close shift icon.
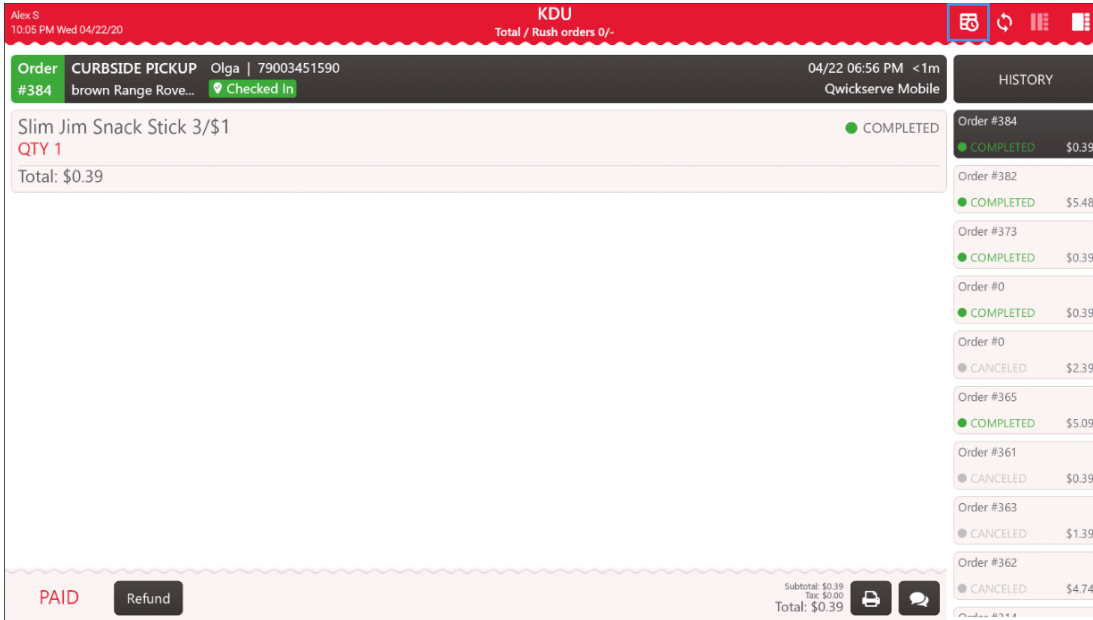
2. In the closing shift screen, confirm the close shift operation:
   a. Select your user.
   b. Enter your PIN.

3. Wait until the shift is closed and the ordering screen opens.

Sending Quick Messages

The QwickServe Order Manager allows authorized staff to send short messages about orders to customers with the help of the Quick Chat. For example, a cook can notify a customer that the order is ready or delayed, some ingredients are missing and so on. Messages sent from the QwickServe Order Manager device appear on customers' mobile devices from which orders are placed and are displayed in the orders history.

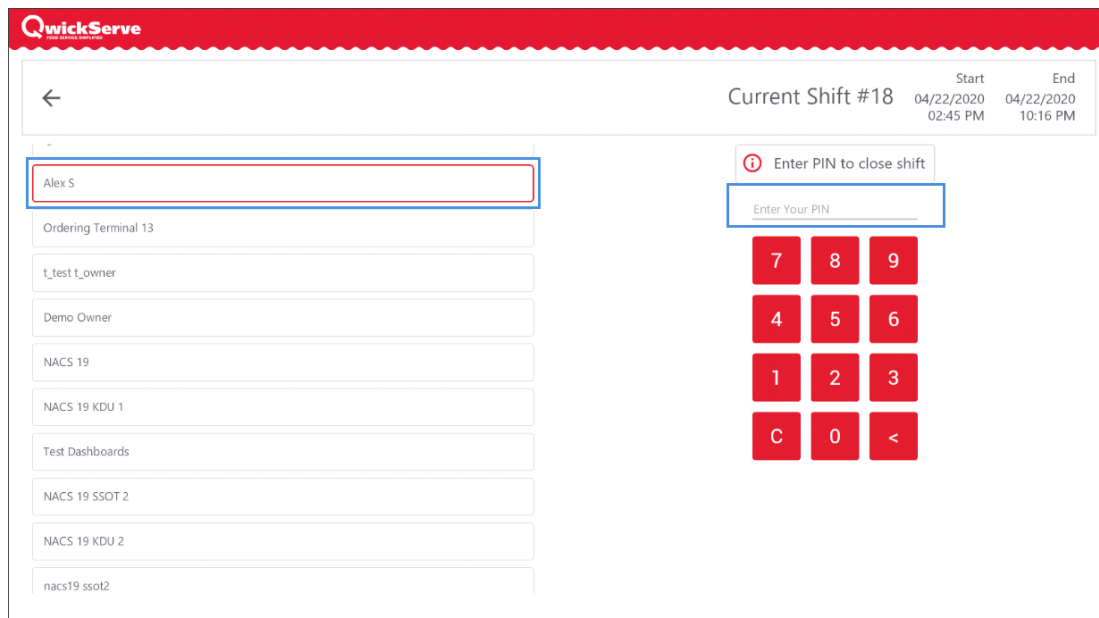The Quick Chat messages are available only for orders made from QwickServe Mobile. The Quick Chat allows sending the following types of messages:

- Custom messages: Authorized staff can type any custom message in the Quick Chat.
- Pre-configured quick messages: You can set up template messages and let authorized staff use them to quickly notify customers about the necessary events.
- Automatic messages: You can instruct QwickServe to automatically send messages about order status updates.

To work with Quick Chat, you need to perform the following activities:

1. Configure Quick Chat settings at the QwickServe Order Manager device.
2. Send Quick Chat messages to customers.

Configuring Quick Chat Settings

You can configure Quick Chat settings in the administrative interface of the QwickServe Order Managerdevice. As part of this process, you can specify the following settings:

- Set up quick messages, or message templates, to be sent in the Quick Chat.
- Enable or disable automatic messages in the Quick Chat.

For details, see QwickServe Quick Chat Settings.

Sending Quick Chat Messages

To send a quick message to the customer in the QwickServe Order Manager:

1. Switch to the detailed order view.
2. In the **Pending** list, tap the order to select it.
3. At the bottom right of the order, tap the messages button.
4. In the **Quick Messages** window, choose the message and tap it.
   Result: The message is sent to the customer. All sent messages are displayed in the Quick
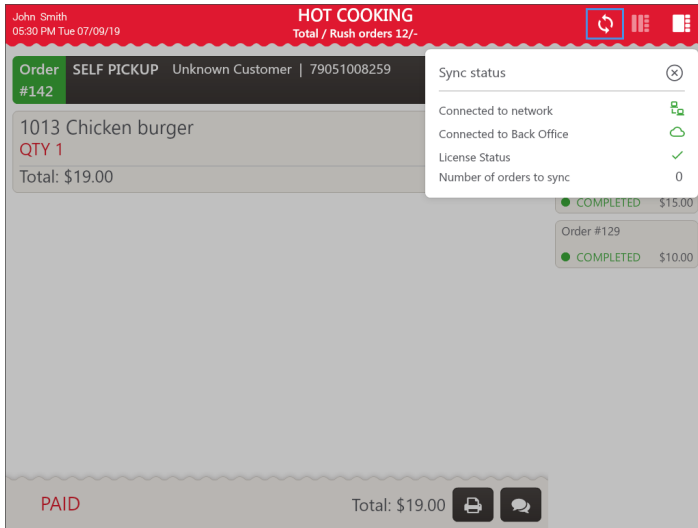
Messages window.
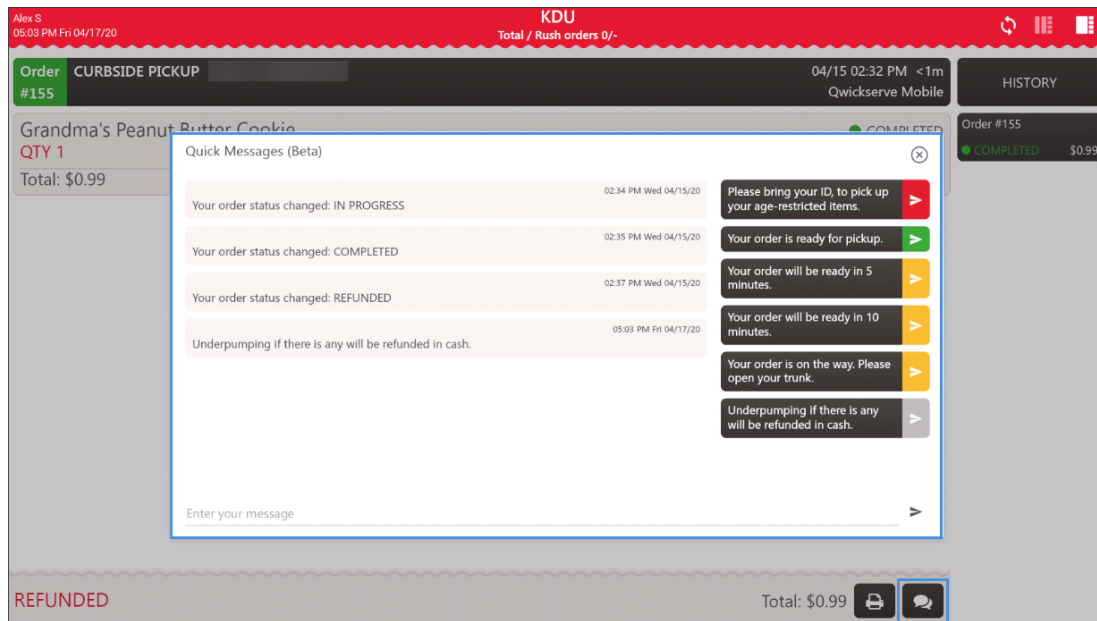
> ℹ️ If you enable the **Send order status updates as quick chat messages** option in the **Quick Chat** view of the QwickServe administrative interface, sent automatic messages will be displayed in the Quick Chat for the order as well.

Monitoring Synchronization Status

You can quickly check the synchronization status of the QwickServe Order Manager device using the **Sync Status** pane at the QwickServe Order Manager device. The **Sync Status** pane can help you detect possible connection problems and other issues that may occur in the QwickServe infrastructure and prevent the QwickServe Order Manager device from functioning in the proper way.

To open the **Sync Status** pane, at the top right corner of the main QwickServe Order Manager view, tap the **Sync status** icon. QwickServe Order Manager will display a pane reporting about the following statuses:

- **Connected to network**: Connection of the QwickServe Order Manager device to the network.
- **Connected to Back Office**: Connection of the QwickServe Order Manager device to the back-office system.
- **License Status**: Report if the license installed on the QwickServe Order Manager device is still active.
- **Number of orders to sync**: The number of orders that have been sent from the QwickServe Order Manager device to the Cloud but have not been delivered yet.

John Smith	**HOT COOKING**	
05:30 PM Tue 07/09/19	Total / Rush orders 12/-	

Order #142 | **SELF PICKUP** Unknown Customer | 79051008259

Sync status ⊗

1013 Chicken burger
QTY 1

Total: $19.00

Connected to network	
Connected to Back Office	
License Status	✓
Number of orders to sync	0

● COMPLETED $15.00

Order #129
● COMPLETED $10.00

PAID   Total: $19.00 🖨 💬

> 💡 If the Sync Status pane reports about any issues, you can check QwickServe Troubleshooting to find a solution to the problem.

Glossary

Add-on: Additional items that are recommended to be purchased with the particular item (e.g. cup of coffee as an add-on item to the cheeseburger).

Administrator PIN: User PIN assigned on the C-Store Office side when the QwickServe user is created. This PIN is used for accessing the administrative interface of the QwickServe terminal.

Braintree: A gateway between a consumer and a merchant bank account helping to accept and process payments in the QwickServe Mobile app.

Category: Placeholder for the group of items to be sold within it.

Cost method of accounting (CMA): This method is used for items containing several ingredients that were bought separately and are combined and sold within a recipe item. A cheeseburger, for example. Under this method, merchandise additions are made at cost value and no retail value.

Ingredient: Item purchased in one form and sold in combination with the other items (e.g. cheese purchased as a wheel of cheese and sold as a portion of cheese within a cheeseburger).

QwickServe Order Manager: QwickServe Order Manager, a QwickServe device that provides foodservice operators with a workflow and information to complete orders. QwickServe Order Manager devices allow operators to present complete preparation instructions for items and orders, displaying detailed information about ingredients, preparation steps and specific cooking time.

Menu: Set of item categories and items within them to be sold via the QwickServe device.

Online payments: Payments for QwickServe orders collected directly in the QwickServe Mobile app. An online payment can be done using a credit or debit card.

Recipe costing: See Ingredient method of accounting.

Recipe item: Made-to-order item with the fixed base ingredients and customizable sets of ingredients and add-ons.

Regular item: Item from the Price Book sold as is.

Retail method of accounting (RMA): This method calculates a store's total inventory value by taking the total retail value of the items that were originally in inventory, subtracting the total sales, and then multiplying that dollar amount by the cost-to-retail ratio (the percentage by which goods are marked up from their wholesale purchase price to their retail sales price).

QwickServe Mobile: A QwickServe application for iOS or Android created to allow customers to make their order remotely.

Set of ingredients: Set of items user can select for his customizable made-to-order (recipe) item.

SSOT: Self-service ordering terminal enabling users to place orders themselves. Once orders are placed at the SSOT, they become visible at QwickServe QwickServe Order Manager devices.

Subcategory: Placeholder for the group of items located within another category (e.g. "Breakfast" subcategory within the "Holiday QS Menu").

Terminal PIN: Device PIN assigned on the C-Store Office side when the device is created. This PIN is used for accessing QwickServe terminal when you launch it first time after installing the QwickServe Terminal application.

Tier pricing ranges: Charging different quantity ranges of ingredients at different prices.

User PIN: A PIN received by the user to the phone number for getting access to the user's profile and favorites on the SSOT and also to the QwickServe Mobile app.