

# QWICKSERVE MOBILE 2.0

### Pilot Application Startup Guide

Version 2.0

10/12/2018



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### REFERENCES

#	Document or Section	Document Version
1	QwickServe Menus at Petrosoft Cloud Help	v. 5.0
2	Specifying QwickServe Mobile Settings at Petrosoft Cloud Help	v. 5.0
3	QwickServe Terminal Manual at Petrosoft Cloud Help	v. 5.0
4	QwickServe Cloud Manual at Petrosoft Cloud Help	v. 5.0
5	QwickServe Terminal Quick Start Guide at Petrosoft Cloud Help	v. 5.0
6	SSOT Software	V5.0.44 beta
7	KDU Software	V5.0.44 beta
8	Access to QwickServe mobile beta version in Google Play	

#### Qwickserve

# INTRODUCTION

This document describes how new and existing customers can start accepting orders from the QwickServe mobile application. The document contains a step-by-step guide on how to configure a location for QwickServe Mobile, connect it with the online payment gateway and update the SSOT/KDU software.

This is a pilot release of the QwickServe Mobile functionality. The functionality might be changed in backward-incompatible ways and is not subject to any SLA or deprecation policy.

## GETTING STARTED

#### **Prerequisites**

To be able to configure your account locations for QwickServe Mobile, make sure that the following prerequisites are met:

- The QwickServe product is available for your account.
- The QwickServe remote ordering product is available for your account.
- A QwickServe menu is configured for the required location.
- At least one employee at the location has rights to access the QwickServe devices management interface.

#### **General Setup Workflow**

To set up your location for QwickServe Mobile and check how it works, you need to complete several simple steps. Steps marked as *Required* must be completed, while steps marked as *Optional* are recommended but can be omitted.



Step #	Operation	Description	Result	Optional/ Required
1	Configure a location for QwickServe Mobile.	At this step, you will allow to show the selected location in QwickServe Mobile and configure some mandatory settings for correct location displaying in the application.	The location appears in the locations list in QwickServe Mobile.	Required
2	Allow Petrosoft to collect payments from QwickServe Mobile.	At this step, you will link a Braintree Merchant account with you Petrosoft account and allow Petrosoft to collect payments on your behalf. This step is optional, if you do not need to accept online payments, you can omit it.	The credit card payment option becomes available in QwickServe Mobile for your location(s).	Optional
3	Update and configure QwickServe onsite devices.	At this step, you will update the software on your devices to the latest beta version and change KDU settings to request QwickServe Mobile orders from the cloud.	Your onsite devices get the latest software version and an ability to receive orders placed over QwickServe Mobile.	Required
4	Configure the mobile application and check configuration.	This step is required only for the pilot period. You will configure the installed QwickServe Mobile application to show only your locations in the list.	You try putting yourself in customer's shoes and review how the ordering process from QwickServe Mobile looks like.	Optional

# NAVIGATING TO QWICKSERVE SETTINGS FOR LOCATIONS

Location settings for QwickServe Mobile are configured on the C-Store Office side.

To access the location settings, follow the steps:

- 1. Log in to C-Store Office using you Petrosoft account.
- At the top right corner of the C-Store Office home page, click your account name and select General > Locations.

		1360	QwickserveDemo 🗸 💄 J. Doe
GENERAL	TAGS	COMPANY	👗 Admin
Employees	Companies	Classes	Profile
Roles	Divisions	Chart of Accounts	Mail (0)
Locations	Location	Account Series	Tickets
Competitors	Customers	Transaction Assignment	Home Page Settings
Setup Taxation		Bank Statement Assignment	Alerts
Loyalty		Export Settings	Log out
EDI Setup		Clock In/Out	

3. In the Locations list, select the necessary location and click Edit.

Locations				Search Q	_
			Refresh	Add Edit Delete	
Id	Name	Status	Division	Company	
9125	Qwickserve Nucleus	enabled		QwickServeDemo	
7835	Qwickserve Passport	enabled			
7812	Qwickserve Radiant	enabled			
7810	Qwickserve Ruby	enabled			
7811	Qwickserve Sapphire	enabled			
5722	Qwickserve SmartPOS100	enabled		QwickServe	
				•	,



4. In the left menu of the location settings form, click **QwickServe**.

General	Qwickserve	
	Onishear Anise	
General	Cwickserve devices	
UST System	Device name       Terminal       Prepstation       Embedded      Create	
Fuel VIP	Name	Pin
5	Qwickserve Terminal 01	1360.71505097
Fuel Allowance	Qwickserve Terminal 02	Activated
Cash Register	Qwickserve Terminal 03	Activated
Qwickseve	Qwickserve Terminal 04	Activated
MISC		
<b>D</b>	Mobile application	
Downloads	Show location in Qwickserve Mobile	
ATG	Outletranus devises parmissions	
Tage	Cwickserve devices permissions	
Tags	Enable managing Qwickserve account menu settings from devices*	
MOP Mapping	*Changes affect all stations of the account	
	Connect to Braintree	
	B Connect with Braintree	

# STEP 1. CONFIGURE LOCATION SETTINGS FOR QWICKSERVE MOBILE

A location becomes available for customers in the QwickServe Mobile application only when its settings are configured in the correct way. To configure the location settings, you need to perform the following activities:

- Specify information about the location
- Set up the work schedule for the location

This section describes how to configure basic location settings for QwickServe Mobile. For a full description of location setup, see Specifying QwickServe Mobile Settings at Petrosoft Cloud Help.

#### **Specifying Location Information**

First of all, you need to inform the system that you would like to show your location in the list of available locations in QwickServe Mobile. You also need to configure the following settings for the location:

- Location name and icon
- Location description
- Location land-line or cell phone

The location settings configured at this step become public and are displayed to customers in QwickServe Mobile.

To configure the location settings, follow the steps:

1. Access the QwickServe locations settings form. For more details, see Navigating to QwickServe Settings for Locations.



2. In the Mobile application section, select the Show location in QwickServe Mobile check box.

General	Qwickserve	
General UST System	Owickserve devices           Device name              • Terminal               Preptation               Embedded               Create	
Fuel VIP	Name	Pin
Evel Allevence	Qwickserve Terminal 01	1360.71505097
Fuel Allowance	Qwickserve Terminal 02	Activated
Cash Register	Qwickserve Terminal 03	Activated
Qwickseve	Qwickserve Terminal 04	Activated
MISC		
Downloads	Mobile application Show location in Qwickserve Mobile	
ATG	Qwickserve devices permissions	
Tags	Enable managing Qwickserve account menu settings from devices"	
MOP Mapping	*Changes affect all stations of the account	
	B Connect with Braintree	

- 3. The system will request you to specify additional settings for the location:
  - a. In the Location name field, enter the location name.
  - b. In the **Description** field, enter the location description if any.
  - c. In the **Phone** field, enter the location phone.
  - d. Upload the location logo in the PNG format. You can drag and drop the logo onto the image box or select a path to the image location. The recommended logo size is 450 x 450 in pixel.

Phone 122456790				
123430709		]		A CONTRACTOR OF THE OWNER OWNER OF THE OWNER OWNE
Order number generation mode Classic V				
Vorking hours	ng hours			
Day of Week	Start Time	End Time		<b>Anade Show</b>
			<b>^</b>	· · ·
				in manual and the second se

 The location address shown in QwickServe Mobile is the same as the one configured on the General form of the locations settings. To view or change the location address, in the left menu of the location settings form, click General.

		1000000	westgate
Time zone	America/New York (GMT -4) Tri, 06:01:46	Map	Satellite
Country	¥	100000	
Address	3150 Paradise Road, Las Vegas, NV, USA	P	eppermill P Gold Lot
Street	3150 Paradise Road	Indoor Skydivin	g 😜
Subdistrict			Conve Conve
District		ian Angel	Silver Lot #1 & 2
City	Las Vegas	- A	
County	Clark County	re	Center Monorail E Desert
State	Nevada	egas	Parad
Zip Code	89109	A MARINE	
Phone	+1	Y	A LACTOR TELLE
Fax	+1	Google	Map Data 200 m C

Result: The provided information becomes available to customers in QwickServe Mobile.

Logo	hade show	Trade Show 3150 Paradise Rd LAS VEGAS 89101 ★★★☆☆		Location name
		Burger Drive ★★★☆☆		
Phone –		< Q ORDE ORDER #150 2018-10-01 13:33:16 PENDING	© Trade Show 3150 Paradise Rd 123456789 Line Delivery Self Pickup	
		COFFEE		\$0.99 <b>\$0.99</b>

#### Setting up Location Work Schedule

As part of the configuration process, you need to set up the work schedule for the location. QwickServe Mobile follows location working hours configured in C-Store Office and denies orders made at the time different than the one specified in the schedule.

During the Pilot period, it is required that you configure an independent work schedule for the QwickServe Mobile location. The Use station working hours option is not available.

To configure an independent work schedule that differs from basic location working hours, follow the steps:

- 1. In the Mobile application section, clear the Use station working hours check box.
- 2. Consistently configure the schedule for each day of week. Do the following:
  - a. On the right of each row, click the **edit** button.



- b. Specify the start and end time of the work schedule. Be sure to use the 24 hours military time format.
- c. After you configure the schedule for a specific day of week, click the **enter** button on the right of the row.

Working hours	Use station worki	ng hours		
	Day of Week	Start Time	End Time	
	Sunday	✓ 6:00	23:55	enter revert delete
	Monday			
	Tuesday			
	Wednesday			
	Thursday			
	Friday			
	Saturday			

3. When you finish configuring the location settings, under the logo in the **Mobile application** section, click the **Save** button.

ocation name	Trade Show			Location logo	
lescription	All cuisine and top	rated service!			X
hone	123456789		]		
rder number generation mode	Classic 🔻				
/orking hours	Use station wo	rking hours			
	Day of Week	Start Time	End Time		"Inade Show
	Monday	06:00	23:59	<b>^</b>	· · ·
	Tuesday	00:00	23:59		in manual man
	Wednesday	00:00	23:59		
	Thursday	00:00	23:59		
	Friday	00:00	23:59		
	Saturday	00:00	23:59		

#### Qwickserve

# STEP 2. ALLOW PETROSOFT TO COLLECT PAYMENTS

By default, all locations accept payments only at the POS. The online payments option is shown but not active for your customers. To enable this option and accept online payments from QwickServe Mobile, you need to create a merchant account in the Braintree system and connect it with your Petrosoft account. All processes are automated, you only need to provide the required information as described in this section and pass through the signup form provided by Braintree.

Please note that all information is provided directly to Braintree. Petrosoft does not collect or store your or your customers private data and cards information on its servers and cannot access it.

This step is recommended but not required for proper QwickServe Mobile functioning.

#### **Prerequisites**

Before continuing, make sure that you have prepared the next information:

- **Business bank account credentials**. This account will be used to deposit collected payments. You will need to provide your bank account number and routing number for that account.
- Your business data, including: taxID, phone, address and legal name.
- Business representatives personal data, including: name, home address and social security number.

#### **Connecting with Braintree**

To start accepting online payments from the QwickServe Mobile application and unblock the corresponding payment option for your customers, you will need to complete the Braintree account setup procedure and link the Braintree account with your Petrosoft account and your locations.

Each location requires its own link with the Braintree account. This gives you a great flexibility: you can create one account and link it to all locations, use a separate Braintree merchant accounts for each location, divide locations in groups and link each group to a separate Braintree account and so on.

To complete the Braintree account setup procedure, follow the steps:

1. Access the QwickServe locations settings form. For more details, see Navigating to QwickServe Settings for Locations.



 In the Mobile application section, navigate to the Connect with Braintree button and click it to proceed.

Qwickserve
Mobile application
Show location in Qwickserve Mobile
Qwickserve devices permissions
Enable managing Qwickserve account menu settings from devices*
*Changes affect all stations of the account
Connect to Braintree B Connect with Braintree

3. When you click the **Connect with Braintree** button, the system redirects you to the Braintree signup form. Confirm that you allow Petrosoft applications to collect payments on your behalf. You can proceed with your PayPal account or create a Braintree merchant account. Different flows are listed below, please select the one that is appropriate for you.



You can use one of the following flows:

- Flow A: Sign up with Braintree
- Flow B: Sign in with Braintree
- Flow C: Log in with PayPal

#### Flow A: Sign up with Braintree

This flow can be used if you have not created a Braintree merchant account for your locations yet or prefer to use different Braintree accounts for your locations according to your accounting needs.

To sign up with Braintree:

1. In the Accept payments with Petrosoft window, click Log in or sign up with Braintree.



 At the first step, provide your business email and password that will be used to log in to the Braintree system in future. Agree with the Braintree policies and agreements by clicking Agree and Create Account.

		Cancel
Sign Up	Log In	
Create a Br	aintree account	
Your Email Address		
qwickserve@petro	osoftinc.com	
Create a Password		Show
Passwords require at	least 7 characters and must contain	both letters and numbers.
By clicking "Agree ar applicable bank agre you are providing "w authorizing Braintree	d Create Account", you agree to the ement, the <u>Privacy Policy</u> , and the <u>Ac</u> ritten instructions" to Braintree unde to obtain information from your per <u>ic Signature Terms</u> . Braintree is a Pay	Payment Services Agreement, the cceptable Use Policy and, in addition, er the Fair Credit Reporting Act rsonal credit profile or other yPal Service.
information. <u>Electron</u>		
information. <u>Electron</u>		

- At the second step, provide the business information. All fields are required (if not marked as Optional). If you do not have a business website, in the Website field, specify http://qwickserve.com.
- 4. When you have provided all necessary data, click **Next Step: Contacts** to proceed. If the form contains any incorrect data, a warning message will be displayed. The correctly filled form must look like the form below:

We like to know what products and services our merchants offer. These details will help or understand how to best facilitate your business.         Business Name         John's Burgers         Industry       Business Type         Retail/Physical Goods <ul> <li>Sole Proprietorship</li> <li>09-2018</li> <li>Phone</li> <li>USA +1</li> <li>4123060640</li> <li>http://www.qwickserve.com</li> </ul> Tax Identification Number (Optional)         xx-xxxxxxxx         While not required, your must enter your Tax Identification Number (TNN) if one has been issued to you. The legal business name associated with your TIN must match the legal name entered above.         Business Description <ul> <li>We sell maybe best Burgers in the world!</li> <li>Please tell us about your business including what products or services you sell online and who you sell to. Your business may prevale within the permitted use of Braintree services outlined in our Acceptable Use Policy.</li> </ul> Street Address         290 Bilmar Drive       Line 2         Postal Code       City or Town       State         15205       Pittsburg       Pensylvania		Dusii	less			
Business Name       John's Burgers       Industry     Business Type       Established On       Retail/Physical Goods <ul> <li>Sole Proprietorship</li> <li>09-2018</li> </ul> Phone     Website           USA +1         4123060640         http://www.qwickserve.com           Tax Identification Number (Optional) <ul> <li>xx-xxxxxxx</li> </ul> While not required, you must enter your Tax Identification Number (TIN) if one has been issued to you. The legal business name associated with your TIN must match the legal name entered above.           Business Description <ul> <li>We sell maybe best Burgers in the world!</li> <li>Please tell us about your business induding what products or services you sell online and who you sell to. Your business more prevate within the permitted use of Braintree services outfined in our <u>Acceptable Use Policy</u>.           Street Address              <ul> <li>City or Town</li> <li>Street</li> <li>Postal Code</li> <li>City or Town</li> <li>Street</li> </ul></li></ul>	We like to know understand how	what products and to best facilitate y	l services our merch our business.	ants offer.	These details w	ill help u
Industry     Business Type     Established On       Retail/Physical Goods     •     Sole Proprietorship     •     09-2018       Phone     Website     •     09-2018       USA +1     4123060640     http://www.qwickserve.com       Tax Identification Number (Optional)     *     *       xx-xxxxxxx     *     *     *       While not required, you must enter your Tax Identification Number (TIN) if one has been issued to you. The legal business name associated with your TIN must match the legal name entered above.     *       Business Description     *     *     *       We sell maybe best Burgers in the world!     *     *       Please tell us about your business induding what products or services you sell online and who you sell to. Your business m operate within the permitted use of Braintree services outined in our <u>Acceptable Use Policy</u> .     Street Address       290 Bilmar Drive     Line 2     *       Postal Code     City or Town     State       15205     Pittsburg     Pensylvania	Business Name John's Burgers					
Phone     Website       USA +1     4123060640     http://www.qwickserve.com       Tax Identification Number (Optional)     xx-xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Industry Retail/Physical Gor	Busin	ness Type e Proprietorship	Esta • 09-	blished On 2018	
Tax Identification Number (Optional)         xx-xxxxxxxx         While not required, you must enter your Tax Identification Number (TN) if one has been issued to you. The legal business name associated with your TIN must match the legal name entered above.         Business Description         We sell maybe best Burgers in the world!         Please tell us about your business induding what products or services you sell online and who you sell to. Your business molerate within the permitted use of Braintree services outlined in our Acceptable Use Policy.         Street Address       290 Bilmar Drive         Postal Code       City or Town       State         15205       Pittsburg       Pennsylvania	Phone USA +1 412	3060640	Website http://ww	vw.qwickser	ve.com	
name associated with your TIN must match the legal name entered above. Business Description We sell maybe best Burgers in the world! Please tell us about your business including what products or services you sell online and who you sell to. Your business m operate within the permitted use of Braintree services outlined in our <u>Acceptable Use Policy</u> . Street Address 290 Bilmar Drive Line 2 Postal Code City or Town State 15205 Pittsburg Pennsylvania	Tax Identification Numl	ber (Optional) u must enter your Tax Ide	ntification Number (TIN) if	one has been i	ssued to you. The lega	business
Please tell us about your business including what products or services you sell online and who you sell to. Your business m operate within the permitted use of Braintree services outlined in our <u>Acceptable Use Policy</u> .       Street Address     290 Bilmar Drive       Postal Code     City or Town       State       15205     Pittsburg       Pennsylvania	name associated with y Business Description We sell maybe best	your TIN must match the to the the to	legal name entered above.			
Street Address     Line 2       290 Bilmar Drive     Line 2       Postal Code     City or Town       15205     Pittsburg       Pennsylvania	Please tell us about you operate within the peri	ur business induding wha mitted use of Braintree se	t products or services you rvices outlined in our <u>Accep</u>	sell online and stable Use Poli	who you sell to. Your	ousiness mu
Postal Code City or Town State 15205 Pittsburg Pennsylvania	Street Address 290 Bilmar Drive					
		City	or Town	Stat	e 	

5. At the third step, provide the personal information and contacts of the authorized business representative. All fields are required.



6. When finished, click **Next Step: Processing** to proceed to the next step.

Pal Braintree	Petrosoft LLC				$\equiv$
Bus	iness	Rep	rese	ntatives	
Tell us abou	it yourself and ar	iy key stakeho	lders in the busi	ness.	
In complian partner ban for any busi	ce with anti-mor k, we need to un ness applying fo	ney laundering derstand the r a Braintree p	l laws in the Unit management str roduction accou	ted States, on behalf of our ucture and beneficial owners ınt.	
<u>Learn more</u>	<u>about why we n</u> e	eed this inform	nation		
Authoriz We need to w regarding you	erify your identity as rify your identity as rr Braintree account	tative the person allo You will be the	wed to make decisi primary contact if y	ons on behalf of the business rour application is approved.	
What role d	o you serve in thi	s business?		Ţ	
OWNER - A pers PERSON WITH S performs similar	son who directly or ind SIGNIFICANT RESPONS functions who is respo	rectly own 25% of BILITY - An executi onsible for managin	the business. ve, senior manager or g the business.	any other individual who regularly	
First Name		Last Name		Title	
Birthdate		SSN		Ownership %	
Phone	(201) 555-0123		Email Address	v@petrosoftinc.com	
Home Addr	255				
Finish La	iter	P	revious Step	Next Step: Processing	

7. At the next step, Braintree requests information about the processing volumes for its internal use. It is recommended that you leave the form with default values during startup. However, you can provide actual processing information if you want. Do not select the **Yes, I offer subscriptions** check box as QwickServe Mobile does not provide any subscriptions.



8. When finished, click **Next Step: Delivery** to proceed to the next step.

Information	
	•
nend entering 60,000 USD (\$) or less unless you have some spec our current processing statements as a guide.	ial
Largest Transaction	
▼ \$1 - \$100	*
Previous Step Next Step: Delivery	
	Information  tend entering 60,000 USD (5) or less unless you have some spectour current processing statements as a guide.  Largest Transaction  Tervious Step Next Step: Delivery

- 9. At this step, you need to provide information on how you deliver orders and when you charge for them. Select values as specified below:
  - o When do you charge: Day of Order
  - o When do you deliver: Within 7 Days

Other values are possible, but are not recommended for accounts linked with QwickServe.

10. When finished, click **Next Step: Funding** to proceed to the next step.

PayPal irreintree Petrosoft LLC		≣
Delivery	Details	
We like to know what products us get an idea of how to best f	and services our merchants offer. These details will help acilitate your business.	
When do you charge? Day of Order	When do you Deliver? Within 7 Days	
Finish Later	Previous Step Next Step: Funding	



- 11. At this step, you need to provide the bank information. It will be used by Braintree to fund your account with collected payments.
- 12. When finished, click **Next Step: PayPal** to proceed to the next step.

Banking Information Most banks will present your routing and account numbers when you sign into yo account. Routing Number	Braintree Petrosoft LLC		
Most banks will present your routing and account numbers when you sign into yo account. Routing Number	Banking	Information	
Routing Number	Most banks will present you account.	ur routing and account numbers when you	ı sign into you
	Routing Number		
Account Number	Account Number		
	Finish Later	Previous Step	levit Steps Dav Dal

- 13. Braintree requires that you link the Braintree account with PayPal. At this step, you need to add the PayPal account information and log in to PayPal. Do the following:
  - a. To add a PayPal account, click **Add account**. The PayPal sign-in/sign-up form will be displayed in a secure browser window.



b. In the displayed window, you can select one of the following options:



- **Existing account**: If you already have an account that you would like to link with Braintree, enter the user name and password of this account and click **Log In**.
- New Account: If you want to create a new PayPal account, click Sign Up.

Link	with PayPa	al	
Accept payme site.	ents with major credit cards and PayF	Pal Checkout on your Petro	soft LLC
Your PayF	<ul> <li>https://onboarding.paypal.com/</li> <li>PayPal, Inc. [US]   https://onboa</li> </ul>	<b>/pwpp-sig</b> − □ × rding.paypal.com/p ↔	
No account ha	PayPal		ld Account
Linking your PayF by your browser.	Log In to PayPal		not blocked
Finish Lat	qwickserve@petrosoftin	ic.com	orize
	f you are logging in with a consumer or premie business details you have provided to upgrade account.	r account we will use the your account to a business	
	Log In		
	Forgot your password?	New to Paypal? Sign Up	
•			

In the displayed window, click **Continue** to confirm that you agree to pass the information previously entered in the Braintree signup form to PayPal.





Specify an email and password for the PayPal account. By default, the email is the same as the one provided for Braintree, but it can be changed. When ready, click **Continue** to return to the Braintree form.



Link	with PayPal	
ccept payme ite.	nts with major credit cards and PayPal Checkout on your Petrosoft I	LC.
	🗅 https://onboarding.paypal.com/pwpp-signup/htm 🗕 🗖	×
our Pavi	PayPal, Inc. [US]   https://onboarding.paypal.com/pwpp-signu	07
o account ha	PayPal	<b>^</b>
nking your Payf v your browser.	Create your account	
	qwickserve@petrosoftinc.com	
Finish Lat	You will need to confirm your email address before you can start accepting payments.	
	*******	
	Enter at least 8 characters Must contain at least 1 number or special character Can't contain the same 4 letters or 4 numbers Don't use 1234, qwer, asdf, or password	
	Continue	
	Already have PayPal? Log In By clicking the button, I agree to the PayPal User Agreement, Privacy Policy, Acceptable Use Policy, The Electronic Communications Delivery Policy.	

14. To finish linking a new or existing PayPal account with Braintree, click Last Step: Authorize.



15. At the final step, you are requested again to authorize Petrosoft LLC to access your account in order to collect payments from QwickServe Mobile. Braintree displays a list of required permissions. Click **Authorize Access** to complete.



PayPal inviting Petrosoft LLC	:=
Authorize Petrosoft LLC	
Petrosoft LLC is requesting access to the following permissions from your Braintree account:	
✓ Account Access and update basic account details	
Customer     Access, create, and manage customers	
<ul> <li>Transaction</li> <li>Access, create, and manage transactionsFacilitated Transactions</li> </ul>	
Authorize Access You will return to Petrosoft LLC after authorizing	

16. Wait for some time while Braintree is processing the information. When Braintree has processed the information, you are redirected back to the Petrosoft QwickServe location settings form. If the account is linked successfully, in the **Connect to Braintree** section, the following note is displayed: You are already connected.

_ocation name	Trade Show			Location logo	
Description	All cuisine and top	rated service!			×
Phone	123456789		1		Sur Contraction
Order number generation mode	Classic 🔻		1		
Working hours	<ul> <li>Use station work</li> </ul>	king hours			
	Day of Week	Start Time	End Time		<b>Alfade Show</b>
	Monday	06:00	22:50	•	
	Tuesday	00:00	23.59		Annual Community
	Wednesday	00:00	23:59		Summinum.
	Thursday	00:00	23:59		
	Friday	00:00	23:59		
	Saturday	00:00	23:59		
				<b>*</b>	
Qwickserve devices permissions					
Enable managing Owicksor	vo account monu sot	tings from dovid	·oc*		
	ve account menu set	unga nonn devic			

#### Flow B: Sign In with Braintree

This flow can be used if you need to link an existing Braintree merchant account with a location.

If you already have a Braintree merchant account, you do not need to create a new one. It is possible to link an existing Braintree merchant account with the Petrosoft Cloud account and start accepting payments from QwickServe Mobile.

To sign in with Braintree:

1. In the Accept payments with Petrosoft window, click Log in or sign up with Braintree.



2. Click the Log In tab and provide you Braintree access credentials.

Sign Up     Log In       Log into your Braintree account       Braintree Username       Your Braintree usemame may be your email address.       Braintree Password	Sign Up     Log In       Log into your Braintree account       Braintree Username       Your Braintree username may be your small address.       Braintree Password       Freget your password? <u>Change your login</u> .	Sign Up     Log In       Log into your Braintree account       Braintree Username       Your Braintree username may be your email address.       Braintree Password       Forget your password? <u>Change your logit</u> .		Cancel
Log into your Braintree account Braintree Username Your Braintree username may be your email address. Braintree Password	Log into your Braintree account Braintree Username Your Braintree username may be your email address. Braintree Password Forget your password? <u>Change your login</u> .	Log into your Braintree account Braintree Username Your Braintree username may be your email address. Braintree Password Forget your password? <u>Change your legin</u> .	Sign Up Log In	
Braintree Username Your Braintree username may be your email address. Braintree Password	Braintree Username Your Braintree username may be your email address. Braintree Password Forget your password? <u>Change your login</u> .	Braintree Username Your Braintree username may be your email address. Braintree Password Forget your password? <u>Change your logib</u> .	Log into your Braintree account	
Your Braintree username may be your email address. Braintree Password	Your Braintree username may be your email address. Braintree Password Forget your password? <u>Change your login</u> .	Your Braintree username may be your email address. Braintree Password Forget your password? <u>Ebanga your logib</u>	Braintree Username	
Braintree Password	Braintree Password Forgot your password? <u>Change your login</u>	Braintree Password Forget your password! <u>Change your login</u> .	Your Braintree username may be your email address.	
	Forgot your password? <u>Change your login</u> .	Forgot your password? <u>Change your logi</u> n.	Braintree Password	

 If logon is successful, you are requested again to authorize Petrosoft LLC to access your account in order to collect payments from QwickServe Mobile. Braintree displays a list of required permissions. Click Authorize Access to complete.





When Braintree has processed the information, you are redirected back to the Petrosoft QwickServe location settings form. If the account is linked successfully, in the **Connect to Braintree** section, the following note is displayed: *You are already connected*.

escription	All cuisine and top r	ated service!		
				×
hone	123456789		7	STATE OF THE STATE
Irder number generation mode	Classic 🔻		-	
/orking hours	Use station wor	king hours		
	Day of Week	Start Time	End Time	<b>Affade Show</b>
	Monday	06:00	22:50	
	Tuesday	00:00	23.59	 Annual annum
	Wednesday	00:00	23:59	
	Thursday	00:00	23:59	
	Friday	00:00	23:59	
	Saturday	00:00	23:59	
wickserve devices permissions				



#### Flow C: Log in with PayPal

This flow can be used to create a Braintree account using an existing PayPal account, to reduce the account setup time.

To log in with PayPal:

1. In the Accept payments with Petrosoft window, click Log in with PayPal.



2. At the Log in with PayPal step, enter the PayPal email and password.

PayPal	
Log in with PayPa	
qwickserve@petrosoftinc.com Cl	nange
Password	
Log In	
Having trouble logging in?	
or	
Sign Up	

3. If logon is successful, a confirmation page is displayed. Click **Agree** to confirm that you agree that Braintree uses the information provided in your PayPal account for Braintree account creation.



4. Wait for some time while Braintree is processing the information.

When Braintree has processed the information, you are redirected back to the Petrosoft QwickServe location settings form. If the account is linked successfully, in the **Connect to Braintree** section, the following note is displayed: *You are already connected*.

ocation name	Trade Show			Location logo	
Description	All cuisine and top	rated service!			X
hone	123456789		1		
Order number generation mode	Classic 🔻		-		
Vorking hours	Use station wor	king hours			
	Day of Week	Start Time	End Time		"liade Show
	Monday.	06:00	23-50	· · · · · · · · · · · · · · · · · · ·	
	Tuesday	00:00	23:59		in manufacture in the second second
	Wednesday	00:00	23:59		
	Thursday	00:00	23:59		
	Friday	00:00	23:59		
	Saturday	00:00	23:59		
				¥	
wickserve devices permissions					
		en e	*		

# STEP 3. UPDATE QWICKSERVE DEVICES CONFIGURATION

To accept QwickServe Mobile orders, you need to update software on your SSOT and KDU devices to the latest beta version and change several device settings in the administrative interface.

*The remote ordering functionality is currently in the Pilot stage, which means that small and medium changes can be introduced before the functionality goes to production.* 

To update your devices, open the next links in your device web browser and download the applications.

- For KDU, use this download link: https://qsapi.petrosoft.cloud/downloads/kdu/beta/
- For SSOT, use this download link: https://qsapi.petrosoft.cloud/downloads/ssot/beta/

When the application is installed, open the application, activate it with the correct PIN code and open the administrative interface.

To do this, follow the steps:

1. At the top of the screen, tap and hold on the red stripe and wait until the login screen is displayed (approximately for 5 seconds).



2. On the login screen, select a user with owner access rights and enter his or her PIN to authorize in the administrative interface.

If no users are displayed on the login screen, set up QwickServe PIN codes for users in the BO employee management interface. For more information on how to configure users with access to the QwickServe administrative interface, see QwickServe Users at Petrosoft Cloud Help.

Qwickserve				
Manager	Enter You	r PIN		
Alexo Regressio	7	8	9	
John Smith	4	5	6	
Cook	1	2	3	
	С	0	<	
	_		_	
		Cance		

 In the administrative interface, click the App tab and configure the application to use both the Beta backend and Beta updates channel.



- 4. (Optional) On the SSOT device, you can configure the SSOT to show the mobile application promotion. Do the following:
  - a. Click the **SSOT** tab.



b. Select the Show Mobile App Promo check box.



#### Qwickserve

# STEP 4. CONFIGURE QWICKSERVE MOBILE AND CHECK CONFIGURATION

During the Pilot period, Braintree payments work in the demo mode. The corresponding option is displayed in the payment options list in the QwickServe Mobile application, but actual payments are not handled through Braintree and collected to your account.

At this step, you need to install the QwickServe Mobile application on your mobile devices. You can also optionally prepare a list of locations IDs and specify these locations IDs in QwickServe Mobile. With this option configured, only the specified locations will be displayed in the locations list in QwickServe Mobile.

To download the mobile application from Google Play Market or Apple App Store, search for QwickServe or use the direct links below:

- Google Play Market: https://play.google.com/store/apps/details?id=air.com.petrosoftinc.qwickserve.QwickserveMobile
- Apple App Store: https://itunes.apple.com/us/app/qwickserve/id1223394900

To configure QwickServe to show only your locations, follow the steps:

- 1. Prepare a list of location IDs. You can get the IDs from the locations list in cloud. To do this, follow the steps:
  - a. At the top right corner of the C-Store Office home page, click your account name and select
     General > Locations.

		1360	QwickserveDemo 🗸 💄 J. Doe
GENERAL	TAGS	COMPANY	🔺 Admin
Employees	Companies	Classes	Profile
Roles	Divisions	Chart of Accounts	Mail (0)
Locations	Location	Account Series	Tickets
Competitors	Customers	Transaction Assignment	Home Page Settings
Setup Taxation		Bank Statement Assignment	Alerts
Loyalty		Export Settings	Log out
EDI Setup		Clock In/Out	

b. In the **Locations** list, check the **Id** column and note IDs of the locations that you want to display in QwickServe Mobile.

Locati	ons					Search		۹
					Refresh	Add	Edit	elete
Id	Name		Status	Division	Company			
9125	Qwickserve	_Nucleus	enabled		QwickSer	veDemo		
7835	Qwickserve	_Passport	enabled					
7812	Qwickserve	_Radiant	enabled					
7810	Qwickserve	_Ruby	enabled					
7811	Qwickserve	_Sapphire	enabled					
5722	Qwickserve	_SmartPOS100	enabled		QwickSer	/e		
7826	Qwickserve.	_SmartPOS400	enabled					•

2. In QwickServe Mobile, tap the main menu button and open the **About** menu.

요 PROFILE			
© ORDERS HISTORY			
♡ FAVORITES			
③ ABOUT			



3. Tap 5 times on the QwickServe logo.



4. In the **Show your Pilot locations** field, enter IDs of locations separated with a comma and then click the **Save** button.

< Q about
Version 2.0.34
Show your Pilot locations
8945,8899
Save

*Result*: Only the specified locations are displayed in the locations list in QwickServe Mobile.



## TROUBLESHOOTING

Issue	Solution
Location is not shown in the locations list in QwickServe Mobile.	Refer to Step 1. Configure Location Settings for QwickServe Mobile and the QwickServe Mobile location settings form in BO. Check if the next parameters are configured:
	<ol> <li>The location is marked to be shown in QwickServe Mobile.</li> <li>The location is configured with a name and logo.</li> <li>The location settings are saved.</li> </ol>
A location is shown, but I cannot place an order, the application says "Location is offline".	<ol> <li>Such message may appear in several cases:         <ol> <li>The location is not configured with the work schedule, check if everything is done as described in Setting up Location Work Schedule.</li> <li>The current time is not inside the work schedule intervals, in this case, it is the correct behavior.</li> <li>A connection from BO to KDU is missing and the system cannot deliver an order to the location KDU. Do the following:                 <ul></ul></li></ol></li></ol>
Only the <b>Pay at register</b> option is available at checkout.	Check if your account is linked with Braintree and the <b>Connected with</b> <b>Braintree</b> state is displayed instead of the <b>Connect with Braintree</b>
	button. For more details, see Allow Petrosoft to Collect Payments.

## 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 Administrator's Panel 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 application.

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).

**KDU** – kitchen display unit, a QwickServe device that provides foodservice operators with a workflow and information to complete orders. KDUs 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 application. 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 KDUs.

**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 user's favorites on the Customer's panel of the QwickServe terminal.