

# Oracle® Hospitality eCommerce Integration Cloud Service Configuration Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# 1

## Preface

This guide explains how to configure eCommerce Integration Cloud Service.

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- [Customer Support](#)
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### Audience

This document provides instructions for the client administrator, store manager, or any other eCommerce Integration Cloud user.

### Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

- When contacting Customer Support, please provide the following:
- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

### Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

### Revision History

**Table 1-1 Revision History**

Date	Description
April 2018	Initial publication

**Table 1-1 (Cont.) Revision History**

<b>Date</b>	<b>Description</b>
May 2018	Updated publication by adding Phone Number to the following: <ul style="list-style-type: none"><li data-bbox="878 390 1308 449">• Accessing and Changing Employee Personal Information</li><li data-bbox="878 453 1308 512">• Accessing and Changing Customer Personal Information</li></ul> Updated Managing Roles and Privileges User_Maintenance description.

# 2

## Application Tools

You use Application Tools to configure eCommerce Integration Cloud Service. You must have the client administrator role to access and use Application Tools. After logging in, the left pane indicates the administration modules that have been configured with a green checkmark. The numeric value indicates how many items are configured.

- [Creating New Users and Updating Passwords](#)
- [Accessing and Changing Employee Personal Information](#)
- [Accessing and Changing Customer Personal Information](#)
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## Creating New Users and Updating Passwords

All new users are configured with temporary passwords, which the user is required to change on initial login.

You must adhere to the following requirements when creating and updating passwords:

- Minimum of seven characters, although eight characters is recommended
  - One number
  - One upper case letter
  - One lower case letter
  - One non-alphanumeric character
1. To create a new user:
    - a. Log in and go to the **Tools** dashboard.
    - b. Select **Users**.
    - c. Click the **Create New User** button, and then enter the required details and temporary password.
    - d. Click **Save**. Additional tabs will appear.
    - e. Select **Roles**, and then assign an appropriate role to the user.
    - f. Click the **Log In** tab, and then click **Save** to finalize the new user account.
  2. To update a user's password:
    - a. Log in and go to the **Tools** dashboard.
    - b. Select **Users**.
    - c. Edit the user and click the **Change Password** tab.
    - d. Enter the user's new password in the **New Password** and the **Confirm Password** fields.
    - e. Click **Change Password** to finalize the password update.

## Accessing and Changing Employee Personal Information

An employee can request a copy of all personally identifiable information that is held about them in the system, change or share it, and deactivate an employee. You can obtain this information using the application tools.

You must have a User\_Maintenance privilege to view and edit employees' personal information. [Managing Roles and Privileges](#) contains more information.

Employees can request to have the personal information removed by submitting a support ticket on [My Oracle Support](#). The support ticket needs to include the



information (User Name, Last Name, Forename, Email Address, Phone Number) captured (using the steps listed below), and contact information for receiving the data. The Oracle support person needs these values.

1. Log in and go to the **Tools** dashboard.
2. Select **Users** in the left pane.
3. Use the search filters to locate the employee for which personally identifiable information was requested.
4. Click the **Search** button.  
If multiple employees have the same name, look at the User Name and Email Address to locate the correct employee.
5. Select the **Edit** link adjacent to the employee. All available personal information appears in the **Log In** tab.
6. Change the information in the fields as needed, and then click the **Save** button.

## Accessing and Changing Customer Personal Information

Users of Oracle Hospitality eCommerce Integration Cloud Service can request a copy of all personally identifiable information that is held about them in the system, and request to have the data removed by submitting a support ticket on [My Oracle Support](#). The support ticket needs to include the information (User Name, Last Name, Forename, Email Address, Phone Number) captured (using the steps listed below), and contact information for receiving the data. The Oracle support person needs these values.

To access and change customer personally identifiable information:

1. Log in and go to the **Tools** dashboard.
2. Select **Utilities** from the top menu.
3. Click the **Customer Search** button.
4. Use the search fields to search for the customer (for example, by Last Name).
5. Select the customer record.
6. On the **Contact Details** tab, change the information as needed.
7. Click the **Save Changes** button.

## Setting Role Visibility

You can assign role visibility on hierarchy levels.

1. Log in and go to the **Tools** dashboard.
2. Click the **Assign Role Visibility** tab, and select a **Role**.
3. Select the **Hierarchy Level** assigned to the role.
4. If the role is to be available for children, select **Visible for Children**.
5. Click the **Save** button to add the role to the available list of roles.

## Managing Roles and Privileges

If you have the client administrator role, you can assign the privileges of other user role privileges.

**Table 2-1 Privileges**

Privilege	Description
User_Maintenance	Grants access to the Users section.
View_EventLog_AuditTrail	Ability to search and view audit trails.
Purge_EventLog_AuditTrail	Ability to purge audit trails.
Tradezone_Import	Ability to import the tradezone files.
Product_Maintenance	Ability to create new, view, and edit existing products.
Store_Maintenance	Typically assigned to store administrator role and provides access to store-related actions.
Voucher_Upsell_Maintenance	Ability to create new, view, and edit existing Voucher and Upsell configurations.
View_StorePOSStatus	Ability to view store Point-of-Sale (POS) dashboard.

1. Log in and go to the **Tools** dashboard.
2. Click the **Manage Role Privilege** tab, and then select a **Role**.
3. Select the **Privileges** to be assigned to the role.
4. Select the **Privilege Access Types** from the drop-down list.
5. Click the **Assign** button to add the privileges to the available list of roles.

## Configuring Brands

You can configure one or more brands, including an image of the brand. The image file extension must be one of the following formats: .png, .jpeg, or .bmp.

1. Log in and go to the **Tools** dashboard.
2. Select **Brands** in the left pane.
3. To create a brand:
  - a. Click the **Create New Brand** button.
  - b. Enter the **Brand Name** and **Description**.
  - c. Enter information for the following fields:
    - **Max Future Order Days**
    - **Future Order Interval Mins**
    - **Future Order Interval Days**
    - **Future Date Order Actual Time**
  - d. (Optional) Enter values for the following fields:

- **No. of Place Order Retry:** Enter the number of times to retry placing the order after an error occurs.
  - **No. of Azure Retry:** Enter the number of times to retry connecting to Azure after an error occurs.
  - **No. of characters for special instructions:** Enter the maximum number of characters enabled for special instructions.
  - **No. of Catering Delay Hours:** Enter the number of hours in the future for the next available order.
  - **No. of Hours for processing catering order:** Enter the number of hours enabled for the store to respond to a catering order.
  - **No. of Hours unresponded catering order can stay:** Enter the number of hours beyond which unresponded catering orders are canceled.
- e. Select the **Currency ISO Code**.
  - f. Select the **Store Search Provider** and the **Trade Zone Provider**.
  - g. Enter the **Email From Address** to use when sending an email.
  - h. Enter the **Alert Notification Email** to use when sending an alert.
  - i. Click the **Create** button.
4. To edit a brand:
- a. In the Search Brands section, enter the **Brand Name**, and then click the **Search** button.
  - b. Click the **Edit** link adjacent to the brand name.
  - c. To upload an image, click the **Images** tab, and upload an image. The image appears in the Hierarchy pane.
  - d. Change the appropriate information, and then click the **Save** button.

## Configuring Delivery Charges

Delivery surcharges are charges added to the total of an order to cover the cost of delivery. Delivery charges can be applied as a fixed amount or percentage. eCommerce Integration Cloud Service supports:

- Fixed delivery rates per store (for example, a fixed amount of \$10.00)
- Delivery charges applied by tradezone (for example, \$10.00 for zones 1 through 3, \$15.00 for zones 4 through 6, and \$20.00 for zones 7 through 10)
- Delivery charges on a sliding scale based on order value (for example, \$10.00 for orders under \$20.00, and \$5.00 for orders over \$20.00)

Newly configured delivery charges that are applied to a store override existing charges for that store.

1. Log in and go to the **Tools** dashboard.
2. Select **Delivery Charges** in the left pane.
3. To add a delivery charge, click the **Add new** button.
4. Select the provider type:
  - **Flat Rate:** Select to configure a flat rate across all deliveries and trade zones.

- **Flat Rate by TradeZone:** Select to configure a flat rate that varies by tradezone. For example, tradezones located geographically farther away from stores can be charged a high delivery rate.
  - **Sliding Scale:** Select to configure delivery charges based on the value of the order (for example, \$5.00 for orders under \$30.00 and \$10.00 for orders over \$31.00).
5. In the Enter delivery charge amount sections, select the **Charge type: Fixed Amount** or **Percentage**.
  6. In the **Charge amount** field, enter the delivery charge. If you selected **Fixed Amount**, enter the amount. If you selected **Percentage**, enter the percentage.
  7. Select the **Store** for the delivery charge.
    - a. To apply the delivery charge to multiple stores, select the **Channel**, and then click the **Search** button.
    - b. Select all stores for the delivery charge.
  8. Click the **Save** button.

## Configuring Tradezones

A tradezone is a collection of addresses within a specific area (for example, 100-110 First Street). You can configure tradezones within a region, and they are often used with delivery charges. For example, tradezones located farther from a store can be charged a higher delivery rate.

1. Log in and go to the **Tools** dashboard.
2. Select **Tradezones** in the left pane.
3. To create a tradezone:
  - a. Click the **Create Tradezone** button.
  - b. Enter the beginning and ending address numbers in the **Number Start** and **Number End** fields.

For example, if the tradezone includes street address numbers 100 through 110, **100** is the **Number Start** and **110** is the **Number End**.
  - c. (Optional) Enter the **Letter Start** and **Letter End** if applicable.
  - d. (Optional) Enter the **Building Name**.
  - e. Enter the **Street Name**, **Postcode**, and **City**.
  - f. Select the **Region** from the drop-down list.
  - g. Select the **Numbering**:
    - **Even**
    - **Odd**
    - **All**
  - h. Click the **Create** button.
4. To perform additional actions related to tradezones, click the **Search** button to view the tradezones, and then select the checkbox adjacent to the tradezone. The following table lists the tradezone actions you can perform. After each action, click the **Save Changes** button before performing another action.

**Table 2-2 Tradezone Tasks**

Tradezone Task	Action on Selected Tradezones
Make a tradezone available	Select <b>Set Active</b> , and then select <b>Is Active</b> .
Blacklist a tradezone	Select <b>Set Blacklisted</b> , and then select <b>Is Blacklisted</b> .
Set a delivery charge	Select <b>Set Delivery Charge</b> . In the <b>Delivery Charge</b> field, enter the amount (if you are using a fixed amount). If the delivery charge is a percentage, select <b>Is percent</b> .
Associate the tradezone with a store	Select <b>Associate With Store</b> , and then select the store.
Associate the tradezone with a region	Select <b>Associate With Region</b> , and then select the region.
Remove the tradezone from all store associations	Select <b>Remove All Store Associations</b> .
Remove a tradezone	Select <b>Delete</b> .

## Creating and Editing Regions

You can create regions to group trade zones together. Regions are based on a larger geographical area (for example, Baltimore South).

1. Log in and go to the **Tools** dashboard.
2. Select **Regions** in the left pane.
3. Enter or change the **Region Name**.
4. Click the **Save** button.

## Configuring Global Standard Open Times and Promise Times

Standard open times are the trading hours for a property. Trading hours are the hours when a property is serving food, not the open hours. You can configure standard open times globally (rather than individually configuring each store's hours). You can add store opening and closing times for each day of the week. Standard opening times can be configured for a specific period of time.

In addition, you can configure alterations to the open times for the store. Alterations override all standard open times for the store.

Alternatively, you can configure store hours individually at the store level in the **Stores** module of the left pane. [Configuring Stores](#) contains more information.

1. Log in and go to the **Tools** dashboard.
2. Select **Hierarchy Configuration** in the left pane.
3. In the Opening Hours Hierarchy Configuration section, select the hierarchy level.

4. To configure the Standard Open Times:
  - a. Click the **Add** link in the Standard Open Times section.
  - b. To configure the standard open time globally for all franchises and stores, select **Manage Store Opening Times Globally** in the Standard Open Times section.
  - c. Select the standard date range for the **Effective From** and the **Effective To** fields using the calendar, and then click the **Add New Date Period** button.
  - d. Enter the opening and closing times in 24-hour format for each day of the week. If the store is open 24 hours, enter 0 (zero) in the **Open Hour** and the **Close Hour** fields, and select **Over Night**.

5. To configure an altered date period for exceptions to the standard opening or closing times:

For example, if the store is open late on New Year's Eve or has longer hours in the summer, set the altered times here to override the standard times for a date range.

- a. Click the **Add** link in the Altered Open Times section.
  - b. To configure the alternate open time globally for all franchises and stores, select **Manage Store Opening Times Globally** in the Altered Open Times section.
  - c. Select the alternate date range for the **Effective From** and the **Effective To** fields using the calendar, and then click the **Add New Date Period** button.
  - d. Enter the alternate opening and closing times in 24-hour format for each day of the week.
  - e. Click the **Save** button.
6. To configure promise times:

The promise time is the frequency in which customers can place orders (for example, every hour or every 30 minutes). You can configure the promise time based on the following factors: product weight, order amount, POS load, and time slot.

- a. Click the **Promise Time** tab.
- b. Select the **Order Type**.
  - **Collection**
  - **Delivery**
  - **Room Service**
  - **Drive Thru**
- c. Enter the applicable values for each factor, and then click the **Save** button.

## Creating, Editing, and Deleting Menu Categories

You need to create menu categories before configuring products. Menu categories group and organize products at a high level for display and reporting purposes. For example, you can create menu categories for appetizers, soups, desserts, burgers, poultry, or fish.

1. Log in and go to the **Tools** dashboard.

2. Select **Menu Categories** in the left pane.
3. To create a menu category:
  - a. Click **Create Category**.
  - b. Enter information in the fields:
    - **Display Title**: Enter the name of the category.
    - (Optional) **Marketing Description** and **Alternative Description**: Enter descriptions for the menu category.
    - (Optional) **Type**: Select **Default** for all charges or **Surcharges** for delivery charges.
    - (Optional) **Saleable**: Select this option if the menu category is available for sale. Deselect to associate it as non-saleable.
    - (Optional) **Displayed**: Select this option to enable the menu category to appear on the UI.
    - (Optional) **Display order**: Enter a numeric value to list the category. When organized on a menu, category 1 is listed first and 100 is last.
    - (Optional) **Parent**: Select the individual category within the menu. For example, all entrée products can belong under the parent category Main Entrées.
  - c. Click the **Save** button.
4. To edit or remove menu categories:
  - a. In the Search Category section, enter the **Category Name**, and then click the **Search** button.
  - b. To edit a menu category, click the **Edit** link adjacent to the menu category, change information in the fields described in Step 3-b, and then click the **Save** button.
  - c. To change the **Display Title** name to appear in another language, click the **Translate** link, and then select the language.
  - d. To assign products to this menu category, click the **Products** tab, click the **Assign Products** button, and then select the products.
  - e. To add a marketing image to the menu category, click the **Images** tab, and then upload a new image.
  - f. To assign custom key values, click the **Other Info** tab, enter the **Field Name** and the **Default Value**, and then click the **Add New Field** button.

For example, a pizzeria might use key values to add starting prices to pizzas, where additional toppings change the price of the pizza. The **Field Name** might be Show Price, and the **Default Value** might be False (so that prices do not display on items in this menu category).
  - g. To see where the menu category fits within the hierarchy (for example, parent or sub category), click the **Hierarchy** tab, and then click the **Hierarchy** button.

The menu category must be active to see it in the hierarchy.
  - h. To delete a menu category, click the **Delete** link adjacent to the menu category.

## Creating, Editing, and Deleting Menus

Menus are used to manage the products available at each store, and enable restaurant staff and customers to see all salable products and special product promotions. Multiple menus can be assigned to a store (for example, Breakfast, Lunch, and Dinner menus). You can create different menus for Collection and Delivery order types, or for various regions in a country.

Each product must be assigned to a menu, and the menu is then associated with a store. If you do not configure a menu, the default menu is used for all products.

1. Log in and go to the **Tools** dashboard.
2. Select **Menus** in the left pane.
3. To create a menu:
  - a. Click the **Create New Menu** button.
  - b. Enter the **Name** and **Description** of the menu, and then click the **Create New Menu** button.
4. To edit a menu, click the **Edit** link adjacent to the menu, change information in the fields, and then click the **Save** button.
  - a. To view stores assigned to the menu, click the **Stores** tab, and then click the **Show Stores** button.

[Assigning Menus to Stores](#) contains more information about assigning a menu to a store.
  - b. To view or assign products to the menu, click the **Products** tab, and then click either the **Show Products** button or the **Assign Products** button.

[Assigning Products to a Menu](#) contains more information about assigning products to the menu.
  - c. To restrict visibility of the menu by day and time, click the **Display Availability** tab, select the **Day Of Week**, **Start Time**, and **End Time**, and then click the **Add Availability** button.

The **Display Availability** tab allows you to specify a product to be available or to have a promotion on specific days. For example, you can configure a Tuesday lunch menu for a taco special promotion. Or you can configure three different menus throughout the day, such as a breakfast menu to be available from 7:00 a.m. to 11:00 a.m., a lunch menu from 11:30 a.m. to 2:00 p.m., and a dinner menu from 5:00 p.m. to 10:00 p.m. Only one menu can be available at a time. If you do not configure **Display Availability** information, the menu is available all the time.

5. To delete a menu, click the **Delete** link adjacent to the menu.

## Creating Price Groups

Product price groups are subsets of products (menu items). For example, you can create a Wine price group and assign wine products to this group to manage their prices. A product must be assigned to a price group. You must configure at least one price group, which is a default price group. You can create unlimited price groups. However, fewer price groups are easier to manage.



1. Log in and go to the **Tools** dashboard.
2. Select **Product Price Groups** in the left pane.
3. Click the **Create Price Group** button.
4. Enter the name of the **Product Price Group** and a **Description**.
5. Click the **Save** button.
6. Click the **Associated Products** tab.
7. Click the **Show Products** button.
8. Select each product to assign to the price group.
9. Click the **Save** button.

## Creating Price Levels

Product price levels are used to configure product price levels based on size (for example, wine by the glass or bottle), and to manage product price changes. For example, the price of a hamburger is \$5.00, but increases to \$5.50 in a week's time. You can create a new product price level with an effective date of one week from today. Then you can link the new product price level in the Products module of the Admin Tools. In a week's time the price automatically updates to reflect the new price. The default product price level is called Default.

1. Log in and go to the **Tools** dashboard.
2. Select **Product Price Level** in the left pane.
3. Click the **Create Price Level** button.
4. Enter the name of the **Product Price Level** and a **Description**.
5. Click the **Save** button.
6. Click the **Associated Products** tab.
7. Click the **Show Products** button.
8. Select each product to assign to the price level.
9. Click the **Save** button.

## Creating Products

Products in eCommerce Integration Cloud Service are called menu items in the POS application. All newly created products must be added to a menu. When making changes to products in the Admin Tools, it can take up to 10 minutes for the changes to appear on the website.

1. Log in and go to the **Tools** dashboard.
2. Select **Products** in the left pane.
3. To create a product:
  - a. Click the **Create Product** button.
  - b. In the **Display Title** field, enter the name of the product.
  - c. To manage the product availability, select the start date in the **Date Effective** field, and select the expiration date in the **Date Expires** field.

- d. If the product is available for sale, select **Is Saleable**.
  - e. If the product is associated with other items, select **Is Container**.

A container is a product such as Sides, which has other products (for example, Fries, Coleslaw, and Salad) associated with it. The Sides container can be associated with a combo meal (itself a container), meaning that when a combo meal is selected, the guest is automatically prompted for a Side selection (Fries, Coleslaw, and Salad).
  - f. To enable the product price to be overridden, select **Allow Price Override**.
  - g. If the product is available for sales promotions, select **Include in Sales Initiative**.
  - h. In the **Display Order** field, enter the list order of the product (1 being first and 100 being last). This is the product order when listed under a menu category.
  - i. Select the **Price Group** for the product.
  - j. Select the **Primary Menu Category** for the product.
  - k. Select the **Price Level** for the product.
  - l. Click the **Save** button.
4. To add the product price, click the **Prices** tab.
    - a. Select the brand from the Price Hierarchy Level.

Selecting the brand level makes the price available in all stores. You can override the brand level price by changing the price at the store level. [Configuring Stores](#) contains more information about store price tiers.
    - b. Enter the prices for the product.

Price Groups are listed on the left side, while Price Levels and Price Tiers (shown when a region is configured) appear in columns along the upper area.
    - c. Click the **Save** button.
  5. To add a SKU (unique POS object number) for the product, click the **SKUs** tab.
    - a. Enter the **SKU** and the **Description**.
    - b. If the product is available for sale, select **Is Saleable** and **Is Active**.
    - c. Click the **Add** button.
  6. To configure the prompts for the product (associating products with one another, such as pepperoni with pizza):
    - a. Click the **Associated Products** tab.
    - b. Enter the name of the eCommerce Integration Cloud Service **Product Name** and a **Description**.
    - c. In the **Quantity** field, enter the number of selections a guest can have with the product.
    - d. Select the **Price Level** from the drop-down list.

[Creating Price Levels](#) contains more information.
    - e. To suggest a particular product within the prompt, select **Is Default**.

For example, pepperoni pizza with pepperoni being a default topping.
    - f. Click the **Add Association** button.

7. To configure products for specific days or times (when you do not want a product to appear on the menu):
  - a. Click the **Display Restrictions** tab.
  - b. Select the **Menu** from the drop-down list.
  - c. In the **Day of Week** drop-down list, select the day to restrict the product.
  - d. Select the **Start Date** and the **End Date** for the restriction.
  - e. Select the **Start Time** and the **End Time** for the restriction.
8. To add an image of the product, click the **Images** tab and then upload an image in .png format.
9. To add the POS provider key and key values, click the **Other Info** tab, and then enter the values.
10. To change the product name, click the **General Information** tab, and then edit the **Display Title**.
11. Click the **Save** button.

## Copying Products

It is easier to copy existing products and change the details, rather than to create a new product. Copying products saves time as the configuration settings are copied with the product. There are two methods of copying a product:

- Copy one product
  - Create multiple copies from the same product
1. Log in and go to the **Tools** dashboard.
  2. Select **Products** in the left pane.
  3. To copy one product:
    - a. Select the checkbox adjacent to the product, select **Copy** from the **Action on selected products** drop-down list, and then click the **Save** button.
  4. To create multiple copies from one product:
    - a. Click the **Edit** link adjacent to the product.
    - b. On the **General Information** tab, enter the **Number of Copies**, click the **Copy** button, and then click the **Save** button.

## Assigning Products to a Menu

To make products available to offer, you need to assign all products to the menu that is assigned to the store. You can add products to the menu individually or in bulk.

1. Log in and go to the **Tools** dashboard.
2. Select **Products** in the left pane.
3. Click the **Search** button to locate the products to add to the menu.
4. Select one or more products, and then select **Add to Menu** from the **Action on selected products** drop-down list.
5. Select the menu from the drop-down list.

## Excluding Products From a Menu

You can identify products that are temporarily unavailable for sale within a store. A product may become unavailable from the menu on a temporary basis if the store runs out of stock or for other operational reasons. eCommerce Integration Cloud Service automatically resets product availability based on an expiration date, which is calculated by store business day or by a set amount of time (such as 6 hours). This ensures that products are not marked as unavailable for extended periods of time.

In addition, the Excluded Products report shows all products that were marked as unavailable for sale, and provides historical reporting on products marked as being unavailable.

1. Log in and go to the **Tools** dashboard.
2. Select **Include/Exclude Products** in the left pane.
3. To locate the product to exclude, select the **Store Name** from which to exclude the product and the **Menu Name** (if the store has multiple menus), or enter the **Product Name**, and then click the **Search** button.

To search all products, leave the fields blank before clicking the **Search** button.

A store manager only has access to the store to which they are assigned and cannot select a store.

4. Select one or more products, enter the **Expire in Days** or **Hours** (when the product will be available for ordering again), and select the store.

By default, the options for product expiration times are day increments: 1 day, 2 days, 3 days, and 7 days. If a product is made available after a couple of hours, you can set a product to expire in 1 day initially, and then reset it after the product is available. Alternatively, the product can be set to automatically become available 24 hours after exclusion.

5. To make a product available for ordering online at the store, deselect the product.

## Searching for Excluded Products

1. Log in and go to the **Tools** dashboard.
2. Select **Excluded Products** in the left pane.
3. Select the **Store Name** and the **Menu Name** (if the store has multiple menus), or enter the **Product Name**, and then click the **Search** button.

To search all products, leave the fields blank before clicking the **Search** button.

4. To make a product available for ordering online at the store, select the product, and then click the **Reset selected product** button.

## Marking a Product as Not Saleable

Removing a product from the store removes it from the website menu, but does not remove the product from the POS application.

1. Log in and go to the **Tools** dashboard.
2. Select **Products** in the left pane, and then search for the product

3. Click the **Edit** link adjacent to the product.
4. On the **General Information** tab, deselect **Is Saleable**.
5. Click the **Save** button.

## Assigning Menus to Stores

You need to assign one or more menus for each store. You can also edit the characteristics of the active menus.

1. Log in and go to the **Tools** dashboard.
2. Select **Stores** in the left pane.
3. Click the **Channel Menu** tab.
4. Select or enter information in the following fields:

**Table 2-3 Channel Menu Fields**

Field	Description
Channel	Select <b>Website</b> .
Menu	Select the menu for this channel and order type.
Order Type	Select the order type: <b>Collection</b> (pickup) or <b>Delivery</b> .
Date Effective From	Select the starting date for the sales channel.
Date Effective To	Select the ending date for the sales channel.
Accept Loyalty Card	Select this option if the store uses the call center channel and accepts loyalty cards.
Promise Time Mins	<p>Enter the amount of time needed to prepare each order.</p> <p>For example, for the default delivery provider, the time quoted to the guest for future orders is set as follows:</p> <ul style="list-style-type: none"> <li>• <b>Promise Time Mins = 10</b></li> <li>• <b>Order Time Start Offset Mins = 15</b></li> </ul> <p>In this example, the store opens at 11:00 a.m. The first available time in the drop-down list is 11:15 a.m. The <b>Promise Time Mins</b> value determines the increments in the drop-down list for delivery guests. In this example, the drop-down list increments in 10-minute intervals, so the next available time slot for delivery is 11:25 a.m.</p>
Last Order Time Mins	Enter the amount of time before store closing that the last order can be taken on the website. For example, if the store closes at 10:00 p.m., and you set this value to 15, orders are accepted until 9:45 p.m.
Last Order Warning Mins	Enter the amount of time that is communicated to the guest prior to store closing. For example, if the store closes at 10:00 p.m., and you set this value to 30, guests receive a warning message about store closing after 9:30 p.m.

**Table 2-3 (Cont.) Channel Menu Fields**

Field	Description
Order Time Start Offset Mins	Enter the offset time for the first orders of the day. For example, if the store opens at 11:00 a.m., it is unlikely that the store will be able to prepare an order for 11:00 a.m. If the offset value is 15 minutes, the first available time slot for a future order is 11:15 a.m.
Order Time Interval Mins	Enter the amount of time allocated between orders. For example, if an order is placed at 1:00 p.m. and the order time interval is 10 minutes, the next available time slot is 1:10 p.m.
Min Order Value	Enter the minimum amount required to place an order. For example, if the minimum order value is \$5.00, a guest cannot check out and place an order unless the value of the order exceeds \$5.00.
Max Order Value	Enter the maximum amount allowed for an order. For example, if the maximum order value is \$100.00, a guest cannot check out and place an order that exceeds \$100.00.
Is Active	Select this option to activate the sales channel.

5. Click the **Update** button.

## Configuring Stores

1. Log in and go to the **Tools** dashboard.
2. Select **Stores** in the left pane.
3. To create a store:
  - a. Click the **Create New Store** button.
  - b. In the **Name and Address** tab, enter information in the following fields:

**Table 2-4 Name and Address Fields**

Field	Description
Store Name	Enter the name of the store.
Store Number	Enter the store number.
Store Type	Select either <b>Franchise</b> or <b>Equity</b> .
Active From	Select the date when the store is active.
Address Line 1	Enter the store's street address.
Town	Enter the town in which the store is located.
Post Code	Enter the postal code in which the store is located.
Time Zone	Select the time zone in which the store is located.
Primary Phone No.	Enter the phone number for the store.
Store Email	Enter the store email address.

**Table 2-4 (Cont.) Name and Address Fields**

Field	Description
Order Delivery Time Provider	Select the order delivery time provider to be used for this store. The store can use the default delivery time manual setting within the Admin Tools or another provider, such as an automated dynamic algorithm calculation.
Order Collection Time Provider	Select the order collection (pickup) time provider to be used for this store. The store can use the default collection time manual setting within the Admin Tools or another provider, such as an automated dynamic algorithm calculation.
Tax Provider	Select the tax provider to be used for this store.

- c. Click the **Save** button.
4. To configure a region:
 

You can create regions to group tradezones. Regions are based on a larger geographical area or territory, determined by the organization, and used to group a logical set of tradezones (for example, Baltimore South).

  - a. Click the **Regions** tab.
  - b. Enter the **Region Name**.
  - c. Click the **Save** button.
5. To configure the sales channel:
 

The sales channel is the eCommerce Integration Cloud Service version being used (Website or Call Centre).

  - a. Click the **Available Channels** tab.
  - b. Select the **Channel** from the drop-down list.
  - c. Click the **Add Channel** button.
  - d. Click the **Save** button.
6. To configure the store price tier:
 

Store price tiers are components of a price group and are used to define variations in menu item pricing. For example, you can define price tiers by market, such as city (high), suburban (medium), and rural (low). Each price group needs to have at least one price tier assigned. Only one price tier may be active for each price group at a given time in each store. [Creating Price Groups](#) contains information about configuring a price group.

  - a. Click the **Pricing** tab.
  - b. In the **Store Price Tier** field, enter the name of the price tier.
  - c. In the **Description** field, enter a description of the price tier.
  - d. Click the **Associated Stores** subtab, and then click the **Show Stores** button.
  - e. Click the **Edit** link next to the stores to associate with the price tier.
  - f. Click the **Save** button.
7. To configure the store hours:

- a. Click the **Opening Hours** tab.  
Alternatively, you can configure standard open times and promise times globally in the **Hierarchy Configuration** module of the left pane. [Configuring Global Standard Open Times and Promise Times](#) contains more information.
  - b. To create a date period for the Standard Open Times, click the **Add** link.  
You can add store opening and closing times for each day of the week. Standard opening times can be configured for a specific period of time, but a store typically has the same opening and closing times each week.
  - c. Select the standard date range for the **Effective From** and the **Effective To** fields using the calendar.
  - d. Enter the opening and closing times in 24-hour format. If the store is open 24 hours, enter 0 (zero) in the **Open Hour** and the **Close Hour** fields, and select **Over Night**.
  - e. If the store has exceptions to the opening or closing times, in the Altered Opening Times section, click the **Add** link.  
For example, if the store is open late on New Year's Eve or has longer hours in the summer, set the altered times here to override the standard times for the specified period of time.
  - f. Enter the alternate date range.
  - g. Enter the alternate opening and closing times in 24-hour format.
  - h. Click the **Save** button.
8. To assign users to store roles:
    - a. Click the **Store Manager** tab.
    - b. In the **Select user to add** drop-down list, select the user who can manage the store data (for example, a Client Admin who normally cannot access the Admin Tools without this role).
    - c. Select **Allow Menu Edit** to allow this user to modify store menus.
    - d. Click the **Save** button.
  9. To configure store payment exclusions:  
The store can accept specific forms of payment when guests order from the store's channel menu. Configure exclusions for payment methods that are not accepted.
    - a. Click the **Payment Exclusions** tab.
    - b. In the Payment Method Exclusions section, select the **Channel** from the drop-down list.
    - c. In the **Payment Method** drop-down list, select the payment method to exclude for the channel. For example, you can exclude cash.
    - d. Click the **Add Exclusion** button.
    - e. In the Payment Card Exclusions section, select the **Channel** from the drop-down list.
    - f. In the **Payment Method** drop-down list, select the payment method to exclude for the channel. For example, you can exclude credit or debit card payments.



- g. In the **Card** drop-down list, select the payment card to exclude. For example, some stores do not accept American Express cards as payment.
- h. Click the **Add Exclusion** button.

## Configuring Order Type Times

You can exclude specific order types at certain times of day. For example, if the property does not deliver orders before 10:00 a.m., you can configure the order type times to exclude delivery during that time.

1. Log in and go to the **Tools** dashboard.
2. Select **Order Type Times** in the left pane.
3. To add an order type time:
  - a. Click the **Add Date** button.
  - b. (Optional) Select the **Store** from the drop-down list.
  - c. (Optional) Select the **Order Type** from the drop-down list.
  - d. Select the **Effective From** and the **Effective To** dates from the calendar.
  - e. To activate the order type time, select **Is Active**.
  - f. Click the **Save** button.
4. To change the order type time, click the **Edit** link adjacent to the store.
5. To remove an order type time, click the **Delete** link adjacent to the store.

## Configuring Future Dated Orders

When a customer places an order for the next day (or another day in the future), this is called a future dated order. You can configure the store's timing for sending future dated orders to the POS.

1. Log in and go to the **Tools** dashboard.
2. Select **Stores** in the left pane.
3. Search for the store, and then click the **Edit** link adjacent to the store.
4. Click the **Future Date Orders** tab.
5. In the **Process Mode** drop-down list, select the timing for future dated orders:
  - **None**: Future dated orders are not accepted.
  - **Send to Pos On Order Date Use Interval**: Future dated orders remain in the cloud until the **Interval (mins)** and **Interval (days)** values allow the order to be sent to the POS. For example, if the **Interval (mins)** time is set to 180 minutes, the orders remain in the cloud until 180 minutes before the orders need to be fired to the kitchen.
  - **Do not send to pos**: Future dated orders remain in the cloud until they are fired to the kitchen.
  - **Send to pos immediately**: Future dated orders remain in the POS until they are fired to the kitchen.

- **Sent To Pos On Specified Date:** Future dated orders are sent to the POS at the **Actual Time**, and remain in the POS until they are fired to the kitchen.
6. Click the **Save** button.

## Configuring Surcharges

Taxation surcharges or sales tax are taxes added to the total of an order. These surcharges can be applied as either a percentage or as a fixed amount. For example, you can configure a surcharge to be applied to orders placed on a public holiday for specific regions and stores.

1. Log in and go to the **Tools** dashboard.
2. Select **Surcharges** in the left pane.
3. To add a surcharge:
  - a. Click the **Create Surcharge** button.
  - b. Enter the **Name** and **Description**.
  - c. Select the **Surcharge Type**:
    - **Delivery**
    - **Holiday**
    - **General**
  - d. Select the **Surcharge Provider**.
  - e. (Optional) Select the **Client Order Type** to which the surcharge applies:
    - **All**
    - **Collection**
    - **Delivery**
    - **Drive Thru**
  - f. Click the **Create New Surcharge** button.
4. To assign the surcharge to one or more regions:
  - a. Click the **Edit** link adjacent to the surcharge, and then click the **Region** tab.
  - b. Select each region in which the surcharge applies, and then click the **Assign Region** button.
5. To assign the surcharge to one or more stores:
  - a. Click the **Edit** link adjacent to the surcharge, and then click the **Store** tab.
  - b. Select each store in which the surcharge applies, and then click the **Assign Store** button.
6. To configure a surcharge rate:
  - a. Click the **Edit** link adjacent to the surcharge, and then click the **Surcharge Rates** tab.
  - b. Click the **Create Rate** button.
  - c. If the amount entered is a percentage, select **Amount is Percent**. Deselect this option if the amount entered is a fixed amount.

- d. Enter the fixed price or the percentage amount in the **Amount (Fixed Price/Percent)** field.
  - e. (Optional) Enter the **Upper Limit** and the **Lower Limit**.
  - f. Click the **Save Surcharge** button.
7. To view all configured surcharges, click the **Search** button.

## Vouchers

Electronic vouchers are a mechanism for customers to gain discounts on their orders. Customers can claim vouchers by entering a valid code within the application, entitling the customer to one of the following:

- A discount on the order total
- A discount against a specific item
- An additional product

Vouchers generated by eCommerce Integration Cloud Service can be promoted to the customer. Vouchers take the form of a simple alpha-numeric code that is validated by eCommerce Integration Cloud Service. After a customer enters a valid voucher code, the application shows the discount entitlement or qualifying products.

Vouchers can be used to obtain a discount or additional products on an order. The following table lists the supported rules.

**Table 2-5 Voucher Rules**

Voucher Rule	Description
Discount based on qualifying spend	Spend an amount and get a discount off the total order. The discount can be a fixed amount or percentage.
Offer group based on qualifying spend	Spend an amount and get offer group products, free of charge or at a discounted price.
Discount based on qualifying group	Buy one item from a qualifying set of products and get a discount off the total order. The discount can be a fixed amount or percentage.
Offer group based on qualifying group	Buy one item from a qualifying group of products and get offer group products, free of charge or at a discounted price.
Cheapest product based on qualifying spend	Spend an amount and get the cheapest product, free of charge or at a discounted price.
Cheapest product based on qualifying group	Buy a set number of qualifying products and get the cheapest product, free of charge or at a discounted price.
Fixed price offer group based on qualifying spend	Spend an amount and get offer group products at a fixed price.
Fixed price offer group based on qualifying group	Buy a set number of qualifying products and get offer group products at a fixed price.

## Configuring Vouchers

1. Log in and go to the **Tools** dashboard.
2. Select **Vouchers** in the left pane.
3. To add a voucher:
  - a. Click the **Create New Voucher** button.
  - b. Enter the voucher **Name** and **Description**.
  - c. Select the template from the **Templates** drop-down list:
    - **No Template**: Select this option if the voucher does not use a template.
    - **Buy Some get One Free**: Select this option if the voucher is used as a means for the customer to buy items and then get something free.
    - **Free Product**: Select this option if the voucher is used as a means for the customer to spend an amount and get the cheapest product, free of charge.
    - **Automatic Discount**: Select this option if the voucher is used as a means for the customer to get a discount.
    - **MealDeal**: Select this option if the voucher is used as a means for the customer to get group products at a fixed price.

The template you select determines the configuration fields that appear beneath the **Templates** drop-down list. Complete the fields for your template type.

- d. Select **Yes** or **No** to indicate the voucher availability:
    - **Available for all channels/order types/fulfillments**
    - **Available at all times**
    - **Available for all menus and stores**
  - e. Click the **Save** button to continue through the voucher configuration wizard.

At any stage during the voucher wizard, you can click the **Previous** button to change a previous selection.
4. On the **Voucher Codes** tab, select the **Usage Type**:
  - **Single Use**: The voucher can only be redeemed once. After the voucher is claimed by a customer it becomes invalid and cannot be redeemed again.
  - **Limited**: The voucher can be redeemed a pre-set number of times. Each time the voucher is claimed the claim limit of the voucher is reduced. When the claim limit level reaches zero, the voucher becomes invalid and cannot be redeemed again.
  - **Unlimited**: The voucher can be redeemed any number of times.
5. Select the **Voucher Generation Type**:
  - **Automatic**
  - **Custom**
6. If you selected **Automatic** voucher generation, enter the following information:

- **Master Code:** Enter the master code.
- **First Code:** Enter the numeric value of the first code.
- **Quantity:** Enter the number of voucher codes required.
- a. Select the **Block Count**. This is the number of blocks in the voucher code between separators.
- b. Select the **Block Length**. This is the number of codes that appear in each block.
- c. Select the **Block Separator** to use in the code (None, dash, forward slash, or Space).
- d. Click the **Preview** button. A list of voucher codes generates based on the selections made for the **Voucher Generation Type**. The following figure shows an example of automatic voucher code generation.

**Figure 2-1 Automatic Voucher Code Generation**

The screenshot shows the 'Voucher Codes' configuration page. The 'Voucher Usage Type' section has 'Usage Type' set to 'Single Use', 'Usage Limit' set to 0, and 'IsRestricted based on Customer' set to 'No'. The 'Voucher Generation Type' is set to 'Automatic'. In the 'Voucher Codes' section, 'Master Code' is 'ABCD', 'Block Count' is 3, 'Block Separator' is '-', 'First Code' is 1, and 'Block Length' is 1. The 'Quantity' is 10. A 'Preview' button is visible. Below these settings is a table showing the generated voucher codes.

Voucher Code	Duplicate	Duplicate Code	Duplicate Name
ABCD0-0-1MP	<input type="checkbox"/>		
ABCD0-0-2FL	<input type="checkbox"/>		
ABCD0-0-3KK	<input type="checkbox"/>		
ABCD0-0-4YT	<input type="checkbox"/>		
ABCD0-0-5AB	<input type="checkbox"/>		
ABCD0-0-6MT	<input type="checkbox"/>		
ABCD0-0-7RP	<input type="checkbox"/>		
ABCD0-0-8DL	<input type="checkbox"/>		
ABCD0-0-9VJ	<input type="checkbox"/>		
ABCD0-1-0BL	<input type="checkbox"/>		

7. If you selected **Custom** voucher generation, enter the **Custom Voucher Code**, and then click the **Check** button to ensure that the custom code does not exist.
8. Click the **Next** button to continue to the **Qualifier** tab.
9. Select the qualifying rule:
  - **Qualifying Spend:** The voucher is only available to use when the order exceeds a specific amount. You also need to enter the **Minimum Order Value**.
  - **Qualifying Group:** The voucher is available to use with specific items on the menu (for example, buy two entrees and redeem a voucher code for a free dessert). You also need to select the qualifying groups and products.
10. Click the **Next** button to configure an offer group or an order total discount.
11. Select an offer group:

- **Order Total Discount:** You must also select the **Order Total Discount Type (Percentage or Fixed Amount)**, and then enter the **Amount**.
  - **Cheapest Product:** You must also select the **Order Total Discount Type (Percentage or Fixed Amount)**, and then enter the **Amount**.
  - **Offer Group:** You also need to select the groups and products.
  - **Free Product:** You must also select the **Order Total Discount Type (Percentage or Fixed Amount)**, and then enter the **Amount**.
  - **Surcharge Modifier:** You also need to select the groups and products.
12. Click the **Next** button, and then specify the terms and conditions that need to be presented to the customer upon redeeming the voucher.
  13. Click the **Next** button to activate the voucher and to indicate whether the voucher codes can be published and redeemed.
  14. Click the **Finish** button.

## Creating a Store Group

You can use the initial store group created by default, or create multiple store groups to organize the POS applications and menus. If you create store groups to organize your stores, you need to define a master store for each store group. The additional POS applications in the group are secondary stores. For example, if you are using multiple POS applications, create a store group for each type of POS. If you are using one POS application, create a store group for each menu.

1. Log in and go to the **Tools** dashboard.
2. Select **Store Group** in the left pane.
3. Click the **Create New Store Group** button.
4. Enter the **Store Group Name**, and then click the **Create New Store Group** button.
5. Define a master store for the store group. See [Configuring the Master Store](#) for more information.

## Configuring the Master Store

1. Log in and go to the **Tools** dashboard.
2. Select **Store Group** in the left pane.
3. In the Store Group Search section, enter the store group **Name**, and then click the **Search** button.
4. Click the **Edit** link adjacent to the store group.
5. Click the **Stores** tab, and then select **Is Master** adjacent to the store to define as the master store.

## Moving a Store to a Different Store Group

1. Log in and go to the **Tools** dashboard.
2. Select **Store Group** in the left pane.

3. In the Store Group Search section, enter the store group **Name**, and then click the **Search** button.
4. Click the **Edit** link adjacent to the store group.
5. Click the **Stores** tab, and then select **Switch to store group** from the **Action on selected stores** drop-down list.
6. Select the new **Store Group**.

## Modifying Product Prices at the Store Level

You can modify product prices at the store level (for example, define a higher product price in the store). The price configured in the store through eCommerce Integration Cloud Service overrides the price configured in the POS. The POS and the customer receipt use the price defined in the store (not in the POS).

1. Log in and go to the **Tools** dashboard.
2. Select **Products** in the left pane, and then search for the product.
3. Click the **Edit** link next to the product.
4. Click the **Prices** tab to change the price.
5. In the Price Hierarchy Level section, select the secondary store, and then enter a new price in the **Price Tier** section.
6. Click the **Save** button.
7. Click the **General Information** tab for the product, and then select the **Price Group** from the drop-down list.

Do not change the **Primary Menu Category** on the **General Information** tab of the menu item.

8. Click the **Save** button.

## Reporting

You can view reporting information in eCommerce Integration Cloud Service Admin Tools by clicking **Reports** in the upper toolbar of the Dashboard. Reports can be filtered by:

- Brand
- Sales Channel
- Operator
- Order Type
- Date
- Time

The following table describes the reports.

**Table 2-6 eCommerce Integration Cloud Service Reports**

<b>Report</b>	<b>Description</b>
Operator Performance	This report provides operator specific information, including last login, number of calls, and average order times.
Store Performance	This report provides store specific information, including total number of orders, total gross sales, and collection percentage value.
Failed Order Performance	This report provides details on order performance, such as order value, order volume, and call length.
Customer Complaints	This report tracks customer complaints that are logged from within the call escalation tool.
Customer History Report	This report provides details on all customers in the database and their order history.
Marketing Opt In	This report provides details on Marketing Opt in by users.
Current Status Report by Hour	This report shows the status of placed orders broken down by hour.
Order Cancellation Report	This report shows canceled orders by the reason code specified by the eCommerce Integration Cloud Service user.
Excluded Products	This report provides details on all products that have been marked as unavailable for sale.
Login Audit	This report shows the login and logout times of all users.
Basket Abandonment	This report provides a total of all baskets created, orders placed, and the abandonment percent for a user specified time period.
Peak Hour – Transactions	This report shows the peak hour transaction broken down by month.
Peak Hour – Transactions In Day	This report shows the peak hour transactions broken down by day.
Peak Hour – Amount	This report shows the peak hour transaction amounts broken down by month.
Peak Hour – Amount In Day	This report shows the peak hour transaction amounts broken down by day.
Total Transactions – For Month	This report shows the total transaction quantities broken down by month.
Total Amount – For Month	This report shows the total transaction amounts broken down by month.
Order By Address	This report shows the total transaction quantities broken down by address.