

# Oracle® MICROS Symphony Delivery Connector Configuration



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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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# Preface

Oracle MICROS Symphony is a cloud-based Point-of-Sale (POS) solution that provides business management capabilities using a single tool with vast integration capabilities to property management systems, paperless kitchen display systems, credit card interfaces, and reporting applications.

## Purpose

This guide explains how to set up connectors for connecting delivery service providers to Symphony.

## Audience

This document is intended for system administrators of Oracle MICROS Symphony.

## 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 and any associated log files
- Screen shots of each step you take

## Documentation

Product documentation is available on the Oracle Help Center at <https://docs.oracle.com/en/industries/food-beverage/pos.html>.

## Simphony eLearning

The Simphony Learning Subscription provides additional product knowledge through interactive training, guided video tours, and helpful knowledge checks. After exploring the documentation library, use your Oracle Single Sign On to check out the Simphony learning opportunities at [Hospitality Learning Subscriptions](#).

## Revision History

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Date	Description of Change
July 2022	Initial publication.

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<b>Date</b>	<b>Description of Change</b>
November 2022	Updated the following topics: <ul style="list-style-type: none"><li data-bbox="922 302 1078 329">• Uber Eats</li><li data-bbox="922 333 1263 361">• Configuring Workstations</li><li data-bbox="922 365 1398 392">• Configuring Customer-Facing Content</li><li data-bbox="922 396 1240 424">• Sample JSON: Uber Eats</li><li data-bbox="922 428 1430 489">• Activating the Delivery Service Provider Interface</li></ul>

# 1

## Delivery Connectors

Delivery connectors let you connect Symphony to delivery service providers. Symphony supports the following operations:

- Pushing updated menus to the delivery service provider system.
- Receiving orders from delivery device providers.
- Routing delivery service provider orders to kitchen devices.

Delivery connectors support the following providers:

- Uber Eats
- Deliveroo

Delivery connectors are available for the following Symphony Cloud Service editions:

- Plus Edition
- Enterprise Edition
- Single-Tenant Edition

EMC setup activities related to delivery interfaces can start without the connection details. However, you cannot use the delivery service provider without them. To obtain connection details, complete this checklist for integrating Symphony with a delivery service provider:

1. Register with Delivery Service Provider
2. Enable Locations Using Delivery Connector User Interface (if required and supported by Delivery Service Provider)  
See [Enabling Locations](#) for Uber Eats integration.
3. Configure Tender/Media
4. Configure Order Types
5. Create Delivery Service Provider Employee
6. Create Data Extension Record
7. Configure Currency Information
8. Configure Language Culture
9. Upload Menu Item Image
10. Configure Menu Tags
11. Configure Nutrient Set (if required and supported by Delivery Service Provider)
12. Configure Allergen Information (if required and supported by Delivery Service Provider)
13. Create SLU for Menu Item
14. Configure Menu Items (including condiments)
15. Create Delivery Configuration in Revenue Center
16. Enable STS Gen 2 For Use With Delivery Service Provider Workstation

17. Activate Delivery Service Provider

## Information Required for Delivery Service Providers

The following Symphony information is pushed to the delivery service providers.

**Table 1-1 Information Required for Delivery Service Providers**

Simphony Item to Configure	Uber Eats	Deliveroo
Tender/Media	Required	Required
Order Type for Delivery	Required	Required
Order Type for Remakes	Not Supported	Required
Delivery Service Provider Employee	Required	Required
Data Extension Record	Required	Required
Currency	Required	Required
Language Culture	Required	Required
Menu Tags	Required	Required
Customer Facing Menu Item Name	Required	Required
Customer Facing Menu Item Description	Required	Required
Menu Item Image	Required	Required
Menu Item Price	Required	Required
Screen Look Up (SLU)	Required	Required
Condiments	Required	Required
Nutrient Set	Optional	Not Supported
Allergen	Not Supported	Optional

Click a delivery service provider for information on how to configure Symphony for the selected provider:

- [Uber Eats](#)
- [Deliveroo](#)

## Version Support

Delivery service provider integration is supported with Symphony release 19.2.1 and later.



# 2

## Uber Eats

Review the following checklist before you set up Symphony for Uber Eats:

- Decide on your menus. Uber Eats supports multiple menus.
- Decide on unique tag names for each menu.
- Plan the list of menu items. A menu item can be part of multiple menus.
- Determine the availability for each menu. For example, is one menu available for part of the day and another menu is available for another part of the same day?
- The menu can have multiple categories but must have at least one category. A category is a group of similar menu items. For example, you can have a lunch menu with categories for salads, sandwiches, and desserts.

In Symphony, a category corresponds to a SLU. Each category needs its own SLU.

- Decide on an image to display for the menu. This is optional.
- Consider the following characteristics of each menu item:
  - Customer-facing menu item name
  - Customer-facing menu item description
  - Menu item image that meets the following specifications:
    - \* JPEG or PNG file format
    - \* JPEG file size less than 1 MB
    - \* JPEG width and height minimum of 320px and a maximum of 1800px
    - \* PNG width and height minimum of 350px and a maximum of 1800px
  - Menu item price
  - Nutrient information

## Registering with Uber Eats

1. Sign up for Uber Eats.
2. Establish a store in Uber Eats for each revenue center that will process Uber Eats orders.

## Enabling Locations

The Delivery Connectors UI allows activation and deactivation of a store's Delivery Provider integration. The Delivery Adapter UI supports Uber Eats integration.

1. Select the revenue center, click **Setup**, and then click **RVC Paramters**.
2. Click the **Interfaces** tab.
3. In the Delivery Platform Integrations area, click the **Launch Provisioning Portal** button. A browser window opens and loads the Provisioning Portal.

Do not bookmark the URL; access this only through the EMC.

4. Log in to the Uber Eats provider with your credentials. A list of stores that are eligible for provisioning appears.
5. Select one or more stores using the check box, and then click the **Enable** button.  
Copy the associated store ID(s) for use later in the [Creating the Delivery Configuration in the Revenue Center](#) section of this document.
6. Close the browser and continue the configuration process.

## Transaction Services Generation 2


The delivery service provider integration requires Symphony Transaction Services Generation 2 (STS Gen2).

For locations that will integrate with delivery service providers, follow these steps to either enable STS Gen2 for the first time, or confirm that it is set up correctly.

### Configuring Workstations

Add a SymphonyTransaction Services Generation 2 (STS Gen2) workstation or validate that an existing STS Gen2 workstation is configured for each location. The STS Gen2 workstation must be a CAPS Service Host and the Type must be POS API Client.

If you have more than one POS API Client workstation type available in a revenue center, Oracle Food and Beverage recommends enabling at least two workstation devices that can receive checks and orders as this will provide resiliency should one of the workstations become unavailable.

1. Log in to EMC.
2. Select the location (property), click **Setup**, and then click **Workstations**.
3. If you do not see an STS Gen2 workstation in the list that is a CAPS Service Host with Type POS API Client, follow these steps:
  - a. Locate the workstation record with the Check and Posting Service (CAPS), and then double-click the column number to the left of this workstation record to open it.  
The CAPS workstation record is usually the first one listed.
  - b. Click the **Service Host** tab, and confirm that the **Type** value shows **Check and Posting (CAPS)**.
  - c. Select the CAPS workstation in the list in the left pane, and then click the **General** tab.
  - d. Click the insert icon  
(  
  
) on the toolbar.
  - e. Enter `STSCAPS` in the **Record Name** field, and then click **OK**.
  - f. Click the **General** tab, and then select **3 - POS API Client** from the **Type** drop-down list.

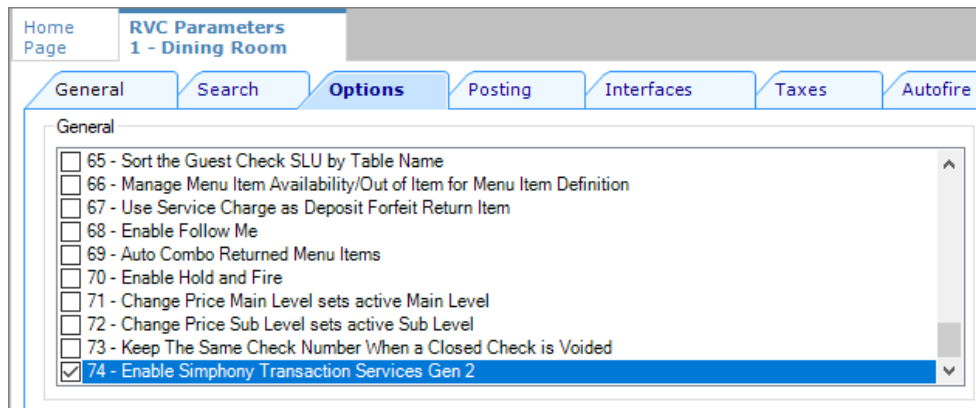
**Figure 2-1 Workstation General Settings**

- g. In the General Settings section, enable the following:
  - **Enable Symphony Transaction Services (Gen 2) Location API**
  - **Enable Symphony Transaction Services (Gen 2) Cloud API**
- h. In the General Settings section, confirm that the **Type** value shows **3 - POS API Client**.
- i. In the **Service Host ID** field, select the Service Host that is running CAPS.
- j. Click the **Order Devices** tab, and then enable the order devices on which online orders will print.
- k. Click the **Transactions** tab, and then select the **Default Order Type** for the workstation.
- l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.
- m. Click **Save**.

## Configuring Revenue Center Parameters

1. Log in to EMC.
2. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
3. Click the **Options** tab, and then enable **74 - Enable Symphony Transaction Services Gen 2**.

Figure 2-2 RVC Parameters Options



4. Click **Save**.

## Creating Tender Media

You need to create a dedicated tender record for each delivery service provider. These tender records are used when posting delivery service provider orders. The tenders can be set up to process online orders.

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.
2. Insert a tender record for each food delivery order, enter the name (for example, UberEatsAccount, DeliverooAccount, and DoorDashAccount), and then click **OK**.
3. Double-click the record to open it.
4. On the **General** tab, select **1 - Payment** from the **Key Type** drop-down list.
5. Click the **Options** tab, and then click the **Ops Behavior** subtab.
6. Select **3 - Assume Paid in Full**.
7. Click **Save**.

## Creating Order Types

Create an order type for each delivery service provider you do business with. See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring order types. When creating the order type, keep these points in mind:

- Tax is not billed to delivery service provider orders. The delivery service provider collects taxes from the customer. In the Order Type Parameters module, do not select any tax rates in the **Tax Masks** column.
- Use a separate order type for remake orders.

While it is possible to use existing order types with each delivery service provider, configuring an order type specifically for each delivery service provider makes it easier to track the orders for that delivery service provider in the kitchen and on reports.

## Creating an Uber Eats Employee

Uber Eats orders enter Symphony using an employee configured for this purpose. Configuring a dedicated employee record for Uber Eats orders allows you to track these orders.

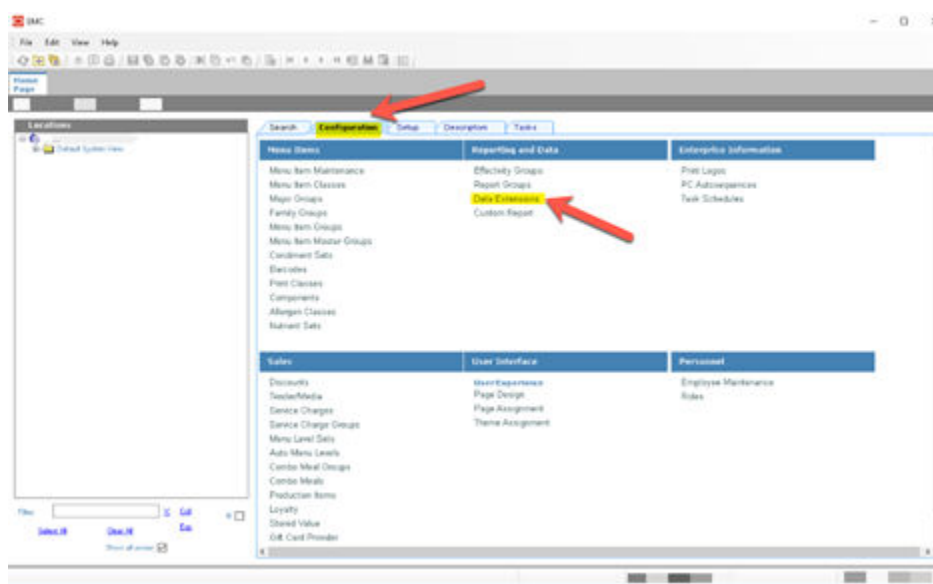
See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

After adding the employee, record the value shown in the # field of the Employee Maintenance module. The delivery configuration in the revenue center requires the POS employee object number (shown in the # field) when configuring the JSON file in a later section of Uber Eats configuration.

## Adding a Data Extension Record

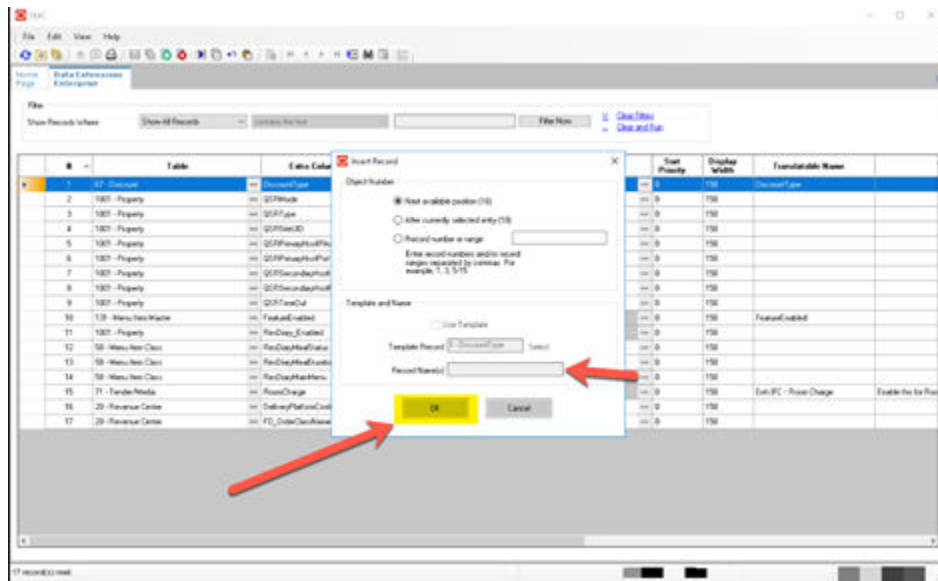
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

**Figure 2-3 EMC Enterprise Main Menu**



2. Click the **Insert** icon on the toolbar to add a record, enter the Data Extension record name, and then click **OK**.

Figure 2-4 EMC Enterprise Main Menu



3. Enter information in the following fields:

Table 2-1 Data Extension Fields

Field	Description
Table	Select <b>20 - Revenue Center</b> .
Extra Column Name	Enter <code>DeliveryPlatformConfigurationData</code> .
Type	Select <b>12 - Json</b> .
Data Constraints	Select <b>Max Chars: 9999</b> .
Sort Priority	Not applicable; use default value.
Display Width	Enter <code>150</code> .
Translatable Name	Not applicable; use default value.
Translatable Help	Not applicable; use default value.

Figure 2-5 Data Extension Module Fields

ID	Table	Field Name	Type	Field Constraints	Field Priority	Display Width	Translatable Name
1	107 - Discount	DiscountType	2 - Number	Range 0-99999999	0	150	DiscountType
2	1001 - Property	QIPMode	2 - Number	Range 0-99999999	0	150	
3	1001 - Property	QIPType	2 - Number	Range 0-99999999	0	150	
4	1001 - Property	QIPLeadID	2 - Number	Range 0-99999999	0	150	
5	1001 - Property	QIPPhoneFullAddress	8 - Text	Max Char: 128	0	150	
6	1001 - Property	QIPPhoneFullFax	2 - Number	Range 0-99999999	0	150	
7	1001 - Property	QIPSecondaryFullAddress	8 - Text	Max Char: 128	0	150	
8	1001 - Property	QIPSecondaryFullFax	2 - Number	Range 0-99999999	0	150	
9	1001 - Property	QIPFaxOut	2 - Number	Range 0-99999999	0	150	
10	128 - Menu/Item Name	FeatureEnabled	4 - Boolean		0	150	FeatureEnabled
11	1001 - Property	RecDay_Enabled	4 - Boolean		0	150	
12	58 - Menu/Item Class	RecDayMailStatus	2 - Number	Range 1-5	0	150	
13	58 - Menu/Item Class	RecDayMailDuration	2 - Number	Range 0-99999999	0	150	
14	58 - Menu/Item Class	RecDayMailHours	4 - Boolean		0	150	
15	71 - Service Module	PhoneCharge	4 - Boolean		0	150	Enb. PC - Phone Charge
16	71 - Service Module	PhoneCharge	4 - Boolean		0	150	Enb. No. to Rec
17	20 - Revenue Center	FDL_CollecOrderStatus	12 - Join	Max Char: 128	0	150	

4. Click **Save**.

## Configuring Currency Settings

1. Select the Enterprise, property, or zone, click **Setup**, and then click **Currency**.
2. Double-click the record for the currency used by the delivery service provider (for example, US Dollars).
3. Enter or change the **Abbreviation** for the currency per the [ISO 4217](https://www.iso.org/standard/4217.html) currency code standards.

See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring currencies.

4. Click **Save**.

## Configuring the Language Culture

1. Select the Enterprise, click **Setup**, and then click **Languages**.
2. Double-click the language record, and then click the **Miscellaneous** tab.
3. Select the **Locale ID**, and then enter the **Language Culture** corresponding to the language.

Ensure that the **Language Culture** is set to the appropriate value for the language. See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring languages.

4. Click **Save**.


## Creating Menu Tags

A delivery service provider menu is a collection of Symphony menu items. Use a menu tag to associate a Symphony menu item with the delivery provider menu. Each provider must have a


unique menu tag in Symphony. Only the menu items with these tags are visible in the delivery provider application.

You need to have the role privilege to view, edit, add, or delete tags. See the *Oracle MICROS Symphony Configuration Guide* for more information on creating roles and setting privileges for tags in the Roles module, EMC Modules tab.

Symphony retains all tag activity (including add, edit, and delete) for use in auditing.

1. To create a tag:
  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Click the insert icon  
() on the toolbar.
    - c. Add a new tag record with the appropriate name (for example, Online Only), and then click **OK**.  
You cannot duplicate tag names.
    - d. Click **Save**.
2. To edit a tag:
  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Change the tag name in the **Name** column.
  - c. Click **Save**.
3. To delete a tag:

If you delete a tag that is associated with a menu item definition, the association is also deleted.

  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Highlight the tag record, click the delete icon  
() on the toolbar, and then click **Yes**.
  - c. Click **Save**.
4. To associate a tag with a menu item definition, see the *Oracle MICROS Symphony Configuration Guide* for instructions.

## Creating Screen Look Ups for Menu Items

You can assign each menu item definition to a maximum of eight different SLUs in table view of the Menu Item Maintenance module. Assigning multiple SLUs to a menu item allows flexibility in building POS client pages that are customized to use dine in, carry out, and curbside to go, and shows the menu items supported by the order type.

1. Select the Enterprise, property, revenue center, or zone, click **Descriptors**, and then click **Menu Item**.
2. Insert a new record, enter a name for the menu item screen look up (for example, DinnerCarryOut) in the **Record Name** field, and then click **OK**.



3. Repeat step 2 to add more SLUs, and then click **Save**.
4. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
5. To assign a SLU, click the ellipsis point (...) button adjacent to the menu item First Name, select the **SLU**, and then click **OK**.

To assign another SLU to the menu item, select the SLU from the **SLU 2** column. You can assign up to eight SLUs per menu item. Duplicate SLUs do not appear on the same workstation page.

6. (Optional) To assign a SLU sort priority:
  - a. Double-click a menu item, and then click **General**.
  - b. Select the relevant **SLU** from the Touchscreen Properties section.

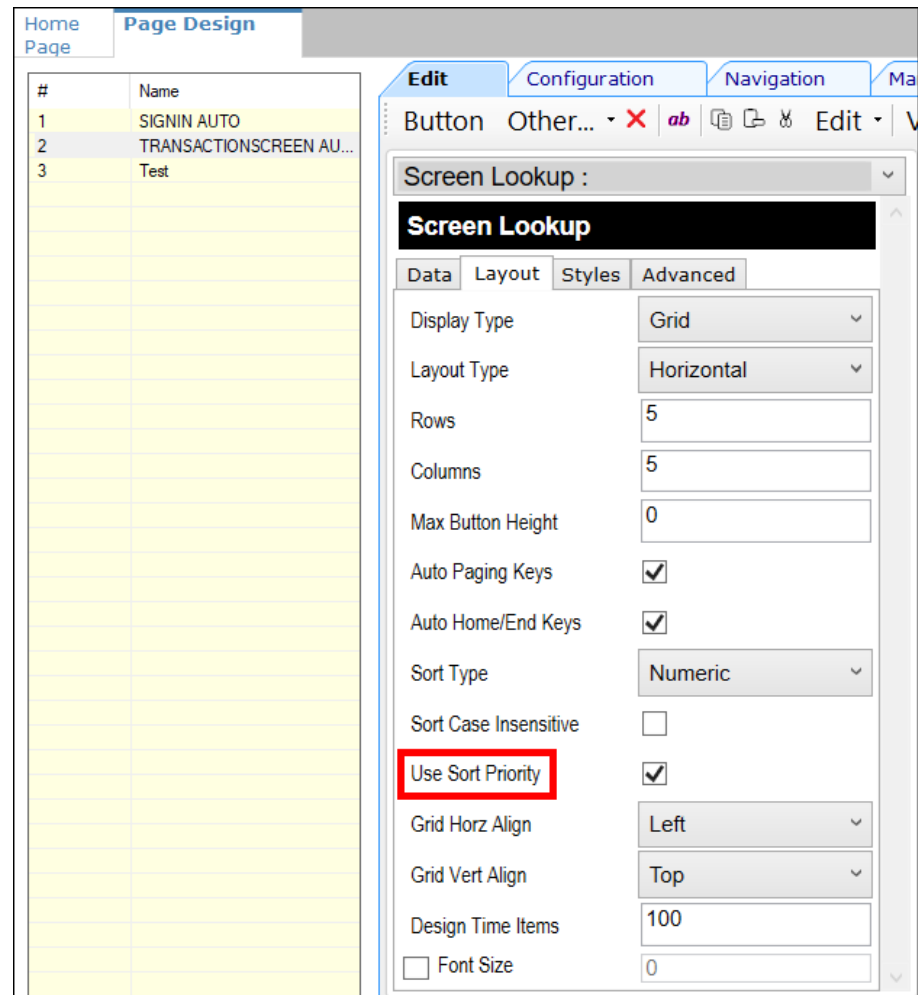
Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.

- c. Enter a **SLU Sort Priority** (between 1-99) for the menu item.

Use this field when Page Design Layout option, **Use Sort Priority**, is enabled from the Screen Lookup settings.

When **SLU Sort Priority** is used, menu items with Sort Priority 1 appear on the screen first, followed by menu items with Sort priority 2, and so on up to Sort Priority 99, and then finally Sort Priority 0 items. (Priority 0 means "Do not sort"; items with 0 appear at the end of the list.) Typically the most popular menu items have Sort Priority 1 for easy access. Items in the same SLU can belong to the same Sort Priority.

**Figure 2-6 Page Design Screen Lookup (SLU) Layout Settings**



7. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Page Design**.
8. Double-click the transaction page on which you want the screen look up to appear on the workstation.
9. Click **Other** in the Page Design toolbar, and then click **Sales SLU**.
10. Select **Menu Item** from the **Type** drop-down list, select **SLU** as the **Property**, and then select the menu item screen lookup as the **Value**.
11. Select the **Menu Item Display Name**, and then click **Save**.
12. If the revenue center uses hand held POS client devices:
  - a. Select **Dynamic SLU** as the **Property**, and then select a menu item screen look up group as the **SLU Value**.
  - b. Enter a non-zero value for the **Visual State(s)**.  
 The application uses the Visual State value to link menu item screen look ups with their corresponding Visual State buttons, which workstation operators use to change the menu items that appear in the Dynamic SLU.
  - c. To add more screen look ups to the Dynamic SLU, click **Add**.

- d. Select the **Menu Item Display Name**, and then click **Save**.
- e. Insert buttons for each screen look up that you added to the Dynamic SLU.  
For example, if you added five screen look up groups to the Dynamic SLU, insert five buttons.
- f. Select **Function** from the **Type** drop-down list, and then select **Visual State** from the **Function** list.
- g. In the **Arguments** field, enter the **Visual State** value that you assigned to a screen look up group in Step 12-b.
- h. Click **Save**.

## Configuring Nutrition Settings



### Note:

Although the EMC shows a pre-configured list of nutrient records, you can only specify calorie information for Uber Eats.

To configure nutritional information for menu items:

1. Select the Enterprise level, click **Descriptors**, and then click **Nutrition Names**.

**Figure 2-7 EMC Enterprise Descriptors Tab - Nutrition Names**

Reasons	Headers/Trailers	Miscellaneous
Payment Reasons	Guest Check Headers	Check Summary Descriptors
Loan Reasons	Guest Check Trailers	Guest Information Prompts
Pickup Reasons	Customer Receipt Headers	Canadian Tax Trailers
Service Total Reasons	Training Headers	Thai Tax Descriptors
Void/Return/Waste Reasons	Credit Card Headers	Order Types
Time Clock Reasons	Credit Card Trailers	
TMS Reasons	Autofire Check Offline Header	
Cash Management Reasons	Waste Receipt Headers	
	Waste Receipt Trailers	
Groups	SLU Names	Itemizers
Condiment Group Names	Menu Item	Sales Itemizers
NLU Names	Discount	Discount Itemizers
RVC Type Names	Service Charge	Service Charge Itemizers
Discount Groups	Tender/Media	
KDS/Dining Course	Menu Item Master Group	
Allergen Names		
<b>Nutrition Names</b>		
Tags		

The EMC shows pre-configured nutrient records. No new nutrient records can be added at this time. These existing nutrient names cannot be edited or deleted, but you can translate the nutrient names in the **Text** column.

Figure 2-8 EMC Nutrition Names Module

#	Text	Zone/Location	Inheritance Type
1	Calories	Enterprise	Defined Here
2	Calories from Fat	Enterprise	Defined Here
3	Carbohydrates	Enterprise	Defined Here
4	Cholesterol	Enterprise	Defined Here
5	Dietary Fiber	Enterprise	Defined Here
6	Iron	Enterprise	Defined Here
7	Protein	Enterprise	Defined Here
8	Saturated Fat	Enterprise	Defined Here
9	Sodium	Enterprise	Defined Here
10	Total Fat	Enterprise	Defined Here
11	Total Sugars	Enterprise	Defined Here
12	Trans Fat	Enterprise	Defined Here

2. Select the Enterprise level, click **Configuration**, and then click **Nutrient Sets**.

Figure 2-9 EMC Configuration Tab - Nutrient Sets

The screenshot shows the EMC Configuration Tab interface. On the left, there is a 'Locations' tree view with 'Micros' selected. The main area is a navigation menu with tabs: Search, Configuration, Setup, Descriptors, and Tasks. Under the 'Configuration' tab, there are two columns of options. The first column includes: Menu Item Maintenance, Menu Item Classes, Major Groups, Family Groups, Menu Item Groups, Menu Item Master Groups, Condiment Sets, Barcodes, Print Classes, Components, Allergen Classes, and **Nutrient Sets** (highlighted with a red box). The second column includes: Effectivity Groups, Report Groups, Data Extensions, and Custom Report. Below these are sections for 'Sales' (Discounts, Tender/Media, Service Charges, Service Charge Groups, Menu Level Sets, Auto Menu Levels, Combo Meal Groups, Combo Meals, Production Items, Loyalty, Stored Value, Gift Card Provider) and 'User Interface' (User Experience, Page Design, Page Assignment, Theme Assignment). At the bottom, there is a filter section with 'Select All', 'Clear All', and 'Show all zones' checked.

- To insert new nutrient set records, click the insert icon



on the toolbar.

**Figure 2-10 Nutrient Sets - Table View**

#	Name	Zone/Location	Inheritance Type
1	Baked Beans - 1/2 Cup Serving - 150 calories, Total Fat 1g, Cholesterol 0mg, Sodium 570mg	Enterprise	Defined Here
2	Shrimp Salad Sandwich - 300 calories, Total Fat 3g, Cholesterol 95mg, Sodium 420mg	Enterprise	Defined Here

- Enter the nutrient set name in the **Name** field.
- Switch to form view by clicking the toggle icon on the toolbar



, or double-click the record.

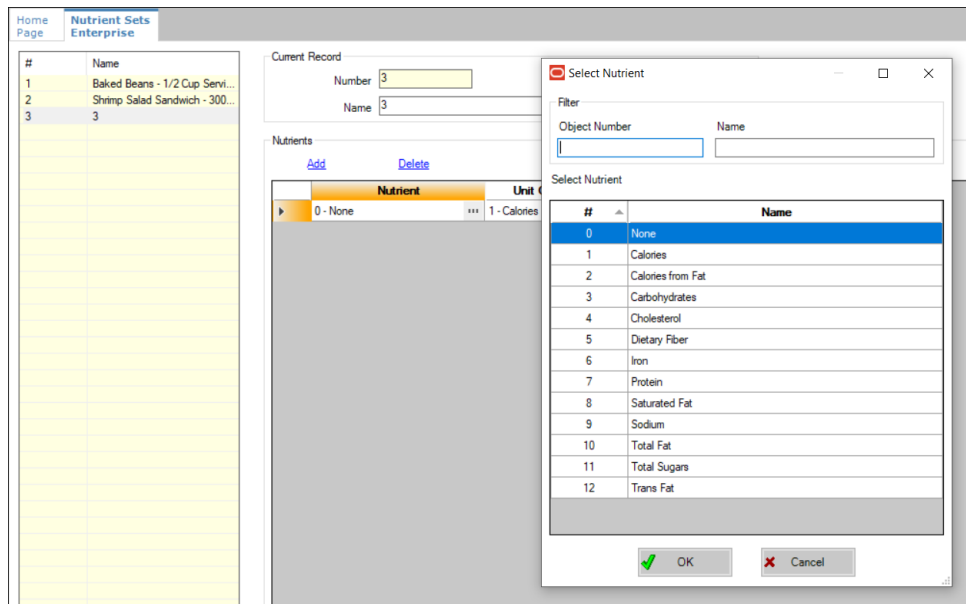
- In the **Nutrients** section, click **Add** to insert and configure nutritional information.

**Figure 2-11 Nutrient Sets - Adding Nutrients**

Nutrient	Unit Of Measure	Quantity
0 - None	1 - Calories	0

- In the **Nutrient** column, click the ellipsis (...), select the nutrient type from the drop-down list, and then click **OK**. Repeat this step for each nutrient you add to the record.

**Figure 2-12 Adding Items to Nutrient Sets**



8. In the **Unit of Measure** column, select the appropriate measurable for each nutrient. The available units are:
  - Calories
  - Kilojoules
  - Grams
  - Milligrams

**Figure 2-13 Nutrient Sets - Unit Of Measure Column**

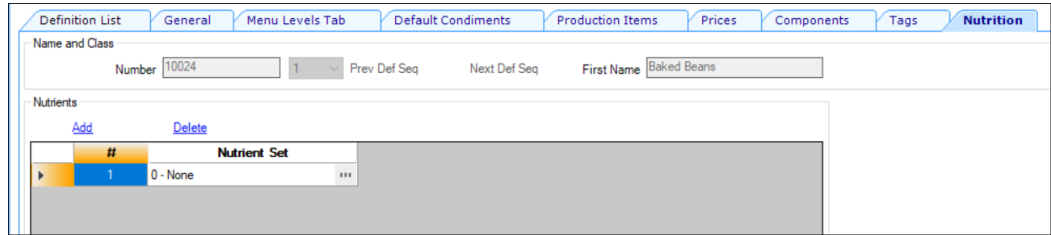


9. In the **Quantity** column, enter the numerical value associated with each unit of measure type, and then click **Save**.
10. Select the Enterprise, property, or revenue center level, click **Configuration**, and then click **Menu Item Maintenance**.
11. Search **Menu Item Definition** records for items you wish to assign nutrition sets.
12. (Optional) Open a menu item definition record and enter text in the **Consumer Advisory Description** text box. There is a character limit of 1,024 for this field.

Consumer advisory information typically includes disclosures about increased risk of foodborne illness from certain foods (for example, Contains nuts or shellfish).

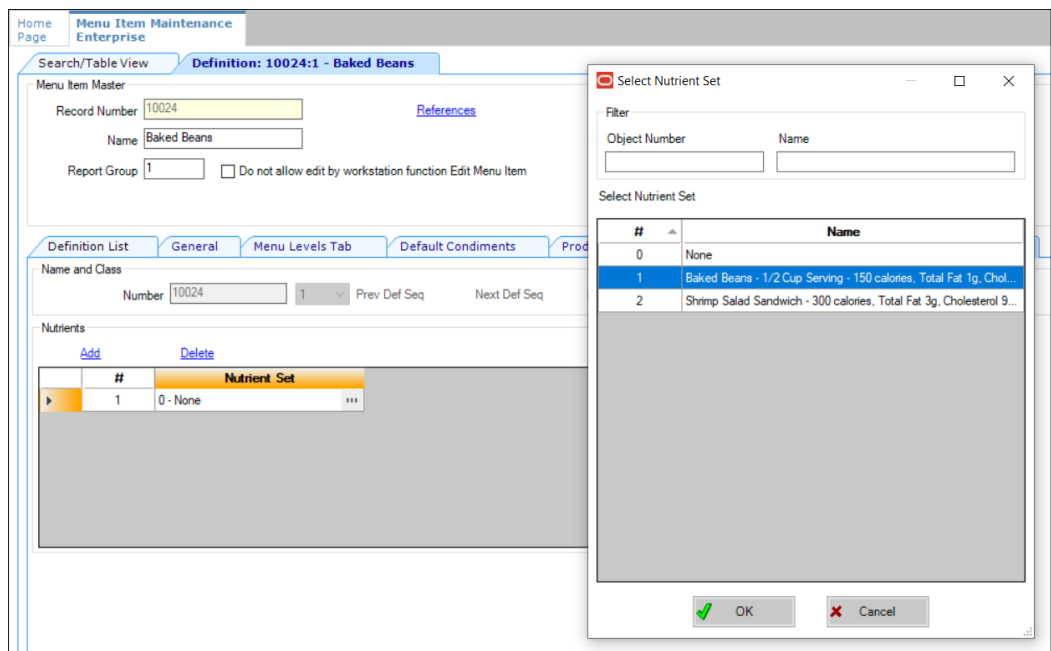
13. Open a menu item definition record, and then click the **Nutrition** tab.
14. In the **Nutrients** section, click the **Add** link.

**Figure 2-14 Menu Item Definition Record - Nutrition Tab**



15. In the **Nutrient Set** column, click the ellipsis (...), select the nutrient set from the drop-down list, and then click **OK**.

**Figure 2-15 Adding Nutrient Sets to a Menu Item Definition Record**



16. You can add more than one nutrient set to a menu item definition record. Repeat these steps for each menu item definition record for which you want to add nutrient sets.

Adding Nutrient Sets to menu item definition records cannot be performed from table view. You need to manually add each Nutrient Set to each individual menu item definition record.

17. Click **Save**.

## Configuring Menu Items

Delivery service provider integrations do not support combo meals. After creating menu items, add condiments to the items that need them, and then follow these steps:

1. Update the menu tag as described in [Creating Menu Tags](#).
2. Update and assign the SLU to the menu item as described in [Assigning a SLU](#).
3. If necessary, update the menu item prices as described in [Setting Menu Item Prices](#).
4. Specify the menu item name, item description, and image the customer sees when ordering through the delivery application as described in [Configuring Customer-Facing Content](#).
5. Add nutrient information as described in [Adding a Nutrient Set](#).
6. Change the availability status of a menu item to generate a notification through the delivery application, advising Uber Eats of the menu item's new status (unavailable or available). These updates are immediately sent to Uber Eats and will update in near real time.

## Assigning a SLU

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then double-click the menu item in the list.
3. Click the **General** subtab.
4. In the Touchscreen Properties section, select the relevant SLU from the drop-down lists in **SLU** through **SLU 8**.  
  
You can assign up to eight SLUs per menu item.
5. Click **Save**.

## Setting Menu Item Prices

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.
3. Click the **Prices** subtab.
4. Set the menu item price in the **Price** column.  
  
If the menu item has multiple prices associated with different menu levels, ensure that each level has an appropriate prefix configured. See the *Oracle MICROS Symphony Configuration Guide* for information on setting main, sub, and custom menu levels.
5. Click **Save**.

## Configuring Customer-Facing Content

Specify the menu item name and description that customers see in the delivery provider application when placing an order.

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.



3. Click the **Images** subtab.
4. Enter or change the **Consumer Item Name**.
5. Enter or change the **Consumer Item Description**.
6. In the Image 1 section, click **Upload** to select the image and upload it to Symphony.
7. (Optional) Enter or change the image **Title**.
8. (Optional) Enter or change the image **Comments**.
9. Enter `null` in the **URL** field.  
Uber Eats does not support a menu image.
10. Click **Save**.

## Adding a Nutrient Set

When using Uber Eats, you have the option to add a Nutrient Set for a menu item. Only the Calories nutrient type with either Calories or KiloJoules units are supported.

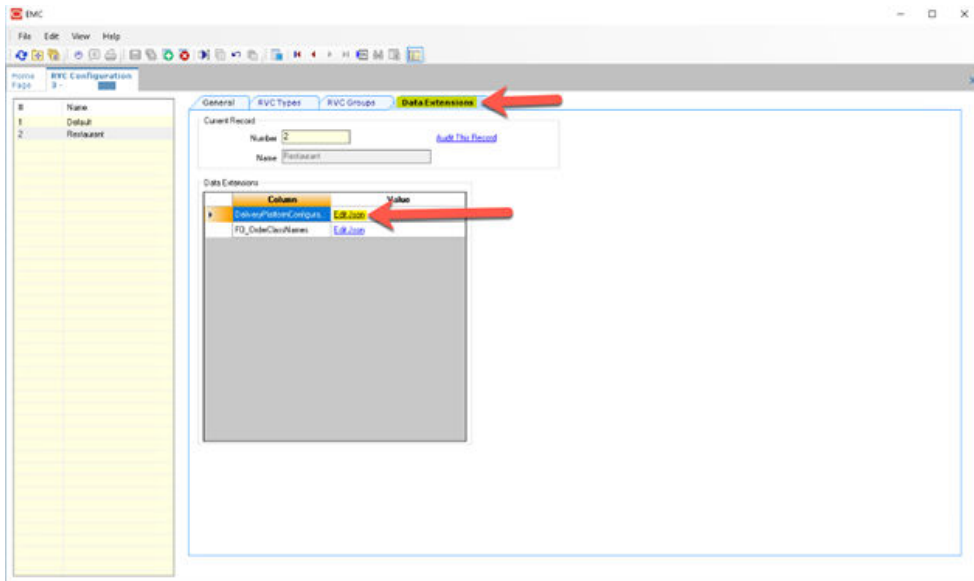
1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.
3. Click the **Nutrition** subtab.
4. Click **Add**.
5. In the **Nutrient Set** column, click the ellipsis (...), select the **Calorie** nutrient from the drop-down list, and then click **OK**.
6. Click **Save**.

## Creating the Delivery Configuration in the Revenue Center

Configuration for a delivery service provider platform interface is specified in EMC through the Data Extensions column named `DeliveryPlatformConfigurationData`, which is added to the revenue center table, populated with the JSON representation of the data structure.

1. Select the property, click **Setup**, and then click **RVC Configuration**.
2. Double-click the revenue center, and then click the **Data Extensions** tab.

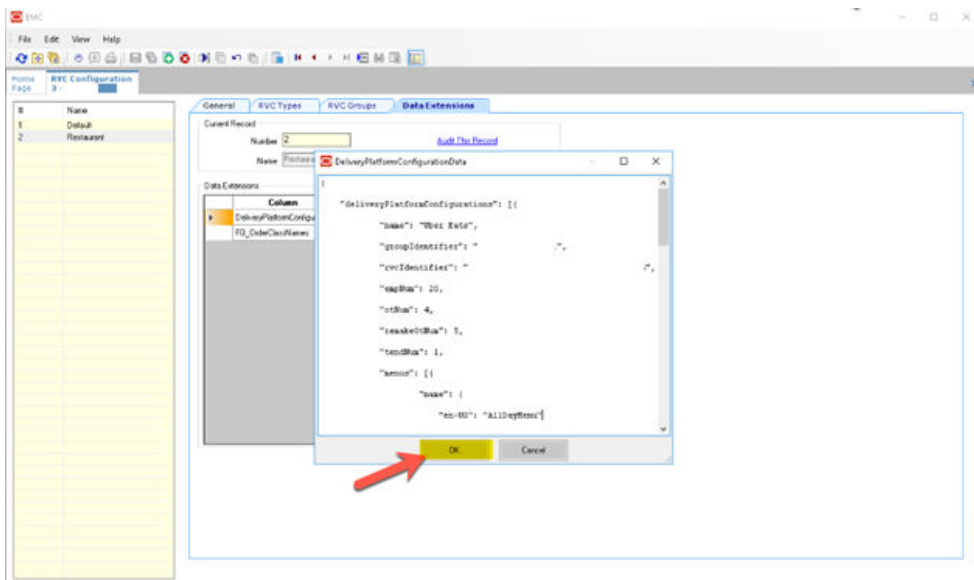
**Figure 2-16 RVC Data Extensions**



3. In the **Column** field, locate `DeliveryPlatformConfigurationData`, and then click **Edit Json**.
4. Enter the JSON configuration data and then click **OK**.

See [Sample JSON: Uber Eats](#) for a description of JSON data values and a code sample that you can copy and change for your restaurant. After you change the sample values, you can copy your restaurant code into the `DeliveryPlatformConfigurationData` column to complete this step.

**Figure 2-17 Entering JSON Code Data**



5. Click **Save**.

## Sample JSON: Uber Eats

The following sample shows JSON code for Uber Eats. The tables that follow the code sample describe the values in the code.

 **Tip:**

Click **Copy** to copy the code to your clipboard and then paste it into a text editor such as Notepad++. Change the values for your restaurant and then copy your code into the `DeliveryPlatformConfigurationData` column as described in [Creating the Delivery Configuration in the Revenue Center](#).

```
{
  "deliveryPlatformConfigurations": [
    {
      "name": "Uber Eats",
      "groupIdentifier": null,
      "rcvIdentifier": "984e0f54-64dc-15T3-e348-16942gs5arn5",
      "empNum": 990,
      "otNum": 4,
      "remakeOtNum": -1,
      "tendNum": 101,
      "menus": [{
        "name": {
          "en-US": "AllDayMenu"
        },
        "identifier": "UberEatsAllDayMenu",
        "imageURL": null,
        "availability": [{
          "dayOfWeek": "Mon",
          "startTime": "00:00",
          "endTime": "23:00"
        }, {
          "dayOfWeek": "Tue",
          "startTime": "00:00",
          "endTime": "23:00"
        }, {
          "dayOfWeek": "Wed",
          "startTime": "00:00",
          "endTime": "23:00"
        }, {
          "dayOfWeek": "Thu",
          "startTime": "00:00",
          "endTime": "23:00"
        }, {
          "dayOfWeek": "Fri",
          "startTime": "00:00",
          "endTime": "23:00"
        }, {
          "dayOfWeek": "Sat",
          "startTime": "00:00",
```

```

                "endTime": "23:00"
            }, {
                "dayOfWeek": "Sun",
                "startTime": "00:00",
                "endTime": "23:00"
            }
        ]
    }
}

```

**Table 2-2 Data Extensions Column Name**

Name	Type	Description
deliveryPlatformConfigurations	DeliveryPlatformConfiguration[]	Revenue center’s integration configuration for each applicable delivery platform.

**Table 2-3 Delivery Platform Configuration**

Name	Type	Description
name	string	Uber Eats Do not change this value.
groupIdentifier	string	Set to null because the object does not apply to Uber Eats.
rvcIdentifier	string	Identifier for revenue center. This is the Site ID obtained during the registration process.
empNum	number	Object number for employee to be used to enter orders received from the delivery platform.
otNum	number	Object number for Order Type to be used for orders received from the delivery platform.
remakeOtNum	number	Set to -1 because the object is not valid for Uber Eats. Do not change this value.
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.

**Table 2-3 (Cont.) Delivery Platform Configuration**

Name	Type	Description
menus	DeliveryPlatformMenu[]	Details for menu(s) to be submitted to the delivery platform. Make sure to follow any limitations imposed by the delivery platform on the number of menus.

**Table 2-4 Delivery Platform Menu**

Name	Type	Description
name	TranslatedString	Display name for menu, by locale.
identifier	string	Identifier for menu to be used in tags. Ensure that the identifier will not conflict with tags used for other purposes.
imageUrl	string	Uber Eats does not support a menu image. Set to null because the image URL does not apply to Uber Eats.
availability	ServicePeriod[]	Start and end times for each day of the week that the menu is to be made available.

**Table 2-5 Translated String**

Name	Type	Description
<locale code>	string	String translation for given locale.
...	...	...

**Table 2-6 Service Period**

Name	Type	Description
dayOfWeek	string	First three letters of day of week for service period.
startTime	string	Start time for service period, in 24-hour (hh:mm) format.
endTime	string	End time for service period, in 24-hour (hh:mm) format. End time must be later than start time.

## Activating the Delivery Service Provider Interface

 **WARNING:**

Ensure that all configuration has been completed before activating the delivery platform.

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
2. Click the **Interfaces** tab, and then select **Delivery Platform Integrations**.
3. In the Delivery Platform Integrations section, select the delivery platform to enable it.
4. Click **Save**.

One hour after activation of the **Delivery Platform Integrations** option, the store will be visible and ready for ordering on the delivery service provider website.

## Verifying Setup

After configuring Symphony, go to the delivery service website and verify the following information:

1. The latest menu is synced to the website.
2. Place an order, and then confirm the check is printed in the kitchen.

# 3

## Deliveroo

Review the following checklist before you set up Symphony for Deliveroo:

- Decide on your menu. Deliveroo supports only one menu.
- Decide on a unique tag name for the menu.
- Plan the list of menu items.
- Determine menu availability. For example, will the menu be available only on weekdays between specific times?
- The menu can have multiple categories but must have at least one category. A category is a group of similar menu items. For example, you can have a lunch menu with categories for salads, sandwiches, and desserts.

In Symphony, a category corresponds to a SLU. Each category needs its own SLU.

 **Note:**

Deliveroo supports a maximum of 100 SLUs.

- Decide on an image to display for the menu. This is optional.
- Consider the following characteristics of each menu item:
  - Customer-facing menu item name
  - Customer-facing menu item description
  - Menu item image that meets the following specifications:
    - \* JPEG or PNG file format
    - \* Pixel size of 1920 x 1080
    - \* Aspect ratio of 16:9
  - Menu item price
  - Allergen classes

## Registering with Deliveroo

1. Sign up for Deliveroo.
2. Establish a store in Deliveroo for each revenue center that will process Deliveroo orders.
3. Complete the Tech Partner POS & Menu API form, located at <https://app.smartsheet.com/b/form/8aa12503c01443f48a5e1b5969104bbd>.
4. Receive an email from Deliveroo confirming successful processing of your integration request, and advising of the Brand ID and each store's Site ID.

## Transaction Services Generation 2

The delivery service provider integration requires Symphony Transaction Services Generation 2 (STS Gen2).


For locations that will integrate with delivery service providers, follow these steps to either enable STS Gen2 for the first time, or confirm that it is set up correctly.

### Configuring Workstations

Add a SymphonyTransaction Services Generation 2 (STS Gen2) workstation or validate that an existing STS Gen2 workstation is configured for each location. The STS Gen2 workstation must be a CAPS Service Host and the Type must be POS API Client.

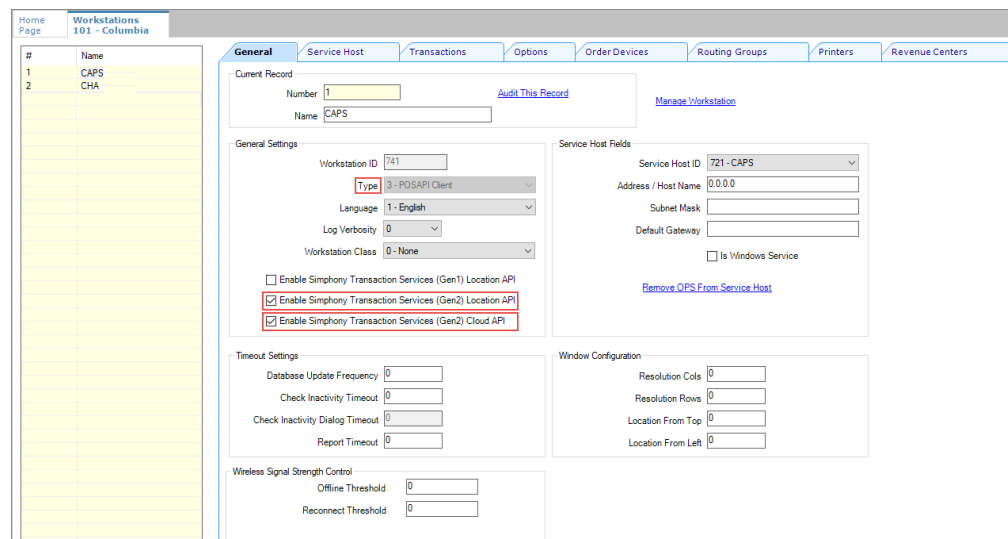
If you have more than one POS API Client workstation type available in a revenue center, Oracle Food and Beverage recommends enabling at least two workstation devices that can receive checks and orders as this will provide resiliency should one of the workstations become unavailable.

1. Log in to EMC.
2. Select the location (property), click **Setup**, and then click **Workstations**.
3. If you do not see an STS Gen2 workstation in the list that is a CAPS Service Host with Type POS API Client, follow these steps:
  - a. Locate the workstation record with the Check and Posting Service (CAPS), and then double-click the column number to the left of this workstation record to open it.

The CAPS workstation record is usually the first one listed.
  - b. Click the **Service Host** tab, and confirm that the **Type** value shows **Check and Posting (CAPS)**.
  - c. Select the CAPS workstation in the list in the left pane, and then click the **General** tab.
  - d. Click the insert icon  
(  
  
) on the toolbar.
  - e. Enter `STSCAPS` in the **Record Name** field, and then click **OK**.
  - f. Click the **General** tab, and then select **3 - POS API Client** from the **Type** drop-down list.



**Figure 3-1 Workstation General Settings**

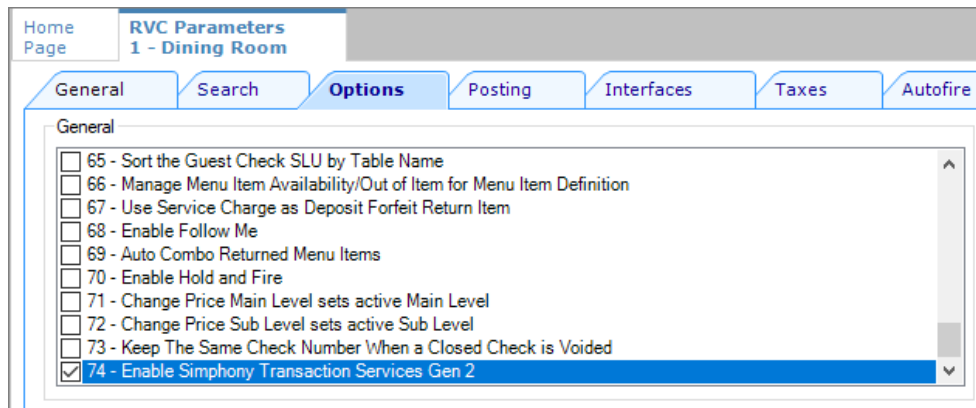


- g. In the General Settings section, enable the following:
  - **Enable Symphony Transaction Services (Gen 2) Location API**
  - **Enable Symphony Transaction Services (Gen 2) Cloud API**
- h. In the General Settings section, confirm that the **Type** value shows **3 - POS API Client**.
- i. In the **Service Host ID** field, select the Service Host that is running CAPS.
- j. Click the **Order Devices** tab, and then enable the order devices on which online orders will print.
- k. Click the **Transactions** tab, and then select the **Default Order Type** for the workstation.
- l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.
- m. Click **Save**.

## Configuring Revenue Center Parameters

1. Log in to EMC.
2. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
3. Click the **Options** tab, and then enable **74 - Enable Symphony Transaction Services Gen 2**.

Figure 3-2 RVC Parameters Options



4. Click **Save**.

## Creating Tender Media

You need to create a dedicated tender record for each delivery service provider. These tender records are used when posting delivery service provider orders. The tenders can be set up to process online orders.

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.
2. Insert a tender record for each food delivery order, enter the name (for example, UberEatsAccount, DeliverooAccount, and DoorDashAccount), and then click **OK**.
3. Double-click the record to open it.
4. On the **General** tab, select **1 - Payment** from the **Key Type** drop-down list.
5. Click the **Options** tab, and then click the **Ops Behavior** subtab.
6. Select **3 - Assume Paid in Full**.
7. Click **Save**.

## Creating Order Types

Create an order type for each delivery service provider you do business with. See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring order types. When creating the order type, keep these points in mind:

- Tax is not billed to delivery service provider orders. The delivery service provider collects taxes from the customer. In the Order Type Parameters module, do not select any tax rates in the **Tax Masks** column.
- Use a separate order type for remake orders.

While it is possible to use existing order types with each delivery service provider, configuring an order type specifically for each delivery service provider makes it easier to track the orders for that delivery service provider in the kitchen and on reports.

## Creating a Deliveroo Employee

Deliveroo orders enter Symphony using an employee configured for this purpose. Configuring a dedicated employee record for Deliveroo orders allows you to track these orders.

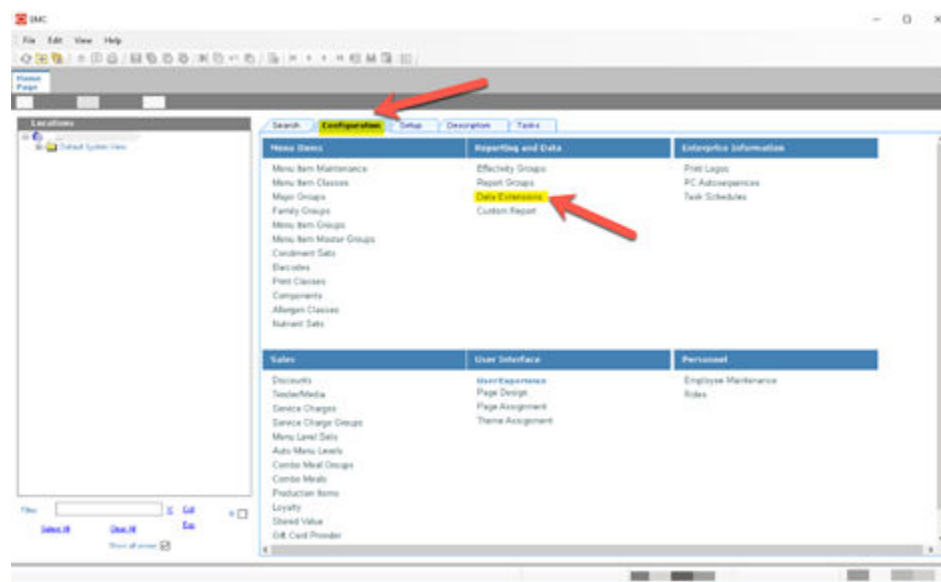
See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

After adding the employee, record the value shown in the # field of the Employee Maintenance module. The delivery configuration in the revenue center requires the POS employee object number (shown in the # field) when configuring the JSON file in a later section of Deliveroo configuration.

## Adding a Data Extension Record

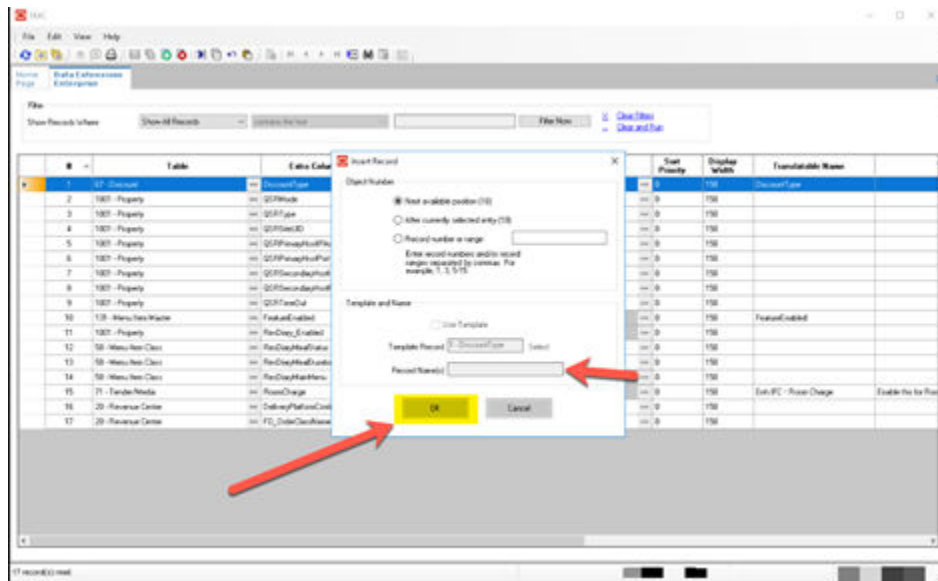
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

**Figure 3-3 EMC Enterprise Main Menu**



2. Click the **Insert** icon on the toolbar to add a record, enter the Data Extension record name, and then click **OK**.

Figure 3-4 EMC Enterprise Main Menu



3. Enter information in the following fields:

Table 3-1 Data Extension Fields

Field	Description
Table	Select <b>20 - Revenue Center</b> .
Extra Column Name	Enter <code>DeliveryPlatformConfigurationData</code> .
Type	Select <b>12 - Json</b> .
Data Constraints	Select <b>Max Chars: 9999</b> .
Sort Priority	Not applicable; use default value.
Display Width	Enter <code>150</code> .
Translatable Name	Not applicable; use default value.
Translatable Help	Not applicable; use default value.

Figure 3-5 Data Extension Module Fields

#	Table	Table Column Name	Type	Data Constraints	Sort Priority	Display Width	Translatable Name
1	107 - Discount	DiscountType	2 - Number	Range 0-99999999	0	150	DiscountType
2	1003 - Property	QIPWhole	2 - Number	Range 0-99999999	0	150	
3	1003 - Property	QIPType	2 - Number	Range 0-99999999	0	150	
4	1003 - Property	QIPLeadID	2 - Number	Range 0-99999999	0	150	
5	1003 - Property	QIPPhoneFullAddress	8 - Text	Max Char: 128	0	150	
6	1003 - Property	QIPPhoneFullFax	2 - Number	Range 0-99999999	0	150	
7	1003 - Property	QIPSecondaryFullAddress	8 - Text	Max Char: 128	0	150	
8	1003 - Property	QIPSecondaryFullFax	2 - Number	Range 0-99999999	0	150	
9	1003 - Property	QIPFaxOut	2 - Number	Range 0-99999999	0	150	
10	128 - Menu/Item Name	FeatureEnabled	4 - Boolean		0	150	FeatureEnabled
11	1003 - Property	RecDay_Enabled	4 - Boolean		0	150	
12	58 - Menu/Item Class	RecDayMailStatus	2 - Number	Range 1-5	0	150	
13	58 - Menu/Item Class	RecDayMailDuration	2 - Number	Range 0-99999999	0	150	
14	58 - Menu/Item Class	RecDayMailStatus	4 - Boolean		0	150	
15	71 - Product Code	ProductCodeConfiguration	Text	Max Char: 100	0	150	Enable No to Row
17	20 - Revenue Center	PLC_ColorCodeName	12 - Join	Max Char: 128	0	150	

4. Click **Save**.

## Configuring Currency Settings

1. Select the Enterprise, property, or zone, click **Setup**, and then click **Currency**.
2. Double-click the record for the currency used by the delivery service provider (for example, US Dollars).
3. Enter or change the **Abbreviation** for the currency per the [ISO 4217](https://www.iso.org/standard/4217.html) currency code standards.

See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring currencies.

4. Click **Save**.

## Configuring the Language Culture

1. Select the Enterprise, click **Setup**, and then click **Languages**.
2. Double-click the language record, and then click the **Miscellaneous** tab.
3. Select the **Locale ID**, and then enter the **Language Culture** corresponding to the language.

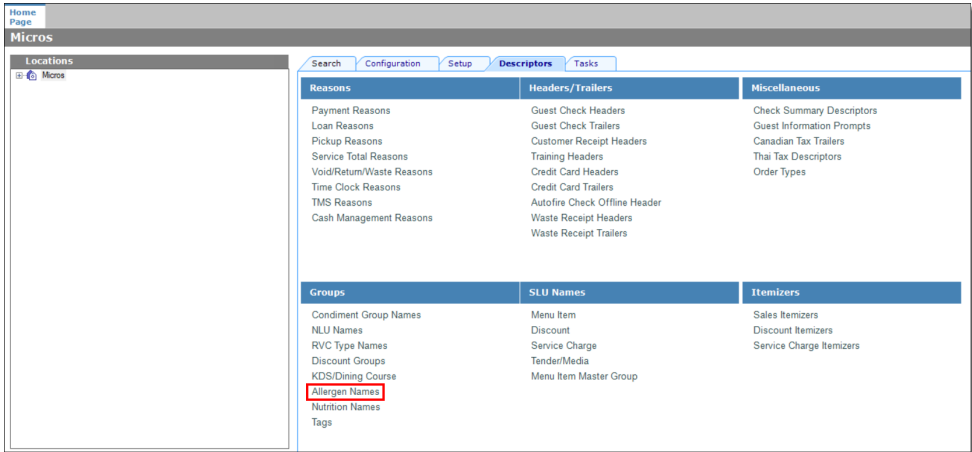
Ensure that the **Language Culture** is set to the appropriate value for the language. See the *Oracle MICROS Symphony Configuration Guide* for more information on configuring languages.

4. Click **Save**.

## Creating Allergen Classes

1. Select the Enterprise level, click **Descriptors**, and then click **Allergen Names**.

Figure 3-6 EMC Enterprise Descriptors Tab - Allergen Names



- The module has several pre-configured allergen names/codes.

Figure 3-7 EMC Allergen Names Module

	Allergen	Allergen Code
▶	Bee Pollen/ Propolis	Bee Pollen/ Propolis
	Beef	Beef
	Buckwheat	Buckwheat
	Celery	Celery
	Cereals w/ Gluten	Cereals w/ Gluten
	Chicken	Chicken
	Crustacean Shellfish	Crustacean Shellfish
	Egg	Egg
	Fish	Fish
	Latex (Natural Rubber)	Latex (Natural Rubber)
	Lupin	Lupin
	Mango	Mango
	Milk	Milk
	Molluscan Shellfish	Molluscan Shellfish
	Mustard	Mustard
	Peach	Peach
	Peanut	Peanut
	Pork	Pork
	Royal Jelly	Royal Jelly
	Sesame	Sesame
	Soy	Soy
	Sulfites	Sulfites
	Tomato	Tomato
	Tree Nuts	Tree Nuts

- The existing allergen names and codes cannot be edited or deleted; however the text can be translated.
2. To insert new allergen names:

- a. Click the insert icon



on the toolbar.

- b. After adding a record, click **OK**, and then click **Save**.

The system does not allow duplicate allergen names.

**Figure 3-8** Inserting Allergen Names

**Insert Record** [Close]

**Object Number**

Next available position

After currently selected entry

Record number or range

Enter record numbers and/or record ranges separated by commas. For example, 1, 3, 5-15

**Template and Name**

Use Template

Template Record  Select

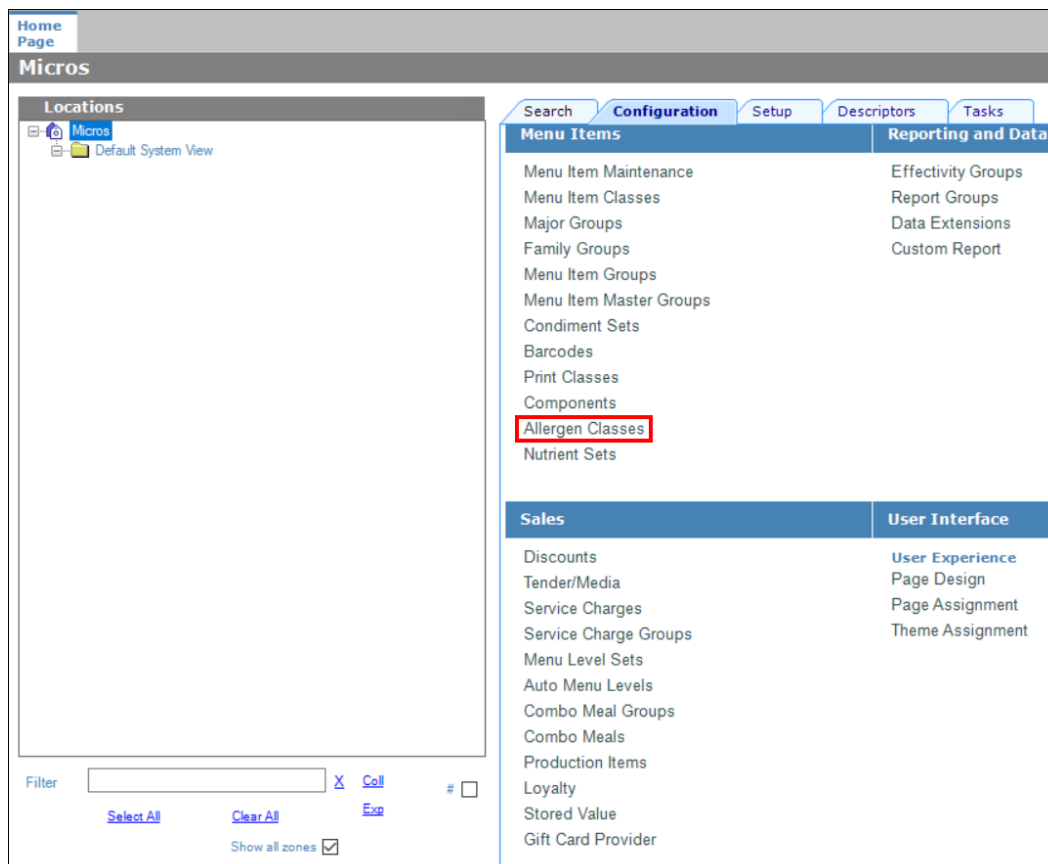
Record Name(s)

OK Cancel

3. Select the Enterprise level, click **Configuration**, and then click **Allergen Classes**.



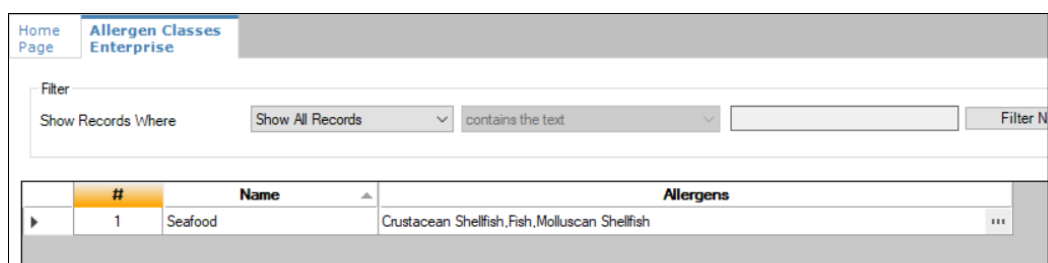
**Figure 3-9 EMC Configuration Tab - Allergen Classes**



4. Insert a new record and enter a name for the allergen class.

You can configure the Allergen Classes module from either table or form view. In table view, if more than one allergen is selected, allergens are listed and comma separated.

**Figure 3-10 Allergen Classes - Table View**



5. Based on the allergy class' name, select the allergen you want to include in the class.

You can select more than one allergen. Switch to form view by using the toggle icon on the toolbar



, or double-click the record.

This is an example of an allergen class named Seafood. Each allergen selected here is seafood related.

**Figure 3-11 Allergen Classes - Form View**

The screenshot shows the Oracle Enterprise interface for managing Allergen Classes. At the top, there are navigation tabs for 'Home Page' and 'Allergen Classes Enterprise'. On the left, a table lists allergen classes with columns for '#', 'Name', and 'Allergens'. The first row is highlighted in blue and contains the value '1' in the '#' column and 'Seafood' in the 'Name' column. Below the table is a 'Current Record' section with input fields for 'Number' (containing '1') and 'Name' (containing 'Seafood'). A blue link 'Audit This Record' is positioned to the right of the Number field. Below the current record is an 'Allergens' section containing a list of allergen types, each with a checkbox. The checked allergens are 'Crustacean Shellfish', 'Fish', and 'Molluscan Shellfish'. The unchecked allergens are: Bee Pollen/ Propolis, Beef, Buckwheat, Celery, Cereals w/ Gluten, Chicken, Latex (Natural Rubber), Lupin, Mango, Milk, Mustard, Peach, Peanut, Pork, Royal Jelly, Sesame, Soy, Sulfites, Tomato, Tree Nuts, and Wheat.

#	Name	Allergens
1	Seafood	<input type="checkbox"/> Bee Pollen/ Propolis <input type="checkbox"/> Beef <input type="checkbox"/> Buckwheat <input type="checkbox"/> Celery <input type="checkbox"/> Cereals w/ Gluten <input type="checkbox"/> Chicken <input checked="" type="checkbox"/> Crustacean Shellfish <input type="checkbox"/> Egg <input checked="" type="checkbox"/> Fish <input type="checkbox"/> Latex (Natural Rubber) <input type="checkbox"/> Lupin <input type="checkbox"/> Mango <input type="checkbox"/> Milk <input checked="" type="checkbox"/> Molluscan Shellfish <input type="checkbox"/> Mustard <input type="checkbox"/> Peach <input type="checkbox"/> Peanut <input type="checkbox"/> Pork <input type="checkbox"/> Royal Jelly <input type="checkbox"/> Sesame <input type="checkbox"/> Soy <input type="checkbox"/> Sulfites <input type="checkbox"/> Tomato <input type="checkbox"/> Tree Nuts <input type="checkbox"/> Wheat

6. Create as many allergen classes as needed, and then click **Save**.
7. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Classes**.
8. On the **General** tab, assign an allergen class from the drop-down list in the **Allergen Class** field, and then click **Save**.

**Figure 3-12 Menu Item Classes - Allergen Class Field**

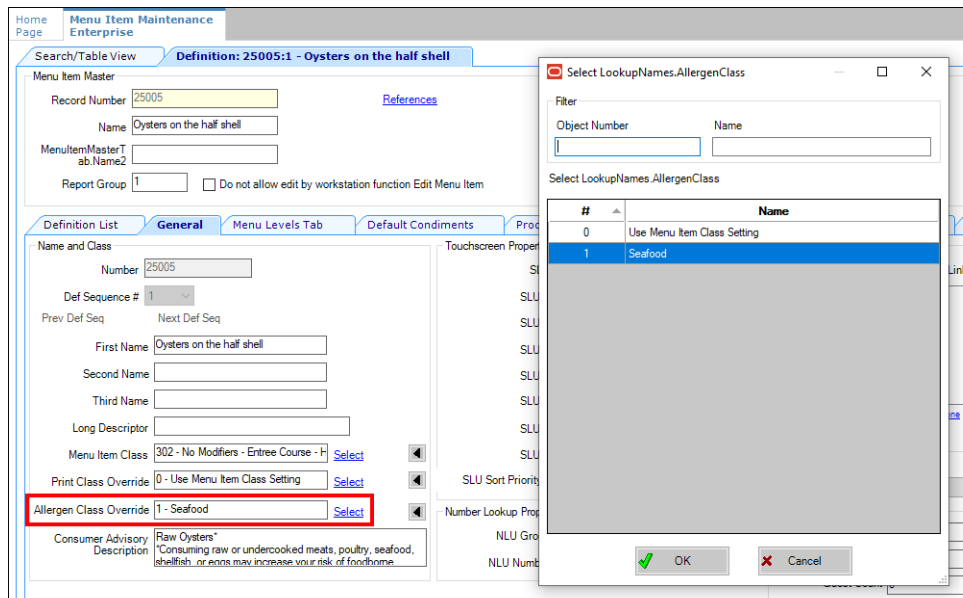
The screenshot displays the Oracle Menu Item Classes configuration interface. On the left, a table lists menu item classes:

#	Name
1	Hot Food
2	Cold Food

The right pane shows the configuration for a selected class, with the 'Allergen Class' field highlighted in red. The configuration includes various settings such as 'Srv Chrg Itemizer', 'HALO', 'KDS/Dining Course', 'Default Master Group', 'Condiment Order Type', 'Condiment Order Popup', 'Condiment Edit Popup', 'Pricing Calculation', 'Count Display', 'Count Entry', 'Print Group', 'Print Class', 'Kds Highlight Scheme', 'Condiment Prefix Type', 'Next Page/Panel', 'Maximum Refill Count', 'Refill Descriptor', 'Service Charge Group', 'Pre Production Chit Print Class', and 'Allergen Class'.

9. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
10. Search **Menu Item Definition** records for items you wish to assign an allergen class.
11. On the record's **General** tab, select the allergen class from the drop-down list that you want to assign to the menu item class from the **Allergen Class Override** field, click **OK**, and then click **Save**.

Figure 3-13 Menu Item Definition - Allergen Class Override Field




## Creating Menu Tags

A delivery service provider menu is a collection of Symphony menu items. Use a menu tag to associate a Symphony menu item with the delivery provider menu. Each provider must have a unique menu tag in Symphony. Only the menu items with these tags are visible in the delivery provider application.


You need to have the role privilege to view, edit, add, or delete tags. See the *Oracle MICROS Symphony Configuration Guide* for more information on creating roles and setting privileges for tags in the Roles module, EMC Modules tab.

Simphony retains all tag activity (including add, edit, and delete) for use in auditing.

1. To create a tag:
  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Click the insert icon  
() on the toolbar.
  - c. Add a new tag record with the appropriate name (for example, Online Only), and then click **OK**.  
You cannot duplicate tag names.
  - d. Click **Save**.
2. To edit a tag:
  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Change the tag name in the **Name** column.
  - c. Click **Save**.

3. To delete a tag:

If you delete a tag that is associated with a menu item definition, the association is also deleted.

  - a. Select the Enterprise, click **Descriptors**, and then click **Tags**.
  - b. Highlight the tag record, click the delete icon () on the toolbar, and then click **Yes**.
  - c. Click **Save**.
4. To associate a tag with a menu item definition, see the *Oracle MICROS Symphony Configuration Guide* for instructions.

## Creating Screen Look Ups for Menu Items

You can assign each menu item definition to a maximum of eight different SLUs in table view of the Menu Item Maintenance module. Assigning multiple SLUs to a menu item allows flexibility in building POS client pages that are customized to use dine in, carry out, and curbside to go, and shows the menu items supported by the order type.

1. Select the Enterprise, property, revenue center, or zone, click **Descriptors**, and then click **Menu Item**.
2. Insert a new record, enter a name for the menu item screen look up (for example, DinnerCarryOut) in the **Record Name** field, and then click **OK**.
3. Repeat step 2 to add more SLUs, and then click **Save**.
4. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Menu Item Maintenance**.
5. To assign a SLU, click the ellipsis point (...) button adjacent to the menu item First Name, select the **SLU**, and then click **OK**.

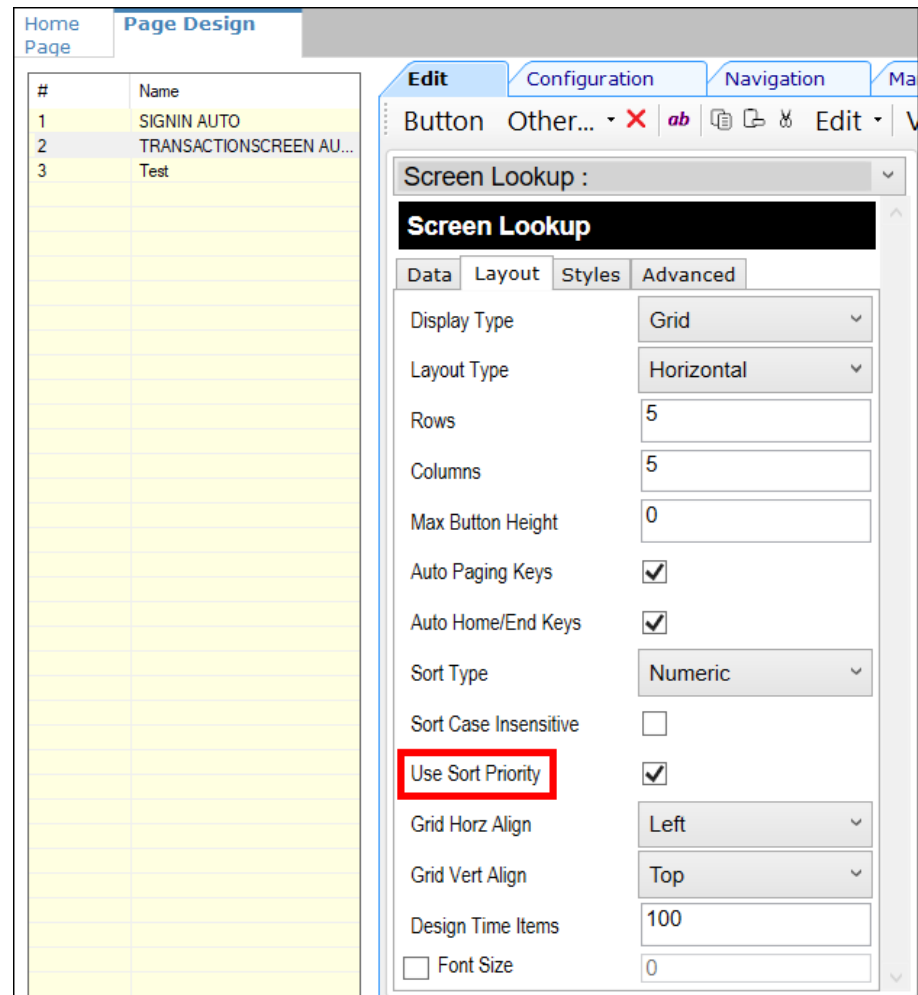
To assign another SLU to the menu item, select the SLU from the **SLU 2** column. You can assign up to eight SLUs per menu item. Duplicate SLUs do not appear on the same workstation page.

6. (Optional) To assign a SLU sort priority:
  - a. Double-click a menu item, and then click **General**.
  - b. Select the relevant **SLU** from the Touchscreen Properties section.  
Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.
  - c. Enter a **SLU Sort Priority** (between 1-99) for the menu item.

Use this field when Page Design Layout option, **Use Sort Priority**, is enabled from the Screen Lookup settings.

When **SLU Sort Priority** is used, menu items with Sort Priority 1 appear on the screen first, followed by menu items with Sort priority 2, and so on up to Sort Priority 99, and then finally Sort Priority 0 items. (Priority 0 means "Do not sort"; items with 0 appear at the end of the list.) Typically the most popular menu items have Sort Priority 1 for easy access. Items in the same SLU can belong to the same Sort Priority.

**Figure 3-14 Page Design Screen Lookup (SLU) Layout Settings**



7. Select the Enterprise, property, revenue center, or zone, click **Configuration**, and then click **Page Design**.
8. Double-click the transaction page on which you want the screen look up to appear on the workstation.
9. Click **Other** in the Page Design toolbar, and then click **Sales SLU**.
10. Select **Menu Item** from the **Type** drop-down list, select **SLU** as the **Property**, and then select the menu item screen lookup as the **Value**.
11. Select the **Menu Item Display Name**, and then click **Save**.
12. If the revenue center uses hand held POS client devices:
  - a. Select **Dynamic SLU** as the **Property**, and then select a menu item screen look up group as the **SLU Value**.
  - b. Enter a non-zero value for the **Visual State(s)**.  
The application uses the Visual State value to link menu item screen look ups with their corresponding Visual State buttons, which workstation operators use to change the menu items that appear in the Dynamic SLU.
  - c. To add more screen look ups to the Dynamic SLU, click **Add**.

- d. Select the **Menu Item Display Name**, and then click **Save**.
- e. Insert buttons for each screen look up that you added to the Dynamic SLU.  
For example, if you added five screen look up groups to the Dynamic SLU, insert five buttons.
- f. Select **Function** from the **Type** drop-down list, and then select **Visual State** from the **Function** list.
- g. In the **Arguments** field, enter the **Visual State** value that you assigned to a screen look up group in Step 12-b.
- h. Click **Save**.

## Configuring Menu Items

Delivery service provider integrations do not support combo meals. After creating menu items, add condiments to the items that need them, and then follow these steps:

1. If necessary, update the menu tag as described in [Creating Menu Tags](#).
2. Update and assign the SLU to the menu item as described in [Assigning a SLU](#).
3. If necessary, update the menu item prices as described in [Setting Menu Item Prices](#).
4. Specify the menu item name, item description, and image the customer sees when ordering through the delivery application. See [Configuring Customer-Facing Content](#) for more information.
5. If necessary, update the allergen class as described in [Assigning Allergy Information for a Menu Item](#).
6. Change the availability status of a menu item to generate a notification through the delivery application, advising Deliveroo of the menu item's new status (unavailable or available). These updates are immediately sent to Deliveroo and will update in near real time.

## Assigning a SLU

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then double-click the menu item in the list.
3. Click the **General** subtab.
4. In the Touchscreen Properties section, select the relevant SLU from the drop-down lists in **SLU** through **SLU 8**.  
You can assign up to eight SLUs per menu item.
5. Click **Save**.

## Setting Menu Item Prices

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.

3. Click the **Prices** subtab.
4. Set the menu item price in the **Price** column.

If the menu item has multiple prices associated with different menu levels, ensure that each level has an appropriate prefix configured. See the *Oracle MICROS Symphony Configuration Guide* for information on setting main, sub, and custom menu levels.

5. Click **Save**.

## Configuring Customer-Facing Content

Specify the menu item name, description, and image that customers see in the delivery provider application when placing an order.

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.
3. Click the **Images** subtab.
4. Enter or change the **Consumer Item Name**.
5. Enter or change the **Consumer Item Description**.
6. In the Image 1 section, click **Upload** to select the image and upload it to Symphony.
7. (Optional) Enter or change the image **Title**.
8. (Optional) Enter or change the image **Comments**.
9. Enter the **URL** that links to the image.  
The image URL is required for integration functionality.
10. Click **Save**.

## Assigning Allergy Information for a Menu Item

When using Deliveroo, you have the option to include allergen information for a menu item on the delivery service provider application.

1. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Maintenance**.
2. Search in the master records, and then select the menu item from the list.
3. Click the **General** subtab.
4. In the **Allergen Class Override** field, click **Select**, select the allergen class, and then click **OK**.
5. Click **Save**.

## Creating Delivery Configuration in the Revenue Center

Configuration for delivery service provider platform integrations is specified in EMC through the Data Extensions column named `DeliveryPlatformConfigurationData`, which is added to the revenue center table, populated with the JSON representation of the data structure.



1. Select the property, click **Setup**, and then click **RVC Configuration**.
2. Double-click the revenue center, and then click the **Data Extensions** tab.
3. In the **Column** field, locate `DeliveryPlatformConfigurationData`, and then click **Edit Json**.
4. Enter JSON configuration data and then click **OK**.

See [Sample JSON: Deliveroo](#) for a description of JSON data values and a code sample that you can copy and change for your restaurant. After you change the sample values, you can copy your restaurant code into the `DeliveryPlatformConfigurationData` column to complete this step.

5. Click **Save**.

## Sample JSON: Deliveroo

The following sample shows JSON code for Deliveroo. The tables that follow the code sample describe the values in the code.

### Tip:

Click **Copy** to copy the code to your clipboard and then paste it into a text editor such as Notepad++. Change the values for your restaurant and then copy your code into the `DeliveryPlatformConfigurationData` column as described in [Creating Delivery Configuration in the Revenue Center](#).

```
{
  "deliveryPlatformConfigurations": [
    {
      "name": "Deliveroo",
      "groupIdentifier": "my-brand-gb",
      "rvcIdentifier": "my-brand-gb-531168",
      "empNum": 991,
      "otNum": 5,
      "remakeOtNum": 6,
      "tendNum": 13,
      "menus": [{
        "name": {
          "en-US": "All Day"
        },
        "identifier": "DeliverooAllDay",
        "imageURL": "https://oracleobjectstore.com/images/deliveroo-all-day-menu.jpg",
        "availability": null
      }
    ]
  } // End of Deliveroo
}
```

**Table 3-2 Data Extensions Column Name**

Name	Type	Description
deliveryPlatformConfigurations	DeliveryPlatformConfiguration[]	Revenue center's integration configuration for each applicable delivery platform.

**Table 3-3 Delivery Platform Configuration**

Name	Type	Description
name	string	Deliveroo Do not change this value.
groupIdentifier	string	Name of the grouping of restaurants by brand name and country. This value consists of the brand name and the country code.
rvcIdentifier	string	Identifier for the revenue center. This is the Site ID obtained during the registration process.
empNum	number	Object number for employee to be used to enter orders received from the delivery platform.
otNum	number	Object number for Order Type to be used for orders received from the delivery platform.
remakeOtNum	number	Object number for Order Type to be used for "remake" orders received from the delivery platform.
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.
menus	DeliveryPlatformMenu[]	Details for menu(s) to be submitted to the delivery platform. Make sure to follow any limitations imposed by the delivery platform on the number of menus.

**Table 3-4 Delivery Platform Menu**

Name	Type	Description
name	TranslatedString	Display name for menu by locale.
identifier	string	Identifier for menu to be used in tags. Make sure the identifier does not conflict with tags used for other purposes.
imageUrl	string	URL for image associated with menu. Upload the menu image to the Oracle Object Store through a dummy menu item.
availability	ServicePeriod[]	Start and end times for each day of the week that the menu is to be made available.

**Table 3-5 Translated String**

Name	Type	Description
<locale code>	string	String translation for given locale.
...	...	...

**Table 3-6 Service Period**

Name	Type	Description
dayOfWeek	string	First three letters of day of week for service period.
startTime	string	Start time for service period, in 24-hour (hh:mm) format.
endTime	string	End time for service period, in 24-hour (hh:mm) format. End time must be later than start time.

## Activating the Delivery Service Provider Interface

 **WARNING:**

Ensure that all configuration has been completed before activating the delivery platform.

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.

2. Click the **Interfaces** tab, and then select **Delivery Platform Integrations**.
3. In the Delivery Platform Integrations section, select the delivery platform to enable it.
4. Click **Save**.

One hour after activation of the **Delivery Platform Integrations** option, the store will be visible and ready for ordering on the delivery service provider website.

## Verifying Setup

After configuring Symphony, wait an hour and then go to the delivery service website. Verify the following information:

1. The latest menu is synced to the website.
2. Once the menu is synced to the website, reply to the Deliveroo email and confirm that the store can go live.
3. Once the store is live, place an order, and then confirm that the check is printed in the kitchen.

# 4

## Accessibility

This chapter describes the accessibility feature in the EMC and its configuration. Accessibility features aim to make using the product easier for persons with disabilities. Symphony currently supports the high-contrast settings that are provided by the Microsoft Windows operating systems.

### Enabling High Contrast Visibility Settings

Enable High Contrast visibility settings based on the operating system that you are running on your computer.

1. To enable high contrast visibility settings with Microsoft Windows 8.x or Microsoft Windows 10:
  - a. Click the **Start** button from your computer's Desktop.
  - b. Type **high contrast settings** in the **Search** box, and then select **High Contrast** from the list.
  - c. Select a high contrast theme from the **Choose a Theme** drop-down list.
  - d. Click **Apply**.
2. To enable high contrast visibility settings with Microsoft Windows 7:
  - a. Click the **Start** button from your computer's Desktop, and then select the **Control Panel**.
  - b. Click **Appearance and Personalization**, and then click **Personalization**.
  - c. Click the high-contrast theme that you want to use under **Basic and High Contrast Themes**.

### Navigating the Home Page Using Keystrokes

1. To place focus on the Location panel on the left, press **Ctrl+H**.
2. To expand a level (Enterprise or property) to show the locations beneath, press the right arrow key.
3. To move between the locations in the hierarchy, press the up arrow key and the down arrow key.
4. To open a module:
  - a. Press **Ctrl+T** to move focus to the tabs on the right, and then press the up arrow key and the down arrow key to move between the tabs.
  - b. Press **Tab** to navigate to the first focusable element in the tab.
  - c. Continue to press **Tab** to navigate through the modules in the tab.
  - d. Press **Enter** to open the module.

## Keyboard Shortcuts

EMC supports standard keyboard shortcuts that are used in Microsoft Windows operating systems. Additionally, EMC offers shortcuts to perform tasks that are specific to the application. The following table describes keyboard shortcuts for use with EMC.

**Table 4-1 General Keystrokes**

Keyboard Shortcut	Result
Tab	Navigates to the next focusable field or element from top to bottom and left to right.
Down Arrow	Varies based on context: <ul style="list-style-type: none"><li>• When moving through the location hierarchy in the Home Page, moves one item downward through the list.</li><li>• In a table, moves to the next row.</li><li>• When the focus is on a drop-down list, moves to the next item in the list.</li></ul>
Up Arrow	Varies based on context: <ul style="list-style-type: none"><li>• When moving through the location hierarchy in the Home Page, moves one item upwards through the list.</li><li>• In a table, moves to the previous row.</li><li>• When the focus is on a drop-down list, moves to the previous item in the list.</li></ul>
Right Arrow	Varies based on context: <ul style="list-style-type: none"><li>• In a table, navigates to the next column on the right.</li><li>• When moving through the location hierarchy in the Home Page, expands the location to show the properties or revenue centers beneath.</li></ul>
Left Arrow	Varies based on context: <ul style="list-style-type: none"><li>• In a table, navigates to the next column on the left.</li><li>• When moving through the location hierarchy in the Home Page, collapses the list and sets the focus on the parent location.</li></ul>
Delete	Deletes the record selected.
Enter	Triggers the activity, when the focus is on a link or a button.
Insert	Adds a new record.
Alt+E	Accesses the Edit menu on the toolbar.
Alt+F	Accesses the File menu on the toolbar.
Alt+H	Access the Help menu on the toolbar.
Alt+V	Accesses the (Table or Form) view menu (where applicable) on the toolbar.
Ctrl+C	In Table view, copies the record or records that are selected.
Ctrl+F	Opens the Find dialog which allows you to search for records by entering a search criteria.

**Table 4-1 (Cont.) General Keystrokes**

Keyboard Shortcut	Result
Ctrl+G	Opens the Go to Record dialog which allows you to go to a record by entering the record's object number.
Ctrl+H	In the Home page, moves focus to the location hierarchy.
Ctrl+K	Closes all open modules, including the Home Page, and disconnects the user from the EMC.
Ctrl+O	Opens the EMC Login page when disconnected from the EMC.
Ctrl+P	Print records while in Table view.
Ctrl+Q	Closes the module that is active.
Ctrl+S	Saves the changes.
Ctrl+T	Varies based on context: <ul style="list-style-type: none"><li>• In the Home page, moves focus to the main tabs.</li><li>• In Table view, shows or hides the record filters.</li></ul>
Ctrl+V	In Table view, pastes the copied records.
Shift+F10	In Table view, opens the right-click menu when the focus is on a record.
F3/F4	In Table view, allows copy and paste of fields. F3 copies the content in the cell and moves to the cell in the next row. F4 pastes the contents and moves to cell in the next row. This allows you to continually press F4 (or hold it down) and paste the same information to multiple cells in the same column.
F8	Opens the EMC Record Translation dialog.