Oracle® MICROS Simphony

Delivery Connector Configuration

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ORACLE

Oracle MICROS Simphony Delivery Connector Configuration, Release 21.8

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Preface

Oracle MICROS Simphony 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 delivery service providers to connect to Simphony.

Audience

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

Customer Support

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https://iccp.custhelp.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

Date	Description of Change
December 2022	Initial publication for Simphony 19.4.
January 2023	Added Rappi chapter. Updated Configuring an Open Discount.

Date	Description of Change
February 2023	Updated the following topics: • Deliveroo • Sample JSON: DoorDash Single Menu in the DoorDash chapter • Sample JSON: Glovo in the Glovo chapter
May 2023	Added Skip chapter. Added Postmates to the Uber Eats chapter. Added Disabling Delivery Platforms to the Getting Started chapter. Updated Registering with Rappi in the Rappi chapter.
July 2023	Updated Deliveroo. Updated Introduction to Delivery Connectors.
October 2023	Added Deactivating Third Party Delivery Aggregators to the Getting Started chapter. Updated Configuration Checklist in the Getting Started chapter.
February 2024	Updated the following topics in the Getting Started chapter: • Information Required for Delivery Service Providers • Configuration Checklist Added Configuring Advanced Menu Item Options section to each delivery service provider chapter.
June 2024	Updated the following topics in the Getting Started chapter: • Introduction to Delivery Connectors • Information Required for Delivery Service Providers • Configuration Checklist Added Configuring Combo Meals in the Deliveroo, DoorDash, and Uber Eats/Postmates chapters. Updated Configuring Workstations in every chapter. Added Configuring an Open Service Charge to the Skip chapter, and updated Sample JSON: Skip. Removed Glovo chapter from document.

1

Getting Started

This document contains the steps required to configure delivery service providers with Simphony POS software.

Introduction to Delivery Connectors

Delivery connectors let you connect Simphony to delivery service providers. You can manage your delivery platforms in Simphony by:

- Pushing updated menus (including images and prices) to the delivery service provider system.
- Receiving orders from delivery device providers.
- Routing delivery service provider orders to kitchen devices.

The following delivery service providers are supported:

- Deliveroo
- DoorDash
- Rappi
- Skip The Dishes
- Uber Eats/Postmates

Conversational Ordering is not supported with delivery service provider integrations.

POS Version Support

Delivery service provider integration is supported with Simphony Cloud Services release 19.2.1 and later for the following editions:

- Essentials Edition
- Plus Edition
- Enterprise Edition
- Single-Tenant Edition

Delivery Connectors are part of the Simphony Transaction Services Cloud Service, which is a subproduct of Simphony Cloud Services and requires a subscription. See the *Oracle MICROS Simphony Licensing Information User Manual* for more information.

Abbreviations and Acronyms

The following abbreviations and acronyms are used throughout this document.

Table 1-1 Abbreviations and Acronyms

Abbreviation or Acronym	Definition
API	Application Programming Interface
EMC	Enterprise Management Console
POS	Point-of-Sale
SLU	Screen Lookup
STS Gen2	Simphony Transaction Services Generation 2

Information Required for Delivery Service Providers

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

Table 1-2 Information Required for Delivery Service Providers

Simphony Item to Configure	Deliveroo	DoorDash	Rappi	Skip	Uber Eats/ Postmates
Tender/Media	Required	Required	Required	Required	Required
Order Type for Delivery	Required	Required	Required	Required	Required
Order Type for Remakes	Required	Not Supported	Not Supported	Required	Not Supported
Open Discount	Required	Not Supported	Required	Required	Not Supported
Open Service Charge	Not Supported	Not Supported	Not Supported	Required	Not Supported
Delivery Service Provider Employee	Required	Required	Required	Required	Required
Data Extension Record	Required	Required	Required	Required	Required
Currency	Required	Required	Required	Required	Required
Language Culture	Required	Required	Required	Required	Required
Menu Tags	Required	Required	Required	Required	Required
Customer Facing Menu Item Name	Required	Required	Required	Required	Required
Customer Facing Menu Item Description	Required	Required	Required	Required	Required
Menu Item Image	Required	Required	Required	Required	Required
Menu Item Price	Required	Required	Required	Required	Required

Table 1-2 (Cont.) Information Required for Delivery Service Providers

Simphony Item to Configure	Deliveroo	DoorDash	Rappi	Skip	Uber Eats/ Postmates
Screen Look Up (SLU)	Required	Required	Required	Required	Required
Condiments	Required	Required	Required	Required	Required
Nutrient Set	Not Supported	Not Supported	Not Supported	Not Supported	Optional
Allergen	Optional	Optional	Optional	Optional	Not Supported
Combo Meals	Optional	Optional	Not Supported	Not Supported	Optional
Price Sequence Level Filter	Optional	Optional	Optional	Optional	Optional
Condiment Group Filter	Optional	Optional	Optional	Optional	Optional
Image Slot	Optional	Optional	Optional	Optional	Optional
SLU Slot	Optional	Optional	Optional	Optional	Optional
Default Condiments	Not Supported	Optional	Not Supported	Not Supported	Optional
KDS Notification	Not Supported	Optional	Not Supported	Not Supported	Optional

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

- Deliveroo
- DoorDash
- Rappi
- Skip
- Uber Eats/Postmates

Configuration Checklist

EMC setup activities related to delivery service providers 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 Simphony 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)
3. Enable STS Gen 2 For Use With Delivery Service Provider Workstation
4. Configure Tender/Media
5. Configure Order Types
6. Configure an Open Discount (if required and supported by Delivery Service Provider)
7. Configure an Open Service Charge (if required and supported by Delivery Service Provider)

8. Create Delivery Service Provider Employee
9. Create Data Extension Record
10. Configure Currency Information
11. Configure Language Culture
12. Create Allergen Classes (if required and supported by Delivery Service Provider)
13. Upload Menu Item Image
14. Create Menu Tags
15. Create Screen Look Ups for Menu Items
16. Configure Menu Items (including condiments)
17. Configure Nutrient Set (if required and supported by Delivery Service Provider)
18. Assign Allergy Information for a Menu Item (if required and supported by Delivery Service Provider)
19. Configure Combo Meals (if required and supported by Delivery Service Provider)
20. Assign a SLU and arrange the order of SLUs for the ordering site
21. Configure Advanced Menu Item Options (if supported by Delivery Service Provider)
22. Create Delivery Configuration in Revenue Center
23. Deactivate Third Party Delivery Aggregator Services (if used)
24. Activate Delivery Service Provider Interface
25. Verify Setup

Deactivating Third Party Delivery Aggregators

If you use a third party delivery aggregator or order integrator (for example, Deliverect or Otter), you need to deactivate these services; otherwise Delivery Connectors will not be able to connect properly with Simphony.

Disabling Delivery Platforms

If you no longer use a delivery service provider, you need to disable the interface for the platform that is not in use. See Activating the Delivery Service Provider Interface to disable the platform.

2
Deliveroo

Deliveroo is supported with Simphony release 19.2.1 and later. Review the following checklist before you set up Simphony for Deliveroo:

- Decide on your menu. Deliveroo supports 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 Simphony, 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 required. You can upload the menu image to the Oracle Object Store through a dummy menu item.
- Consider the following characteristics of each menu item:
  - Customer-facing menu item name

    > **Note:**
    >
    > Deliveroo menu sync does not accept menu item names which contain fewer than two characters. This can cause issues when using the Chinese language.

  - 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
- Consider the display of menu items on delivery platform ordering sites and kiosks, and determine whether advanced menu options are needed:
  - Price sequence level filter

- Condiment group filter
- Image slot
- SLU slot

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 Simphony 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 SimphonyTransaction 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.

g. In the General Settings section, select **Enable Simphony Transaction Services (Gen 2) Cloud API**.

h. 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.

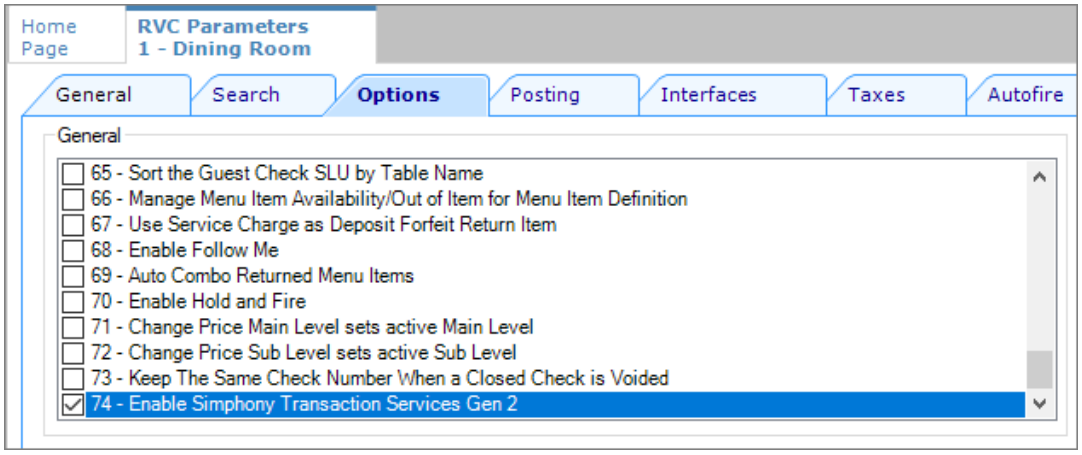
l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.

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 Simphony Transaction Services Gen 2**.

Figure 2-1 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, PostmatesAccount, DeliverooAccount, DoorDashAccount, GlovoAccount, RappiAccount, and so on), 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:

- Name the order type after the delivery service provider.
- 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.

Configuring an Open Discount

Configure an open dollar discount for Deliveroo, which is used for promotions. See **Configuring Discounts** in the *Oracle MICROS Simphony Configuration Guide* for detailed instructions. When configuring discounts in the EMC Discounts module, General tab, name the discount after the delivery service provider (for example, DeliverooDiscount), set the **Condiment Discountability** to **4 - Parent and All Condiment Items**, and enable the discount option **1 - ON = Open; OFF = Preset**.

Creating a Deliveroo Employee

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

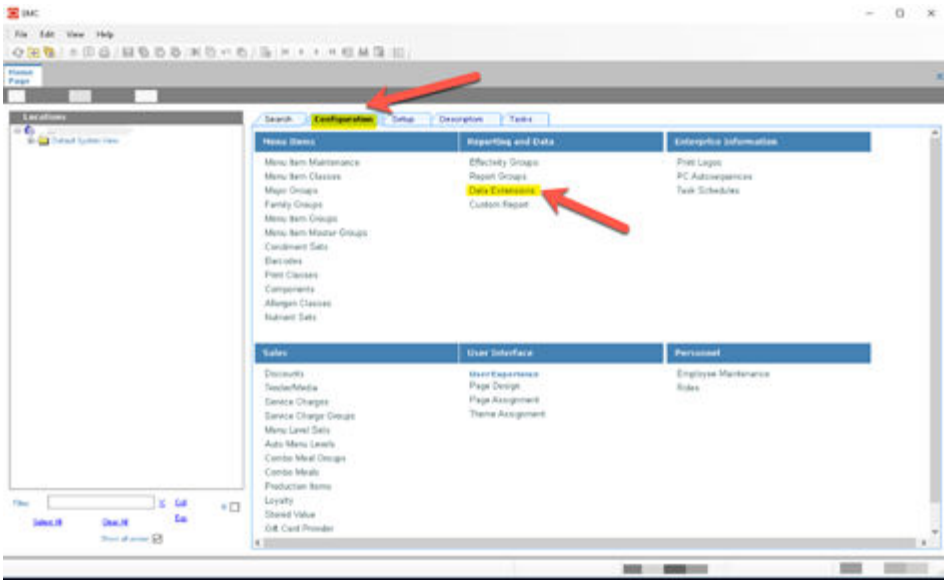
See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

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

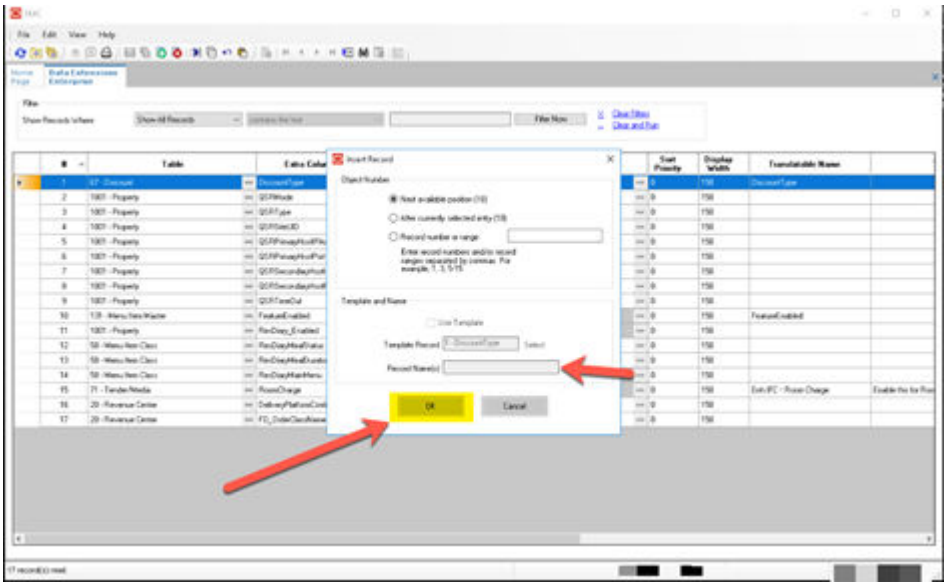
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

Figure 2-2 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 2-3 EMC Enterprise Main Menu



3. Enter information in the following fields:

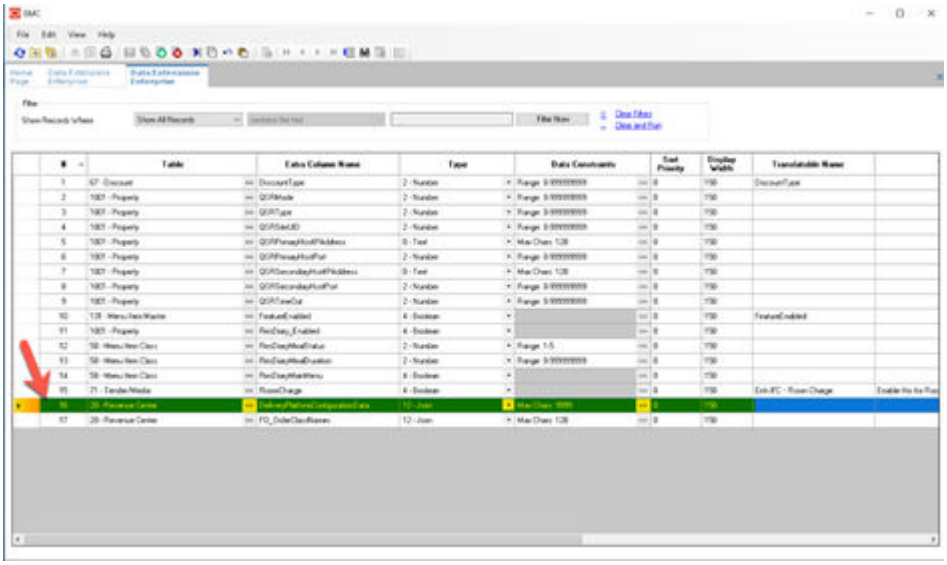
Table 2-1 Data Extension Fields

Field	Description
Table	Select **20 - Revenue Center**.
Extra Column Name	Enter `DeliveryPlatformConfigurationData`.
Type	Select **12 - Json**.

Table 2-1 (Cont.) Data Extension Fields

Field	Description
Data Constraints	Select **Max Chars: 9999**.
Sort Priority	Not applicable; use default value.
Display Width	Enter `150`.
Translatable Name	Not applicable; use default value.
Translatable Help	Not applicable; use default value.

Figure 2-4 Data Extension Module Fields



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 currency code standards.

   See the *Oracle MICROS Simphony 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.

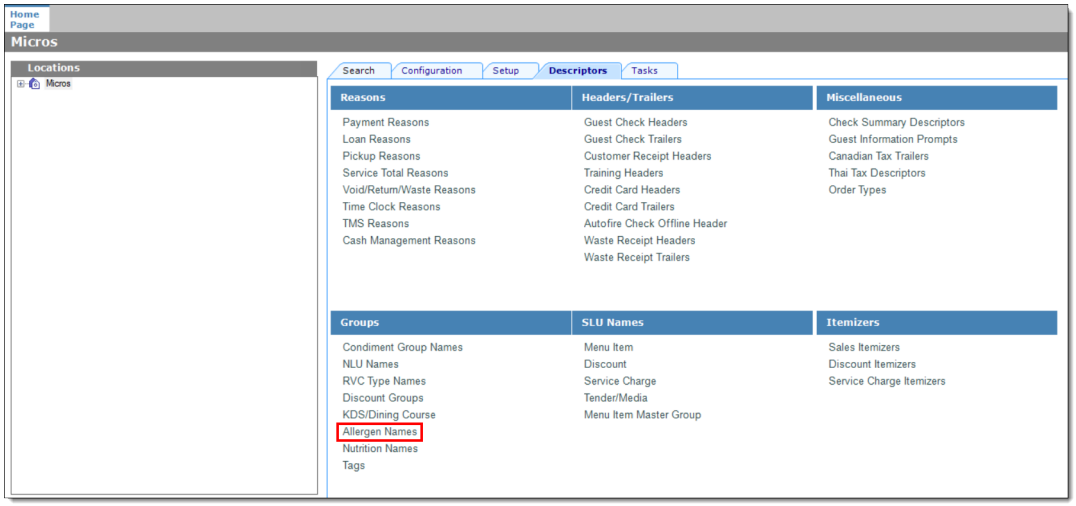
Ensure that the **Language Culture** is set to the appropriate value for the language. See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring languages.

4. Click **Save**.

Creating Allergen Classes

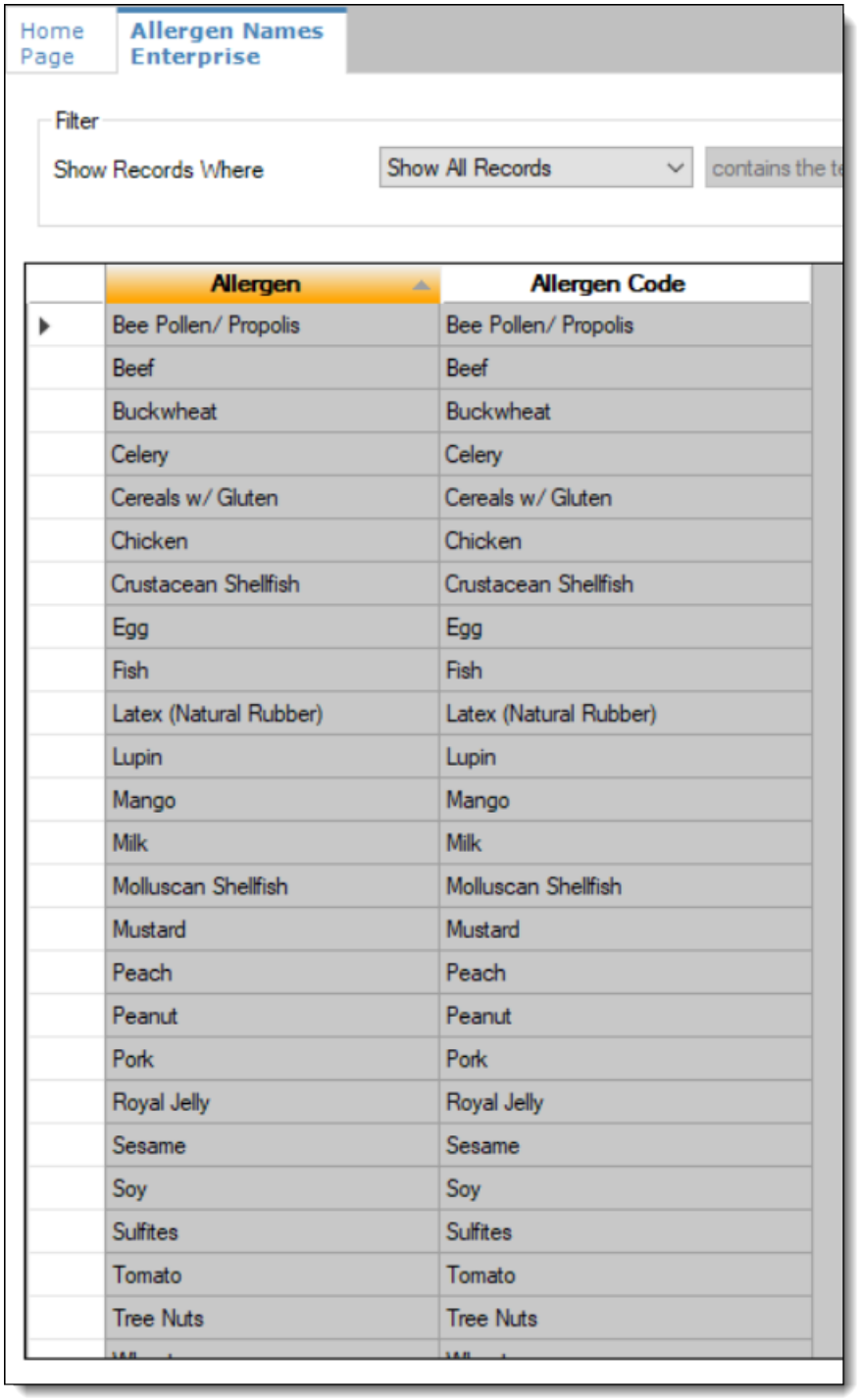
1. Select the Enterprise level, click **Descriptors**, and then click **Allergen Names**.

Figure 2-5 EMC Enterprise Descriptors Tab - Allergen Names



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

Figure 2-6 EMC Allergen Names Module



- The existing allergen names and codes cannot be edited or deleted; however the text can be translated.

2. To insert new allergen names:

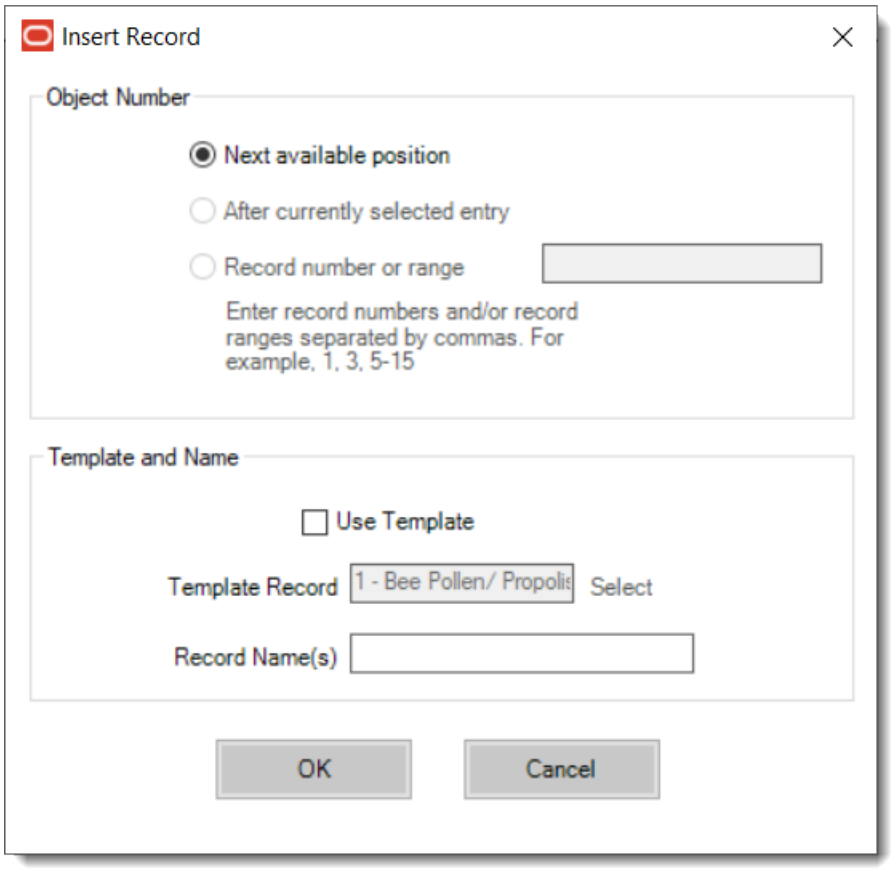
a. Click the insert icon

on the toolbar.

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

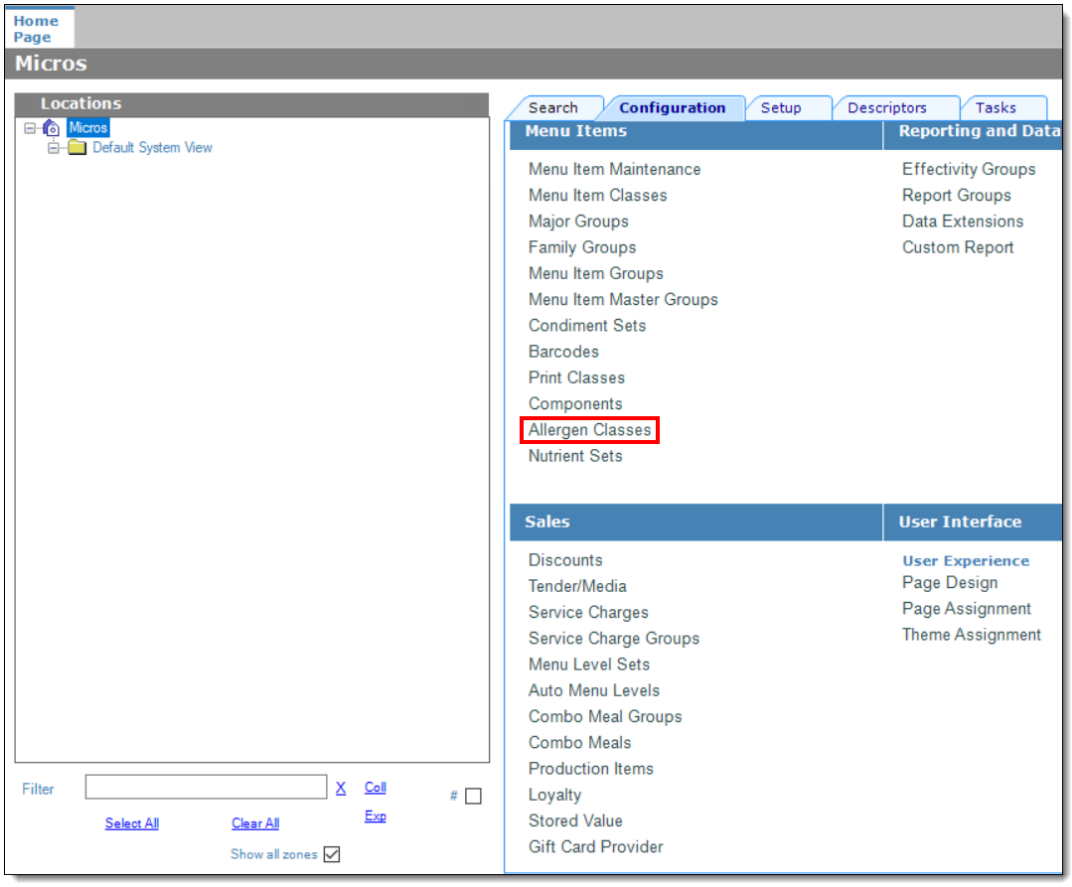
The system does not allow duplicate allergen names.

Figure 2-7 Inserting Allergen Names



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

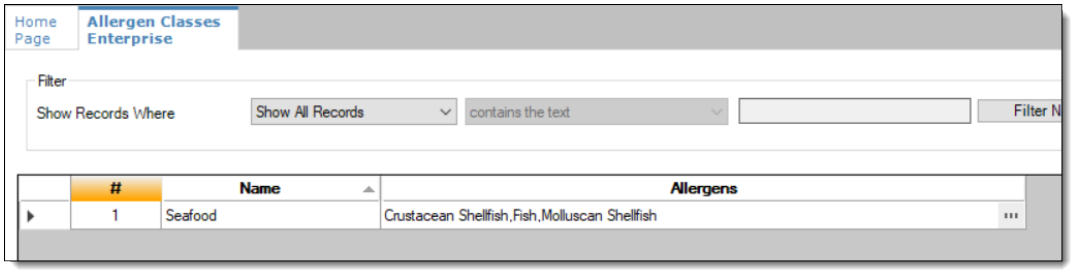
Figure 2-8 EMC Configuration Tab - Allergen Classes



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 2-9 Allergen Classes - Table View



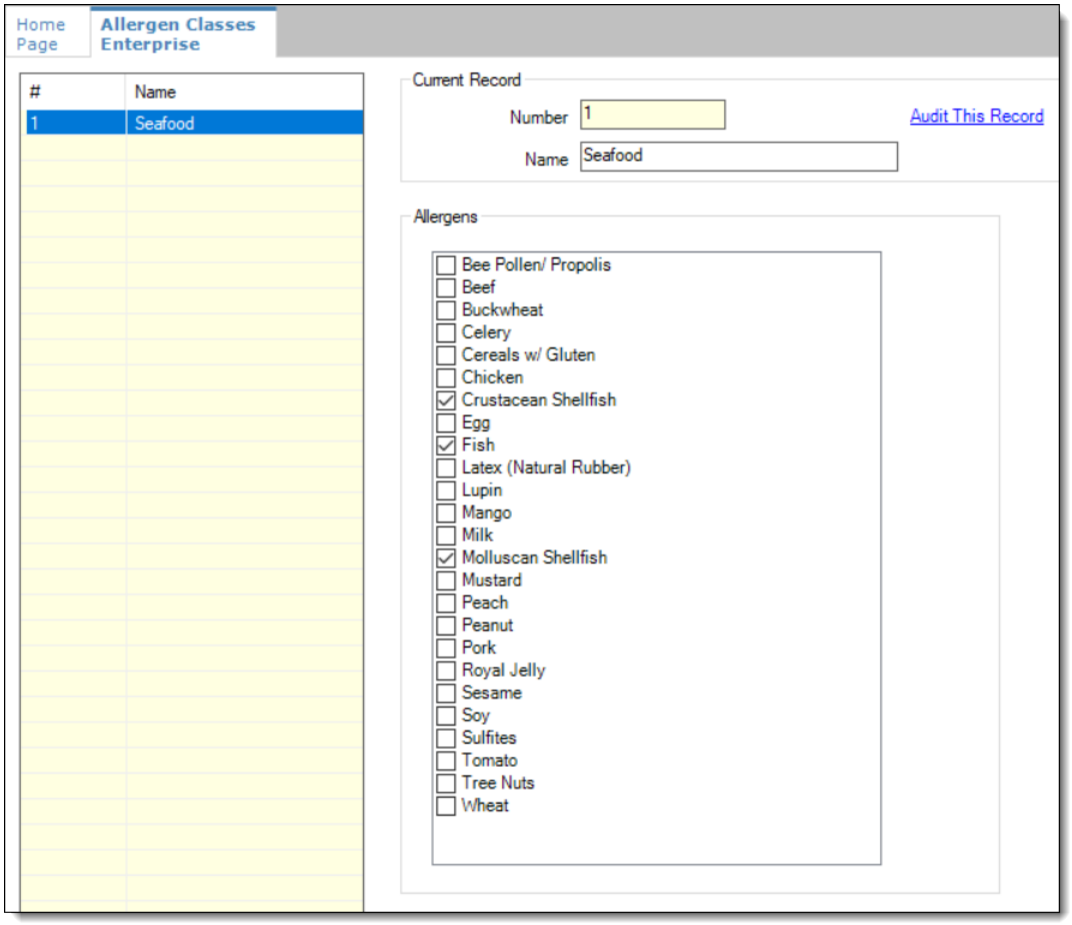
5. Based on the allergy class' name, select the allergen you want to include in the class.

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

   , or double-click the record.

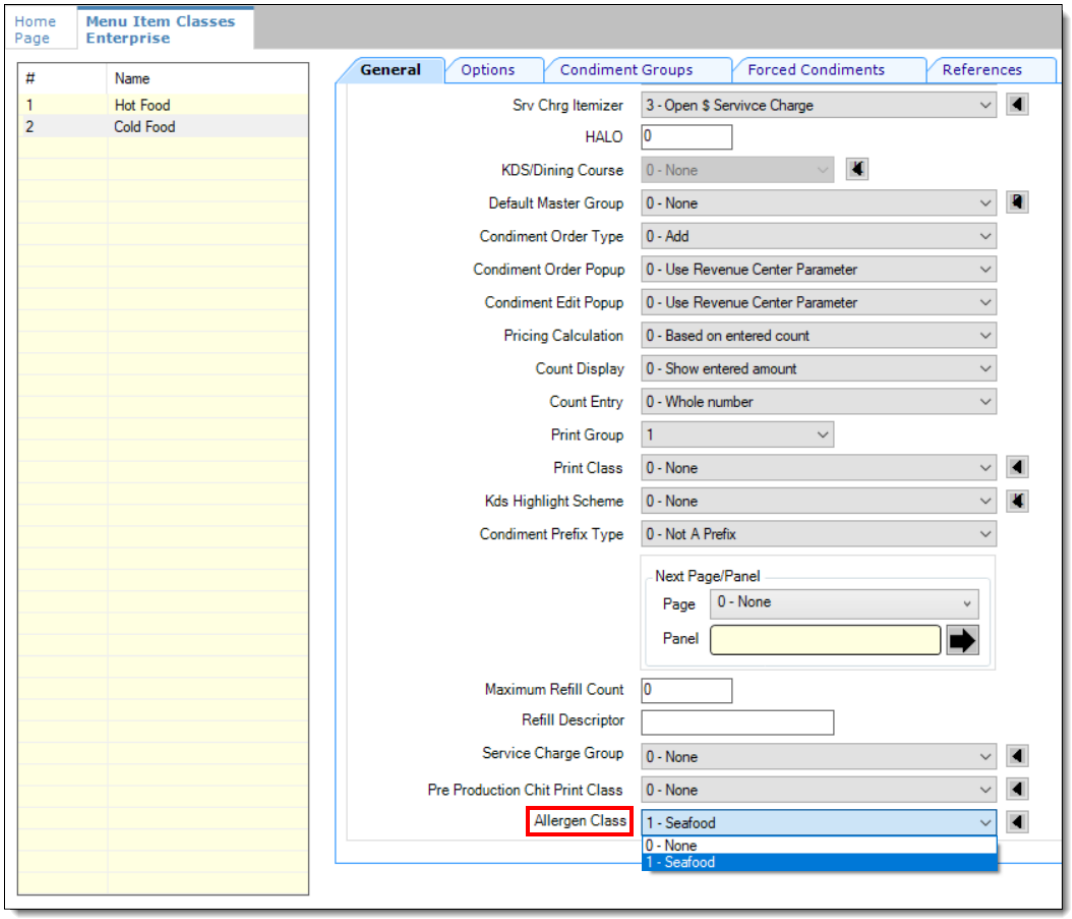
   This is an example of an allergen class named Seafood. Each allergen selected here is seafood related.

Figure 2-10 Allergen Classes - Form View



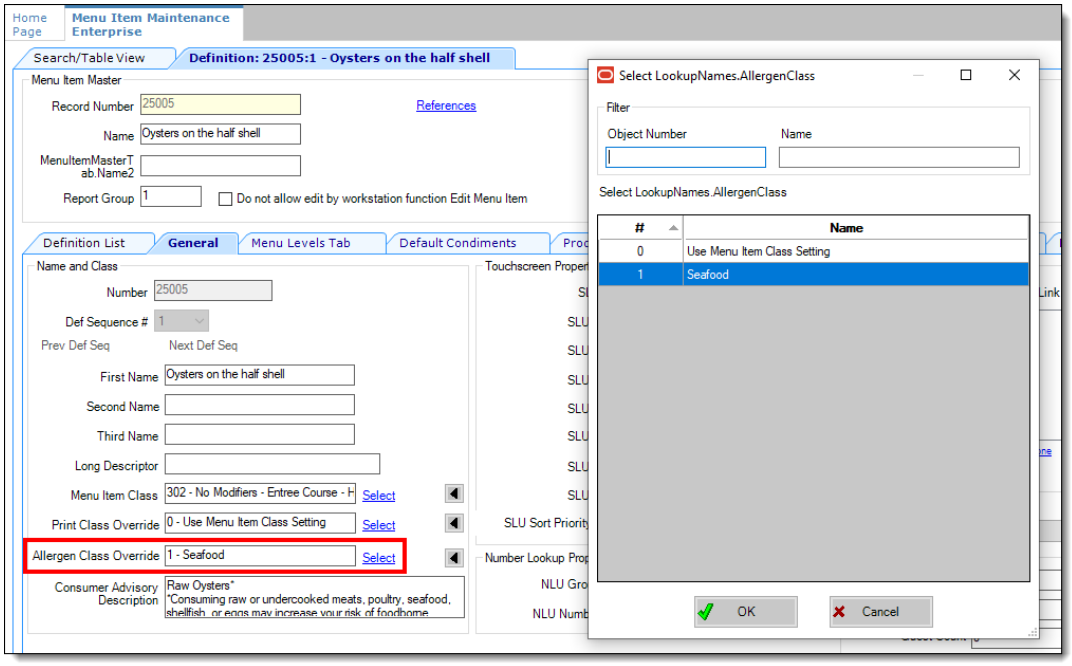
6. Create as many allergen classes as needed, and then click **Save**.
7. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Classes**.
8. On the **General** tab, assign an allergen class from the drop-down list in the **Allergen Class** field, and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

Figure 2-11 Menu Item Classes - Allergen Class Field



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 2-12 Menu Item Definition - Allergen Class Override Field



Creating Menu Tags

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

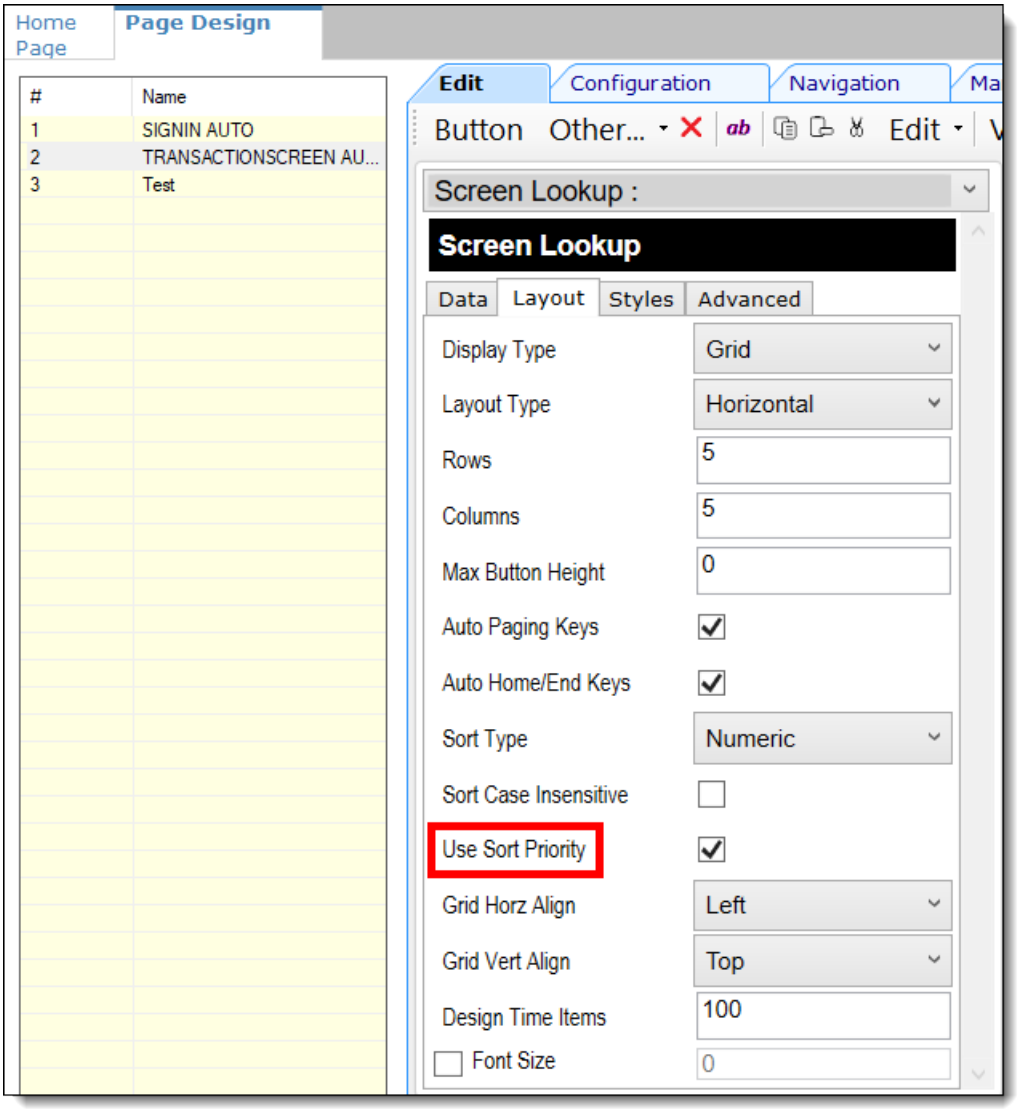
      Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.

   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 2-13 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 or conversational ordering.

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. The SLU number specifies the order in which SLUs appear on the delivery provider ordering site (from least to greatest number). For example, a menu item assigned to SLU 2 will appear in the Entrees category:

   1 Starters

   2 Entrees

   3 Desserts
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 Simphony 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 Simphony.
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**.

Configuring Combo Meals

Simple combo meals are supported with Deliveroo; sized combo meals are not supported with delivery service providers. Complete the Simphony combo meal configuration described in Combo and Fixed Price Meals in the *Oracle MICROS Simphony Configuration Guide*, but do not configure sized combo meals.

The following configuration is required to synchronize combo meals from Simphony to delivery providers through delivery connectors:

1. Create Combo Meal Groups.

   If condiment items (not parents) are included as part of a combo group, these items are ignored during the menu synchronization.

   See Creating Combo Meal Groups in the *Oracle MICROS Simphony Configuration Guide* for more information.

2. Tag the corresponding Menu Item Master.

   To include a combo in the synchronization process, the corresponding Menu Item Master must be tagged. Items within a combo group do not need individual tags. However, if items within a combo group are tagged individually, they appear on the delivery service provider UI as both part of the combo and as individual à la carte items.

   See Configuring Menu Tag Groups and Tags in the *Oracle MICROS Simphony Configuration Guide* for more information.

Review and understand the following considerations before attempting to synchronize combos with the delivery service provider. Ensure that your combo meal configurations adhere to these guidelines to ensure a smooth and accurate synchronization process.

Table 2-2 Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
3 - Is Sized Combo Meal option	If selected, and the combo meal contains configuration consistent with sized combos, it is ignored by the synchronization. If a combo meal is configured as sized but does not contain items with size specifications, it is treated as unsized and included in the synchronization. See Creating Combo Meals.
Combo Group Items with Sizes in Unsized Combos	If a combo group item has a size specification within an unsized combo meal, it appears on the delivery service provider UI but is treated as unsized. See Creating Combo Meal Groups.

Table 2-2 (Cont.) Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
Prices	You can set prices for combo meals at the Menu Item Master level, by combo group, or by combo group item. It is recommended to set base prices for combo meals at the Menu Item Master level. Prices set directly on the combo item definition are ignored. Ensure that prices are defined for all items within a combo group to avoid default prices of $0.00. If the **Price** is not specified, **Active On Level** 1 is used by default. See Combo Meal Group Pricing and Creating Combo Meal Groups.
Alternate Groups	Combo group items cannot be members of Alternate Groups; Alternate Groups are not supported with delivery service provider combos. See Creating Combo Meal Groups.
Side Count and **Quantity**	The side count for combo groups can be configured and is controlled in the side count area of the Combo Group. The default count is 1. The quantity of items within a combo group, including modifiers or weighed items, is controlled in the Combo Group Item area. Deliveroo only supports a quantity of 1. If the delivery service provider detects a combo group item with a quantity greater than 1 for Deliveroo, the combo is ignored, and an error is logged. Deliveroo has a limitation where the quantity selector is limited to 1 when a menu item in a combo group has modifiers. See Creating Combo Meal Groups.
Combo Meal Groups Based on Menu Item Definition	Only Menu Item Definition 1 is supported for combos.
Invalid Items in Combo Groups	If a combo meal group does not contain valid items, it is unable to be ordered. Invalid items include condiments and items without definitions.
Condiment Parent as Menu Item Master	If a condiment parent is configured as a Menu Item Master, its condiment groups are ignored, and it is treated as a regular menu item.
Duplicate Combo Meal Groups	If a combo meal group is referenced multiple times in a combo meal, the duplicates are ignored, and only one instance of the group is considered.

Configuring Advanced Menu Item Options

When considering the display of menu items on delivery platform ordering sites and kiosks, additional menu item options are available. The modifiers and prices used in Simphony POS Operations may not be the same as those displayed to delivery platform customers on online ordering sites or kiosks.

You can create additional menu item definitions (see Configuring Menu Item Definitions in the *Oracle MICROS Simphony Configuration Guide*), or set Delivery Connector advanced menu item configurations options. These advanced options are controlled in revenue centers and in JSON code, and are as follows for Deliveroo:

Price Sequence Level Filter

The price sequence filter lets you specify the menu item price sequence levels used in the delivery service provider. You can apply the price sequence filter to base menu items (for example, a hamburger) and to condiments (for example, cheese). This filter affects all menu items that are passed to the delivery service provider.

See Sample JSON: Deliveroo for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Condiment Group Filter

The condiment group filter lets you specify the condiment groups for each delivery service provider. The filter allows the condiment groups in the Menu Item Classes module to be included or excluded. This prevents unwanted condiments and condiment groups from being displayed on the delivery service provider ordering site.

To specify the condiment group filter in the JSON code, set condiment group numbers separated by commas, and `true` or `false` to indicate whether the condiment group specified will be included or excluded from the delivery service provider.

See Sample JSON: Deliveroo for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Image Slot

If multiple image slots are in use for an organization, the item image slot lets you specify which menu item image slot is used for the product display in the delivery service provider, rather than the default setting of 1. This feature is used with kiosks and online ordering sites.

See Sample JSON: Deliveroo for a description of JSON data values and a code sample that you can copy and change for your restaurant.

SLU Slot

The Screen Look Up (SLU) slot lets you specify which SLU slot is used for the product display in delivery service providers. By default, the system shows all SLUs assigned to a menu item as categories in the delivery service provider. If multiple SLUs are in use for an organization, the SLU slots appear as multiple categories with the source product displayed in each SLU. The selection allows customers to specify the SLU name to use as a category name in their delivery service provider.

See Sample JSON: Deliveroo for a description of JSON data values and a code sample that you can copy and change for your restaurant.

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,
            "priceSequences":
                [
                {
                "type": "BaseItem",
                "levels": [2]
                },
                {
                "type": "Condiment",
```

```
                "levels": [6, 7, 8]
                }
                ]
            "condimentGroupRuleFilter":
                {
                "values": "1,2,3,4",
                "include": true
                }
            "itemImageSlot": 2
            "sluSlot": 1
            "discountId": 2,
            "menus": [{
                    "name": {
                        "en-US": "All Day"
                    },
                    "identifier": "DeliverooAllDay",
                    "imageURL": "https://oracleobjectstore.com/images/
deliveroo-all-day-menu.jpg",
                    "availability": null
                }
            ]
        } // End of Deliveroo
    ]
}
```

Table 2-3 Data Extensions Column Name

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

Table 2-4 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.

Table 2-4 (Cont.) Delivery Platform Configuration

Name	Type	Description
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.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in the delivery platform.
discountId	number	Object number for Discount to be used for open discount promotion orders received from the delivery platform. The discountId is required.
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 2-5 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.

Table 2-5 (Cont.) Delivery Platform Menu

Name	Type	Description
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 2-6 Translated String

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

Table 2-7 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.

   If you no longer use a delivery platform, disable 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 Simphony, 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.

3
DoorDash

DoorDash is supported with Simphony release 19.4 and later. Review the following checklist before you set up Simphony for DoorDash:

- Decide on your menu(s). DoorDash supports one or multiple menus.
- Decide on unique tag names for the menu or menus.
- Plan the list of menu items.
- Determine menu availability. For example, will the menu be available only on weekdays between specific times?
- The menus 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 Simphony, a category corresponds to a SLU. Each category needs its own SLU.

  > **Note:**
  >
  > DoorDash supports a maximum of 100 SLUs.

- Decide on an image to display for each 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

    > **Note:**
    >
    > All images are manually verified by DoorDash and will not appear immediately on the ordering site.

  - Menu item price
  - Allergen classes
- Consider the display of menu items on delivery platform ordering sites and kiosks, and determine whether advanced menu options are needed:
  - Price sequence level filter
  - Condiment group filter
  - Image slot

- SLU slot
- Default condiments
- KDS notification

Registering with DoorDash

If you are unable to locate your Simphony Home URL (OpenID Provder URL), it's located in the EMC Enterprise Parameters module, Applications subtab.

> **Note:**
>
> When copying this URL for access to Simphony Home, exclude the `/oidc-provider/` portion of the URL.

1. Complete the Get Started DoorDash form, located at https://get.doordash.com/en-us, and sign up for a merchant account.
2. Establish a store in DoorDash for each revenue center that will process DoorDash orders.
3. Advise DoorDash that this is an Oracle integration.
4. You will receive store IDs for each store created.
5. Complete the Simphony configuration steps detailed below.
6. You will receive a menu preview link following your first successful menu sync (as shown in the Verifying Setup section).
7. Advise DoorDash that the site is ready for use, and they will perform final activation.
8. You will receive a confirmation email that your site is ready for use.

Transaction Services Generation 2

The delivery service provider integration requires Simphony 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 SimphonyTransaction 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.

g. In the General Settings section, select **Enable Simphony Transaction Services (Gen 2) Cloud API**.

h. 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.

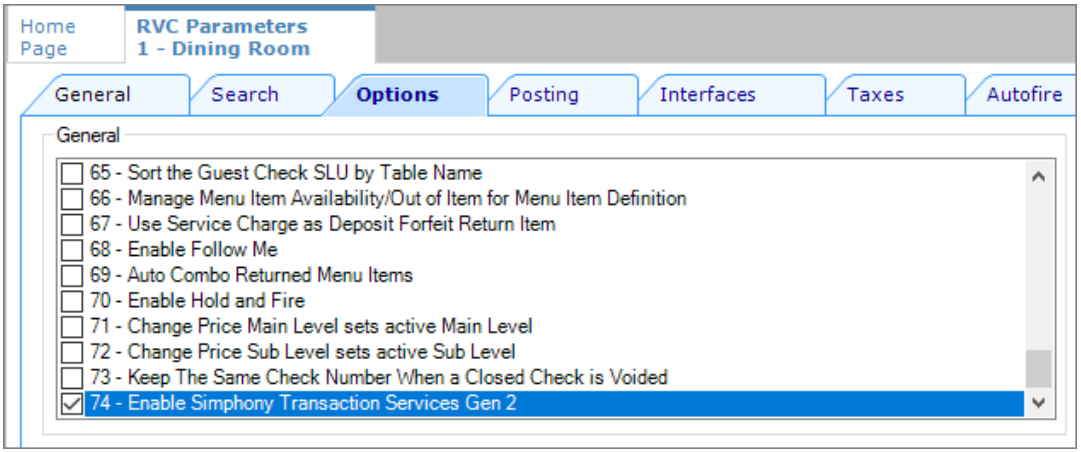
l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.

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 Simphony Transaction Services Gen 2**.

Figure 3-1 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, PostmatesAccount, DeliverooAccount, DoorDashAccount, GlovoAccount, RappiAccount, and so on), 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:

- Name the order type after the delivery service provider.
- 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 DoorDash Employee

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

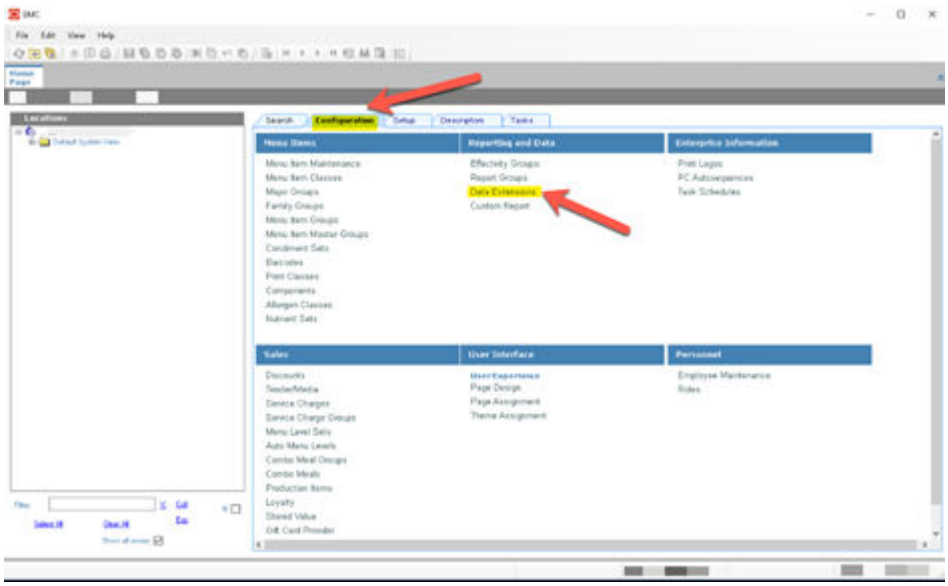
See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

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 DoorDash configuration.

Adding a Data Extension Record

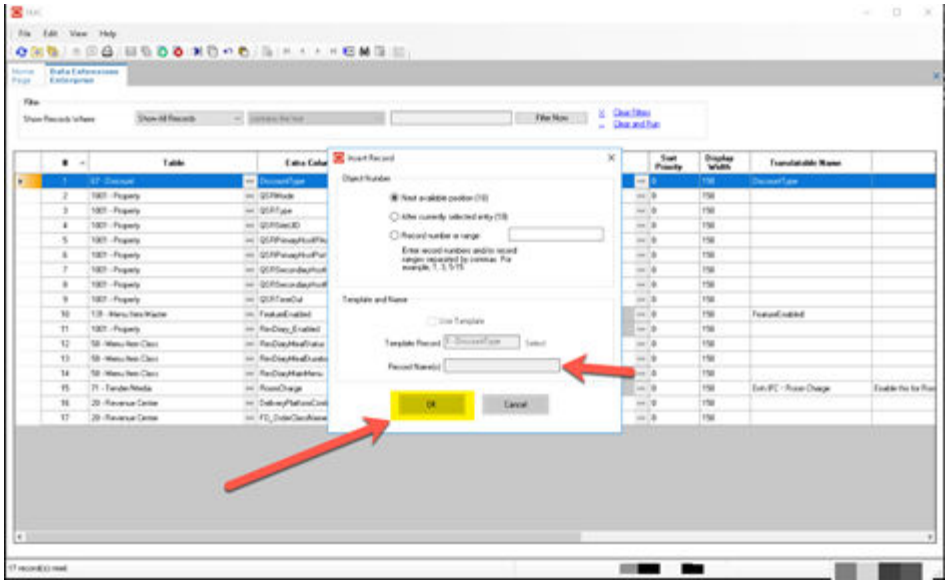
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

Figure 3-2 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 3-3 EMC Enterprise Main Menu

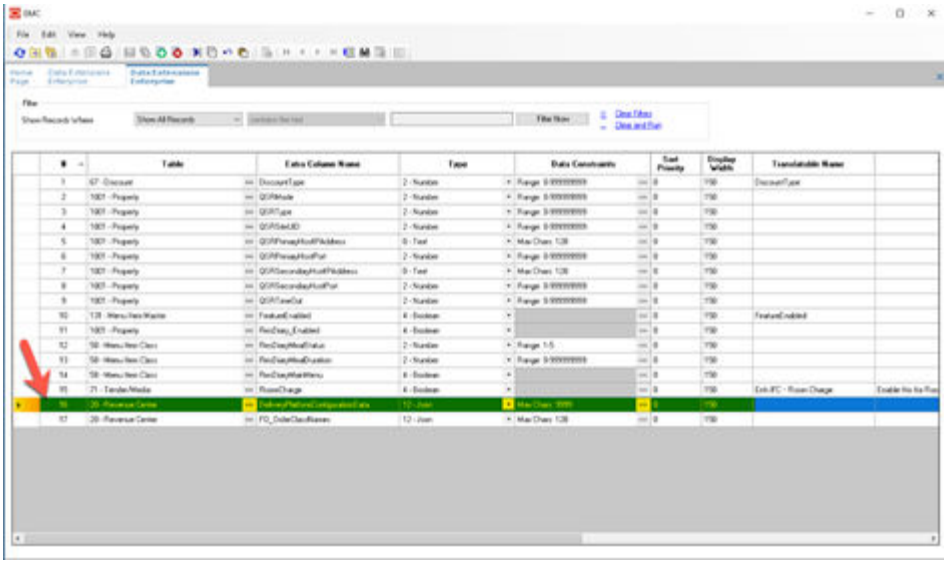


3. Enter information in the following fields:

Table 3-1 Data Extension Fields

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

Figure 3-4 Data Extension Module Fields



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 currency code standards.

   See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring currencies.
4. Click **Save**.

Configuring the Language Culture

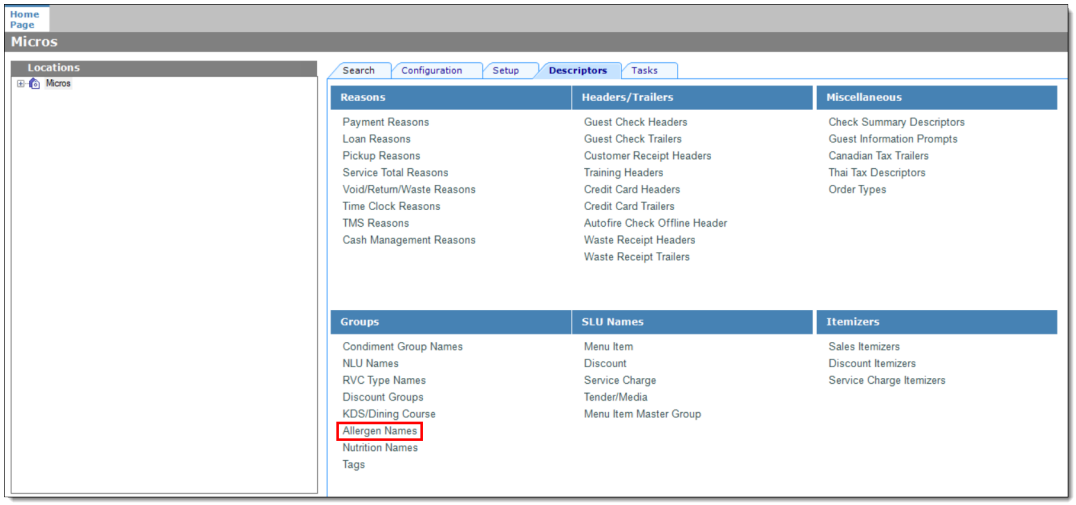
1. Select the Enterprise, click **Setup**, and then click **Languages**.
2. Double-click the language record, and then click the **Miscellaneous** tab.
3. Select the **Locale ID**, and then enter the **Language Culture** corresponding to the language.

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

Creating Allergen Classes

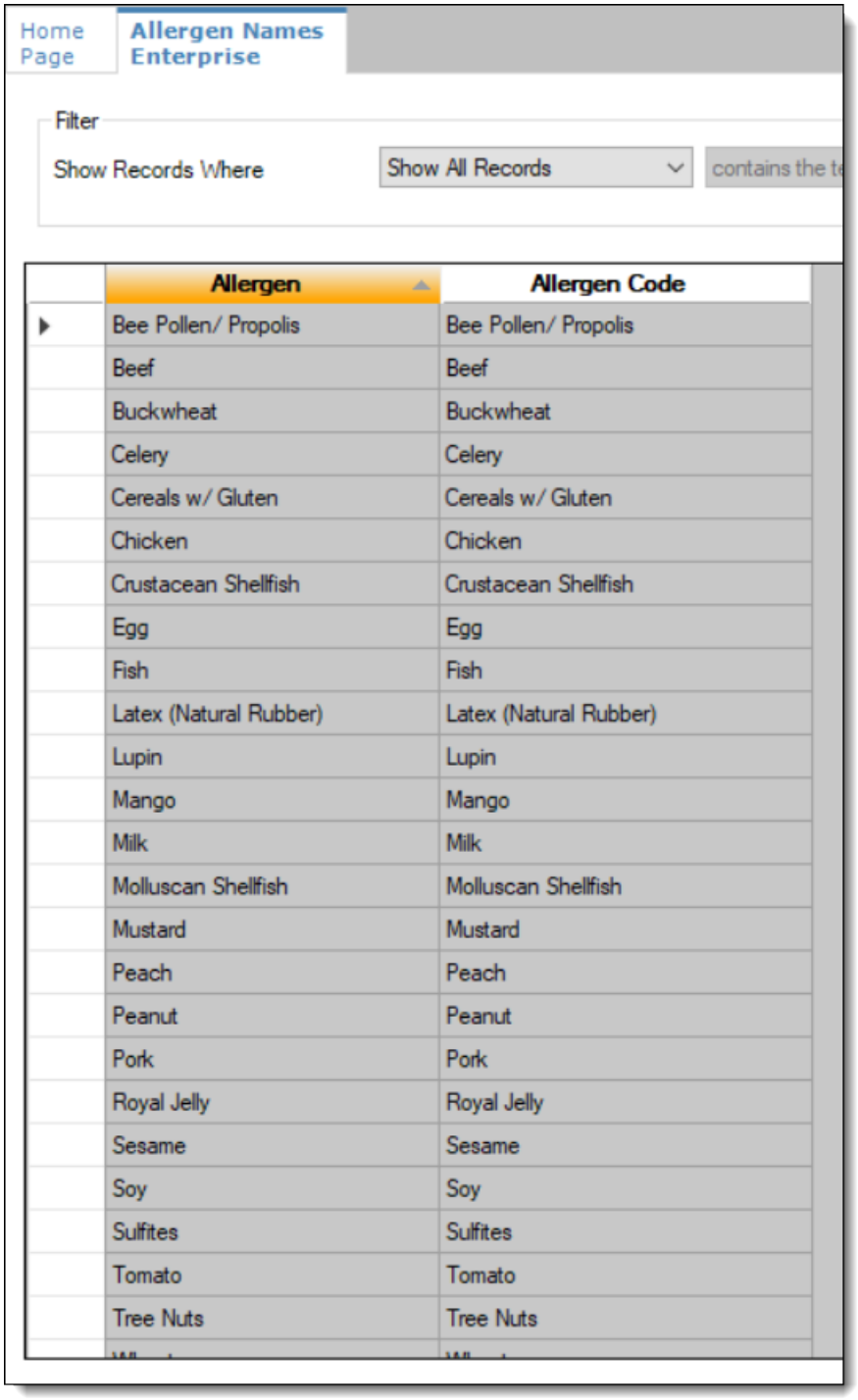
1. Select the Enterprise level, click **Descriptors**, and then click **Allergen Names**.

Figure 3-5 EMC Enterprise Descriptors Tab - Allergen Names



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

Figure 3-6 EMC Allergen Names Module



- The existing allergen names and codes cannot be edited or deleted; however the text can be translated.

2. To insert new allergen names:

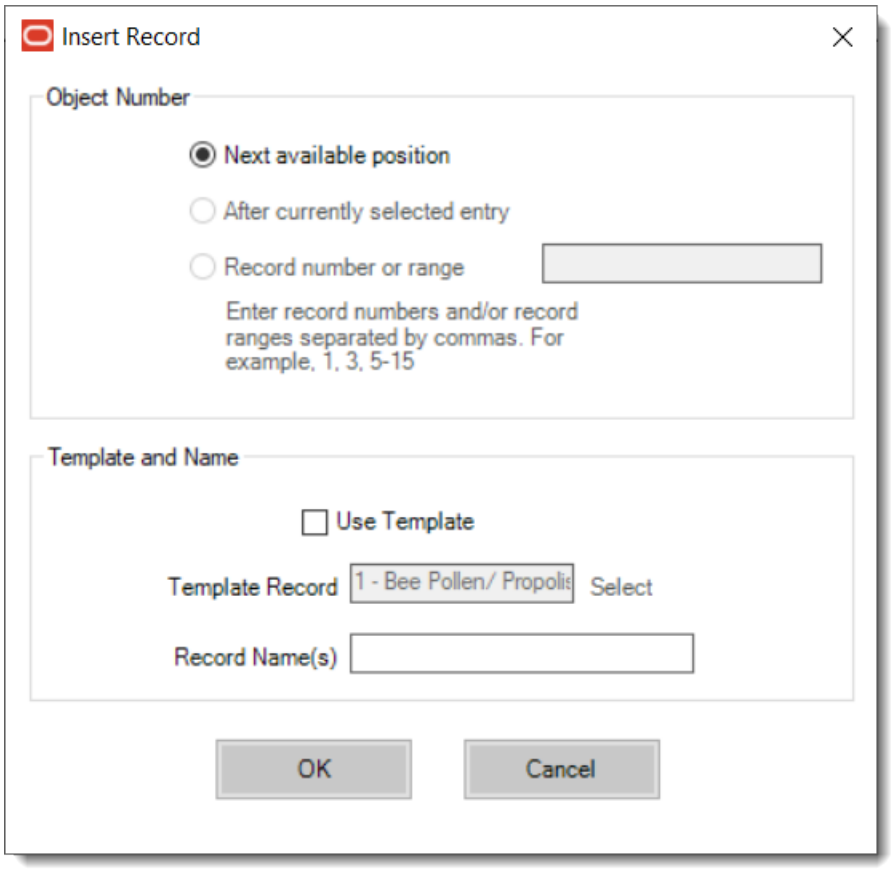
a. Click the insert icon

on the toolbar.

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

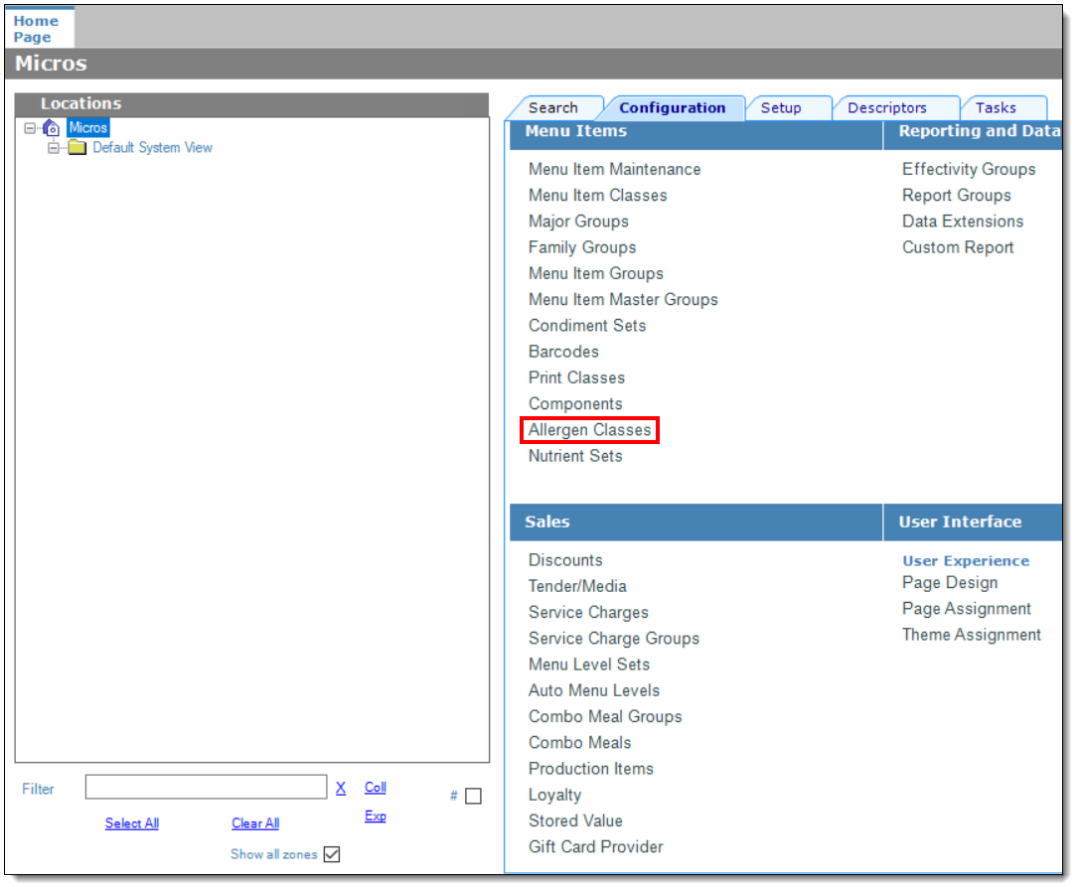
The system does not allow duplicate allergen names.

Figure 3-7 Inserting Allergen Names



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

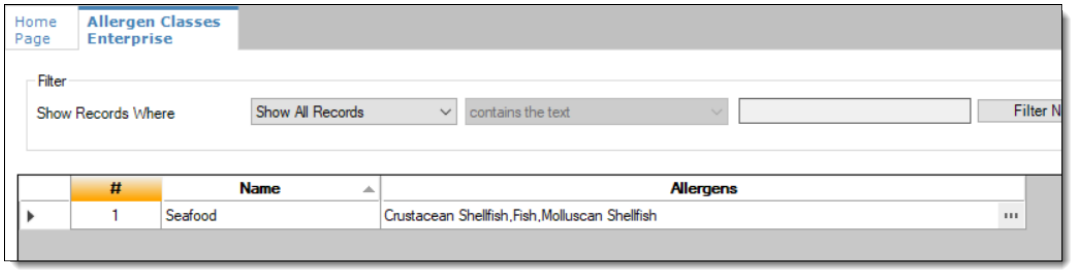
Figure 3-8 EMC Configuration Tab - Allergen Classes



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 3-9 Allergen Classes - Table View



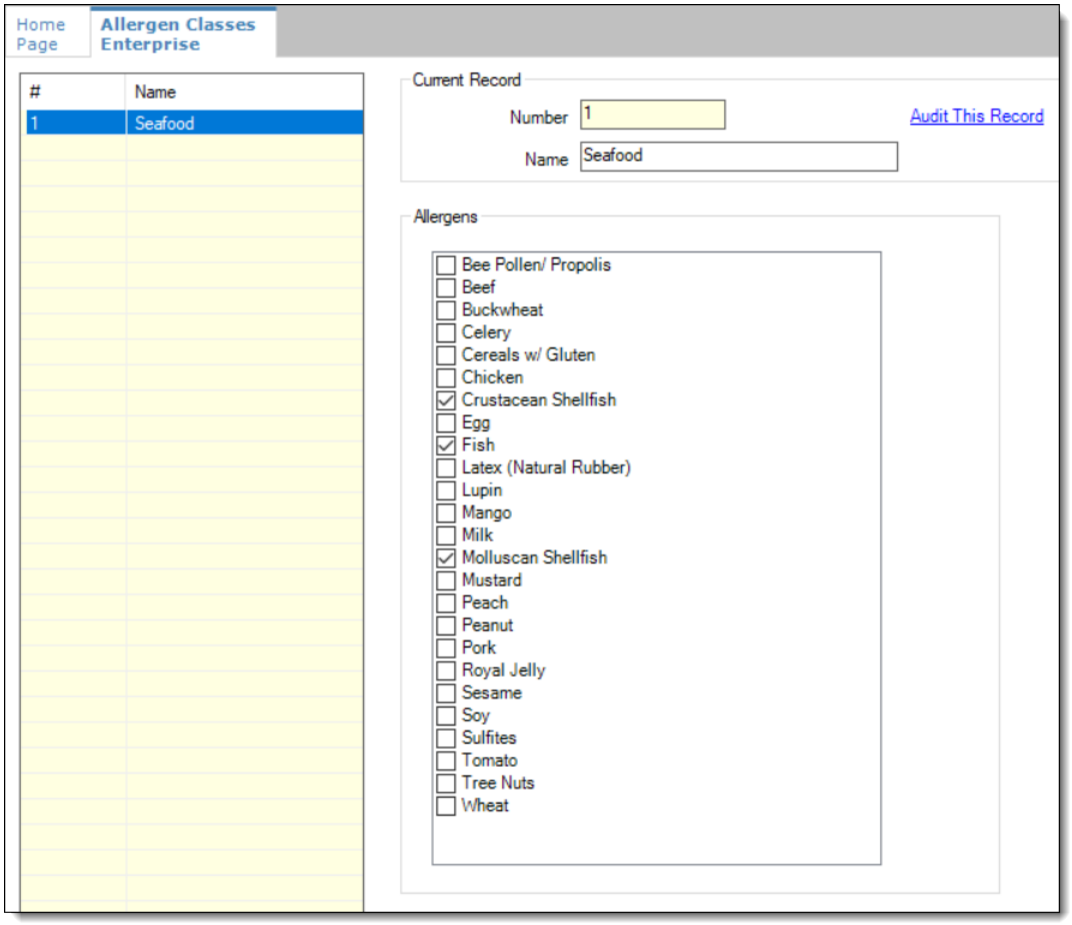
5. Based on the allergy class' name, select the allergen you want to include in the class.

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

   , or double-click the record.

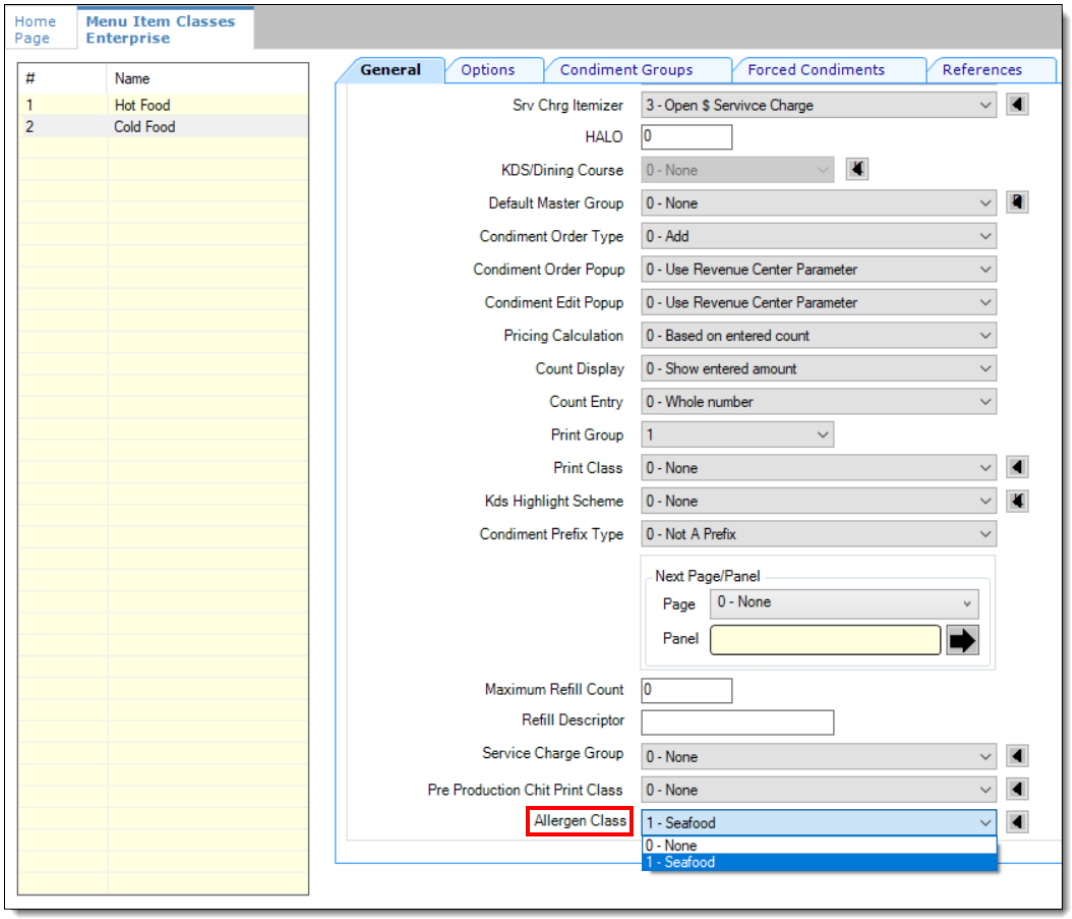
   This is an example of an allergen class named Seafood. Each allergen selected here is seafood related.

Figure 3-10 Allergen Classes - Form View



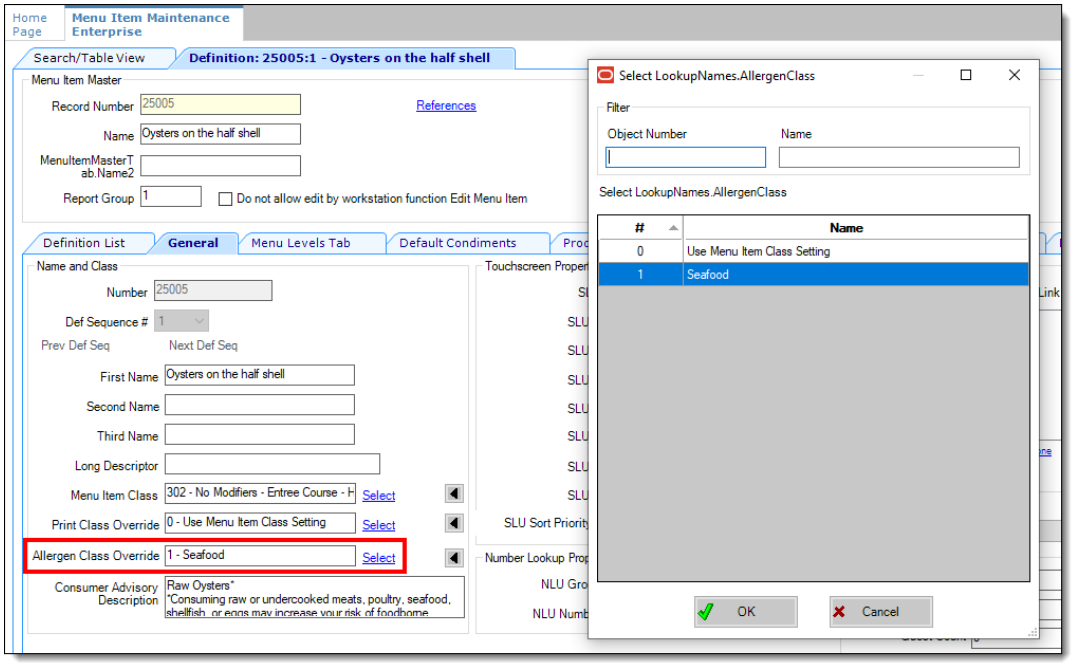
6. Create as many allergen classes as needed, and then click **Save**.
7. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Classes**.
8. On the **General** tab, assign an allergen class from the drop-down list in the **Allergen Class** field, and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

Figure 3-11 Menu Item Classes - Allergen Class Field



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 3-12 Menu Item Definition - Allergen Class Override Field



Creating Menu Tags

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

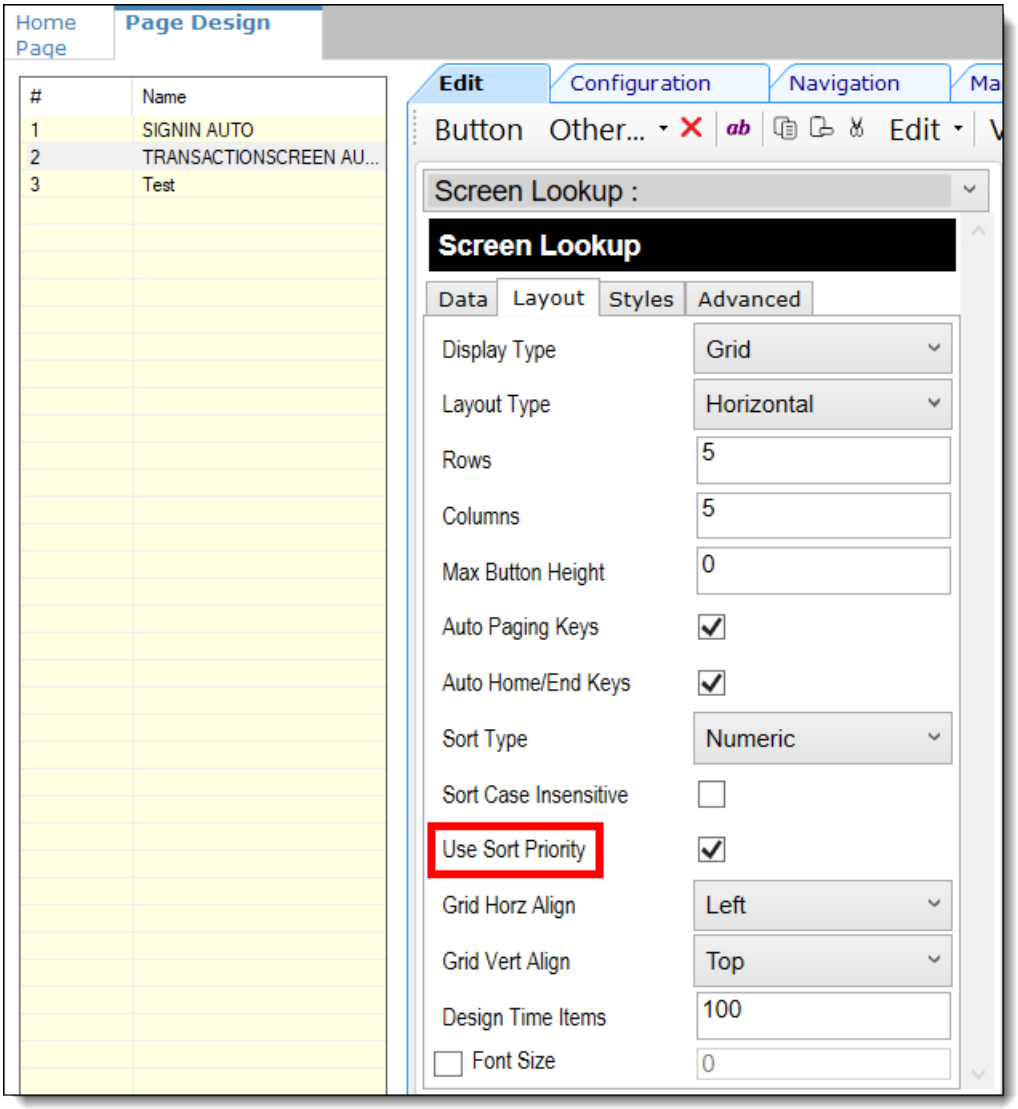
      Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.

   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 3-13 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 or conversational ordering.

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 DoorDash of the menu item's new status (unavailable or available). These updates are immediately sent to DoorDash 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. The SLU number specifies the order in which SLUs appear on the delivery provider ordering site (from least to greatest number). For example, a menu item assigned to SLU 2 will appear in the Entrees category:

   1 Starters

   2 Entrees

   3 Desserts
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 Simphony 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 Simphony.
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.
10. Click **Save**.

Assigning Allergy Information for a Menu Item

When using DoorDash, 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**.

Configuring Combo Meals

Simple combo meals are supported with DoorDash; sized combo meals are not supported with delivery service providers.Complete the Simphony combo meal configuration described in Combo and Fixed Price Meals in the *Oracle MICROS Simphony Configuration Guide*, but do not configure sized combo meals.

The following configuration is required to synchronize combo meals from Simphony to delivery providers through delivery connectors:

1. Create Combo Meal Groups.

   If condiment items (not parents) are included as part of a combo group, these items are ignored during the menu synchronization.

   See Creating Combo Meal Groups in the *Oracle MICROS Simphony Configuration Guide* for more information.

2. Tag the corresponding Menu Item Master.

   To include a combo in the synchronization process, the corresponding Menu Item Master must be tagged. Items within a combo group do not need individual tags. However, if items within a combo group are tagged individually, they appear on the delivery service provider UI as both part of the combo and as individual à la carte items.

   See Configuring Menu Tag Groups and Tags in the *Oracle MICROS Simphony Configuration Guide* for more information.

Review and understand the following considerations before attempting to synchronize combos with the delivery service provider. Ensure that your combo meal configurations adhere to these guidelines to ensure a smooth and accurate synchronization process.

Table 3-2 Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
3 - Is Sized Combo Meal option	If selected, and the combo meal contains configuration consistent with sized combos, it is ignored by the synchronization. If a combo meal is configured as sized but does not contain items with size specifications, it is treated as unsized and included in the synchronization. See Creating Combo Meals.
Combo Group Items with Sizes in Unsized Combos	If a combo group item has a size specification within an unsized combo meal, it appears on the delivery service provider UI but is treated as unsized. See Creating Combo Meal Groups.

Table 3-2 (Cont.) Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
Prices	You can set prices for combo meals at the Menu Item Master level, by combo group, or by combo group item. It is recommended to set base prices for combo meals at the Menu Item Master level. Prices set directly on the combo item definition are ignored. Ensure that prices are defined for all items within a combo group to avoid default prices of $0.00. If the **Price** is not specified, **Active On Level** 1 is used by default. See Combo Meal Group Pricing and Creating Combo Meal Groups.
Alternate Groups	Combo group items cannot be members of Alternate Groups; Alternate Groups are not supported with delivery service provider combos. See Creating Combo Meal Groups.
Side Count and **Quantity**	The side count for combo groups can be configured and is controlled in the side count area of the Combo Group. The default count is 1. The quantity of items within a combo group, including modifiers or weighed items, is controlled in the Combo Group Item area. DoorDash only supports a quantity of 1. If the delivery service provider detects a combo group item with a quantity greater than 1 for DoorDash, the combo is ignored, and an error is logged. DoorDash has a limitation where the quantity selector is limited to 1 when a menu item in a combo group has modifiers. See Creating Combo Meal Groups.
Combo Meal Groups Based on Menu Item Definition	Only Menu Item Definition 1 is supported for combos.
Invalid Items in Combo Groups	If a combo meal group does not contain valid items, it is unable to be ordered. Invalid items include condiments and items without definitions.
Condiment Parent as Menu Item Master	If a condiment parent is configured as a Menu Item Master, its condiment groups are ignored, and it is treated as a regular menu item.
Duplicate Combo Meal Groups	If a combo meal group is referenced multiple times in a combo meal, the duplicates are ignored, and only one instance of the group is considered.

Configuring Advanced Menu Item Options

When considering the display of menu items on delivery platform ordering sites and kiosks, additional menu item options are available. The modifiers and prices used in Simphony POS Operations may not be the same as those displayed to delivery platform customers on online ordering sites or kiosks.

You can create additional menu item definitions (see Configuring Menu Item Definitions in the *Oracle MICROS Simphony Configuration Guide*), or set Delivery Connector advanced menu item configurations options. These advanced options are controlled in revenue centers and in JSON code, and are as follows for DoorDash:

Price Sequence Level Filter

The price sequence filter lets you specify the menu item price sequence levels used in the delivery service provider. You can apply the price sequence filter to base menu items (for example, a hamburger) and to condiments (for example, cheese). This filter affects all menu items that are passed to the delivery service provider.

See Sample JSON: DoorDash Single Menu and Sample JSON: DoorDash Multiple Menus for descriptions of JSON data values and code samples that you can copy and change for your restaurant.

Condiment Group Filter

The condiment group filter lets you specify the condiment groups for each delivery service provider. The filter allows the condiment groups in the Menu Item Classes module to be included or excluded. This prevents unwanted condiments and condiment groups from being displayed on the delivery service provider ordering site.

To specify the condiment group filter in the JSON code, set condiment group numbers separated by commas, and `true` or `false` to indicate whether the condiment group specified will be included or excluded from the delivery service provider.

See Sample JSON: DoorDash Single Menu and Sample JSON: DoorDash Multiple Menus for descriptions of JSON data values and code samples that you can copy and change for your restaurant.

Image Slot

If multiple image slots are in use for an organization, the item image slot lets you specify which menu item image slot is used for the product display in the delivery service provider, rather than the default setting of 1. This feature is used with kiosks and online ordering sites.

See Sample JSON: DoorDash Single Menu and Sample JSON: DoorDash Multiple Menus for descriptions of JSON data values and code samples that you can copy and change for your restaurant.

SLU Slot

The Screen Look Up (SLU) slot lets you specify which SLU slot is used for the product display in delivery service providers. By default, the system shows all SLUs assigned to a menu item as categories in the delivery service provider. If multiple SLUs are in use for an organization, the SLU slots appear as multiple categories with the source product displayed in each SLU.

The selection allows customers to specify the SLU name to use as a category name in their delivery service provider.

See Sample JSON: DoorDash Single Menu and Sample JSON: DoorDash Multiple Menus for descriptions of JSON data values and code samples that you can copy and change for your restaurant.

Using Default Condiments with DoorDash

If you have default condiments configured for a menu item in Simphony, you can pass them to DoorDash without having to create additional Menu Item Classes and condiment groups.

1. If the condiment group is configured as a Default Condiment master group in the Menu Item Classes module, these condiments display as removable option in the delivery platform.
2. If the condiment group is not configured as a Default Condiment master group in the Menu Item Classes module, the condiments display as selected items for the menu item, and must be disabled to remove them.

The condiment group configuration affects the way Default Condiments display on a Kitchen Display System (KDS) and on order receipts.

- In the case of #1, a Hamburger menu item with Lettuce, Tomato, and Pickle as the Default Condiment master group displays as Hamburger, no, Lettuce
- In the case of #2, a menu item with lettuce, tomato, and pickle as the Default Condiment master group displays as Hamburger, Tomato, Pickle

KDS Notification

When menu items are bumped from the KDS, a notification is sent to the customer and to the delivery driver indicating that the ordered items have been completed in the kitchen.

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: DoorDash Single Menu and Sample JSON: DoorDash Multiple Menus for descriptions of JSON data values and code samples 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: DoorDash Single Menu

The following sample shows JSON code using DoorDash with a single menu. 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": "DoorDash",
            "groupIdentifier": null,
            "rvcIdentifier": "24219649",
            "empNum": 45,
            "otNum": 5,
            "tendNum": 101,
            "priceSequences":
                [
                {
                "type": "BaseItem",
                "levels": [2]
                },
                {
                "type": "Condiment",
                "levels": [6, 7, 8]
                }
                ]
            "condimentGroupRuleFilter":
                {
                "values": "1,2,3,4",
                "include": true
                }
            "itemImageSlot": 2
            "sluSlot": 1
            "menus": [
                    {
                    "name": {
                        "en-US": "SampleMenu"
                    },
                    "identifier": "DoorDashMenu",
                    "imageURL": "https://objectstorage.png",
                    "availability": [{
                            "dayOfWeek": "Mon",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Tue",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
```

```
                        {
                            "dayOfWeek": "Wed",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Thu",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Fri",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sat",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sun",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        }
                    ],
                                                    "specialHours":
                        [
                         {
                        "date": "2022-12-31",
                        "closed": true,
                        "start_time": "04:00",
                        "end_time": "08:00"
                         }
                        ]
                }
            ]
                    }
    ]
}
```

Table 3-3 Data Extensions Column Name

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

Table 3-4 Delivery Platform Configuration

Name	Type	Description
name	string	DoorDash Do not change this value.

Table 3-4 (Cont.) Delivery Platform Configuration

Name	Type	Description
groupIdentifier	string	Set to null because the object does not apply to DoorDash.
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	Set to -1 because the object is not valid for DoorDash. Do not change this value.
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in 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 3-5 Delivery Platform Menu

Name	Type	Description
name	TranslatedString	Display name for menu by locale.

Table 3-5 (Cont.) Delivery Platform Menu

Name	Type	Description
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 3-6 Translated String

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

Table 3-7 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.

Sample JSON: DoorDash Multiple Menus

The following sample shows JSON code using DoorDash with multiple menus. 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": "DoorDash",
            "groupIdentifier": null,
            "rvcIdentifier": "ba029dd5-a533-4201-a67a-4b3f992844d7",
            "empNum": 17,
            "otNum": 6,
            "tendNum": 5,
            "priceSequences":
                [
                {
                "type": "BaseItem",
                "levels": [2]
                },
                {
                "type": "Condiment",
                "levels": [6, 7, 8]
                }
                ]
            "condimentGroupRuleFilter":
                {
                "values": "1,2,3,4",
                "include": true
                }
            "itemImageSlot": 2
            "sluSlot": 1
            "menus": [
                    {
                    "name": {
                        "en-US": "BreakfastDD"
                    },
                    "identifier": "DoorDash",
                    "imageURL": "https://objectstorage.jpg",
                    "availability": [{
                            "dayOfWeek": "Mon",
                            "startTime": "02:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Tue",
                            "startTime": "04:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Wed",
                            "startTime": "07:00",
```

```
                            "endTime": "09:59"
                        },
                        {
                            "dayOfWeek": "Thu",
                            "startTime": "08:00",
                            "endTime": "11:59"
                        },
                        {
                            "dayOfWeek": "Fri",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sat",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sun",
                            "startTime": "12:00",
                            "endTime": "23:59"
                        }
                    ]
                },
                {
                    "name": {
                        "en-US": "LunchDD"
                    },
                    "identifier": "DoorDash2",
                    "imageURL": "https://objectstorage.us-
ashburn-1.oraclecloud.com/n/idvvfekwvhut/b/bt-sim-200707075021-Ram/o/
Ram200707075020060.jpg",
                    "availability": [{
                            "dayOfWeek": "Mon",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Tue",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Wed",
                            "startTime": "12:15",
                            "endTime": "14:59"
                        },
                        {
                            "dayOfWeek": "Thu",
                            "startTime": "12:15",
                            "endTime": "15:30"
                        },
                        {
                            "dayOfWeek": "Fri",
                            "startTime": "00:00",
                            "endTime": "23:59"
```

```
                        },
                        {
                            "dayOfWeek": "Sat",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sun",
                            "startTime": "12:00",
                            "endTime": "23:59"
                        }
                    ]
                },
                {
                    "name": {
                        "en-US": "DinnerDD"
                    },
                    "identifier": "DoorDash3",
                    "imageURL": "https://objectstorage.us-
ashburn-1.oraclecloud.com/n/idvvfekwvhut/b/bt-sim-200707075021-Ram/o/
Ram200707075020060.jpg",
                    "availability": [{
                            "dayOfWeek": "Mon",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Tue",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Wed",
                            "startTime": "19:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Thu",
                            "startTime": "19:00",
                            "endTime": "22:30"
                        },
                        {
                            "dayOfWeek": "Fri",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sat",
                            "startTime": "00:00",
                            "endTime": "23:59"
                        },
                        {
                            "dayOfWeek": "Sun",
                            "startTime": "12:00",
                            "endTime": "23:59"
                        }
```

```
                    ],
                                        "specialHours":
                        [
                         {
                        "date": "2022-06-27",
                        "closed": true,
                        "start_time": "04:00",
                        "end_time": "08:00"
                         }
                        ]
                    }
                ]
                    }
    ]
}
```

Table 3-8 Data Extensions Column Name

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

Table 3-9 Delivery Platform Configuration

Name	Type	Description
name	string	DoorDash Do not change this value.
groupIdentifier	string	Set to null because the object does not apply to DoorDash.
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	Set to -1 because the object is not valid for DoorDash. Do not change this value.
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.

Table 3-9 (Cont.) Delivery Platform Configuration

Name	Type	Description
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in 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 3-10 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 3-11 Translated String

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

Table 3-12 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.

   If you no longer use a delivery platform, disable 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 Simphony, wait an hour and then go to the delivery service website. Verify the following information:

1. The latest menu is synced to the website. Preview the menu using the following URL: https://www.doordash.com/store/{storeid}.
2. Once the menu is synced to the website, reply to the DoorDash 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
Rappi

Rappi is supported with Simphony release 19.4 and later. Review the following checklist before you set up Simphony for Rappi:

- Decide on your menu. Rappi supports one menu.
- Decide on unique tag names 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 Simphony, a category corresponds to a SLU. Each category needs its own SLU.

  > **Note:**
  >
  > Rappi supports a maximum of 100 SLUs.

- Decide on an image to display 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

    > **Note:**
    >
    > All images are manually verified by Rappi and will not appear immediately on the ordering site.

  - Menu item price
  - Allergen classes
- Consider the display of menu items on delivery platform ordering sites and kiosks, and determine whether advanced menu options are needed:
  - Price sequence level filter
  - Condiment group filter
  - Image slot

- SLU slot

Registering with Rappi

Complete the following steps if you do not have a Rappi account.

1. Register with Rappi at https://partners.rappi.com/.
2. Specify that you will be integrating with Oracle MICROS.
3. You will receive store IDs for each store created.

Transaction Services Generation 2

The delivery service provider integration requires Simphony 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 SimphonyTransaction 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.
   g. In the General Settings section, select **Enable Simphony Transaction Services (Gen 2) Cloud API**.

h. 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.

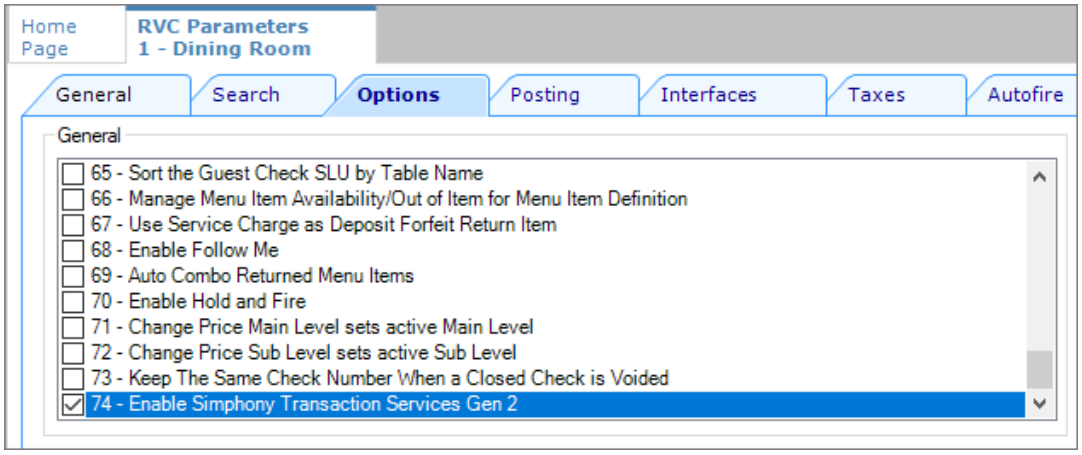
l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.

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 Simphony Transaction Services Gen 2**.

Figure 4-1 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, PostmatesAccount, DeliverooAccount, DoorDashAccount, GlovoAccount, RappiAccount, and so on), 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:

- Name the order type after the delivery service provider.
- 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.

Configuring an Open Discount

Configure an open dollar discount for Rappi, which is used for promotions. See **Configuring Discounts** in the *Oracle MICROS Simphony Configuration Guide* for detailed instructions. In the Discounts module, General tab of the EMC, name the discount after the delivery service provider (for example, RappiDiscount), set the **Condiment Discountability** to **4 - Parent and All Condiment Items**, and enable the discount option **1 - ON = Open; OFF = Preset**.

Creating a Rappi Employee

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

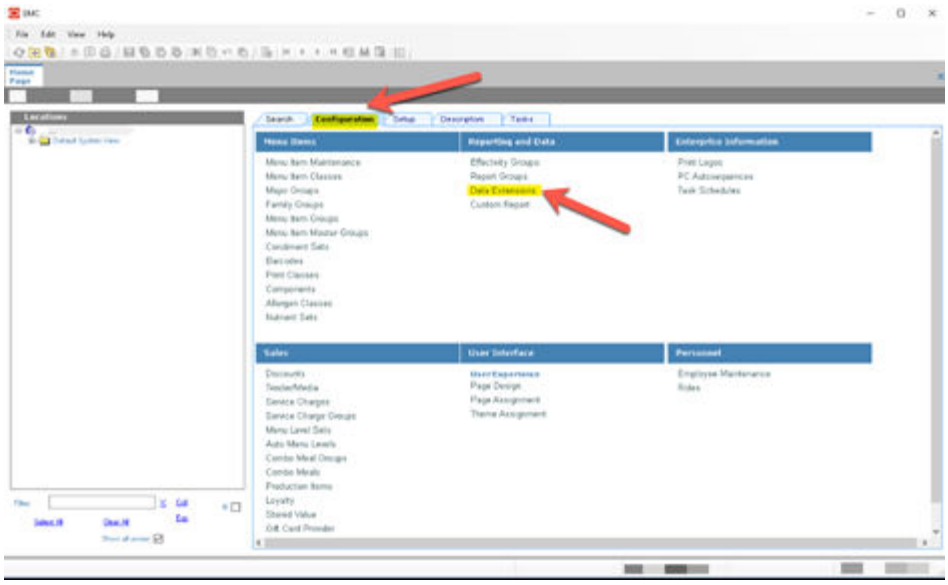
See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

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 Rappi configuration.

Adding a Data Extension Record

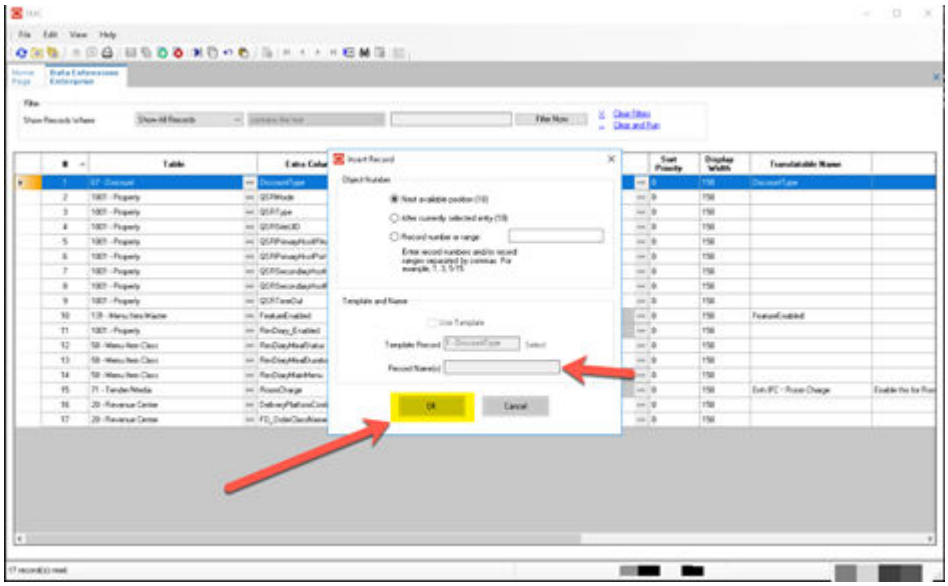
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

Figure 4-2 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 4-3 EMC Enterprise Main Menu



3. Enter information in the following fields:

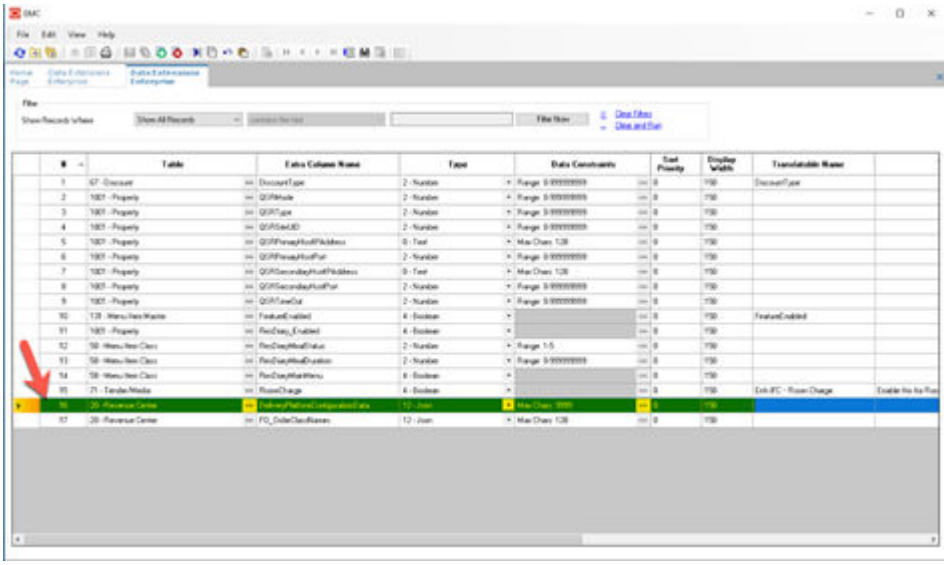
Table 4-1 Data Extension Fields

Field	Description
Table	Select **20 - Revenue Center**.
Extra Column Name	Enter `DeliveryPlatformConfigurationData`.
Type	Select **12 - Json**.

Table 4-1 (Cont.) Data Extension Fields

Field	Description
Data Constraints	Select **Max Chars: 9999**.
Sort Priority	Not applicable; use default value.
Display Width	Enter `150`.
Translatable Name	Not applicable; use default value.
Translatable Help	Not applicable; use default value.

Figure 4-4 Data Extension Module Fields



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 currency code standards.

   See the *Oracle MICROS Simphony 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.

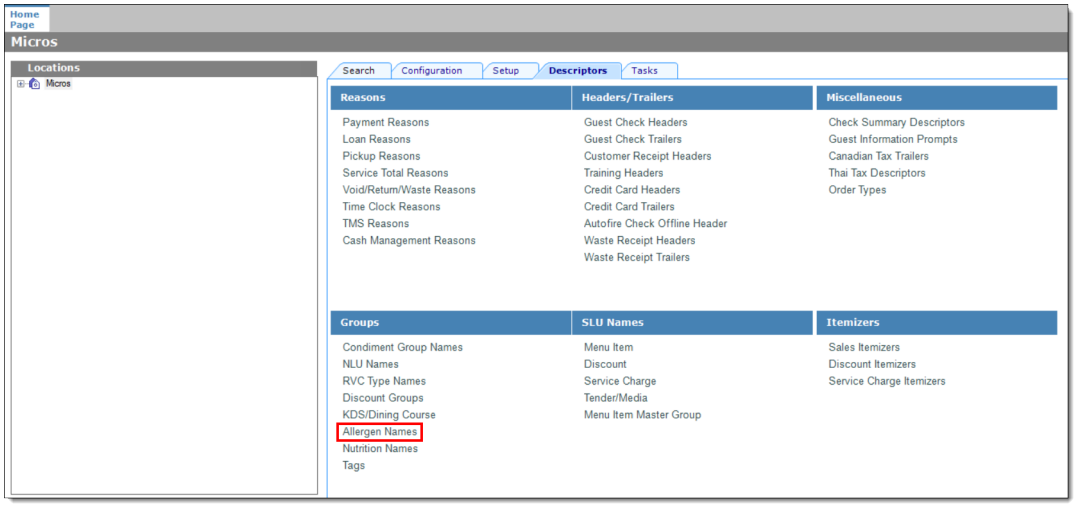
Ensure that the **Language Culture** is set to the appropriate value for the language. See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring languages.

4. Click **Save**.

Creating Allergen Classes

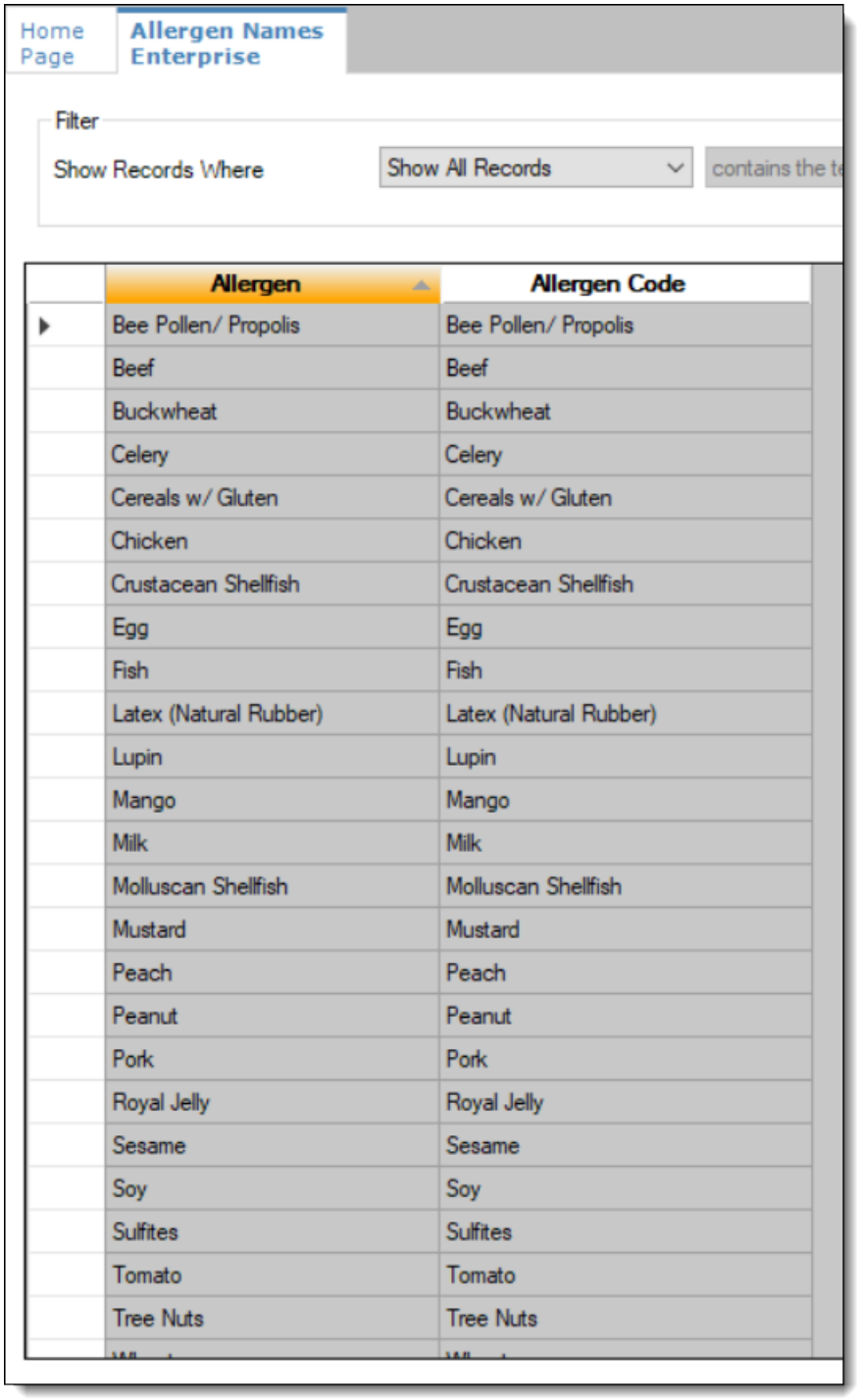
1. Select the Enterprise level, click **Descriptors**, and then click **Allergen Names**.

Figure 4-5 EMC Enterprise Descriptors Tab - Allergen Names



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

Figure 4-6 EMC Allergen Names Module



- The existing allergen names and codes cannot be edited or deleted; however the text can be translated.

2. To insert new allergen names:

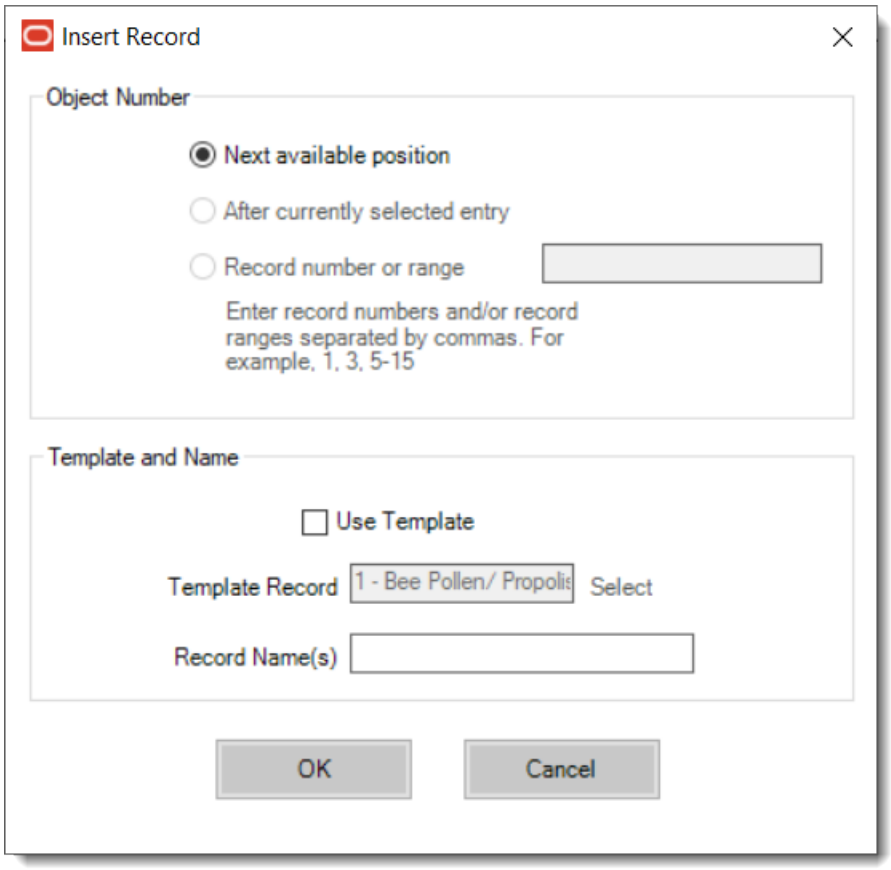
a. Click the insert icon

on the toolbar.

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

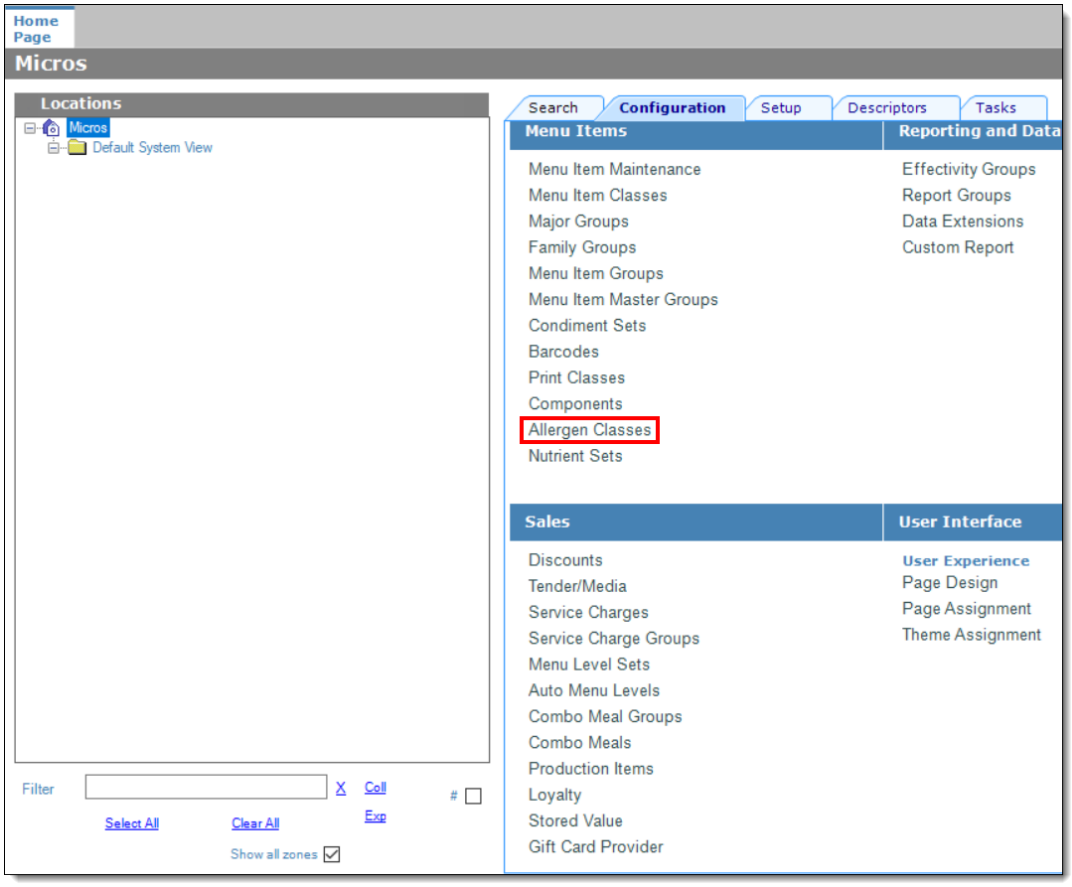
The system does not allow duplicate allergen names.

Figure 4-7 Inserting Allergen Names



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

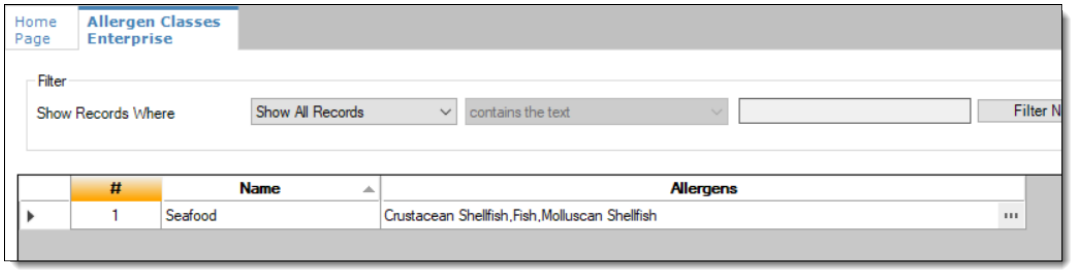
Figure 4-8 EMC Configuration Tab - Allergen Classes



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 4-9 Allergen Classes - Table View



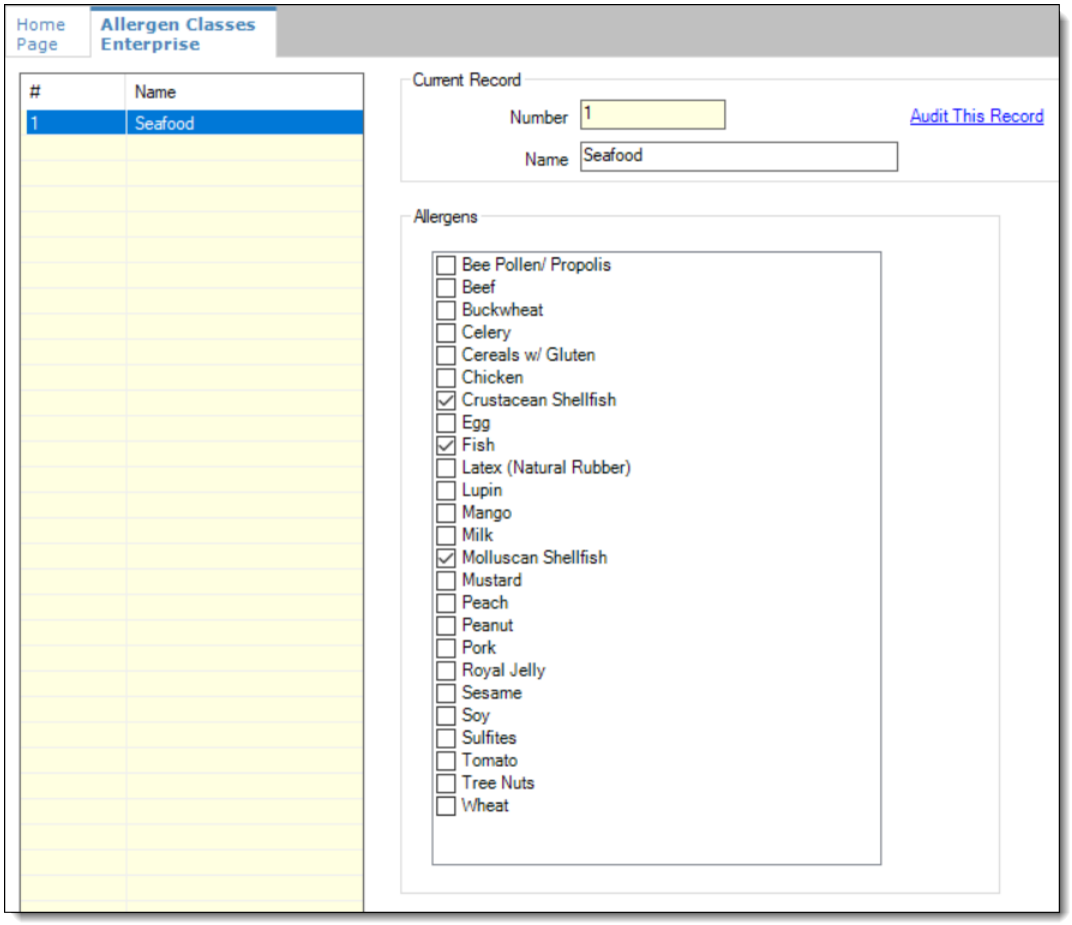
5. Based on the allergy class' name, select the allergen you want to include in the class.

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

   , or double-click the record.

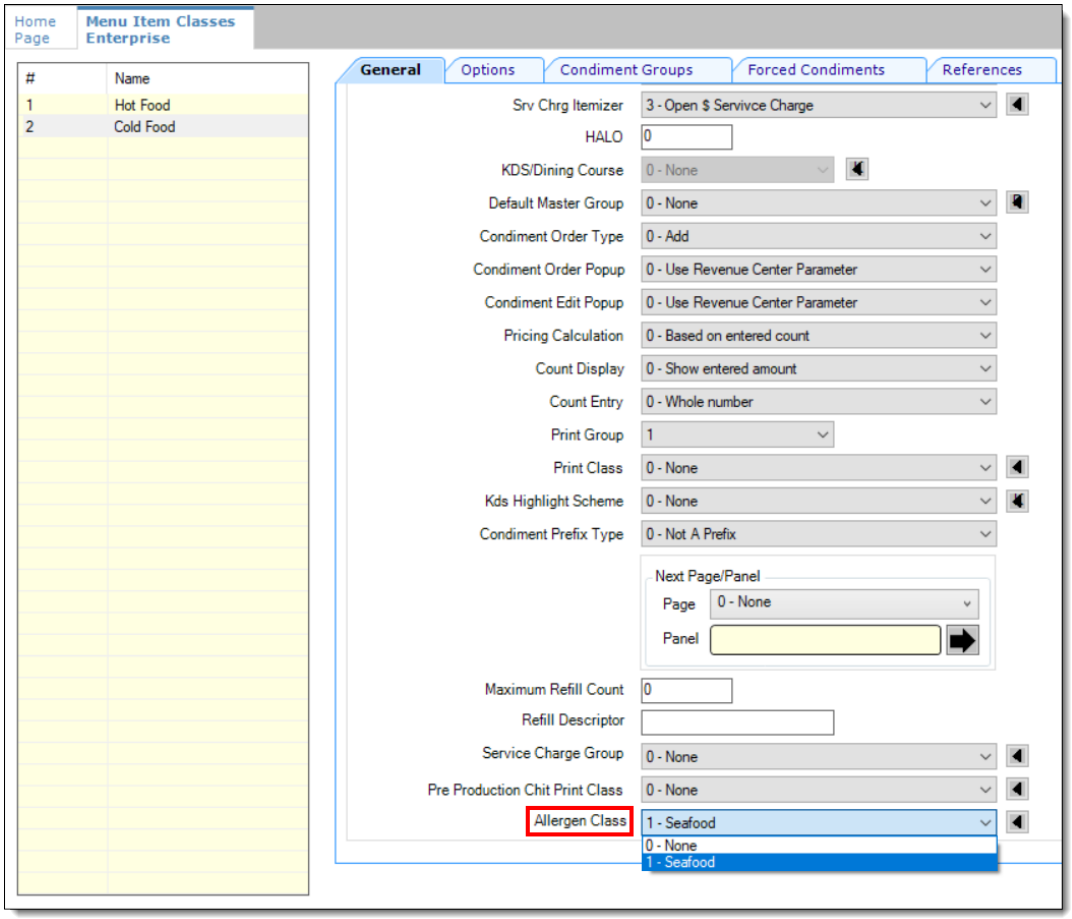
   This is an example of an allergen class named Seafood. Each allergen selected here is seafood related.

Figure 4-10 Allergen Classes - Form View



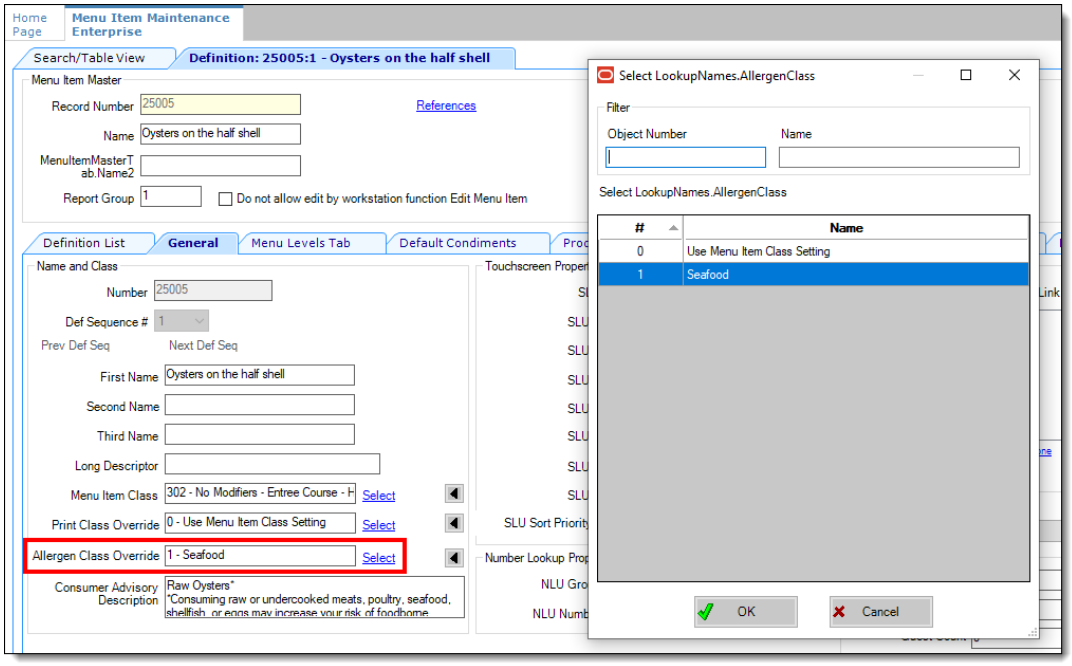
6. Create as many allergen classes as needed, and then click **Save**.
7. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Classes**.
8. On the **General** tab, assign an allergen class from the drop-down list in the **Allergen Class** field, and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

Figure 4-11 Menu Item Classes - Allergen Class Field



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 4-12 Menu Item Definition - Allergen Class Override Field



Creating Menu Tags

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

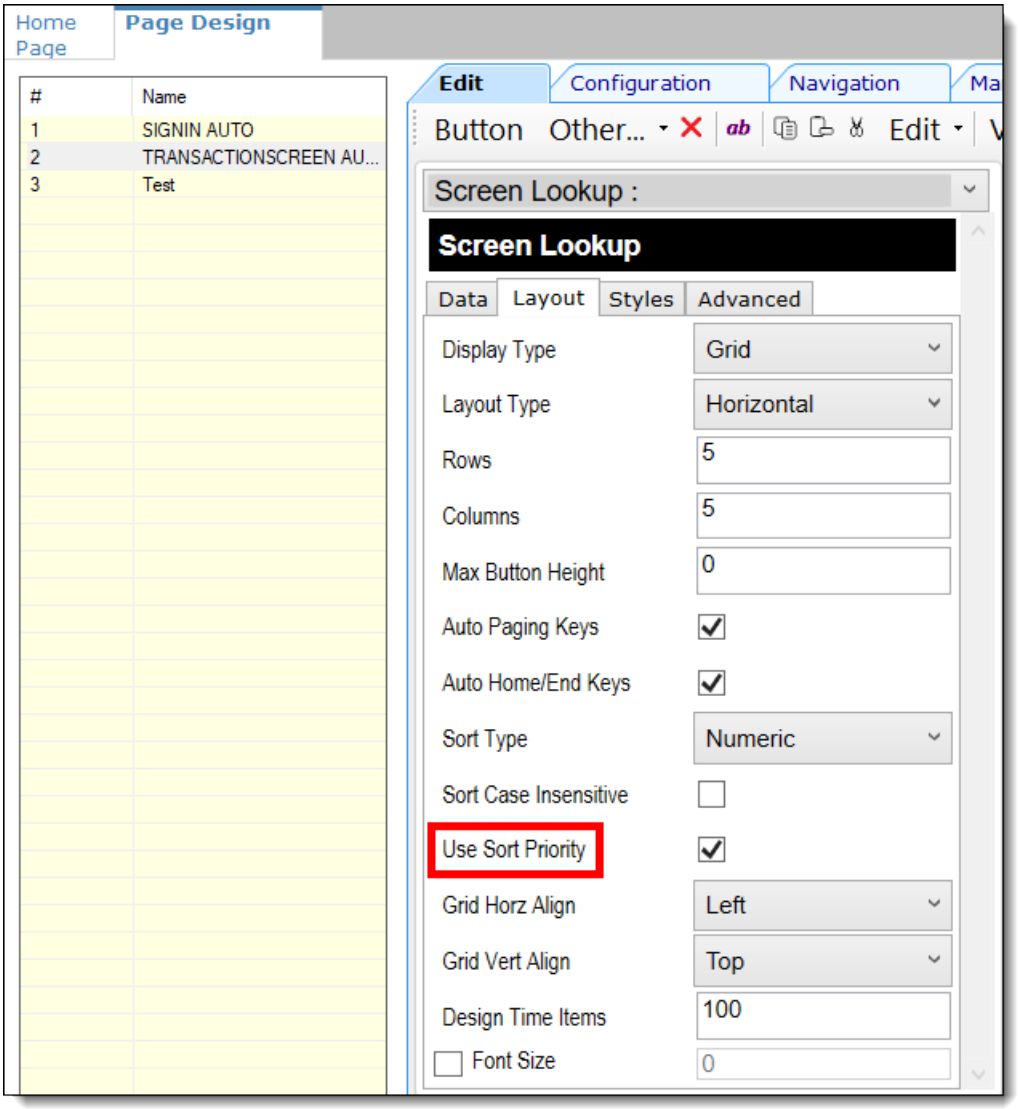
      Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.

   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 4-13 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 or conversational ordering.

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 Rappi of the menu item's new status (unavailable or available). These updates are immediately sent to Rappi 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. The SLU number specifies the order in which SLUs appear on the delivery provider ordering site (from least to greatest number). For example, a menu item assigned to SLU 2 will appear in the Entrees category:

   1 Starters

   2 Entrees

   3 Desserts
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 Simphony 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 Simphony.
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.
10. Click **Save**.

Assigning Allergy Information for a Menu Item

When using Rappi, 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**.

Configuring Advanced Menu Item Options

When considering the display of menu items on delivery platform ordering sites and kiosks, additional menu item options are available. The modifiers and prices used in Simphony POS Operations may not be the same as those displayed to delivery platform customers on online ordering sites or kiosks.

You can create additional menu item definitions (see Configuring Menu Item Definitions in the *Oracle MICROS Simphony Configuration Guide*), or set Delivery Connector advanced menu item configurations options. These advanced options are controlled in revenue centers and in JSON code, and are as follows for Rappi:

Price Sequence Level Filter

The price sequence filter lets you specify the menu item price sequence levels used in the delivery service provider. You can apply the price sequence filter to base menu items (for example, a hamburger) and to condiments (for example, cheese). This filter affects all menu items that are passed to the delivery service provider.

See Sample JSON: Rappi for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Condiment Group Filter

The condiment group filter lets you specify the condiment groups for each delivery service provider. The filter allows the condiment groups in the Menu Item Classes module to be included or excluded. This prevents unwanted condiments and condiment groups from being displayed on the delivery service provider ordering site.

To specify the condiment group filter in the JSON code, set condiment group numbers separated by commas, and `true` or `false` to indicate whether the condiment group specified will be included or excluded from the delivery service provider.

See Sample JSON: Rappi for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Image Slot

If multiple image slots are in use for an organization, the item image slot lets you specify which menu item image slot is used for the product display in the delivery service provider, rather than the default setting of 1. This feature is used with kiosks and online ordering sites.

See Sample JSON: Rappi for a description of JSON data values and a code sample that you can copy and change for your restaurant.

SLU Slot

The Screen Look Up (SLU) slot lets you specify which SLU slot is used for the product display in delivery service providers. By default, the system shows all SLUs assigned to a menu item as categories in the delivery service provider. If multiple SLUs are in use for an organization, the SLU slots appear as multiple categories with the source product displayed in each SLU. The selection allows customers to specify the SLU name to use as a category name in their delivery service provider.

See Sample JSON: Rappi for a description of JSON data values and a code sample that you can copy and change for your restaurant.

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: Rappi for descriptions of JSON data values and code samples 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: Rappi

The following sample shows JSON code for Rappi. 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": "Rappi",
            "groupIdentifier": "",
            "rvcIdentifier": "1930052575",
            "empNum": 2,
            "otNum": 1,
            "tendNum": 150,
            "priceSequences":
                [
                {
                "type": "BaseItem",
                "levels": [2]
                },
                {
                "type": "Condiment",
                "levels": [6, 7, 8]
```

```
                }
                ]
            "condimentGroupRuleFilter":
                {
                "values": "1,2,3,4",
                "include": true
                }
            "itemImageSlot": 2
            "sluSlot": 1
            "discountId": 1,
            "countryBaseUrl": "https://microservices.dev.rappi.com", //Rappi
country base URL. Refer to https://dev-portal.rappi.com/getting-started/
#country-domains
            "menus": [
                {
                    "name": {
                        "en-US": "MenuTitle"
                    },
                    "identifier": "Rappi",
                    "imageURL": "https://via.placeholder.com/201",
                }
```

Table 4-2 Data Extensions Column Name

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

Table 4-3 Delivery Platform Configuration

Name	Type	Description
name	string	Rappi Do not change this value.
groupIdentifier	string	Set to null because the object does not apply to Rappi.
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	Set to -1 because the object is not valid for Rappi. Do not change this value.

Table 4-3 (Cont.) Delivery Platform Configuration

Name	Type	Description
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in the delivery platform.
discountId	number	Object number for Discount to be used for open discount promotion orders received from the delivery platform. The discountId is required.
countryBaseUrl	string	Set to the domain of the country. See the Rappi API Documentation at https://dev-portal.rappi.com/getting-started/#country-domains for a list of country domains.
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 4-4 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.

Table 4-4 (Cont.) Delivery Platform Menu

Name	Type	Description
imageURL	string	URL for image associated with menu. Upload the menu image to the Oracle Object Store through a dummy menu item.

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.

   If you no longer use a delivery platform, disable 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 Simphony, 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 Rappi 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.

5 Skip

Skip The Dishes is supported with Simphony release 19.5 and later. Review the following checklist before you set up Simphony for Skip:

- Decide on your menu. Skip supports up to two menus.
- Decide on unique tag names for the menu or menus.
- Plan the list of menu items.
- Determine menu availability. For example, will the menu be available only on weekdays between specific times?
- The menus 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 Simphony, a category corresponds to a SLU. Each category needs its own SLU.

  > **Note:**
  >
  > Skip supports a maximum of 100 SLUs.

- Decide on an image to display for each 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

    > **Note:**
    >
    > All images are manually verified by Skip and will not appear immediately on the ordering site.

  - Menu item price
  - Allergen classes
- Consider the display of menu items on delivery platform ordering sites and kiosks, and determine whether advanced menu options are needed:
  - Price sequence level filter
  - Condiment group filter
  - Image slot

- SLU slot

Registering with Skip

1. Complete the Skip registration form, located at https://restaurants.skipthedishes.com/application, and sign up for a merchant account.
2. Establish a store in Skip for each revenue center that will process Skip orders.
3. Advise Skip that this is an Oracle integration.
4. You will receive store IDs for each store created.
5. Complete the Simphony configuration steps detailed below.
6. You will receive a menu preview link following your first successful menu sync (as shown in the Verifying Setup section).
7. Advise Skip that the site is ready for use, and they will perform final activation.
8. You will receive a confirmation email that your site is ready for use.

Transaction Services Generation 2

The delivery service provider integration requires Simphony 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 SimphonyTransaction 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.

g. In the General Settings section, select **Enable Simphony Transaction Services (Gen 2) Cloud API**.

h. 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.

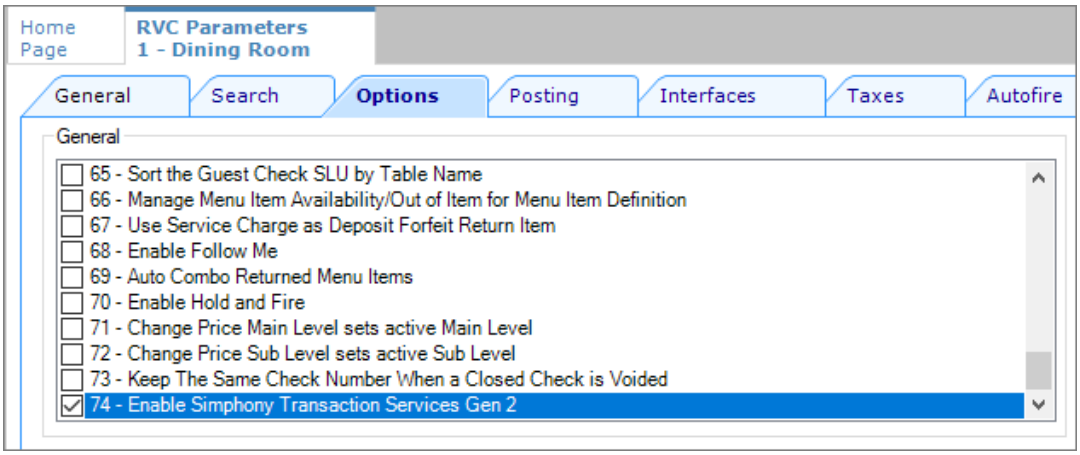
l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.

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 Simphony Transaction Services Gen 2**.

Figure 5-1 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, PostmatesAccount, DeliverooAccount, DoorDashAccount, GlovoAccount, RappiAccount, and so on), 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:

- Name the order type after the delivery service provider.
- 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.

Configuring an Open Discount

Configure an open dollar discount for Skip, which is used for promotions. See **Configuring Discounts** in the *Oracle MICROS Simphony Configuration Guide* for detailed instructions. In the Discounts module, General tab of the EMC, name the discount after the delivery service provider (for example, SkipDiscount), set the **Condiment Discountability** to **4 - Parent and All Condiment Items**, and enable the discount option **1 - ON = Open; OFF = Preset**.

Configuring an Open Service Charge

Configure an open amount service charge for Skip. See **Configuring Service Charges** in the *Oracle MICROS Simphony Configuration Guide* for detailed instructions. In the Service Charges module, enable the Service Charge options **1 - ON = Open; OFF = Preset** and **2 - ON = Amount; OFF = Percentage**.

Creating a Skip Employee

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

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

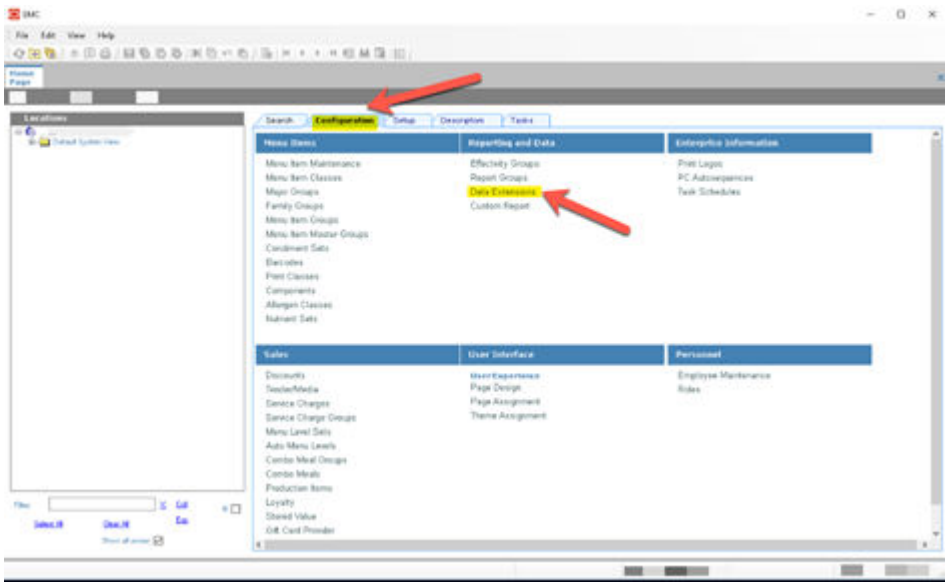
After adding the employee, record the value shown in the # field of the Employee Maintenance module. The delivery configuration in the revenue center requires the POS employee object

number (shown in the # field) when configuring the JSON file in a later section of Skip configuration.

Adding a Data Extension Record

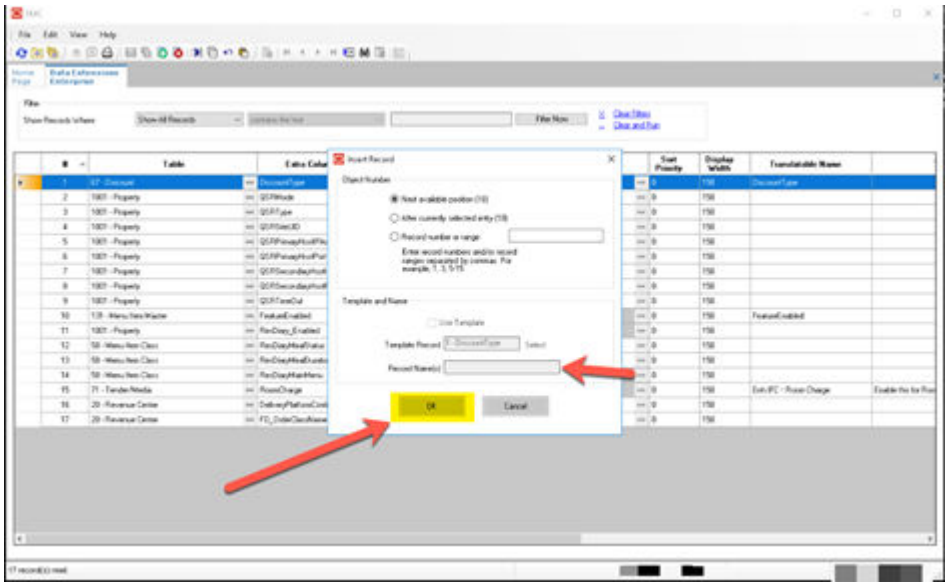
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

Figure 5-2 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 5-3 EMC Enterprise Main Menu

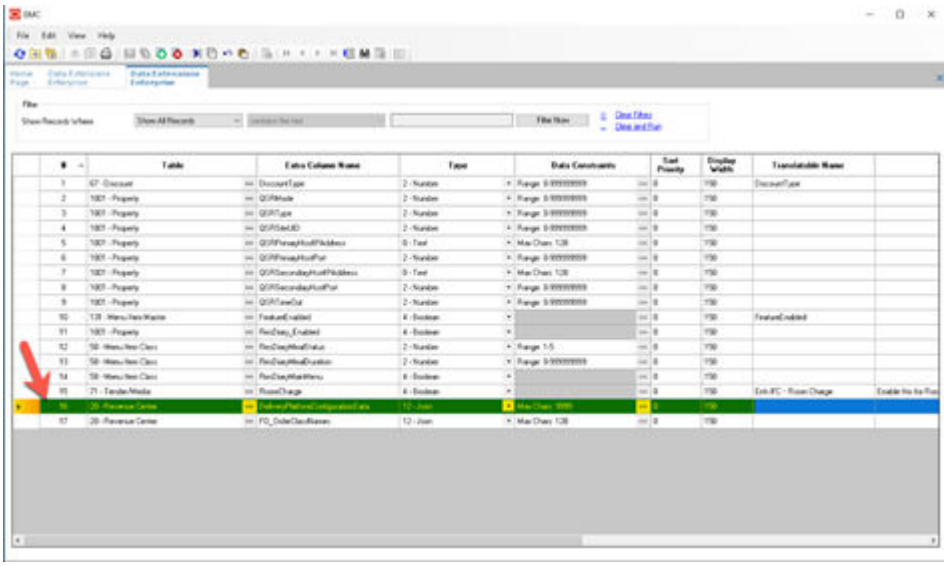


3. Enter information in the following fields:

Table 5-1 Data Extension Fields

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

Figure 5-4 Data Extension Module Fields



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 currency code standards.

   See the *Oracle MICROS Simphony 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**.

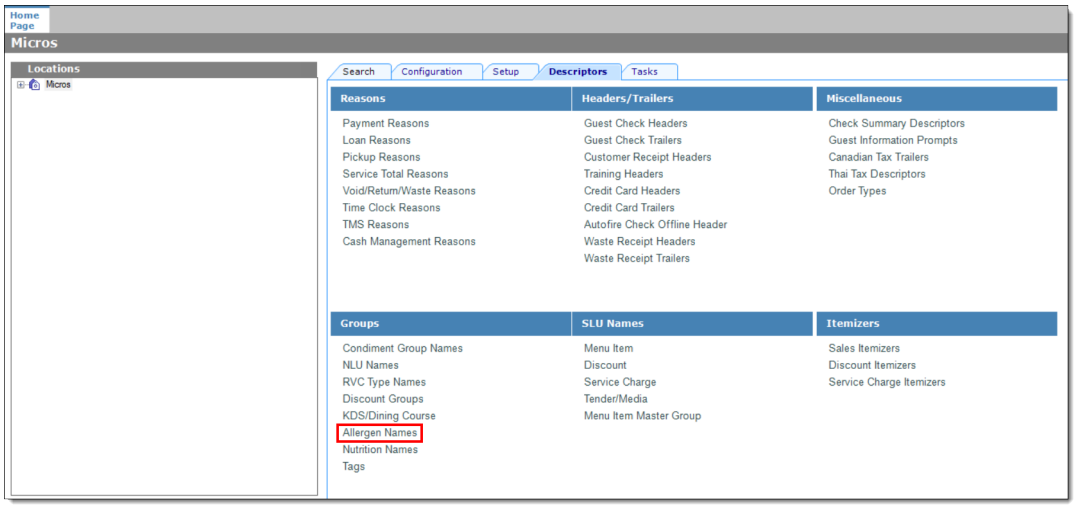
2. Double-click the language record, and then click the **Miscellaneous** tab.
3. Select the **Locale ID**, and then enter the **Language Culture** corresponding to the language.

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

Creating Allergen Classes

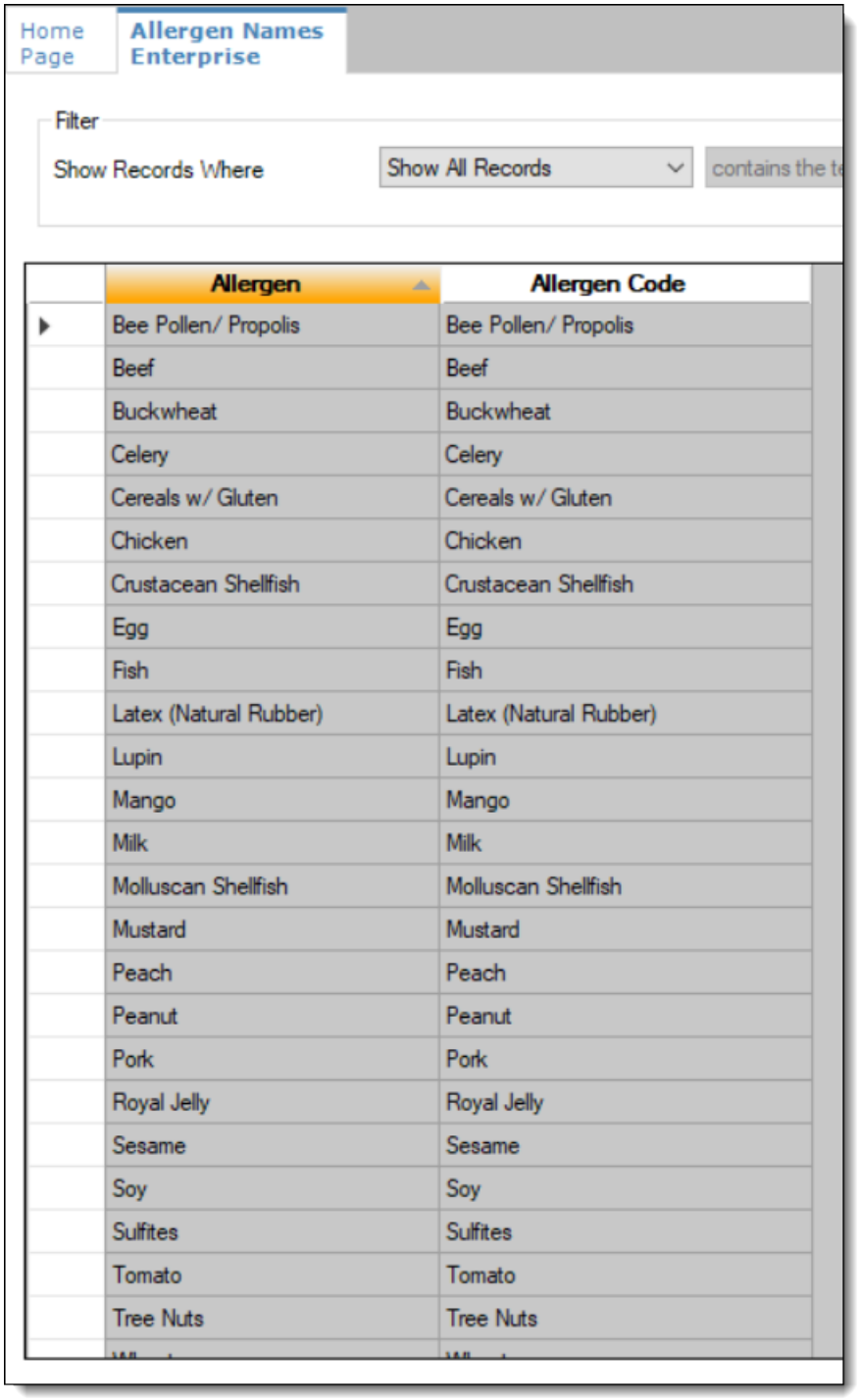
1. Select the Enterprise level, click **Descriptors**, and then click **Allergen Names**.

Figure 5-5 EMC Enterprise Descriptors Tab - Allergen Names



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

Figure 5-6 EMC Allergen Names Module



- The existing allergen names and codes cannot be edited or deleted; however the text can be translated.

2. To insert new allergen names:

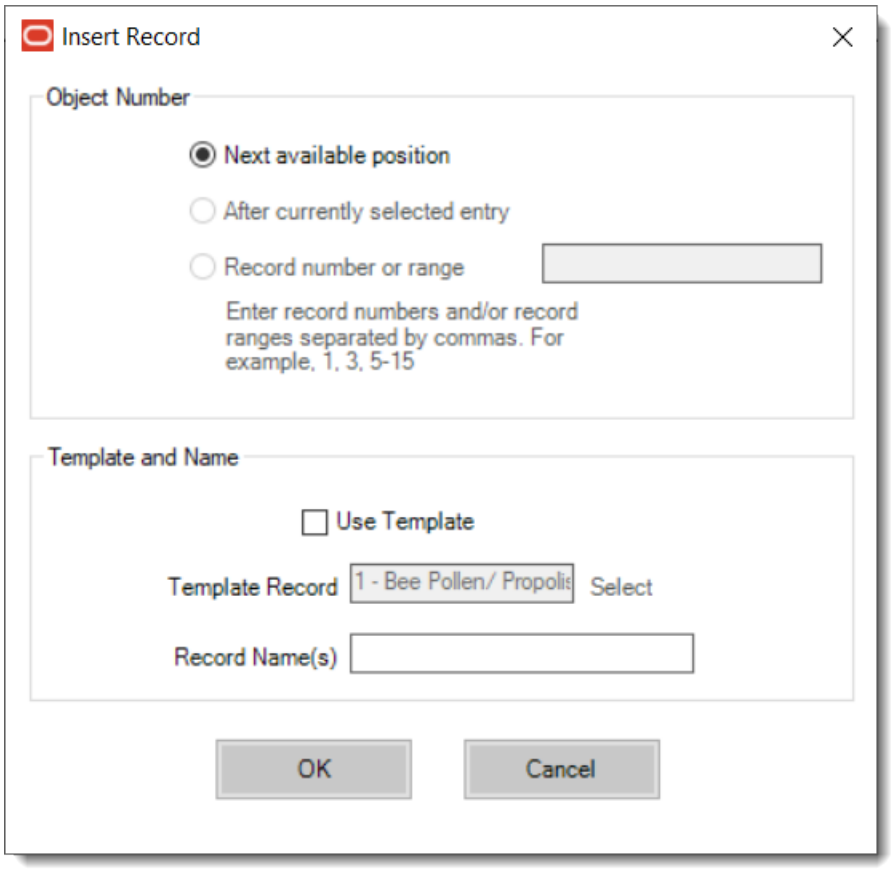
a. Click the insert icon

on the toolbar.

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

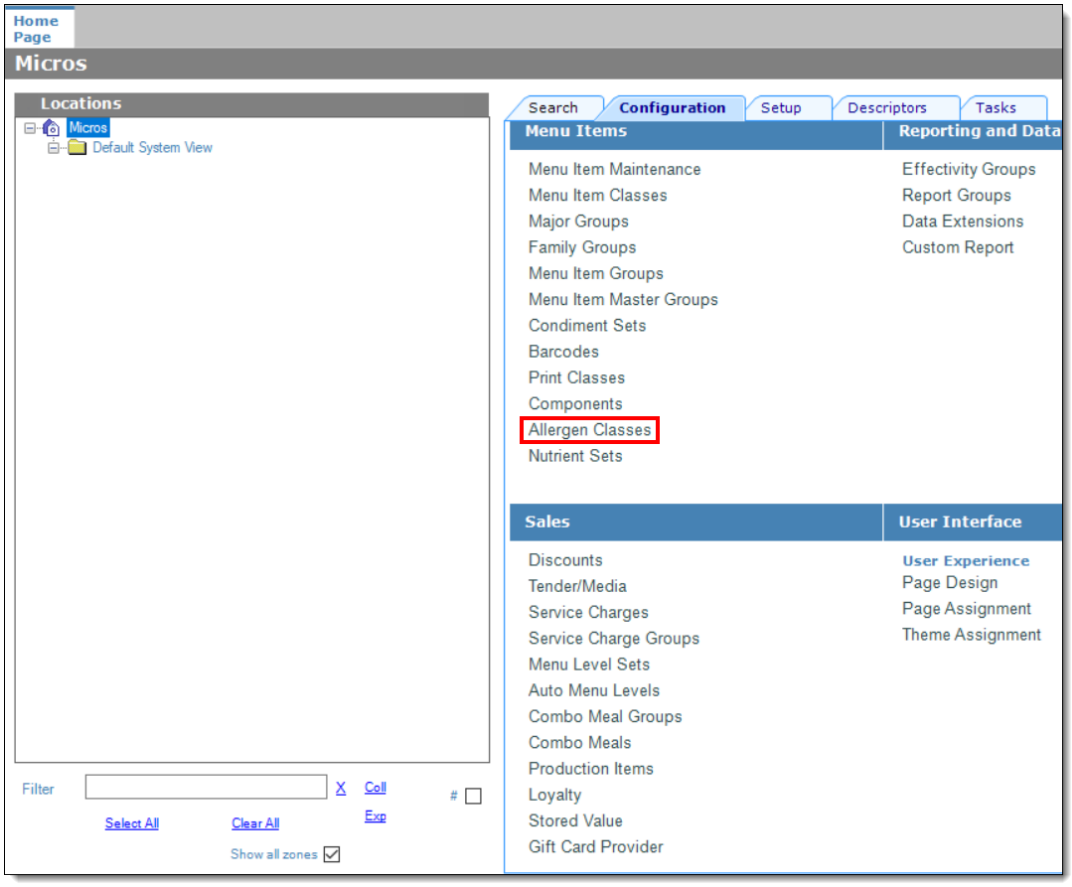
The system does not allow duplicate allergen names.

Figure 5-7 Inserting Allergen Names



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

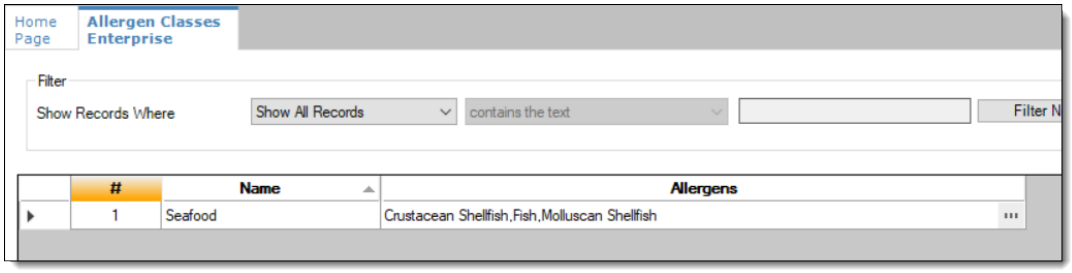
Figure 5-8 EMC Configuration Tab - Allergen Classes



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 5-9 Allergen Classes - Table View



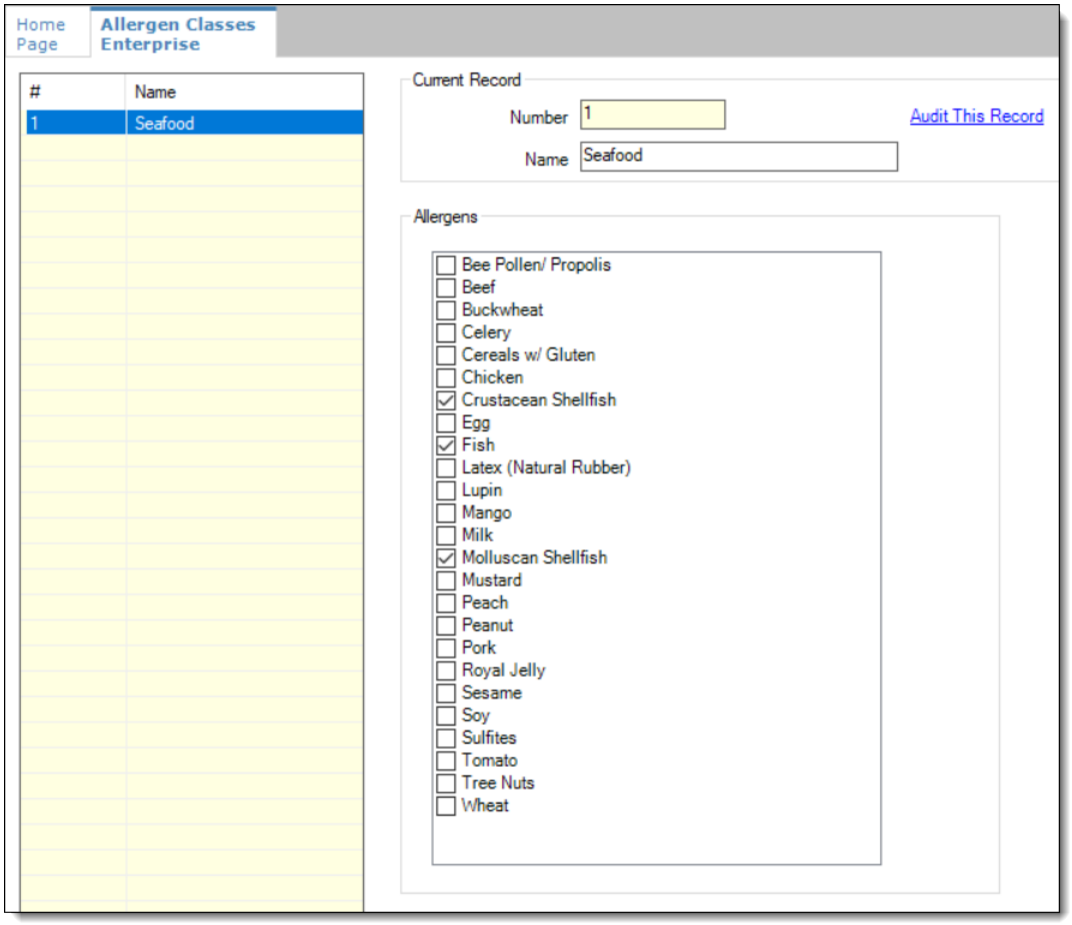
5. Based on the allergy class' name, select the allergen you want to include in the class.

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

   , or double-click the record.

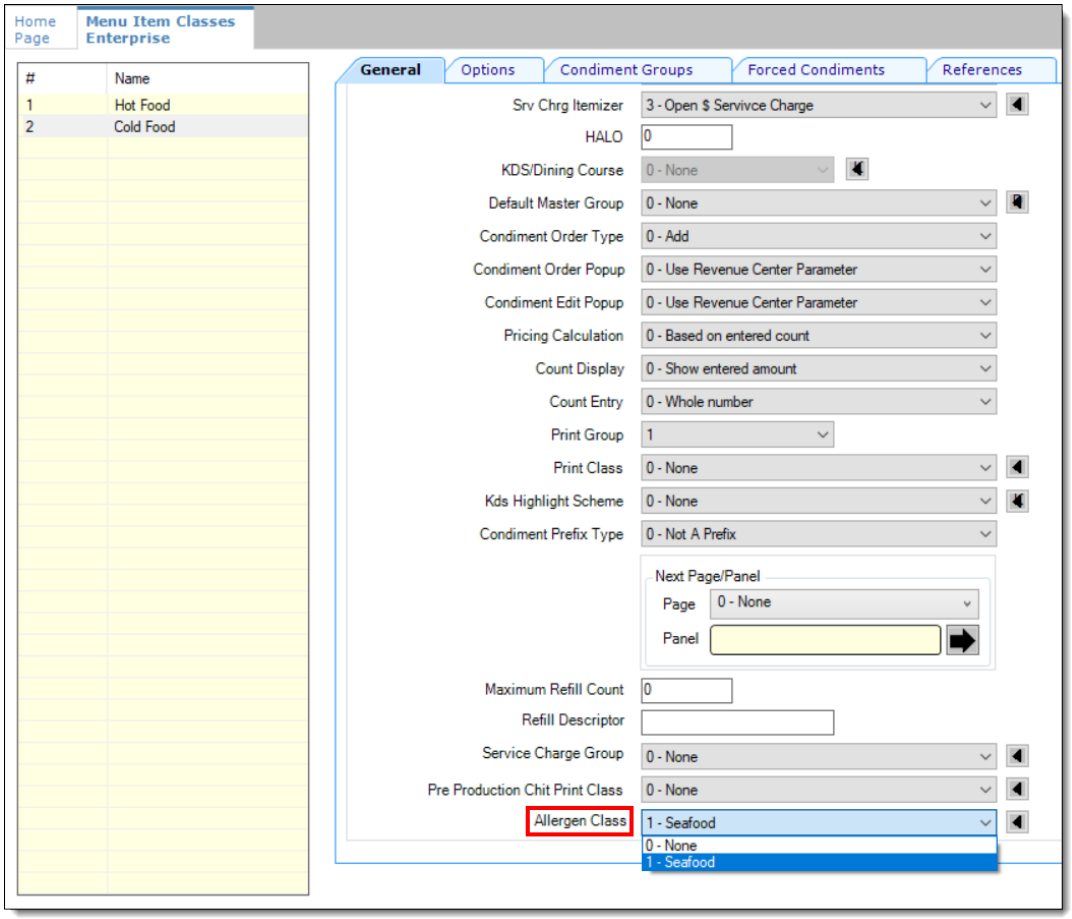
   This is an example of an allergen class named Seafood. Each allergen selected here is seafood related.

Figure 5-10 Allergen Classes - Form View



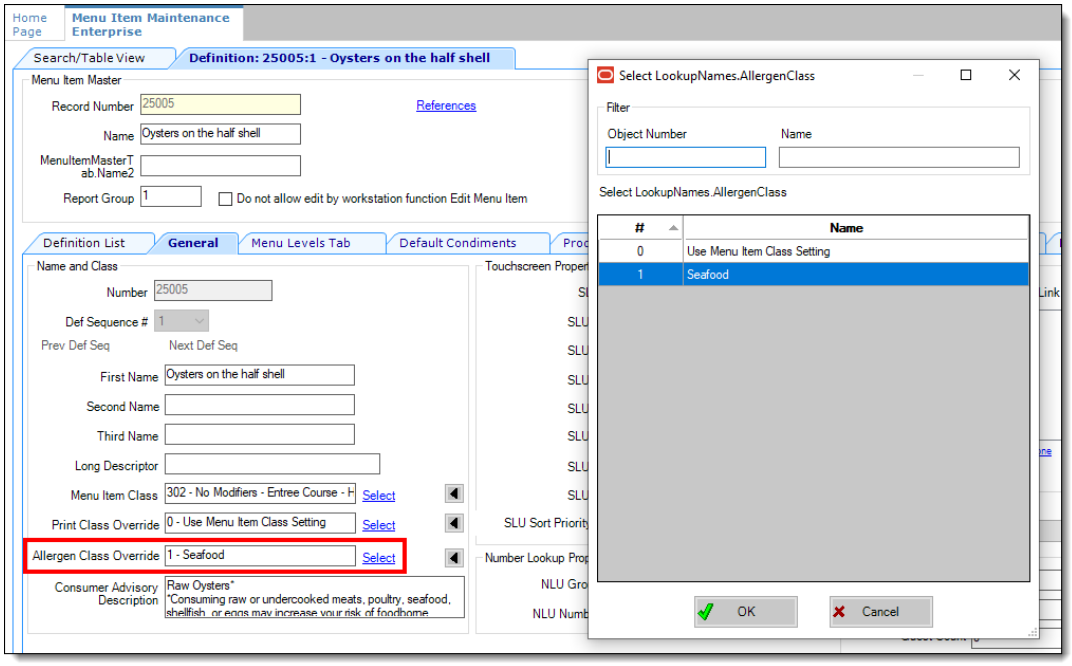
6. Create as many allergen classes as needed, and then click **Save**.
7. Select the Enterprise, property, or revenue center, click **Configuration**, and then click **Menu Item Classes**.
8. On the **General** tab, assign an allergen class from the drop-down list in the **Allergen Class** field, and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

Figure 5-11 Menu Item Classes - Allergen Class Field



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 5-12 Menu Item Definition - Allergen Class Override Field



Creating Menu Tags

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

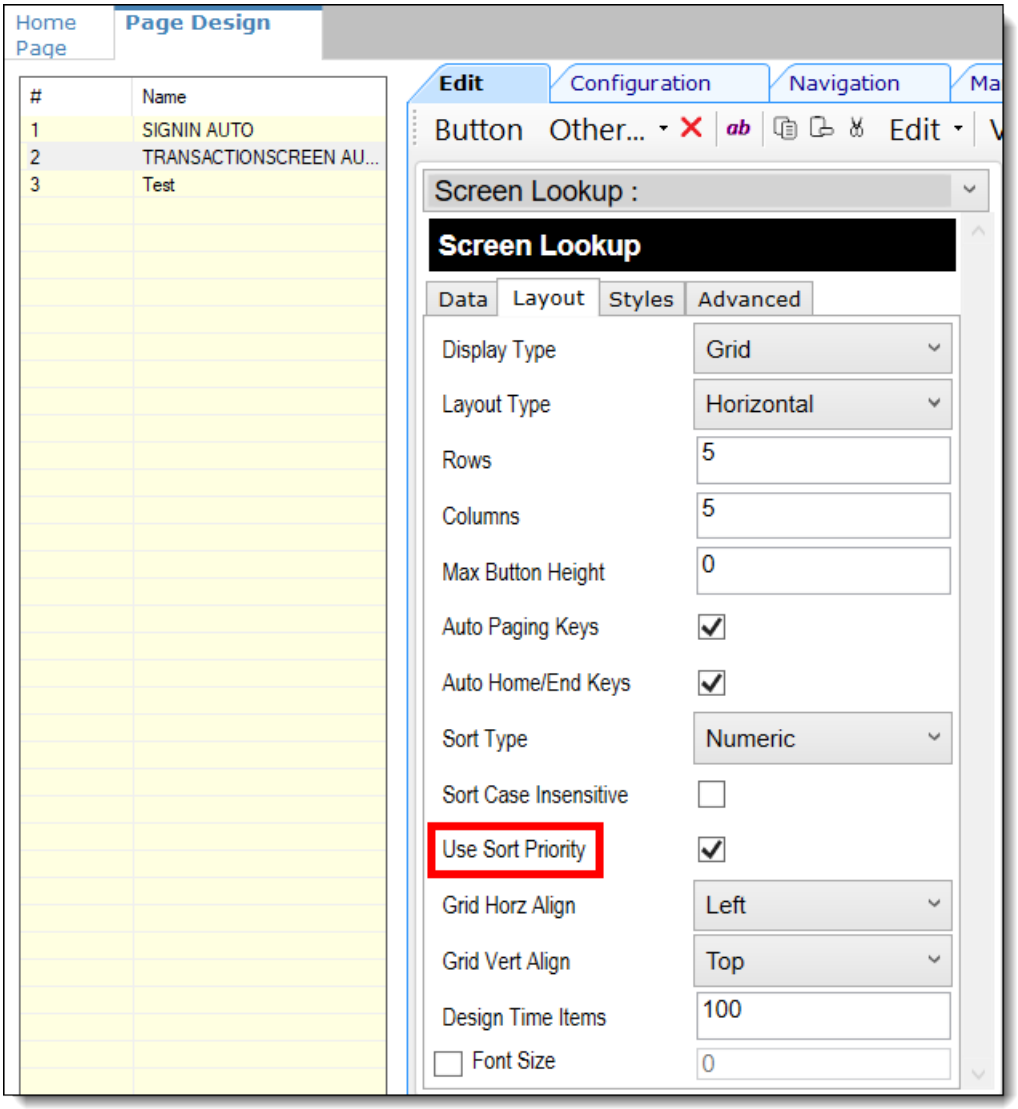
      Use the **SLU 2**, **SLU 3**, and so on for multiple SLUs.

   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 5-13 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 or conversational ordering.

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 Skip of the menu item's new status (unavailable or available). These updates are immediately sent to Skip 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. The SLU number specifies the order in which SLUs appear on the delivery provider ordering site (from least to greatest number). For example, a menu item assigned to SLU 2 will appear in the Entrees category:

   1 Starters

   2 Entrees

   3 Desserts
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 Simphony 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 Simphony.
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.
10. Click **Save**.

Assigning Allergy Information for a Menu Item

When using Skip, 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**.

Configuring Advanced Menu Item Options

When considering the display of menu items on delivery platform ordering sites and kiosks, additional menu item options are available. The modifiers and prices used in Simphony POS Operations may not be the same as those displayed to delivery platform customers on online ordering sites or kiosks.

You can create additional menu item definitions (see Configuring Menu Item Definitions in the *Oracle MICROS Simphony Configuration Guide*), or set Delivery Connector advanced menu item configurations options. These advanced options are controlled in revenue centers and in JSON code, and are as follows for Skip:

Price Sequence Level Filter

The price sequence filter lets you specify the menu item price sequence levels used in the delivery service provider. You can apply the price sequence filter to base menu items (for example, a hamburger) and to condiments (for example, cheese). This filter affects all menu items that are passed to the delivery service provider.

See Sample JSON: Skip for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Condiment Group Filter

The condiment group filter lets you specify the condiment groups for each delivery service provider. The filter allows the condiment groups in the Menu Item Classes module to be included or excluded. This prevents unwanted condiments and condiment groups from being displayed on the delivery service provider ordering site.

To specify the condiment group filter in the JSON code, set condiment group numbers separated by commas, and `true` or `false` to indicate whether the condiment group specified will be included or excluded from the delivery service provider.

See Sample JSON: Skip for a description of JSON data values and a code sample that you can copy and change for your restaurant.

Image Slot

If multiple image slots are in use for an organization, the item image slot lets you specify which menu item image slot is used for the product display in the delivery service provider, rather than the default setting of 1. This feature is used with kiosks and online ordering sites.

See Sample JSON: Skip for a description of JSON data values and a code sample that you can copy and change for your restaurant.

SLU Slot

The Screen Look Up (SLU) slot lets you specify which SLU slot is used for the product display in delivery service providers. By default, the system shows all SLUs assigned to a menu item as categories in the delivery service provider. If multiple SLUs are in use for an organization, the SLU slots appear as multiple categories with the source product displayed in each SLU. The selection allows customers to specify the SLU name to use as a category name in their delivery service provider.

See Sample JSON: Skip for a description of JSON data values and a code sample that you can copy and change for your restaurant.

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: Skip for descriptions of JSON data values and code samples 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: Skip

The following sample shows JSON code for Skip. 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": "Skip",
            "groupIdentifier": "",
            "rvcIdentifier": "aaf2b581-b5f0-42e2-928c-351c55a35a57",
            "empNum": 2,
            "otNum": 1,
            "tendNum": 150,
            "priceSequences":
                [
                {
                "type": "BaseItem",
                "levels": [2]
                },
                {
                "type": "Condiment",
                "levels": [6, 7, 8]
```

```
                    }
                    ]
                "condimentGroupRuleFilter":
                    {
                    "values": "1,2,3,4",
                    "include": true
                    }
                "itemImageSlot": 2
                "sluSlot": 1
                      "discountId": 1,
                      "serviceChargeId": 1
                "menus": [{
                            "name": {
                                    "en-US": "Delivery"
                        },
                        "identifier": "SkipDelivery",
                        "type": "DELIVERY",
                        "availability": [{
                                    "dayOfWeek": "Mon",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Tue",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Wed",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Thu",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Fri",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Sat",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                                {
                                    "dayOfWeek": "Sun",
                                    "startTime": "00:00",
                                    "endTime": "23:59"
                                },
                    ]
            },
    {
                                "name": {
```

```
                        "en-US": "Skip Pickup"
                    },
                    "identifier": "SkipPickup",
                    "type": "COLLECTION",
                    "availability": [{
                        "dayOfWeek": "Mon",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Tue",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Wed",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Thu",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Fri",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Sat",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                    {
                        "dayOfWeek": "Sun",
                        "startTime": "00:00",
                        "endTime": "23:59"
                    },
                ]
            }
        ]
}
```


Table 5-2 Data Extensions Column Name

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

Table 5-3 Delivery Platform Configuration

Name	Type	Description
name	string	Skip Do not change this value.
groupIdentifier	string	Set to null because the object does not apply to Skip.
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	Set to -1 because the object is not valid for Skip. Do not change this value.
tendNum	number	Object number for Tender Media to be used to settle orders received from the delivery platform.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in the delivery platform.
discountId	number	Object number for Discount to be used for open discount promotion orders received from the delivery platform. The discountId is required.
serviceChargeId	number	Object number for Service Charge to be used for orders received from the delivery platform. The serviceChargeId is required.

Table 5-3 (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 5-4 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.
type	string	The Types are DELIVERY and COLLECTION. Do not change these values. Each type has a single menu. Skip uses these two types to determine the Skip internal order type for the order.

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.

   If you no longer use a delivery platform, disable 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 Simphony, 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 Glovo 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.

6
Uber Eats/Postmates

Uber Eats/Postmates is supported with Simphony release 19.2.1 and later.

Postmates accounts can be used interchangeably with Uber Eats accounts to activate stores. You can use your Postmates login to integrate stores with Simphony.

Review the following checklist before you set up Simphony for Uber Eats/Postmates:

- 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 Simphony, 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
- Consider the display of menu items on delivery platform ordering sites and kiosks, and determine whether advanced menu options are needed:
  - Price sequence level filter
  - Condiment group filter
  - Image slot
  - SLU slot
  - Default condiments
  - KDS notification

Registering with Uber Eats

1. Sign up for Uber Eats at https://merchants.ubereats.com/us/en/s/signup/.
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 for Uber Eats or Postmates. 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 Simphony 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 SimphonyTransaction 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.

g. In the General Settings section, select **Enable Simphony Transaction Services (Gen 2) Cloud API**.

h. 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.

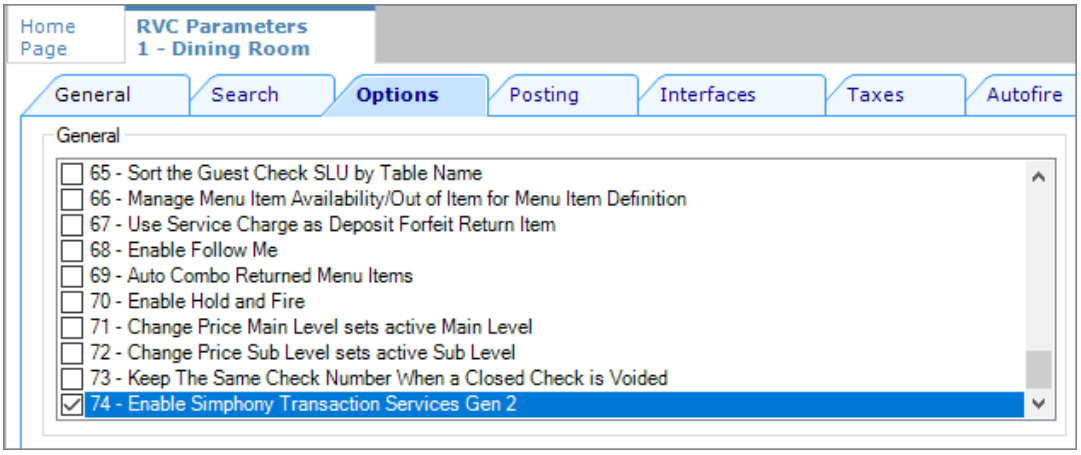
l. Click the **Revenue Centers** tab, and then select the revenue center from the drop-down list.

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 Simphony Transaction Services Gen 2**.

Figure 6-1 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, PostmatesAccount, DeliverooAccount, DoorDashAccount, GlovoAccount, RappiAccount, and so on), 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:

- Name the order type after the delivery service provider.
- 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/Postmates Employee

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

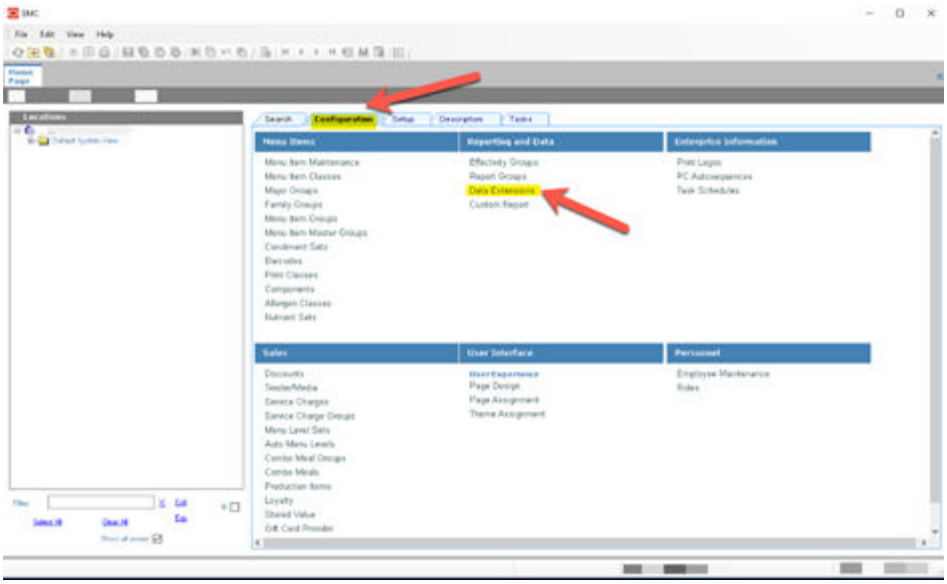
See the *Oracle MICROS Simphony Configuration Guide* for more information on configuring the transaction services default employee and how to create the employee record.

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

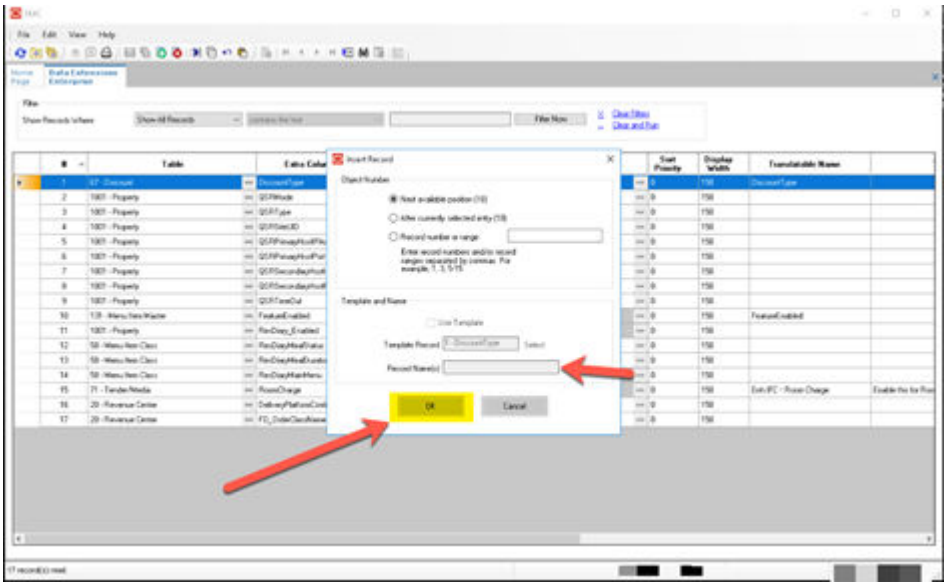
1. Select the Enterprise, click **Configuration**, and then click **Data Extensions**.

Figure 6-2 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 6-3 EMC Enterprise Main Menu



3. Enter information in the following fields:

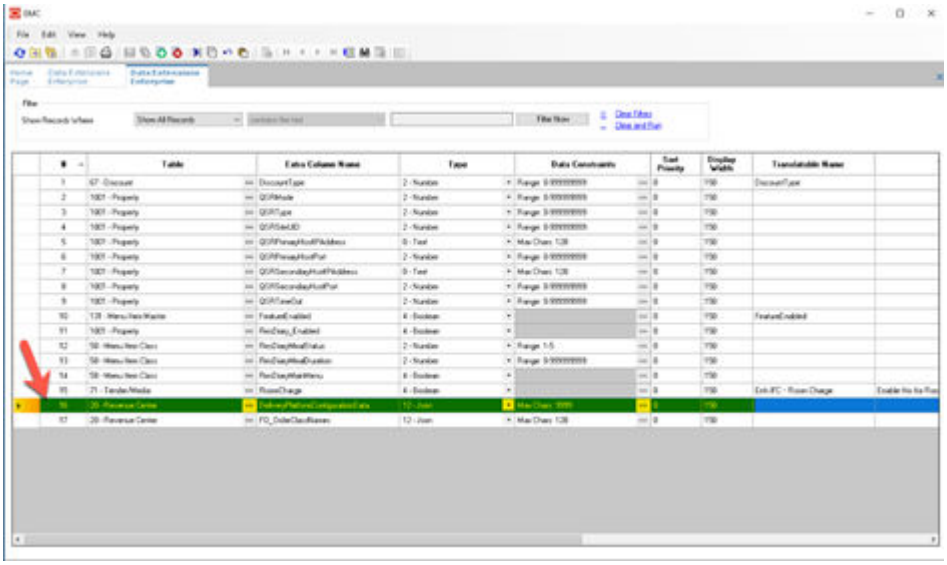
Table 6-1 Data Extension Fields

Field	Description
Table	Select **20 - Revenue Center**.
Extra Column Name	Enter `DeliveryPlatformConfigurationData`.
Type	Select **12 - Json**.

Table 6-1 (Cont.) Data Extension Fields

Field	Description
Data Constraints	Select **Max Chars: 9999**.
Sort Priority	Not applicable; use default value.
Display Width	Enter `150`.
Translatable Name	Not applicable; use default value.
Translatable Help	Not applicable; use default value.

Figure 6-4 Data Extension Module Fields



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 currency code standards.

   See the *Oracle MICROS Simphony 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 Simphony Configuration Guide* for more information on configuring languages.

4. Click **Save**.

Creating Menu Tags

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

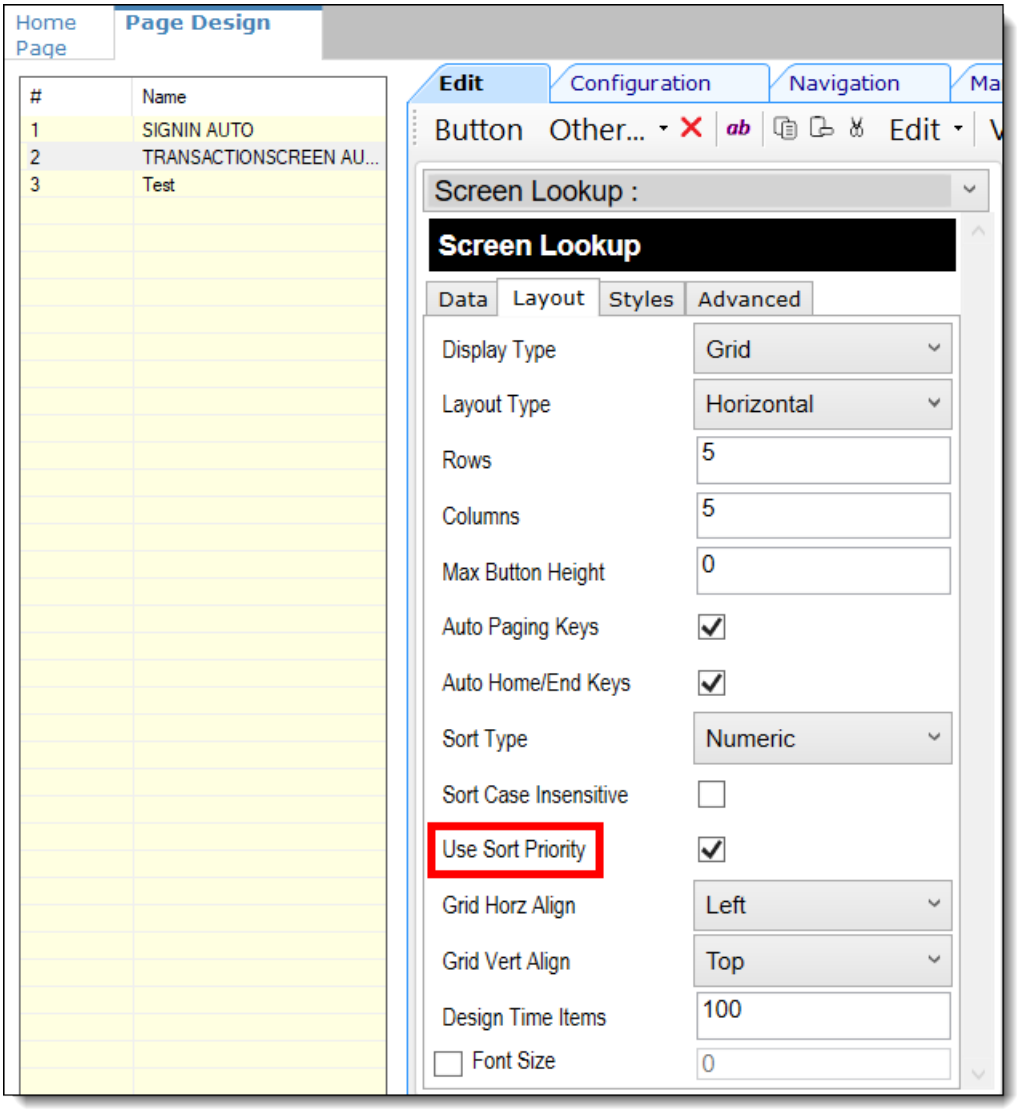
   To assign another SLU to the menu item, select the SLU from the **SLU 2** column. You can assign up to eight SLUs per menu item. Duplicate SLUs do not appear on the same workstation page.
6. (Optional) To assign a SLU sort priority:
   a. Double-click a menu item, and then click **General**.
   b. Select 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 6-5 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**.

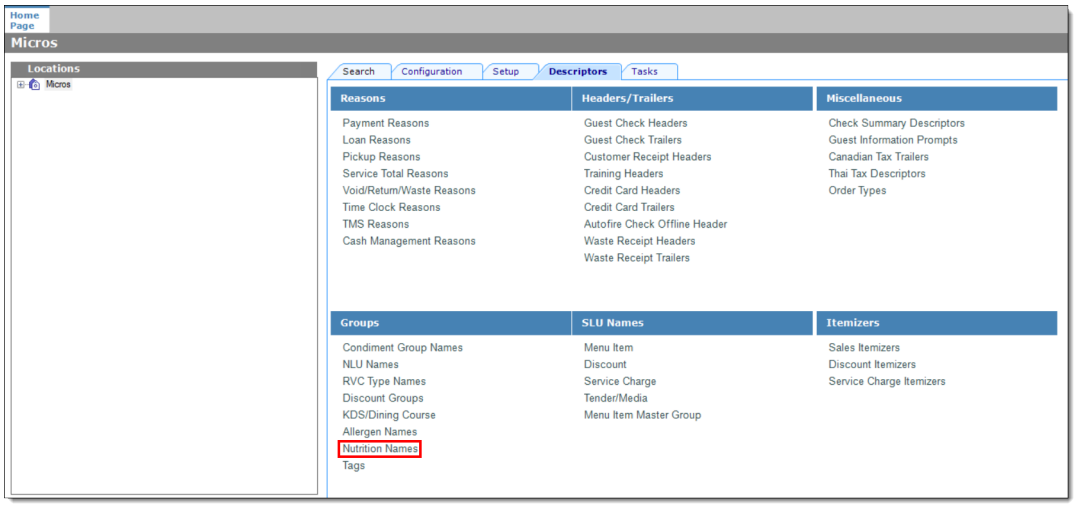
Configuring Nutrition Settings

> **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:

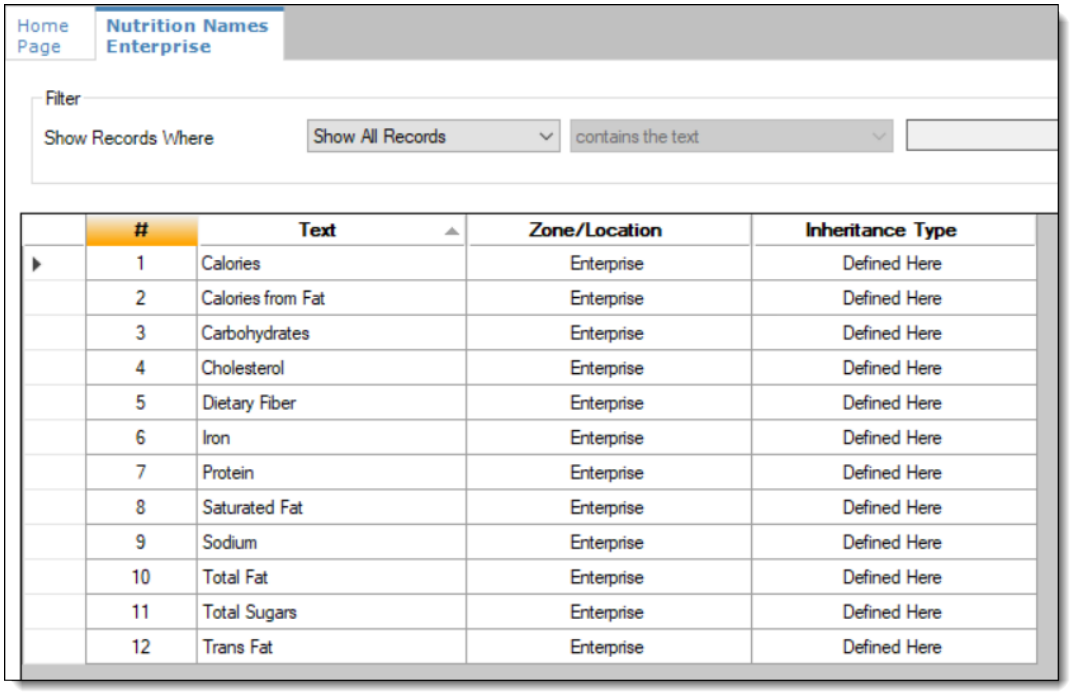
1. Select the Enterprise level, click **Descriptors**, and then click **Nutrition Names**.

Figure 6-6 EMC Enterprise Descriptors Tab - Nutrition Names



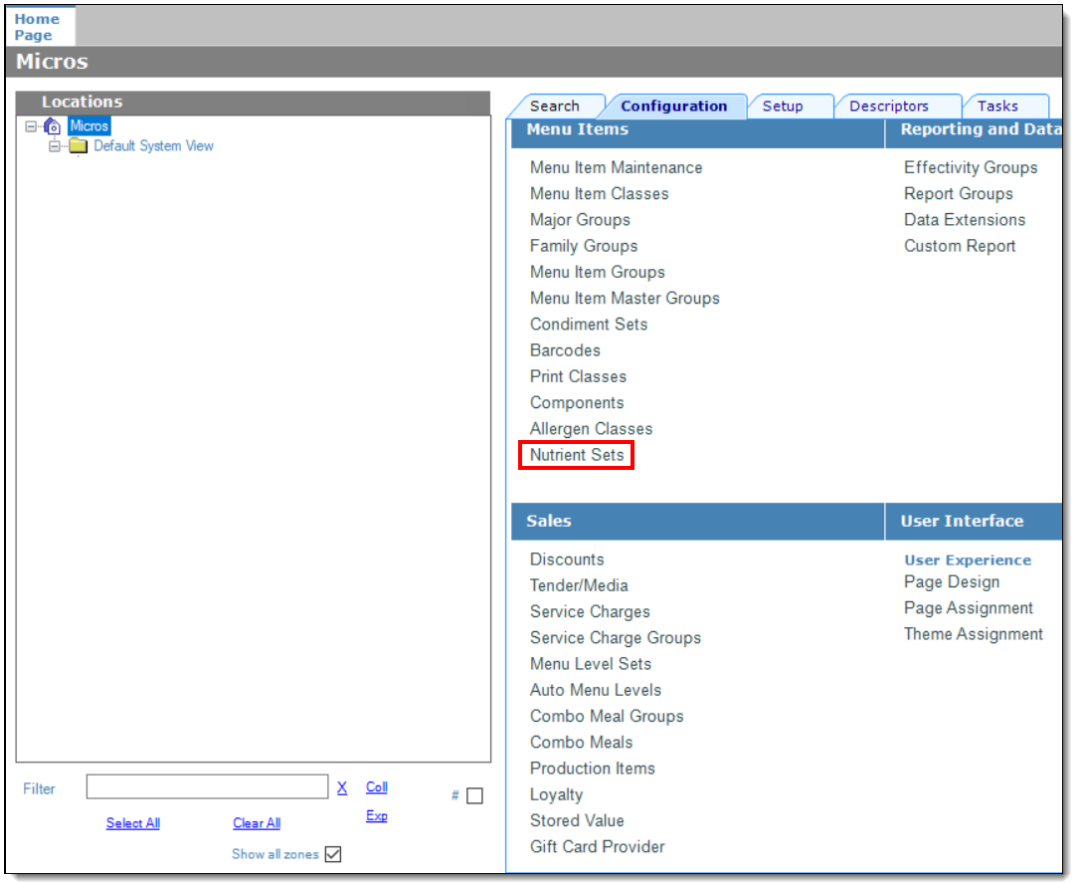
The EMC shows pre-configured nutrient records. No new nutrient records can be added at this time. These existing nutrient names cannot be edited or deleted, but you can translate the nutrient names in the **Text** column.

Figure 6-7 EMC Nutrition Names Module



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

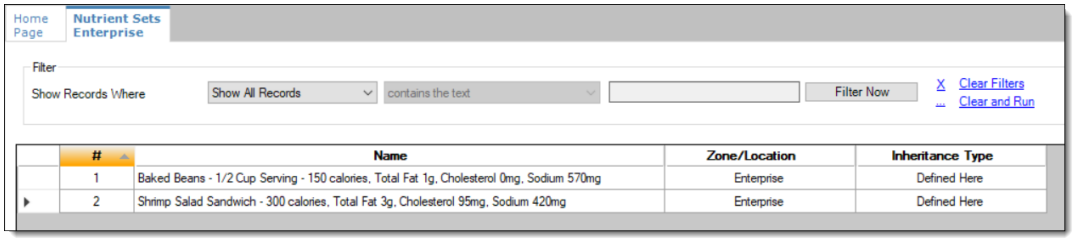
Figure 6-8 EMC Configuration Tab - Nutrient Sets



3. To insert new nutrient set records, click the insert icon

on the toolbar.

Figure 6-9 Nutrient Sets - Table View

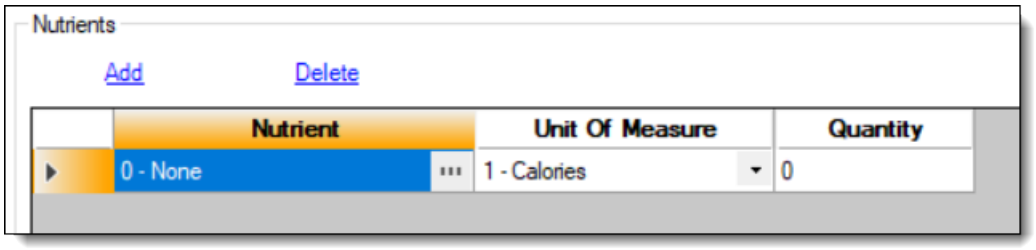


4. Enter the nutrient set name in the **Name** field.
5. Switch to form view by clicking the toggle icon on the toolbar

, or double-click the record.

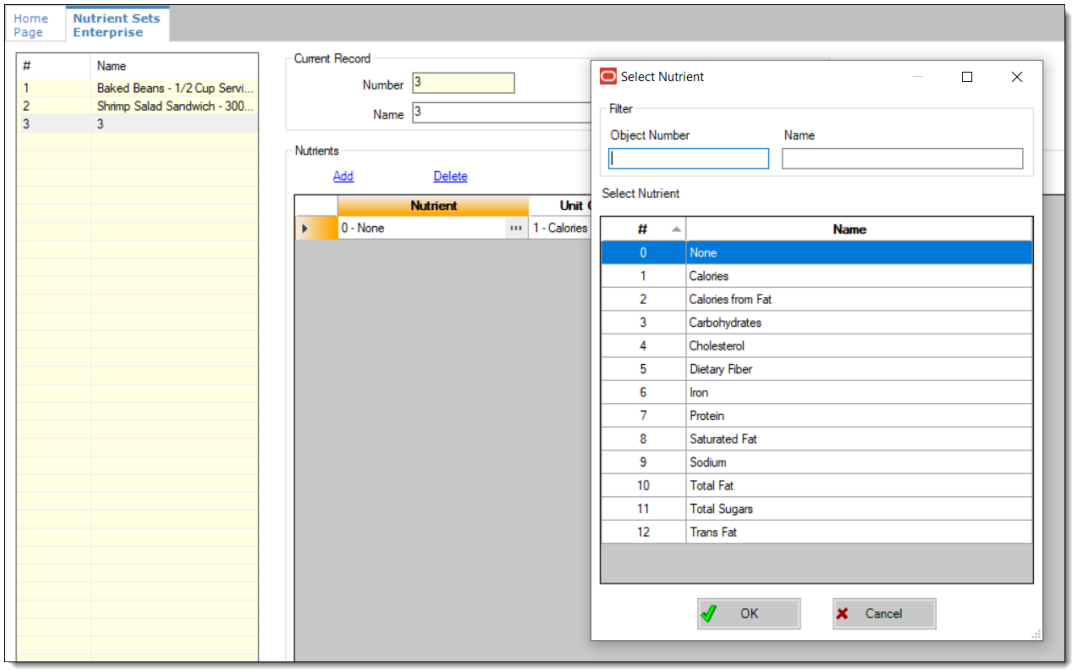
6. In the **Nutrients** section, click **Add** to insert and configure nutritional information.

Figure 6-10 Nutrient Sets - Adding Nutrients



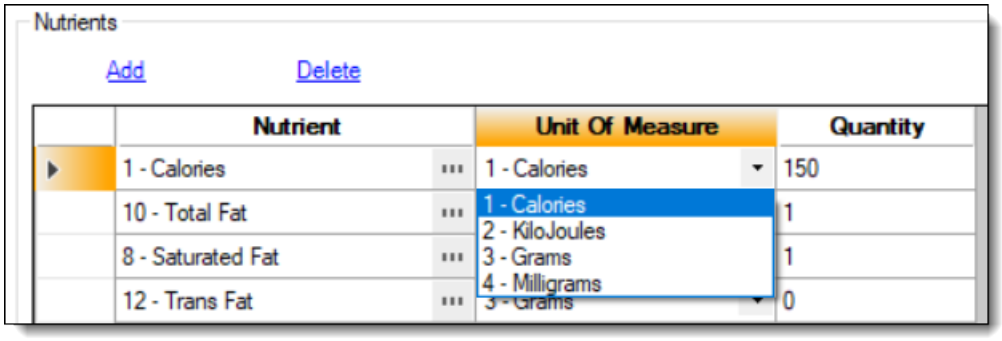
7. In the **Nutrient** column, click the ellipsis (**...**), select the nutrient type from the drop-down list, and then click **OK**. Repeat this step for each nutrient you add to the record.

Figure 6-11 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 6-12 Nutrient Sets - Unit Of Measure Column

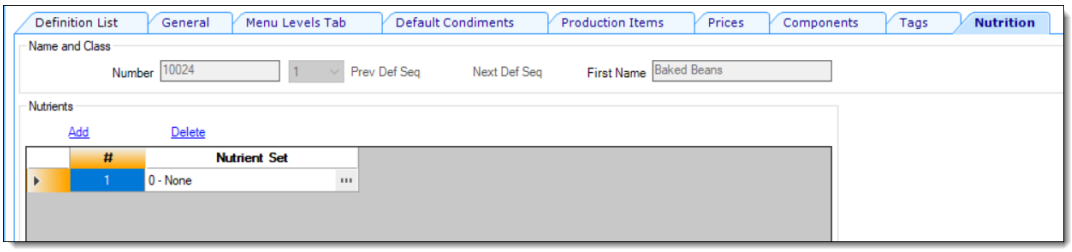


9. In the **Quantity** column, enter the numerical value associated with each unit of measure type, and then click **Save**.
10. Select the Enterprise, property, or revenue center level, click **Configuration**, and then click **Menu Item Maintenance**.
11. Search **Menu Item Definition** records for 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).

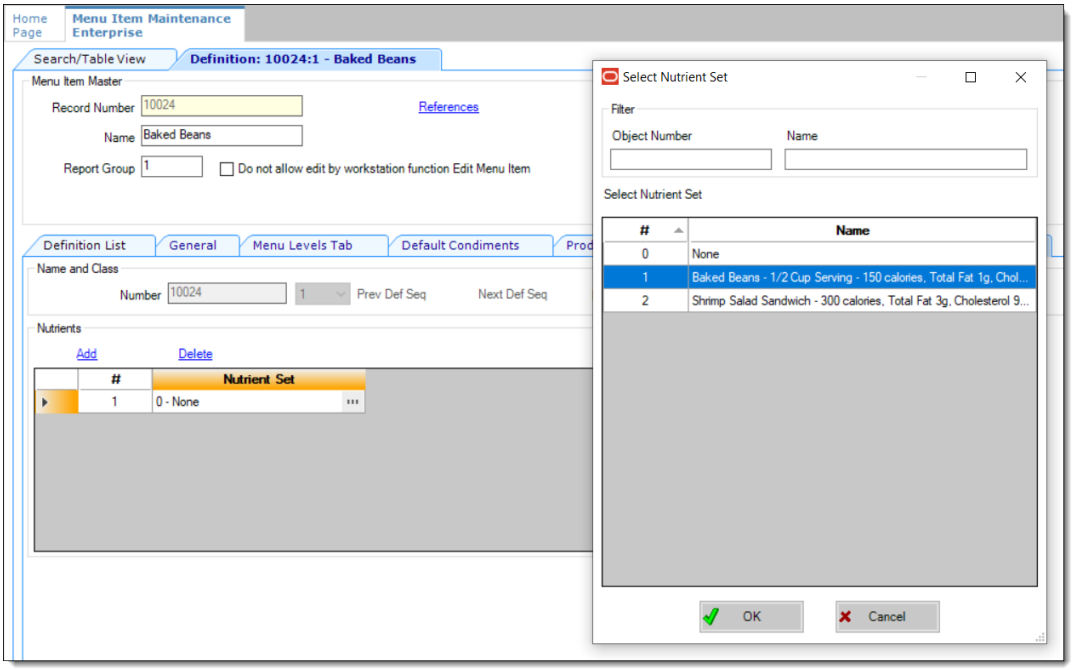
13. Open a menu item definition record, and then click the **Nutrition** tab.
14. In the **Nutrients** section, click the **Add** link.

Figure 6-13 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 6-14 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 or conversational ordering.

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. The SLU number specifies the order in which SLUs appear on the delivery provider ordering site (from least to greatest number). For example, a menu item assigned to SLU 2 will appear in the Entrees category:

   1 Starters

   2 Entrees

   3 Desserts
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 Simphony 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 Simphony.
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/Postmates, 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**.

Configuring Combo Meals

Simple combo meals are supported with Uber Eats/Postmates; sized combo meals are not supported with delivery service providers. Complete the Simphony combo meal configuration described in Combo and Fixed Price Meals in the *Oracle MICROS Simphony Configuration Guide*, but do not configure sized combo meals.

The following configuration is required to synchronize combo meals from Simphony to delivery providers through delivery connectors:

1. Create Combo Meal Groups.

   If condiment items (not parents) are included as part of a combo group, these items are ignored during the menu synchronization.

   See Creating Combo Meal Groups in the *Oracle MICROS Simphony Configuration Guide* for more information.

2. Tag the corresponding Menu Item Master.

   To include a combo in the synchronization process, the corresponding Menu Item Master must be tagged. Items within a combo group do not need individual tags. However, if items within a combo group are tagged individually, they appear on the delivery service provider UI as both part of the combo and as individual à la carte items.

   See Configuring Menu Tag Groups and Tags in the *Oracle MICROS Simphony Configuration Guide* for more information.

Review and understand the following considerations before attempting to synchronize combos with the delivery service provider. Ensure that your combo meal configurations adhere to these guidelines to ensure a smooth and accurate synchronization process.

Table 6-2 Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
3 - Is Sized Combo Meal option	If selected, and the combo meal contains configuration consistent with sized combos, it is ignored by the synchronization. If a combo meal is configured as sized but does not contain items with size specifications, it is treated as unsized and included in the synchronization. See Creating Combo Meals.
Combo Group Items with Sizes in Unsized Combos	If a combo group item has a size specification within an unsized combo meal, it appears on the delivery service provider UI but is treated as unsized. See Creating Combo Meal Groups.
Prices	You can set prices for combo meals at the Menu Item Master level, by combo group, or by combo group item. It is recommended to set base prices for combo meals at the Menu Item Master level. Prices set directly on the combo item definition are ignored. Ensure that prices are defined for all items within a combo group to avoid default prices of $0.00. If the **Price** is not specified, **Active On Level** 1 is used by default. See Combo Meal Group Pricing and Creating Combo Meal Groups.
Alternate Groups	Combo group items cannot be members of Alternate Groups; Alternate Groups are not supported with delivery service provider combos. See Creating Combo Meal Groups.

Table 6-2 (Cont.) Combo Meal Setup Guidelines

Simphony Considerations	Description for use with Delivery Connectors
Side Count and **Quantity**	The side count for combo groups can be configured and is controlled in the side count area of the Combo Group. The default count is 1. The quantity of items within a combo group, including modifiers or weighed items, is controlled in the Combo Group Item area. Uber Eats supports quantities greater than 1. See Creating Combo Meal Groups.
Combo Meal Groups Based on Menu Item Definition	Only Menu Item Definition 1 is supported for combos.
Invalid Items in Combo Groups	If a combo meal group does not contain valid items, it is unable to be ordered. Invalid items include condiments and items without definitions.
Condiment Parent as Menu Item Master	If a condiment parent is configured as a Menu Item Master, its condiment groups are ignored, and it is treated as a regular menu item.
Duplicate Combo Meal Groups	If a combo meal group is referenced multiple times in a combo meal, the duplicates are ignored, and only one instance of the group is considered.

Configuring Advanced Menu Item Options

When considering the display of menu items on delivery platform ordering sites and kiosks, additional menu item options are available. The modifiers and prices used in Simphony POS Operations may not be the same as those displayed to delivery platform customers on online ordering sites or kiosks.

You can create additional menu item definitions (see Configuring Menu Item Definitions in the *Oracle MICROS Simphony Configuration Guide*), or set Delivery Connector advanced menu item configurations options. These advanced options are controlled in revenue centers and in JSON code, and are as follows for Uber Eats:

Price Sequence Level Filter

The price sequence filter lets you specify the menu item price sequence levels used in the delivery service provider. You can apply the price sequence filter to base menu items (for example, a hamburger) and to condiments (for example, cheese). This filter affects all menu items that are passed to the delivery service provider.

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.

Condiment Group Filter

The condiment group filter lets you specify the condiment groups for each delivery service provider. The filter allows the condiment groups in the Menu Item Classes module to be

included or excluded. This prevents unwanted condiments and condiment groups from being displayed on the delivery service provider ordering site.

To specify the condiment group filter in the JSON code, set condiment group numbers separated by commas, and `true` or `false` to indicate whether the condiment group specified will be included or excluded from the delivery service provider.

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.

Image Slot

If multiple image slots are in use for an organization, the item image slot lets you specify which menu item image slot is used for the product display in the delivery service provider, rather than the default setting of 1. This feature is used with kiosks and online ordering sites.

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.

SLU Slot

The Screen Look Up (SLU) slot lets you specify which SLU slot is used for the product display in delivery service providers. By default, the system shows all SLUs assigned to a menu item as categories in the delivery service provider. If multiple SLUs are in use for an organization, the SLU slots appear as multiple categories with the source product displayed in each SLU. The selection allows customers to specify the SLU name to use as a category name in their delivery service provider.

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.

Using Default Condiments with Uber Eats

If you have default condiments configured for a menu item in Simphony, you can pass them to Uber Eats without having to create additional Menu Item Classes and condiment groups.

1. If the condiment group is configured as a Default Condiment master group in the Menu Item Classes module, these condiments display as removable option in the delivery platform.
2. If the condiment group is not configured as a Default Condiment master group in the Menu Item Classes module, the condiments display as selected items for the menu item, and must be disabled to remove them.

The condiment group configuration affects the way Default Condiments display on a Kitchen Display System (KDS) and on order receipts.

- In the case of #1, a Hamburger menu item with Lettuce, Tomato, and Pickle as the Default Condiment master group displays as Hamburger, no, Lettuce
- In the case of #2, a menu item with lettuce, tomato, and pickle as the Default Condiment master group displays as Hamburger, Tomato, Pickle

KDS Notification

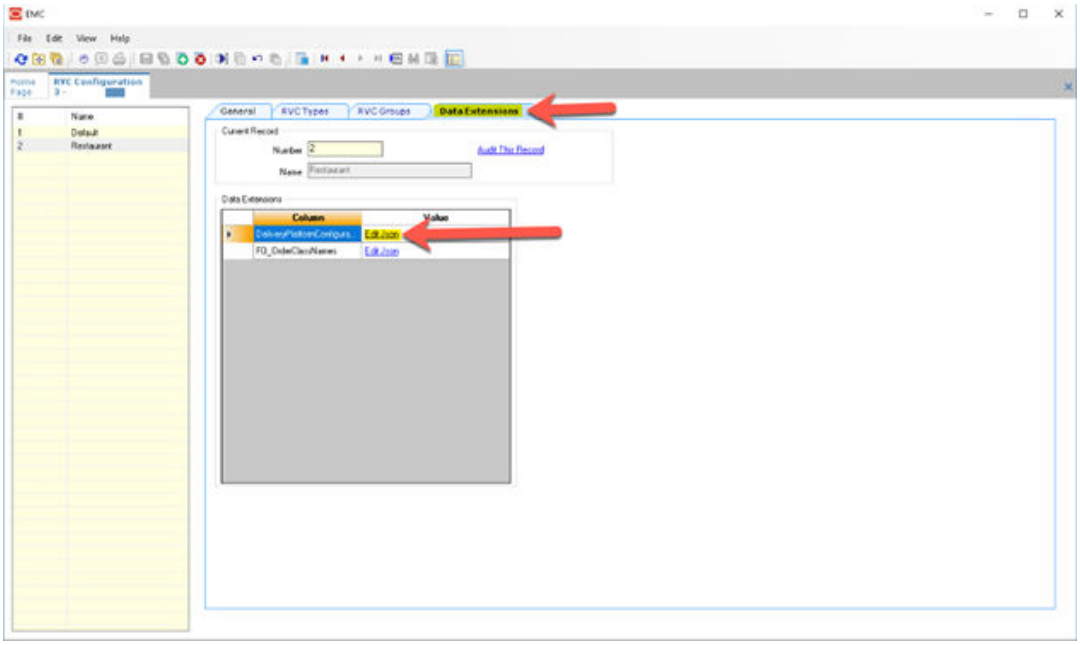
When menu items are bumped from the KDS, a notification is sent to the customer and to the delivery driver indicating that the ordered items have been completed in the kitchen.

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.

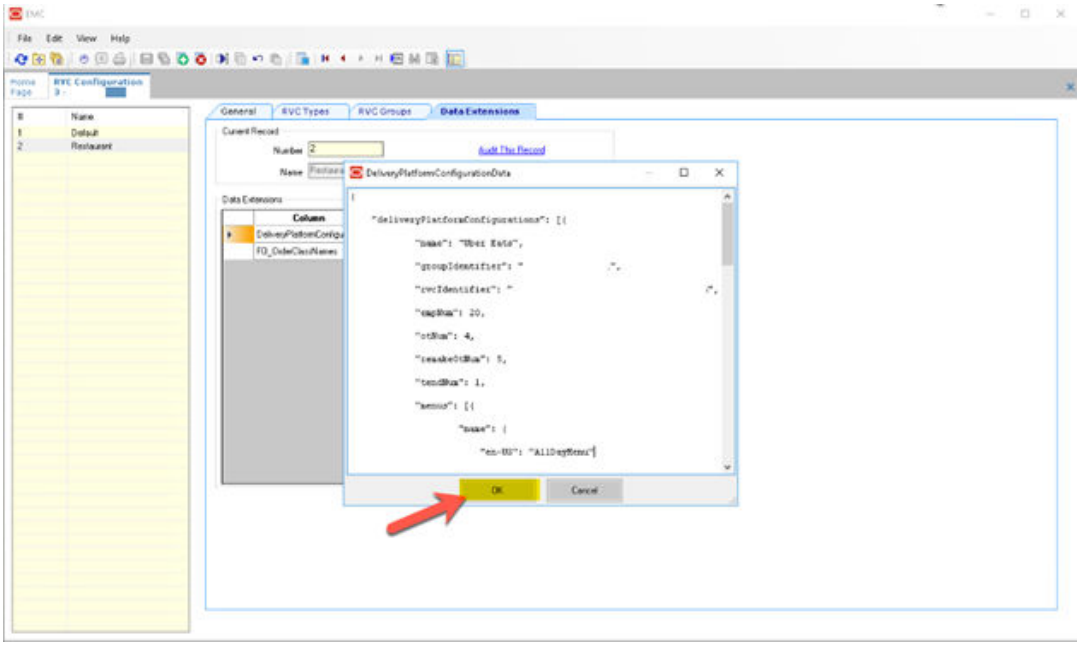
Figure 6-15 RVC Data Extensions



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 6-16 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,
             "rvcIdentifier": "984e0f54-64dc-15T3-e348-16942gs5arn5",
             "empNum": 990,
             "otNum": 4,
             "remakeOtNum": -1,
             "tendNum": 101,
             "priceSequences":
                 [
                 {
                 "type": "BaseItem",
                 "levels": [2]
                 },
```

```
                    {
                    "type": "Condiment",
                    "levels": [6, 7, 8]
                    }
                    ]
                "condimentGroupRuleFilter":
                    {
                    "values": "1,2,3,4",
                    "include": true
                    }
                "itemImageSlot": 2
                "sluSlot": 1
                "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 6-3 Data Extensions Column Name

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

Table 6-4 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.
priceSequences	string number	Type of base menu item and condiment (optional). Number is the price level.
condimentGroupRuleFilter	number true/false	Numbers separated by commas. Numbers are the condiment groups. True directs the application to use the numbers listed. False excludes the numbers listed.
itemImageSlot	number	Menu item image slot number used for the product display in the delivery platform.
sluSlot	number	Menu item SLU slot number used for the product display in the delivery platform.

Table 6-4 (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 6-5 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 6-6 Translated String

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

Table 6-7 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.

   If you no longer use a delivery platform, disable 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 Simphony, 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.

7

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. Simphony 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 7-1 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: • When moving through the location hierarchy in the Home Page, moves one item downward through the list. • In a table, moves to the next row. • When the focus is on a drop-down list, moves to the next item in the list.
Up Arrow	Varies based on context: • When moving through the location hierarchy in the Home Page, moves one item upwards through the list. • In a table, moves to the previous row. • When the focus is on a drop-down list, moves to the previous item in the list.
Right Arrow	Varies based on context: • In a table, navigates to the next column on the right. • When moving through the location hierarchy in the Home Page, expands the location to show the properties or revenue centers beneath.
Left Arrow	Varies based on context: • In a table, navigates to the next column on the left. • When moving through the location hierarchy in the Home Page, collapses the list and sets the focus on the parent location.
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.
Crtl+G	Opens the Go to Record dialog which allows you to go to a record by entering the record's object number.

Table 7-1 (Cont.) General Keystrokes

Keyboard Shortcut	Result
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.
Crtl+T	Varies based on context: • In the Home page, moves focus to the main tabs. • In Table view, shows or hides the record filters.
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.