

OO Common Support Issues

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Introduction

The OO Common Support Guide is a compilation of Tech Support incidents, general observations during installation and subsequent resolutions. Also included in the guide are some setup tips relating to guest check and prep area printing. This guide does not cover general setup and operation of Restaurant Manager's Online Ordering system. This information can be found under the document Version 18 OO Installation and Guide:

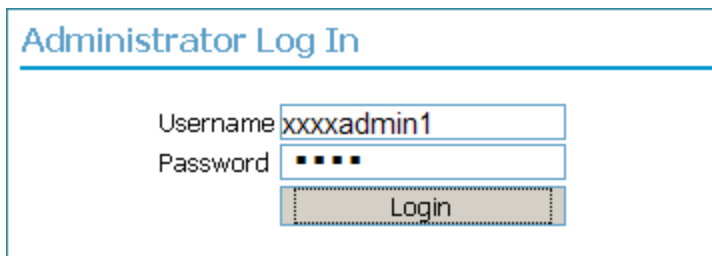
Logging into Customer OO Portal

You will need to know in advance the customers login credentials and which version RM they are using. Use the customer's login credentials to gain access to OO Portal ADMIN page for that customer using one of the two following URL's:

- Version 19 OO- <https://webordering.rmwservices.com/v19.0.AdminUI/login.aspx>

Continue the process by:

1. Enter the Username and password and the click "Login"



The image shows a web form titled "Administrator Log In". It contains two input fields: "Username" with the text "xxxxadmin1" and "Password" with four black dots. Below the password field is a "Login" button.

2. Select the option on the default Chain Admin page appropriate to the change you want to make.



The image shows a menu titled "Chain Administration" with several options, each preceded by a checked checkbox: "Chain Administration", "Chain Setup", "Restaurants", "Accounts", "Menus", "Customers", and "Coupons". A blue curved arrow points from the "Restaurants" option towards the right.

3. Access individual restaurant settings by choosing the "Restaurants" option on the Chain Admin page (pictured above) and then use the "Select" option next to the restaurant's name.



The image shows a table titled "Chains" with a search box for "Chain Name" containing the text "all". The table has five columns: "Select", "ID", "Name", "Web ID", and "Single Menu". A red arrow points to the "Select" link in the first row. Below the table, a red text annotation reads "Use the **Select** button to access restaurant".

Select	ID	Name	Web ID	Single Menu
Select	116	Allyn's	Allyns	False

RM Executables/ Applications Needed

There are several applications needed for processing Online Orders. However, some applications are version specific

- **RM Services.exe**- facilitates communicating orders from the online site to the restaurant.
- **POSlink.exe**- Used to convert and send orders on site
- **OOReminder**- Warns when OO employee is not logged in

Order Problems

Orders Not Accepted

Thing following is a source of possible problems you can easily:

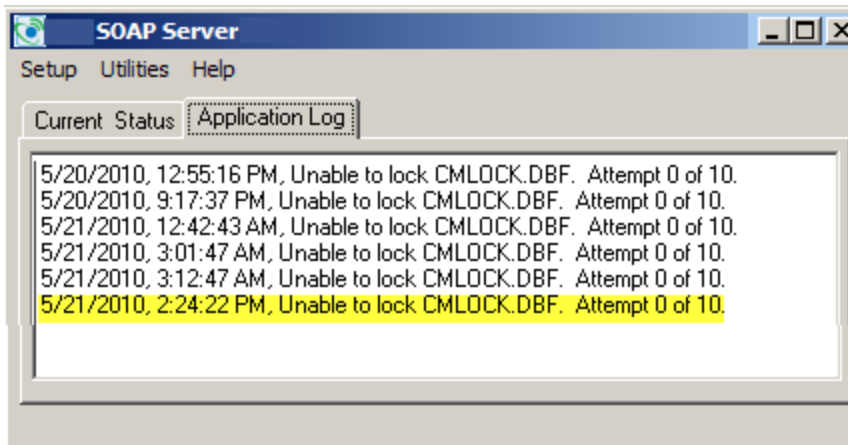
- **Restaurant Operating Hours**- Different than ordering time
- **Restaurant's Time Zone**- can affect operating hours
- **OO Employee Not Clocked In**- Online Ordering Employee must be clocked in at POS

Specific Errors

- **Order Routing Mode Failed**- stop and restart the following programs:
 - Poslink
 - rmservices
 - BitVise Tunnelier

Alternatively, you can restart the server computer running the programs mentioned above. After programs have been restarted, test the suggested fixes by trying to place an order.

- **CMLock error**- Log on to the restaurant's RM Server, and open RMServices. Click the "Application Log" tab, and look for error message similar to:"unable to lock CMLOCK.dbf. You can reboot the server, and test again from WEB UI (Refresh cache or F5).



- **TRMTITLEBARDIALOG:ACTIVATE(65)**: Error FiveWin/3 Cannot create Dialog Box: This error occurs when Sending to Advance Ordering module. The Master Station Configuration was set to "prompt for phone number" when obviously OO can't prompt the customer for anything. You will need to change this setting. Also: Restart rmsubsys and make sure that if they have automatic delivery charge that the default delivery charge is not set to 0 or the customer type with delivery charge resulting to \$0.00.*

Web Orders Not Displayed on POS

Web customer placed an order online but the Restaurant reports that the order does not appear in POS Module under either TABS or DELIVERY. (Typically the restaurant will experience a customer coming in to pick-up an order that customer placed online, but the restaurant cannot FIND the order in the POS)

SOLUTION(S):

- In TAB or DELIVERY screen try setting the filter on the POS to “SHOW ALL” orders?
- If you cannot find the order in TABS or DELIVERY, look in the ADVANCE ORDER screen, it is possible that the order was sent to the POS, but for some reason it did not Automatically Convert to either TABS or DELIVERY, and if it didn’t Automatically Convert, it would not have been sent to the prep printer. If the order IS there, do a manual conversion, but make sure the kitchen knows about this, as they MAY have already made this order.
- Verify that the Advanced Order Module is enabled for the MASTER STATION in the BackOffice of the Customer’s RM Server
- Verify that POSLINK is running on the Customer’s RM Server.
- In the Admin Setup is RMAvance Order configured with as the primary method of OO Order Routing Modes.

Email or Text Copy Not Received

The Restaurant does NOT receive a copy of the customer’s web order via Email or Text

Solution(s)

- Does the restaurant’s email administration appear in the <To:> section of the “Email Order Routing Mode” section of the OO Admin page? If not, enter it, and click SAVE
- If the restaurant’s email administration is properly entered in the "Email Order Routing Mode" section on the ADMIN setup pages, verify that the box titled “Confirmation of Primary” is selected, if not, select it, and click SAVE

Orders Not Printing (Prep Printer)

There may be several reasons why an online order is received but not sent to a prep printer. The common culprits are the printer may be offline, out of paper, menu items have no assigned printer, etc. The suggestions below address prep printing issues when the common culprits have been eliminated:

- **On Line Employee does not have adequate security-** this can be verified by opening POSLink , look at the order(s) in question. If a similar message appears “empl level 3 and 5 is required” you know the OO Employee does not have adequate security to open a tab, transfer an order, or print a check. The reason can vary depending how the system was configured. You can lower the security levels for the operations or you can raise the security for the OO employee in the Employee

Setup Form or in the Job Classification Setup Form (RM BackOffice).

- **Online Orders send from station but not from web**- this typically occurs when the remote printers in the Master Station configuration have not been setup or a setting has changed (i.e. Splsetup). Double check the Prep Printer settings in the Prep Area Devices of the Master station to make sure they are correct:
 - Make sure the Primary device has the correct printer
 - Verify the printer type
 - Output Device has correct setting (e.g. printer when printer is used)
 - Check the Remote Printer filters (if used)
 - Verify the “Redirect this prep area printer to prep area” setting has the correct prep printer

It is best to compare settings from a station known to work.

Menu Issues

Menu Does Not Upload

Use the following as a guide to troubleshoot when a menu does not upload.

- **Data in Webload setup incorrect-** verify correct"
- URL
- Chain connection ID
- Restaurant Connection ID User name and password.

This information can be checked against information in Chain Admin page on the sites OO Portal.

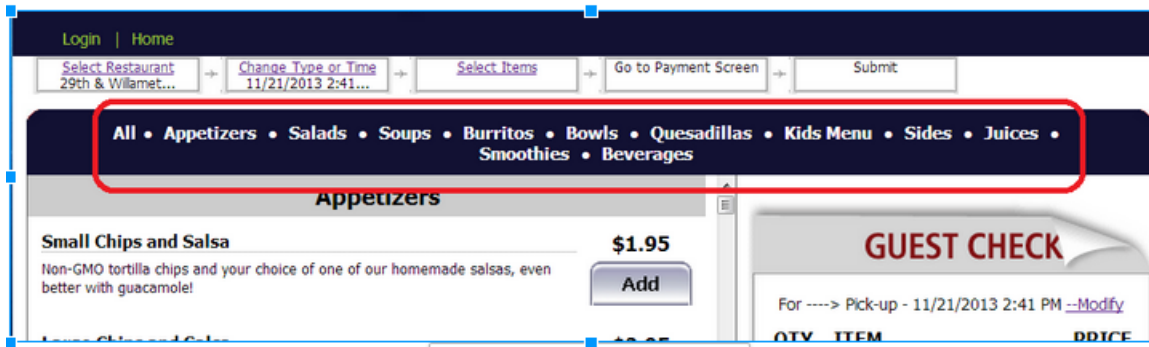
Modify Menu on Website

- Restaurant wants to ADD, CHANGE, MODIFY, or DELETE Menu Items that are displayed on their OO page
- All menu item maintenance for OO items is done in the Menu section of RM Back Office, on the customer's RM Server, and then uploaded to the web
- Use the Menu Setup Page in the BackOffice Module to edit prices, modifiers, photos, descriptions and to tag (or untag) items for display on the Online Menu. In rare cases, when the menu item really needs to "behave" differently online, vs. how it "behaves" at the POS, duplicate menu items are the best solution. That way, both POS and OnLine Ordering can have that menu item(s) "behave" exactly as they want it to for the restaurant staff, and exactly how they want it to for the web customer.

Change Groups Arrangement Displayed on Web

Restaurant wants to change the order or sequence of how the groups are listed on their web portal:

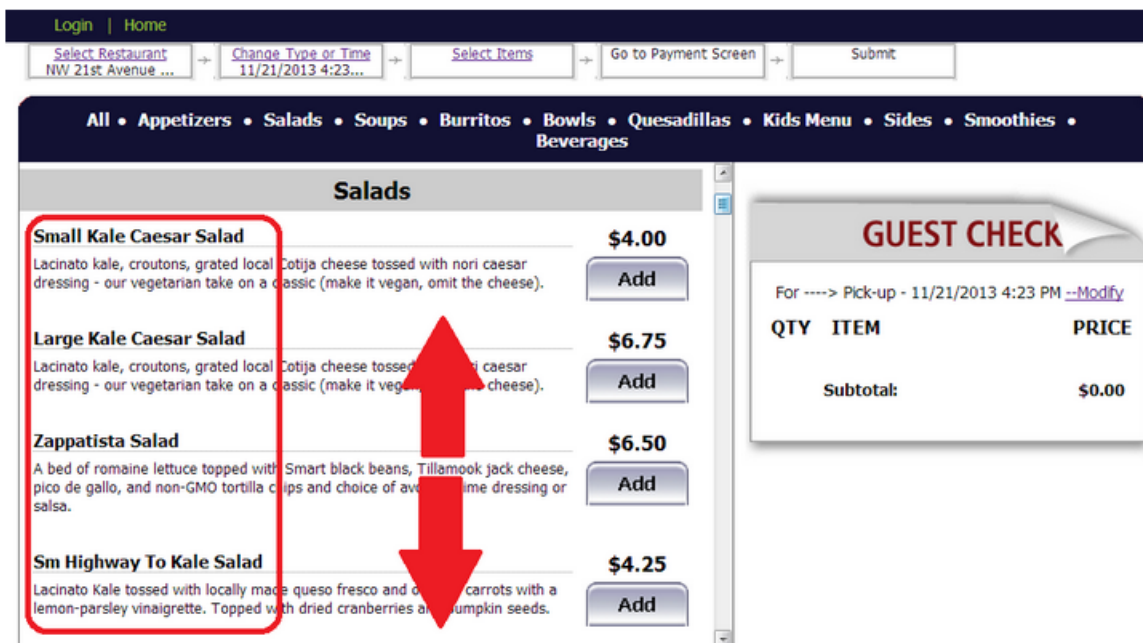
Log into restaurant's OO Admin Page to change the order in which Menu Groups are displayed. MENU/Under Item Groups/GROUP ORDER, move the groups UP or DOWN, and then click SAVE. (Moving an item to the TOP, will make it the first group displayed after "ALL". Moving a group to the. BOTTOM will make it the LAST group displayed on the web page)



Change Menu Item Arrangement Displayed on Web

Restaurant wants to change the order or sequence of how the menu items are listed on their web portal:

- Log into restaurant's OO Admin Page to change the order in which Menu Items are displayed.
- MENU/Select an Item Group/ITEM ORDER, move the ITEMS UP or DOWN
- Click SAVE



Modifiers Not Showing Up on Online Ordering Menu

Use the following steps:

1. Open RM BackOffice Module and select the Menu Setup
2. Make sure that modifiers are setup correctly for those items that you like the modifiers to show

3. [Generate Web Menu]. When web menu has been generated, you will see a MENU PREVIEW.
4. On the Menu Preview, click on the items that should have modifiers. Make sure that you see the modifiers; they appear on the lower portion.
5. Click [OK] on the next prompt (to update website).
6. Check if you see your modifiers on the web now.

Multiple OO sites, one menu overwrites the other

Two restaurants, have online ordering at both sites but different menus. The "Single Menu" option is grayed out in the Chain setup and set as checked. When uploading a menu from either site it overwrites the menu for the other. The problem is: the site was enabled for Single Menu when the chain was first created. When Restaurant Manager creates a chain with Single Menu, it cannot be edited by the admin. Restaurant Manager must change it. After being changed to Multiple Menus by Restaurant Manager, please do an upload menu from each of the restaurants

OO Portal Issues

Connection Errors/Problems

There may be the occasion when a customer may attempt to place an online order but the Online Order Portal may be offline. A message will appear under the “Your Order Information” section on the customer website Online Ordering Portal (pictured below) stating the restaurant is offline.

A connection problem can also be confirmed by using the following steps:

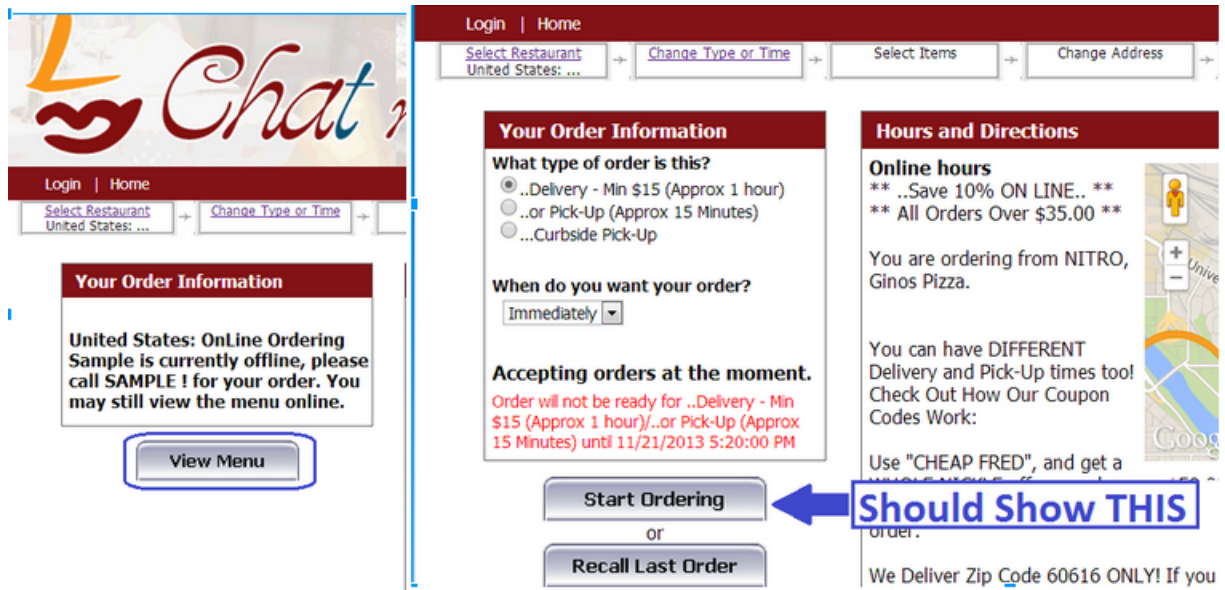
1. Log into the sites OO Admin Portal > Restaurants > Order Routing Modes
2. Click the word SELECT on the RM ADVANCE ORDER line.
3. Click the “Test” button. If the test result returns, “Connection Error: The underlying connection was closed Unable to connect to remote server, then we know we have a connection problem.

The most common reasons for disrupted connection occurrences are as follows:

1. The restaurants internet connection is down
2. The online ordering employee is not logged in
3. RM Services is not running
4. The sites computer’s (rmserver) Public IP address has changed.
5. The sites router settings have changed
6. A windows problem is preventing the rmserver from communicating properly (i.e. a program has froze the computer, firewall setting, etc).
7. On versions prior to 17, the OOLink must be running in systray.
8. All OO sites require the WO package is installed and enabled. You must [verify the WO is enabled](#).

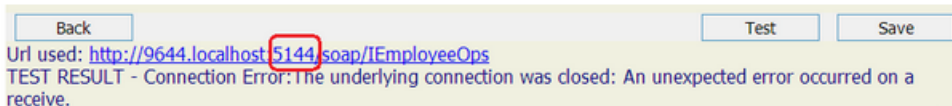
Customer’s Web OO Portal shows “View Menu” instead of “Start Ordering”

The Restaurant’s OO Service is not connected to the POS, and/or restaurant owner reports that their customers are complaining that they cannot place orders via the restaurant’s web page.



SOLUTION(S):

1. Check to make sure the OO Employee clocked in at the POS.
2. Use the "Test Function" on the OO Admin page to make sure there is connection between the web UI and the store. If an error message similar to the one pictured below occurs, proceed with the steps shown after the screen shot:



Note: "5144" in the screen shot above is the BitVise port assigned and will be different with each installation. The test result is what you will be looking at.

- a. Verify the RMsSoapServer is running on the Customer's RM Server?
- b. Verify BitVise SSH Client (also known as "Tunnelier") is running on the rmserver computer? Look for the BitVise icon in the SYSTRAY . The icon should not have a yellow yield sign, with an exclamation point. If BitVise is not running or has the exclamation point sign on the icon:
 - i. Maximize the program, then exit it by clicking EXIT (not the red X, but the word "EXIT", and restart the program.
 - ii. Does the "Listening Port" number in the BitVise SSH Client (Tunnelier) match the the port numbers entered RMAvance Order, in Admin Setup

- iii. If all of these settings look correct, and you have clicked the <TEST> function on the OO Admin page, and still get an error, create a HELP DESK TICKET.

Google Map Does not Appear on Web

Google Maps does not appear on the restaurant's first page of their OO portal

1. Use the Google Maps check box in the "Site Appearance" section of the OO Admin page to add (or remove) Google Maps on the main Online Ordering page.
2. Ensure the street address of the restaurant is entered on BOTH these OO Admin pages :
 - Edit Chain Info
 - General Restaurant Settings

Internet Connection Down

This problem is easy to verify. You can try using Logmein to see if you can see the computer (computer will show offline if no connection) or you can have the site open their internet browser and try access rmpos.com. If signs show the internet is down:

1. Make sure the router/ switch has power
2. Check connection wires (both rmserver & switch/router)
3. Check network card activity
4. If the above efforts fail, have the customer will have to call their internet provider (ISP) to verify if local internet is down or help re-establishing a connection.

Online Ordering Employee Not logged In

Online Orders will not be able to be processed unless the designated OO employee is logged in. Log in the OO Employee if not logged in. This can be verified by going to the POS and selecting the "View Employee" function button found under the Misc functions any Main Status screen. An Alternative method is:

1. Log into the sites OO Admin Portal > Restaurants > Order Routing Modes
2. Click the word SELECT on the RM ADVANCE ORDER line.
3. Click the "Test" button. If the test result returns, "Server Error: Employee is not clocked in. Please clock in at a full service station, use the following steps:
 - i. Call the restaurant, and have them log in their Online Ordering employee.
 - ii. Click the "test" again when the customer verifies they logged in the OO employee.

Online Ordering Service

[Home](#) | [Log Out](#)

Order Routing Mode Settings for RM Advance Order

Enabled	<input checked="" type="checkbox"/>
RM Server's IP Address	<input type="text" value="207.188.233.105:9644"/>
Emp No	<input type="text" value="25"/>
Emp Password	<input type="password" value="••••"/>
Delivery Revenue Center #	<input type="text" value="8"/>
Delivery POS Sale Type	<input type="text" value="Delivery (4)"/>
Carry Out Revenue Center #	<input type="text" value="7"/>
Carry Out POS Sale Type	<input type="text" value="Tabs (2)"/>
Dine In Revenue Center #	<input type="text" value="1"/>
Dine In POS Sale Type	<input type="text" value="Tabs (2)"/>
pre-April 2007 compatibility mode	<input type="checkbox"/>
Primary	<input type="checkbox"/>
Only if primary failed	<input type="checkbox"/>

Url used: <http://207.188.233.105:9644/soap/IEmployeeOps>
TEST RESULT - Server Error:Employee is not clocked in. Please clock in at a full service station.

NOTE: When you run "Test", it will automatically DE-SELECT the PRIMARY mode. It is important to:

- RE-SELECT this mode by placing check mark in Primary option
- Click "Save" unless the site is NOT sending orders to local prep printers

Online Ordering Service

[Home](#) | [Log Out](#)

Order Routing Mode Settings for RM Advance Order

Enabled	<input checked="" type="checkbox"/>
RM Server's IP Address	<input type="text" value="207.188.233.105:9644"/>
Emp No	<input type="text" value="25"/>
Emp Password	<input type="password" value="••••"/>
Delivery Revenue Center #	<input type="text" value="8"/>
Delivery POS Sale Type	<input type="text" value="Delivery (4)"/>
Carry Out Revenue Center #	<input type="text" value="7"/>
Carry Out POS Sale Type	<input type="text" value="Tabs (2)"/>
Dine In Revenue Center #	<input type="text" value="1"/>
Dine In POS Sale Type	<input type="text" value="Tabs (2)"/>
pre-April 2007 compatibility mode	<input type="checkbox"/>
Primary	<input checked="" type="checkbox"/>
Only if primary failed	<input type="checkbox"/>

Url used: <http://207.188.233.105:9644/soap/IEmployeeOps>
TEST RESULT - Server Error:Employee is not clocked in. Please clock in at a full service station.

After clicking TEST, the PRIMARY mode becomes DE-SELECTED, remember to SELECT this, and then press SAVE. (in virtually all cases)

To help prevent this in the future, Restaurant Manager has implemented an executable named OOReminder. More information on this topic can be found under the section: [OO Reminder](#)

RM SERVICES NOT RUNNING

RMServices needs to be running for the host location to communicate with the Restaurant ManagerHost site. When running, the RMServices icon can be found in the systray of the rmserver. You can verify the running of RMServices but locating it in the systray or in Windows' Task Manager under the Processes tab.

If you need to restart the RMSoapServer, issue the following 2 commands from a CMD prompt:

```
NET STOP RMSoapServer
```

```
NET START RMSoapServer
```

If for some reason the rmwin working directory has been changed or moved, you'll need to re-register the RMSoapServer. If you don't uninstall it first, you will get an error message that the service is already installed, so you must first uninstall it. It will uninstall, even if the directory has changed. The following lines will re-install the service in a new directory:

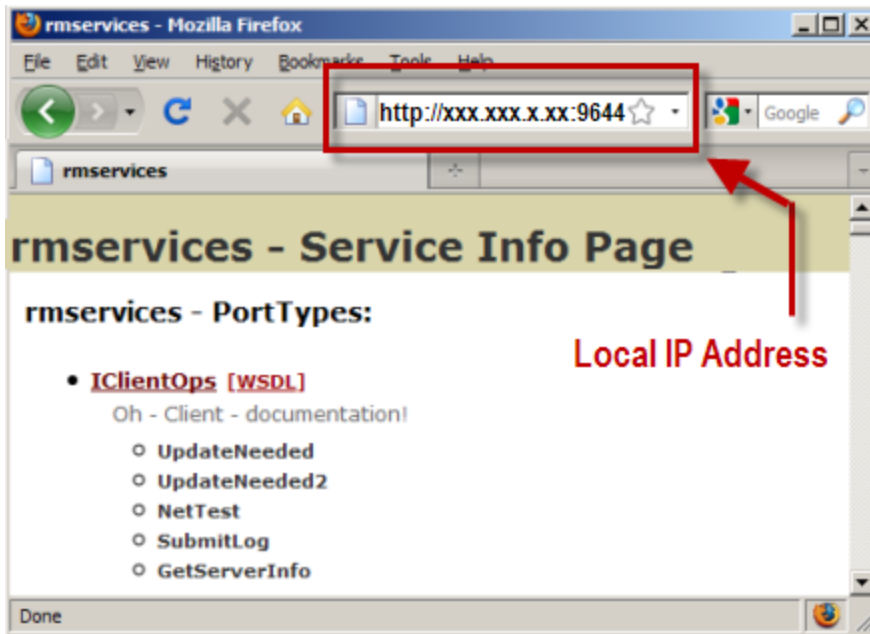
- NET STOP RMSoapServer
- RMServices /uninstall
- RMServices /install
- NET START RMSoapServer

ROUTER SETTINGS HAVE CHANGED

Problem with router settings will mainly related to port forwarding. The occurrence of this happening is rare and would typically require someone with router access to physically change the port forwarding settings or for someone to reset the router. Version 17 port forward settings for routers are typically set to 9644. Here are some simple steps you can use to determine if port forwarding is an issue:

1. Open the software for the router and verify the port forwarding number.
2. Go to another computer on the same network as the PC/Server, open a browser window, and type : `http:// xxx.xxx.x.xx:9644` (x = local IP address, 9644= port)

The result returned should present a web page like show below".

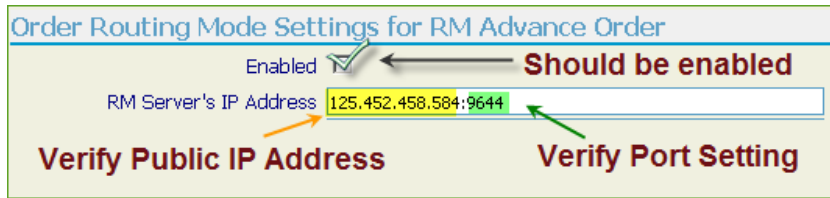


If this fails then there may be an issue with:

- a. The firewall settings- try turning off firewall
- b. An incorrect IP address- double-check the IP address of the PC/Server

If internal testing works and the port settings are confirmed to be correct we can check the setting in the Order Mode Routing for RM Advance Order:

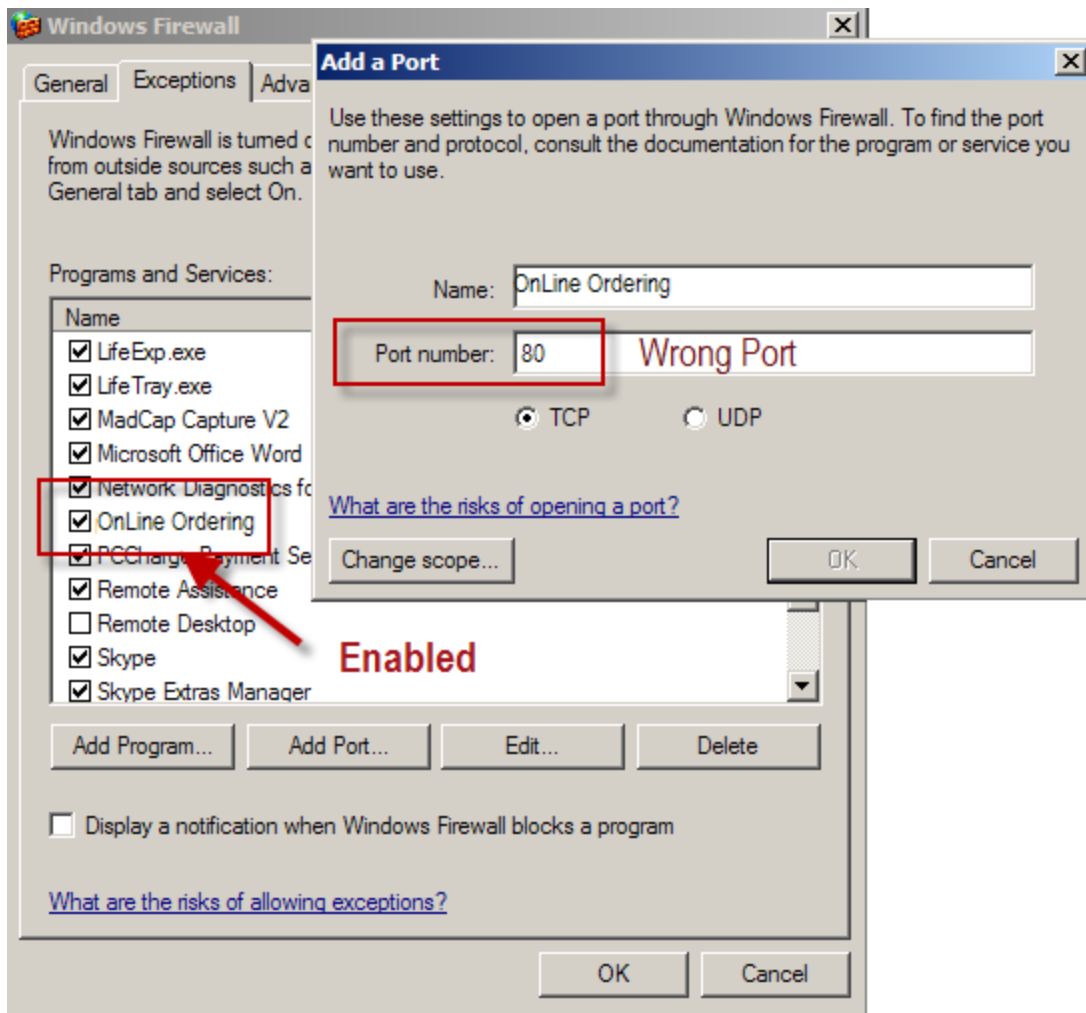
1. Log onto Restaurant Manager's Admin page
2. Go to Restaurants > Press " Select" next to restaurants name and:
 - a. Scroll down to Order Mode Routing
 - b. Press "Select" next to RM Advance Order and press "Test". Proceed to step 3.
3. On the RM Advance Order Setting page check the following:
 - a. **Public IP address**- Remember that in the Restaurant Manager OO Admin pages, the IP address that is required is the "Public IP address" of the PC/Server, not the local network IP address.
 - b. **Port Setting is correct**- the port setting should match the local computers port forwarding number. Also make sure the colon separates the IP Address and the port number
 - c. **RM Advance Order Routing** – should be "Enabled"



Note: It is also recommended that Port 80 is not used. This port is commonly used by third party software (i.e. video surveillance systems) and can create a conflict.

WINDOWS PROBLEM

Another reason for a connection problem could be related to either third party software blocking access (i.e. firewall settings, anti-virus program) or perhaps a program is “freezing” the system. In this latter case, a simple reboot may be needed. In the former case, make sure the firewall settings (pictured below) and antivirus settings are not blocking ports and, [NAT](#) and settings are correct. To test this, you can turn off the firewall and/or antirust program and the run the “test” form the Advanced Order Routing Mode.



Note: It is also recommended that Port 80 is not used. This port is commonly used by third party software (i.e. video surveillance systems) and can create a conflict.

HH INSTALLATION

Verify that the site has the proper Upgrade Code for HH by making sure the HH module exists in Sysview (if the site did not have handhelds before). If not, contact Restaurant Manager for the proper code. Also check to make sure there is not a [mismatch](#) between rmhandheldserver.dll and RMServices.exe.

You can verify the installation of handhelds in RM BackOffice Module by going to Utilities > Sysview or you can go to a command prompt, change directory to the working rmwin folder and type "sysview"

```
C:\WINDOWS\system32\cmd.exe
Config file.....SYSCNFG.SCR
Serial Number.....XXXXXX
Restaurant Name.....chatnchew
# of fixed stations.....2
# of Handhelds.....2
General Mgr locations.....1
Security Key type.....9
Table Service POS.....Yes
Tabs POS.....Yes
Quick Service POS.....Yes
Delivery POS.....Yes
Delivery Databases.....Yes
Inventory Version.....3
Guest Accounts.....Yes
Hostess Module.....Yes
Credit Card Auth.....Yes
Debit cards/Chip & Pin..No
Age Verification.....No
PMS Interface.....Yes
Accounting Interface...Yes
Scale Interface.....Yes
Club Interface.....Yes
Monthly pass code.....No
Mapping Interface.....Yes
Chinese Remote Prt.....Yes
Coin Dispenser.....Yes
Browser Interface.....Yes
Employee Scheduling....Yes
Debitek Interface.....Yes
Scanner Interface.....Yes
Advance Ordering.....Yes
Customer Loyalty.....Yes
Fingerprint Recog.....Yes
Givex Interface.....Yes
Video Overlay.....Yes
Caller ID Interface....Yes
Liquor control.....Yes
Quickstaffer Empl's....200
Redundancy limit.....0
Last version update....17.0
Subscription expir.....N/A
C:\rmwin>
```

The above images of the SYSVIEW show 2 HH are enabled. The minimum setting is 1.

Credit Card Issues

Adding a Tip after Sale- A CC payment from Online Ordering is already completed before it gets passed to the POS. Because it is not processed thru RMPOS (i.e. the payment type should not have "CC authorization" enabled), tips cannot be added. If you want to ensure that a delivery charge is added, you should enable this in the Station Config before uploading the menu. OO automatically adds this to the order.

Credit Card Error "MUST BALANCE NOW"- If credit cards do not work, and you log into the ADMIN UI, and you see this error: LHN Status=Declined DSIX Return Code=0(Unknown DSIX return code.) Text Response=MUST BALANCE NOW. You must contact MPS, and ask them to set the merchant (remind them that it is an E-COMMERCE ACCOUNT) up as a TIMED close, as opposed to a MERCHANT INITIATED close

TPXINFO:CALC(118): Error BASE/1132 Bound error: array access/ ISDEBITEK(342): Error BASE/1132 Bound error: array access. This error message occurs when an RMREFNO (payment type) is set in Admin UI but such does not exist in the RM BackOffice Module (Method of Payment). For example, PayPal's RMREFNO is set to "7" but when you look in the Method of Payment Setup Form in the BackOffice, there are only 6 pay types.

Disable OO (Temporary)

There are times when a restaurant may not want to accept online orders (maybe just for a few hours). You can temporarily stop taking orders by using one of the three methods listed below:


- Use the Employee Break function to send the OO employee on break
- Logging Out OO Employee (current orders may have to be transferred to another employee)
- From Admin UI, disable all routing modes.

OO Reminder

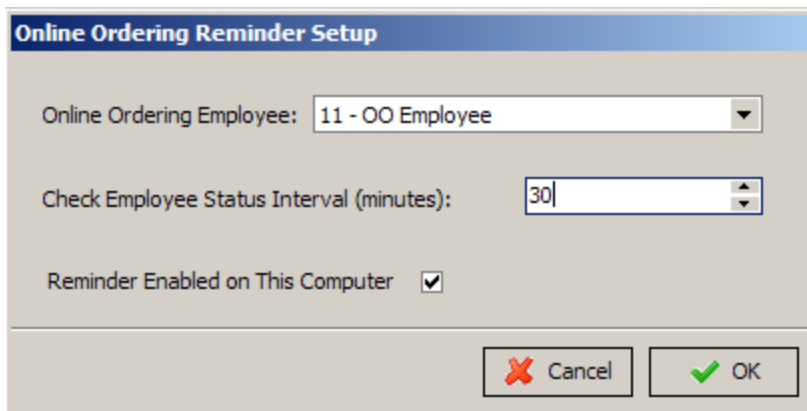
Online Orders will not be processed if a designated OO Employee is not logged in. To aid in this process, Restaurant Manager created an executable named OOReminder.exe to warn when an OO Employee is not logged. The OOReminder.exe can be run from any computer on the network including a POS station. The program can also run from more than one computer if needed. It is suggested that the executable be placed on a computer used on a regular basis.

The best way to ensure that the OO Employee is always logged in is to enable "24 Hour Mode" in RM Back Office, then the designated OO employee is almost ALWAYS logged in, reducing the chance that web customers cannot place an order. However, not all operators wish to enable this mode. Discuss the PROS and CONS of "24 Hour Mode" with the owner first.

OO Reminder Setup

Some minor setup is required to run OOReminder. You will need to access OOReminder program from the computer you will be utilizing the application. You can access the program by performing a right click on the OOReminder icon  in the systray and choose the Setup option. In the OO Reminder Setup form fill in the following data fields:

- **Online Ordering Employee-** Select the designated OO Employee from the Employee list using the drop down menu
- **Check Employee Status Interval-** This field is measured in minutes. RM will scan the logging status of the employee selected in the increment selected. Select a value you are comfortable with.
- **Reminder Enabled on This Computer-** Place a check mark in the field if this is the computer you will be using. You can run this executable on more than one computer at a time and will have to be enabled on each. Click the OK button once the fields have been completed. OOReminder will return to the systray.



Online Ordering Reminder Setup

Online Ordering Employee: 11 - OO Employee

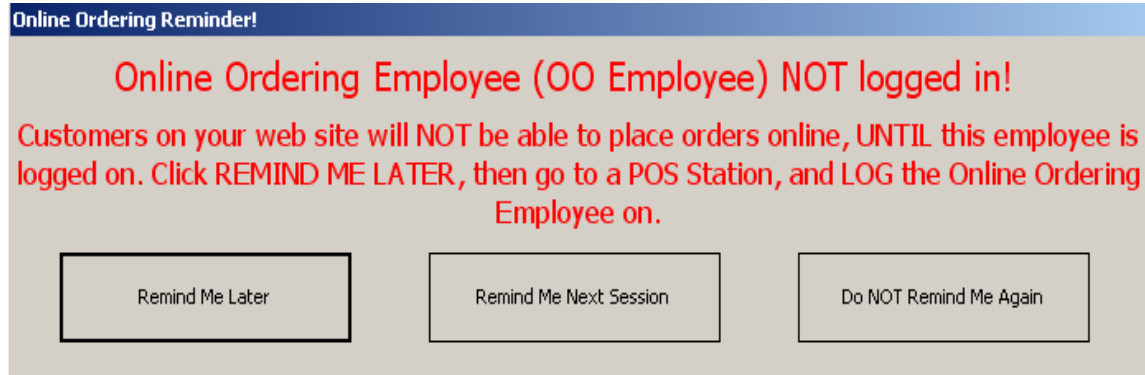
Check Employee Status Interval (minutes): 30

Reminder Enabled on This Computer

Cancel OK

OO Reminder Operation

The message you received when the designated Online Order Employee will be similar to the illustration below:



You must choose one of the message options listed. At this point you have the option to log in the designated OO Employee. The options presented at the bottom of the screen will perform the following operations:

Remind Me Later- will suspend the message until the next interval time

Remind Me Next Session- will suspend message until next open session. This message will only appear again if the session is opened and the OO Employee is not logged in.

Do NOT Remind Me Again- will suspend message until next open session. This message will only appear again if the session is opened and the OO Employee is not logged in.

Delivery Charges & Discounts

Restaurant Wants to Charge a Minimum Amount for Delivery Orders

1. Enable Minimum Delivery Charge on the Restaurant's Admin pages
2. Under RESTAURANTS\Minimum Order Charge - enter the minimum check dollar amount the restaurant
3. you will also have to log into the Restaurant's RM server, and
 - create a menu item for the Minimum Delivery Amount
 - Upload the menu to the web

Discounts/ Coupons

Restaurant wants to offer discounts or coupons to Online Ordering web customers

Currently Online Ordering does not support standard Coupons available in RM Back Office/POS. There are TWO methods to discount an OO Order.

1. Special "OO Only" Coupons
2. Percentage Discount on entire OO order

Special Printing Configurations

There may be some instances where the restaurant may want to print checks or kitchen slips outside the normal cycle. Example, a restaurant wants a guest checks to [print out immediately](#) upon receiving the order to a selected printer. Another example may be the restaurant wants an [alert to print](#) out when receiving an on line order. Both these example are easily handled within the printing parameters of Restaurant Manager. It is important to remember that all online order printing jobs are subject to normal on site printing rules. Specifically, once an order has been received by the onsite POS system, the printing parameters apply to the order as if it was placed by a POS station.

Note: All OO printing functions are handled in the onsite Restaurant Manager Module (RMWin).

This document section assumes the Master Station Configuration is used to process On Line Orders. If your system has been configured differently, replace the station number used for the Master Station Configuration.

Printing a Guest Check upon Receiving an Order

This process is similar to printing a guest check whenever a menu item is sent to a prep area. In fact, we will use the exact same station configuration setting to achieve the desired results:

1. For our first step we will start in the RM BackOffice Module and go to Setup > Station Configuration > Master Station > POS Configuration > Print/Send Options > Print Check Options. Locate and enable the "Print on Send" option listed on the menu tree. Alternatively, use the "Search Settings" function at the bottom of the Station Configuration Setup form and type "Print on Send" to locate and enable the print option.
2. The second step is dependent on how the Revenue Center has been configured. If the "Delivery Orders" option has been enabled in the Revenue Center Setup form you will need to configure the "[Delivery/Check](#)" option under Devices > POS Printers> POS Printer Port and Model Selections found in Station Configuration. If this option has have not been enabled (typical), then the [Receipt/Check](#) option will be configured under the same section of the Station Configuration.

Receipt/Check- We will need to assign a station primary receipt/check printer to where the guest check will print. This is accomplished within the Station Configuration setup form. Within the form, use the "Search Setting" function and type "Receipt/Check". Open the menu tree branch and then double click on the "Primary Device" option. Select the desired station's printer from the drop down list. A printers name will reflect the POS station it is associated with if configurable correctly in RM Spool setup. In addition, printers' setup in RMsPool will have a # symbol in front of the name. As example, names like #receipt7, #poschk7, or #check7 would likely be used for denoting a guest check printer used at POS station 7. The next step is to assign the printer type. You can verify the printer type being used at the station by clicking on the station found on the Stations List section (left) on the Station Configuration Setup form.

Delivery/Check- If the “Delivery Orders” option has been enabled in the Revenue Center Setup form, we will need to assign a station primary Delivery/Check printer to where the guest check will print. Like the “Receipt/Check” instructions, this is also done within the Station Configuration setup form. Within the form, use the “Search Setting” function and type “Delivery/Check”. Open the menu tree branch and then double click on the “Primary Device” option. Select the desired station’s printer from the drop down list. The next step is to assign the printer type. You can verify the printer type being used at the station by clicking on the station found on the Stations List section (left) on the Station Configuration Setup form.

Note: A printer should never backup to its self and doing so could cause printing error if the primary device becomes inoperable. It is better to choose another station printer or leave the option blank.

Printing of Guest Check Automatically w/ Different Revenue Centers

An account may wish to have a guest checks printed at the time the OO is sent to a printer. What may complicate the issue is if they using two different revenue centers for OO (i.e. pick and delivery) where one revenue center charges for delivery. This can be achieved by creating two revenue centers (i.e. OO Delivery and OO ToGo). In the OO Delivery Revenue Center the following settlement options should be: disable require confirm, send after settle should be “yes”, and condense receipt should be set as “No”. In addition, “Delivery Orders” should be enabled under the Misc Options of the OO delivery Revenue Center.

If the establishment wants a guest check to print for the OO ToGo orders: in settlement options in the OO ToGo Revenue Center disable require confirm, send after settle should be “yes”, and condense receipt should be set as “No”. Do not enable the “Delivery Order” option in the Misc Option of the revenue center if they charge for delivery but not OO Take Outs.

We are assuming that OO is set up using the master station in Station Configuration. It is also recommended that there be a separate station configuration for each pos station avoiding parameter conflicts and subsequent behavior between the OO and fixed pos stations. To affect the desired behavior of having guest check printing at the time of send the order the following setting should be adhered to:

1. Under Station Configuration- Print/Send Options

- Disable Check RMSpool print jobs under Print check options

Under Print Check Options

- Enable Print On Send (this is a must)
- Disable Require Confirmation

Under Prep Area Send Options

- Enable Exit After Send
- Enable Auto Send on Exit

Under Devices – POSPrinters > POSPrinterPort and Model Selections

The following settings are dependent on the revenue center option (Delivery Orders) in the Misc section

- **Receipt Check**- if going to the kitchen and no delivery charge applies (OO ToGo)
 - i. Primary Device: Kitchen printer (i.e. #Kitchen)
 - ii. Secondary Device: Receipt1 (i.e. #Receipt1)
 - iii. Printer Type: choose the printer model of the primary printer.
- **Receipt Check**- if going to the guest check printer and no delivery charge applies (OO ToGo)
 - i. Primary Device: Receipt1 (i.e. #Receipt1)
 - ii. Secondary Device: Receipt1 Kitchen printer (i.e. #Kitchen)
 - iii. Printer Type: choose the printer model of the primary printer.
- **Delivery/Check**: if going to kitchen printer on delivery applying a gratuity (OO Delivery).
 - i. Primary Device: Kitchen printer (i.e. #Kitchen)
 - ii. Secondary Device: Receipt1 (i.e. #Receipt1)
 - iii. Printer Type: choose the printer model of the primary printer.
- **Delivery/Check**: if going to guest check on delivery applying a gratuity (OO Delivery).
 - i. Primary Device: Receipt1 (i.e. #Receipt1)
 - ii. Secondary Device: Receipt1 Kitchen printer (i.e. #Kitchen)
 - iii. Printer Type: choose the printer model of the primary printer.

In the circumstance where you want a OO Delivery Order guest check to print to the kitchen printer but a OO ToGo order to go to a receipt (pos) printer, use the following settings:

- Delivery OO Guest Check (marked as Delivery Order in Rev Center) goes to kitchen printer
- Delivery/Check Station Configuration Setting
 - a. Primary Device: Kitchen printer (i.e. #Kitchen)
 - i. Secondary Device: Receipt1 (i.e. #Receipt1)
 - ii. Printer Type: choose the printer model of the primary printer.
- OO ToGo Order Guest Check (not marked as Delivery Order in Rev Center) goes to receipt printer
 - a. Receipt/Check Station Configuration Setting

- i. Primary Device: Receipt1 (i.e. #Receipt1)
- ii. Secondary Device: Receipt1 Kitchen printer (i.e. #Kitchen)
- iii. Printer Type: choose the printer model of the primary printer.

Printing Multiple Receipts

It is common for an establishment processing On Line Orders to require the printing of duplicate guest checks: one copy for the customer, the other for the restaurant. In some circumstance the restaurant may want an abbreviated copy with a signature line. Again, all printing parameters are handled within the onsite RM BackOffice Module and are subject to the same configuration rules established for onsite station fixed POS stations and printers. Thus, all guest check configuration will be designed in the Configurable Guest Check Editor accessed in the RM BackOffice under Setup > Guest Checks.

Note: A more detailed description of the functionality of the Configurable Guest check editor can be found in the RM Users Guide.

Using the Configurable Guest Check Editor, you will need to create a “Revenue Center Template” before editing or creating a guest check. Using templates based on a specific revenue center will assure guest check changes and attributes will only occur for orders processed using the specific revenue center (i.e. OO Delivery). Example, you might want a signature line only to print for ON line Orders but not for onsite Table service. Adding a new template is done by selecting the “New File” option on the top of the Guest Check Layout form. Selecting this function will affect a new window “Add New Template File”. To add a new template you can do the following:

1. **New File**- Select the “New File” button for a Revenue Center-by clicking on the drop down menu connected with this option and then select the revenue center you want the new template to be associated with. In most cases, the revenue center has already been created and will be named accordingly with OO In mind (i.e. OO Delivery).
2. **Based On**- this option will copy an existing template and copy all the settings to the new template. Click on the drop down menu associated with the Based On field and choose a template. As example, your system may have two templates: Master and Delivery. You may want to choose the Delivery Template if the settings are closer to what you need. Note: some systems may utilize only the master template thus reducing your option to one.

Duplicate Guest Checks (Exact)

This process is relatively easy. We will accomplish this by doing the following steps:

1. Select the Revenue Center template you wish to affect (i.e. OO Delivery) by clicking on the Revenue Center Template option field.
2. Within the Keyword Editor copy all keywords. You can do this by using the shift with the down arrow keys on your keyboard to select the contents and then copy using the Ctrl + C keyboard command. Alternatively, you can click and drag over the content and then right click and copy.

3. Paste the copied content below the last keyword line (should be <Cut Paper Text>).

Now every time an order is printer associated with the Revenue Center (i.e. OO Delivery) two guest checks will print out.

Two Guest Checks/ One Abbreviated

There may be some circumstances where you need two guest checks but the second is abbreviated. In our next example will an abbreviated second copy of the check guest minus the menu items but with a signature line for verification. We will follow we follow the steps outlined in the section above and then do the following:

1. Scroll down to the section containing the keywords and attributes of the second guest check on “Keyword Editor” section of the Guest Check Layout form.
2. Select any keywords not need and delete them. Example: if you do not want the logo to print on the second copy, select and highlight the line containing <Logo Text> and delete. Another example if you do want menu items to print, then select the keyword line <Print Item Lines> and delete.
3. Adding a signature line to second guest check- most signature lines are added at the bottom of guest checks. In Our example we will scroll down to the bottom of the second guest check section. Restaurant Manager does not have a keyword for a signature line. You will have to manually type the line in the desired location. In the illustration below, we have typed in “Sign Here” and used the “underline” key function (shift+ dash) on the keyboard to draw the signature line. Additional we have placed the signature line below the <Amount Line Off> keyword and the <Cut Paper Text> keyword. Placing the signature line here will result in having the signature line show below settlement check total information and before the check is physical cut by the printer.

You may want to add additional space separation between the signature line and cut paper keyword by going to the line directly below the signature line and use the “Enter” key on the keyboard.

The end result should look something like this:

Note: A more detailed description of the functionality of the Configurable Guest check editor can be found in the RM Users Guide.

Printed Notification of On Line Orders Received

Restaurant Manager™ makes it possible to send an alert to a remote printer. An alert to a prep or guest check printer may be a preferred method for an employee to realize a new online order has been received. Some of the other methods may be to receive a text message on your cell phone or an e-mail on a computer. However, these methods may add to the cost (text message on cell phone) or have physical restrictions (e-mails only being received on the office computer). Sending a message to a POS system printer proves to be the most cost effective way to implement on-line order alerts. In our process to set up at printer alert, it is assumed that a printer has already been setup for the station that we want to send the alert to. More information on setting up printer can be found in the Restaurant Manager™ User Guide.

Sending a printed alert to a remote printer is a three step process:

- [Configure a printer](#)
- Create a [printer template](#) based on a printer with our customized text
- Setup a [menu item](#) to be used as a trigger send the alert message

Using the following steps to setup a printed alert to a station printer:

1. **Setup Printer-** In RM Back Office, In RM Back Office, go to Setup > Prep Devices> Prep Area devices> choose the station to modify, add or select a prep printer not in current use(i.e. prep printer 8) and then:
 - a. Enter in Printer description in the “Printer Description Field”
 - b. Enter a Primary device in the “Primary Device Field” (i.e. Cashier check printer).
 - c. Define printer type
 - d. Enable “ Enable Prep Printer Filtering”
 - e. In the Remote Printer Filter form- Select the Filter Type option and choose a the Revenue Center option from the drop down menu.
 - f. In the “From” option- choose the revenue center associated with online ordering (i.e. On Line Orders)
 - g. In the “To” field setting - choose the revenue center associated with online ordering (i.e. On Line Orders)

This will limit tickets to just Online Orders. Use whatever revenue center name used to define OO.

2. **Setup Printer Template-** the second step is to configure a remote printer template where we will define a custom message and limit the message to the appropriate printer. In RM BackOffice go to Setup> Prep Printing > Printer Template Editor
 - a. **Add a printer template** – Click on “New File” > choose the printer number setup in Station configuration.
 - b. **Text** – erase all information in template editor and insert the new text parameters as listed below
 - i. Employee: <Expand On><Employee Name><Expand Off>
 - ii. <Expand On>On Line Order Just Received<Expand Off>
 - iii. <Transaction Description>
 - iv. Send Time: <Send Time>
 - v. <Order Info>

vi. <Reference Info>

vii. <Cut Paper>

Note: Employee, On Line Order Just Received, and Send Time must be typed. The typed text can be replaced to better suite your needs. You may also copy and paste the above text into the check editor

3. **Menu Setup**- We are going to add the printer we setup in station configuration to all items available for on line ordering. This will serve as our trigger to send the custom message we setup in the remote template editor. This is done in RM BackOffice > Menu Setup. The same procedure of adding printers to menu items is incorporated. However, you will be adding a second printer under the "Other Printers" located in the menu item set-up form. All On-line orders menu items must be setup with the new printer to guarantee the special text alert will be sent.

Note the alert will only be sent once to the specified printer despite having it attached to all online order menu items.

Using "Modify Items belonging to group" Option

To make large scale changes at once in menu setup: click on the "Modify Items belonging to the Group" button. Go to the "Preparation Area" heading. Under "Other Printer" heading, place a check mark next to the printer field to activate the field where you are going to add a printer. It is important that this is the only check mark that you place. Any other check marks will change the data for those fields as well and may produce undesired results. Add the printer you set up in the station configuration by using the drop down menu in the printer box that you just checked. By default, the plu items in this group will fill in the fields "From Item- To Item". You can always to mass changes to the menu by increasing the plu range. However, make sure that you do not exceed menu item "3600". Anything above this number is a modifier. To save changes click "Next". In the next screen click on "OK" to save changes. Please not that a check mark will appear in the "include" column corresponding with menu. Anything marked with a check will be changed.

To expedite this process, you can use "Modify Items belong to group" in the "Description" heading of the group set-up field.