

External App Setup

Overview

This document details the set-up steps for external apps interfacing with StarrPOS.

This is an interface via TYRO Connect, and will allow direct interfacing for the below ordering partners.

Me&U

Google Ordering

DoorDash

Deliveroo

Loop

Hubster – this allows the venue access to Uber Eats, Menu Log, Deliveroo, Door Dash and EASI

Mr Yum – Tyro connect isn't needed for this interface.

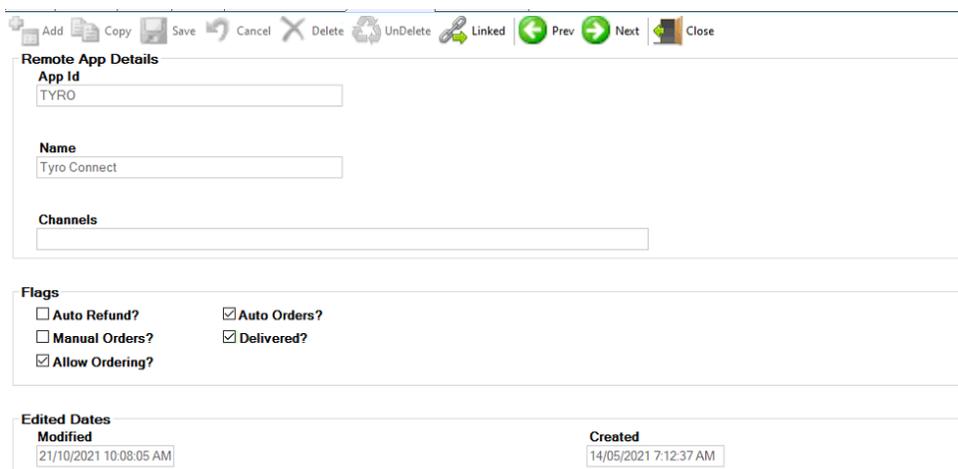
Prerequisites are:

1. V3.8.201 and above
NB This means you must be running Windows 7 and above for .net framework updates.
1. StarrSvr.net installed and configured if you are not running external configure for StarrPos
2. You must be registered in the Backoffice for the “App” if not please send an email to support@starrtec.com.au with all the relevant site details.
3. Setup complete with TYRO Connect – this will provide the venue with a unique number that will need to be provided to Starrtec for cloud connection. **(not necessary for Mr Yum)**
4. Provide to Starrtec the TYRO connect venue id, venue name, me&u location (if one) and the “real” location where the site server is.

NB – If venue is using multiple apps – go to listings > edit App > Select the appropriate app (eg: tyro connect) Mark as allow ordering & Auto orders.

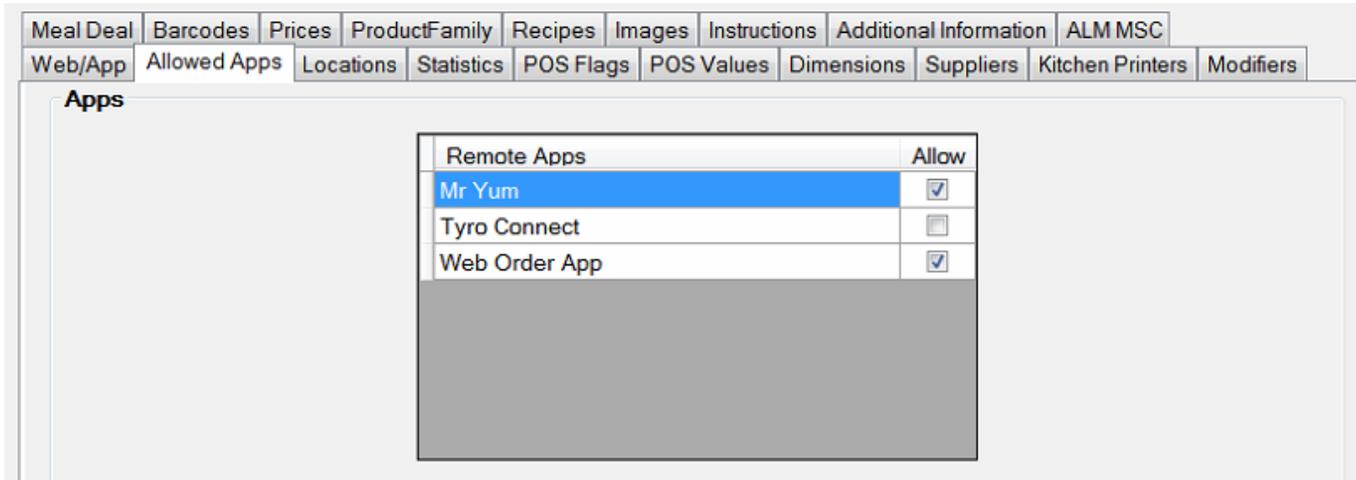
Once done go to Tools > Fix Ups > assign web items – this will auto assign existing web items to the new app.

Alternatively – if starting fresh, in each item there will be an “allowed apps” tab, mark the items to available in each app activated.



The screenshot shows a web application window titled "Remote App Details". At the top, there is a toolbar with icons for Add, Copy, Save, Cancel, Delete, UnDelete, Linked, Prev, Next, and Close. Below the toolbar, the form is organized into several sections:

- Remote App Details:**
 - App Id:** A text input field containing "TYRO".
 - Name:** A text input field containing "Tyro Connect".
 - Channels:** An empty text input field.
- Flags:**
 - Auto Refund?
 - Manual Orders?
 - Allow Ordering?
 - Auto Orders?
 - Delivered?
- Edited Dates:**
 - Modified:** 21/10/2021 10:08:05 AM
 - Created:** 14/05/2021 7:12:37 AM



Contents

Step 1	Back Office Web Ordering Setup	2
Step 2	Location Setup	3
Step 3	Set Up Items	4
Step 4	Item Promotions and Discounts	4
Step 5	Sub Location Setup	5
Step 6	Table Layout Setup	5
Step 7	Tips Setup	6

Step 1 Back Office Web Ordering Setup

This section is for your dealer/support person, if you are unsure on this you are best leaving this section to your designated support person as it could have consequences elsewhere.

1. Go to site-system settings-edit system settings
2. In the search text box type in 'venue' to show the section with a head of "Venue"
3. Go to the Venue Id field, **If an ID already exists SKIP THIS STEP, DO NOT CHANGE THE EXISTING ID.** If no ID exists on the "Site" line highlight the line to the right of the word "Site" and press generate.
 - *For a MR YUM set up – provide this ID to your MR YUM contact.*
 - *Also provide your MR YUM contact with the POSGRES ID of your location.*
 - *For Grayza venues, you will be provided an admin login to the venues grayza web page, where you can enter the venue id and location id credentials to connect.*
4. Press save.
5. Find the Starrtec web service line and enter <https://patron.starrtec.com.au> .
6. Press save.
7. Find "Venue Order" Set to true on the site level of the venue/s you wish to have online ordering for.
8. Find "Venue Web Events" set to true on the site level
9. Find "Venue Web Orders" Set to true on both the location you wish to have venue web orders as well as the site server terminal you have setup for each location accepting web orders. E.g. If your bottle shop is having web orders set the "bottle shop" location to true, and if Bottleshop2 is your site server set that to true as well.
10. Find "Web Customer" and select on site the member type you wish for online ordering customers to be entered as.

11. Find “Venue Data” Set the site setting to True
12. Find “Venue Cloud” Set the site setting to True
13. Find “App Orders only during opening”. On the location e.g. “Bottle shop” set this to false if you wish customers to be able to place an order outside of hours for pickup/delivery during trade. E.g. ordering at 10pm that night for a 10am pick up the next day.
14. Find “Check Loyalty” Set to false on the site level – if venue is using a loyalty interface in addition to an external app – this should be set to true.

```

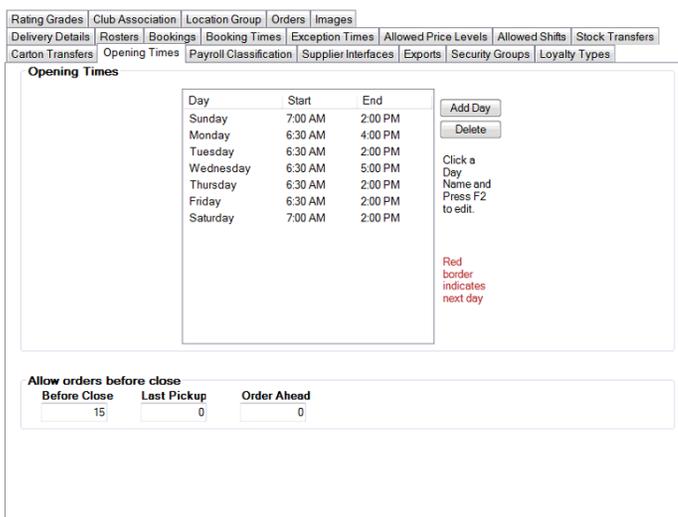
2022-08-09 06:37:02,286 [1] INFO StarrPos.BackOffice.Src.Maintenance.GenericControl - show(EmailRequest, , EmailRequest, )
2022-08-09 06:43:17,730 [1] ERROR StarrPos.BackOffice.Src.Maintenance.GenericControl - Save. currentMode=EDIT formObjectType=StarrPos.Common.Src.Objects.EmailRequest FormObject=NOT NULL .Id=10
2022-08-09 06:43:17,802 [1] ERROR StarrPos.BackOffice.Src.Maintenance.GenericControl - showError(StarrPos.Common.Src.Ui.FeaturedTextBox, Text: , A Value is required for this field)

```

15. Find Settings takeaway delivered and mark this as false.
16. Find setting deliveries delivered and mark this as false.

Step 2 Location Setup

1. Create a new location for ordering – eg: ME&U
 - i. If you have specific printing requirements (upstairs and downstairs) you will need to also set up sub locations and alternative printers for these. (ensure they have been disallowed



Day	Start	End
Sunday	7:00 AM	2:00 PM
Monday	6:30 AM	4:00 PM
Tuesday	6:30 AM	2:00 PM
Wednesday	6:30 AM	5:00 PM
Thursday	6:30 AM	2:00 PM
Friday	6:30 AM	2:00 PM
Saturday	7:00 AM	2:00 PM

Click a Day Name and Press F2 to edit.

Red border indicates next day

Allow orders before close

Before Close	Last Pickup	Order Ahead
15	0	0

from all pos with the exception of your **site server**.

2. Go to Site-Site Information-Edit Location Details
3. Open the location you are wishing to configure for external app ordering.
4. Go to Opening Times
5. Set your opening times to match the client’s requirements
6. Set system setting to check opening times.

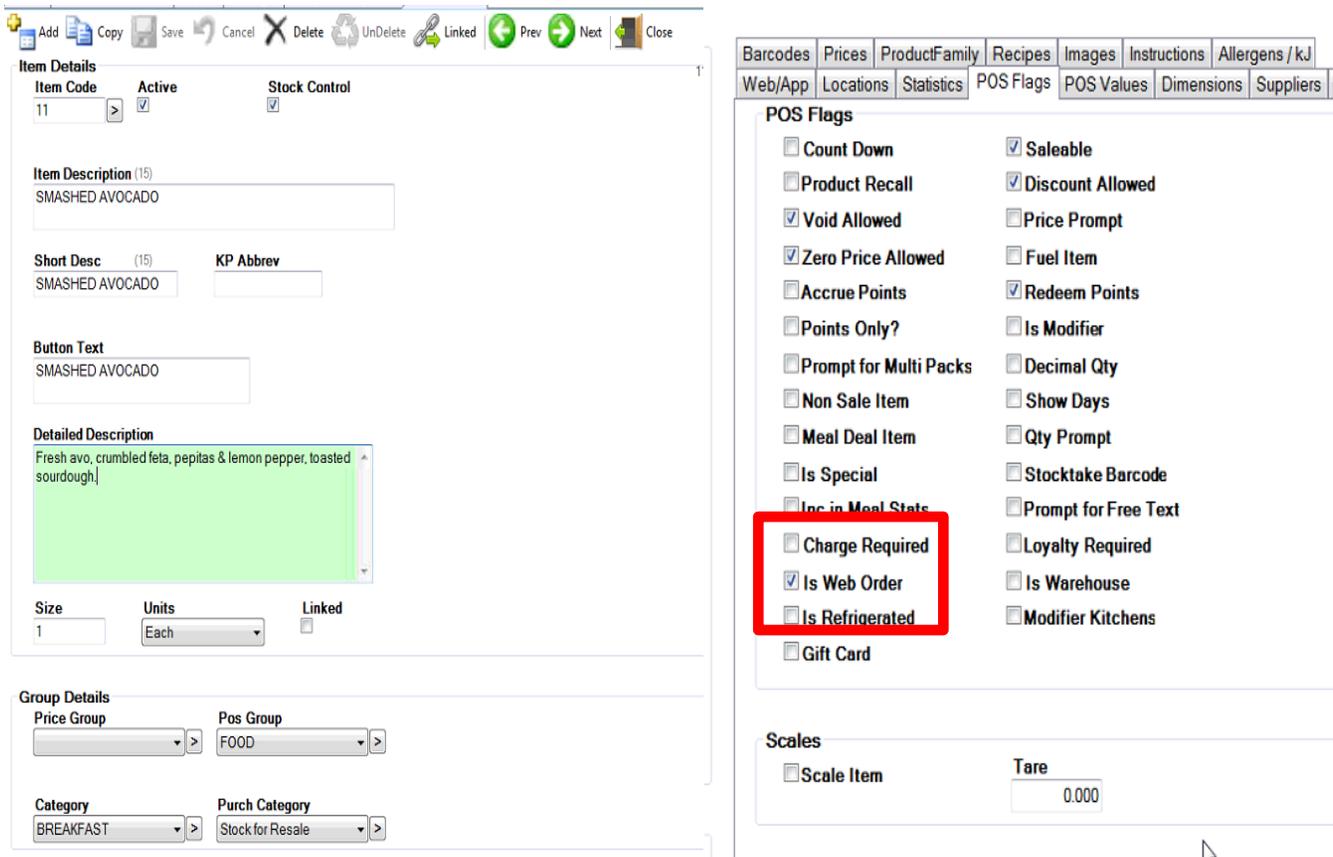
Step 3 Set Up Items

Items > Edit Item Details.

In the **POS Flags** tab – tick **Is Web Order**

Also tick the item to be available if your new location if you have created one, and tick to print on your printers if new ones have been created.

If using multiple apps – ensure you tick in the “allowed apps” module (within each item) the relevant app you are applying this item to.



The screenshot shows the 'Edit Item Details' window with the following fields and values:

- Item Code:** 11
- Active:**
- Stock Control:**
- Item Description (15):** SMASHED AVOCADO
- Short Desc (15):** SMASHED AVOCADO
- Button Text:** SMASHED AVOCADO
- Detailed Description:** Fresh avo, crumbled feta, pepitas & lemon pepper, toasted sourdough
- Size:** 1
- Units:** Each
- Group Details:**
 - Price Group:** (empty)
 - Pos Group:** FOOD
 - Category:** BREAKFAST
 - Purch Category:** Stock for Resale
- POS Flags:**
 - Count Down
 - Product Recall
 - Void Allowed
 - Zero Price Allowed
 - Accrue Points
 - Points Only?
 - Prompt for Multi Packs
 - Non Sale Item
 - Meal Deal Item
 - Is Special
 - Inc in Meal Stats
 - Charge Required
 - Is Web Order
 - Is Refrigerated
 - Gift Card
 - Saleable
 - Discount Allowed
 - Price Prompt
 - Fuel Item
 - Redeem Points
 - Is Modifier
 - Decimal Qty
 - Show Days
 - Qty Prompt
 - Stocktake Barcode
 - Prompt for Free Text
 - Loyalty Required
 - Is Warehouse
 - Modifier Kitchens
- Scales:**
 - Scale Item
 - Tare:** 0.000

Open Item – *This needs to be set up for items that come from Me&U that do not exist in StarrPOS*

Create an open item, tick to be allowed in all locations, tick the appropriate price level and tick in pos flags – discount allowed, is web order & zero price allowed.

- In system settings, search for “Doshii Open Item” and allocate the product you have set up in this field.

Step 4 Item Promotions and Discounts

If you are running promotions and discounts in your external app – Your items in starrpos need to have the following flags ticks **zero price allowed**, and **discount allowed**– *note – the promotion or discount does not need to be configured in starrpos, unless they are being used in house normally.*

You will also need discount and surcharges set up.

Set up an item discount and surcharge, also an order discount & surcharge. (in discounts & surcharges)

In system settings, find Doshii order and item discount also Doshii order and item surcharge, apply these here.

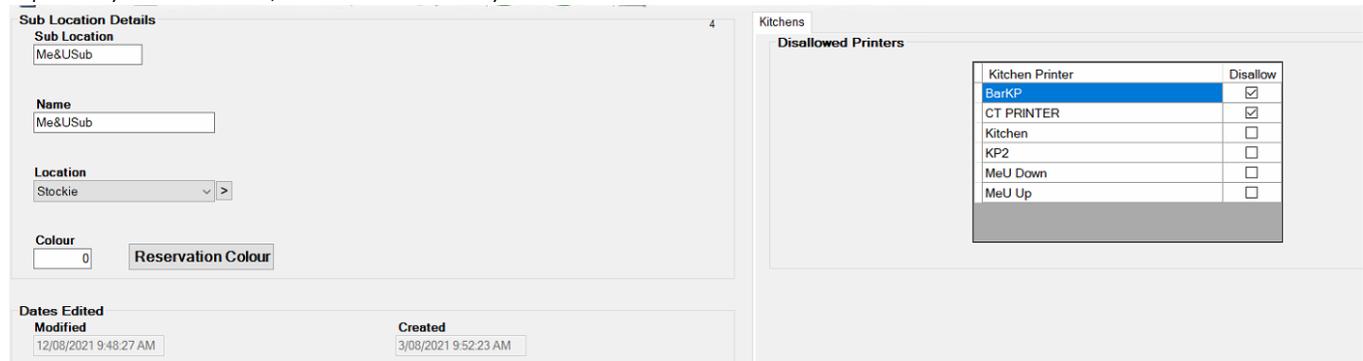
Step 5 Sub Location Setup

If your venue has specific print needs – eg: orders down stairs should only print to down stairs printers, you will need to set up sub locations, and table layouts for these. (if using dine in external apps)

Site > Site Information > Edit Sub-location details.

If doing sublocations, you will need to set up 3.

1 primary sub location, in the location of your venue.



Sub Location Details 4

Sub Location: Me&USub

Name: Me&USub

Location: Stockie

Colour: 0 **Reservation Colour**

Dates Edited

Modified	Created
12/08/2021 9:48:27 AM	3/08/2021 9:52:23 AM

Kitchens Disallowed Printers

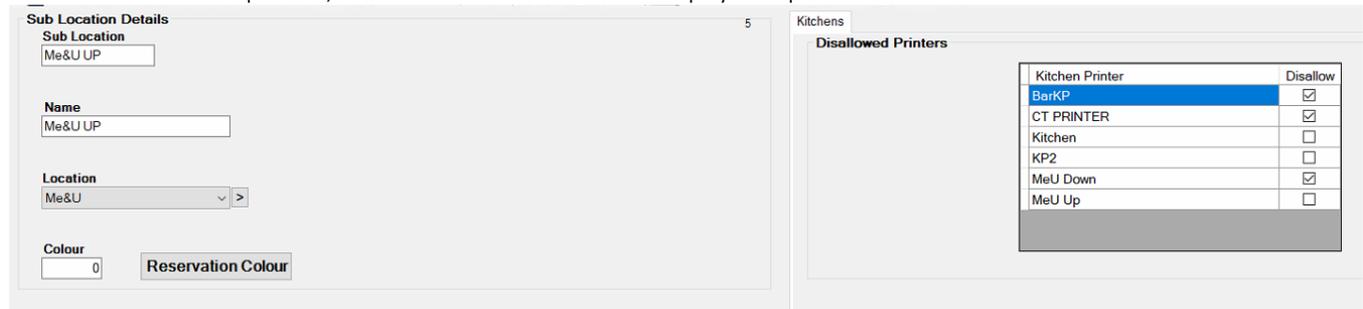
Kitchen Printer	Disallow
BarKP	<input checked="" type="checkbox"/>
CT PRINTER	<input checked="" type="checkbox"/>
Kitchen	<input type="checkbox"/>
KP2	<input type="checkbox"/>
MeU Down	<input type="checkbox"/>
MeU Up	<input type="checkbox"/>

This sub location should be allowed to print to all printers in your venue.

Then create 2 new sub locations eg: upstairs and down stairs, and this should be in the location of your external ordering. Eg: me&U

Printing should be allowed for kitchens, however be allowed to print to its upstairs printer.

NB – this is a virtual printer, that has been redirected to a physical printer in the venue.



Sub Location Details 5

Sub Location: Me&U UP

Name: Me&U UP

Location: Me&U

Colour: 0 **Reservation Colour**

Kitchens Disallowed Printers

Kitchen Printer	Disallow
BarKP	<input checked="" type="checkbox"/>
CT PRINTER	<input checked="" type="checkbox"/>
Kitchen	<input type="checkbox"/>
KP2	<input type="checkbox"/>
MeU Down	<input checked="" type="checkbox"/>
MeU Up	<input type="checkbox"/>

Step 6 Table Layout Setup

POS> Layouts > Edit Tablet Layouts

If doing separate sub locations for ordering and printing, you will need the specific table ranges from the venue.

In the example below, this layout is for upstairs, in the sublocation of Upstairs, with the appropriate shift attached.

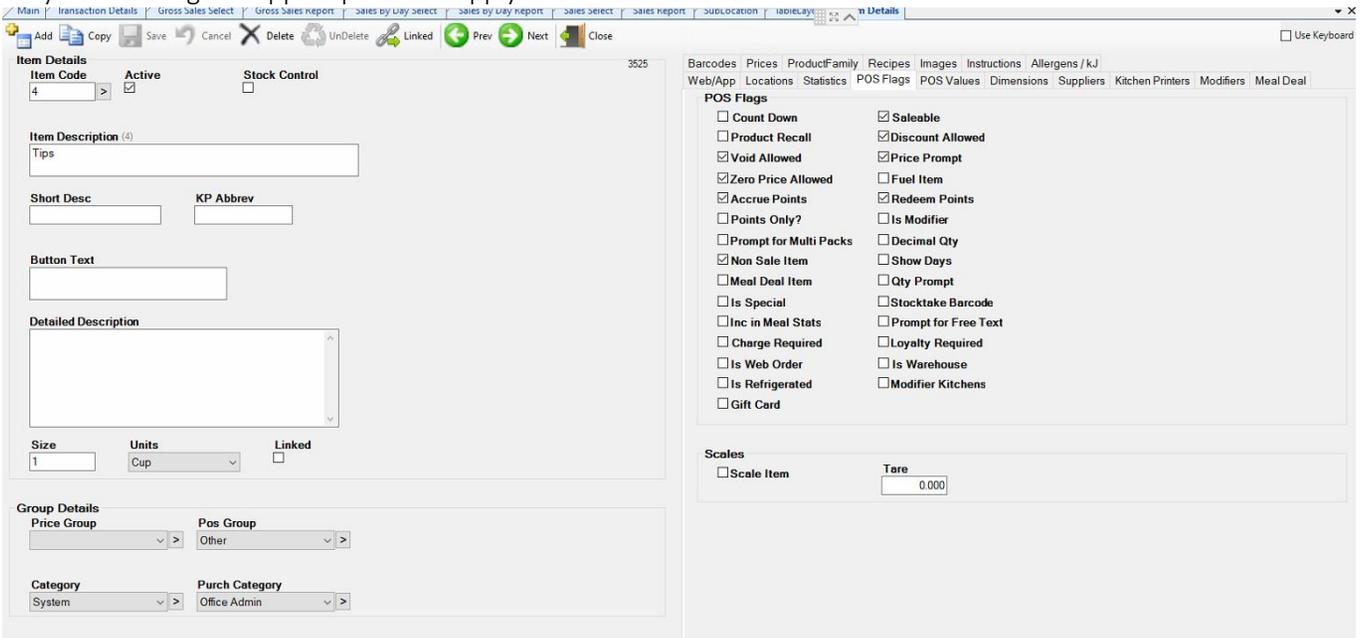
NB: Shifts need to be available on the layouts if the venue uses shifts.

You can create a table layout using the grid function – there is no need to make this presentable, we just need a grid with a starting number and ending number.



Step 7 Tips Setup

If the venue is using the tips function, a Tip item will need to be set up. Flags that should be ticked are **non-sale item, price prompt, and zero price allowed.** In system settings – Clipp - Tips item – apply this item in that section.



You are now set up for external app ordering, your representative from your selected provider will provide guidance and set up for their unique platform.

Trouble shooting and error messages.

Orders Paid. Error Payment amount is greater than Sale Amount

This means prices from your external app, do not match the prices in StarrPOS.

Solution

- Set app prices setting in system settings to false, this will use app prices for orders instead of POS prices.
- Ensure prices are the same on both ends, or check your external app settings for promotional and price level settings.

Orders Paid. Error Unable to add Mead Spin item. No item value

This means there is an item in your external app, that does not exist in StarrPOS.

Solution

Create an open item, tick to be allowed in all locations, tick the appropriate price level and tick in pos flags – discount allowed, is web order & zero price allowed.

- In system settings, search for “Doshii Open Item” and allocate the product you have set up in this field.

Orders Paid. Error Unable to add item. Item not available for sale in location [Me&U]

This means the item sold from your external app, is not set for sale in your location in StarrPOS.

Solution

Mark your item for sale in your location within StarrPOS.

- This may be an additional location you have set up for web ordering.

Orders Paid. Error NO TIPS Item Set Up

This means you have not set up a tips item in your StarrPOS back office.

Solution

Refer to tips item set up in this document.

Orders Paid. Error Unable to add item.

This means the item in question is not ticked for zero price allowed, or discount allowed.

Solution

Check in pos flags for your items and ensure the above is ticked.

Orders Paid. Error Order not allowed as requested time outside opening times

This means orders have been placed outside of trading hours allowed in location settings.

Solution

Update 23-Sep-22

RT:

Page 7 of 8

XXXXXX



Adjust your opening times in location details to allow for orders.