

BrewPOS Online Ordering

Web orders in BrewPOS are integrated directly into your POS system and flow straight to the kitchen. BrewPOS offers 2 forms of remote ordering.

Web Tickets *“traditional online ordering for pickup”*

These are orders that customers place from a link on your website. These orders use the ‘Web Price’ and are not subject to Discounts. Customers choose the time they want to pick-up their order. These times are controlled by the availability times that you define in Website Settings. Web Tickets can be configured to require approval before they are sent to kitchen or to automatically flow to the kitchen.

QR Tickets *“order at the table from within the business”*

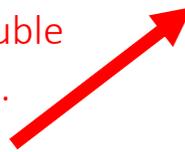
These are orders placed by customers on-premise by scanning a table-specific QR Code. These orders use the ‘Location Price’ and are subject to Discounts, *(like happy hour)*. QR Tickets immediately flow to the kitchen or bar. A notification system is available to text customers when these orders are ready to be picked up if desired.

Features/Benefits

- Fast and easy configuration in Admin using your existing product data
- Easy-to-use web interface for your customers
- Efficient and flexible management of web orders in BrewPOS
- Products can be sold as Web Ticket, QR Ticket, or both. Web-only products are also supported.
- Web pricing and descriptions can be different than in-house
- Two-factor authentication by SMS to phone
- Availability times and Capacity features
- SMS notification options
- Receipts are automatically emailed to customer

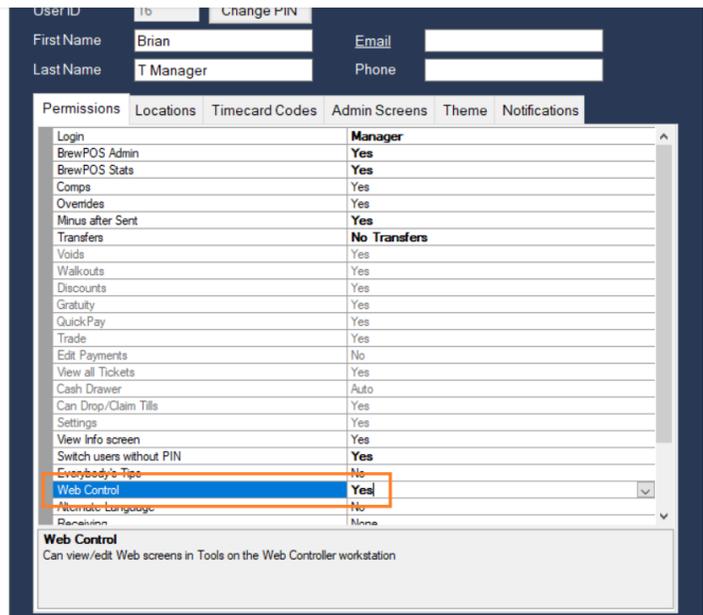
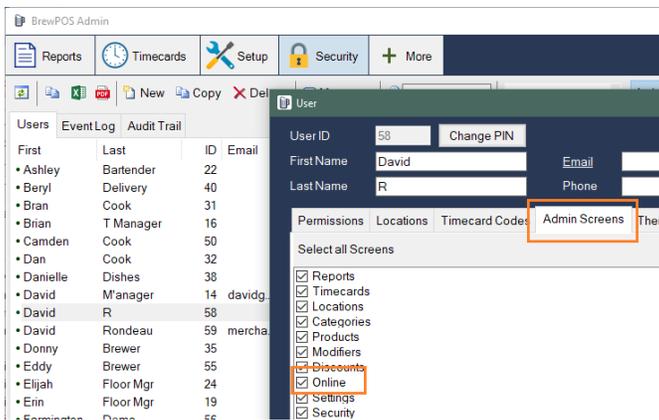
As a reminder all items in Admin with a dot in front of them may be double clicked to access additional info.

• Wednesday	2:00 PM	10:00 PM
• Thursday	2:00 PM	10:00 PM



QuickStart

- You must contact BrewPOS support to have web configuration enabled at your location.
- You must authorize any individuals working on the setup of online or qr code ordering to have access to the online admin screens in security both on the admin screens tab and on the permissions tab



Configure your Location's website in Admin

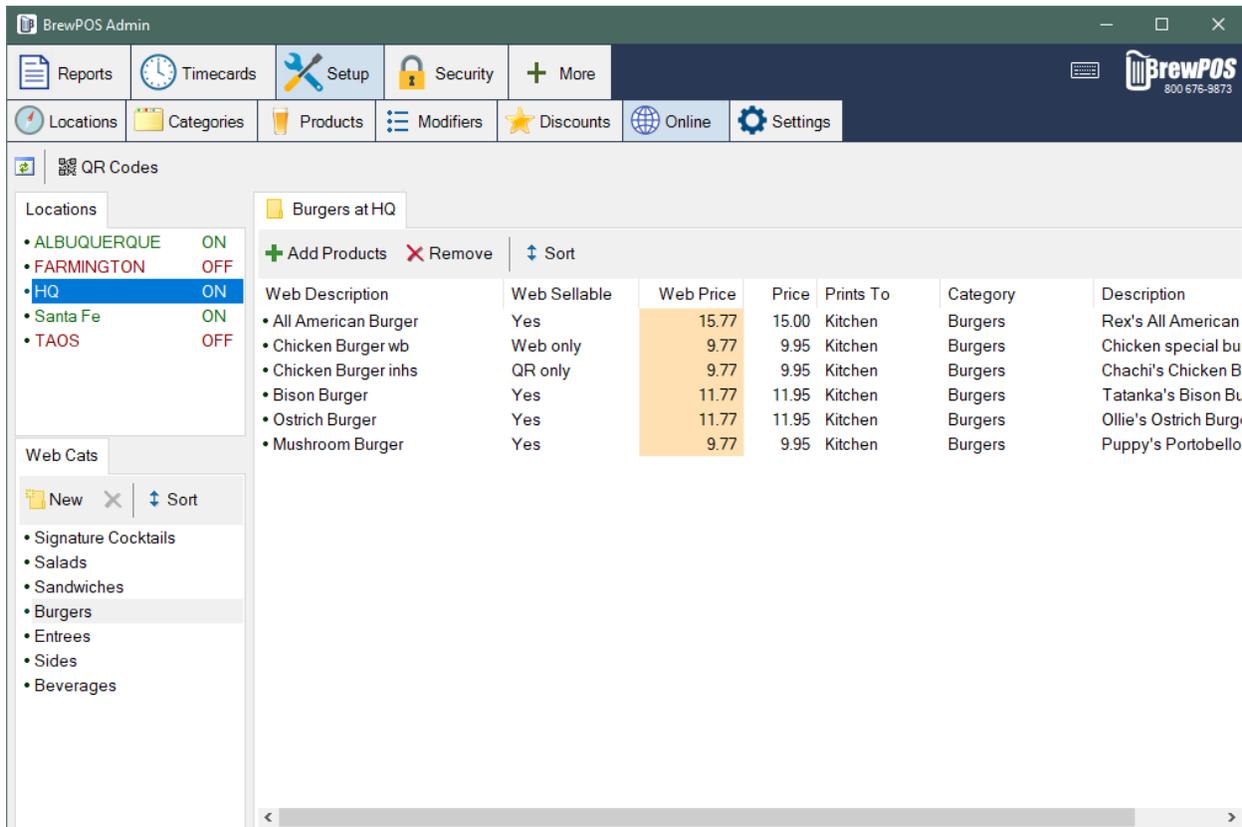
There are 4 steps to complete here

1. Admin configuration
2. Create Web Cats
3. Configure Products to sell on web
4. Manage Front of house and web, QR, orders.

Admin Configuration **Step 1** to configure ordering

All web order settings are managed from the 'Online' screen in Admin. Click the 'Setup' button on the top row of buttons, then the 'Online' button on the second row of buttons.

The 'Online' screen



The screenshot displays the BrewPOS Admin interface. The top navigation bar includes 'Reports', 'Timecards', 'Setup', 'Security', and 'More'. Below this, a secondary navigation bar has 'Locations', 'Categories', 'Products', 'Modifiers', 'Discounts', 'Online' (selected), and 'Settings'. The main content area is divided into three sections:

- Locations (upper-left):** A list of locations with their status: ALBUQUERQUE (ON), FARMINGTON (OFF), HQ (ON), Santa Fe (ON), and TAOS (OFF).
- Web Cats (lower-left):** A list of web categories: Signature Cocktails, Salads, Sandwiches, Burgers, Entrees, Sides, and Beverages.
- Products (right-side):** A table titled 'Burgers at HQ' showing product details. The table has columns for Web Description, Web Sellable, Web Price, Price, Prints To, Category, and Description.

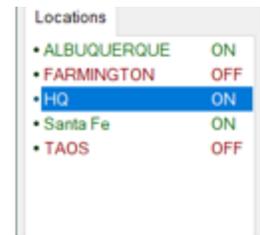
Web Description	Web Sellable	Web Price	Price	Prints To	Category	Description
All American Burger	Yes	15.77	15.00	Kitchen	Burgers	Rex's All American bu
Chicken Burger wb	Web only	9.77	9.95	Kitchen	Burgers	Chicken special bu
Chicken Burger inhs	QR only	9.77	9.95	Kitchen	Burgers	Chachi's Chicken B
Bison Burger	Yes	11.77	11.95	Kitchen	Burgers	Tatanka's Bison Bu
Ostrich Burger	Yes	11.77	11.95	Kitchen	Burgers	Ollie's Ostrich Burg
Mushroom Burger	Yes	9.77	9.95	Kitchen	Burgers	Puppy's Portobello

This screen is divided into three sections:

- Locations (upper-left) – each Location has its own website for online ordering. Double click a location to Drill-down and edit the Website Settings for that Location.
- Web Cats (lower-left) – Web Cats determine the layout of the products on the web and are shared across Locations. Each Location can control when (or if) the Web Cat is shown. Double click to access
- Products in the selected Web Cat (right-side of screen) – drill-down to control the web settings for individual products. Products can be turned on or off at each Location. These products are the same products you have set up in your regular products area of admin.

Website Settings

Each Location has its own website settings. Double click to Drill-down into this from from the Locations list (upper-left). Changes made on this screen are immediately applied on the website when saved.



Website Settings

Copy URL QR Code Audit Help

Santa Fe Website Website is ON

Order Types: Both Web and QR Tickets

Web Tickets (online ordering) - uses Web Price and Capacity
QR Tickets (order at the table) - uses Location Price and Discounts

Availability
add time ranges for each weekday that you want the website available
Capacity is the maximum number of Web Tickets you can process in any 10-minute period in the time range *

Weekday	Start	End	Capacity *
Sunday	2:00 PM	9:00 PM	4
Tuesday	2:00 PM	10:00 PM	6
Wednesday	2:00 PM	10:00 PM	6
Thursday	2:00 PM	10:00 PM	99
Friday	12:00 PM	5:00 PM	6
Friday	5:01 PM	7:00 PM	2
Saturday	12:00 PM	5:00 PM	4
Saturday	5:01 PM	8:00 PM	0
Saturday	8:01 PM	10:00 PM	2

Website text

Title: Barking Pup Santa Fe
Subtitle: Great food and friendly people
Web Ticket success: Thank you for your order!
QR Ticket success: We will text you when your order is ready

SMS Messages

Web Ticket Sent: Your order is being prepared at Barking Pup
 QR Ticket Notify: Your order is ready, please pick it up at the counter

Images: Images on Left

Lead Time *: 15 minutes added to earliest selectable Pick Up time Prompt Tips allow customers to add a tip

Minutes to Prep *: 8 sends to kitchen x minutes before Pick Up time Line Item Notes allow 'Special Instructions'

Approval Required * manually approve pending Web Tickets Ticket Notes allow order-level notes

Claim QR Tix allow servers to transfer QR Tickets to self Popup Mods show Mods in a popup or inline

* Web Tickets only - does not apply to QR Tickets

Save Cancel

Toolbar

- Copy URL – copies the website url for the Location to the clipboard so it can be pasted. Use this url on your website for online ordering.
- QR Code – view the QR code for the website
- Audit – shows the changes made to the Location’s data and who made the changes.

Link (‘Santa Fe Website’): click to show the live website in your browser.

On off switch (upper-right): click to turn the website On or Off



Order Types: select the types of web orders to use at the Location: Web Tickets/QR Tickets/Both

Availability - the Availability grid configures the days and times when web orders can be placed. The website is not available for days/times not included in this grid.

- Capacity (Web Tickets only not qr tickets) – Customers choose what time they want to pick up their order. Times are shown in 10 minute increments. 'Capacity' limits the number of web tickets that can be placed in any given 10 minute time increment.

Click the Add button to create a new Availability time, or double click on an existing day/time in the grid to edit:

Capacity examples

Weekday	Start	End	Capacity *
• Sunday	2:00 PM	9:00 PM	4
• Tuesday	2:00 PM	10:00 PM	6
• Wednesday	2:00 PM	10:00 PM	6
• Thursday	2:00 PM	10:00 PM	99
• Friday	12:00 PM	5:00 PM	6
• Friday	5:01 PM	7:00 PM	2
• Saturday	12:00 PM	5:00 PM	4
• Saturday	5:01 PM	8:00 PM	0
• Saturday	8:01 PM	10:00 PM	2

Sunday – your staff can handle up to 4 web tickets every ten minutes.

Tuesday – your staff can handle up to 6 web tickets every ten minutes.

Thursday – no limit on web tickets.

Saturday 5:01 PM to 8:00 PM – no web tickets are allowed, but customers can still place QR Ticket orders.

Title/Subtitle - the text shown at the top of the website:



Web/QR Success – text shown after payment is processed:

Payment Approved

Thank you for your order!

A receipt has been sent to your email address.

Your order will be ready at 3:10 PM

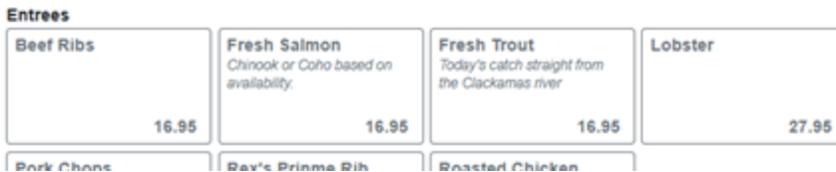
Web Tickets Sent –an SMS Message is automatically sent to the customer when the controller Sends the ticket.

QR Tickets Ready – the QR Tix screen in BrewPOS changes to allow servers to manually notify customers when their order is ready. See [Notify Order is Ready \(optional\)](#)

Images – controls the position of product images – on Left, on Right, or not shown. Images are scaled to 88 x 88 pixels – use square PNG images at 96 dpi for best results.

You can choose to use or not use images, especially when you want get up and running quickly.

No Images



Images on the right



Lead Time – this setting affects the earliest Pick Up time available for customers to select during checkout. This provides a ‘buffer’ to prevent your establishment from having tickets immediately when the customer checks out. Lead Time can be zero.

Example: the current time is 5:42 PM. With a Lead Time of 15 minutes, the earliest the time customer can choose will be 6:00 PM. With a Lead Time of 0 the earliest time will be 5:50 PM (Pick Up times are rounded up to the next even 10 minute increment).

Minutes to Prep – the Web Controller uses this value to determine when to Send tickets. The controller calculates the Send time as:

$$\text{Sends At} = \text{Pickup Time} - \text{Minutes to Prep}$$

Approval Required – determines if Web Tickets must be manually approved by servers. When unchecked no user intervention is required – the Web Controller automatically processes Web Tickets. See [Approval Required \(optional\)](#).

Claim QR Tix – servers are prompted to ‘claim’ (transfer to self) unclaimed QR Tickets when checked. Unclaimed means that the ticket does not have a User ID attached to it.

Prompt Tips – turns Tip selection on or off

Line Item Notes – allows customers to ‘Special Instructions’ to line items

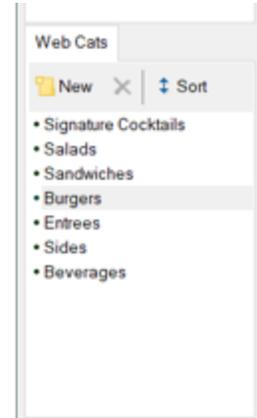
Ticket Notes – allows customers to add a note to their order

Popup Mods – mods are shown inline when unchecked

Web Categories **Step 2** to configure ordering

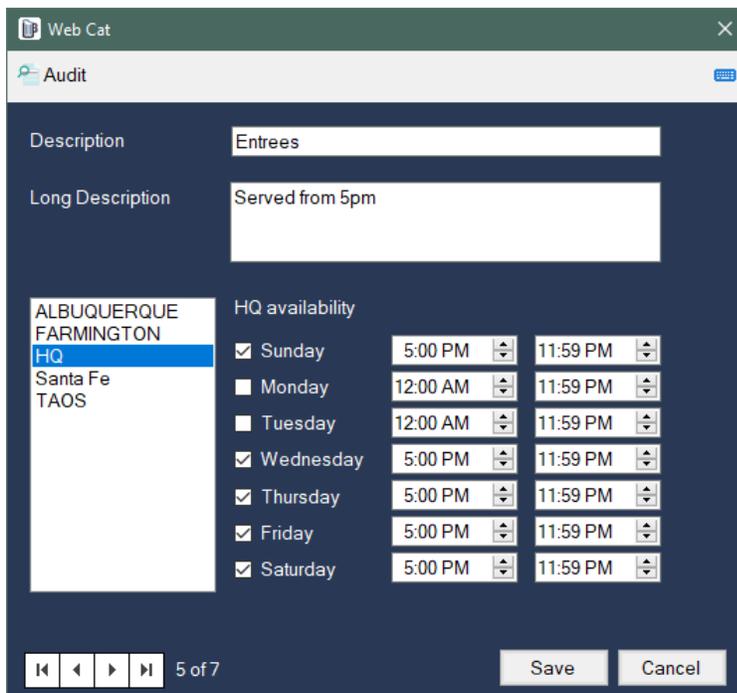
From the online tab in admin create or select a Web Cat.

Double click on the category to bring up the category options.



Each Web Category needs to have the days and times it is shown on the web defined. These settings are Location-specific.

In this example the 'Entrees' web cat is only shown after 5 PM from Wednesday through Sunday at the HQ Location:



The screenshot shows the 'Web Cat' configuration window for 'Entrees'. The 'Description' field contains 'Entrees' and the 'Long Description' field contains 'Served from 5pm'. Under 'HQ availability', a list of locations includes ALBUQUERQUE, FARMINGTON, HQ (selected), Santa Fe, and TAOS. The availability table is as follows:

Day	Start Time	End Time
<input checked="" type="checkbox"/> Sunday	5:00 PM	11:59 PM
<input type="checkbox"/> Monday	12:00 AM	11:59 PM
<input type="checkbox"/> Tuesday	12:00 AM	11:59 PM
<input checked="" type="checkbox"/> Wednesday	5:00 PM	11:59 PM
<input checked="" type="checkbox"/> Thursday	5:00 PM	11:59 PM
<input checked="" type="checkbox"/> Friday	5:00 PM	11:59 PM
<input checked="" type="checkbox"/> Saturday	5:00 PM	11:59 PM

At the bottom, there are navigation arrows, a page indicator '5 of 7', and 'Save' and 'Cancel' buttons.

Product Configuration Step 3

Every product in the system can be displayed on the web if enabled.

Additionally the Product screen has web-specific settings in the Locations and Web tabs.

The screenshot shows the 'Product 10030: Rex's All American Beef Burger' configuration window. The 'Locations' tab is active, displaying a table with columns: Location, Sell It, Price, Web, WebPrice, Cost, Tax Rate, Tax in Price, and Print to. The 'Web' column is highlighted with an orange box. The table data is as follows:

Location	Sell It	Price	Web	WebPrice	Cost	Tax Rate	Tax in Price	Print to
All Locs	<input type="checkbox"/>						<input type="checkbox"/>	...
ALBUQUERQUE	<input checked="" type="checkbox"/>	9.00	Web only	15.77	2.90	Rate 1: 8.5 %	<input type="checkbox"/>	Kitchen
FARMINGTON	<input type="checkbox"/>	11.95	QR only	15.77	2.90	Rate 1: 7.5 %	<input type="checkbox"/>	Kitchen
HQ	<input checked="" type="checkbox"/>	15.00	Web & QR	15.77	2.90	Rate 1: 8.3125...	<input type="checkbox"/>	Kitchen
Santa Fe	<input checked="" type="checkbox"/>	11.95	No	15.77	2.90	Rate 1: 8.1325...	<input type="checkbox"/>	Kitchen
TAOS	<input checked="" type="checkbox"/>	7.95	Web & QR	15.77	2.90	Rate 1: 8.5 %	<input type="checkbox"/>	Kitchen

Locations tab:

Web – this field determines if the product is sold online at the Location:

- No: product is not sellable online
- Web: product only sellable for Web Tickets
- QR: product only sellable for QR Tickets
- Web & QR: product sellable online, and on QR tickets.

Click the Web field in the grid to change it:

The screenshot shows a dialog box with the following content:

- Web Tickets
Make product available for online ordering using the Web Price.
- QR Tickets
Make product available for on-premise ordering. Orders are created when a customer scans a QR Code linked to a table. These orders use the Location Price and are subject to discounts.

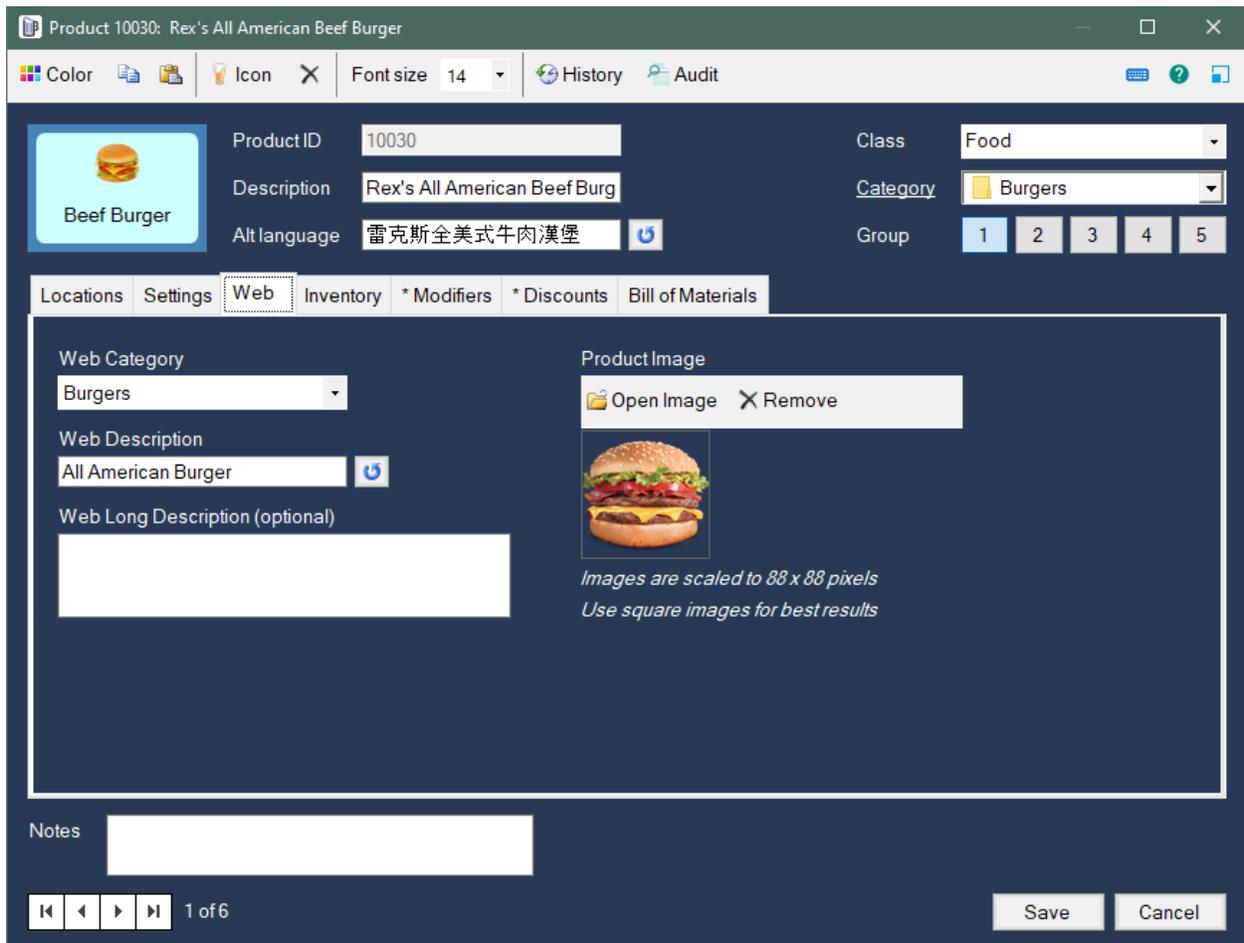
Buttons: OK, Cancel

Web Price –the price used for Web Tickets (QR Tickets use the standard in location price)

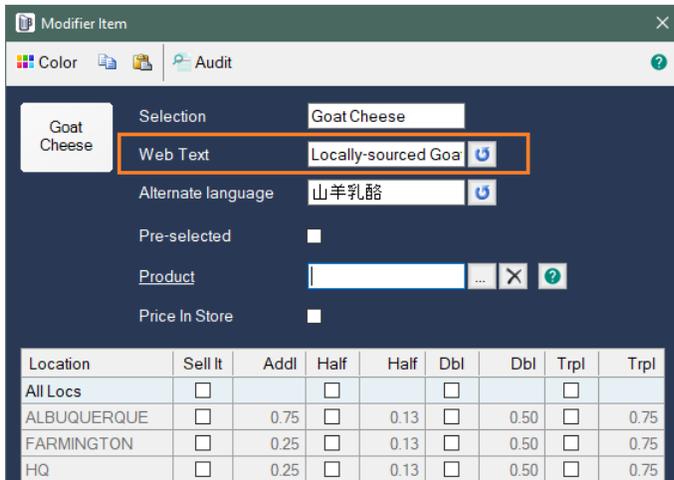
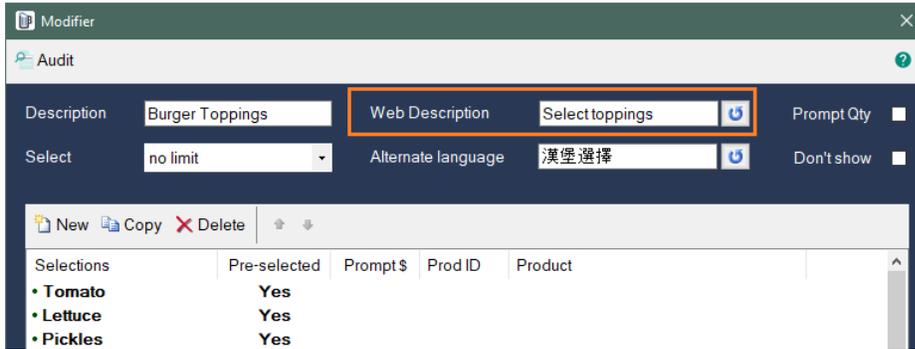
The 'Sell-It' setting does not have to be checked for web orders. This allows you to have 'web-only' products that aren't sellable in the front-end.

Web tab:

The Web tab allows you to change the Web Cat, edit descriptions and add an image:



Web Description fields are also provided for Mods and Mod Choices:



Front of house Web Orders in BrewPOS Step 4

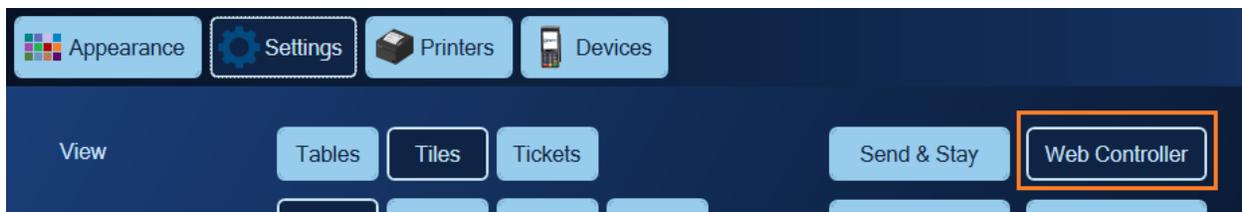
Tickets that customers create on the web are integrated directly into your workflow. This section describes how to manage these orders inside BrewPOS.

Web Controller Workstation

One workstation is designated as the Web Controller to manage Web and QR Tickets. This workstation is responsible for adding web-based tickets into your system's workflow. The controller checks for new tickets once every minute.

To change the controller, login on to BrewPOS workstation in the front of the house and

1. tap the Tools button (upper-right)
2. tap the Settings button (on the left)
3. tap the Settings button (at the top)
4. tap the 'Web Controller' button



Web Shift

A special employee number (999) is reserved for Web and QR Tickets. A Shift Report **must be run*** for this web user. This shift report can be run on any workstation.

** Web and QR Tickets can be transferred to other employees. QR Tickets can be optionally 'claimed' (transferred to self) by servers when they view it in order entry.*



This shift report includes both Web and QR Tickets (not transferred).

The shift report can't be run if it has open QR Tickets or any pending/holding Web Tickets.

- tap the Shift button
- tap the 'All Shifts' button
- tap 'Web needs a Shift Report' in the Open Shifts list on the left

Web Screen

The 'Web' screen is accessed from the Tools screen on the Web Controller workstation: The buttons shown depend on your Location's website settings.



- The Web Controller workstation processes Web Tickets (Sends them to the kitchen) once released. These tickets go directly into history and are not shown in Order Entry.

Pending Screen Tab

This tab is only available if you are manually approving every order is turned on in admin. This tab will show unapproved orders. Once approved the order will move to the kitchen or to the holding screen if time dependent. See end of this section if you have enabled.

Holding screen tab

The 'Holding' screen shows tickets that have not been released to the kitchen yet, because they are pending on a pickup time requirement to be released to the kitchen.

Ticket	Customer	Phone	Sent	Total
633004	John Dirksen	971 219-5184	5:55 PM	1.08
633002	John Dirksen	971 219-5184	10:25 PM	0.02
633003	John Dirksen	971 219-5184	9:33 PM	1.12
624301	John Dirksen	971 219-5184	6:23 PM	0.02
617202	John Dirksen	971 219-5184	8:20 PM	0.02
617200	John Dirksen	971 219-5184	12:55 PM	0.02

633003 John Dirksen		971 219-5184	TOGO
2 Bottled Water			0.04
Iced Tea Unsweet			1.00
Total			1.12
Tip	0.07		1.12

Void button – voids the payments and removes the Web Ticket from the system

- Pick Up Time button – change the Pick Up time
- Notes button – add/edit the ticket-level Notes

Tickets turn green 10 minutes before they are sent:

Sent screen tab

This screen shows all of the completed Web Tickets. All of these tickets are in History. This screen can be helpful to view the ticket's events for questions about the order and its handling.

The screenshot displays the 'Sent Web Tickets' interface. At the top, there are navigation tabs: Tools, Wait List, Web, Pending, Holding, Sent, and QR Tix. The 'Sent' tab is active. The top right shows the time 6:19 PM and the user DEV3. A 'Website is ON' indicator is present with a 'TURN IT OFF' button.

The main content is divided into two sections. On the left is a table of 'Sent Web Tickets' with the following data:

Ticket	Customer	Phone	Sent	Total
633004	John Dirksen	971 219-5184	5:55 PM	1.08
633002	John Dirksen	971 219-5184	10:25 PM	0.02
633003	John Dirksen	971 219-5184	9:33 PM	1.12
624301	John Dirksen	971 219-5184	6:23 PM	0.02
617202	John Dirksen	971 219-5184	8:20 PM	0.02
617200	John Dirksen	971 219-5184	12:55 PM	0.02

On the right is a detailed view of the selected ticket (633003) for John Dirksen. It shows the phone number 971 219-5184 and a 'TOGO' status. The items listed are:

- 2 Bottled Water (0.04)
- Iced Tea Unsweet (1.00)

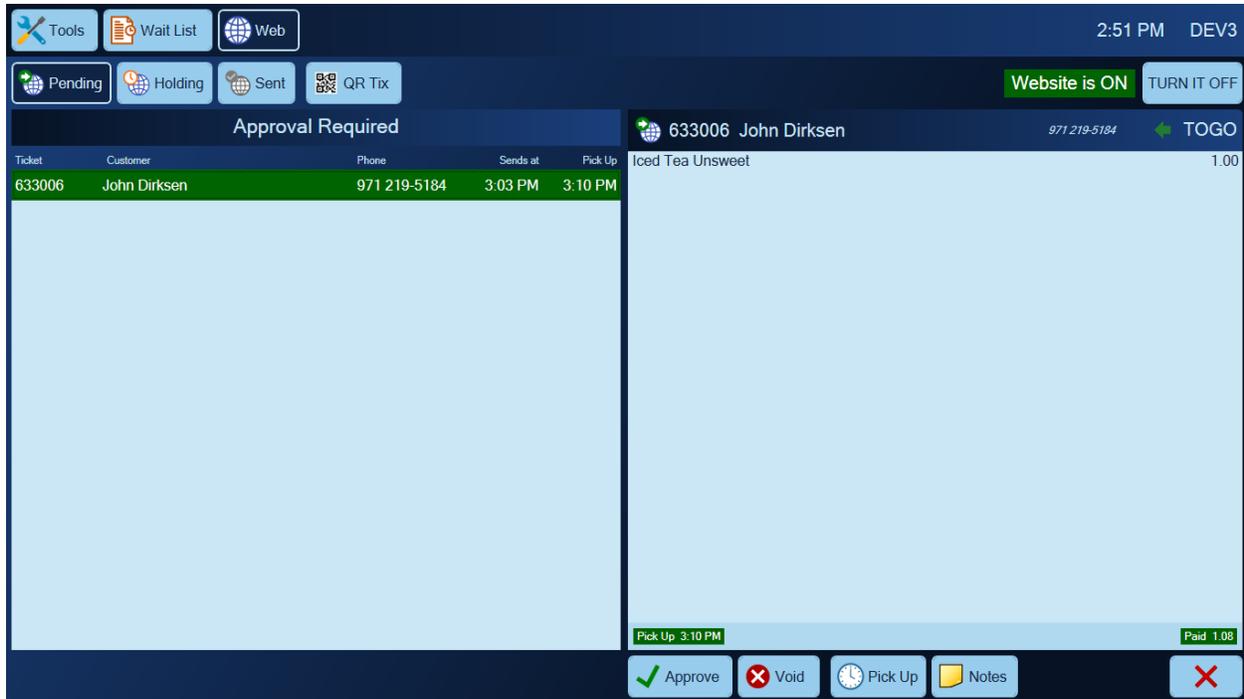
At the bottom right of the detailed view, the total is 1.12 and the tip is 0.07. A 'Go to Ticket' button with a right arrow and a red 'X' button are located at the bottom right of the screen.

Go to Ticket button - navigates to the ticket in History.

Pending Screen Tab Approval Required (optional)

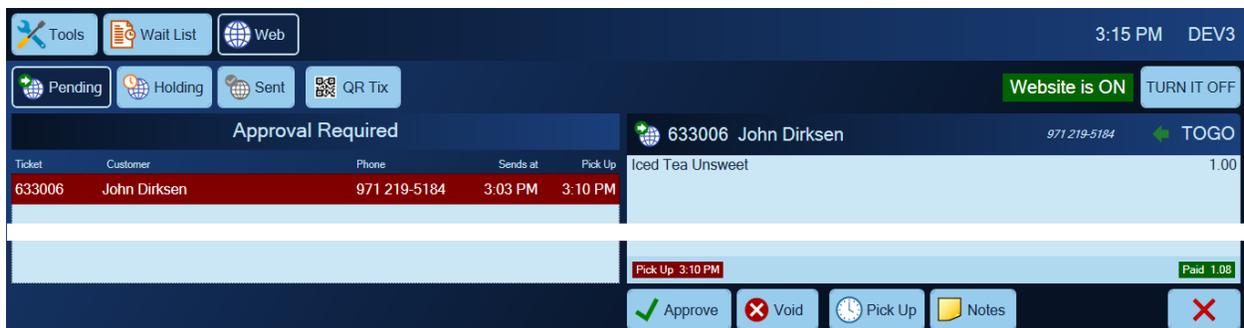
This tab is only available if you are manually approving every order is turned on in admin. This tab will show unapproved orders. Once approved the order will move to the kitchen or to the holding screen if time dependent.

When this setting is active a new screen is added to Approve or Void pending Web Tickets. The Web Controller will not process Web Tickets until they are approved. These tickets are shown in green ('go'):



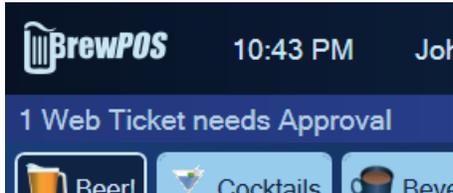
- Approve button – releases the Web Ticket to the controller so it will be Sent.
- Void button – voids the payments and removes the Web Ticket from the system
- Pick Up Time button – change the Pick Up time
- Notes button – add/edit the ticket-level Notes

Tickets turn red 10 minutes before the Sends At time:



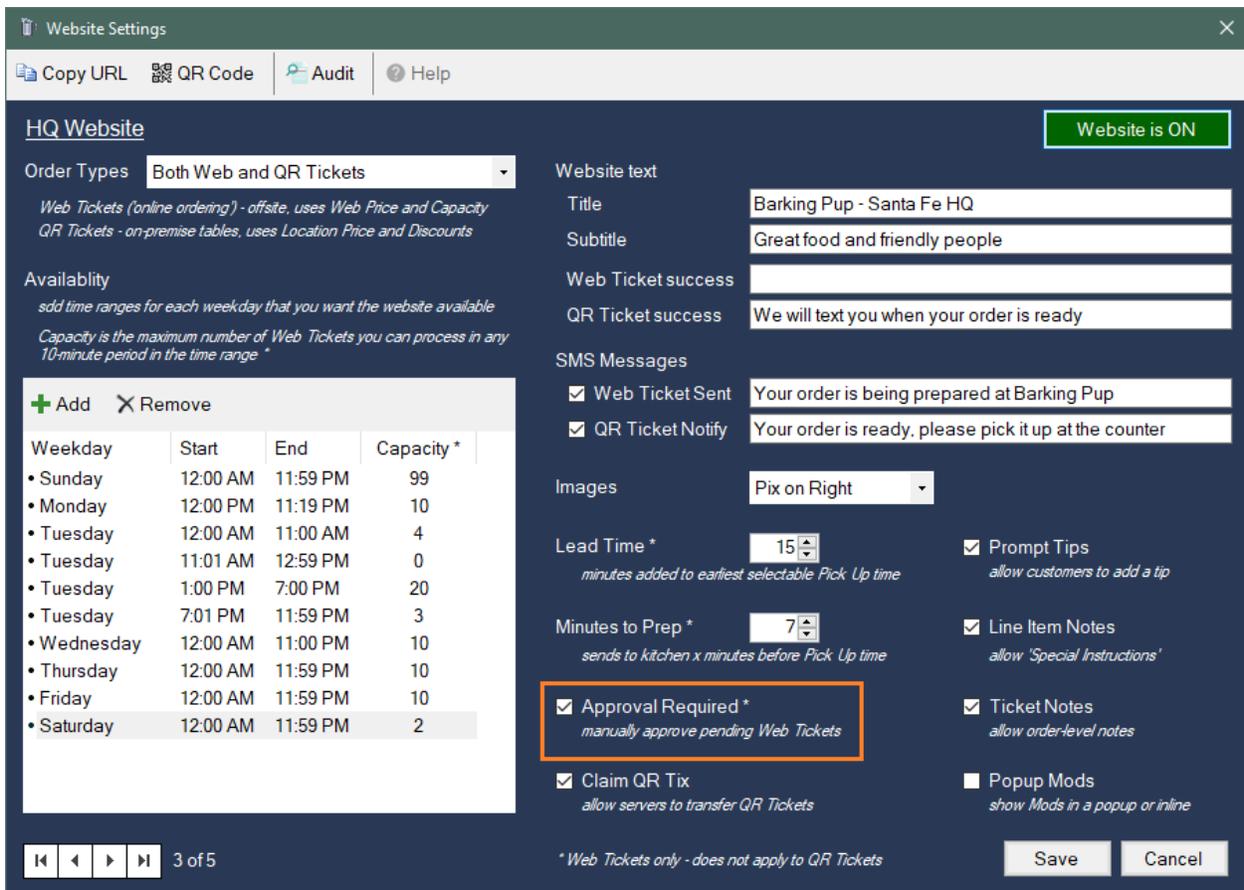
Notification Banners on order screens.

When approval of web orders is required a flashing banner alerts servers of pending Web Tickets on the Web Controller workstation:



It turns red when any pending Web Tickets are supposed to be sent in the next 10 minutes:

To enable Approval Required select it in the Website Settings screen:

A screenshot of the 'Website Settings' application window. The window has a title bar 'Website Settings' and a toolbar with 'Copy URL', 'QR Code', 'Audit', and 'Help'. The main content area is divided into several sections. On the left, there's a section for 'HQ Website' with a dropdown for 'Order Types' set to 'Both Web and QR Tickets'. Below this is an 'Availability' section with a table of days, start/end times, and capacity. The table is as follows:

Weekday	Start	End	Capacity *
• Sunday	12:00 AM	11:59 PM	99
• Monday	12:00 PM	11:19 PM	10
• Tuesday	12:00 AM	11:00 AM	4
• Tuesday	11:01 AM	12:59 PM	0
• Tuesday	1:00 PM	7:00 PM	20
• Tuesday	7:01 PM	11:59 PM	3
• Wednesday	12:00 AM	11:00 PM	10
• Thursday	12:00 AM	11:59 PM	10
• Friday	12:00 AM	11:59 PM	10
• Saturday	12:00 AM	11:59 PM	2

On the right side, there's a 'Website text' section with fields for Title ('Barking Pup - Santa Fe HQ') and Subtitle ('Great food and friendly people'). Below that are 'Web Ticket success' and 'QR Ticket success' fields. The 'SMS Messages' section has two checked items: 'Web Ticket Sent' with the message 'Your order is being prepared at Barking Pup' and 'QR Ticket Notify' with 'Your order is ready, please pick it up at the counter'. There are also 'Images' (set to 'Pix on Right'), 'Lead Time' (15 minutes), and 'Minutes to Prep' (7 minutes) settings. The 'Approval Required' checkbox is checked and highlighted with an orange box, with the description 'manually approve pending Web Tickets'. Other checked options include 'Prompt Tips', 'Line Item Notes', and 'Ticket Notes'. There are 'Save' and 'Cancel' buttons at the bottom right. A footer note says '* Web Tickets only - does not apply to QR Tickets'.

QR Tickets

The screenshot shows a software interface for managing QR tickets. At the top, there are navigation buttons: Tools, Wait List, Web, and Count Down. The time is 10:03 AM and the environment is DEV3. Below these are Holding, Sent, and QR Tickets buttons. A 'Website is ON' indicator and a 'TURN IT OFF' button are also present. The main area is split into two columns: 'Open QR Tickets' on the left and 'Closed QR Tickets' on the right. Both columns have a table with columns for Ticket, Table, Customer, Phone, Employee, and Time. The 'Open QR Tickets' table has one row: Ticket 663401, Table 48, Customer Stan Zimmerman, Phone 505 555-3321, Employee, and Time 9:48 AM. The 'Closed QR Tickets' table has two rows: Ticket 633020, Table 52, Customer Laura Franklin, Phone 505 555-8792, Employee, and Time 9:48 AM; and Ticket 633024, Table 47, Customer Mary Johnson, Phone 505 555-3355, Employee, and Time 9:43 AM. At the bottom, there are buttons for Transfer, Ticket, Go to Ticket, and a close button (X).

Open QR Tickets						Closed QR Tickets					
Ticket	Table	Customer	Phone	Employee	Time	Ticket	Table	Customer	Phone	Employee	Time
663401	48	Stan Zimmerman	505 555-3321		9:48 AM	633020	52	Laura Franklin	505 555-8792		9:48 AM
						633024	47	Mary Johnson	505 555-3355		9:43 AM
						633016	26	Fred Garvin	505 555-2387		9:28 AM

The Web Controller processes (*Sends to Kitchen*) all QR Tickets immediately. These tickets are always shown in Order Entry even when fully paid. This allows servers to add items to the ticket and optionally 'claim' it as their own (transfer to self). Closing these tickets (History) is processed by users just like any other open ticket.

This screen shows all of the QR Tickets, with Open QR Tickets on the left and Closed QR Tickets on the right.

Open QR Tickets (on left) – these are Open tickets shown in Order Entry they are paid and may be claimed or transferred by servers. These Tickets must be manually closed. Closing these tickets automatically is a setting that is available in admin.

- Transfer button – assigns QR Tickets to a specific server
- Ticket button – shows the ticket in a popup

To close a QR ticket select Go to Ticket, Then select payments, Then green checkmark as paid.

Closed QR Tickets (on right) – these Closed tickets are shown in History

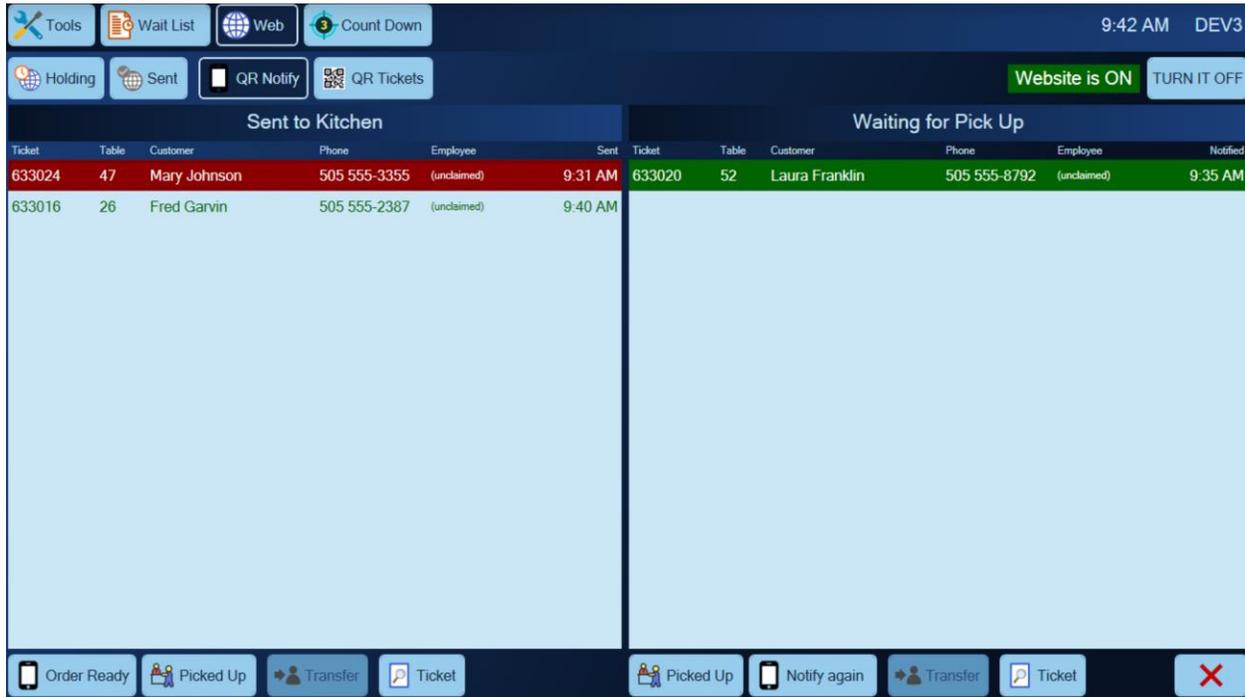
- Go to Ticket button – navigates to the ticket in History

Notify Order is Ready (optional)

When this option is enabled the QR Tix screen allows you to send SMS messages to customers that orders are ready. These tickets might be Open or Closed (History).

New QR Tickets are automatically Sent by the controller and appear on the left.

Customers that have been notified are moved to 'Waiting for Pick Up' on the right. **scrn**



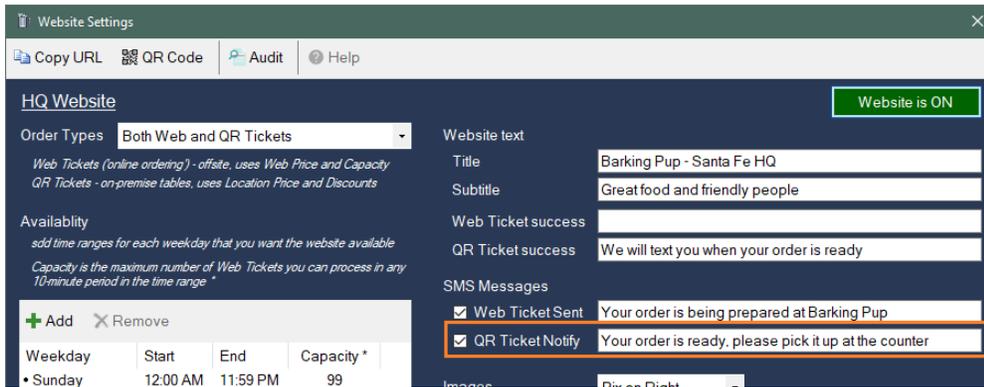
Sent to Kitchen (on left) – these are customers that haven't been notified their order is ready. Shown in red after 10 minutes in kitchen:

- Order Ready button – sends a text message to customer that their order is ready
- Picked Up button – removes the ticket from this screen
- Transfer button – transfers the QR Ticket to a specific server
- Ticket button – shows the ticket in a popup

Waiting for Pick Up (on right) – customers that have been notified by SMS. Shown in red 10 minutes after notified:

- Picked Up button – removes the ticket from this screen
- Notify Again button – send another SMS message to the customer
- Transfer button – transfers the QR Ticket to a specific server
- Ticket button – shows the ticket in a popup

This setting is found on the Website Settings screen:



QR Tickets in Order Entry Front of House

A new QR Tix tab is shown for Open, unclaimed QR Tickets:

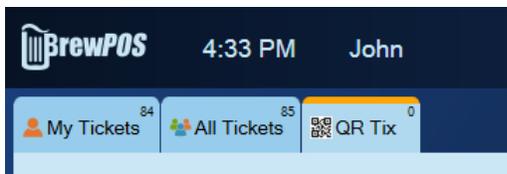
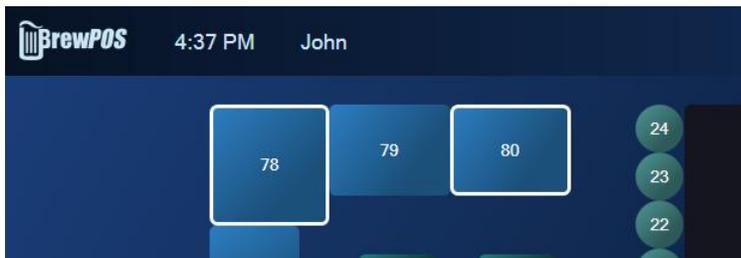


Table screen - when 'QR Claim' is enabled, unclaimed QR Tickets flash in light blue to notify servers of new QR Tickets: If it is not enabled these tickets don't flash.



Servers are prompted to claim unclaimed QR Tickets whenever they show them in order entry. The server can choose to claim it or just show the ticket.

Web and QR Tickets in History

The History screen has new tabs dedicated to QR and Web Tix:

