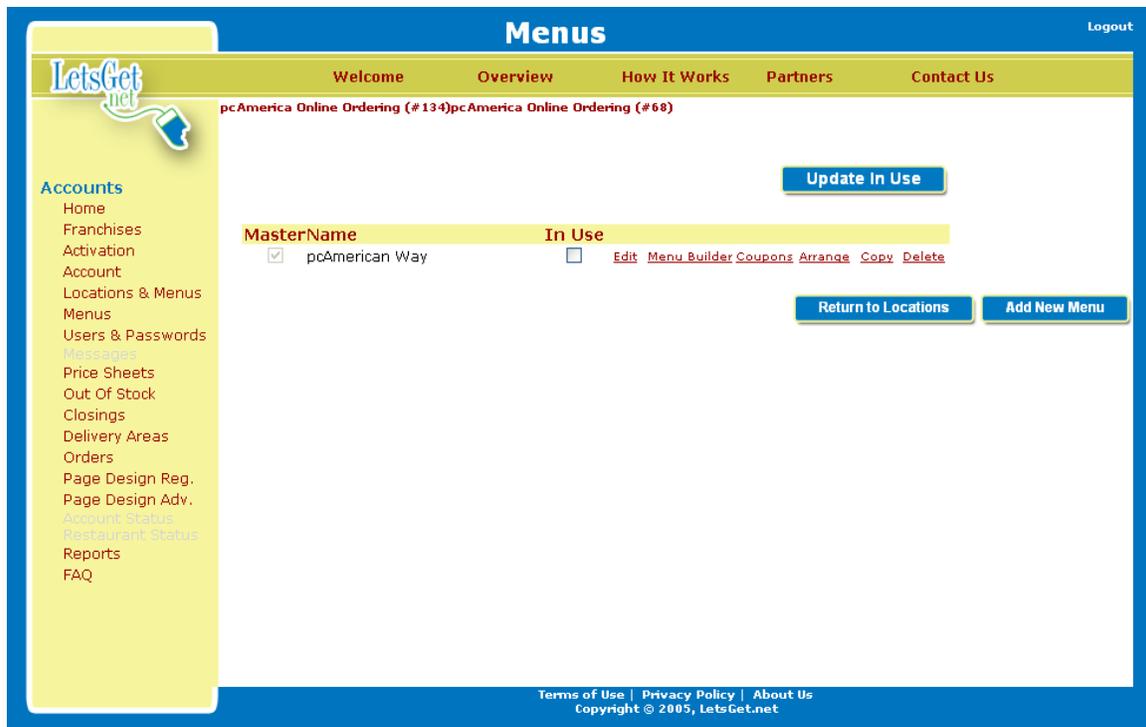


# Online Ordering with Restaurant Pro Express

Restaurant Pro Express now provides online ordering for your restaurant. This document will explain the integration setup from both RPE and Let's Get online interface.

**Before setting up Online Ordering with Restaurant Pro Express please contact your pcAmerica Authorized Reseller or pcAmerica at 1-800-722-6374.**



The screenshot displays the 'Menus' management interface on the LetsGet.net website. The page features a blue header with the title 'Menus' and a 'Logout' link. Below the header is a navigation bar with links for 'Welcome', 'Overview', 'How It Works', 'Partners', and 'Contact Us'. The main content area shows a table with columns 'MasterName' and 'In Use'. One entry is 'pcAmerican Way' with a checked checkbox. To the right of the table are buttons for 'Update In Use', 'Return to Locations', and 'Add New Menu'. A left sidebar contains a menu of options like 'Accounts', 'Home', 'Franchises', etc. The footer contains 'Terms of Use | Privacy Policy | About Us' and 'Copyright © 2005, LetsGet.net'.

Before beginning the integration you will want to login to the Lets Get online interface to make sure that you can login and administer the site. Instructions on how to login to the Lets Get online interface can be found in the section **Setup the Lets Get Online Interface** of this document.

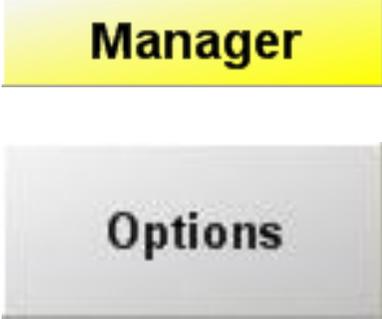
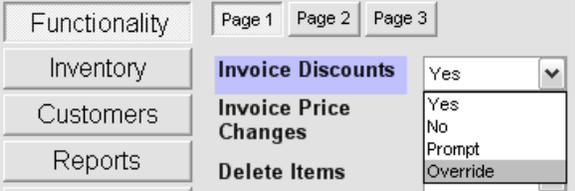
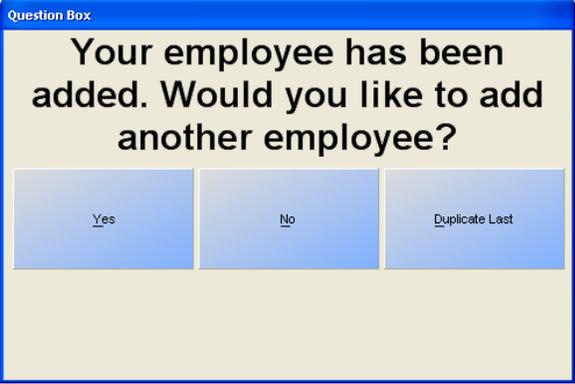
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## Creating an Employee in RPE

Before beginning the integration an employee must be created to track all of the online orders and sales.

To create employees for this purpose follow these steps:

	<ol style="list-style-type: none"><li>1. Select the <b>Manager</b> or <b>Options</b> button.</li><li>2. Enter the administrator password (default: admin) where applicable.</li><li>3. Select <b>Administrative</b> then, <b>Employee Maintenance</b>. Only the administrator can access this screen.</li></ol>
	<ol style="list-style-type: none"><li>4. Select the <b>Add Employee</b> button to create a new employee record. Assign a unique Employee ID (e.g. 55), password and a <b>Display Name</b> (e.g. Online Orders) that prints on the receipt. If you would like to assign a secure login card to this employee, swipe the card in the <b>Card Swipe ID</b> box.</li></ol>
	<ol style="list-style-type: none"><li>5. Assign security permissions by selecting the dropdown list and selecting Yes (the employee can do this), No (they cannot), Prompt (they can with manager's permission) or Override (they can perform and are a manager for this function only).</li></ol>
	<ol style="list-style-type: none"><li>6. Select the <b>Save</b> button. Your employee has been added! Add any additional employees you wish to configure and then select the <b>Exit</b> button to go back to the Login Screen.</li></ol>

## Creating Test Credit Card Item in Inventory Maintenance

We will need to create an item to test credit card transactions online.

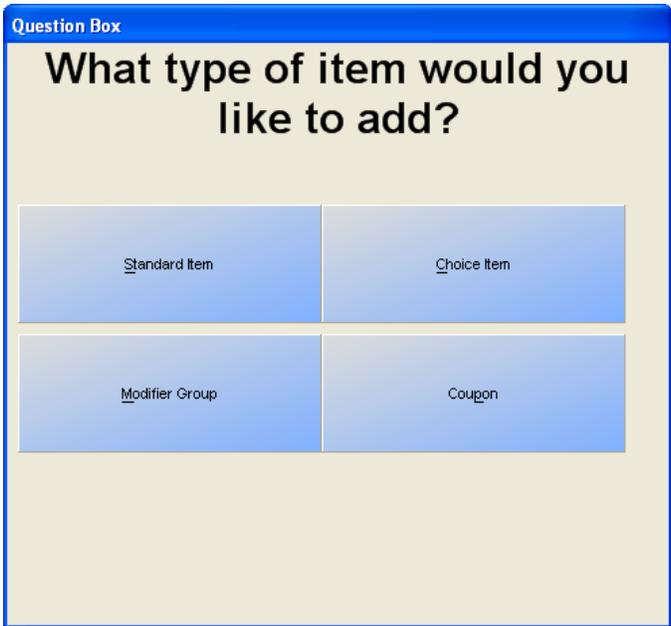
To create an inventory item, select **Manager** from the login screen, provide the requested credentials, and follow these steps.



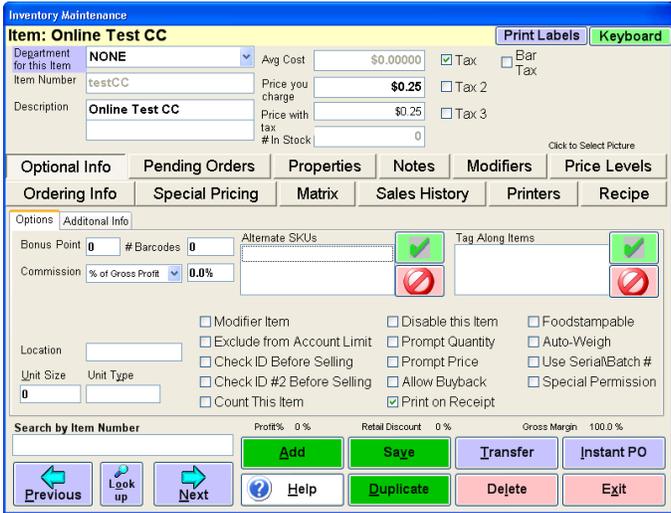
1. Select **Inventory Maintenance**.

A screenshot of the 'Inventory Maintenance' form. The title bar reads 'Inventory Maintenance'. The main title is 'Item: BLACK TRUFFLE RISOTTO'. There are tabs for 'Pizza Setup', 'Print Labels', and 'Keyboard'. The form is divided into several sections: 'Department for this Item' (APPETIZERS SOUP SALA), 'Item Number' (APP1), 'Description' (BLACK TRUFFLE RISOTTO), 'Avg Cost' (\$4.00000), 'Price you charge' (\$10.00), 'Price with tax' (\$10.00), and '# In Stock' (0). There are checkboxes for 'Tax', 'Bar Tax', 'Tax 2', and 'Tax 3'. Below this are tabs for 'Optional Info', 'Pending Orders', 'Properties', 'Notes', 'Modifiers', and 'Price Levels'. Under 'Optional Info', there are fields for 'Bonus Point' (0), '# Barcodes' (0), 'Commission' (0.0%), and 'Tag Along Items'. There are also checkboxes for 'Modifier Item', 'Exclude from Account Limit', 'Check ID Before Selling', 'Check ID #2 Before Selling', 'Count This Item', 'Disable this Item', 'Prompt Quantity', 'Allow Buyback', 'Print on Receipt', 'Foodstampable', 'Auto-Weigh', 'Use SerialBatch #', and 'Special Permission'. At the bottom, there are buttons for 'Add Item', 'Save', 'Transfer', 'Instant PO', 'Previous', 'Look up', 'Next', 'Help', 'Duplicate', 'Delete', and 'Exit'. The 'Add Item' button is highlighted in red.

2. Select **Add Item**.



3. Select **Standard Item**.



4. The required information for the item is on the top one-third of the screen:

- The **Department** this item will be inside of (i.e. **NONE**).
- A unique **Item Number** (i.e. **testcc**).
- A **Description** (i.e. **Online Test CC**).
- The **Price you charge** the customer (i.e. **\$.25**).
- Various tax options if you charge tax for this item.



5. Select **Save**.

**Note:** We will need to filter this item in the next section.

## Interface Setup in CRE/RPE

**Note:** Before uploading your menu you will want to filter the items to be uploaded.

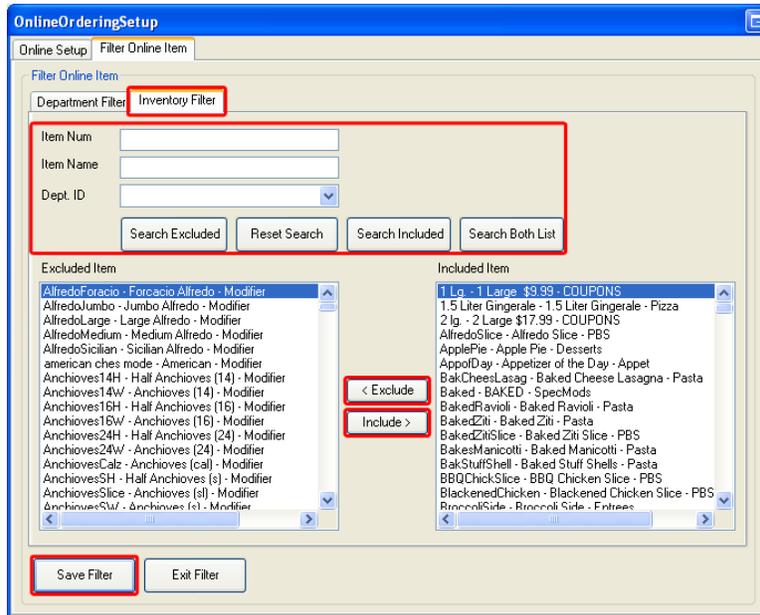
**Manager**

**Options**

1. Select the **Manager** or **Options** button.
2. Enter the administrator password (default: admin) where applicable.
3. Select **Setup** then, **Online Ordering Setup**.

The screenshot shows the 'OnlineOrderingSetup' window with the 'Filter Online Item' tab selected. The 'Department Filter' sub-tab is active, showing input fields for 'Dept. ID' and 'Dept. Name', and buttons for 'Search Excluded' and 'Reset Search'. Below these are two lists: 'Excluded Dept' (containing 'Drinks - Drinks' and 'NONE - NONE') and 'Included Dept' (containing various categories like 'Entrees - Entrees', 'HSubs - Hot Subs', etc.). Between the lists are '< Exclude' and 'Include >' buttons. At the bottom are 'Save Filter' and 'Exit Filter' buttons. Red boxes highlight the 'Filter Online Item' tab, the 'Department Filter' sub-tab, the search fields, the 'Search Excluded' button, the 'Include >' button, and the 'Save Filter' button.

4. Select the **Filter Online Item** tab then select the **Department Filter** tab.
5. If applicable you can search through the excluded departments (for ones you would like to include) by entering your search text into either the **Department ID** or the **Department Name** fields. Select **Search Excluded** to filter out the departments matching your search text. Select **Reset Search** to clear the search text.
6. To include departments on your online ordering menu simply find the department in the **Excluded Dept** list then highlight it and select **Include** this should then move the selected department from **Excluded Dept** to **Included Dept**.
7. To exclude departments from your online ordering menu simply find the department in the **Included Dept** list then highlight it and select **Exclude** this should then move the selected department from **Included Dept** to **Excluded Dept**.
8. Select **Save Filter** to save your changes.



9. Select the **Inventory Filter** tab.

10. If applicable you can search through the Inventory (for items you would like to include) by entering your search text into either the **Item Num** or the **Item Name** fields.

- Select **Search Excluded** to filter out the items matching your search text under the **Excluded Item** column.
- Select **Reset Search** to clear the search text.
- Select **Search Included** to filter out the items matching your search text under the **Included Item** column.
- Select **Search Both List** to filter out the items matching your search text under both columns.

11. To include inventory on your online ordering menu simply find the item in the **Excluded Item** list then highlight it and select **Include**, this should then move the selected item from **Excluded Item** to **Included Item**.

12. To exclude inventory from your online ordering menu simply find the item in the **Included Item** list then highlight it and select **Exclude**, this should then move the selected item from **Included Item** to **Excluded Item**.

13. Select **Save Filter** to save your changes.

**Note:** Be sure to filter the test credit card item to be uploaded.

### **Some conditions to consider before uploading your Menu**

As there are subtle differences between Let's Get online interface and Restaurant Pro Express most of your menu will upload although, there will be some required configuration to make the menu ready for online orders to be processed. Below are a few differences to be aware of:

- Most of your inventory items will pull into the online ordering menu such as, Standard Items, Assigned and Unassigned Modifiers, and Modifier Groups. Items that will not pull over into the system are, Choice Items, Mix & Match Items, Sub Modifiers, and Tag-Along Items. Most of these items that will not upload directly can be configured later using the Let's Get online interface.
- Only Tax1 can be used as a tax rate, if you have more than one tax rate in your software the other tax rates will be omitted from any of your items, due to Let's Get supporting only one tax rate. In RPE the Tax1 rate can be configured correctly so that when orders are placed online the correct tax will be charged accordingly.
- Pizza Quarters (splitting the toppings into quarters) are not used when ordering online, although pizzas may be split into halves.
- Alcohol cannot be sold via the online ordering interface.
- If you currently have pictures in place of the buttons on the touch screen in RPE those images will not upload to the online ordering interface. It is possible to have images for your food items in the online interface which, will have to be configured through the Let's Get website.
- It is recommended that you update your menu item descriptions to be customer friendly. Some menus have abbreviations, misspellings and/or descriptions that make sense to a cashier/waiter but may not make sense to someone who is ordering that item online.

## Uploading your Menu

OnlineOrderingSetup

Online Setup Filter Online Item

Online ordering configuration

Url et.net/letsgetservice.aspx

Restaurant ID 68

Username pcamerican@pcamerica.c

Password \*\*\*\*\*

Polling frequency 30 seconds

Order receiving mode

- Send order direct to kitchen.
- Requires approval for all orders.
- Requires approval above threshold amount.\*

\* Order threshold amount 0

Cashier ID 100155 - online orders

Credit card processed InStore

Delivery preparation time 30 minutes

To Go or To Stay preparation time 10 minutes

Test Restaurant

Exit Save and Exit

Menu upload

Last menu upload Menu not uploaded.

Upload Menu

1. Using the information provided by Lets Get enter:

- A **URL**, which is where RPE sends the data to:
  - <https://orders.letsget.net/letsgetservice.aspx>
- A **Restaurant ID** (may also be referenced as location number).
- A **Username** (usually an email address).
- A **Password**.

2. For the Polling Frequency you can leave that at the default (**30**) but, it can be in between 20 and 180 seconds.

3. For Order receiving mode select one of the following:

- **Send orders Direct to Kitchen** will take the online orders and send them directly to the kitchen printer or bump bar (if applicable).
- **Require approval for all orders** will require an employee to approve all orders coming from the online system.
- **Required approval above threshold amount** will require an employee to approve all orders coming from the online system above the defined amount in the **\*Order Threshold Amount** box.

4. Select the employee that we created earlier (**100155 – Online Orders**) for the **Cashier ID**.

5. The **Credit Card Processed** field selection is dependent on how you are processing credit cards. If during the **New Account Setup** you selected:
  - **Mercury** – Then you will select **OnLine**, as your credit cards will be processed directly through Mercury.
  - **Restaurant** – Then you will select **InStore**, as your credit cards will be processed through RPE.
6. For **Delivery preparation time** and **To Go or To Stay preparation time** you will want to enter the same values you entered during the account setup.
7. Select **Test Restaurant** which will test the connectivity of the restaurant to the Lets Get server.
  - If you get a connection successful message then progress to the next step if not check the configuration of the **Online Ordering Setup** options.
8. Select **Upload Menu** which will upload the menu in the system to the Lets Get server.
9. Select **Save & Exit** to save your changes.

## Setup the Lets Get Online Interface

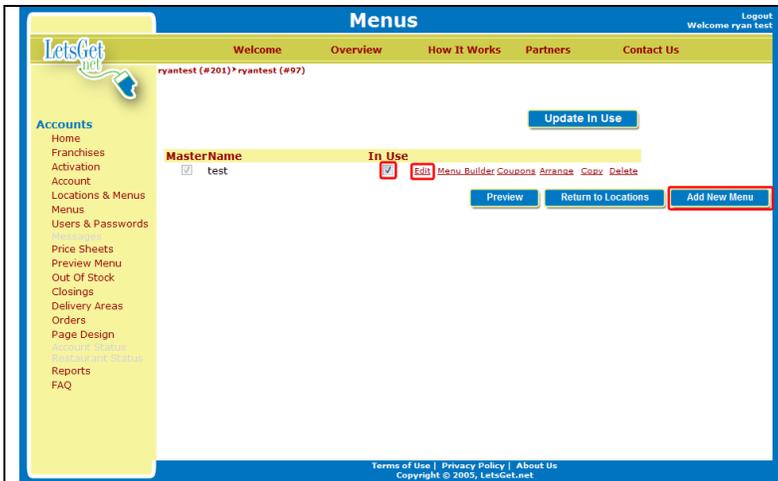
1. The first step to setting up the integration is to login to the Lets Get Online Interface, by going to:
  - <https://letsget.net/private/restaurantlogin.aspx>

The screenshot shows the 'Login' page of the LetsGet.net interface. At the top, there is a blue header with the 'Login' title and a 'Member Login' link. Below this is a yellow navigation bar with links for 'Welcome', 'Overview', 'How It Works', 'Partners', and 'Contact Us'. The main content area is white and features a login form with two input fields: 'Email' and 'Password'. A red box highlights the 'Login' button. Below the button is a link for 'Forgot Your Password?'. The footer contains the text 'Terms of Use | Privacy Policy | About Us' and 'Copyright © 2005, LetsGet.net'.

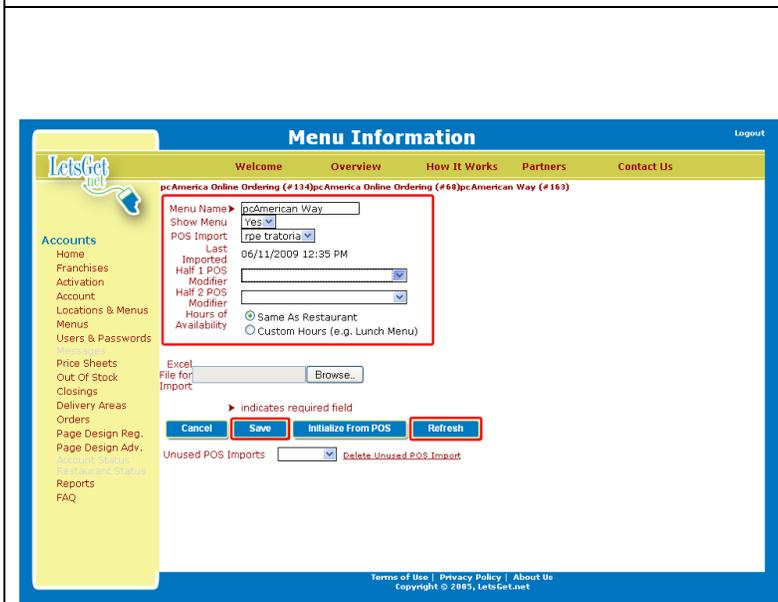
2. Using the credentials that you provided during the pre-requisite form login to the account.

The screenshot shows the 'Restaurant Home Page' of the LetsGet.net interface. At the top, there is a blue header with the 'Restaurant Home Page' title and a 'Logout' link. Below this is a yellow navigation bar with links for 'Welcome', 'Overview', 'How It Works', 'Partners', and 'Contact Us'. The main content area is white and features a welcome message: 'WELCOME TO THE RESTAURANT HOME PAGE'. On the left, there is a yellow sidebar with a menu of links. The 'Menu' link is highlighted with a red box. The footer contains the text 'Terms of Use | Privacy Policy | About Us' and 'Copyright © 2005, LetsGet.net'.

3. On the left you will see **Menu**, select this link to go to the menu setup.



4. If a menu is present select **Edit**.
5. If no menu is present select **Add New Menu**.
6. Make Sure that **IN USE** is checked for the appropriate menu.



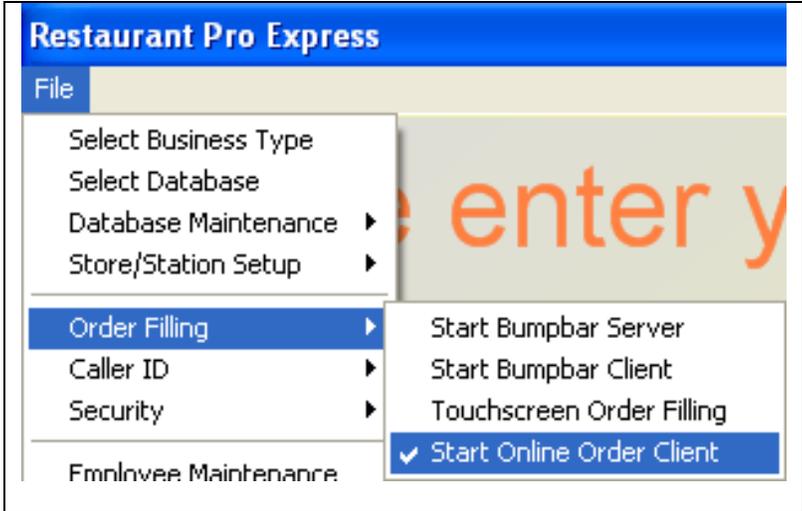
7. You will need to enter the following information:
  - A **Menu Name**.
  - Select **Yes** to show the menu.
  - Select the **POS Import** will typically be in the format, **Default\_68** (where 68 is the restaurant ID).
  - Select **Refresh** to refresh after selecting the POS Import.
  - For the **Hours of Availability** you will enter your store hours.
8. Select **Save** to save your changes.

Note: If you are having problems seeing your menu you may need to select **Initialize From POS**.

For help configuring the menu, please contact Let's Get directly at [support@letsget.net](mailto:support@letsget.net).

## Enabling RPE for Online Ordering

To enable your customers to do online orders, RPE must be configured to do so only after the previous configuration has been completed successfully.

 <p>The screenshot shows the 'Restaurant Pro Express' application window. The 'File' menu is open, displaying several options. The 'Order Filling' option is highlighted in blue, and its sub-menu is also open, showing 'Start Online Order Client' as the selected option, also highlighted in blue. Other visible options in the 'File' menu include 'Select Business Type', 'Select Database', 'Database Maintenance', 'Store/Station Setup', 'Caller ID', 'Security', and 'Employee Maintenance'. The background of the application window shows a blurred 'enter y' text.</p>	<ol style="list-style-type: none"><li>1. To enable online ordering in RPE go to the login screen.</li><li>2. Select <b>File</b>.</li><li>3. Select <b>Order Filling</b>.</li><li>4. Finally select <b>Start Online Order Client</b>.</li></ol>
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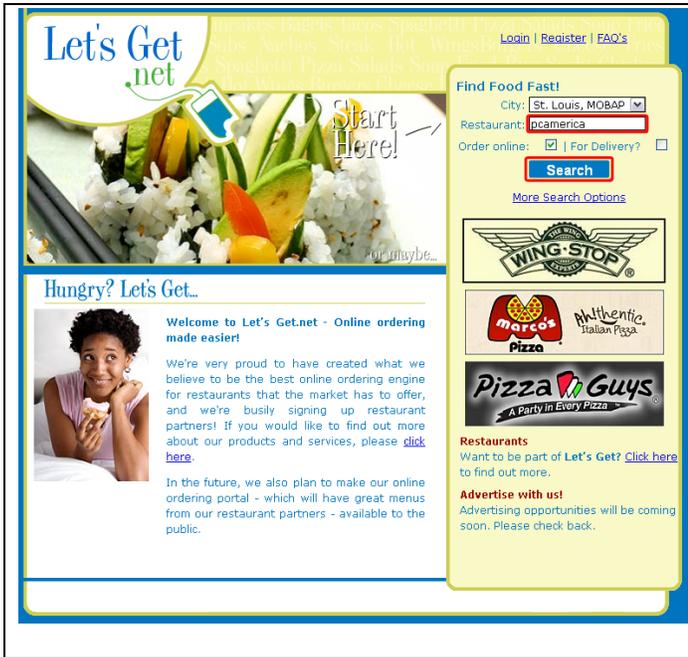
## Previewing Menu/Performing a Test Credit Card Transaction

Testing online orders is easy, simply go to the site:

- <http://www.letsget.net>

We will then need to run a test credit card sale.

**Note:** RPE must be running in order to place any orders.

	<ol style="list-style-type: none"><li>1. Enter the name of your restaurant in the search field and select <b>Search</b>.</li></ol>
	<ol style="list-style-type: none"><li>2. Select the name of the restaurant you are looking for.</li></ol>
	<ol style="list-style-type: none"><li>3. Select when you would like your order and then select <b>Next</b>.</li></ol>

pcAmerica Online Ordering Hours: Open 24 hrs  
 One Blue Hill Plaza, Second Floor  
 PO BOX 1546  
 Pearl River, NY 10965  
 845-920-0800

Manage Account | Logout

Pizza By The Slice Appetizers Coupons Pizza Hot Subs  
 Entrees Galzones And Soups Desserts Pasta None

Cold Subs	Price	Add	Click on Item to Customize
	\$6.75	Add	12/11/09 ASAP
	\$5.75	Add	1 7 - Classic Italian \$6.75 X
	\$5.75	Add	SubTotal \$6.75
	\$6.25	Add	
	\$7.50	Add	
	\$6.75	Add	
	\$6.50	Add	
	\$6.75	Add	
	\$5.75	Add	
	\$5.75	Add	
	\$7.50	Add	

Change Order Type Save For Later Checkout

4. Go through the sections (departments) and add the item **testcc** (Online Test CC, which we created earlier) to your invoice.

**Note:** You can also select items while on the invoice which will bring you to the item edit screen. Here you can:

- Change the options that have been selected.
- Add Comments to the item (e.g. extra mayo).
- Change the quantity of the item.

5. When finished select **Checkout**.

pcAmerica Online Ordering Hours: Open 24 hrs  
 One Blue Hill Plaza, Second Floor  
 PO BOX 1546  
 Pearl River, NY 10965  
 845-920-0800

Manage Account | Logout

Your Order: 12/11/09 ASAP

Qty	Item	Each	Total	Edit	Remove
1	7 - Classic Italian (Oregano, Tomatoes, Vinegar, Swiss)	\$6.75	\$6.75		
		Subtotal	\$6.75		
		Sales Tax	0.47		
		Total	\$7.22		

Comments:

\* Please order additional items through menu, or extra charges may be incurred at the restaurant.

Would you like anything else? Save For Later Next

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6. Review the order and if applicable enter comments for the order (e.g. the order needs to be in two separate bags, etc...).

7. Select **Next**.

1 Blue hill plaza  
pearl river, NY 10965  
845-920-0880

Hours:  
M-Sa Open 24 hrs

**Returning Customers**

Please enter your username and password

Email▶

Password▶

Remember Me

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8. If you are a returning customer enter your credentials select **Login** and proceed to **Step 10**.

1 Blue hill plaza  
pearl river, NY 10965  
845-920-0880

Hours:  
M-Sa Open 24 hrs

[Manage Account](#) | [Logout](#)

**Please enter the following information:**

When you come back, you will be able to use your e-mail address and password to reorder.

Email Address ▶

Password ▶

Confirm Password ▶

Password Hint ▶

First Name ▶

Last Name ▶

Zip Code ▶

Birth Date ▶

YES! Please send me specials, promotions, and other items of interest.

▶ indicates required field

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9. Enter the required information and then select **Register**.

1 Blue hill plaza  
pearl river, NY 10965  
845-920-0880

Hours:  
M-Sa Open 24 hrs

[Manage Account](#) | [Logout](#)

**Payment Information**

Select Payment Type ▶

New Payment Type ▶

Payment on Delivery ▶

**Delivery Information**

Phone Number ▶ 845-920-0880  
Phone Ext.

First Name ▶   
Last Name ▶   
Address ▶   
City ▶   
State ▶   
Zip Code ▶   
Phone Number ▶   
Phone Ext.   
Special Instructions

**Order Summary**

Delivery: 12/11/09 ASAP  
Delivery in 20 minutes  
Minimum Order: \$5.00  
1 7 - Classic Italian \$6.75  
SubTotal \$6.75  
Sales Tax 0.47  
Total \$7.22

▶ indicates required field

[Previous](#)

[Place Order](#)

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10. Under **Payment Information**:
  - Select the **Payment Type**.
  - Enter a **Phone Number**.
11. Under **Delivery Information** enter the required information.
12. If applicable enter something for **Special Instructions** (Delivery Instructions), (e.g. Please come to the back door).
13. Select **Place Order**.
14. You will be directed to an **Order Confirmation** page.

**Note:** If processing with PCharge via the TCP/IP interface and two online orders are placed at the same time, there is a possibility that one of the charges may fail making the customer submit it again.

Doing this should enable your customers to start using the online ordering system as soon as the rest of the configuration process is completed.

For more information on using Online Ordering with Restaurant Pro Express please contact your account manager at 1-800-722-6374.