VitalLink Web Ordering Setup

VitalLink is integrated with GRS Online Ordering (powered by Let's Get Online)

Order Type & Station flow for Web Ordering

Two order types are supported for Web ordering, "Pickup" and "Delivery" the following rule set is critical for the interface to work correctly:

- Pickup Order type MUST be labeled "Pickup". This is a special case order type that has been enhanced to help us accommodate tip tracking on prepaid pickup orders.
- The first station for both order types used MUST be "Order" and the last station MUST be "Complete". There can be as many additional intermediary stations as the site requires for each order type.
- Order Types used in Web Ordering MUST be Taxable.

Pay Method for Web Ordering

A special Payment Method should be defined for prepaid web orders. The method may be named anything the customer requests, but MUST be set to a Type of Credit.

Employee for Web Ordering

An employee should be set up for the web ordering function to use when creating orders. The employee can be named anything, but should have all normal ordering privileges.

Coupon for Web Ordering

A coupon should be defined to allow discounts through the web ordering function. The following rules apply:

- Should be a "User Entering Adjustment" type
- Apply adjustment against menu item? Should be UNCHECKED
- Tax should be set appropriately (typically Apply to = Yes)

VLToolkit settings for Web Ordering

VLToolkit.exe has additional functions added to facilitate Web Ordering:
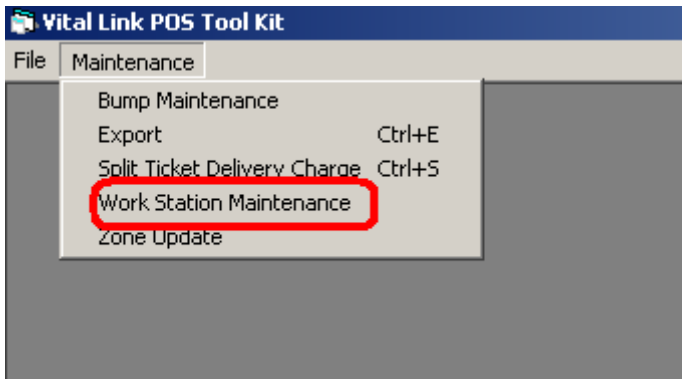
Select Work Station Maintenance to perform setup functions:

From the list of workstations, select the station on which Defer.exe will run (typically Station1) and hit "Edit":

- Set Work Station Type to "Order Entry"
- Set Call Center Status to "Store"
- Set Web Order Menu to correct current menu
- Set Web Order Coupon to correct Coupon set up in Back Office
- Set Web Order Payment to correct Payment Method set up in Back Office
- Set Web Order Employee to correct Employee set up in Back Office
- Save and Close

New Defer.exe

Defer.exe has been restructured to monitor the arrival and process Web Orders. There is no change to the user interface. For Web Orders to work, the new Defer must be installed and operating.