



Aldelo eOrder Integrator

User Manual

PUBLISHED BY
Aldelo Systems Inc.
P.O. Box 271
Standard, CA 95373

Copyright © 1997-2006 by Aldelo Systems Inc.

All rights reserved. No Part of the contents of this book may be reproduced or transmitted in any form or by any means without the written permissions of the publisher.

Printed and Bound in the United States of America.

This manual is available through Aldelo Systems Inc. and resellers worldwide. For further information about other languages that the manual may be translated in, please contact Aldelo Systems Inc. or visit our Web site at www.aldelo.com. Send comments about this manual to contact@aldelo.com

Aldelo™ For Restaurants, Aldelo™ Polling Server, Aldelo™ Gift Card Server, Aldelo™ Localization Manager, Aldelo™ Fingerprint Server, Aldelo™ Hotel Integrator, Aldelo™ Kitchen Display Server, Aldelo™ Advanced Fingerprint Server, Aldelo™ EDC Server, Aldelo™ eOrder Server, Aldelo™ Aldelo Accounting Integrator, Aldelo™ Liquor Controller Server, Aldelo™ Reporter are trademarks of Aldelo Systems Inc. Other products or company names mentioned herein may be the trademarks of their respective owners.

The example companies, organizations, products, logos, people, places, and events depicted herein are fictitious. No association with any real company, organization, product, logo, person, place or event is intended or should be inferred.

Table Of Contents

Chapter 1 Setup	5
Shortcut Modification	5
Restaurant ID	5
UserName	6
Password	6
Aldelo For Restaurants Setup	6
Initial Menu Export	6
Chapter 2 Operations	7
Receiving Orders	7
Synchronizing Your Orders	7
Manually Polling	7
Real Time Log	8
View Log	8
Log Maintenance	8
Start / Stop	8

Introduction

With the advent of the internet, restaurants have sought ways of making use of this technology to further their business. One of these technologies is online ordering. Customers are able to go to the restaurants website and place orders for their meal. This not only is very convenient for the customer but also cuts down on the time it takes the restaurants employee to answer the phone with traditional methods. This results in happier customers and more time for employees to service customers.

Aldelo eOrder is a specially designed system to automatically pull orders from a restaurants website using CoolOrder.com and place them into the Aldelo For Restaurants system. Orders will automatically print out which completely eliminates the need of human interaction from the time the order is placed by the customer until the cooks receive the order.

Chapter 1

Setup

Before getting started, it is vitally important that the same version of Aldelo eOrder Integrator and Aldelo For Restaurants be installed. If you are not sure, download the latest from the website. The website versions will always be updated to match.

The following are steps to setup the Aldelo eOrder Integrator and also things to verify in Aldelo For Restaurants.

Shortcut Modification

To integrate Aldelo eOrder, follow the steps below.

1. Right click on “Aldelo For Restaurants” on the desktop. This will bring up the menu for this shortcut.
2. Click on “Properties”. This will bring up the properties for this shortcut.
3. Click on the “Shortcut” tab.
4. In the “Target” field, without deleting what is already there, go to the end of the line and put a space followed by “Multi-Instance”.
5. An example would be “D:\Program Files\Aldelo\Aldelo For Restaurants\adRes30.exe” Multi-Instance”.

This shortcut will allow the software to run when a special instance of Aldelo For Restaurants is already running. The special instance will be started when the Aldelo eOrder Integrator is started. You should minimize the special instance of Aldelo For Restaurants since it will never be used. The reason this instance is not used is because there are certain functions that are disabled in the software when launched by Aldelo eOrder Integrator.

Restaurant ID

In Aldelo eOrder Integrator there is a field called “Restaurant ID”. This field can be found under the “Options” tab. This number is your account number from CoolOrder.com. Once you have signed up with them, they will issue you the number you will need to communicate with your online menu using Aldelo eOrder Integrator.

UserName

This is the username that CoolOrder.com assigns you for your account.

Password

This is the password for your CoolOrder.com account.

Aldelo For Restaurants Setup

To make things much easier for maintaining your menu, it is a good idea to place a menu item description in each of the menu items that will be sold on the website. This should be done before sending the initial menu to CoolOrder.com to expedite the creation of the menu. The Menu Item Description field can be found in Aldelo For Restaurants in the Menu Item Editor screen on page 2. The maximum number of characters in this field is 254.

Initial Menu Export

Once you have all your menu item descriptions entered into the Aldelo For Restaurants software, you are ready to send your menu to CoolOrder.com for processing. The initial menu should be sent to CoolOrder.com only when they request it. Sending it before will not result in the menu being created.

To send your initial menu to CoolOrder.com, follow the steps below. These steps assume you have all your menu item descriptions completed for each item.

1. In the Back Office of Aldelo For Restaurants, click “File” in the top left corner. This will give you a list of options to choose from.
2. Click on “Import/Export Data”. This will bring up the page for importing and exporting data from Aldelo For Restaurants.
3. Select the following items.
 - a. Menu Categories
 - b. Menu Groups
 - c. Menu Items
 - d. Menu Item Auto Prices
 - e. Menu Modifiers
 - f. Forced Modifiers
4. Click “Export”. This will start the export process and will generate a file that can be used to send to CoolOrder.com
5. In Aldelo eOrder Integrator, click on the “Options” tab.
6. Click on “Select file and Upload”. This will prompt for the file that was just exported from Aldelo For Restaurants.
7. Select the file and click “Open”.
8. This will start the upload process.

Chapter 2

Operations

Once you have your menu created online by CoolOrder.com, you will be able to test it out by creating some orders. You will need to get your username and password from CoolOrder.com so you can log into the website. Once you are logged in, you will have full access to create orders as you need. This will allow you to fully test your menu and make sure everything is working as it should.

Receiving Orders

One nice thing about Aldelo eOrder Integrator is you set it up once and forget about it. Once the system is running, it will automatically pull down any orders that are placed on the website. The interval at which they are pulled down can be adjusted to whatever you want. If you are a busy restaurant, you might want to poll every 2-3 minutes. If you are not so busy, you may want to increase it to 5-7 minutes.

To adjust the time between polls, follow the steps below. These steps assume you are already running Aldelo eOrder Integrator.

1. Click on the “Option” tab.
2. Adjust the “Polling Interval Minutes” setting to the number of minutes you want between polling.
3. Click “Save Settings”.
4. Click “Start”.

Synchronizing Your Orders

If for some reason you must shut down the special instance of Aldelo For Restaurants, the Aldelo eOrder Integrator will continue to operate collecting orders every polling interval. When you bring Aldelo For Restaurants back up, you will want to pull all the orders into the restaurant software that have been stored in the Aldelo eOrder Integrator.

To synchronize your orders with Aldelo For Restaurants, follow the steps below.

1. Click on “Reconnect to POS”. This will re-establish the link between Aldelo eOrder Integrator and Aldelo For Restaurants.
2. Click “Synchronize Offline Order”. This will send any unsent orders in the Aldelo eOrder Integrator to Aldelo For Restaurants.

Manually Polling

If you want to do a quick poll without waiting for the Polling Interval Minutes, you can click “Poll Manually”.

Real Time Log

The Real Time Log tab will show every transaction as it comes into the system. The log will continue to grow until you click the “Clear” button. This is useful when troubleshooting issues with orders being received.

View Log

If you want to see the full log that is currently stored in the database, you can click “Load Log” on the View Log tab. This will show all transactions that are in the system.

Log Maintenance

If your database grows too large, you have the option of purging old orders that you will no longer need. You will probably want to keep orders for some time but after a year or so, these orders are probably not going to be needed anymore. Select the From and To dates and click “Purge”. This will delete all transactions in this time frame.

Start / Stop

This will start and stop the service from running. The software will not poll if the software is stopped.