

# *LoyLap*

## Online Ordering Till Companion



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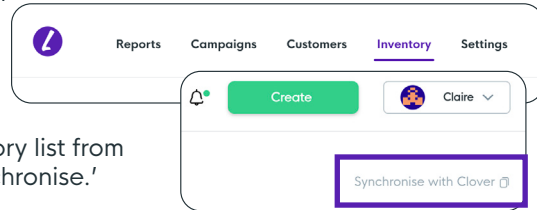
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# How to Edit your Online Product Inventory (Clover)

1 Log into your Business Portal

2 Click on 'Inventory'

3 To update/sync your inventory list from your Clover POS Press 'Synchronise.'



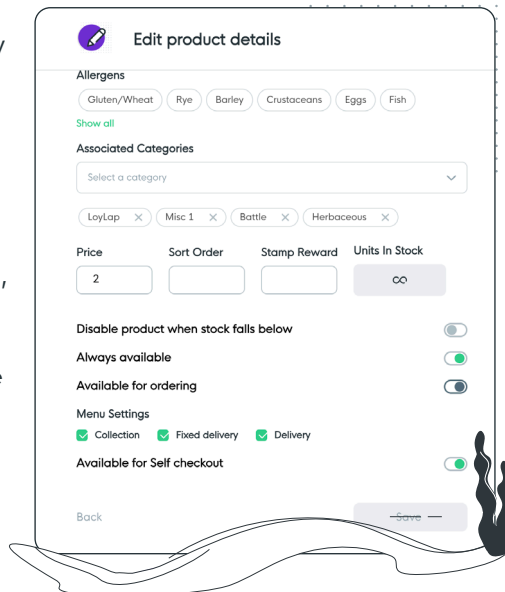
4 To edit an inventory items name, description, category, price, position on your inventory list and/or stamp reward:  
- Click on the inventory item that you want to edit

5 Once you select a category for the product you are editing, the category selected will add/move the inventory item to a folder under that category name for easy access on your POS.

6 You can also add these products to any category you need e.g., Breakfast and lunch.

7 The sort order will list the inventory item in numeric order within that category. i.e., Define the order you would like your products to list in your online menu. For example, entering the number 1 will place the product at the top of the list in each category, entering number 5 will place the product in 5th place, etc.

8 Also, it is important that 'available for ordering' is ticked for all items you would like visible to your customer to ensure it is shown on the platform.



# How to Edit your Online Product Inventory (Web App)

1 Log into your Business Portal

2 Click on 'Create'.

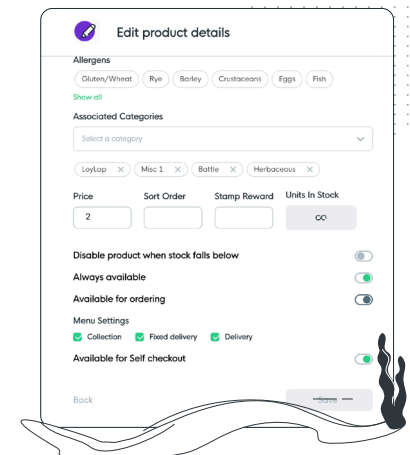
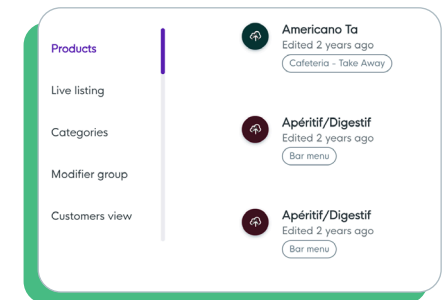
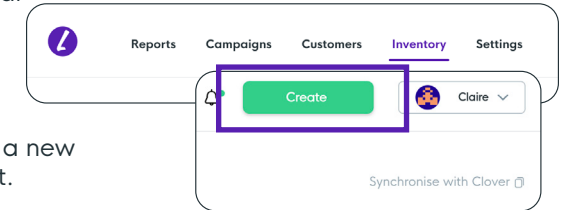
3 From here, you can create a new category or product to edit.

4 Once your inventory item is created you can edit it by clicking the item which will bring up the item information

5 The sort order will list the inventory item in numeric order within that category. i.e., Define the order you would like your products to list in your online menu. For example, entering the number 1 will place the product at the top of the list in each category, entering number 5 will place the product in 5th place, etc.

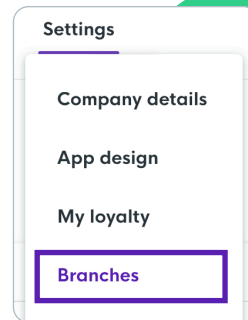
6 Also, it is important that 'available for ordering' is ticked for all items you would like visible to your customer to ensure it is shown on the platform.

7 You can now update your products once they are created and add them to different categories, add allergens and make items available for online ordering.

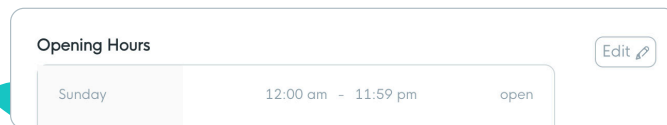


# Amending Your Branch Ordering/ Prep Times for Online Ordering in the Business Portal

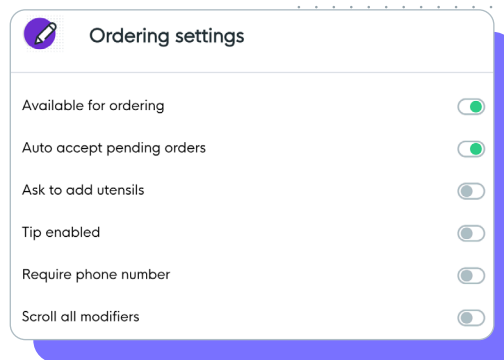
- 1 Log into your Business Portal
- 2 Click on 'Settings' at the top of your dashboard home screen.  
- After clicking on 'Settings', Click on 'Branches' from the drop-down menu.
- 3 A list of branches will appear, click on the branch name that you want to edit your Order Ahead settings.



- 4 On the 'Location Details' page, scroll down to the bottom of the page and click on 'Edit' - Ensure that the 'Open' box is ticked, and the correct open times are inputted for each day.



- 5 Click on 'Ordering Settings' on the left-hand side menu and then click 'Edit' - Make sure that 'Available for ordering' is enabled, you can then set the prep times for the orders and add some custom features as seen below.



\*NB - By ticking 'Auto accept' this will auto accept orders that customers submit.

# Setting Prep Time for Collection & Delivery

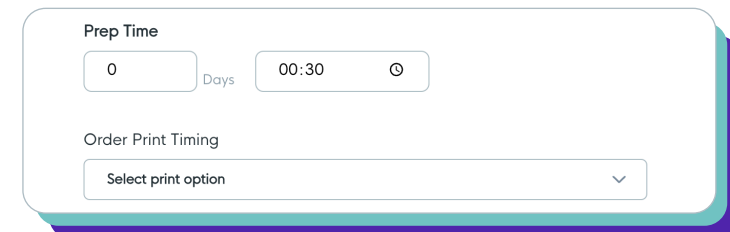
- 1 Log into your Business Portal [www.loylap.com](http://www.loylap.com).
- 2 Go to 'Settings' then Branches'
- 3 Select the Branch you wish to set your prep times for.
- 4 Once in the view section hit 'Ordering Settings' to allow you to configure initial Prep Time as well as if the branch accepts orders, auto accepts orders or if utensils or a phone number are required.

- 5 You can use the Collection & Delivery Type methods on the left-hand side to determine if you want to enable these features for your customers to use as well as additional settings.

## Ordering Settings

- Collection
- Delivery
- Fixed Delivery

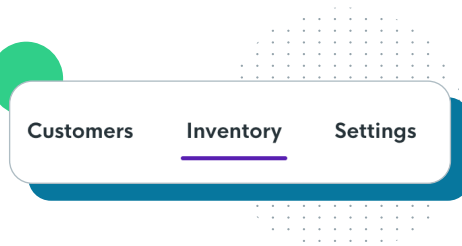
- 6 You are going to want to set your Prep Time based upon how long you will need to prepare the order. Any time then added for 'Fixed Delivery' or 'Delivery' will be added to the base prep time for an overall order time. E.G If you have 20 minutes prep time and 55 minutes Delivery time the ASAP delivery will be 1 hour and 15 minutes from the order time.



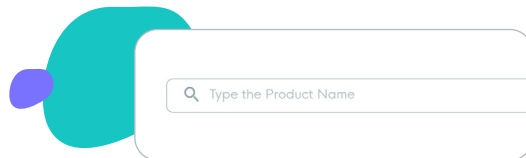
## Customising your Menu for Different Dispatch Methods (Collection v Delivery v Table Service)

**1** Log into your Business Portal

**2** Select Inventory from the top menu options.



**3** Search for the item you want to change availability for each dispatch method.

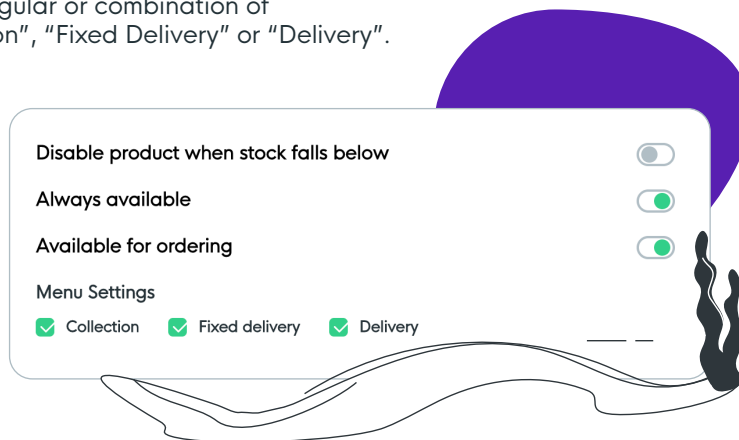


**4** Click the item you wish to change to bring up the configuration menu.

**5** Turn on "Available for Ordering" if not live already

**6** Tick a singular or combination of "Collection", "Fixed Delivery" or "Delivery".

**7** Hit Save.



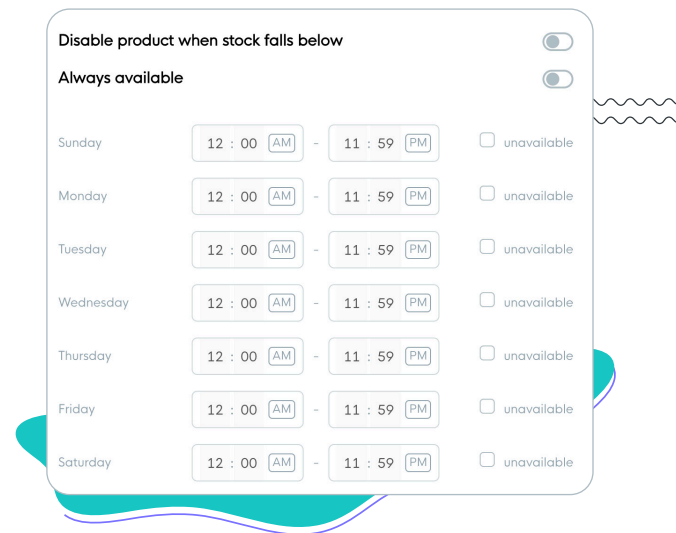
## Making a Product Available for Online Ordering for a Set Time Period Only

**1** Log in to your business portal

**2** Select Inventory from the top menu options.

**3** Click on an Inventory Item or category and scroll down until you see the below three settings:  
 For certain inventory items that are only available on certain days or at certain times e.g. a breakfast roll or a weekend special:  
 - Ensure that the toggle for 'Always Available' is turned off (grey)  
 - A weekly schedule will appear you will need to manually select the days of the weeks and times that you would like the chosen item/s to be available for customers.  
 \*Ensure that you have enabled/disabled 'Available for Ordering' accordingly - This enables customers to see the inventory item on the customer facing app and pre order.

**4** Click 'Save'



**TIP:** Applying these settings on a "Category" will apply the time schedule for all items in the category so you will not be required to do this on every single item, saving you some time.

**TIP:** After making the above changes, Press 'synchronise' if you need the changes to update on your Clover device instantaneously.

# Automatically Disable Products from Your Online Menu When Stock Levels are Out or Running Low.

Using the information in this article you can monitor the stock of your Online Ordering inventory and set options to make it unavailable when it hits a certain amount.

LoyLap has the ability to show the stock levels on your items. This is entirely dependent on the stock information you have set within your Clover inventory. If you wish to use this feature it is required to make sure 'Track Stock' and 'Auto Decrease' are enabled on your Clover Inventory. This can be checked on your Clover Dashboard or on the Device.

- 1 Log into your business portal [www.loylap.com](http://www.loylap.com).
- 2 Go to the 'Inventory' Section and then 'Products'. From there click on the item you want to configure.
- 3 From here you can disable or enable the ability to pull the item from your Ordering once it hits a certain volume. If you don't want to do this, then the item will be considered always in stock as displayed below

Disable product when stock falls below



Once you enable this you will also be asked for a number to be added so we pull the item from your online ordering. The example below is set to pull the item from your Online menu when you have less than 5 in stock. Enabling the option also shows the 'Units in Stock'. This is pulled directly from Clover and automatically updated whenever the inventory changes.

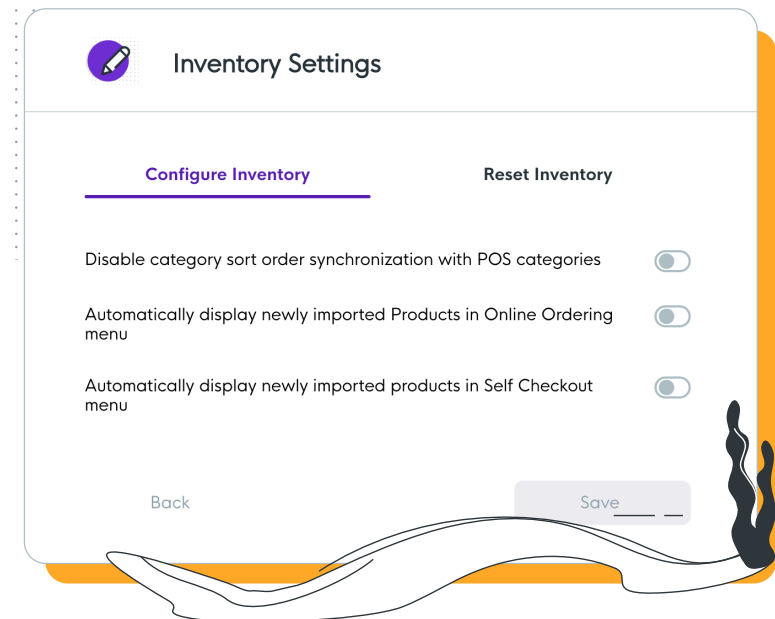
Price	Sort Order	Product Cash Back Reward (?)	Units In Stock
2			30

Disable product when stock falls below

5

# How do I Bulk Enable/Disable my Inventory for Ordering

- 1 Log into your business portal using [www.loylap.com](http://www.loylap.com).
- 2 Go to Settings and then Inventory.
- 3 Hit edit on the below screen.
- 4 You will then see your Configure Inventory Options. Click on Toggle Inventory Products.
- 5 From here you can hit the option next to either Order or Self-Checkout and it will do this for all your items.

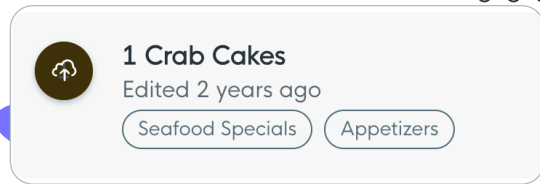


**\*Note\*** This is either an all or nothing, you will not get a list to pick from. If you also have disabled, all items and wish to re-enable but the option has not changed you may need to log out and back in.

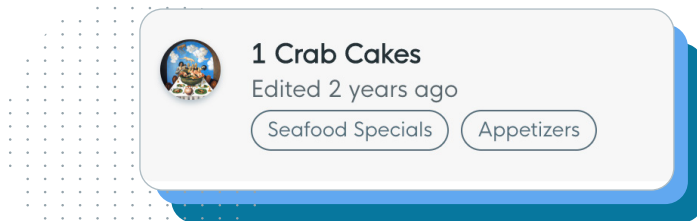
# Adding Images to Products to Display When Customers Order Online

Follow the steps below and learn how to add imagery to your inventory items.

- 1 Log on to your business portal  
- Click on 'Inventory.'
- 2 Select the inventory item that you want to add an image to.
- 3 Click on the icon beside the product name that looks like this:
- 4 A box will appear prompting you to import a photo from your computer - click on this and select a photo. The photo can then be cropped if necessary.  
- Click on 'Done' to save the image

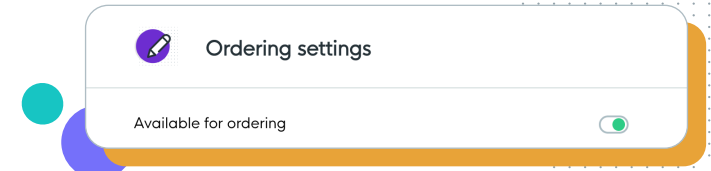


- 5 Check the product in your inventory list to see the image alongside it.

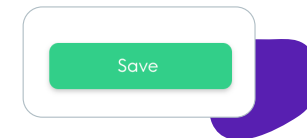


# How to turn off Online Ordering

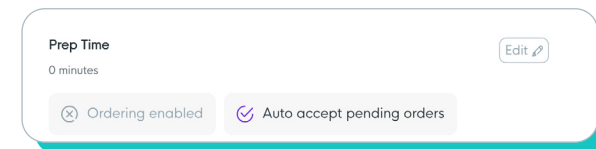
- 1 Log into your business portal using loylap.com.
- 2 From this screen go to 'Settings' and then click on 'Branches' from the drop-down menu. This will then take you to your list of branches available to edit.
- 3 Click on the name of the branch you want to disable Online Ordering for.
- 4 From here you will need to click on 'Ordering Settings' on the left hand side menu and then hit the 'Edit' button in the top right.
- 5 You will then see this box below. To turn your Online Ordering off click on the toggle icon next to 'Available for Ordering' so that it goes from green to grey.



Once that has been done the save option will light up green confirming that a change has been made. Click on these to complete the process and make your online menu disabled.



- 6 You should now see a screen similar to the below where 'Ordering Enabled' is greyed out. When this is the case customers will not be able to Order Online from your menu. This will continue to be the case until you go back into the ordering settings for your branch to turn this back on.



# Ordering App is Not Printing

Below we have some troubleshooting steps if you find that your Online Orders are not printing.

- 1** Order Ahead should automatically pick up the printer in your device. Check if the default printer is set. Click into the settings icon in the app and ensure you have a printer set below the default receipt printer.
- 2** If you do see a printer, go into the printers app and test the receipt printer.
- 3** A test receipt should print out (if not there may be further issues with the printer). If the test receipt does print, we recommend you refresh the Order Ahead app.
- 4** The issue with printing should now be resolved. If you find that it doesn't then please reboot the device. if the issue persists following a reboot please contact us via [support@loylap.com](mailto:support@loylap.com)

# Contacts

- To add to your plan features  
[Success@loylap.com](mailto:Success@loylap.com)
- Additional Gift card orders  
[www.loylap.com/shop](http://www.loylap.com/shop)
- Billing queries  
[accounts@loylap.com](mailto:accounts@loylap.com)
- Technical Issues  
[support@loylap.com](mailto:support@loylap.com)
- Additional Hardware Orders  
[www.loylap.com/shop](http://www.loylap.com/shop)
- To order your own custom business App  
[success@loylap.com](mailto:success@loylap.com)





A handy little guidebook to help  
you in all things LoyLap

*LoyLap*

