



# **NCR Digital Ordering Implementation Guide**

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## Revision Record

Date	Page	Description of Change
June 11, 2020	All	Converted document to use new template.

## About NCR Digital Ordering

NCR offers end-to-end restaurant management solutions that fully integrate with Aloha, simplifying restaurant operations and touchpoints. Digital Ordering is the NCR Hospitality eCommerce platform that provides a fully integrated ordering platform for consumers to order from on any device, from anywhere. Digital Ordering is simple to brand and manage, so you can focus on your business. It is delivered through a Software as a Service (SaaS) model, which manages system enhancements remotely to minimize disruption to your business while providing new functionality. NCR helps restaurants take a digital-first approach to running their businesses to help maximize every customer interaction, reduce operational costs, and compete with industry disruptors.

Digital Ordering includes:

- Responsive web that gives consumers the ability to interact and easily order from any device, at any time, and from anywhere.
- Contactless transactions for takeaway, delivery, and dine-in that enable your brand to increase orders taken, while reducing your need for front-of-house labor.
- Point-of-sale (POS) injection that seamlessly routes orders to your terminals and make managing your online orders a simple addition to your operations.

## Is This Guide for You?

The purpose of this guide is to provide guidance on implementing Digital Ordering within the Digital Ordering portal. You must still configure the required options in Web Admin, such as store hours, order types, and others, and build your menu in Menu Configurator. In the long-term, the Digital Ordering portal will replace these products as parity continues. After completing the tasks in Web Admin and Menu Configurator, use the Digital Ordering Implementation Guide to further configure your website for Digital Ordering.

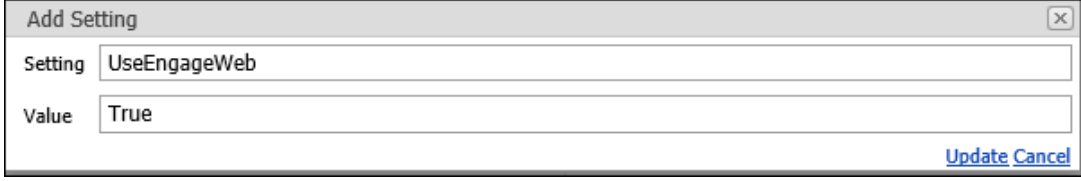
## Enabling the Digital Ordering User Interface

To enable the Digital Ordering user interface and access the Digital Ordering portal, you must add the 'UseEngageWeb' and 'EngageAppld' company settings in Web Admin. This also allows the portal to respect the configuration done in Web Admin and Menu Configurator for Digital Ordering.

**To enable the Digital Ordering user interface:**

1. In Web Admin, select **Configuration > Company Settings Setup**.
2. Select a **set** from the 'Choose Settings Set' drop-down list.

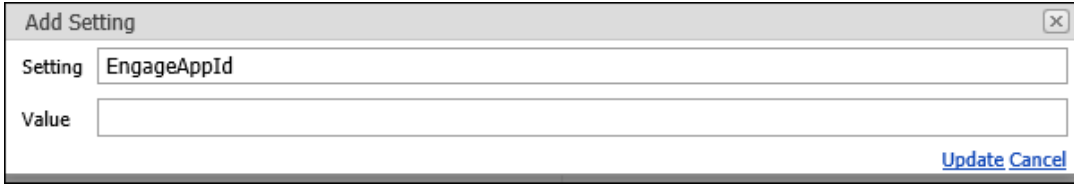
3. Click **Add Setting**.



The screenshot shows a dialog box titled "Add Setting". It has two input fields: "Setting" with the text "UseEngageWeb" and "Value" with the text "True". At the bottom right, there are two buttons: "Update" and "Cancel".

Figure 1 UseEngageWeb Company Setting

4. Type **UseEngageWeb** in 'Setting' to enable access to the Digital Ordering user interface.
5. Type **True** in 'Value.'
6. Click **Update**.
7. Click **Add Setting**.



The screenshot shows a dialog box titled "Add Setting". It has two input fields: "Setting" with the text "EngageAppId" and an empty "Value" field. At the bottom right, there are two buttons: "Update" and "Cancel".

Figure 2 EngageAppId Company Setting

8. Type **EngageAppId** in 'Setting.'
9. Verify **Engage App Id** in 'Value.' This value is unique to your online ordering company and the organization to which it is linked. The organization is the company or concept you use to log into the Digital Ordering portal. The first part of the value is the name of the organization with no dashes, followed by an underscore, and then a unique alphanumeric value. If this is not already populated in the Configuration > Company Settings function, contact your NCR representative or NCR support for assistance.
10. Click **Update**.
11. Exit the **Company Settings Setup** function.

## Logging in to the Digital Ordering Portal

You log into the Digital Ordering portal with your username, password, and organization provided to you by an NCR representative. If you do not have these credentials, contact your NCR representative or NCR support. Once logged in, a navigation pane appears on the left side of the screen.

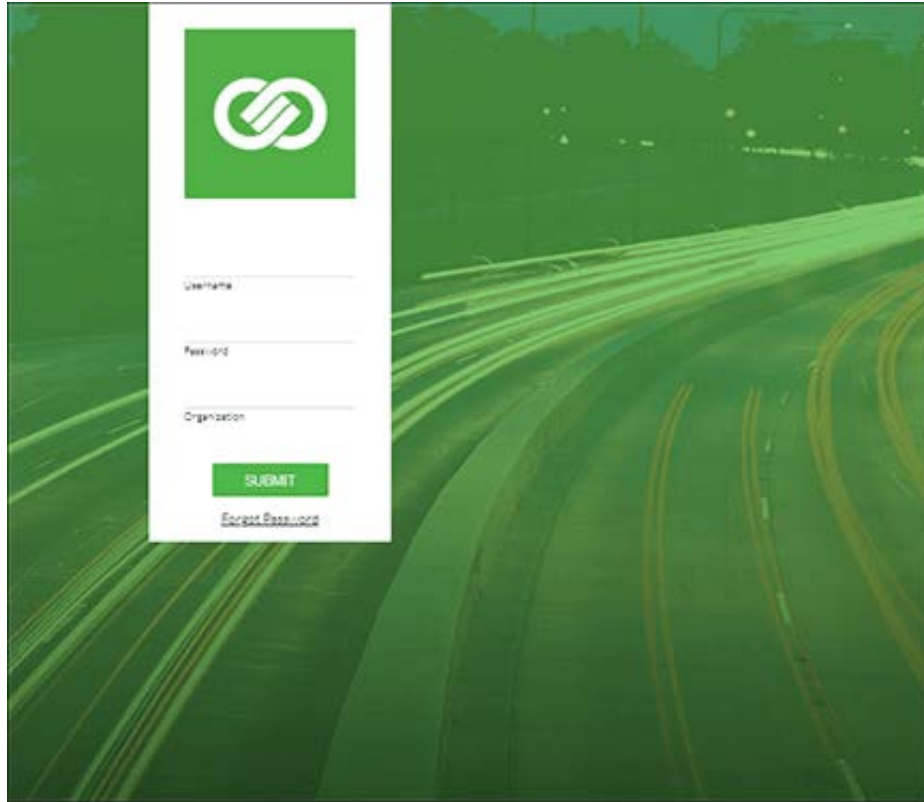


Figure 3 Digital Ordering Sign-In Screen

### To log in to the Digital Ordering portal:

1. Open a **browser** and type **https://digitalorderingdashboard.ncrsaas.com/login** as the URL, and press **Enter**.
2. Enter your **username, password, and organization**.
3. Click **Submit**. The Dashboard screen appears with access to the navigation pane.

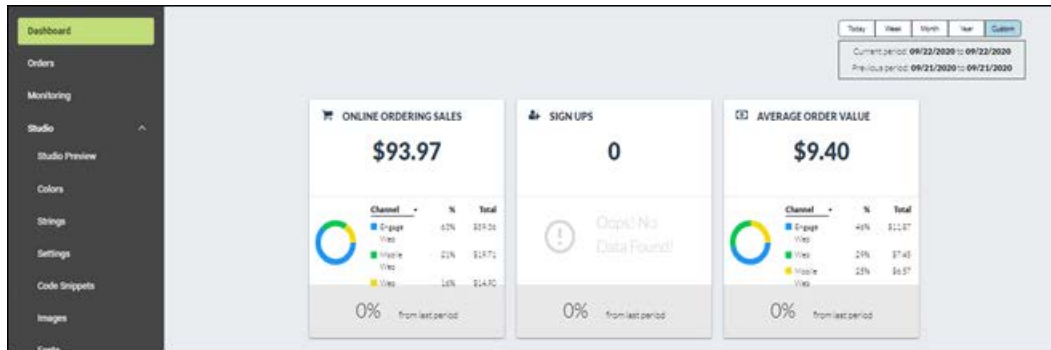


Figure 4 Dashboard Screen with Navigation Pane

### To retrieve a forgotten password;

1. Click **Forgot Password** on the Digital Ordering Sign-in screen. The Forgot Password screen appears.

Figure 5 Forgot Password Screen

2. Enter your **username and organization**, and click **SEND EMAIL**. An email is sent to the address for the account.



**To change your password:**

1. From within the Digital Ordering portal, click the **icon** located at the top right of the screen and select **Change password**.

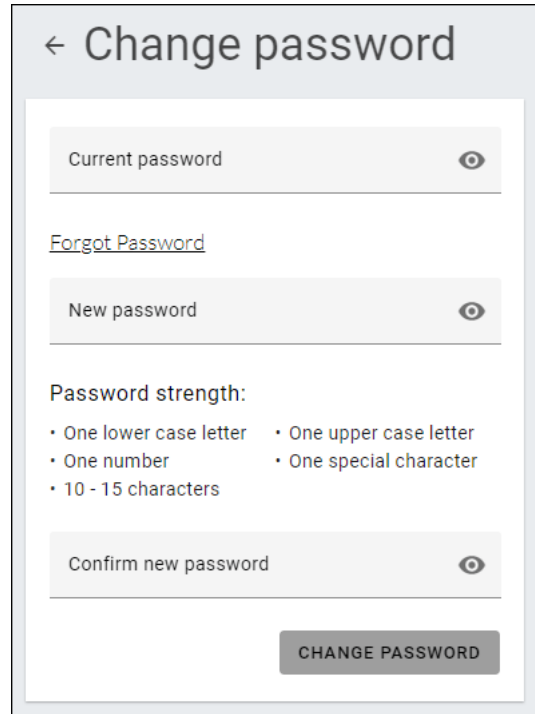


Figure 6 Change Password Screen

2. Type your **current password**.
3. Type your **new password** in both 'New password' and 'Confirm new password.'
4. Click **CHANGE PASSWORD**.

## Using the Digital Ordering Dashboard

Click Dashboard in the navigation pane to access the Dashboard screen and view your up-to-date online ordering statistics for a defined period of time. Currently, you can view your online ordering sales, loyalty sign-up, (if enabled), and the average order value, broken down by channel. You can change the filter of the data by the current day, current week, current month, or use custom criteria.

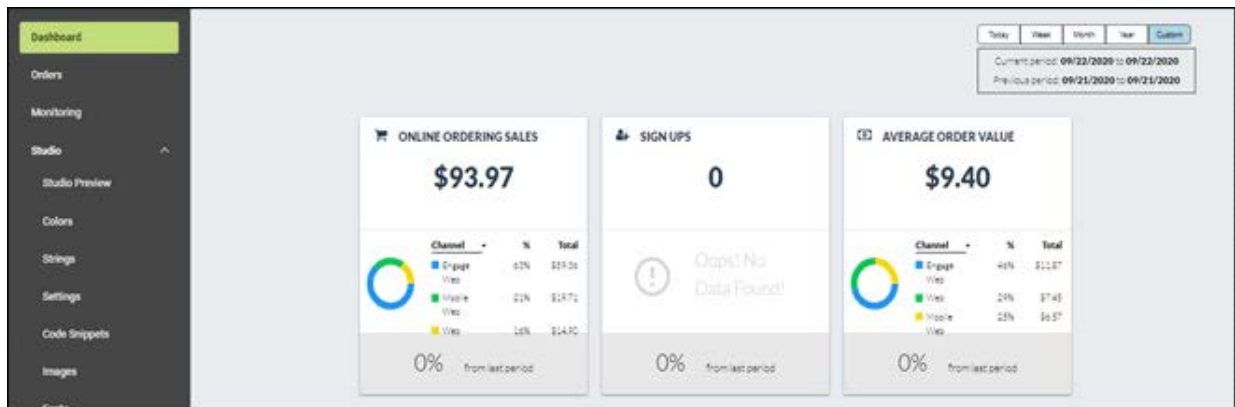


Figure 7 Digital Ordering Dashboard

### To filter the data on the Digital Ordering Dashboard:

1. Click **Dashboard** in the navigation pane.
2. Select **one** of the following filters in the top right corner:
  - **Today** compares the current day with the same day from the previous week.
  - **Week** compares the current week with the previous week.
  - **Month** compares the current month with the previous month.
  - **Custom** allows you to select a date or dates for the current and previous dates for comparison.
3. When you select **Custom**, an additional dialog box appears.

The dialog box is titled "Current Period" and contains two sections for date selection. The "Current Period" section shows dates from 12/09/2020 to 12/10/2020. The "Comparison Period" section shows dates from 12/08/2020 to 12/11/2020. A "SUBMIT" button is located at the bottom.

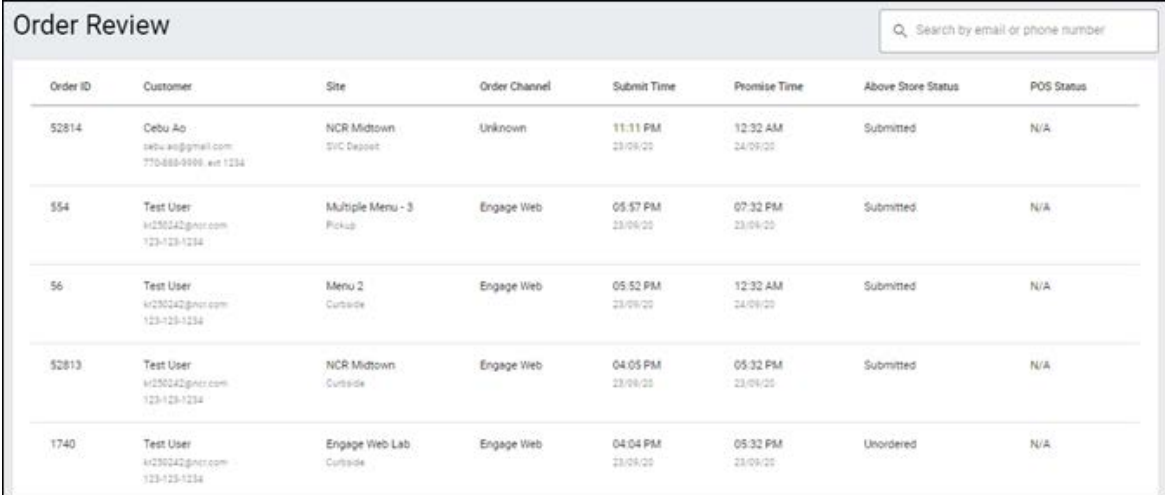
Figure 8 Custom Filter Dialog Box

4. Set the **current period** and **comparison period dates** to filter the data on the Dashboard and click **SUBMIT**.

## Reviewing Orders for a Site

Click Orders in the navigation pane to access the Order Review screen and review all orders that consumers place through your off-premise channels. Currently, you can search by phone number or email address to locate a specific order. You can also drill down to a specific order to view additional details and the consumer who placed the order.

**Note:** The information in the Review Orders pane is the same as in the Review function in Web Admin.



Order ID	Customer	Site	Order Channel	Submit Time	Promise Time	Above Store Status	POS Status
52814	Cebu Ao a6u-w@gmail.com 770-888-9999 ext 1234	NCR Midtown D/C Deposit	Unknown	11:11 PM 23/09/20	12:32 AM 24/09/20	Submitted	N/A
554	Test User k230242@nccr.com 123-123-1234	Multiple Menu - 3 Pickup	Engage Web	05:57 PM 23/09/20	07:32 PM 23/09/20	Submitted	N/A
56	Test User k230242@nccr.com 123-123-1234	Menu 2 Curbside	Engage Web	05:52 PM 23/09/20	12:32 AM 24/09/20	Submitted	N/A
52813	Test User k230242@nccr.com 123-123-1234	NCR Midtown Curbside	Engage Web	04:05 PM 23/09/20	05:32 PM 23/09/20	Submitted	N/A
1740	Test User k230242@nccr.com 123-123-1234	Engage Web Lab Curbside	Engage Web	04:04 PM 23/09/20	05:32 PM 23/09/20	Unordered	N/A

Figure 9 Order Review Screen

### To review an order for a site:

1. Click **Orders** in the navigation pane to open the Order Review screen.
2. Select an **order** from the list. A flyout window appears from the right side.

**-OR-**

Type the **phone number** or **email address** in the 'search' box to search for an order.

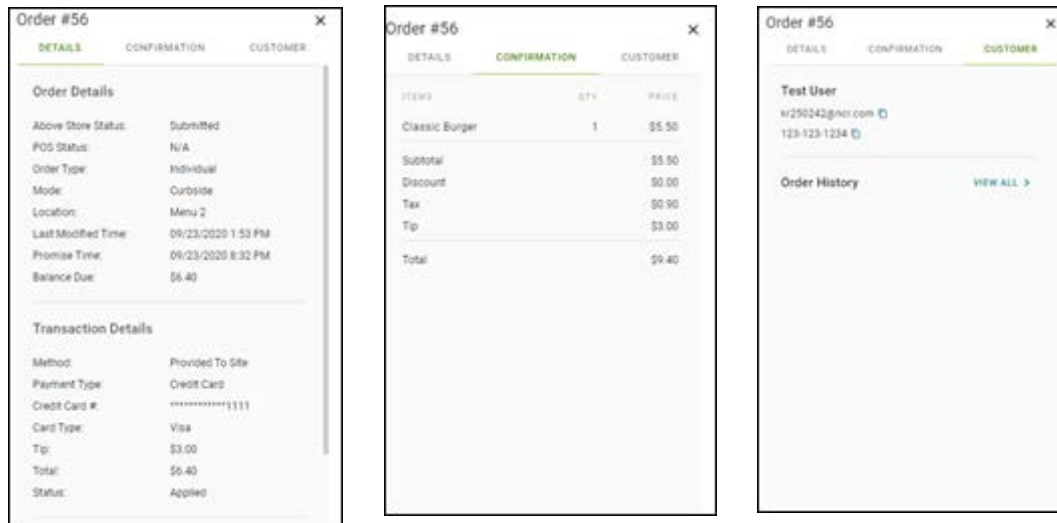


Figure 10 Order Review Tabs

3. Click the **DETAILS** tab to view how the order was placed, paid, and the status, the **CONFIRMATION** tab to view the contents and pricing of the order, and the **CUSTOMER** tab to view the name, email, phone number, and loyalty information of the consumer.
4. Click the **X** located in the top right corner or **VIEW ALL** located in the CUSTOMER tab to return to the list of orders.

## Using Studio Preview

Click Studio > Studio Preview in the navigation pane to access the Studio Preview screen. This allows you to see the current view of your Quick Ordering page of the website. You can click ORDER ONLINE to start a mock order.

**Note:** The Quick Ordering page is new to Digital Ordering and is not present in the Aloha Online Ordering product.

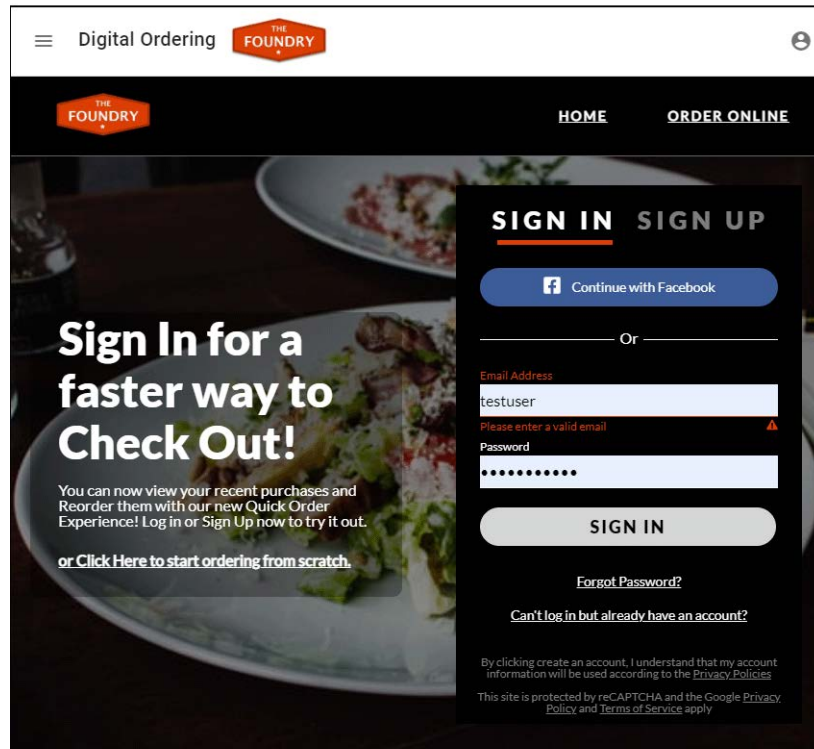


Figure 11 Studio Preview Screen

## Configuring Colors for a Site

Click Studio > Colors in the navigation pane to access the Color Editor screen and customize the color scheme for the restaurant website.

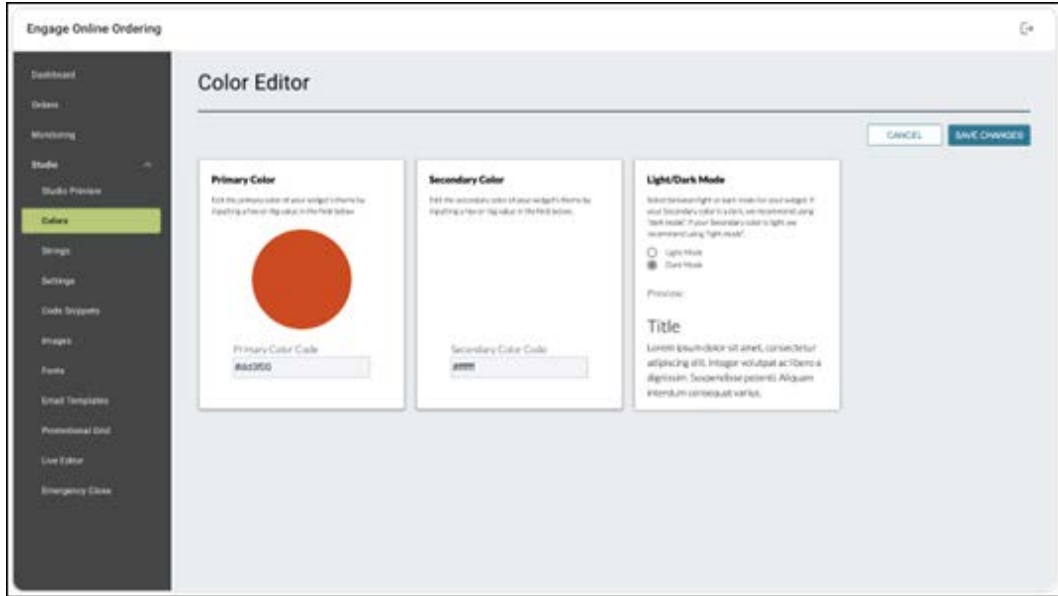


Figure 12 Color Editor Screen

You can change the following:

**Primary Color** specifies the color to use for 'call-to-action' buttons, titles, and icons.

**Secondary Color** specifies the color to use on the background of the website.

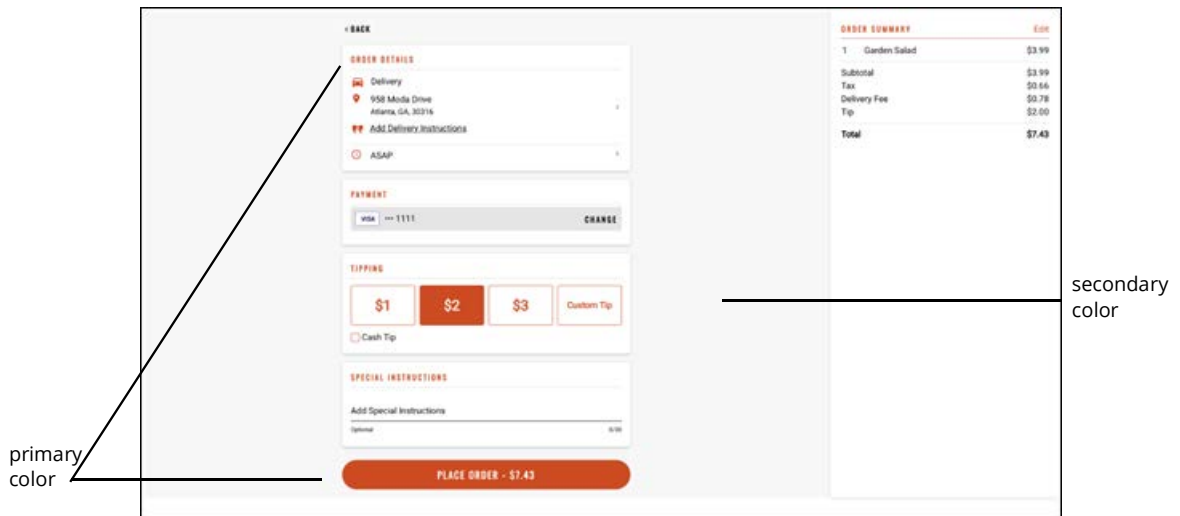


Figure 13 Primary and Secondary Colors on a Website

**Light/Dark Mode** sets the background of the website in light or dark mode, with respect to the primary and secondary colors. Light mode is ideal for darker secondary colors. Dark mode is ideal for lighter secondary colors.

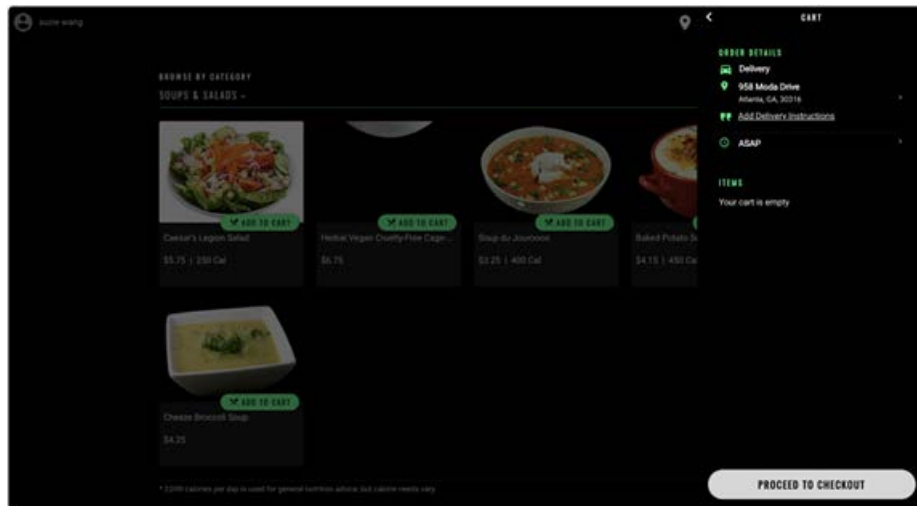


Figure 14 Dark Mode Background on a Website

**To configure colors for a website:**

1. Click **Studio > Colors** in the navigation pane to open the Color Editor screen.
2. In the Primary Color pane, type the **hex color** or **RGB value** in 'Primary Color Code.'
3. In the Secondary Color pane, type the **hex color** or **RGB value** in 'Secondary Color Code.'
4. In the Light/Dark Mode pane, select **Light Mode** or **Dark Mode**.
5. Click **SAVE CHANGES**.

## Configuring Strings for a Site

Click Studio > Strings in the navigation pane to access the Strings screen and change the text that appears on the Digital Ordering website. You can also change the text to support a different language. These text elements on this screen are only configured here because they are either not present in Menu Configurator, not embedded in an image, or not editable from the Live Editor screen.

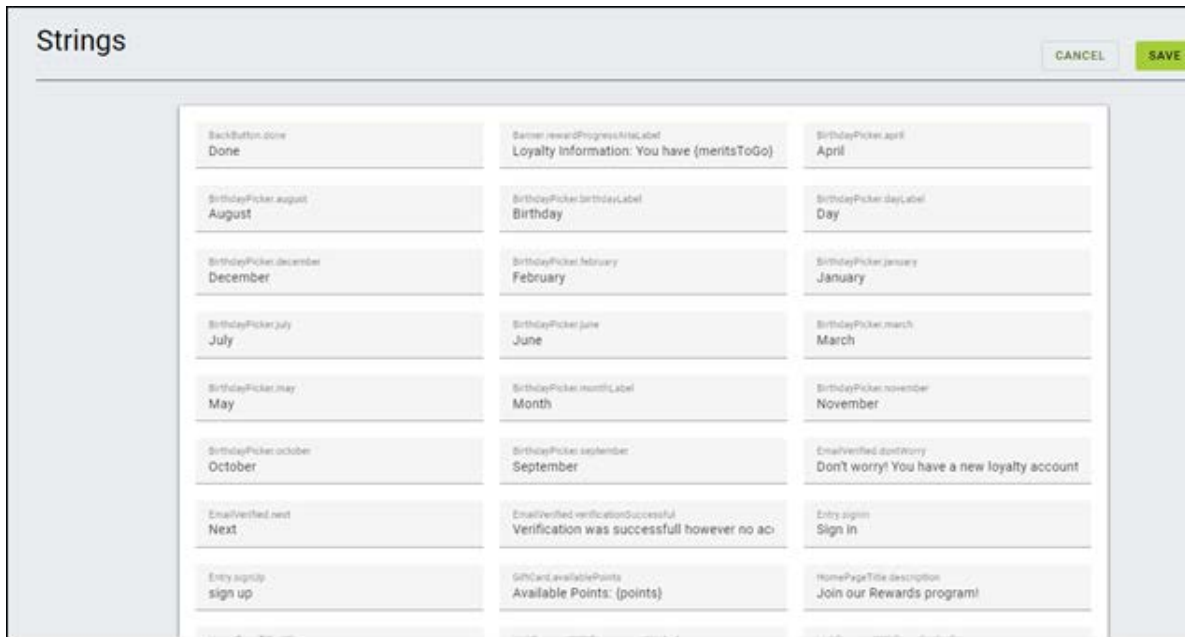


Figure 15 Strings Screen

For example, you can change the text for the 'Schedule an Order' button to 'Future Order.'

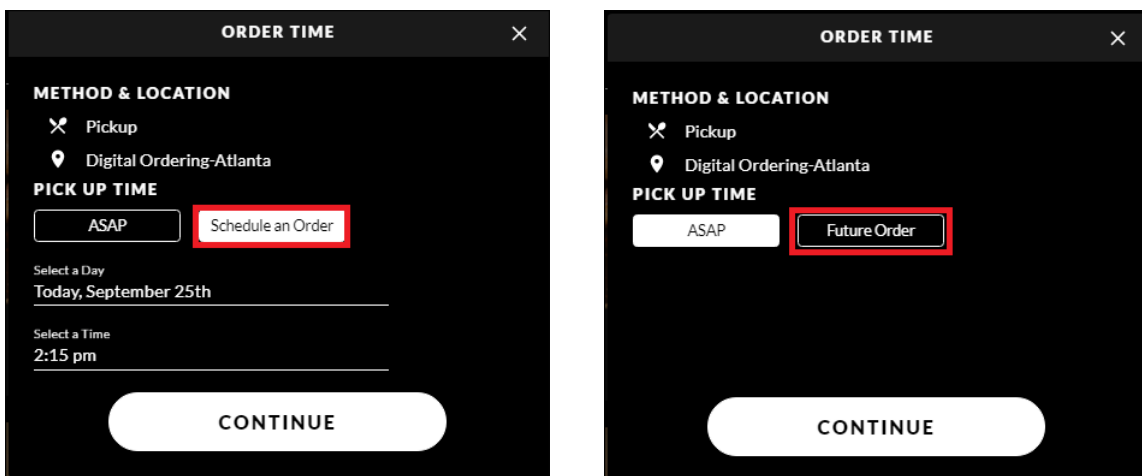


Figure 16 Schedule an Order Button Changed to Future Order



**To change a text string:**

1. Click **Studio > Strings** in the navigation pane to open the Strings screen.
2. Scroll down and select the **string** to change.

**-OR-**

Type **Ctrl+F** to open a 'search' box and type the **exact text**, or a **portion** of the text, in 'Find.'

3. While the string is editable, type the **text** to appear in its place.
4. Click **SAVE CHANGES**.
5. To review your change, refresh your **browser** or start a **new order**. You cannot use cached browser data.

## Configuring Settings for a Site

Click Studio > Settings in the navigation pane to access the Digital Ordering Settings screen and configure additional functionality for your site. Most of this information is already filled in correctly and should not be changed.

The screenshot displays the 'Digital Ordering Settings' interface. At the top, there is a navigation bar with a hamburger menu icon, the text 'Digital Ordering', and 'THE FOUNDRY' logo. Below this, the title 'Digital Ordering Settings' is centered, with 'CANCEL' and 'SAVE CHANGES' buttons to its right. The main content area is a grid of 16 input fields, each with a label and a value. The fields are arranged in two columns and eight rows.

Digital Ordering App Id digitalordering_d8c60be4-8f22-43eb-834e-:	Company Name Digital Ordering
Online Ordering Company Code DIOR001	Aloha Enterprise Company Code
Aloha Enterprise Api User	Aloha Enterprise Api Password
Customer's Url https://digitalordering.alohaorderonline.cor	Online Ordering Url * https://digitalordering.alohaorderonline.cor
Facebook App Id 319333542677232	Google API Id
Google reCaptcha v2 Site Key	Google reCaptcha v2 Secret Key 6LfIQ9IZAAAAADOXx6J02jwT02FKGjimvBI
Google reCaptcha v3 Site Key 6LeS090ZAAAAAG_JgTSUPNhJJ7rLR50Dç	Google reCaptcha v3 Secret Key 6LeS090ZAAAAAOZkGc3axLukwbl1KDxLvI
Google Play App Url	Google Analytics Id G-GDBQKJ765F

Figure 17 Digital Ordering Settings Screen (Top Half)

Apple Store App Url	Apple App Id
IOS Bundle Identifier	Android Package Name
Mobile App Deep Link	Mobile App Deep Link Subdomain Override
Gift Card Prefix White List	CORS White List * https://digitalordering.ncrsaas.com, https://digita
NEP Organization Name Digital-Ordering	Currency USD
Two Factor Auth <input type="checkbox"/>	Allow Delivery <input checked="" type="checkbox"/>
Allow Tipping <input checked="" type="checkbox"/>	Allow Dine-In <input checked="" type="checkbox"/>
Use Connected Payments <input type="checkbox"/>	Pay at Store <input checked="" type="checkbox"/>
Curbside Pickup <input checked="" type="checkbox"/>	Hosted in DFW05 Datacenter <input type="checkbox"/>

Figure 18 Digital Ordering Settings Screen (Bottom Half)

**To configure settings for a site:**

1. Click **Studio > Settings** in the navigation pane to open the Strings screen.
2. Scroll down and select the **setting** to configure.

**-OR-**

Type **Ctrl+F** to open a 'search' box and type the **exact text**, or a **portion** of the text, in 'Find.'

3. While the setting is editable, type the **value** for the corresponding setting.
4. Click **SAVE CHANGES**.
5. To review your change, refresh your **browser** or start a **new order**. You cannot use cached browser data.

## List of Settings

**Digital Ordering App Id** — Specifies the Digital Ordering App ID.

**Company Name** — Specifies the company name using the Digital Ordering Web. This normally matches the same name of the company in Web Admin, but not required.

**Online Ordering Company Code** — Specifies the company code and must match the code listed in Web Admin. This should already be filled in. If it is not filled in, add the online ordering company code. If you are unsure of the code, contact your NCR representative or NCR support team.

**Aloha Enterprise Company Code** — Used when Aloha Enterprise Loyalty and Aloha Stored Value Gift Cards are integrated with Digital Web. This should match the Aloha Enterprise ID for the company. This should be filled in by your NCR Representative or NCR support team during the integration process.

**Aloha Enterprise Api User** — Specifies the user account that communicates between the digital Web Services and the Enterprise Loyalty Services. This information should be filled in by your NCR representative or NCR Support team during the integration process.

**Aloha Enterprise Api Password** — Specifies the password for the Aloha Enterprise API user. This information should be filled in by your NCR representative or NCR Support team during the integration process.

**Customer's Url** — Specifies the link to the customer's home page.

**Online Ordering Url (Required)** — Specifies the URL to use for the Signup URL. When you look at Studio Preview or Live Editor and select 'App view of Engage Ordering.' This defines the link in the middle of the page that takes the consumer to the ordering page to search for a location. The link needs to link directly to the ordering page, such as <https://CompanyPrefix.alohaorderingonline.com/>.

**Facebook App Id (Optional)** — Allows integration with a Facebook login and allows consumers to log in to Digital Ordering using their existing Facebook credentials. If you want to use this feature and have someone that manages a Facebook account for your location, we suggest you have them create your Facebook App ID. You need to have a Facebook developer login registration to do this.

**To enable a consumer to use their existing Facebook account to initiate signup for Engage Web:**

1. Log in to **Facebook**.
2. Visit the **Facebook developer account** at <https://developers.facebook.com/>.
3. In the top right corner under the 'May Apps' tab, click **one** of the apps.
4. In the top left corner, click the **App** drop-down list to see more apps.
5. Verify if the company already has a **Facebook app**.
6. In the left side, select **Settings tab > Basic**.

7. Type the **customer's URL** in 'App Domains.'
8. Type the **URL** for the customer's privacy policy in 'Privacy Policy URL.'
9. Find and copy the **policy** on the customer's website.
10. Log in to Web Admin and copy the **URL** in Order Management tab > Start Order > Privacy Policy Link at the bottom of the page.
11. Select **Business and Pages** as the category.
12. At the bottom of the page, select **Add Platform** and add the customer's **website URL**.
13. In the left side, select **Settings tab > Advanced**.
14. Select **ON** in 'Allow API Access to App Settings.'
15. Select **Facebook Login tab > Settings**. If there is no Facebook Login tab, click + next to the products and add the Facebook login product).
16. Select **ON** in 'Enforce HTTPS.'
17. Type the **website base URL** and the **loyalty URL** provided by the customer in 'Valid OAuth Redirect URLs.' such as <name of the restaurant>.com/loyalty. For Digital Ordering, add the DomainPrefix.AlohaOrderOnline.com/engage.aspx.
18. In the left side, copy the **Facebook App ID** and paste in 'Facebook App Id.'

**Google API Id** — Specifies the Google App ID that interacts with Google Maps and the digital ordering website. Do not change this URL.

**Google reCaptcha v2 Site Key** — Specifies the site key to use for the reCaptcha v2 button when a consumer logs in and a guest checks out. This is a preventative security measure to ensure 'bots' are not placing orders into the system. Do not change this option. NCR controls this while the site is embedded on \*.alohaonlineordering.com.

**Google reCaptcha v2 Secret Key** — Specifies the secret key to use for the reCaptcha v2 button when a consumer logs in and a guest checks out. This is a preventative security measure to ensure 'bots' are not placing orders in to the system. Do not change this option. NCR controls this while the site is embedded on \*.alohaonlineordering.com.

**Google reCaptcha v3 Site Key** — Specifies the site key to use for the reCaptcha v3 button to allow for the security protection of reCaptcha without the consumer having to interact with the login screen. To enable this feature, create your own domain name specific reCaptcha v3 keys. Make sure you are specific with the domain and include the domain prefix when you register.

**Google reCaptcha v2 Secret Key** — Specifies the secret key to use for the reCaptcha v3 button to allow for the security protection of reCaptcha without the consumer having to interact with the login screen. To enable this feature, create your own domain name specific reCaptcha v3 keys. Make sure you are specific with the domain and include the domain prefix when you register. For additional information, refer to <https://developers.google.com/recaptcha/docs/v3>.

**Google Play App Url** — Specifies the URL to the NCR Engage Mobile that links to an application stored in Google Play.

**Google Analytics Id** — Specifies the Google Analytics ID registered to you.

**Apple Store App Url** — Specifies the URL that links to an application stored in the Apple Store. This can be the NCR Engage Mobile application.

**Apple App Id** — Specifies the unique Apple ID assigned to your Engage Mobile App.

**IOS Bundle Identifier** — Specifies the iOS bundle ID assigned to your Engage Mobile App.

**Android Package Name** — Specifies the Android package name.

**Mobile App Deep Link** — Specifies the Mobile App Deep Link.

**Mobile App Deep Link Subdomain Override** — Specifies the Mobile App Deep Link subdomain override.

**Gift Card Prefix White List** — Specifies the gift card prefixes used in your Aloha Stored Value configuration, separated by commas.

**CORS White List (Required)** — Specifies the list of URLs that interact with the digital website. Do not remove the ones already listed in the white list as they are required for normal functionality: <https://portal.ncengage.com>, <https://api.ncengage.com>. Add any additional URL examples: <https://domainprefix.alohaorderonline.com>, <https://domainprefix.alohaenterprise.com>.

**NEP Organizational Name** — Specifies the name of the NEP organization. Type the same Organizational name that was provided to log in to the portal.

**Currency** — Specifies the currency symbol to use on the Digital Ordering website.

**Two Factor Auth** — Provides additional security. An email is sent to the consumer with a code to verify when they sign up. You need to complete the Email Template "Reply To" field for this feature to work. See the Email Templates section later in this document.

**Allow Delivery** — Enables the Delivery order mode as an option on the Digital website. You must configure the site for delivery in Web Admin and assign a menu to the location that allows the Delivery order mode to use this feature.

**Allow Tipping** — Enables a consumer to enter a tip on the Payments screen. This also enables a Suggested Tip screen as an option for entering a custom tip. If the order is under \$10.00 dollars, the suggested tip is \$1.00, \$2.00, and \$3.00, plus a custom option. If the order is over \$10.00 dollars, the suggested tip is calculated at 18, 20, and 25 percent, plus the custom option.

**Allow Dine-In** — Enables the Dine-In order mode as an option on the Digital website. You must configure the site for dine-in in Web Admin and assign a menu to the location that allows the dine-in order mode to use this feature. This option is not required for the Contactless Dine-In QR code to work.

**Uses Connected Payments** — Enables the site to process transactions with Connected Payments, if configured. You must set this up with the Online Ordering and Connected Payments support teams. If you are unsure of your configuration, please contact your NCR Representative or NCR Support team.

**Pay at Store** — Enables the ability for the consumer to pay at the store upon arrival.

**Curbside Pickup** — Enables the Curbside order mode as an option on the Digital Ordering website. To use this feature, you must configure curbside ordering in Web Admin and assign a menu to the location that allows the Pickup order mode.

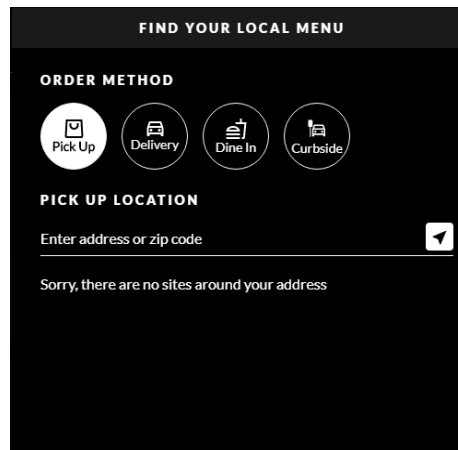


Figure 19 Find Your Local Menu Screen

**Hosted in DFW05 Datacenter** — Specifies the location and data center from which the Digital Ordering data is hosted.

**Show Menu Images** — Displays the images you associated with submenus, items, and modifiers on the Digital Ordering website. If you have not associated any images, you can clear this option and submenus, items, and modifiers appear as generic tiles, with no images.

**Use Item Level Special Instructions** — Allows the consumer to include a special instruction for a menu item without a modifier.

## Configuring Images for Site Elements

Click Studio > Images in the navigation pane to access the Image Editor screen and associate images to specific elements of a website. Most images only apply to customers who has loyalty. You must still configure menu item images in Web Admin.

You can configure the following images:

- Account\_Info\_Checked.png
- App\_Store\_Badge.png
- Apple\_Store\_Badge.png
- AvailableRewardIcon.png
- Credit\_Card.png
- Google\_Play\_Badge.png
- OrdersRewardIcon.png (not shown)
- SmallOrdersRewardIcon.png (not shown)

### To configure images for a site element:

1. Click **Studio > Images** in the navigation pane to open the Image Editor screen.

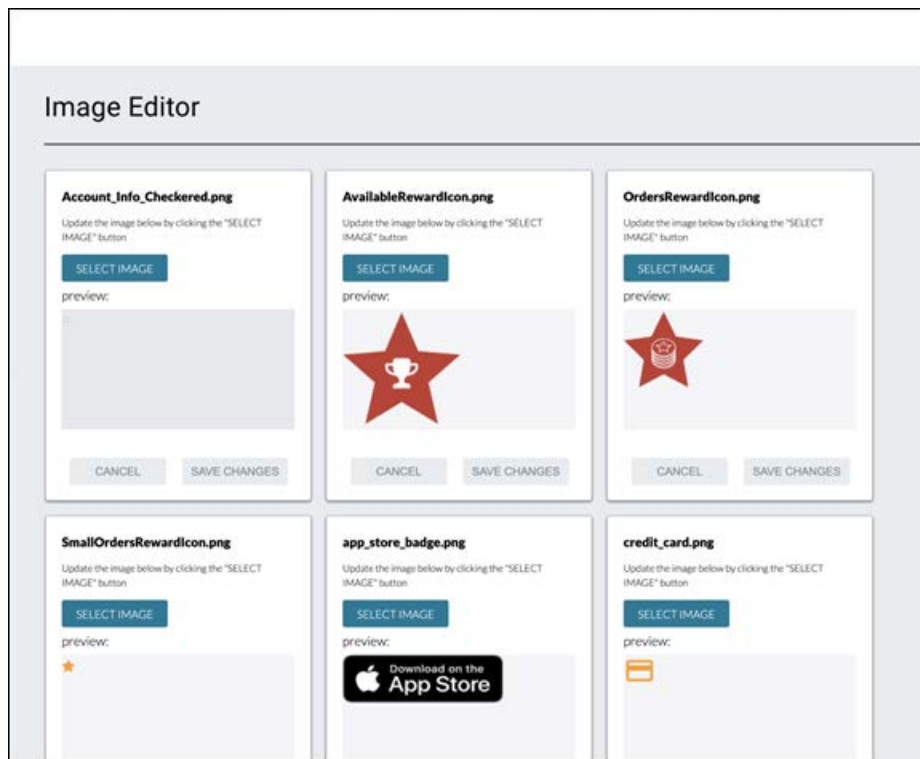


Figure 20 Image Editor Screen - Top of Page



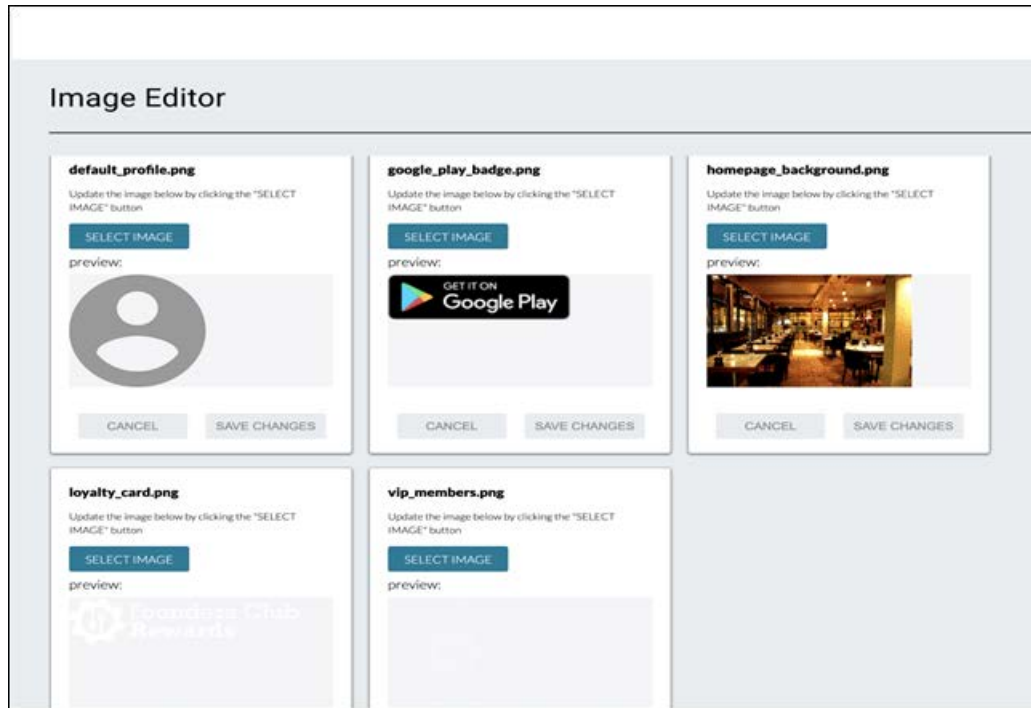


Figure 21 Image Editor Screen - Bottom of Page

2. Select a **tile** on which to add an image.
3. Click **SELECT IMAGE**. A file explorer window opens.
4. Click **Browse**, locate the **image** to use, and click **Open**.
5. Review the **image** in the preview window to confirm it is the correct image.
6. Click **SAVE CHANGES**.

## Credit Card Image on Website

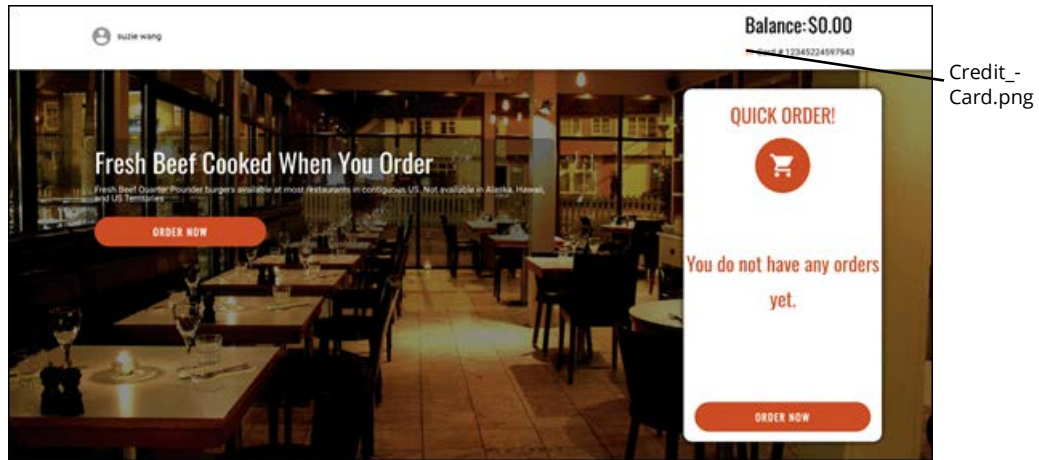


Figure 22 Credit\_Card.png Image on Website

## Account Info Checkered Image on Website

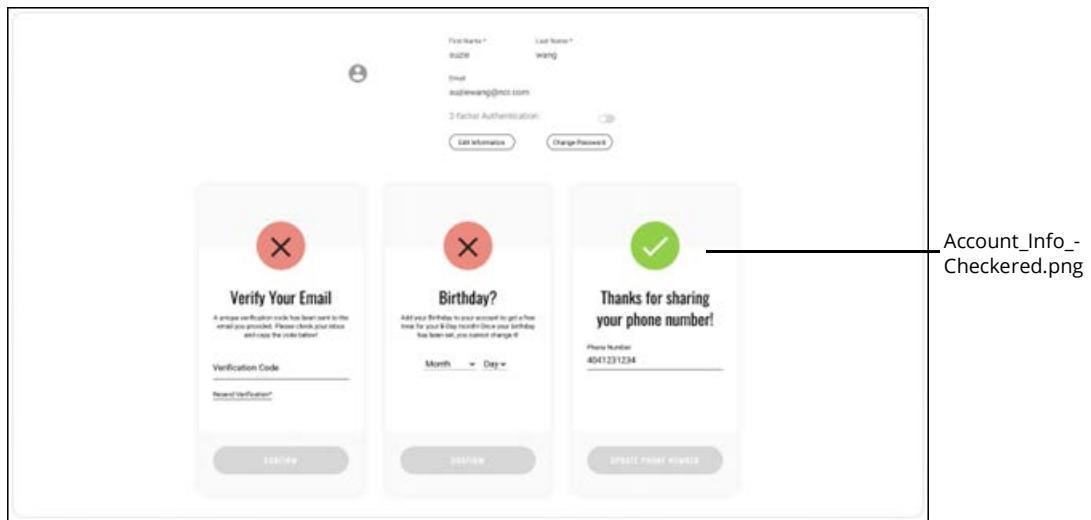
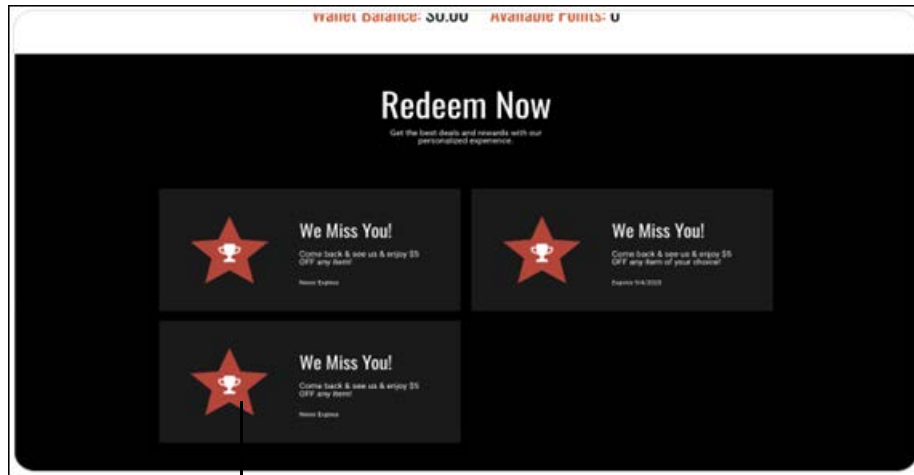


Figure 23 Account\_Info\_Checked.png Image on Website

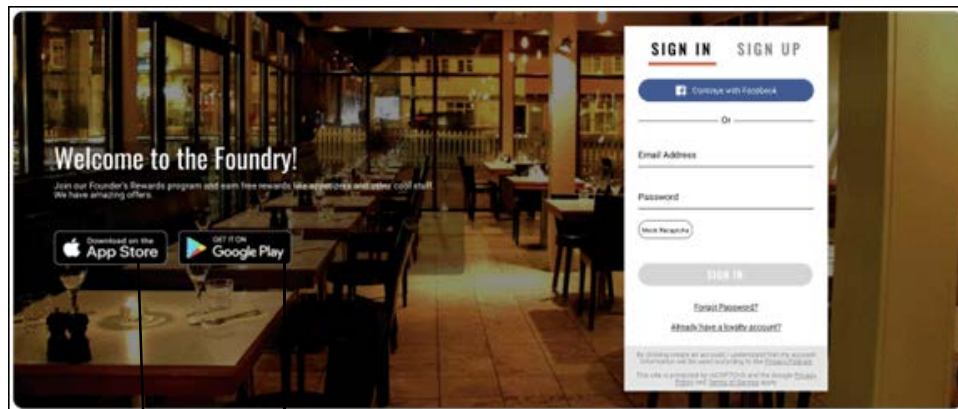
## Available Reward Icon Image on Website



AvailableRe-  
wardIcon.png

Figure 24 AvailableRewardIcon.png Image on Website

## Apple Store Badge and Google Play Badge Images on Website



Apple\_Store\_Badge.png Google\_Play\_Badge.png

Figure 25 Apple\_Store\_Badge.png and Google\_Play\_Badge.png Images on Website

## Configuring Fonts for a Site

Click Studio > Fonts in the navigation pane to access the Fonts Editor screen and customize the font to use for the website. This allows you to enhance readability and brand the restaurant with any custom fonts. When you change a font, the change appears immediately on the website. You can customize the following:

- Headers, buttons, and card files.
- Body text and captions.

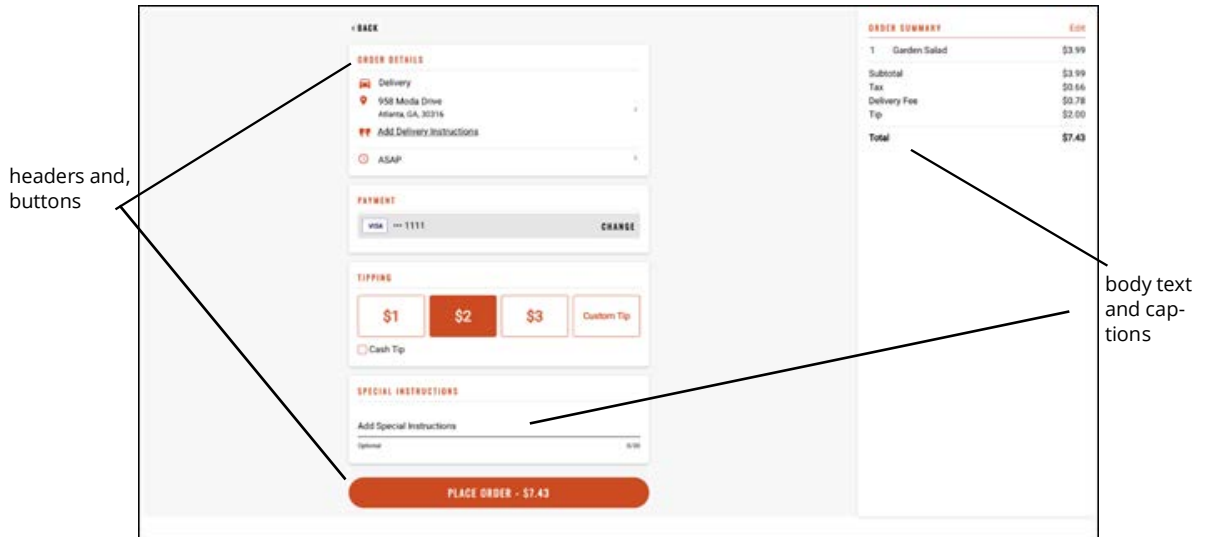


Figure 26 Fonts on a Website

## To configure a font to use on a website:

1. Click **Studio > Fonts** in the navigation pane to open the Font Editor screen.

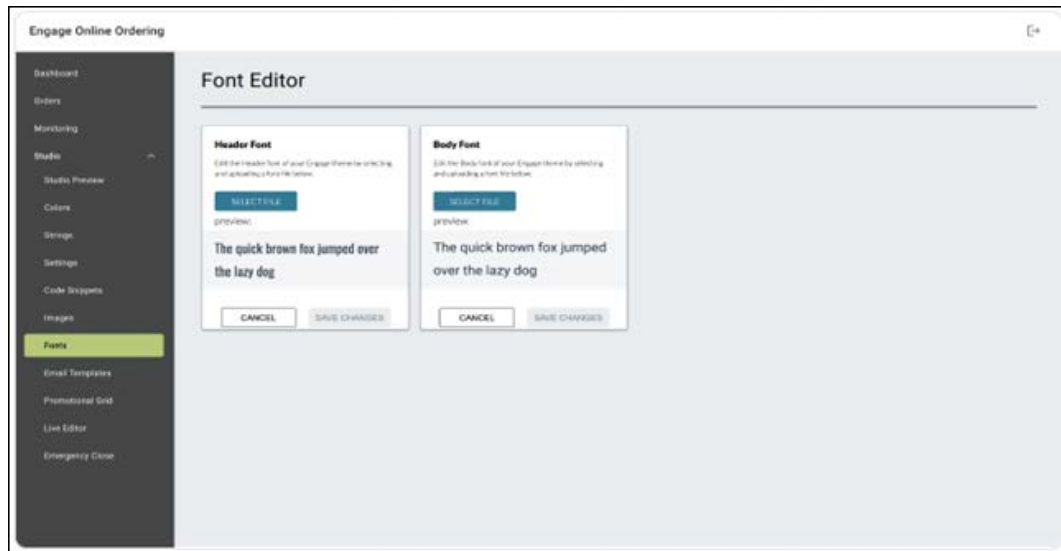


Figure 27 Font Editor Screen

2. To configure the font to use for **headers, buttons, and card files**:
  - a. Select the **Header Font** tile.
  - b. Click **SELECT FILE**. A file explorer window opens.
  - c. Click **Browse**, locate the **font** to use for all headers, and click **Open**.
  - d. Review the **sample text** in the Font Preview window to confirm you want to use that font.
  - e. Select **SAVE CHANGES**.
  - f. To configure the font to use for **body text and captions**:
    - g. Select the **Body Font** tile.
    - h. Click **SELECT FILE**. A file explorer window opens.
    - i. Click **Browse**, locate the **font** to use for all body text, and click **Open**.
    - j. Review the **sample text** in the Font Preview window to confirm you want to use that font.
3. Click **SAVE CHANGES**.

## Configuring an Email Template for a Site

Click Studio > Email Templates in the navigation pane to access the Email Template screen and customize the templates used to send emails to consumers. Currently, there are two email templates you can customize using an HTML editor. You can directly edit the text for your branding as well as insert images.

**Welcome Email Template** - Sent to consumers when they create an account within Digital Ordering.

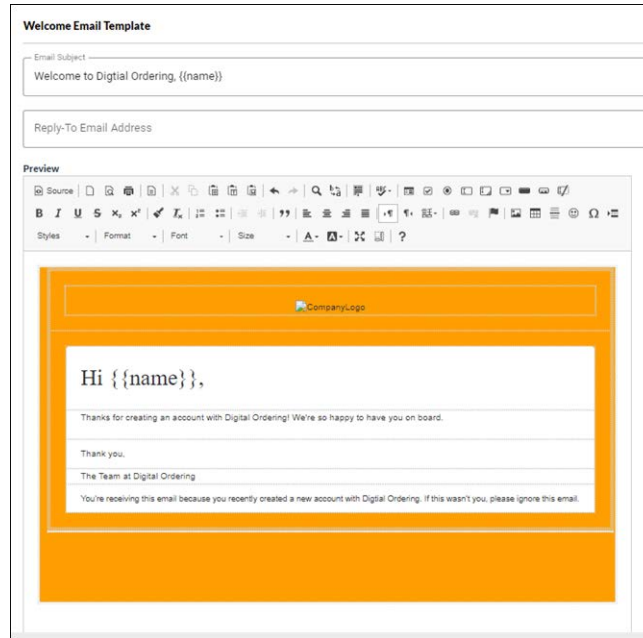


Figure 28 Welcome Email Template

**Verification Email Template** - Sent to consumers when you have 'two factor authentication' enabled. This email has the verification code for the consumer to use when

they create an account or change information within their account profile for existing accounts.



Figure 29 Verification Email Template

## Changing Text on the Quick Ordering Screen

Click Studio > Live Editor in the navigation pane to access the Live Editor screen and edit any text on the Quick Ordering screen. This is the same page you view in Studio Preview.

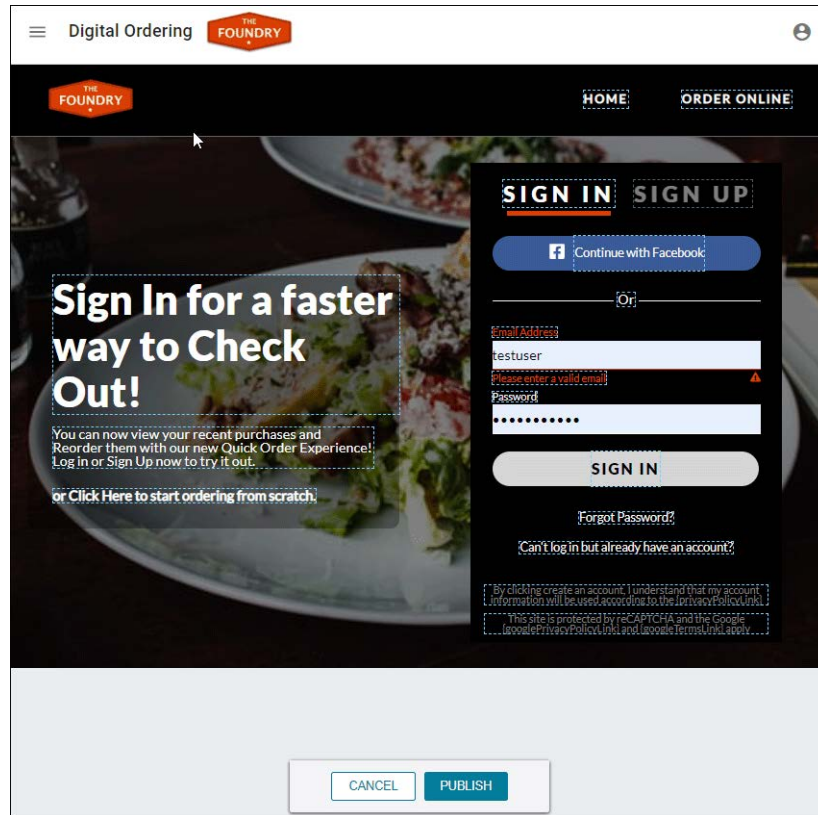


Figure 30 Live Editor Screen

### To change the text on the Quick Ordering screen:

1. Click **Studio > Live Editor** in the navigation pane to access the live editor screen.
2. Hover over the **block of text** to change until Edit appears.
3. Click **Edit**.
4. Type the **text** to appear on the Quick Ordering screen.
5. Click **PUBLISH** at the bottom of the screen to keep your changes or click **CANCEL** to cancel the change.

## Closing a Store for an Emergency

Click Site Settings > Emergency Close in the navigation pane to access the Locations screen and enable and disable the ability to accept online orders at a store in cases of an emergency. The Emergency Close function in the Digital Ordering portal and Web Admin are



synchronous, meaning if you change Emergency Close here, it automatically changes in Web Admin.

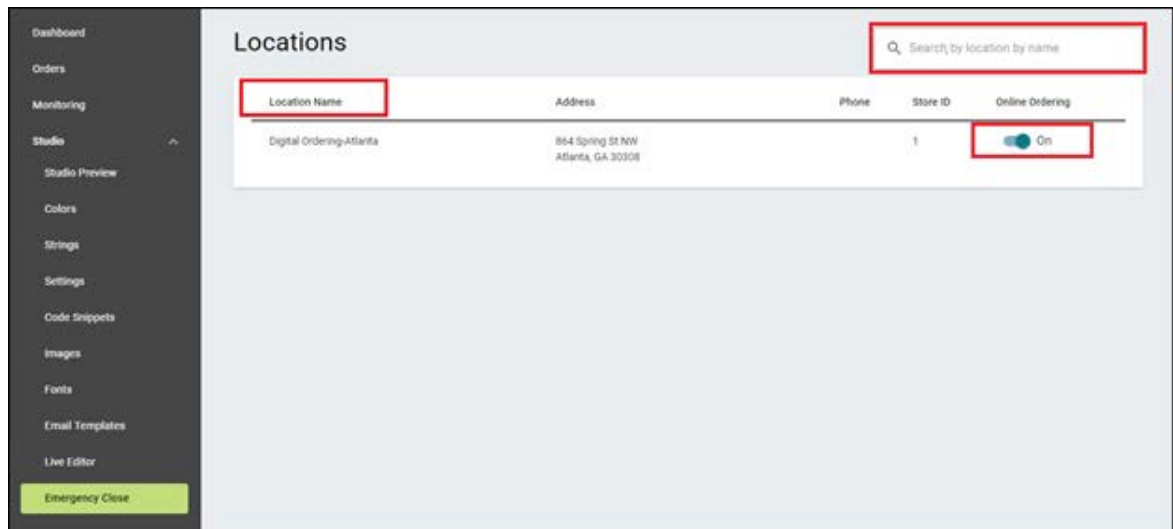


Figure 31 Emergency Close Screen

**To prevent a store from accepting online orders due to an emergency:**

1. Click **Site Settings > Emergency Close** in the navigation pane to access the Locations screen.
2. Select a **store** from the list.

**-OR-**

Type the **location** of the store in the 'Search' box.

3. Toggle the **slide bar** under the 'Online Ordering' column to **On** to prevent online orders from arriving at the store. A confirmation message appears.

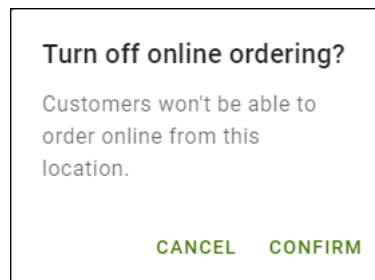


Figure 32 Turn Off Online Ordering Confirmation

4. Click **CONFIRM** to prevent online orders from arriving at the store or click **CANCEL** to cancel the operation.

**To accept online orders at a store:**

1. Click **Studio > Emergency Close** in the navigation pane to access the Locations screen.
2. Select a **store** from the list.

**-OR-**

Type the **location** of the store in the 'Search' box.

3. Toggle the **slide bar** under the 'Online Ordering' column to **OFF** to accept online orders at the store. A confirmation message appears.

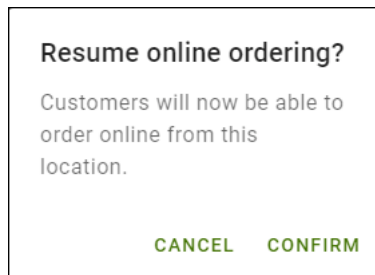


Figure 33 Resume Online Ordering Confirmation

4. Click **CONFIRM** to start accepting online orders at the site or click **CANCEL** to cancel the operation.

## NCR Digital Ordering, Implementation Guide

NCR welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following address:

email: [Documentation.HSR@NCR.com](mailto:Documentation.HSR@NCR.com)

