BLOGIC SYSTEMS

USER GUIDE DYNAMIC QR-CODE

09/2024

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INTRODUCTION

01

Introduction to the Dynamic QR Code Feature.

What is a Dynamic QR Pre-Ordering?

Implementing a pre-ordering QR ordering system allows guests to pre-order while waiting to be seated. As soon as guests are seated, orders can be sent to the kitchen immediately.

Benefits:
Faster Dining Experience:This solution allows guests to receive orders faster, increase table turn while lowering the restaurant's labor cost.
Customer Data Collection: This is another convenient way for restaurants to collect customer information.

01

INSTRUCTION GUIDE

HOW TO SET UP?

THINGS NEEDED

BLogic Wait & Order App

With this app, we can track the waitlist, assign seats, and manage time efficiently, thereby improving the service efficiency of the restaurant.

Dynamic QR-Code

We will update the current dine-in QR code to include steps for collecting customer information. When customers scan a static QR code, they will be placed in the queue of the BLogic Wait & Order app upon completion.

BLogic
Wait & Order App

BLogic Wait And Order 4+
Master Your Waitlist
BLogic Systems
Designed for iPad

Free

iPad Screenshots

Streamlined Waitlist Management
Effortlessly handle your restaurant's waitlist with ease.

Quick Server Changes
Easily reassign servers for optimal efficiency.

Real-Time Order Tracking
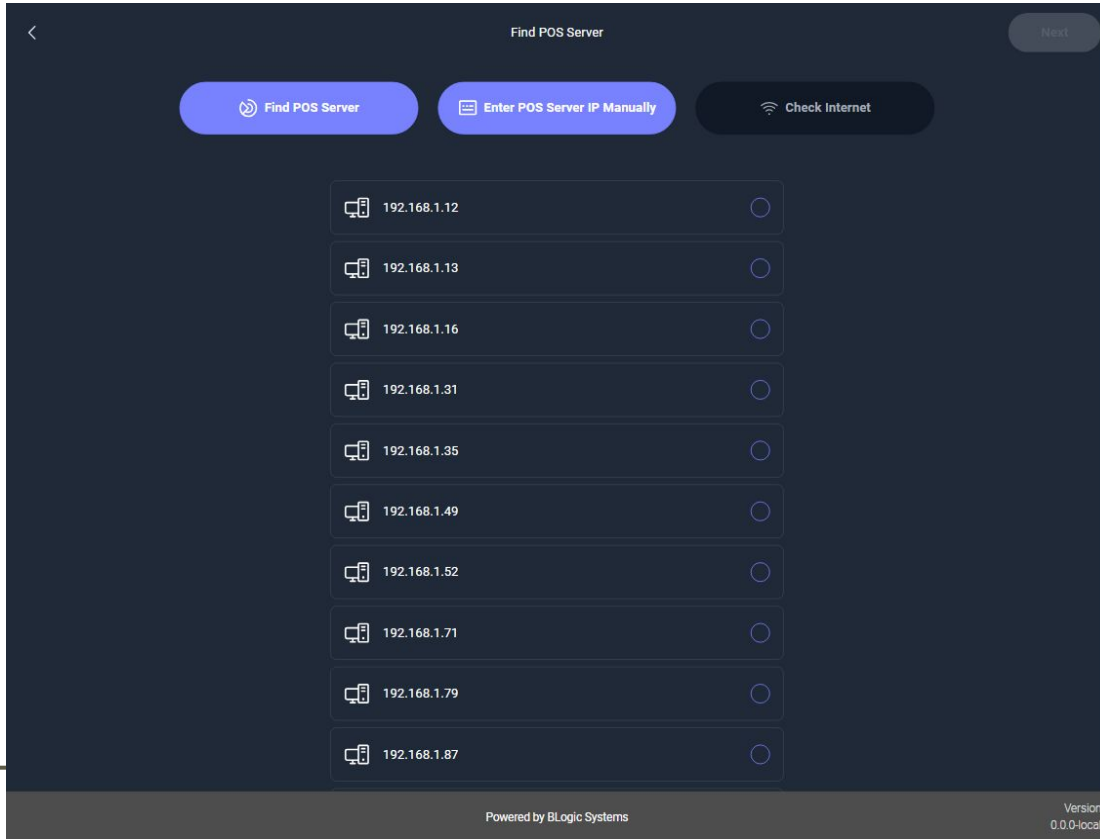Keep guests updated with their table status in real-time.
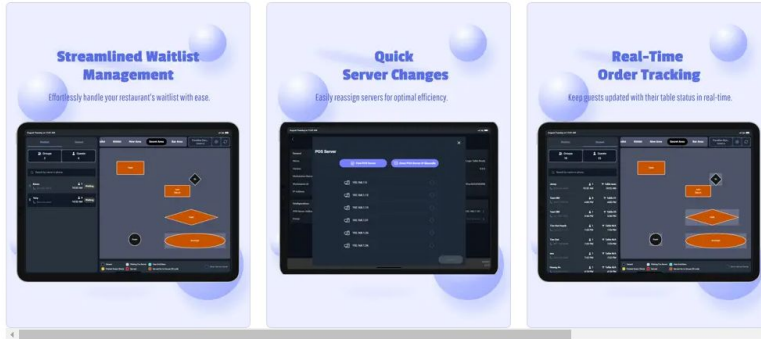
Download the BLogic Wait And Order app from the App Store.

This app is currently at version 1.2, and the available features include:
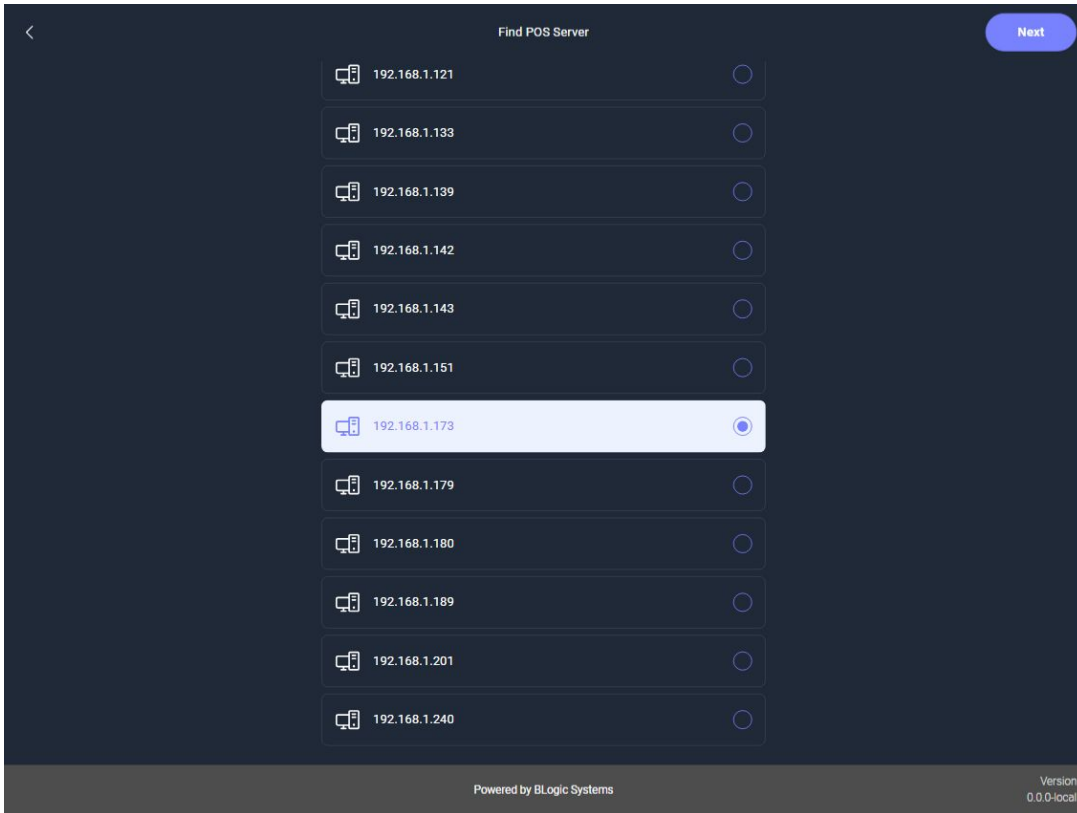
- Easily and quickly manage the waitlist
- Conveniently assign tables to the waitlist
- Track table activities

Step 1: Set up the server

When installing the app for the first time, we must select a server to complete the setup process. There are two ways to do this:

1. **Find POS Server**: Search for available POS servers in the store and select the correct one to use. In most cases, it will find the right one.
2. **Enter POS Server IP Manually**: Manually enter the correct IP address to connect.

Next

192.168.1.121

192.168.1.133

192.168.1.139

192.168.1.142

192.168.1.143

192.168.1.151

192.168.1.173

192.168.1.179

192.168.1.180

192.168.1.189

192.168.1.201

192.168.1.240

After selecting the correct server, press "Next" to complete the setup process. At this point, it will navigate to the waitlist management screen.
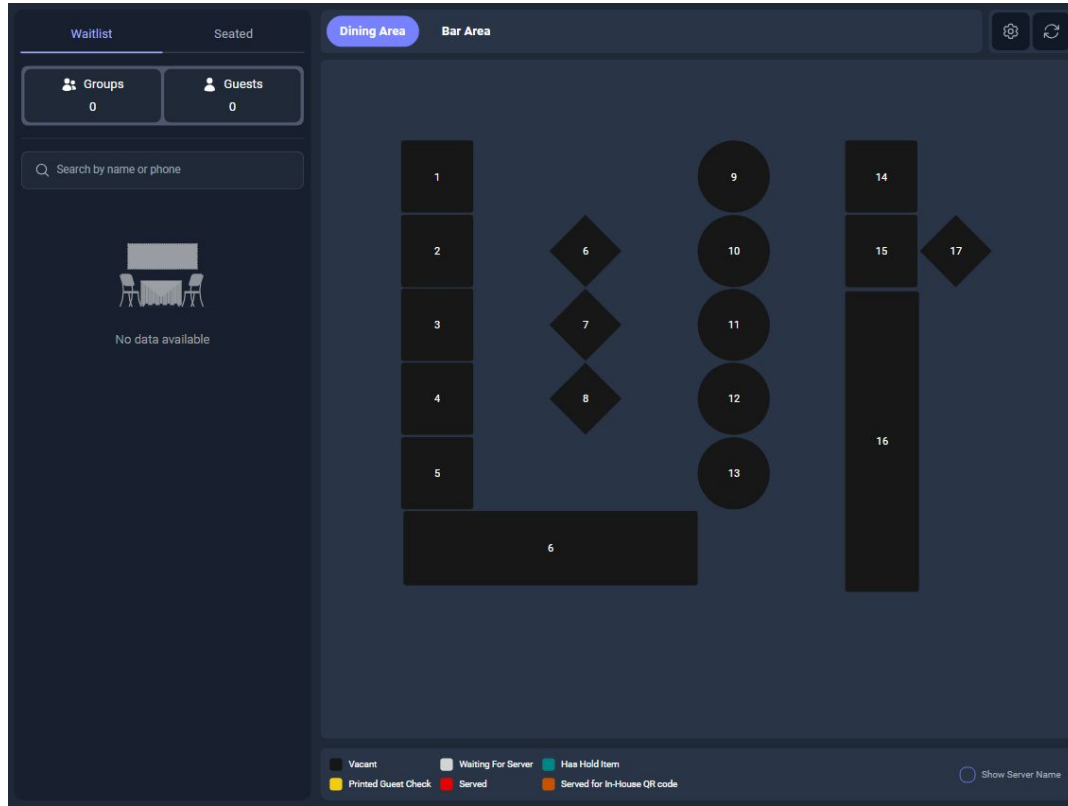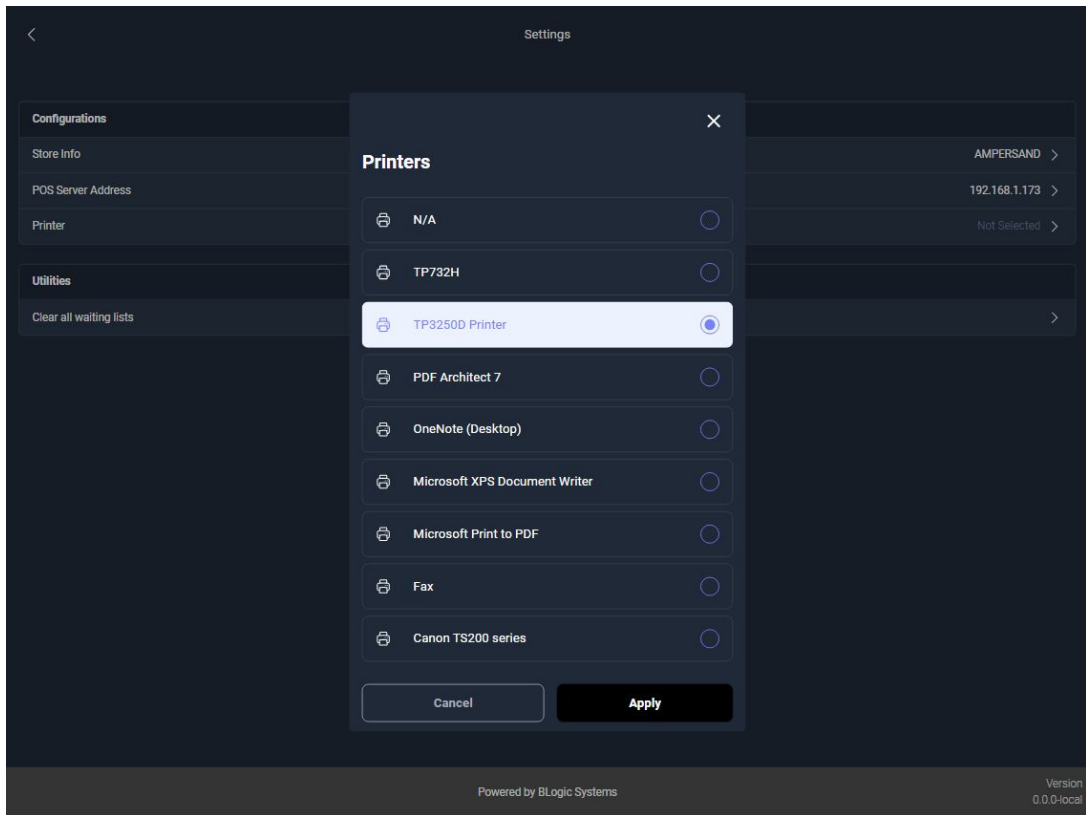
On this screen, there will be two sections:

- The left sidebar displays the waitlist and the list of tables that have been assigned to customers.
- The right side shows the table layout, providing a full-service view of the restaurant. This helps employees visually observe the status of the tables in the most intuitive way.
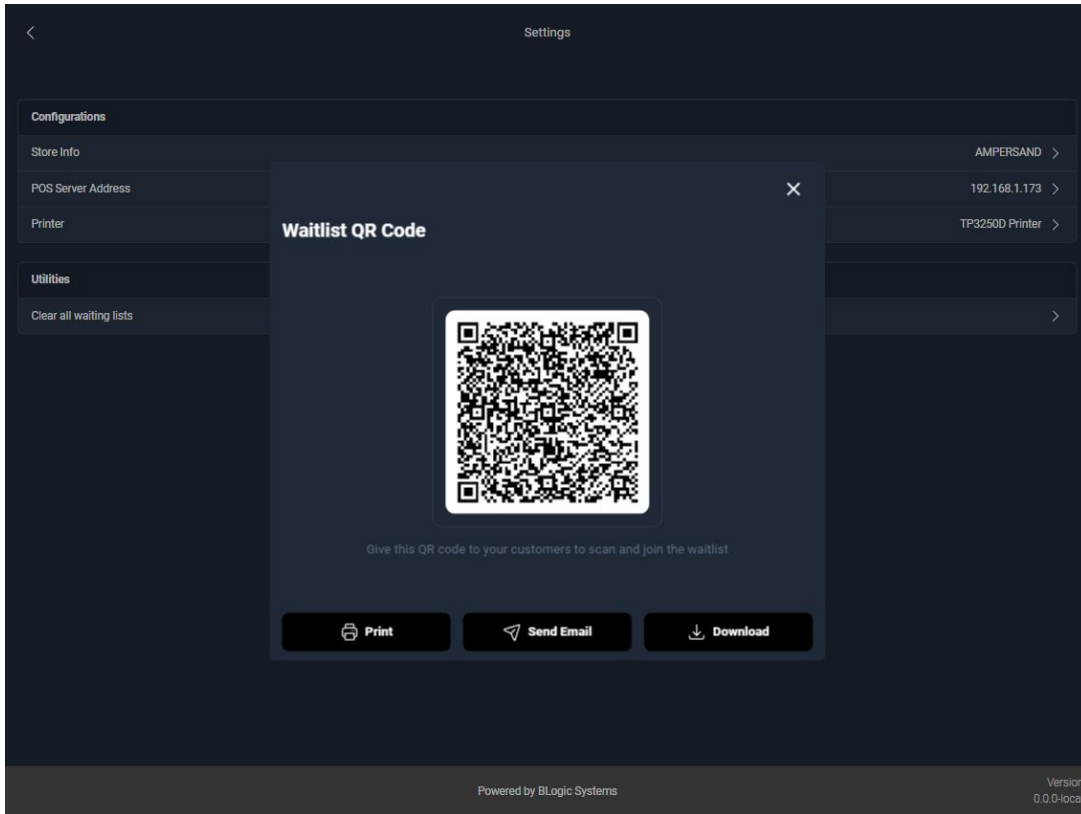
Step 2: Set up the printer
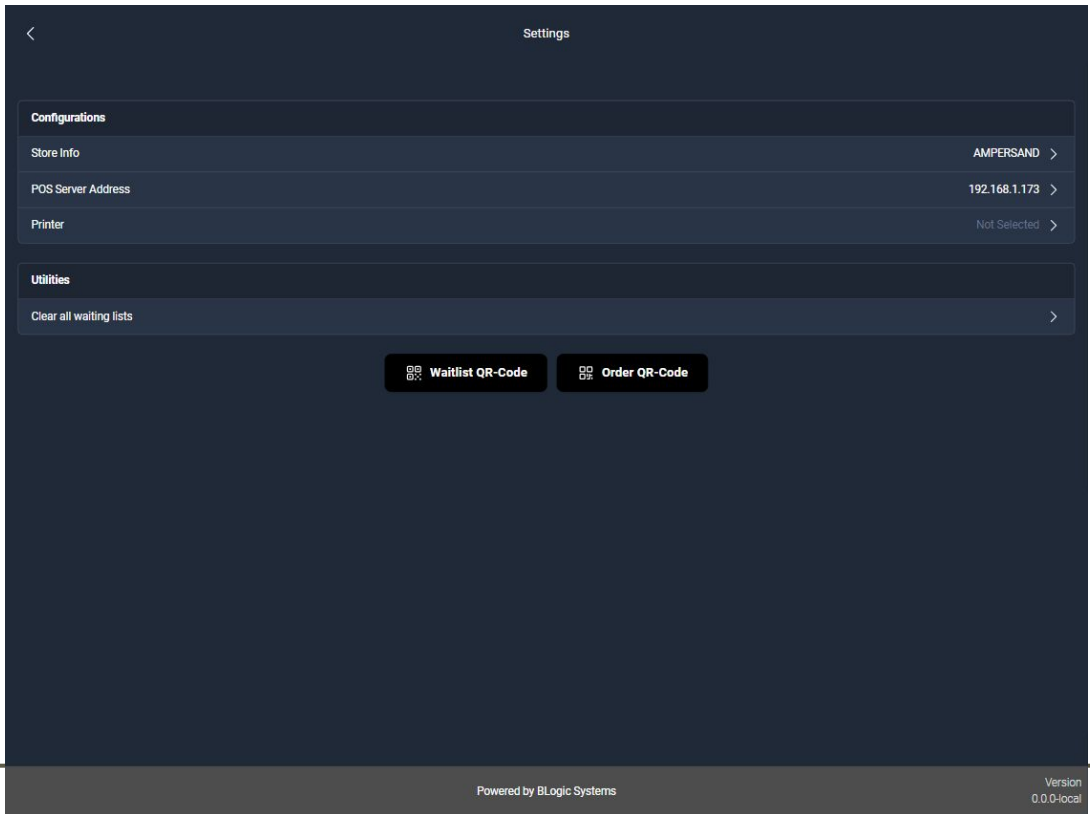
- In the settings, we will see the "Printer" section for setup.
- This setup is to enable printing the waitlist QR code (static code) and the order QR code (dynamic QR code).

Settings

Configurations

Store Info	
POS Server Address	192.168.1.173 >
Printer	Not Selected >

Utilities

Clear all waiting lists

Printers   ✕

🖨 N/A	○
🖨 TP732H	○
🖨 **TP3250D Printer**	◉
🖨 PDF Architect 7	○
🖨 OneNote (Desktop)	○
🖨 Microsoft XPS Document Writer	○
🖨 Microsoft Print to PDF	○
🖨 Fax	○
🖨 Canon TS200 series	○

Cancel	Apply

Select the "Printers" section, and a list of available printers will appear. Choose a printer. ☐

Waitlist QR Code   ✕

Give this QR code to your customers to scan and join the waitlist
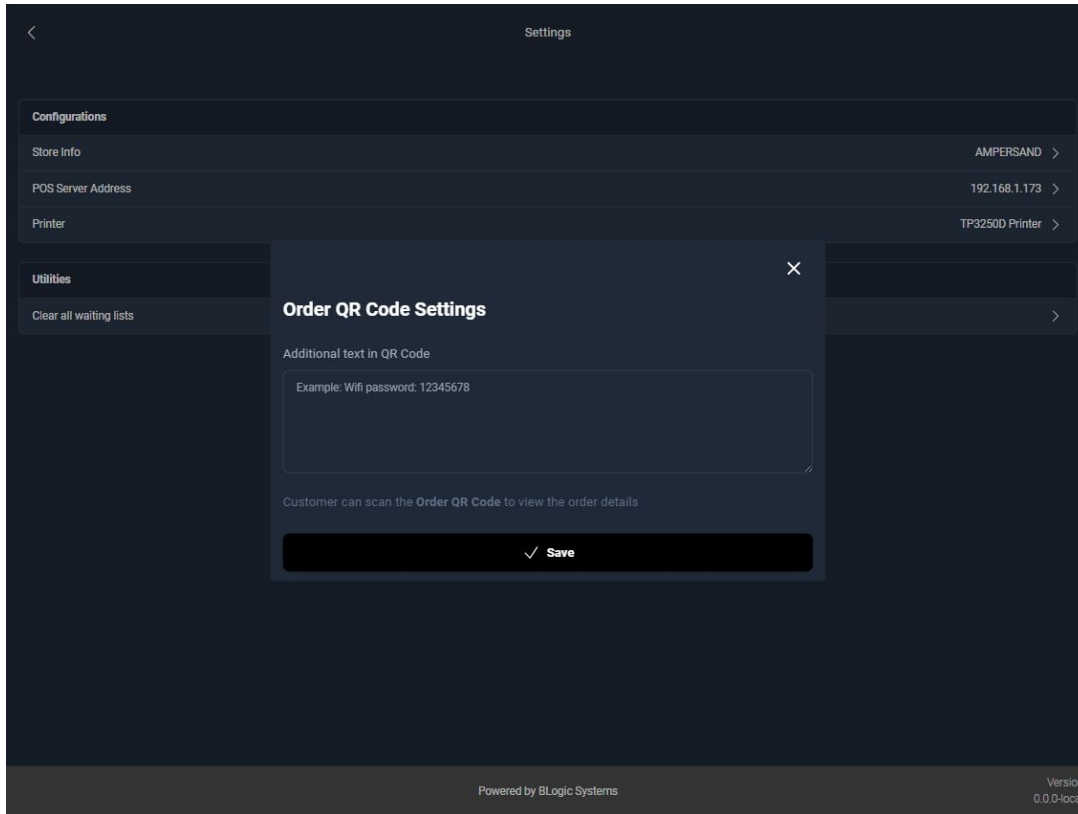
🖨 Print   ✈ Send Email   ⬇ Download

This is the Waitlist QR Code (Static Code). This static code provides a fixed URL that does not change. Customers scan this code to start the process of using the dynamic QR code and to create a waitlist.

Here are the options to interact with this code:

- Print directly using the configured printer
- Send an email with an image of this QR code
- Or you can download it

Configurations

Store Info	AMPERSAND >
POS Server Address	192.168.1.173 >
Printer	TP3250D Printer >

Utilities

Clear all waiting lists	>

Order QR Code Settings

Additional text in QR Code

Example: Wifi password: 12345678

Customer can scan the **Order QR Code** to view the order details

✓ Save

This Dynamic QR Code is a dynamic code that will be generated automatically and printed using the printer setup above when a customer is assigned to a table.

Additionally, you can configure the settings to display supplementary information on the dynamic QR code.

Using the Dynamic QR code

Create waitlist

- This is the starting screen when creating a waitlist, scanned from the Waitlist QR Code that has been set up.
- On this screen, we can also change the background displayed for the waitlist, enhancing visibility and allowing customization for each store.

Welcome To The Bunny

Your Phone Number *

Please enter your phone number

Next

Open the BLogic POS Dashboard

- Select **Configuration**
- Choose the **QR Code Dine-In** tab
  Scroll down to the **Waitlist Background Image** section
- Select the image you want to replace
  Save to apply

SETTINGS | EMPLOYEE | CUSTOMER / VENDOR | PRODUCTS | FULL SERVICE LAYOUT | REPORTS | TOOLS

SETTINGS

CONFIGURATIONS

General | Time Clock & Pay | Service Charges | ID Scan | Tips | Advance | Ticket Notes | Merchant | Receipt Identify | QOrder | SOrder & Self-Order | QR Code Dine-In

Business Configuration
POS Workstations
Prep Printers & KDS
Prep Label Printers
Label Printing Scale
Tax
Discount
Payment Methods
Configurations
Customize POS Buttons
Special Items & Cash In/Out
Notifications
Customer & Loyalty
Extra Fee
Customize Receipt
Menu Scheduler
Online Ordering
Sale Types

X Must enter number of guests for QR Code Web Order

☐ Manually clear table status on W

X Show Tip Suggestions on

15.00 %

☐ Auto-Select

Auto-Select Select 1 tip sug

☐ Allow to overwrite forc

Order with BLogic WaitAnd

QR Code Expiration

X Automatically deactivate QR cod

Pre-Order Item Handling for Prep F

☐ Send Automatically
(Pre-order items + subsequent o

X Manual Sending

X Every Submission
(All orders must be review

☐ Send Automatically
(Only the first order must b

Number Of Guests

X Waiting List - Require entry of th

Guest Count Entry Options

X Prompt to enter Number o

Wait List Background Image

Browse | newbg.jpg | Preview

Recommended size: 1080px x 1920px

Save

Welcome To The Bunny

Your Phone Number *

Please enter your phone number

Next

Customers enter their phone number, name, email, number of guest and note in the form, then create a waitlist.

Welcome To The Bunny

Your Phone Number *

678-927-1236

Next

Welcome To The Bunny
What 's your name?

Your Phone Number

678-927-1236

Your Name *

John

Your Email

john134@yopmail.com

Number of Guests *

1

Notes

Celebrating a birthday, please add a candle to dessert.

Edit Phone | Next

- To hide the 'number of guests' input field on the waitlist creation screen, go to the configuration settings. Under QR Code Dine-in, uncheck the option Waitlist - Require Entry of the Number of Guests.
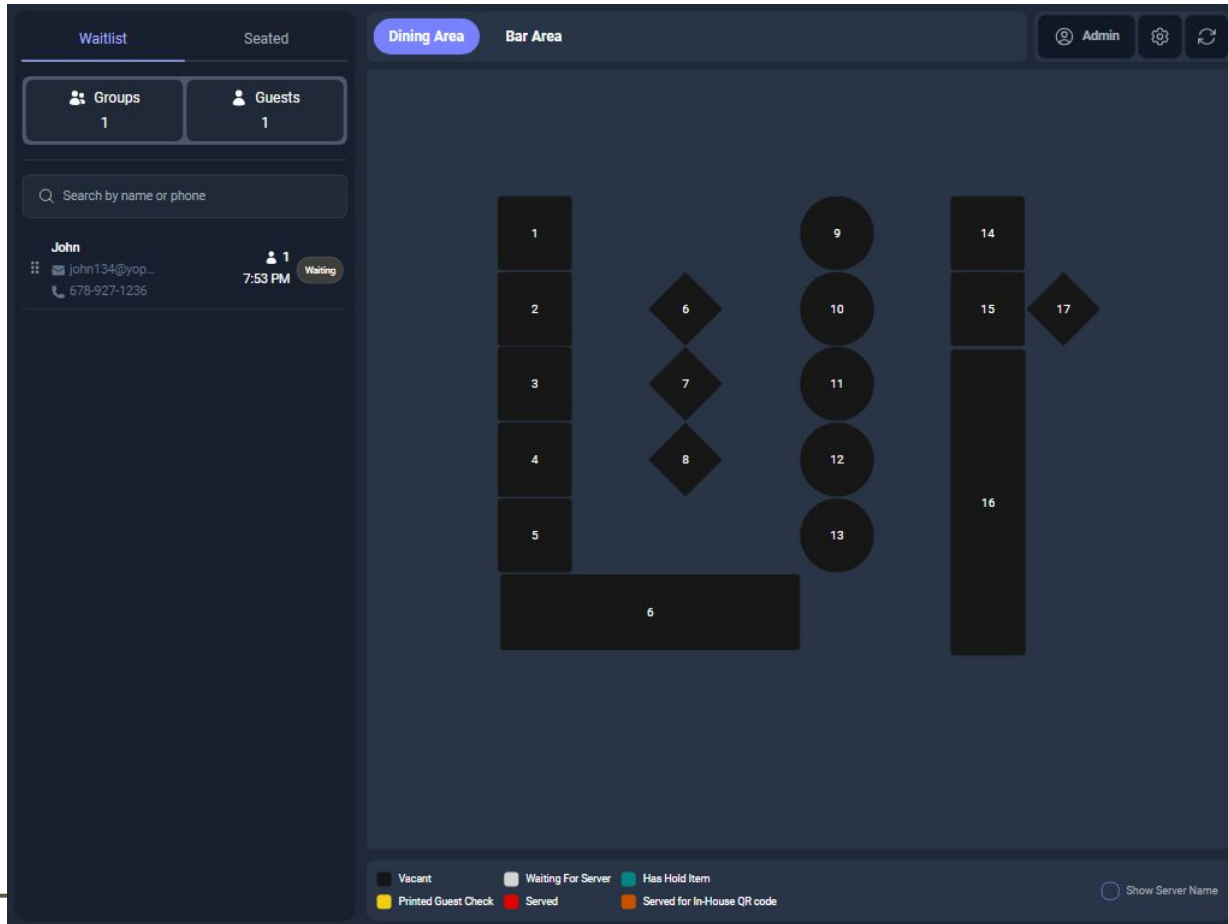
- After successfully creating the waitlist, the newly created waitlist will appear in the BLogic Wait and Order app (in real-time updates as changes occur to the waitlist).
- In the waitlist section, all customer information will be displayed, including name, email, phone number, guest count, and status.
- When the waitlist is first created, the status will be 'Waiting.'

- Click on the waitlist to view its details. Here, we can also update the number of guests.

Waitlist

Guest Details

Name
John

Phone
678-927-1236

Email
john134@yopmail.com

Waitlist Details Waiting

Created At
7:53 PM

Guests
1

Special Notes
Celebrating a birthday, please add a candle to dessert.

Seating Details

Area
-

Table
-

Assign Table   Remove

Dining Area   Bar Area

Admin

Adjust number of guests

5

7	8	9
4	5	6
1	2	3
CLR	0	⌫

✓ Save

Vacant   Waiting For Server   Has Hold Item
Printed Guest Check   Served   Served for In-House QR code

Show Server Name

● Select 'Edit Guest' icon to open a dialog for adjusting the number of guests. Enter the new guest count and click 'Save' to complete the update.
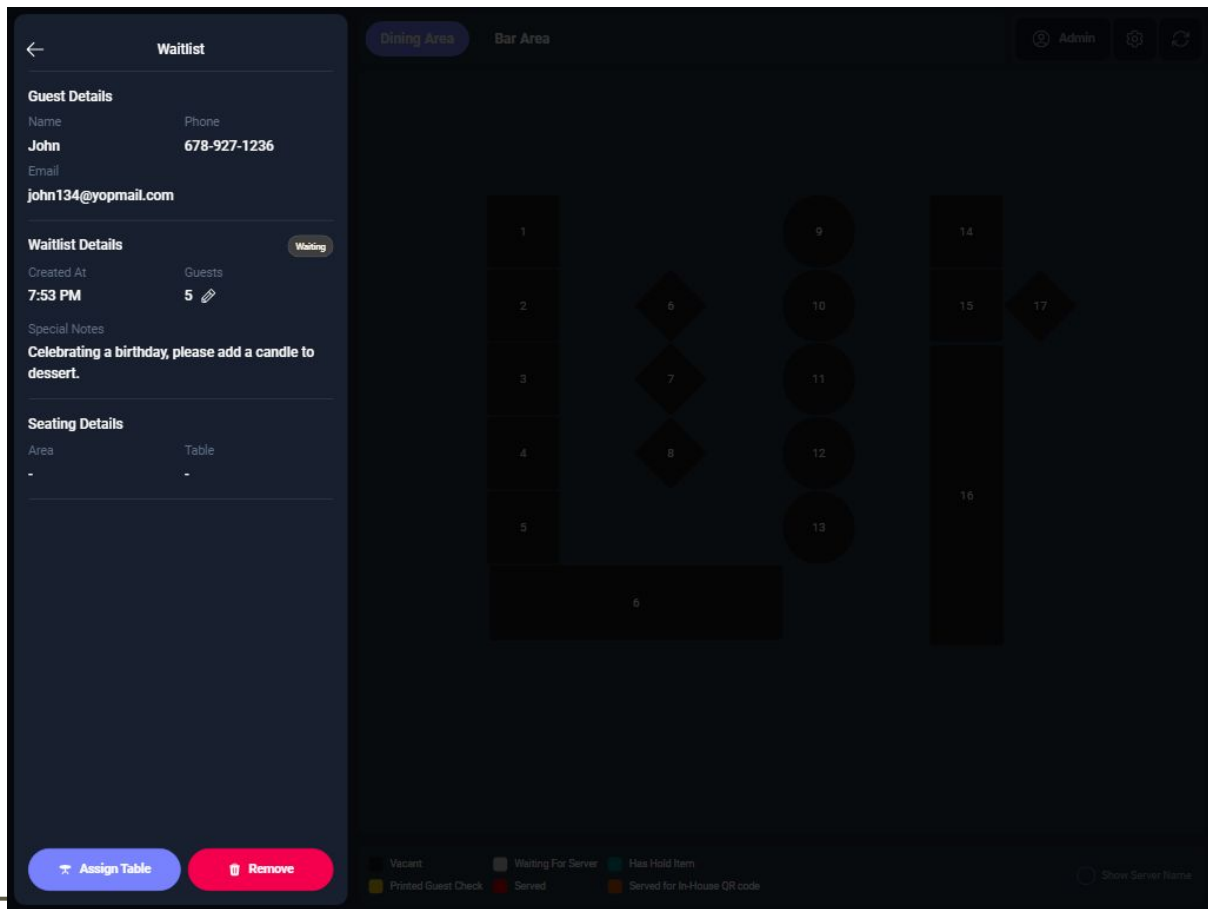
- In this section, there are two buttons: 'Assign Table' and 'Remove.'
- Assign Table: Select an appropriate table to assign to the customer.
- Remove: Remove the customer from the waitlist.
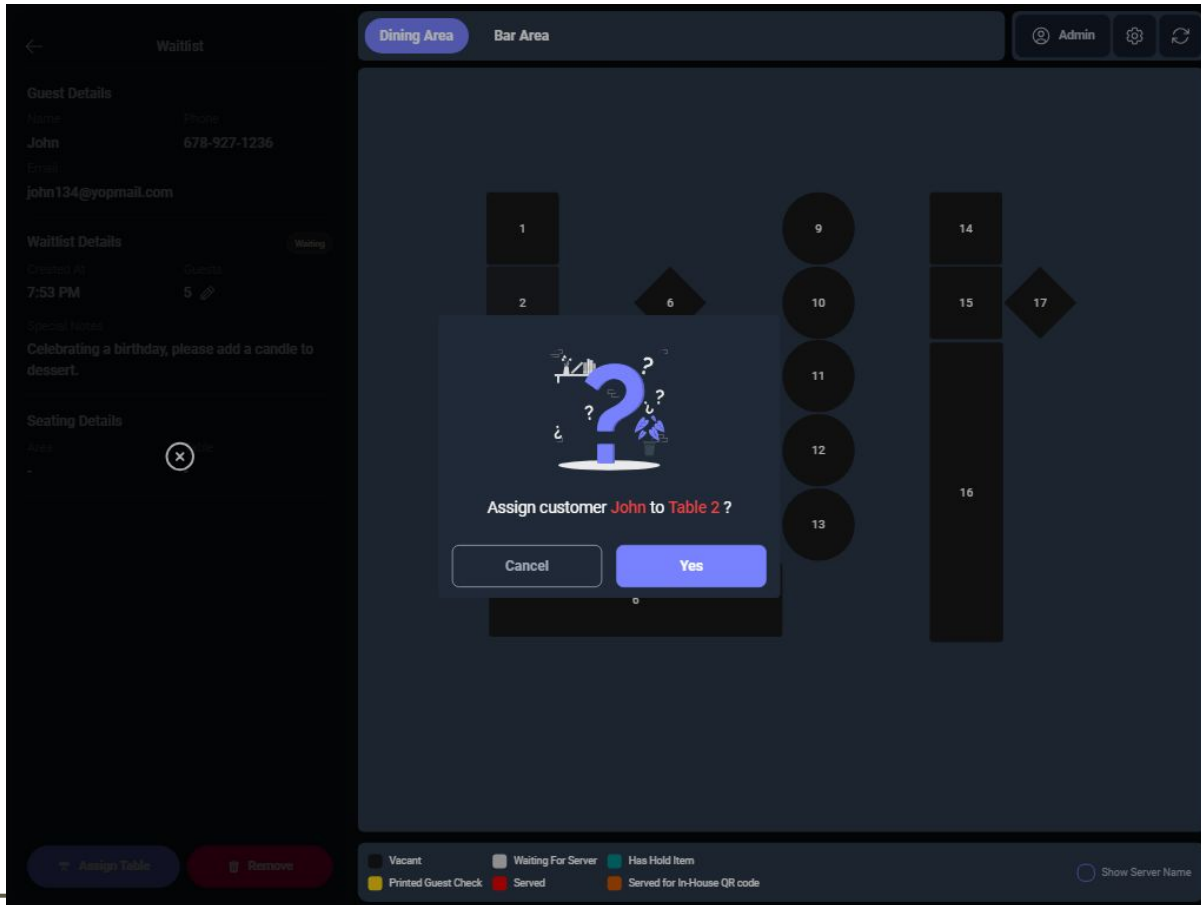
- To assign a table, click the 'Assign' button and select the appropriate table.
- Alternatively, you can drag the waitlist entry from the waitlist screen and drop it onto the suitable table.

- After successfully creating the waitlist, the system will redirect to the menu screen, where customers can select their favorite dishes to pre-order.
- After selecting their dishes, customers can click the cart icon to be redirected to the review order page.
- If everything looks good, they can press the 'Pre-Order' button to complete the process.
- Customers can continue to pre-order multiple times by adding new items.

THE BUNNY

Customer Information

Name	John
Phone Number	678-927-1236
Party Size	1 Guests
Note	Celebrating a birthday, please add a candle to dessert.

Order summary (2 items)   Add Items

Ordered Items

1	Cappuccino	
1	12oz	$4.25
1	Almond Milk	$0.50

1	Traditional Macchiato 2oz	
1	4oz	$4.25
1	Extra Espresso Shot	$1.00
1	Sugar Free Vanilla	$0.65

Subtotal	$10.65
Tax	$1.04
Total	$11.69
Custom Fee	$0.47
Final Total	**$12.16**

Pre-Order

- After successfully creating the waitlist, the system will redirect to the menu screen, where customers can select their favorite dishes to pre-order.
- After selecting their dishes, customers can click the cart icon to be redirected to the review order page.
- If everything looks good, they can press the 'Pre-Order' button to complete the process.
- Customers can continue to pre-order multiple times by adding new items.

A few related configurations

SETTINGS   EMPLOYEE ▾   CUSTOMER / VENDOR ▾   PRODUCTS   FULL SERVICE LAYOUT   REPORTS   TOOLS

SETTINGS

CONFIGURATIONS

General   Time Clock & Pay   Service Charges   ID Scan   Tips   Advance   Ticket Notes   Merchant   Receipt Identify   QOrder   SOrder & Self-Order   QR Code Dine-In

Business Configuration

POS Workstations

Prep Printers & KDS

Prep Label Printers

Label Printing Scale

Tax

Discount

Payment Methods

Configurations

Customize POS Buttons

Special Items & Cash In/Out

Notifications

Customer & Loyalty

Extra Fee

Customize Receipt

Menu Scheduler

Online Ordering

Sale Types

X Must enter number of guests for QR Code Web Order

☐ Manually clear table status on Web Order

X **Show Tip Suggestions on QR Code Dine-In & Phone App**

| 15.00 | % | 18.00 | % | 20.00 | % | 25.00 | % |

☐ Auto-Select   ☐ Auto-Select   ☐ Auto-Select   ☐ Auto-Select

Auto-Select: Select 1 tip suggestion to add tip automatically to the ticket on Web Order

☐ Allow to overwrite forced tip. Customer can overwrite it by using tip suggestion buttons

Order with BLogic WaitAndOrder

QR Code Expiration

X Automatically deactivate QR code after [300] minutes (submit and payment are not allowed)

Pre-Order Item Handling for Prep Printer

X Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

☐ Manual Sending

X Every Submission
(All orders must be reviewed and submitted by an Employee.)

☐ Send Automatically
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

X Waiting List - Require entry of the number of guests.

Guest Count Entry Options

X Prompt to enter Number of Guests when assigning table.

Wait List Background Image

| 🖼 Browse | newbg.jpg | 🖼 Preview |

Recommended size: 1080px x 1920px

Save

Order with BLogic WaitAndOrder

QR Code Expiration

[X] Automatically deactivate QR code after [300] minutes (submit and payment are not allowed)

Pre-Order Item Handling for Prep Printer

[X] Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

[ ] Manual Sending

[X] Every Submission
(All orders must be reviewed and submitted by an Employee.)

[ ] Send Automatically
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

[X] Waiting List - Require entry of the number of guests.

Guest Count Entry Options

[X] Prompt to enter Number of Guests when assigning table.

Wait List Background Image

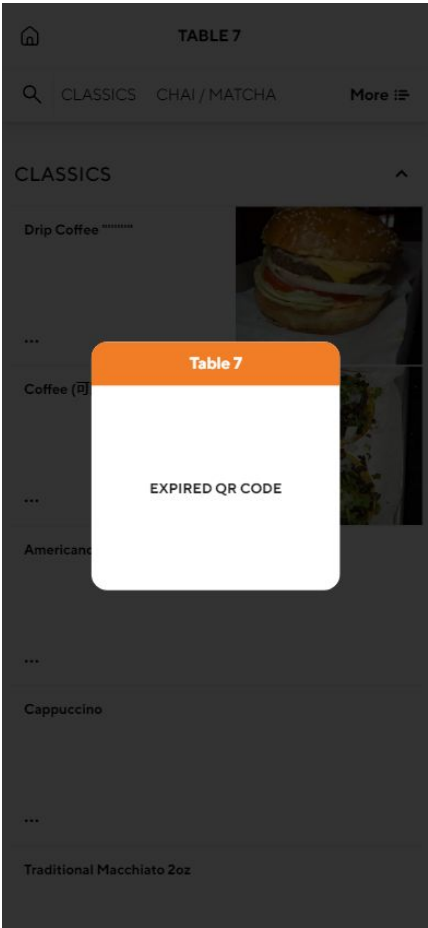| 🖼 Browse | newbg.jpg | 🔍 Preview |

Recommended size: 1080px x 1920px

QR Code Expiration

- When this option is checked, the system will validate whether the dynamic QR code has expired. The time for QR code usage will start counting from the moment the table is assigned.

Order with BLogic WaitAndOrder

QR Code Expiration

| X | Automatically deactivate QR code after | 300 | minutes (submit and payment are not allowed) |

Pre-Order Item Handling for Prep Printer

| X | **Send Automatically**
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

| | **Manual Sending**

| X | **Every Submission**
(All orders must be reviewed and submitted by an Employee.)

| | **Send Automatically**
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

| X | Waiting List - Require entry of the number of guests.

Guest Count Entry Options

| X | Prompt to enter Number of Guests when assigning table.

Wait List Background Image

| Browse | newbg.jpg | Preview |

Recommended size: 1080px x 1920px

Pre-Order Item Handling for Prep Printer

- Configure how pre-order items are managed and sent to the prep printer. Options are automatic sending or manual sending.
- "Automatic Sending: Ensures that all pre-order and subsequent items are sent directly to the kitchen for printing as soon as they are submitted, reducing manual intervention.
- Manual Sending: Keeps items in a ""Hold"" state for review by staff. Only after review will items be sent to the kitchen, providing control over what gets printed and when."

Order with BLogic WaitAndOrder

QR Code Expiration

| X | Automatically deactivate QR code after | 300 | minutes (submit and payment are not allowed) |

Pre-Order Item Handling for Prep Printer

☐ Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

X Manual Sending

    X Every Submission
    (All orders must be reviewed and submitted by an Employee.)

    ☐ Send Automatically
    (Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

X Waiting List - Require entry of the number of guests.

    Guest Count Entry Options

    X Prompt to enter Number of Guests when assigning table.

Wait List Background Image

| Browse | newbg.jpg | Preview |

Recommended size: 1080px x 1920px

Manual Sending - Every Submission

- Orders are held in a "Hold" status until reviewed and approved.
- Every order, whether it is a pre-order or a new submission, must be manually reviewed and approved by an employee before being sent to the kitchen. This ensures complete oversight of all orders before they are processed.

When using the Manual Sending configurations, items are sent with a Hold status. When viewing the ticket in the POS, these items will appear in green, indicating they are on hold and will not be printed in the kitchen. Employees can review the ticket, remove the hold, and then send the print command to the kitchen.

Order with BLogic WaitAndOrder

QR Code Expiration

| X | Automatically deactivate QR code after | 300 | minutes (submit and payment are not allowed) |

Pre-Order Item Handling for Prep Printer

☐ Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

X Manual Sending

☐ Every Submission
(All orders must be reviewed and submitted by an Employee.)

X Send Automatically
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

X Waiting List - Require entry of the number of guests.

Guest Count Entry Options

X Prompt to enter Number of Guests when assigning table.

Wait List Background Image

| Browse | newbg.jpg | | Preview |

Recommended size: 1080px x 1920px

Manual Sending - Send Automatically (First Order Only)

- The first order (either pre-order or new submission) requires manual approval before being sent to the kitchen. Subsequent orders will bypass manual review and be sent automatically, streamlining the process for recurring or additional orders.

Order with BLogic WaitAndOrder

QR Code Expiration

[X] Automatically deactivate QR code after [300] minutes (submit and payment are not allowed)

Pre-Order Item Handling for Prep Printer

[X] Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

[ ] Manual Sending

   [X] Every Submission
   (All orders must be reviewed and submitted by an Employee.)

   [ ] Send Automatically
   (Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

Number Of Guests

[X] Waiting List - Require entry of the number of guests.

> **Guest Count Entry Options**
>
> [X] Prompt to enter Number of Guests when assigning table.

Wait List Background Image

[Browse] newbg.jpg [Preview]

Recommended size: 1080px x 1920px

Guest Count Entry Options

- During table assignment, employees are prompted to enter or confirm the guest count.
- This prompt can be configured to automatically display an edit dialog, allowing for accurate guest count tracking and table management.

Seated

Groups
1

Guests
5

Search by name or phone

John
✉ john134@yop...
📞 678-927-1236

👤 5
7:53 PM
Waiting

Dining Area   Bar Area

👤 Admin ⚙ 🔄

1

9

10

11

12

13

14

15

17

16

✕

Adjust number of guests

5

7	8	9
4	5	6
1	2	3
CLR	0	⌫

✓ Save

⬛ Vacant   ⬛ Waiting For Server   ⬛ Has Hold Item
⬛ Printed Guest Check   ⬛ Served   ⬛ Served for In-House QR code

◯ Show Server Name

THE BUNNY

Customer Information

Name	John
Phone Number	678-927-1236
Party Size	1 Guests

Note
Celebrating a birthday, please add a candle to dessert.

Order summary (2 items)   Add Items

Ordered Items

1	Cappuccino	
1	12oz	$4.25
1	Almond Milk	$0.50

1	Traditional Macchiato 2oz	
1	4oz	$4.25
1	Extra Espresso Shot	$1.00
1	Sugar Free Vanilla	$0.65

Subtotal	$10.65
Tax	$1.04
Total	$11.69
Custom Fee	$0.47
Final Total	**$12.16**

Pre-Order

- After successfully creating the waitlist, the system will redirect to the menu screen, where customers can select their favorite dishes to pre-order.
- After selecting their dishes, customers can click the cart icon to be redirected to the review order page.
- If everything looks good, they can press the 'Pre-Order' button to complete the process.
- Customers can continue to pre-order multiple times by adding new items.

Order with BLogic WaitAndOrder

QR Code Expiration

[X] Automatically deactivate QR code after [300] minutes (submit and payment are not allowed)

Pre-Order Item Handling for Prep Printer

[X] Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

[ ] Manual Sending

[X] Every Submission
(All orders must be reviewed and submitted by an Employee.)

[ ] Send Automatically
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

- With the example below, we use the Send Automatically configuration. This means that after the table is assigned, the ticket will be automatically sent to the kitchen for printing.
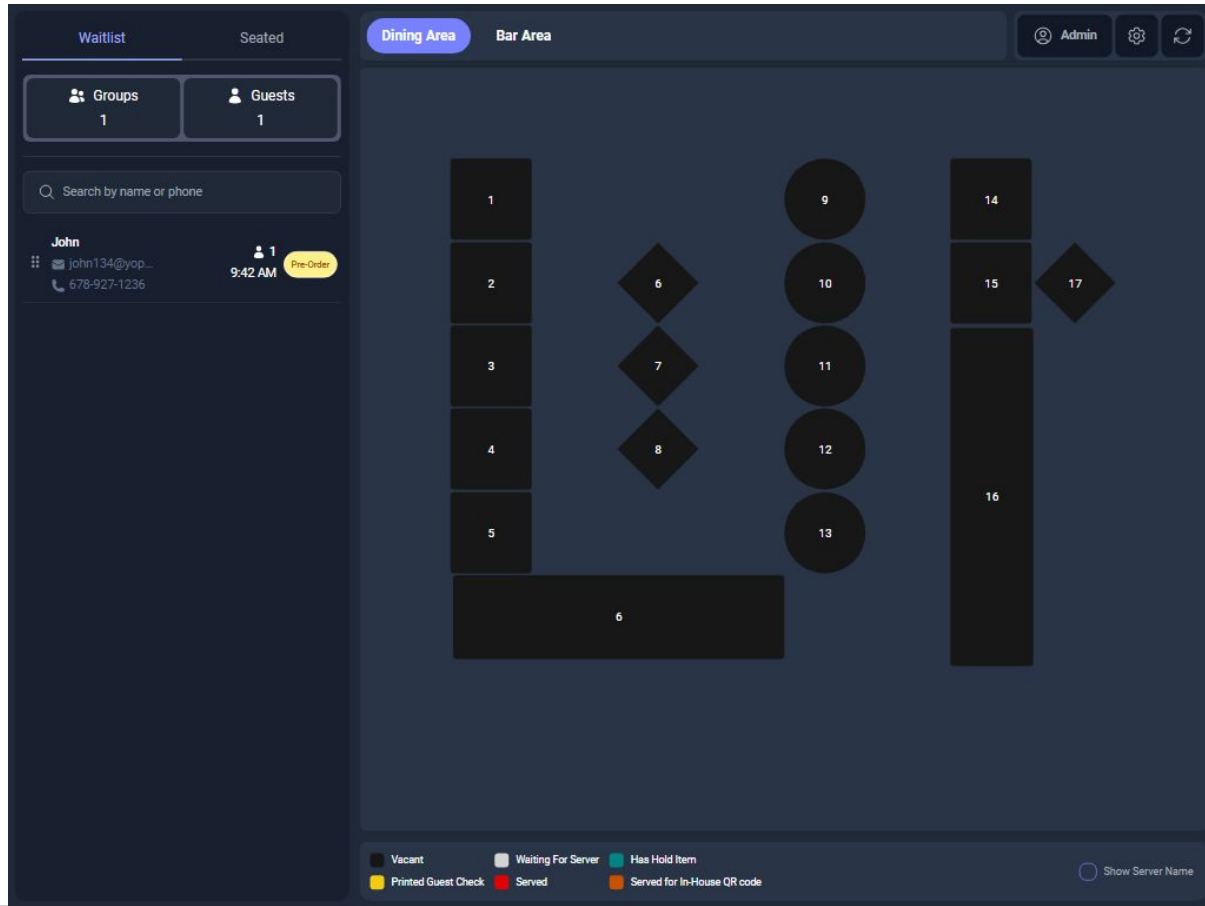
- When a customer pre-orders a dish, the waitlist in the BLogic Wait & Order app will instantly update in real-time, changing the status of that waitlist to Pre-Order.
- Next, we can assign tables to those waitlists. For waitlists with the status Waiting or Pre-Order, table assignment is allowed.
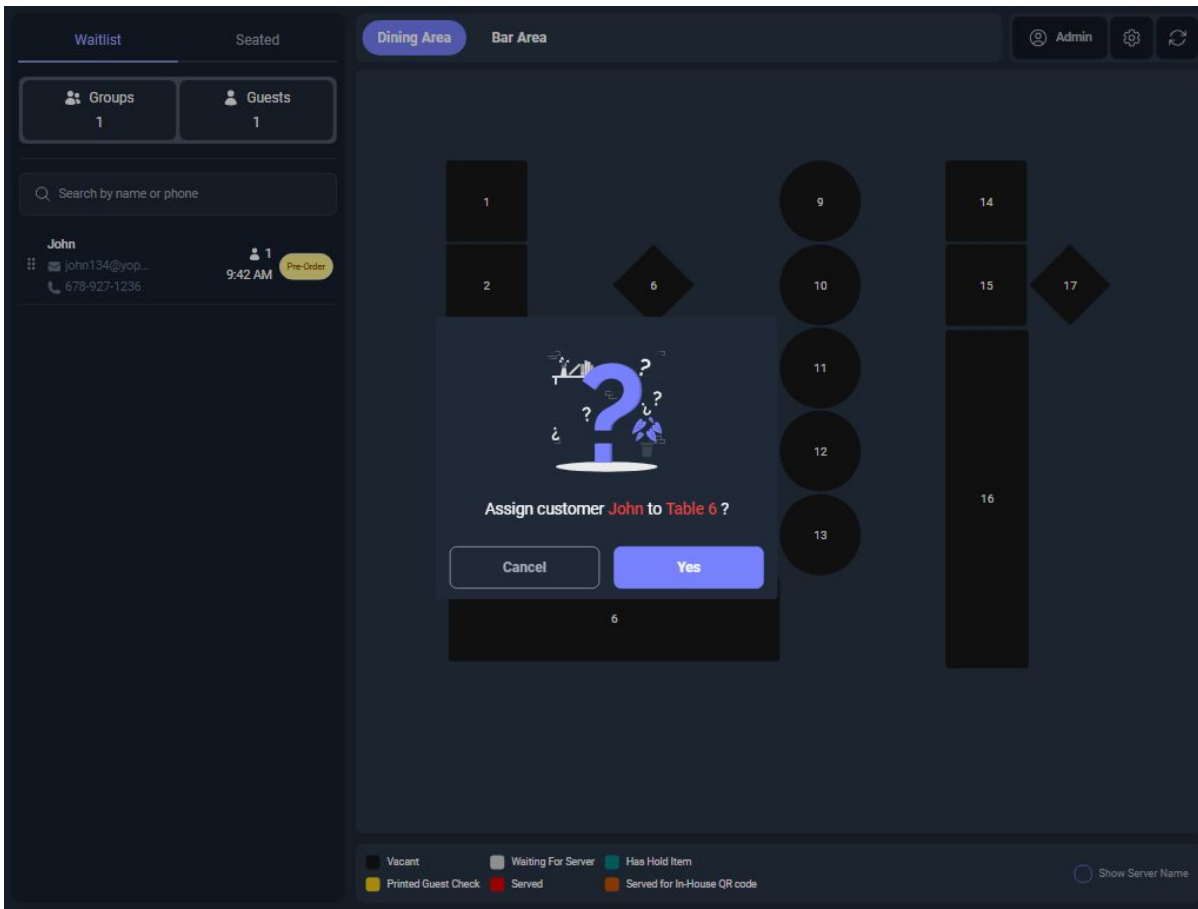
- By dragging and dropping the waitlist onto a table or manually selecting the waitlist and choosing Assign Table, you can easily assign a table.
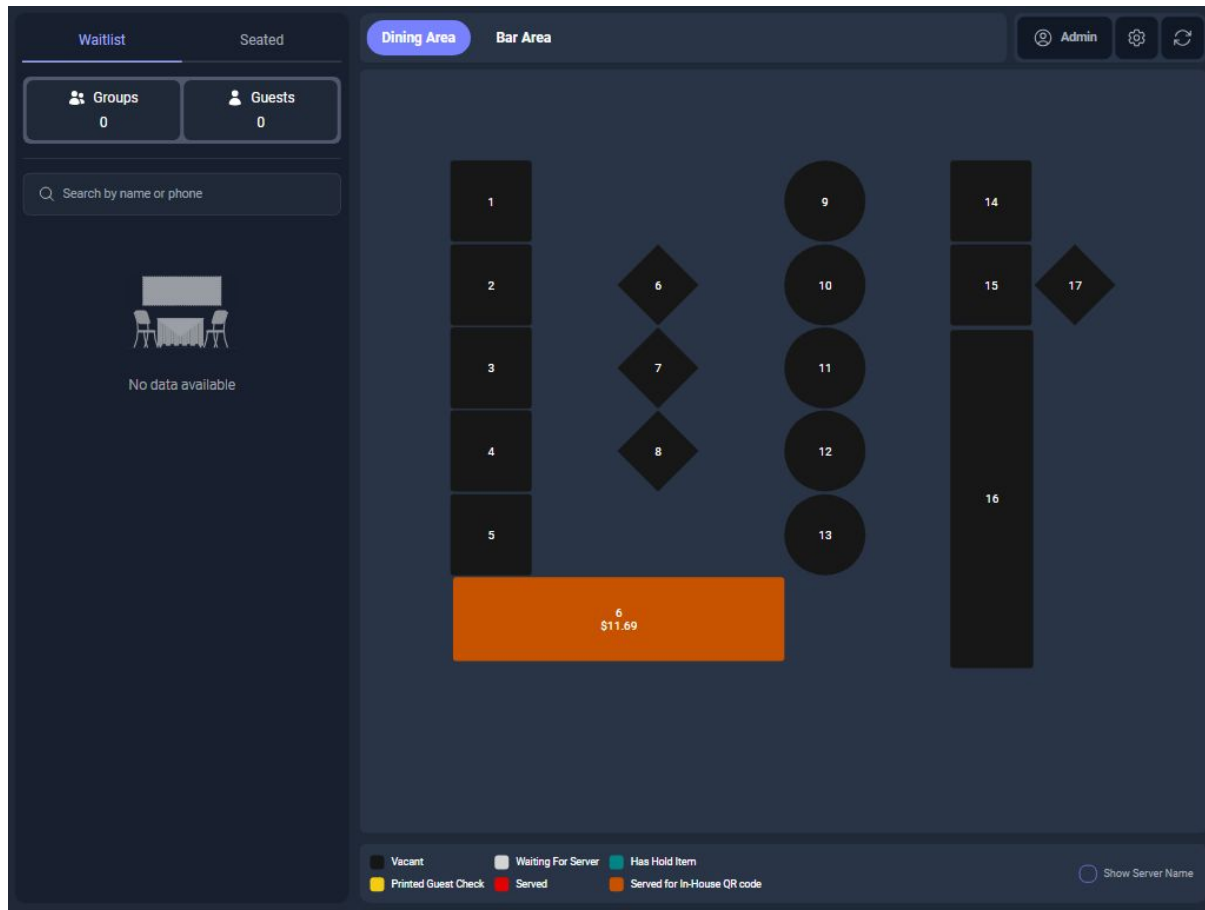
- Once the table is successfully assigned, with the configuration set to Automatically Print, the table will change to an orange color, indicating that it has been assigned. The items will be automatically printed in the kitchen, and a dynamic QR code will also be printed. The staff can provide this QR code to the customer, allowing them to continue ordering at the table.

Dining Area / Table 6

TABLE 6 — 2

🔍 **CLASSICS** CHAI / MATCHA More ≡

CLASSICS ^

Drip Coffee """"""
...

Coffee (可以)
...

Americano
...

Cappuccino
...

Traditional Macchiato 2oz

TABLE 6 — 4

Add a Tip
100% of your tip supports our restaurant.

| 15% $4.62 | 18% $5.54 | 20% $6.16 | 25% $7.70 | Other |

Order summary (4 items)   [Add Items]

Ordered Items

1	Cappuccino	
1	12oz	$4.25
1	Almond Milk	$0.50
1	**Traditional Macchiato 2oz**	
1	4oz	$4.25
1	Extra Espresso Shot	$1.00
1	Sugar Free Vanilla	$0.65

New Items

1	Cappuccino	
1	16oz	$6.00
1	Coconut Milk	$0.50

EDIT   REMOVE

Submit Order

Pay $30.78

← **ENTER CREDIT CARD INFORMATION**

CARD INFORMATION

NAME *
John

CARD NUMBER *
Card Number

EXPIRATION DATE *   CVV *
MMYY   CVV

CONTACT INFORMATION

ZIP CODE   PHONE *
Zip Code   678-927-1236

EMAIL *
john134@yopmail.com

Total Pay
$30.78   [Pay]

- The customer can continue by scanning the dynamic QR code and placing additional orders. They can either add more items or proceed to complete the payment and finalize the ticket.

Once a waitlist entry has been assigned to a table, the status of that waitlist changes to Seated. At this point, when clicking on the waitlist, you can either reassign the customer to a different table or allow the staff to provide the dynamic QR code for the customer to scan and continue ordering.

- You can also adjust the number of guests at this point.

Using the manual configuration

Manual Sending - Every Submission

☐ Send Automatically
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

[X] Manual Sending

[X] Every Submission
(All orders must be reviewed and submitted by an Employee.)

☐ Send Automatically
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

- Continuing the steps from the previous examples: create a waitlist → pre-order → assign a table. At this point, when using the Manual Sending - Every Submission configuration, the items will be put on hold and will not be sent to the kitchen for printing. The table status will be indicated in blue, and in the POS, the items will also appear in blue to show their hold status.
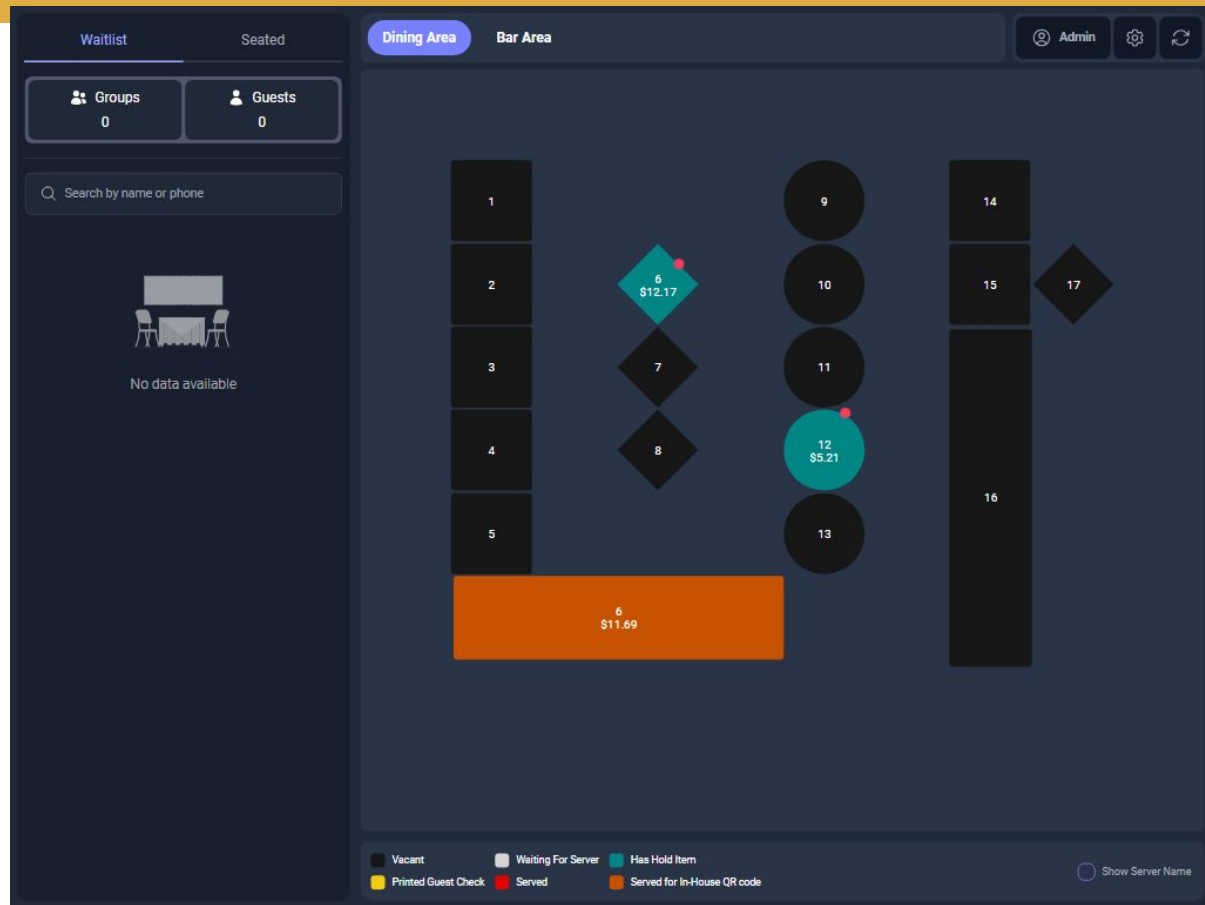
- In the BLogic Wait and Order app, the newly assigned table 12 will change to blue, indicating that it is on hold.

Send (default): If checked, the items will be sent to the kitchen upon Submit or Pay
Hold: If checked, items won't be sent to the kitchen upon Submit or Pay

Description	Qty	Price
Cappuccino	1	0.00
12oz	1	4.25
Almond Milk	1	0.50

Scan barcode or input here to search

Continue

Hold | Send Now | Set Auto-Send Time

Cappuccino (12oz, Almond Milk)   Hold | Send Now | Set Auto-Send Time

Service Charges
Change Location
Combine
Hold
Split
Number Of Guests
Age Verify
Transfer Ticket
Discount
Resend Items
Customer
PayOut Items

- To send the items to the kitchen for printing, follow these steps in the POS:
- Select the table that needs action.
- Look at the options below and select More.
- Choose Hold.
- A screen will appear for managing the items.
- The items currently on hold will be displayed. Select Send Now to send them to the kitchen.
- Click Submit to complete the review, and the items will be sent to the kitchen for printing.
- Each time a customer submits a new item, the review process will be repeated.

Manual Sending - Send Automatically

☐ **Send Automatically**
(Pre-order items + subsequent orders are sent to the prep printer immediately upon submission.)

☒ **Manual Sending**

☐ **Every Submission**
(All orders must be reviewed and submitted by an Employee.)

☒ **Send Automatically**
(Only the first order must be reviewed and submitted by an Employee. All subsequent orders will be sent automatically.)

- With the Send Automatically (First Order Only) configuration, only the initial order requires manual review. Subsequent orders from the same customer will be sent automatically to the kitchen without needing any further approval or review. This streamlines the ordering process by reducing the workload on staff after the first order, allowing for faster service and improved efficiency.

Manual Sending - Send Automatically

Here's a breakdown of how this configuration works:

- **First Order:** The staff must manually review the first order.This involves checking the items, ensuring everything is correct, and then sending the order to the kitchen for printing.

- **Subsequent Orders:**Any additional items submitted by the customer after the first order will bypass the manual review process.These items will be sent directly to the kitchen automatically, improving the speed of service.

THANK YOU!