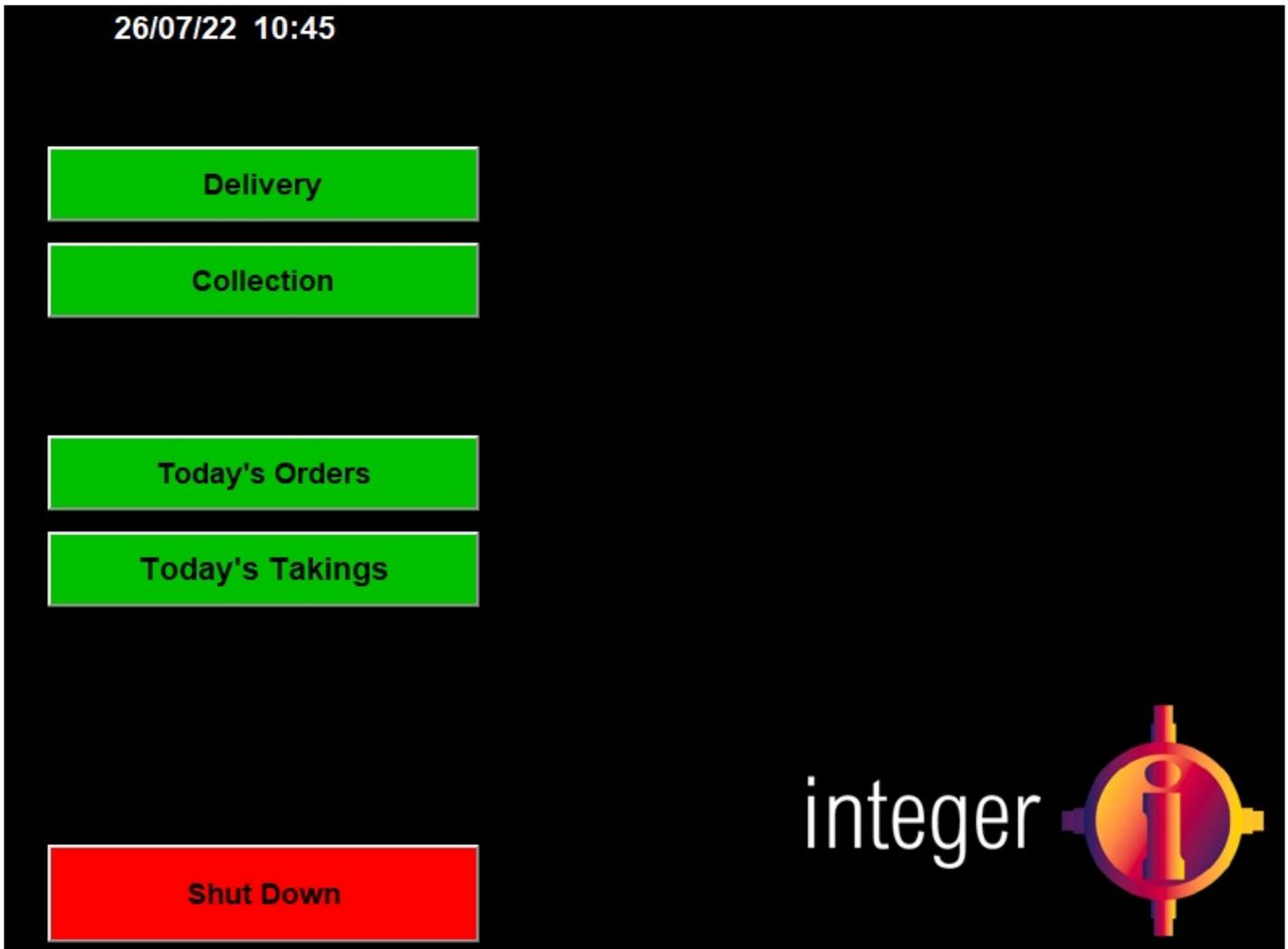


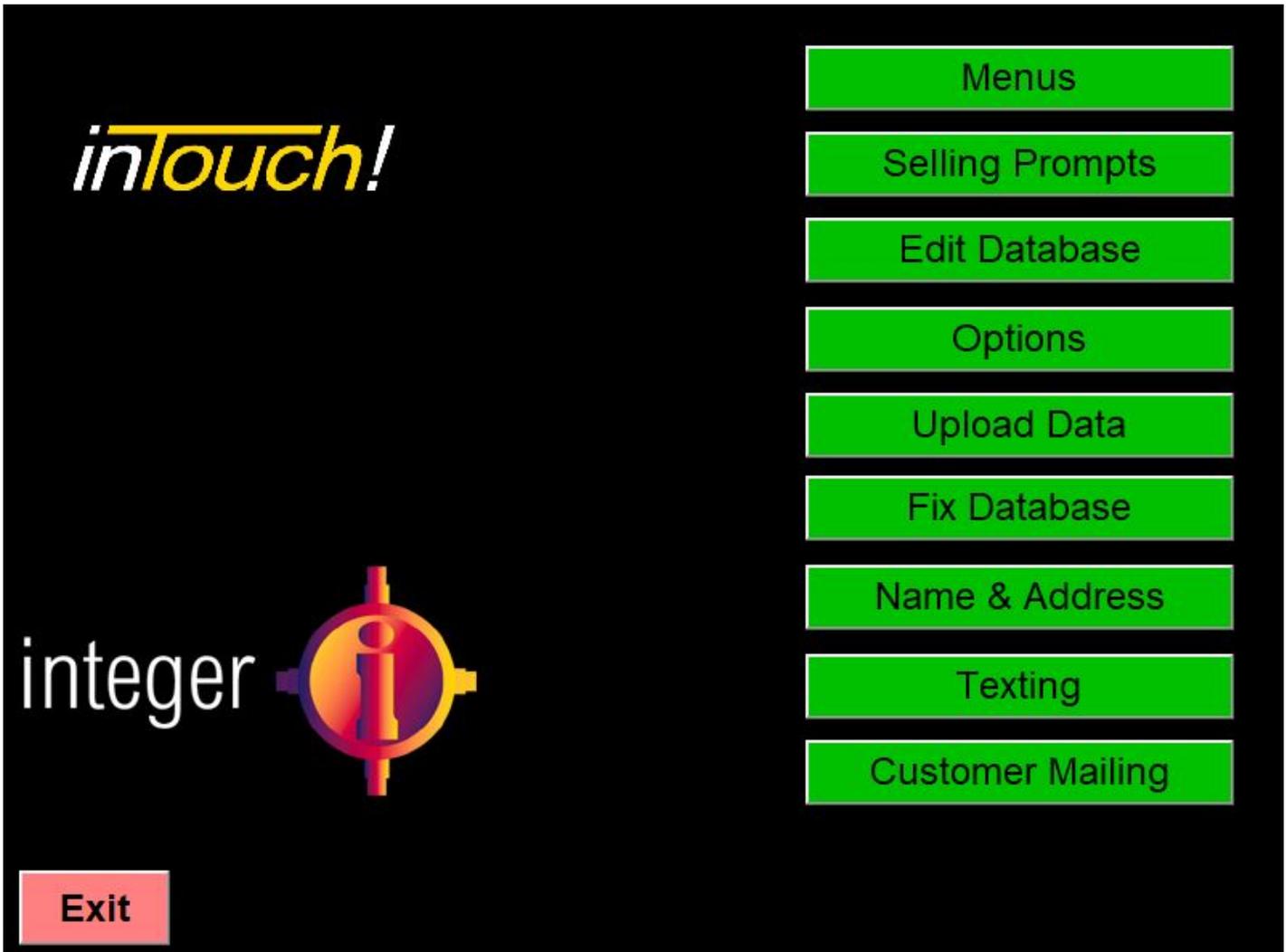
Main System

The Call Centre has ccmmain.exe in the winci folder after intouch has been installed.

If you create a shortcut to ccmmain.exe you will see the following,



If you create another shortcut with /CC after wcimain.exe it will be a shortcut for the setup and clicking on it you will see the following,



This is similar to the occasional menu on intouch. The Menus button will allow you to change items descriptions or prices or add items. The selling Prompts and Edit Database work the same as the normal program. The options are different and I will show that bellow. The rest of the buttons work the same as the normal program.

If you go into the options the first page you will see the ordering tab.

Set-Up	Ordering	Web Site	Program
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>EOD Report</p> <p>On Screen <input type="button" value="v"/></p> <p>Email Address <input type="text"/></p> <p><input type="checkbox"/> Food Usage</p> <p>Sales Mix <input type="button" value="By Qualifiers"/></p> <p><input type="checkbox"/> Driver Analysis</p> <p><input type="checkbox"/> Prints Details in Full</p> </div> <div style="width: 30%;"> <p>Ordering</p> <p>Meal Deals</p> <p><input type="button" value="None"/></p> <p><input type="checkbox"/> Needs All Items to qualify for Meal Deals</p> <p><input type="checkbox"/> Only Allows Cheapest Qualifier - Charges Difference</p> <p><input checked="" type="checkbox"/> Step Through</p> <p><input type="checkbox"/> Must Press Next to Change Course</p> </div> <div style="width: 30%;"> <p>Pizza Fractions</p> <p>Allowed <input type="button" value="None"/></p> <p><input type="checkbox"/> Different Charge for Pizza Fractions</p> </div> <div style="width: 30%;"> <p>Choices <input type="button" value="Allow-Print Main Item"/></p> <p>Default Delay <input type="text" value="45"/></p> <p>Starting Menu <input type="text"/></p> <p><input type="checkbox"/> Order By Number</p> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Receipt Printer</p> <p>Group Items</p> <p><input type="button" value="By Course Number"/></p> <p><input type="checkbox"/> Keeps Sub Items Together</p> <p><input type="checkbox"/> Ignores Item Numbers</p> <p>Course Gap <input type="button" value="Space"/></p> <p><input type="checkbox"/> Gap Between Items</p> <p><input type="checkbox"/> Don't Print Telephone Number</p> <p><input type="checkbox"/> Don't Print Assistant Name</p> <p>Red Printing</p> <p><input checked="" type="checkbox"/> Cooking Instructions</p> <p><input checked="" type="checkbox"/> All Toppings</p> <p><input checked="" type="checkbox"/> Held Toppings</p> <p><input checked="" type="checkbox"/> Don't Print Qty of Choices</p> <p><input type="checkbox"/> Asks Which Printer to Use</p> </div> <div style="width: 30%;"> <p>Delivery Charges</p> <p>Min Order <input type="text" value="8.00"/> Charge <input type="text" value="2.00"/> Type <input type="button" value="Charge £2.00 for orders under £8.00"/></p> <p><input type="text" value=""/> <input type="text" value="0.00"/></p> </div> <div style="width: 30%;"> <p>Toppings</p> <p>Pizza No of Toppings = <input type="button" value="Actual No of Topping"/></p> <p><input type="checkbox"/> Topping Price 3 is Extra Cost for Meal Deal</p> <p><input type="checkbox"/> Charge for swapped toppings</p> <p><input type="checkbox"/> 4 Toppings price band - No half Toppings</p> </div> </div>			
<input type="button" value="OK"/>			

The options on here are similar to intouch and all self explanatory.

The setup Tab looks as below,

Set-Up	Ordering	Web Site	Program																																																												
<div style="border: 1px solid black; padding: 5px;"> <p>Shops</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>No.</th> <th>Post Codes</th> <th>Description</th> <th>Shop P/C</th> <th>Post Codes Before</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td>6720</td> <td>BB2, BB1</td> <td>Blackburn</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td>6977</td> <td>OL7, OL6, M34, M43, SK15, SK16, SK14</td> <td>Ashton</td> <td></td> <td></td> <td>0.00</td> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td>0.00</td></tr> </tbody> </table> </div>				No.	Post Codes	Description	Shop P/C	Post Codes Before	Charge	6720	BB2, BB1	Blackburn			0.00	6977	OL7, OL6, M34, M43, SK15, SK16, SK14	Ashton			0.00						0.00						0.00						0.00						0.00						0.00						0.00						0.00
No.	Post Codes	Description	Shop P/C	Post Codes Before	Charge																																																										
6720	BB2, BB1	Blackburn			0.00																																																										
6977	OL7, OL6, M34, M43, SK15, SK16, SK14	Ashton			0.00																																																										
					0.00																																																										
					0.00																																																										
					0.00																																																										
					0.00																																																										
					0.00																																																										
					0.00																																																										
					0.00																																																										
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><input checked="" type="checkbox"/> Allow Collections</p> <p><input checked="" type="checkbox"/> Ask For Assistant</p> <p><input type="checkbox"/> Asks "Create New Order" if Existing order</p> <p><input type="checkbox"/> Don't Ask to Create New Duplicate Customer</p> <p><input type="checkbox"/> Only Displays Money etc On Server</p> <p><input type="checkbox"/> Uploads Data to Server Over Internet</p> <p><input type="checkbox"/> Doesn't Display Order Numbers</p> <p><input type="checkbox"/> Reduced Columns etc on Terminals</p> <p><input type="checkbox"/> Collections Don't Show as Late</p> <p><input type="checkbox"/> Delivery Charge = Admin Charge</p> <p><input type="checkbox"/> Include All Mobile Numbers</p> </div> <div style="width: 30%;"> <p>Stock Analysis Codes</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tbody> <tr><td>1</td><td>Pizzas / Garlic Bread</td></tr> <tr><td>2</td><td>Burgers</td></tr> <tr><td>3</td><td>Burger Meals</td></tr> <tr><td>4</td><td>Kids Meals</td></tr> <tr><td>5</td><td>Wraps</td></tr> <tr><td>6</td><td>Chicken</td></tr> <tr><td>7</td><td>Bucket Meals</td></tr> <tr><td>8</td><td>Grill</td></tr> <tr><td>9</td><td>Donner</td></tr> </tbody> </table> </div> <div style="width: 30%;"> <p>Source of Order</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tbody> <tr><td>1</td><td>Church Street</td></tr> <tr><td>2</td><td>Nelson</td></tr> <tr><td>3</td><td> </td></tr> <tr><td>4</td><td> </td></tr> <tr><td>5</td><td> </td></tr> <tr><td>6</td><td> </td></tr> <tr><td>7</td><td> </td></tr> <tr><td>8</td><td> </td></tr> <tr><td>9</td><td> </td></tr> </tbody> </table> <p>Price 2 Applies to <input type="text" value="2"/></p> <p><input type="checkbox"/> C/C - Credit Card</p> </div> </div>				1	Pizzas / Garlic Bread	2	Burgers	3	Burger Meals	4	Kids Meals	5	Wraps	6	Chicken	7	Bucket Meals	8	Grill	9	Donner	1	Church Street	2	Nelson	3		4		5		6		7		8		9																									
1	Pizzas / Garlic Bread																																																														
2	Burgers																																																														
3	Burger Meals																																																														
4	Kids Meals																																																														
5	Wraps																																																														
6	Chicken																																																														
7	Bucket Meals																																																														
8	Grill																																																														
9	Donner																																																														
1	Church Street																																																														
2	Nelson																																																														
3																																																															
4																																																															
5																																																															
6																																																															
7																																																															
8																																																															
9																																																															
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Credit Card</p> <p><input type="checkbox"/> YesPay</p> <p><input type="checkbox"/> Paid in Call Centre - NOT in Shop</p> <p>Charges</p> <p>Minimum Order <input type="text" value="0.00"/> Charge <input type="text" value="0.00"/></p> <p><input type="text" value="None"/></p> <p>Applies to <input type="text" value="Call Centre Only"/></p> </div> <div style="width: 30%;"> <p>Food Usage Report <input type="text" value="None"/></p> <p><input type="checkbox"/> EOD report split by Shop</p> <p>Password <input type="text"/></p> <p>Audit Trails to Keep <input type="text" value="2"/></p> </div> <div style="width: 30%;"> <p>Caller ID</p> <p>Port No. <input type="text" value="7"/> Type <input type="text" value="2"/></p> <p>STD Codes <input type="text"/></p> <p>Mapquest Key <input type="text"/></p> </div> </div>																																																															
<p>Display Late Column if Not Assigned (mins) <input type="text"/></p> <p>Today's Orders in Red Not Assigned (mins) <input type="text"/></p> <p>Display New Assigned Orders <input type="text"/></p>																																																															
<div style="border: 1px solid black; display: inline-block; padding: 5px 15px; background-color: #f00; color: white;">OK</div>																																																															

The Shops table is the most important, It has a column called No. that will have the license number of the shop and then a postcodes box that will dictate which orders will go to which shop. There is then a description box where the description of the shop is entered. The Shop P/C is the postcode of the shop. The Post Codes Before has a box next to it for a time and if this is filled in you can say before a certain time send certain postcodes to a different shop (This is usually for when a certain shop is closed until later so the delivery orders before a certain time go to another shop. The Charge column lets you set a delivery charge for the different shops.

The Website tab is shown bellow.

Set-Up	Ordering	Web Site	Program																																																																																																																																																																																									
Internet Discount Round Up to Nearest (p) <input type="text"/> Spend <input type="text" value="0.00"/> Receive <input type="text" value="10.00"/> Percent <input type="text"/> <input type="button" value="v"/> <input checked="" type="checkbox"/> Doesn't Apply to Meal Deals <input type="checkbox"/> Applies to Delivery Charge <table border="1"> <thead> <tr> <th>Code</th> <th>Spend</th> <th>Disc.</th> <th>%</th> <th>M</th> <th>T</th> <th>W</th> <th>Th</th> <th>F</th> <th>S</th> <th>Su</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td></td><td></td><td></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </tbody> </table>		Code	Spend	Disc.	%	M	T	W	Th	F	S	Su				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>	Opening Hours <table border="1"> <tr><td>Mon</td><td>1200</td><td>2300</td><td>Fri</td><td>1200</td><td>2300</td></tr> <tr><td>Tue</td><td>1200</td><td>2300</td><td>Sat</td><td>1200</td><td>2300</td></tr> <tr><td>Wed</td><td>1200</td><td>2300</td><td>Sun</td><td>1200</td><td>2300</td></tr> <tr><td>Thu</td><td>1200</td><td>2300</td><td></td><td></td><td></td></tr> </table>		Mon	1200	2300	Fri	1200	2300	Tue	1200	2300	Sat	1200	2300	Wed	1200	2300	Sun	1200	2300	Thu	1200	2300				<table border="1"> <thead> <tr> <th>Course Name</th> <th>No.</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>Pizzas</td><td>1</td><td>Sahara Pizzas are pre</td></tr> <tr><td>Garlic Breads</td><td>2</td><td></td></tr> <tr><td>Burger Meals & Speci</td><td>3</td><td></td></tr> <tr><td>Kids Meal</td><td>4</td><td>Something for the litt</td></tr> <tr><td>Burgers</td><td>5</td><td></td></tr> <tr><td>Wraps</td><td>6</td><td>Selection of filled tort</td></tr> <tr><td>Chicken & Bucket Me</td><td>7</td><td>We use highest qualit</td></tr> <tr><td>From the Grill (Peri F</td><td>8</td><td>We source and use s</td></tr> <tr><td>Donner Kebab</td><td>9</td><td></td></tr> <tr><td>Sides</td><td>10</td><td>That something extra</td></tr> <tr><td>Desserts & Confectio</td><td>11</td><td>Just that little extra 'p</td></tr> <tr><td>Drinks & Milkshakes</td><td>12</td><td>Something to quench</td></tr> </tbody> </table>	Course Name	No.	Description	Pizzas	1	Sahara Pizzas are pre	Garlic Breads	2		Burger Meals & Speci	3		Kids Meal	4	Something for the litt	Burgers	5		Wraps	6	Selection of filled tort	Chicken & Bucket Me	7	We use highest qualit	From the Grill (Peri F	8	We source and use s	Donner Kebab	9		Sides	10	That something extra	Desserts & Confectio	11	Just that little extra 'p	Drinks & Milkshakes	12	Something to quench																																																																						
Code	Spend	Disc.	%	M	T	W	Th	F	S	Su																																																																																																																																																																																		
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
			<input type="checkbox"/>																																																																																																																																																																																									
Mon	1200	2300	Fri	1200	2300																																																																																																																																																																																							
Tue	1200	2300	Sat	1200	2300																																																																																																																																																																																							
Wed	1200	2300	Sun	1200	2300																																																																																																																																																																																							
Thu	1200	2300																																																																																																																																																																																										
Course Name	No.	Description																																																																																																																																																																																										
Pizzas	1	Sahara Pizzas are pre																																																																																																																																																																																										
Garlic Breads	2																																																																																																																																																																																											
Burger Meals & Speci	3																																																																																																																																																																																											
Kids Meal	4	Something for the litt																																																																																																																																																																																										
Burgers	5																																																																																																																																																																																											
Wraps	6	Selection of filled tort																																																																																																																																																																																										
Chicken & Bucket Me	7	We use highest qualit																																																																																																																																																																																										
From the Grill (Peri F	8	We source and use s																																																																																																																																																																																										
Donner Kebab	9																																																																																																																																																																																											
Sides	10	That something extra																																																																																																																																																																																										
Desserts & Confectio	11	Just that little extra 'p																																																																																																																																																																																										
Drinks & Milkshakes	12	Something to quench																																																																																																																																																																																										
Mid Day Closed <table border="1"> <tr><td>Mon</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Tue</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Wed</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Thu</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Fri</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Sat</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Sun</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </table> <input type="checkbox"/> Collect Only		Mon	<input type="checkbox"/>	<input type="checkbox"/>	Tue	<input type="checkbox"/>	<input type="checkbox"/>	Wed	<input type="checkbox"/>	<input type="checkbox"/>	Thu	<input type="checkbox"/>	<input type="checkbox"/>	Fri	<input type="checkbox"/>	<input type="checkbox"/>	Sat	<input type="checkbox"/>	<input type="checkbox"/>	Sun	<input type="checkbox"/>	<input type="checkbox"/>	Courses Course Order <input type="text" value="Moveable"/> <input type="button" value="v"/> Order In Course <input type="text" value="Entered Number"/> <input type="button" value="v"/>																																																																																																																																																																					
Mon	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Tue	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Wed	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Thu	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Fri	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Sat	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
Sun	<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																										
		Messages Below Minimum Spend of <input type="text" value="0.00"/> <div style="border: 1px solid black; height: 30px;"></div>																																																																																																																																																																																										
		Before Order The Minimum order is £8. Any orders below - will be charged a additional £2.00																																																																																																																																																																																										
		After Order Completed <div style="border: 1px solid black; height: 30px;"></div>																																																																																																																																																																																										
		Service Charge <input type="text" value="0.00"/>																																																																																																																																																																																										
		Sundry <input type="checkbox"/> Delivery Only <input type="checkbox"/> Doesn't Ask Delivery Time <input type="checkbox"/> No Cooking Inst List <input type="checkbox"/> Meal Deal Half/Half Cooking Instructions <input type="checkbox"/> Allows Cooking Instruction on Every Item Payment Method <input type="text" value="Delivery Only"/> <input type="button" value="v"/> Delivery Charge <input type="text" value="As Shop"/> <input type="button" value="v"/> Meal Deals Order <input type="text" value="Normal"/> <input type="button" value="v"/>																																																																																																																																																																																										

OK

The options here are to do with how the online orders are dealt with or how they look and are similar to the internet options in the normal program.

The Program tab is shown bellow.

Always Select Internet Order Customer from List

Order Acknowledgment by Email

Accept

Your order has been accepted. We aim to deliver your order within 50 minutes.

Reject

Your order has been rejected. Please call the store on 01254 583888 to place your order.

Send BCC to

Free Item Receipt Message

OK

Revision #4

Created Tue, Jul 26, 2022 9:38 AM by [Simon](#)

Updated Tue, Jul 26, 2022 10:32 AM by [Simon](#)