Online Ordering Rundown

The steps involved with integrating with an OrderMate POS system for Online Order submission are detailed in this document. This document is designed as an indicator only. The actual implementation of the development is left up to the third party.

Communication with the Server

The first step in the integration would be ensuring that communication between the OrderMate Server (OMS) and the Third Party Software (3PS) is open and working.

If the 3PS is using a file-watcher integration, this will involve ensuring that the 3PS can post or write files to the correct file path on the OMS.

If the 3PS is using a web-service integration, this will involve ensuring that the 3PD can perform GET and POST methods to the OMS via the internet.

File Writing

To test the file writing ability, the 3PS will need to attempt to read/write a general file to the OMS. If this is accomplished, the 3PS will need to then read/write a file to the allocated file-watching area.

Pinging the Server

Step one in communicating with the OMS via Web-Services is to ping the OMS from the 3PS machine. If this is not successful, the 3PS will need to contact their ISP and/or Network provider and/or OrderMate POS to sort out any firewall or proxy issues.

Testing the Ports

The OMS uses a specific port, typically 8090 (although this can be altered depending on installation requirements), that is used for communication to its webservices. After standard pinging has proven successful, it is then necessary to test the ability to hook into the specified port. To this end, port scanner programs can be used.

One particularly useful one is paping.exe, which can be downloaded for free. This can be used to test to make sure the port is open and able to receive connections.

If this is unsuccessful, the 3PS developer will need to contact their ISP, Network Administrator or OrderMate POS to resolve the issue.

Making a Web Call

Now that the communication capability has been established, it is strongly advised to make a proper web call from the 3PS. This will prove that the username and password are correct, and that the correct url, port and context are used.

curl and wincurl are popular programs used to make calls to web services, allowing the user to modify the http request to be suitable for the various types of calls (GET, PUT, POST, etc along with Header Values and payloads).

To this end, I would advise retrieving the menu version, as per page 5 of the API.

Retrieving the Menu Version

Every time the user changes the menu, be it by altering prices or adding/removing items, etc. the menu ‘version’ will be updated. The 3PS can use this information to decide whether it is required to pull the new menu again and update its own menu from this information.

This can be performed by running a curl command to GET the menu version as per page 5 of the API.

Getting the PriceLevels and Profiles

The Online Ordering API specifies that there can be one or more 'priceLevels'. A price level is a pricing scheme, such as 'General' or 'Delivery'. Prices for one item can be different between price levels. Generally, the 3PS will work with a single price level, and, generally, this has an id of 1. If a store has more than one price level, these will need to be interrogated.

By the same token, the Online Ordering API specifies that there can be one or more 'profiles'. A profile is a set of Sections and Items that may be ordered. As above, the 3PS will generally work with a single profile, but, depending on the store, there may be more than one.

To interrogate the price levels and profiles, the web service of allpricelevels and allprofiles can be accessed as per page 9 of the Online Ordering API.

Getting the Menu

The menu can be downloaded by the 3PS at any stage, however it is advised that some policy be adhered to in order to avoid overhead on the 3PS or the OMS by requesting and digesting too often.

The menu can be retrieved by running the menu method as per page 8 of the Online Ordering API.

The 3PS is responsible for keeping the 3PS system in sync with the pulled menu.

In order to digest the XML, the 3PS Developer will need to read and understand the Menu Schema as specified on page 12 of the Online Ordering API. Importantly, the menu will specify ID values for the various elements of the menu that a user can order.

Posting an Order

Now that the 3PS can communicate and has a record of sellable items with their corresponding ID values, it is ready to put an order through to the OMS. This is achievable by building up an XML string and submitting this to the OMS as per page 5 of the Online Ordering API.

If the 3PS is using a File-Watcher, this xml string is to be written to the specified folder.

If the 3PS is using a web-service, this xml string is to be posted to the OMS.

The format of the XML to be submitted is specified on pages 14, 15 and 16. An example of the xml file submittable is found on page 21.

The 3PS is to add any salesItems as required by the sale.

If the customer address information is available, this is to be included in the appropriate section.

If the sale has been paid, is a delivery, has a fixed price, an external order id, etc. these are to be completed by the 3PS.

If there is any clarification required over the definition of the fields within an OrderMateSale, the 3PS developer should contact OrderMate.

Reponses

Upon posting a request to the OMS, a response of the OnlineOrderResult format will be returned. This includes a result code, along with any further information required by the 3PS. The 3PS is able to interrogate these responses and take appropriate action. For example, if an error has occurred, the 3PS may decline the sale and report this to the user.

Status

Once an order has been placed, the 3PS is able to interrogate the response and retrieve an ID of the OnlineSale that has just been created on the OMS.

This ID can be used by the 3PS using the orderstatus call as per page 6 of the Online Ordering API.

The 3PS can then poll the OMS, if required, to see the progress of an order.