Crunchtime Kitchen

Reference Guide

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System Requirements

See requirements in the System Requirements section below.

Related Documentation

- Install Crunchtime Kitchen: https://links.crunchtime.com/CHIG-InstallCrunchtimeKitchen
- Crunchtime Kitchen Release ReadMe: https://links.crunchtime.com/CKReleaseReadMe

Overview

This document explains how to use Crunchtime Kitchen.

Download the latest version of this document here:

https://links.crunchtime.com/CKRG-UsingCrunchtimeKitchen

… or scan the QR code to the left.

REFERENCE GUIDE

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First Look

Introduction

Crunchtime Kitchen, part of the Crunchtime Hospitality Automation Solution from Crunchtime Automations, Inc., is a graphical restaurant kitchen automation system that allows you to customize the routing and display attributes of every item and every order on each kitchen Display Client screen, highlighting item and order details with user-defined colors, fonts, and formatting. Users have access to real- time speed of service information for monitoring the status of the kitchen. Integrated alerts help ensure responses to key events.

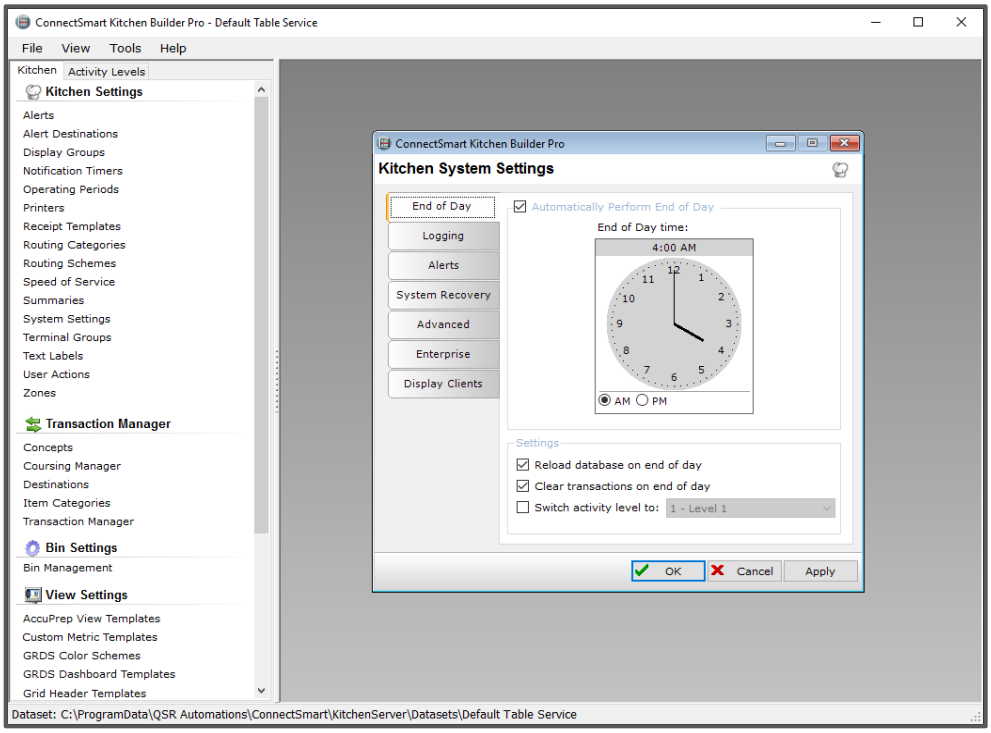
The Display Client (QsrDisplayClient.exe) runs on a device (also known as a controller). There is a 1:1 kitchen application to display station (device and display) ratio. For example, you could have Display Client 1 running on eXpert ID 1, and Display Client 2 running on eXpert ID 2.

Changes made to each item at each prep station – such as fired, cooking, prepared, and redo – are simultaneously indicated at the expediter station at the order level, and once orders are completed in the kitchen, they are automatically moved to the front of the expediter screen.

> **Note:** You must have a valid Stations license to use kitchen stations, and that license determines the total number of video and printer stations that can be online at the same time.

Use Kitchen Builder Pro to create and edit settings for the Kitchen Server, the Display Client application, and peripheral devices.

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Note: The Kitchen Server is a server application that powers Crunchtime Kitchen and communicates directly with the SQL server database and must be run to use the Display Client.

Button	Action
OK	Saves your changes and closes the form.
Cancel	Cancels your actions and doesn't save any changes.
Apply	Saves your changes and keeps the form on screen.

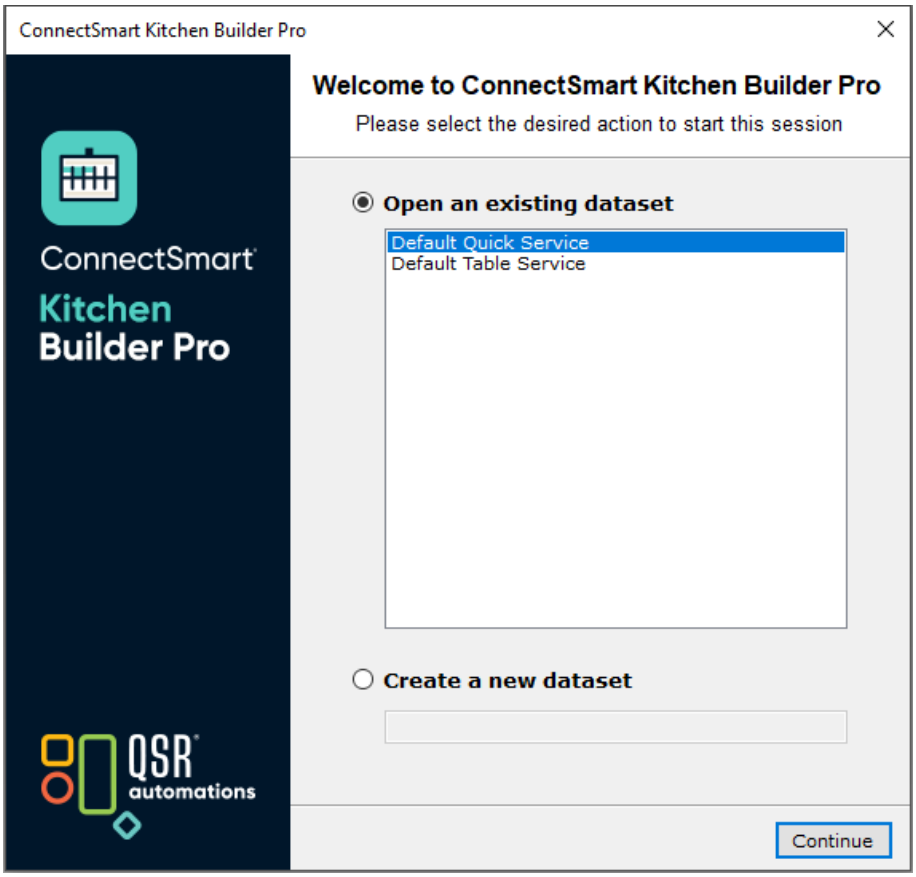
Options Available on Forms

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Dataset Wizard

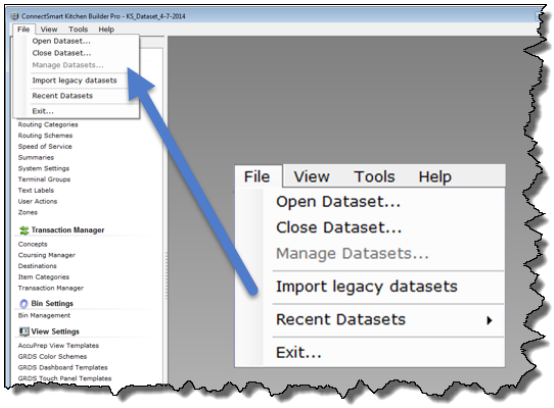
Kitchen Builder Pro creates and maintains sets of XML data files, collectively referred to as datasets and allows you to manage multiple datasets. This makes it easy to maintain more than one set of data.

When Kitchen Builder Pro is first opened, the Dataset Wizard appears. Use the Dataset Wizard to select an existing dataset or create a brand new one.



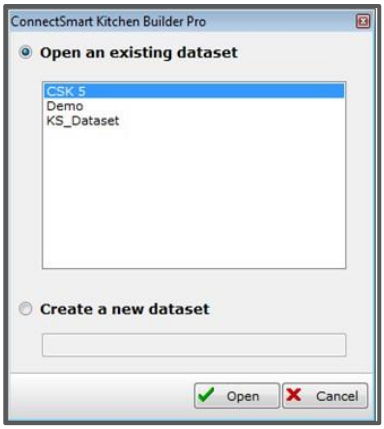
Datasets

Once Kitchen Builder Pro is open, you can close the current dataset, open a different dataset, or manage datasets without having to exit the application. All of these tasks can be completed through the File menu at the top of the Kitchen Builder Pro application.



Opening Datasets

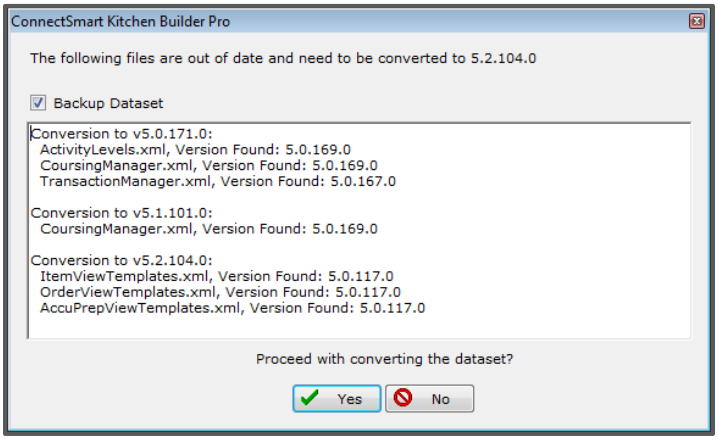
From the File menu, select Open Dataset to access the dataset form.



Open an existing dataset is selected by default. Select the dataset you want to open and select Open.

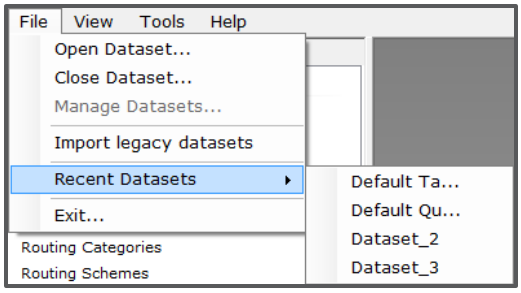
Note: If you try to open a dataset that is not compatible with your current version of Crunchtime, a prompt appears listing the incompatible files. (This prompt only appears if the dataset selected was created in an earlier version of 5.0 or 5.1 Kitchen Builder than the one that is being opened. For example, if the dataset was created in 5.0.202.0 and selected to open in 5.1.109.0, this prompt appears saying the dataset needs to be upgraded to the latest version.) Select Yes to convert the dataset to the current version.

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If you try to open another dataset while a dataset is currently open, a prompt appears asking Would you like to close the current dataset? Select Yes.

Note: For information on converting Crunchtime Kitchen from version 3.x to version 5.1, see AppendixB.



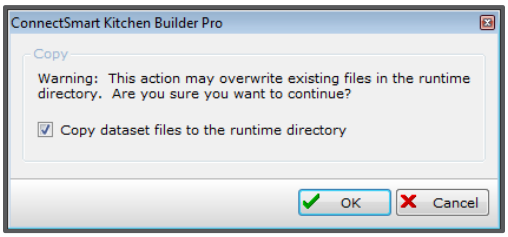
If you want to create a new dataset, select Create a new dataset and enter a name for the dataset. Select Open.

You can also select File I Recent Datasets to see the last four datasets you have opened.

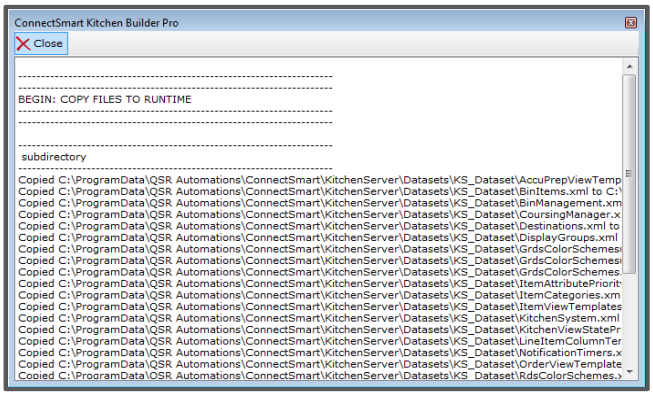
Select one from the list, and that dataset will open in Builder Pro.

Closing Datasets

From the File menu, if you select Close Dataset, the copy warning prompt appears.



Note: If you try to close a dataset that has open forms, a message appears warning you that all unapplied changes will be lost if you continue.

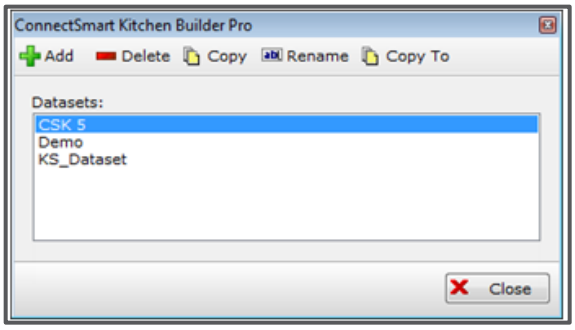


Select Copy dataset files to the runtime directory if you want to save changes in the Kitchen Builder and overwrite existing files in the runtime directory. Select OK.

A window appears that includes the list of deleted and copied files. For more information, see Copy Current to Runtime.

Managing Datasets

To manage datasets, first close the current dataset and from the file menu select Manage Datasets to access the manage datasets form.



There are several options available on the manage datasets form:

Button	Action
Close	Close the Manage Datasets form.
Add	Add a new “blank” dataset.
Copy	Copy the selected dataset to a dataset with a new name. The Copy Dataset dialog box appears.
Delete	Delete the selected dataset.
Rename	Change the name of the selected dataset. The rename Dataset dialog box appears.
Copy To	Copy the files in the selected dataset to the runtime folder where it will be used by the eXpert stations.

Manage Datasets Options

Copy Current to Runtime

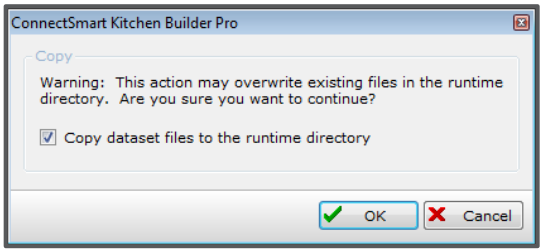
Kitchen Builder Pro allows you to configure multiple sets of XML data, which provides a method for selecting the data that will be used by the Display Client. This is done by copying the data to the runtime folder.

The runtime folder is located on the Kitchen Server host computer and is by default located in the common application data directory. On Windows XP or Server 2003 machines, the path is C:\Documents and Settings\All Users\Application Data\QSR Automations\ConnectSmart\KitchenServer\Data. On Windows 7 and 8, as well as Server 2008 and Server 2012, the path is C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\Data.

Note: The Application Data and Program Data folders are typically hidden by default and will need to be "unhidden" if that has not already been done.

There are four different ways to copy the current data to the runtime directory:

I. With the current dataset open, select Tools I Copy Current to Runtime Directory from the file menu. A prompt appears: Warning: This action may overwrite existing files in the runtime directory. Are you sure you want to continue? Select Copy dataset files to the runtime directory and select OK.



II. Close Kitchen Builder Pro by selecting X (close button) in the title bar. The prompt Are you sure you want to exit this session? appears. Select Yes. The prompt Warning: This action may overwrite existing files in the runtime directory. Are you sure you want to continue? appears. Select Copy dataset files to the runtime directory and select OK.

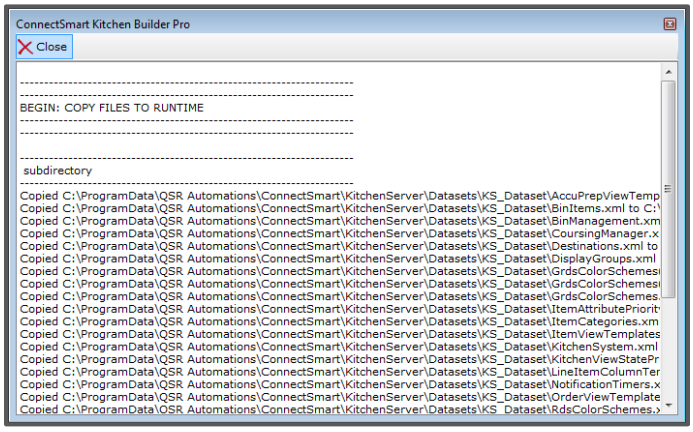
III. With the current database open, select File I Close Dataset. The prompt Warning: This action may overwrite existing files in the runtime directory. Are you sure you want to continue? appears. Select Copy dataset files to the runtime directory and select OK.

Note: If you still have forms open and use either the X or Close Dataset way to copy to runtime, a warning prompt appears. If you proceed, unsaved changes on active forms will not be applied to the runtime directory.

IV. With no databases currently open, select File I Manage Databases. Then select a database and select Copy To.

a. Once the files are copied, a new window appears with a list of deleted and copied files.

b. Select Close.

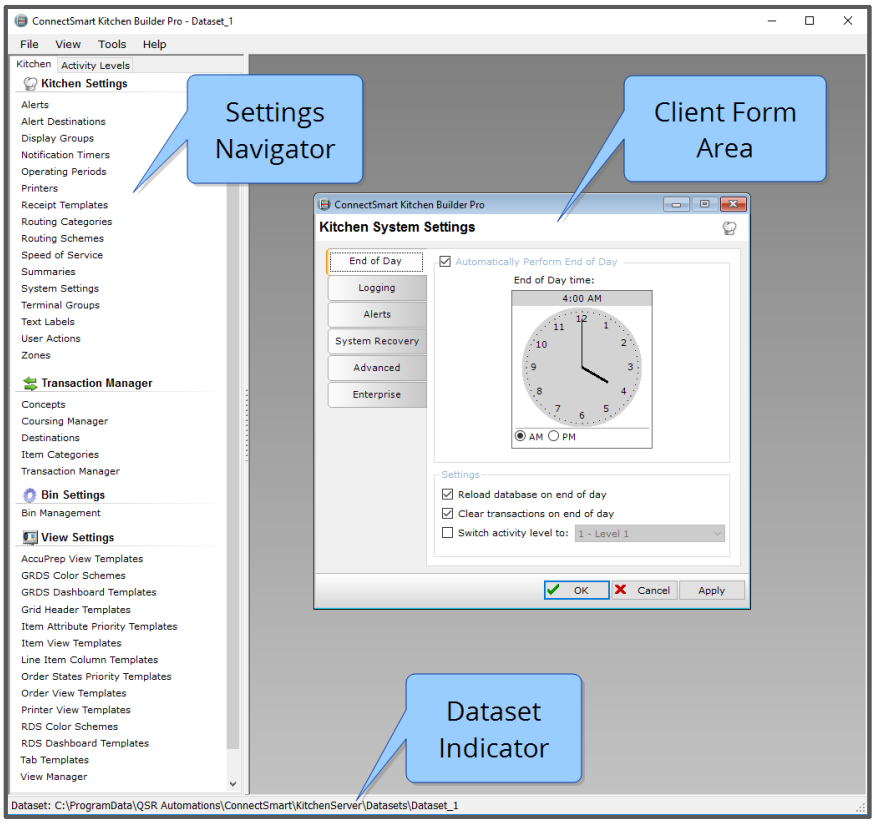


Note: After copying to runtime, you need to restart the Kitchen Server in order for the changes to take effect, but you do not need to restart the Display Client. The Display Client will get the updated settings from the Kitchen Server when the server restarts.

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Main Form

The main form of the Kitchen Builder Pro has a Settings Navigator, a Client Form Area, and a Dataset Indicator, which lets you know which dataset is currently opened for editing.



Settings Navigator

Navigate the global system, kitchen, and activity level settings. You can open the individual edit forms where you can change settings. Each category within the Settings Navigator has a header section that is followed by the individual category entries.

The Settings Navigator is organized into two tabs:

- **Kitchen:** Settings that are applied globally across Crunchtime Kitchen include transactions, views, routing, terminals (stations), color schemes, coursing, and alerts.
- **Activity Levels:** Settings that control the configuration of Crunchtime Kitchen activity levels including virtual keypads, kitchen stations, and printer stations.

Client Form Area

Configuration forms accessed from the Settings Navigator appear in this part of the window. Set up and change system information on these forms.

Dataset Indicator

The Dataset Indicator appears only when a dataset is open. The status bar within the Dataset Indicator shows the location of the dataset files currently in use.

Help

From the Help menu option, you can access the help system (Help I ConnectSmart Kitchen Builder Pro Help) and general build and release information (Help I About ConnectSmart Kitchen Builder Pro).

Typical Kitchen Setup Order of Operation

There are two default datasets. In using either of these as a quick start, for setting up a simple single station kitchen configuration, perform the following tasks in order.

1. Open Kitchen Builder Pro.
2. Create a new dataset.
3. Create/edit a view template (Order, Item, AccuPrep, etc.).
4. Create/edit routing categories and then routing schemes.
5. Create/edit a GRDS or RDS color scheme, depending on the device type(s) you will be using.
6. Go to the Activity Levels tab and edit the default view.
7. Open the default station and drag a view type to the Station Editor window.

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8. Double-click the view to edit view settings.
9. Copy current to runtime.
10. Start Kitchen Server.
11. Start Display Client.

Kitchen Settings & Routing

Introduction

The Kitchen System Settings section of Kitchen Builder Pro includes setup for end of day, speed of service, display groups, user actions, and zones. These help determine how the Display Client operates and looks.

You can edit Display Client settings from ControlPoint or the ConnectSmartNetwork.xml file. The station ID will be written to the ConnectSmartNetwork.xml file on each device. However, where that file lives depends on the device type.

On CE devices (xCeeds), the file is located here: Hard

Disk\ConnectSmart\QsrDisplayClient\Data.

On XP Embedded devices (DX-2000s and legacy Onyx devices), the file lives here: C:\Documents and Settings\All Users\Application Data\QSR Automations\ConnectSmart\QsrDisplayClient\Data

On Windows 7 Embedded devices (DX-3000s, new Onyx devices), the file can be found here: C:\ProgramData\QSR Automations\ConnectSmart\QsrDisplayClient\Data

> **Note:** In earlier versions of Crunchtime Kitchen Builder Pro, there was a Kitchen Terminals form. In version 5.0 and later, that form is not needed because terminals are now managed through the Display Client. Think of the Display Client's ID as the terminal's Station ID.

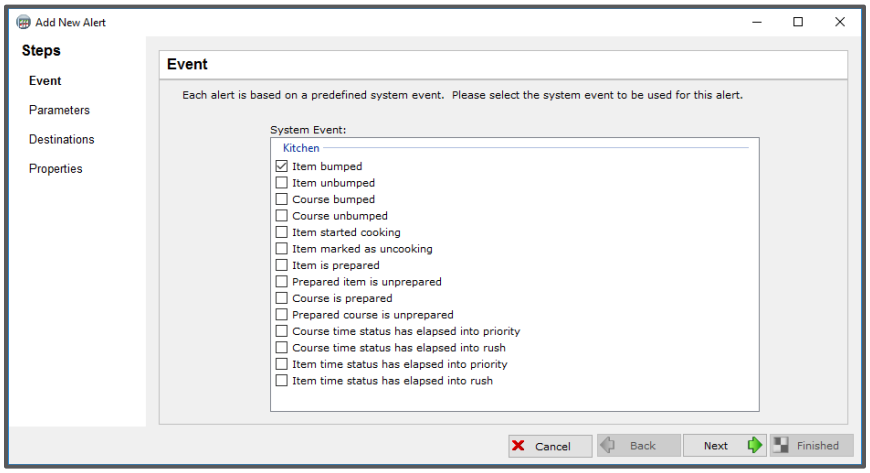
Alerts

Alerts allow guests, staff and/or managers to be paged when defined system events occur within the kitchen. These events can be Item or Order Events. In order for Alerts to properly function, you must ensure ControlPoint is in use with Crunchtime Kitchen and Pagers are configured.

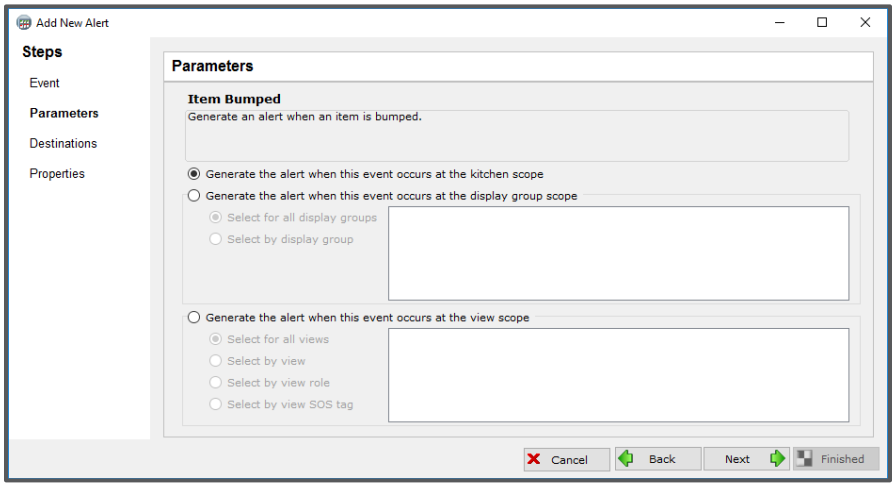
> **Note:** Before configuring Alerts, Alert Destinations must first be defined.

1. Select Add.
2. Select a System Event to trigger an Alert.

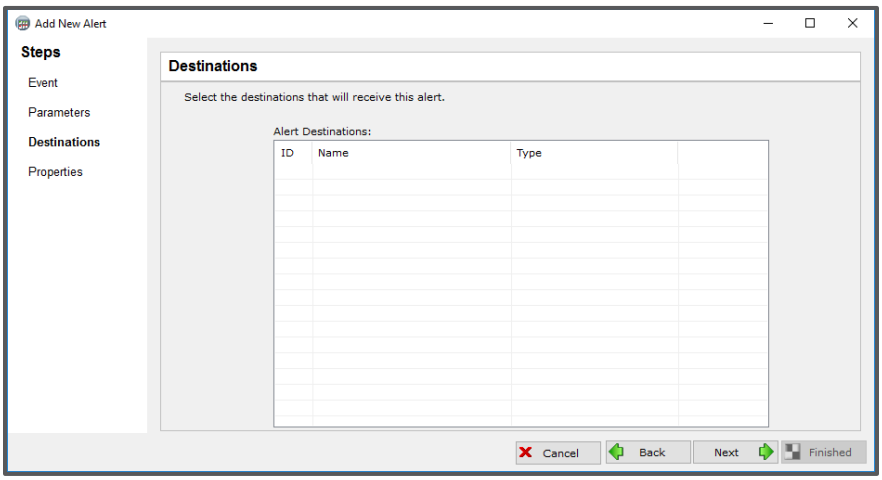
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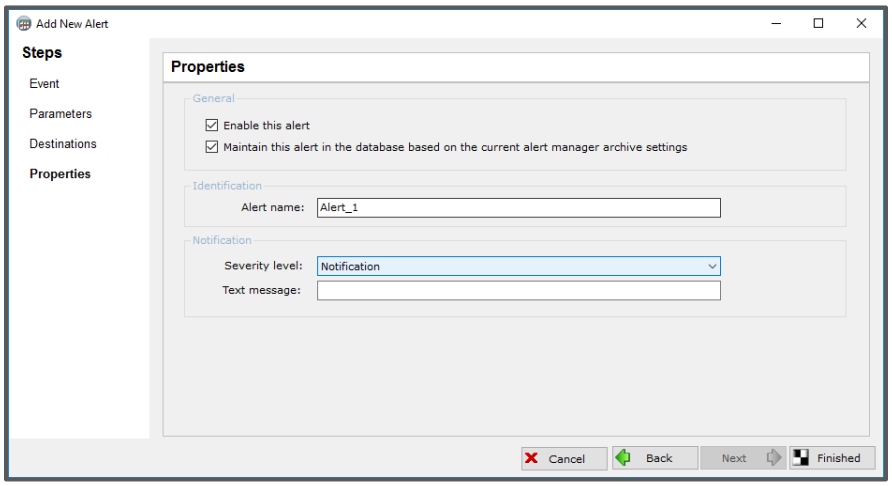
3. Select Next.
4. Configure Parameters.
   a. Generate for the entire Kitchen.
   b. Generate for Display Groups in Kitchen paging can be configured to alert existing Display Groups.
   c. Generate alerts by view scope. Depending on which option is selected, additional choices are displayed.



5. Select Next.



6. Select a Destination.
7. Select Next.
8. Provide an Alert Name.
9. Select a Severity Level from the drop-down.
    - Notification
    - Warning
    - Error
10. Enter what the pager will display when the Alert is triggered.



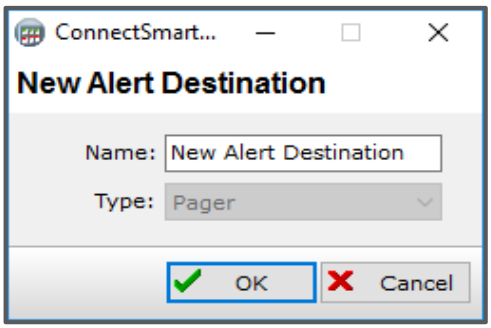
11. Select Finished.

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Alert Destinations

In order to utilize Alerts, you must create Alert Destinations. These destinations allow you to identify Pager IDs as part of one group, or destination. The destinations are then assigned to specific System Events in the Alerts form to allow the indicated pagers to be paged when a specific event occurs in the kitchen.

1. Select Add.
2. Name the Alert Destination.
3. Select OK.

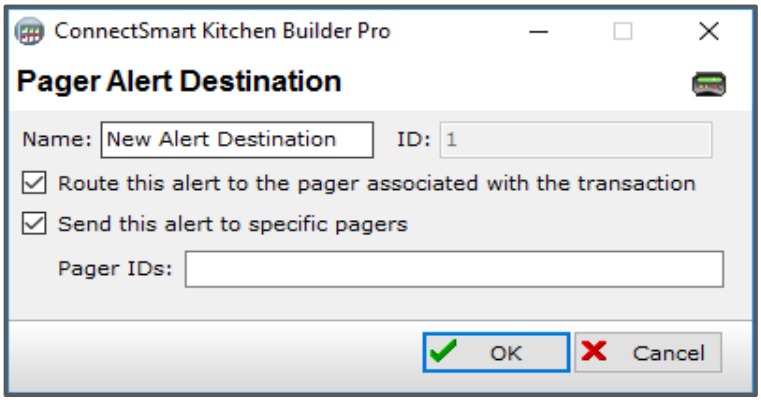


4. If desired, enable Route this alert to the pager associated with the transaction.

Note: When using this this destination type, ensure POS data fields are mapped to the Pager Number field. See the Field Mappings portion of Transaction manager in this document for more information.

5. If desired, enable Send this alert to specific pagers.

Note: If sending to specific pagers, define with a comma-delimited list or hyphenated range of Pager IDs.



6. Select OK.

Display Groups

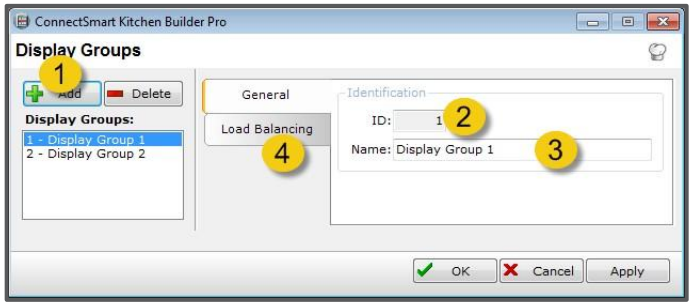
With display groups, one or more kitchen prep stations can be associated with an expo station. This concept is useful in kitchens with separate cook lines as well as restaurants with multiple concepts and prep areas. Display group names are not required to associate views with each other. Use the names entered on the Display Groups form to select the correct group when creating the views.

1. Select Add.
2. Accept the default or change the group ID.
3. Enter a name for the group.

Note: Display groups allow for the use of multiple kitchen lines in such a way that views on Kitchen Line 1, for example, do not associate themselves with views on Kitchen Line 2. If a prep cook on Kitchen Line 1 bumps an item from a prep station, the expediter view in the Kitchen Line 1 display group will reflect that action. An expediter view in the Kitchen Line 2 display group will not. In addition to helping manage the kitchen by routing and displaying orders and items in real time, the Display Client gathers important operational data and events. This data includes a variety of event notifications and speed of service timing information, which is helpful for the management of both quick service and table service restaurants. The Display Client can be configured to collect data that can be used to improve the speed and efficiency of the restaurant.

Note: For display groups to be used by the Display Client, they must not only be configured in the Display Groups form, but they must also be applied to views in the GRDS or RDS Video Station Builder.

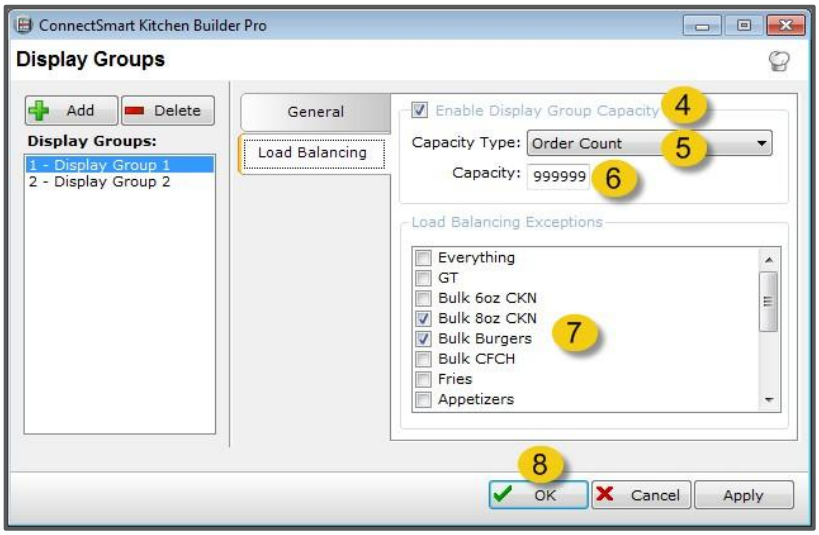
4. On the Load Balancing tab, select whether or not you want to enable display group capacity when determining the load balanced display group for a new course.



5. For Capacity Type, select Order Count or Item Count.

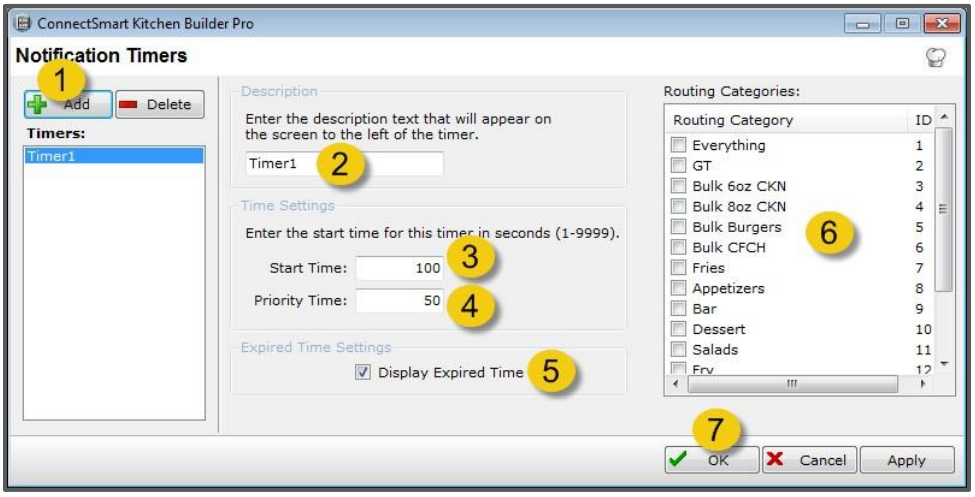
6. Enter a capacity value. This is the number of orders/items the display group can hold before orders/items will no longer route to the display group. Once the capacity is reached, the display group will be disregarded during load balancing.
7. Select routing categories that are load balance exceptions. The display group load balancer will look at these exceptions when determining the load balanced display group of the course. If the routing categories apply to the course, the course will be load balanced to that display group regardless of capacity or other load balancing considerations. If the routing categories do not match, normal load balancing rules will take effect.
8. Select OK.

Note: For load-balancing exceptions on Total, if multiple display groups' exceptions match the course, Kitchen Server load balances across the display groups that match instead of picking the first display group that matches. However, if using round-robin load-balancing, Kitchen Server picks the first display group that matches, and this will not affect the next round-robin display group.



Notification Timers

You can associate a timer with a group of item categories. A timer can be configured to automatically begin at the moment the order containing timer items appears, or it can be triggered by a bump event.



1. Select Add.
2. Enter a description that describes the group of items associated with the timer. Timers are displayed on a view at the top of an order and contain this description followed by an actual timer.
3. Timers start at the specified time and count down to zero. They can be configured to start counting down as soon as they are displayed on the screen or delayed until a designated bump event occurs. Regardless of how they are activated, enter the start time, in seconds, that contains the initial time for the timer.

Example: Your restaurant sells chicken and pizza and each part of the kitchen has its own Order view. Since pizza takes longer to prepare than chicken, you may want to enter a 420 start time so that the timer shows on the chicken station's view seven minutes after it was bumped from the Pizza station and placed in the oven. If your priority time, for example, is 50 seconds, when the timer, which starts at 420 seconds, gets to 50 seconds, it will show priority attributes on the view.

4. Enter the time, in seconds, that must pass before an item it reaches priority time status.
5. Select Display Expired Time if you want the timer to start over once the priority time has been met and the item has not yet been bumped. You can assign the priority and expired notification colors on the Item Attributes tab of the GRDS Color Schemes and RDS Color Schemes forms.
6. Select which routing rules to apply to the notification timer.
7. Select OK.

Note: If an order has items associated with two different notification timers, Crunchtime Kitchen will only display the longer of the two timers.

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Using Timers

Once a timer has been defined, it must be enabled at the view template level. The option to display timers and/or designate trigger events for other timers is configured in the view template. Views that are designated as triggers for timers send out a notification message when items belonging to the timer are bumped.

Notification Timers: A Pizza Example

Scenario: A kitchen contains two prep workstations, one pizza oven, and an expediter station at the end of the oven. At the prep station, someone makes the pizza and places it in the oven. At the other end of the oven, another person pulls the pizza from the oven, cuts it, and places it in a box.

The prep station does not have notification timers displayed but is designated to notify the expediter station notification timer to begin counting down. When a pizza is ordered, it appears on the prep station and the expediter station; however, the timer does not start counting down on the Expediter station because it is set up to display on notification. When the pizza is placed in the oven, the pizza is bumped from the prep station, which in turn signals the timer on the expediter display to begin counting down.

Because the notification timer is configured with the exact cook time for the pizza, the person at the expediter station now knows exactly when the pizza will appear at his/her station, and the person at the front counter can tell the customer exactly when their order will be ready.

Notification Timers: A Table Service Example

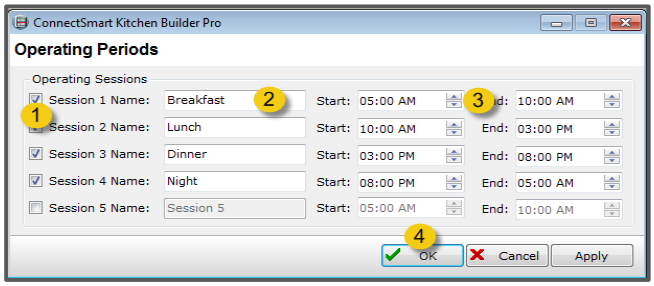
Scenario: A table service site has item prep and grid expediter stations. The expediter station displays the entire transaction; however, appetizers must be prepared and sent to the table ahead of the other order items.

You can configure the expediter station to display a timer specific to appetizer items. Because appetizers should be ready before the timer reaches zero, the notification timer acts as a gauge to tell you when they will be done. Also, if the timer is expired, you know your appetizers are running long and can take corrective actions.

Operating Periods

Session hours determine the daily hours when the site is open for business. You can have up to five operating sessions. You might want to think of an operating session (e.g. Breakfast, Lunch, Dinner, etc.) as a meal period. These periods can be used for reporting purposes, such as the Cook Time Variance By Meal Period report.

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1. Select which sessions you want to use.
2. Enter a name for the session.
3. Select the start and end times for each session.
4. Select OK.

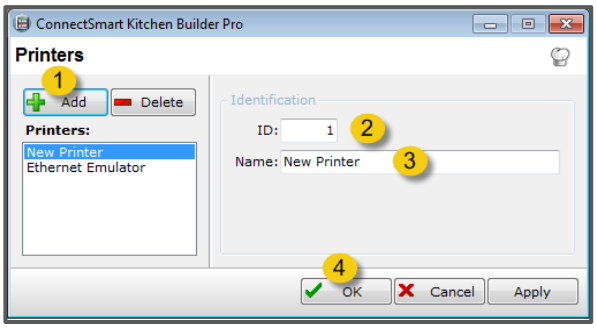
Printers

There are various reasons why you may want to use printers with Crunchtime Kitchen. For example, you may want to print (chits) to give to kitchen staff or use them on an as-needed basis to confirm the contents of an order.

Physical printers connected to a device, must be attached by a null modem cable to a COM port on the device. For the IP printers, the Ethernet cable needs to be plugged in to the same network, which can be accomplished via a router or network switch or even a wall outlet, as long as ControlPoint and the printer are on the same subnet and can talk to each other.

Use the Printers form to configure individual receipt printers for use with the Display Client.

Note: In order to use printers, you must be running Crunchtime's ControlPoint.

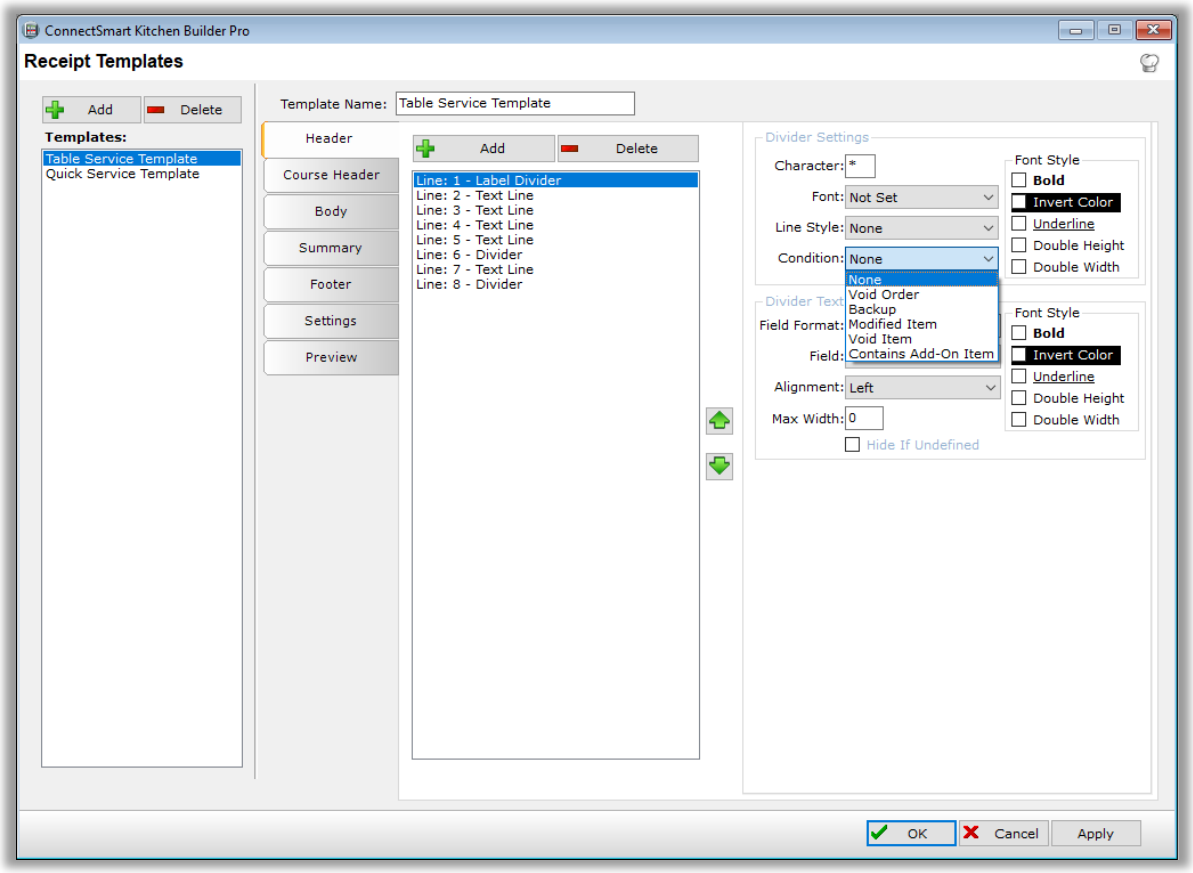


1. Select Add.
2. Accept the default or change the printer ID.
3. Enter a name for the printer.
4. Select OK

Note: Once you have added a printer, you will need to assign it to a view from the Printing tab of the edit view form, which is accessed from the GRDS or RDS Video Station Builder.

Receipt Templates

Instead of sending your order data to a view on a Display Client (a kitchen station), you can send it to a printer. Use the Receipt Templates form to set up receipt layout.



There are two different receipt formats: Quick Service and Table Service. These control the basic header format of the receipt. The Receipt Templates form as two default templates: Table Service and Quick Service. In the following examples, unique characteristics of each format and style are highlighted.

Quick Service: This is typically used by fast-food restaurants: Order Number, Terminal Number, Destination, Date, and Time.

Notice that Terminal Number is highlighted in the image below because it is unique to Quick Service receipts.

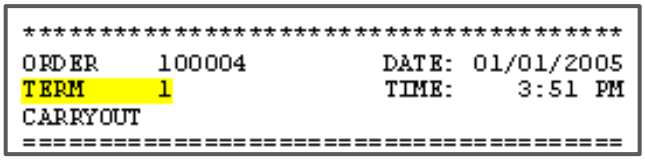
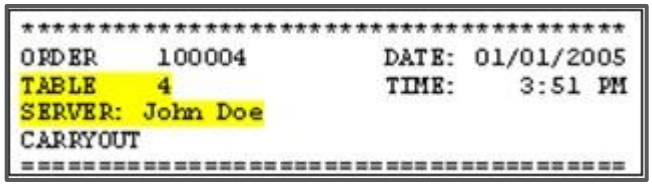
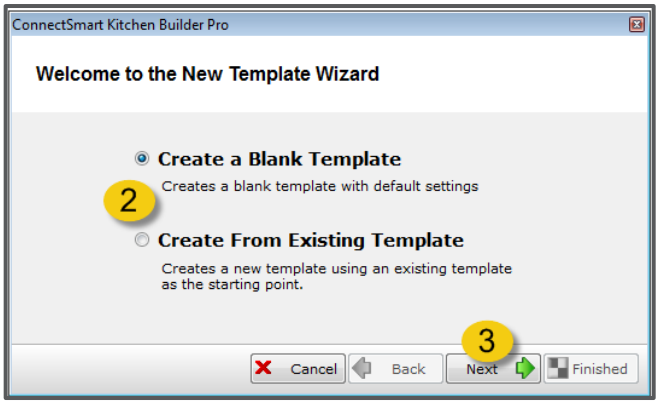


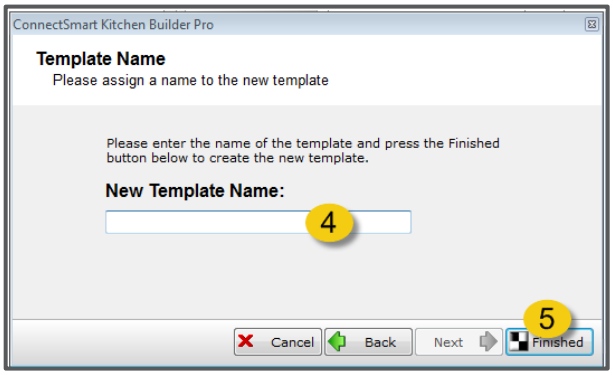
Table Service: This is typically used by "sit-down" restaurants that use servers: Order Number, Table Number, Server, Destination, Date, and Time. Notice that Table Number and Server are highlighted in the image below because they are unique to Table Service receipts.



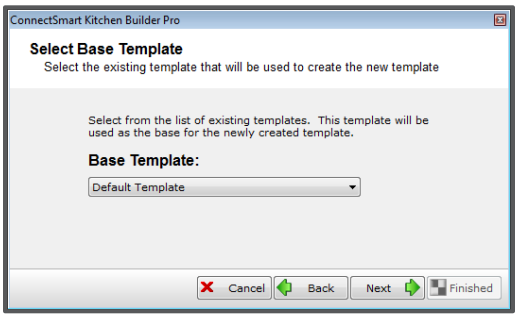
1. At the top left of the Receipts Templates form, select Add. The New Template Wizard appears.

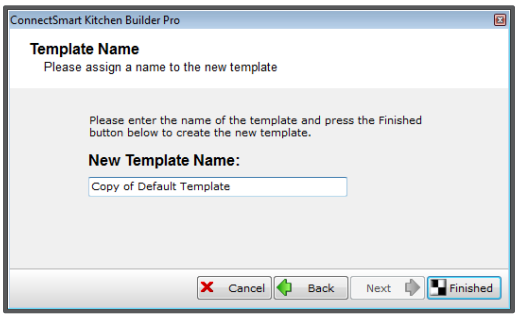


2. Select Create a Blank Template or Create From Existing Template.
3. If you selected Create a Blank, select Next. The Template Name form appears.



4. Enter a template name.
5. Select Finished.





Note: If you selected Create From Existing Template, select Next. The Select Base Template form appears. Select a template to base the new template on and select Next. The Template Name form appears. Enter a name for the new template and select Finished.

6. Select Add on the Header tab to add a line to the template. The Type of Element form appears.
7. Select a type of element type to appear on lines in the receipt header: Divider, Label Divider, Text Line, or QR Code.

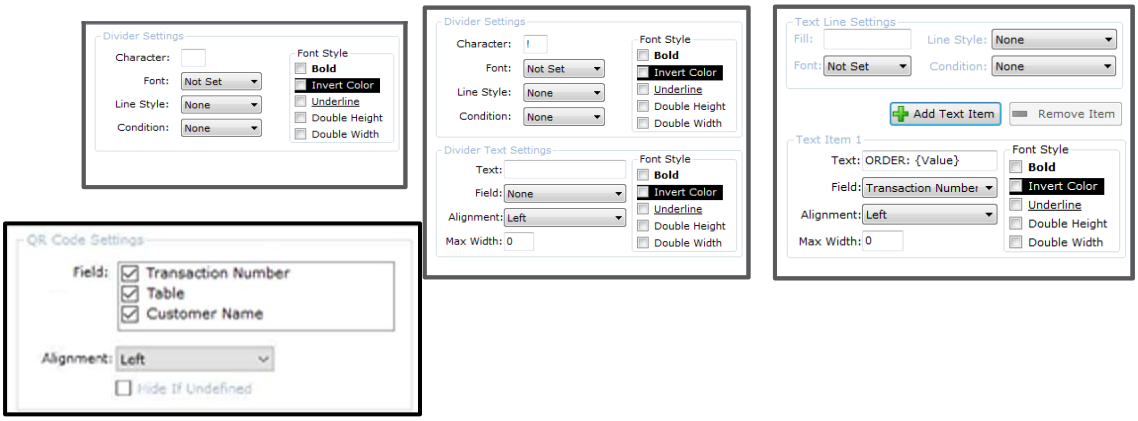
Note: QR Code is registered trademark of DENSO WAVE INCORPORATED.



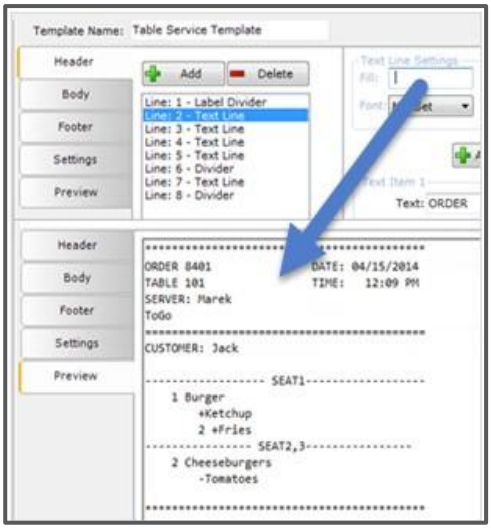
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8. Select Add.

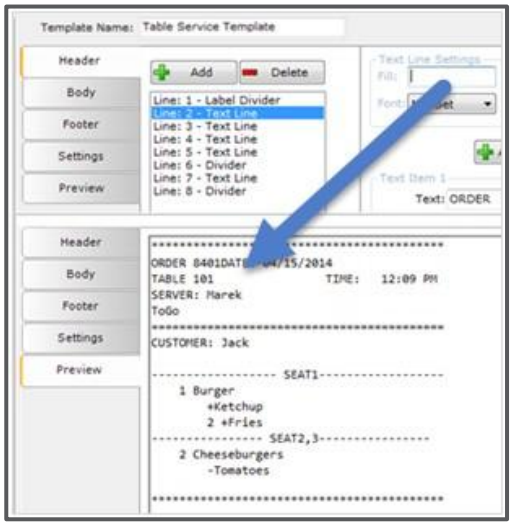
Note: Depending on what type of line element you select, settings options will differ.



Note: The Fill field's cursor defaults to after the one character limit. This provides blank space in the text line.



Note: If you backspace the cursor, that space in the text line goes away. In addition to a space, you can also enter a character (i.e. #, -, *) as the fill.



9. Select options for header text lines.

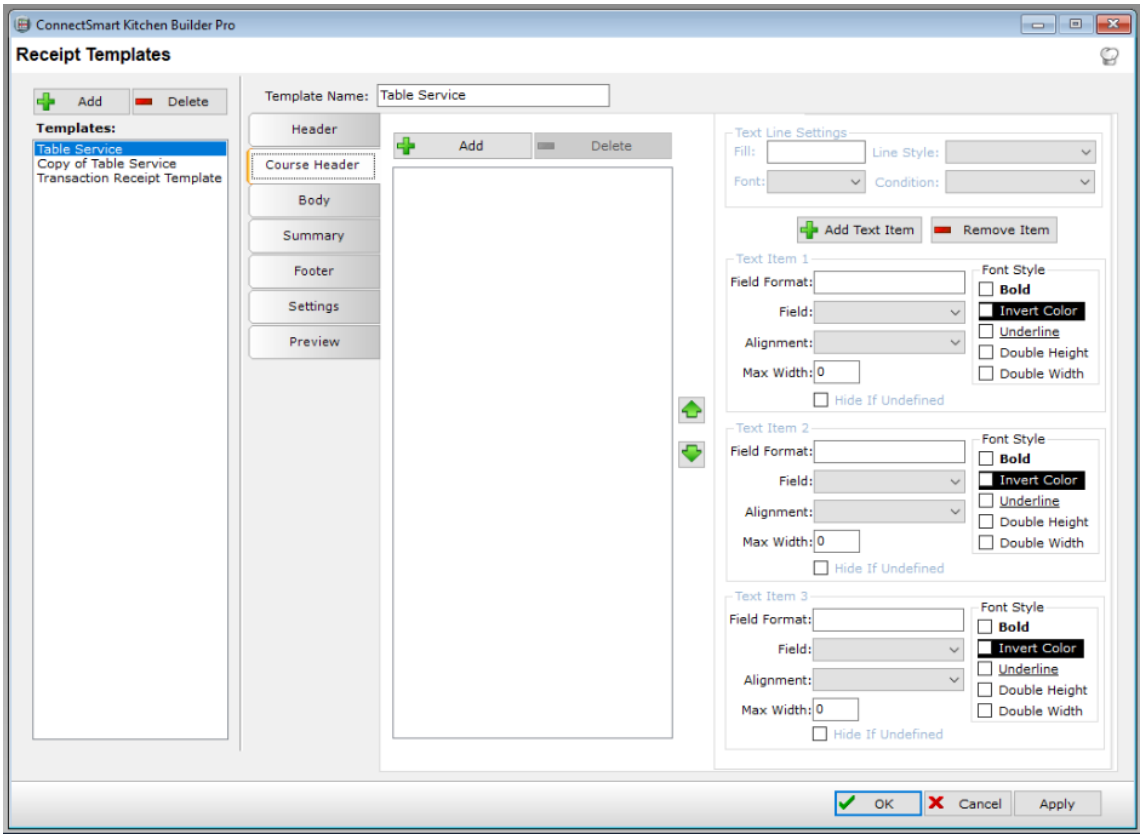
Note: The “Hide If Undefined” check box is available for each text line and label divider added to the header or footer. When enabled, the field does not display on the receipt when the value is undefined/0/empty.

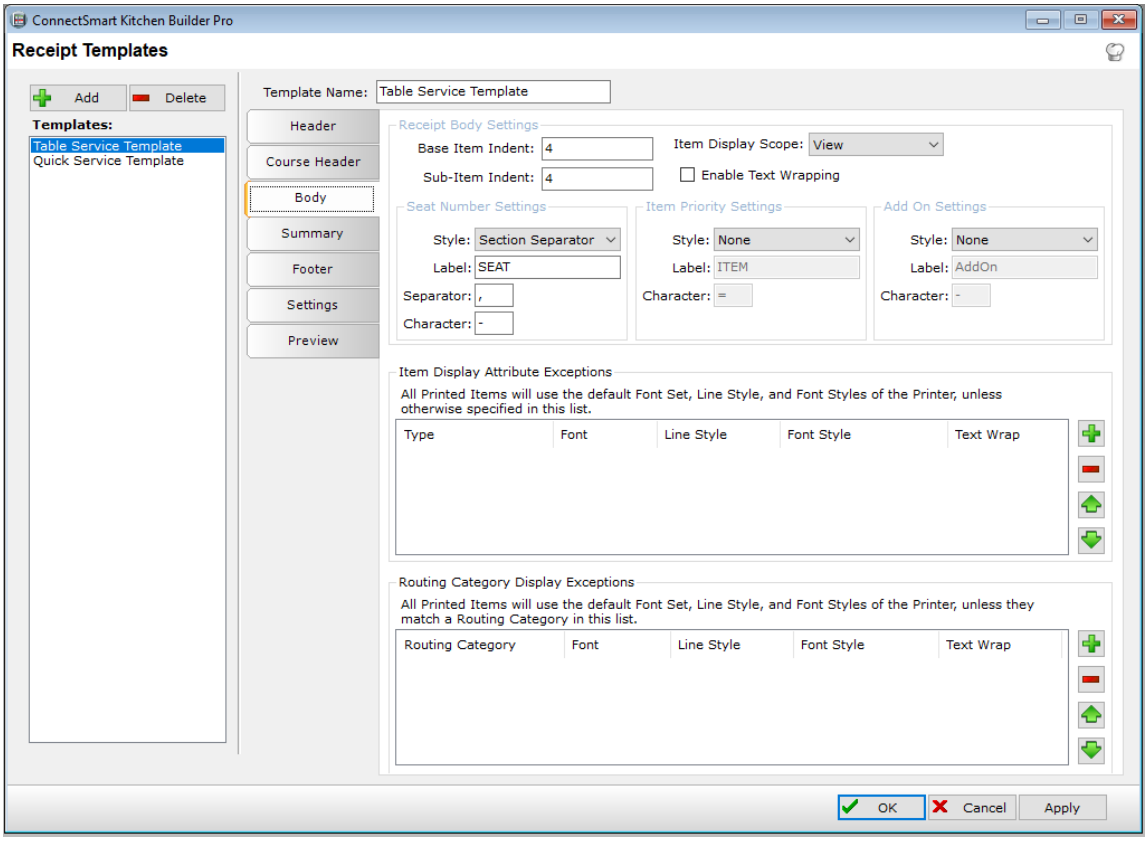
10. Select options for text items and /or divider lines.

Note: For header and footer lines, you can use the up and down arrows to re-order lines. You can have up to three text items on one line.

11. The Course Header tab will mirror the behavior of the existing Header and Footer tabs, allowing users to create custom Course sub-headers. These headers could be as simple as a single line with the Course Number displayed, or could include additional dividers, blank rows, or text fields. Course Headers will appear in the body of the receipt, above the items that belong to that course.

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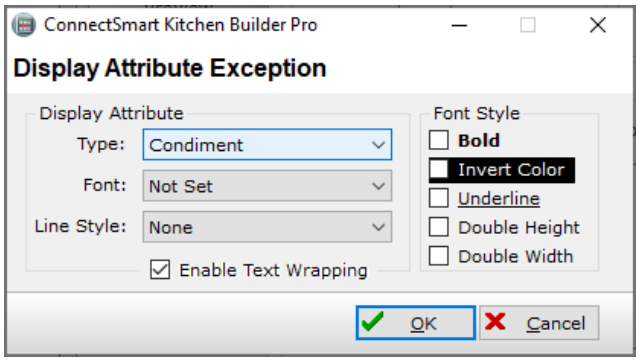

ConnectSmart Kitchen Builder Pro
Receipt Templates
Add
Delete
Templates:
Table Service
Copy of Table Service
Transaction Receipt Template
Template Name: Table Service
Header
Course Header
Body
Summary
Footer
Settings
Preview
Add
Delete
Text Line Settings
Fill:
Line Style:
Font:
Condition:
Add Text Item
Remove Item
Text Item 1
Field Format:
Field:
Alignment:
Max Width: 0
Hide If Undefined
Font Style
Bold
Invert Color
Underline
Double Height
Double Width
Text Item 2
Text Item 3
OK
Cancel
Apply


ConnectSmart Kitchen Builder Pro
Receipt Templates
Add
Delete
Templates:
Table Service Template
Quick Service Template
Template Name: Table Service Template
Header
Course Header
Body
Summary
Footer
Settings
Preview
Receipt Body Settings
Base Item Indent: 4
Sub-Item Indent: 4
Item Display Scope: View
Enable Text Wrapping
Seat Number Settings
Style: Section Separator
Label: SEAT
Separator: ,
Character: -
Item Priority Settings
Style: None
Label: ITEM
Character: =
Add On Settings
Style: None
Label: AddOn
Character: -
Item Display Attribute Exceptions
All Printed Items will use the default Font Set, Line Style, and Font Styles of the Printer, unless otherwise specified in this list.
Type
Font
Line Style
Font Style
Text Wrap
Routing Category Display Exceptions
All Printed Items will use the default Font Set, Line Style, and Font Styles of the Printer, unless they match a Routing Category in this list.
Routing Category
Font
Line Style
Font Style
Text Wrap
OK
Cancel
Apply

12. On the Body tab, enter number of spaces for base and sub-item indentions on the receipt.
13. If the “Enable Text Wrapping” box is checked, then any text exceeding the length of a single line in the body of the receipt will wrap to another line.

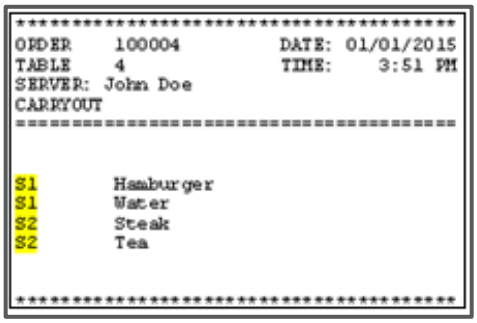
Note: This setting will only apply to the body of the receipt and will not have any effect on elements in the header or footer sections. The default for this setting will be unchecked, which reflects the current system behavior.

“Enable Text Wrapping” can also added to the “Item Display Attribute Exceptions” and “Routing Category Display Exceptions” tables.



14. For both seat number, item priority, and add on settings, select a style: None, Beside Items, or Section Separator.

- **None:** This will disable the Seat Number from appearing on the receipt. If you select this option, skip steps 9-10.
- **Beside Items:** This will display the letter “S” followed by the seat number next to each item in the order.



- **Section Separator:** This will display a seat separator line that breaks out each seat into different sections.



15. Enter a label for the seat number and add on settings.
16. If you selected Section Separator as your style for seat number settings, enter a separator and character. If you selected Beside Items as your style for seat number settings, enter a separator. (The Character field is unavailable.)

Note: If you selected Section Separator as your style for add on settings, enter a separator. If you selected Beside Items as your style for add on settings, enter a character. Both Separator and Character fields are limited to one character.

17. Select an item display scope: View, Display Group, Kitchen, or All. This determines what appears on the receipt.
    - **View:** Prints only the items that are on the specific view.
    - **Display Group:** Prints the items/orders in the specific display group.
    - **Kitchen:** Prints everything routed to all views.
    - **All:** Prints everything that was included in the order regardless if it was routed to a view or not (e.g., drinks).
18. To add an item display attribute exception, select he Display Attribute Exception form appears.

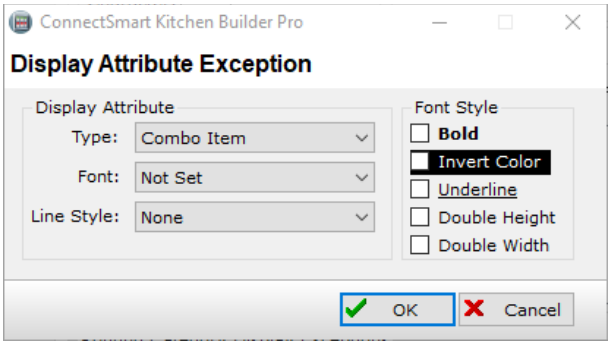
Note: If Order Summary printing on receipts has been enabled, add and configure the following Display Attribute Exceptions: Order Summary Header and Order Summary Item.

19. Select an attribute type such as Combo Item, Allergen, Modified Side Item, or Cut Food Item.
20. Select its font, font style, and line style.

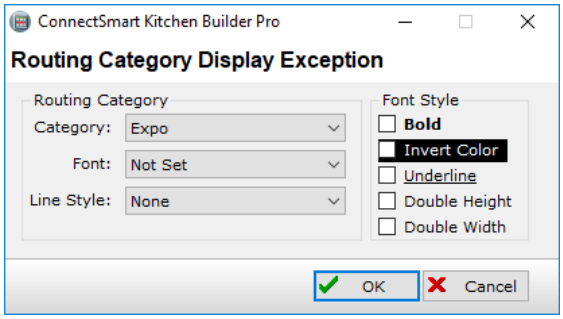
Note: Back on the Body tab of the Receipt Templates form, use the up and down arrows to move the placement of the item display attributes on the receipt.

21. Select OK.

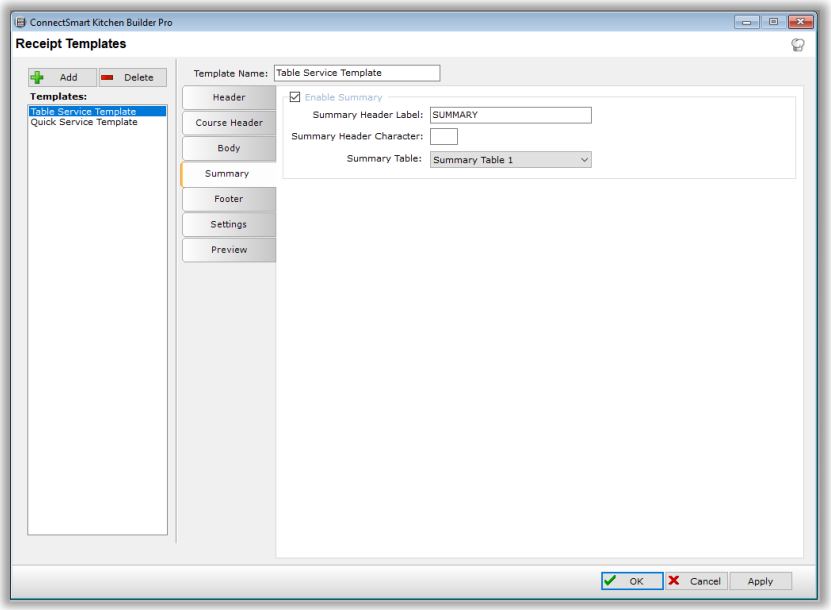
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22. To add a Routing Category Display Exception, select . The Routing Category Display Exception formatting box appears.
23. Select a Category type.
24. Select its font, font style, and line style.
25. Select OK.

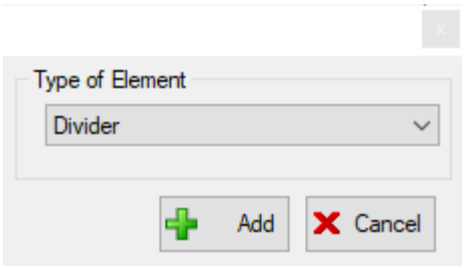


26. On the Summary tab, select Enable Summary checkbox to enable printing Order Summaries on receipts.



27. Configure the Summary Header Label, Summary Header Character, and Summary Table.
28. On the Footer tab, select Add to add a line to the template. The Type of Element form appears.
29. Select an element type to appear on lines in the receipt header: Divider, Label Divider, Text Line, or QR Code.

Note: QR Code is registered trademark of DENSO WAVE INCORPORATED.



30. Select Add.

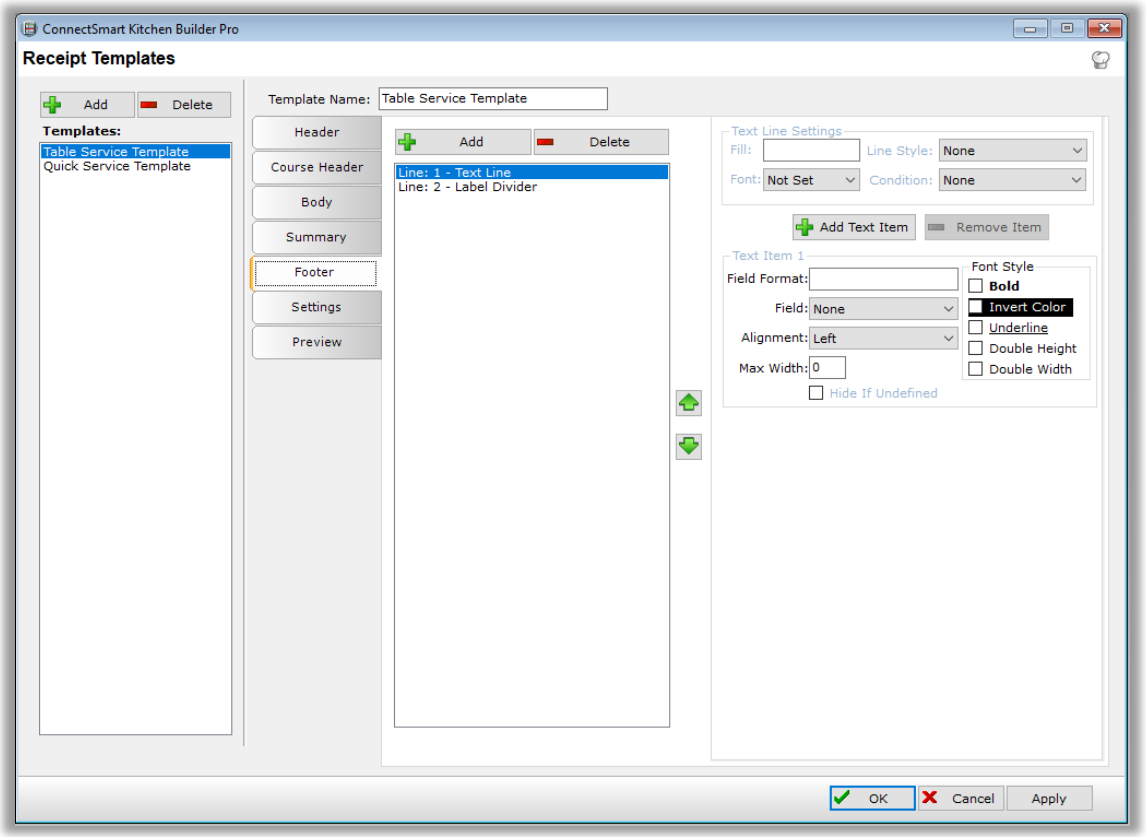
Note: Depending on what type of line element you select, settings options will differ.



31. Select options for header text lines.
32. Select options for text items and/or divider lines.

Note: The “Hide If Undefined” check box is available for each text line and label divider added to the header or footer. When enabled, the field does not display on the receipt when the value is undefined/0/empty.

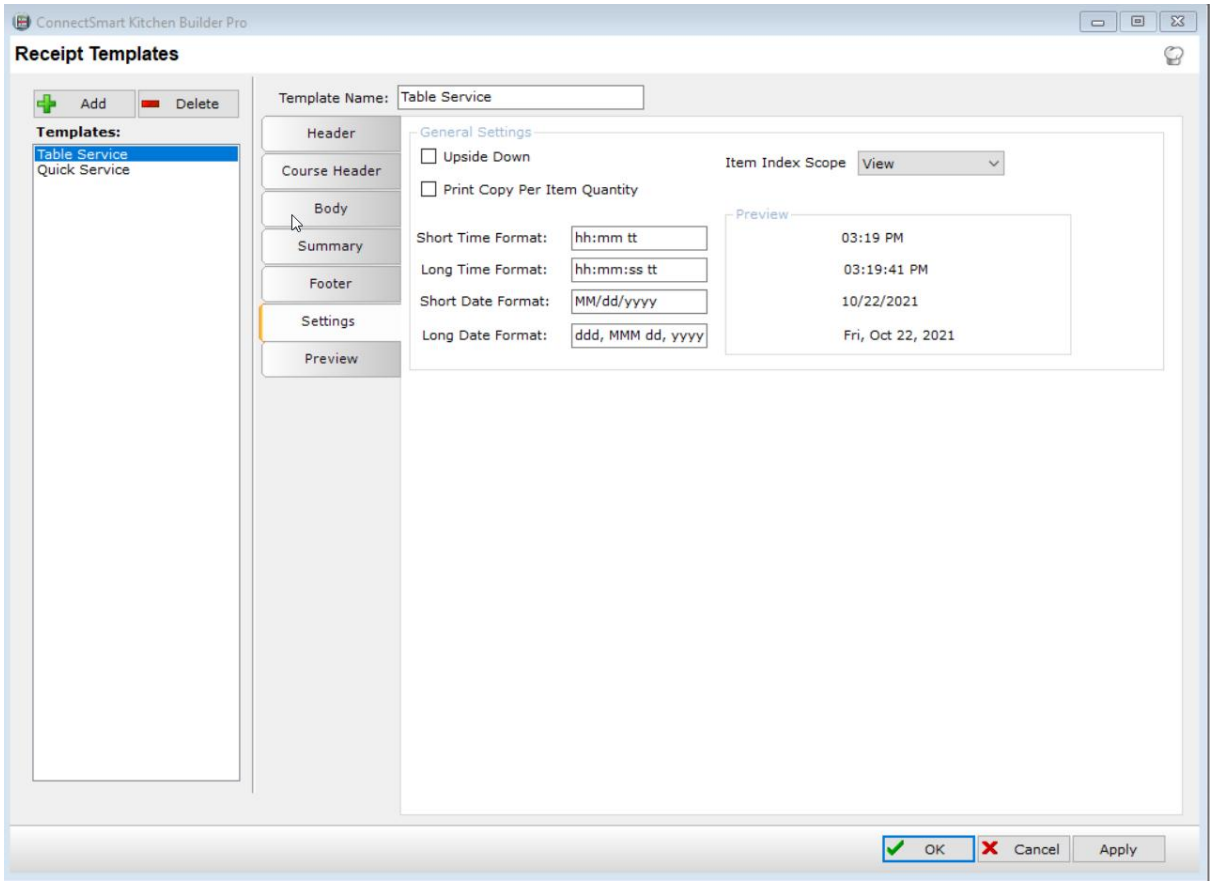
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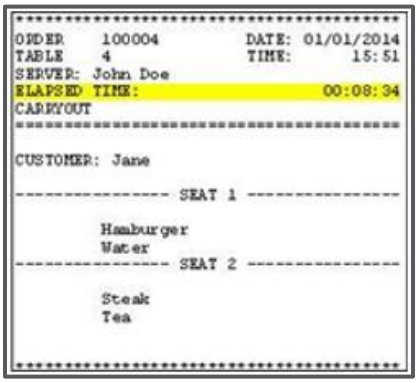

ConnectSmart Kitchen Builder Pro
Receipt Templates
Add
Delete
Templates:
Table Service Template
Quick Service Template
Template Name:
Table Service Template
Header
Course Header
Body
Summary
Footer
Settings
Preview
Add
Delete
Line: 1 - Text Line
Line: 2 - Label Divider
Text Line Settings
Fill:
Line Style:
None
Font:
Not Set
Condition:
None
Add Text Item
Remove Item
Text Item 1
Field Format:
Field:
None
Alignment:
Left
Max Width:
0
Hide If Undefined
Font Style
Bold
Invert Color
Underline
Double Height
Double Width
OK
Cancel
Apply

33. On the Settings tab, set print settings (Upside Down and Print Copy Per Item Quantity).
    a. Select **Print Copy Per Item Quantity** if you would like Kitchen to print individual item receipts for consolidated or multiple-quantity items. When this setting is enabled, all main or promoted items will print separate, single-quantity receipts, even if those items appear consolidated on standard views.

Note: When the Print Copy Per Item Quantity setting is enabled, consolidation will not work on receipts. All items, including child items that do not generate their own receipts, will appear unconsolidated on receipts using this setting.

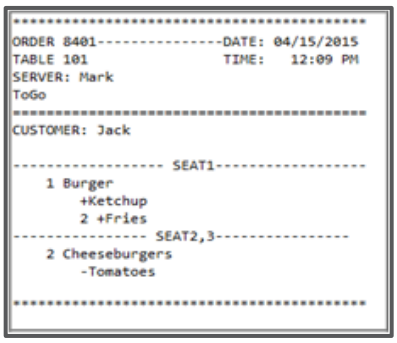
    b. Select **Upside Down** if your receipt printer will be mounted upside down and you need text to print accordingly.
34. The Item Index Scope contains a drop-down with two settings: View and Kitchen. The setting controls how items are counted for indexing on receipts. If View is selected, items that print from the same view will be indexed with each other, but not with items that print from other views. If Kitchen is selected, all items that print across the entire kitchen will be indexed together.



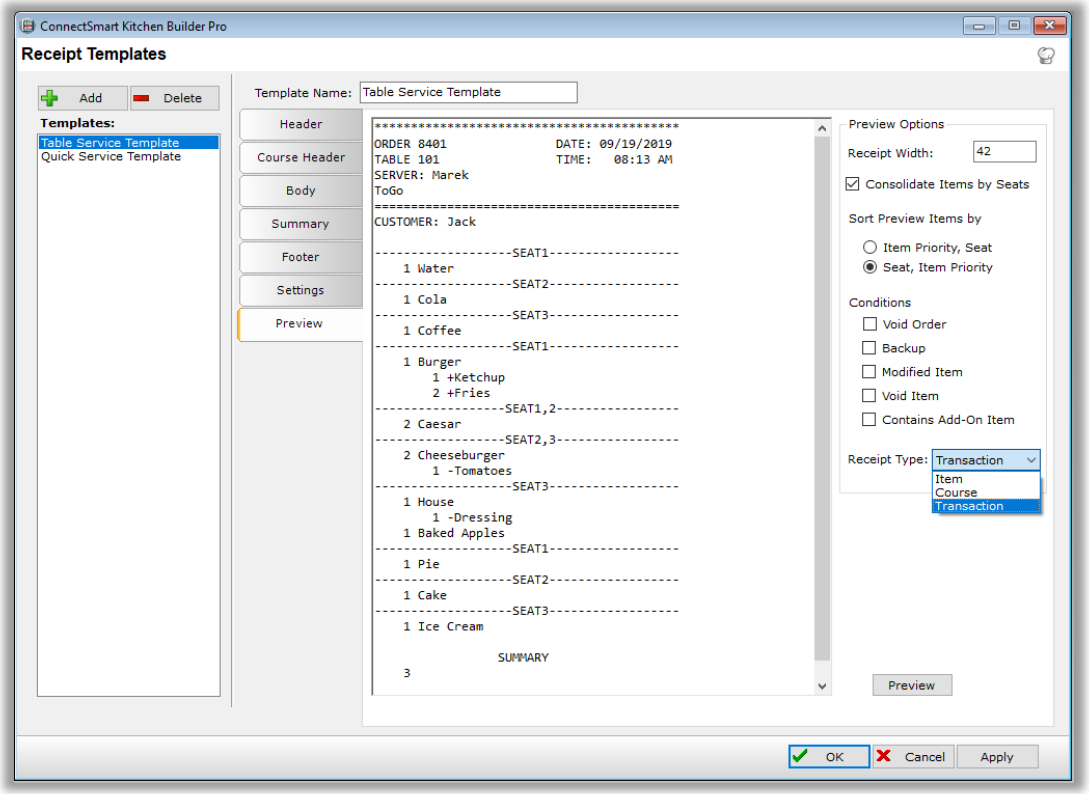


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36. On the Preview tab, you can edit the character width of the receipt, up to 255 characters. Select Preview to see a preview of what a receipt would look like per the settings you have configured on this form.



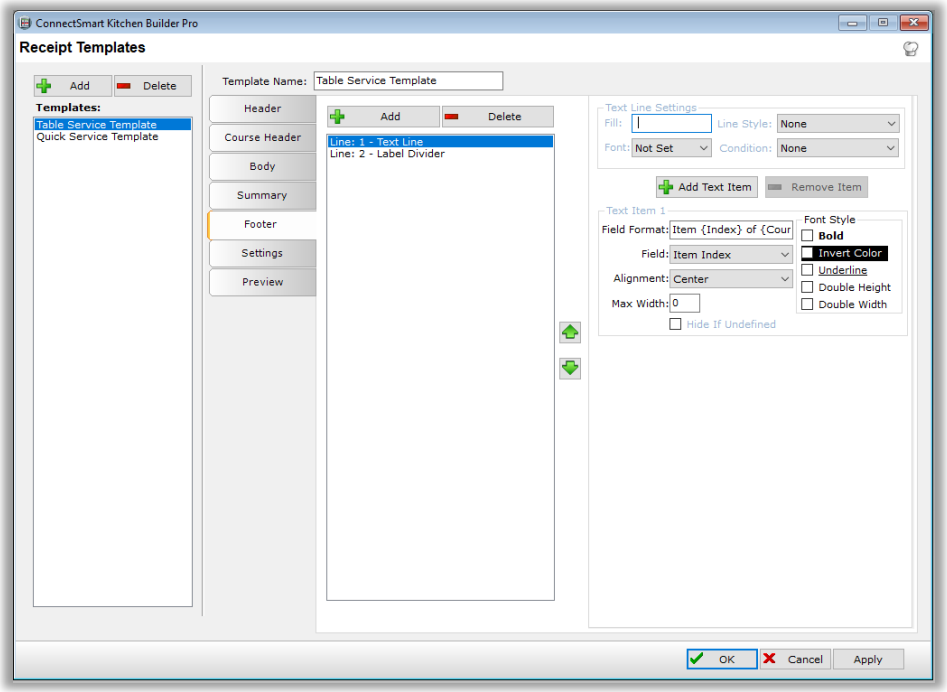
37. Select OK.

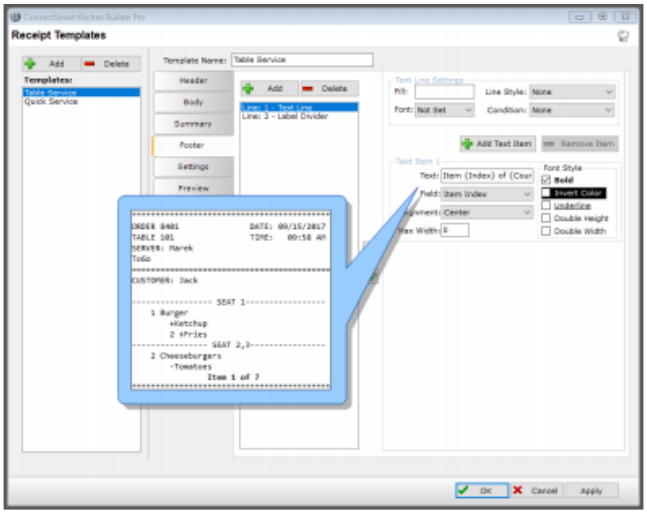


Print Item Index on Receipts

A new Field type, Item Index, has been added to the Header and Footer tabs of Receipt Templates. If Items from the same Order are printed on individual receipts, each receipt can now display the Item's position in relation to the total number of Items in that Order.

Example: Item {Index} of {Count} would appear as "Item 2 of 3."





1. To print Item Index information on receipts, navigate to: Kitchen Settings I **Receipt Templates**.
2. Open the **Header** or **Footer** tab.

Note: Item Index information can be added to **Text Line** and **Label Divider** Elements.

3. Select **Item Index** from the **Field** dropdown.

Note: {Index} represents an Item's relative position and {Count} represents the total Item count.

4. Click **OK**.

Note: Child Items will not be included in the Item Index or Item Count.

Note: If the **Use consolidation** setting on the Display tab of a View Template is enabled, a multiple-quantity Item will count as one Item in the Item Count. If disabled, all Items will be printed, indexed, and counted separately.

Note: If **Display item when quantity is equal to zero** is enabled for any Items on the Quantities tab of the Printer View Template, that Item will be included in the Item Count.

Routing Categories

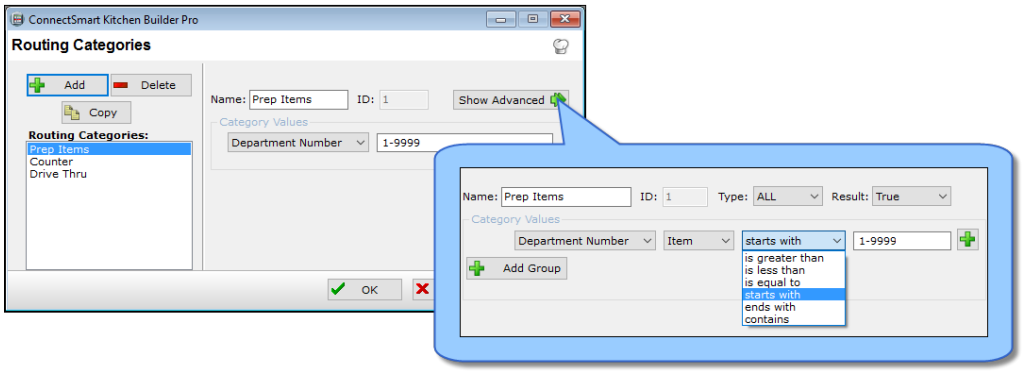
Routing is the way items get sent from a point of sale (POS) system to a kitchen station view on a Display Client. Routing logic in Crunchtime Kitchen is based primarily on the routing scheme component. Routing schemes determine which orders and order items appear on each view.

A routing category is a collection of one or more department numbers. The department numbers are the POS-supplied department numbers to be included in the group. The numbers can be listed in comma (individual) or hyphen (range) separated format. Combinations of comma separated numbers and ranges may be used.

Routing categories are an integral part of a routing scheme. Applying routing rules can greatly increase the flexibility of a routing scheme by adding an additional filter or set of criteria that must be met before an item or order is routed.

You may create routing categories that match your summary groups like Grill, Fry, and Salad. You may also want to create a category like "Expo Only" so that items such as desserts that may need no preparation time would bypass Prep stations completely.

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1. Select Add. The Routing Category form now shows the name of Default Category for the new category.

Note: You can also create a new routing category by selecting an existing routing category in the list and selecting Copy. For example, if you select Counter and select Copy, another routing category named Copy of Counter appears. It, however, has a different ID than the routing category that was copied to create the new routing category.

2. Enter a name for the new routing category, replacing the default or copied name.

Note: The routing category ID is generated by the system and cannot be edited.

3. For Type, select All or Any. Each view can be assigned any or all of the routing schemes that were created. Without a routing scheme, a view will not display an order directly from the POS. It will only display orders that were bumped or routed from other views.
4. For Result, select True or False. Select True if you want the rule to be routed based on the presence of an item ID. Select False if you do not want the rule to be routed based on the presence of an item ID.
5. Select a category value, which is defined directly by the POS system. Item category values are used to assign a set of properties to each item, including font and background colors that will appear on the Display Client.

Note: If you select Quantity as a category value, zero-quantity items will be filtered out of the routing category.

6. Enter one item or a range of item category values or select category definitions, depending on the value selected. Ranges can be any combination of numbers, represented with spaces, commas, and dashes for a range of item category values.

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Note: A text box appears for all values selected (e.g. Item ID, Course Name, Department Number, Server Name, etc.) except for Item Trait, Item Type, and Course Type.

- If you select Item Trait, a drop-down replaces the text box. Choose Add, Substitute Cut, or Normal.
- If you select Item Type, a drop-down replaces the text box. Select an item type to route by (e.g. Food Item, Combo Item, etc.).
- If you select Course Type, a drop-down replaces the text box. Select a course (e.g. Drinks, Dessert, etc.).

Note: Each item sent to the Display Client has an item category value. These values are derived from the item category values sent by the POS system.

7. To use more detailed options (item types, multiple groups, etc.) to set up routing categories, select Show Advanced.

Note: If you have not made any additions or changes to the advanced options, select Hide Advanced to return to the more basic Routing Categories form. If changes are made to the advanced settings, the Hide Advanced button is not available.

Example: You can have a combination of advanced and basic routing categories. For example, if you set up three categories (A is basic, B is advanced, and C is basic), and you select category A or C, you will see the basic view. If you select B, you will see the advanced view.

8. For any category values, select conditions for the drop-down lists.
9. Select whether the category applies to:
    - Item
    - Parent Item
    - Child Item
    - Course
    - Item Tree

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10. Select the categories' relationship to the specified item numbers:
    - Greater than
    - Less than
    - Equal to
    - Starts with
    - Ends with
    - Contains

Note: You can add multiple category values by selecting +.

11. To add a sub group of routing categories, select Add Group.
12. Perform steps 6-9 for the subgroup like you did for the categories. You can have multiple sub groups.
13. Select OK.

Note: If you want to exclude an item from being routed, do not include the item – in the Category Values section of the Routing Categories form – that is assigned to the routing scheme and is applied to the view.

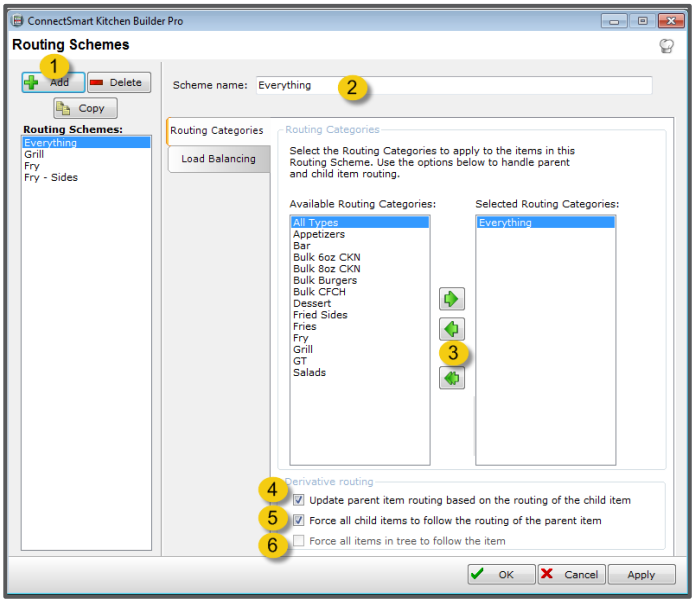
Field Type	Configured Field	Operator Behavior
Field Type	Configured Field	Operator Behavior
String	Course Name, Customer Name, Item Description	Comparisons are case-insensitive.
Integer	Server ID, Tent Number, Terminal, Cook Time(s) 1-4, Longest Cook Time, Department Number, Destination ID, Item Category, Item ID, Alternate Routing Number, Quantity, Terminal	Field value is converted to string and operator is applied in same manner as for strings. Example: If condition is "Item ID" "ends with" "456," condition would be "True" for Item IDs with last digits "456" (i.e. 123456). Unlike "Is equal to" operator, routing condition value is NOT interpreted as comma-separated list of integers/ranges; therefore, condition "Item ID" "ends with" "456,789" would never be "True."
Enumeration	Course Type, Item Type, Item Trait	Configured operator has no effect. Regardless of operator, field value must match configured value exactly for condition to be considered "True."
Other	Table	If Table value is numeric, it is converted into an integer and operator is applied in same manner as for integers. If Table value is NOT numeric, operator is applied in same manner as for strings.

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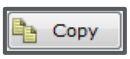
Routing Schemes

A routing scheme is a collection of routing categories that determines where orders/items are routed and which orders and order items appear on each view. Most routing schemes route parts of the order to the appropriate Display Client stations where the items are prepared.

If routing categories are enabled, only orders that conform to those categories will be routed by the routing scheme. If a Display Client view needs to show a certain group of "Normal" orders and all orders containing a specific category, two separate routing schemes are required: one to handle the "Normal" orders and one to handle the orders containing the exception(s). The view must be assigned both routing schemes.



1. Select Add. The Routing Schemes form now shows the name of Default Routing Scheme for the new scheme.

Note: You can also create a new routing scheme by selecting an existing routing scheme in the list and selecting 

. For example, if you select Grill and select Copy, another routing category named Copy of Grill appears. The new routing category uses the next available ID.

2. Enter a name for the new routing scheme, replacing the default or copied name. The name should be descriptive enough to clearly identify the items being routed by the routing scheme, such as "Grill Station" or "Fry Station."
3. Use the green left and right arrows to select routing categories for the routing schemes.

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Note: Double-clicking categories will also move them to and from Available and Selected lists on the Routing Schemes form.

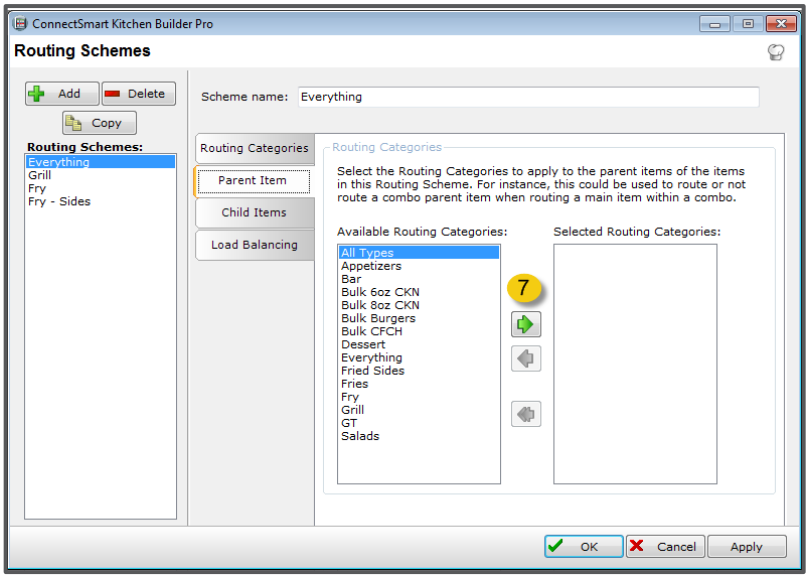
4. Select whether or not you want to update parent item routing based on the routing of the child item.

Note: If you do not select Update parent item routing based on the routing of the child item, the Parent Item tab will be shown.

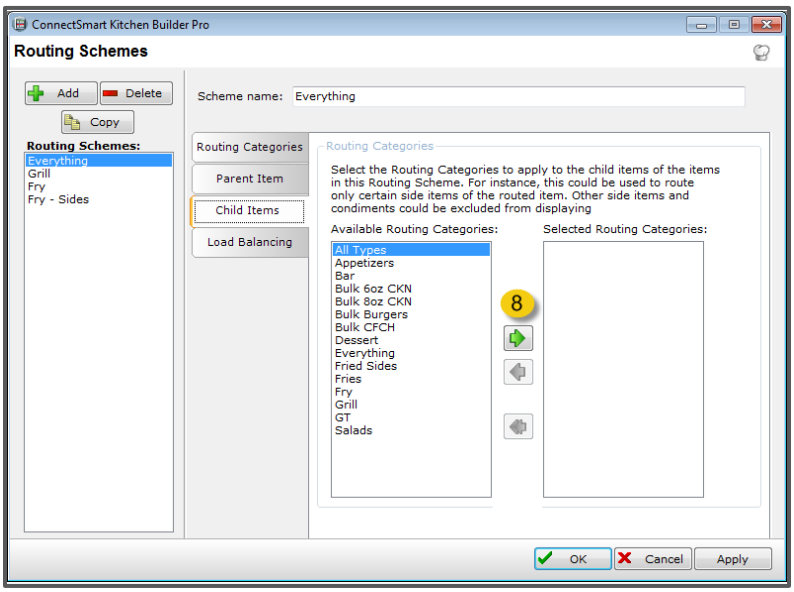
5. Select whether or not you want to force all child items to follow the routing of the parent item.

Note: If you do not select Force all child items to follow the routing of the parent item is selected, the Child Items tab will be shown.

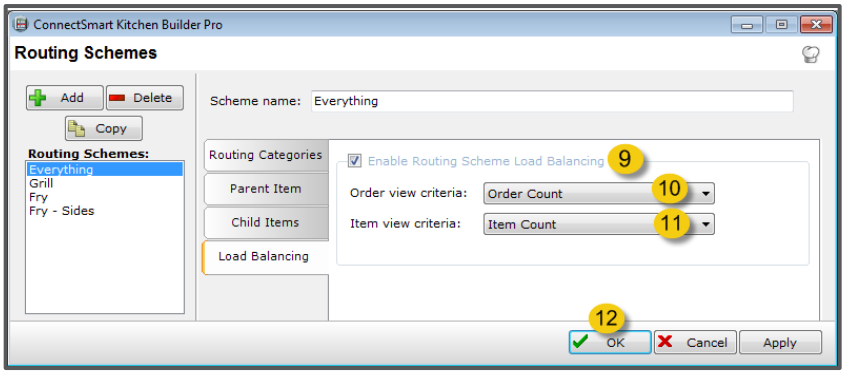
6. Select Force all items in tree to follow the item if you want the top-level item and all descendants to route.



7. On the Parent Item tab, use the green left and right arrows to select routing categories that apply to the parent items in this routing scheme.



8. On the Child Items tab, use the green left and right arrows to select routing categories that apply to the child items in this routing scheme.



9. On the Load Balancing tab, select Enable Routing Scheme Load Balancing if you want to use load balancing.

Note: Load Balancing is an advanced routing feature that allows a routing scheme to balance the workload of its orders and items to multiple views. For example, if a single routing scheme is applied to two views, say Grill 1 and Grill 2, and load balancing is enabled in that routing scheme, any orders meeting the required criteria will be distributed between the two views based on the Load Balancing options. So, Grill 1 would not have five items while Grill 2 only has two; the work would be balanced between both Grill prep stations.

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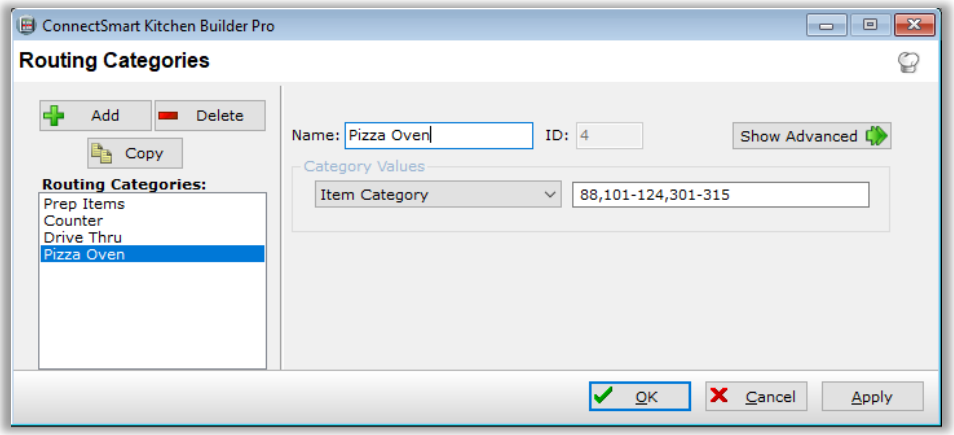
10. Select an order view criteria: Order Count or Item Count.
    - **Order Count:** Load balancing takes the total number of orders or guest checks that are filtered through the routing scheme and divides them equally between assigned views. This distribution method does not consider the size of each order but simply counts each as one guest check.
    - **Item Count:** Load Balancing counts the number of items on each order and balances the work load by distributing checks so each view receives an equitable number of items.
11. Select an item view criteria: Item Count or Total Cooking Time.
    - **Item Count:** Load Balancing counts the number of items on each order and balances the work load by distributing checks so each view receives an equitable number of items.
    - **Total Cooking Time:** Load Balancing will total the cook time of items currently on each view. It will then distribute items to the views with the lowest total time until the load is balanced equitably. The Display Client will continue to adjust the balance in this manner as orders appear and are bumped.
12. Select OK.

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Routing Tags

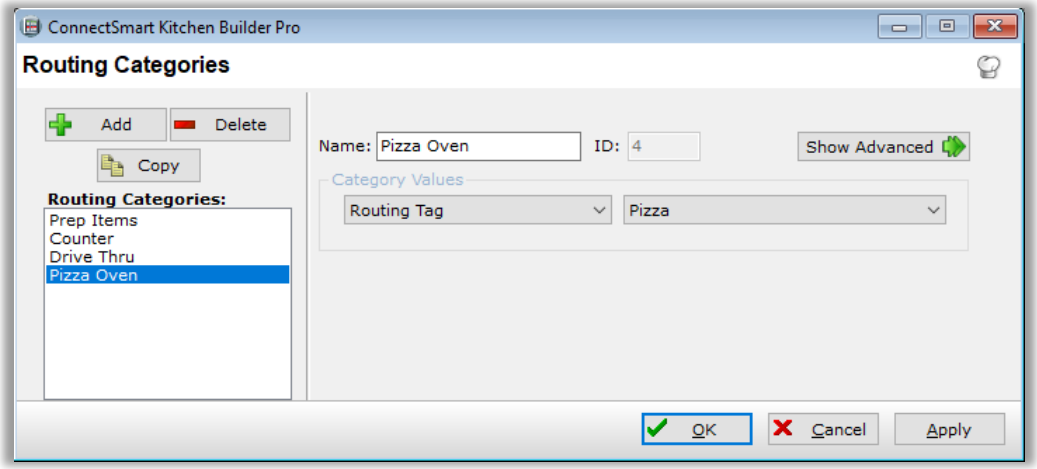
Routing Tags provide an alternative way of mapping Item Categories to Routing Categories inside Kitchen Builder. Existing mappings will continue to work as they always have.

When mapping Item Categories to a single Routing Category, one of the methods is to select "Item Category" as the Category Value and add a match like "88,101-124,301,315" as shown in the "Pizza Oven" example below. This requires remembering and correctly entering the values for each applicable Item Category into the Routing Category Rule.



Starting with the 2020.1 release, you can instead choose to:

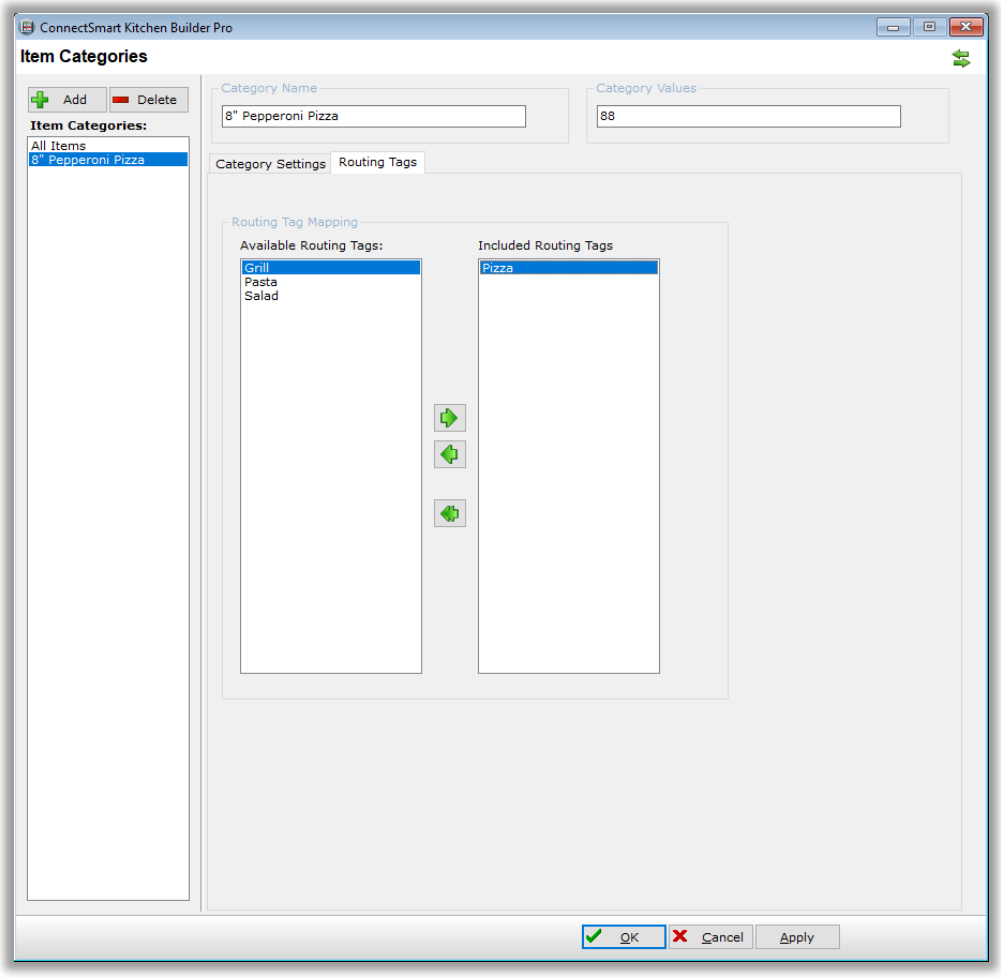
- Define a Routing Tag, such as “Pizza”
- Configure the Routing Category to look for the Routing Tag
- Edit each Item Category to assign the Routing Tag



You will not need to remember that "88" represents the Pepperoni Pizza when editing the Routing Category. When you add new Pizza entries to Item Categories, you will not need to remember to update the Routing Categories if you remember to apply the Routing Tag.

Item Categories may have any number of Routing Tags assigned to them. Routing Tags may be assigned to any number of Item Categories. Kitchen Builder will prevent you from removing or renaming a Routing Tag that is in use in either the Item Categories or Routing Categories section.

All places where Routing Categories can apply in Kitchen Builder (examples: Routing Schemes, Bin Routing, Item Display Attribute Exceptions) can be influenced by Routing Tags. This allows customization beyond the initial customer request that led to the addition of this feature.



Speed of Service

The Display Client has the ability to send service timing records to a client application through the use of events. A service timing event is a real time message sent to a third-party application via a Web Service that is triggered when an item or order is bumped from a view. The Speed of Service settings on this form apply to both the speed of service output files as well as the service timing event messages.

If you are licensed for Speed of Service Files, each time a transaction is bumped from a Display Client's view, a service timing record is created. The Display Client writes these files to C:\ProgramData\QSR Automations\ConnectSmart\ KitchenServer\SpeedOfService.

The filename, fields, and file format (XML, txt, or binary) are defined on the File Output tab.

1. Enter the number of days that speed of service files are archived in the SpeedofService directory in the **Number of days worth of file output data to maintain** box. The default value is 30 days.

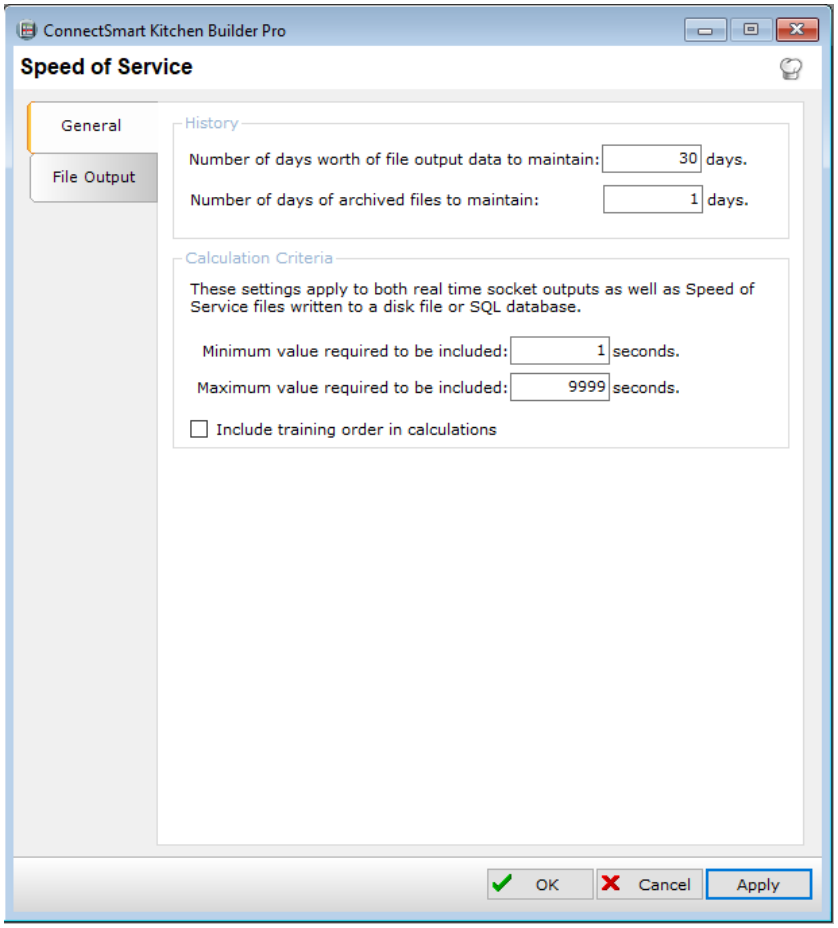
Note: As of Crunchtime KitchenServer 2024.6, this setting also controls the internal data retention of the SpeedOfService.db file. This means that if the default value of 30 is used, service timing events will not be removed from SpeedOfService.db until they are over 30 days old. As the Report Viewer application reads from this file when generating reports, applying the default setting allows users to run reports that cover the last 30 days.

2. The **Number of days of archived files to maintain** setting establishes the number of days' worth of archived SpeedOfService.db files that will be retained in the C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\Databases folder. Once a SpeedOfService.db file has been archived during End of Day processing, it will be eligible for deletion during the next End of Day cycle after the number of days specified in this field has elapsed. The default value for this setting is 1.

Note: The Number of days of archived files to maintain setting only pertains to the SpeedOfService.db file.

3. For Minimum value required to be included, enter a value that will exclude orders/items whose last bump time is less than this specified time. The default is 1 second.
4. For Maximum value required to be included, enter a value that will exclude orders/items where the last bump time is more than this specified time. The default is 9999 seconds.

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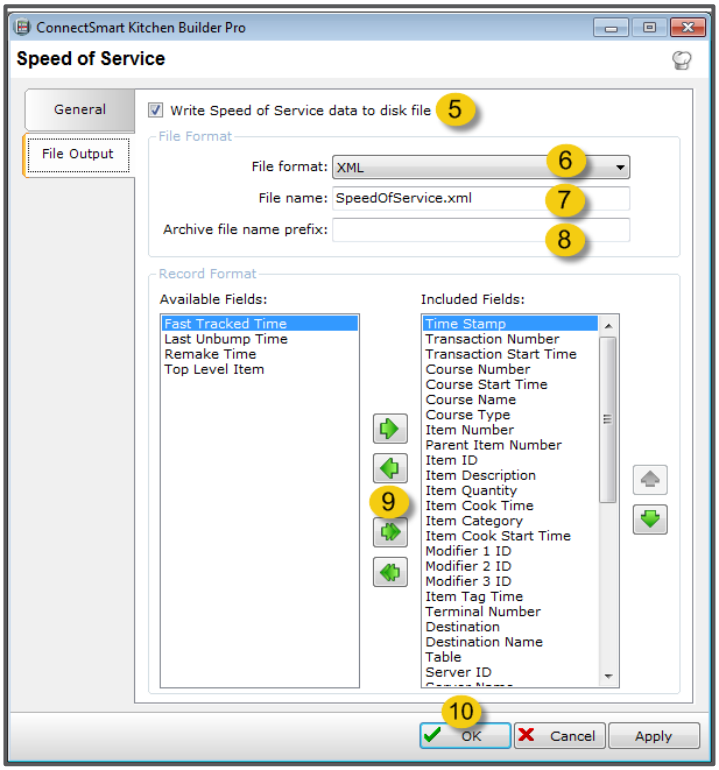


Note: Setting minimum and maximum values is helpful when trying to remove outliers from your Speed of Service data so that results are not skewed when reporting.

5. Select Include training order in calculations if you want training transactions to be included in speed of service data.
6. Select whether or not to write Speed of Service data to a disk file, which is a flat .txt file. This is may be helpful for troubleshooting.
7. Select a file format: Binary, Text, or XML. You should select the format based on your data requirements.

Note: Binary records require a custom program to be written that can read and work with the data. The text format produces ANSI text records of comma delimited fields. (This format is slower to work with than binary; however, most off-the-shelf report generators and database programs can read and work with the data in this format.) The XML format generates the easiest file to read quickly, but it is the largest in size.

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8. Enter a file name. The File Name field dynamically changes based on the selection of file format. Binary files will have the extension ".bin." Text files will have the extension ".txt." XML files will have the extension ".xml."
9. Enter a prefix for the Speed of Service Archive file name. This is helpful if you use custom applications that import these files into another data warehouse/reporting system and search for files that need to be imported.

Note: Whenever an EOD runs and the SpeedOfService.xml is archived, the archived file is named with the defined prefix, date, and time. For example, if you enter JB as the archived prefix name, the SOS file archive name is JB20150505_120516.

10. Choose which fields you want recorded in your Speed of Service files. The order in which these fields are organized in this list directly reflects the order in which they are recorded. Use the green left and right arrows to send a field back and forth from Available Fields (those that are not recorded) to Included Fields (those that are recorded). The second set of left and right arrows will send all fields back and forth from Available Fields to Included Fields. Use the green up and down arrows to sort the list of included fields.

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Note: Output record fields include Item Cook Time, Transaction Number, Station Type, Priority Status Reached, Rush Status Reached, Last Unbump Time, and Food Delivered Time.

Note: If you are upgrading/converting a dataset, make sure all of the appropriate fields you want included in Speed of Service files to be shown in the Included Fields section.

11. Select OK.

Summaries

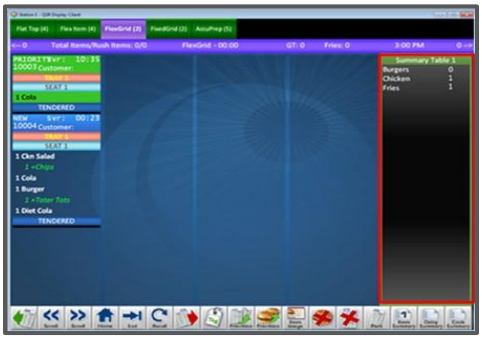
Summaries (summary tables) are used to display a running count of specific items on Display Client view. These item counts are for all orders that appear on the view, as well as any orders that may be off the display screen to the right waiting to appear on the display.

The POS system passes item ID(s) to the Display Client when the item is rung up in an order. Crunchtime Kitchen compares each order item as it is passed from the POS system. If the item is in a summary, that item's counter is incremented. As items are deleted, the item's counter is decremented.

When a summary appears on an Order view, it appears in the last order cell of the given view. The summary's name appears on the top line. The summary entries appear to the left and the current item count is to the right.

Summaries are effective when a single item is used to prepare several menu selections. For example, a 4-ounce burger may be ordered as a cheeseburger, bacon burger, or a BBQ burger. The summary may be set up to display the total quantity of 4-ounce beef patties needed by the food prep worker.

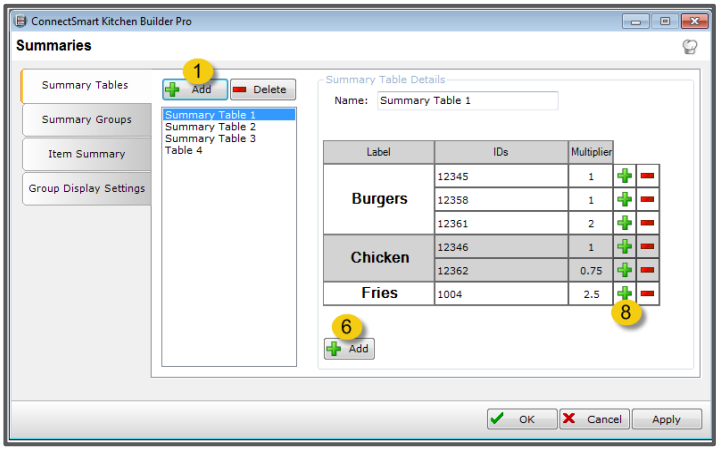
Preparing takeout orders is another time when using summaries may be helpful. Summary grouping can help you pre-pack multiple side orders all at one time as larger, family-sized meals are being prepared.



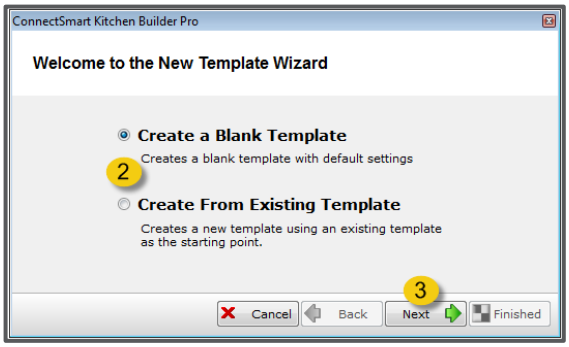


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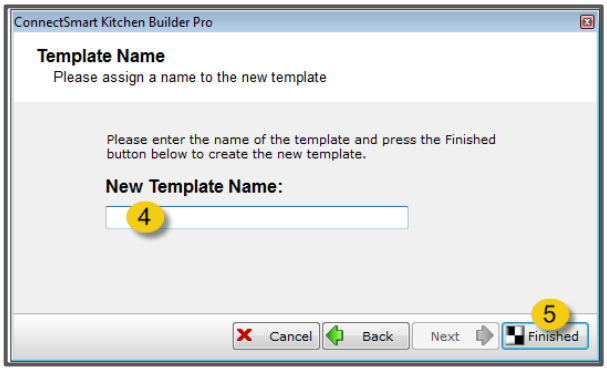
1. Select Add. The New Template Wizard appears.



2. Select Create a Blank Template or Create From Existing Template.
3. If you selected Create a Blank, select Next. The Template Name form appears.

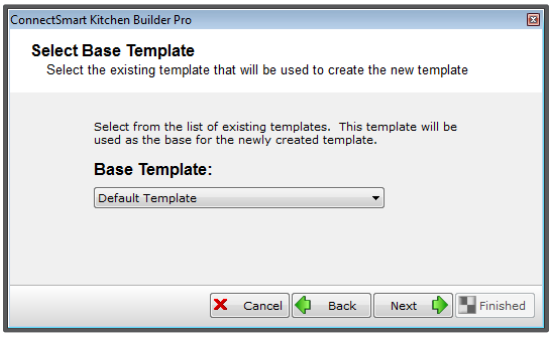


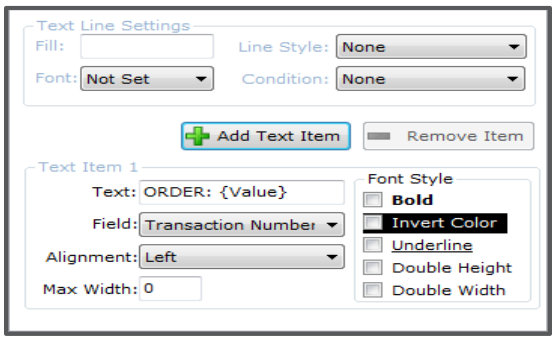
4. Enter a template name.
5. Select Finished.



- If you selected Create From Existing Template, select Next. The Select Base Template form appears.

- Select a template to base the new template on and select Next. The Template Name form appears.
- Enter a name for the new template and select Finished.





6. Select Add to add labels to the summary table.
7. Enter a label name, applicable item IDs, and a multiplier.
8. Select  to add more item IDs with different multipliers to the label.

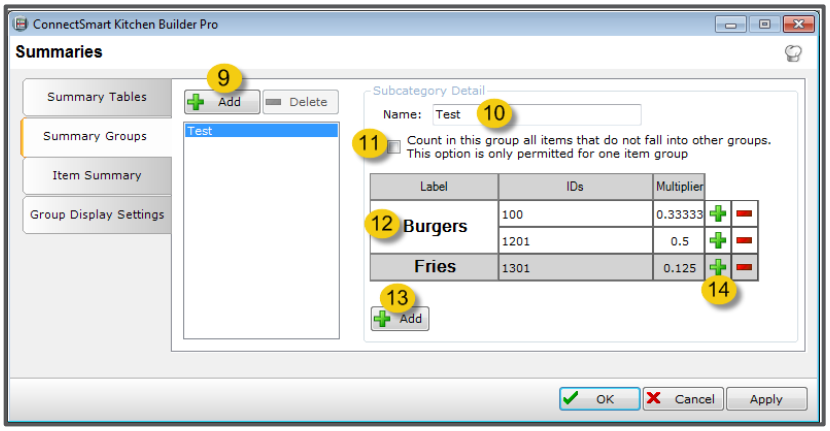
Example: You added the label Fries and used three item IDs and three multipliers: 1, 1.5, and 2. These could denote small, medium, and large portions.

Note: Item summary groups customize the item summary function for views. Each line of information should refer to a type of item. For each type of item, any number of item IDs can be inserted so that those items can be included in the count.

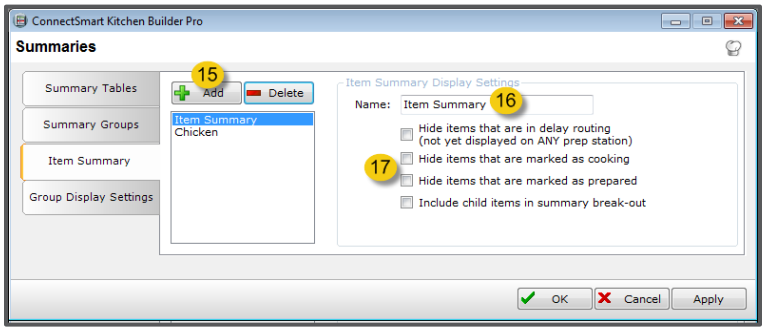
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Label	IDs	Multiplier	
Burgers	1201	1	
Chicken	1202, 1206	1	
Fries	1203	1	
	1204	1.5	
	1205	2	

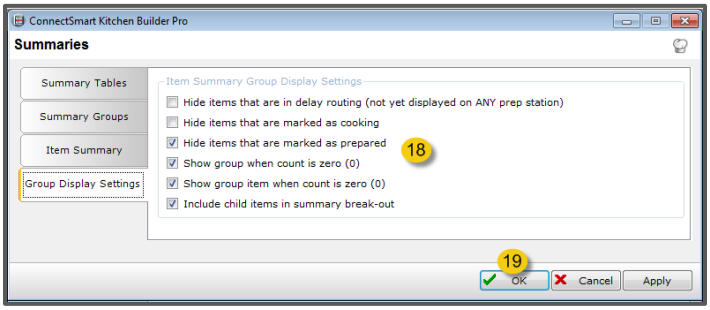
9. Select Add to add summary groups.
10. Enter a name for the group. An example is "Chicken."
11. Select whether or not you want to include all items all items that do not fit into other groups into this group.
12. Enter a label name, applicable item IDs, and a multiplier. Examples of multipliers include .5, .33333, and 1. (Using the group label of "Chicken," labels might include "5 oz. Breast" and "Wings.")
13. Select to add more item IDs with different multipliers to the label.
14. Select to add more item IDs with different multipliers to the label. Follow steps 10-14 for each summary group you want to add.



15. Select Add to add item summaries.
16. Enter a name for the item summary.



17. Select applicable options on hiding items and including child items.
18. Select options to customize display settings for the item summary group.
19. Select OK.



Methods for Using Summaries

The first method for using summaries is to use the “Summary Table” keypad function. When you press this keypad (or bump bar) button, the Display Client kitchen station includes the default summary table assigned to that view. This Summary key works as a toggle switch. After pressing the Item Summary key to generate the summary box, you will need to press that same Item Summary key again to remove it from the view.

The second method for using summaries involves using the “Summary Table #” keypad functions. These functions also work like a toggle switch, both displaying and removing the summary. However, they are used to display a specific summary table. Since Crunchtime Kitchen supports up to ten summary tables, there are “Summary Table 1” through “Summary Table 10” keypad functions available to use and are accessed from the Virtual Keypads form.

The third method for using summaries is to use a feature called “Auto Summary Table.” With this feature, you can select a summary that will always appear on the view. On the Summary Tables tab of the Order View Templates Form, select Auto Display Summary Table and then select your summary table from a drop-down list.

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Kitchen System Settings

The Kitchen System Settings form is used to configure the End of Day (EOD) process, logging, persistence, and redundancy.

End of Day

Use the End of Day tab to set up an automatic end of day process. You can select the option to automatically perform end of day (EOD) processes at a specific time each day.

The end of day process:

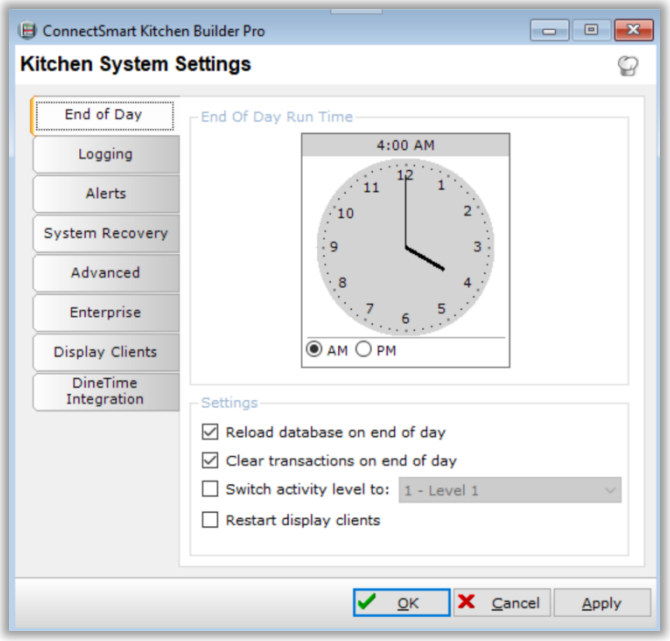
- Clears active transaction data (if the option is selected on the End of Day tab of the Kitchen Site Settings form).
- Clears the transaction log.
- Purges persisted transaction files.
- Archives Speed of Service, Kitchen Server capture file, Kitchen Server and Kitchen Events log files on both the primary and secondary Kitchen Server machines.

Note: Aloha POS systems automatically send End of the Day data, so Crunchtime recommends that Aloha clients do not select Automatically Perform End of Day to ensure Crunchtime only creates one log file.

1. Select Automatically Perform End of Day if you want the system to automatically perform an EOD at a specific time each day.
2. Configure the time settings by selecting, holding, and dragging the left mouse button to set hours and selecting, holding, and dragging the right mouse button to set minutes. A.M. and P.M. notations are set via radio buttons.
3. Select the processes you want to occur at an EOD:
   - Reload database
   - Clear active transactions (including the transaction log) and purge persisted transaction files
   - Switch activity level to the level you select here
   - Restart display clients

Note: The **Restart display clients** setting is disabled by default.

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Logging

Use the Logging tab to enable POS data capture, define which log levels to use, and set the amount of time files should be archived.

1. Select Enable POS Data Capture if you want data received by Crunchtime Kitchen to be captured. Crunchtime Kitchen saves the capture file to the KitchenServer\Capture file in the common application data directory.

- **XP & Server 2003 location:** C:\Documents and Settings\All Users\Application Data\QSR Automations\ConnectSmart\KitchenServer\Capture
- **Windows 7 & 8, Server 2008, Server 2012 location:** C:\ProgramData\QSR Automations\ConnectSmart\ KitchenServer\Capture

Note: The Crunchtime Kitchen capture file will be archived according to the archive settings applied to log files in Kitchen Builder Pro. Crunchtime Kitchen does not create the capture file until it receives a POS message to capture.

2. Select levels of logging. Each type of log message is unique and you are defining which combination of messages you want to see.

- **Critical:** Important messages, unexpected errors, or errors that may cause the server to not work correctly, for example XML settings errors.

Example:"Failed to load ItemColumnTemplate 1 settings for View 1 – FlatTop."

- **General:** Checkpoints during startup and non-critical warnings, errors, and notifications.

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Example: "POS Interface successfully created." OR "No active backup view found for view 1 for backup routing."

- **Service:** Messages related to the Windows service if running as a service, for example when the service is stopped through the Service Control Manager

Example: "SCM Ctrl Handler: Stop service."

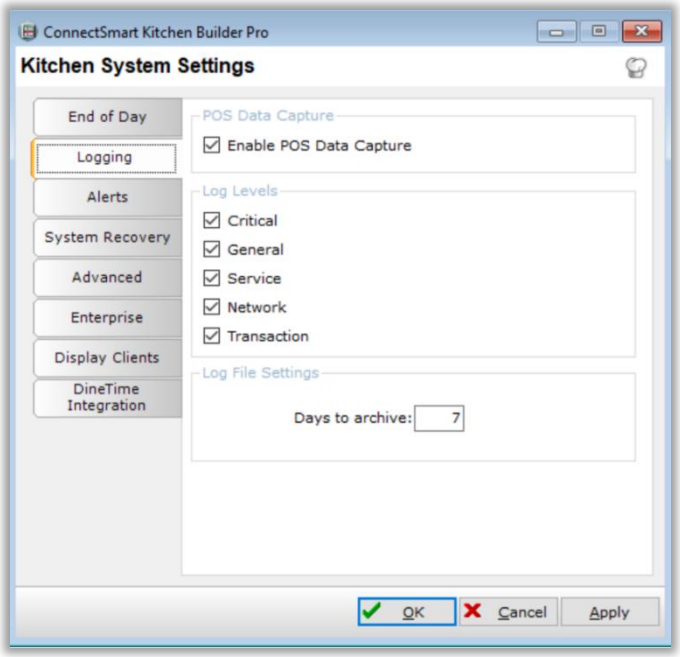
- **Network:** Errors, warning, and notifications related to network communication

Example: "Error listening on address [192.168.100.132:32768]".

- **Transaction:** Errors, warning, and notifications related to POS transaction processing

Example: "Could not find Parent Item. Adding as main item. ItemNumber 1 ParentItemNumber 2, Transaction 1000, Course 1."

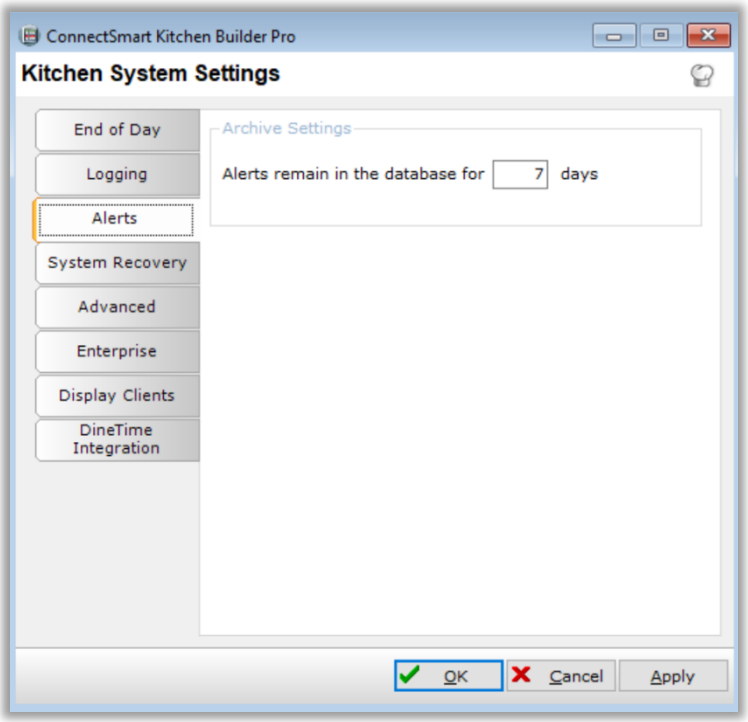
3. Define how many days to archive timed events in the BackOffice database. Crunchtime highly recommends that you set this option no higher than 7 days.



Alerts

Determine how long Alerts will remain in the database.

1. Enter the number of days Alerts remain in the database.
2. Select OK.



System Recovery

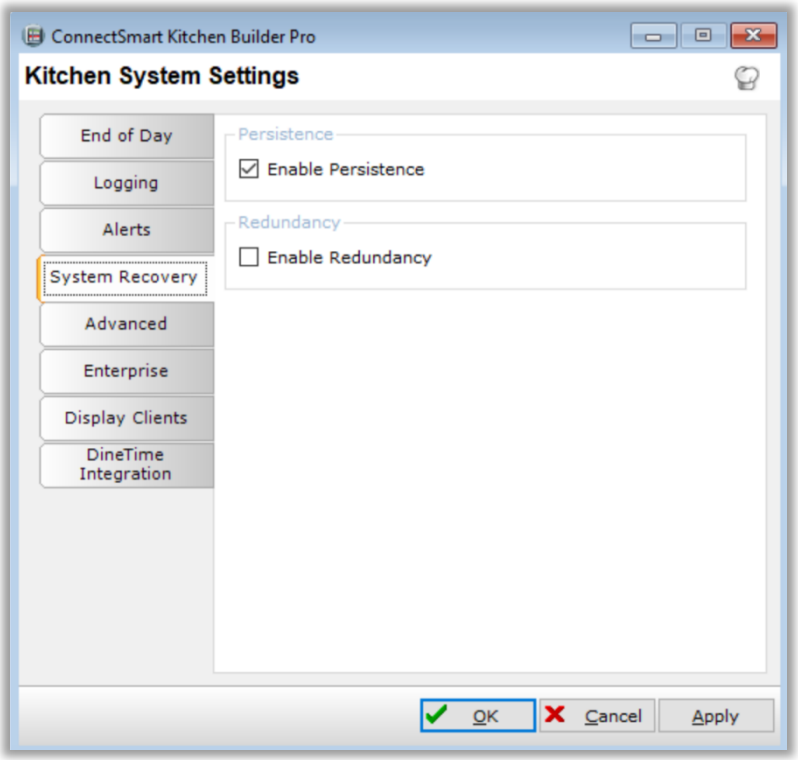
Use the System Recovery tab to define whether or not you want to use persistence and redundancy.

1. Select Enable Persistence if you want to save all current Crunchtime Kitchen display information to files located in the ..\ ConnectSmart\Persistent folder. In the event that Crunchtime Kitchen is shut down for any reason, the next time it is started, anything that was on a Display Client at the time the application stopped will be redisplayed in that same location.

Note: All timers or order/item states will be updated to reflect the elapsed time that the system was in-operable. Keep in mind, any new orders that were sent from the POS while Crunchtime Kitchen was down will not be displayed.

2. Select Enable Redundancy if you want to run the Crunchtime Kitchen Server on two different PCs at the same time, performing a single function in order to handle failures and errors. Although both instances of the application pay attention to the order/item status, etc., only one (the primary) is in control of displaying that information. So, if the PC that is hosting the primary were to crash or go off the network, the secondary (backup) Crunchtime Kitchen Server takes over automatically. When the primary comes back online, it synchronizes with the backup server so that it has any information that was missed while it recovered. The secondary server then remains in control until it is either shutdown or fails, or an End of Day is run.
3. Select OK.

Note: After rebooting a secondary server, it becomes the active, primary server if the Kitchen Server is set to run automatically as a service and you are using the SharedAccess (Windows Firewall/Internet Connection Sharing) service. All Display Clients will now synchronize and get their transactions from the secondary server. All current transactions (those not yet bumped) on the primary server will be deleted, and the Item and Order views of the primary server Display Clients will be cleared.

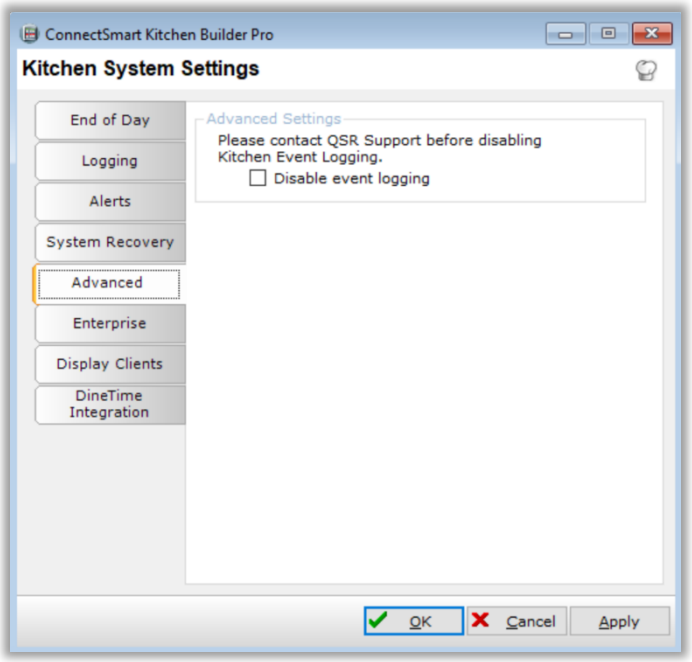


Advanced

Users can disable Kitchen Event logging.

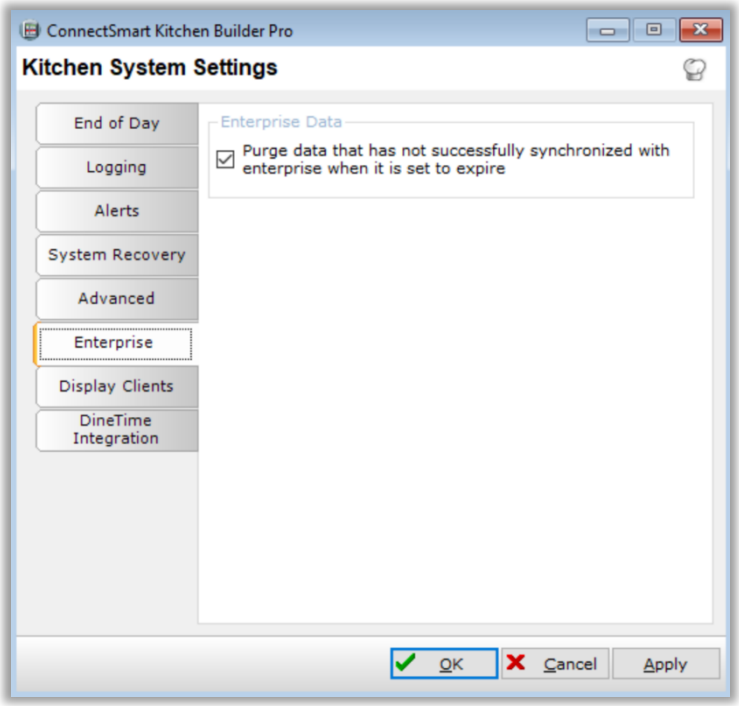
1. Select the Disable event logging checkbox.
2. Select OK.

Note: Please contact Crunchtime Support before disabling Kitchen Event logging.



Enterprise

The Enterprise Data system setting dictates whether to delete a record that is set to expire and has not been successfully synced to the database by the configured archive date. This setting allows users to prevent their database from storing a large amount of unnecessary data.



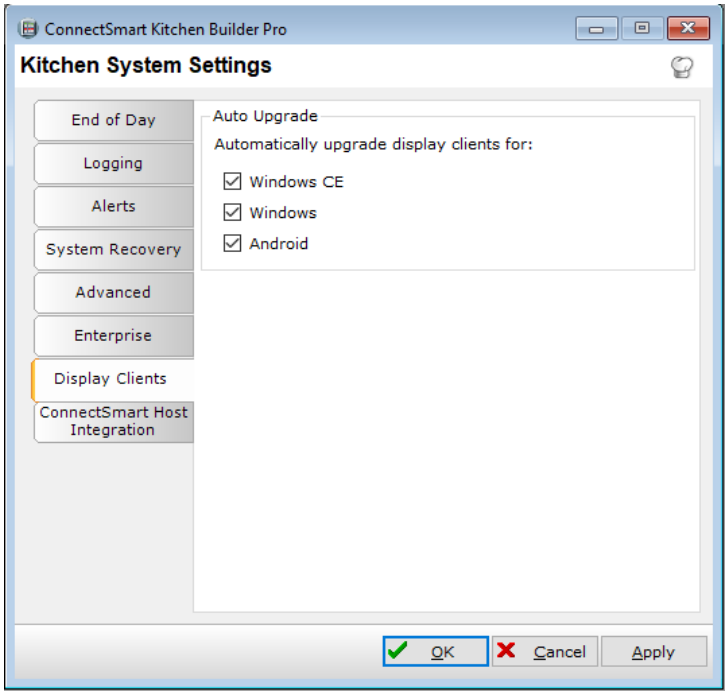
1. Select the Purge data that has not successfully synchronized with enterprise when it is set to expire checkbox if you wish to delete any data that has not been successfully synced to the database by the configured archive date.
2. Set the configured archive date for the following data:
   - **Alerts, Enterprise, Kitchen Metrics:** Enter an amount of time (in days) into the “Days to archive” field on the Logging tab of the Kitchen System Settings.
   - **Speed of Service:** Enter an amount of time (in days) into the “Number of days worth of file output data to maintain” field on the General tab of the Speed of Service.
   - **Bin Manager:** Enter an amount of time (in weeks) into the “Sales weeks to track” field on the Management tab of Bin Management.
3. Select OK.

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Display Clients

Users can automatically upgrade Windows and Android display clients from within the Kitchen System Settings. This allows DisplayClient to automatically install the newest Windows and/or Android version. **New installations located here:**

C:\ProgramData\QSRAutomations\ConnectSmart\KitchenServer\ClientInstalls\DisplayClient

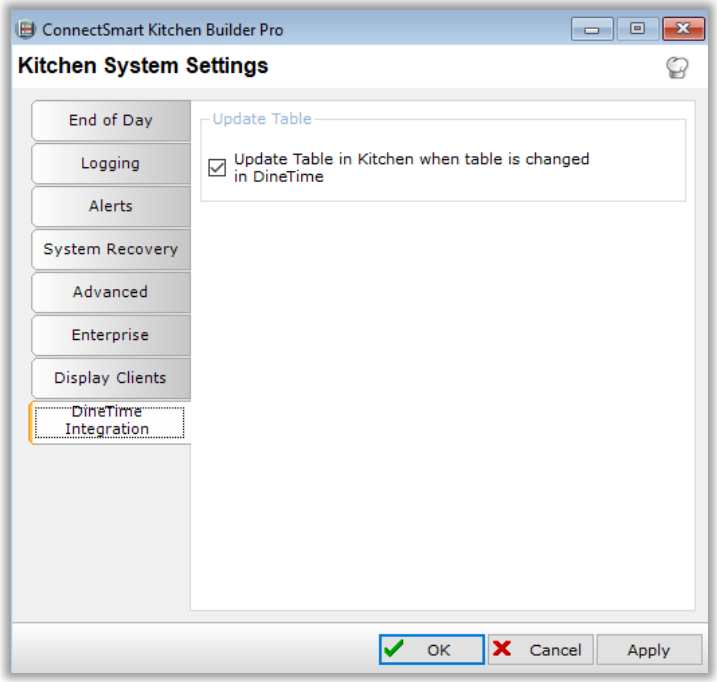


1. Opt to Automatically upgrade display clients for: Windows CE, Windows, and/or Android.
2. Select OK.

Crunchtime Host Integration

The Crunchtime Host Integration setting allows users to enable the updating of tables in Kitchen when the table is changed in Crunchtime Host. If the setting is enabled, then "Table Changed" messages from Crunchtime Host will cause the Table to update on associated orders and items in Kitchen. It should be noted that if a Crunchtime Host visit associated with a transaction is seated at multiple tables, Kitchen will take the first table in the list and update the order/items with that.

1. Select the **Update Table in Kitchen when table is changed in ConnectSmart Host** checkbox.
2. Select OK.



Terminal Groups

Terminals must be assigned groups prior to completing a routing scheme. A terminal group is simply a collection of one or more POS terminals. A terminal can be in more than one group. Crunchtime Kitchen automatically provides two groups. The first is the null group, No Terminals. The second is the collection of all terminals, All Terminals.

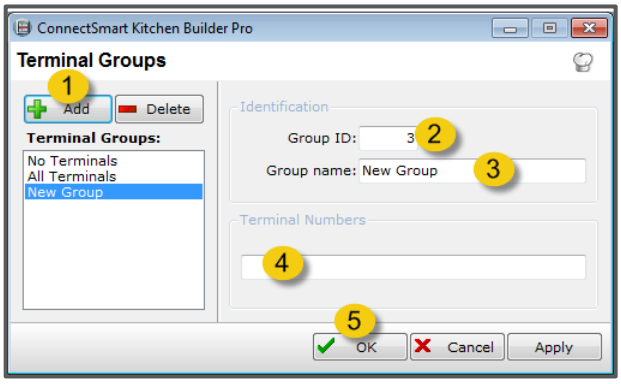
These default groups may be all that is needed in certain environments. If the POS system that an order is sent from has no bearing on which view the order or items will appear, additional terminal groups will not be needed.

Creating terminal groups allows you to group certain POS terminals together and apply a specific destination to any orders coming from those terminals, which is set up on the Destinations tab of Transaction Manager form. For example, if you are running a Quick Service restaurant and you have two drive-thru lanes (with separate terminals) and three counter lines (each with its own terminal), you could say terminals 1 and 2 are a group and terminals 3-5 are another group.

On the Transaction Manager form, you can assign terminal group 1 (drive-thru lane terminals) a default destination of "Drive Thru" and everything in terminal group 2 could have a default destination of "Eat In" (or "Counter" or a similar name). So, orders coming from the POS terminals in group 2 will automatically have a destination of "Eat In." This way, the cooks know to put the food on a tray instead of in a bag.

> **Note:** You can also override the default destination with a POS Change Destination message if, for example, someone came to the counter and ordered their meal to go.

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1. Select Add. (If you are editing an existing terminal group, select the group from the list.)
2. If necessary, edit the group ID. The group ID is assigned by Crunchtime Kitchen, but you can change the ID. By default, group IDs 1 and 2 are reserved for the No Terminals and All Terminals groups.
3. Enter a group name. The group name is a text description of the group. It is only used by Crunchtime Kitchen when selecting the terminal groups to be included in a routing scheme. It should be descriptive enough to be meaningful to someone configuring the routing schemes.
4. Enter the POS terminal numbers to be included in the group. The list should include one or more terminal numbers. The numbers can be listed in comma (individual) or hyphen (range) separated format. Combinations of comma separated numbers and ranges may be used.
5. Select OK.

Text Labels

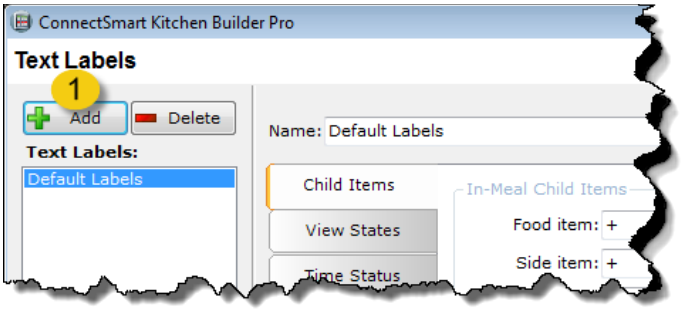
All of the text displayed on the Display Client screens fall into one of two categories: order information or text labels. The order information includes all the order specific information such as the order items, transaction number, server name, customer name, table name, etc. All of the order specific information is sent to Crunchtime Kitchen by the POS.

Text labels also allow you to support different languages with the kitchen video system. Kitchen Builder Pro accepts Unicode characters in all text label fields that can be displayed on a view.

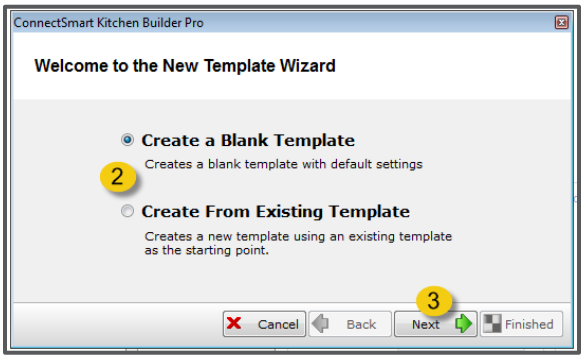
Once labels are set up, to add the label to a view, go to the Display tab of the edit view form, which is accessed from the Video Station Builder.

1. On the Text Labels form, select 

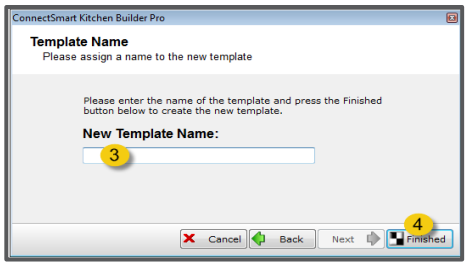
. The New Template Wizard appears.



2. Select Create a Blank Template or Create From Existing Template. If you selected Create a Blank, select Next. The Template Name form appears.

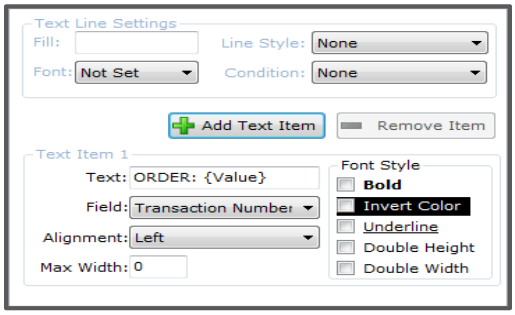


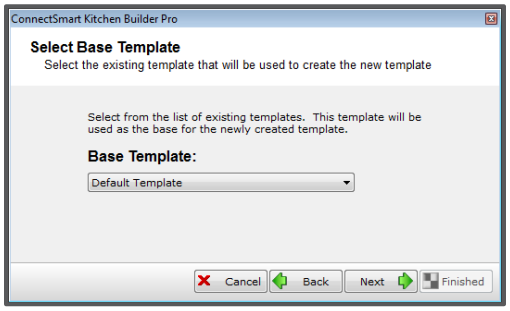
3. Enter a template name.
4. Select Finished.



a. If you selected Create From Existing Template, select Next. The Select Base Template form appears.
b. Select a template to base the new template on and select Next. The Template Name form appears.
c. Enter a unique name for the new template and select Finished.

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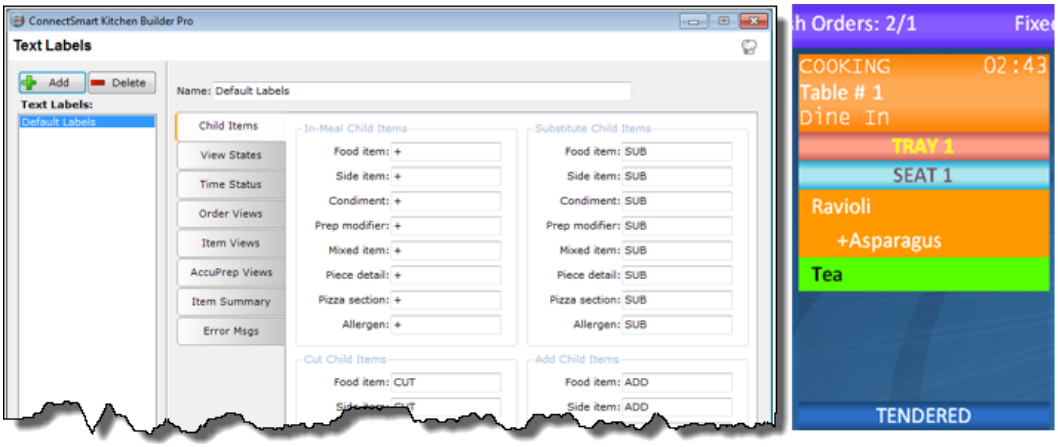


Note: You can add a template regardless of which tab you are on.

Child Items

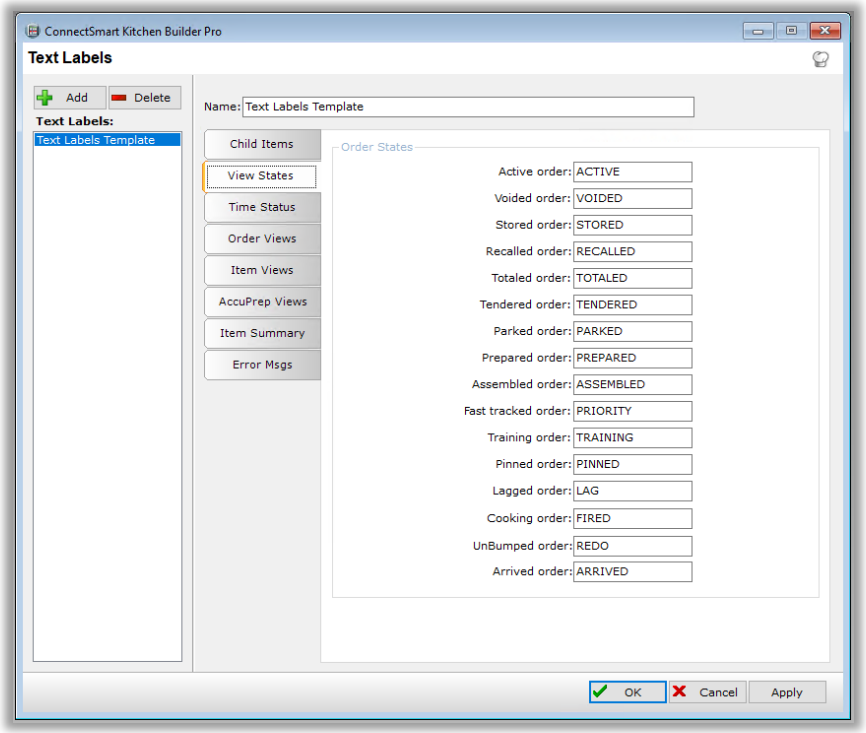
The Child Items tab contains text strings used when displaying child items of an order item. Order items may contain side items, condiment items, or prep, price, piece, or mixed modifiers. When these items appear on an Order view, they are indented by a single space. When an appropriate child item text string has been defined, the Display Client will preface the sub-item by the appropriate text. When child items are cut or added, they use the appropriate add or cut text labels you enter on this form.

Example: If a customer decided they did not want mustard on their hamburger after all. An example of a child item being added would be if a customer wanted fries added to their order they just placed. Cut and added child item messages are not sent by all POS systems.



View States

View States are text descriptors typically used for quick service. Each descriptor is displayed in the upper left hand corner of the first order box of a transaction. These order state descriptors are triggered by the POS system as a transaction is entered. Not all POS systems will utilize all of the various states available.



Each of the sixteen descriptors can be a maximum of nine characters long. The default texts are displayed in the image below. To change any of these, select in the text box and enter a new word or phrase.

Note: The recalled view state refers to the POS order state of Recall, not the Crunchtime Kitchen order state of Recall. The Prepared state is the only order state that is determined by Crunchtime Kitchen. If all items are bumped off all prep stations, the order is considered to be in a Prepared state.

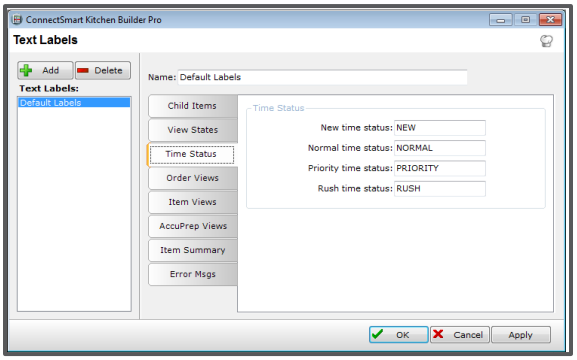


Time Status

Time statuses can be used in place of the order states. Normal order states do not apply in the table service mode. Therefore, it is more appropriate to use the time status header element to display New, Normal, Priority, and Rush text labels.

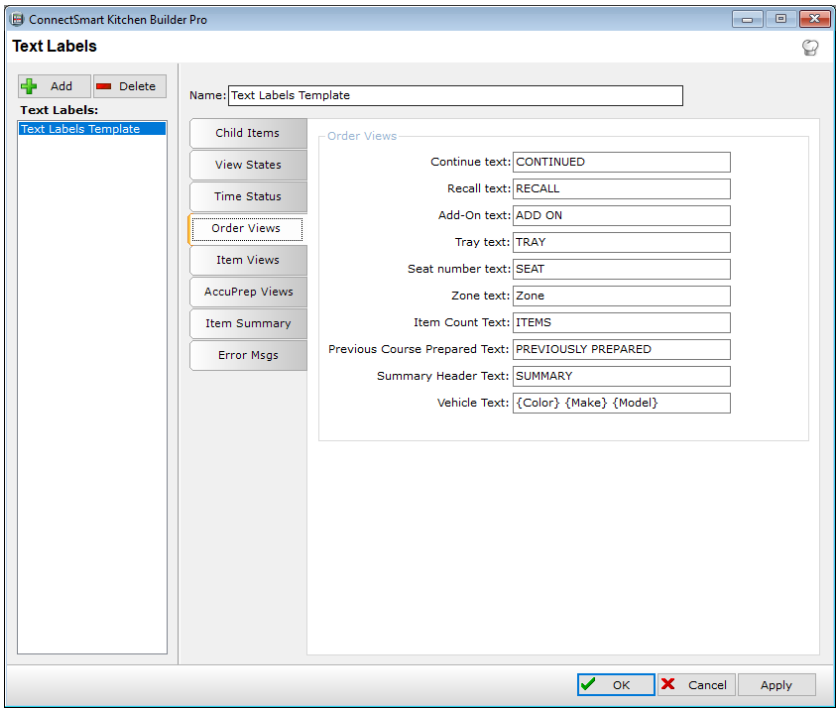
If you want to change the default descriptions, enter new time status descriptions up to 20 characters.





Order Views

The Order Views tab contains user-defined text labels that can appear on Order view stations. These labels appear in the header section of orders on kitchen stations.

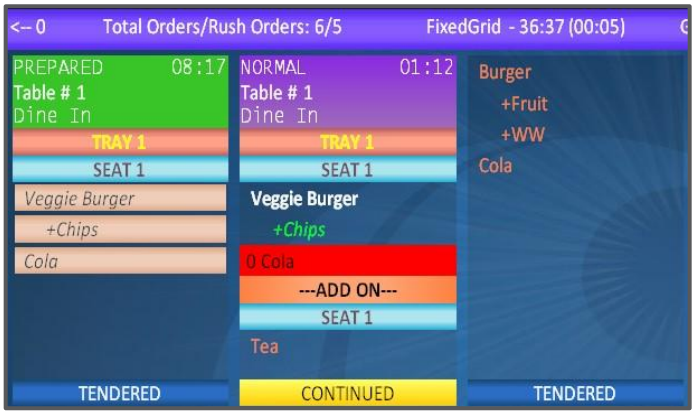


Enter text labels that will appear on Order views or accept the defaults.

- **Continue Text:** Appears in the Continue Panel of any order that spans multiple cells on a Display Client view.
- **Recall Text:** Appears as the title of the header of the recall queue.
- **Add-On Text:** Appears as the add-on separator text in an order containing add-on items.
- **Tray Text:** Appears at the bottom of any multi-tray or course order.
- **Seat number Text:** Appears as the seat number separator text in an order containing multiple seats.
- **Zone Text:**
- **Item Count Text:** Appears as the total number of main items in an order at the bottom of an order cell.
- **Previous Course Prepared Text:** This state descriptor appears at the end of the order cell and denotes that a previous course was already prepared in the kitchen.

Note: In order to use this text, you must select Display previous course prepared text at the end of each order on the State Descriptors tab of the Order View Templates form.

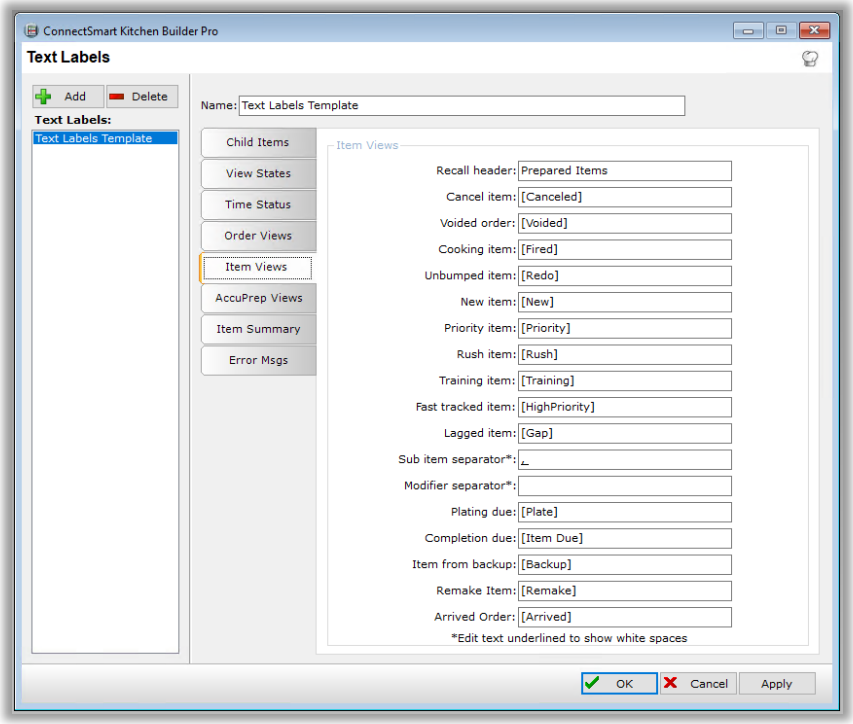
- **Summary Header Text:**
- **Vehicle Text:**



Item Views

Item view labels, like the expediter labels, are a set of text descriptors used to display additional information to the kitchen user. Because the item view involves items instead of entire orders, each descriptor is used to convey information about a particular item.

Enter text labels that will appear on Items views or accept the defaults.



- **Recall header:** Appears as title of the header of the recall queue.
- **Cancel item:** Appears in sub items column of a canceled item.
- **Voided order:** Appears in sub items column of an item from a voided order.
- **Cooking item:** Appears in sub items column of an item that has been marked as cooking.
- **Unbumped item:** Appears in sub items column of an unbumped item.
- **New item:** Appears in sub items column of an item in the New time status.
- **Priority item:** Appears in sub items column of an item in the Priority time status.
- **Training item:** Appears in sub items column of an item from a training order.
- **Lagged item:** Appears in the sub items column of an item that has exceeded the allowable lag time threshold. This label is what appears when an item lapses into "Gap Time" if that feature is enabled.
- **Sub item separator:** Appears as a separator between sub items in the sub items column. Spaces are shown with an underline on this item view to indicate that a space exists.

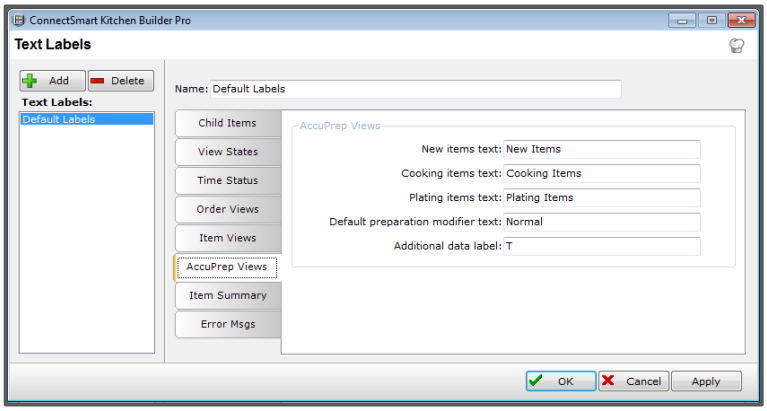
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- **Modifier separator:** Appears as a separator between modifiers in the sub items column. Spaces are shown with an underline on this item view to indicate that a space exists.
- **Plating due:** Appears in sub items column of an item that is due to be plated.
- **Completion due:** Appears in sub items column of an item that reaches its course completion due time.
- **Item from backup:** Appears in the sub items column for an item that has been rerouted from a backup view.
- **Remake Item:** Appears when an item is marked for Remake on an Expo, removed from all preps, and rerouted as to re-set any bump-to routing that may have occurred so that the item starts back at the original views it was routed to. This label is also used on items in the plating panel of AccuPrep views.
- **Arrived Order**: Appears in the sub items column of an item when the visit associated with the order containing the item has been marked arrived.



AccuPrep Views

The AccuPrep Views tab contains user-defined text labels that appear on AccuPrep views. These labels include the headings of each of the three areas (also known as panels) that comprise the AccuPrep view.



Enter text labels that will appear on AccuPrep views. You can also accept the defaults: New Items, Cooking Items, and Plating Items.

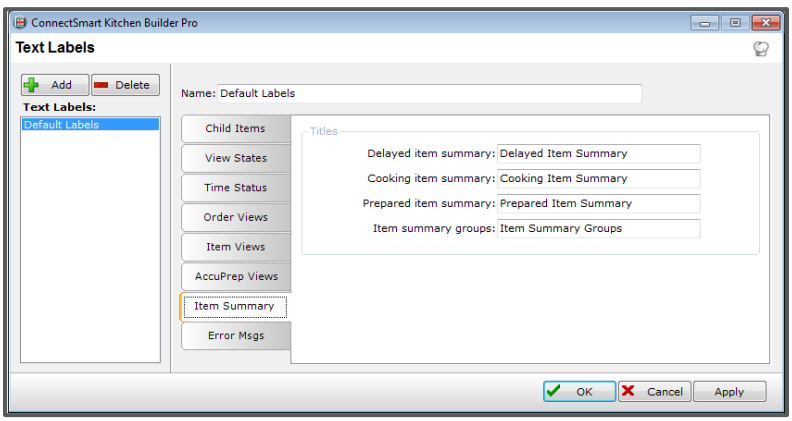
For Default preparation modifier text, enter text, up to 20 characters, that will appear in the cooking summary section of an AccuPrep view to account for items that do not have a cook modifier.

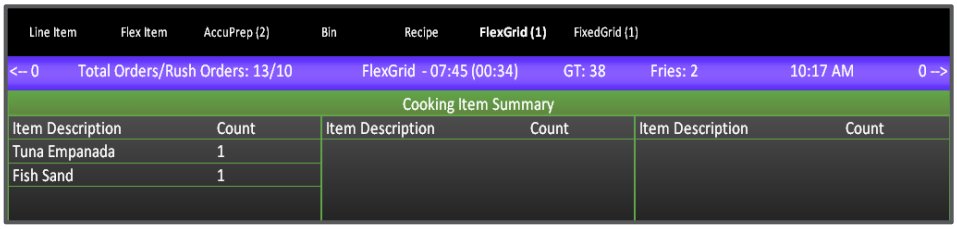
Example: If you start cooking three steaks but only two of them have prep modifiers, such as Rare or Medium Well, the third steak would appear in the cooking summary as whatever you enter in this field. Enter an additional data label, up to 20 characters.



Item Summary

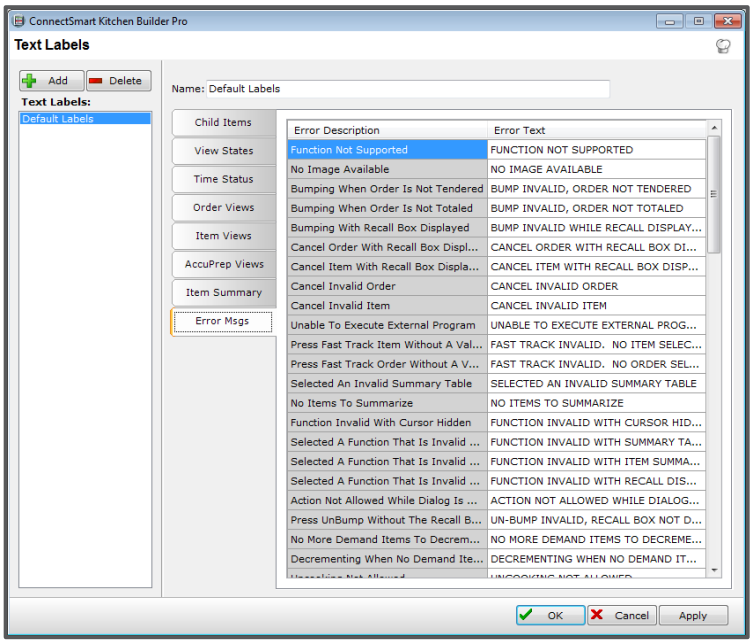
Item Summary text labels are used to modify the labels that appear on kitchen stations when displaying the various types of item summaries.





Error Messages

If you press a keypad or bump bar button that you did not mean to press, an error message appears on the Display Client. Use the Error Messages tab to edit the actual text of the error messages.

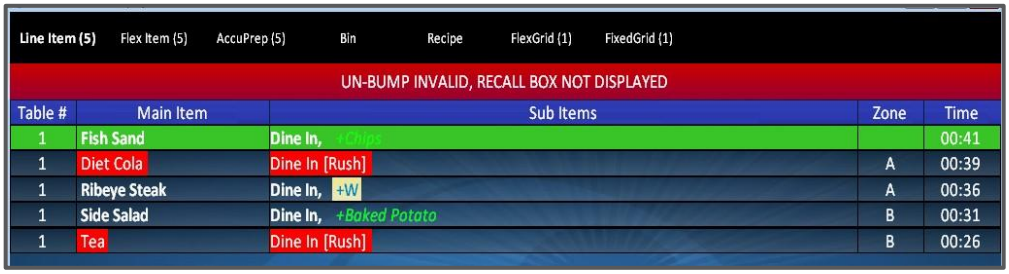


There are two columns. To the left is a brief description of the action that results in an error message. The right column contains the actual text message that appears on the Display Client station view and can be edited. The column separator can be moved to the left and right in order to see the entire error description or error text if necessary.

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Crunchtime Kitchen



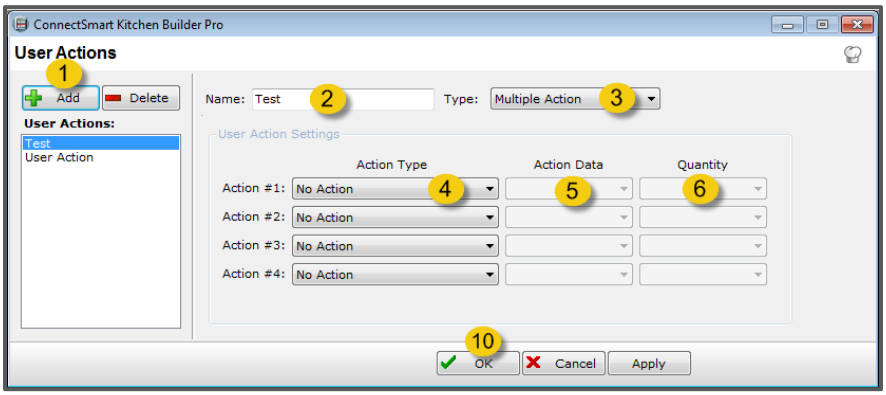


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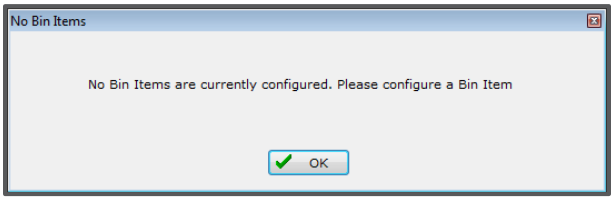
User Actions

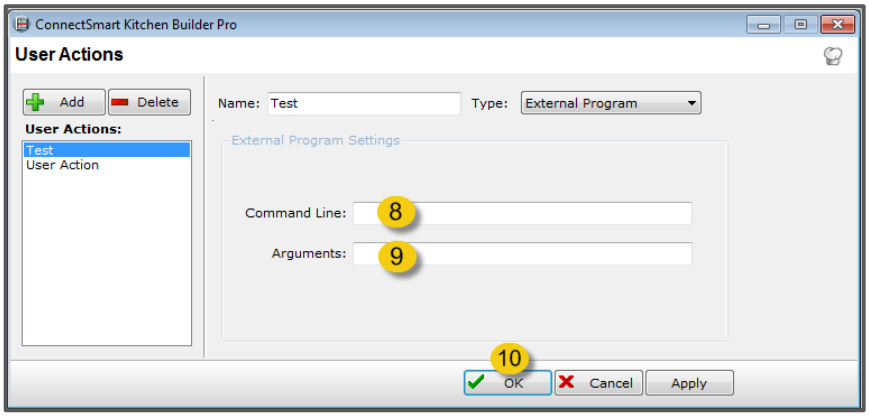
Keypads come with base, system-defined standard actions. With user-defined actions, you can further customize the keypad functionality by creating specialized key functions not found in the standard group of system functions.

You also have the ability to enter command line paths for external programs to be run. This command line path should reflect the location of the file on eXpert or ePic CE devices. Once they are created, user defined actions are available for use on any keypad template or virtual keypad.



1. To create a new action, select Add. A default new User Action is created.
2. Enter a name for the action. This name is used to identify the user action when creating a virtual keypad.
3. Select the type of action: Multiple Action or External Program. Depending on which option you select, the form will have different fields.
4. If you select Multiple Action, assign up to four actions by selecting an action type (e.g. Bump Current, UnBump, Waste, Tab Next, Change Table Form, etc.) from the drop-down list. Think of this collection of actions as making one macro-style user action.
5. If you select any action type with 'Number' in its name or Activity Level or Pass Order, the Action Data field becomes available. Depending on your action type, the Action Data drop-down list will include numbers 1-15 or summaries, activity levels, display groups, or bins.
6. If you select actions types Cook Bin Item, Drop in Bin, Waste, and/or Use Bin Item and you have bins set up in Kitchen Builder Pro, the Quantity drop- down list also becomes available. Select a quantity 1-20. If you select a bin- related action type but do not have bins set up, when you select OK, a message appears.
7. If you select External Program in step 3, the form changes.





8. Enter a command line path for external programs to be run. The external program feature is a way to make a button on a keypad or touch panel a batch file. This Command Line field is simply what you would enter in a command prompt to run a program or application. Regardless of the device's operating system, the same commands will apply to all. The only difference between what you would enter in a command prompt for a Win32 device (eXpert, Onyx, DX-3000, or All-in-One) versus a command prompt for a CE device (xCeed or DE-4100) would be the file path to the program or application.

Example: If you configure the command line to open Internet Explorer on CE and Win32 systems, you would have to create two separate External Program user actions because the location of the browser would be different for each operating system. The action, however, will ultimately do the same thing – to open Internet Explorer.

Note: Do not use quotes for the command line. It should be typed exactly how it would be typed in a command prompt. (e.g. c:\Program Files\Internet Explorer\iexplore.exe).

Note: Assigning one of these base actions to a keypad or to a panel button will cause the corresponding command line to be run locally on the eXpert station. For the command to run properly, the path and files of the application must be present on the eXpert station.

9. Enter the argument, which is a path to a specific html page. For example, you may have a command line that is a path to a URL that opens Internet Explorer and an argument that is the path to a URL that launches an HTML page in Internet Explorer. Another example of a command line would be a path to a calibration executable, and in this case, there would be no argument.

Note: The QsrDisplayClient.xml must be set to <Mode>Windowed</Mode> in order for the external program to be viewed. If <Mode>Full</Mode> is set, the Display Client will take up the entire screen and nothing can be seen in the background.

10. Select OK.

Note: The base actions that appear in the Action Type drop-down list for Multiple Action are the same actions that appear in the Assign a base action to the button list drop-down list on the Select Button Action form accessed from the Panel Editor. The user actions created on this form appear on the Select Button Action form in the Assign a user-defined action to the button drop-down list.

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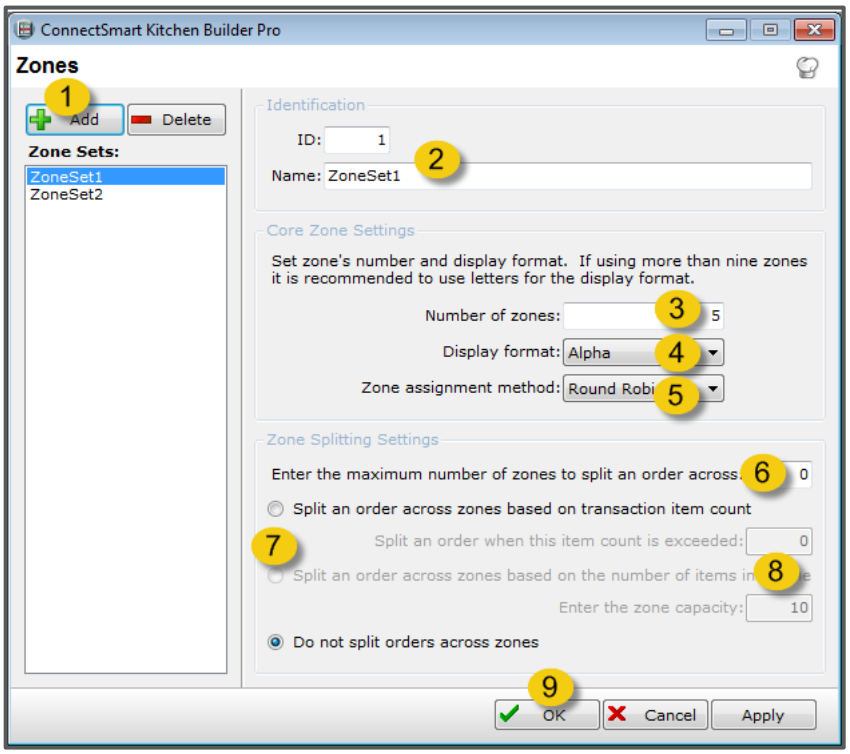
Zones

Zones are designed to facilitate grouping order items together at an expo station. When zones are enabled, a zone value is assigned to each item within an order which corresponds to a physical location at a kitchen's expo station. Each order item, upon preparation, is placed within the physical borders of its assigned zone. This helps ensure that prep chefs know where to place the food once completed, and runners know where to get the food at the expo window.

Think of zones as physical spaces – often found at the kitchen window – where the expediter gathers the orders. Prep stations will include the zone number or letter for each item, which directs the cook on where to place the prepared items.

There are two zone sets available to configure. The options for each of these zone sets are the same but can be configured uniquely. Zone configuration is divided into two parts: Core Zone Settings and Zone Splitting Settings.

> **Note:** In order for zone functionality to function properly the Transaction Manager must receive all items for an order at the same time. Therefore the zone feature will not function properly if one or more stations are configured to route "on the fly" or "one item back."



1. Select Add .
2. Enter an ID and name for the zone set.

3. Designate the number of zones to be utilized. This will depend on the physical structure of the expo station.

Note: If you want to load balance orders between zone sets, you must have at least one zone configured in each zone set, which means the Number of zones field cannot be 0.

4. Select a display format: Alpha or Numeric. If Alpha is selected, the Display Client will use letters (A, B, C, etc.) to represent zones. If Numeric is selected, the Display Client will use numbers (1, 2, 3, etc.) to represent zones.
5. Select a zone assignment method: Round Robin or Load Balance. Which method you use depends on how you want items across orders to be distributed to zones.
    - **Round Robin:** Each new order is assigned to use the next zone in line. For example, if six zones are defined, the first order's items will be assigned to zone A, and the second order's items will be assigned to zone B, etc. If Zone splitting is enabled, one order may use multiple zones. If so, a new order will still use the next available zone first. For example, order one requires two zones and therefore uses zones 1 and 2. Order two will then start with zone 3 and if necessary split into zone 4.
    - **Load Balance:** Order items are assigned to zones so that each zone has approximately the same amount of items. How the items are load balanced is dependent upon zone splitting settings.
6. Enter the maximum number of zones to split an order across - This value represents the maximum number of zones to split an order across. If this value is zero, no zone splitting can occur with either zone assignment method.
7. Select a zone splitting setting.
    - **Split an order across zones based on transaction item count:** This value enters the item count at which an order will be split into different zones. When splitting zones using either zone assignment method, this value determines if an order contains enough items to be split across multiple zones.
    - **Split an order across zones based on number of items in a zone:** This value represents the number of items that can be in a zone before an order will be split into different zones. This setting only applies when the load balancing zone assignment method is being utilized.
    - **Do not split orders across zones:** This option will cause every item in a given order to be assigned to the same zone, and no orders will be split across zones. This option is only available if you select Round Robin for the zone assignment method.

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8. If you selected Split an order across zones based on transaction item count or Split an order across zones based on number of items in a zone, enter applicable values.
9. Select OK.

Note: Crunchtime Kitchen cannot split an order more times than there are zones. In order for load balancing to function, zone splitting settings must be defined for the Maximum Number of Zones to Split an Order Across and either Split an order across zones based on transaction item count or Split an order across zones based on number of items in a zone.

Transaction Settings

Introduction

Transaction settings are global in nature and apply to all client applications that use the Transaction Manager. The corresponding XML files created by these forms are therefore located in the “Common” sub-folder beneath the Dataset. There are five transaction settings forms: Transaction Manager, Item Categories, Destinations, Coursing Manager, and Concepts.

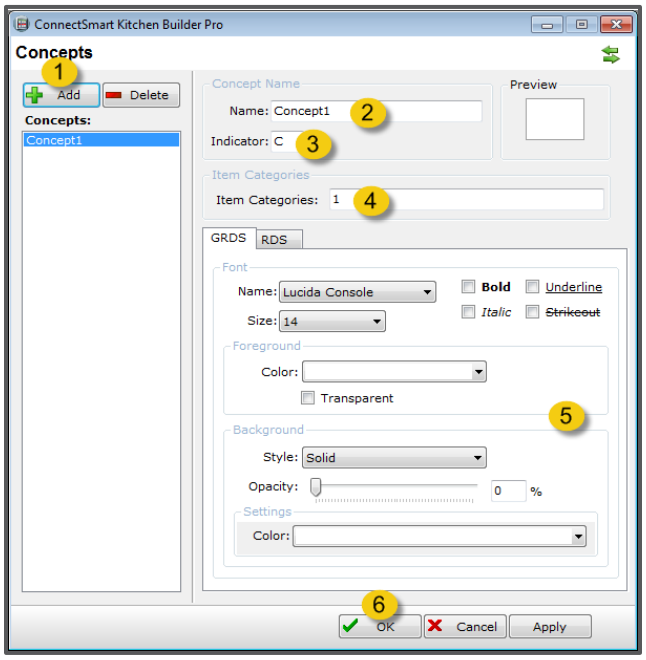
Concepts

Many restaurant companies combine different food concepts at a single location. These multiple concept restaurants offer the consumer a wider variety of options at a single location. However, these sites place more requirements on the computer systems that operate them.

One problem that occurs in the kitchen management system is in knowing which concepts are included in an order. Most routing schemes route parts of the order to the appropriate stations where the items are prepared. Once an item has been prepared, it is helpful to know if other order items are being prepared at other stations in the restaurant. If so, the order items must be moved to an order assembly area. If not, the order may be delivered directly to the customer.

Crunchtime Kitchen supports concept indicators to solve this problem. Concept indicators are located on a single line on a Display Client view, just below the order header line. A concept indicator character appears for each concept that makes up the order. It is a single character that appears in a predefined color attribute. Concepts are applied to views via the Grid Header Templates form.

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1. Select Add to create a new concept.
2. Enter a name to help you identify the concept.
3. Enter a display letter (or character). This single character is the actual character that appears on the concept line of the Display Clients, using the attributes defined in the concept record. The character appears in the column corresponding to the concept number. For example, the first concept always appears in the first column of the concept indicator line.
4. Enter the item categories' numbers. These are the item category numbers that make up the concept. Crunchtime Kitchen uses the item category values to identify the concept, which is a collection of item category values. The item category values can be any combination of numbers, represented with spaces, commas, and dashes for a range of item category values. Each item sent to the Display Client has an item category value.

Note: As orders are received from the POS system, the Display Client scans each order item to determine if it belongs to a concept. As concepts are detected, Crunchtime Kitchen sets a flag in the order to indicate which concepts are present in the order. These flags are also adjusted as items are removed from an order. An order item may belong to more than one concept.

5. Customize each concept with a font name, font size, font color, and background color and opacity (0-100%). Bold, italic, and underlined attributes can also be applied to each concept indicator.

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6. Select OK.

Note: The preview portion of the Concepts form shows the current display attributes for the selected concept of the current tab you are viewing. When a view's template has concepts enabled, every order on the display screen will show the concept line across the top of the order.



Coursing Manager

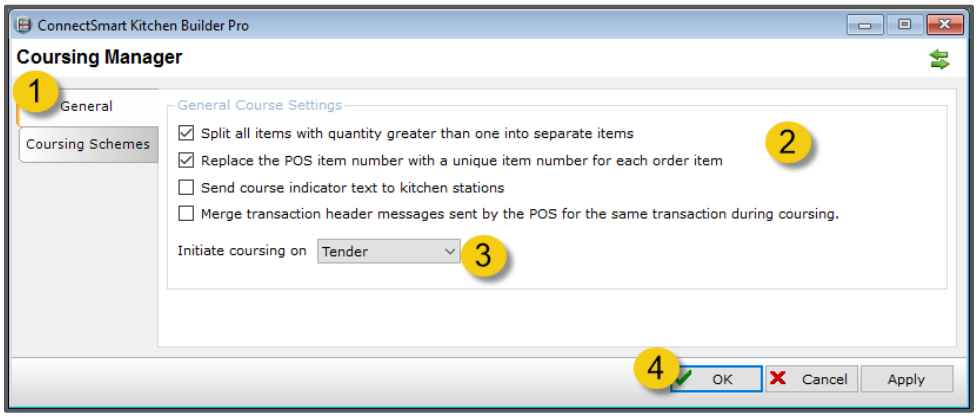
Items can be assigned as Drinks, Appetizers, Soup/Salad, Entrées, and Desserts. When an order arrives from the POS, it is analyzed and divided into courses. The newly created courses are then sent to the Display Clients according to routing parameters and system settings you have defined in Kitchen Builder Pro. Coursing follows a processing order of:

1. Drinks
2. Soup/Salad
3. Appetizers
4. Entrees
5. Desserts

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Use Coursing Manager to help determine how items appear on kitchen stations, set the message format, and define course settings.

Note: You must have a valid Table Service license in order to use coursing functionality. While you can complete the Coursing Manager form, if you do not have a license, the settings will not be used.



1. Select the General Tab.
2. If desired, select the following checkboxes:
   a. Select Split all items with quantity greater than one into separate items to automatically “split out” any items that are entered at the POS using a quantity key.

Example: For example if the server enters a quantity of 2 and then enters Steak, Well Done, this option will “split out” the quantity and send: "Steak – Well", "Steak – Well" **Rather than:** "2 Steak – Well".

   b. Select Replace the POS item number with a unique item number for each order item if you want to update item numbers supplied by the POS with a consecutive item number supplied by Crunchtime Kitchen (1, 2, 3, 4, etc.). The item number should not be confused with the item ID (PLU #).
   c. Select Send course indicator text to kitchen stations to send the user-defined course indicator text to Crunchtime Kitchen. With this, you can rule route based on the Item ID of the course indicator item. If this option is cleared (Send course indicator text to kitchen stations is not checked), Crunchtime Kitchen will not process the course indicator text.
   d. Select Merge transaction header messages sent by the POS for the same transaction during coursing to merge transaction messages sent simultaneously during coursing.

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Note: If two transactions are sent simultaneously for the same order, Kitchen Server will compare the two headers. If the first header contains any blank values that happen to be present in the second header, the data present in the second will be merged into the first. Once merged, the second header will be discarded prior to coursing the transaction.

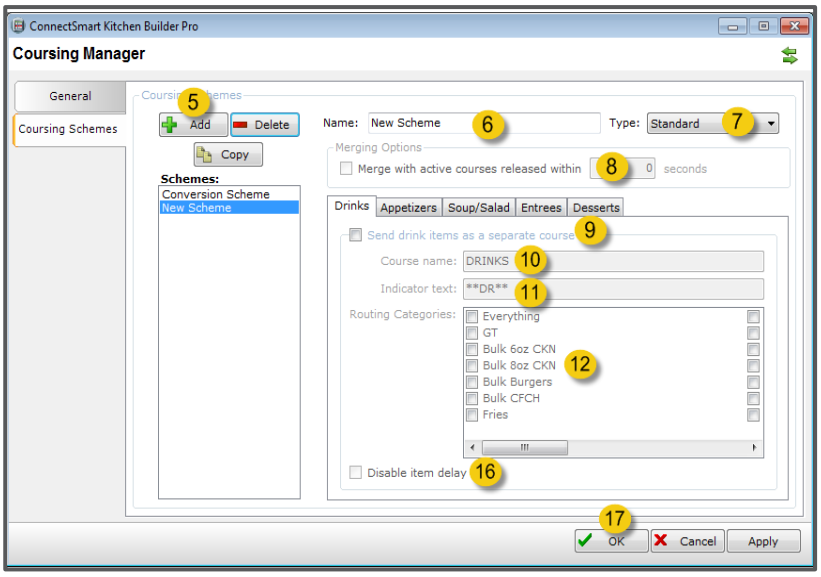
3. Select how to initiate coursing: None, Total, Tender, or End Send. These options determine when the transaction is sent to Crunchtime Kitchen.
   - **Total:** When you press the Total button on the POS and the order is totaled, the order is sent to Crunchtime Kitchen.
   - **Tender:** When you press the Tender button on the POS and the order is tendered, the order will be sent to Crunchtime Kitchen.
   - **End Send:** When you press the End/Resend button on the POS and the order is ended or re-sent, the order is sent to Crunchtime Kitchen.
4. Click OK.

Coursing Schemes

You can define multiple coursing schemes to have unique coursing functionality between each. These coursing schemes are enabled on Coursing tab of the Activity Level Settings form. This ability to set up coursing by activity level instead of globally is ideal if you wish to have different coursing functionality at different times of the day.

Example: You may want to use coursing during Dinner but not during Lunch. During Lunch, you may want only five minutes to pass between appetizers and entrees because patrons may be on a tighter schedule and turn times are shorter. However, for Dinner, you may want ten minutes to pass between appetizers and entrees.

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5. Select Add. The new scheme appears in the list on the Coursing Manager form with the default name New Scheme.

Note: You can also create a new scheme by selecting an existing scheme in the list and selecting Copy. For example, if you select Lunch and select Copy, another coursing scheme named Copy of Lunch appears.

6. Enter a name for the scheme.
7. For Type, select Standard, Course Merging, or Course Pacing.
   - **Standard:** This coursing scheme type keeps each 'send' from the POS as its own course and does not use merging or pacing. It uses the delay method and times you set for each course on the Coursing manager form.
   - **Course Merging:** This merges courses that are currently being delayed by Crunchtime Kitchen. In this case, meal items from multiple order tickets will come through to Crunchtime Kitchen as a combined order ticket with coursing. For example, if there is a 'Mains' course currently in delay in Crunchtime Kitchen and another course with main items is received by Crunchtime Kitchen, those items would be merged into the 'Mains' course that is currently in delay. If you do not select Enable course merging, previous courses sent by the POS are not considered when calculating delay timing.

Example: If one round of Appetizers and Entrées is sent, and then a second round of Appetizers and Entrées is sent, the first round of Appetizers determines the delay of the first round of Entrées, and the second round of Appetizers determines the delay of the second round of Entrées.

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Note: The merge courses option also handles a slightly different scenario. For example, you have your Appetizer delay method set to All Items Prepared, in which Entrées are not sent to Display Clients until the Appetizers are prepared. Say you ring in an Appetizer item and send it. Two minutes later, you ring in an Entrée item and send it. Crunchtime Kitchen will hold the Entrée item until the Appetizer item is prepared. In this case, Crunchtime Kitchen is not actually merging the Entrée with another Entrée but instead applying the coursing logic.

8. If you select Course Merging as your type, a merging option becomes available. Select Merge with active courses released within X seconds if you want to combine order types that are already active in the kitchen within a time frame you enter here.

Note: If the course already in the kitchen has been prepared within this allotted time frame, the additional items added would be considered a separate course, and the first items would have already been delivered to the table. For example, a table is partially seated and the customers place their order. The remainder of the party arrive shortly afterwards and places their order. The first customer's food has not been prepared so this is when the orders would combine.

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Merge Coursing Functionality Examples	
Example A	Ring in an Appetizer and an Entrée on the same check. The Appetizer is sent to the kitchen, and the Entrée is held in delay in Crunchtime Kitchen. Later, another Entrée is rung in on the same check. It is merged together with the existing Entrée. When the Appetizer is prepared, both Entrées display together in the same check.
Example B	Ring in an Appetizer and send it. The Appetizer is sent to the kitchen. Ring in an Entrée and send it. The Entrée is held (since the Appetizer is still being prepared). When the Appetizer is prepared, the Entrée will display.

- **Course Pacing:** A course's longest cook time is used rather than forecast prep time to determine course delay because forecast prep time depends on which views items are routed to, but routing is not performed until the course is released from delay.

Note: The activation time of a course is determined by the previous course's activation time, longest cook time, course delay time setting, and the current course's longest cook time. The previous course's expected preparation time is calculated by adding its longest cook time to its activation time. Then, the course delay time for the previous course's course type is added to the previous course's expected preparation time to find the expected preparation time of the current course. Finally the, current course's longest cook time is subtracted from its expected preparation time to find the activation time for the current course.

Note: Course delay is recalculated every second to take into account changes that affect the course longest cook time. Early course preparation (before the course's longest cook time) can also cause other course delay times to be adjusted. A course's delay cannot be adjusted once it has been released. (It cannot go back into delay.)

Note: The following can cause a course cook time adjustment: Bin cook time adjustment, Add-on items, Voided items, and Voided courses.

Scenario A: Entrée released before appetizer

The entrée course is displayed in the kitchen before the appetizer since the entrée's longest cook time is greater than the appetizer's longest cook time plus course delay time. The entrée is displayed immediately, and the appetizer is display 60 seconds later

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Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
JD Stk & Shrimp	Entrées	120

Scenario B: Entrée released before appetizer, entrée prepared early

This example would be the same as example 1, but at 30 seconds the entrée course is prepared, which causes the appetizer course to be released immediately after.

Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
JD Stk & Shrimp	Entrées	120

Scenario C: Appetizer released before entrée

The appetizer course is displayed first in the kitchen since the entrée longest cook time is less than the appetizer longest cook time plus the appetizer course delay time. The entrée is displayed 30 seconds after the appetizer (20 + 40 – 30 = 30).

Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
JD Ckn & Shrimp	Entrées	30

Scenario D: Appetizer released before entrée, appetizer prepared early

This example would be the same as example 3, but at 10 seconds (10 seconds earlier than the expected prep time) the appetizer course is prepared, which causes the entrée course to be released 10 seconds earlier than originally expected.

Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
JD Ckn & Shrimp	Entrées	30

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Scenario E: Bin cook time adjustment for appetizer

The entrée course is displayed in the kitchen before the appetizer since the entrée's longest cook time is greater than the appetizer's longest cook time plus course delay time. Since the BBQ Ckn Flatbread is a bin item, and the bin is configured with a cook time percentage of 50%, the appetizer course cook time changes from 30 seconds to 15 seconds and the appetizer is displayed 65 seconds after the entrée.

Item	Course	Item Longest Cook Time (seconds)
BBQ Ckn Flatbread	Appetizers	30 (15 with bin cook time adjustment)
JD Stk & Shrimp	Entrées	120

Scenario F: Add on entrée

The Sizzling Ckn entrée course is displayed in the kitchen before the appetizer since the entrée's longest cook time is greater than the appetizer's longest cook time plus course delay time. Before the appetizer is released, a Sizzling Stk item is added on to the entrée course, which increases the entrée course's longest cook time. The appetizer course activation time is updated so that its expected prep time will be 40 seconds (the appetizer course delay time) before the new expected prep time of the entrée course.

Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
Sizzling Ckn	Entrées	120
Sizzling Stk	Entrées	130

Scenario G: Two rounds of courses in the same transaction

The first appetizer and entrée are ordered together, and the transaction is totaled and tendered. The second appetizer and entrée on the same transaction are ordered a few seconds later, and they are delayed separately. In each round, the entrée courses display before the appetizer courses, but the delays are calculated independently.

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Item	Course	Item Longest Cook Time (seconds)
Spinach Flatbread	Appetizers	20
Sizzling Ckn	Entrées	120
BBQ Ckn	Appetizers	30 (15 with bin cook time adjustment)
Sizzling Stk	Entrées	130

Scenario H: All course types in one transaction

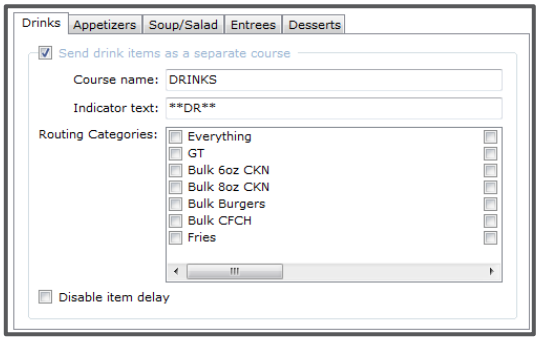
This transaction contains a course of each type. The Entrées course displays first. At 20 seconds the Soup/Salad course displays. At 40 seconds the Appetizers course displays. At 55 the Drinks course displays. At 140 seconds the Desserts course displays.

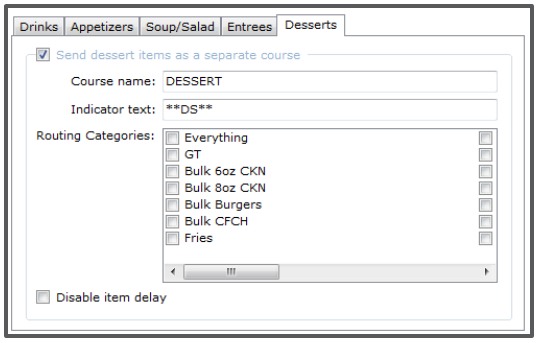
Item	Course	Item Longest Cook Time (seconds)
Coke	Drinks	5
Spinach Flatbread	Appetizers	20
French Onion Soup	Soup/Salad	80
JD Stk & Shrimp	Entrées	120
Caramel Cake	Deserts	30

Note: Course pacing cannot be used with course merging. Each round of courses will be delayed independently from other courses in the same transaction.

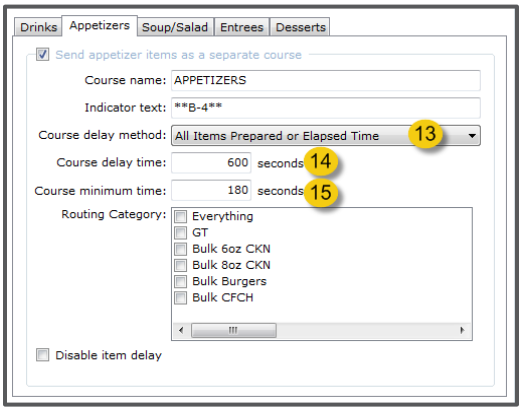
- Crunchtime Kitchen supports separate courses as Drinks, Appetizers, Soup/Salad, Entrées, and Desserts. Steps 7-14 detail the course tabs.
- The Drinks and Desserts sub-tabs have the same fields.

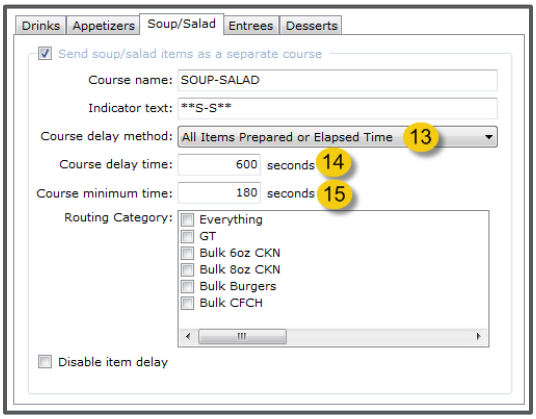
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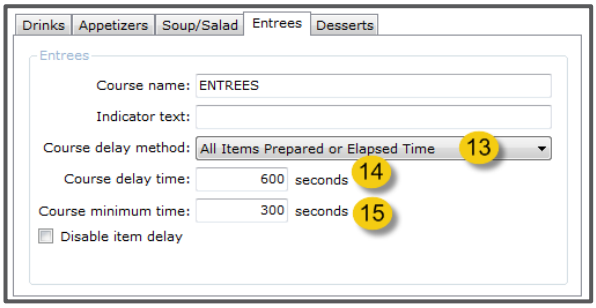


- The Appetizers and Soup/Salad tabs have the same fields.





- The Entrees sub-tab is unique.



9. For all tabs except Entrees, select Send X items as a separate course to make a course available.

Note: You can embed an item that was never entered at the POS system into the Kitchen display. For example, assume that your POS system is set up so that you have entrees that include a salad. Often times the kitchen staff knows when an entrée comes with a salad, and often the POS system only sends the dressing, thus having an implied parent item of Salad. You can embed a separate Salad item into the order and treat the dressing as a sub- item of that Salad.

10. For all tabs, enter a course name. The course name is passed to Crunchtime Kitchen. (This field may be displayed in an order cell header as the "Course Name.") Each Course sub-tab allows you to specify what designates an item to a particular course. There are three different methods to assign an item to a course. Course names can be up to 30 characters.
11. For all tabs, enter indicator text, which needs to match the specific string of a text modifier sent by the POS. You can enter more than one Course indicator message for each course by using a comma-separated list. For example, you could enter (AS MAIN),(AS ENTREE).
12. For all tabs except Entrees, select routing categories.
13. For the Appetizers, Soup/Salad, and Entrees tabs, select a course delay method. This determines at what point subsequent courses are sent on to Crunchtime Kitchen. There are four course delay options.

Note: Delay method, course delay time, and course minimum time are available with Appetizers, Soup/Salad, and Entrees courses but not with the Drinks and Desserts courses.

- **All Items Prepared**: Once the Kitchen Server has determined that all items of a course are prepared, it will fire the next course.
- **All Items Prepared or Elapsed Time**: Crunchtime Kitchen holds the next course until either all items are prepared, or an elapsed time has expired, which is the most common option.
- **All Items Prepared Plus Elapsed Time**: The next course is not sent until all items are prepared, and the elapsed time has expired. The elapsed time begins documenting once the final item is marked "Prepared."
- **Specific Time**: A specific amount of time must pass before the course is sent to Crunchtime Kitchen.
- **Specific Time with Course Minimum**: This adds the Course Delay to the difference between the Course Minimum Time and the Course Forecast Preparation Time. This value is used as the delay time between courses.

Example: If the Appetizer Course Delay Time is 120 seconds, the Appetizer Course Minimum Time is 540 seconds, and the Entrée Course Forecast Preparation Time is 300 seconds, the first item in the Entrée Course will be sent 360 seconds after the Appetizer course is sent.

14. For the Appetizers, Soup/Salad, and Entrees tabs, enter a course delay time. This buffer is treated as a "phantom" item with the specified cook time. Since all foods do not take the same amount of time to prepare, this setting helps kitchen personnel know when to start preparing a particular food.

Example: Using the course minimum default time of 180 seconds, if the next course contained items with cook times of 120 seconds then there would be a delay of 60 seconds before those items were displayed by Crunchtime Kitchen. If the cook times were longer than 180 seconds then the minimum course delay will not apply.

15. For the Appetizers, Soup/Salad, and Entrees tabs, enter a course minimum time. This allows you to create a buffer, in seconds, between the items on the next course to ensure that they are not served immediately after the appetizer course.

Example: If the next course contains items with shorter cook times, like entrée salads, then the course minimum time will provide more time.

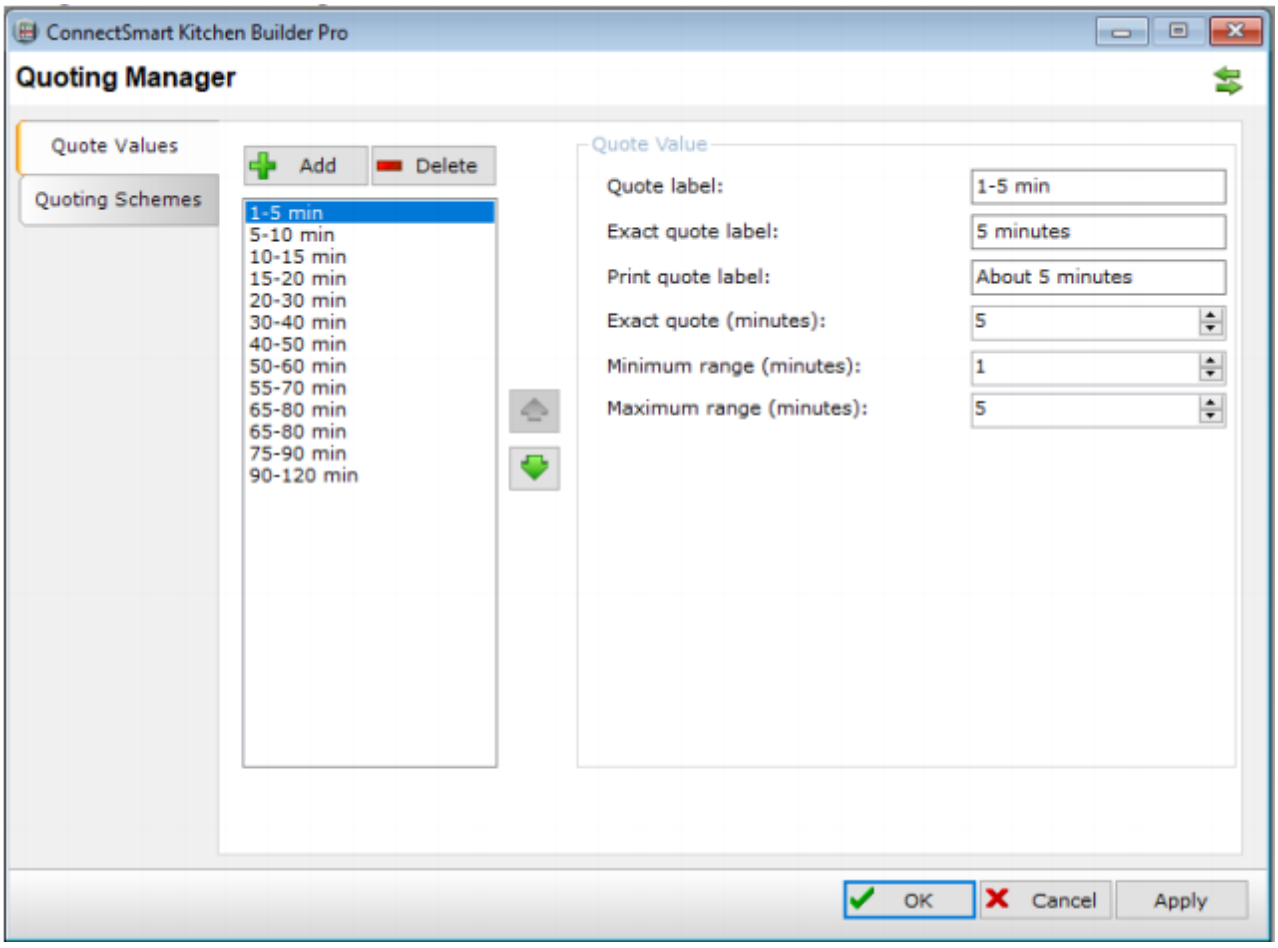
16. Select Disable item delay if you do not want any items in the course to be delay routed in the kitchen.
17. Select OK.

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Quoting Manager

Quote Values Tab

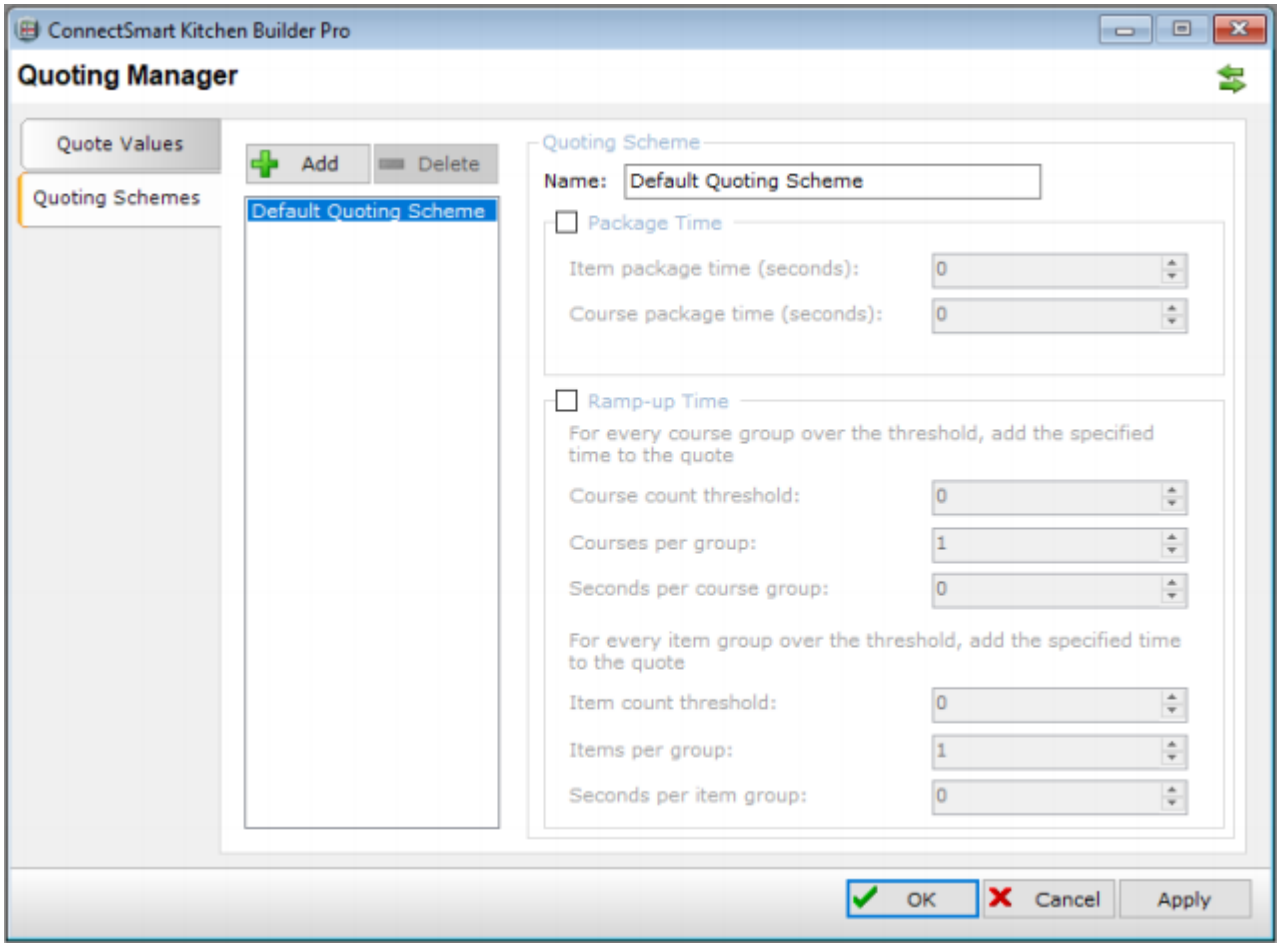
On the Quote Values tab, users can define a list of quote values, including the minimum and maximum values for a given quote range, as well as its display characteristics. Quote Values are global to all Quoting Schemes.



Quoting Values

Quoting Schemes Tab

Users configure a list of available quoting schemes on the Quoting Schemes tab. A Quoting Scheme can be applied to one or more Destinations.



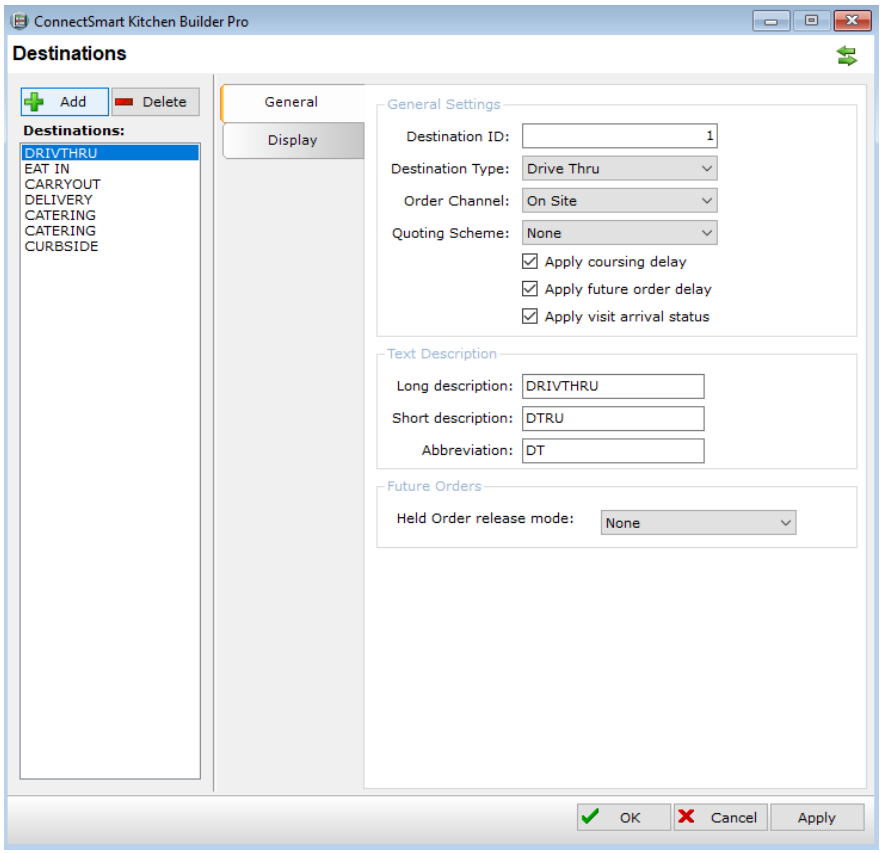
Quoting Schemes

Destinations

Quoting Schemes are applied at the Destination level, so that users can isolate certain destinations that should use quoting features.

Example: A Quoting Scheme might be applied to a ToGo destination, but not to a Dine In one. This allows the restaurant to provide longer quoted pickup times to online orders when the store is busy, but not penalize patrons actually seated in the restaurant if there's a flurry of carryout orders.

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Destinations

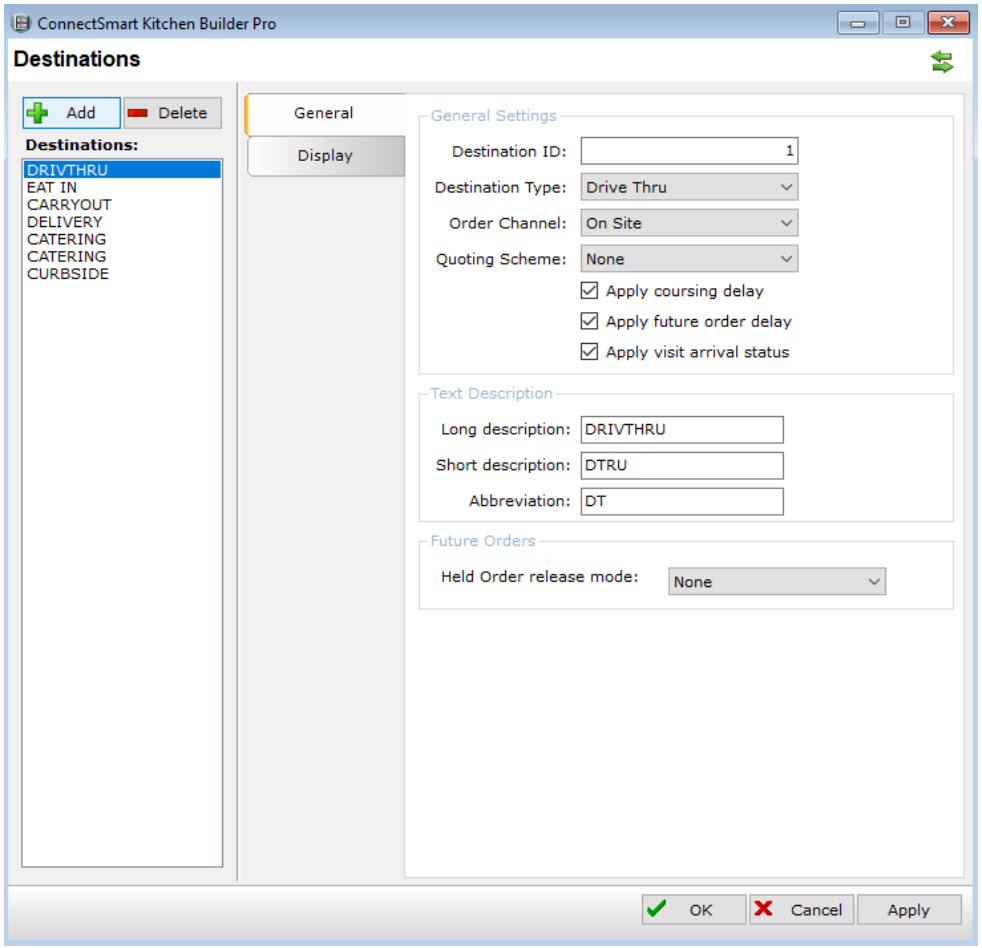
Destinations

Every transaction that comes from the POS system has a destination. This destination is defined in the POS database. In order for the Display Client to correctly display order destinations, the Crunchtime Kitchen destination ID must match the POS destination ID.

When the POS system sends a transaction to the Display Client, it includes the destination information as an identifier for the POS destination table. For example, if Drive-Thru is destination #1 on the POS system, when a Drive-Thru order is entered, the POS system will send a destination value of 1 to the Display Client. The Display Client will look up the text and display attributes of the Display Client destination #1 and display that on the Display Client views.

For the order to correctly appear on the views, the Display Client destination #1 must also be Drive-Thru. When setting up Crunchtime Kitchen destinations, it is important to also understand how the destinations are set up in the POS database to ensure that the orders are correctly appearing and routed on the views.

The destinations you add on this form can be assigned to the Order, Item, and AccuPrep views from the Printing tab of their respective forms.



1. Select Add to create a new destination.
2. Enter an ID for the destination. This should match the destination number provided by the POS system.
3. Select a destination type from the Destination Type drop-down list.
4. Select On Site or Digital from the Order Channel drop-down list. On Site is the default option.
5. Select Apply coursing delay if you want a delay between courses for each destination. If you do not select Apply coursing delay, all items will be sent at the same time. For example, this may be used to send an entire To Go order all at once, yet course a Dine In order.

Note: In addition to selecting Apply coursing delay for each applicable destination, you must also select Enable coursing on the Coursing Manager form in order for coursing to work.

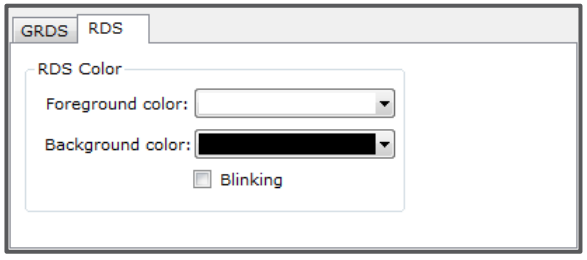
6. Select Apply future order delay to specify that future orders should be held in Kitchen and released to displays in time to be prepared by the scheduled pickup time. If this setting is disabled for a Destination, then future orders with that Destination will be released immediately, regardless of their pickup time.
7. Select Apply visit arrival status to designate that the Arrived status attributes should only be used for items or orders from specific Destinations. For example, users could opt to not use the Arrived status for Dine-In orders, since those are, by default, already arrived when the order is placed.
8. Enter text descriptions. There are three text description options for destinations. The long description has a 20-character limit; the short description has a 12-character limit, and the abbreviation has a 10-character limit.

Example: A long description is DRIVTHRU; a short description might be DTRU, and an abbreviation could be DT.

9. If the destination type is Dine In, select the Held Order release mode from the drop-down box.

Note: Dine-In Future Orders are orders a customer places in advance with the intention of eating in the restaurant. For example, a guest may call a restaurant to put their name on the wait list and decide to place their order as well, to save time once they've arrived. The restaurant may wish to hold this order until the guest has arrived or been seated, to ensure a smoother dining experience.

10. To change the destination description's appearance, select the Display tab.
    - **GRDS:** Select font name, font size, font foreground and background colors. Select whether or not you want the foreground color to be transparent and assign the background color and opacity (0-100%). Bold, italic, and underlined attributes can also be applied to each destination's text description. GRDS (Graphical RDS) settings are used with Crunchtime's newer devices that can handle more graphics, fonts, and styles.
    - **RDS:** Select foreground and background colors and whether or not to use the blinking attribute. RDS settings are used with Crunchtime's older RDS devices, such as the DE-2200.



11. Select OK.

Note: The preview portion of the Destinations form shows the long description in the configured font, font size, and color scheme.

Item Categories

Item categories are values sent by the POS that allow certain properties (such as cook time, new, priority, and rush times) to be assigned to an item or group of items. Each item may also have specific display attributes. The new, priority, and rush times can be either specific time values or values derived from the item's cook time. The cook time is used by the delay routing logic. Delay routing occurs when an item does not immediately get sent to a view. This is done to avoid preparing some items in an order too soon before the rest of the order is ready.

If an item category is not provided by the POS, use the Item Categories form to map the Item ID. Item category new, priority, and rush times are used to indicate status changes and/or generate alerts.

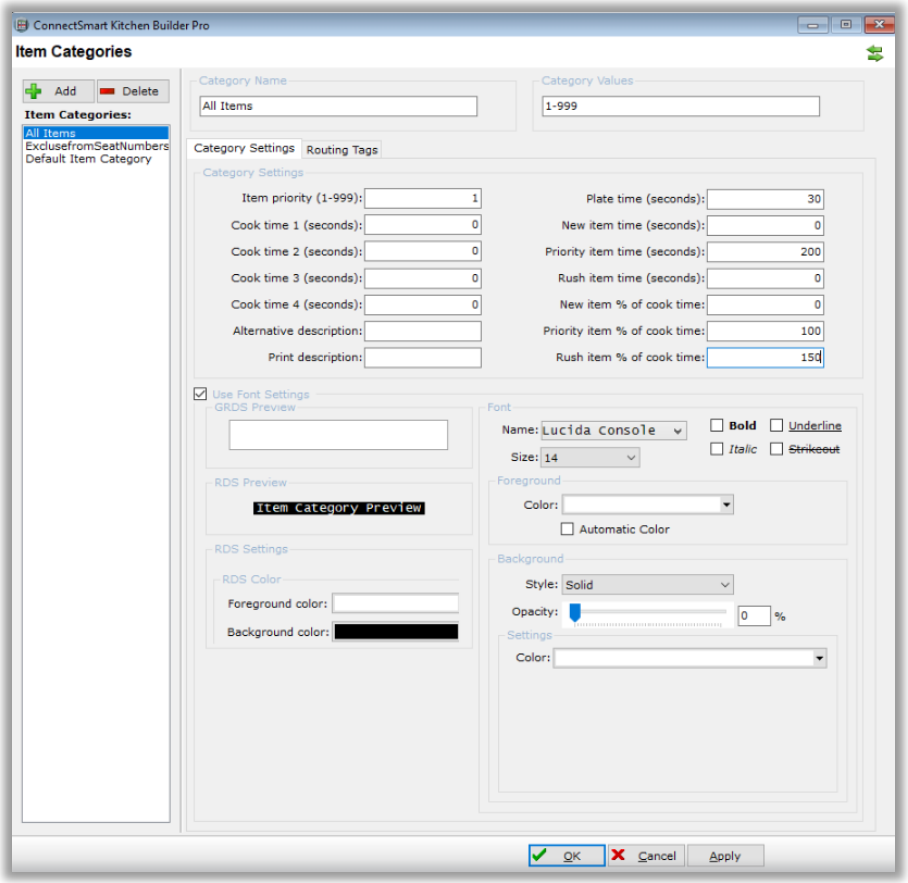
Note: Only attributes associated with changes such as a void and a quantity change will override a color setting based on an item category.

Only views with "Prep" view role affect display group and kitchen forecast prep times so that cook times on expos and assemblers will not affect delay routing.

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The Category Settings Tab

All of the properties provided by the POS are grouped on the Category Settings Tab.



Note: Item categories are not required to route an item. Department numbering is used for routing. So, even if the POS system does not send an item category, Crunchtime Kitchen is able to map another field (such as Item ID) to be the item category.

1. To create an item category, select Add.
2. Enter a category name. This name should be reflective of the item or items being added. For example, there may be item categories named “Salads” or “Desserts.”
3. Enter category values. This can be one item or a range of items. These values are derived from the item category values sent by the POS system. The field used in the Category Values field is designated in the Transaction Manager on the Field Mappings tab. Whichever field is mapped to item category in Transaction Manager is the field that should be used for category value in the Item Categories form.

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4. Select Use Font Settings if you want to customize font name, font size, font color, and background color for the item category. Bold, italics, and underlined attributes can also be assigned to the item or range of items defined in the record.
5. Select font settings and attributes.

Note: If Use Font Settings is not selected (unchecked), no specified display attributes will be assigned to the item category record.

6. For RDS Settings, select foreground and background colors. RDS settings are used with older Crunchtime RDS devices (controllers), such as the DE-2200.
7. Enter values for category settings.
    - **Item Priority:** This is the one value in this table that must be non-zero for all item category numbers. Each item is assigned a priority value from 1-999 with 1 being the highest priority. By default, every item has a priority value of 50.

Note: When items are received from the POS system, the Transaction Manager will look up the item in this table and assign the appropriate priority value. This value is used when the Transaction Manager sorts the items within an order. Items with a higher priority value will appear above items with a lower priority value when sorting is in use.

Note: Item Priorities are used if you always want an item (or order) to sort to the top or front of the display. These might be used with desserts or appetizers if a restaurant wants these items to get instant attention even if a particular Display Client kitchen station is busy during a dinner rush. For example, the display might be completely full with 20 items in the scroll queue, but if a dessert is rung in, it needs to go out in 5 minutes, not 30.

- **Cook Times 1-4:** Cook times are used to delay route items and determine when they appear on a Display Client view. When the Transaction Manager is determining the item's cook time, if a time value is not sent by the POS system it will first look up the item on this Item Categories form. If the cook time is non-zero, the Transaction Manager will use the value from this form. If the cook time is zero, the Transaction Manager will assign the Default Cook Time as the item's cook time. Up to four cook times can be configured for a given item.

Note: If an item has cook times for each of the cook time fields, select the cook time used on the View Editor. This feature allows items to have multiple cook times and thus appear at different times. Cook Time 1 will always be used if a view is configured to use Cook Times 2-4 but no Cook Times 2-4 are present.

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Example: Grilled chicken salad- the actual chicken takes six minutes to grill at the Grill station, but the salad only takes three minutes to prepare at the Salad station. Since you do not want the salad cook to finish the salad and have it sit in the kitchen window and get warm, you can set up multiple cook times for that one item.

Example: You could use 360 seconds as Cook Time 1 and 180 seconds as Cook Time 2 for the Grilled Chicken Salad. When this routes, it appears as Grilled Chicken Salad on both the Grill and Salad station displays; it is still one item and not split into two items.

Note: On the General Tab of the View Editor (assessed from the Video Station Builder), you would set the Grill station to use Cook Time 1 and the Salad station to use Cook Time 2. So then for any other item that you want to assign multiple cook times, you will always put the Grill time as Cook Time 1 and Salad Time for Cook Time 2.

- **Plate Time:** This provides the flexibility of having a second cook time for an item to be used in delay routing. The Plate Time is only read by the Display Client when the item view templates are configured to use Plate Time in Delay Routing.
- **New, Priority, Rush Item Times:** The new, priority, and rush times determine what state of preparation an item/order is in. A default new, priority, and rush time is assigned to each virtual view. When determining the new, priority, and rush times for an item, Crunchtime Kitchen will first look up the item on this Item Categories form. If the new, priority, or rush time is non-zero, the Crunchtime Kitchen will use the value from this form. Otherwise, Crunchtime Kitchen will use the values defined in the view's template settings.

Note: New, priority, and rush times may be set in seconds or percentage of the item cook time. That is, an item with a cook time of 500 seconds may become new at 50 seconds, priority at 575 seconds, and rush at 600 seconds. Or it may become new at a value of 10% of its cook time, priority at 115% of its cook time, and rush at 120% of its cook time. New, priority and rush should be based on seconds or percentage, not both.

Note: Percentages should be used for all items whose cook times can be modified based on the child item text. For example, assume you created an item category for steaks with a cook time of 600 seconds and priority and rush times of 660 and 720 seconds respectively.

Note: You also create cook time modifiers on the Cook Times tab of the Transaction Manager form that will change the cook time of a steak based on whether or not the steak is Rare (75% of cook time or 450 seconds) or Well Done (125% of cook time or 750 seconds). In this example, a Well Done steak could not have even been fully prepared before the items go into a rush state based on the pre-configured times. Using percentages solves this problem.

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- **Alternative Description:** In some cases, item descriptions sent from the POS system are too long for practical viewing on Display Client views. Enter a short description of a menu item. This can be useful when trying to fit items on Display Client views and receipts. Whether or not this short description is used by the Display Client is determined on the Items tab of Transaction Manager. This description can be up to 15 characters.
- **Print Description:** Enter text for a specific label to print on receipts when an item included in the Category Values field is printed. For example, type Apps to group multiple appetizers together, and Apps would print on the receipt. Desserts would be another good example of a print description. This description can be up to 15 characters.

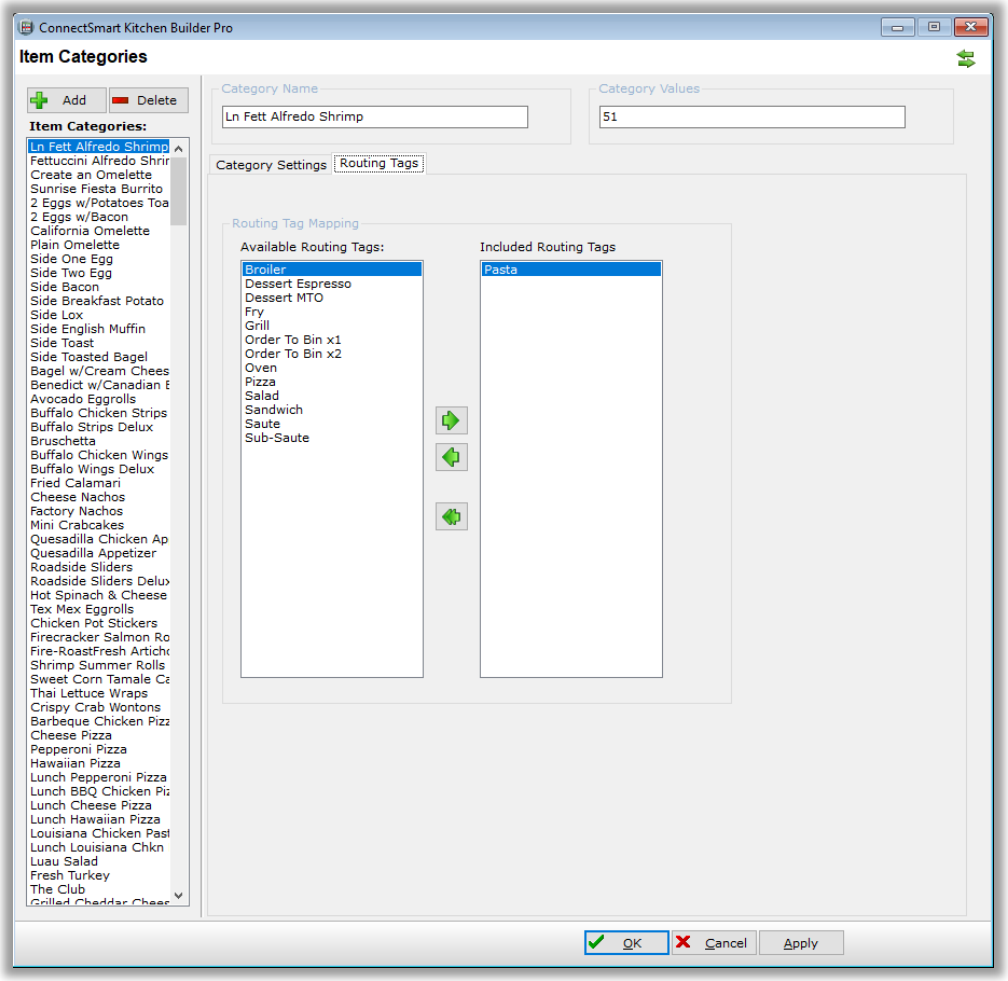
Note: Options to use these alternative and print descriptions are found on the Display tabs of the Order View Templates, Item View Templates, and AccuPrep View Templates forms.

8. Select OK.

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The Routing Tags Tab

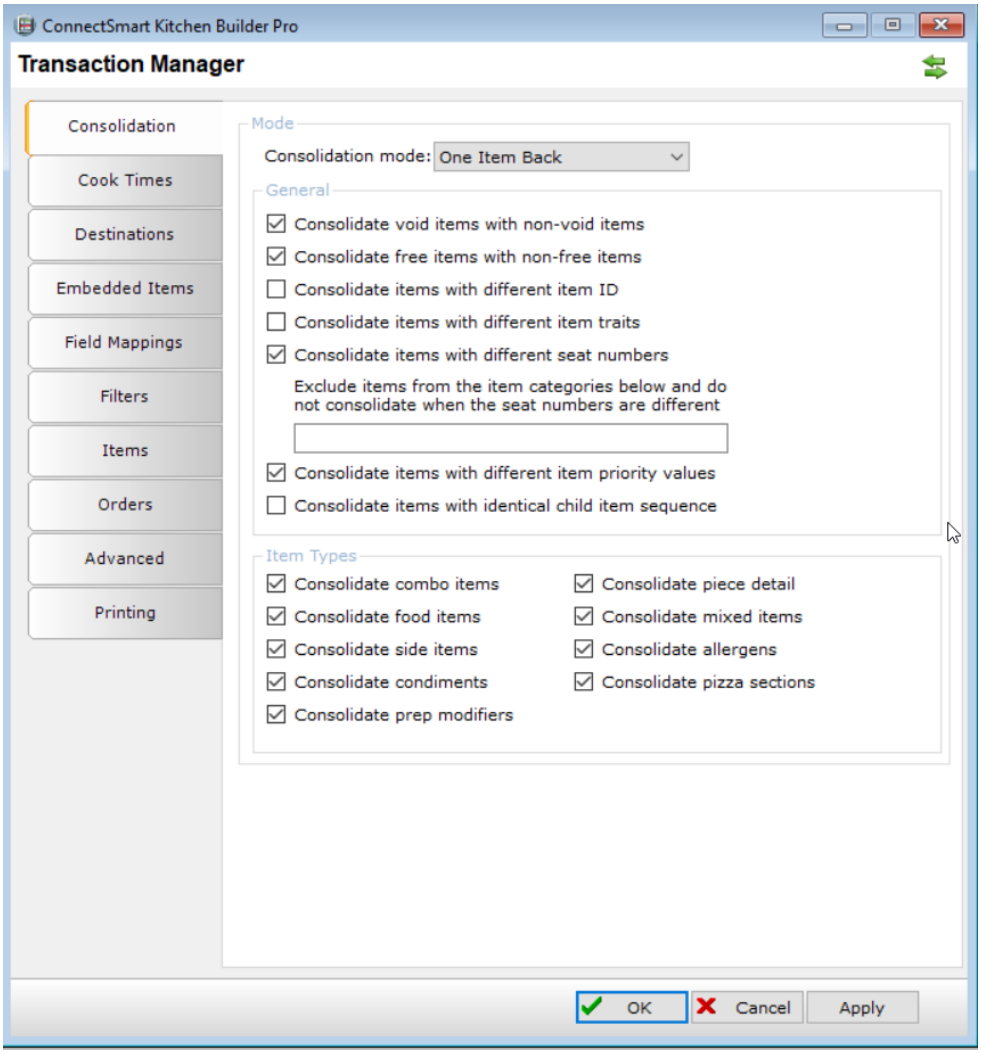
Routing Tags may be assigned to an Item Category on the Routing Tags tab.



Transaction Manager

When a POS system sends transactional data to the Display Client, the data is sent to the Transaction Manager for processing. It is the Transaction Manager's job to organize POS transactional data into a format that can then be used by kitchen stations.

The Transaction Manager performs item consolidations and sorting. It is also responsible for assigning item or department number-based values to the transaction records and assigning time values to items.



Consolidation settings determine how the Display Client consolidates individual order items relative to when they were received from the POS system. Consolidation refers to taking two or more items that are the same item type (e.g. hamburgers) and merging them into one view display item with a quantity greater than one.

1. Select a consolidation mode. This setting determines the consolidation mode for all order items. The following settings are used to determine which types of items will be affected:
   - **None:** Items are not consolidated by the Display Client.
   - **On The Fly:** As soon as a user presses the button on the POS system, the item is sent to the Display Client immediately.
   - **One Item Back:** The display or consolidation occurs when the next item is sent. This allows you to make all necessary changes to an item before it is consolidated or it appears.

Example: If the display and consolidation is set to On the Fly, and a user enters Hamburger (1 Hamburger appears on the Display Client) and then Hamburger again, immediately the quantity and display are updated to reflect 2 Hamburger. If the display and consolidation is set to One Item Back, and a user enters Hamburger (nothing appears on the Display Client) and then Hamburger again, 1 Hamburger appears on the Display Client.

Note: The remaining consolidation options are unavailable when the consolidation mode is set to None. To make the General, Child Items, and Modifiers settings available, you must select either On the Fly or One Item Back as the consolidation mode.

2. Select general consolidation options. These settings apply only to main items because they pertain to functions that also affect all child items of the parent.

Note: A Parent item is often referred to as the "Main Item." These are usually sent as the item type "Food Item" from the POS, but they can also be sent as the item type "Combo Item." A Child item is usually either a side item or a condiment, which are two message types that can be sent from POS. For example, in many cases, a hamburger would be the Parent item and the fries and ketchup would be the Child items. With a Combo Item, however, if a Food Item type is considered a Child item with "BBQ Combo" being the Parent Item, the BBQ pork sandwich and fries would both be side items.

- **Consolidate void items with non-void items:** Once an item's quantity reaches zero, the item is flagged by the Display Client as having been voided. When a new one of these items is received from the POS system, the Transaction Manager uses this setting to determine whether to show the new item as a separate item or compress it into the existing voided item on the Display Client.

Note: Voided items appear with their own set of display attributes. If it is important to indicate voided items on Display Client kitchen stations, do not select this option.

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- **Consolidate free items with non-free items:** The POS system can indicate to the Display Client that an item is a free item. There may be some special significance or handling procedures for paid items versus free items. Free items have their own set of display attributes.

Note: If it is important that free items appear separately from paid items, do not select this option. If this is not important, or your POS system does not pass this information on to the Display Client, select this option.

- **Consolidate items with different item ID:** Select this option if you want items with the exact same text description to be consolidated even when the item IDs are not the same.
- **Consolidate items with different item traits:** Select this option if you want to consolidate items regardless of trait (e.g. Normal, Add, Cut, Substitute, etc.) *Note that this option will allow Cut items to be consolidated with non-Cut items. Select Negate the quantity on Cut Items on the Items tab of the Transaction Manager form if you want the Cut and non-Cut item quantities to cancel out.
- **Consolidate items with different seat numbers:** For each order item, the POS system can pass a seat number to the Display Client. Normally, the seat number is only important for table service operations.

Example: You may want the Display Client to print a receipt at the expo station for a server to take with the food to the table. You may want this receipt to indicate seat numbers for each item to avoid “auctioning” the food at the table (e.g., “Who got the chicken strips combo? Who ordered the sirloin and baked potato?”).

Note: In order to properly display each item per seat, the Transaction Manager must not have compressed items from separate seats. To ensure that items from different seats are not compressed, do not select this option. If seat numbers are not important, as in most quick service installations, select this option to compress items across seats.

3. You can exclude items from certain item categories and not consolidate them when the seat numbers are different. Enter the applicable item category numbers, up to 32 characters, (comma separated values and/or ranges), that you want items excluded from. In addition item categories here do not consolidate when the seat numbers are different.
4. Select item type options. These settings are used to tell the Transaction Manager whether to apply the consolidation mode to each child item type.

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- **Child items can be one of two types:** Side Items or Condiments. Different POS systems support different types of child items. These settings are used to tell the Transaction Manager whether to apply the consolidation mode to each child item type. For example, you may want to consolidate side items but not condiments. In this case, select Consolidate side items but do not select Consolidate condiments.
- **Modifiers can be one of four different types:** Prep Modifiers, Price Modifiers, Mixed Modifiers, and Piece Modifiers. These settings are used to tell the Transaction Manager whether or not to apply the consolidation mode to each modifier type. For example, you may want to consolidate price modifiers but not mixed modifiers. In this case, select Consolidate Price Modifiers, but do not select Consolidate Mixed Modifiers. Examples of Prep modifiers include Rare, Medium, and Well Done. These describe how a steak is to be cooked at a kitchen prep station.

Note: Every item sent to the Display Client is assigned a cook time, whether it is used or not. This cook time can be sent from the POS system or determined by the Display Client. However, the same item can have different cook times based on certain parameters. For example, take the item “New York Strip Steak.” Assume this item has a cook time of 480 seconds (8 minutes). The cook time for this item will vary a great deal depending on whether it is a “Well” or “Rare” steak.

Example: Grilled chicken salad- the actual chicken takes six minutes to grill at the Grill station, but the salad only takes three minutes to prepare at the Salad station. Since you do not want the salad cook to finish the salad and have it sit in the kitchen window and get warm, you can set up multiple cook times for that one item.

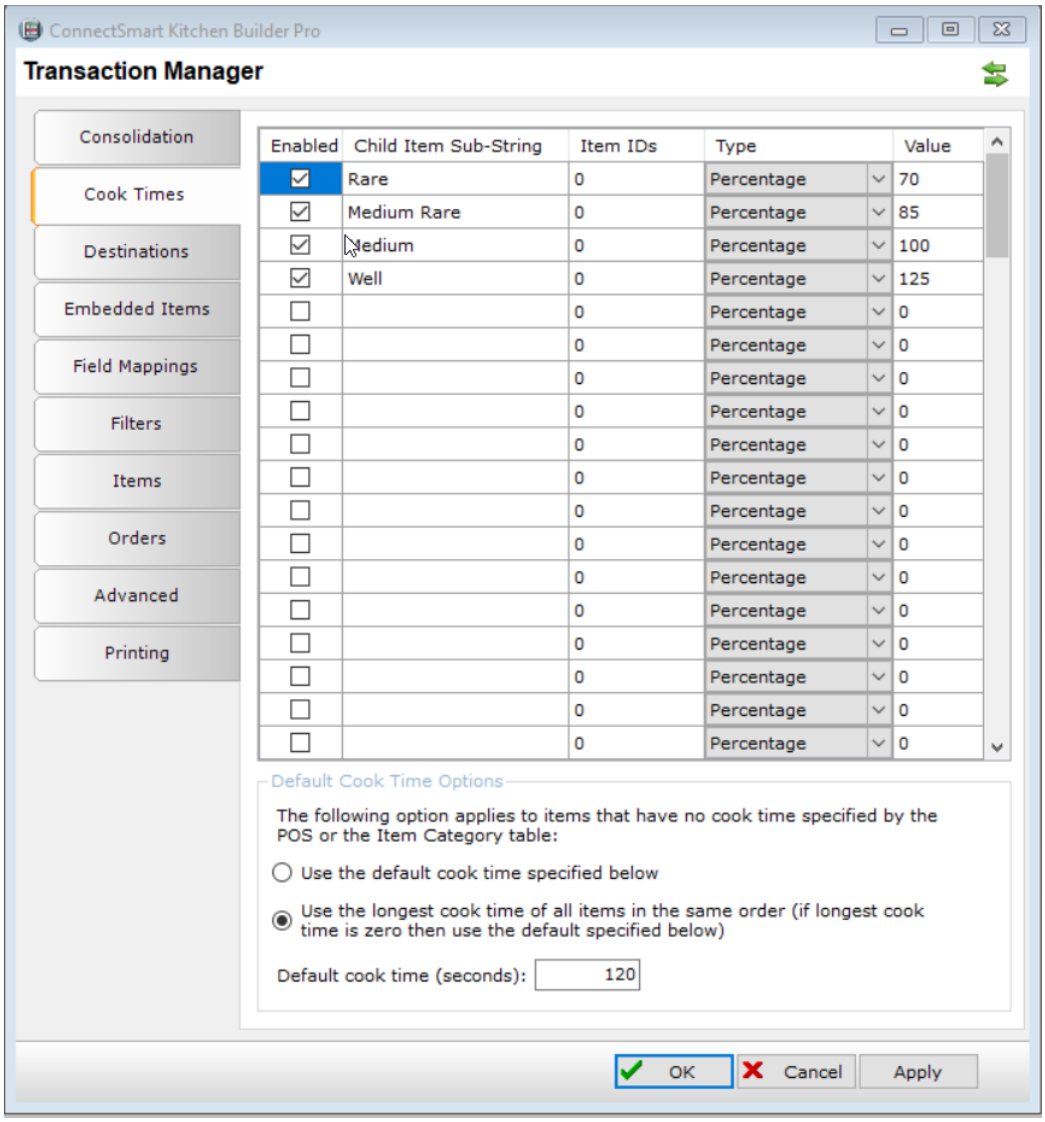
Example: You could use 360 seconds as Cook Time 1 and 180 seconds as Cook Time 2 for the Grilled Chicken Salad. When this routes, it appears as Grilled Chicken Salad on both the Grill and Salad station displays; it is still one item and not split into two items.

Note: Crunchtime Kitchen handles this with cook time modifiers. With cook time modifiers, the Display Client can modify an item’s cook time based on the given item’s child items. Each entry in the Cook Time Modifier table consists of an “Enabled” check box, a text description, and a cook time percentage. You can have up to 500 cook time modifiers.

Note: If the POS system passes a cook time to the Display Client, that value overrides any Display Client settings and is used as the item’s cook time. If the POS system does not pass a cook time, the Display Client must determine the cook time for the item.

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Cook Times



1. Enter a child item sub-string.

Note: The Display Client uses the text from this table to compare to the item description of each child item, starting with the first entry in the table. The item's description and the table entry must match completely, including case. The item description and category value come from the POS system, but the item category value can also be zero.

2. Enter an Item ID or IDs, which must match the POS's Item ID. This can be especially helpful with defining child items to display on an AccuPrep view. On all views, the Item ID helps further specify cook time modifiers like Well Done and Rare. The IDs can be listed in comma (individual) or hyphen (range) separated format. Combinations of comma separated numbers and ranges may be used.

Note: There are times when a POS user has to enter a modifier that does not match a child item sub-string. For example, a customer does not want seasoning on their steak. The POS user may press an open item or see a server button on the POS and enter the words "No seasoning." On the Cook Times form, you can enter that POS Item ID with or without a child-item sub string. You would leave the subsequent value (step 8) at 100% since the "No seasoning" modifier would not alter the cook time.

3. Select a cook time type: Percentage, Absolute, or Override.
- **Percentage:** Modifies the parent item cook time 1 value with the % of the longest cook time of the parent item when the child item cook time modifier is present.

Note: The Cook Time percentage value tells Crunchtime Kitchen how to modify an item's current cook time. By using a percentage as opposed to a specific amount of time to increment or decrement, a single entry can be used to correctly modify the cook times of multiple items. By setting the percentage less than 100%, you can decrease an item's cook time. By setting the percentage higher than 100%, you can increase an item's cook time. Setting the percentage to 100% will have no effect on the item's cook time.

- **Absolute:** Overrides the parent item cook time 1 value with the value configured for the cook time modifier when the child item cook time modifier is present.
- **Override:** Overrides the parent item cook time 1 value with the cook time value sent by the POS for the child item cook time modifier.

4. Using 100% as a benchmark for a "regular" order, enter the cook time percent. For example, Rare might be 70% and Well may be 110%. Every item sent from the POS system is assigned a single cook time.

Note: If a child item's description matches a table entry, Crunchtime Kitchen will apply that table entry's cook time percentage value to the parent item's current cook time. Once Crunchtime Kitchen finds a match in the table, it applies the change to the cook time and then discontinues the operation. Only the table entries that are currently enabled are used by this operation.

Cook Times and Item Categories

Each item received by the Display Client contains an item category value. The item category value is used to assign a set of properties to each item, including font and background colors that will appear on the kitchen station.

One of these properties is the cook time. When an item is received by the Transaction Manager, it looks at the item's item category value, and if this item category is defined, the Transaction Manager pulls the cook time from the item category settings entered on the Item Categories form and assigns it to the item.

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The Item Category is used primarily to assign cook times to items if the cook time is not sent by the POS system, or if you want to use multiple cook times to one item. It can also be used to assign priority and rush times or percentages.

So, that means the typical hierarchy of which cook times Crunchtime Kitchen uses is:

a. Cook time sent by the POS are used.
b. If the POS does not send a cook time, cook time values on the Item Categories form are used.
c. If values are 0 on the Item Categories form, default cook time on the Cook Times tab of the Transaction Manager form are used.

5. Select one of the following options:
   - Select Use the default cook time specified below if you want the Kitchen to use the time you specify on this form when no cook time is sent by the POS system or defined on the Item Categories form.
   - Select Use the longest cook time of all items in the same order (if longest cook time is zero then use the default specified below) if you want items with no cook time to have their cook time changed to that of the item in the order with the longest cook time. This option can be used when there are items with no cook times and you wish to have them appear with the first displayed item. This option is only useful when delay routing is being utilized.
6. If the POS system does not specify a cook time and the item category is not defined, assign the default cook time, in seconds, regardless of whether you selected Use the default cook time specified below or Use the longest cook time of all items in the same order (if longest cook time is zero then use the default specified below).

Note: Cook time is normally only used in table service environments with the delay routing feature enabled. Delay routing occurs when an item does not immediately get sent to a view. This is done to avoid preparing some items in an order too soon before the rest of the order is ready.

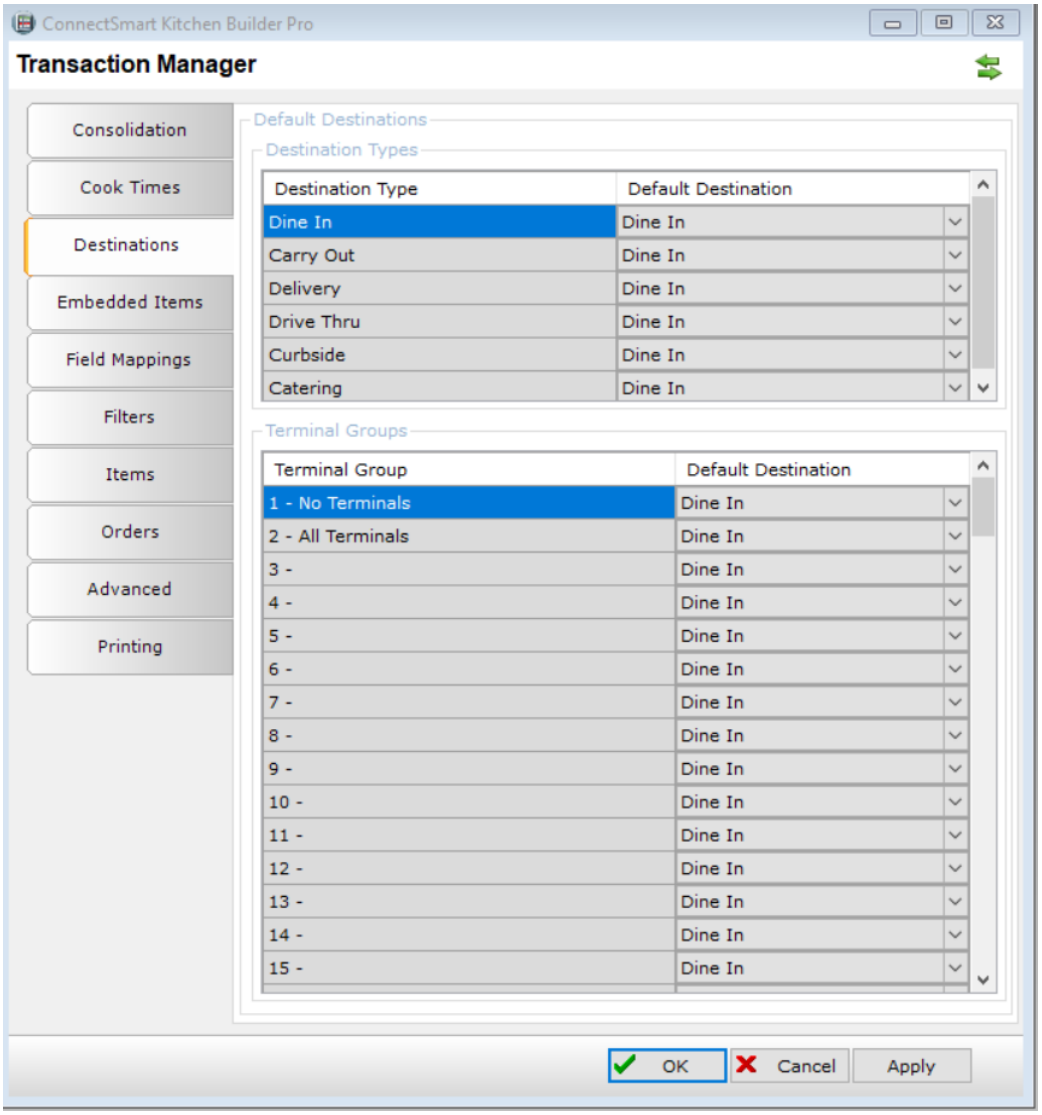
Example: In an order that includes steak, chicken tenders, and fish, the steak takes longer to prepare than the other items. So, the fish and chicken would not show up on the views of a display at the same time the steak does. Delay routing is only for item views. Delay routing is particularly useful in table service restaurants.

7. Select which cook times you want to enable by selecting the check box in the Enabled column.

Destinations

Each order in the Display Client contains a single destination. The destination is used by the routing scheme and is also used to determine the preparation of a given order. Normally the POS system sends the destination to Crunchtime Kitchen. However, based on the POS system and/or current settings, the POS system may not send a destination with the order.

When this occurs, Crunchtime Kitchen must determine the correct destination for a given order. The destination can be changed at any time by the POS system. Crunchtime Kitchen determines the default destination based on the POS system on which the order was placed.



The Transaction Manager determines the default destination of a given order when the destination is not specified by the POS system. So when an order is received by the Display Client without a destination, the Transaction Manager uses the terminal number and settings on the Destinations tab to determine the initial destination of the order.

To change the default destination for a given terminal group, select the default destination text in the right column. A drop-down box appears containing the defined destinations. Select the desired destination. (These destination descriptions may differ depending on what you have entered on the Destinations form.)

> **Note:** When an order is received by the Display Client without a destination, the Transaction Manager uses the terminal number and this table to determine the initial destination of the order.

The Destination Types settings in Default Destinations define the mapping from standard destination types (**Dine In**, **Carry Out**, **Delivery**, **Drive Thru**, **Catering**, and **Curbside**) to user-defined destinations. This mapping is used when Crunchtime Kitchen is integrated with Crunchtime Host and the Crunchtime Host user changes the destination type of a transaction from one standard destination type to another. For example, a guest may initially place a "Dine In" order but decide to change to "Carry Out" when they arrive. The Crunchtime Host user can change the guest's transaction to the "Carry Out" destination type, and Crunchtime Kitchen will update the transaction's destination to the user-defined destination for the "Carry Out" type.

Embedded Items

There are a couple of different things an embedded item can be, depending on the behavior you select. For example, if many meals come with a side salad, a restaurant could cut down on the time it takes to enter the order at the POS by embedding the Side Salad item into the salad dressing options (using indicator text to signify the embedding). So if you set up an embedded item in Transaction Manager for Side Salad with the indicator text “*”, a server could simply ring in:

Steak Dinner

*Ranch

But what would show up on the kitchen display is …

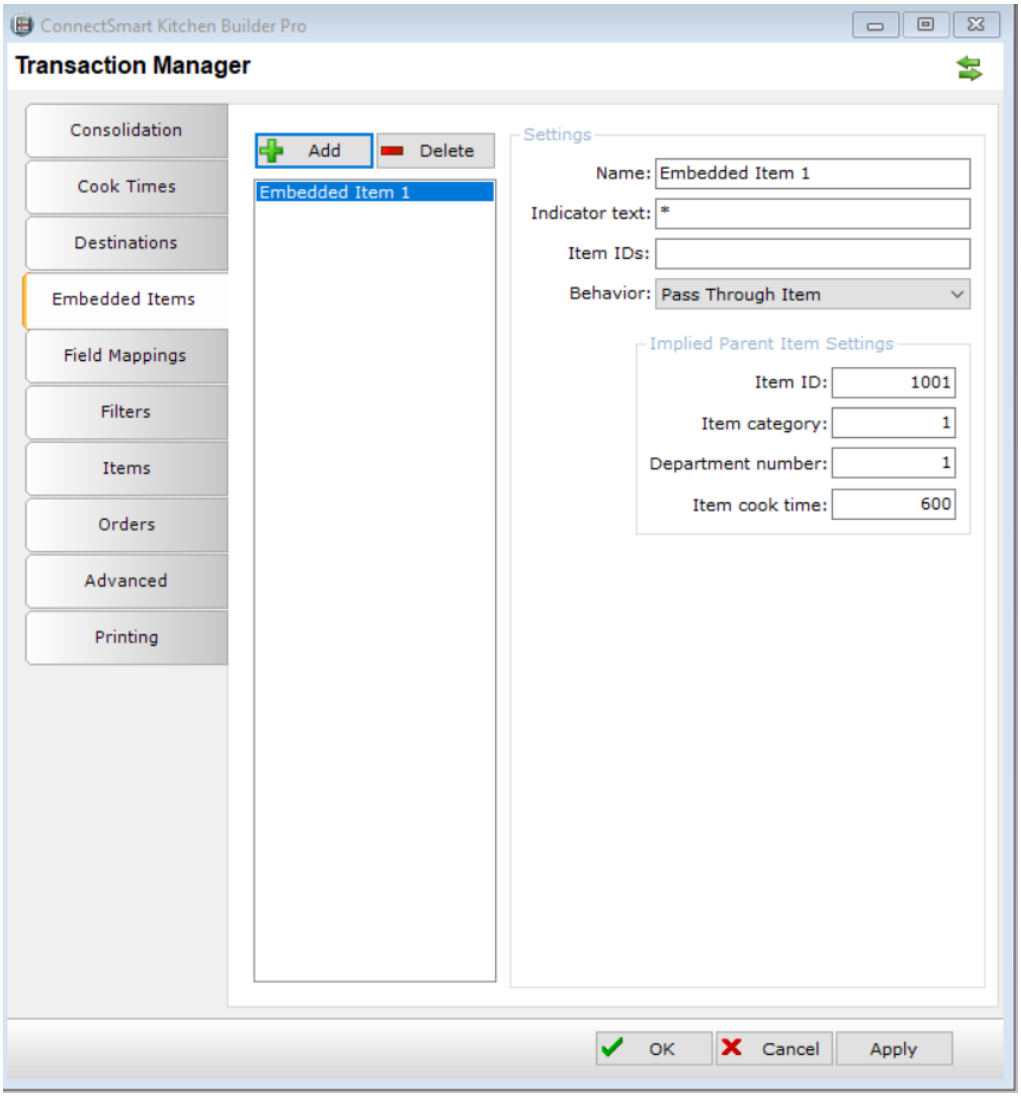
Steak Dinner

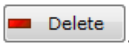
Side Salad

Ranch

This way, the server does not have to take the time and enter Side Salad + Dressing for every meal. They just have to input the dressing and the embedded Side Salad comes along with it.

In Transaction Manager itself, the Embedded Item you configure is the item that you want to be contained in another item (or multiple items, typically). So in this example, it would be the salad, not the dressing. The indicator text could be applied to multiple different dressing options, and they would all have the side salad as their implied parent.



1. Select  to create an embedded item. (To delete an embedded item, select it from the list and select .)
2. Enter the name of the embedded item. This is the description that is sent to Crunchtime Kitchen.
3. Enter an indicator text, which is the sub item prefix used to indicate an embedded item. The default is an asterisk mark.
4. Select a behavior. There are three options: Condiment With Implied Parent, Pass Through Item, and Pass Through Retain Modifier.

- **Condiment With Implied Parent: T**his option inserts a main level item (not entered in the POS) as the parent to the child item entered at the POS. Here is demonstration using an "*" to indicate a Salad as a Condiment with Implied Parent.

Ordered from the POS:
Steak
*Ranch
Sent from Crunchtime Kitchen:
Steak
House Salad (Embedded Item)
*Ranch

- **Pass Through Item:** This option does not insert a new item. Instead, it converts the POS entered child item into a top-level food item and removes the parent/child relationship. By doing so, the pass through item can now route by itself. Here is a demonstration using an "*" to indicate a Pass through Item.

Ordered from the POS:
Steak
*Chicken Noodle Soup (child item of Steak)
Sent from Crunchtime Kitchen:
Steak
*Chicken Noodle Soup (Now a top-level item)

- **Pass Through Retain Modifier:** This option sends the modifier as an embedded item (with routing and cook time value) and also sends it with the Main item as a modifier.

Ordered from the POS:
Steak
*Dbl Baked Pot (child item of Steak)
Sent from Crunchtime Kitchen:
Steak
Dbl Baked Pot (child item of Steak)
Dbl Baked Pot (Now also a top-level item)

Note: This option allows you to route and time the embedded item independently of the main item but also preserves the parent-child relationship at the same time. For instance, in the previous example, you could route the Steak with a child Dbl Baked Pot to the Grill station, so the Grill Cook knows he needs to add the Potato to his plate. However, you could also route and time the Dbl Baked Pot to the Hot Pantry station independently.

Note: The Pass Through Retain Modifier option is actually creating two instances of the item, so it is important to route accordingly. You may want to ensure that the embedded item is not routed to the same prep station twice to avoid confusion in the kitchen. Otherwise, it is important to train the cooks accordingly so they know not to make the same item twice.

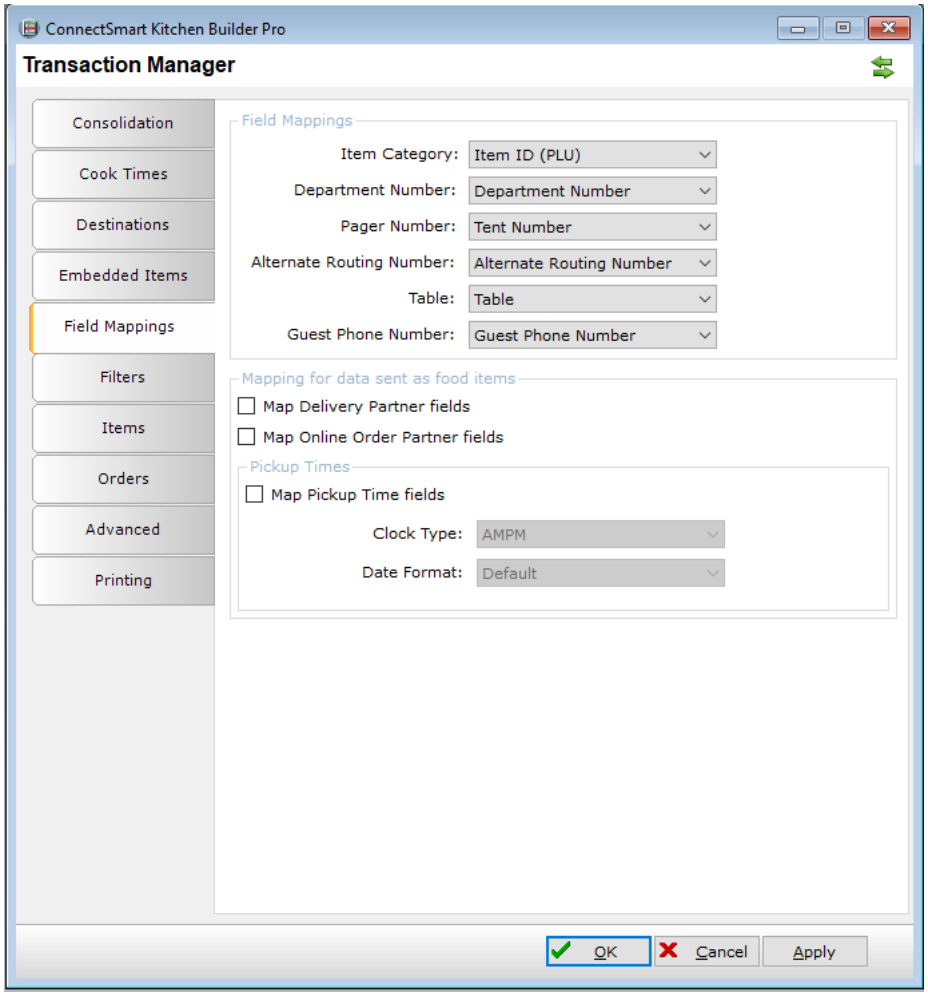
5. If you selected Condiment With Implied Parent, define the Item ID, Item Category, Item Sub Category, Department Number, and Cook Time of the inserted item. These values can be up to nine characters.

Field Mappings

Since most point of sale (POS) integrations to the Display Client will use the ePic KDS messaging format, use the Field Mappings tab to map values to these new fields.

Note: Typically the only field on the Field Mappings tab that is changed from the default is the Item category field.

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1. Select an item category field mapping: Set To Zero, Item ID (PLU), Item Category, Department Number, or Alternate Routing Number.

Note: Some POS systems do not have a suitable value to pass to the Display Client for an item category. In that case, you may want to map to the Item ID or PLU number.

2. Select a department number field mapping (if applicable): Set To Zero, Item ID (PLU), Item Category, Department Number, or Alternate Routing Number.
3. Select a pager number field mapping (if applicable): Set To Zero, Pager Number, Tent Number, Table, or Customer Name.

Note: Kitchen Server uses the Pager Number field for Table Locator functionality. Table Locator provides restaurants with the ability to give customers a pager-like HME hardware device that they take to their tables. Unlike in Crunchtime Kitchen versions earlier than 5.0, the table location communication no longer uses POS messages. Instead, Table Locator is now part of ControlPoint 3.0, and Kitchen Server receives table location event messages from ControlPoint.

4. Select an alternate routing number (if applicable): Set To Zero, Item ID (PLU), Item Category, Department Number, or Alternate Routing Number.

Note: Occasionally there may be items sent from a POS system that you want ignored by the Display Client. Use the Filters tab to do this.

5. Select a Table Field Mapping. This allows the Table Name, Number, Custom Name, or Server Name field to be mapped to the transaction Table field.
6. Select a Guest Phone Number mapping (if applicable): Guest Phone Number, Customer Name, Server Name, Table, or Course Name.
7. Select **Map Delivery Partner fields** to enable mapping of delivery partner information sent as food items to the Delivery Partner and Delivery Order ID fields in Kitchen. This will allow the data to display in certain header fields and on receipts.
8. Select **Map Online Order Partner fields** to enable mapping of online order partner information sent as food items to the Online Order Partner and Online Order ID fields in Kitchen. This will allow the data to display in certain header fields and on receipts.

Note: Crunchtime uses certain criteria based on common POS practices to attempt to map delivery and online order partner information sent as food items. Crunchtime can provide coaching and best practices on how to send this data to maximize chances for proper mapping.

9. Click the **Map Pickup Time fields** box to allow Pickup Times sent as food items to drive order timing and to be displayed in specific fields in order headers and receipts. Select the desired Clock Type and Date Format from the drop-down fields.

Note: If the user selects AMPM as the time mode, then they must include either AM or PM with the time in order for the system to work properly.

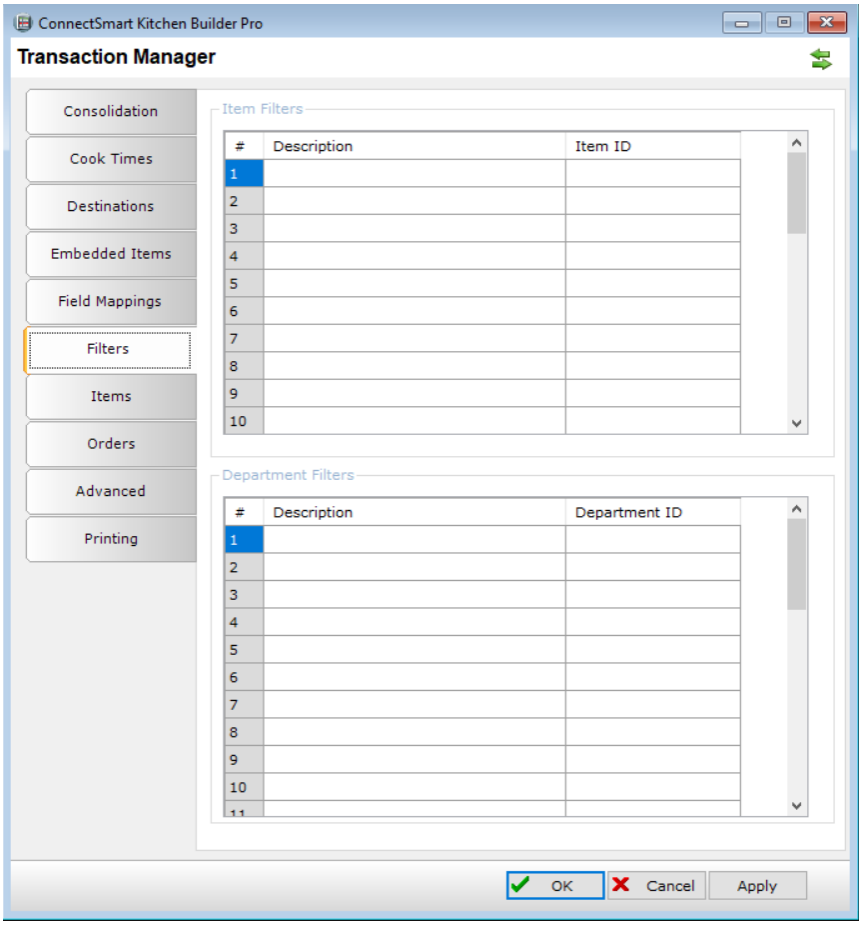
Note: When using the AMPM Clock Type, the user must send timestamps in a format that includes a colon (for example, 2:00 PM).

Note: The default Date Format asks the operating system for the local configuration and uses that setting.

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Filters

You can specify items, by Item ID, that are filtered out by Crunchtime Kitchen. Items are filtered out based solely on the Item ID value. The filter function does not look at the item's description when determining which items to filter. You can filter out up to 32 unique items and departments. Filtering out items means that the item will not be routed to a view regardless of whether or not it falls into a routing scheme.



1. Enter a description of the item.

Example: "Napkins"

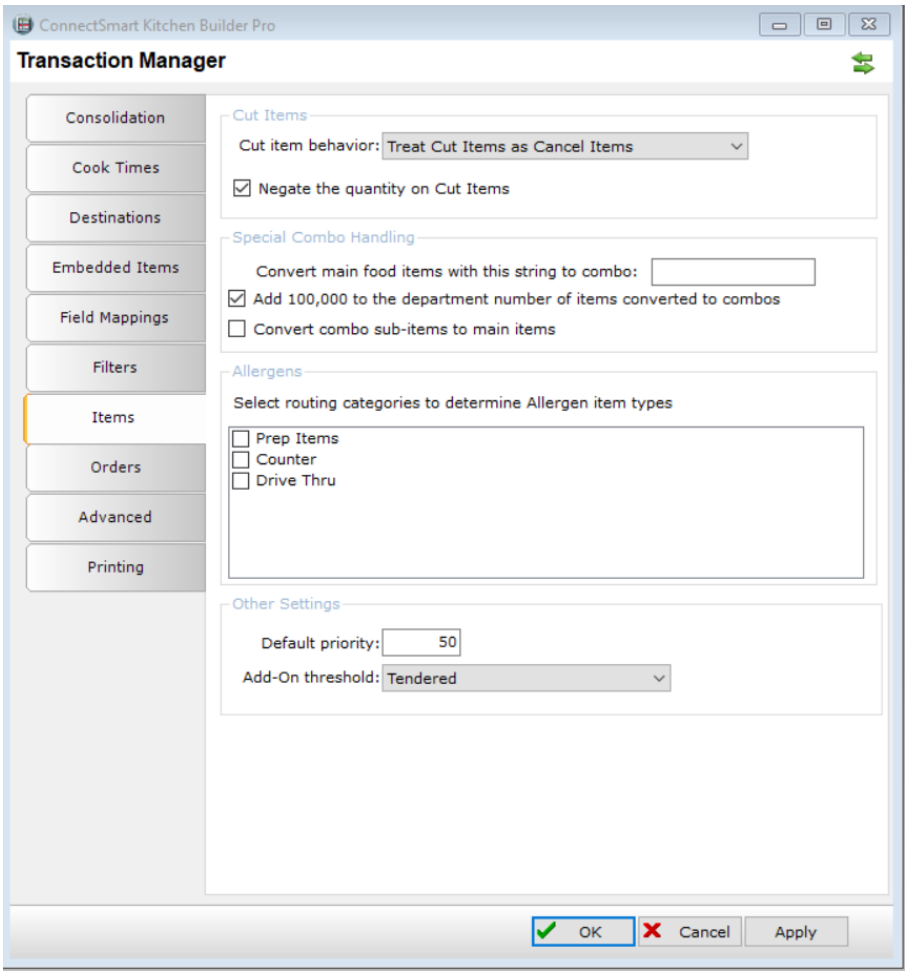
2. Enter the item ID. Items are filtered out based solely on the Item ID value. The filter function does not look at the item's description when determining which items to filter.

Note: The Items tab gives you the ability to configure how the Display Client will handle cut items and add-on items.

Items

Cut Items are modifiers that remove something from an order. For instance, if you ordered a hamburger but did not want onions, the onions would be considered a cut item. Quick Service users have two options for how to treat a cut item message from the point of sale (POS) system.

Add-on Items are items that are considered added after a certain point in the order process. The Display Client supports add-on items. This feature can be used to draw special attention to these items and even bring a processed order back on the Display Client.



1. Select how you want to treat a cut item message from the POS:
   - **Treat Cut Items as Cancel Items:** Select if you want the Display Client to find an item matching the cut item and cancel it.
   - **Treat Cut Items as New Items:** Select if you want the item to simply appear as a normal cut item.
2. Select Negate the quantity on Cut Items to specify that the quantity be negative when sending a cut item. With this option selected, a negative sign will appear in front of the quantity of the cut item.

3. Enter a string in which every main food item with this string in the description will be converted to a combo. For example, if you enter “Value” for Convert Main Food Items with this string to combo, every main food item with “Value” in the description will be converted to a combo.
4. Select Add 100,000 to the department number of items converted to combos if you want to add 100,000 to the department number of any food items converted to combo items based on a string you defined in the Convert main food items with this string to combo field in step 3.

Example: Consider a fast-food menu with dozens of different meal combos, but customers can also order things individually. The restaurant may want items to route differently or stations to display unique item attributes when those items are ordered as part of a combo. They can do this by specifying a string that will cause Kitchen Server to change an item’s Item Type from Food Item to Combo Item. The Combo Item item type can have its own priority and color attributes that are separate from regular food items.

Note: Users can also opt to adjust the converted department number so that the items can be routed differently if they are part of a combo. For instance, assume you have a Hamburger that is a Food Item and is Dept. 5 and routes to the grill station normally. If you set “Combo” as your conversion string in step 3 and opt to convert the department number, when you send the item as Hamburger Combo, the department number changes to 100,005 and the routing could change as well. Perhaps Dept. 5 only routes to the grill, but Dept. 100,005 routes to the grill and the fry stations because all combos come with fries.

5. Select Convert combo sub-items to main items if you want sub items to be converted to main items and routed individually.
6. Select routing categories to convert items to Allergen item types.

Note: If an item is converted to a Combo Item item type due to the Convert main food items with this string to combo setting, it cannot be converted to an Allergen.

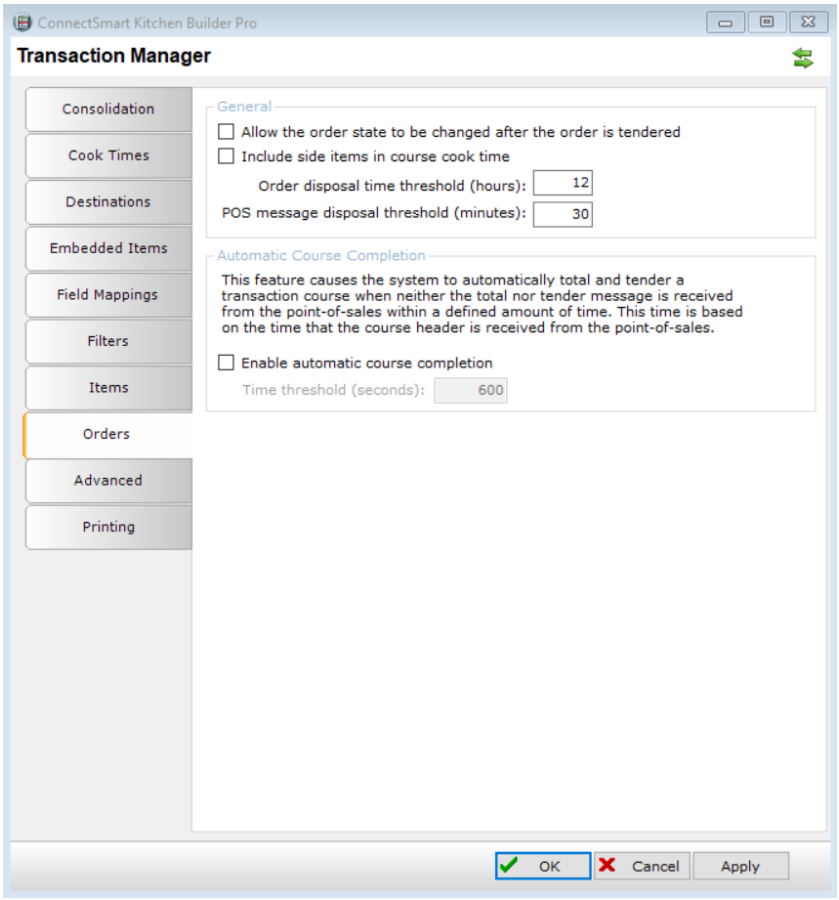
7. Enter a default priority, 1-999. The default value is 50.
8. Select an add-on threshold: Stored, Recalled, Totaled, Tendered, or Parked. This determines the point in which newly received order items will be marked as add-on items. All items received once the order reaches this state are considered add-on items.

Note: This Add-on item threshold is global and defines the threshold after which an item becomes an add-on item. The Add-on item settings on the Order View Templates form define how add-on items look on order views once add-ons have been defined on the Transaction Manager form.

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Orders

Order settings are a collection of order level options available in the Transaction Manager, the most important of which is the option to designate the maximum number of orders allowed in the system at one time.



1. Select Allow the order state to be changed after the order is tendered if you want the order state to be changed once the order state changes to Tendered. Do not select this option if you want Crunchtime Kitchen to ignore Stored, Recalled, Total and Tendered messages from the POS system once a given order has been tendered.

Note: The Display Client orders are always in one of six states: Active, Stored, Recalled, Totaled, Tendered, or Voided. These states are determined by the POS system. By default, Crunchtime Kitchen will always switch to the state to which the POS directs. The term “tendered” does not necessarily mean the order has been paid. Instead, it simply means that all items for an order have been entered into the POS system.

Note: There are certain integrations where you may want to set Crunchtime Kitchen so that when an order has been tendered by the POS system, Crunchtime Kitchen will ignore any other order state messages except the void message.

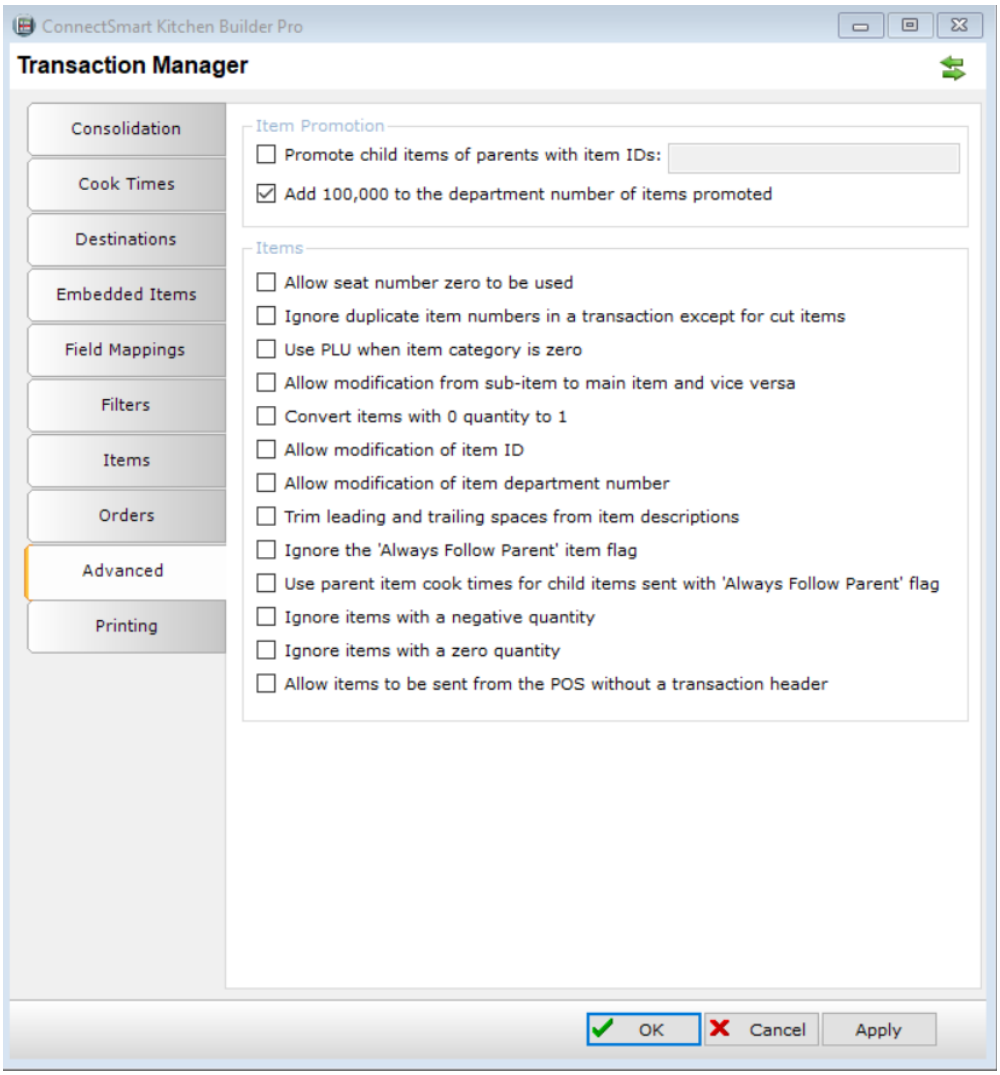
Note: Do not select Allow the order state to be changed after the order is tendered if you want Crunchtime Kitchen to ignore Stored, Recalled, Total, and Tender messages from the POS system, once a given order has been tendered.

2. Select Include side items in course cook time if you want side items to be included in the amount of time between courses.

Note: Delay routing must be enabled with coursing for this setting to be applied. For example, you might want to select this option if a side item takes longer to cook/prepare than the main item. If the main item takes two minutes to prepare, but the side item takes five minutes, you would want the side item's cook time to be calculated so the next course is not fired and prepared before the prior one is.

3. Enter an order disposal time threshold, up to 24 hours. This is the amount of time transactions remain in the Kitchen system before they are removed. The default is 12 hours, but if the PC you are using to run Kitchen Server has limited memory, you may want to use a smaller threshold time.
4. Select Enable automatic course completion if you want the Display Client to automatically total and tender a transaction course when neither the total nor tender message is received from the POS system within a defined amount of time.
5. If you selected Enable automatic course completion, enter a time which is based on the time the course header is received from the POS. The default time is 600 seconds.

Advanced



1. Select Promote child items to take child items of specified parents and promote them to the top, main level.
2. If you select Promote child items, enter parent item IDs. The numbers can be listed in comma (individual) or hyphen (range) separated format. Combinations of comma separated numbers and ranges may be used.
3. Select Add 100,000 to the department number of items prompted if you want to adjust the department number when a child item is promoted to a main item. Like the Add 100,000 to the department number of items converted to combos setting on the Items tab, this can be useful if items need to be routed to new/additional stations based on their parent item's ID.
4. Select Allow seat number zero to be used if you want to use a seat with a number of 0. Otherwise, seat numbers in the system are defaulted to begin at 1.

5. Select Ignore duplicate item numbers in a transaction except for cut items, if you do not want to use duplicate element token IDs throughout a transaction.

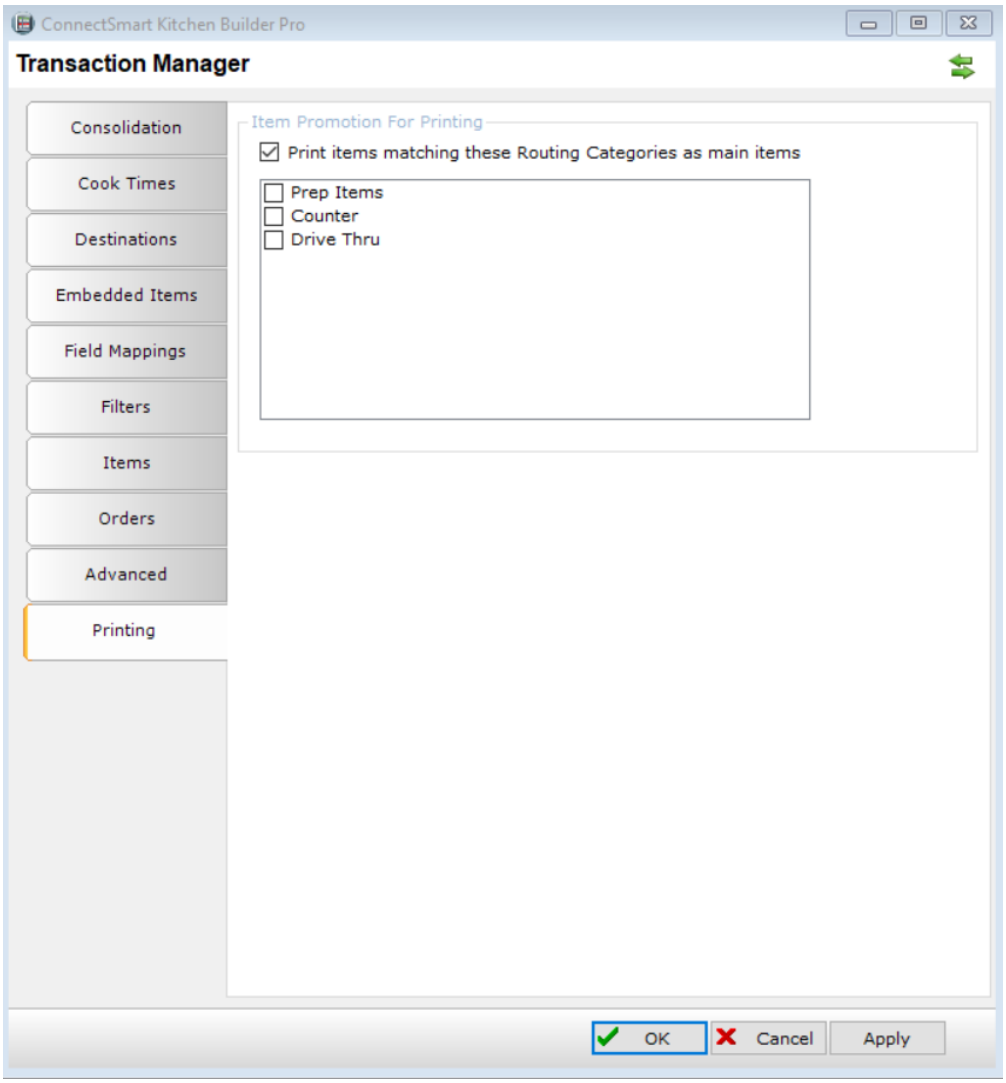
Note: For Aloha POS users, if your system is not able to guarantee that it will send a unique item number identifier in the same transaction, do not select Ignore duplicate item numbers in a transaction except for cut items to prevent those items from being thrown out of the order by Crunchtime Kitchen.

6. Select Use PLU when item category is zero to use an item's PLU or ID number as its item category in the event that the POS sends an item category of zero.
7. Select Allow modification from sub-item to main item and vice versa to allow an item's ParentItemNumber to change from 0 (a main item, no parent) to non-zero (a sub item with a parent) and from non-zero to zero. This means the ParentItemNumber can be changed with a ModifyItem message from a POS.
8. Select Convert items with 0 quantity to 1 if you want to prevent the POS from sending zero quantity items. This does not apply when sending a Modify Item message from the POS.
9. Select Allow modification of item ID to modify an item ID when a ModifyItem POS message is sent.
10. Select Allow modification of item department number to modify an item department number when a ModifyItem POS message is sent.
11. Select Trim leading and trailing spaces from item descriptions if you want Kitchen Server to remove leading and trailing space characters (but not tab characters) from item descriptions when they are added or modified by the POS.

Note: Spaces will not be removed from item descriptions that are generated from Kitchen Builder settings such as embedded item names and bin generated items.

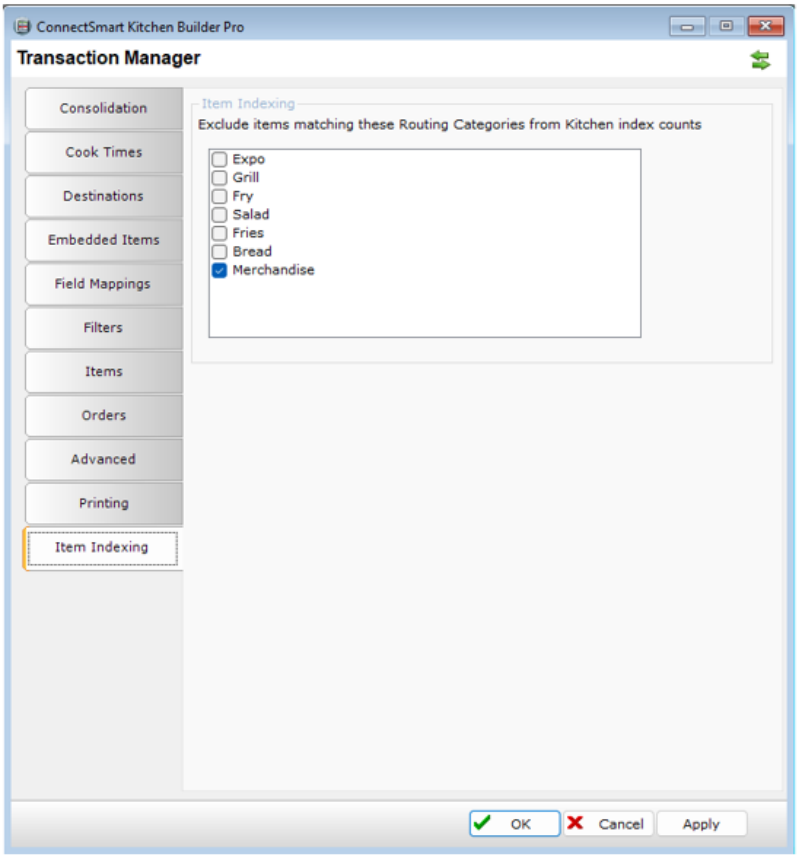
12. Select Ignore the 'Always Follow Parent' item flag if you do not want to apply the parent item color defined on the Item Categories form to all of the sub- items associated with that parent but, instead, want to color child items independently. If you do not select this option, items sent from the POS are automatically given their parent item's Item Category and Department Number.
13. Select Use parent item cook times for child items sent with 'Always Follow Parent' flag to apply the cook time of a parent item to a child item when also the Always Follow Parent flag is enabled.
14. Select Ignore items with a negative quantity
15. Select Ignore items with a zero quantity to not display items on a display with a quantity of zero.
16. Select Allow items to be sent from the POS without a transaction header to allow items to be sent from the POS without a transaction header and not be ignored. These items will be routed with an automatically created header.
17. Select OK.

Printing



1. When the **Print items matching these Routing Categories as main items** box is checked, the list of Routing Categories underneath will become enabled, so the user can select any applicable Routing Categories. When this setting is enabled, items matching the selected Routing Categories will be counted as main items for global item indexing on receipts.

Item Indexing



1. Select one or more Routing Categories under **Exclude items matching these Routing Categories from Kitchen index counts** if you would like certain items to not be included in the total item count when using the Kitchen level Item Index Scope on receipts. This can be useful if you have routable items for which you do not print receipts, such as merchandise or customer information sent as food items. For example, some online ordering partners send the guest's name and phone number as items within the order. You could receive an order that looks like this on a Kitchen station:
   Burger
   +Fries
   John Smith
   Phone: 555-0123

If your Kitchen is configured to print individual sticky labels for the Burger and Fries, and you're using Kitchen-level item indexing on receipts, then without using any item indexing exclusions, the Item Index line on the Burger receipt would say "Item 1 of 4" and the Fries would say "Item 2 of 4," because the guest name and phone number "items" are being included in the total item count even though they do not print. To avoid this, you can configure a Routing Category for these non-food and/or non-printable items, then select that Routing Category for exclusion from item indexing. With the guest information items excluded from item indexing, the Item Index field on the Burger receipt from the above order would say "Item 1 of 2" and the Fries would say "Item 2 of 2."

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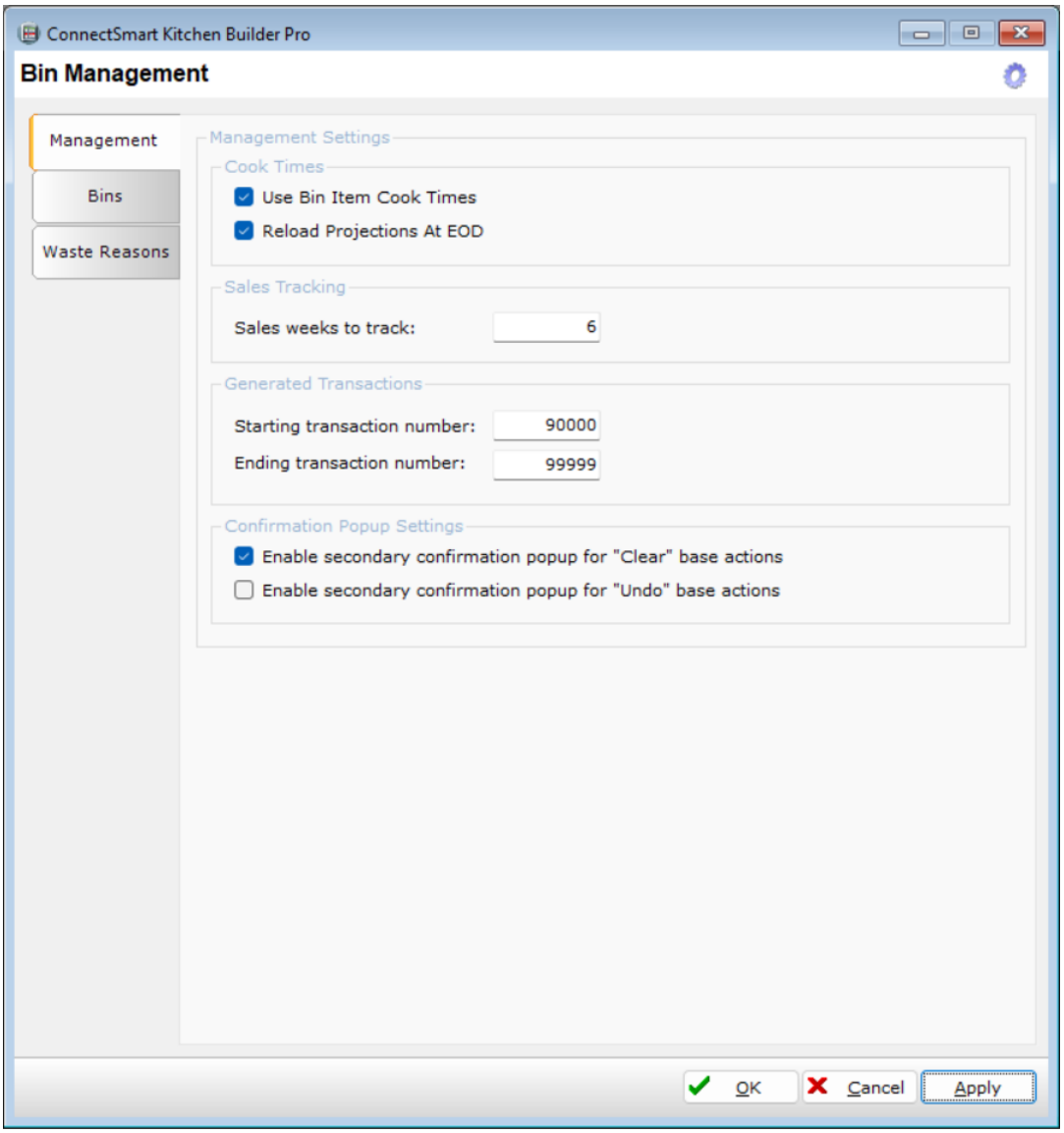
Bin Management

Introduction

The Bin Manager is used to handle bins that contain prepared items ready for immediate serving. The bin items may be correlated one to one with POS items, or they may be components of one or more POS items. You can add as many bin items, order items, or order to bin modifiers as you need.

Bin Management Form

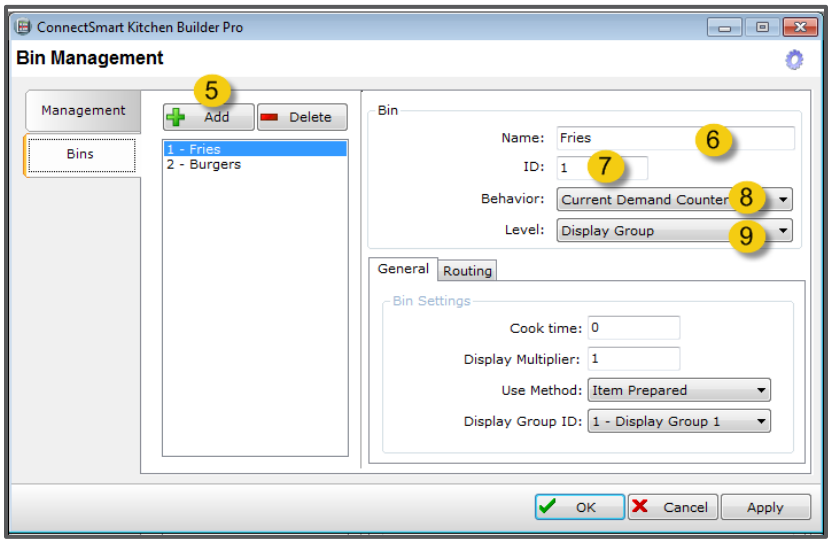
Use the Bin Management form to set up bin management tracking and transaction settings as well as bin items, bin order items, and bin order modifiers.



1. Select Use Bin Item Cook Times if you want to use the cook time percentage specified on the Bins tab of this Bin Manager form. Selecting this option applies the percentage to the standard cook time of each item that makes up that bin.
2. Select Reload Projections at EOD if you want to update the Bin Projections for items configured in your bin based on weekly data. End of Day updates the Bin Projections in both the runtime and database folders.
3. Enter the number of weeks' worth of sales data that will be kept in the system before the data is purged. In general, the more weeks that are stored the better the forecast. If you want to disable tracking of sales/waste/projections, enter 0.

Note: While Bin Manager can track the POS sales of items that are sent to the bin, only items used by the Bin Manager are tracked.

4. Enter the starting and ending transaction numbers that Crunchtime Kitchen uses to start and end generated transactions. Generated transactions (also known as phantom orders) are orders generated by the Bin Management system and sent to Crunchtime Kitchen as if they came from a POS. This allows the items needed to fill the bin to be prepared using the same kitchen operations as POS orders.



5. On the Bins tab, select Add to create a new bin.
6. Enter a name for the bin item, up to 30 characters.
7. Enter an ID for the bin item, up to four characters.

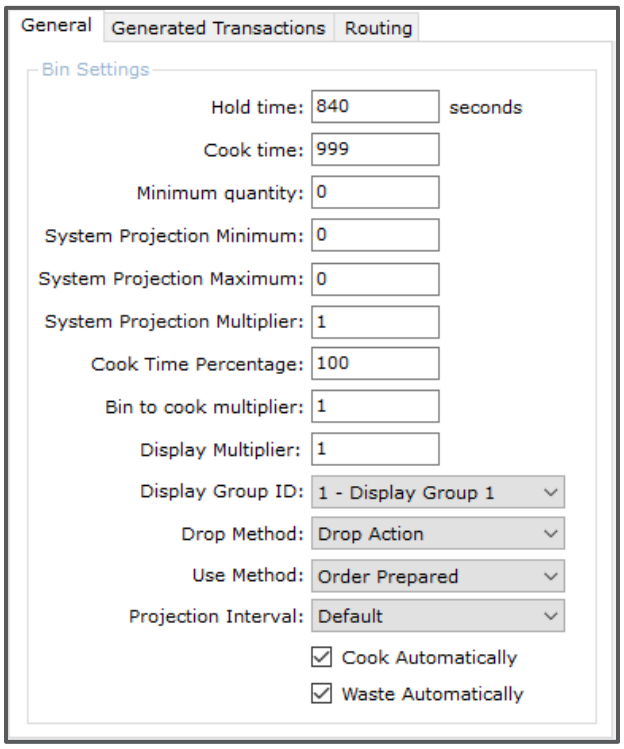
Note: Bin IDs are defined sequentially (1, 2, 3...) by default. You can edit the ID, but they must be unique.

8. Select a behavior: Bin Item or Current Demand Counter. If you select Bin Item, General, Generated Transactions, and Routing sub-tabs appear.

Note: If you select Current Demand Counter as your behavior, the General sub-tab will only include the Cook time, Display Multiplier, Use Method, and Display Group ID fields, but the Routing tab remains the same as it would with a Bin Item behavior. Also, there is no Generated Transactions sub-tab.

9. For Level, select Kitchen or Display Group.

- **Kitchen:** Bins apply to the whole kitchen so that all orders are processed regardless of their load-balanced display group. In this case, generated transactions from the bin are load-balanced like other transactions.
- **Display Group:** Bins only apply to a display group. Orders are processed from and transactions are generated for that display group and not the entire kitchen. For example, if a kitchen has two display groups but only one bin, the bin must be assigned to one display group or the other.



General Sub-Tab

Note: If you do not have a valid Bin Management license, the Bin Item behavior will not work. Without a license, however, you can still use Current Demand Counter behavior.

10. Enter a hold time, which specifies the number of seconds that an item may be held in the bin before it is wasted (expired). This value is used when the Bin Manager is managing bin waste and helps determine the time period over which a collection of bin items can be used.

11. If the cook time is being used to determine waste or if items are automatically being placed in the bin on a cook action, enter a cook time. (This also applies to Current Demand Counter behavior.)
12. Enter a minimum bin quantity, which is the minimum number of items that should be kept in the bin within the bin's hours (usage periods). If the bin determines that items should be cooked, it will instruct users to cook at least this minimum quantity. Also, when the bin determines that there will be fewer than this minimum quantity of items in the bin based on the current POS orders' forecast prep times and the expiration of bin items that are in the bin or in process, it will instruct users to cook at least the minimum quantity in order to keep at least that many items in the bin for the next hold period.
13. Enter a system projection minimum value. After the system projection multiplier is applied to forecasted projections, if that value is less than this value, this value is used.
14. Enter a system projection maximum value. After the system projection multiplier is applied to forecasted projections, if that value is greater than this value, this value is used.
15. Enter a system projection multiplier value. When the bin forecasts system projections based on history, the calculated projection is multiplied by this value and rounded up to the nearest integer. These can be fractional values, e.g., 1.5, 2.25, 10.5, etc.

Example: You have a bin configured for hamburger patties. The end of day (EOD) setting is configured to use the last four weeks' worth of bin projections. The bin projections for the Monday lunch period are shown in the table below.

Time Period	Bin Forecast
11:00-11:15	5
11:15-11:30	7
11:30-11:45	7
11:45-12:00	9
12:00-12:15	10
12:15-12:30	8
12:30-12:45	8
12:45-1:00	5

Note: If you are using a projection multiplier of 1.2, when the EOD is run, the system will take all of the forecasted values from Monday's sales history for hamburger patties and apply the 1.2 multiplier, rounding up to the nearest whole number. That value is used for Bin par levels.

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Time Period	Par Level
11:00-11:15	6
11:15-11:30	9
11:30-11:45	9
11:45-12:00	11
12:00-12:15	12
12:15-12:30	10
12:30-12:45	10
12:45-1:00	6

16. For Cook Time Percentage, enter a percentage that is used to adjust all of the cook times of items when they are routed to bins. This percentage is applied if the item is routed to the bin within the bin's hours (usage periods).

Note: Using a percentage can shorten the cook times of bin items while the bin system is in use so that food will be better coordinated at the Expo station. (The default is 100%, which means the cook times of POS items that are included as order items in a bin item are not affected.)

Note: It is possible that you may only use bins during lunch and dinner hours. Order item cook time percentages will not be applied to order items during non bin hours. For example, say you have a bin item called Burgers that has a preparation time of 720 seconds when made to order, but burgers pulled from the bin have a preparation time of 420 seconds (58% of the made to order time). In this case, you would configure the Burgers bin to have a cook time percentage of 58%. Outside of bin hours, however, say an order is sent from the POS with a burger and a salad whose prep time is 120 seconds. The burger will appear at the Grill station immediately, and the salad will appear at the Salad station 10 minutes later (720-120). If the same order is sent from the POS during bin hours, the burger will appear at the Grill station immediately, and the salad will appear at the Salad station 5 minutes later (420-120).

17. Enter a bin to cook multiplier, which controls the number of bin items that correspond to one cooking unit. This value is usually set to one, but in some cases multiple bin items may correspond to one cooked item (5 bread sticks = 1 tray of bread sticks to be cooked).

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18. Enter a display multiplier. This allows you to show partial quantities on the Display Client and in Bin Editor. For example, say you have a bin item called Chicken Breast Halves. A full chicken sandwich would have a multiplier of 2 (2 halves or 1 whole breast) and a wrap would have a multiplier of 1 (1 half of 1 whole breast). So, if the bin quantity is 1 half breast, and you have the display multiplier set to 0.5 (half), the Bin View would show "0.5" as the bin quantity.
19. Select a display group ID. This value allows you to associate one or more prep stations with an expo station.
20. Select a drop method: Item Cook Time, Item Prepared, or Drop Action.
    - **Item Cook Time:** When an item is in process for the bin cook time, it is automatically put in the bin.
    - **Item Prepared:** When the bin generated order is prepared (bumped from all prep views in the bin's display group), the generated item quantity is taken out of the in-process state and put in the bin.

Note: If you select Item Prepared, a message appears: Auto Generated Orders Must be enabled with a drop method of Item Prepared. Once you select OK on the message, the OK and Apply buttons on the Bin Management form become unavailable and cannot be selected until the option Enable Auto Generate Orders is selected on the Generated Transactions tab.

    - **Drop Action:** This puts an item in the bin and optionally removes items from the in process state depending on the Drop Method. This means when the user presses the Drop button, one or more items are taken out of the in process state and put in the bin. If the multiplier is zero, the total quantity of items in process is dropped.
21. Select a use method, which determines how bin items are taken out of the bin: Order Forecast Prep Time, Order Prepared, Use Action, Item Routed, Order Assembled, or Item Prepared. These use methods - except for Item Prepared - apply to both Bin Item and Current Demand Counter behavior. Item Prepared is only available if you are using the Bin Item behavior.
    - **Order Forecast Prep Time:** This is the course's longest cook time at the time the item was routed to the bin and is used to determine when to take items from the bin. When this time has elapsed after the course's start time, the quantity of bin items needed for the course is removed from the bin.
    - **Order Prepared:** When the course that contains the transaction item that was routed to the bin is prepared (all course items are bumped from all prep stations in the bin's display group), the quantity of bin items needed for the course is removed from the bin.

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- **Use Action:** This indicates that the UseBinItem action is to be used, via bump bar or touch panel, rather than the order forecast prep time to indicate the bin items are to be taken from the bin to fulfill orders.
- **Item Routed:** Selecting Item Routed will cause the 'In Bin' count to decrement as soon as an item that is configured as a bin item is routed to the Display Group in which the Bin is assigned to. For example, if you have a bin for Nuggets and currently have an 'In Bin' count of 10, the 'In Bin' count will decrement to 4 immediately if a 6- piece nugget is entered at the POS. The count decrements immediately and does not require the items to be cooked or prepared beforehand.
- **Order Assembled:** When the course that contains the transaction item that was routed to the bin is assembled (all course items are bumped from all prep stations and all assembler stations in the bin's display group), the quantity of bin items needed for the course is removed from the bin. This setting should only be used if the dataset contains one or more views with the View Role of "Assembler."
- **Item Prepared:** When the transaction item that was routed to the bin is prepared (the item is bumped from the prep station in the bin's display group), the quantity of bin items is reduced by one from the bin.

22. Select a Projection Interval to allow Bins to generate system transactions based on the length of the Item's Hold Time rather then for the Bin Interval Period. The Projection Interval accounts for "Bin Hold Time" and "Bin Day Period" in addition to the previous, now "Default," option. The bin "Cook time" setting is included in the look-ahead interval.

Example: If the "Cook time" is 60 sec, "Hold time" is 120 sec, and "Projection Interval" is set to "Bin Hold Time," the bin uses a 180 sec interval. If the "Cook time" is 60 sec, day period is 15 min, and "Projection Interval" is set to "Bin Day Period," the bin uses a 16 min interval.

- **Default:** This method uses the same behavior found in previous Crunchtime Kitchen versions.

Example: MIN (cook time + bin period, cook time + hold time).

- **Bin Hold Time:** This method uses the hold time.
- **Bin Day Period:** This method uses the bin period.

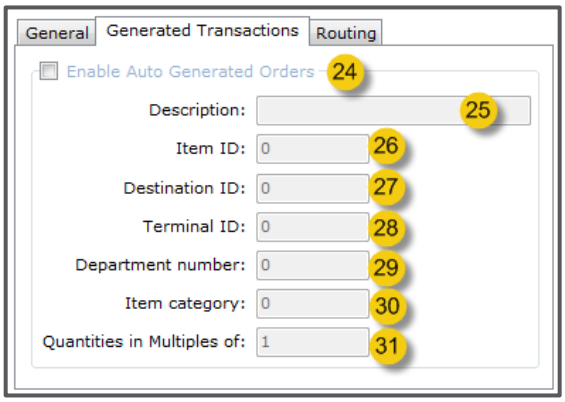
Example: 15, 30, or 60 minutes configured in Bin Editor.

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23. Select Cook Automatically if you want the Cook count to be zero. If you do not select Cook Automatically, the Cook count is incremented when the Bin Manager determines items need to be cooked rather than immediately be put in the in process state. If generated transactions are disabled, the user would use the CookBinItem base action to decrement the Cook count. If generated transactions are enabled, the CookItem base action for the bin generated transaction causes the Cook count to decrement.
24. Select Waste Automatically to indicate that expired items do not require you to press the Waste button on the bump bar to acknowledge wasting the item. This should only be used when there is a strong operational mechanism (like time chits) in place to control wasting items.

Generated Transactions Sub-Tab

Settings on the Generated Transactions tab apply to transaction items that are generated by Bin Manager. If generated transactions are enabled, Bin Manager will automatically generate an order for the quantity of bin items needed when it determines that bin items should be cooked. This sub-tab is not available if you selected Current Demand Counter as the behavior in step 8.

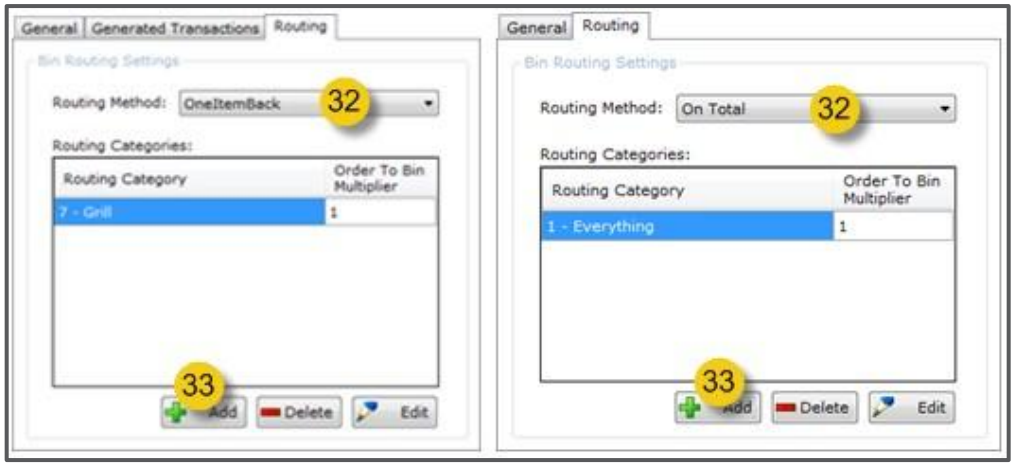


25. Select Enable Auto Generated Orders to have the bin management system automatically generate phantom orders. Whenever the POS system sells an item and the subsequent depletion of that item from the bin causes the bin count to be lower than what is currently required, an order can be generated and routed to the other Crunchtime Kitchen displays indicating what should be cooked.
26. Enter a description, up to 30 characters, for the generated transaction.
27. Enter an item ID, up to nine characters. This is the ID of the item that will be sent from the Bin Manager to Crunchtime Kitchen. It is best to make this ID different from the ID of items sent directly from the POS.

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28. Enter a transaction destination ID, up to nine characters. This setting can be used in routing the generated transaction, or the kitchen staff might also be trained to look for orders from the bin manager by destination. This value may be any previously configured destination, e.g. Eat In, Carryout, etc.
29. Enter a generated transaction's terminal ID, up to four characters, to control the terminal number that orders from the bin management system should be sent from. This setting can be used in routing the generated transaction, or the kitchen staff might also be trained to look for orders from the bin manager by terminal ID.
30. Enter a department number, up to nine characters. This is the department number of the item sent to Crunchtime Kitchen. This can be used to route the item, just as an item sent directly from the POS.
31. Enter an item category, up to nine characters. This is the category of the item that is sent from the Bin Manger to Crunchtime Kitchen. It has the same effect as item categories for items sent directly from the POS (Priority state, color, etc.).
32. For Quantities in Multiples of, enter a value for each bin item that will be used as a multiplier in order to force phantom orders to always send in multiples of that value, rounded up. The default is 1. So, any time the bin thinks it needs to generate a phantom order, the system will generate an order for at least the value set. For example, if only 1 item is needed, but the Quantity in Multiples of: option is set to 5, a phantom order for 5 items will be generated. If 6 items are needed and the Quantity in Multiples of: option is set to 5, a phantom order for 10 items will be generated.

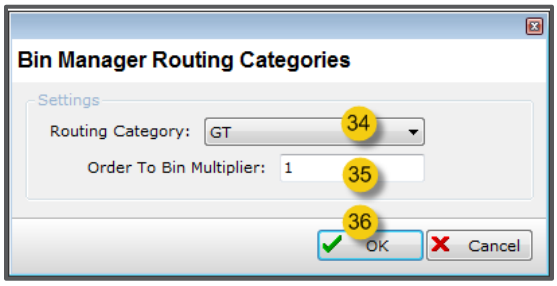
Routing Sub-Tab



33. Select a routing method that determines the point when Bin Manager performs the processing of transaction items: On Total or One Item Back.

- **One Item Back:** The Bin Manager processes items when the next item is sent from the POS. The Bin Manager does not process voids or cancels from the POS system. For this reason, On the Fly is not supported.
- **On Total:** The Bin Manager processes items from the POS only when the transaction is totaled or tendered.

34. Select Add. The Bin Manager Routing Categories form appears.



35. Select a routing category. Routing categories are used to determine which POS order items use a particular bin item. One or more routing categories may apply to a bin, and each category can specify its own multiplier so that different order items can be configured to use different quantities of bin items.

Note: Applying categories can greatly increase the flexibility of a routing scheme by adding an additional filter or set of criteria that must be met before an item or order is routed. For example, a user does not want the expo view to include any orders that are sent from the POS system with the modifier “Don’t Make.”

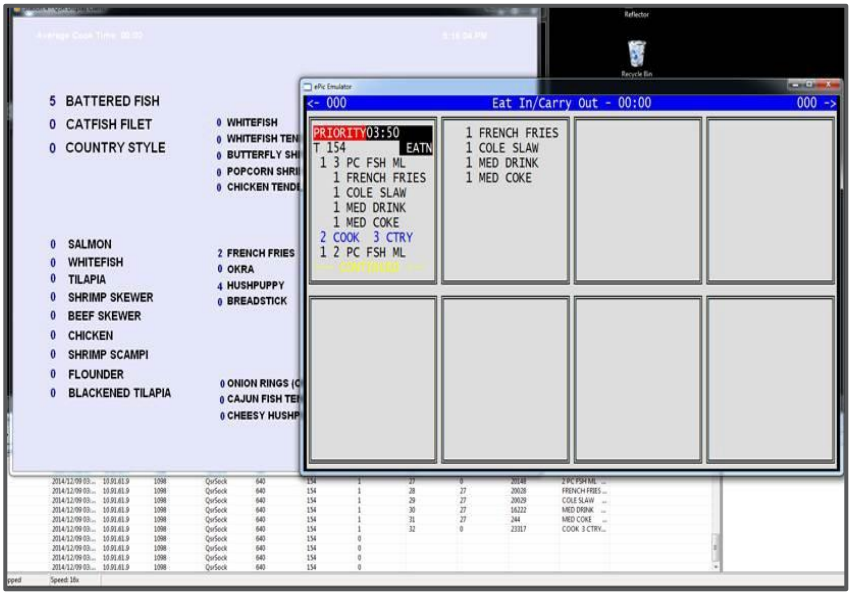
36. Enter the order to bin multiplier, which is the number of bin items that are needed for every one item that matches the routing rule (and controls the quantity of bin items that correspond to one POS item). The default is 1. However, there are cases where it is not one. For example, 1 Double Cheeseburger on the POS = 2 Beef Patties in the Bin. The value, however, cannot be zero.

Note: When a multiplier is not present, Crunchtime Kitchen demand projections assume a one-to-one correspondence between the number of items ordered and the count that appears on the demand projection output.

37. Select OK.

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Note: You can also enter a negative quantity as your order to bin multiplier. For example, you enter a 3 PC Fish Meal which is included in the Battered Fish count with a quantity of 3 for the Order to Bin Multiplier. Battered is the default prep style. The customer chooses to order any number of pieces of that 3 PC Meal prepared Country Style. In this example, POS limitations require that this modification be sent as a main food item and not a modifier.



Note: To edit a routing category or order-to-bin multiplier, select it and select Edit. The Bin Manager Routing Categories form appears where you can make changes.

38. Select OK on the Bin Management form Routing sub-tab and on the Bin Management form.

Order Views

Introduction to Views

The Display Client is built around the concept of virtual views. A virtual view is a logical display of orders or order items - having a common routing scheme - on a kitchen station's physical monitor. Virtual views allow a single monitor to be split into multiple logical displays and use tabs.

Each view shows items based on a set of rules. The selected view model determines the available rules. Each view model has its own set of rules that you can configure. An instance of these rules is called a view template. Each view template is based on a specific view model.

There are three main types of views: Order, Item, and AccuPrep. Order views can be Fixed Grid or Flex Grid, and Item views can be Fixed Item or Flex Item.

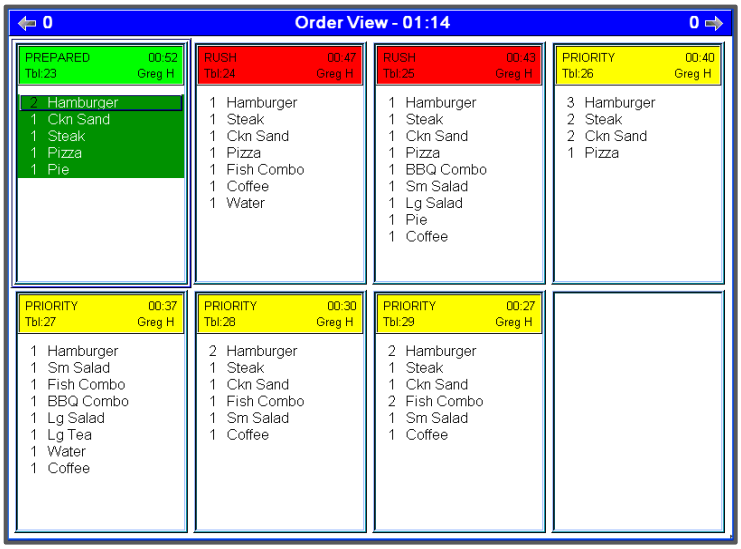
Note: Recipe, Web, and Spy views are also available.

Introduction to the Order View

Order views display order information at the order level. Individual items within an order can be filtered or not shown; however, the items that do appear are treated like a whole unit. User interaction with orders on Order views affects the entire order. Expo stations are usually set up with Order views. (Item views, on the other hand, show order information at the item level, and main items can be routed to individual display stations and interacted with independently. Prep stations used by cooks and chefs typically are set up with Item views.) This section focuses on Order views.

When using Order views, you can designate the view as a Fixed Grid or a Flex Grid. The Fixed Grid style displays order information into a fixed size cell. If the order exceeds the first cell, the order continues into the next order cell to the right. Order cells are read from left to right and have a corresponding cell number. When the number of orders exceeds the number of cells, the new orders are placed into a scroll queue. Individual items within an order can be filtered or not shown; however, the items that do appear are treated like a whole unit. User interaction with orders on these display models affects the entire order.

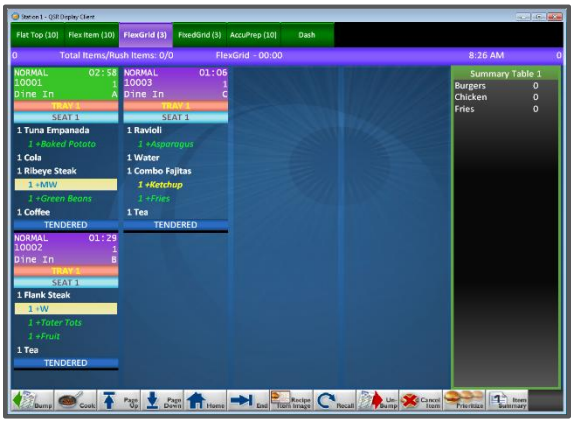
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Flex Grids style displays orders one after another in columns. Unlike the Fixed Grid, there are no dedicated order cells, and thus no wasted space on the display, as the next order displays directly below the previous order.

Above is a simple example of a Fixed Grid style Order view with orders waiting to appear in a cell. The number of orders waiting to appear is indicated by the number in the upper right hand corner of the screen. These orders are reached by scrolling left or right using the corresponding scroll action on a keypad.

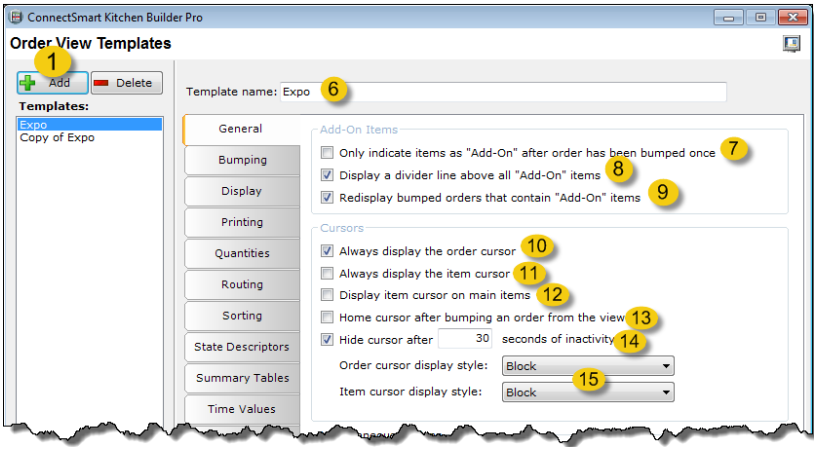




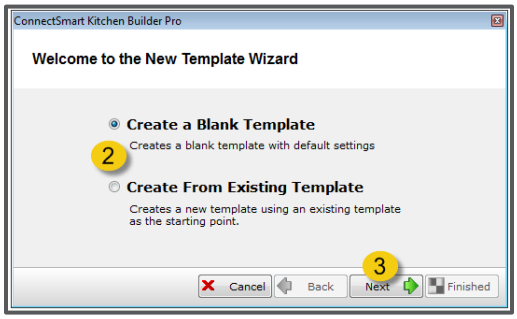
Order View Templates

Order view templates are used to configure order view stations, most often used by expediters as expo stations. Maintaining multiple Order view templates allows you to carefully select specific options that should apply to each Order view station in your configuration.

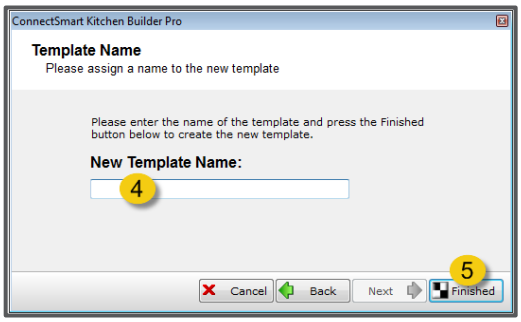
General



1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.
3. If you selected Create a Blank, select Next. The Template Name form appears.

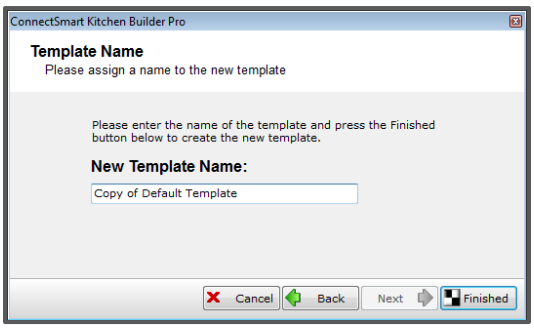


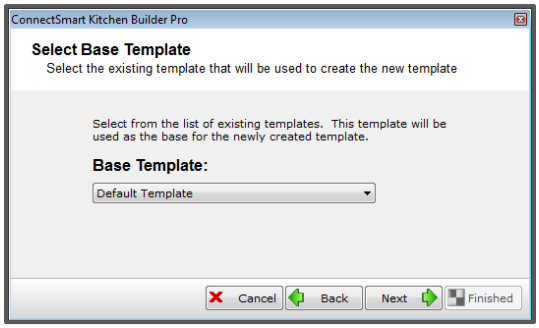
4. Enter a template name.
5. Select Finished.



- If you selected Create From Existing Template, select Next. The Select Base Template form appears.

- Select a template to base the new template on and select Next. TheTemplate Name form appears.





6. Enter a unique name for the new template and select Finished.

Note: You can add a template regardless of which tab you are currently on.

7. Select Only indicate items as “Add-On” after order has been bumped once to apply the Add-On display settings to an item only if the order has been bumped once. Add-On items are items that were not part of the original order.

Note: Before you can un-bump an item, you must have the Recall box in a cell on your view.

8. Select Display a divider line above all “Add-On” items to show an “Add-On” divider line between the normal order and any add-on items. If the line does not appear, the only indication of add-on items will be the colors.
9. Select Redisplay bumped orders that contain “Add-On” items to redisplay orders that have been bumped if they receive an add-on item. This is especially useful if the Display Client is configured to allow bumping before transactions are tendered.

Note: Add-on item settings on the Order View Templates form define how add-ons will appear on order views. Items, however, will not appear as add on items until they have met the threshold specified on the Transaction Manager form.

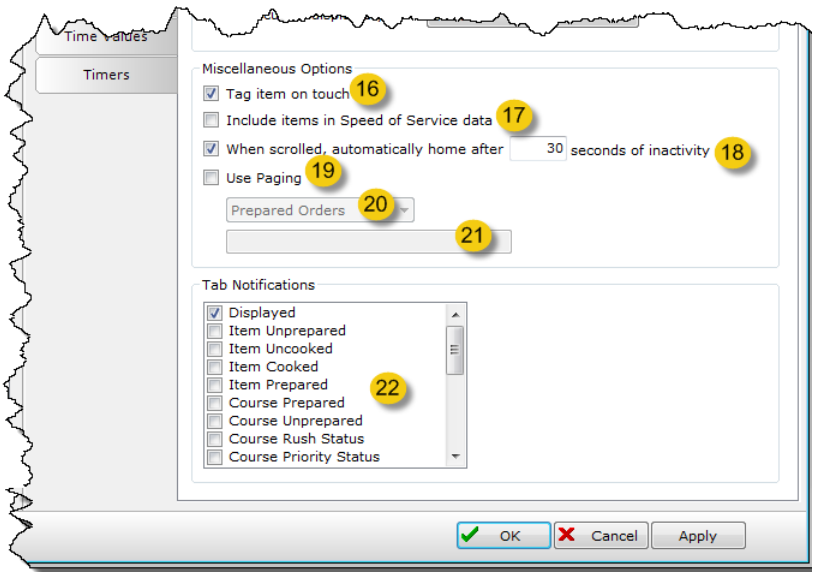
10. Select Always display the order cursor if you want the cursor to show but have not assigned arrows on the bump bar/panel. By assigning left/right cursor buttons to the keypad assigned to the view, the cursor will automatically appear, and this option will not need to be selected.

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11. Select Always display the item cursor if you want the cursor to show but have not assigned arrows on the bump bar/panel. By assigning up/down cursor buttons to the keypad assigned to the view, the cursor will automatically display, and this option will not need to be selected.
12. Select Display item cursor on main items to allow the line item cursor to jump from main menu item to main menu item when tagging items on an Order View screen.
13. Select Home cursor after bumping an order from the view to automatically 'home' the cursor after any order is bumped. The cursor will automatically move to the very first order cell in the list.
14. Select Hide cursor after X seconds of inactivity to hide the cursor after the designated time period of inactivity you enter here.
15. Select order and item cursor display styles: Block or Outline.



Note: For order and item cursor display styles, if you select Outline, this does not apply to Flex Grid views (which display orders one after another in columns).



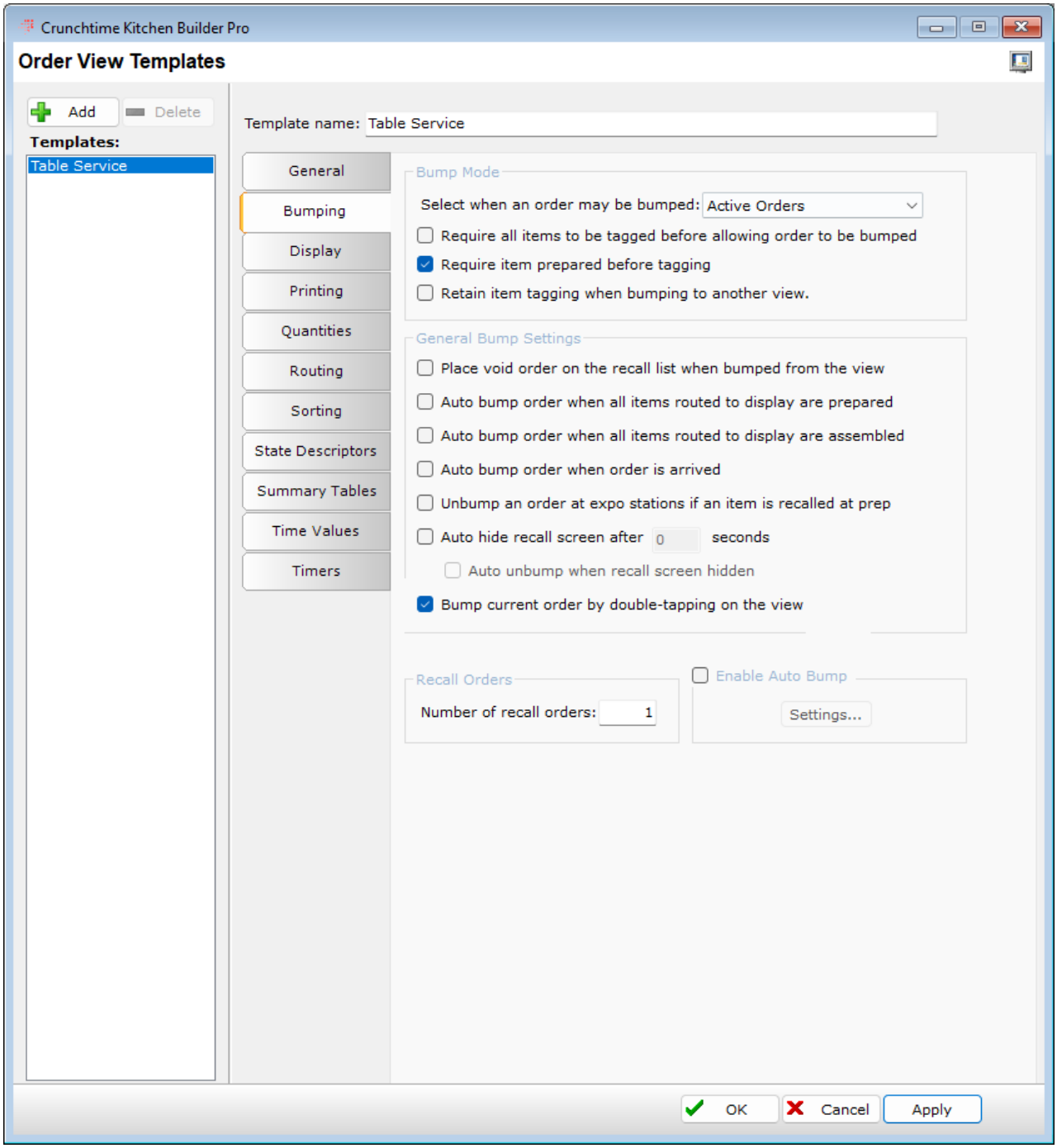
16. Select Tag item on touch to allow users with touchscreens to tag items on an order view simply by touching them, instead of relying solely on the Tag Item base action.

17. Select Include items in Speed of Service data to write a separate line in the Speed of Service output for each item included in any order level bump. For example, if an order that contains three different items is bumped off an order view, with this option selected, four lines of SOS output would be recorded: one line for each item, and the other for the order. All four lines would have identical bump times.
18. Select When scrolled, automatically home after “X” seconds of inactivity to auto ‘home’ the cursor after no keypad input has occurred over the period of time you define here. If there is no activity from the keypad for the defined amount of time, the display view returns to the home cell for Order Views or to the first item for Item Views.
19. Select Use Paging if you will be using pagers in your restaurant. This sends a page message to ControlPoint.
20. If you selected Use Paging, select when the pager will be used: Prepared Orders, Assembled Orders, or Bumped Orders.
21. Enter the text message for pagers. An example is You have food ready to be delivered. So, a server wearing a pager would know they need to go to the Expo window to get the food to bring to a table.
22. Select the type of tab notifications you want to use. This determines when the inactive tab(s) will flash the notification colors. If you have multiple tabs on a Display Client station, if something changes on one of the inactive tabs (a tab you are not currently on) such as a new order displayed or a rush status), that tab will flash with the color and/or image settings defined on the Notification tab of the Tab Templates form and assigned to that station on the Settings tab of the GRDS Video Station Builder form. This alerts the cook at the station that they need to take a look at the other tab. If you do not want to use tab notifications, clear the default Displayed and make sure no other tab notifications are selected.

Note: In the case of Spy views, you must have Enable Tab Notification selected on the view settings form.

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Bumping


Crunchtime Kitchen Builder Pro
Order View Templates
Add
Delete
Templates:
Table Service
Template name: Table Service
General
Bumping
Display
Printing
Quantities
Routing
Sorting
State Descriptors
Summary Tables
Time Values
Timers
Bump Mode
Select when an order may be bumped: Active Orders
Require all items to be tagged before allowing order to be bumped
Require item prepared before tagging
Retain item tagging when bumping to another view.
General Bump Settings
Place void order on the recall list when bumped from the view
Auto bump order when all items routed to display are prepared
Auto bump order when all items routed to display are assembled
Auto bump order when order is arrived
Unbump an order at expo stations if an item is recalled at prep
Auto hide recall screen after 0 seconds
Auto unbump when recall screen hidden
Bump current order by double-tapping on the view
Recall Orders
Number of recall orders: 1
Enable Auto Bump
Settings...
OK
Cancel
Apply

1. Select when bumping orders is permitted: Active Orders, Totaled Orders, Tendered Orders, Prepared Orders, Assembled Orders, or Arrived Orders.
   - **Active Orders:** Any active order may be bumped.
   - **Totaled Orders:** Only orders that have been totaled at the POS system may be bumped.
   - **Tendered Orders:** Only orders that have been tendered at the POS system may be bumped. The term "tendered" does not necessarily mean the order has been paid. Instead, it simply means that all items for an order have been entered into the POS system.
   - **Prepared Orders:** Only orders that have been marked "Prepared" by the Display Client may be bumped.
   - **Assembled Orders:** Once every item on the check has been prepared and bumped from their prep station and bumped from the assembler station, the order can be bumped from the order view station.
   - **Arrived Orders:** Only orders that have been marked Arrived (through Crunchtime Host or Crunchtime Go) can be bumped from the view.
2. Select Require all items to be tagged before allowing order to be bumped if you want to make sure all items at the expo station are marked as Tagged before the order can be bumped from the Expo display.

Example: A fast food restaurant may set up their system so that the employee expediting the order has to tag each item as they bag it for carryout orders or place it on the tray for in-store orders. The restaurant may also prohibit bumping the order until all items are tagged, helping to ensure the order is complete and accurate.

3. Select Require item prepared before tagging if you want to only be able to tag prepared items on the Expo screen. You will receive an error message if you attempt to tag an unprepared item on the Expo screen.
4. Select Retain item tagging when bumping to another view to ensure an item remains tagged when it is bumped to another screen.
5. Select Place void order on recall list when bumped from the view to make voided orders available for recall. If this option is selected, an order that has been voided by the POS system will appear in the recall queue after being bumped from the order view display.
6. Select Auto bump order when all items routed to display are prepared to automatically bump the order from the view when every item contained in the order has been prepared (bumped off each prep station).
7. Select Auto bump order when all items routed to display are assembled to automatically bump the order from the view when every item contained in the order has been assembled (bumped off each prep station).

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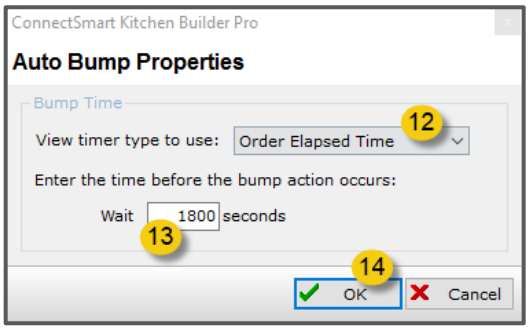
8. Select Auto bump order when order is arrived to automatically bump the order from the view once it is marked as arrived.
9. Select Unbump an order at expo stations if an item is recalled at prep to cause any order than has an item unbumped at a prep station to unbump at the expo station as well.
10. Select "Auto Hide recall screen after X seconds" to automatically clear the Recall window following a set amount of time, eliminating the need for kitchen staff to re-click a button to close out of the window. *This prevents kitchen staff from bumping items early and working out of the recall window*.
    - Enter the amount of time, in seconds, until the Recall window is hidden.
11. Select Bump current order by double-tapping on the view to reduce accidental bumps compared to single-tap interactions.
12. For Number of recall orders, enter a numerical value that controls the number of orders to be stored in the recall queue. An order may be recalled after it has been bumped. The default value for this option is ten orders. However, this number may be changed to allow up to 99 orders to be retained.

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13. Select Enable Auto Bump to automatically bump all orders on this view after a configurable amount of time. The configuration settings can be set by selecting Settings…. The Auto Bump Settings form appears.
14. Select the view timer type to use: Order Elapsed Time or Display Time.

- **Order Elapsed Time:** Starts when the order is sent from the POS system.
- **Display Time:** Starts when the item first appears on the view.

15. Enter a wait time, which is the amount of time, in minutes, that an order remains on the view before it is bumped off. If an order has not been bumped through user interaction within the specified time, it will automatically be bumped off of the view. This can be set to any number between 1 and 999.

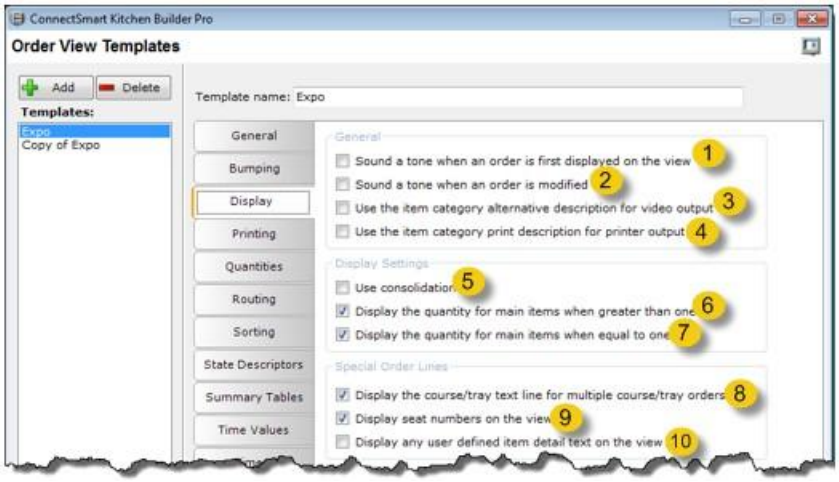


16. Select OK on the Auto Bump Settings form to return to the Order View Templates form.

Note: All of the criteria selected in the Bump Mode section must be met before an order can be bumped from an Order View station. For example, the settings in the image below require orders to be prepared before they can be bumped (but tagging is not required for bumping).

Example: If the bump mode is Prepared Orders and you select both check boxes beneath it, the following events must occur before an order can be bumped: items must be prepared and tagged, and the order must be prepared. (In that scenario, orders cannot be bumped until they are prepared and all items in the order have been tagged. The individual items cannot be tagged until they are prepared). You will receive an error message on the Display Client if you attempt to bump (auto bump or manual bump) an order that has not met the criteria established in the Bump Mode section. So if your settings determine an order cannot be bumped until it is prepared and you try to bump it before it is prepared, you will get an error saying the order cannot be bumped because it is not yet prepared. Likewise, if you require that all items be tagged before the order can be bumped, and you try to bump (auto bump or manual bump) an order with untagged items, you will get an error saying the order cannot be bumped because not all items are tagged.

Display



1. Select Sound a tone when an order is first displayed on the view to sound a tone on the keypad or bump bar when an order first appears on a view.
2. Select Sound a tone when an order is modified for a tone to sound on the keypad when an order is changed (added, modified, deleted, etc.).
3. Select Use the item category alternative description for video output if when an item matches a configured item category that has an alternative description set, you want the alternative description to appear on the view instead of printing the item's description sent from the POS.
4. Select Use the item category print description for printer output if when an item matches a configured item category that has a print description set, you want the print description to appear on receipts printed from the view instead of printing the item's description sent from the POS.

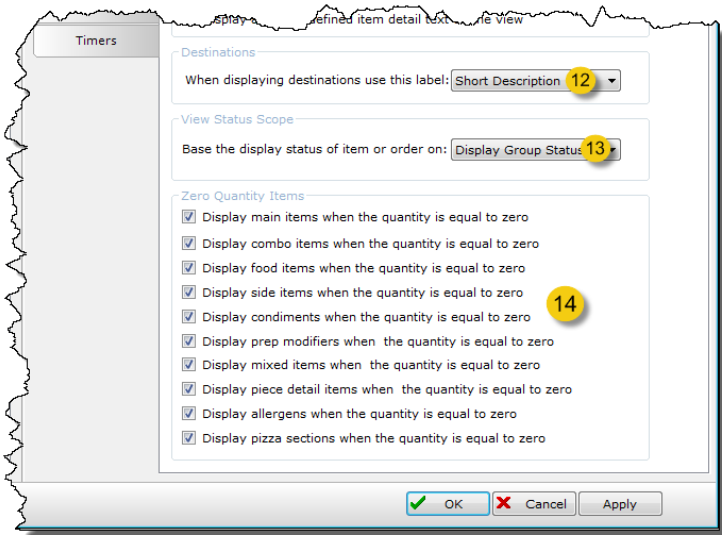
Note: Alternative and print descriptions are set up on the Item Categories form.

5. Select whether or not you want to use consolidation, which occurs when multiple identical items are sent from the POS in the same transaction, and they are listed once with a quantity value next to it, instead of listing each instance of the item out separately. Consolidation mode is set up on the Consolidation tab of the Transaction Manager form.
6. Select whether or not you want to display the quantity for main items when the value is greater than one.
7. Select whether or not you want to display the quantity for main items when the value is one.
8. Select whether or not you want to display the quantity for main items when the value is zero.

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9. Select Display the course/tray text line for multiple course/tray orders to display a definable course/tray line at the bottom of each course. Every course is sent in a different order cell, and the course/tray text line indicates the course number.
10. Select Display seat numbers on the view to display seat number separators in orders containing multiple seats. An order spanning multiple seats will not be divided into separate cells.
11. Select Display any user-defined item detail text on the view to display detail text on the view.
12. Select a label to use when displaying destinations: No Description, Long Description, Short Description, or Abbreviation. This label assigns a destination label to the destination header element in the order view header.

- **No Description:** No destination name displays.
- **Long Description, Short Description, Abbreviation:** These are all destination text labels defined on the Destinations form.

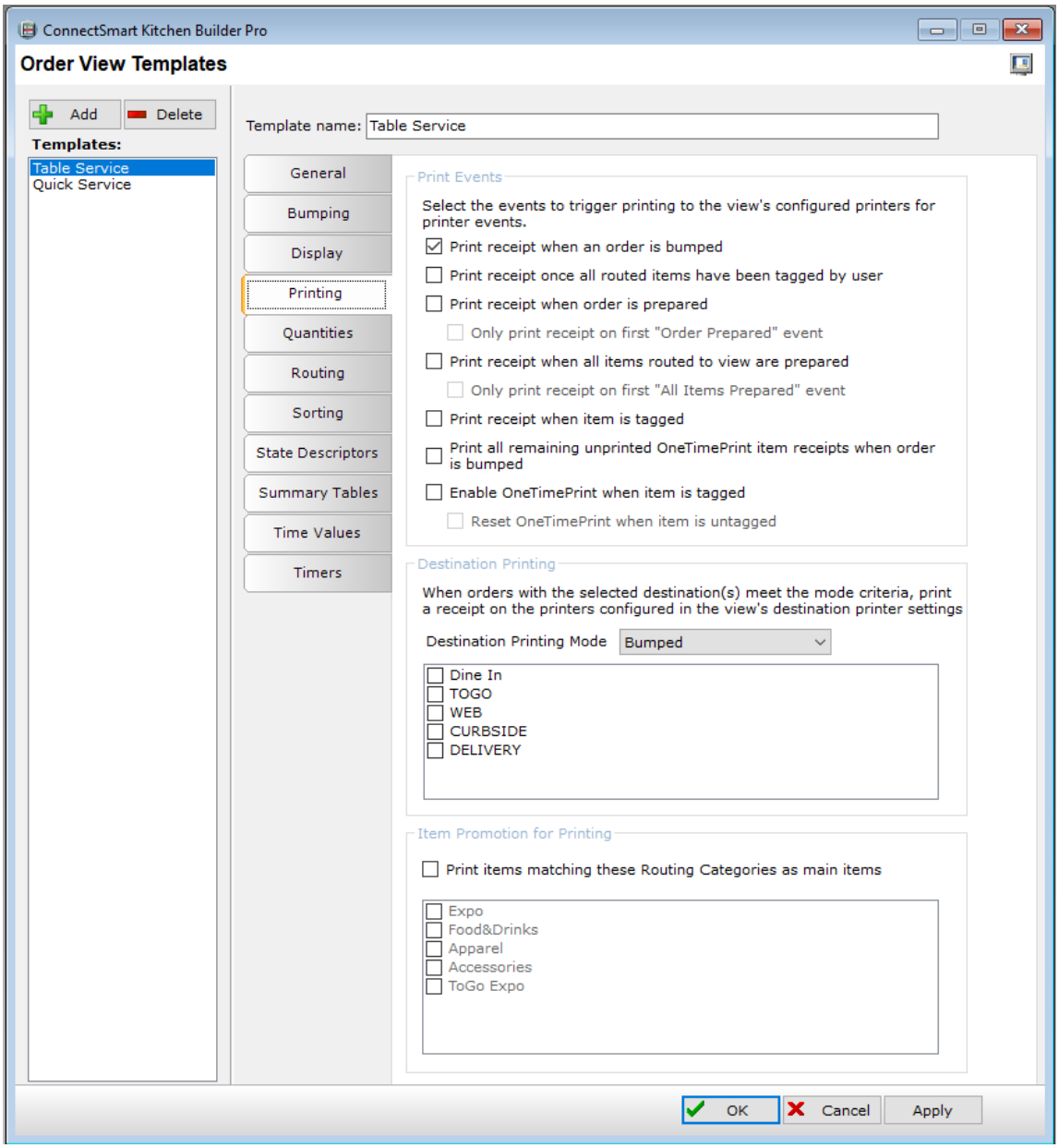


13. Select how you want to base the display status of an item or order: Display Group Status or Kitchen Status.

- **Display Group Status:** Allows you to associate one or more prep stations with an expo station.
- **Kitchen Status:** Displays status of an item based on new, priority, or rush times.

14. Select the options to display any items or sub items sent with a zero quantity. If the POS system is sending “on the fly” or “one item back,” and an item or sub item is canceled, with the zero quantity option selected, the item will still appear on the display. Also, if the POS system is capable of sending an item with a quantity of zero, it will appear.

Printing



1. Select the events you want to trigger printing a receipt from an order view: when an order is bumped, when all routed items on an order have been tagged, when the routed order is prepared (no items on that order appear on a prep station), when all routed items on an order have been prepared, and when an item is tagged.

Note: **Print receipt when order is prepared** and **Print receipt when all items routed to view are prepared** must be selected to enable the sub-settings.

2. Select your destination printing threshold mode and destination printing options. Destination printing occurs when any order on a station view with the selected destination is bumped off that view. Any combination of configured destinations can be selected.

Note: The Destination Printing Threshold setting will have two options on the Order View Templates form:

- Bumped: Orders with the selected Destinations will print a receipt when bumped from the view. This is the current Destination Printing behavior and will be the default value.
- Prepared On All Views: Orders with the selected Destinations will print a receipt when they are prepared on all associated order/item views.

3. Click the **Print items matching these Routing Categories as main items** checkbox to specify that items matching certain Routing Categories should be promoted to main items for printing.

Note: When using a printer with the Display Client, it should be set (DIP switches on the printer) to XON/XOFF.

4. Click **Print all remaining unprinted OneTimePrint item receipts when order is bumped** to enable OneTimePrint for item level receipts on the view. If this setting is enabled, when an order is bumped, any main level items that have not been printed previously will print as individual item receipts.

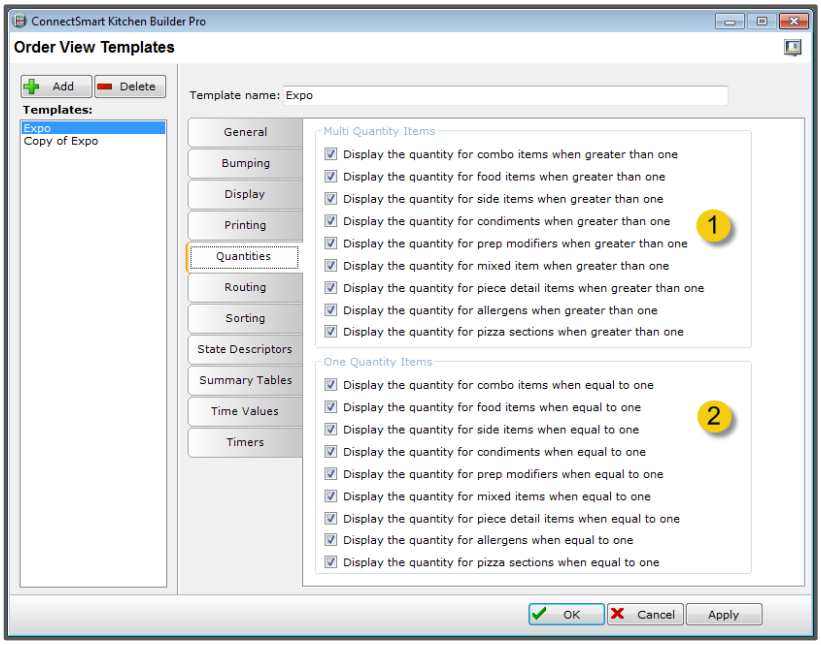
Note: Order receipts may still be generated more than once.

5. Click **Enable OneTimePrint when item is tagged** to allow users to specify that an item should not print again anywhere else in the Kitchen once it has been tagged and printed on the view. This setting should be used in concert with **Print receipt when item is tagged** to print item-level receipts from the view, and restrict those receipts to a single printing, even if multiple print events are configured.
6. Click **Reset OneTimePrint when item is untagged** to allow for manual reprinting of item-level receipts in the event that a receipt is lost or damaged. If this setting is enabled, when a user untags an item, the OneTimePrint flag on that item will be reset. This means that the item can be reprinted by re-tagging the item.

Note: Item-level receipts may also be reprinted by manually using the Print Item base action. This setting can only be used if "Enable OneTimePrint when item is tagged" is also in use.

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Quantities

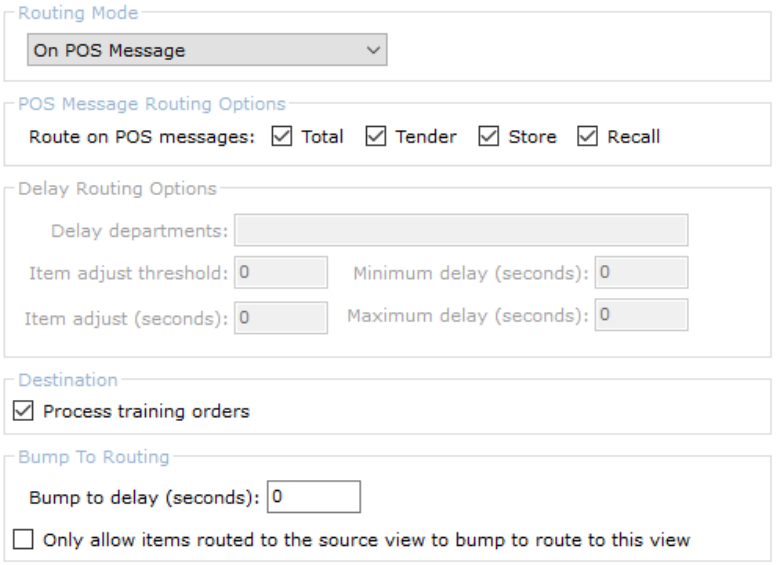


1. Select the options to display multi-quantity items.
2. Select the options to display quantities equal to one for any of the item types. If the POS system sends multiple quantity items, all of these options should be selected, or it will appear that only one item (or sub item) has been sent.

Note: The different item types for both one and multiple quantities include: combo items, food items, side items, condiments, prep modifiers, mixed item, piece detail, allergens and pizza.

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Routing



1. Select a routing mode, which controls which method of routing is used. There are six types of routing supported for Order views: On the Fly, One Item Back, On Total, On Total Delayed, On Prepared, or On Arrived.
   - **On the Fly:** Orders are routed and appear on the display as soon as the POS system sends them.

Note: Due to the assembly architecture of Crunchtime Kitchen, On the Fly routing will actually show items one item back.

- **One Item Back:** Orders are routed on the display once the POS system sends the next item.

Note: Due to the assembly architecture of Crunchtime Kitchen, One Item Back routing will actually show items two items back.

- **On POS Message:** Items are routed and appear on the Display Client any/all of the following POS Message Routing options are triggered: Total, Tender, Store, Recall. If all POS Message Routing options are selected, “On POS Message” will function as Crunchtime Kitchen 6.0 option “On Total” functioned.
- **On Total Delayed:** Orders are displayed after a delay based on the type and number of certain items within the order itself. The delay time is based on the longest cook time of items within the order.
- **On Prepared:** Orders are routed and appear on the display when all items contained in that order are prepared (bumped off all prep stations).

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- **On Arrived:** Orders are displayed on the view when the order is marked as Arrived using Crunchtime Host or Crunchtime Go.

Note: Orders that are in delay on one view are immediately released if they are prioritized on another view. For example, assume a kitchen has one Fixed Grid station routing On Total and another Fixed Grid station routing On Total Delayed. If an order with delay departments is sent to both these stations, it appears on Station 1 (the On Total station) immediately and stays in delay on Station 2 (On Total Delayed) until any delay thresholds have passed. If the user prioritizes (fast- tracks) the order on Station 1 while it is still in delay on Station 2, the order remains in delay until the thresholds are met, instead of coming out of delay when the order is prioritized. The order should be released from delay on Station 2 as soon as it is prioritized on Station 1.

Note: There are special cases where items are rerouted between views. These include user actions that bump transactional data to another view and exception cases where a view goes down and items are rerouted to a backup view. When this occurs, you may need to see items that are not part of the view's normal routing scheme. Therefore, there is a way to override the view's routing scheme and allow these new items to appear.

Note: You must have a valid Table Service license to use the On Totaled Delayed routing mode.

2. For Delay departments, enter department numbers that indicates which items affect the order delay. These department numbers are supplied by the POS.
3. For Item adjust threshold, enter the minimum number of included items that must be present in an order before the order delay will be utilized. This threshold can be between 0-999.
4. For Item adjust (seconds), enter the number of seconds per included item to adjust the order delay. This adjustment time can be between 0-999.
5. For Minimum delay (seconds), enter the minimum amount of order delay adjustment that will be applied. This is the minimum amount of time that an order delay time is offset from the longest cook time.
6. For Maximum delay (seconds), enter the maximum amount of order delay adjustment that will be applied. This is the maximum amount of time that an order delay time is offset from the longest cook time. This adjustment time can be between 0-999.
7. Select Process training orders if you want training orders to appear on display clients according to the current routing and display settings. When this option is not selected, Crunchtime Kitchen filters out all training orders, and they will not appear on any kitchen displays.

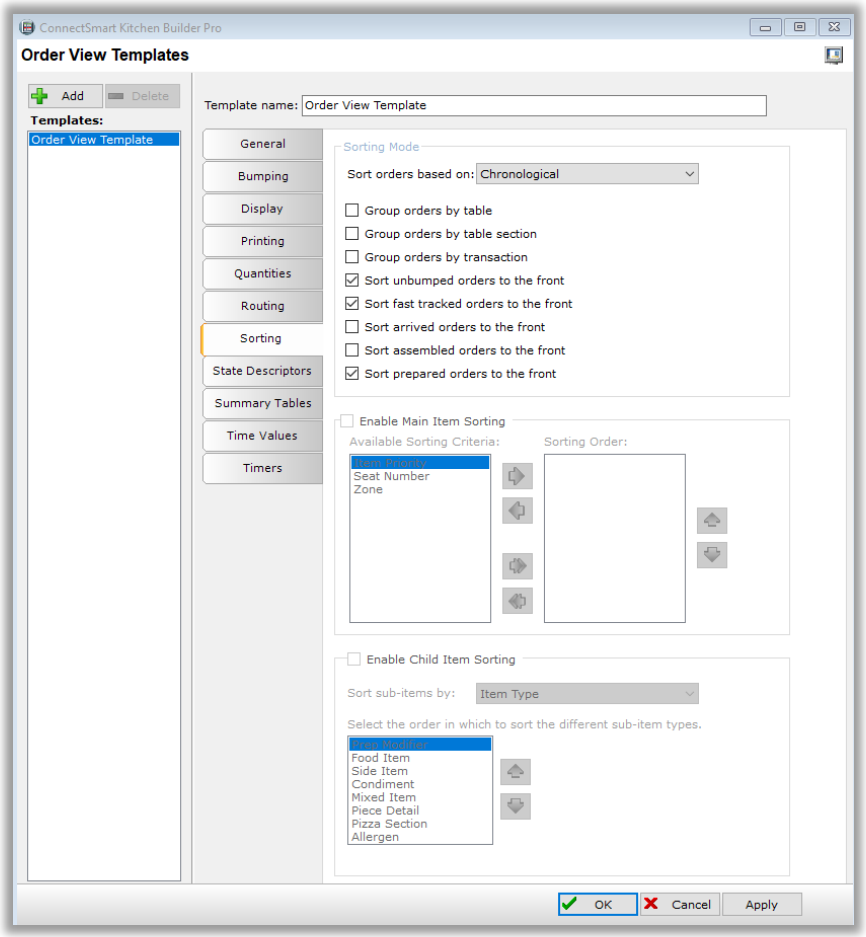
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Note: Most POS integrations have built in support for training orders. Training orders are sent with a flag that tells Crunchtime Kitchen they are training orders and not actual customer orders.

8. For Bump to display, enter an amount of time, in seconds. When an order/item is bumped from that station and bump to routing is configured, the order/item will not display on the station in which it is intended to bump to for the amount of time you define here.
9. Select the Only allow items routed to the source view to bump to route to this view. When enabled, this setting will restrict items that can be bumped to a given view based on whether or not they were routed to the source view.

Note: The View Template setting defines a view's behavior as a destination view for bump-to routing. Whether this setting is enabled or disabled on the source view does not impact the behavior of the destination view.

Sorting



1. Select a method to sort orders: Chronological, Reverse Chronological, Priority, Notification Timers, Totaled Time, Order Priority and Totaled Time, Recalled Time, Tendered and Stored Time, or Pickup Time.
    - **Chronological:** Sorts orders as they are received from the POS system. Older orders will appear to the top/left of the view while newly received orders are sorted to the bottom/right of the station.
    - **Reverse Chronological:** Sorts new orders ahead of older orders, so that newer orders appear to the top/left of the screen while older orders get pushed to the bottom/right of the view.

Important Note: Grouping and sorting options cannot be applied when using Reverse Chronological sorting. Grouping options (*by table*, *by table section*, and *by transaction*) and sorting options (*unbumped*, *fast tracked*, *arrived*, *assembled*, and *prepared*) are not supported in Reverse Chronological sorting.

- **Priority:** Sorts orders based on the priority value of the order, which is determined by the highest priority value item in the order.
- **Notification Timers:** Sorts orders based on whether or not the order contains any timers and whether or not they have expired. In this mode, orders containing actively counting down timers are sorted to the back of the display queue.
- **Totaled Time**: Sorts based on the orders that were marked as "Totaled" by the POS. All totaled orders will display first in the order they were first totaled, followed chronologically by any un-totaled orders.
- **Order Priority and Totaled Time:** Sorts similarly to "Totaled Time", but also includes the highest priority value of any item within the order.

Example: Priority 1 Totaled, Priority 1 Un-Totaled, Priority 2 Totaled, Priority 2 Un-Totaled.

- **Recalled Time:** Sorts based on the orders that were marked as "Recalled" by the POS. All recalled orders will display first in the order they were first recalled, followed chronologically by any non-recalled orders.
- **Tendered and Stored Time:** Sorts based on first tendered and first stored time. Orders are sorted chronologically, beginning with tendered orders, followed by stored orders and then un-stored/untendered orders.
- **Pickup Time:** This mode sorts based on the Pickup Time associated with the order. If an order does not have a Pickup Time, it will be sorted by Creation Time.

Example: If 2 cars are ordering at the drive-thru at the same time, the first order to be stored (totaled) is moved ahead of the other. The first order to be tendered is moved to the front of the sorting queue. If the wrong order is recalled, the sort order would remain unchanged.

2. Select how you want to group and sort orders.
   - Select Group by transaction to group items by their Transaction Number.

Note: If more than one of the sorting settings ("sort x orders to the front") is selected, there is a built-in hierarchy that will be used to determine which orders will be moved to the front. The order of precedence is UnBumped, Fast Tracked, Arrived, Assembled, Prepared.

3. Select whether or not you want to enable main item sorting. The default method to sort main items is to simply place items in the order in which they are received from the POS. When Enable Main Item Sorting is not selected (unchecked), Transaction Manager sorts main items.
4. If you selected Enable Main Item Sorting, select how to sort main items: Item Priority, Seat Number, or Seat Number And Priority.

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- **Item Priority:** Once enabled, main items can be sorted by one of two criteria. The first is item priority. Every item is assigned a priority by Transaction Manager. This priority can be set by the POS system or assigned by Crunchtime Kitchen if the POS system doesn't set the item's priority. Item priorities can range from 1-999, with 1 being the highest priority value.

Note: By default, every item has a priority of 500. This value can be overridden by the POS system. Crunchtime Kitchen does not override a priority value set by the POS system. However, if the POS system does not specify a priority value for a given item, Crunchtime Kitchen must determine the item's priority.

Note: Crunchtime Kitchen starts by setting the priority to the default of 500. Next, Crunchtime Kitchen uses the item's item category number to perform a look up in the item category table. If the item category is defined in the table, the Transaction Manager will retrieve the priority value from the item category table.

Note: If the priority value is defined, the item will be assigned that value. If the item priority is not defined in the item category table, or the item category table doesn't contain an entry for the item's item category, the item's priority remains the default value of 500. When sorting by item priority, items with a higher priority value move to the top of the order. Items with lower priority values move to the bottom of the order.

- **Seat Number:** The second main item sorting option is to sort by seat number. With this sorting enabled, items are grouped together based on their seat number. This sorting mode is used in table service environments. This sorting mode should be enabled when you are using receipt printing that contains seat numbers.
- **Seat Number And Priority:** Main level items in an order sort by Seat Number first and Item Priority next. Items can be modified (ModifyItem message from POS) to change seat numbers or priority values and this causes items to re-sort on the fly.

5. Select whether or not you want to enable child item sorting. These settings are independent of the main item sorting options. Child item sorting is actually a two tier sort. First the Transaction Manager will sort based on the type of child item. For example, it will group all the condiments items together followed by all the side items. Secondly, the Transaction Manager will sort each group of child item types based on the priority value of each item.

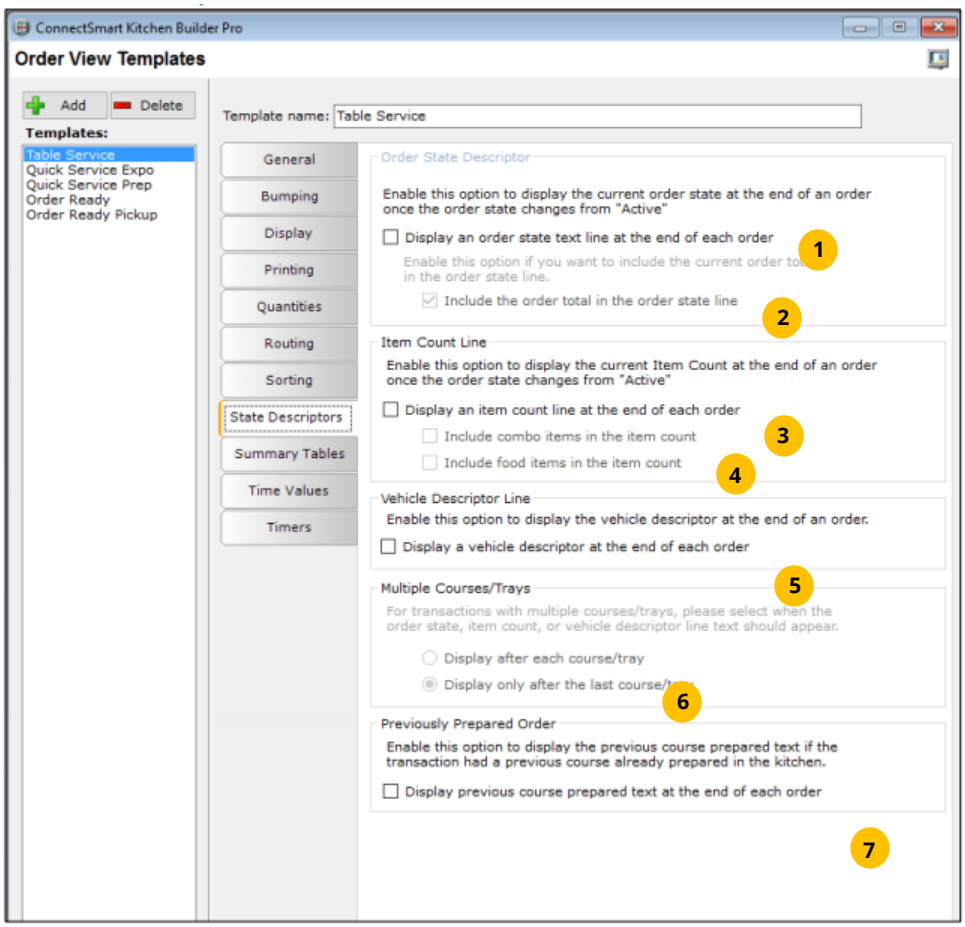
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Example: All condiments, which are grouped together in the first tier of the sorting, are now sorted based on the individual priority values of each condiment item. This allows you to display different types of child items such as condiments, in a specific order, regardless of how they are entered into the POS terminal.

6. If you selected Enable Child Item Sorting, select how to sort sub-items: Item Priority, Item Type, or Item Type and Priority.
   - **Item Priority:** By default, items within a group of item types are sorted in the order in which they are received from the POS system. Selecting Item Priority will cause the Transaction Manager to sort items within the groups of item types, based on the priority value of each item. Items with a higher priority value will appear before items of a lower priority.
   - **Item Type:** The first edit field is a list box containing the different types of child items. When sorting the child items by item type, the Transaction Manager will order the child items in the same order in which the item types appear in this list. To change the order in which the child item types appear in the list, highlight a child item type and select the up or down arrow buttons to move it within the list.
   - **Item Type and Priority:** Allows for both types of Sub-Item sorting to take place consecutively. First, Transaction Manager will sort the sub- items based on type, and then, within each sorted sub-item type, the sub-items will be sorted based on the item priority.
7. When sorting the child items by item type, Transaction Manager will order the child items in the same order in which the item types appear in this list. Mixed items will be displayed first, followed by piece detail items, condiments, food items and lastly side items. To move a sub-item type in the list, select the item type and then use the up and down arrows to move the item type in the list.

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State Descriptors



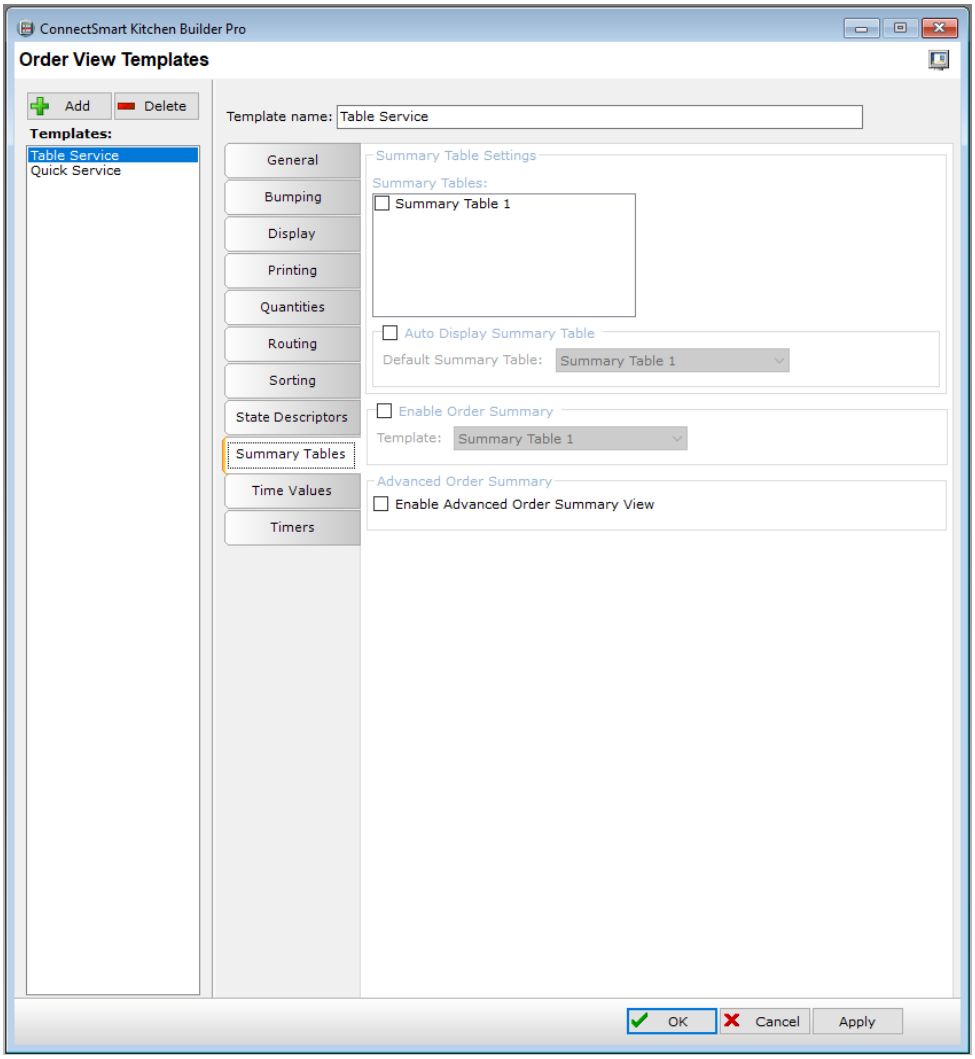
1. Select Display an order state text line at the end of each order to show a text line at the end of each order cell with the current state of the order. Examples of order states include “Tendered,” “Totaled,” and “Voided.”
2. Select Include the order total in the order state line to include the total dollar amount of the order in the order state text line.
3. Select Display an item count line at the end of each order to show how many total items are in an order. This will create an additional line at the bottom of the order just above the state descriptor line (if state descriptor line is also displayed). It appears and is updated on any Total (Total, Stored, Recalled) or Tender event.
4. If you selected Display an item count line at the end of each order, select whether or not you want to include combo items and/or food items in the item count.

Note: If both item count and order state descriptors are displayed, item count will appear first.

5. Select Display a vehicle descriptor at the end of each order to include vehicle information.
6. Select Display after each course/tray to show the order state text line at the end of each individual course/tray.
    - Select Display only after the last course/tray to display the order state text line only at the end of the last course/tray.
7. Select Display previous course prepared text at the end of each order if you want to show this text if the transaction had a course already prepared in the kitchen. This is the text you added on the Order Views tab of the Text Labels form.

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Summary Tables



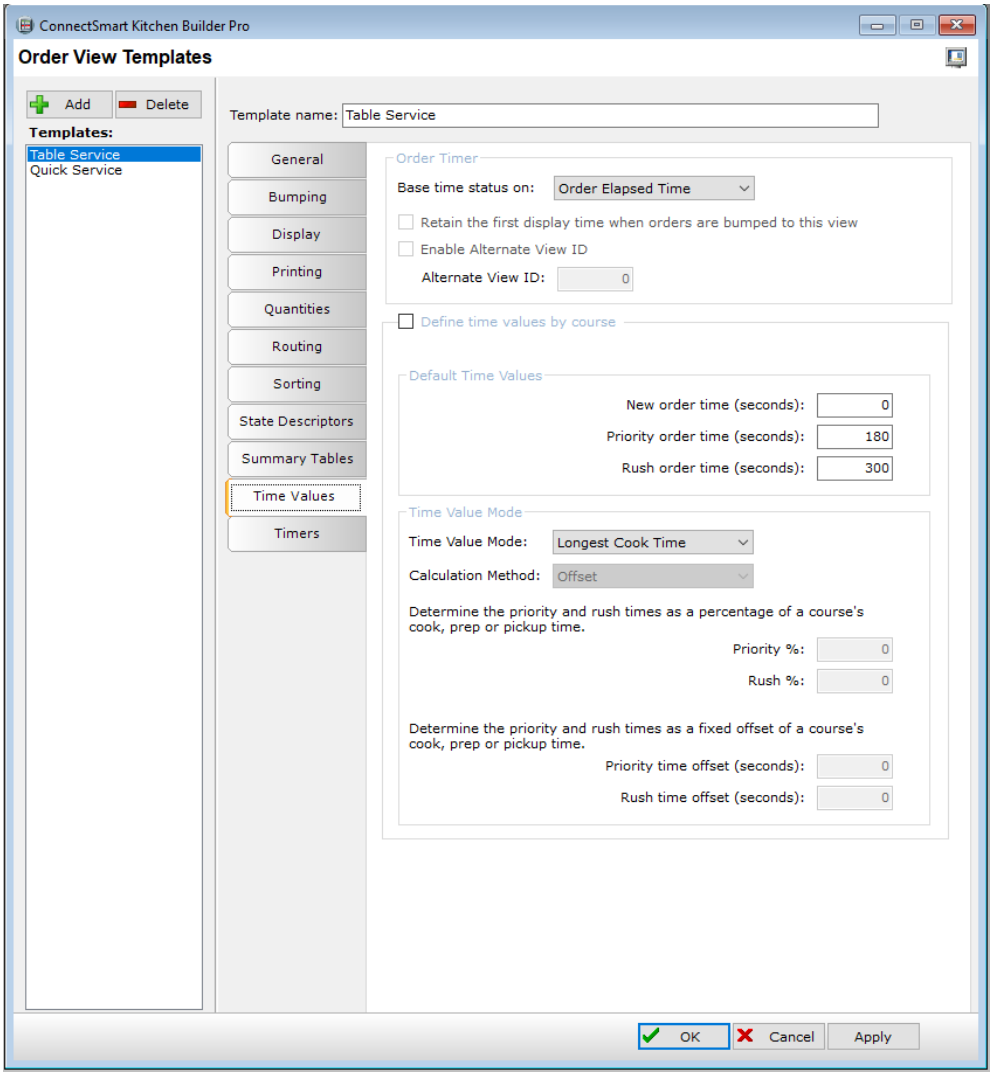
1. Select which summary tables you want to use.
2. Select Auto Display Summary Table to enable the auto display summary table feature. Unlike normal summary tables, auto display summary does not require you to select a summary function to display the table. Auto summary tables are displayed automatically when Crunchtime Kitchen runs.
    - If you selected Auto Display Summary Table, select one of the configured summary tables to display automatically.

Note: Whenever you do something that will remove the summary table, like use the recall function, Crunchtime Kitchen will automatically redisplay the summary table whenever possible.

3. Select the Enable Order Summary checkbox to enable printing Order Summaries on receipts.
- Choose the associated Template from the drop-down menu.
4. Click the Enable Advanced Order Summary View checkbox to show summarized lists of consolidated items in an order.

Note: When this option is selected, none of the other selections on the Summary Tables tab of the Order View Templates form will be relevant.

Time Values



1. Select the type of timer that will be used: Display Time, Order Elapsed Time, or Viewed Time.
    - **Display Time:** The amount of time that has elapsed since any item or order first displays on any view. This may also be used if you bump orders from one Expo view to another.
        - If **Display Time** is selected as the basis for calculating time values, the **Retain the first display time when orders are bumped to this view** checkbox will become available. If selected, the order timer will continue counting from the first displayed on a previous view when the order is bumped to the current view. If left unchecked, the order timer will start over when the order is first displayed on the new view.
    - **Order Elapsed Time:** The amount of time that has elapsed since the first item in the order was sent to Kitchen.
    - **Viewed Time**: The amount of time that has elapsed since the order was first visible on a view.
        - If **Viewed Time** is selected as the order timer basis, the **Enable Alternate View ID** checkbox becomes available. Enabling this option allows the use of a different view, other than the view to which the template is assigned, to serve as the basis for the order's Viewed Time. Leaving this option unchecked means the Viewed Time will be derived from the view to which the template is assigned.
        - If the **Enable Alternate View ID** checkbox is selected, the **Alternate View ID** text box will become available. Use this field to enter the View ID of the view from which Kitchen should derive an order's Viewed Time.
2. If you want to define new, priority, and rush times for individual courses, select Define time values by course. If you select this option, the Time Values section changes to include tabs for each course: Drinks, Appetizers, Soup/Salad, Entrees, Desserts, and Bins. If you do not select this option, you will be defining times for all orders on the view. The following steps 1-2 apply to courses as well as orders.
3. Select a method for defining time values.
    - Define new, priority, and rush times for all orders on the **view:** Select if you want to specify the number of seconds from the time the order was received by the Display Client until the order status changes to Priority or Rush. New order time is how many seconds it will remain as "new" before switching to "normal." These changes in the order status are de*Noted by a change in the order cell's display attributes, such as color.

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- Determine the priority and rush times as a percentage of the course's forecast prep time: Select to define a percentage of time off the course's prep time. If using priority time values, enter a Priority % of forecast prep time. If using rush time values, enter a Rush % of forecast prep time. Values can be up to 3 digits.
- **Determine the priority and rush times as a fixed offset value of each order's forecast prep time:** Select to define a time (in seconds) off the course's prep time. If using priority time values, enter a Priority offset from forecast prep time. If using rush time values, enter a Rush offset from forecast prep time. Values can be up to 3 digits.
- **Base new, priority and rush times on longest cook time item:** Select in order to base the New, Priority, and Rush thresholds on the longest cook time item in the order. Instead of using arbitrary defaults, the Display Client finds the item with the longest cook time, looks up its threshold values in the Category Settings section on the Item Categories form, and applies them to the order.

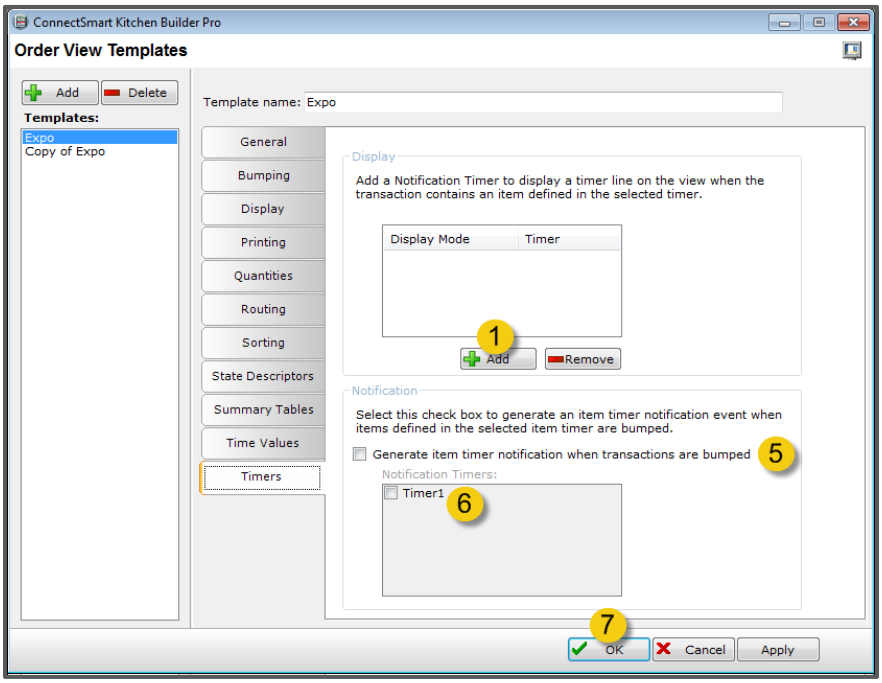
4. If you selected Define new, priority, and rush times for all orders on the view, enter new, priority, and rush times, up to 9999 seconds. The same order may have a different New, Priority, and Rush time when appearing on separate display stations. The default values are 0 seconds, 180 seconds (3 minutes), and 300 seconds (5 minutes) respectively.

Timers

Timers act like alarm clocks in the Display Client. Each timer is comprised of a start time and a group of item categories to associate items with the timer. Views can perform two timer functions. They can display timers, and they can send notifications to a specific timer. Notifications tell a timer to start counting down. An Order view can perform one or both of these tasks.

To add an item notification event, select Add. The Notification Timer Display Settings form appears.

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1. Select a notification timer.
2. Select its display mode: Immediate or On Notification.
   - **Immediate:** The timer starts to count down as soon as it is displayed on the screen
   - **On Notification:** This enables the view to generate a timer notification when orders and/or items are bumped.
3. Select OK on the Notification Timer Display Settings form.
4. Select Generate item timer notification when transactions are bumped if you want the view to generate a timer notification when items are bumped. Each view can generate a notification for one or more timers.

Note: The Notification Timers selection box contains a list of all timers currently defined on the Notification Timers form. If you do not have any item timers set up on the Notification Timers form, no timers will appear in the Notification Timers box.

5. If you select, Generate item timer notification when transactions are bumped, select which timer notifications are generated when bumping transactional data from the view. If there are any views that show these timers with a display mode of “On Notification,” they will immediately start counting down.
6. Select OK.

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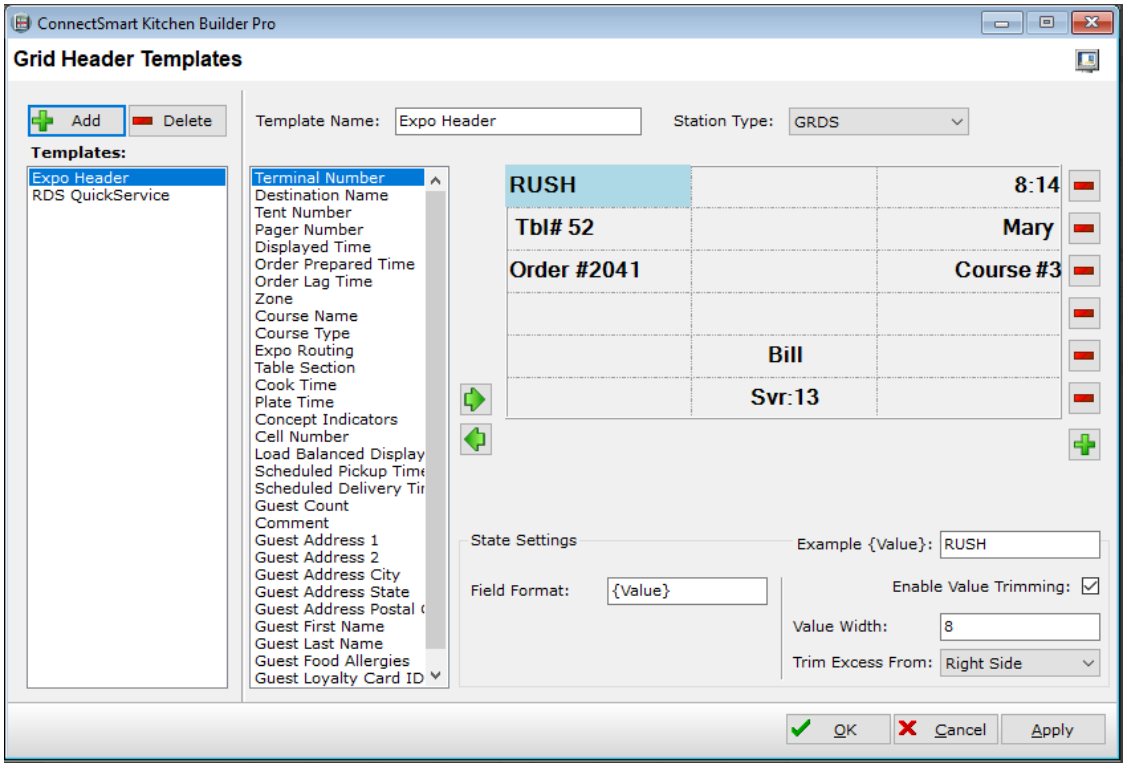
Grid Header Templates

Grid Header templates are used on Fixed Grid, Flex Grid, and Flex Item view types.

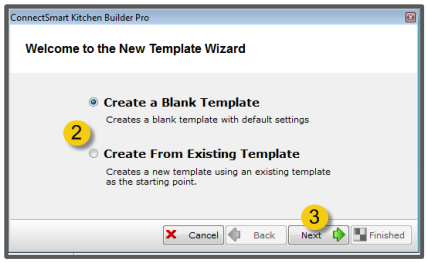
The Flex Grid is an Order View that displays orders one after another in columns. Unlike the Fixed Grid, there are no dedicated order cells, and the next order displays directly below the previous order.

The Flex Item is an Item View that displays items one after another in columns. This behaves similar to Flex Grid, except each “order” is made up of only one item. All of the behavioral properties of the Line Item View apply to Flex Item, including Delay Routing.

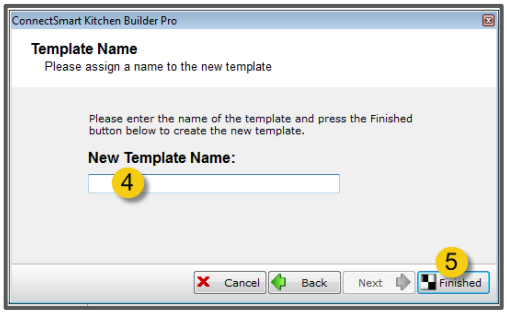
Note: Each of the order headers has a label associated with it.



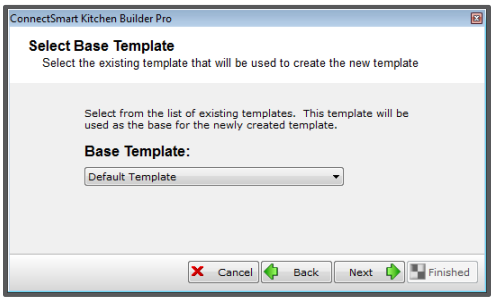
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

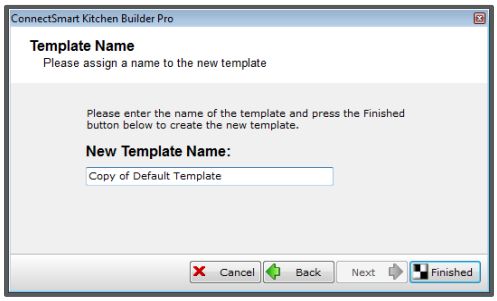


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.



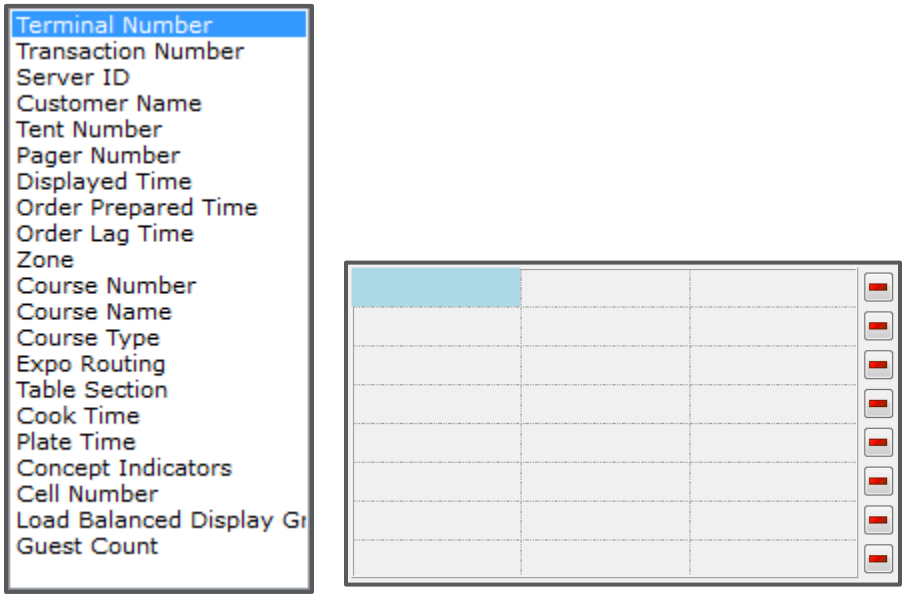


6. Enter a name for the new template and select Finished.
7. Select a station type: GRDS or RDS.
8. Assign elements to the header. There are two ways to place elements in the header.
   - Highlight (select) an element in the list and drag and drop it onto a rectangular section in the header area to the right.

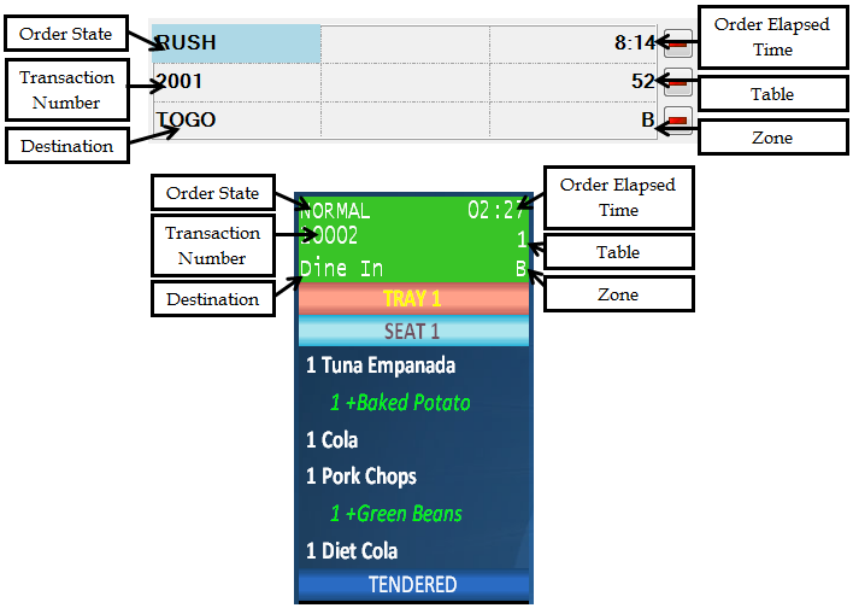
- Highlight (select) a rectangular section in the header area on the right, highlight (select) and element and select. 

Note: To remove an element from the header select it (its rectangular section) in the header area and select . You cannot drag and drop it back into the list. You can have up to eight header lines. Add header lines by using the  button, and removed them by using the  button.

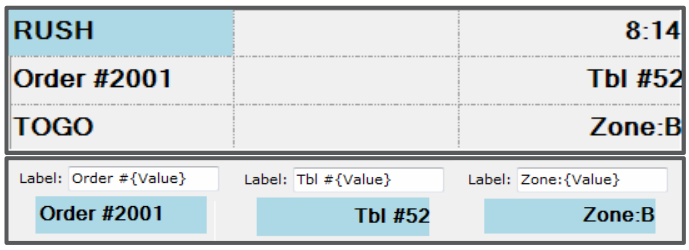
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Note: Above shows examples of some common elements and how they look a view's cell.

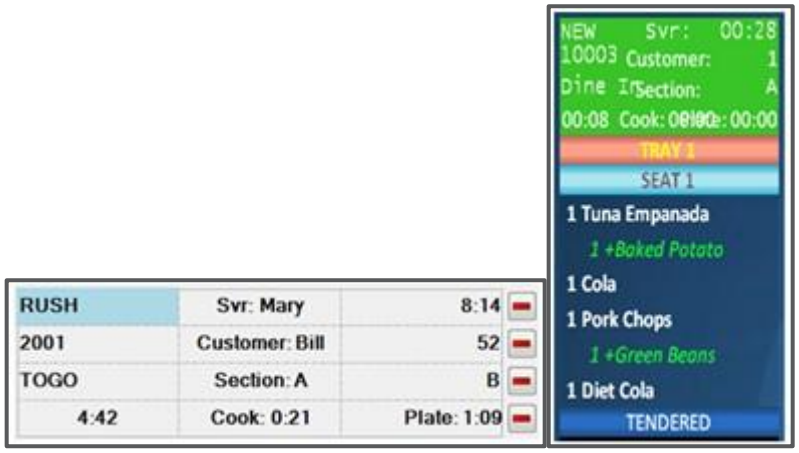


Note: Labels include {Value} to allow you to change the placement of the value by building buffer spaces from the far right side of the order header. For example, if drag the Transaction Number element over, it creates a default label of: Order # {Value}. If you want to add two extra spaces at the end, enter two spaces after {Value} The sample data will not show on the Grid Header templates form unless you keep {Value}. The next image shows the default text removed: Order, Tbl, and Zone. If you accept and retain the default labels, they would look like the following image.

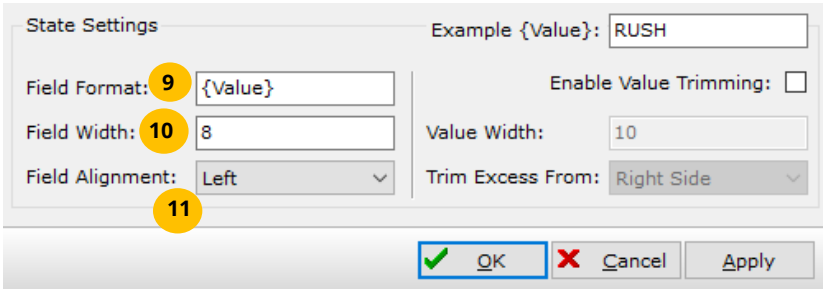


Note: Some elements like Order State, Destination, and Order Elapsed Time do not have any default text.

Example: If you have multiple rows of elements in your header, make sure the size of your order cell will accommodate the larger header. In other words, be aware of header spacing. You may need to make fonts smaller or labels shorter to avoid overlapping text. For example, the following three- column, four-row header was created using default labels and is difficult to read in Display Client.



9. Add a field format, edit the default format, or use no format for each element.



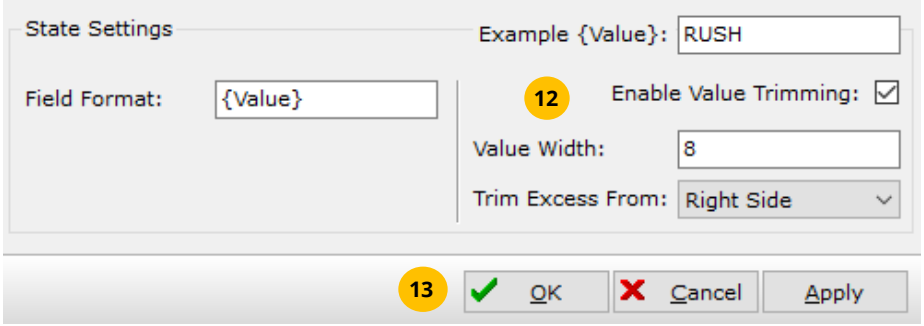
10. If you selected RDS as your station type in step 7, enter the width of the row in pixels.
11. If you selected RDS, select the alignment (Left, Center, or Right) of its label.

Note: Alignment on RDS only affects the alignment of the actual values within the rectangular space specified—and not the position that the header element displays. For example, if you right align a Transaction Number that is four characters long, and the Transaction Number is 123456, it would display 3456 on the far right of the order header. If you left align it, it would display 1234 on the far right of the order header.

12. To trim excess data fields for GRDS and RDS station types, check the box labelled “Enable Value Trimming” to set the desired maximum width, and select which side excess characters should be removed from.

Note: Kitchen Server does not control the formatting of a small number of options (Cell Number, Cook Time, Displayed Time, Order Elapsed Time, Order Lag Time, Order Prepared, and Plate Time). For those fields, the option to check the Enable Value Trimming Box and the associated fields has been disabled.

13. Select OK.



Order View States Priority Templates

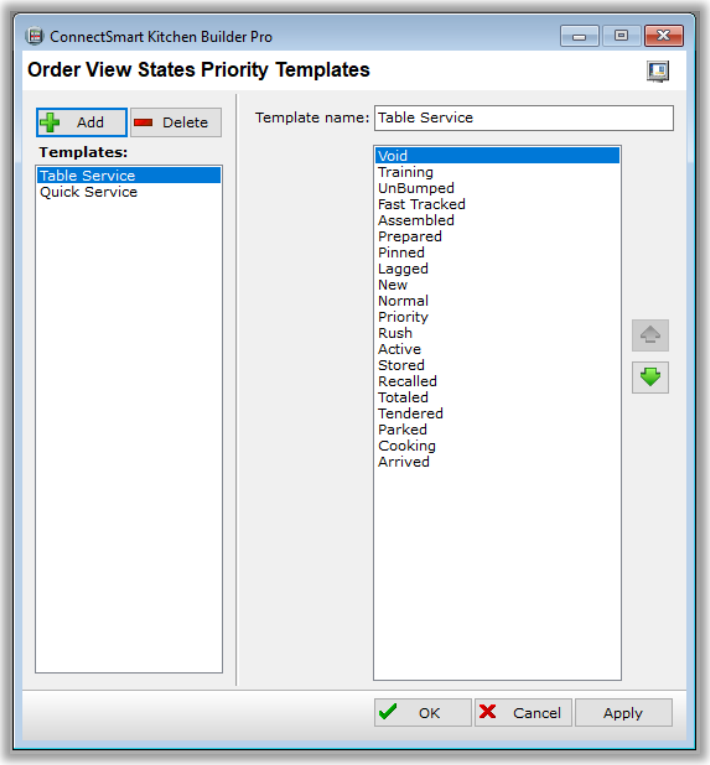
These templates are used to rank the order states in order from highest priority to lowest. This is how Crunchtime Kitchen decides what color attributes to show on the Order view display. For example, if you move Cooking higher than Prepared on the Order View States Priority Templates form, when an order is cooking it will show the color attributes for a cooking order, and then when it goes prepared it will still show the color attributes for a cooking order because cooking is considered "more important" than everything below it on the list.

These priorities work as a way of controlling what color attributes an order should use as it moves through various states, including training. So, for instance, when an order moves from Cooking to Prepared, Crunchtime Kitchen evaluates the priority of those states based on the hierarchy established on the view's Order View States Priority Templates form, and whichever ranks higher is the attribute that will display.

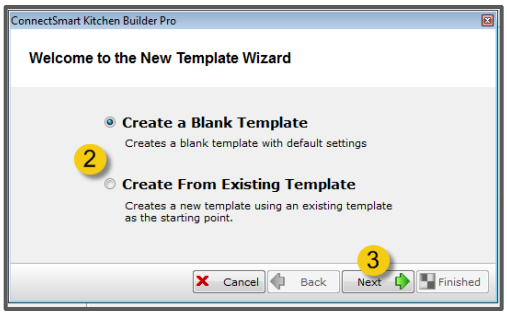
Example: In this example of moving Cooking higher than Prepared on the Order States Priority list, orders would never show Prepared unless they were marked as Cooking first. Once the order enters the Cooking state, its color attributes are only replaced by a new order state if that new state ranks higher than Cooking.

Note: Crunchtime recommends naming attribute templates in line with your Order View, Item View, and/or AccuPrep View template names (often related to the station type/name like Expo, Fry, Line, etc.).

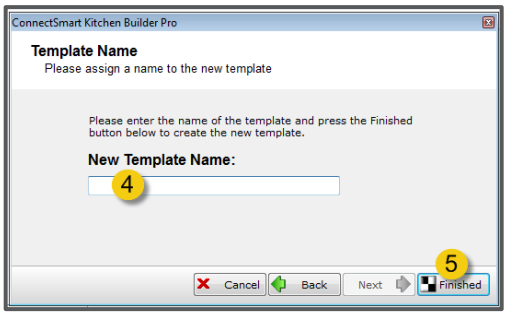
Use this form to specify the priority/hierarchy of all order states, and create multiple templates with different order state rankings in the event that different stations have different priorities.



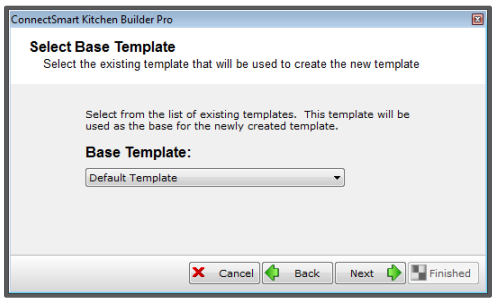
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

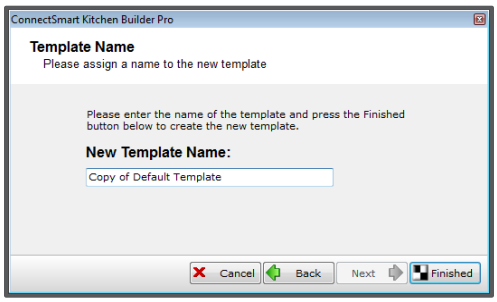


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.
   - Enter a unique name for the new template and select Finished.





6. Move the various order states up or down the list using the up and down arrow buttons to the right of the list, or they can be dragged and dropped into place
7. Select OK.

Note: You can set up multiple Order View States Priority Templates to allow for different priorities to be shown by different screen elements. The Order Header background, Order Header text, and Order grid box can all have different Order View States Priority Templates, if desired.

Item Views

Introduction

The previous section discussed Order view displays. This section covers Item view displays. The core concepts are the same, but with item views, all user interaction is at the item level.

The Item view is designed to show single items per line. The columns are configurable to contain information such as entrée, sub items, table number, transaction number, and a number of different timers.

This order display is designed primarily for table service prep stations. It specializes in showing only those items that a particular prep station is responsible for. With this view, a cook can bump an individual item, not an entire order. This enables the tracking of cook times based on individual items.

Other items within an order are routed to other prep stations with similar item views throughout the Display Client. Item views are used in conjunction with order views to show the current status of an item based on the interaction from the cook/food preparation user. Examples of Item view prep stations include Grill, Fry, and Salad.

When using Item views, you can designate the view as a Fixed Item or a Flex Item. The Fixed Item style displays items and modifiers across a horizontal line. The Flex Item is an Item view that displays items one after another in columns. All of the behavioral properties of the Fixed Item style apply to Flex Item, including Delay Routing, but all modifiers display vertically on individual lines.





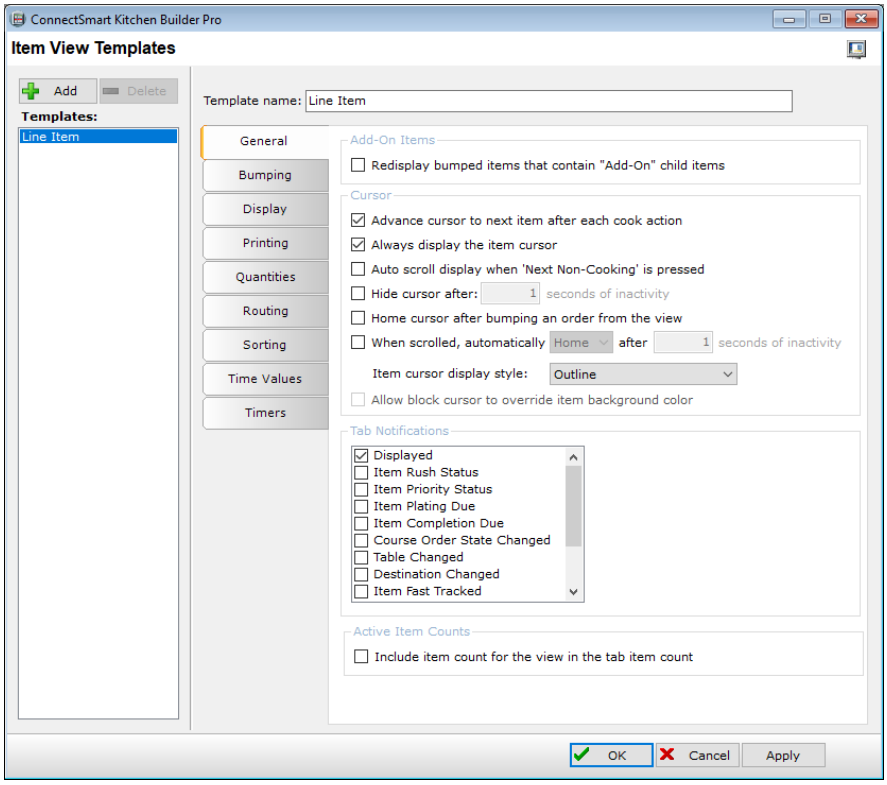
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Note: You must have a valid Table Service license to use Line Item, Flex Item, and AccuPrep views.

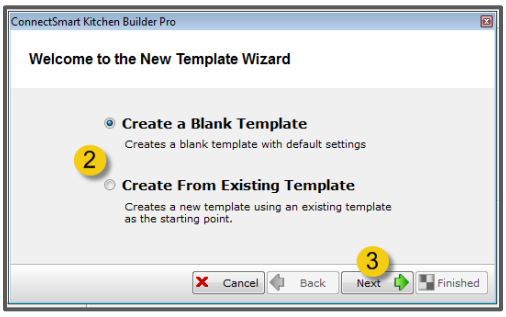
Item View Templates

Item view templates are used to configure item view stations. Each template should be given a unique name. Maintaining multiple item view templates allows you to carefully select specific options that should apply to each item view station in your configuration.

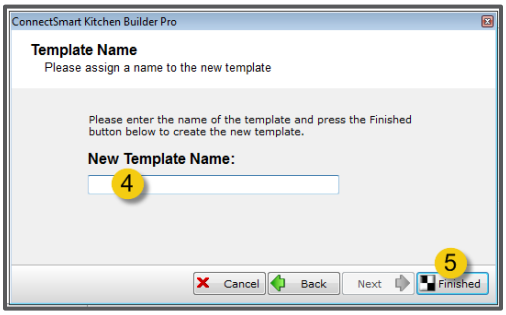
General



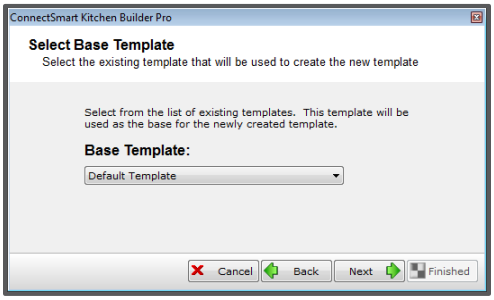
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

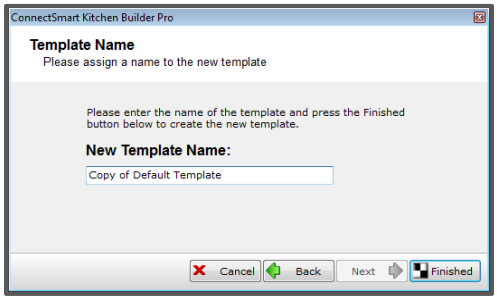


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.





6. Enter a name for the new template.
7. Select Finished.

Note: You can add a template regardless of which tab you are currently on.

8. Select Redisplay bumped items that contain “Add-On” child items to redisplay orders that have been bumped if they receive an add-on item. This is especially useful if the Display Client is configured to allow bumping before transactions are tendered.
9. Select Advance cursor to next item after each cook action to enable the cursor to advance to the next item in the view after the Cook keypad or bump bar button is pressed. When the cursor reaches the last item on the display, it will not auto-scroll into the process queue, but instead will cycle back up to the top of the display.

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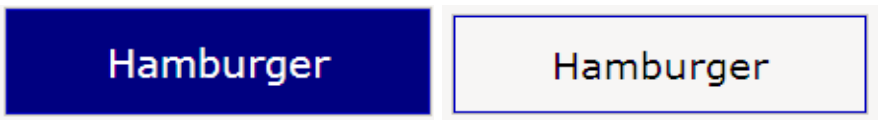
10. Select Always display the item cursor to always be visible, regardless of whether or not you have cursor buttons assigned to the keypad controlling the view. The item cursor will only appear if there are items in the area where the panel cursor currently rests.

Note: The item cursor - which applies to all view types - is configured on the View Attributes tab of the GRDS Color Schemes form. So, if you want the item cursor to be a different color and/or style on different views, you will need to create another color scheme template with the different color setting for the item cursor and apply that color scheme template to the views where you want to see the item cursor in a different color.

11. Select Auto scroll display when 'Next Non-Cooking' is pressed if you want the cursor to auto-scroll into the process queue when using the Next Non- Cooking button on the keypad. When the cursor reaches the end of the scroll queue, it will not cycle back up to the first item in the list.

Note: If this option is not selected, when the cursor reaches the last item on the display, the Next Non-Cooking button will cause the cursor to cycle back up to first item. Keypad buttons are set up on the Virtual Keypads form.

12. For Hide Cursor after X seconds of inactivity, enter an amount of time, in seconds, after which the item cursor gets hidden.
13. Select Home cursor after bumping an order from the view to automatically 'home' the cursor after any order is bumped. The cursor will automatically move to the very first order cell in the list.
14. Select When scrolled, automatically home after "X" seconds of inactivity to auto 'home' the cursor after no keypad input after a defined period of time. If there is no activity from the keypad for that defined amount of time, the display will automatically 'home' the cursor.
15. Select When scrolled, automatically End after "X" seconds of inactivity to auto 'end' the cursor after any order is bumped. If there is no activity from the keypad for that defined amount of time, the cursor will be positioned on the end item.
16. Select an item cursor display style: Block or Outline.



17. Select "Allow block cursor to override item background color" to override the cursor background color with the Item background color.

18. Select the type of tab notifications you want to use. This determines when the inactive tab(s) will flash the notification colors. If you have multiple tabs on a Display Client station, if something changes on one of the inactive tabs (a tab you are not currently on) such as a new order displayed or a rush status), that tab will flash with the color and/or image settings defined on the Notification tab of the Tab Templates form and assigned to that station on the Settings tab of the GRDS Video Station Builder form.

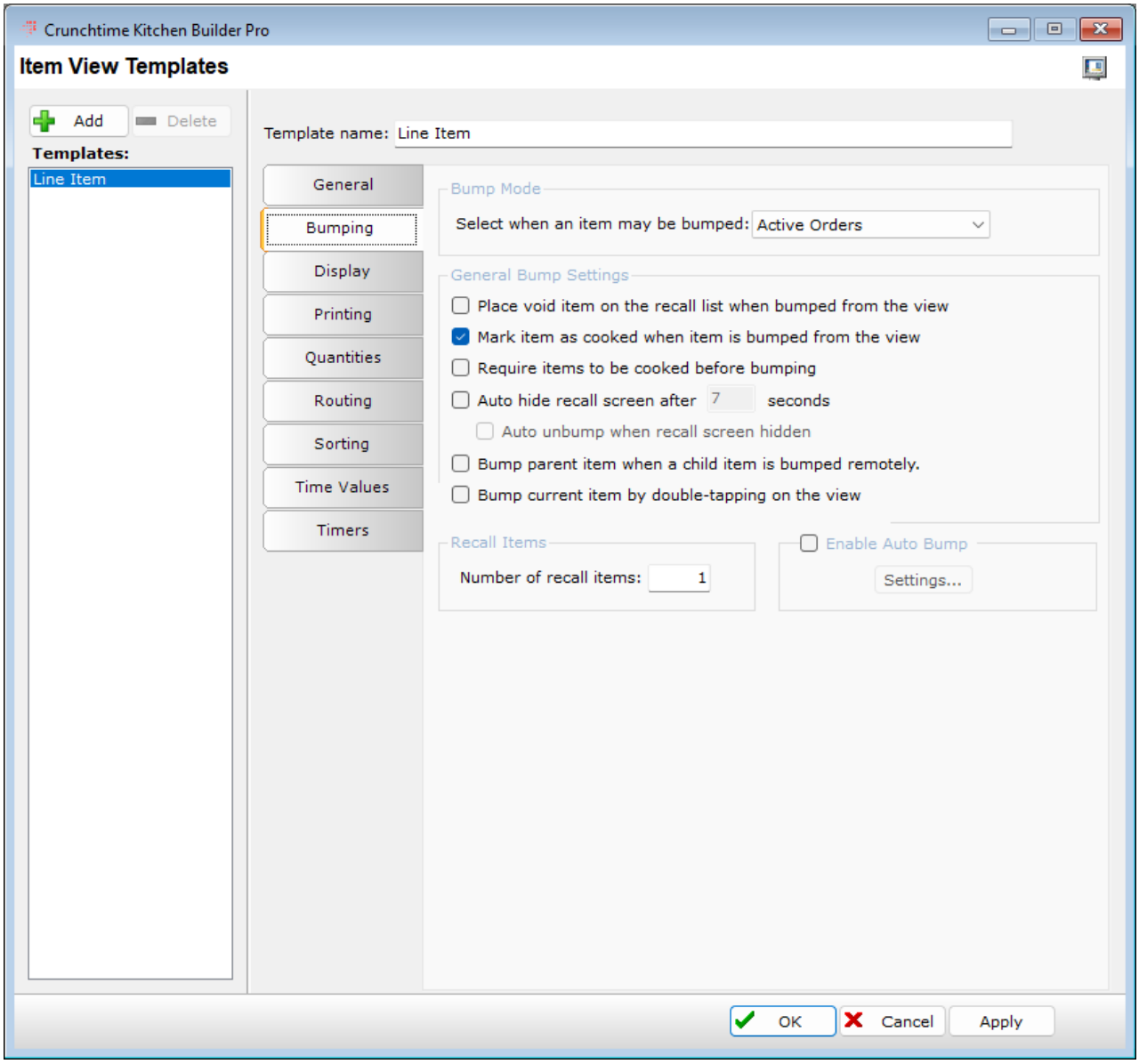
Note: This alerts the cook at the station that they need to take a look at the other tab. If you do not want to use tab notifications, clear the default Displayed and make sure no other tab notifications are selected.

19. Select OK.

Note: In the case of Spy views, you must have Enable Tab Notification selected on the view settings form.

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Bumping


Crunchtime Kitchen Builder Pro
Item View Templates
Add
Delete
Templates:
Line Item
Template name: Line Item
General
Bumping
Display
Printing
Quantities
Routing
Sorting
Time Values
Timers
Bump Mode
Select when an item may be bumped: Active Orders
General Bump Settings
Place void item on the recall list when bumped from the view
Mark item as cooked when item is bumped from the view
Require items to be cooked before bumping
Auto hide recall screen after 7 seconds
Auto unbump when recall screen hidden
Bump parent item when a child item is bumped remotely.
Bump current item by double-tapping on the view
Recall Items
Number of recall items: 1
Enable Auto Bump
Settings...
OK
Cancel
Apply

1. Select when an item may be bumped: Active Orders, Totaled Orders, or Tendered Orders.

- **Active Orders:** Any items associated with an active order may be bumped.
- **Totaled Orders:** Only items associated with orders that have been totaled at the POS system may be bumped.
- **Tendered Orders:** Only items associated with orders that have been tendered at the POS system may be bumped. The term "Tendered" does not necessarily mean the order has been paid. Instead, it simply means that all items for an order have been entered into the POS system.

Note: The criteria selected for Bump Mode must be met before an order can be bumped from an Item View station. (Unlike Order views, Item views do not include tagging restrictions.) If criteria are not met, you will receive an error message on the Display Client if you attempt to bump (auto bump or manual bump) an order that has not met this criteria. So if your settings determine an order cannot be bumped until it is tendered and you try to bump it before it is tendered, you will get an error saying the order cannot be bumped because it is not yet tendered.

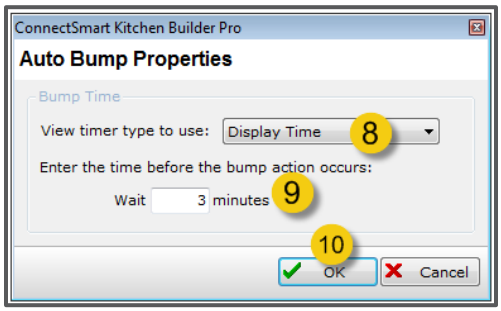
2. Select Place void item on recall list when bumped from the view to make voided items available for recall. If this option is enabled, an item that has been voided by the POS system will appear in the recall queue at the bottom of the view after being bumped from the item view.
3. Select Mark item as cooked when item is bumped from the view to mark an item as “Cooked” when it is bumped from the view. This setting is helpful in eliminating the need to manually mark an item as cooked in addition to bumping the item.
4. Select Require items to be cooked before bumping if you want all items on stations using the template to be in a “Fired” state before they can be bumped from the station.

Note: If Mark item as cooked when item is bumped from the view is selected, the cook base action does not have to be selected before an item can be bumped even though Require items to be cooked before bumping is selected.

Note: If Mark item as cooked when item is bumped from the view is cleared, and Require items to be cooked before bumping is selected, the cook base action must be selected to fire the item before it can be bumped from the view.

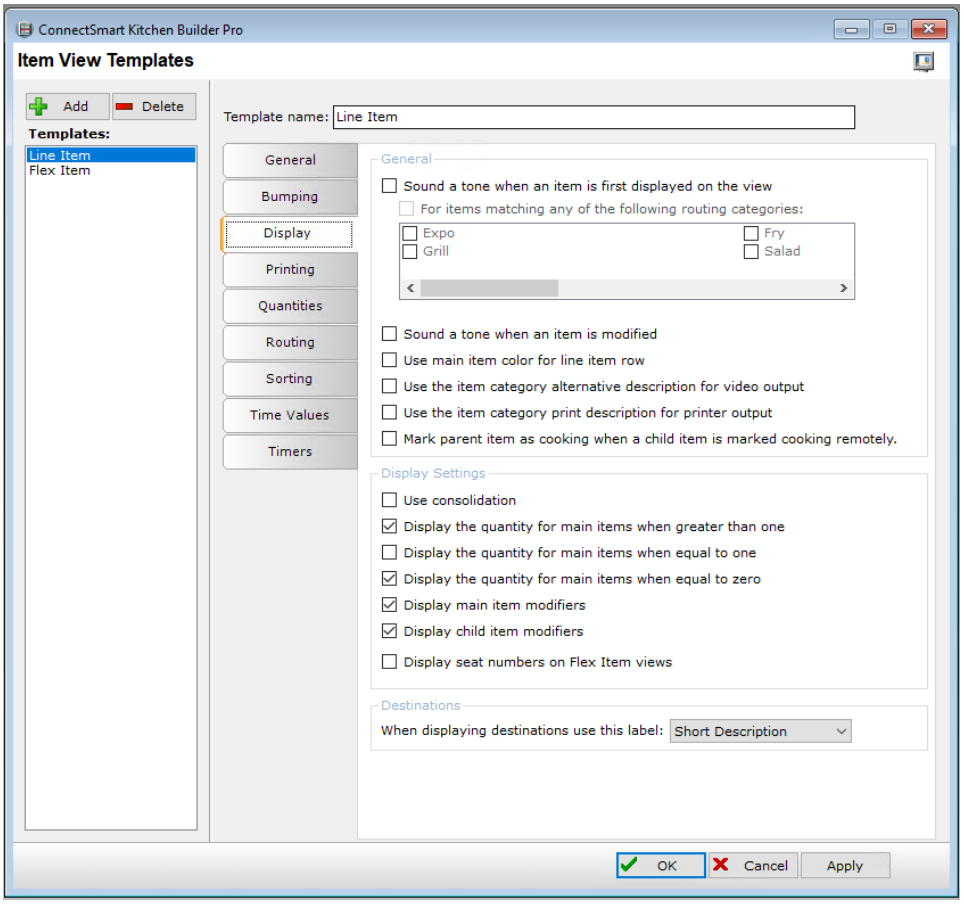
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5. Select "Auto Hide recall screen after X seconds" to automatically clear the Recall window following a set amount of time, eliminating the need for kitchen staff to re-click a button to close out of the window. *This prevents kitchen staff from bumping items early and working out of the recall window*.
    - Enter the amount of time, in seconds, until the Recall window is hidden.
6. Select Bump parent item when a child item is bumped remotely to remove the parent from the view if a child item is displayed without the parent.
7. Select Bump current item by double-tapping on the view to reduce accidental bumps compared with single-tap interactions.
8. Enter the amount of items Crunchtime Kitchen can recall (the number of items to be stored in the recall queue). An item may be recalled after it has been bumped. The default value for this option is ten items. However, this number may be changed to allow up to 99 items to be retained.
9. Select Enable Auto Bump to automatically bump all items on a view after a configurable amount of time.
10. Select Settings… to access the Auto Bump Properties form.
11. Select the view timer type to use: Order Elapsed Time or Display Time.
    - **Order Elapsed Time:** Starts when the order is sent from the POS system
    - **Display Time:** Starts when the item first appears on the view



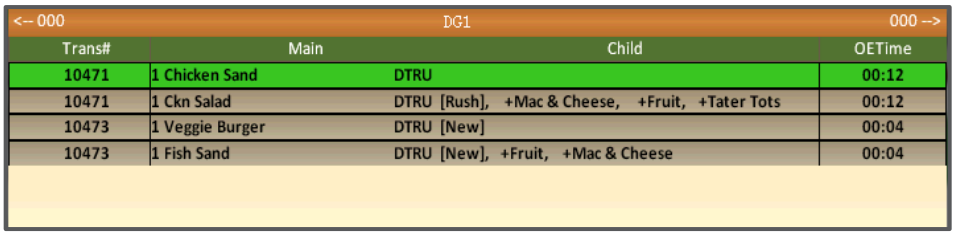
12. Enter a wait time, which is the amount of time, in minutes, that an order remains on the view before it is bumped off. If an order has not been bumped through user interaction within the specified time, it will automatically be bumped off of the view. This can be set to any number between 1 and 999.
13. Select OK on the Auto Bump Properties form to return to the Item View Templates form.

Display

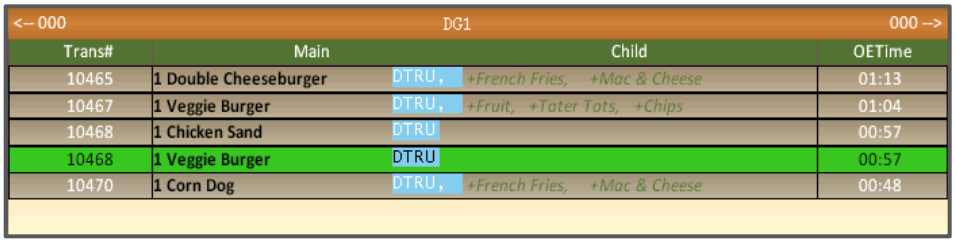


1. Select Sound a tone when an item is first displayed on the view for a tone to be sounded on the keypad or bump bar when an item is first shown on a view.
2. Select Sound a tone when an item is modified f for a tone to sound on the keypad when an item in an order is changed (added, modified, deleted, etc.).
3. Select Use main item color for line item row if you want to make side items, condiments, destination text, and any other element that is sent with the main item to display as the configured color for food items.

Note: The image below shows Use main item color for line item row selected. Notice every option in the rows is black due to black being the defined color of food items on the GRDS Color Schemes form.



Note: Above shows Use main item color for line item row cleared (not selected).



4. Select Use the item category alternative description for video output if when an item matches a configured item category that has an alternative description set, you want the alternative description to appear on the view instead of printing the item's description sent from the POS.
5. Select Use the item category print description for printer output if when an item matches a configured item category that has a print description set, you want the print description to appear on receipts printed from the view instead of printing the item's description sent from the POS.

Note: Alternative and print descriptions are set up on the Item Categories form.

6. Select Use consolidation to consolidate individual order items relative to when they were received from the POS system. Consolidation refers to taking two or more items that are the same item type (i.e. hamburgers) and merging them into one view display item with a quantity greater than one.
7. Select Display the quantity for main items when greater than one to display quantities greater than one for any of the different item types. If the POS system sends multiple quantity items, all of these options should be selected, or it will appear that only one item (or sub item) has been sent. The different item types include: combo items, food items, side items, condiments, prep modifiers, mixed item, piece detail, allergens and pizza.
8. Select Display the quantity for main items when equal to one to display quantities equal to one for any of the item types.

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9. Select Display the quantity for main items when equal to zero if displaying zero quantities is desired.
10. Select Display main item modifiers to display main item modifiers if modifiers are sent by the POS. If you are unsure whether your POS system sends modifiers, check the POS documentation.
11. Select Display child item modifiers to display the modifiers of child items on the line item VDP.
12. Select Display Seat Numbers on Flex Item views to display the Seat Number row beneath the Grid Header for items on Flex Item views.

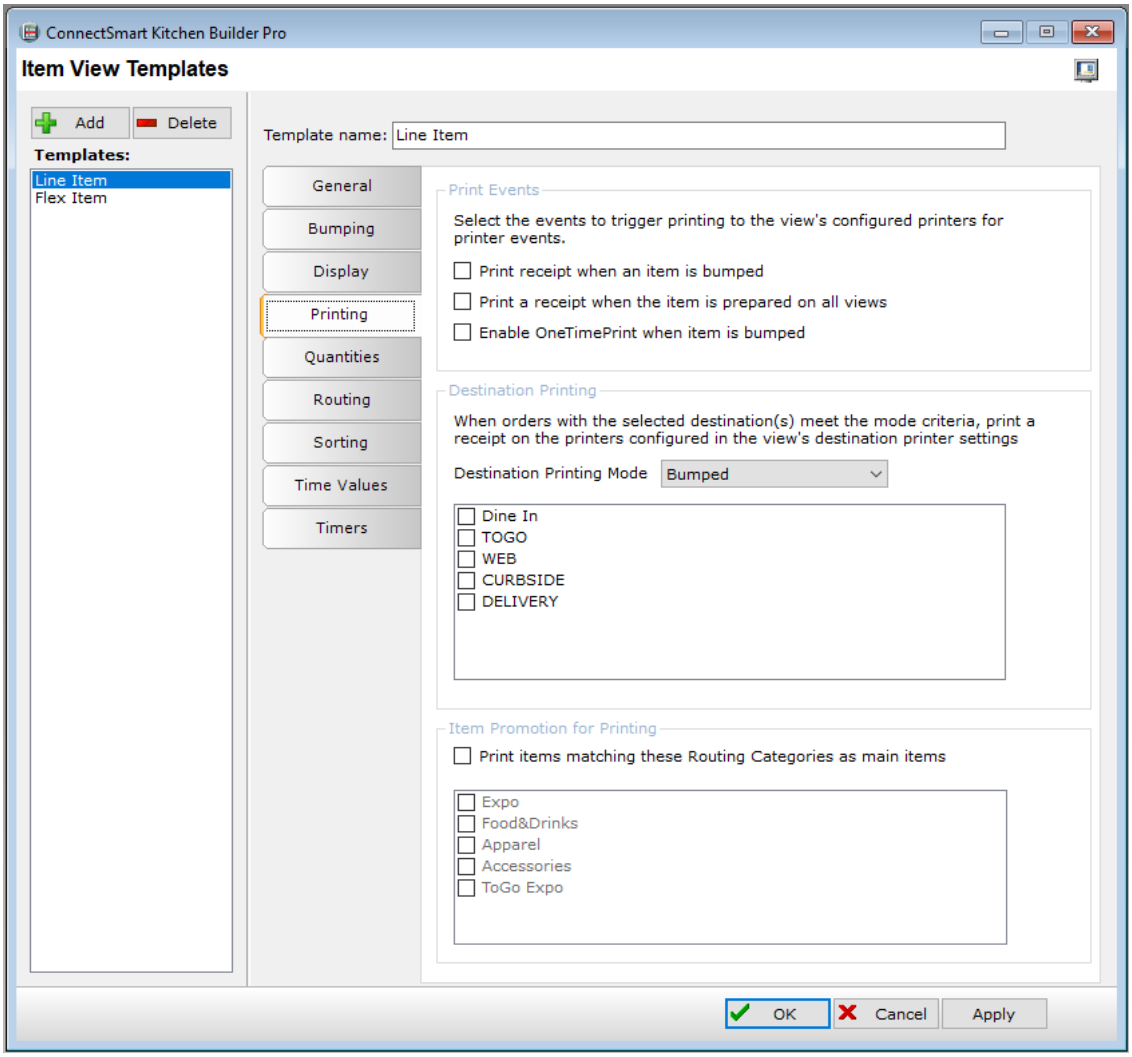
Note: This setting ONLY works on Flex Item views and does not apply to Line Item views.

13. For When displaying destinations use this label, select a display option: No Description, Long Description, Short Description, or Abbreviation. This option provides the ability to assign a destination label to the sub item column of any main item sent with that destination.

Note: No Description means no destination name will appear. Long Description, Short Description, and Abbreviation are all destination text labels defined on the Destinations form.

Printing

The Printing tab includes options for setting up receipt printing on an item basis. In order to use printers, you must be running Crunchtime's ControlPoint.



1. Select **Print a receipt when an item is bumped** to print an item based receipt on the printer attached to the eXpert or ePic CE that is hosting the view from which the item was bumped.
2. Select **Print a receipt when the item is prepared on all views** to print an item when it is bumped from all views. Printing the final bump prevents multiple tickets from being printed for the same item.
3. Select **Enable OneTimePrint when item is bumped** to allow users to specify that an item receipt should only print one time in the Kitchen, even if multiple print events are configured. In the event of lost or damaged receipts, the item receipt can be reprinted manually using the Print Item base action.

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4. Select a Destination Printing Threshold mode and which destinations, when bumped, will print a receipt. Destination printing occurs when any order on a station view with the selected destination is bumped off that view. Any combination of configured destinations can be selected.

Note: The Destination Printing Threshold setting will have two options on the Item View Templates form:

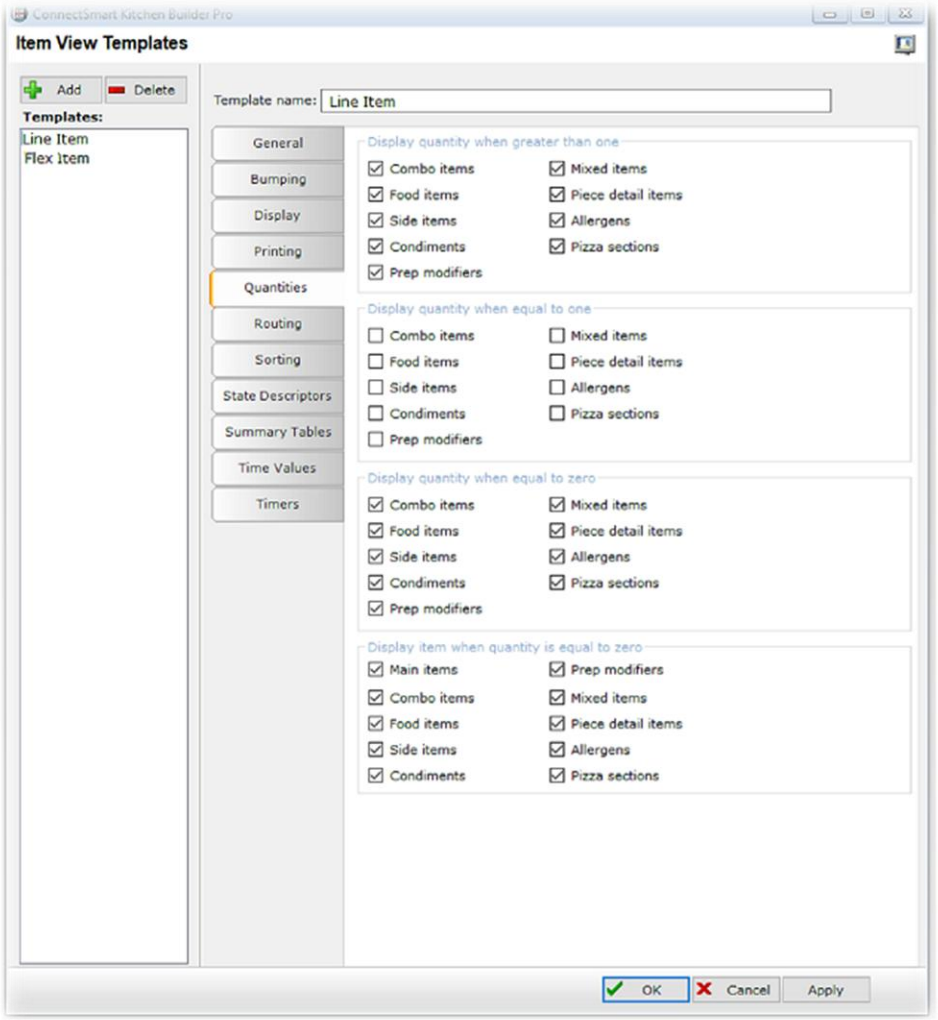
- Bumped: Items with the selected Destinations will print a receipt when bumped from the view. This is the current Destination Printing behavior and will be the default value.
- Prepared On All Views: Items with the selected Destinations will print a receipt when they are prepared on all item-level views.

5. Click the **Print items matching these Routing Categories as main items** checkbox to specify that items matching certain Routing Categories should be promoted to main items for printing.

Note: When using a printer with the Display Client, it should be set (DIP switches on the printer) to XON/XOFF.

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Quantities

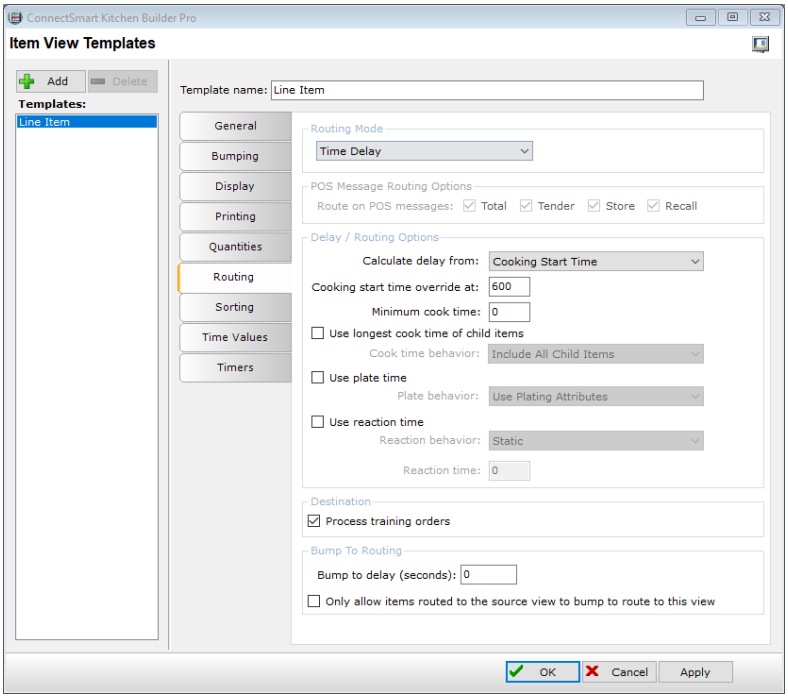


1. Select the options to display multi-quantity items.
2. Select the options to display quantities of one for any of the item types. If the POS system sends multiple quantity items, all of these options should be enabled, otherwise it will appear that only one item (or sub item) has been sent.
3. Select the options to display quantity when equal to zero.
4. Select the options to display item when quantity is equal to zero. Using the checkboxes next to each item type, enable or disable the display of each individual type of item.

Note: The different item types for both one and multiple quantities include: combo items, food items, side items, condiments, prep modifiers, mixed item, piece detail, allergens and pizza.

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Routing



1. Select a routing mode: On the Fly, One Item Back, On POS Message, or Time Delay.

- **On the Fly:** Items are routed and appear as soon as the POS system sends them.

Note: Due to the assembly architecture of Crunchtime Kitchen, On the Fly routing will actually show items one item back.

- **One Item Back:** Items are routed and appear once the POS system sends the next item.

Note: Due to the assembly architecture of Crunchtime Kitchen, One Item Back routing will actually show items two items back.

- **On POS Message:** Items are routed and appear on the Display Client any/all of the following POS Message Routing options are triggered: Total, Tender, Store, Recall. If all POS Message Routing options are selected, “On POS Message” will function as Crunchtime Kitchen 6.0 option “On Total” functioned.
- **Time Delay:** Items are not routed until it is time for them to be cooked. This is based on the cook times configured on the Item Categories form or the cook times that are passed to the Display Client by the POS system.

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Note: You must have a valid Table Service license to use the Time Delay routing mode.

2. Select a delay routing method. Delay routing can be calculated based on the transaction start time or the cooking start time.
    - **Transaction Start Time:** Delay routing begins when the transaction is sent to Crunchtime Kitchen.
    - **Cooking Start Time:** Delay routing begins when the first item (the one with the longest cook time) is marked Cooking. When the first item is marked Cooking, delay routing begins, and the remaining items are staggered based on their respective cook times.
3. If you selected Cooking Start Time, enter a cooking start time override. This is the maximum amount of time, in seconds, to wait for the course to start cooking. This protects the majority of a course from delay routing in case the first item in the course is never marked Cooking. If the first item in the course is not marked Cooking, Crunchtime Kitchen will wait for this override amount of time to pass before it forces delay routing to begin.

Note: If you selected Cooking Start Time, enter a minimum cook time. This provides a minimum time when no child items exist.

4. Select Use longest cook time of child items for delay routing to begin when the first item (the one with the longest cook time) is marked Cooking.
5. If you select Use longest cook time of child items, select a behavior: Include Only Child Items, Include All Child Items, or Include Items Routed By Category.
    - **Include Only Child Items:** Routes items based on the longest side item cook time. This allows restaurants to route side items with varying times based on the longest side item cook time or if no child items exist, route items based on a minimum time.
    - **Include All Child Items:** When the first item is marked Cooking, delay routing begins, and the remaining items are staggered based on their respective cook times. Items with the longest cook time are displayed first.

Note: This option works as an override for stations that are primarily concerned with side items but continue to route the main item. In order for delay routing to delay based on the side item cook time, select Use longest cook time of child items to override the forecast prep time of the main item to become the longest cook time of its child items.

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Example: "Steak - 10 min....Steamed Broccoli - 2 min." If a prep station is only concerned with the steamed broccoli but continues to route the main item so that the station knows which item the broccoli goes with, selecting Use longest cook time of child items will override the forecast prep time of the Steak from 10 minutes to 2 minutes so that Steak / Steamed Broccoli will be delayed for 8 minutes before appearing on the view.

- **Include Items Routed By Category:** Only child items (or the parent item) that were routed by routing categories (not by parent, child, or item tree routing) are included when determining the forecast prep time. This allows the child item cook time to override the parent item cook time when the child is routed by category and the parent is not (even if the parent has a longer cook time than the child).

6. Select Use plate time to use a secondary prep time that can be applied to an item. In many instances, it may be helpful to either route or show the same item with two different times associated to it.

Example: A hamburger may need to be cooked at one station and plated at another. The plate time is defined on the Item Categories Form. By selecting Use plate time, every item associated with this template will use the plate time defined on the Item Categories form rather than the cook time.

7. If you selected Use plate time, select a plate behavior: Adjust Delay Time or Use Plating Attributes.
   - **Adjust Delay Time:** The plate time will actually be used instead of the cook time to delay route the item. This means that the same item is assigned essentially two different prep times. The item will appear on one view according to its cook time, and then later it will appear on another view when the plate time is due.
   - **Use Plating Attributes:** Delay routing will behave normally, using the cook time defined on the Item Categories form to delay routing. However, instead of adjusting the delay routing, the plate time is used to apply two different display attributes to the item. These attributes are Item Plating Due and Item Completion Due, and can be defined on the Item Attributes tab of the GRDS and/or RDS Color Schemes forms.

Example: A burger that has a cook time of 10 minutes and a plate time of 1 minute. The burger would immediately route to the grill and plate views. After nine minutes, the burger would change to the Item Plating Due color only on the plate view. Then, one minute later, the burger would change to the Course Completion Due color only on the plate view.

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8. Select the Use reaction time checkbox to account for reaction time. This is the timeframe in which a kitchen employee sees an item on a station and begins the cooking process. *Once the first time enters the cooking process, the configured "reaction time" value is added to the cook times of all subsequent items routed to a view that are not the longest cook time item on a particular order.*

Example: A reaction time of 30 seconds is added to the Grill view and the following order has been placed: 1 steak (cook time = 10 min) & 1 burger (cook time = 5 min). Because the delay timing does not begin until the first item is marked "Cooking" (steak), there is no impact on the steak's cook time. However, there is an impact on the burger's cook time. The system will add 30 seconds to the burger's cook time (new cook time = 05:30 min OR 330 sec), causing the burger to appear 30 sec prior to the time it would have using the previous settings.

9. Choose the Reaction behavior from the dropdown menu:
   - **Static:** This option would be applicable, if, for example, a restaurant has 3 Line Item Stations (Grill, Fry, Salad) that each use a unique Item View Template. After consulting speed of service data, the restaurant determines that the Salad Station requires a reaction time of 20 seconds, the Fry Station requires 30 seconds, and the Grill Station requires 45 seconds.

Item	Station Display	System Cook Time	Cook Time w/ Reaction Time
Steak Well Done	Grill	750 sec (600 sec Normal Time x 125% Well Done Prep Modifier)	750 sec (No time added; this item is the longest)
Grilled Chkn Salad	Grill	360 sec	405 sec (360 + 45 sec Grill reaction time)
Grilled Chkn Salad	Salad	120 sec	140 (120 + 20 sec Salad reaction time)
Steak will appear 1st on the Grill Station. Grilled Chkn Salad appears on the Grill Station 345 sec later (750 - 405 = 345 sec). Grilled Chkn Salad appears on the Salad Station 265 sec later.			

Static Reaction Behavior Example

- **Dynamic:** This option would be applicable, if, for example, a restaurant has 3 Line Item Stations (Grill, Fry, Salad) that all use the same Item View Template. This template is set to use a system reaction time spanning the last 15 minutes. The system generated average reaction times between 7:15pm – 7:30pm is 53 seconds for the Grill Station, 32 seconds for the Fry Station, and 10 seconds for the Salad Station.

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Item	Station Display	System Cook Time	Cook Time w/ Reaction Time
Steak Well Done	Grill	750 sec (600 sec Normal Time x 125% Well Done Prep Modifier)	750 sec (No time added; this item is the longest)
Grilled Chkn Salad	Grill	360 sec	413 sec (360 + 53 sec Grill reaction time)
Grilled Chkn Salad	Salad	120 sec	130 (120 + 10 sec Salad reaction time)
Steak will appear 1st on the Grill Station. Grilled Chkn Salad appears on the Grill Station 337 sec later (750 - 413 = 345 sec). Grilled Chkn Salad appears on the Salad Station 283 sec later.			

Dynamic Reaction Behavior Example

10. Enter a Reaction time. *Reaction time will NOT affect any rush or priority times based on an offset time or a percentage of the individual item's cook time.*
11. Select Process training orders if you want training orders to appear on display clients according to the current routing and display settings. When this option is not selected, Crunchtime Kitchen filters out all training orders, and they will not appear on any kitchen displays.

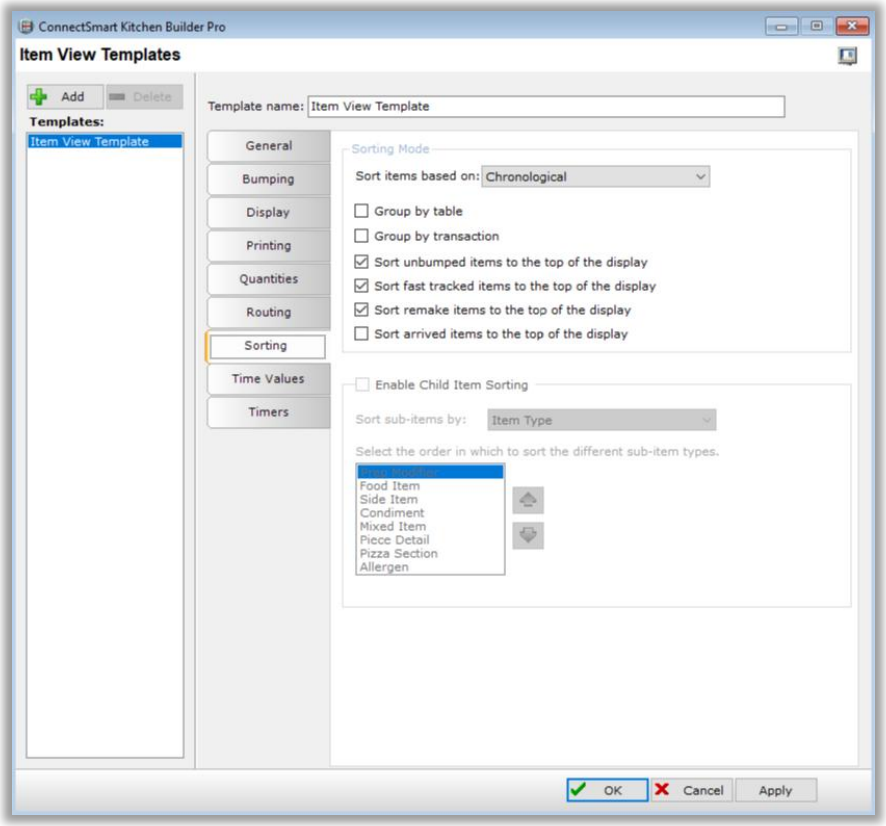
Note: Most POS integrations have built in support for training orders. Training orders are sent with a flag that tells Crunchtime Kitchen they are training orders and not actual customer orders.

12. For Bump to display, enter an amount of time, in seconds. When an order/item is bumped from that station and bump to routing is configured, the order/item will not display on the station in which it is intended to bump to for the amount of time you define here.
13. Select the Only allow items routed to the source view to bump to route to this view. When enabled, this setting will restrict items that can be bumped to a given view based on whether or not they were routed to the source view.

Note: The View Template setting defines a view's behavior as a destination view for bump-to routing. Whether this setting is enabled or disabled on the source view does not impact the behavior of the destination view.

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Sorting



1. Select a sorting model None, Chronological, Item Priority, or Pickup Time.
   - **Chronological:** Items appear in the order that Crunchtime Kitchen receives them from the POS system.
   - **Item Priority:** The highest priority items appear above lower priority items. A value of 1 is considered the highest priority; 999 is the lowest. This value can be passed to the Display Client from the POS system, or if no value is passed, it can be taken from the Item Categories form.
   - **Pickup Time:** This mode sorts items based on the Pickup Time associated with the item. If an item does not have a Pickup Time, it will be sorted by Creation Time.
2. Select Group by table to group by table number when using delay routing. This option causes items coming out of delay routing to be sorted together at the top of the item view.
3. Select Group by transaction to group items by their Transaction Number.
4. Select Sort unbumped items to the top of the display to sort any item marked by a keypad action as “Umbump” in front of all other items.
5. Select Sort fast tracked items to the top of the display to sort any item marked by a keypad action as “Reprioritize Order” in front of all non- reprioritized items.

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6. Select Sort remake items to the top of the display so that when an item is marked for Remake on an Expo, the item will be removed from all preps and rerouted. This resets any bump-to routing that may have occurred, and the item starts back on the original views it was routed to.

Note: Remake also has its own label in Item View Text Labels (found on the Item Views tab of the text Labels form) so it does not take on any attributes from FastTrack and has a completely independent status.

7. Select Sort arrived items to the top of the display to move arrived items to the top.

Note: If more than one of the sorting settings ("sort x orders to the top") is selected, there is a built-in hierarchy that will be used to determine which orders will be moved to the top of the view. The order of precedence is UnBumped, Fast Tracked, Remake, Arrived.

8. Select whether or not you want to enable child item sorting. These settings are independent of the main item sorting options. Child item sorting is actually a two-tier sort. First the Transaction Manager will sort based on the type of child item. For example, it will group all the condiments items together followed by all the side items. Secondly, the Transaction Manager will sort each group of child item types based on the priority value of each item.

Example: All condiments, which are grouped together in the first tier of the sorting, are now sorted based on the individual priority values of each condiment item. This allows you to display different types of child items such as condiments, in a specific order, regardless of how they are entered into the POS terminal.

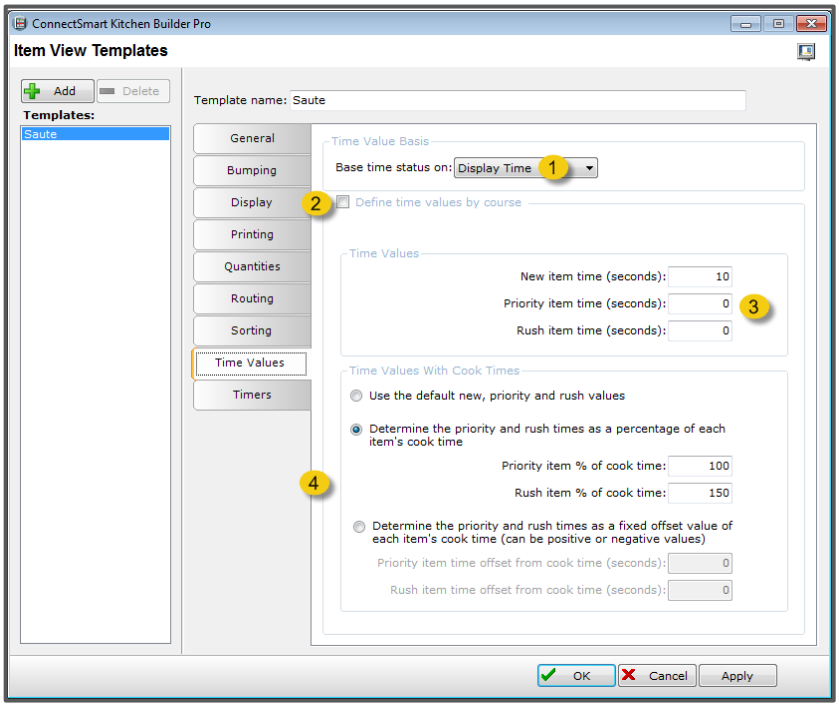
9. If you selected Enable Child Item Sorting, select how to sort sub-items: Item Priority, Item Type, or Item Type and Priority.
    - **Item Priority:** By default, items within a group of item types are sorted in the order in which they are received from the POS system. Selecting Item Priority will cause the Transaction Manager to sort items within the groups of item types, based on the priority value of each item. Items with a higher priority value will appear before items of a lower priority.
    - **Item Type:** The first edit field is a list box containing the different types of child items. When sorting the child items by item type, the Transaction Manager will order the child items in the same order in which the item types appear in this list. To change the order in which the child item types appear in the list, highlight a child item type and select the up or down arrow buttons to move it within the list.

- **Item Type and Priority:** Allows for both types of Sub-Item sorting to take place consecutively. First, Transaction Manager will sort the sub- items based on type, and then, within each sorted sub-item type, the sub-items will be sorted based on the item priority.

10. When sorting the child items by item type, Transaction Manager will order the child items in the same order in which the item types appear in this list. Mixed items will be displayed first, followed by piece detail items, condiments, food items and lastly side items. To move a sub-item type in the list, simply select the item type and then use the up and down arrows to move the item type in the list.

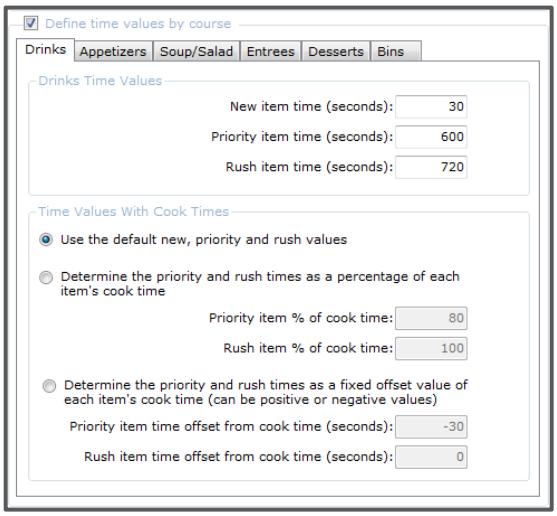
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Time Values



1. Select how to base time status (new, priority, and rush times): Display Time or Order Elapsed Time.
   - **Display Time:** This time starts when the item first appears on the view. (With delay routing, an item will not appear on a view until a certain amount of time has passed since the order was entered at the POS system).
   - **Order Elapsed Time:** This time starts when the order is sent from the POS system.
2. If you want to define new, priority, and rush times for individual courses, select Define time values by course. If you select this option, the Time Values section changes to include tabs for each course: Drinks, Appetizers, Soup/Salad, Entrees, Desserts, and Bins. If you do not select this option, you will be defining times for all orders on the view. The following steps 2-3 apply to courses as well as orders.

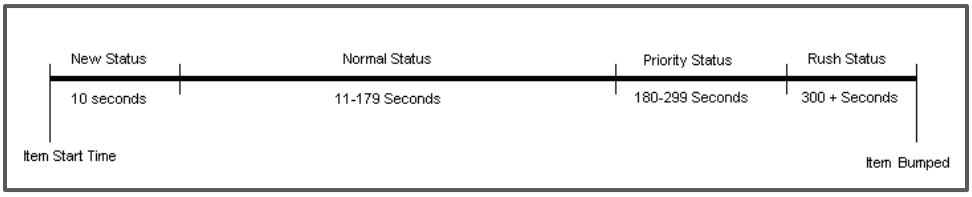
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3. Enter time values for new, priority, and rush orders. New order time is how many seconds it will remain as "new" before switching to "normal." These other two options specify the number of seconds from the time the order was received by the Display Client until the order status changes to Priority or Rush. These changes in the item status are de*Noted by a change in the item's display attributes. These are the default settings for all items appear on the view.

Note: This means that the same item may have a different new, priority, and rush time when appearing on separate display stations. These values can be overridden if a different new, priority, and rush time is defined on the Item Categories form or if the item is an appetizer. Acceptable values are 0-9999. The default values are 10 seconds, 600 seconds (10 minutes), and 720 seconds (12 minutes) respectively. Item view stations use the following steps to determine the new, priority, and rush time of each item shown.

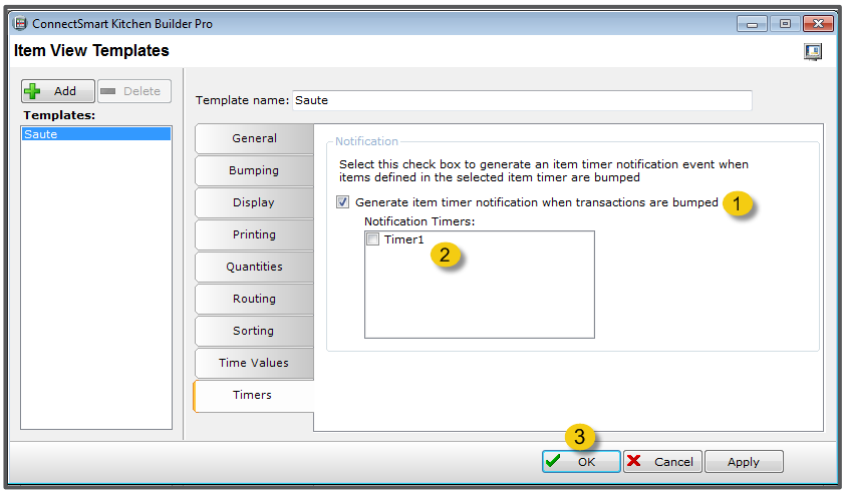
- If the item is an appetizer, the appetizer new, priority, and rush times are used.
- If there is a new/priority/rush time defined for the item's item category number, these new/priority/or rush times are used.
- Finally, if Crunchtime Kitchen is unable to determine the new/priority/rush times, the default values as defined in the view template are used.



4. Select a time value with cook time option:
    - **Use the default new, priority, and rush values:** Items will use the values defined in the Time Values section of the Item View Template form, unless an item already has non-zero values set from either the POS system or the Transaction Manager form.
    - **Determine the priority and rush times as a percentage of each item's cook time:** Calculate the priority and rush times for each item based on the percentages defined here. These values must be between 0-9999 and rush must be greater than priority. If an item's cook time is zero, the priority and rush values default to the values defined in the Time Values section.
    - **Determine the priority and rush times as a fixed offset value of each item's cook time (can be positive or negative values):** Calculate the priority and rush times for each item based on the offset (positive or negative) from the item's cook time you enter on this form below this option. These values must be between -999 and 999 and rush must be greater than priority.

Note: If an item's cook time is zero, the priority and rush values default to the values defined in the Time Values section. Also, if a negative offset is greater than the cook time, then the item will immediately appear in priority (or rush).

Timers



1. Select Generate item timer notification when transactions are bumped if you want the view to generate a timer notification when items are bumped. Each view can generate a notification for one or more timers.

Note: The Notification Timers selection box contains a list of all timers currently defined on the Notification Timers form. If you do not have any item timers set up on the Notification Timers form, no timers will appear in the Notification Timers box.

2. If you select, Generate item timer notification when transactions are bumped, select which timer notifications are generated when bumping transactional data from the view. If there are any views that show these timers with a display mode of “On Notification,” they will immediately start counting down.
3. Select OK.

Item Attributes Priority Templates

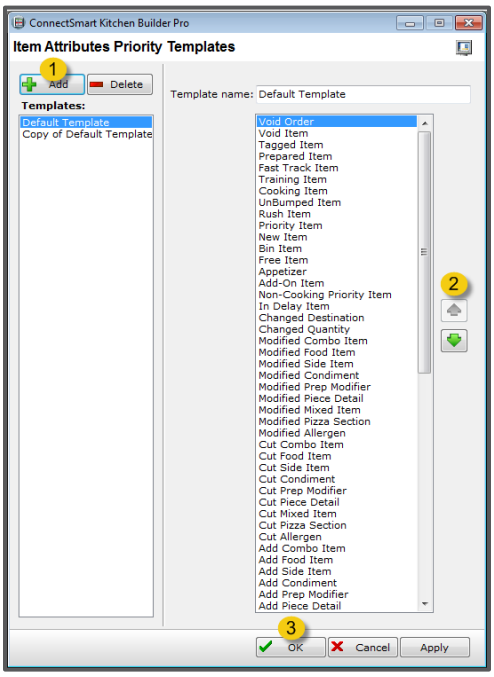
These templates are used to rank the item states in order from highest priority to lowest. This is how Crunchtime Kitchen decides what color attributes to show on the Item View display. For example, if you move Cooking higher than Prepared on the Item Attributes Priority Templates form, when an item is cooking it will show the color attributes for a cooking item, and then when it goes prepared it will still show the color attributes for a cooking item because cooking is considered "more important" than everything below it on the list.

These priorities work as a way of controlling what color attributes an item should use as it moves through various states, including training. So, for instance, when an item moves from Cooking to Prepared, Crunchtime Kitchen evaluates the priority of those states based on the hierarchy established on the view's Item Attributes Priority Templates form, and whichever ranks higher is the attribute that will display.

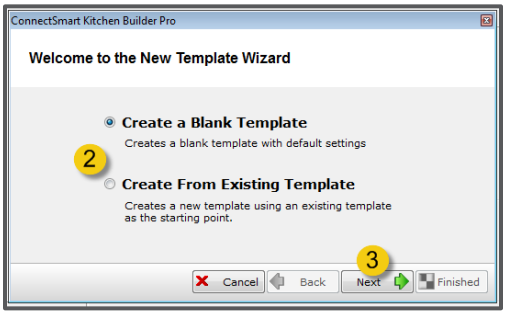
Example: In this example of moving Cooking higher than Prepared on the Item Attributes Priority Templates list, items would never show Prepared unless they were not Cooking first. Once the item enters the Cooking state, its color attributes are only replaced by a new item state if that new state ranks higher than Cooking.

Note: Crunchtime recommends naming attribute templates in line with your Order View, Item View, and/or AccuPrep View template names (often related to the station type/name like Expo, Fry, Line, etc.). Use this form to specify the priority/hierarchy of all item states, and create multiple templates with different order state rankings in the event that different stations have different priorities.

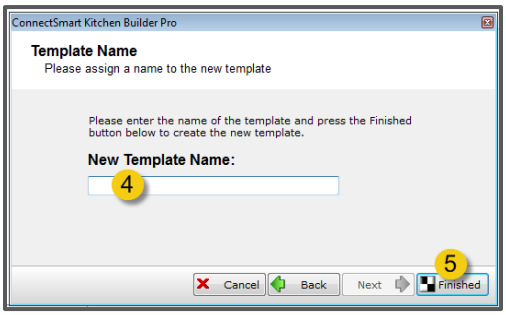
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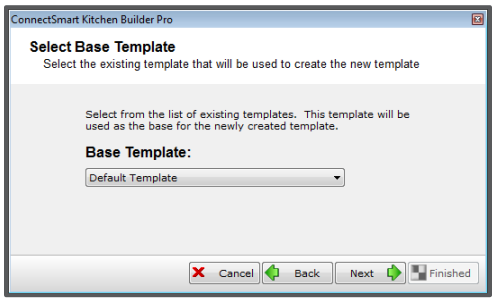
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

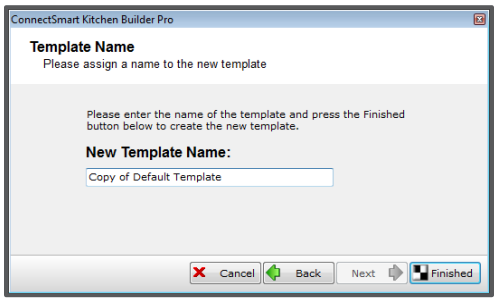


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
    - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
    - Select a template to base the new template on and select Next. The Template Name form appears.
    - Enter a name for the new template and select Finished.





6. Prioritize the item attributes by moving them up or down the list using the up and down arrow buttons, or by dragging and dropping them into place.

Note: You can move multiple attributes at the same time by pressing and holding down the Ctrl key, selecting (selecting) attributes, and using the arrows. This is particularly helpful when moving grouped attributes in the list such as the cut, modified, add, and substitute.

7. Select OK.

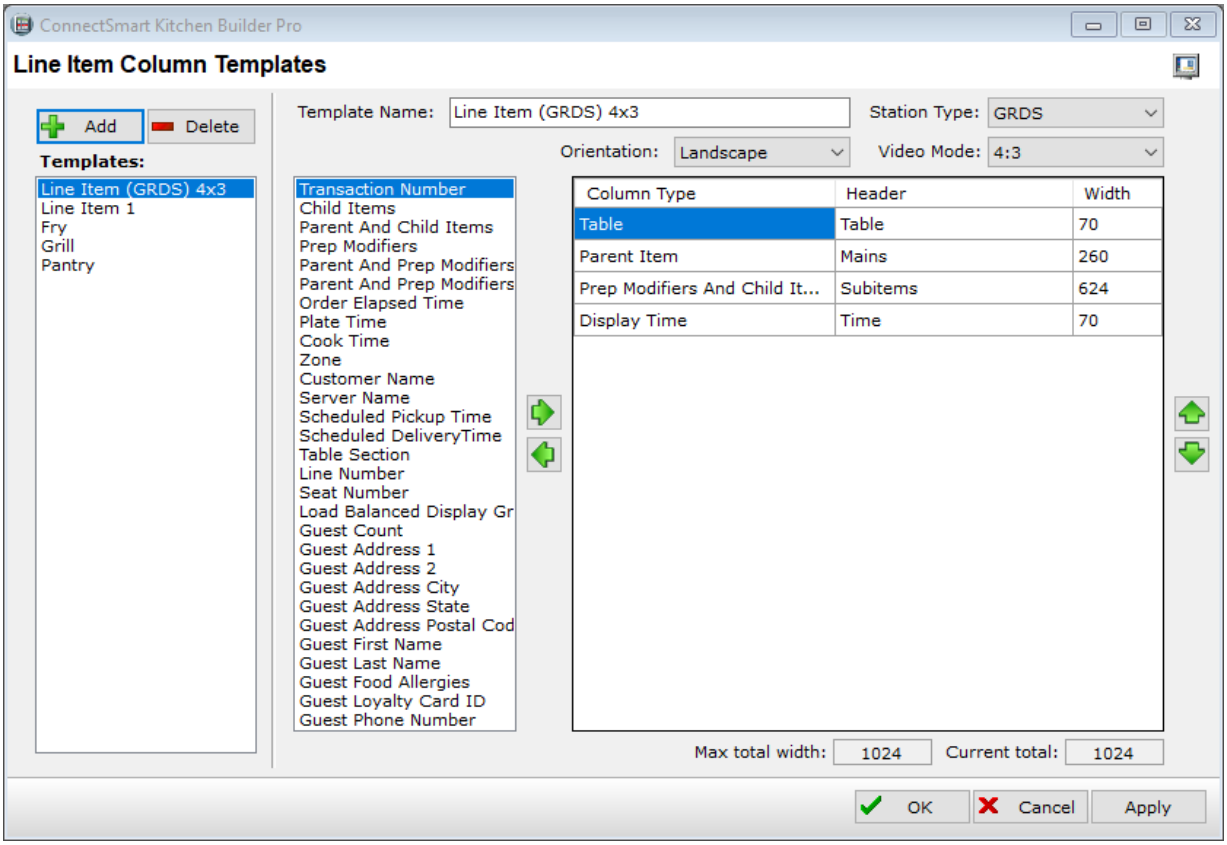
Note: Notice the behaviors of the following item attributes:

- **Routed By Category Item:** Applies if selected routing categories in a routing scheme caused the item to route
- **Routed By Parent Item:** Applies if Force all child items to follow the routing of the parent item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Child Items tab of the Routing Schemes form caused the item to route
- **Routed By Child Item:** Applies if Update parent item routing based on the routing of the child item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Parent Item tab of the Routing Schemes form caused the item to route.
- **Routed By Tree Item:** Applies if the Force all items in tree to follow the item is selected on the Routing Categories tab of the Routing Schemes form and caused the item to route.

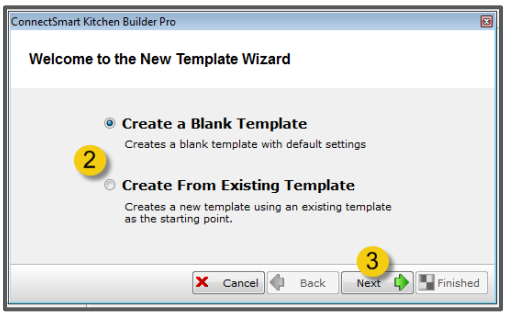
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Line Item Column Templates

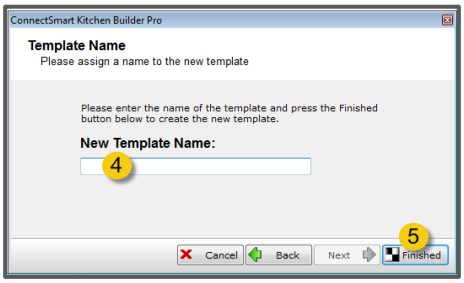
Use the Line Item Column Templates form to set up the headers you want to see on Item Views.



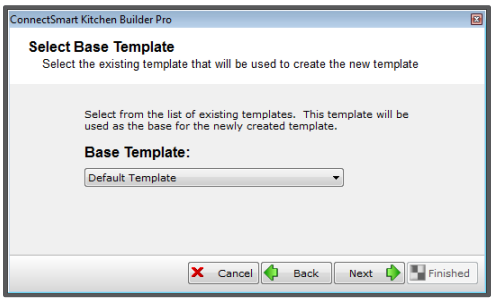
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

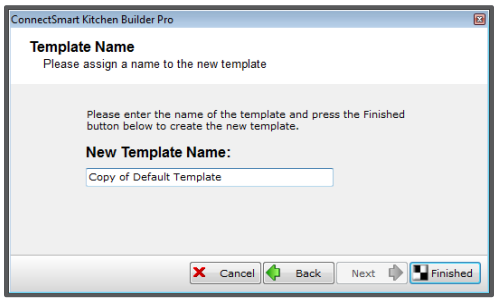


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.
   - Enter a name for the new template and select Finished.





6. Select whether the station type is GRDS or RDS.
7. Select a supported video mode. If your station type is RDS, select 40x25, 80x25, 80x50, or 100x80. If your station type is GRDS, select 4:3, 16:10, or 16:9. Once you select a video mode, the Max total width field at the bottom of the form shows the available width supported with that video mode.

Note: If you select 100x80, the Max total width field displays 80 instead of 100 because the system assumes that when this video mode is selected, the station is going to be display in portrait mode (turning the monitor sideways). Therefore, the width of the template being created still needs to be 80.

Note: In order to use the 80 x 50 video mode, you need to be running the ePic Emulator 9.1.2.0 or later and any device that supports ePic Emulator 9.1.2 or later. (Models DE-2200, DE-3000, and DE-4000 do not support v. 9.1.2 or later.) In order to use the 100 x 80 video mode, you need to be running the ePic Emulator 10.0.1.0 or later and must be using a device such as an xCeed or Onyx that allows portrait display.

8. If you selected GRDS as your station type, select the line item column orientation: Landscape or Portrait.

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9. Select the column headers by using the right and left arrows and assign them column type, header, and a width.
10. Select OK.

Example: In the following example, the Line Item view has five columns.

Column Type	Header	Width
Table	Table #	68
ParentItem	Main Item	200
PrepModifiersAndChildItems	Sub Items	608
Zone	Zonet	68
DisplayTime	Time	80



AccuPrep View

Introduction

The AccuPrep view maximizes screen space, ensures new items aren't missed, and helps the cook easily know the state and status of items. This view helps cooks focus on items that need their attention. For example, a cook will wait to plate side items when it is time to do so. Like the Item view, the AccuPrep view supports delay and dynamic routing. Kitchen managers can use the AccuPrep view to get a quick status of what is happening in their kitchen. Use AccuPrep views to provide a time delay between the main item and sides.

The AccuPrep view has three main areas: New Items, Cooking Items, and Plating Items. Only one area or list can have the input focus at one time.



Press the NextAccuPrep Panel button 

on your bump bar or keypad to move from New to Cooking to Plating and back.

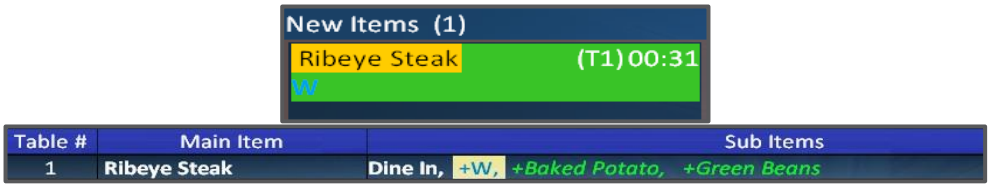
Note: If your POS does not support the Crunchtime cook modifier item, the cook time modifiers defined in the Transaction Manager are used to determine what a cook modifier is and what a condiment or side item is.

New Items Area

Items appear in the New Items area after being routed to the station from the selected routing logic. You can also display these items in a batch mode, which means items are only displayed every X number of seconds. The item quantity value is never displayed unless greater than one. Unlike the Fixed Grid and Line Item stations, there is no reserved number of characters for item quantity on AccuPrep stations. If the quantity is greater than one, the quantity appears followed by a single space followed by the item description.

The New Items area does not show side item or condiments. In addition to main items, it will show prep modifiers.

However, a Line Item view used at a grill station may show the modifiers and sides.



Example: If the worker at the grill station plates up the mashed potatoes and corn while the steak is cooking, the sides may get cold waiting for the steak to complete. That is why AccuPrep only shows the main item and prep modifier (Well Done) in the New Items area. So when the item finally makes it to the Plating Items area, all of the sides appear so the full plate can be finished.

Cooking Items Area

Items appear in the Cooking Items area after moving from the New Items area after you press the Cook button on a bump bar or keypad. Cooking items can appear in one of two formats: detail and summary. You can toggle between these two modes with the Item Summary button. The default format is the detailed mode. Like the New Items section, only cook modifiers appear on an AccuPrep view with the item in the cooking list.

Plating Items Area

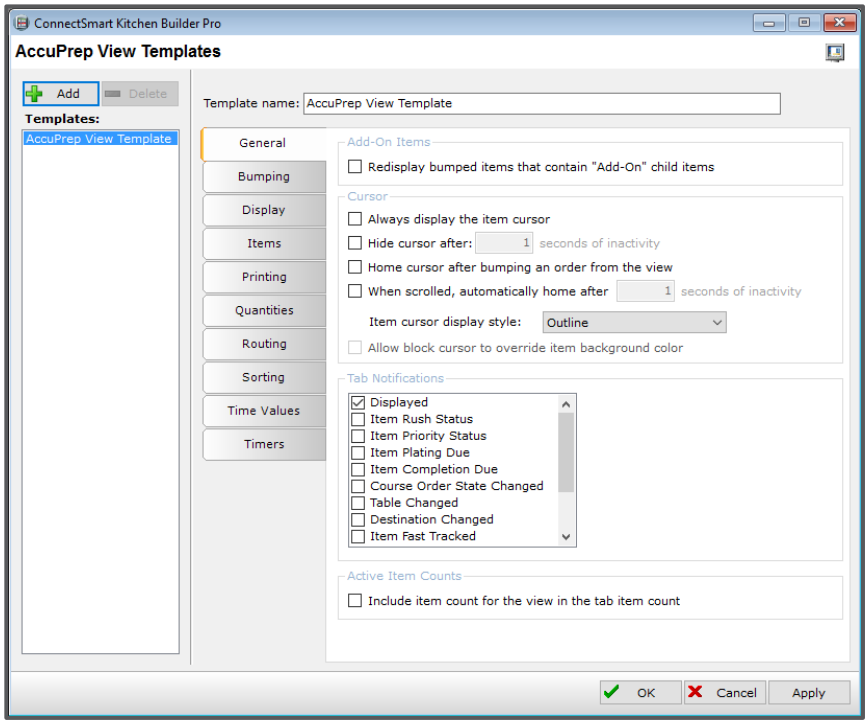
Items appear in the Plating Items Area after they are bumped from the Cooking Items section. They appear in line item style. Items can appear as independent items or grouped by table or transaction number. When they appear as independent items, each item must be bumped separately. When they appear as a group, the bump action applies to the entire group of items. A dotted line separates individual items. A solid line separates groups of items when appearing in group mode, and a dotted line separates individual items within a group. The cursor defaults to the Plating Items Area upon a Display Client restart, an end of day, or an activity level change.

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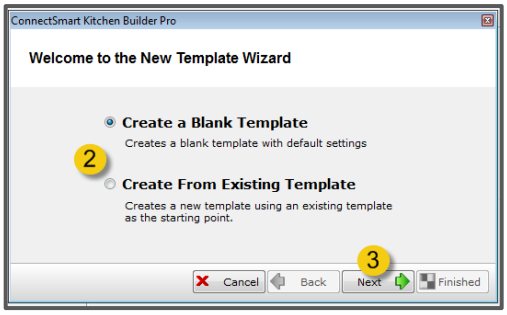
AccuPrep View Templates

AccuPrep view templates are used to configure prep view stations. Each template should be given a unique name. Maintaining multiple prep view templates allows you to carefully select specific options that should apply to each prep view station in your configuration.

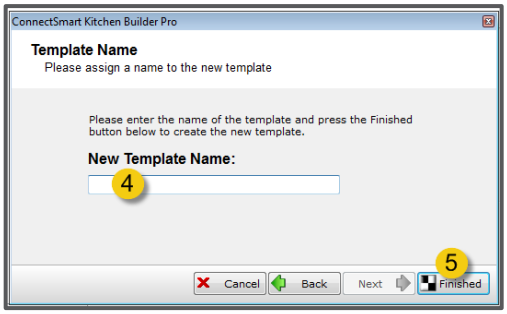
General



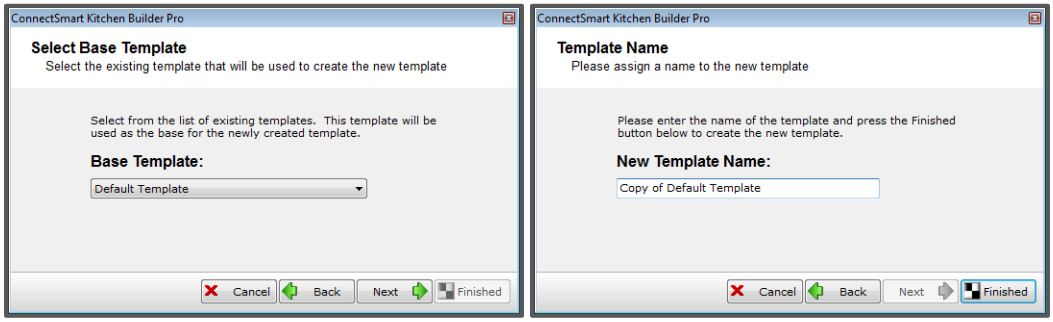
1. Select Add. The New Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.



3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.



6. Enter a name for the new template and select Finished.

Note: You can add a template regardless of which tab you are currently on.

7. Select Redisplay bumped items that contain “Add-On” child items to redisplay items that have been bumped if they are an add-on item. This is especially useful if the Display Client is configured to allow bumping before transactions are tendered.

Note: Add-on item settings on the AccuPrep View Templates form define how add-ons will appear on AccuPrep views. Items, however, will not appear as add-on items until they have met the threshold specified on the Items tab of the Transaction Manager form.

8. Select Always display the item cursor if you want the cursor to always be visible when the panel that has the panel cursor has items on it.

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Note: The item cursor will only appear if there are items in the area where the panel cursor currently rests. For example, if you have the panel cursor positioned on the Plating Items area and there are no items in that area, you should not see the item cursor (even if there are items in the New Items or Cooking Items area).

Note: The item cursor - which applies to all view types is configured on the View Attributes tab of the GRDS Color Schemes form. So, if you want the item cursor to be a different color and/or style on different views, you will need to create another color scheme template with the different color setting for the item cursor and apply that color scheme template to the views where you want to see the item cursor in a different color.

Note: To move the item cursor to a different panel (e.g. from Plating to Cooking), move the panel cursor to make the Cooking panel the active panel.



9. Select Hide cursor after 'X' seconds of inactivity to hide the cursor after the designated time period of inactivity you assign here.
10. Select Home cursor after bumping an order from the view to automatically 'home' the cursor after any order is bumped. The cursor will automatically move to the very first order cell in the list.
11. Select When scrolled, automatically home after 'X' seconds of inactivity to auto 'home' the cursor after no keypad input after a defined period of time. If there is no activity from the keypad for that defined amount of time, the display will automatically 'home' the cursor.
12. For item cursor style, select Block or Outline.



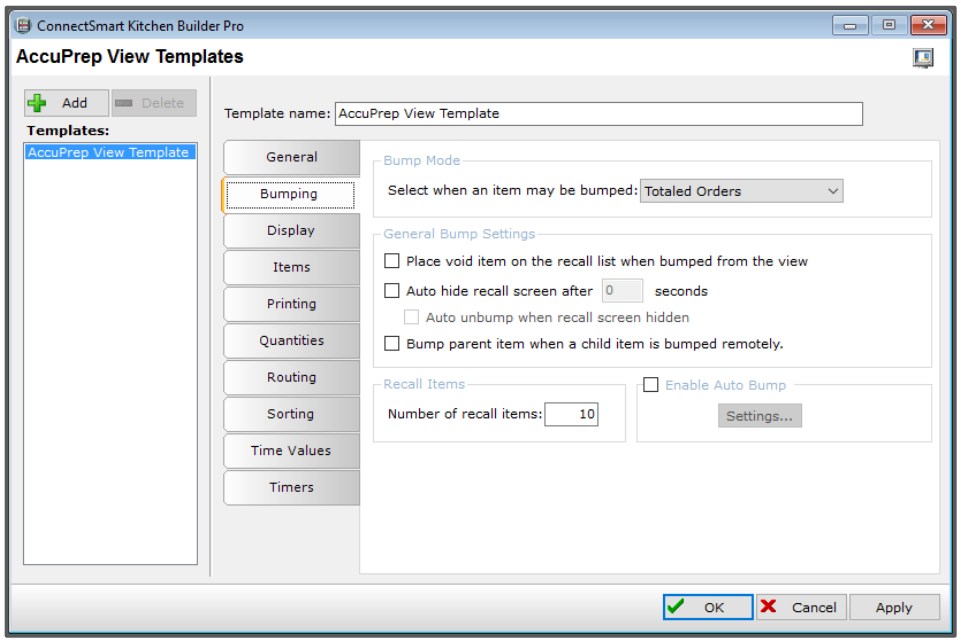
13. Select "Allow block cursor to override item background color" to override the cursor background color with the Item background color.

14. Select the type of tab notifications you want to use. This determines when the inactive tab(s) will flash the notification colors. If you have multiple tabs on a Display Client station, if something changes on one of the inactive tabs (a tab you are not currently on) such as a new order displayed or a rush status), that tab will flash with the color and/or image settings defined on the Notification tab of the Tab Templates form and assigned to that station on the Settings tab of the GRDS Video Station Builder form.

Note: This alerts the cook at the station that they need to take a look at the other tab. If you do not want to use tab notifications, clear the default Displayed and make sure no other tab notifications are selected.

Note: In the case of Spy views, you must have Enable Tab Notification selected on the view settings form.

Bumping

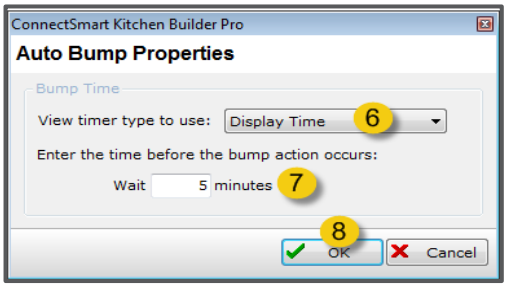


1. Select when an item may be bumped: Active Orders, Totaled Orders, or Tendered Orders.
   - **Active Orders:** Any items associated with an active order may be bumped.
   - **Totaled Orders:** Only items associated with orders that have been totaled at the POS system may be bumped.

- **Tendered Orders:** Only items associated with orders that have been tendered at the POS system may be bumped. (The term "Tendered" does not necessarily mean the order has been paid. Instead, it simply means that all items for an order have been entered into the POS system.)

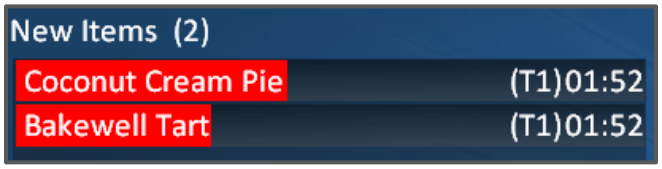
Note: The criteria selected for Bump Mode must be met before an order can be bumped from an AccuPrep View station. (Unlike Order views, AccuPrep views do not include tagging restrictions.) If criteria are not met, you will receive an error message on the Display Client if you attempt to bump (auto bump or manual bump) an order that has not met this criteria. So if your settings determine an order cannot be bumped until it is totaled and you try to bump it before it is totaled, you will get an error saying the order cannot be bumped because it is not yet totaled.

2. Select Place void item on recall list when bumped from the view to make voided items available for recall. If this option is enabled, an item that has been voided by the POS system will appear in the recall queue at the bottom of the view after being bumped from the view.
3. Select "Auto Hide recall screen after X seconds" to automatically clear the Recall window following a set amount of time, eliminating the need for kitchen staff to re-click a button to close out of the window. *This prevents kitchen staff from bumping items early and working out of the recall window*.
   - Enter the amount of time, in seconds, until the Recall window is hidden.
4. Enter a number of recall items, which controls the number of items to be stored in the recall queue. An item may be recalled after it has been bumped. The default value for this option is ten items. However, this number may be changed to allow up to 99 items to be retained.
5. Select Enable Auto Bump to automatically bump all items on a view after a configurable amount of time.
6. If you select Enable Auto Bump, select Settings…, The Auto Bump Settings form appears.



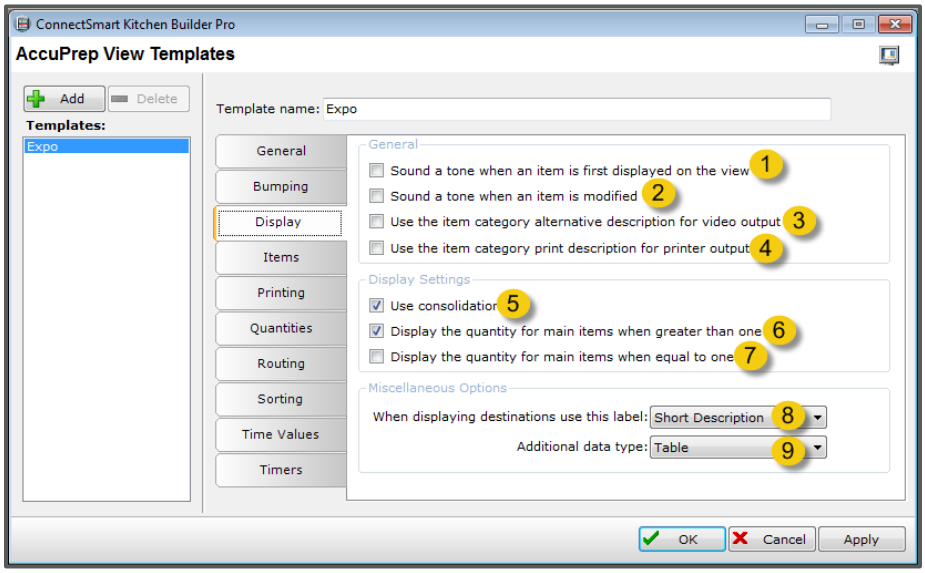
7. Select a view timer type to use: Display Time or Order Elapsed Time.
   - **Display Time:** This time starts when the item first appears on the view. With delay routing, however, an item will not appear on a view until a certain amount of time has passed since the order was entered at the POS system.

- **Order Elapsed Time:** This time starts when the order is sent from the POS.



8. Enter the amount of time, in minutes, that must pass before the bump action occurs. If an order has not been bumped off by this amount of time, Crunchtime Kitchen automatically bumps it off of the view. This setting can be between 1-999 minutes.
9. Select OK.

Display



1. Select Sound a tone when an item is first displayed on the view to cause a tone to be sounded on the keypad or bump bar when an item is first shown on a view.
2. Select Sound a tone when an order is modified for a tone to sound on the keypad when an item in an order is changed (added, modified, deleted, etc.).
3. Select Use the item category alternative description for video output if when an item matches a configured item category that has an alternative description set, you want the alternative description to appear on the view instead of printing the item's description sent from the POS.

4. Select Use the item category print description for printer output if when an item matches a configured item category that has a print description set, you want the print description to appear on receipts printed from the view instead of printing the item's description sent from the POS.

Note: Alternative and print descriptions are set up on the Item Categories form.

5. Select Use consolidation to consolidate individual order items relative to when they were received from the POS system. Consolidation refers to taking two or more items that are the same item type (i.e. hamburgers) and merging them into one view display item with a quantity greater than one.
6. Select Display the quantity for main items when greater than one to display quantities greater than one for any of the item types. If the POS system sends multiple quantity items, this option should be selected, or it will appear that only one item (or sub item) has been sent.
7. Select Display the quantity for main items when equal to one to display quantities greater than one for any of the item types. If the POS system sends multiple quantity items, all of these options should be selected, or it will appear that only one item (or sub item) has been sent.
8. Select which label you want to use when displaying destinations: No Description, Long Description, Short Description, or Abbreviation. With this setting, you can assign a destination label to the sub item column of any main item sent with that destination. There are three text description options for destinations.

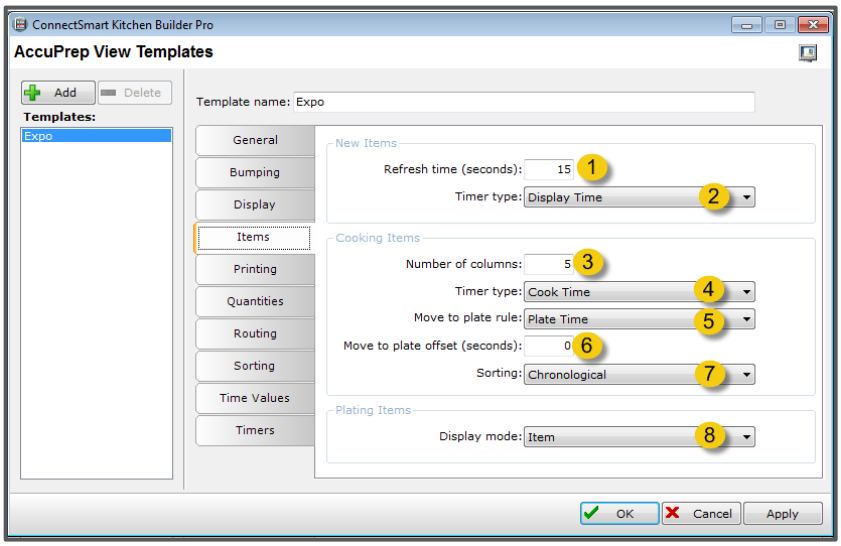
Note: The long description has a 20-character limit; the short description has a 12-character limit, and the abbreviation has a 10-character limit. These destination labels are set up on the Destinations form.

9. Select an additional data type: Table or Transaction Number.

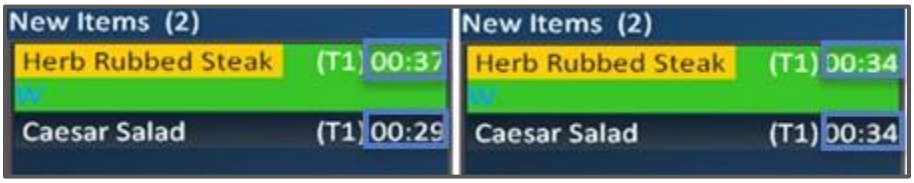
Note: On the AccuPrep Views tab of the Text Labels form, you can enter a label for this additional data. The default is “T.”



Items



1. Enter a refresh time, up to 9999 seconds. This is the amount of time to buffer new items before they appear in the New Items area.
2. Select a timer type for new items: Display Time or Order Elapsed Time.

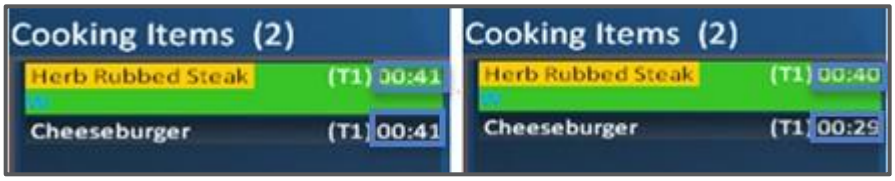


Note: New items are moved from the New Items area to the Cooking Items area when you press the Cook base action button on a bump bar or keyboard.



3. Select the number of columns to appear in the Cooking Items area at the bottom of the AccuPrep View.
4. Select a Cooking Items timer type for cooking items: Display Time, Order Elapsed Time, or Cook Time.

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5. Items will also move there automatically based on Move to plate rule settings. Select Plate Time, Main Item Cook Time, Side Item Cook Time, or Longest Of Main Item Or Side Item.
    - **Plate Time:** Moves to the Plating section based on the plate time configured for the item (on the Item Categories form). For example, if an item's plate time is configured for two minutes, then two minutes before the item is due to be finished, it will display in the Plating section.
    - **Main Item Cook Time:** Moves to the Plating section based on the main item's cook time. For example, if the main item has a cook time of eight minutes, after eight minutes of displaying in the cooking section, it will move to the plating section.
    - **Side Item Cook Time:** Moves to the Plating section based on the longest side item cook time associated with the main item. For example, if the main item has a cook time of 10 minutes, the first side item has a cook time of 6 minutes, and the second side item has a cook time of 3 minutes, then 4 minutes after displaying on the Cooking section, it will move to the Plating section, to give the side item 6 minutes to cook. If no Side Item is rung with the Main Item, it will use the Main Item Cook Time rule.
    - **Longest Of Main Item Or Side Item:** Moves to the Plating section based on the longest cooking time of either a main item or a side item. For example, if the longest cook time of the main item and its side items is five minutes, five minutes after the item is marked Cooking, it will automatically bump to the Plating section. If the offset is set to 60, it will move 60 seconds prior to the longest cook time of the main item or side items, or in the case of this example, four minutes.

Note: Items can be also moved to the Plating Items area with the Bump base action if the Cooking Items area has the input focus, which is denoted by a colored outline around the area.

6. The Move to plate offset is an offset of whichever move to plate rule is chosen. Enter an amount of time, in seconds.

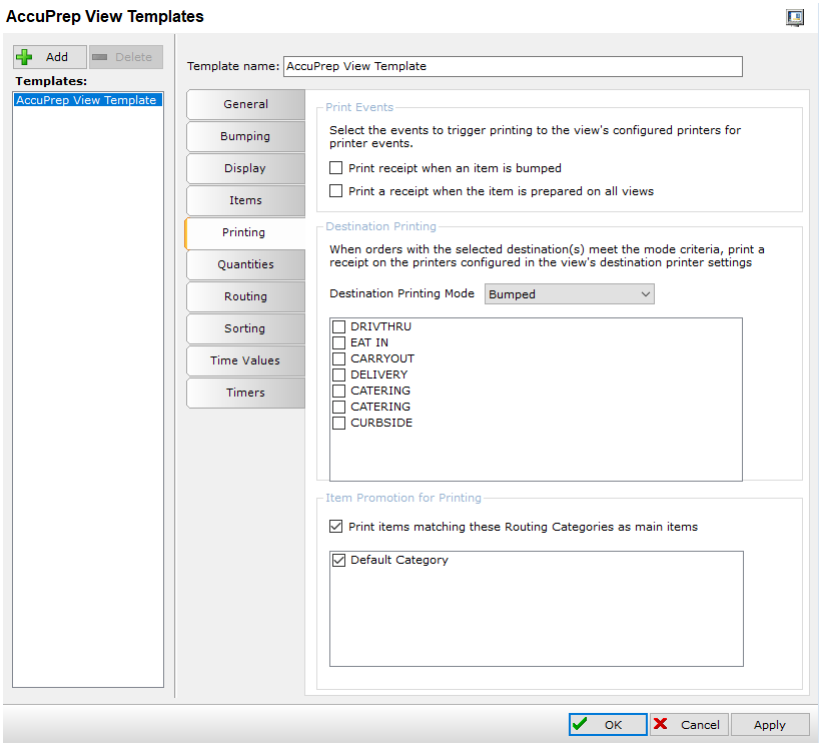
Example: If you select Main Item Cook Time and the cook time is 5 minutes, 5 minutes after the item is marked Cooking it will automatically bump to the plate section. If the offset is set to 60, it will move 60 seconds prior to the cook time or in the case of this example, 4 minutes.

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7. Select a sorting method: Chronological or Estimated Plate Time.
    - **Chronological:** Displays the cooking items in the order in which they are marked as Cooking.
    - **Estimated Plate Time:** Displays the cooking items in the order in which they will move from the Cooking Items area to the Plating Items area.
8. Select a display mode for Plating Items: Item or Order.
    - **Item:** Displays per line in the Plating Items area
    - **Order:** Groups items from the same check or table in the Plating Items area.

Printing

In order to use printers, you must be running Crunchtime's ControlPoint.



1. Select Print a receipt when an item is bumped to print an item based receipt on the printer attached to the eXpert or ePic CE that is hosting the view from which the item was bumped.
2. Select Print a receipt when the item is prepared on all views to print an item when it is bumped from all views. Printing the final bump prevents multiple tickets from being printed for the same item.

3. Select a Destination Printing Threshold mode and which destinations, when bumped, will print a receipt. Destination printing occurs when any order on a station view with the selected destination is bumped off that view. Any combination of configured destinations can be selected.
4. Click the **Print items matching these Routing Categories as main items** checkbox to specify that items matching certain Routing Categories should be promoted to main items for printing.

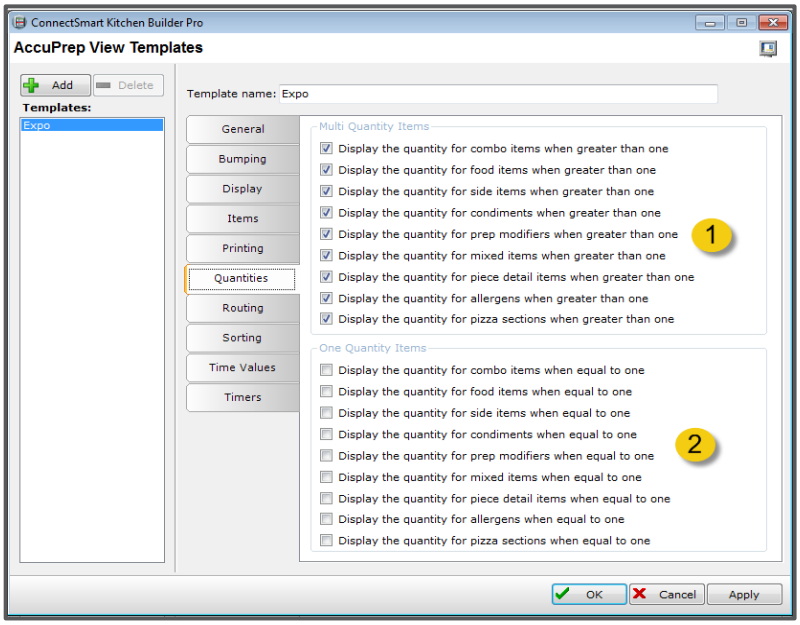
Note: The Destination Printing Threshold setting will have two options on the Item View Templates form:

- Bumped: Items with the selected Destinations will print a receipt when bumped from the view. This is the current Destination Printing behavior and will be the default value.
- Prepared On All Views: Items with the selected Destinations will print a receipt when they are prepared on all item-level views.

Note: When used with the Display Client, a printer should be set (DIP switches on the printer) to XON/XOFF.

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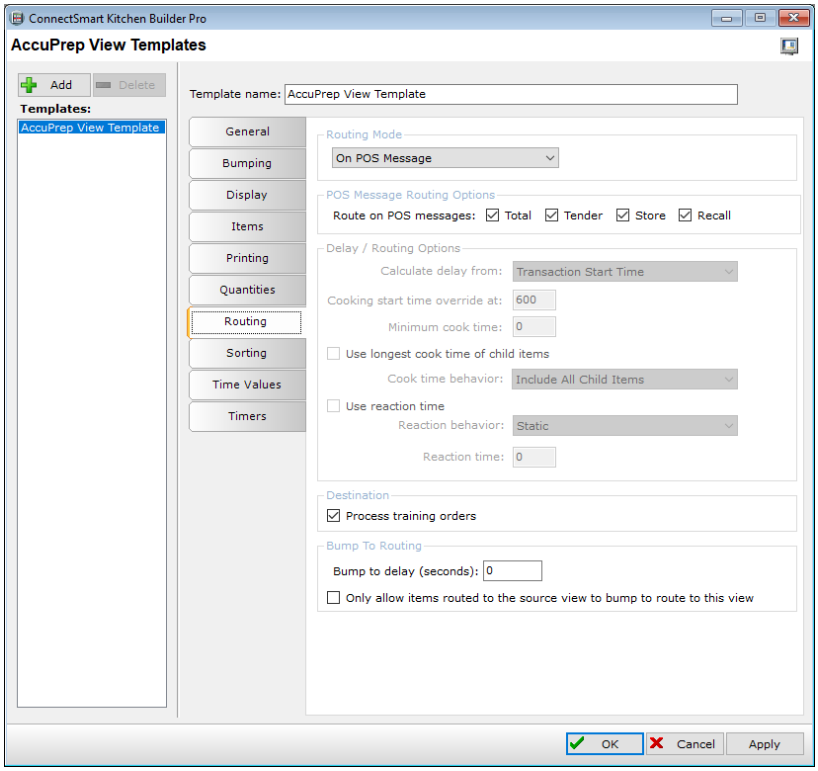
Quantities



1. Select the options to display quantities greater than one for any of the item types. If the POS system sends multiple quantity items, all of these options should be selected, or it will appear that only one item (or sub item) has been sent. The different item types include: assembly, items, side items, condiments, prep modifiers, price modifiers, mixed modifiers, and piece modifiers.
2. Select the options to display any items or sub items sent with a quantity of one for any of the item types.

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Routing



1. Select a routing mode: On the Fly, One Item Back, On Total, or Time 2.
    - **On the Fly:** Items are routed and appear on the Display Client as soon as the POS system sends them.

Note: Due to the assembly architecture of Crunchtime Kitchen, On the Fly routing will actually show items one item back.

- **One Item Back:** Items are routed and appear on the Display Client once the POS system sends the next item.

Note: Due to the assembly architecture of Crunchtime Kitchen, One Item Back routing will actually show items two items back.

- **On POS Message:** Items are routed and appear on the Display Client any/all of the following POS Message Routing options are triggered: Total, Tender, Store, Recall. If all POS Message Routing options are selected, “On POS Message” will function as Crunchtime Kitchen 6.0 option “On Total” functioned.
- **Time Delay:** Items are not routed until it is time for them to be cooked. This is based on the cook times configured on the Item Categories form or the cook times that are passed to the Display Client by the POS system.

Note: You must have a valid Table Service license to use the Time Delay routing mode.

2. Select a delay routing method. Delay routing can be calculated based on the transaction start time or the cooking start time.
    - **Transaction Start Time:** Delay routing begins when the transaction is sent to Crunchtime Kitchen.
    - **Cooking Start Time:** Delay routing begins when the first item (the one with the longest cook time) is marked Cooking. When the first item is marked Cooking, delay routing begins, and the remaining items are staggered based on their respective cook times.
3. If you selected Cooking Start Time, enter a cooking start time override. This is the maximum amount of time, in seconds, to wait for the course to start cooking. This protects the majority of a course from delay routing in case the first item in the course is never marked Cooking. If the first item in the course is not marked Cooking, Crunchtime Kitchen will wait for this override amount of time to pass before it forces delay routing to begin.
4. Select Use longest cook time of child items for delay routing to begin when the first item (the one with the longest cook time) is marked Cooking.
5. If you select Use longest cook time of child items, select a behavior: Include All Child Items or Include Items Routed By Category.
    - **Include All Child Items:** When the first item is marked Cooking, delay routing begins, and the remaining items are staggered based on their respective cook times. Items with the longest cook time are displayed first.

Note: This option works as an override for stations that are primarily concerned with side items but continue to route the main item. In order for delay routing to delay based on the side item cook time, select Use longest cook time of child items to override the forecast prep time of the main item to become the longest cook time of its child items.

Example: "Steak - 10 min...Steamed Broccoli - 2 min." If a prep station is only concerned with the steamed broccoli but continues to route the main item so that the station knows which item the broccoli goes with, selecting Use longest cook time of child items will override the forecast prep time of the Steak from 10 minutes to 2 minutes so that Steak / Steamed Broccoli will be delayed for 8 minutes before appearing on the view.

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- **Include Items Routed By Category:** Only child items (or the parent item) that were routed by routing categories (not by parent, child, or item tree routing) are included when determining the forecast prep time. This allows the child item cook time to override the parent item cook time when the child is routed by category and the parent is not (even if the parent has a longer cook time than the child).

6. Select the Use reaction time checkbox to account for reaction time. This is the timeframe in which a kitchen employee sees an item on a station and begins the cooking process. *Once the first time enters the cooking process, the configured "reaction time" calue is added to the cook times of all subsequent items routed to a view that are not the longest cook time item on a particular order.*

Example: A reaction time of 30 seconds is added to the Grill view and the following order has been placed: 1 steak (cook time = 10 min) & 1 burger (cook time = 5 min). Because the delay timing does not begin until the first item is marked "Cooking" (steak), there is no impact on the steak's cook time. However, there is an impact on the burger's cook time. The system will add 30 seconds to the burger's cook time (new cook time = 05:30 min OR 330 sec), causing the burger to appear 30 sec prior to the time it would have using the previous settings.

7. Choose the Reaction behavior from the dropdown menu:
   - **Static:** This option would be applicable, if, for example, a restaurant has 3 Line Item Stations (Grill, Fry, Salad) that each use a unique Item View Template. After consulting speed of service data, the restaurant determines that the Salad Station requires a reaction time of 20 seconds, the Fry Station requires 30 seconds, and the Grill Station requires 45 seconds.

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Item	Station Display	System Cook Time	Cook Time w/ Reaction Time
Steak Well Done	Grill	750 sec (600 sec Normal Time x 125% Well Done Prep Modifier)	750 sec (No time added; this item is the longest)
Grilled Chkn Salad	Grill	360 sec	405 sec (360 + 45 sec Grill reaction time)
Grilled Chkn Salad	Salad	120 sec	140 (120 + 20 sec Salad reaction time)
Steak will appear 1st on the Grill Station. Grilled Chkn Salad appears on the Grill Station 345 sec later (750 - 405 = 345 sec). Grilled Chkn Salad appears on the Salad Station 265 sec later.			

Static Reaction Behavior Example

- **Dynamic:** This option would be applicable, if, for example, a restaurant has 3 Line Item Stations (Grill, Fry, Salad) that all use the same Item View Template. This template is set to use a system reaction time spanning the last 15 minutes. The system generated average reaction times between 7:15pm – 7:30pm is 53 seconds for the Grill Station, 32 seconds for the Fry Station, and 10 seconds for the Salad Station.

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Item	Station Display	System Cook Time	Cook Time w/ Reaction Time
Steak Well Done	Grill	750 sec (600 sec Normal Time x 125% Well Done Prep Modifier)	750 sec (No time added; this item is the longest)
Grilled Chkn Salad	Grill	360 sec	413 sec (360 + 53 sec Grill reaction time)
Grilled Chkn Salad	Salad	120 sec	130 (120 + 10 sec Salad reaction time)
Steak will appear 1st on the Grill Station. Grilled Chkn Salad appears on the Grill Station 337 sec later (750 - 413 = 345 sec). Grilled Chkn Salad appears on the Salad Station 283 sec later.			

Dynamic Reaction Behavior Example

8. Enter a Reaction time. *Reaction time will NOT affect any rush or priority times based on an offset time or a percentage of the individual item's cook time.*
9. Select Process training orders if you want training orders to appear on display clients according to the current routing and display settings. When this option is not selected, Crunchtime Kitchen filters out all training orders, and they will not appear on any kitchen displays.

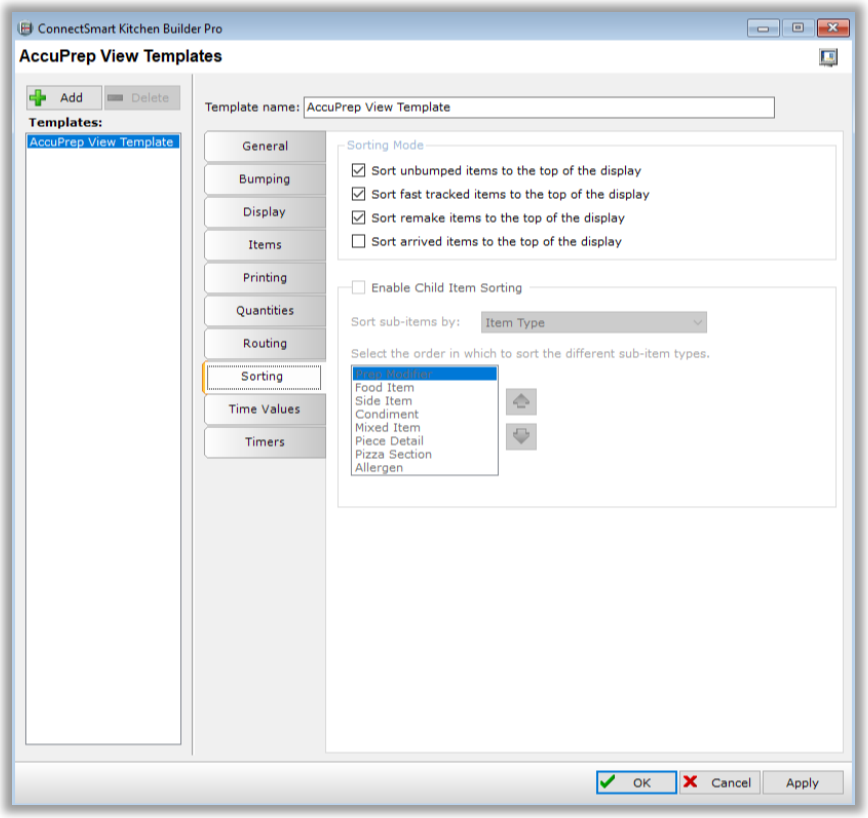
Note: Most POS integrations have built in support for training orders. Training orders are sent with a flag that tells Crunchtime Kitchen they are training orders and not actual customer orders.

10. For Bump to delay, enter an amount of time, in seconds. When an order/item is bumped from that station and bump to routing is configured, the order/item will not display on the station in which it is intended to bump to for the amount of time you define here.
11. Select the Only allow items routed to the source view to bump to route to this view. When enabled, this setting will restrict items that can be bumped to a given view based on whether or not they were routed to the source view.

Note: The View Template setting defines a view's behavior as a destination view for bump-to routing. Whether this setting is enabled or disabled on the source view does not impact the behavior of the destination view.

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Sorting



1. Select Sort unbumped items to the top of the display to sort a previously bumped item that was unbumped back to the active display.
2. Select Sort fast tracked items to the top of the display to sort any order that has been marked as reprioritized by the keypad action in front of all orders on the display that are not currently being prepared.
3. Select Sort remake items to the top of the display so that when an item is marked for Remake on an Expo, the item will be removed from all preps and rerouted. This resets any bump-to routing that may have occurred, and the item starts back on the original views it was routed to.
4. Select Sort arrived items to the top of the display to move arrived items to the top.

Note: If more than one of the sorting settings ("sort x orders to the top") is selected, there is a built-in hierarchy that will be used to determine which orders will be moved to the top of the view. The order of precedence is UnBumped, Fast Tracked, Remake, Arrived.

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Note: Remake also has its own label in Item View Text Labels (found on the Item Views tab of the text Labels form) so it does not take on any attributes from FastTrack and has a completely independent status. If you select Sort remake items to the top of the display, the item will be automatically marked cooking and moved to the plating panel when the "item remake" action occurs.

5. Select Enable Child Item Sorting if you want to sort child items on the AccuPrep view. Child item sorting is actually a two-tier sort. First sorting is based on the type of child item. For example, it will group all the condiments items together followed by all the side items. Secondly, each group of child item types is sorted based on the priority value of each item. For example, all condiments, which are grouped together in the first tier of the sorting, are now sorted based on the individual priority values of each condiment item.

Note: This allows you to display different types of child items such as condiments, in a specific order, regardless of how they are entered at the POS system.

6. If you selected Enable Child Item Sorting, select how to sort sub-items: Item Priority, Item Type, or Item Type and Priority.
   - **Item Priority:** Causes items within the groups of sub-item types to sort based on the priority value of each item. Items with a higher priority value will appear on the display before items of a lower priority.
   - **Item Type:** Causes Transaction Manager to order the child items in the same order in which the item types appear in the list on the Sorting tab.
   - **Item Type and Priority:** Causes Transaction Manager to sort based on a combination of item type and priority.

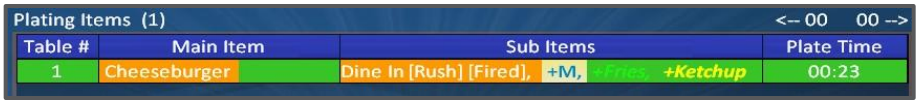
Note: Child item sorting is actually a two tier sort. First the Transaction Manager will sort based on the type of child item. For example, it will group all the condiments items together followed by all the side items. Secondly, the Transaction Manager will sort each group of child item types based on the priority value of each item.

Example: All condiments, which are grouped together in the first tier of the sorting, are now sorted based on the individual priority values of each condiment item. This allows you to display different types of child items such as condiments, in a specific order, regardless of how they are entered into the POS terminal. To enable the sub-item sorting options, select Enable Child Item Sorting. This will enable the edit fields and allow you to change the options.

7. Select the order to sort the sub-item types by using the up and down arrows.

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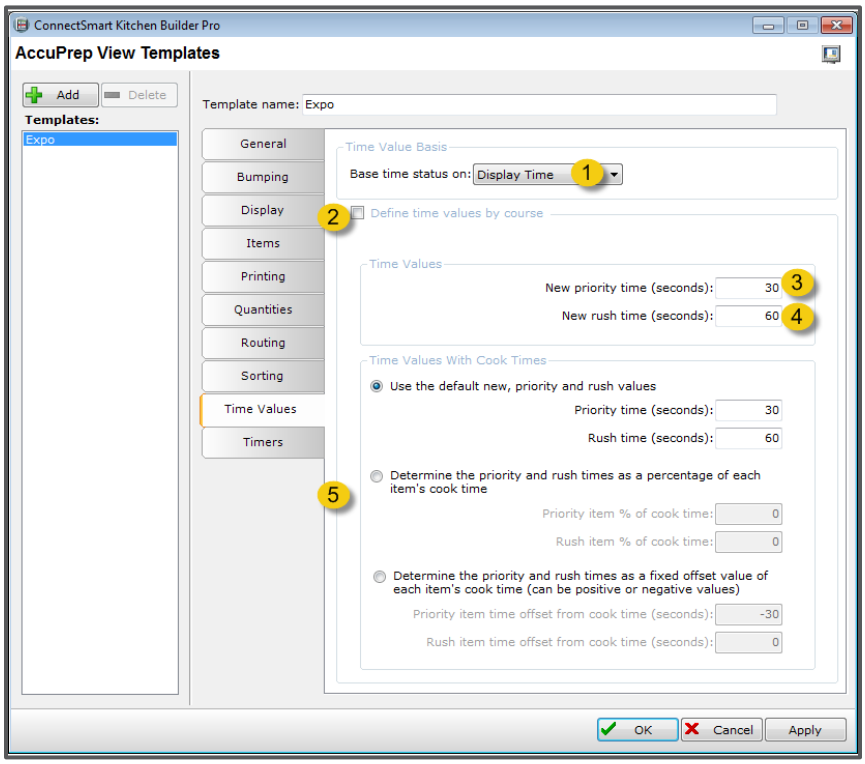
The following example shows sub items ordered as Prep Modifier (M), Side Item (Fries), and Condiment (Ketchup). These are shown as top to bottom on the Sorting tab and as left to right on the AccuPrep View on the Display Client.



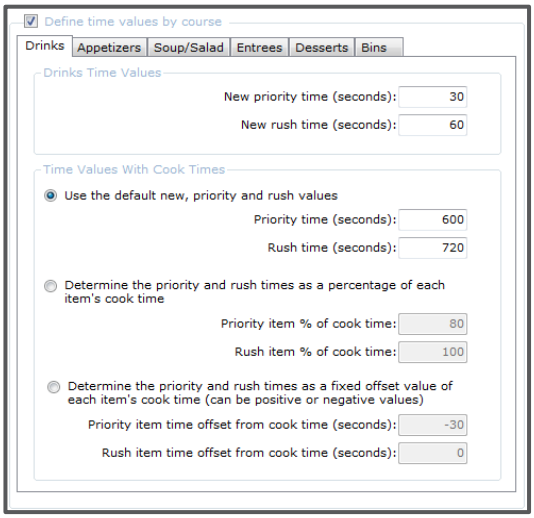
Note: Child item sorting is independent of the main item sorting options.

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Time Values



1. New, priority, and rush time statuses can be based on one of two different display time values. Select Display Time or Order Elapsed Time.
   - **Display Time:** This time starts when the item first appears on the view. (With delay routing, an item will not appear on a view until a certain amount of time has passed since the order was entered at the POS system.)
   - **Order Elapsed Time:** This time starts when the order is sent from the POS system.
2. If you want to define new, priority, and rush times for individual courses, select Define time values by course. If you select this option, the Time Values section changes to include tabs for each course: Drinks, Appetizers, Soup/Salad, Entrees, Desserts, and Bins. If you do not select this option, you will be defining times for all orders on the view. The following steps 2-4 apply to courses as well as orders.
3. Enter the number of seconds from the time the first order item was received by Crunchtime Kitchen until the item status changes to priority.

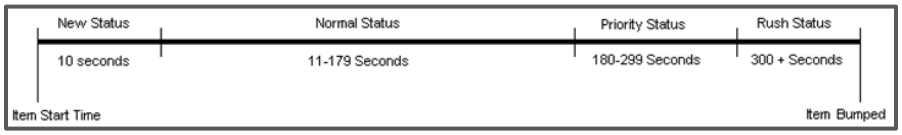


4. Enter the number of seconds from the time the first order item was received by Crunchtime Kitchen until the item status changes to rush.

Note: These changes in item status are de*Noted by a change in the item's display attributes.

Note: The same item may have a different priority and rush time when appearing on separate display stations. These values can be overridden if a different priority and rush time is defined on the Item Categories form or if the item is an appetizer. Acceptable values are 0-9999. The default values are 10 seconds, 600 seconds (10 minutes), and 720 seconds (12 minutes) respectively. AccuPrep view stations use the following steps to determine the priority and rush times of each item shown on the view.

- If the item is an appetizer, the appetizer new, priority, and rush times are used.
- If there is a new/priority/rush time defined for the item's item category number, these new/priority/or rush times are used.
- If Crunchtime Kitchen is unable to determine the new/priority/ rush times, the default values as defined in the view template are used.

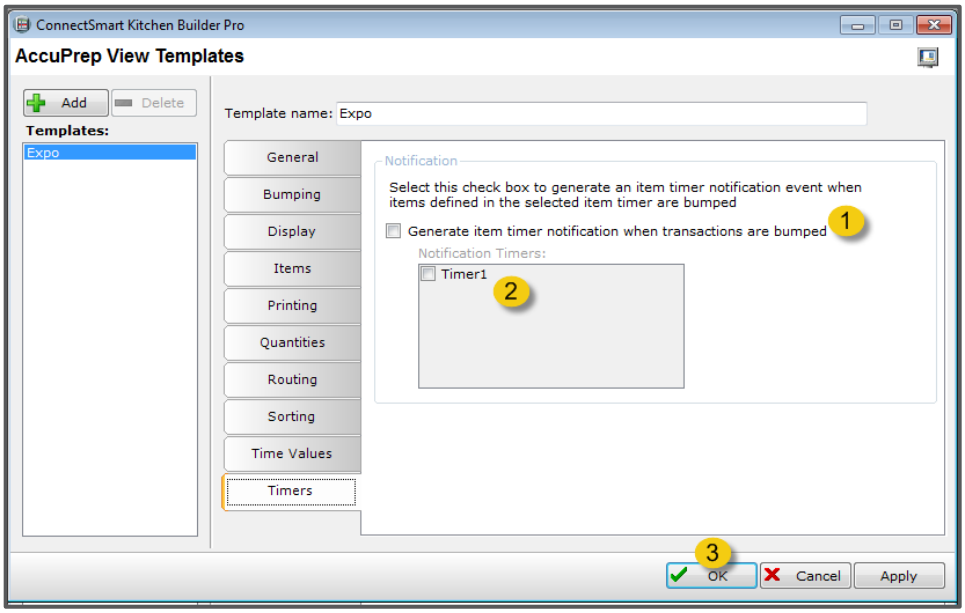


5. Select a time value to be used with cook times.
   - **Use the default new, priority and rush values for items:** Select to use the values defined here on the Time Values tab of the AccuPrep View Templates form, unless an item already has non-zero values set from either the POS system or the Transaction Manager form.

- **Determine the priority and rush times as a percentage of each item's cook time:** Select to calculate the priority and rush times for each item based on the percentages defined here. These values must be between 0-999 and rush must be greater than priority. If an item's cook time is zero, the priority and rush values default to the values defined in the Time Values section.
- **Determine the priority and rush times as a fixed offset value of each item's cook time (can be positive or negative values):** Select to calculate the priority and rush times for each item based on the offset (positive or negative) from the item's cook time you enter on this form below this option. These values must be between -99 and 999 and rush must be greater than priority.

Note: If an item's cook time is zero, the priority and rush values default to the values defined in the Time Values tab. Also, if a negative offset is greater than the cook time, then the item will immediately appear in priority (or rush).

Timers



1. Select Generate item timer notification when transactions are bumped if you want the view to generate a timer notification when items are bumped. Each view can generate a notification for one or more timers.

Note: The Notification Timers selection box contains a list of all timers currently defined on the Notification Timers form. If you do not have any item timers set up on the Notification Timers form, no timers will appear in the Notification Timers box.

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2. If you select, Generate item timer notification when transactions are bumped, select which timer notifications are generated when bumping transactional data from the view. If there are any views that show these timers with a display mode of "On Notification,"they will immediately start counting down.
3. Select OK.

Color Scheme Settings

Introduction

GRDS (or Graphical RDS) settings are for newer Crunchtime devices that can handle more graphics, fonts, and styles. GRDS offers many more settings options, including color gradients, transparency, fading, etc. You can create multiple RDS and GRDS color schemes. So, you can assign a completely different color scheme to each view type (or even different views of the same type) if desired.

Note: The Item Attribute Priority Templates and Order States Attribute Priority Templates forms are used to determine which of these color scheme attributes' style takes precedence when more than one option exists.

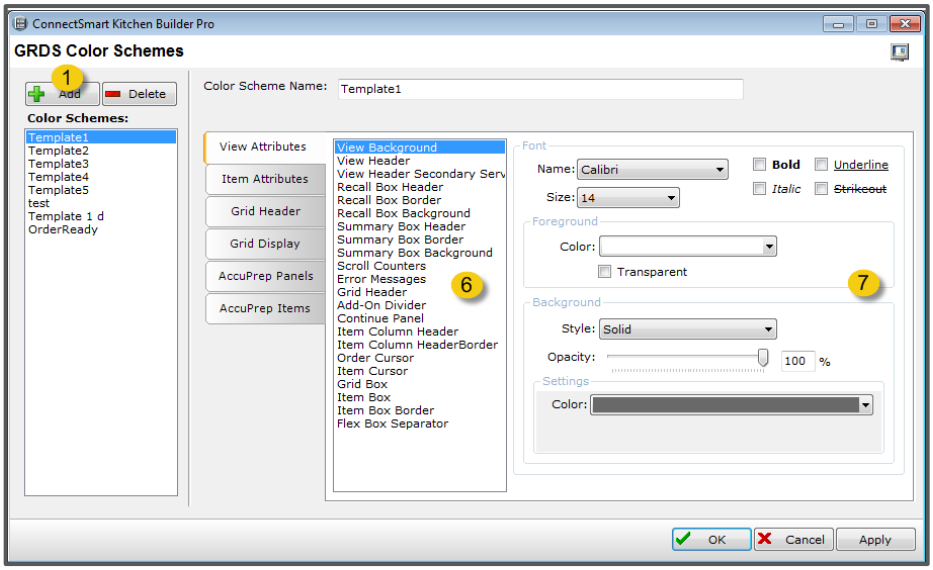
GRDS vs. RDS

GRDS is used on most Windows-based devices like the xCeed, eXpert, Onyx, and All- in-One. RDS is used on any of the Firmware-based devices, like the DE-2200, DE-3000, and DE-4000. RDS is also used on the DE-4100 Epic CE devices (which are Windows CE-based but do not support the graphics that the GRDS client requires).

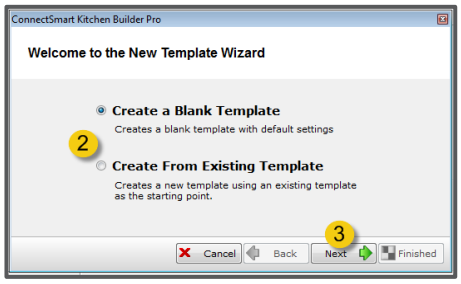
Crunchtime Device	Model	Supported Clients	Recommended Client
ePic	DE-3000/4000	Firmware	Firmware (RDS)
ePic CE	DE-4100	Epic Emulator CE	Epic Emulator CE (RDS)
xCeed	DE-4100	QsrDisplayClient CE Epic Emulator CE	QsrDisplayClient CE (GRDS)
eXpert	DX-2000/3000	QsrDisplayClient Epic Emulator	QsrDisplayClient (GRDS)
Onyx	xPe or WES7	QsrDisplayClient Epic Emulator	QsrDisplayClient (GRDS)
All in One	xPe or WES7	QsrDisplayClient Epic Emulator	QsrDisplayClient (GRDS)

GRDS Color Schemes

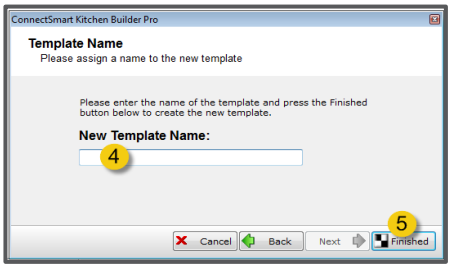
GRDS color schemes can be applied to any view type (AccuPrep, FixedGrid, FlexGrid, FlexItem, or LineItem). You can globally define view properties from the GRDS Color Schemes form.



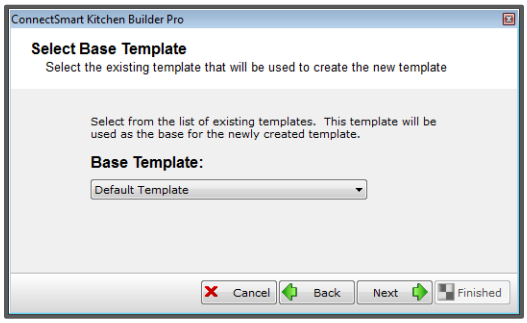
1. Select Add. The Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

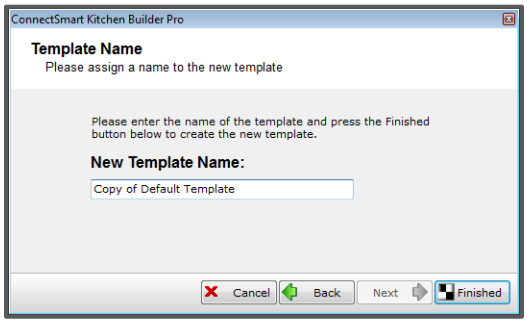


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



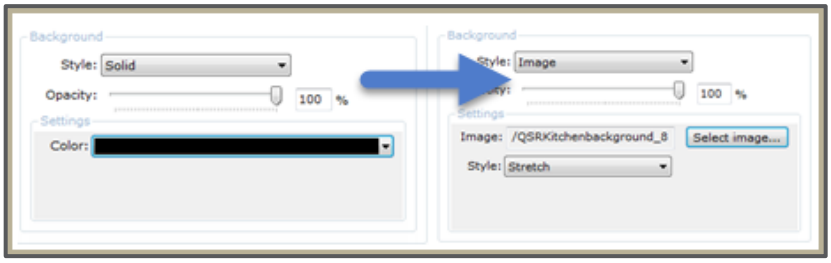
5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.
   - Enter a name for the new template and select Finished.





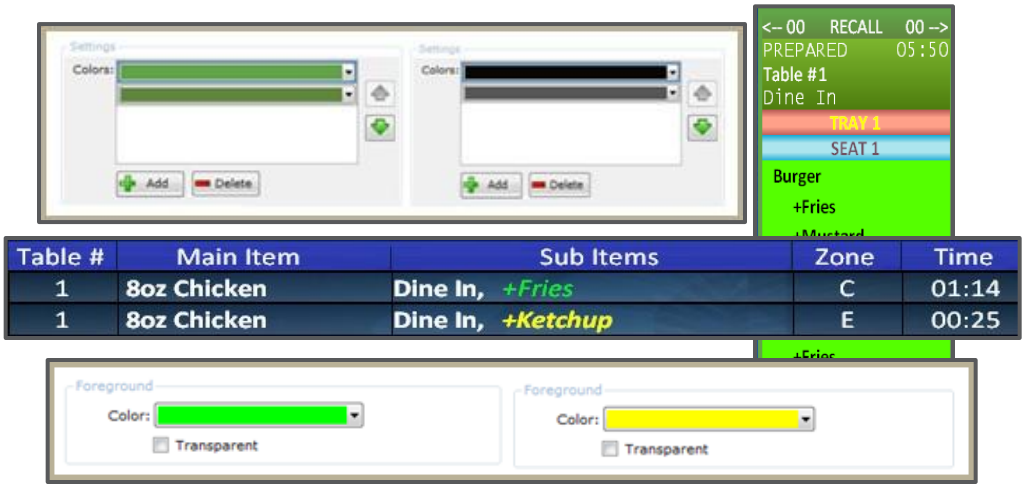
6. Select applicable view attributes.
7. Customize each with a font style, font size, and bold, italics, underlined, and strikeout features. Also assign foreground and background colors, styles, transparency, and opacity (0-100%).

Note: For background, if you select Solid, select opacity and a color. If you select Transparent, you cannot select opacity or color. If you select Horizontal Gradient or Vertical Gradient, you can select multiple colors as well as opacity. If you select Image as your style, the Settings section changes.



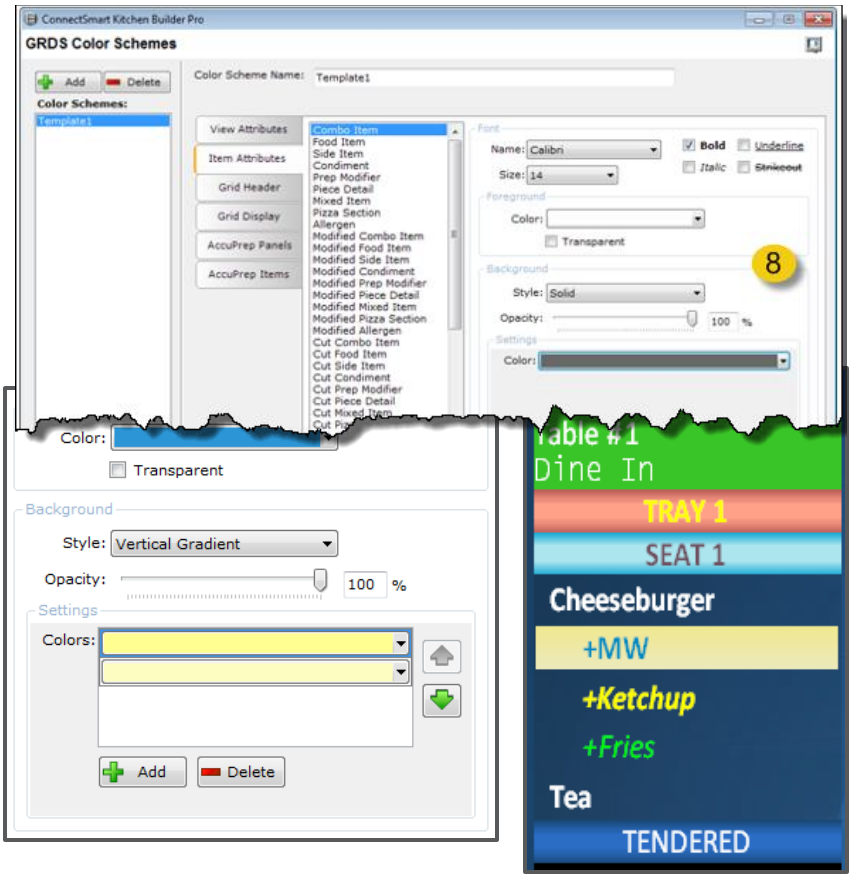
Note: To select an image, select Select image. The Select Image form appears. Select an image file and select Open. These procedures also apply to the other tabs on the GRDS Color Schemes form.

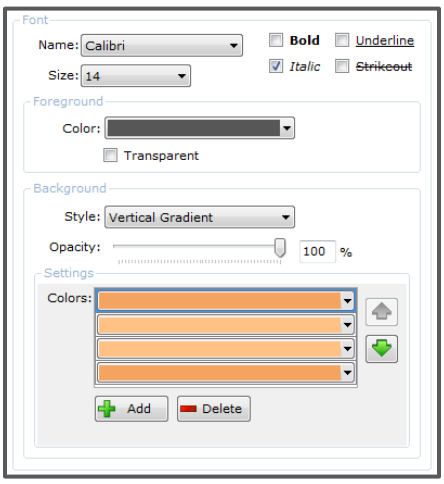
Example: In the following example, the view attributes for Recall Box Header and Recall Box Background look like this on the form and in Order View on the Display Client.



8. Select applicable item attributes and customize them with a font style, font size, and bold, italics, underlined, and strikeout features. Also assign foreground and background colors, styles, transparency, and opacity.

Crunchtime Kitchen



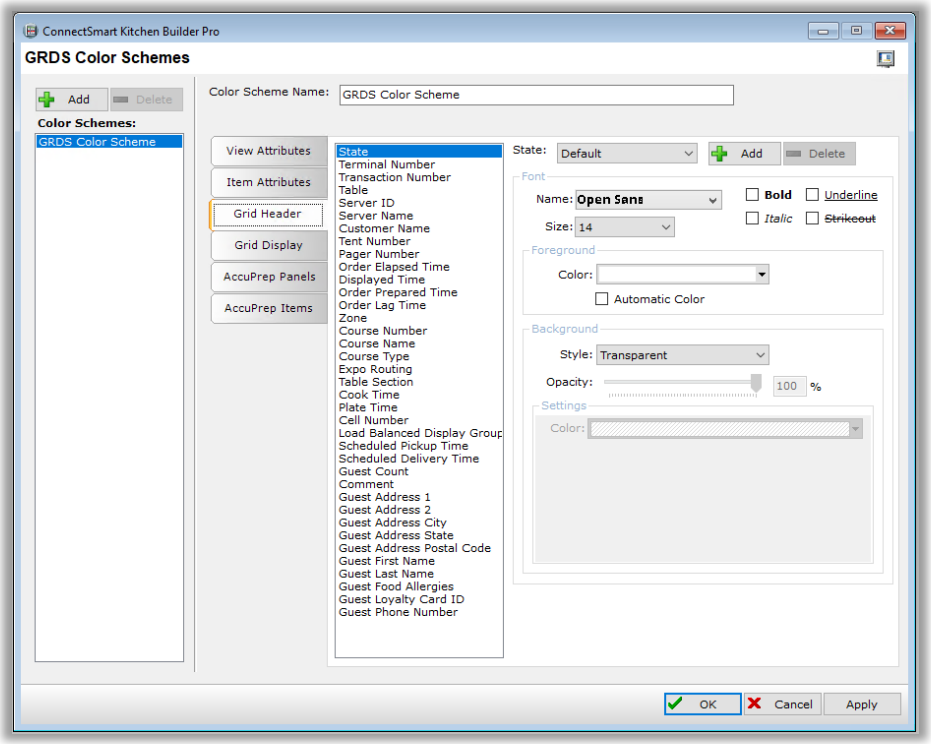




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Note: Notice the behaviors of the following item attributes:

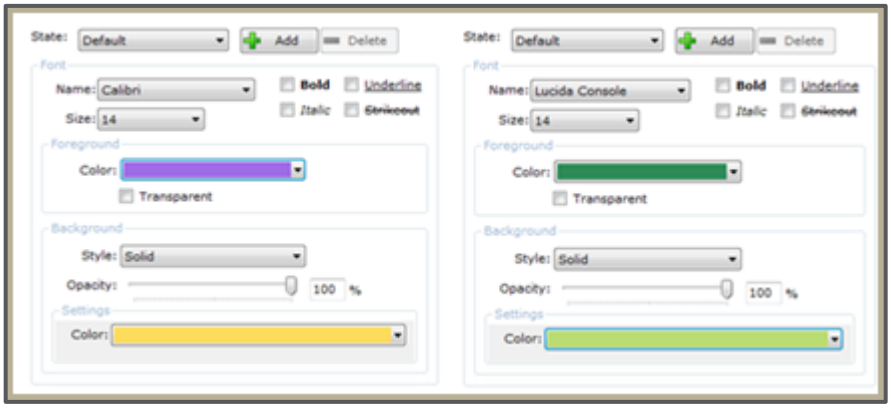
- **Routed By Category Item:** Applies if selected routing categories in a routing scheme caused the item to route.
- **Routed By Parent Item:** Applies if Force all child items to follow the routing of the parent item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Child Items tab of the Routing Schemes form caused the item to route.
- **Routed By Child Item:** Applies if Update parent item routing based on the routing of the child item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Parent Item tab of the Routing Schemes form caused the item to route.
- **Routed By Tree Item:** Applies if the Force all items in tree to follow the item is selected on the Routing Categories tab of the Routing Schemes form and caused the item to route.



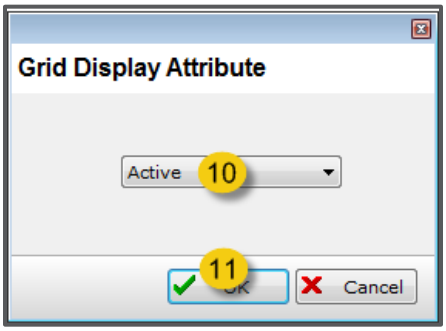
9. Select applicable grid header attributes and customize them with a font style, font size, and bold, italics, underlined, and strikeout features. Also assign foreground and background colors, styles, transparency, and opacity.

Note: On GRDS stations, the Cell Number value will be blank for orders in the recall box. To add a grid display attribute, select Add. The Grid Display Attribute form appears.

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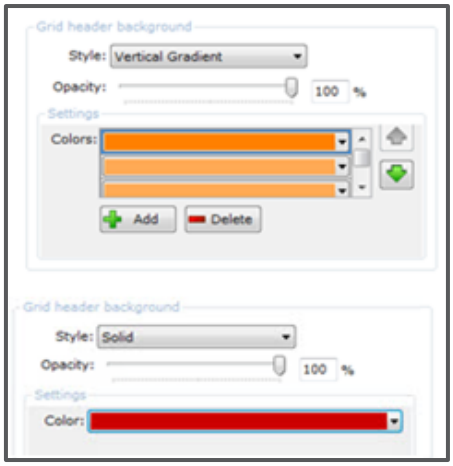


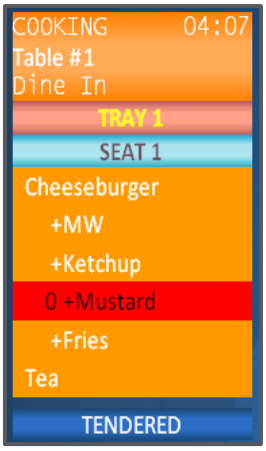
10. Select an attribute.

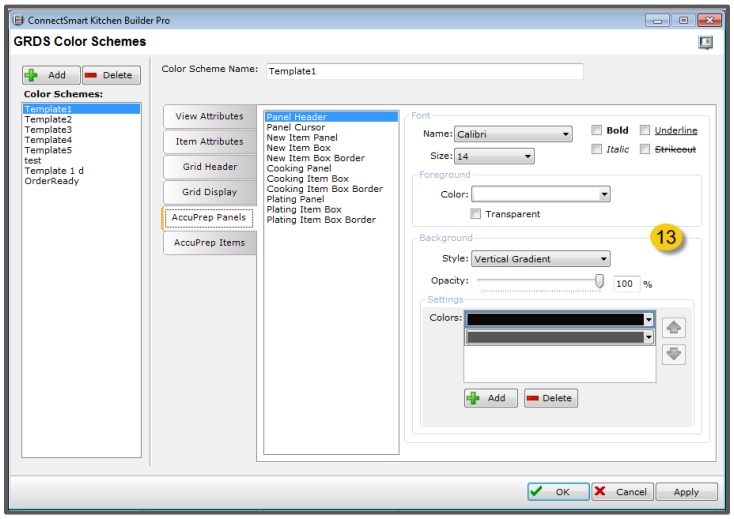




11. Select OK.
12. Select applicable grid display attributes and customize them with a font style, font size, and bold, italics, underlined, and strikeout features. Also assign foreground and background colors, styles, transparency, and opacity.

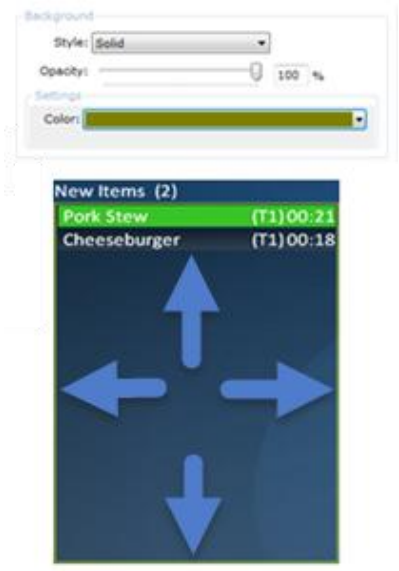




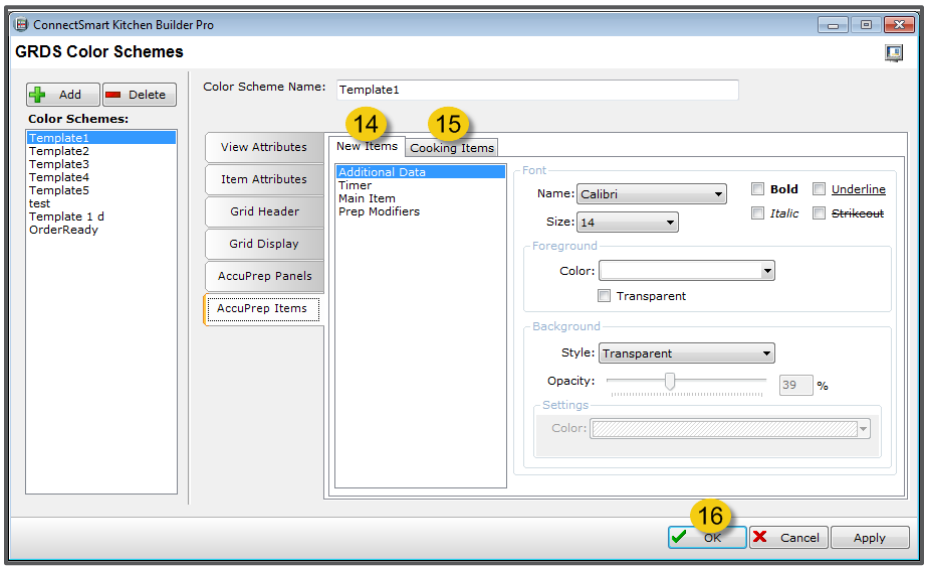


13. Each of the three areas (panels) in the AccuPrep view has a colored border around it when that area is active and the cursor works inside it. Set the attributes for that panel border.

Note: The AccuPrep panel cursor defaults to the Plating Items field panel.

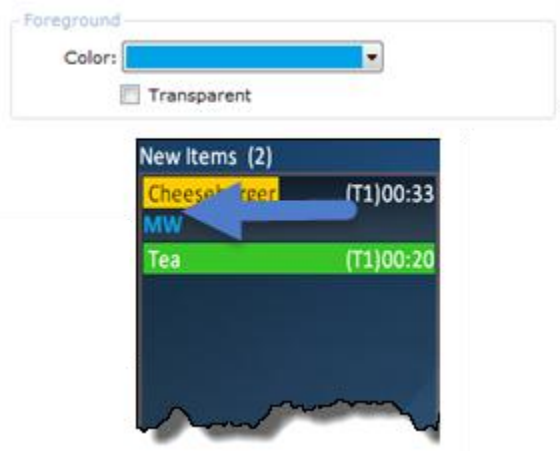


14. Select applicable attributes for new items (on the New Items sub-tab).



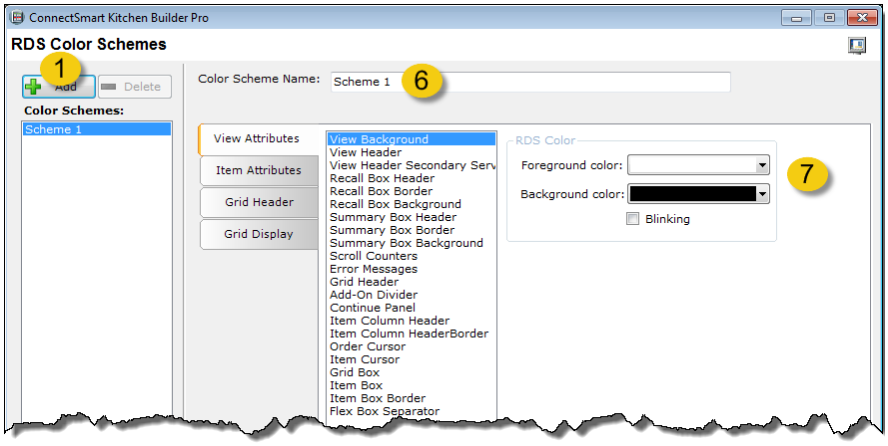
15. Select attributes for cooking items (on the Cooking Items sub-tab).
16. Select OK.

Example: In the following example, notice the MW is in blue on the Display Client just as it is set up on the AccuPrep Items tab.

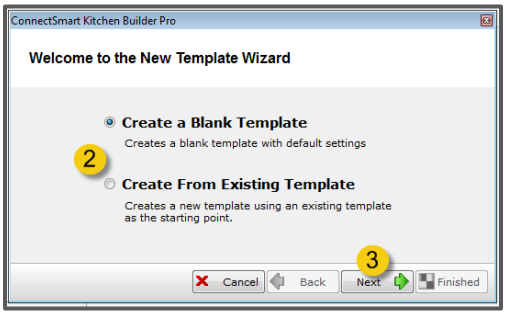


RDS Color Schemes

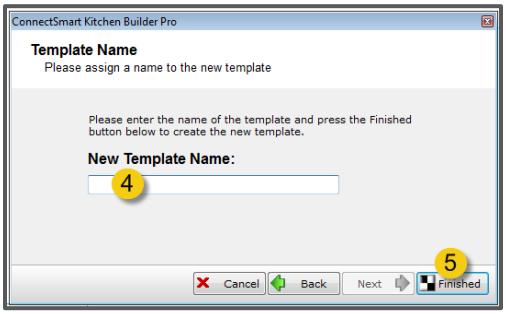
RDS settings are for Crunchtime's legacy RDS devices, such as the DE-2200. For an RDS screen, you can only define foreground and background colors. These settings, however, provide a way of interfacing with older RDS devices even though those devices cannot process all of the features the CE, XP, and Win7 devices can process.



1. Select Add. The Template Wizard appears.
2. Select Create a Blank Template or Create From Existing Template.

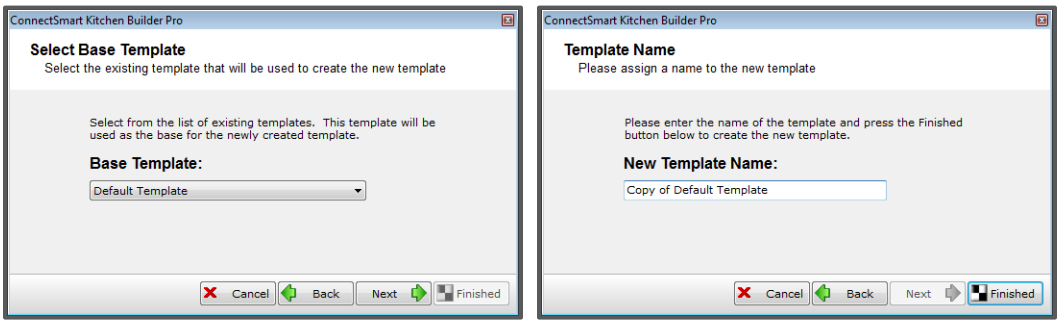


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.

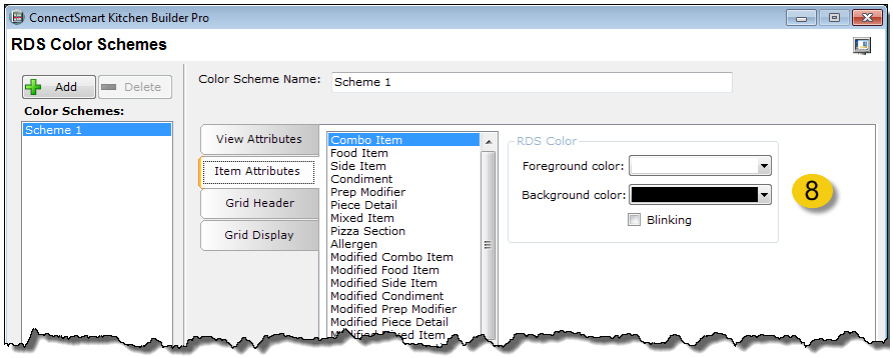


5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.

- Select a template to base the new template on and select Next. The template Name form appears.



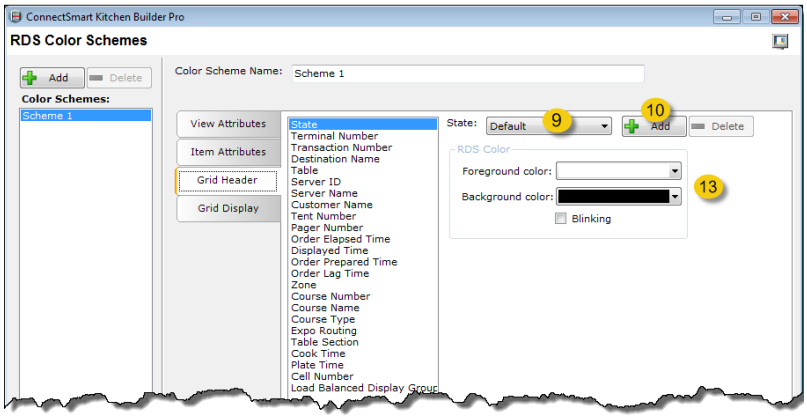
6. Enter a name for the new template and select Finished.
7. Select applicable view attributes and customize them with foreground and background colors and select whether or not you want the attribute to blink.



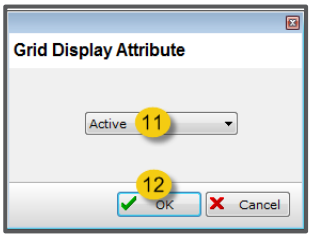
8. Select applicable item attributes and customize them with foreground and background colors and select whether or not you want the attribute to blink. Notice the behaviors of the following item attributes:

- **Routed By Category Item:** Applies if selected routing categories in a routing scheme caused the item to route
- **Routed By Parent Item:** Applies if Force all child items to follow the routing of the parent item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Child Items tab of the Routing Schemes form caused the item to route.
- **Routed By Child Item:** Applies if Update parent item routing based on the routing of the child item is selected on the Routing Categories tab of the Routing Schemes form or categories in the Parent Item tab of the Routing Schemes form caused the item to route.

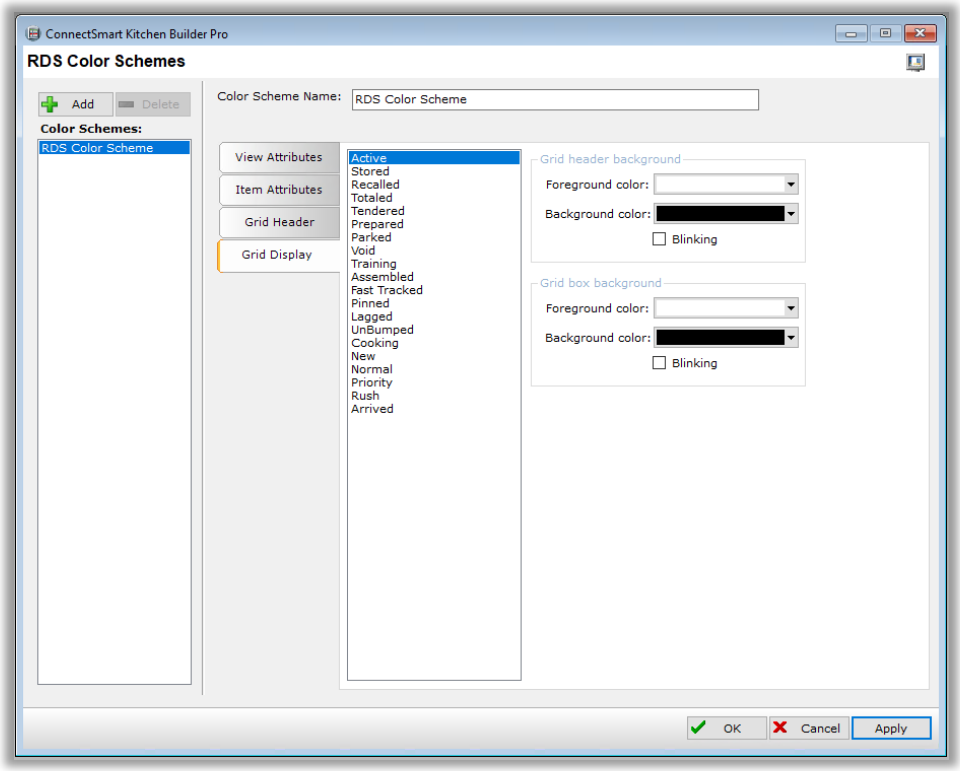
- **Routed By Tree Item:** Applies if the Force all items in tree to follow the item is selected on the Routing Categories ta of the Routing Schemes form and caused the item to route.



9. Select a state for the header.
10. To add an attribute, select Add. The Grid Display Attribute form appears.
11. Select an attribute.



12. Select OK.
13. Select applicable grid header attributes and customize them with foreground and background colors and select whether or not you want the attribute to blink.



14. Select applicable grid display attributes and customize them with grid header and grid box foreground and background colors and select whether or not you want the attribute to blink.
15. Select OK.

GRDS Dashboard Templates

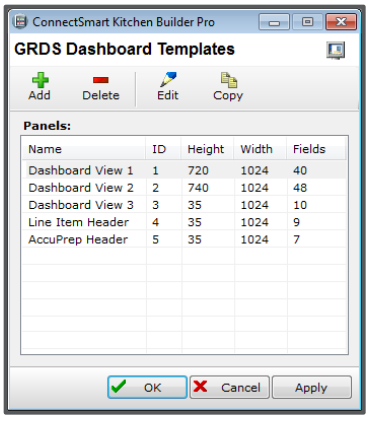
You can use dashboards as headers on views/tabs showing order data such as total and rush orders. You can also configure a dashboard to be a view itself, taking up a separate Display Client. These dashboard views provide a place to go to quickly obtain kitchen information such as the item summaries of every other view and bulk order statistics. Dashboards can also be configured to be touch panels.





Use the GRDS Dashboard Templates form to:

- Add
- Delete
- Edit



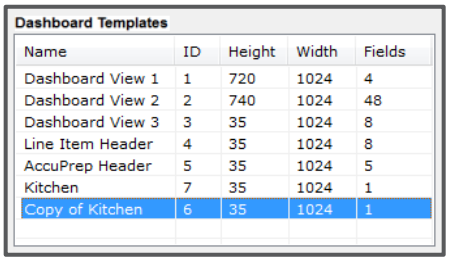
In addition, it provides an informational view of all existing dashboards, organizing the templates by:

- Name
- ID
- Height
- Width
- Number of fields

Select Add. The new dashboard appears in the list on the GRDS Dashboard Templates form with the default name Dashboardx where x is the total number of dashboards in the system including the one just added.

You can also create a new dashboard template by selecting an existing template in the list and selecting Copy. For example, if you select Kitchen and select Copy, another Dashboard named Copy of Kitchen appears. The new dashboard template uses the next available ID.

Select the template you just added and select Edit. The Dashboard Editor appears.



Dashboard Templates

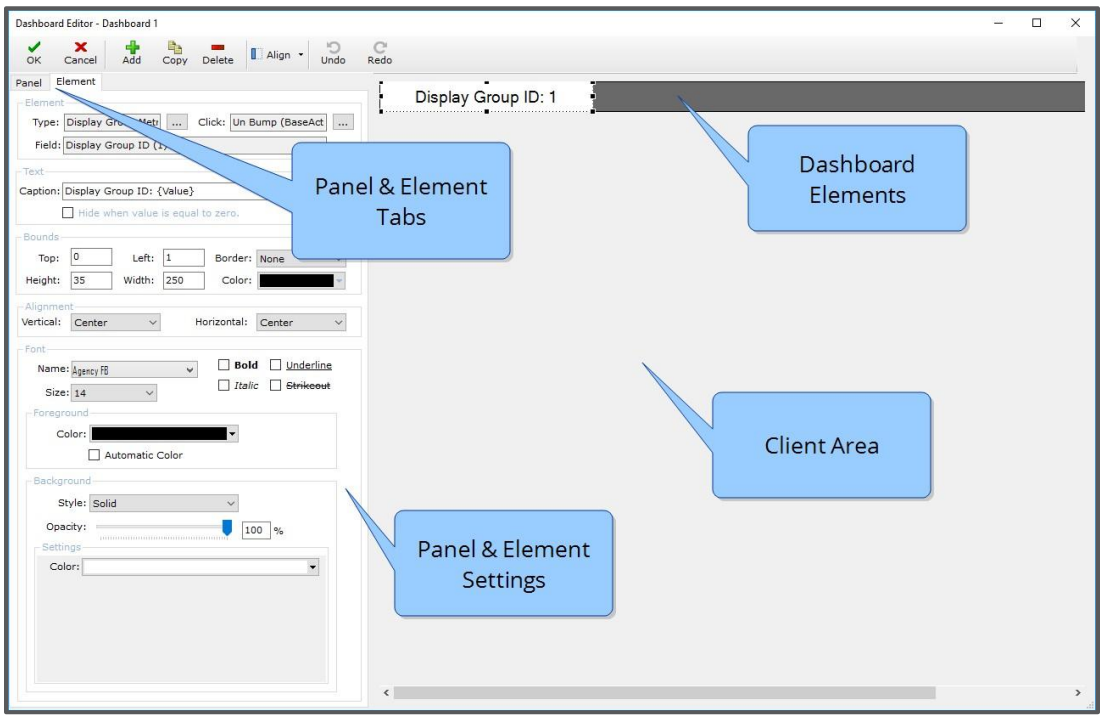
Name	ID	Height	Width	Fields
Dashboard View 1	1	720	1024	4
Dashboard View 2	2	740	1024	48
Dashboard View 3	3	35	1024	8
Line Item Header	4	35	1024	8
AccuPrep Header	5	35	1024	5
Kitchen	7	35	1024	1
Copy of Kitchen	6	35	1024	1

Dashboard Editor

The Dashboard Editor form contains the configuration tools to create dashboards and apply touch panel capabilities to dashboards. There are four major components of the Dashboard Editor:

- Panel and Element tabs
- Panel and Element settings
- Dashboard elements
- Client Area

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Configure settings on the Panel tab of the Dashboard Editor the same way you do on the panel editors.

You can adjust the height and width, which means you could size the dashboard to completely fill a tab on a view or be one view itself.

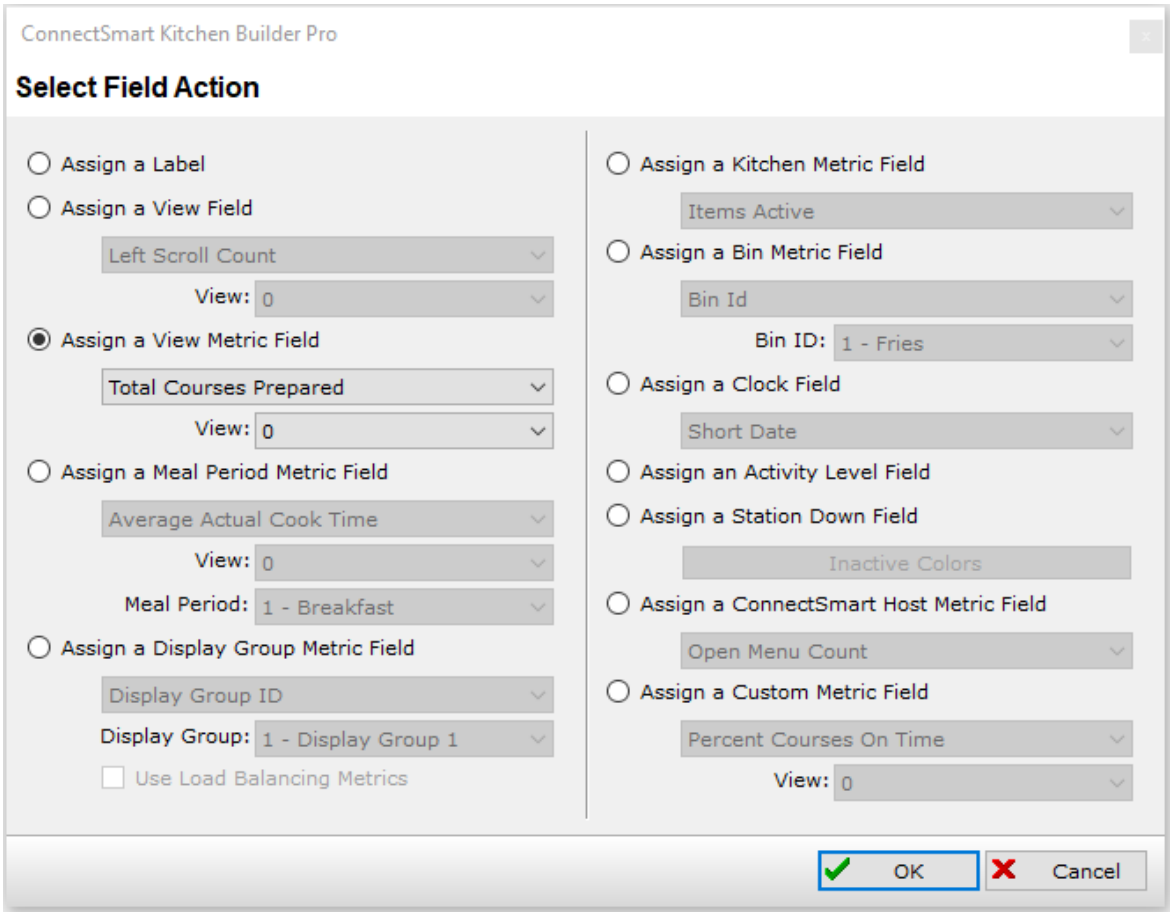
On the Element tab, select 

to add an element. The element defaults to the top left corner of the Dashboard Elements section of the Client Area, so you will need to drag and drop it where you want it or change the top, left, height, and width positioning in the left pane.

> **Note:** You can select an element and select 
>
> to create a new element using all of the same properties of the dashboard element that is currently selected. This is particularly helpful if you are creating summary or bin style dashboards in which you are repeating the same type of metric (or similarly formatted label) over and over again.

For each of these steps, you must select the particular element from the right side of the form in order to edit it in the left pane. If you simply add the element but do not select it, the settings in the left pane will not be available.

For Type, select the "…" button. The Select Field Action form appears.



Assign fields to elements. Only one action can be assigned per element. An element can simply be a label, or you can assign it view, view metrics, display group metrics, bin metrics, clock, or activity levels fields. If you accept the default type of Label Field, Assign a Label, this field will have no value associated with it, and you will need to enter a caption for the element that will appear on the Display Client.

The table below shows some examples of Label Fields and their captions in the Dashboard Editor.

> **Note:** On the right side of the Dashboard Editor, the system uses sample, default placeholders for values. These are not the actual values shown on the Dashboard. For example, Average Bump Time is 7:30, View Name is Grill, In Bin is 10, the Long Time is (12:07:33 PM), and Activity Level is Full Kitchen.

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Crunchtime Kitchen

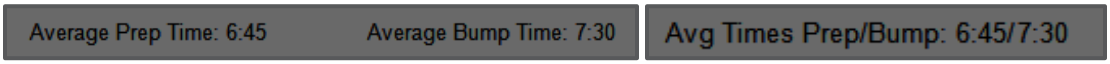
View Field Example	Default Caption
Assign a View Field – ViewName	{Value}
Assign a View Metric Field – Average Bump Time	Average Bump Time: {Value}
Assign a Display Group Metrics Field – Items Active	Items Active: {Value}
Assign a Bin Metric Field – In Bin	In Bin: {Value}
Assign a Clock Field – Short Time	*The Caption field is blank. If you want to add text in front of the time, add a separate Label element.
Assign an Activity Level Field	{Value}
Assign a Station Down Field	Down: {Value}
Assign a Custom Metric	{Value}
Assign a Kitchen Metric	{Value}
Assign a Crunchtime Host Metric	{Value}

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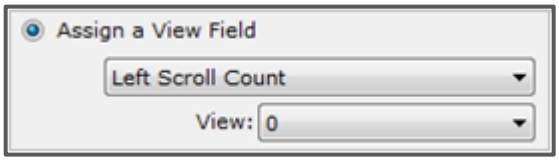
Note: For field actions, do not edit or remove the {Value} placeholder text.

You can combine multiple elements. For example, you want to show two metric fields together: Average Prep Time and Average Bump Time. Drag the elements together in the right side of the Dashboard Editor. Their default captions are: Average Prep Time: {Value} and Average Bump Time: {Value}. The following example shows the default texts edited and their placements combined.

Example: You could configure the caption of "Average Prep Time" to be "Avg Times Prep/Bump: {Value}" and the caption of "Average Bump Time" to be "/ {Value}".



Note: Most likely if you select Assign a View Field, you will use the default 0 option instead of actually picking a view ID. If you use 0, the View Name/View ID/Scroll Counter will reflect the pertinent information from whatever is selected on the View Editor as the dashboard's default view. Using 0 allows you to set up one dashboard that can be used on many different views. If you select a view other than the default from the View drop-down list for Assign a View Field, the dashboard will only show the View Name/View ID/Scroll Counter from the view you selected from the drop-down. For example, you may want to set up a dashboard that takes up an entire view and have different sections for each view, e.g. the top left quadrant could be View 101, the top right quadrant could be View 102, etc. In a situation like, you would want to assign a specific view name or view ID to label each section and then add metrics for the sections that are tied to specific views.

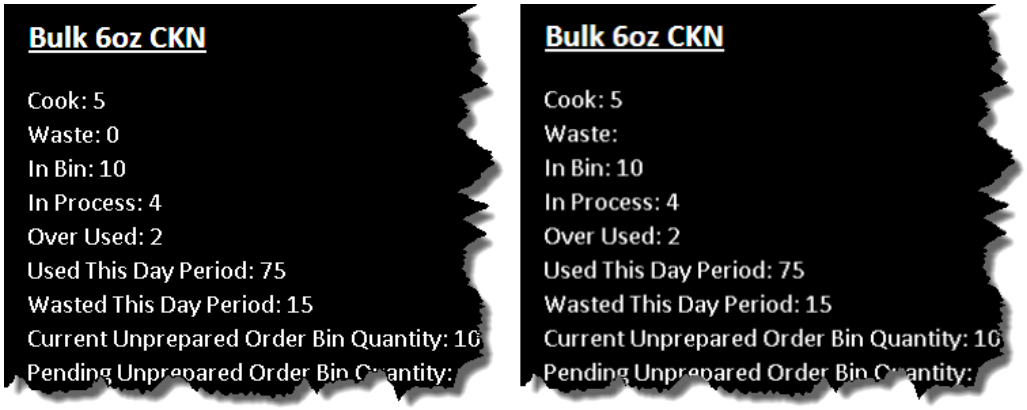


When you add an element, the default display caption is Label. This will change depending on the type of field you select. The Caption field becomes unavailable (and not applicable) if you select Assign Clock Field on the Select Field Action form.

Select Display value when equal to zero if you want zero values to appear on the dashboard.

Note: The Kitchen Server will default to true when it loads an older version of the XML that does not contain this setting.

Display value when equal to zero only affects fields that display numbers, which means fields like View Name, Short Date, and Average Bump Time are not affected by this setting. The figure below shows a portion of a dashboard. Notice the Waste field. The example on the left shows how it looks with Display value when equal to zero selected (enabled), and the example on the right shows how it looks with Display value when equal to zero not selected (cleared).



Enter the position of the element, in pixels, for top, left, height, and width. However, if you move, enlarge, or change the size of the Dashboard Elements section of the Client Area with your mouse, the position values on the Element tab automatically change to reflect that. Select basic vertical and horizontal alignment options for the element.

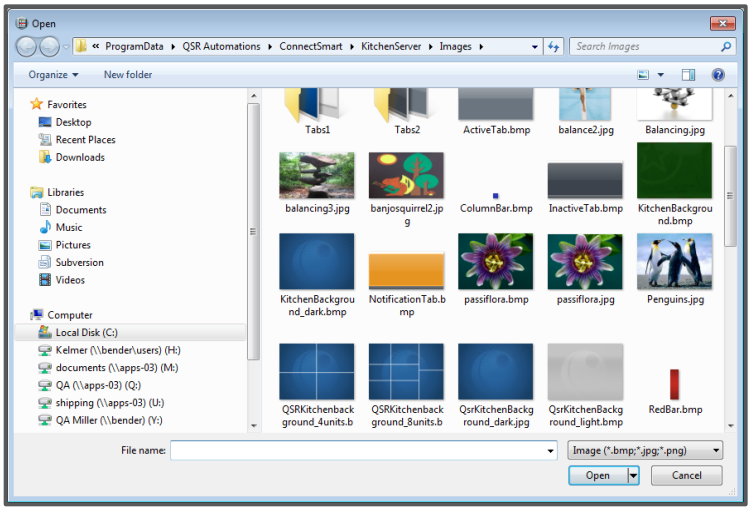
Select basic vertical and horizontal alignment options for the element and configure the font of the caption on the button. The following settings can be configured: font name, font size, font color, and font attributes (bold, italic, underline, and strikeout.).

Select the foreground color (the color of the text) and whether or not you want it to be transparent.

Select the background style (the color, colors, or image on the button beneath the text). If you select Solid, select a color for the panel. If you select Horizontal Gradient or Vertical Gradient, select more than one color. If you select Image, select Select image. An Open dialog box appears.

Select an image and select Open. It will now appear on the Dashboard Editor.

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Dashboard Fields

The tables below show descriptions for view metric fields.

View Field	Description
Left Scroll Count	Number of orders or items in the left scroll queue. These are the orders or items at the start of the list.
Right Scroll Count	Number of orders or items in the right scroll queue. These are the orders or items at the end of the list.
View Name	The name of the view defined in the Kitchen Builder.
View ID	The ID of the view defined in the Kitchen Builder

View Metric Field	Description	View Role
Courses Active	The count of all active orders (displayed) on the View	Expediter & Assembler
Courses In Priority	The count of orders on the View that are currently in Priority Status	Expediter & Assembler
Courses In Rush	The count of orders on the View that are currently in Rush Status	Expediter & Assembler
Courses Prepared	The count of orders on the View that are currently in the Prepared state.	Expediter & Assembler

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View Metric Field	Description	View Role
Total Courses Prepared	The total count of orders on the View that have been prepared during the current period***	Expediter & Assembler
Total Courses With Priority	The total count of orders on the View that reached priority status before being bumped during the current period***	Expediter & Assembler
Total Courses With Rush	The total count of orders on the View that reached rush status before being bumped during the current period***	Expediter & Assembler
Average Prep Time	The average amount of time between when an order is displayed and prepared during the current period***	Expediter & Assembler
Average Expediter Time	The average amount of time between when an order is prepared and bumped during the current period*** *Note: If using an Assembler station, the Expediter will calculate this time as the average amount of time between when an order is assembled and bumped.	Expediter & Assembler
Average Bump Time	The average amount of time between when an item/order is displayed and bumped during the current period*** over the past X minutes. The moving average interval is defined in the View Manager form in the Kitchen Builder.	Expediter, Assembler, & Prep
Average Priority Time	The average amount of time between when an order reaches the Priority status and when it reaches Rush state or it is bumped (whichever comes first) during the current period***	Expediter & Assembler
Average Rush Time	The average amount of time between when an order reaches the Rush status and when it is bumped during the current period***	Expediter & Assembler
Moving Average Expediter Time	The average amount of time between when an order is prepared and bumped during the current period*** over the past X minutes. The moving average interval is defined in the View Manager form in the Kitchen Builder. *Note: If using an Assembler station, the Expediter will calculate this time as the average amount of time between when an order is assembled and bumped.	Expediter & Assembler
Moving Average Bump Time	The average amount of time between when an item/order is displayed and bumped during the current period*** over the past X minutes. The moving average interval is defined in the View Manager form in the Kitchen Builder.	Expediter, Assembler, & Prep

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View Metric Field	Description	View Role
Items Active	The count of all active items on the View (both displayed and in delay)	Expediter, Assembler, & Prep
Items Displayed	The count of displayed items on the View, but not those in delay.	Prep
Items In Priority	The count of items on the View that are currently in Priority Status.	Prep
Items In Rush	The count of items on the View that are currently in Rush Status.	Prep
Items Cooking	The count of items that are currently cooking (fired) on the View.	Prep
Total Items Prepared	The total count of items on the View that have been prepared during the current period***	Prep
Total Items With Priority	The total count of items on the View that reached priority status before being bumped during the current period***	Prep
Total Items With Rush	The total count of items on the View that reached rush status before being bumped during the current period***	Prep
Average Cook Delay Time	The average amount of time between when the item is displayed and marked cooking (fired) during the current period**	Prep
Average Actual Cook Time	The average amount of time between when the item is marked cooking (fired) and bumped during the current period***	Prep
Average Item Priority Time	The average amount of time between when an item reaches the Priority status and when it reaches Rush state or it is bumped (whichever comes first) during the current period***	Prep
Average Item Rush Time	The average amount of time between when an item reaches the Rush status and when it is bumped during the current period***	Prep
Percent Courses on Time	The percentage of current Courses considered to be "On Time" (not in a Priority or Rush state).	Expediter
Percent Total	The percentage of total Courses considered to be "On Time" (not in a Priority or Rush state).	Expediter

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View Metric Field	Description	View Role
Percent Items on Time	The percentage of current Items considered to be "On Time" (not in a Priority or Rush state).	Prep
Percent Total Items on Time	The percentage of total Items considered to be "On Time" (not in a Priority or Rush state).	Prep
Moving Average Cook Delay Time	This metric allows restaurants to average the Cook Delay Times of Items cooked on a particular View. *Note: If an Item is not marked "Cooking" on a View, it will not be included in the average. If "Mark item as cooked when item is bumped from the view" is enabled on the Item View Template, the metric will be affected if it is bumped and not cooked.	
Cook Time Variance	The average variance between actual cook time and ideal cook time for items on the view. Can be a positive or negative value.	
Cook Time Deviation	The average absolute deviation value between actual and ideal cook time on the view. This value will never be negative and will not indicate whether the deviation is over or under ideal cook time.	
Average First Viewed Time	The average of the amount of time between when an order starts and when it is first visible on a screen in the kitchen. This metric is averaged across all orders.	Expediter
Moving Average First Viewed Time	The average of the amount of time between when an order starts and when it is first visible on a screen, for all orders withi the defined Moving Average Interval.	Expediter
***Period Restarts at End of Day or Activity Level Change.		

Display Group Metric Field	Description
Display Group ID	The ID of the Display Group defined in the Kitchen Builder.
Items Active	The count of all active items in the Display Group (both displayed and in delay)
Items Prepared	The count of items in the Display Group that are currently in the Prepared state.
Courses Active	The count of orders in the Display Group

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Bin Metric Field	Description
Bin ID	The ID of the Bin Item defined in the Kitchen Builder
Cook	When the CookAutomatically setting is disabled, the Cook count is incremented when the bin manager determines items need to be cooked rather than putting them in the in process state immediately. If generated transactions are disabled, the user would use the CookBinItem base action to decrement the Cook count and put items in process. If generated transactions are enabled, the CookItem base action for the bin generated transaction causes the Cook count to decrement and puts bin items in process. If CookAutomatically is enabled, the Cook count is always zero.
Waste	If the WasteAutomatically setting is disabled, the Waste count indicates the number of items in the bin that are expired and should be wasted. The Waste base action removes these items from the bin and decrements the Waste count.
In Bin	This number represents the number of items that should currently be in the bin. When items are dropped in the bin, this count is incremented. When item are used or their hold times expire, the count decrements.
In Process	This number represents the number of bin items that should currently be cooking. When bin management determines items are needed and should be cooked, it adds the required quantity to the InProcess count. When items are dropped in the bin, the InProcess count is decremented.
Over Used	If the InBin count is 0 and an item is supposed to be used (due to the course being prepared or the forecast prep time elapsing, depending on the UseMethod), the quantity to be used that is not in the bin is added to the OverUsed count. The OverUsed count is decremented rather than incrementing the InBin count when items are dropped in the bin until the OverUsed count reaches zero.
Used This Day Period	The UsedThisDayPeriod metric counts the number of bin items that have been used in the current day period. This value resets at the beginning of each day period.
Wasted This Day Period	The WastedThisDayPeriod metric counts the number of bin items that have been wasted in the current day period. This value resets at the beginning of each day period.
Used All Day	The Used All Day metric counts the number of bin items for the specified bin that have been used over the entire business day. This value resets after End of Day processing.
Wasted All Day	The Wasted All Day metric counts the number of bin items for the specified bin that have been wasted for the entire business day. This value resets after End of Day processing.

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Bin Metric Field	Description
Current/Prepared Unprepared Order Bin Quantity	The PendingUnpreparedOrderBinQuantity and CurrentUnpreparedBinQuantity indicate the quantity of bin items needed for items that have been ordered but not yet prepared. The pending quantity only includes orders for which bin items need not be cooking currently, meaning the current time plus the bin item cook time is less than the course's forecast prep time. The current quantity includes only the orders for which the current time plus the bin item cook time is less than or equal to the course's forecast prep time. The unprepared order bin quantities are decremented based on the bin UseMethod. If the UseMethod is OrderPrepared or OrderForecastPrepTime, the count is decremented by the quantity of bin items needed for the order when the order is prepared or its forecast prep time elapses, respectively. If the UseMethod is UseAction, the count is decremented by the UseBinItem action multiplier.

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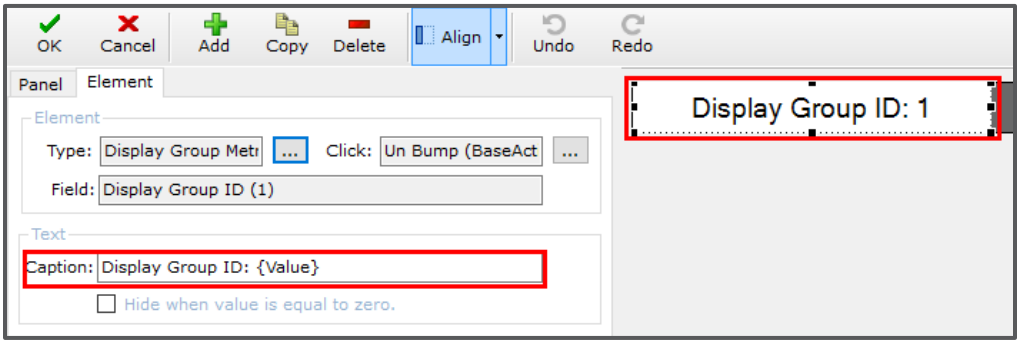
Clock Field	Description
Short Date	MM/DD/YY - 12/25/14
Short Time	hh:mm tt - 5:20 PM
Long Time	hh:mm:ss tt - 5:20:59 PM

Activity Level Field	Description
Activity Level Field	The name of the current Activity Level, as defined in the Kitchen Builder.

Station Down Field	Description
Inactive Colors	Alerts kitchen staff when a station included in the current Activity Level is down. When all views in the current Activity Level are online, the "Inactive Color" scheme is displayed on a particular Element of the Dashboard Editor. When any stations in the current Activity Level are offline, the indicator element displays the view name, configured caption, and appropriate Background color. **Note:** If any views are offline, the **Background** and **Secondary Server Background** colors, which are defined on the **Panel** tab of the Dashboard Editor, will be applied. *The Secondary Server Background colors are applied when the secondary server is the active instance.* **Note:** Crunchtime recommends varying the **Inactive Colors**, **Background**, & **Secondary Server Background** colors in order to more easily discern when a station in a current Activity Level is down. **Note:** If **Hide when value is equal to zero** is enabled, the **Inactive Color** scheme will not be applied to the element when all stations are online.

Custom Metric Field	Description
Custom Metric	This field allows allows for the application of custom-made derivative metrics based on existing calculated Kitchen Server values.

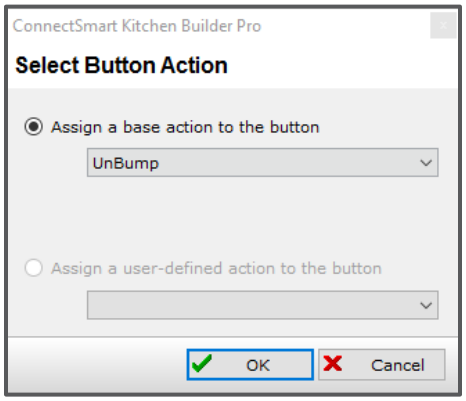
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The font of the caption on the button is configurable. The following settings can be configured:

- Font Name
- Font Size
- Font Color
- Bold, Italic, Underline, and Strikeout.

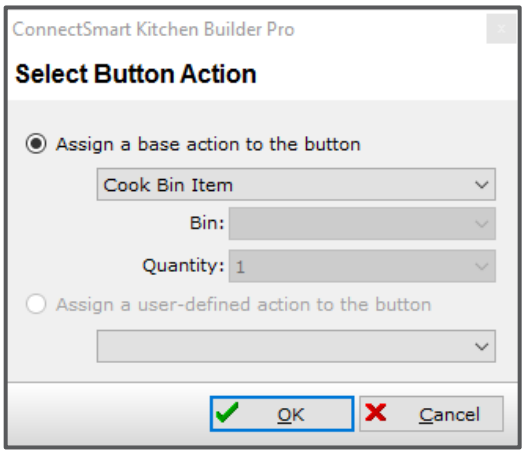
Select the ellipsis beside Click to add touch panel functionality to an element.



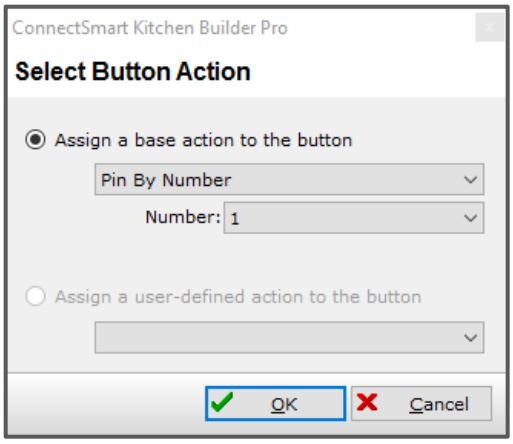
Only one action can be assigned per button. However, user-defined actions allow you to create multi-action buttons. Select the appropriate base action or user- defined action from the drop-down list and select OK.

If you select Assign a base action to the button, the Action Data and Quantity drop- down lists may become available. For example, if you select Cook Bin Item, the Bin drop-down list will appear with the bins you have created populated as well as the Quantity.

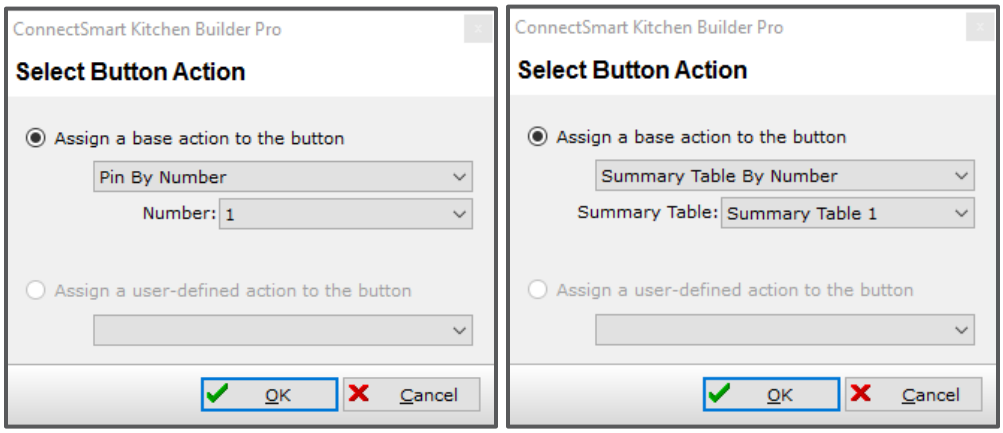
> **Note:** As of Crunchtime Kitchen 6.4, Dashboard Actions are processed on all Routing Views with a Dashboard assigned as an input source, regardless of whether the Routing View is on an active or inactive tab. *Base Action behavior on Virtual Keypads has NOT changed.*



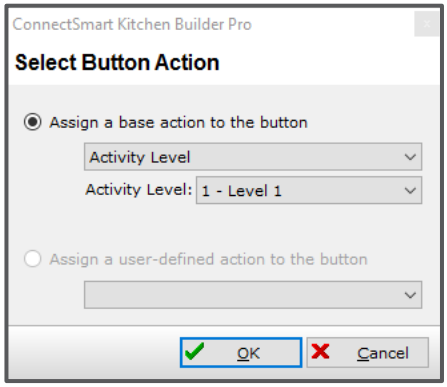
If you select base actions with the word 'Number' (e.g. Pin By Number, Bump By Number, etc.), the Number drop-down will appear and include numbers 1-15. If you select Summary Table By Number, however, a Summary Table drop-down appears that includes the summary tables you have created.



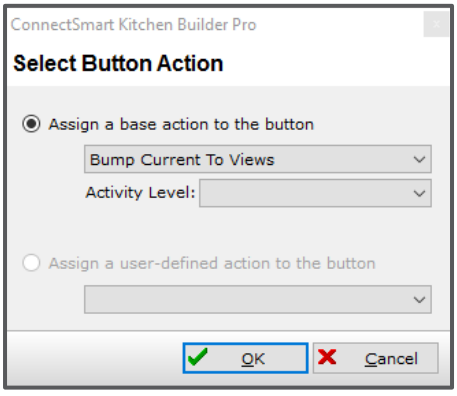
If you select base actions with the word 'Number' (e.g. Pin By Number, Bump By Number, etc.), the Number drop-down will appear and include numbers 1-15. If you select Summary Table By Number, however, a Summary Table drop-down appears that includes the summary tables you have created.



If you select Activity Level, the Activity Level drop-down list will include the activity levels you have created.



If you select Bump Current To Views, the View IDs drop-down list includes the views you have created.

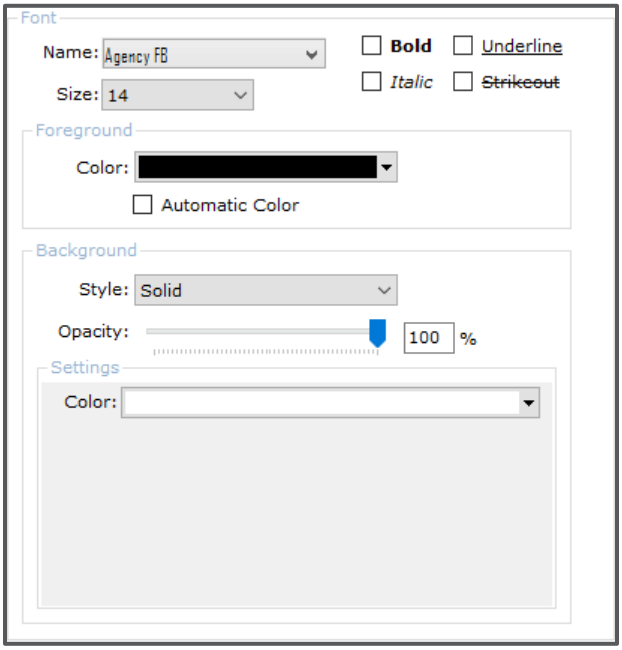


Select OK when finished.

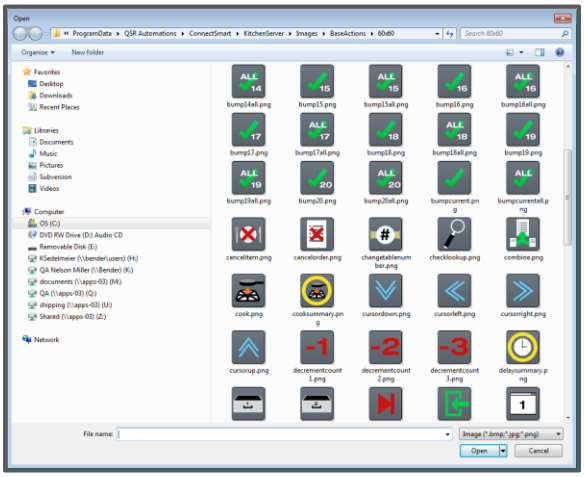
Select the foreground color (the color of the text) and whether or not you want it to be transparent.

Select the background style (the color, colors, or image on the button beneath the text).

If you select Transparent, you cannot select opacity or a color. If you select Solid, select a color for the panel as well as opacity. If you select Horizontal Gradient or Vertical Gradient, select a color or colors as well as opacity.



If you select Image as your style, select Select image.... The Open dialog box appears.



Select an image and select Open. It will now appear on the element/button.

You can move a button, left-click and drag it to its desired location and re-size it by selecting it and dragging the appropriate black dot surrounding the button in or out.

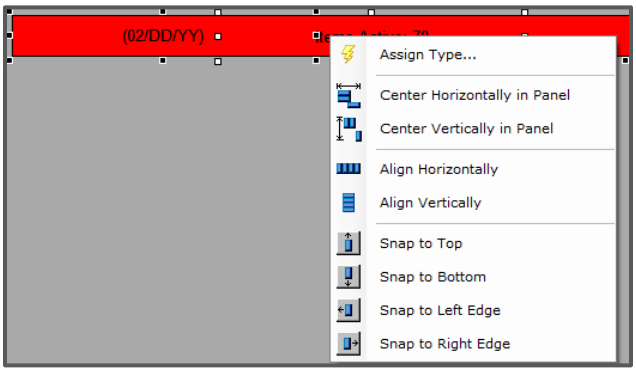
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To delete an element (button), select it and select 

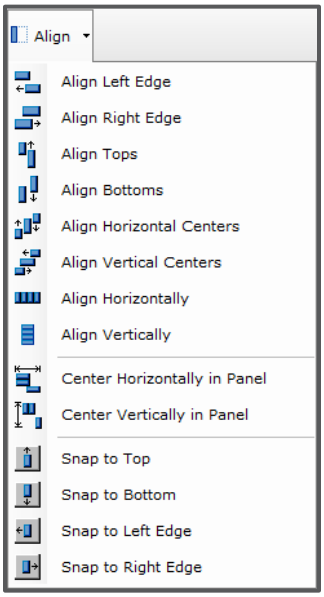
. A confirmation prompt appears. Select Yes.

Alignment

In addition to using the Panel Settings, Element Settings, and Dashboard Editor buttons to configure the panel, the Client Area can be controlled using a right mouse-click.



The Alignment options are accessed by selecting Align in the menu allow for a quick and easy method of organizing a group of buttons on the Panel Editor. A single button can be selected and centered or snapped. Multiple buttons can be selected using the shift key and aligned, centered, or snapped. (“Snapped” means to move to another place on the panel).



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Printer and Other View Settings

Introduction

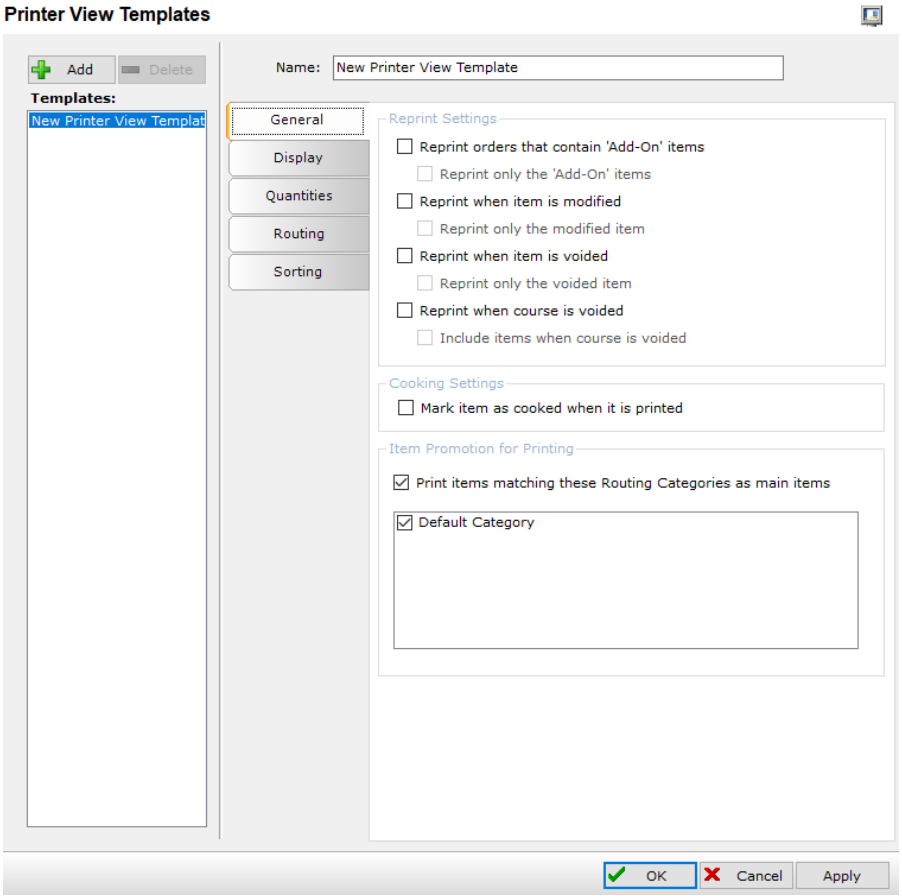
Other view settings are found under the View Settings heading on the Kitchen tab. Specifically, this section looks at printing views, tab templates, and the view manager.

Printer View Templates

Configure printer view templates if you have a station performing direct printing (not driven from a Kitchen event like Bump or Prepared or a user action from a keypad). Printer views are not physical views like Order, Item, and AccuPrep views. In addition, they are not like touch panels or dashboards that actually appear on tabs of the Display Client.

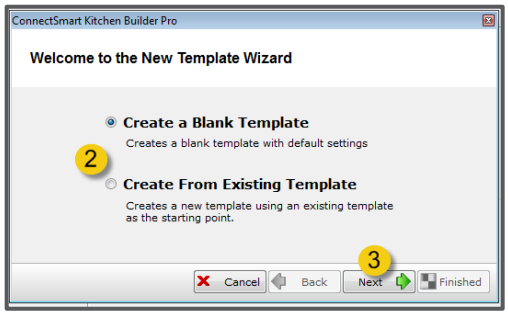
Use the Printer View Templates form to define the behaviors of the direct printing station.

General

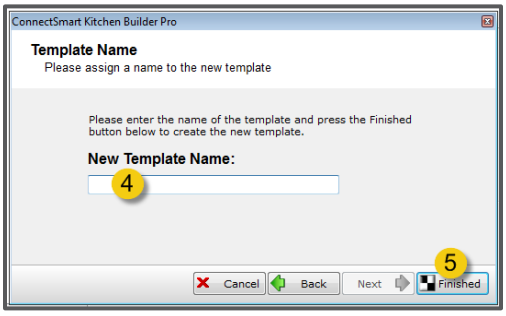


1. Select Add. The New Template Wizard appears.

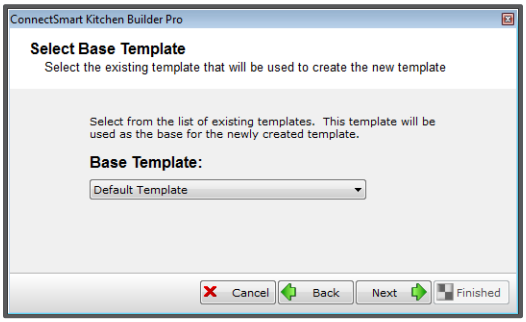
2. Select Create a Blank Template or Create From Existing Template.

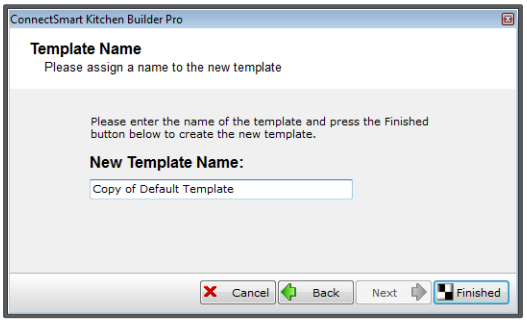


3. If you selected Create a Blank, select Next. The Template Name form appears.
4. Enter a template name.



5. Select Finished.
   - If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.





6. Enter a unique name for the new template and select Finished.

Note: You can add a template regardless of which tab you are currently on.

7. Using the checkboxes, enable or disable the display of each reprint setting.

Note: Reprint orders that contain 'Add-On' Items, **Reprint when item is modified**, **Reprint when item is voided**, and **Reprint when course is voided** must be selected to enable the sub-settings.

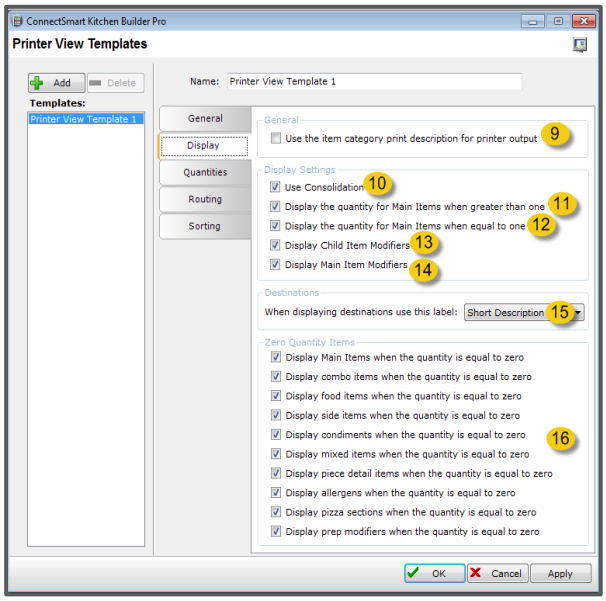
Note: The order will not be reprinted until it is Totaled or Tendered again after the add-on items have been added.

8. Select Mark item as cooked when it is printed to mark an item as "Cooked" on the Display Client if it is printed. This setting is helpful in eliminating the need to manually mark an item as cooked in addition to bumping the item.

Note: This option works only for item view printers and not for order view printers.

9. Click the **Print items matching these Routing Categories as main items** checkbox to specify that items matching certain Routing Categories should be promoted to main items for printing.

Display



1. Select Use the item category print description for printer output if you want the print description entered on the Item Categories form to print on the chit instead of the description sent from the POS.
2. Select whether or not you want to use consolidation, which occurs when multiple identical items are sent from the POS in the same transaction, and they are listed once with a quantity value next to it, instead of listing each instance of the item out separately. Consolidation mode is set up on the Consolidation tab of the Transaction Manager form.

3. Select whether or not you want to display the quantity for main items on the receipt when the value is greater than one.
4. Select whether or not you want to display the quantity for main items on the receipt when the value is one.
5. Select Display Child Item Modifiers to display the modifiers of child items on receipts.
6. Select Display Main Item Modifiers to display main item modifiers on receipts if modifiers are sent by the POS. If you are unsure whether your POS system sends modifiers, check the POS documentation.
7. For displaying destinations use this label, select a display option: No Description, Long Description, Short Description, or Abbreviation. This option provides the ability to assign a destination label to the sub item column of any main item sent with that destination.

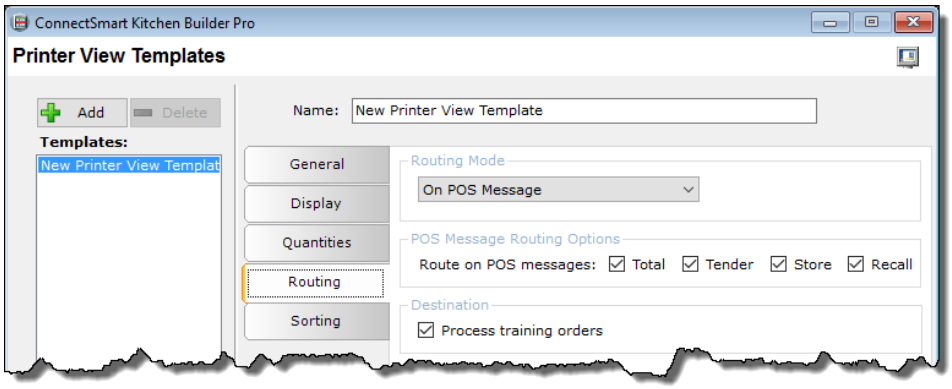
Quantities

1. Select the options to display any items or sub items sent with a zero quantity on receipts. If the POS system is sending “on the fly” or “one item back,” and an item or sub item is canceled, with the zero quantity option selected, the item will still appear on the receipt. Also, if the POS system is capable of sending an item with a quantity of zero, it will appear.
2. Select the options to display multi-quantity items on receipts.
3. Select the options to display quantities equal to one for any of the item types on receipts. If the POS system sends multiple quantity items, all of these options should be selected, or it will appear that only one item (or sub item) has been sent.

Note: The different item types for both one and multiple quantities include: combo items, food items, side items, condiments, prep modifiers, mixed item, piece detail, allergens and pizza.

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Routing



1. Select the routing mode, which controls which items and orders get sent to the printer: On Total or On Prepared.
   - **On POS Message:** Items are routed and appear on the Display Client any/all of the following POS Message Routing options are triggered: Total, Tender, Store, Recall. If all POS Message Routing options are selected, "On POS Message" will function as Crunchtime Kitchen 6.0 option "On Total" functioned.
   - **On Prepared:** Orders are routed and appear on receipts when all items contained in that order are prepared (bumped off all prep stations).

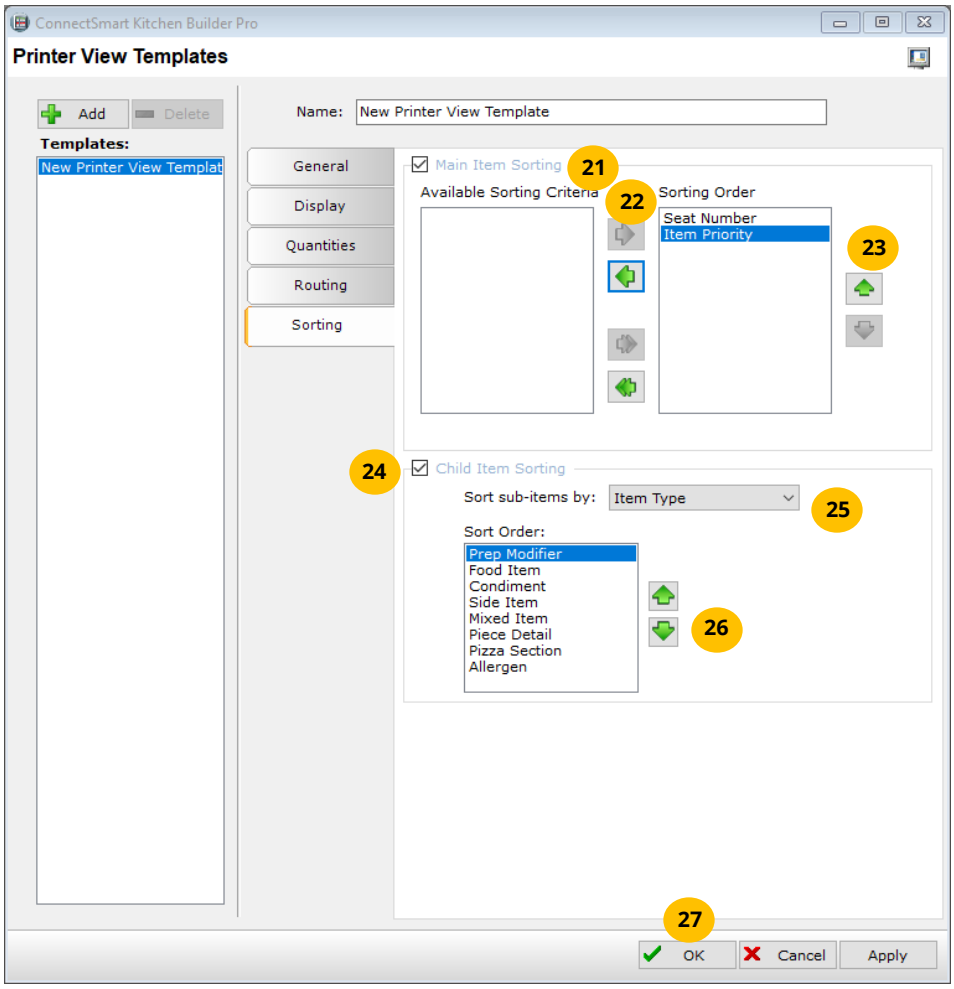
Note: On Prepared only works for order printing and not item printing.

2. Select Process training orders if you want training orders to appear on printer views according to the current routing and display settings. When this option is not selected, Crunchtime Kitchen filters out all training orders, and they will not appear on any printer views.

Note: Most POS integrations have built in support for training orders. Training orders are sent with a flag that tells Crunchtime Kitchen they are training orders and not actual customer orders.

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Sorting



1. Select whether or not you want to enable main item sorting. The default method to sort main items is to simply place items on a receipt in the order in which they are received from the POS. When Main Item Sorting is not selected (unchecked), Transaction Manager sorts main items.
2. If you selected Main Item Sorting, select Item Priority and Seat Number and click the green arrow to move to the Sorting Order box.
   - **Item Priority:** Once enabled, main items can be sorted on receipts by one of two criteria. The first is item priority. Every item is assigned a priority by Transaction Manager. This priority can be set by the POS system or assigned by Crunchtime Kitchen if the POS system does not set the item's priority. Item priorities can range from 1-999, with 1 being the highest priority value. Crunchtime Kitchen does not override priority values set by the POS. However, if the POS system does not specify a priority value for a given item, Crunchtime Kitchen must determine the item's priority.

Note: Crunchtime Kitchen starts by setting the priority to the default of 500. Next, Crunchtime Kitchen uses the item's item category number to perform a look up in the item category table. If the item category is defined in the table, the Transaction Manager will retrieve the priority value from the item category table. If the priority value is defined, the item will be assigned that value. If the item priority is not defined in the item category table, or the item category table does not contain an entry for the item's item category, the item's priority remains the default value of 500. When sorting by item priority, items with a higher priority value move to the top of the order. Items with lower priority values move to the bottom of the order.

- **Seat Number:** The second main item sorting option is to sort by seat number. With this sorting enabled, items are grouped together on receipts based on their seat number. This sorting mode is used in table service environments. This sorting mode should be enabled when you are using receipt printing that contains seat numbers.
- **Seat Number and Priority:** Main level items in an order sort on receipts by Seat Number first and Item Priority next. Items can be modified (ModifyItem message from POS) to change seat numbers or priority values and this causes items to re-sort on the fly.

3. To sort Item Priority before Seat Number, highlight "Item Priority" and click the green "up" arrow so that Item Priority appears first on the list.
4. Select whether or not you want to enable child item sorting. These settings are independent of the main item sorting options. Child item sorting is a two tier sort. First the Transaction Manager will sort based on the type of child item. For example, it will group all the condiments items together followed by all the side items. Secondly, the Transaction Manager will sort each group of child item types based on the priority value of each item.

Example: All condiments, which are grouped together in the first tier of the sorting, are now sorted based on the individual priority values of each condiment item. This allows you to print different types of child items such as condiments, in a specific order, regardless of how they are entered into the POS terminal.

5. If you selected Child Item Sorting, select how to sort sub-items: Item Priority, Item Type, or Item Type and Priority.
   - **Item Priority:** By default, items within a group of item types are sorted in the order in which they are received from the POS system. Selecting Item Priority will cause the Transaction Manager to sort items on receipts within the groups of item types, based on the priority value of each item. Items with a higher priority value will appear before items of a lower priority.

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- **Item Type:** When sorting the child items by item type, the Transaction Manager will order the child items in the same order in which the item types appear in the Sort Order list shown on the Sorting tab. To change the order in which the child item types appear in this list, highlight a child item type and select the up or down arrow buttons to move it within the list.
- **Item Type And Priority:** Allows for both types of Sub-Item sorting to occur consecutively. First, Transaction Manager will sort the sub-items based on type, and then, within each sorted sub-item type, the sub- items will be sorted based on the item priority.

Note: When sorting the child items by item type, Transaction Manager will order the child items in the same order in which the item types appear in this list. Mixed items will be shown first on the receipts, followed by piece detail items, condiments, food items and lastly side items.

6. To move a sub-item type in the list, simply select the item type and then use the up and down arrows to move the item type in the list.
7. Select OK.

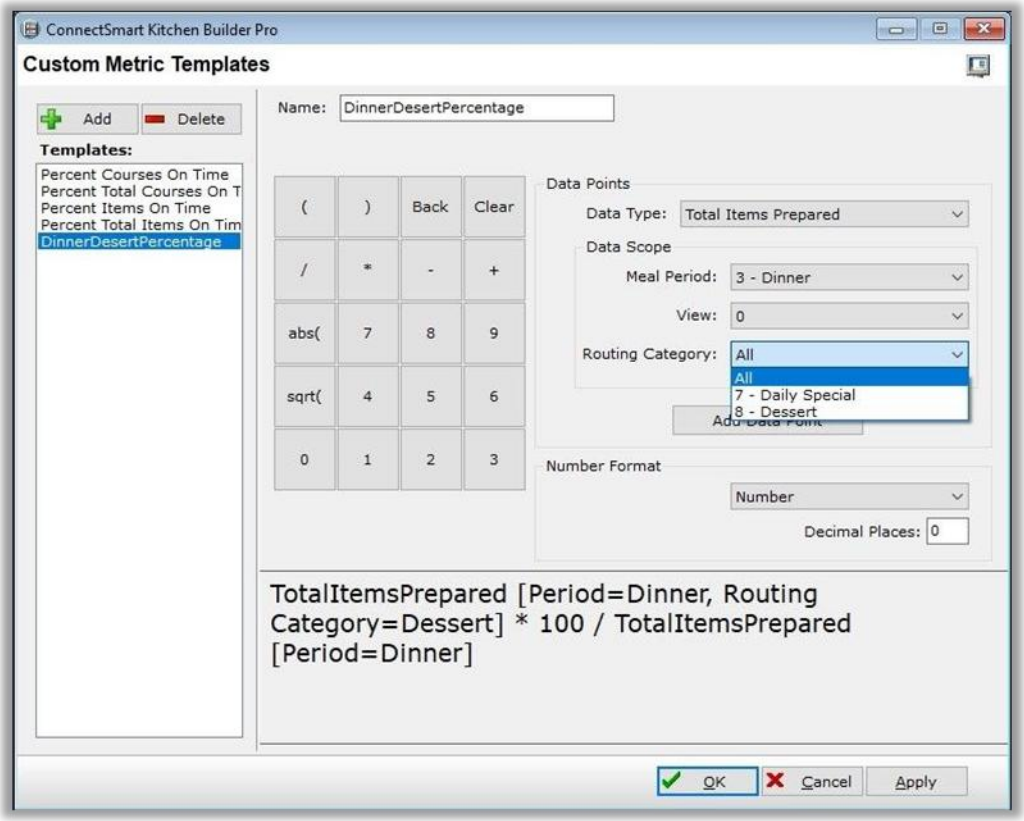
Note: To implement printer view templates, use the Printer Station Editor.

Custom Metric Templates

Custom Metric Templates allow for the creation of custom derivative metrics based on existing calculated Kitchen Server values.

Note: The Custom Metric Template setting node is optional when downloading a template from Enterprise Portal.

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1. To configure Custom Metrics, navigate to: View Settings | **Custom Metric Templates**.
2. Click **Add** to add a new Custom Metric Template.

Note: Click **Delete** to delete an existing Custom Metric Template.

3. Enter a **Name** for your Custom Metric Template.
4. Use the number pad and available Elements to create your Custom Metric formula.

Note: Routing Categories are configured in the View Metrics tab of View Manager.

5. Click **OK**.

Each Data Point in a custom metric equation may be modified by the options in the Data Scope panel.

Meal Periods can be specified for many Data Types. When specified, the data point in the custom metric equation will be restricted to only tally changes that occur between the start and end times defined for the meal period in **Kitchen Settings** | **Operating Periods**. Selecting a meal period that is not enabled will cause the data point to have a value of 0 when the overall equation result is calculated.

Views allow the user to select a specific routing view that will always be used when the equation result is calculated. When the View is set to 0 in the Data Scope, the existing behavior that selects the View used in a Custom Metric is followed.

For example, displaying a single metric that shows all active orders on the Main Expo (View ID 101) and ToGo Expo (View ID 901) can be accomplished by creating a custom metric. The equation would include two data points:

Data Type: Courses Active, View Scope: 101 + Data Type: Courses Active, View Scope: 901

This will show all active orders on both views 101 and 901, and the metric can be placed on a dashboard on any station in the Kitchen.

For Data Points where Meal Period can be specified, both options can be used to limit the tally to only include metric changes on a specific view during the defined meal period.

> **Note:** To assign Custom Metrics to Elements, navigate to your GRDS Dashboard Templates or RDS Dashboard Templates.

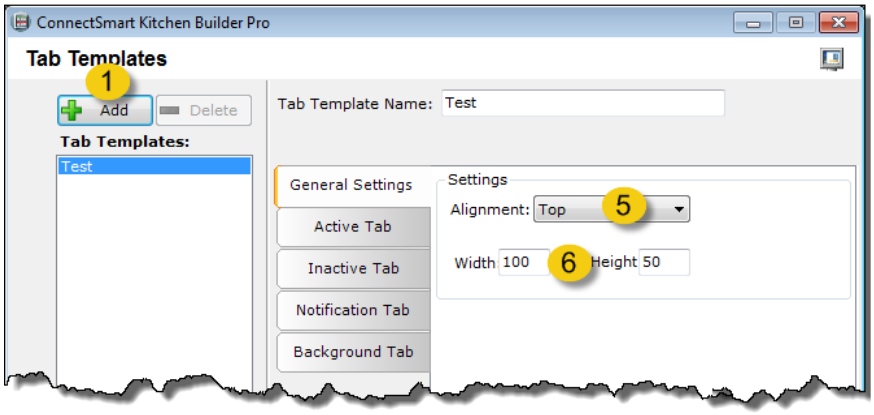
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Tab Templates

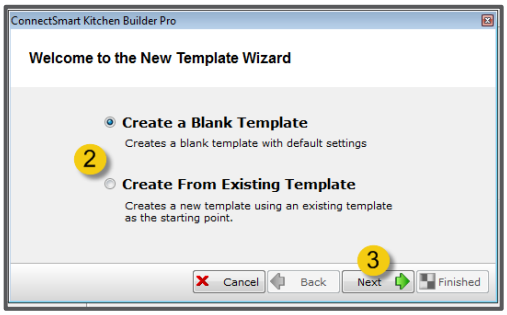
Tab templates are used to configure the look and feel of Kitchen station tabs.



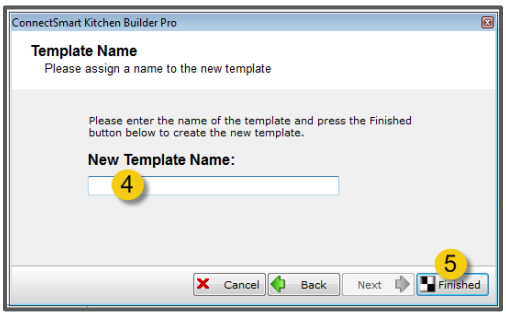
1. Select Add. The Template Wizard appears.



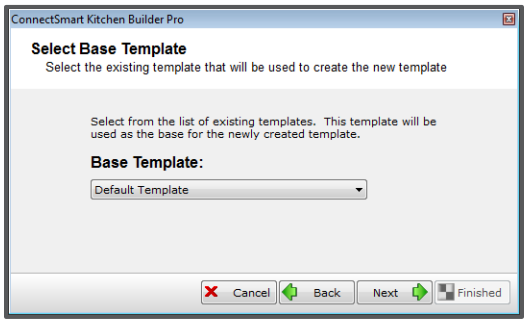
2. Select Create a Blank Template or Create From Existing Template. If you selected Create a Blank, select Next. The Template Name form appears.

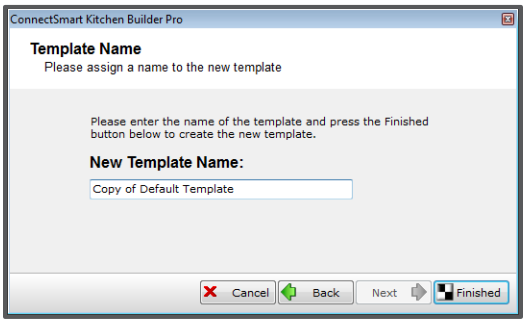


3. Enter a template name.



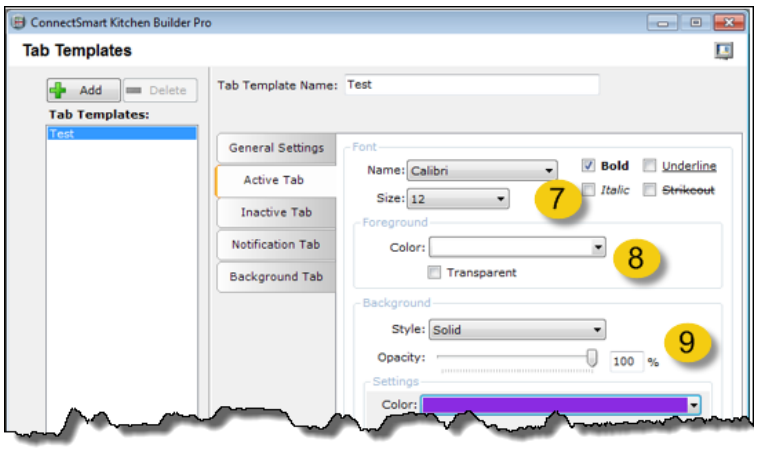
4. Select Finished. If you selected Create From Existing Template, select Next. The Select Base Template form appears.
   - Select a template to base the new template on and select Next. The Template Name form appears.
   - Enter a name for the new template and select Finished.





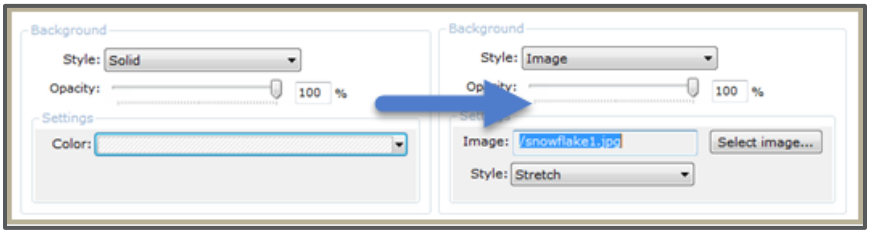
5. Select tab alignment: Top, Bottom, Left, or Right.
6. Set tab width and height in pixels.

Note: If the station does not use the tabbing feature, enter 0 for tab height and tab width. Even if you are not using tabs if you do not enter 0 in these fields, one blank tab will appear on your kitchen station.



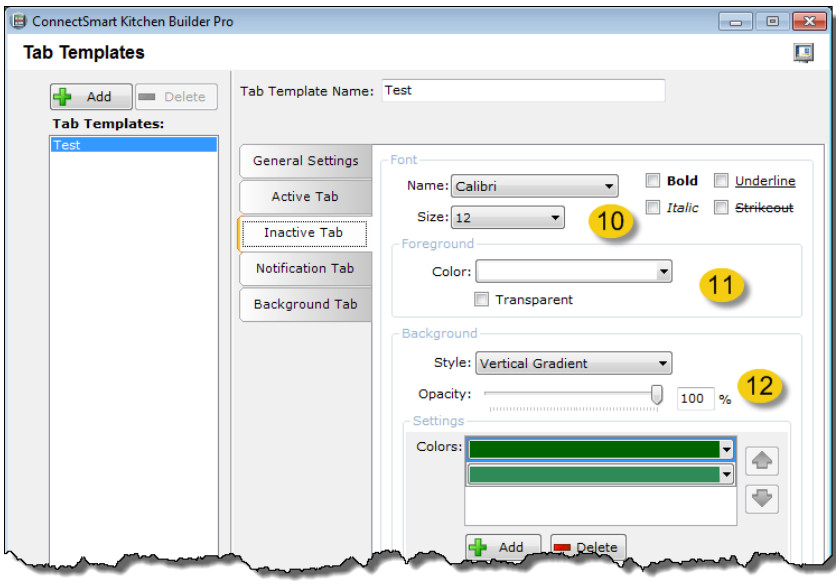
7. Assign fonts, styles, and sizes to all active tabs on the view.
8. Select foreground color and whether or not it will be transparent.
9. Select background color style: Transparent, Solid, Horizontal Gradient, or Vertical Gradient, define its opacity (0-100%), and select its color or colors.

Note: This is the background color of the window. If no view at all is configured on the station (for example, due to an activity level change), the background color will appear. For background, if you select Horizontal Gradient or Vertical Gradient, you can select multiple colors. If you select Image as your style, the Settings section changes.

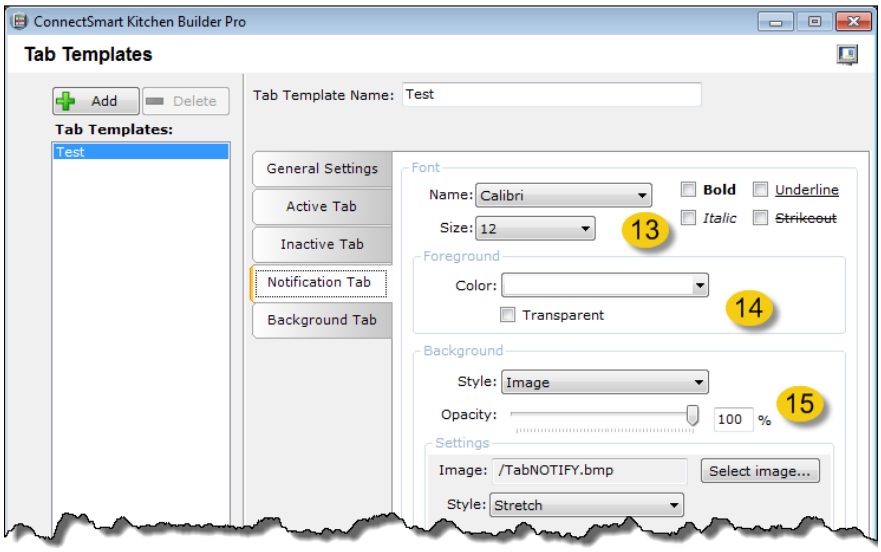


Note: If you select Image as your style, select Select image…. The Open dialog box appears. Select an image file and select Open. Crunchtime Kitchen automatically stretches an image to fit the remaining space of the tab.

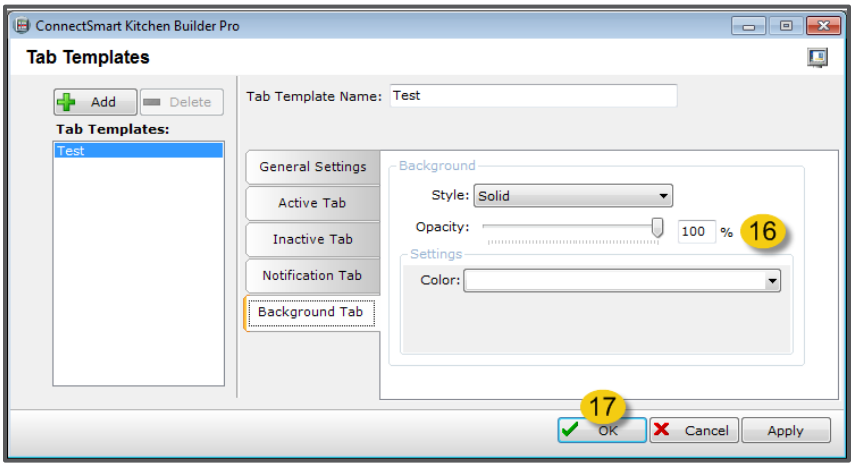
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10. Assign fonts, styles, and sizes to all inactive tabs on the view.
11. Select foreground color and whether or not it will be transparent.
12. Select background style, define its opacity, and select a color or colors (or select an image).

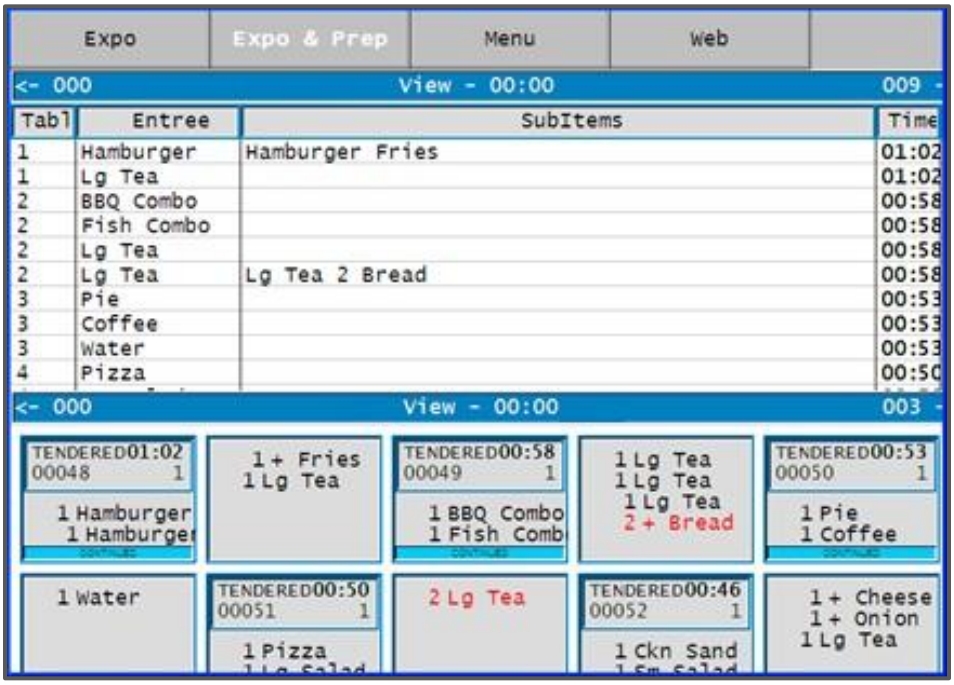


13. Assign fonts, styles, and sizes to the notification tabs on the view.
14. Select foreground color and whether or not it will be transparent.
15. Select background style, define its opacity, and select a color or colors (or select an image).



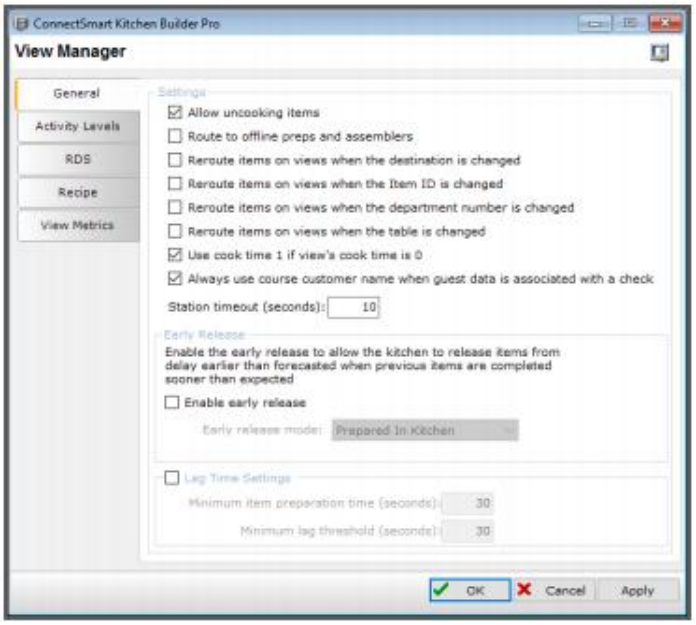
16. Select background color style, define its opacity, and select a color or colors (or select an image).
17. Select OK.

Example: Below is an example of a kitchen station with four tabs. The Active tab in this example is labeled Expo & Prep, which has two views: a Line Item view (on top) and a Fixed Grid view (on the bottom). Expo, Menu, and Web are the inactive tabs.



View Manager

Multiple views are useful for keeping track of multiple orders. For example, if a worker who uses an expo station wants to look at kitchen prep stations, she would be able to do so by adding a second view. Use the View Manager form to configure early release procedures, lag time settings, character sets, a Recipe view source, and view metrics.



1. Select Allow uncooking items if you want items marked as Uncooked to appear on Kitchen views.
2. Select Route to offline preps and assemblers if want items and orders routed to kitchen views that are offline.

Note: There are special cases where items are rerouted between views. Most often, this is a result of a user action that bumps transactional data to another view. When this occurs, you may need to see items that are not part of the view's normal routing scheme. Therefore, there is a way to override the view's routing scheme and allow these new items to be displayed.

3. With this in mind, select Reroute items on the view when the destination is changed if you want to move items from one view to the other. If you do not select this option, items will remain on their original view even if the destination has changed.
4. Select Reroute items on the view when the Item ID is changed to allow view routing to be changed when item IDs change.
5. Select Reroute items on the view when the department number is changed to allow view routing to be changed when department numbers change.

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6. Select Reroute items on views when the table is changed to allow view routing to be changed when table numbers change.

Note: Steps 3-6 apply to Order View, Item View, and AccuPrep View templates.

Note: Bin item/demand counter routing is not updated due to item ID or department number changes if the item has already been routed to the bin (one item back or on total).

7. Update the Station Timeout if desired. This setting allows you to configure the number of seconds kitchen will wait before applying backup routing of items or orders when a station goes offline.
8. Select Use cook time 1 if view's cook time is 0 to default to cook time 1 if a view's cook time value is 0 for an item. This setting, which is enabled by default, allows items to retain a cook time of 0 on a station instead of automatically using the cook time 1 value.
9. Select "Always use course customer name when guest data is associated with a check" to specify whether the customer name or guest data will appear in the following areas:
   - Grid Headers
   - Line Item Columns
   - Receipts

Note: To specify what should appear as the "Customer Name" in the Kitchen Display, navigate to: Kitchen I View Settings | **View Manager**. Locate the **Settings** within the **General** tab. Enable or disable the "**Always use course customer name when guest data is associated with a check**" setting. Click **OK**.

Enabled	Disabled
Customer name used in display. Note: If field is empty, uses guest data.	Guest data used in display. Note: If field is empty, uses customer name.

Guest data will be formatted as "Last, First" if both the first and last name are available. If both are NOT available, either the first or last name will appear.

Enabled vs. disabled setting: What appears in Kitchen Display.

10. Select Enable early release if you want to release one of two items in the same order with different cook times.
11. If you select Enable early release, select an early release mode: Prepared in Kitchen or Bumped From View.

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- **Prepared In Kitchen:** If two items with two different cook times are rang in on the same order, the item with the shorter cook time is released early from delay if the item with the longer cook time is prepared before its total cook time has elapsed.

Note: When items in delay routing are released early, due to Enable early release being selected, Current Demand Counter bin items update based on the new order forecast prep time and move from Pending to Current accordingly.

- **Bumped From View:** Forecast prep times are updated when items are bumped from a view, and an item's forecast prep time for the view from which it was bumped is no longer included in the display group/kitchen forecast prep time. This allows the same item that was delayed longer on other views to be released early on those views when it is bumped from the view with the longer forecast prep time.

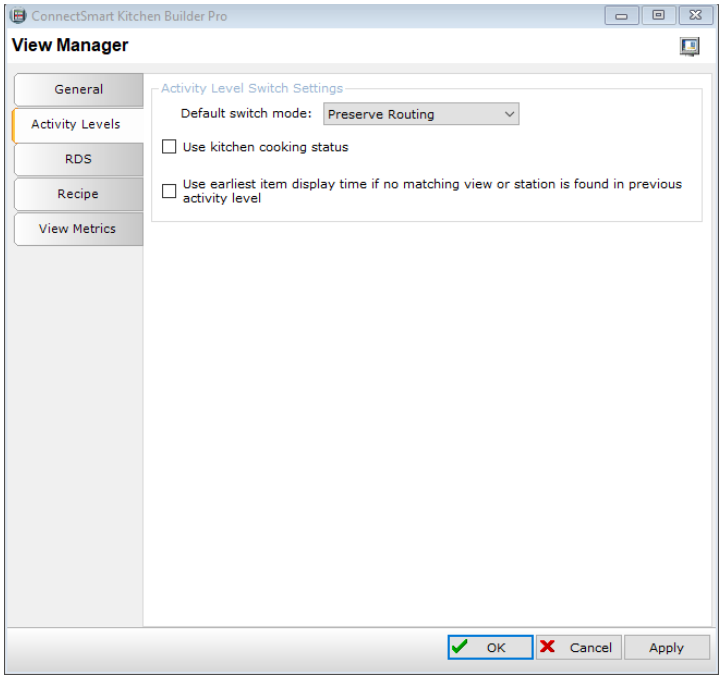
12. Select Lag Time Settings if you want to track lag (gap) time, which is the time between when the first and last items in an order are prepared. When the first item in an order is marked as Prepared, the remaining items in that order will enter “lag” status. This alerts kitchen staff at other stations to prioritize completion of the rest of the items in the order since a portion of the order is already plated and awaiting delivery. Lag time applies to all view types (Order, Item, and AccuPrep).
13. If you selected Lag Time Settings, enter a minimum item preparation time, in seconds, that must pass before lag time gets recorded. For example, if you set this value to 60 seconds and the first item in the order took 52 seconds to prepare, lag time would not start and the color attribute on the unprepared items would not show on the Prep views.

Note: Prepared time is based on the time that the item first appears on the view until it is bumped off the view. This feature allows you to exclude quickly-bumped outliers from impacting the lag time.

Example: If you selected Lag Time Settings, enter a minimum lag threshold, in seconds, that must pass before unprepared items are shown with the Lagged Item attribute color (assigned on the Item Attributes tab of the GRDS Color Schemes and RDS Color Schemes forms). For example, if you set this value to 30 seconds, lag time would not start until half-a-minute after the first item is prepared. So if 27 seconds went by after the first item’s preparation, the remaining unprepared items would not be shown in the lag color on the view because the threshold had not been met.

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Note: The system begins counting down the lag time threshold the first time an item in an order is prepared (if you are using a minimum item preparation time, the lag time threshold counter begins when the first item to display longer than the minimum item preparation time is bumped). Using this feature allows you to build in a buffer of acceptable lag time between the preparations of all items in an order.



14. Select the default switch mode: Reroute Transactions or Preserve Routing.

    - **Reroute Transactions:** Upon an activity level change, cooking items will be rerouted under the routing schemes of the new level. If this is not selected, cooking items will be routed only to their current view instead of being rerouted when an activity level change occurs.
    - **Preserve Routing:** Upon an activity level change, cooking items will be forced to stay at stations on which they are currently cooking.

15. Select Use kitchen cooking status if, during an activity level change, an item is marked as cooking and is rerouted to another station, you want that item to retain its cooking status. This applies to AccuPrep and Line Item views.
16. Select Use earliest item display time if no matching view or station is found in previous activity level if you want the Display Time to be based on the longest time the item had on any view before the Activity Level change took place. When unchecked, or when the item was not displayed on any view before the change, the Display Time will be based on the time that the Activity Level change caused the item to be added to the view.

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17. Select Send unicode strings to RDS video controllers to enable double byte character support (unicode). This allows text and symbols from varying writing systems of the world to be consistently represented.

Note: Since tabs cannot be used on RDS devices, text for tab names is always sent as unicode, even if Send unicode strings to ePic video controllers is cleared (not selected).

18. Select a **Recipe View Source**:
    - **None:** You do not want to use any recipe functionality.
    - **Legacy TeamAssist:** A web application that presents key information for in-store team members, including a recipe book. Accessing TeamAssist from a Display Client, the presentation (Assembly or Preparation) is determined by the kitchen view requesting the recipe, which is set up in Kitchen Builder Pro. For instance, when using Assembly View and Prep View tabs for recipes, the assembler will see the Expo View for a menu card, where information about presentation is provided. At the same time, the preparation chef will see the Prep View for that same menu card, where information about ingredients and cooking procedures is most important.

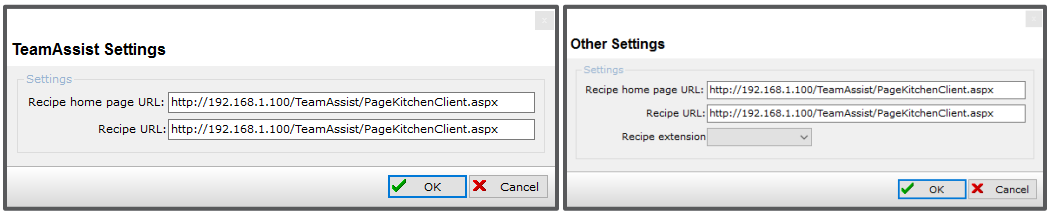
Note: You must have a valid TeamAssist Integration License in order to use TeamAssist functionality.

- **Generic:** Select this option if you are using Crunchtime's Recipe View functionality or any third-party recipe viewer application.
- **TeamAssist:** This is TeamAssist 2.0, introduced in Crunchtime Kitchen 6.4.

Note: The **Settings** button will not be available when using TeamAssist 2.0 as the Recipe View Source.

19. If you selected TeamAssist or Generic, select Settings…. Depending on whether you selected TeamAssist or Generic, either the TeamAssist Settings or Other Settings form appears.

20. For either form, enter a recipe home page URL and a recipe URL. This is the default page that appears any time a user navigates directly to the Recipe View, Crunchtime TeamAssist, or third-party recipe viewer for the first time.
21. If you selected Generic as your recipe view source, enter a recipe extension, which is the extension to be appended onto the selected item ID when the system tries to locate the appropriate recipe file. For example if the recipe files are saved as jpg images, .jpg will be the appropriate setting. If web pages are used for the recipe files, .htm or .html may be appropriate.

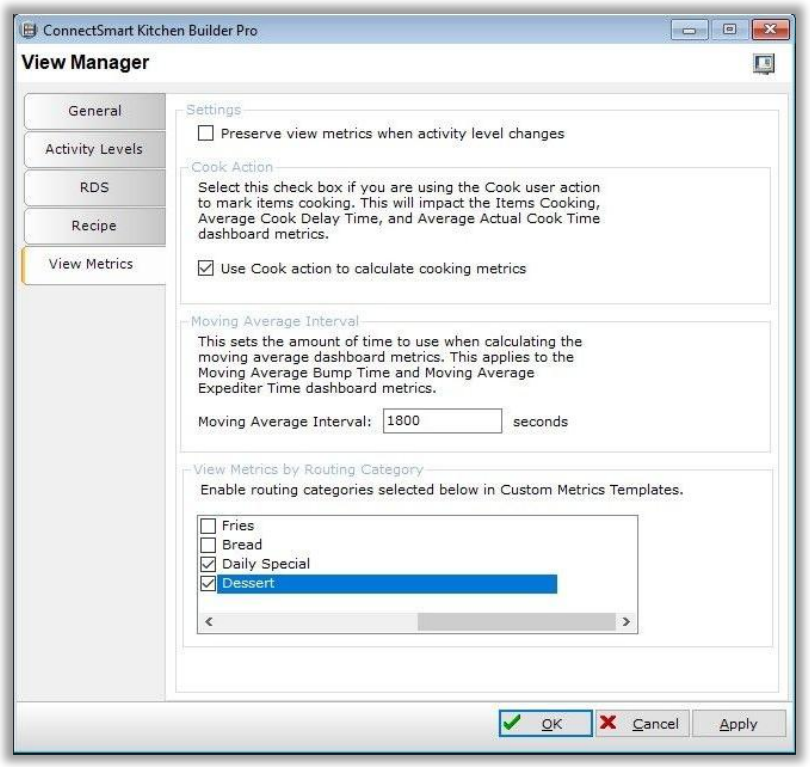


Example: If the extension used is .html and the recipe path is file:///c:/recipe files/ when the user selects an item with an item ID of 1001 and presses the Recipe View button on the keypad, the system will automatically navigate to the defined recipe view for this kitchen view and display the file:///c:/recipe files/1001.html.

22. Select OK.

Note: Depending on whether or not you select Use Cook action to calculate cooking metrics, the Average Actual Cook Time metric will differ. If you select this option, the time between when the cook action was selected and when the item is bumped is recorded. If you do not select this option, the time between the item displaying on the view and when it is bumped is recorded.

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23. To enable “Preserve view metrics when activity level changes”, open the View Manager form in KitchenBuilderPro, navigate to the View Metrics tab, and check the box next to “Preserve view metrics when activity level changes.” Hit Apply to save the setting and continue editing the View Manager form, or OK to save and close the form.
24. To enable For Moving Average Interval, enter the number of seconds that will be used to calculate the MovingAverageBumpTime and MovingAveragePrepTime metrics.
25. Using the checkboxes, enable which routing categories should be included in metrics tracking.
26. Select OK.

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Activity Levels

Introduction

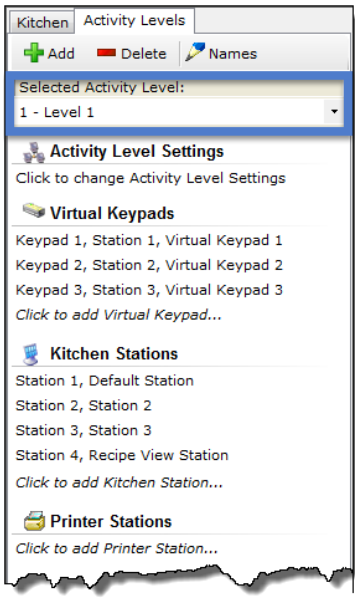
Activity levels provide a way to configure the Display Client to operate differently as store conditions change throughout the day or week. As sales volume and staffing levels change, it may be beneficial to change the configuration of Crunchtime Kitchen.

> **Example:** The dinner rush period has different demands than mid-afternoon. Activity levels provide a way to switch among configurations that are suited to these different periods.

An activity level contains information on routing schemes, virtual keypads, and kitchen stations. Activity levels can be changed on the fly, modifying the operation of the Display Client without disrupting critical operations. The Activity Level Change base action is a "by number" base action and will reflect the number of activity levels currently defined in the dataset, up to the limit of 16 activity levels.

Managing Activity Levels

The major components of an activity level are: Routing Schemes, Virtual Keypads, Kitchen Stations, and Printer Stations.

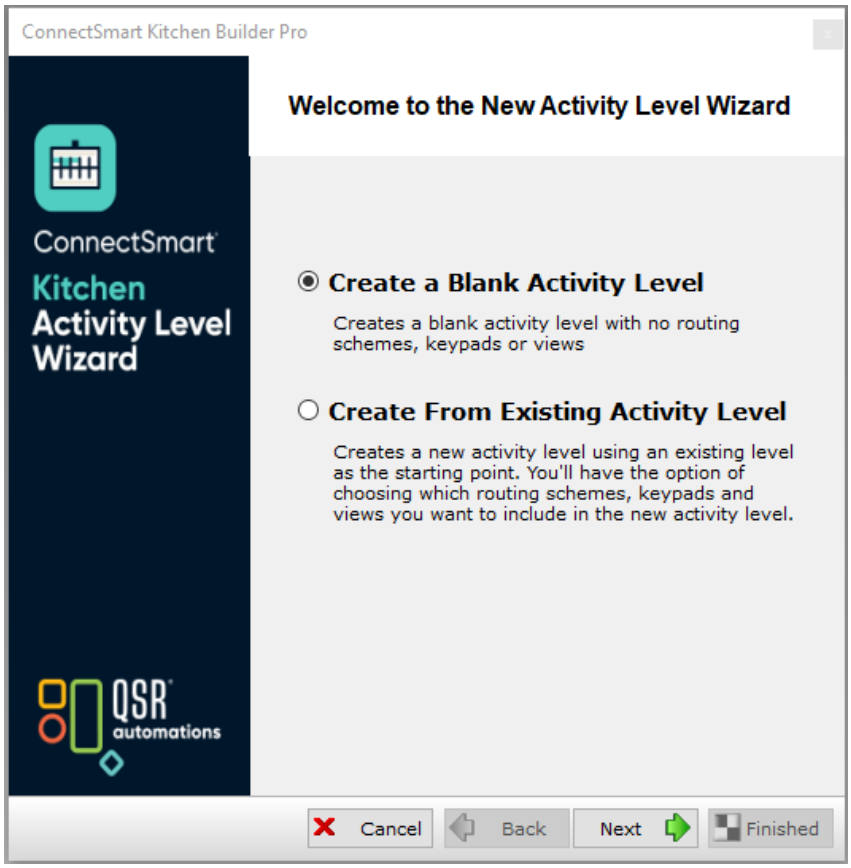


In addition to being able to navigate each component of the activity level individually, you can edit and manage the entire activity level on the Activity Levels tab in Kitchen Builder Pro.

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Adding Activity Levels

To add a new activity level, select Add. The New Activity Level Wizard appears.

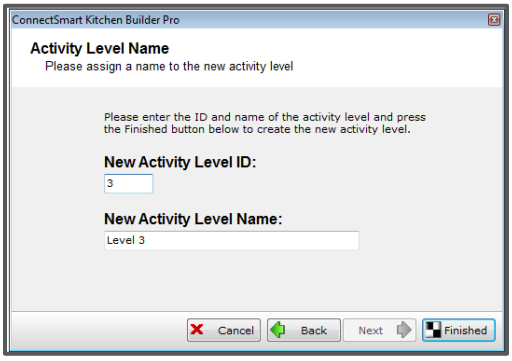


There are two options for creating a new activity level:

1. Create a Blank Activity Level
2. Create From Existing Activity Level

Create a Blank Activity Level

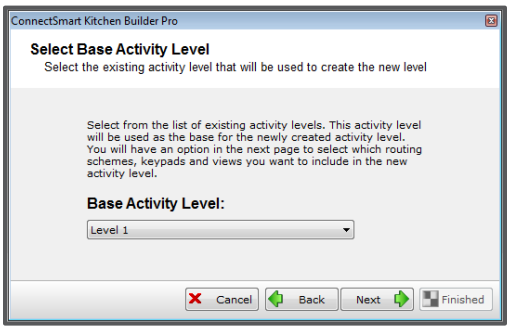
Select Create a Blank Activity Level and select Next. The Activity Level Name screen appears.



Enter a level ID and name for the new activity level and select Finished. The new activity level is now created.

Create from an Existing Activity Level

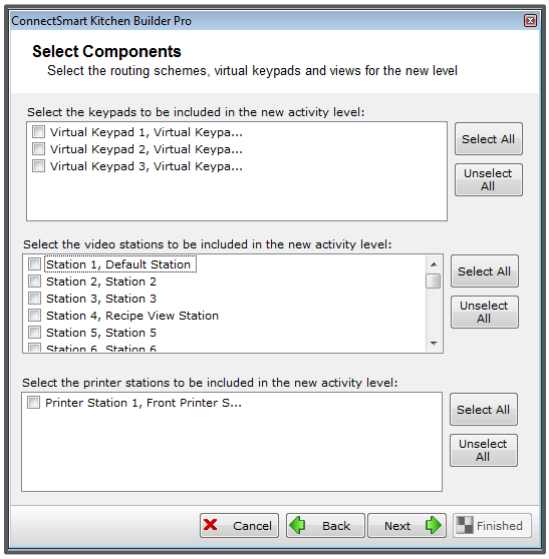
Select Create from an Existing Activity Level and select Next. The Select Base Activity Level screen appears.

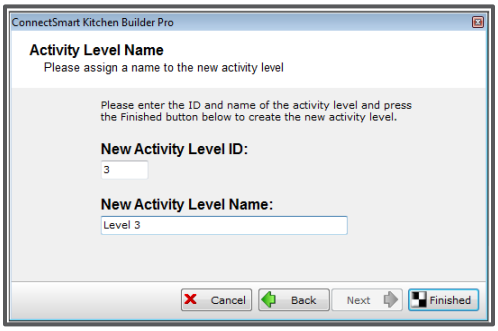


Select an existing activity level (primary level or split screen) from which to base the new activity level on. select Next. The Select Components screen appears.

Select the routing schemes, virtual keypads, and station views that you want to include in the new activity level. Each component can be individually selected, or the Select All and Unselect All buttons can be used to select or unselect all components in any given section. select Next to advance to the last step, the Activity Level Name screen.

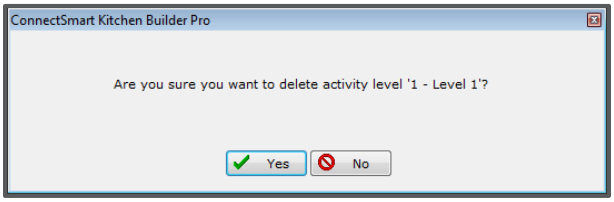
Enter the new Activity Level ID and name and select Finished. The new activity level is now created.





Deleting Activity Levels

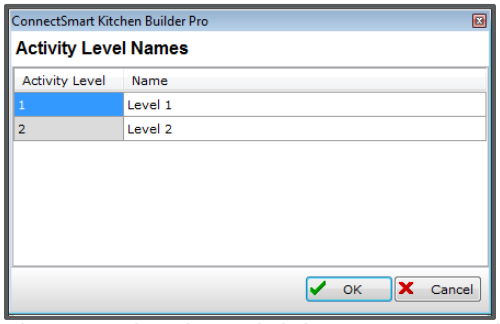
To delete an activity level, select Delete. A confirmation message appears. Select Yes to delete the activity level. Select No to cancel.



Note: If you are using redundancy and change datasets or remove an activity level from a dataset, delete all files except ConnectSmartNetwork.xml from the Data folder of the secondary server PC before synchronizing files with the primary server.

Renaming Activity Levels

To rename an activity level, select Names. The editable activity level name list appears. Enter a revised name and select OK. The activity level will now have this new name.



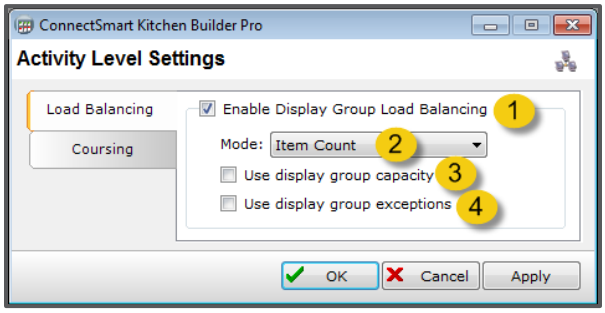
Note: If you have several activity levels and delete an activity level, the activity level is not renumbered sequentially. For example, if you have activity levels 1-5 and you delete level 3, the remaining levels are 1-2, and 4-5. If an item is in delay and the activity level gets changed, the item's delay time gets recalculated for the new activity level if the new activity level's delay routing calculations differ from the previous levels.

When switching activity levels, if the new activity level utilizes display group load balancing, items from the previous activity level are only routed to views where the display group index matches the display group index assigned to the views on the station from the previous level. The system, however, does not force an item to appear on a view if the item was marked "Cooking" on the previous activity level.

Changing Activity Level Settings

To change an activity level's settings, select Click to change Activity Level Settings. The Activity Level Settings form appears.

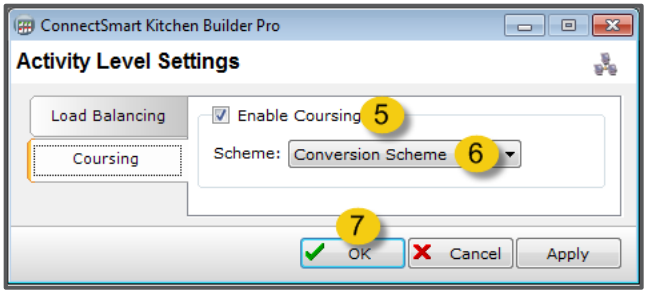
1. On the Load Balancing tab, select whether or not you want to enable display group load balancing for the activity level. Do this if you want each Display Client station to have approximately the same amount of items or orders.



2. If you selected Enable Display Group Load Balancing, select a load balancing mode: Item Count, Order Count, or Round Robin. Round Robin means each new order is assigned to use the next display group in line.

Example: If six display groups are defined, the first orders' items will be assigned to display group A, and the second orders' items will be assigned to group B, etc.

3. Select Use display group capacity if you want to use the capacity type (Item Count or Order Count) you selected on the Load Balancing tab of the Display Groups form.
4. Select Use display group exceptions if you want to use the load balancing exceptions you selected on the Load Balancing tab of the Display Groups form.



5. On the Coursing tab, Select Enable Coursing to use coursing functionality.

Note: For coursing to work with destinations, Apply coursing delay must also be selected for all applicable destinations on the Destinations form.

6. Select a coursing scheme, which is set up on the Coursing Manager form.
7. Select OK.

Creating and Editing Stations

Introduction

Crunchtime Kitchen provides a high level of flexibility in creating and editing kitchen stations and virtual views. Prep, Expo, and Assembly stations are examples of kitchen stations. This section will cover the following topics:

- Creating and editing GRDS and RDS kitchen stations
- Creating and editing Printer stations
- Creating and editing Grid (fixed and flex, also known as Order) Item (line and flex), and AccuPrep views
- Assigning Web, Recipe, and Spy views
- Adding touch panels to views
- Adding dashboards to views

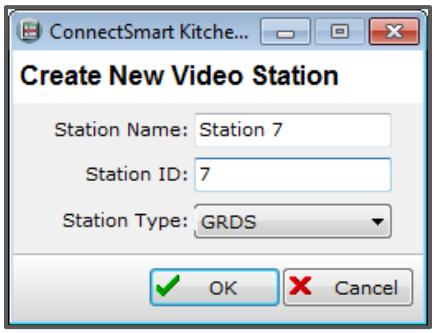
Station IDs for Video (Kitchen) stations and Printer stations are unique. Station IDs increment by taking into consideration both Video and Printer stations. For example, a user adds two video stations: Station ID 1 and Station ID 2. And then they add two printer stations: Station ID 3 and Station ID 4. If they go and add one more video station, it will be labeled Station ID 5.

Printer station views can be selected as backup views for Video stations, and Video stations can be selected as backup options for Printer stations. Also, both Printer and Video stations appear in the Bump To window on the Bumping tab of the View Editor and the Printer Station Editor. Video Station views can bump to printer views and vice versa.

Kitchen Stations

Begin the process of adding kitchen stations, by selecting Activity Levels Kitchen Stations I Click to add Kitchen Station. The Create New Video Station form appears.

Enter a station name and ID. The station ID must be unique.

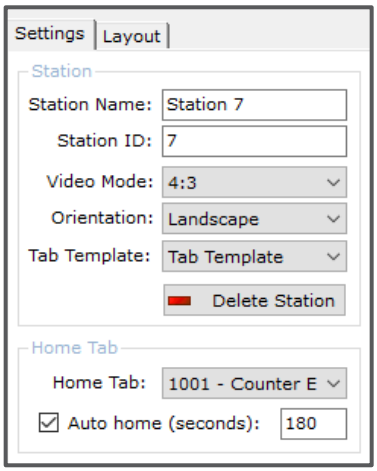


Station IDs increment by taking into consideration both Video and Printer stations. For example, a user adds two video stations: Station ID 1 and Station ID 2. And then they add two printer stations: Station ID 3 and Station ID 4. If they go and add one more video station, it will be labeled Station ID 5.

> **Note:** If you do not want to accept the default station ID and enter a station ID that is already being used, a message appears saying the ID is already in use. In addition, the OK button is unavailable.

Select the station type: GRDS. (GRDS settings are for Crunchtime devices that can handle more graphics, fonts, and styles, and RDS settings are typically used for legacy Crunchtime devices.) Select OK. The GRDS Video Station Builder form appears.

Setting up multiple views (adding multiple tabs) is useful for keeping track of multiple orders. For example, if a manager using an expo station wants to see what is going on in the kitchen, they could add a Line Item or Flex Item view on another tab.



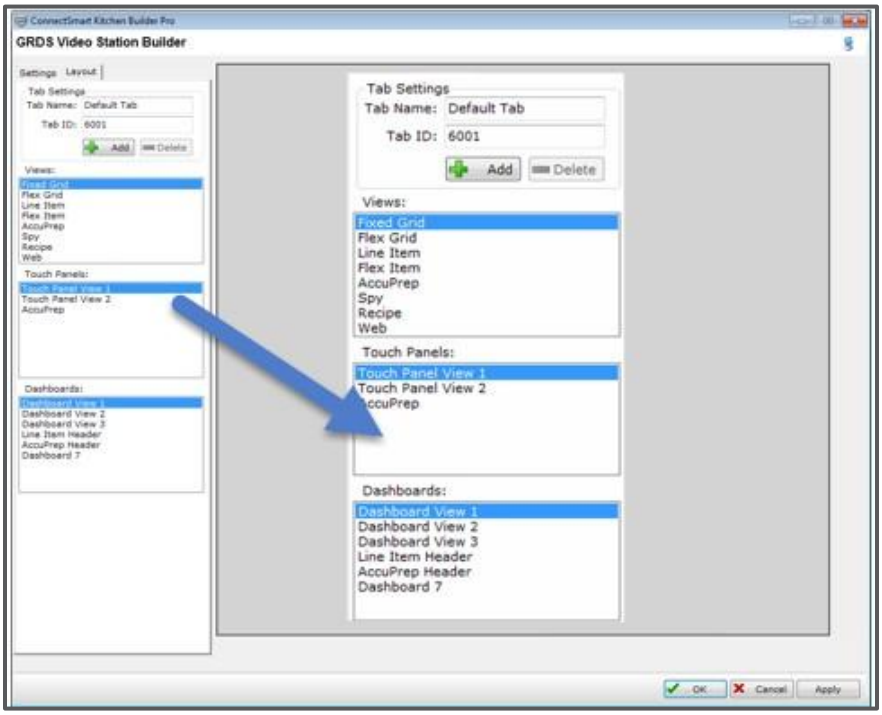
If applicable, on the Settings tab of the Video Station Builder, edit the view name, which is the default name is assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. Edit a station name and/or ID, if necessary.

If desired, define a Home Tab and a timeout setting that navigates back to the Home tab following a period of inactivity. This automatically returns a station with multiple tabs to the Home tab after the configured seconds of inactivity. The following activities prevent automatic navigation to the Home tab:

- mouse/touch events
- key presses
- tab notifications for the currently active tab

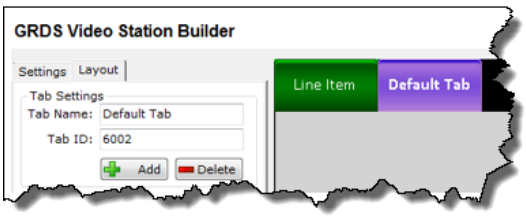
GRDS Video Station Builder

1. Select a video mode: 4:3, 16:10, or 16:9. The 16:10 and 16:9 modes are often used for widescreen displays.
2. Select the station's orientation: Landscape or Portrait.
3. Select a tab template.
4. Go to the Layout tab, and enter a name and ID for the tab.



Note: If you are not dividing your view into tabs, this name and ID will not appear anywhere on the view.

Note: To add tabs, select Add and give each tab a name and ID. Notice in the image below, when you add, it defaults to the name Default Tab.



Note: Regardless if you are setting up a single view or a view with multiple tabs, the following steps apply. If, however, you are setting up tabs, you will need to perform these steps for each tab you add.



5. Select a view and drag and drop it into the area to the right.
    - **Routing Views:** These determine the way items get sent from a POS system to a kitchen station. Routing views for GRDS stations include Line Item, Flex Item, Fixed Grid, Flex Grid, and AccuPrep.
    - **Recipe:** Use this view if one of the station views will be dedicated to a "base" URL location for the home page of your Recipe View, Crunchtime TeamAssist, or third-party recipe viewer. From that home page, you can select different links which can be pages for recipes or simply images of recipes. The URL is managed or created by the end user. Recipes can also include preparation notes for a menu item, including ingredients, quantities, and assembly instructions.
    - **Web:** Use this view if you want to access the internet from one of the views. Restaurants may want to include their home page to this view.
    - **Spy:** Use this view if you want to create a view that exactly mirrors another view. Think of it as a copy of an existing view for the purpose of review. For example, a manager wants to see activity on a grill view in the kitchen, the spy view allows them to see the contents of that grill view without actually having to go to that view's station.

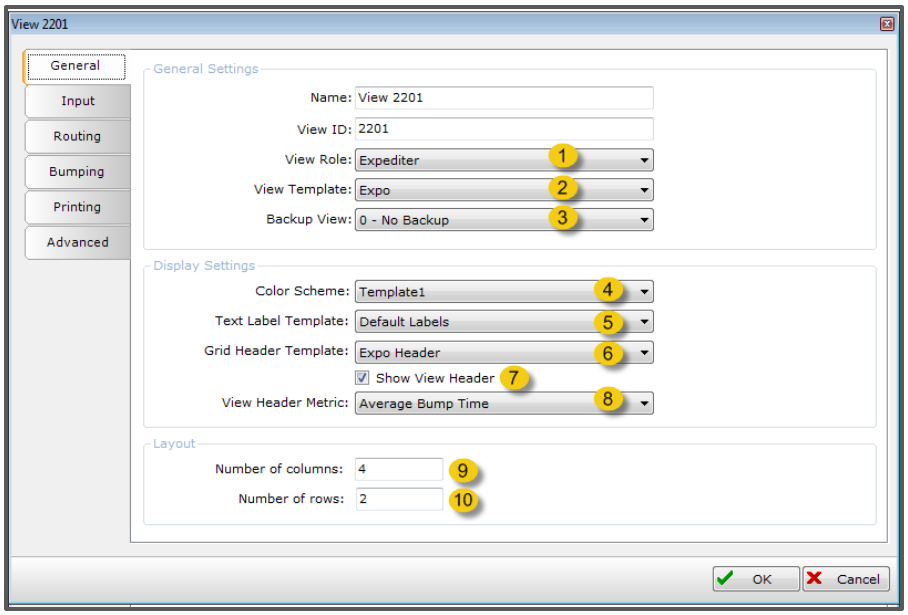
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Note: If you select Web as a view type, keep in mind there may be links that redirect to a new window as a pop up. While capable, Display Client stations are not designed to be a means of opening a new Internet Explorer window and taskbar, partially since employee use of the web for non-work reasons could affect restaurant efficiency.

6. Double-click inside the newly created view. The View Editor appears.

View Editor - Grid (Order) Views - GRDS

The View Editor includes six tabs for both Fixed Grid and Flex Grid view types: General, Input, Routing, Bumping, Printing, and Advanced.



If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.

1. Select a view's role: Expediter, Prep, Assembler, or OrderReady station.
    - **Expediter Stations (Expo Stations):** Generally show the entire order. This allows you to view the status of each order and sort the orders according to their status. Typically, order views are expo stations and item views are prep stations. This is the default role for Fixed Grid and Flex Grid views.
    - **Prep Stations:** Generally show items from orders that are being prepped specifically at that location. For example, you may have grill, fry, and salad stations in your kitchen. The items specific to that station are the only ones that appear on their respective displays. When a cook bumps an item off their prep station, the color attributes of an order can change at the expo station.
    - **Assembler Stations:** Intended to act as a "middle expo." They are typically order views. They allow an order to become "prepared" prior to becoming "assembled" at the expo station.

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- **OrderReady Views:** Customer-facing displays designed to display order level information for orders that are currently in progress and/or completed and ready to be picked up by the customer. The order level information displayed can be any or all of the order level details provided by the POS including customer name and order number as well as the elapsed time since the order was first entered or prepared.

2. Select a view template. These are created on the Order View Templates form.

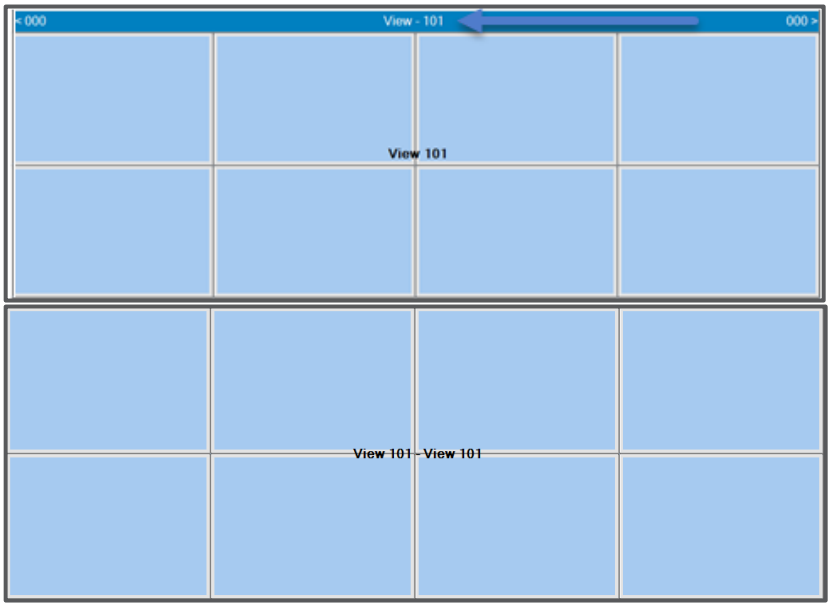
Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

3. Select whether or not the view will have a backup view. When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

Note: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.

4. Select a color scheme.
5. Select a text label template to assign to this view. Text tables are a group of text labels that are defined on the Text Labels form.
6. Select a grid header template.
7. Select whether or not you want the header to appear on the view.

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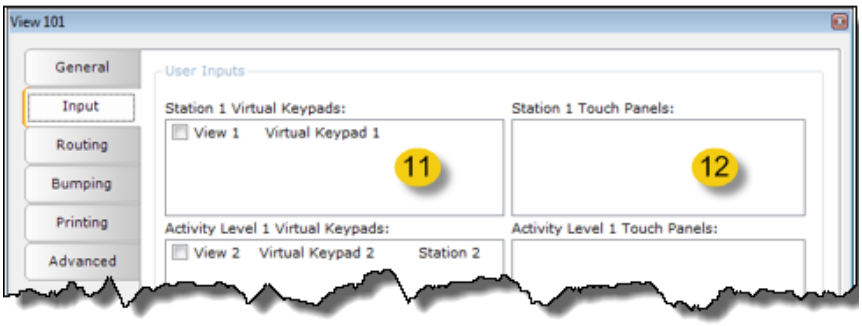
8. If you select Show View Header, select a view header metric which determines how the header will be defined. Your view role determines your options.

Note: If your role view is Expediter or Assembler, select None, Average Bump Time, Average Expediter Time, Average Prep Time, Moving Average Bump Time, or Moving Average Expediter Time.

Note: If your view role is Prep, select None, Average Bump Time, or Moving Average Bump Time.

9. Select the number of columns, up to 99, of order cells you wish to display. The preview reflects the changes.
10. If you are setting up a Fixed Grid view, select the number of rows, up to 3, of order cells you wish to display.

Note: The Number of rows field does not appear for Flex Grid views.

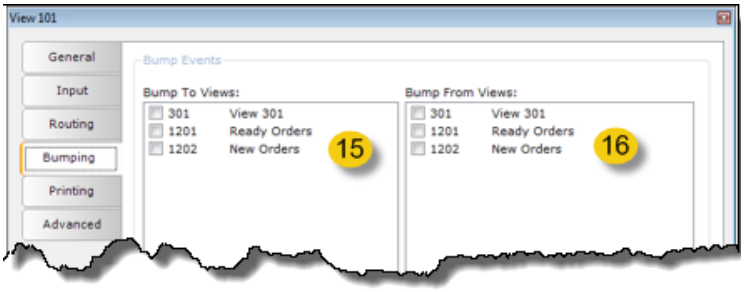


11. Select any virtual keypads to apply to this view. On the View Editor form, the top section only shows VKPs that are assigned to the current station. (This is done in the Physical device ID field on the Virtual keypads form.) The lower section shows all VKPs that exist in the current Activity Level.
12. Select any touch panels to apply to this view. If you are creating a new station, no touch panels will appear in the Touch Panels section in the top right of the form until you drag and drop them into place in the GRDS Video Station Builder. The Activity Levels Touch Panels section at the bottom right includes all available touch panels assigned in that activity level.



13. In the Selected Routing Schemes section, select the routing scheme that you want to route to the station.
14. In the Bump To Routing Schemes section, select a routing scheme to bump an item/order to.

Example: If Station 1 has 'RoutingScheme1' selected under Bump To Routing Schemes, and Station 2 has 'Routing Scheme1' included in its Selected Routing Schemes, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under Selected Routing Schemes.



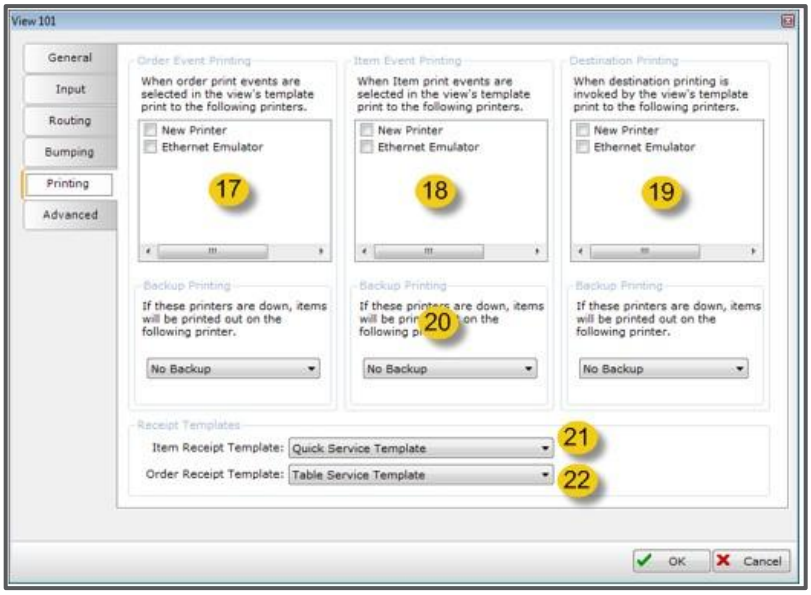
15. Select which views to bump to.
16. Select which views to bump from.

- **Bump To Views:** When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.

Note: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

- **Bump From Views:** Bumps the same order off the selected view(s). Both order and item views are included in this list. For instance, your views might include Grill Prep, Fry Prep, and Drive Thru Expo.

Example: If you want to configure a specific routing scheme to route to Station 1 but want the order/item to appear on Station 2 after it is bumped from Station 1 (and the same item routing scheme is not configured to route to station 2), select the view to bump to in the Bump To Views section. If you want to bump an item/order from Station 2 automatically when it is bumped from Station 1, go to the View Editor on Station 1 and select Station 2 in the Bump From Views section.



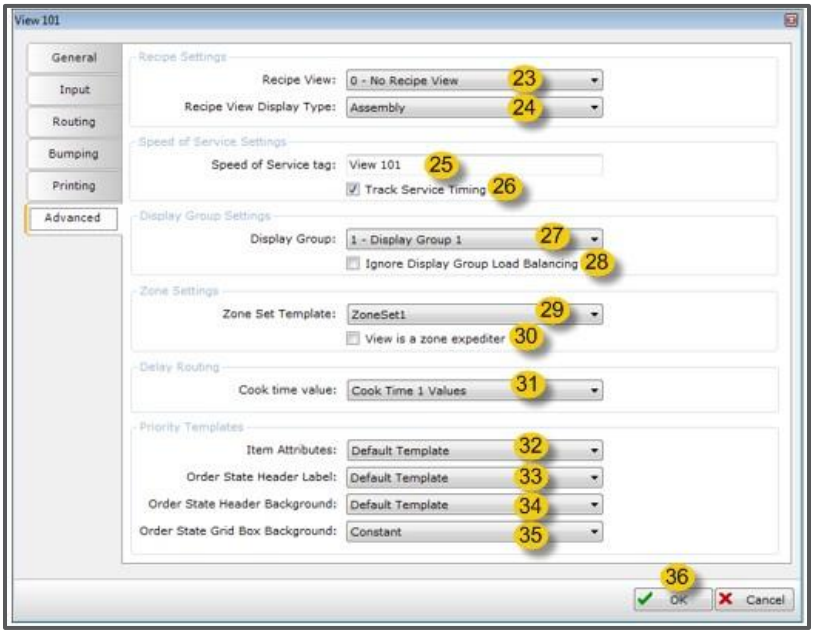
17. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are Print receipt when an order is bumped and Print receipt when order is prepared.
18. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are Print receipt once all routed items have been tagged by user, Print receipt when all items routed to view are prepared, and Print receipt when item is tagged.
19. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.

20. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station.

Note: Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.

21. Select an item receipt template.
22. Select an order receipt template.

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23. Select a recipe view if you want to use the Recipe View button on a keypad. A recipe can be called up by selecting (highlighting) the item on a display and pressing the Recipe View button on the keypad bump bar.
24. Select a Recipe View Display Type:
    - **Assembly:** Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
    - **Prep:** Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.
    - **Expo**: Similar to Assembly, this presentation style is typically used at expediter stations, often by employees putting the finishing touches on dishes or packaging them for takeout.

Note: If **TeamAssist** is selected in the ViewManager, the **TeamAssist View Type** form for all Views will be a text box rather than dropdown menu.

25. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Note: Some common values for the speed of service tag include "Grill" and "Fryer" to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like "Burger Bungalow" and "Pizza Palace."

26. Select Track Service Timing for View to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.
27. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
28. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.

Example: You have two Grill views that you want to load balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

Note: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

29. Select a zone set template. The view will follow the behavior of the zone set that is selected.
30. Select View is a zone expediter to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
31. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form, and you can assign an item more than one cook time, which, essentially, delay routes itself.
32. Select an item attribute priority template.
33. Select an order state header label.
34. Select an order state header background: Constant or Default Template.
35. Select an order state grid box background: Constant or Default Template.
36. Select OK.

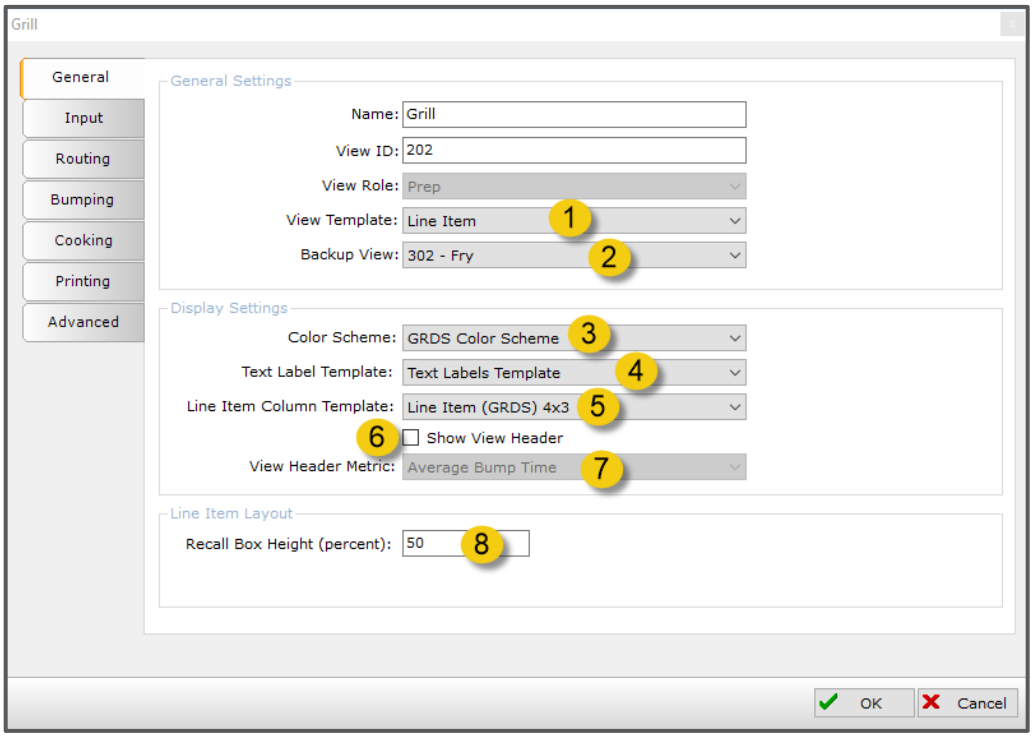
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View Editor – Item Views – GRDS

The View Editor form includes seven tabs for both Line Item and Flex Line view types: General, Input, Routing, Bumping, Cooking, Printing, and Advanced.

If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.

Note: The view's role is Prep and cannot be changed.



1. Select a view template. These are created on the Item View Templates form.

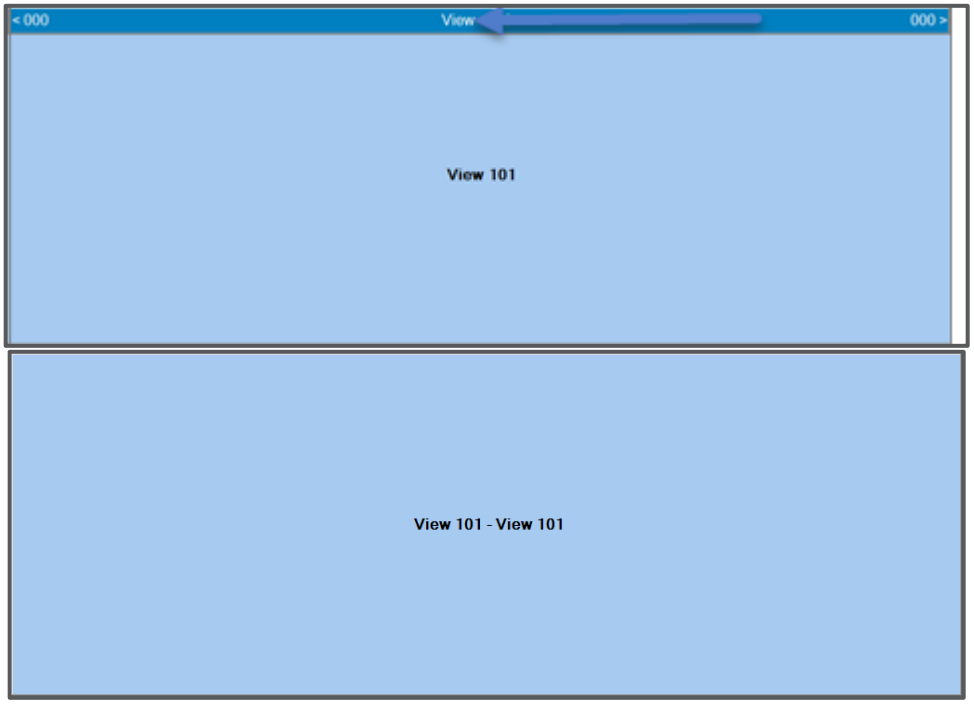
Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

2. Select whether or not the view will have a backup view. When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

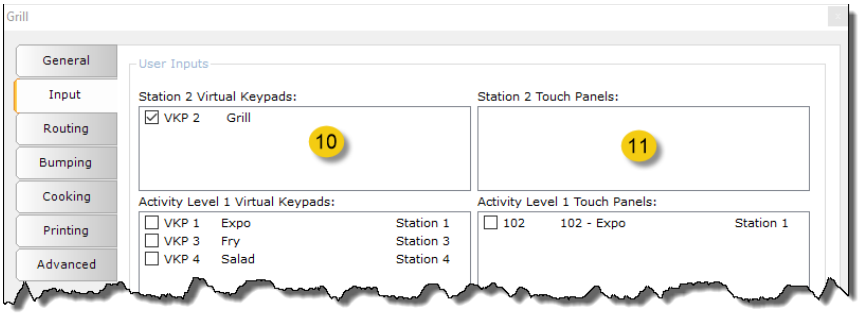
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Note: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.

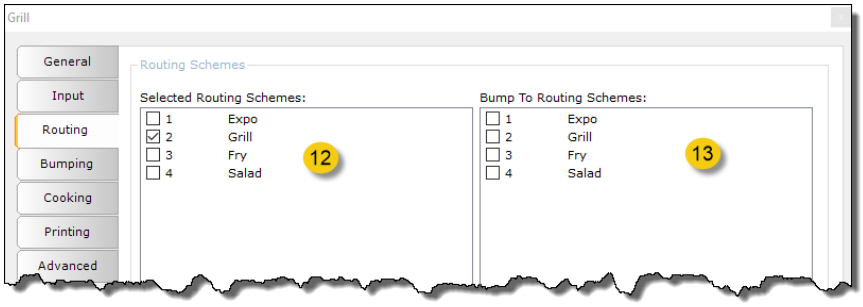
3. Select a color scheme. If you selected GRDS as the station type on the Create New Video Station form, GRDS templates appear. If you selected RDS as the station type on the Create New Video Station form, RDS templates appear.
4. Select a text label template to assign to this view. Text tables are a group of text labels that are defined on the Text Labels form.
5. Select a line item column template.
6. Select whether or not you want the header to appear on the view.



7. If you select Show View Header, select a view header metric which determines how the header will be defined: None, Average Bump Time, or, Moving Average Bump Time.
8. Recall Box Height allows for a percent between 30% and 100% to determine the height of the Recall Box on a Line Item View.
9. For Flex Line, select the number of columns, up to 99, of order cells you wish to display.

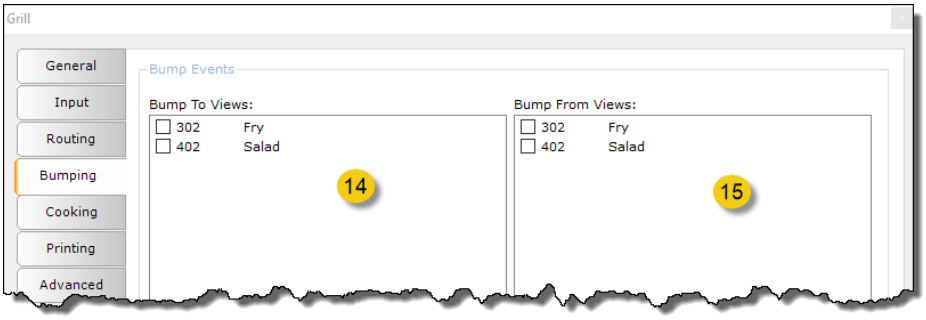


10. Select any virtual keypads to apply to this view. On the View Editor form, the top section only shows VKPs that are assigned to the current station. (This is done in the Physical device ID field on the Virtual keypads form.) The lower section shows all VKPs that exist in the current Activity Level.
11. Select any touch panels to apply to this view. If you are creating a new station, no touch panels will appear in the Touch Panels section in the top right of the form until you drag and drop them into place in the GRDS Video Station Builder. The Activity Levels Touch Panels section at the bottom right includes all available touch panels assigned in that activity level.



12. In the Selected Routing Schemes section, select the routing scheme that you want to route to the station.
13. In the Bump To Routing Schemes section, select a routing scheme to bump an item/order to.

Example: If Station 1 has 'RoutingScheme1' selected under Bump To Routing Schemes, and Station 2 has 'Routing Scheme1' included in its Selected Routing Schemes, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under Selected Routing Schemes.

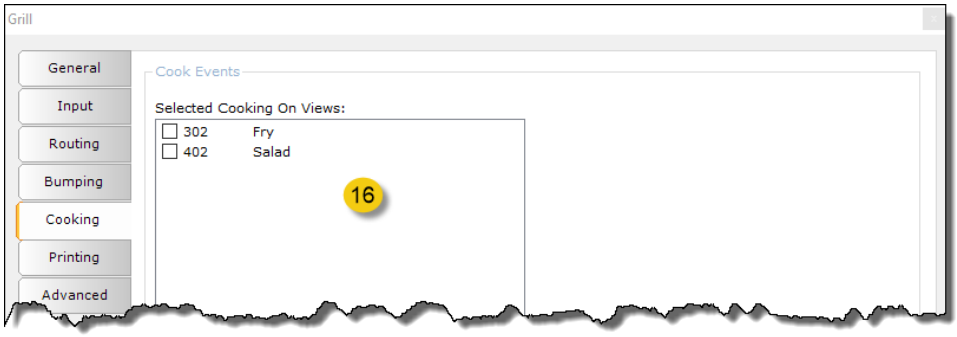


14. Select which views to bump to.
15. Select which views to bump from.
    - **Bump To Views:** When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.

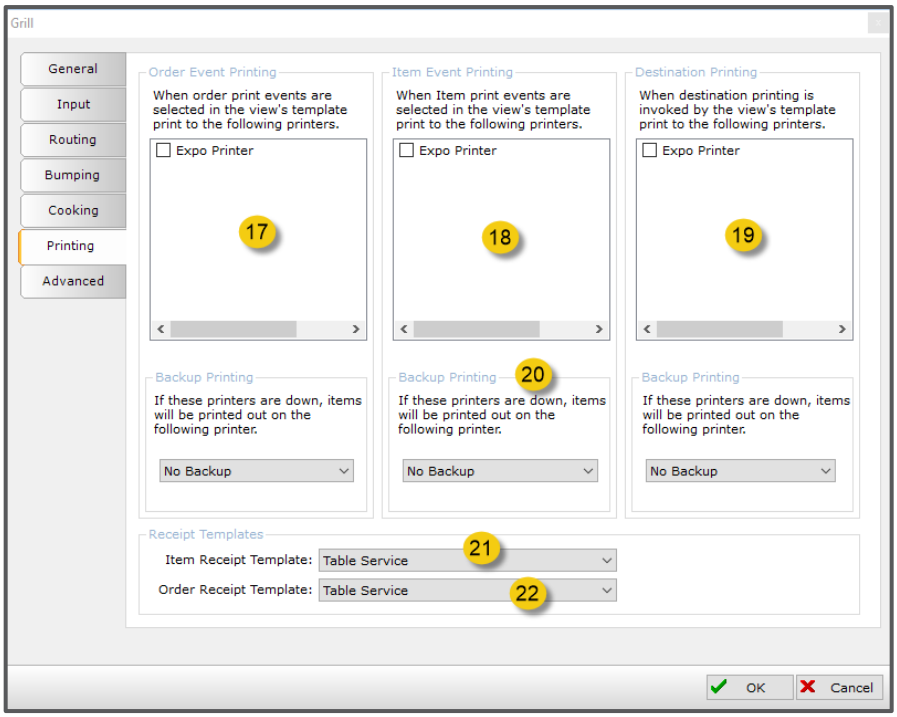
Note: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

- **Bump From Views:** Bumps the same order off the selected view(s). Only configured views will show up in the Bump To/Off list forms.

Note: All items within the same order can be bumped from Item view stations simultaneously when the order is bumped from an Order view station, but there is no option for the Item view to simultaneously bump all items from a single order.

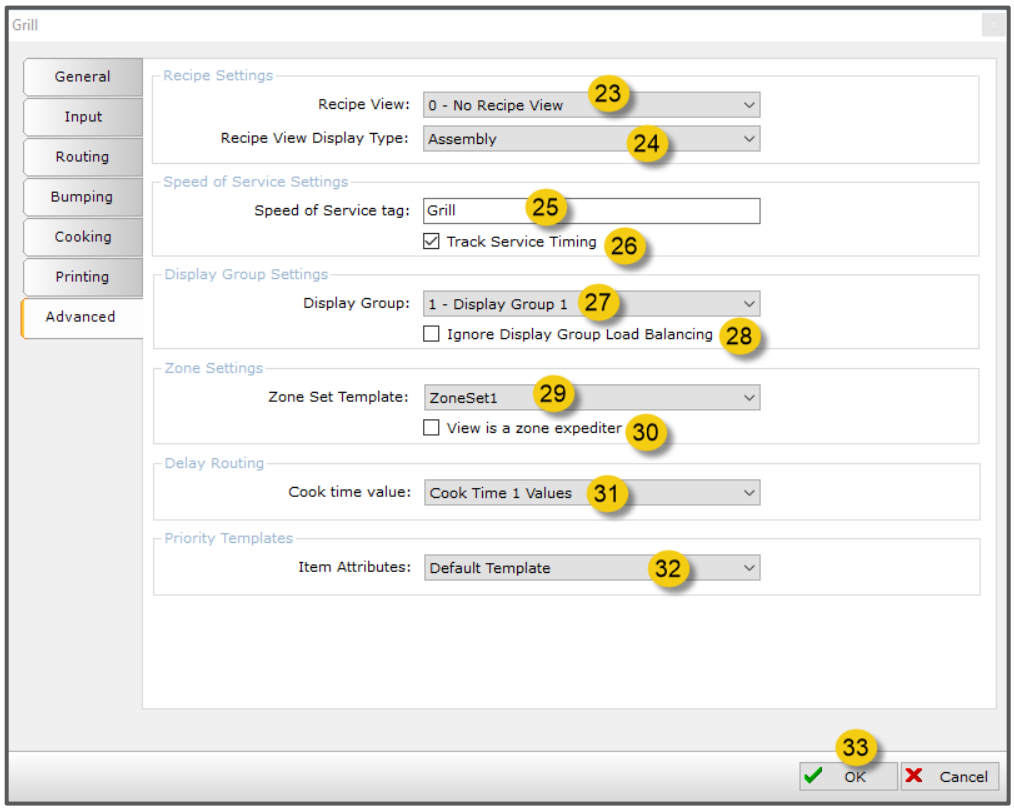


16. Select kitchen views. This allows you to mark an item as Cooking/Fired on a separate view when the cook action is selected on this view. For example, if you have Grill and Fry stations and want the items to be marked as Cooking on the Fry station when they are marked as Cooking on the Grill station, on the Grill station's View Editor, select the Fry view in the Selected Cooking On Views section.



17. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are Print receipt when an order is bumped and Print receipt when order is prepared.
18. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are Print receipt once all routed items have been tagged by user, Print receipt when all items routed to view are prepared, and Print receipt when item is tagged.
19. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.
20. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station. Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.
21. Select an item receipt template.
22. Select an order receipt template.

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23. Select a recipe view if you want to use the Recipe View button on a keypad from a Routing tab.
24. Select a Recipe View Display Type:
    - **Assembly:** Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
    - **Prep:** Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.

Note: If **TeamAssist** is selected in the ViewManager, the **TeamAssist View Type** form for all Views will be a text box rather than dropdown menu.

25. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Note: Some common values for the speed of service tag include “Grill” and “Fryer” to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like “Burger Bungalow” and “Pizza Palace.”

26. Select Track Service Timing for View to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.
27. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
28. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.

Example: You have two Grill views that you want to load balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

Example: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

29. Select a zone set template. The view will follow the behavior of the zone set that is selected. These are created on the Zones form.
30. Select View is a zone expediter to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
31. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form, and you can assign an item more than one cook time, which, essentially, delay routes itself.
32. Select an item attribute priority template.
33. Select OK.

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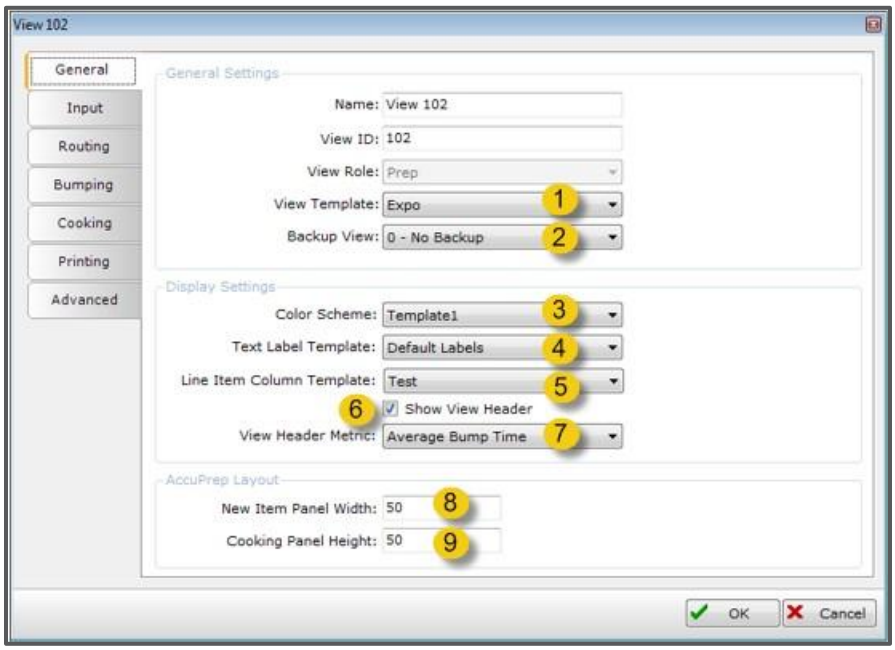
AccuPrep Views

The AccuPrep view is typically used by Prep stations. The View Editor form includes seven tabs: General, Display, Printing, Input, Routing, Bumping, and Cooking.

Note: AccuPrep views can only be used if you are using a GRDS station type.

If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.

Note: The view's role is Prep and cannot be changed.



1. Select a view template. These are created on the AccuPrep View Templates form.

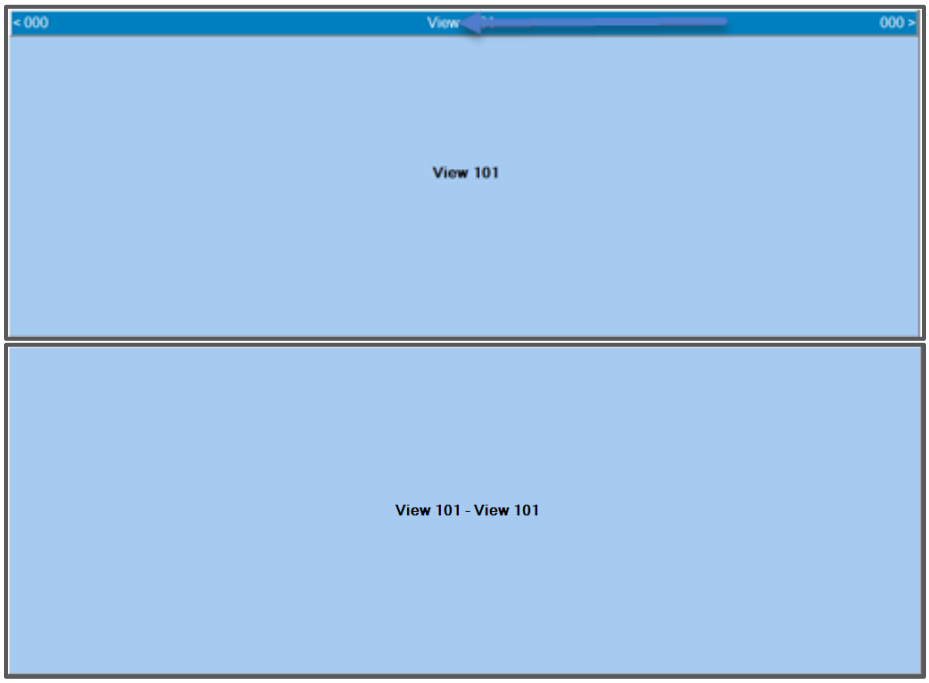
Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

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2. Select whether or not the view will have a backup view. When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

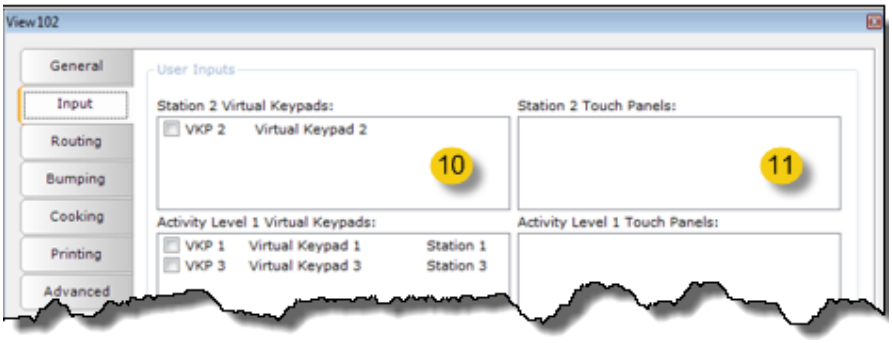
Note: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.

3. Select a color scheme. If you selected GRDS as the station type on the Create New Video Station form, GRDS templates appear. If you selected RDS as the station type on the Create New Video Station form, RDS templates appear.
4. Select a text label template to assign to this view. Text tables are a group of text labels that are defined on the Text Labels form.
5. Select a line item column template.
6. Select whether or not you want the header to appear on the view.

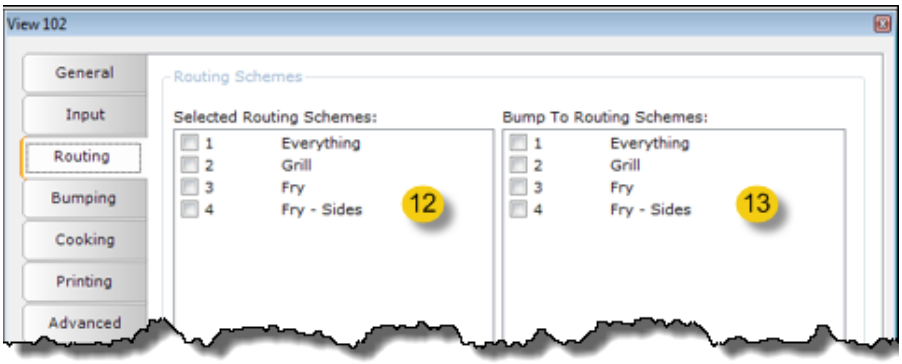


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7. If you select Show View Header, select a view header metric which determines how the header will be defined: None, Average Bump Time, or, Moving Average Bump Time.
8. Enter the new items panel width in pixels, up to 999.
9. Enter the cooking panel height in pixels, up to 999.



10. Select any virtual keypads to apply to this view. On the View Editor form, the top section only shows VKPs that are assigned to the current station. (This is done in the Physical device ID field on the Virtual keypads form.) The lower section shows all VKPs that exist in the current Activity Level.
11. Select any touch panels to apply to this view. If you are creating a new station, no touch panels will appear in the Touch Panels section in the top right of the form until you drag and drop them into place in the GRDS Video Station Builder. The Activity Levels Touch Panels section at the bottom right includes all available touch panels assigned in that activity level.



12. In the Selected Routing Schemes section, select the routing scheme that you want to route to the station.
13. In the Bump To Routing Schemes section, select a routing scheme to bump an item/order to.

Example: If Station 1 has 'RoutingScheme1' selected under Bump To Routing Schemes, and Station 2 has 'Routing Scheme1' included in its Selected Routing Schemes, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under Selected Routing Schemes.



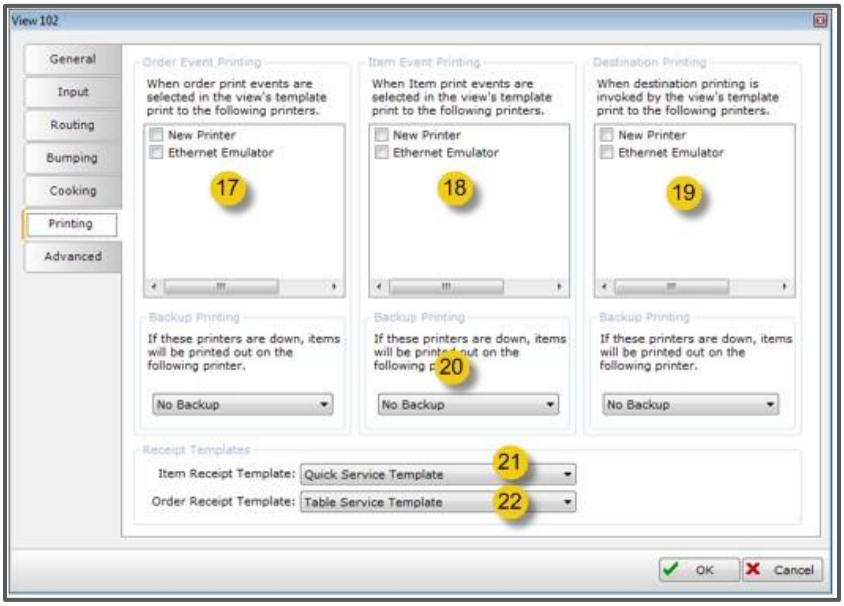
14. Select which views to bump to.
15. Select which views to bump from.
    - **Bump To Views:** When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.

Note: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

- **Bump From Views:** Bumps the same order off the selected view(s). Only configured views will show up in the Bump To/Off list forms.



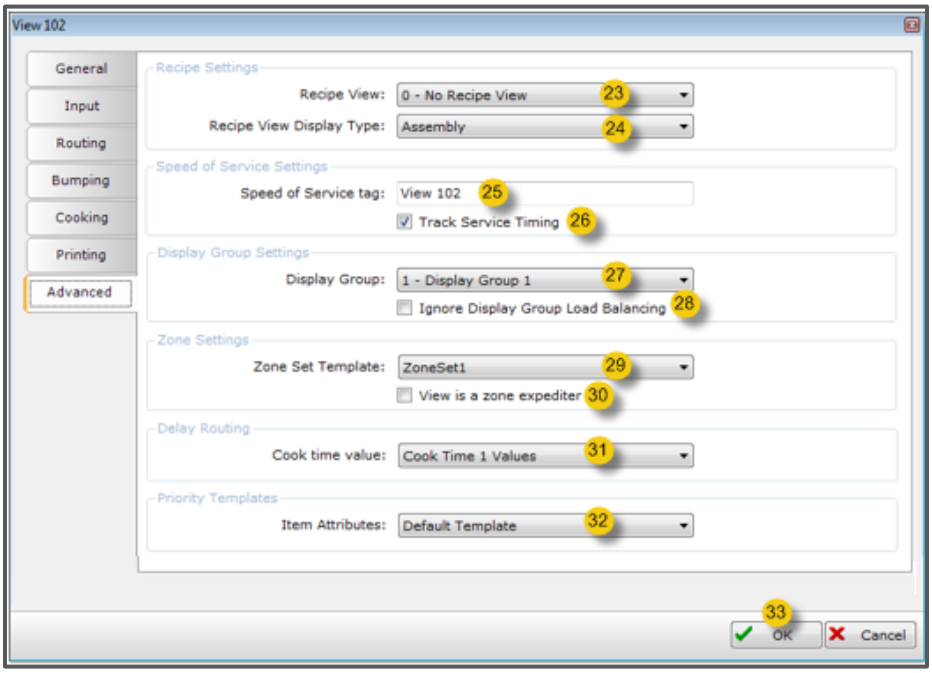
16. Select kitchen views. This allows you to mark an item as Cooking/Fired on a separate view when the cook action is selected on this view. For example, if you have Grill and Fry stations and want the items to be marked as Cooking on the Fry station when they are marked as Cooking on the Grill station, on the Grill station's View Editor, select the Fry view in the Selected Cooking On Views section.



17. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are Print receipt when an order is bumped and Print receipt when order is prepared.
18. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are Print receipt once all routed items have been tagged by user, Print receipt when all items routed to view are prepared, and Print receipt when item is tagged.
19. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.
20. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station. Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.

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21. Select an item receipt template.
22. Select an order receipt template.



23. Select a recipe view if you want to use the Recipe View button on a keypad from a Routing tab.
24. Select a Recipe View Display Type:
    - **Assembly:** Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
    - **Prep:** Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.

Note: If **TeamAssist** is selected in the ViewManager, the **TeamAssist View Type** form for all Views will be a text box rather than dropdown menu.

25. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Note: Some common values for the speed of service tag include "Grill" and "Fryer" to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like "Burger Bungalow" and "Pizza Palace."

26. Select Track Service Timing for View to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.
27. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
28. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.

Example: You have two Grill views that you want to load balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

Example: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

29. Select a zone set template. The view will follow the behavior of the zone set that is selected. These are created on the Zones form.
30. Select View is a Zone Expediter to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
31. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form, and you can assign an item more than one cook time, which, essentially, delay routes itself.
32. Select an item attribute priority template.
33. Select OK.

RDS Video Station Builder

Select Activity Levels **I** Kitchen Stations **I** Click to add Kitchen Station. The Create New Video Station form appears.

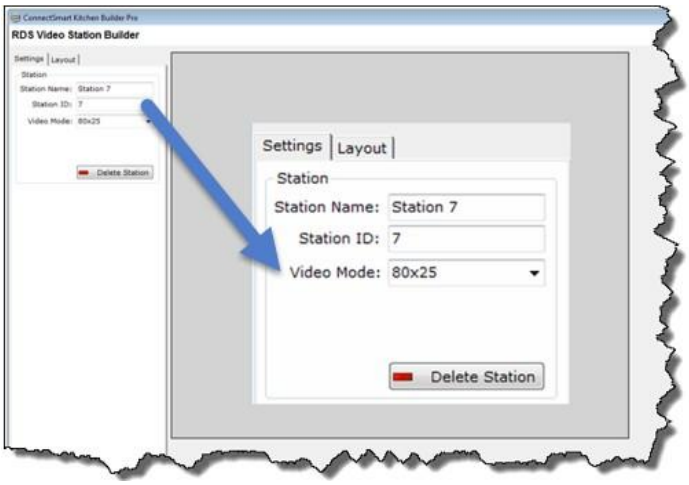
Enter a station name and ID. The station ID must be unique.

Station IDs increment by taking into consideration both Video and Printer stations. For example, a user adds two video stations: Station ID 1 and Station ID 2. And then they add two printer stations: Station ID 3 and Station ID 4. If they go and add one more video station, it will be labeled Station ID 5.

Note: If you do not want to accept the default station ID and enter a station ID that is already being used, a message appears saying the ID is already in use. In addition, the OK button is unavailable.

Select the station type: RDS. (GRDS settings are for Crunchtime devices that can handle more graphics, fonts, and styles, and RDS settings are typically used for legacy Crunchtime devices.) select OK. The RDS Video Station Builder form appears.

1. Select a video mode: 40x25, 80x25, 80x50, or 100x80.

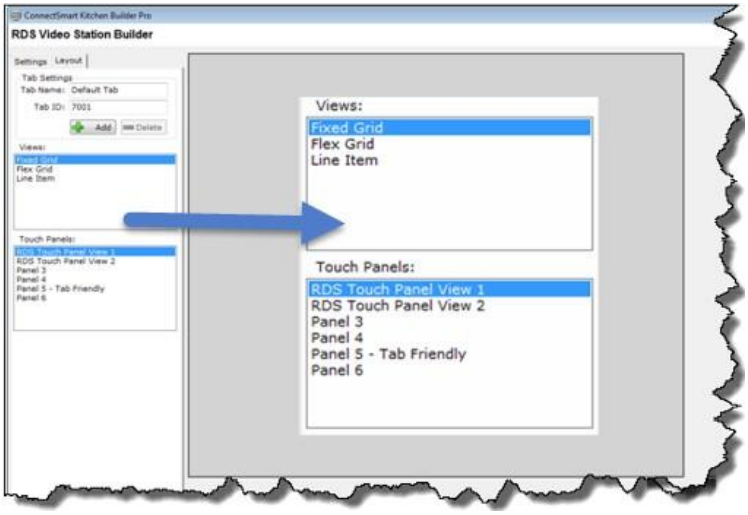


Note: In order to use the 80 x 50 video mode, you need to be running the ePic Emulator 9.1.2.0 or later and any device that supports ePic Emulator 9.1.2 or later. (Models DE-2200, DE-3000, and DE-4000 do not support v. 9.1.2 or later.) In order to use the 100 x 80 video mode, you need to be running the ePic Emulator 10.0.1.0 or later and must be using a device such as an xCeed or Onyx that allows portrait display.

2. Go to the Layout tab and enter a name and ID for the tab

Note: If you are not dividing your view into tabs, this name and ID will not appear anywhere on the view.

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Note: To add a tab, select 

. RDS stations can have up to two tabs, and each tab can have a maximum of two views. The only views available on the second tab are Recipe and Web. (They cannot be on the first tab.)

Note: Regardless if you are setting up a single view or a view with multiple tabs, the following steps apply. If, however, you are setting up two tabs, you will need to perform these steps for each of the two tabs.



3. Select a view and drag and drop it into the area to the right.

- **Routing Views:** These determine the way items get sent from a POS system to a kitchen station. Routing views for RDS stations are Line Item, Fixed Grid, and Flex Grid.
- **Recipe:** Use this view if one of the station views will be dedicated to a "base" URL location for the home page of your Recipe View, Crunchtime TeamAssist, or third-party recipe viewer. From that home page, you can select different links which can be pages for recipes or simply images of recipes. The URL is managed or created by the end user. Recipes can also include preparation *Notes for a menu item, including ingredients, quantities, and assembly instructions.

- **Web:** Use this view if you want to access the internet from one of the views. Restaurants may want to include their home page to this view.

Note: If you select Web as a view type, keep in mind there may be links that redirect to a new window as a pop up. While capable, Display Client stations are not designed to be a means of opening a new Internet Explorer window and taskbar, partially since employee use of the web for non-work reasons could affect restaurant efficiency.

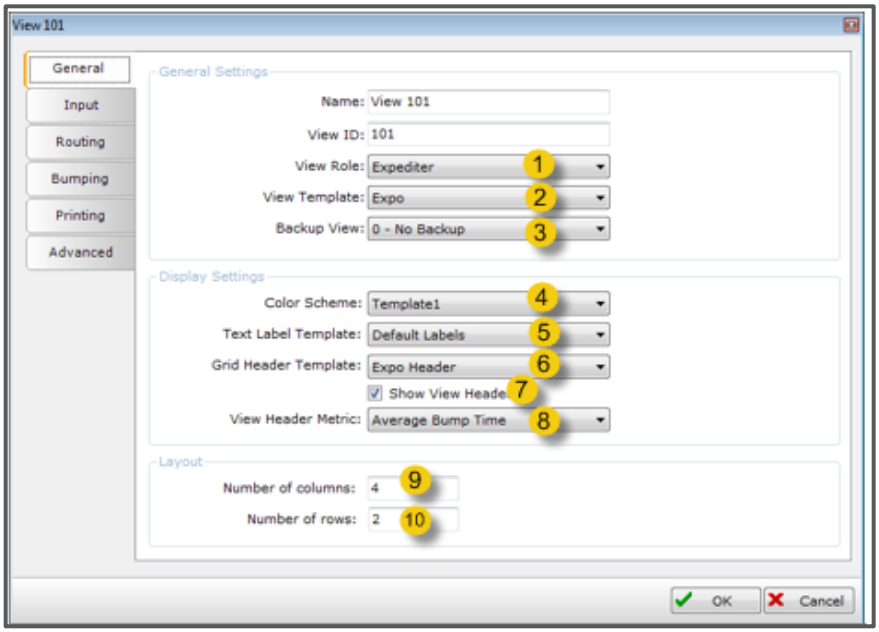
4. Double-click inside the newly created view. The View Editor appears.

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View Editor - Grid (Order) Views - RDS

The View Editor includes six tabs for both Fixed Grid and Flex Grid view types: General, Input, Routing, Bumping, Printing, and Advanced.

If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.



1. Select a view's role: Expediter, Prep, Assembler, or OrderReady station.
   - **Expediter Stations (Expo Stations):** Generally show the entire order. This allows you to view the status of each order and sort the orders according to their status. Typically, order views are expo stations and item views are prep stations. This is the default role for Fixed Grid and Flex Grid views.
   - **Prep Stations:** Generally show items from orders that are being prepped specifically at that location. For example, you may have grill, fry, and salad stations in your kitchen. The items specific to that station are the only ones that appear on their respective displays. When a cook bumps an item off their prep station, the color attributes of an order can change at the expo station.
   - **Assembler Stations:** Intended to act as a "middle expo." They are typically order views. They allow an order to become "prepared" prior to becoming "assembled" at the expo station.

- **OrderReady Views:** Customer-facing displays designed to display order level information for orders that are currently in progress and/or completed and ready to be picked up by the customer. The order level information displayed can be any or all of the order level details provided by the POS including customer name and order number as well as the elapsed time since the order was first entered or prepared.

2. Select a view template. These are created on the Order View Templates form.

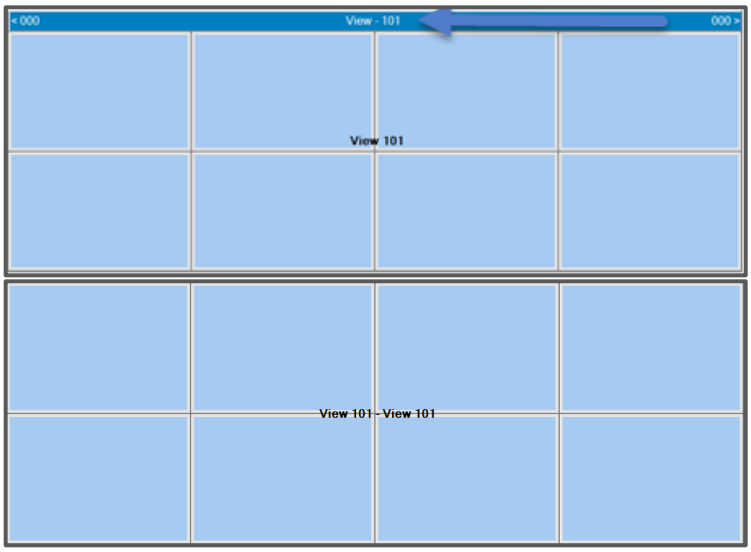
Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

3. Select whether or not the view will have a backup view. When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

Note: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.

4. Select a color scheme. If you selected GRDS as the station type on the Create New Video Station form, GRDS templates appear. If you selected RDS as the station type on the Create New Video Station form, RDS templates appear.
5. Select a text label template to assign to this view. Text labels are a group of text labels that are defined on the Text Labels form.
6. Select a grid header template. Select whether or not you want the header to appear on the view.

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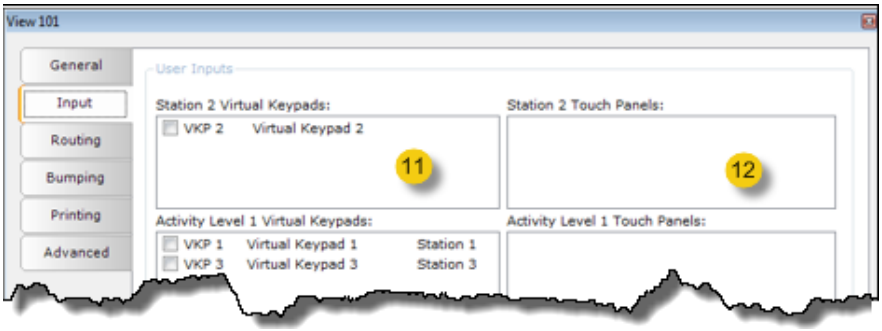
7. If you selected Show View Header, select a view header metric which determines how the header will be defined. Your view role determines your options.

Note: If your role view is Expediter or Assembler, select None, Average Bump Time, Average Expediter Time, Average Prep Time, Moving Average Bump Time, or Moving Average Expediter Time.

Note: If your view role is Prep, select None, Average Bump Time, or Moving Average Bump Time.

8. Select the number of columns, up to 99, of order cells you wish to display. The preview reflects the changes.
9. If you are setting up a Fixed Grid view, select the number of rows, up to 99, of order cells you wish to display.

Note: The Number of rows field does not appear for Flex Grid views.

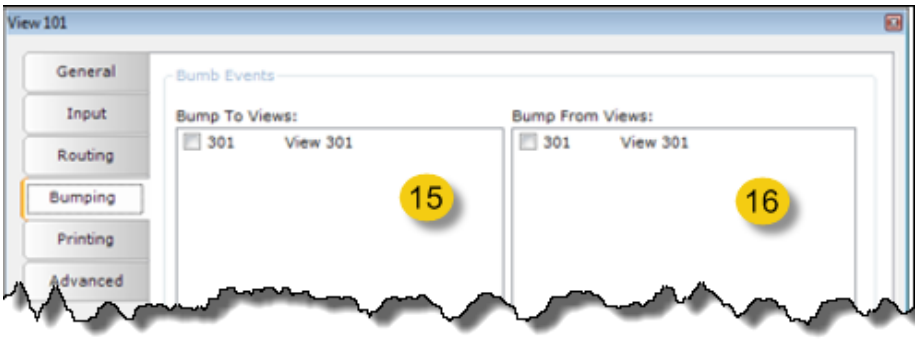


10. Select any virtual keypads to apply to this view. On the View Editor form, the top section only shows VKPs that are assigned to the current station. (This is done in the Physical device ID field on the Virtual keypads form.) The lower section shows all VKPs that exist in the current Activity Level.
11. Select any touch panels to apply to this view. If you are creating a new station, no touch panels will appear in the Touch Panels section in the top right of the form until you drag and drop them into place in the RDS Video Station Builder. The Activity Levels Touch Panels section at the bottom right includes all available touch panels assigned in that activity level.



12. In the Selected Routing Schemes section, select the routing scheme that you want to route to the station.
13. In the Bump To Routing Schemes section, select a routing scheme to bump an item/order to.

Example: If Station 1 has 'RoutingScheme1' selected under Bump To Routing Schemes, and Station 2 has 'Routing Scheme1' included in its Selected Routing Schemes, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under Selected Routing Schemes.

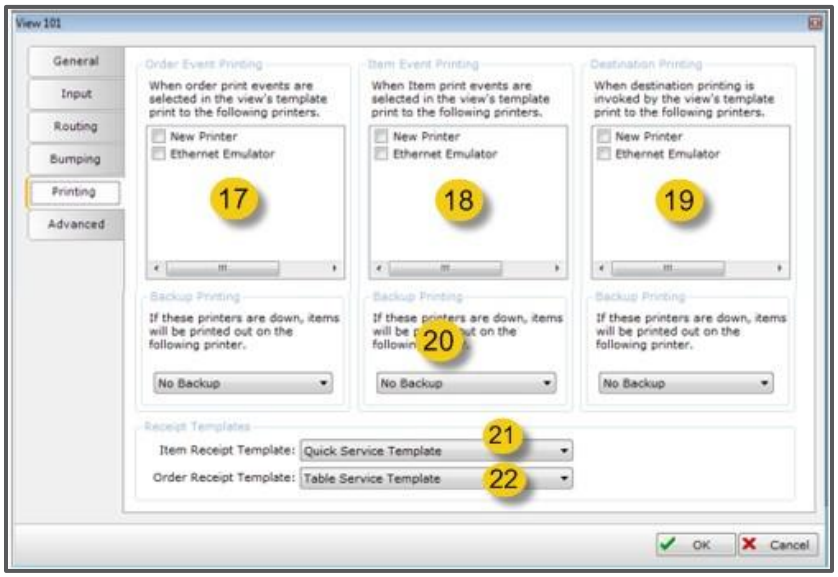


14. Select which views to.
15. Select which views to bump from.

- **Bump To Views:** When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.

Note: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

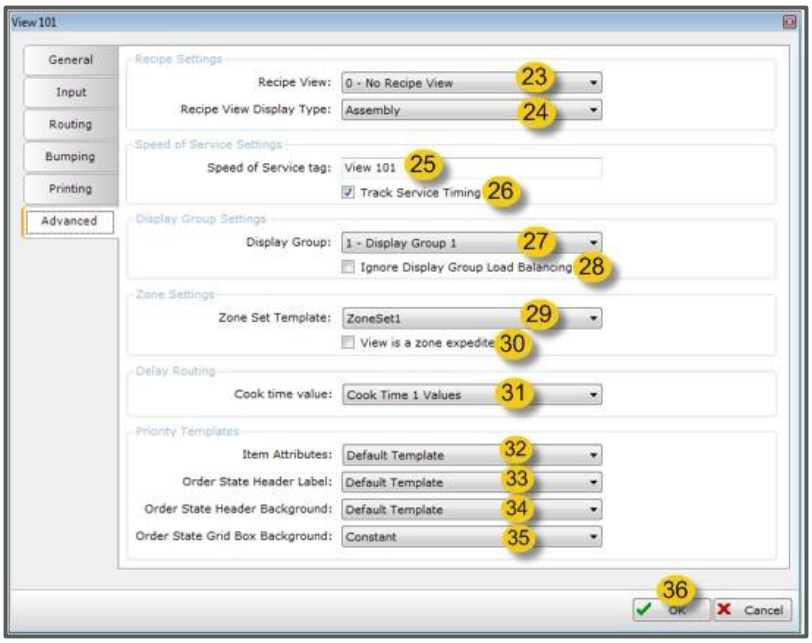
- **Bump From Views:** Bumps the same order off the selected view(s). Only configured views will show up in the Bump To/Off list forms.



16. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are Print receipt when an order is bumped and Print receipt when order is prepared.
17. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are Print receipt once all routed items have been tagged by user, Print receipt when all items routed to view are prepared, and Print receipt when item is tagged.
18. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.

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19. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station. Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.
20. Select an item receipt template.
21. Select an order receipt template.



22. Select a recipe view if you want to use the Recipe View button on a keypad. A recipe can be called up by selecting (highlighting) the item on a display and pressing the Recipe View button on the keypad bump bar.
23. Select a Recipe View Display Type:
    - **Assembly:** Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
    - **Prep:** Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.

Note: If **TeamAssist** is selected in the ViewManager, the **TeamAssist View Type** form for all Views will be a text box rather than dropdown menu.

24. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Note: Some common values for the speed of service tag include “Grill” and “Fryer” to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like “Burger Bungalow” and “Pizza Palace.”

25. Select Track Service Timing for View to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.
26. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
27. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.

Example: You have two Grill views that you want to load balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

Example: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

28. Select a zone set template. The view will follow the behavior of the zone set that is selected. These are created on the Zones form.
29. Select View is a zone expediter to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
30. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form, and you can assign an item more than one cook time, which, essentially, delay routes itself.
31. Select an item attribute priority template.
32. Select an order state header label.
33. Select an order state header background: Constant or Default Template.
34. Select an order state grid box background: Constant or Default Template.
35. Select OK.

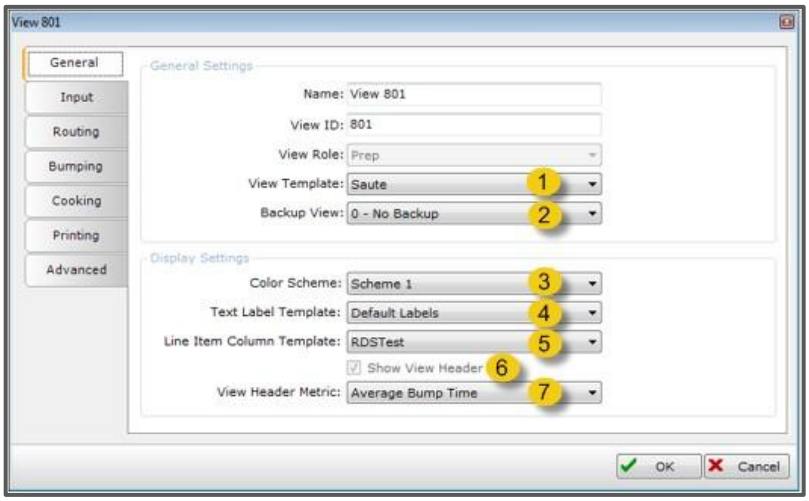
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View Editor – Line Item View – RDS

The View Editor form includes seven tabs for the Line Item view: General, Input, Routing, Bumping, Cooking, Printing, and Advanced.

If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.

Note: The view's role is Prep and cannot be changed.



1. Select a view template. These are created on the Item View Templates form.

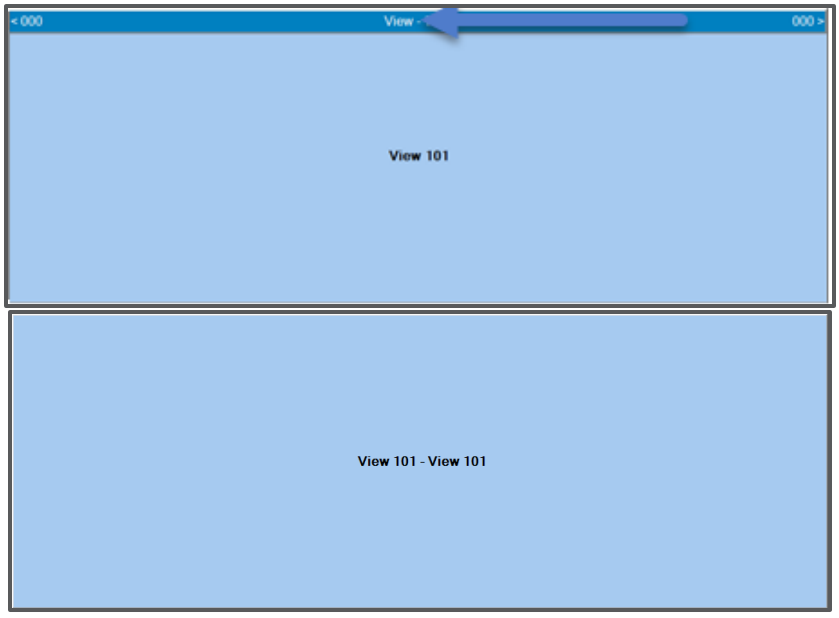
Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

2. Select whether or not the view will have a backup view. When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

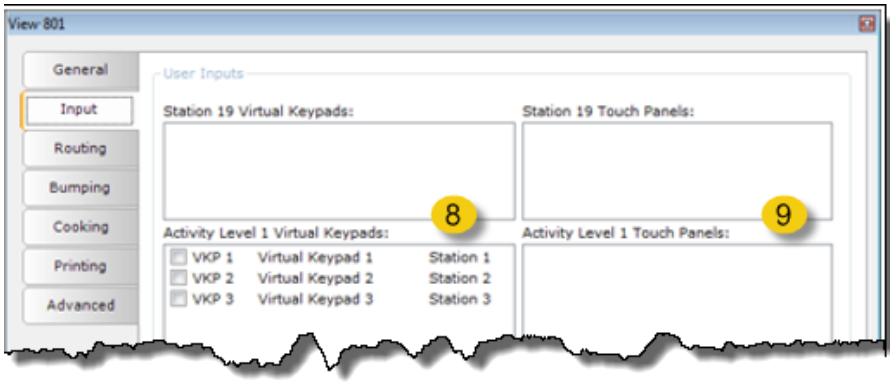
Note: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.

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3. Select a color scheme. If you selected GRDS as the station type on the Create New Video Station form, GRDS templates appear. If you selected RDS as the station type on the Create New Video Station form, RDS templates appear.
4. Select a text label template to assign to this view. Text labels are a group of text labels that are defined on the Text Labels form.
5. Select a line item column template.
6. Select whether or not you want the header to appear on the view.

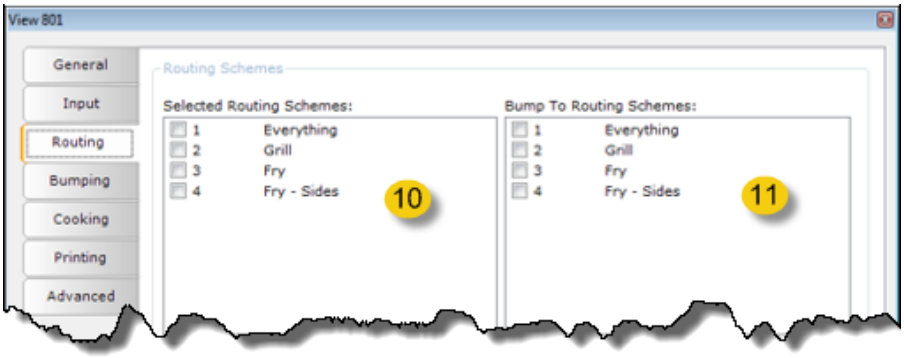


7. If you selected Show View Header, select a view header metric which determines how the header will be defined: None, Average Bump Time, or, Moving Average Bump Time.



8. Select any virtual keypads to apply to this view. None, one, or multiple keypads can be applied to any view.
9. Select any station touch panels to apply to this view. None, one, or multiple station panels can be applied to any view.

Note: If you have multiple stations with keypads and touch panels defined, the bottom part of the form will show all keypads and touch panels that exist for the entire activity level. The top two boxes show keypads and touch panels that are attached to that specific station. If you added a second station and configured a keypad and touch panel, keypads and touch panels would show in the bottom half of the Input tab. On the second station, you would see the current (first) station's keypads and touch panels in the bottom half.



10. In the Selected Routing Schemes section, select the routing scheme that you want to route to the station.
11. In the Bump To Routing Schemes section, select a routing scheme to bump an item/order to.

Example: If Station 1 has 'RoutingScheme1' selected under Bump To Routing Schemes, and Station 2 has 'Routing Scheme1' included in its Selected Routing Schemes, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under Selected Routing Schemes.



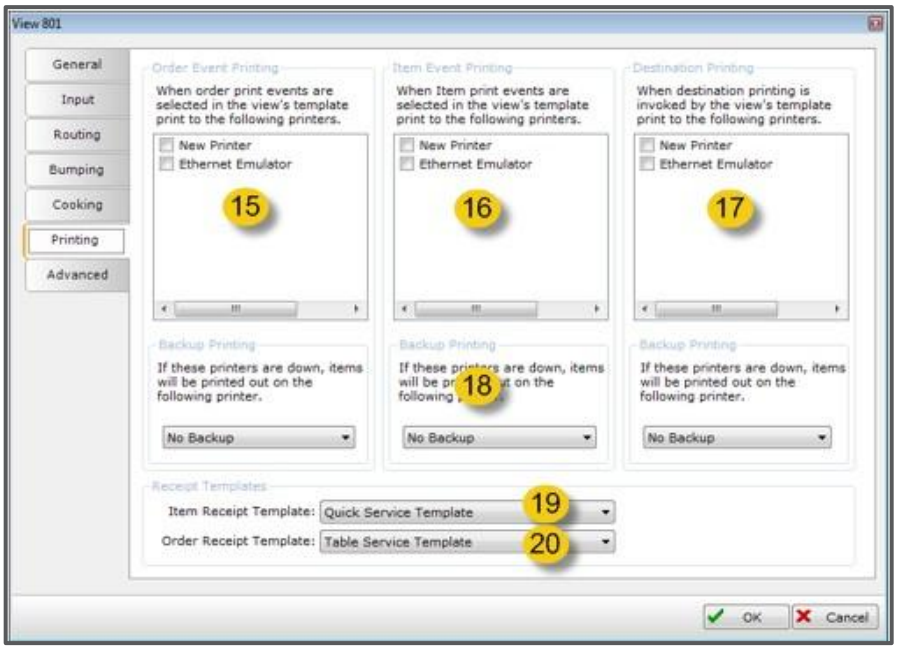
12. Select which views to bump to.
13. Select which views to bump from.
    - **Bump To Views:** When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.

Note: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

- **Bump From Views:** Bumps the same order off the selected view(s). Only configured views will show up in the Bump To/Off list forms.

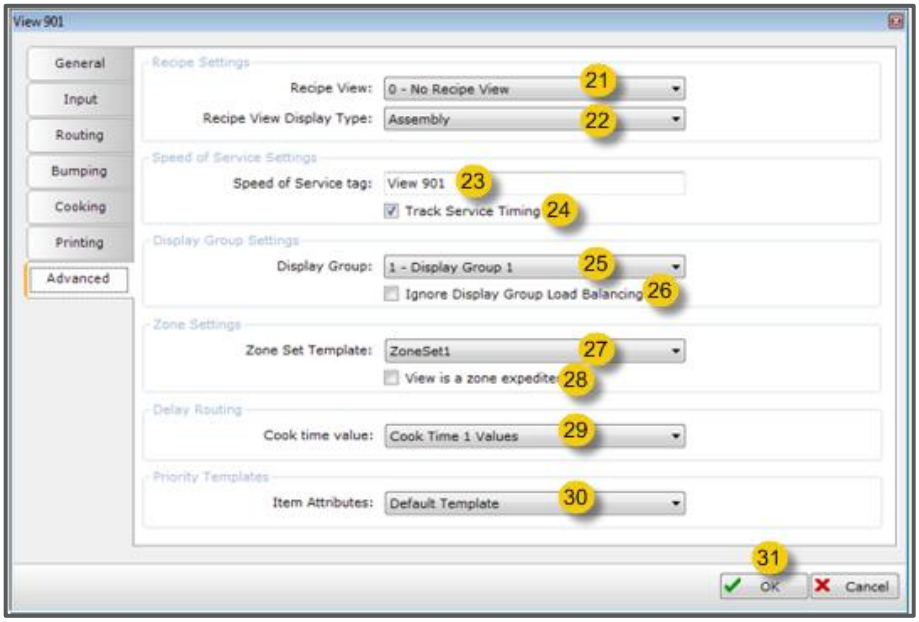


14. Select kitchen views. This allows you to mark an item as Cooking/Fired on a separate view when the cook action is selected on this view. For example, if you have Grill and Fry stations and want the items to be marked as Cooking on the Fry station when they are marked as Cooking on the Grill station, on the Grill station's View Editor, select the Fry view in the Selected Cooking On Views section.



15. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are Print receipt when an order is bumped and Print receipt when order is prepared.
16. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are Print receipt once all routed items have been tagged by user, Print receipt when all items routed to view are prepared, and Print receipt when item is tagged.
17. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.
18. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station. Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.
19. Select an item receipt template.
20. Select an order receipt template.

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21. Select a recipe view if you want to use the Recipe View button on a keypad from a Routing tab.
22. Select a Recipe View Display Type:
    - **Assembly:** Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
    - **Prep:** Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.

Note: If **TeamAssist** is selected in the ViewManager, the **TeamAssist View Type** form for all Views will be a text box rather than dropdown menu.

23. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Note: Some common values for the speed of service tag include "Grill" and "Fryer" to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like "Burger Bungalow" and "Pizza Palace."

24. Select Track Service Timing for View to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.

25. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
26. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.

Example: You have two Grill views that you want to load balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

Example: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

27. Select a zone set template. The view will follow the behavior of the zone set that is selected. These are created on the Zones form.
28. Select View is a zone expediter to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
29. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form, and you can assign an item more than one cook time, which, essentially, delay routes itself.
30. Select an item attribute priority template.
31. Select OK.

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Printer Stations

Begin the process of adding printer stations, by selecting Activity Level I Printer Station I Click to add Printer Station. The Printer Station Editor form appears.

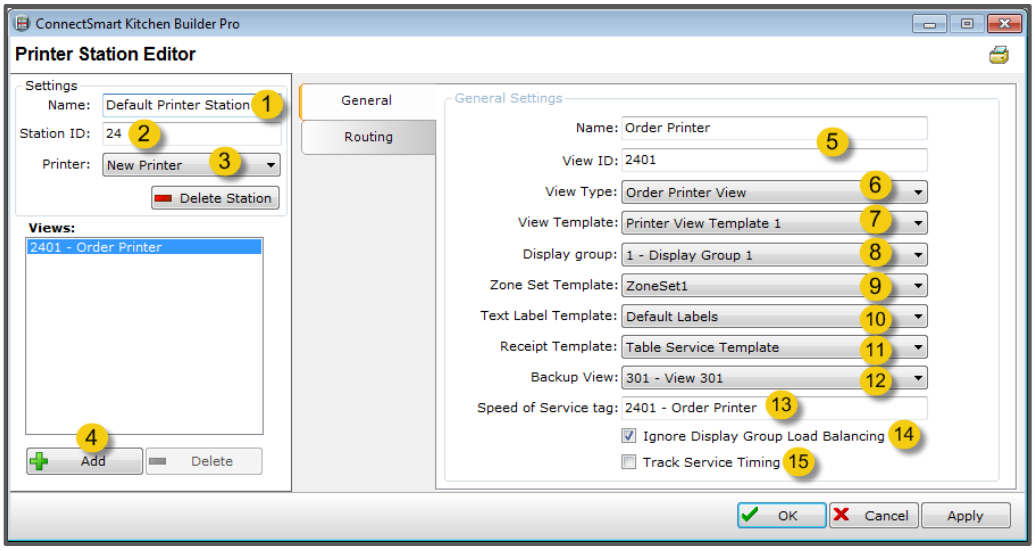
Unlike Display Client stations that refer to a physical monitor display, it is important to remember that printer stations do not have a view or interface. Essentially, the receipt printer is the station.

Printer templates simply determine what gets printed on receipts, and are not shown on tabs of (or complete) Display Clients like Order, Item, and AccuPrep views and touch panels and dashboards.

Printer Station Editor

Notice that unlike the Video Station Editor, the Printer Station Editor does not need to show a mock-up of a display and/or tabs because there is no monitor attached to printer stations.

Note: Printer station views can be selected as backup views for Video stations, and Video stations can be selected as backup options for Printer stations.



1. Enter a station name.
2. Enter a station ID. This ID must be a unique value for each view. If you change the station ID to an ID that is already being used, a message appears saying the station ID entered has already been assigned to another station and the OK and Apply buttons will be unavailable.
3. Select a printer. The printer drop-down list is populated with the printers entered on the Printer form.

Note: Adding views to a printer station employs the same concept as adding tabs (or multiple views to the same tab) on a video station. When you open the Printer Station Editor form, the settings on the right are for the printer station (one specific physical printer) selected on the left of the form.

Note: The settings in the left-hand pane of the Printer Station Editor give you the overall settings for the entire printer station: the station's name and ID number, the physical printer name, and any views associated with that printer.

4. Printer stations can support multiple views. Select Add to add a view to the printer. Keep in mind that means you are adding those views only to the printer whose name appears above the Views window on the left side of the Printer Station Editor form.

Example: You may want the same printer to print order receipts for every order and item receipts just for Take Out items so you can attach them to the container or bag given to the customer.

5. On the General tab, the name and view ID default to the view that is selected on the left side of the form. You can, however, edit the name and view ID. If you change the view ID to an ID of an existing view, an error message appears saying the station ID value is invalid because it matches an existing station. In addition, the OK and Apply buttons are unavailable until you enter a unique ID.
6. Select a view type: Order Printer View, Item Printer View, or Transaction Printer View.
7. Select a view template. These are created on the Order View Templates form.

Note: If the template you select here uses a routing mode of On Prepared, only works for order printing and not item printing.

Note: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.

8. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form.
9. Select a zone set template. The view will follow the behavior of the zone set that is selected. These are created on the Zones form.

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10. Select a text label template. Text labels allow you to customize the look of the Display Client (and in this case the receipts) by using words, abbreviations, and characters that de*Note child items (i.e., ADD), view states (i.e., TENDERED), and time status (PRIORITY).
11. Select a receipt template, which defines the look and feel of the receipt including its header and footer.
12. Select whether or not the view will have a backup view. From the drop-down list, select a routing or printer view from the current activity level.

Note: When a view is marked as down or inactive, Crunchtime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. Crunchtime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

Note: You can back up a Video Station to a Printer Station and vice versa.

13. The speed of service tag defaults to the name and ID of the current view selected on the left side of the form. You can, however, edit the name of this tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

Example: Common values for the speed of service tag might include “Grill” and “Fryer” to designate printers associated with each.

14. Select Ignore Display Group Load Balancing if you do not want zone set load balancing to occur for this printer view (no orders or items printed). That means this view does not factor into load balancing calculations. If a printer station has a routing scheme applied to it with load balancing enabled, no orders or items will be printed.

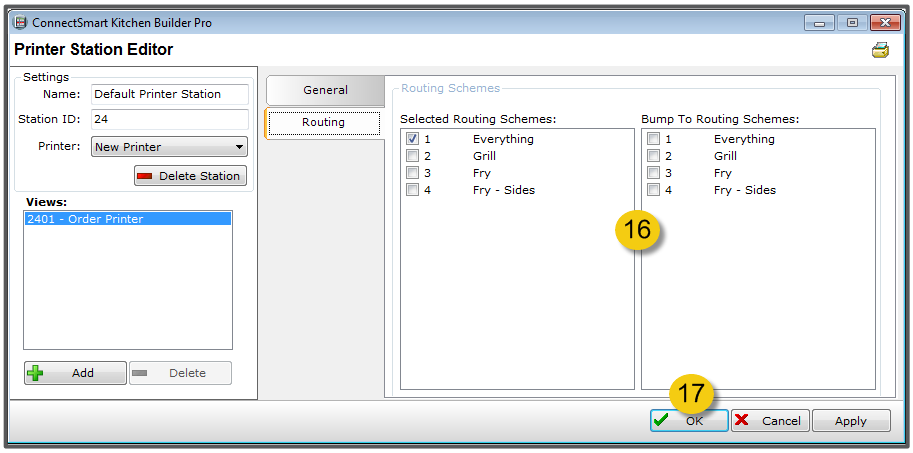
Example: Say you have two Grill views that you want to balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select Ignore Display Group Load Balancing on all views except the Grill views.

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Example: You have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select Ignore Display Group Load Balancing only on the Coffee view.

15. Select Track Service Timing for View to track Speed of Service data for this printer view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.

Note: Speed of Service data can be captured from printer stations by selecting Track Service Timing. Printer Stations support display group load balancing unless Ignore Display Group Load Balancing is selected.



16. On the Routing tab, select the routing schemes used by this printer view. For example, you may want to route all grill items to a particular printer.

Note: Before a receipt will include orders from the POS system, orders must be routed to the printer's view. In order for this to occur the view must have at least one routing scheme assigned to it. A view can use any combination of the routing schemes defined in the system.

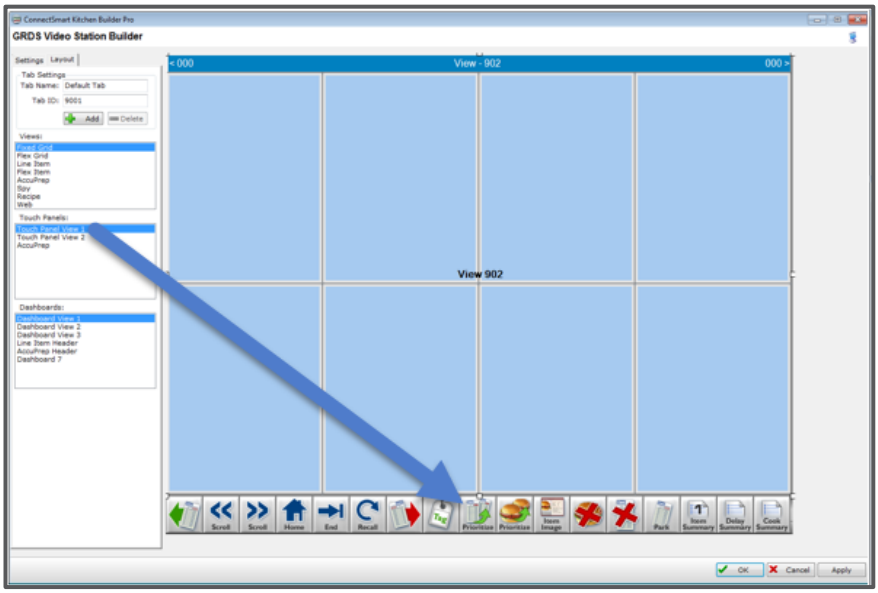
Example: You could set up a video station to bump to the printer station and print a receipt when an order is prepared. You can also bump from a Printer station to a Video station, if applicable.

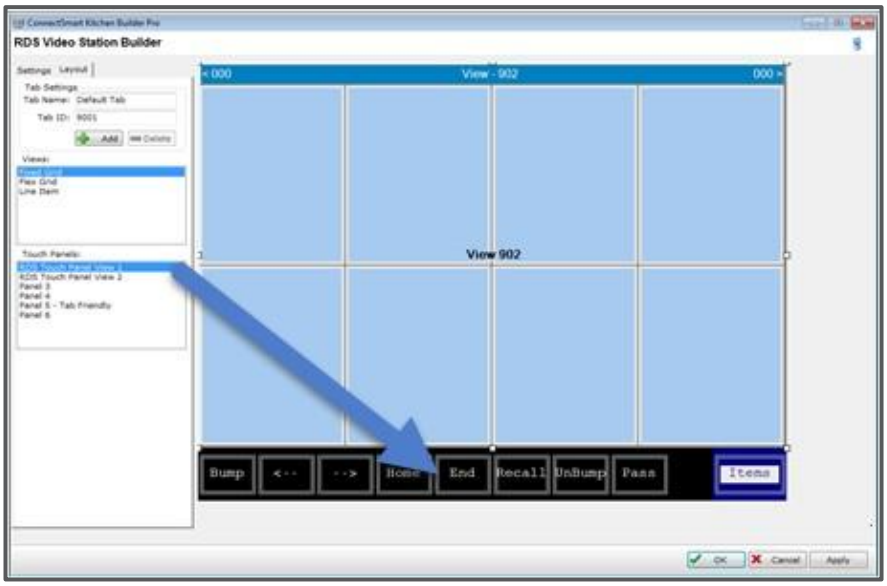
17. Select OK.

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Touch Panels

In the GRDS Video Station Builder or the RDS Video Station Builder, select a touch panel from the left pane and drag and drop it into the area to the right. Configure these panels on the Panel Editor form. Panels provide buttons that appear on a kitchen station (often along the bottom or top of the view) and can be used in place of or in addition to a keypad or bump bar.





Once the touch panel is in place in the GRDS Video Station Builder or the RDS Video Station Builder, you will need to select it on the Input tab of the View Editor form to assign it to that view.

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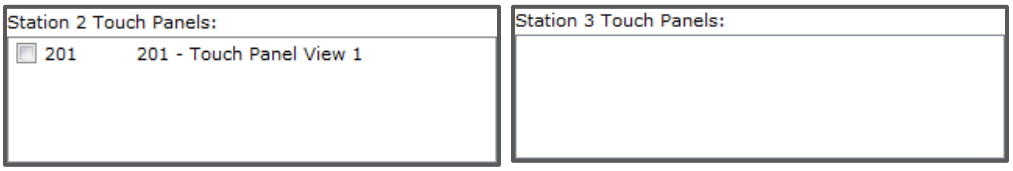
What is selected on the Input tab is truly what will appear on the Display Client. So, if you replace a touch panel on the Video Station Builder by deleting it and dragging and dropping a different panel into place, the Input tab will not reflect this change, and you will need to select the appropriate touch panel on the Input tab.

Example: Even if the GRDS Video Station Builder shows the AccuPrep touch panel at the bottom (it had been dragged and dropped there), you must still select the AccuPrep touch panel on the Input tab of the View Editor. If not, when you go to the Display Client, another touch panel view may be used and not the AccuPrep Touch Panel.

The Touch Panels section in the top right includes all touch panels assigned to the tabs on the view.

If you create a new station and drag and drop a touch panel and then open the View Editor, only that one touch panel will appear.

If you open the View Editor before dragging and dropping any touch panels, nothing will appear in the Touch Panels section.



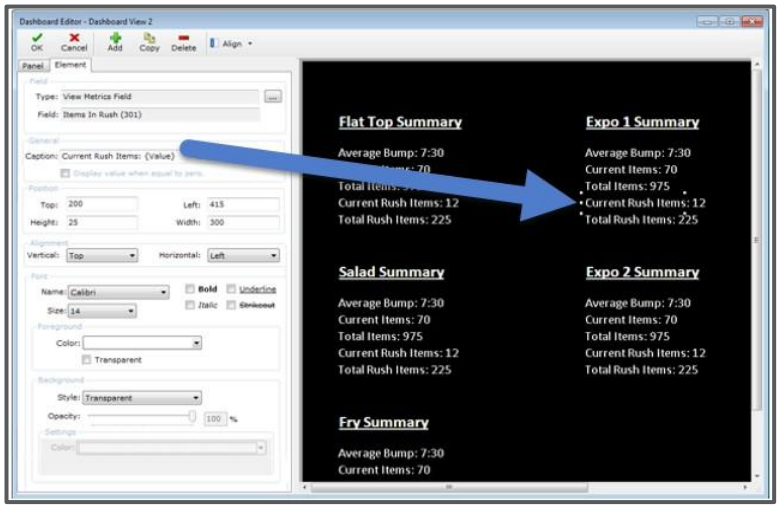
Note: By default, all new views are given a View ID which is the next available 3- digit number, where the first digit corresponds to the Station ID. So the first view created on Station 1 will be View 101; the first view on Station 2 is View 201, etc. For example, if you have a touch panel template called AccuPrep and you drag and drop that template onto two different tabs, you are creating two separate touch panel views that will each have the default name ViewID – AccuPrep. That is why you would see the name AccuPrep twice in the drop-down list of touch panels on the Input tab - even though they have different View IDs. If this presents any confusion, you can rename the touch panel views. Double-click (or right-click and select Edit) the touch panel in the Video Station Builder. The general settings form appears for the panel where you can quickly see its name and ID. In this case, you could change the touch panel view name to something like TouchPanel for View 101 or TouchPanel for Grill Station or whatever helps define your dataset. Having done this, when you are on the Input tab of a routing View Editor, it is easier to see which touch panel view should be applied to that view. If you have created a touch panel view and decide to use a different touch panel template, you must delete the existing touch panel in the Video Station Builder and then drag and drop an alternate template onto a tab, just as you would have to do if you were (for example) changing a Line Item View into a Flex Item View. After you have created the new view, go the Input tab of the View Editor and assign the new touch panel to that routing view.

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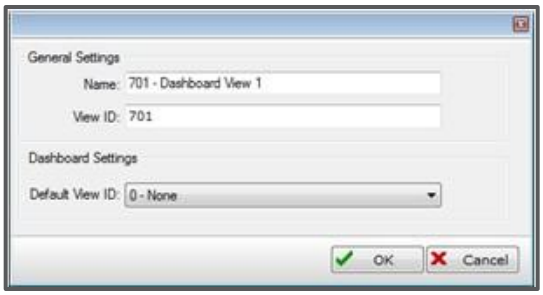
Dashboards

In the GRDS Video Station Builder, select a dashboard from the left pane and drag and drop it into the area to the right. Configure these dashboards on the Dashboard Editor.

Note: Dashboards are used with GRDS station types and are not available on the RDS Video Station Builder form.



The previous image shows a sample of the element Current Rush Items selected on the Element tab of a Dashboard Editor already populated with elements.



You can also double-click (or right-click and select Edit) the dashboard in the GRDS Video Station Builder. The general settings form appears for the dashboard where you can quickly see its name and ID and select its default view.

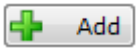
Recipe Views

Use a Recipe view as a “base” URL location for the home page of your Recipe View, Crunchtime TeamAssist, or a third-party recipe viewer. From that home page, you can select different links which can be pages for recipes or simply images of recipes. Recipes can also include preparation notes for a menu item, including ingredients, quantities, and assembly instructions.

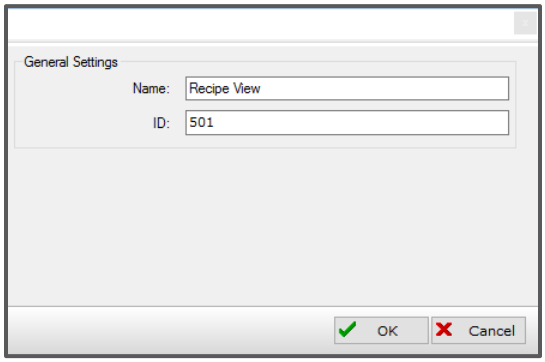
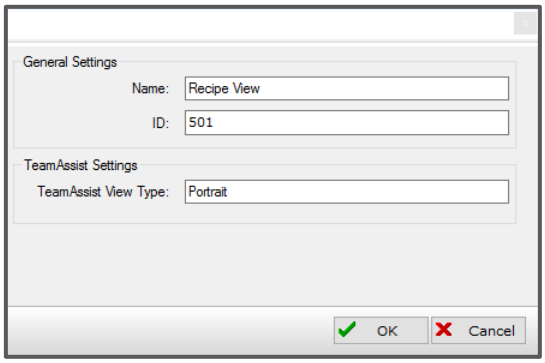
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Crunchtime Kitchen

In the GRDS Video Station Builder, select the Recipe view from the left pane and drag and drop it into the area to the right. Double-click in the Recipe View area and the view settings form appears.

Note: In the RDS Video Station Builder, a Recipe tab cannot be assigned to the first tab. You must select 

to add a second tab.

None, Generic, Legacy TeamAssist	TeamAssist 2.0
	

General Settings according to Recipe View Type

1. Enter a **Name** and **ID** for the tab that appears.
2. If using TeamAssist 2.0, enter a **TeamAssist View Type**.

Note: This is determined by the **Recipe View Type**, which is set in the View Manager.

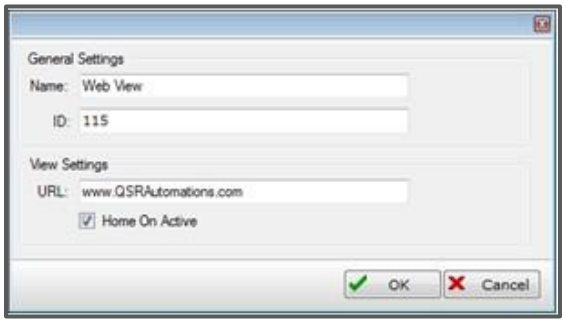
Note: You can assign Crunchtime TeamAssist to a recipe tab. The Crunchtime TeamAssist Web Client is used to view key information for in- store team members, including recipes and assembly and plating instructions.

3. Click **OK**.

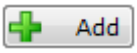
Web Views

Use a Web view if you want to access the internet from one of the views. Restaurants may want to include their home page on this view. On a web tab, the user is responsible for the content of the web site/page they point to.

Note: Even if Web is your view type, there may be links that redirect to a new window as a pop up. While capable, Display Client stations are not designed to be a means of opening a new Internet Explorer window and task bar, partially since employee use of the web for non-work reasons could affect restaurant efficiency.



In the GRDS Video Station Builder, select the Web view from the left pane and drag and drop it into the area to the right. Double-click in the Web View area and the view settings form appears.

In the RDS Video Station Builder, a Web tab cannot be assigned to the first tab. You must select 

to add a second tab.

The name and ID for the tab appears. You can edit them, if necessary.

1. For the home page, set the default page of a web site.

Example: File///c:/images/index.html.

2. Select whether or not you want to home on active. If you selected Home On Active, the Web tab will always open to the home page defined in the URL field.

Note: If you are using TeamAssist or another recipe viewer program, it is unlikely you will want to select this option because you will most likely want the Web (or recipe) tab to open directly to a certain recipe rather than always opening to a generic home page.

3. Select OK.

Spy Views

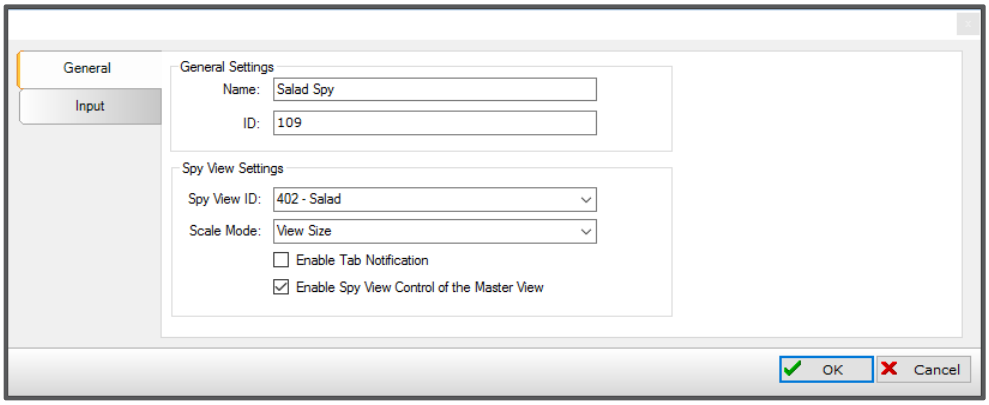
Spy views, also known as phantom or mirror views, replicate the content and appearance of whatever view they are "spying." Although no user input is allowed on spy views, any changes made to item status (including the item's status changing to Cooking) are instantly reflected on the spy view. Thus, items can be marked as Cooking on multiple stations simultaneously.

In the GRDS Video Station Builder, select the Spy view from the left pane and drag and drop it into the area to the right. Double-click in the Spy View area and the view settings form appears.

Note: You cannot use Spy tabs with RDS stations.

The name and ID for the tab appears. You can edit them, if necessary.

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1. Select a **Spy View ID**, which is the existing tab you want to 'spy' on.
2. Select a **Scale Mode**:
   - **View Size:** Stretches or shrinks the "spied on" view to fit the spy view.
   - **Aspect Ratio:** Displays the "spied on" view exactly as it appears on its home station.

Example: If the "spied on" view only takes up the top half of a station display, selecting View Size as the scale mode will stretch the "spied on" view so that it fills the entire spy view. Alternatively, selecting Aspect Ratio as the scale mode will display the "spied on" view as it looks on its home station, so the bottom half of the Spy View would be blank.

3. Select **Enable Tab Notification** is you have multiple tabs on a station and wish to be notified of any changes.

Example: If something changes on one of the inactive tab (such as a new order coming in), that tab will flash between the "Inactive Tab" color/image settings and the "Notification Tab" color/image settings defined in the Tab Template assigned to that station. This alerts the cook at the station that they need to take a look at the other tab. Tab Notification is always enabled for routing views, but you can elect to disable (clear) the tab notification on Spy Views.

4. Select the **Enable Spy View Control of the Master View** checkbox to forward any Base Actions to the Master View for processing.

Note: Once selected, the **Input** tab will appear on the dialog.

- Configure the **User Inputs** on the **Input** tab to determine which Virtual Keypads and Dashboards will be assigned to this view.

5. Select **OK**.

Virtual Keypads

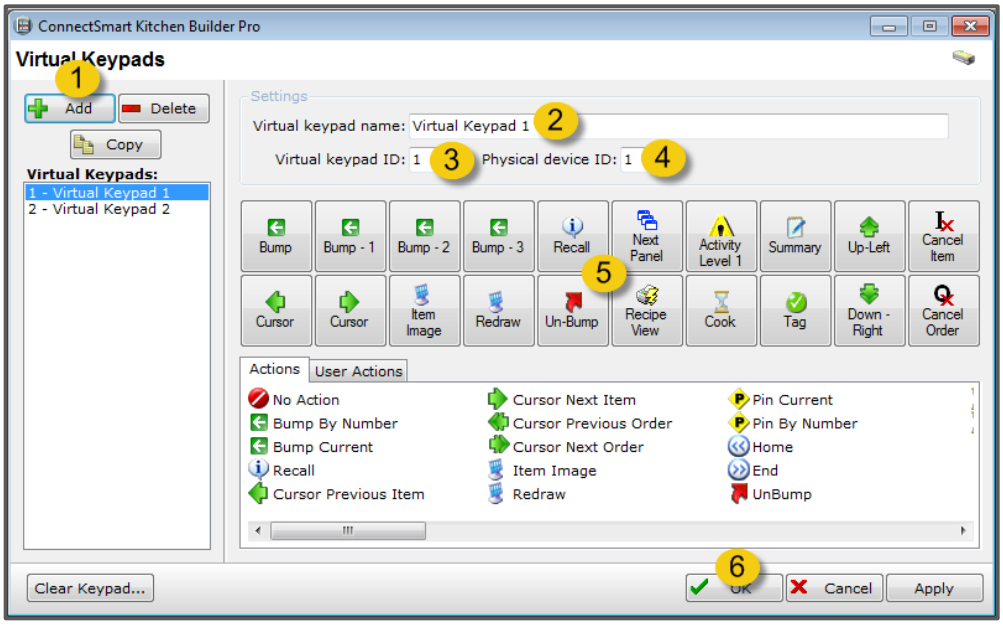
Introduction

This section discusses the setup of virtual keypads.

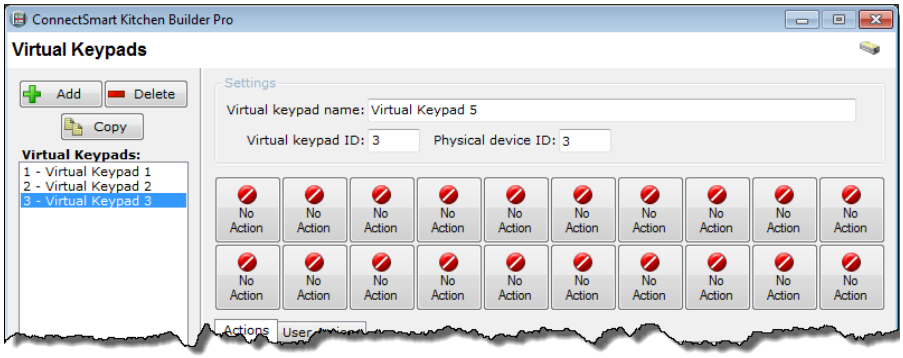
Virtual Keypads

A virtual keypad (VKP) is a logical collection of 20 actions that can be assigned to a physical keypad (bump bar). Typically no more than two VKPs are assigned to one physical keypad. In most cases, several keypads at any given site will contain the same set of functions.

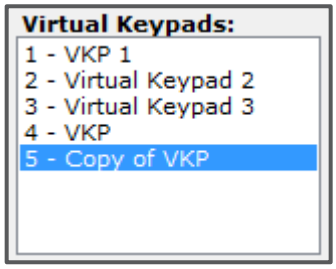
Begin the process of adding VKPs by selecting Activity Levels **I** Virtual Keypads **I** Click to add Virtual Keypad…. The Virtual Keypads form appears.



1. Select Add to create a new keypad template. Default values are assigned to the keypad when it is created.



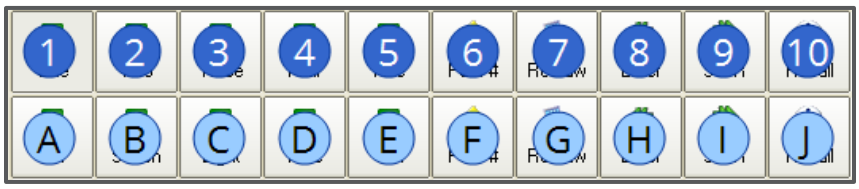
Note: You can also create a new virtual keypads by selecting an existing keypad in the list and selecting Copy. For example, if you select VKP and select Copy, another keypad named Copy of VKP appears. The new virtual keypad uses the next available ID.



2. Enter a name for the VKP.
3. Enter an ID for the VKP. The VKP ID should be a unique number. No two VKPs can have the same ID.
4. Enter an ID for the physical device. This reflects the ID of the kitchen station that the keypad will be physically attached to.

Note: When you add a new VKP, the Physical Device ID automatically increments by 1 (to the next available ID), but you can manually edit the device ID so that more than one VKP can be assigned to the same physical device. The device assigned here is reflected in the top section of the Input tab of the View Editor form, which shows VKPs that are assigned to the current station.

Note: The template keypad grid represents the physical device (keypad or bump bar). When a key has no action assigned, a grayed out “No Action” appears on the key. When a key has a valid action assigned, the action text and icon appears on the key. Actions can be dragged from either the Actions or User Defined Actions tabs. Actions can also be dragged from one key to another.



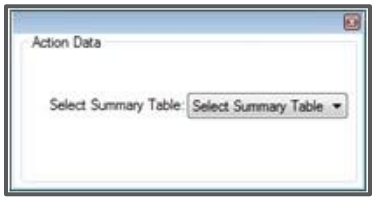
Note: The two rows on the keypad grid correspond directly to the two rows on a keypad or bump bar. On a keyboard, the top row of the grid corresponds to keys 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, and the bottom row corresponds to keys A, B, C, D, E, F, G, H, I, J.

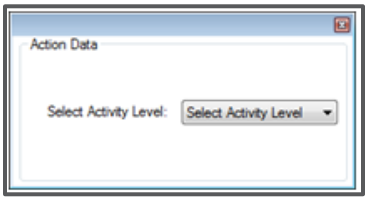
5. Assign system and/or user actions to a keypad by selecting the desired system action from the Actions or User Actions section and dragging it over and dropping it on the target key. Actions can also be dragged from one key to another.
6. Select OK and select a number 1-15.

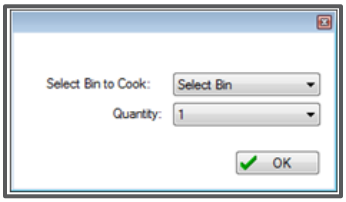
Note: If you select Bump by Number, Pin By Number, Print Number, Bump By Number On All, Item Summary, Next Action By Number, or Tab By Number, an action data form appears.



7. If you select Activity Level, an action data form appears. Select an activity level.



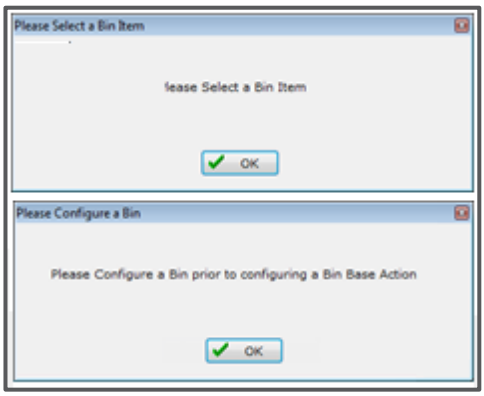




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If you select Cook Bin Item, Waste, Drop In Bin, or Use Bin Item, an action data form appears.

8. Select a bin and enter a quantity. If you fail to select a bin from the Select Bin to Cook drop-down before selecting OK, an error message appears.



Note: If you try to drag a bin-related base action onto a button but do not yet have any bins defined in Kitchen Builder, an error message appears. If you select Summary Table By Number, an action data form appears.

9. Select a summary.

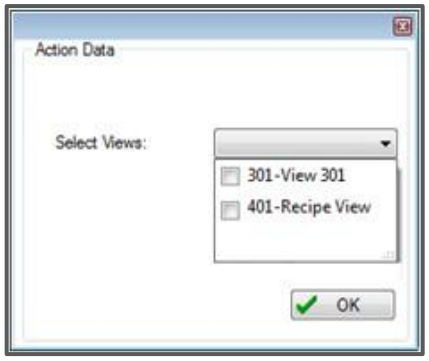


Note: If you select Pass Order, an action data form appears.

10. Select a display group. (If you are using display group load balancing, you can utilize pass order regardless of the number of expos you are using.)

Note: If you select Bump Current To Views or Route Current to Views, an action form appears.

11. Select one or more views.

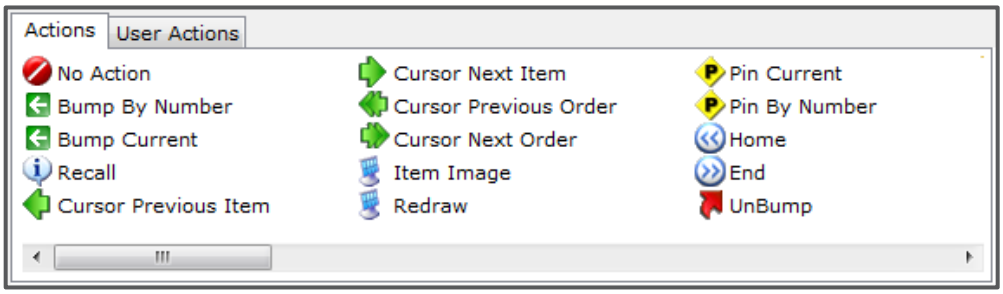


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Actions

The Actions tab contains the base system actions. A complete list of system actions and functions can be found beginning on the next page.

Note: Touch screen forms appear on the display if you select the following base actions: Change Table Form, Order Lookup Form, Order Combination Form, Waste Form, Drop In Bin Form, Cook Bin Item Form, and Use Bin Items Form. These forms allow you to quickly find and jump to a check on an Order View display.



User Actions

Select the User Actions tab to access any user-defined keys. These actions are set up on the User Actions form.



Select Clear Keypad to clear all actions from the keys on the keypad grid.

Appendix A: Base System Actions

Base Action	Icon	Description
No Action		Button will have no function.
Bump By Number		Bump order in cell number or item in row number that corresponds with button number, 1-15.
Bump Current		Bumps the order/item that is selected by the cursor.
Recall		Toggles the recall window, allowing the user to view a list of recently bumped items/orders.
Cursor Previous Item		Advances the cursor to the next order to the left (the previous item).
Cursor Next Item		Advances the cursor to the next order to the right.
Cursor Previous Order		Allows you to advance left by one cell to view orders not currently appearing on the display screen.
Cursor Next Order		Allows you to advance right by one cell to view orders not currently appearing on the display screen.
Item Image		Shows a menu card image associated with the item that is selected. (A menu card includes pictures or animations that represent instructions on how to build a food item or any other pertinent information regarding that item such as a recipe.)
Redraw		Requests a repaint from Crunchtime Kitchen; removes invalid characters when there is bad transmission.
Pin Current		Allows you to flag the selected order as Parked. This function is only supported on order views.
Pin By Number		This function must be used in combination with a Bump number key to denote which order to flag as "Parked." This function is only supported on order views.

Crunchtime Kitchen

Base Action	Icon	Description
Home		Moves the cursor to the first item/order on a display.
End		Moves the cursor to the last item/order on a display.
UnBump		Allows you to redisplay a bumped order/item. With the Recall window active on the display, pressing the Unbump key will redisplay the selected order/item.
Cook		Toggle switch that changes an item's attributes to match those of Cooking. Also sends a Cook message to the expo station and SOS file. This function is only supported on item views.
Next Non-Cooking		Advances the cursor to the next non-cooking item. This function is only supported on Item views.
Print Current Item		This function prints the item highlighted by the cursor.
Print Current Order		This function prints the order highlighted by the cursor.
Print Number		This function must be used in combination with a bump number key to denote which order/item to print.
Tag Item		Allows you to apply tag attributes to an item on an order view. No other action takes place.
Summary Table		Opens the summary table that corresponds to number on the button, 1-15.
Summary Table By Number		Select from the summaries and write the ID of that table to the action data.
Bump By Number On All		**Order Views:** Bumps numbered order off all order views and all items associated with the order off all item views, 1-15. **Item Views:** Bumps numbered item of all item views, 1-15.

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Base Action	Icon	Description
Bump By Current On All		**Order Views:** Bumps current order off all order views and all items associated with the order off all item views. **Item Views:** Bumps current item of all item views.
Page Next		Allows you to page up to view the next group of orders off screen on item view displays.
Page Previous		Allows you to page down to view the next group of items off screen on item views.
Scroll Up/Left		Allows you to advance up by one item to view items not currently on screen on item views.
Scroll Down/Right		Allows you to advance down by one item to view items not currently on screen on item views.
Item Summary		Opens a summary screen of all items configured in the Item Summary Groups form.
Item Summary Delayed		Shows an “all day” summary of all items currently in delay for the view.
Item Summary Cooking		Shows an “all day” summary of all items currently in the Cooking state for the view.
Item Summary Prepared		Shows an “all day” summary of all items currently prepared for an Expediter view.
Item Summary Groups		Shows an item summary based on the groups defined by the Summary Groups.
Next Action Current		Advances the selected item between the configured base actions for the corresponding line number.
Next Action By Number		Advances the selected item between the configured base actions for the corresponding line number, 1-15.

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Base Action	Icon	Description
Cancel Order		This button requires an order cursor. You can use the cursor to select a specific order and then select the Cancel Order button. The selected order will go in to a Voided state. All items associated with the order on the line view station will appear voided as well. This button only works on an Order View.
Cancel Item		This button requires both an order cursor and an item cursor appear on an Order view. You will select the Order Cursor button to select the specific order and then use the item cursor to select the specific item in an order. Then they can select the Cancel Item button. The item will appear canceled on both the Order view and the Item view. This button only works on an Order View.
Fast Track Order		Changes the order state and associated attributes for the order to "prioritized." Additionally, items on the order will inherit the prioritized attributes on their respective Line Item displays. Optional template level settings can cause the orders or items to sort to the front of their respective queues.
Fast Track Item		Changes the item state and associated attributes (including text label) for the item to "prioritized." Optional template level settings can cause the items to sort to the front of their queues.
Tab Next		Advances to the next tab.
Tab Previous		Returns to the previous tab.
Tab By Number		Advances to a specific tab, 1-15.
Recipe View		This web-based option can integrate into any number of environments, including recipes for menu items. Once you select an item on a display view and press this button on the bump bar, the menu web page appears for the item on whichever tab is defined as that view's "recipe tab."
Next AccuPrep Panel		Moves cursor from the New Items to Cooking Items to Plating Items sections of the AccuPrep View.
AccuPrep Cooking Summary		For an AccuPrep view, this shows a summary of all items currently cooking. You cannot bump items from the Cooking Summary.

Base Actions	Icon	Description
Activity Level		Switches the activity level via a pop-up action data form without the need to make the change in Portal.
Cook Bin Item		The behavior of this action depends on the Cook Automatically and Generated Transactions Enabled settings: -If generated transactions are enabled and Cook Automatically is disabled, the CookBinItem action simply causes an order to be generated, which must be cooked using the Cook base action to put items in process. -Otherwise, the CookBinItem decrements the Cook count if it is positive, puts items in process, and generates a transaction if enabled.
Waste		The waste action removes the oldest item from the bin, if any, and counts it as wasted in the bin history. If the Waste Automatically setting is disabled, the Waste count is also decremented if it is positive. If the multiplier is zero, the total Waste quantity is wasted.
Drop In Bin		The drop action puts an item in the bin, and optionally removes items from the in process state depending on the DropMethod. If the multiplier is zero, the total quantity of items in process is dropped.
Use Bin Item		The UseBinItem base action only has an effect when the bin UseMethod is UseAction. This action is used to indicate that a quantity of bin items is to be used to fulfill the unprepared orders that require bin items. The Pending/CurrentUnpreparedOrderBinQuantity is decremented by the quantity used and items are taken from the bin (or added to the over-used quantity).
Pass Order		Passes an order from one display group to another when using display group load balancing. For example a restaurant has a galley style kitchen and one side is busy and “passes” an item to the other side. If you are using display group load balancing, you can utilize pass order regardless of the number of expos you are using.
Change Table Form		This provides the user the ability to change the table number on a check on an Order View display by using a touch form. This is supported on Fixed Grid and Flex Grid stations.

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Base Actions	Icon	Description
Order Lookup Form		This provides the user to quickly find and jump to a check on an Order View display by using a touch form, where you can select the Transaction/Table to jump to. Whenever a check is found by using the Order Lookup Form base action, the order will be displayed in the first order cell regardless of the total number of orders active at that time. This will create consistency so the user will always know where to look to find the order.
Order Combination Form		This provides the user the ability to combine two different orders into one on an Order View display by using a touch form. Once the orders have been combined, the order that was added to a new check number will become voided on all views in which those items were displayed, and the items will now be displayed with the check that was selected first in which to combine with.
Waste Form		This action offers the same functionality as the Waste base action but with a touch form that allows you to select a waste item and give it a quantity.
Drop In Bin Form		This action offers the same functionality as the Drop In Bin base action but with a touch form that allows you to select a drop item and give it a quantity.
Cook Bin Item Form		This action offers the same functionality as the Cook Bin Item base action but with a touch form that allows you to select a cook item and give it a quantity.
Use Bin Item Form		This action offers the same functionality as the Use Bin Item base action but with a touch form that allows you to select a bin item and give it a quantity.
Clear All Cook Bin Items Form		This action will open a form allowing the user to select a specific bin, and then the action will clear all pending cooking items for the selected bin. **Note**: If using a minimum quantity, the bin will only be cleared back to that minimum quantity and not to zero.
Bump Current To Views		This action provides a list of view IDs you can select to determine which view or views to bump an order or item.
Bump Item On All Preps		This action lets you select an item on an Order View and bump that item from any Prep screens it is on. It can only be used on Order Views with an Expediter view role, and the item will also be bumped from all Item Views.The item cannot be bumped from an Order View that has the Prep view role since individual items cannot be bumped from Order Views.

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Base Actions	Icon	Description
Remake Item On All Preps		The action causes the item to change display attributes according to the color scheme and item display attribute priority settings for the "RemakeItem" attribute. The item will also be recalled on any Prep Item Views that it had been bumped from, and the item's course will be recalled on any Prep Order View that it had been bumped from. The item will also be marked as fast tracked so the "RemakeItem" attribute will have a higher priority than the "FastTrackItem" attribute in order for the "RemakeItem" attributes to be displayed.This action can only be used from Expediter and Assembler views.
Tag Order		Tag Order serves as a counterpart to the existing Tag Item base action. When the Tag Order action is used on an order, all currently untagged items in that order will become tagged. Using this in conjunction with the “print on tagged” view template behavior, users will be able to print all untagged items in an order simply by using the Tag Order base action.
Route Current to Views		This action provides a list of view IDs you can select to determine which view or views to route an order or item.
Change Seat Number		This action allows the user to change the Seat Number associated with an item through the use of the Change Seat Number form. The action works on both Item and Order Views.
Tag On All		This action causes an item to be tagged on all Order Views to which it is routed. This action may only be used on Order Views. **Note**: Crunchtime recommends that when using Tag On All, ensure that all order views are configured with the same setting for Use consolidation in Order View Template settings. If some views use consolidation while others do not, then Tag On All will behave differently depending on which item is selected on views that are not using consolidation.
Tag Order On All		This action causes all items in an order to be tagged on all Order Views to which they are routed. Any items that are already tagged will remain tagged. This action cannot be used for untagging items, and can only be used on Order Views.
Undo Cook Bin Item Form		This action opens a form allowing a user to select a specific bin, and then will undo the last cook action taken for that bin.
Undo Drop Bin Item Form		This action opens a form allowing a user to select a specific bin, and then will undo the last drop action taken for that bin.
Undo Waste Form		This action opens a form allowing a user to select a specific bin, and then will undo the last waste action taken for that bin.

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Base Actions	Icon	Description
Change Order Destination		This action will change the Destination value on all current and in-delay courses on an order.
Change Course Destination		This action will change the Destination value only on the individual course that was selected when the action is performed.

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Appendix B: Data Conversion

Introduction

To convert data from Crunchtime Kitchen 3.8 to Crunchtime Kitchen 5. 0.171.0, you need to use a command line tool called DatasetConverter.exe. It is found in the C:\ProgramData\Crunchtime Automations\ ConnectSmart\KitchenServer\Bin folder. With this executable, the conversion runs silently, passing in the dataset name and path as a parameter.

For information on converting an earlier version of 5.0 (including 5.0.171.0) or 5.1 Kitchen Builder than the one that is being opened

The Process of Conversion

The following should be taken into consideration when converting data from 3.x to 5.1:

- If there are spaces in the path, you must use quotation marks.
- The converted file automatically gets put it in the Kitchen 5 Dataset Directory.
- For best conversion experience, make sure to load your dataset in the latest Builder 3.8 and have it run all of its conversions before running the conversion to 5.1.
- Progress bars will appear during the conversion.

Logs

Logs are written to this folder: C:\ProgramData\QSR Automations\ConnectSmart\ KitchenServer\Log. The log file is named “Conversion.”

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Appendix C: OrderReady Views

Introduction

OrderReady views communicate key information to guests and restaurant staff via display screens that show which orders (transactions) are ready and which orders are being prepared. In addition to the transaction text (transaction numbers, table name/numbers, customer names, or tent numbers) which is generated by the point of sale (POS) systems, the screens can show timers that count the elapsed time since the order was placed. Status data is automatically and immediately sent from Crunchtime Kitchen (Crunchtime Kitchen) or POS systems to OrderReady views.

> **Note:** If you used OrderReady with Crunchtime Kitchen before version 5.2, OrderReady layout settings such as the image header, fonts, background colors, and timers that were configured in either the Crunchtime OrderReady Builder or the Crunchtime OrderReady Browser-based Configuration Tool are now configured in Kitchen Builder Pro. In addition, since OrderReady is installed with Crunchtime Kitchen, no separate license is needed.

Builder Settings

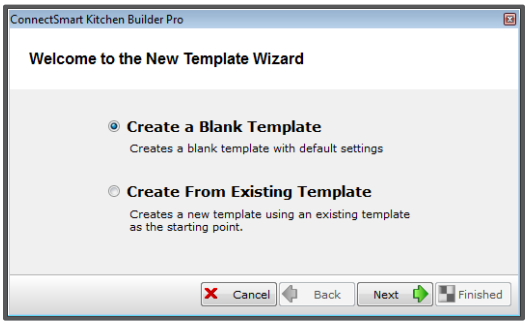
Although you will set up your OrderReady view in the GRDS (or RDS) Video Station Builder, before you do that, make sure you have configured the following features elsewhere in Kitchen Builder Pro before creating its view(s):

- Grid Header Template
- GRDS Dashboard Template (recommended but not required)
- GRDS (or RDS) Color Scheme
- Routing Scheme

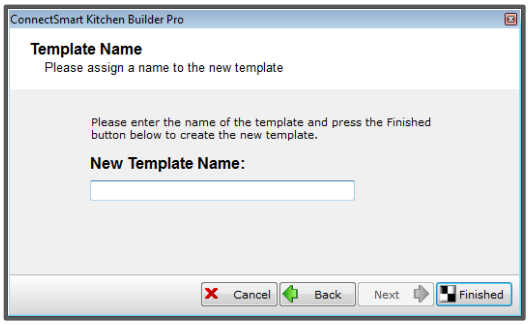
Grid Header Template

The following steps are an example of how you may want to set up your grid header for OrderReady views based on a blank template. In this example, only three fields are used, but can use as many as you would like.

1. On the Grid Header Templates form, select Add. The New Template Wizard appears.



2. Select Create a Blank Template. The Template Name form appears.



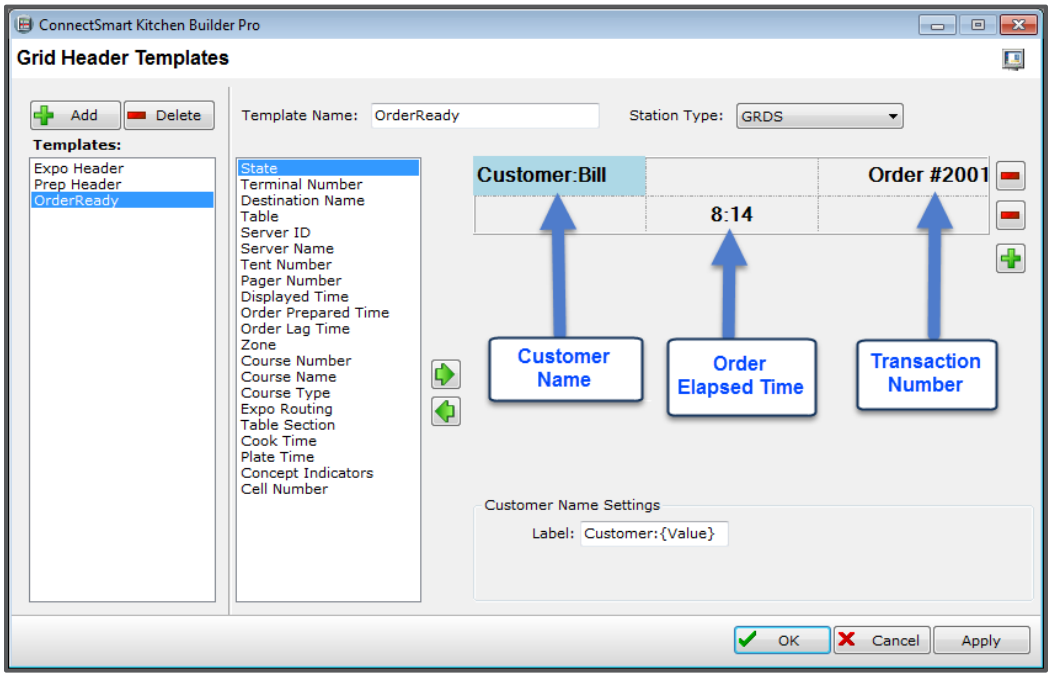
3. In the New Template Name field, enter a template name and select Finished. That name now appears in the Template name box on the Grid Header templates form.
4. On the Grid Header Templates form, select a station type: GRDS or RDS.
5. Assign desired fields to the header. There are two ways to place elements in the header.

- Highlight (select) a field in the list and drag and drop it onto a rectangular section in the header area to the right.
- Highlight (select) a field in the header area on the right, highlight (select) and element and select .

Example: The following fields have been assigned: Customer Name, Order Elapsed Time, and Transaction Number.

6. Select OK.

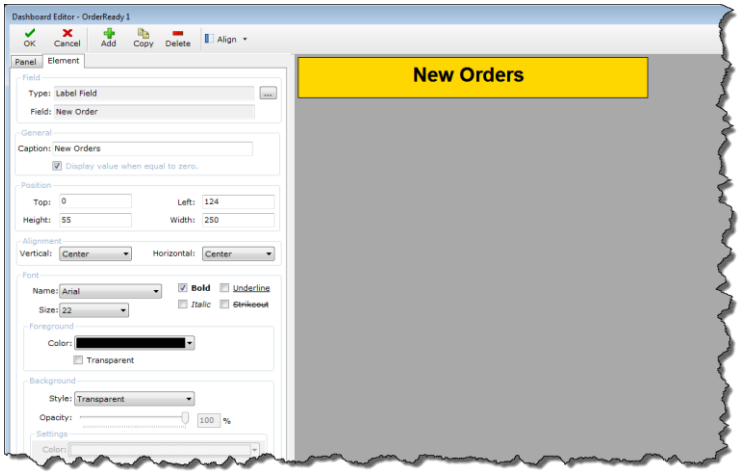
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GRDS Dashboard Templates

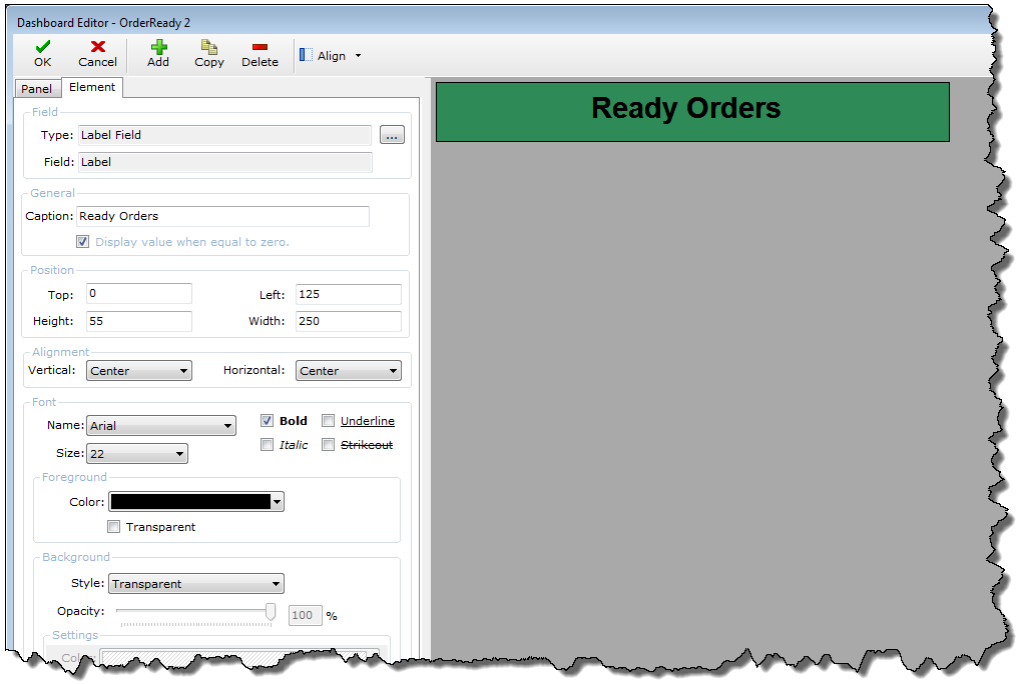
You can also create a dashboard that contains only one Label field and the text you want to use for the view(s). On the Video Station Builder, you will be able to drag and drop it onto the view.

Example: The following example shows two dashboard templates, one for an OrderReady view designated for New Orders, and one for Ready Orders.

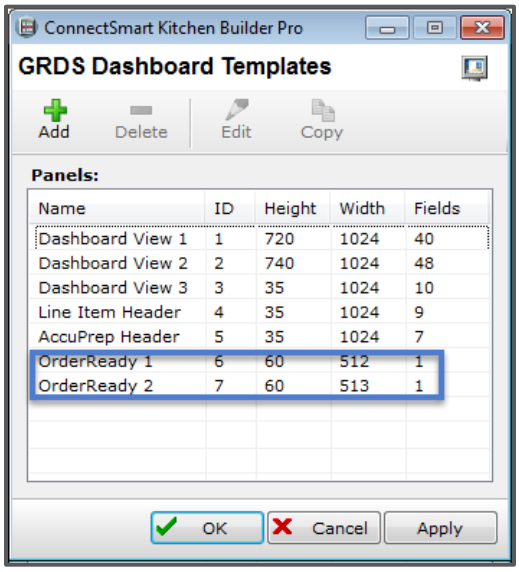


1. On the GRDS Dashboard Templates form, select Add. The newly created dashboard will appear in the list as Dashboard X with X being the first available dashboard number. For example, if you already have three dashboards created, it would say Dashboard 4.
2. Select Edit. The Dashboard Editor appears.
3. On the Panel tab, enter a name and the height and width of the dashboard and select its background style and color.
4. On the Element tab, select in the new dashboard area and enter a caption. In this example, New Orders is used.
5. Adjust position and font and background colors.
6. Select OK.
7. Follow these steps to add a second OrderReady dashboard. In this example, it is Ready Orders.

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Note: Once the dashboard templates are entered, they will appear in the templates list.

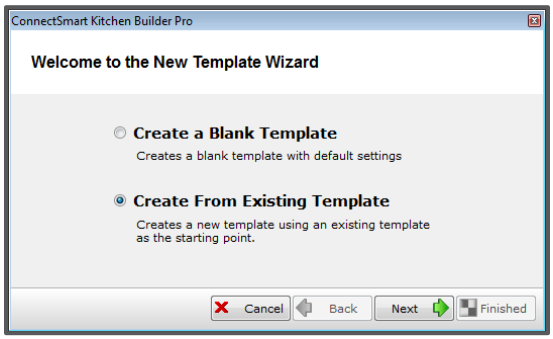


GRDS Color Schemes

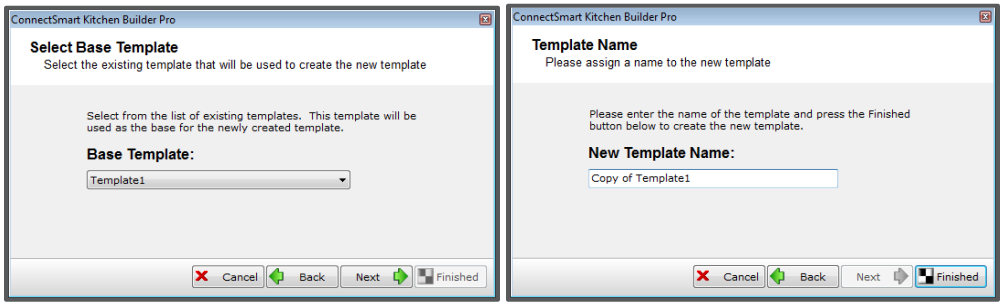
An OrderReady color scheme will set the colors, font, font size, font color, and background color (or image) for the view header. The following steps are an example of how you may want to set up your color scheme for OrderReady views based on a blank template. Although it shows GRDS, you can also use RDS color schemes.

Note: If you do not use a dashboard, you cannot enter the header text on the GRDS Color Schemes form. You would have to enter that header text in the View Name field in the View Editor.

1. On the GRDS Color Schemes form, select Add. The Template Wizard appears.
   - Select Create From Existing Template and select Next. The Select Base Template form appears.



   - Select a template to base the new template on and select Next. The Template Name form appears.

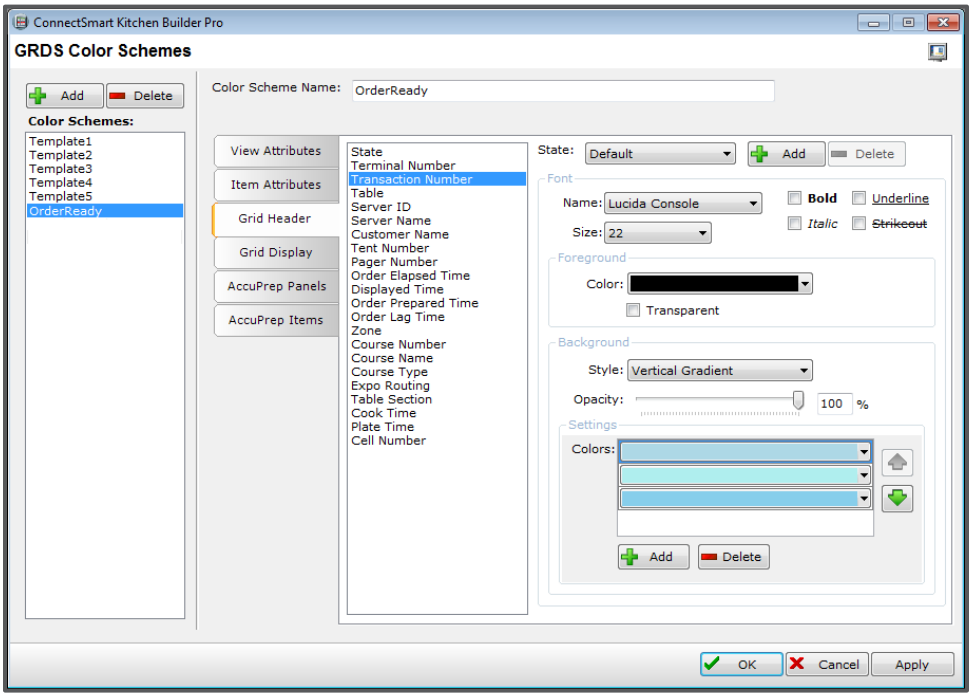


2. Enter a template name and select Finished. That name now appears in the Color Schemes box on the GRDS Color Schemes form.

Note: Although you could create a blank color scheme template, since it is likely you will want the color scheme of the OrderReady view to be in line with the colors of your other Kitchen views (with minor changes in the Grid Header) creating a template based on an existing template is recommended.

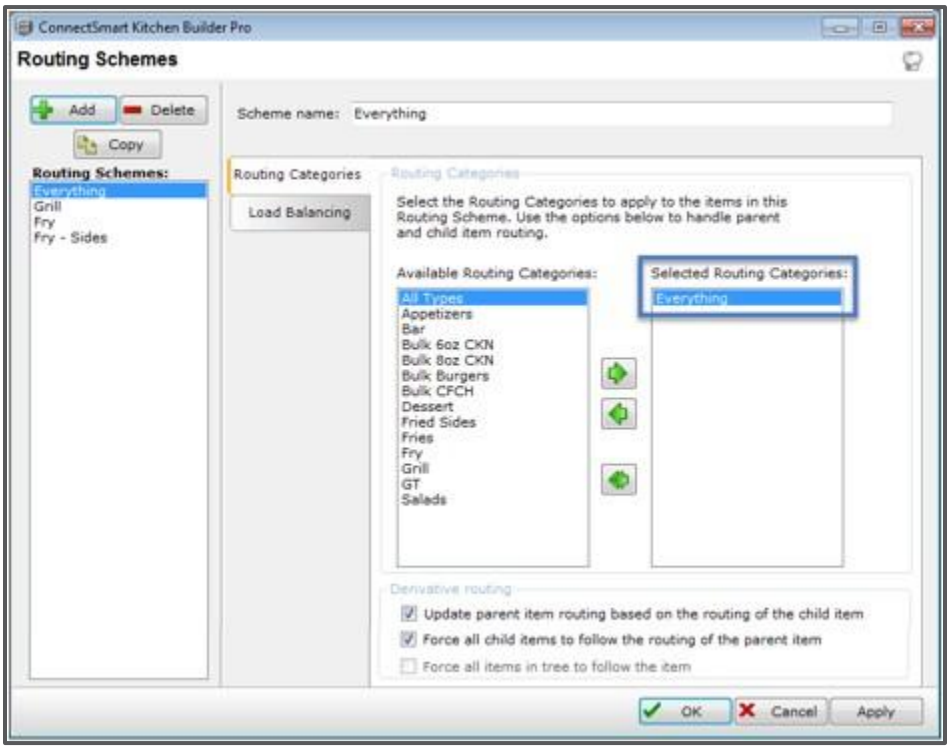
3. Go to the Grid Header tab.
4. Select applicable view attributes and customize them with a font style, font size, and bold, italics, underlined, and strikeout features. Also assign foreground and background colors, styles, transparency, and opacity (0-100%)

5. Select OK.



Routing Schemes

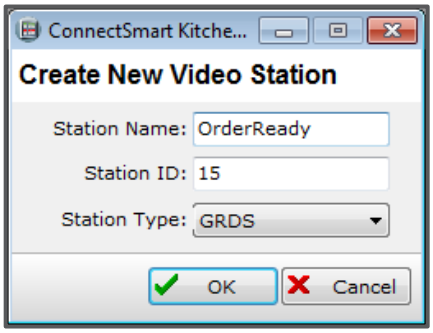
On the Routing Schemes form, make sure you have a routing scheme that routes everything.



Video Station Builder

The GRDS (or RDS) Video Station Builder is where you will configure your OrderReady views using the other Kitchen Builder settings you have already added. First you will need to add a kitchen station.

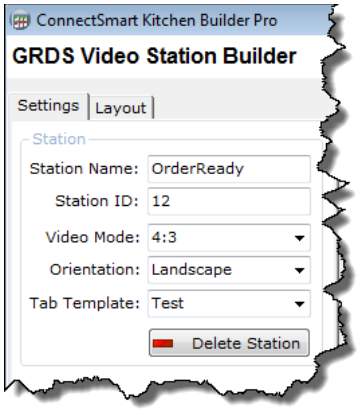
1. Select Activity Levels ❙ Kitchen Stations ❙ Click to add Kitchen Station. The Create New Video Station form appears.



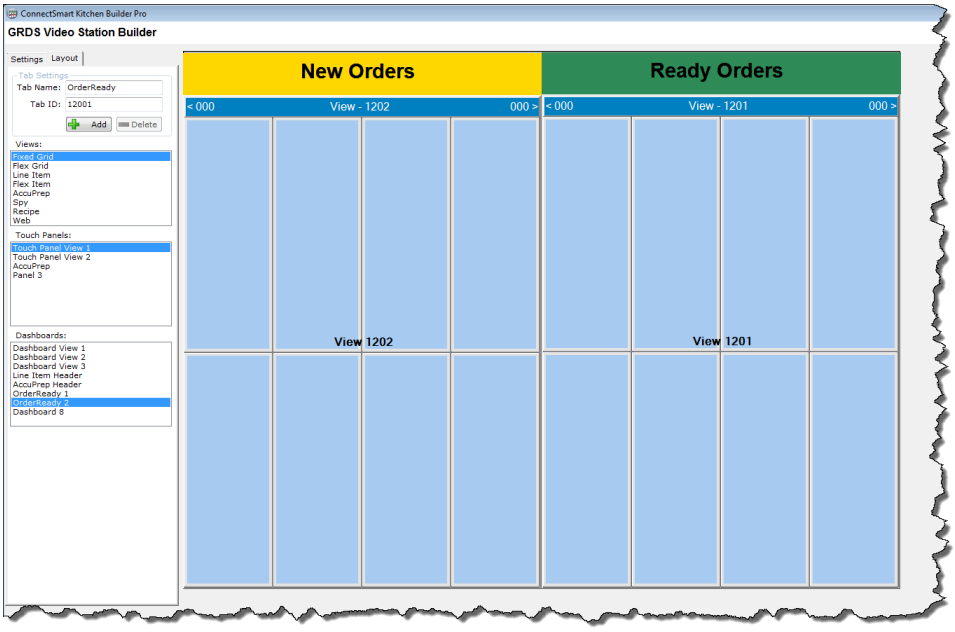
2. Enter a station name and ID. The station ID must be unique. In this example the station name is OrderReady.
3. Select the station type: GRDS or RDS. For this example, GRDS is selected.
4. Select OK. The GRDS Video Station Builder form appears.

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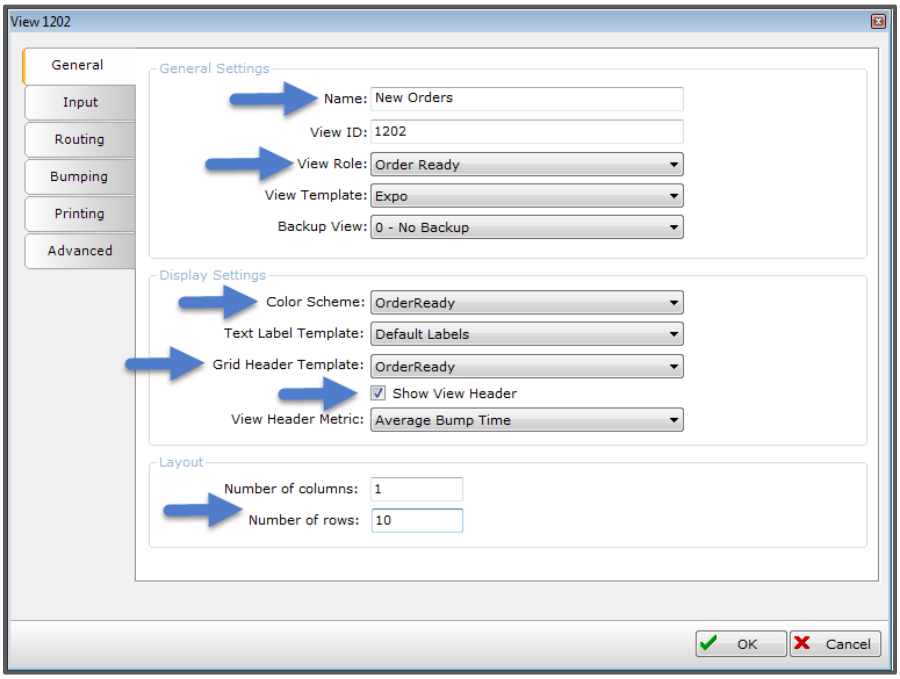
5. Select a video mode: 4:3, 16:10, or 16:9. The 16:10 and 16:9 modes are often used for widescreen displays.



6. Select the station's orientation: Landscape or Portrait.
7. Select a tab template.
8. Go to the Layout tab, and enter a name and ID for the tab. In this example, the tab is called OrderReady.
9. Select Fixed Grid or Flex Grid and drag and drop the view it into the area to the right. In this example, two fixed grid views have been dragged and dropped.
10. If you set up OrderReady dashboard templates, drag and drop those as well.



11. Double-click inside a newly created view. The View Editor appears.

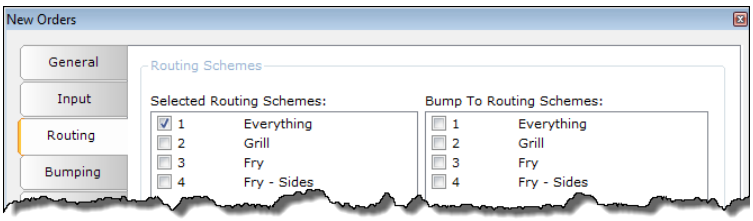


12. Give the view a name. In this example, it is New Orders.
13. Make sure your OrderReady view role, color scheme, and grid header template are selected.

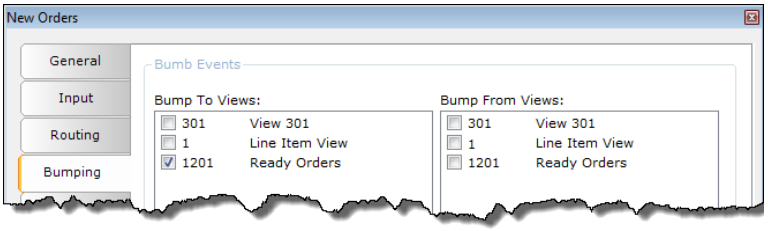
Note: The View Header may or may not be used, depending on how you have configured the station. If you are using dashboards as view headers, do not select Show View Header.

14. For Layout, specify the number of columns and roles.
    - **Number of Columns:** Determines the number of columns on each OrderReady view that will show New Orders or Ready Orders. If you want one vertical list of guest orders, you would enter 1 for Number of columns per view.
    - **Number of Rows:** Only applies if you are using a Fixed Grid view type and designates the number of rows on each view that can show New Orders or Ready Orders. For example using “1” as the number of columns and “10” as the number of rows would allow you to display up to 10 orders per view.
15. Depending on your setup, you may or may not use the Bump To settings on the Routing and Bumping tabs. If you want to use the BumpTo method, you would use the following settings for the New Orders view.
    - **Routing Tab:** Selected Routing Scheme = Everything, Bump To Routing Scheme = Nothing Selected

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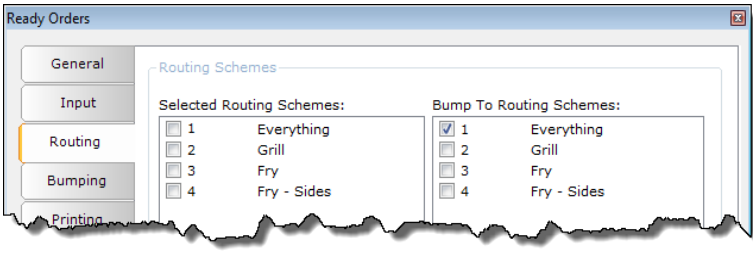


- **Bumping Tab:** Bump To Views = Ready Orders view, Bump From Views = Nothing Selected

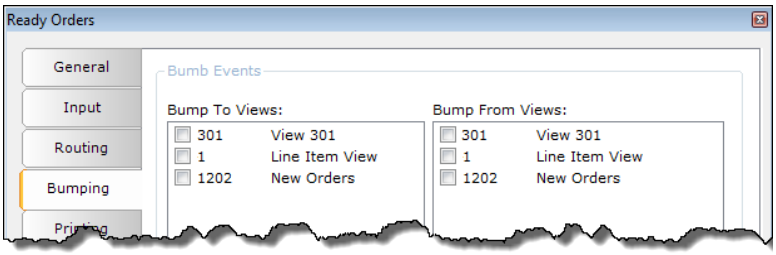


Note: If you want to use the BumpTo method, you would use the following settings for the Ready Orders view

- **Routing Tab:** Selected Routing Scheme = Nothing Selected, Bump To Routing Scheme = Everything



- **Bumping Tab:** Nothing Selected



16. Select OK on the View Editor.
17. Select OK on the GRDS Video Station Builder.

Note: You do not have to use the BumpTo method. For instance, you could create an Order View Template called Ready Orders, and on the Routing tab of the Order View Templates form, select On Prepared as the routing mode. In this scenario, on both the New Orders and Ready Orders views, you would only need to go to the Routing tab in the View Editor and select Everything as the Selected Routing Scheme for both views. Since the Ready Orders view's Routing Mode is On Prepared, nothing will display on that view until it is prepared in the Kitchen.

If you are creating separate Order View Templates for the New Orders and Ready Orders views, for the New Orders view, you will likely want to have the Autobump order when all items routed to display are prepared selected on the Bumping tab of the Order View Templates form so that once the order is prepared in the kitchen, it will disappear from the New Orders view (and therefore should now only be on the Ready Orders view).

For the Ready Order view, you should select users should select Autobump order when all items routed to display are prepared using whatever time period you feel is appropriate, but always select Display Time (and not Order Elapsed Time) on the Time Values tab of the Order View Templates form so that no user action will be required to remove an order from the Ready Orders view.

For both New Orders and Ready Orders View Templates, make sure that none of the options under "Special Order Lines" on the Display tab of the Order View templates form are selected because these special order lines will display on an OrderReady view if they are enabled in the view template.

Example: The following is an example of what your OrderReady view might look like after you have configured it.

