

Web Ordering - 1.20.0



Released to Production: 2 February 2021



Status: Released to Production

For detailed information on Web Ordering 1.20.0 release please view a section below.

New Features Summary

Display Zero Value Products - Zonal ID WLWO-133

Products with zero value will now be displayed in web ordering.

Re-Order from a Previous Order - Zonal ID WLWO-125

It is now possible for guests using web ordering to select a previous order and add all the items to their basket again without manually having to select each item.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 403767 | Additional Error Handling added when sales areas are not setup. A message is now displayed rather than redirect the users back to the venue list |
| 399689 | User order page – when refreshed the page displays the latest data |
| 403670 | Opening times 12pm/00:00 not formatted correctly after venue modal is shown |
| 394635 | When a user navigates to My Order summary page the user is now asked to select a timeslot or table |
| 401333 | The menu and checkout screen becomes distorted when users tap into a menu or venue |

| Zonal ID | Description |
|----------|---|
| | search field. This is now resolved and the page zooms in an out as expected |
| 407369 | Additional error handling added to display an error message whilst returning the user to a venue list when loading a broken menu or with broken sites |
| 394394 | An error message is now displayed to the user when a menu is no longer available, and the user is returned to the venue list |
| 404168 | Registration birthday fields YYYY-MM-DD now accepts the month of December |
| 407513 | Styling issues fixed to display correctly when logged in at checkout |
| 407347 | If wait time is empty the text Wait time is x minutes has been removed |
| 402035 | Navigation Menu – timeslot has been fixed to display the correct time |
| 402497 | USA mobile numbers now accepted |
| 402036 | Styling issue fixed when selecting the Order & pay and Click and Collect button |
| 404022 | Email registration form field now accepts any top-level domain name of more than 4 characters |
| 403823 | Completion page displays address with commas when the address line is missing has been fixed |
| 408335 | Loyalty flag updated to enable or disable loyalty from showing in the basket |
| 415100 | The contest loyalty reward modal buttons are unaligned |
| 415109 | When going to a new venue, the modal that warns the user has two buttons that are unaligned |
| 415481 | Cancelled voucher message persists when leaving basket and returning |

Web Ordering - 1.220



Released to Production: 2 March 2021



Status: Released to Production

For detailed information on Web Ordering 1.21.0 release please view a section below.

New Features Summary

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 416322 | On login window 'Continue as guest ' button is now enabled |
| 415082 | The address in the venue selection modal displays trailing commas, even when there is no address line |

Web Ordering - 1.22.0



Released to Production: 30 March 2021



Status: Released to Production

For detailed information on Web Ordering 1.22.0 release please view a section below.

New Features Summary

Direct Link - Frictionless Ordering - Zonal ID WLWO-124

Our web ordering product has been upgraded so that you can direct your customers to orderings in one scan or click of a button. This frictionless ordering is especially helpful to reduce the errors of choosing the incorrect site, or website. By using a static web address you can encode this into a QR code and print in certain places throughout your business.

Direct your guests to the right site, table number, by providing QR codes or links from your websites.

- Direct to Table – Table number pre-selected
- Direct to Pay My Bill – Table number pre-selected
- Direct to click and collect – Optional Timeslot

You can find more information on our Deep Linking Guide

Products with / without Portions & Choices - Zonal ID WLWO-150

Web Ordering now supports those products who have portions with and without choices. If a portion does not include a choice, the portion can be selected and added to the basket.

Filter Products in Menu - Zonal ID - WLWO-177

This will allow a user to filter what products are shown in the menu using search terms.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 427561 | The ability to have some portion(s) with choices and other portion(s) without choices |
| 399727 | Order page crashes when a style is not set |
| 428058 | Pay my Bill – when selecting a venue, the search now works as expected |

Web Ordering - 1.23.0



Released to Production: 4 May 2021



Status: Released to Production

For detailed information on Web Ordering 1.23.0 release please view a section below.

New Features Summary

Friendly Names for Tables - Zonal ID WLWO-164

Name your Aztec Table Numbers with friendly names so that your guests can choose the location that is suited to where they are.

Some examples

- Location on a Campus
- Theatre Seat Number & Row
 - Row AA Seat 2
- Venue Locations
 - Sports Bar Table 1
- Multi Use Venues
 - Bowling Lanes
 - Table Tennis
 - Snooker Tables
- Outside Areas
 - Lawn H
 - Drinking POD

Smart App Banner (iOS) - Zonal ID WLWO-152

You can promote your app with a smart banner when guests are using the web ordering web page on their mobile device.

Apple guide explains how this works.

Custom Footer - Zonal ID WLWO-179

Adding a footer on the bottom of web ordering pages can sign post users back to the brand / site web page and make it consistent with the business marketing guidelines. HTML content will need to be provided for Zonal to apply this to the configuration.

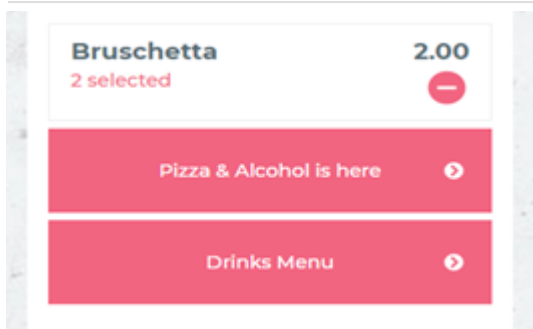
Collection / Table Change - Zonal ID WLWO-169

For configurations that have the Table or Collection time in the header will now have the facility to change the table number or collection time from the header.



Hyperlinks - Zonal ID WLWO-178

Hyperlinks can be added into menus to allow guests to navigate to other parts of the menu without having to directly select the linked sections from the main headings.



Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 428395 | When the sticky basket config flag is missing, the right-hand side basket is not displayed. This is due to no default being set for this flag. This has now been resolved. |
| 407548 | Express to redirect from http to the same URL on https automatically |
| 422738 | When a user navigates to order history to see the previous order list the voucher information is not displayed. This has now been resolved |
| 445158 | API platform call is displayed as Android and not Web therefore resulting in tables and menus not being displayed |
| 399559 | WLWO - Payment - Paypal is not working when it is selected as payment method |
| 445591 | Google maps API key misaligned |
| 447310 | If getTables returns an error, the error is not displayed to the user |
| 447323 | Cached Sales Area Id is not refreshed between site changes |
| 447487 | Special request field in choices dialog not disabling |
| 447633 | Venue Page crashes on Samsung Internet and older iOS browsers |
| 448421 | Google Pay button brand fix |

Web Ordering - 1.24.0



Released to Production: 8 June 2021



Status: Released to Production

For detailed information on Web Ordering 1.24.0 release please view a section below.

New Features Summary

One Time Password Support - Zonal ID WLWO-187

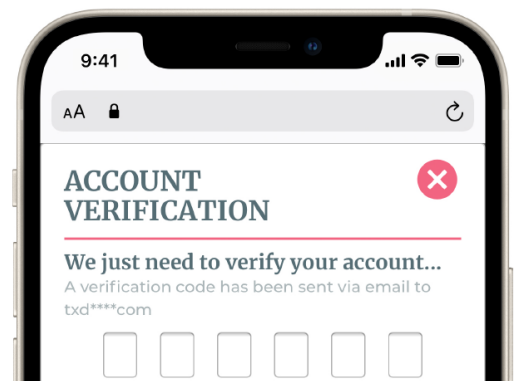
Introduction to Two Factor Authentication

Two Factor Authentication (2FA) is becoming more and more prevalent to help prevent unauthorised access to online accounts.

It adds an extra layer of security when logging in. Instead of only entering a password, there is a

second challenge, normally a one time code. This makes it harder for attackers to gain access because

knowing the password alone is not enough to successfully login.



User Journey

Once enabled in the iOrder Platform, every time the customer logs into their account with their email address and password, they will be prompted to enter a 6 digit numerical code, which will be sent to them via email or SMS*.

If SMS is used, iOS devices running iOS 12.0 or above will recognise the one time code has been received and will suggest the code natively.

The customer also has the ability to send themselves a new verification code, if they did not receive the previous one.

Once the code has been successfully verified, the customer will be logged into their account.

One Time Password will be enabled and rolled out across all WLWO customers in the coming weeks. *SMS can be enabled in the iOrder Platform but it does have an additional cost. Customers should speak to their Zonal Account Representative, if they are interested in switching to SMS

Consistent and Accessible Modals and Dialogs - Zonal ID WLWO-183/184

Throughout the customer's ordering journey, they will be presented with a number of screens which we refer to as either modals or dialogs.

We define modals and dialogs as the following:

- **A modal is used to enable the customer to perform an action.** An example of a modal is selecting a table number or making a choice selection
- **A dialog is used to enable the customer to make a decision.** An example of a dialog is prompting the customer if they want clear basket contents or not.

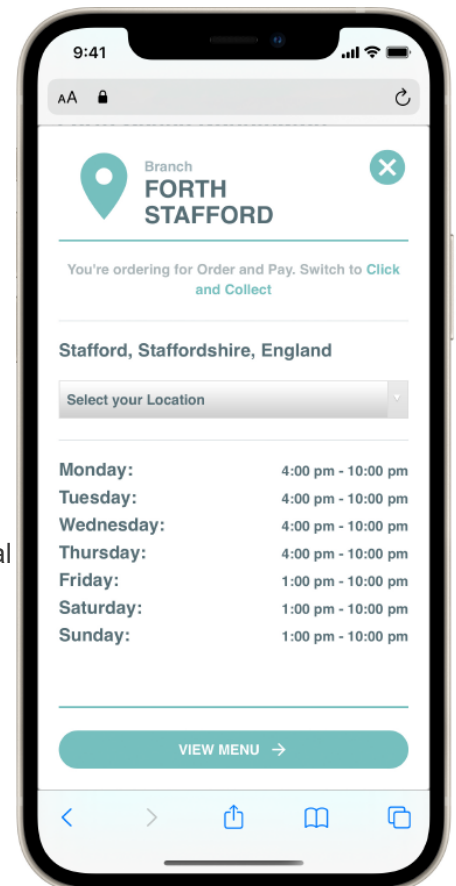
In previous versions of WLWO there was a lack of consistency about when a modal or dialog was used

as well as a lack of consistent styling.

There were also some accessibility issues which prevented the keyboard from being used to navigate to elements.

In WLWO 1.24, all modals and dialogs have been updated, which should improve both the usability and

accessibility across all devices.



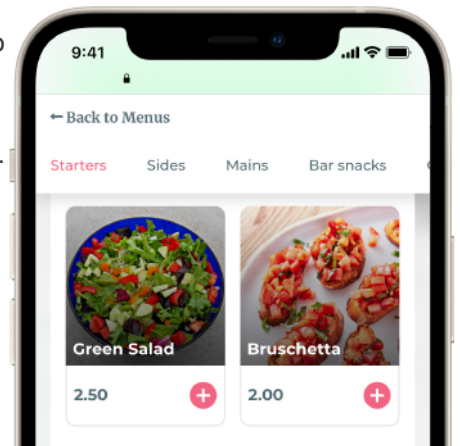
Multi Menu Gallery View - Zonal ID WLWO-174

In WLWO 1.21, we introduced multiple menu support for customers who wanted to offer more than one menu when ordering on the application.

In this release, this functionality has been improved even further with Gallery View.

Gallery view offers the ability to show products in columns with rich imagery, along side product names instead of the traditional list view.

This layout is strongly recommended if all products have associated imagery.



Gallery View can be controlled using App Manager's WLWO theme editor using the "Menu View" setting

Improvements to Venue Searching - Zonal ID WLWO-189

When the customer wants to find out which venues are near their current location, they have two options; they can use their current location in the list view and the venues will be sorted by their proximity. Alternatively they can choose to view the venues on a map, so they can see exactly where they are.

In previous releases of WLWO, if a Google Maps API key wasn't defined; the map option would still be visible however the customer would see an error message when trying to view the map.

This was confusing for customers so in WLWO 1.24, if there is no Google Maps API key defined; the venue listing screen will hide the option to view the Map button and will only present the list view.

More information on how to create Google Maps API key can be found [here](#)

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 415101 | Voucher alert is now aligned within the card |
| 419890 | Attribute 'Basket title' is now updated on checkout page |
| 419891 | Attribute 'Remove Currency Symbols' now updates all places where currency is enabled |
| 424971 | Venue name and pickup time displayed under the header are not aligned |

| Zonal ID | Description |
|----------|---|
| 428533 | When a user selects a future date, the page is navigated to a blank screen has been fixed and now redirects to venue selection. |
| 445302 | Disabled search flag now directs to the homepage |
| 448243 | Login page on IOS panels and button are now aligned correctly |
| 393169 | The Extra flag is now added to conversational ordering mode when a customer hits +1 on a choice |
| 445334 | Order History ->Payment method is showing as 'Undefined' is now fixed |

Web Ordering - 1.25.0



Release Date: Staging 14 July 2021 | Production 12 October 2021



Status: Released to Production

For detailed information on Web Ordering 1.25.0 release please view a section below.

New Features Summary

Multi-Sales Area Support - Zonal ID WLWO-151/188

White Label Web Ordering had the previous constraint of a one-to-one relationship between an Aztec site and an Aztec sales area. This meant that sites that had multiple sales areas could not offer ordering capabilities in all areas. As a result, we are bring Multi-Sales Area Support to White Label Web Ordering, in collaboration with the iOrder Platform.

Multi-Sales Area Support Use Cases

We carried out extensive research as part of the design of this feature and carefully considered on how multiple sales areas will be used and we believe that there are two distinct scenarios:

Scenario 1

The Aztec site represents a larger geographical area that encompasses multiple different outlets; these outlets operate as Aztec sales areas. These sales areas operate independently, meaning they can have a different physical location, opening times, menus and availability, ordering modes, products, pricing and promotions.

We believe that Holiday Parks and Educational Campuses are good examples of Scenario 1.

Scenario 2

The Aztec site represents a physical location / building that encompasses multiple different areas. These areas are either defined physically or conceptually. These interior areas operate as Aztec sales areas. Whilst it's more likely that these areas are contained within the same physical location, these sales areas can still operate independently, with different opening times, menus and availability, ordering modes, products, pricing and promotions.

We believe that Restaurants, Pubs, Hotels, and Theatres are good examples of Scenario 2.

User Journey

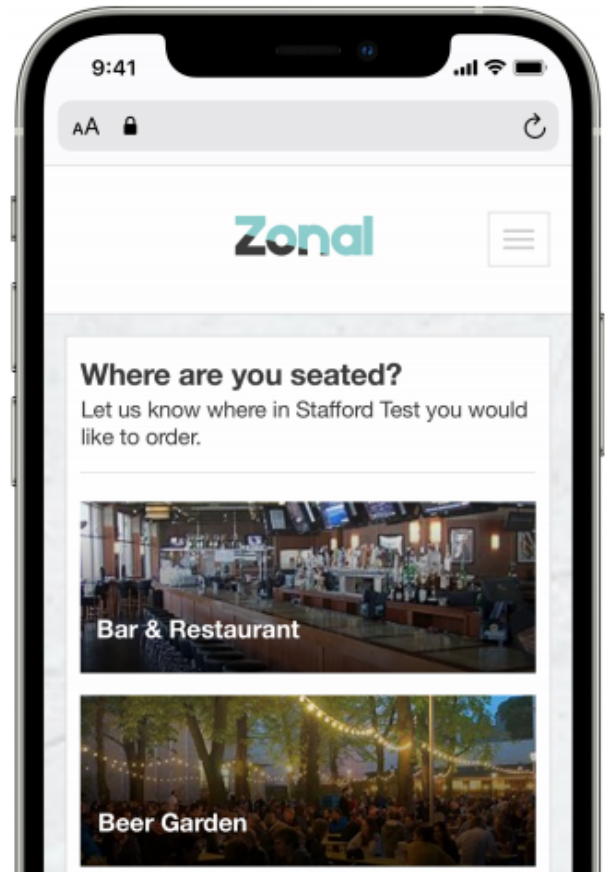
We have refined the ordering user journey to take sales areas into account. If a site has multiple sales areas

enabled in the iOrder Platform, when tapping on an order mode button on the venue listings page or via a non-sales area specific deep link URL, a new Sales Area Selector will display which has rich imagery and meta data.

In Scenario 1, where sales areas operate as different outlets in a different physical location, each sales area can have a different longitude and latitude, which means we can order the sales areas by their proximity to the customer.

In Scenario 2, where the sales areas are contained within the same location, or when the customer declines to use Location Based Services, it wouldn't make sense to display them in proximity order, so if the sales areas don't have a longitude and latitude applied, they will be displayed in alphabetical order instead.

We have also been mindful to not change the existing user journey for our many customers that will be using White Label Web Ordering at a venue with a single sales area. In this case the Sales Area Selector is not displayed and no additional App Manager configuration is required.



A prerequisite of enabling Multi-Sales Area Support is enabling Multiple Menu Support, which was released in WLWO 1.21

Reducing Customer Frustration for Venues that Disable Ordering - Zonal ID WLWO-70

The ability to enable and disable ordering at a particular site and/or sales area is configurable in the iOrder Platform can be toggled throughout the trading day, where applicable.

Previously, Web Label Web Ordering would allow a customer to add items to their basket and only communicate and inform them that ordering was unavailable at the basket stage. We recognised that this can cause customer frustration and that customers should be informed much earlier in the process.

As a result, if ordering is disabled then a customer can still browse the menus but they are prevented from adding items to their basket and an informational banner is also displayed, informing them that ordering is currently available.

This functionality brings parity between White Label Web Ordering and White Label App.

Respecting “Only show menu during Menu Availability times” - Zonal ID WLWO-180

For Order & Pay, WLWO has previously only shown menus that are available to be ordered from at the time of ordering however this behaviour should be controlled using the “Only show menu during Availability times” toggle in Menu Manager.

The default behaviour from the iOrder Platform is that if an Order & Pay is available at some point in the day, it will be shown all day but only be ordered from during its availability period.

This feature now brings parity between White Label Web Ordering and White Label App.

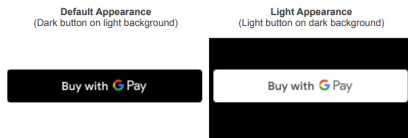
Updated Google Pay Button

We strongly believe in providing the customer with frictionless payment options, such as Apple Pay, Google Pay and PayPal when making a purchase using White Label Web Ordering. These payment options give customers the ability to pay with their preferred method.

When Google Pay is enabled, Google provide a standardised appearance to let customers clearly identify it across their web and mobile experiences.

Google’s default button has a dark appearance, which is used on light backgrounds however we have identified that this doesn’t meet their brand guidelines when Web Label Web Ordering has a dark background. In this case, Google’s brand guidelines mandate using their light coloured button to provide clear contrast between the background colour and the button colour.

As a result, Web Label Web Ordering can now be configured to use the light coloured button style, when a dark background colour is used.



In order to comply with the Google Pay guidelines, the Light Appearance should only be used on dark backgrounds and should not be used on light backgrounds for aesthetic reasons

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 17937 | Products are now shown if they have a Zero value in front of any product even if the products are unavailable |
| 17938 | Change to the error message to display Ordering is currently unavailable for “venue name” |

Web Ordering - 1.25.1



Release Date: Production 2 November 2021



Status: Released to Production

For detailed information on Web Ordering 1.25.1 release please view a section below.

New Features Summary

iOS 15 Include Customer Name in Apple Pay Payment Page - Zonal ID WLWO-227

This new feature introduces the ability to display a customer specific payment name so that is appears in the Apple Pay Payment sheet on iOS 15.

Bugs & Issues Resolved

Web Ordering - 1.26.0



Release Date: Production 30 November 2021



Status: Released to Production

For detailed information on Web Ordering 1.26.0 release please view a section below.

New Features Summary

The main focus of the 1.26 release was to add Zero Priced Basket Support as well as iOS/Safari 15 support.

Zero Priced Basket Support

There are an increasing number of scenarios where the customer will have a zero priced basket, including Voucher Manager redemptions, basket additions and zero priced products.

As a result, WLWO will now handle these scenarios and will allow the customer to complete their order without needing any additional configuration.

If the total of the customer's basket is zero after all promotions, vouchers, rewards have been applied then the customer is presented with a simple "Place Order" button at checkout, which can be used to place their order.

The customer will still receive their email confirmation and the order will appear amongst all other orders that have been made in their "My Orders" section.

Zero Priced Product Support

In previous versions of the WLWO, the customer had the ability to add a simple zero priced product, such as tap water, to their basket.

This functionality has been extended in WLWO 1.26 to support zero priced products that contain choices.

iOS/Safari 15 Support

Safe Area Insets Support

Devices such as the iPhone 13 and other Android smartphones have notches at the top of their screens that are used to house sensors, speakers and the front-facing camera. As a result, the browser reports a “safe area” in which the content won’t be obstructed behind these notches.

In WLWO 1.26, the application now respects these safe areas to provide a full screen experience on these devices.

Theme Colour Support

In Safari 15 on iOS and MacOS, they have implemented a theme colour which can determine the theming of the browser’s controls, which provides a more immersive experience when using WLWO.

In WLWO 1.26, the application now has the ability to add a theme colour to WLWO’s styling.

Improved Web App Icon Support

iOS 15 introduced a re-designed and modernised Apple Payment Sheet. The new Payment Sheet now has the ability to show a Web App icon on the payment summary view to increase customer confidence.

In WLWO 1.26, the application now supports the ability to add WLWO as a “Web Clip” on iOS or a “Web Shortcut” on Android and display an applicable icon on applicable iOS and Android devices.



In order for the Web App Icon to display, it will require suitable assets to be provided and guidelines will be provided to the Zonal Projects team

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 194170 | WLWO > TablePhrase is prepended to Table Name, causing duplicated text |
| 21412 | WLWO > Wrong venues are returned when searchPrediction is enabled |

Web Ordering - 1.27.0



Release Date: Staging 2 March 2022 | Production 15 March 2022



Status: Released to Production

For detailed information on Web Ordering 1.27.0 release please view a section below.

New Features Summary

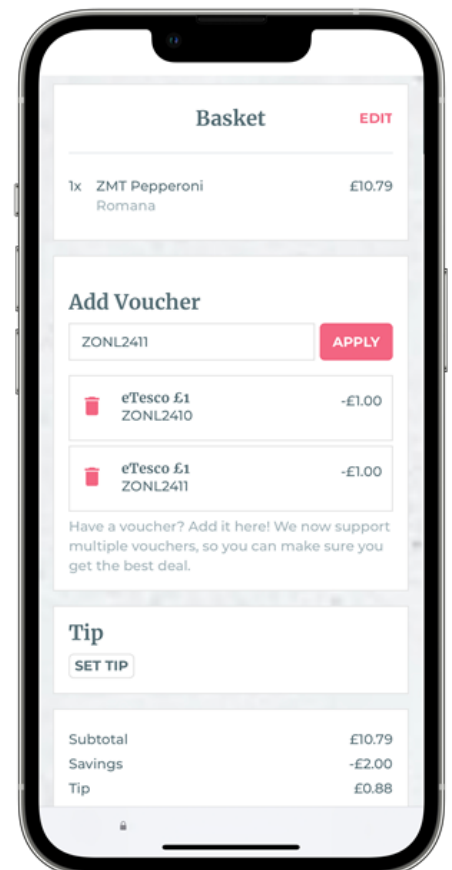
Supporting Multiple Vouchers to Redeemed per Transaction - WLWO-214

Historically Web Ordering has only supported the ability to add one voucher code per transaction. This hasn't given Web Ordering feature parity with our App or many other 3rd party integrators.

This release introduces the ability to redeem more than one voucher in a much more refined checkout screen. The checkout screen now also displays the selected portion name against basket items. The default configuration will allow an unlimited number of vouchers to be applied to a single basket, but configuration in the iOrder Platform will permit the control of the number of vouchers that can be applied to the basket can also be controlled.

How to configure WLWO's maximum number of redeemable vouchers in iOrder Platform

- Navigate to App Manager
- Navigate to the theme that is used for the WLWO.
- Locate the "Web ordering" tab
- Set "Maximum Number of Vouchers" to the desired value or leave blank to specify unlimited.



EDIT THEME

General App Web ordering

Maximum Number of Vouchers

Enter the maximum amount of vouchers that can be applied to a basket. Leave blank for an unlimited amount.

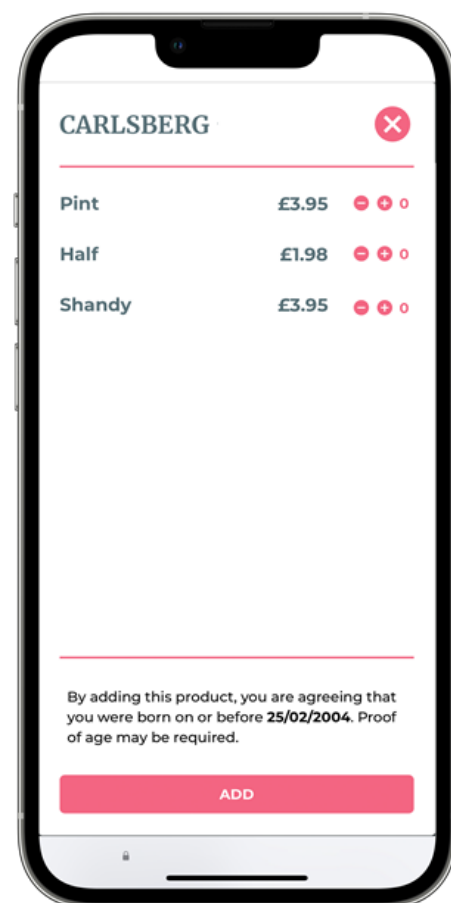
Displaying Iconography for Age Restricted Products - WLWO-197

There are certain products, such as alcoholic drinks, which are age restricted. These types of products require an operation process to challenge the guest, if they believe they are under the age restriction.

In previous versions of Web Ordering, these types of products did not carry any iconography or disclaimer, letting the guest know that they might be challenged.

In Web Ordering 1.27, this has been improved in two key ways. The first is that age restricted products now carry an icon displaying the minimum age. The second improvement is displaying the disclaimer text on the portion selector, which can be configured in App Manager in line with the White Label App.

This should now make it more obvious which products require the guest to be of a certain age.



Honoring whether 3D Secure is enabled

Web Ordering offers a range of payment methods such as Apple Pay, Google Pay, PayPal, and debit / credit card to allow the customer to choose their preferred method of payment.

If the customer's preferred method is to use their debit / credit card, it is not uncommon when making card transactions online, to be presented with an additional authentication step before allowing the transaction to be completed. This additional authentication step is called 3D Secure. It is a security protocol that can help to prevent fraud in online debit / credit card transactions.

Whilst Web Ordering has always supported 3D secure, it has previously ignored if it was disabled in Braintree's control panel, as it has been a requirement for UK based instances.

In some territories, including the US, 3D Secure is not supported or made mandatory, so as of this version, it will respect whether 3D Secure is enabled or not.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |

Web Ordering - 1.28.0



Release Date: Staging 3 May 2022 | Production 17 May 2022



Status: Released to Production

For detailed information on Web Ordering 1.28.0 release please view a section below.

New Features Summary

Improved Usability of Table Selection - WLWO-243

Historically, web ordering has presented the Order & Pay Table Selector as a standard drop-down. The user can select from a list of applicable tables and then can continue to browse and add items from the menu. As it is a standard drop-down, if the list contains a large number of tables, then the usability obviously decreases as the user has to scroll through the list to find their table number.

This release improves the usability of the Table Selector by allowing a user to search for a particular table within the drop-down. This should help decrease the time it takes to find the correct table when the list contains a large number of tables.



Web Ordering - 1.30.0



Release Date: Staging 6 July 2022 | Production 19 July 2022



Status: Released to Production

For detailed information on Web Ordering 1.30.0 release please view a section below.

New Features Summary

Correct scroll position when navigating through the ordering journey - WLWO-254

When navigating through the application, there are places where the scroll position wouldn't be reset to the top, such as the Sales Area Selector or menu content this has now been resolved in this release.

Choice Selection > Preventing Out of Stock choices from been selected - WLWO-249

In previous versions of the application, web ordering has not respecting the out of stock status for choices, which can lead to guest selecting choices which are out of stock, in this release this has been changed so that the guest can see that the choice is unavailable and is unable to select it.

Security Improvements - WLWO-208

A number of best practice security improvements have been made to the application.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
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Web Ordering - 1.31.0



Release Date: Staging 9 August 2022 | Production 23 August 2022



Status: Released to Production

For detailed information on Web Ordering 1.31.0 release please view a section below.

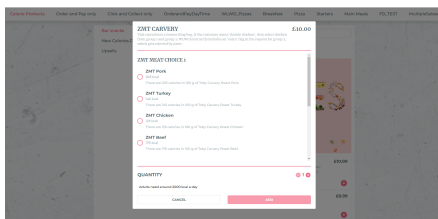
New Features Summary

This release has been focussed on the presentation of Calorie values for choices and portions to guests. These can be configured against product portions in the iOrder platform. Once a menu has been saved and generated these values should be visible in the Web Ordering interface. For more information on how to configure these values please see the iOrder Platform *calories set up guide*.

Improved Calorie Presentation against Portions and Choices

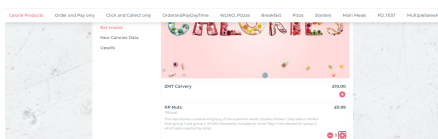
Product Choice Calories and Description

Once configured against the product portion of the choice product the calorie value will be visible as outlined below. In the example below both the description and calorie field have been configured to show the calorie values. Also note, the statement of daily calorific needs output at the bottom. This is controlled by a style key within *App Manager* in the iOrder platform and the text is configurable.



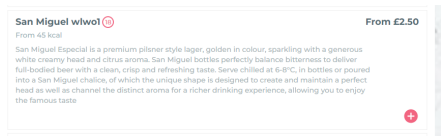
Product Choice Calories and Description

The example below shows how a calorie value would be presented if configured against the top level menu product.

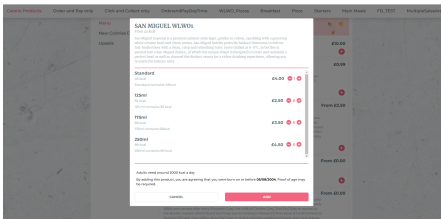


Product Portion Calories and Description

When the menu product involves portions and some of these portions have had a calorie value configured against them, the lowest calorie value will be output along with the word 'from' as seen below.

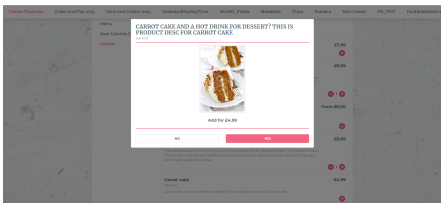


Once a guest chooses the product they will be presented with the portions and where configured the calorie value for each as shown below.



Upsell Product Calories

When an upsell product has been configured against a menu product and calorie values have been configured for these products then these will be shown as seen below.



Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |
| | |

Web Ordering - 1.32.0



Release Date: Staging 27 September 2022 | Production 11 October 2022



Status: Released to Production

For detailed information on Web Ordering 1.32.0 release please view a section below.

New Features Summary

Improvements to the Presentation of Out of Stock Products - WLWO-284

In Web Ordering 1.30, the presentation of out of stock choices was improved so that it was more obvious that choice products were out of stock as opposed to “Unavailable”. In Web Ordering 1.32, this presentation has now been extended to top level products on menus. This should make it more obvious to the guest, when browsing the menu, which products are out of stock.

Supporting 3D Secure challenges for non-network tokenised Google Pay cards when using Braintree - WLWO-250-1

Web Ordering offers a range of payment methods such as Google Pay, PayPal, and debit / credit card to allow the customer to choose their preferred method of payment. One of the most popular payment methods on Android devices is Google Pay, as it is one of the most frictionless payment methods that can be used.

It is not uncommon when making transactions online, to be presented with an additional authentication step before allowing the transaction to be completed. This additional authentication step is called 3D Secure. It is a security protocol that can help to prevent fraud in online debit/credit card transactions.

For context, Google support two types of cards to be used; network tokenised and non-network tokenised.

A network tokenised card is a generated virtual card with a device-specific account number that is used in place of the underlying card number. These types of cards don't need to be 3D Secure challenged as the virtual card is linked to the device's cryptogram. On the other hand, a non-network tokenised card is a standard credit card that can be added to a Google Pay account and these types of cards can be 3D Secure verified.

In Web Ordering 1.32, non-network tokenised Google Pay cards will be 3D Secure challenged, when using Braintree as the payment provider.

This will ensure that customers have even more confidence when placing an order in the application and can reduce the risk of possible charge backs from Google Pay transactions.



More information on enabling and configuring 3D Secure in Braintree can be found [clicking here](#)

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |
| | |

Web Ordering - 1.32.1



Release Date: Staging 15 November 2022 | Production 29 November 2022



Status: Released to Production

For detailed information on Web Ordering 1.32.1 release please view a section below.

New Features Summary

The use of Styles Keys in the Pay My Bill journey - WLWO-316

In Web Ordering 1.32.1, the application now respects the relevant App Manager styles keys for configuring the terminology and configuration related to Pay My Bill. This should reduce the number of Service Requests to change or configure aspects of the application.

Preventing Double Tapping / Clicking of Buttons during a Pay My Bill journey - WLWO-313

In previous versions of Web Ordering, it was possible to double tap or click certain buttons which would mean that the underlying action could be performed twice, resulting in some unwanted behaviour. In Web Ordering 1.32.1, this has been resolved and buttons are disabled until the action has been performed. This combined with the displaying a loading indicator, should inform the guest that the screen is loading.

Displaying Consistent Loading Indicators when content is loading during a Pay My Bill journey - WLWO-314

In previous versions of Web Ordering, there were places in the Pay My Bill journey which did not show a loading indicator which meant the guest was unsure whether or not they had corrected clicked or tapped a button and would re-try. In Web Ordering 1.32.1, loading indicators are now shown when content is loading.

Clearing of Alerts when navigating backwards in the Pay My Bill journey - WLWO-315

In previous versions of Web Ordering, there were places in the Pay My Bill journey that could result in an error, such as entering an incorrect table number. These errors are displayed on the page itself and if the guest navigated back and entered a correct table number, the error would still be visible. This has now been resolved in Web Ordering 1.32.1.

Bugs & Issues Resolved

No Bugs / Issues to be resolved in this release.

Web Ordering - 1.33.0



Release Date: Staging 10 January 2022 | Production 24 January 2022



Status: Released to Production

For detailed information on Web Ordering 1.33.0 release please view a section below.

New Features Summary

This release has been focussed on the addition of support for charging a basket to a Property Management System (PMS). Please see the [iOrder Platform hotel charging set up guide](#) for information on what PMS systems are supported and how this is configured in the iOrder platform.

The ability to charge to a hotel room is a new payment method which allows Guests to charge the total value of their basket to their hotel room, lodge, corporate account or any other folio that is set up against the guest on a connected Property Management System (PMS) in the Aztec and iZone POS Integration Engine. Once charged to the folio, the balance can be paid for at hotel check out alongside any other additional charges the Guest may have accrued during their stay.

What's Supported

- The ability to search for a hotel folio to charge to and complete the charge from web ordering.
- For this initial phase we are only supporting one Hotel or PMS instance per site although the sales areas this is available to can be altered in the platform.
- Hotel charging is only supported for signed in users only

What's Not Supported

- Paying for the basket with a combination of hotel charge and card payment.
- Guest checkout with Hotel Charging
- Restricting certain product divisions for hotel charging. i.e. all products configured in iOrder will be available to be charged to room.

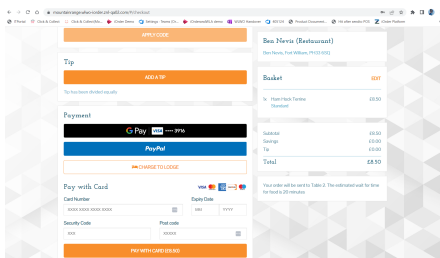
Pre-requisites

- Minimum version of Aztec Head Office and Site v3.20
- ZCF 4.38
- Minimum version of POSInt v1.41
- iOrder Estate configuration is complete; Sites, Products, Menus are created and able to be ordered from and Hotel charging configuration detailed below is complete.
- Where tips are accepted as overpayments, the payment method in Aztec also needs to be configured to accept these types of overpayments.
- Aztec is configured for PMS integrations, please see the set up guide for [HLS](#) and *Opera* PMS systems respectively.

The Guest Journey

1. The Payment Screen

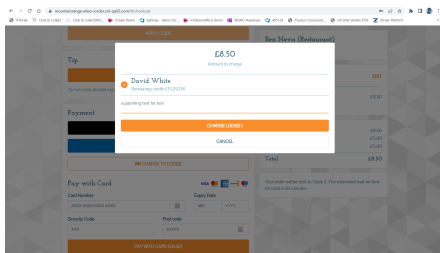
If the sales are supports hotel charging and this is configured correctly in the iOrder platform a new option will be visible to users allowing them to choose charge to room as a payment method.



The wording of the payment button can be customised via the style keys outlined in the iOrder set up guide.

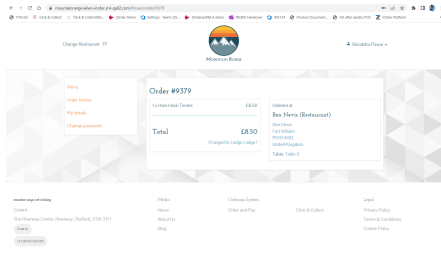
2. Searching for folios

The user can then search for their Hotel room folio using their name and room number/name. The user will be able to select their folio and then charge to the room.



3. Viewing order history

As you can see below the room the folio the order was charged to is also output in the previous orders screen.



Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 17929 | WLWO ->Regression ->Tip ->Tip value is not getting reset |
| 159633 | WLWO->Regression ->Notification messages should be disappeared |
| 259698 | WLWO->1.27 ->Delay in scrolling while selecting menu, User is able to see two selected menus for some time, and selected one takes first place every time |
| 398380 | WLWO->production ->Scream for Pizza ->Sticky Basket is weird |
| 17848 | WLWO ->Pay My Bill ->Error message is not getting reset on any navigation of page |
| 17849 | WLWO ->Pay My Bill -> for Unavailable Venue it displays 'loading' ,error message is expected |
| 328390 | WLWO->1.27->3D secure is not working for Pay My Bill |
| 395953 | CSP blocks some issuing bank ACS URLs, resulting in 3DS not loading and leaving user unable to complete payment |
| 397123 | Loader is displaying always on 'Google Pay button' |
| 397125 | Checkout page is crashing on Mozilla browser |
| 398026 | Fix formatting of apple-app-association-file |
| 399976 | Apply consistent spacing for the voucher button on the checkout |

Web Ordering - 1.34.0



Release Date: Staging 15 February 2023 | Production 28 February 2023



Status: Released to Staging

For detailed information on Web Ordering 1.34.0 release please view a section below.

New Features Summary

Supporting a consistent aspect ratio for menus across White Label App + Web Ordering [WLWO-328]

Offering a combination of Web Ordering and White Label App provides guests with the best choice for how they prefer to order.

Historically, Web Ordering has used its own aspect ratio images for menus however this has caused issues when the same menus are used in White Label App

as the safe area is much smaller.

In this release, Web Ordering can be configured to use White Label App's aspect ratio for menu images, which means that a single image can be used seamlessly across the 2 products.

Customers who have just Web Ordering can decide which size they prefer, with the default being the existing Web Ordering size.

Configuring Apple Pay button appearance [WLWO-234]

In Web Ordering 1.27, the application introduced the ability to configure the appearance Google Pay and PayPal buttons to complement the background of the checkout screen In this release, the Apple Pay button can now be configured to use either a dark or the light appearance, in-line in with the other buttons.

Adding constraint to Upsell Groups for future compatibility [WLWO-332]

Web Ordering has the ability to present a single Upsell in an Upsell Group, which has been configured in Menu Manager. With the introduction of Enhanced Upsell Groups in the iOrder Platform, there is now a situation where more than one Upsell can be returned, and in this situation Web Ordering would choose to present the first one, which isn't desirable.

In this release, a constraint has been added so that the Upsell Selector will only show if the Upsell Group contains exactly one Upsell. The rationale is that in a future release, Web Ordering will support Enhanced Upsell Groups which allows for more than one Upsell to be displayed

Please note there are no changes to Upsell Group behaviour or functionality in this release.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 387255 | Ordering showing as null if user logs out |
| 402991 | Empty sticky basket not showing on gallery view |
| 316413 | On menu unavailability it doesn't display group menu name |
| 266524 | After completing click and collect order if user went to Order history->Menu->order details>Menu ^ it always displays timeslot error message |
| 404981 | Class undefined on formatted number if class Name not given |
| 359630 | In Conversational ordering, while selecting choices for every product, navigates to blank screen |
| 395560 | Certain products not showing selected choices and portions on checkout screen |
| 17823 | On navigation of menu page it jumps on footer |
| 405448 | Unable to add product after switching menus |

| Zonal ID | Description |
|----------|--|
| 406145 | Correcting "Pay with card" styles |
| 406141 | Ensure that checkout buttons are displayed consistently on mobile and desktop |
| 408617 | When Payment initialization error displays it doesn't load any payment method, 'loader' keeps spinning |

Web Ordering - 1.34.1



Release Date: Production 15 March 2023



Status: Released to Production

For detailed information on Web Ordering 1.34.1 release please view a section below.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 415440 | 3D Secure authentication shows as blank for some banks |

Web Ordering - 1.35.0



Release Date: Staging 21 March 2023 | Production 4 April 2023



Status: Released to Production

For detailed information on Web Ordering 1.35.0 release please view a section below.

New Features Summary

Delivery to Location

Overview

Delivery to Location is a new order mode, that builds on top of a Click & Collect journey to include the collection of additional information that relates to the order and/or the guest.

This is achieved through using Aztec's delayed ordering fields to capture this information and as a result capturing additional information as part of an Order & Pay journey is not supported.

In the iOrder Platform, delayed ordering fields can now be classified as additional information or guest information. Additional information can either be a list or free text and guest information can be mapped a subset of user fields.

As there can be up to 2 Aztec delayed ordering fields, we recommend using one field to capture something related to the order such as the Lodge number and utilising the second field for contact information such as a mobile number so the guest can be contacted about their order.

Delivery to Location Use Cases

We carried out extensive research as part of the design of this feature and carefully considered on how Delivery to Location will be used and we believe that there are two distinct scenarios:

Scenario 1

The site offers an on-site delivery service to a fixed location where the guest is located and can select a delivery time and enter their location identifier as part of the order process. We believe that Holiday Parks and Hotels are good examples of Scenario 1.

Scenario 2

The site offers an on-site collection service where the guest can collect from a fixed collection point and can select a collection time and specify their collection point as part of the order process. We believe that Theatres and Sporting Arenas are good examples of Scenario 2.



Delivery to Location is not suitable for “Traditional Delivery” where the guest enters their full address information and their order is delivered and should not be used to cater for this use case

User Journey

There is a new order mode which is available as an order mode button on the venue listing screen, in the same way as Order & Pay and Click & Collect

The new order mode can also be associated to one or more sales areas however the information is site specific.

The guest is presented with a “Where can we find you?” screen which presents only the location specific information.

The rationale here is that the user specific information should be captured at the end when Web Ordering knows either the user is logged in or guest checkout has been used and can display the appropriate fields.

When selecting from a list, the guest has the ability to pick their selected option or search for their option using the built-in searchable text field.

Best Practices for Capturing Additional Information

DO Use a fixed list of options for location information

Whilst adding a free text field provides the guest with ultimate freedom, it also causes challenges where the guest may misspell or incorrectly enter a value which causes operational issues that result in needing to contact the guest to resolve and therefore fixed lists should be used for capturing location information.

DO Ensure that the field is mandatory

If the field is necessary to complete the order then it should be marked as mandatory so the guest cannot progress without completing this field

DO Use 1 location field and 1 user field

By using 1 location field and 1 user field, the guest's location can be obtained and the guest can be contacted in case there is an issue with the order.

DO consider Aztec's maximum length for a delayed ordering field

Aztec has a fixed length of characters for each delayed ordering field and therefore the information that can be captured should consider this.

DON'T capture any information that isn't needed for the purposes of ordering

The additional information that is captured during the ordering journey must be necessary and make sense to the guest. If unrelated or unnecessary information is attempted to be captured, this will add confusion and friction to the guest.

DON'T change the information during your trading day

If the additional information is changed during the course of the trading day, it causes conflicts for guests who have started their ordering journey and also causes inconsistent information to be collected.

DON'T try and implement Traditional Delivery with Delivery to Location

Delivery to Location has been designed to work with an on-site delivery/collection service that has fixed locations such as lodges, caravans, or collection points. Delivery to Location has no concept of validation for postcodes or catchment areas and it should not be configured to provide a service to deliver to personal or business addresses.

Guest Checkout for Delivery to Location

Offering Guest Checkout is key to reducing friction for infrequent, transient or privacy conscious guests.

In previous versions of Web Ordering, guest checkout was only available for Order & Pay transactions and this has been improved in this release.

By leveraging the iOrder Platform's Delayed Order Fields mapping, Guest Checkout is now also available for Delivery to Location orders.

Guest Checkout has been made seamless when the guest uses Apple Pay, Google Pay or PayPal. When paying with one of these payment methods, the guest's details are extracted from the payment provider and pre-populated in the payment sheet, reducing friction and the amount of information the guest needs to enter to complete the transaction.

When paying with a debit / credit card, the fields are displayed to the guest. If the guest is logged in and has the field specified in their account, the field will be pre-populated. This is to ensure that the guest can confirm and possibly change their information before they submit their order

There is also a configurable privacy phrase that appears under the additional information, which can be used to highlight how this information may be used.

Supported Guest Fields

When configuring a Delayed Order Field as guest information, the following field types are supported in Delivery to Location:

- First Name
- Last Name
- Mobile Phone

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |

Web Ordering - 1.35.1



Release Date: Staging 11 April 2023 | Production 12 April 2023



Status: Released to Production

For detailed information on Web Ordering 1.35.1 release please view a section below.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 419978 | Payment > Numeric keyboard shown for postcode field |

Web Ordering - 1.36.0



Release Date: Staging 18 April 2023 | Production 25 April 2023



Status: Released to Production

For detailed information on Web Ordering 1.36.0 release please view a section below.

New Features Summary

Supporting Discretionary and Mandatory Service Charges

In response to the hospitality industry's challenges, service charges are being utilised more and more. In previous versions of Web Ordering, any applicable exclusive taxes or service charges have been shown in the guest's basket however it wasn't possible to remove if the service charge was discretionary.

In this release, in conjunction with the iOrder Platform; Web Ordering now supports the ability to display both discretionary and mandatory charges as well as the ability to remove a discretionary service charge.

It was very important to strike a balance between being transparent with the guest that a service charge is discretionary and allowing an operator to justify their inclusion of a service charge. As a result, a service charge can be configured to display a justification which is shown when the guest taps on the information icon or taps on the remove button.



More information on how to configure Service Charges in iOrder Platform for use with Web Ordering can be found [clicking here](#)

Enhanced Basket Additions Support

Basket Additions has been a powerful tool when used in conjunction with the Application. In iOrder Platform 2.37 introduced Enhanced Basket Additions, which offers much more control and configuration.

One of the previous constraints to Basket Additions was the product had to exist on the menu in order to shown correctly in the basket and this is no longer the case in this release. Web Ordering will show the display name from the Display Record that has been configured.

Displaying basket items in their respective course

Web Ordering now displays basket items in the checkout screen in their respective course like White Label App does. This improves the usability of the checkout screen as guests can see that they have 2 starters, 2 main courses, and 2 drinks.

If a product's course hasn't been configured in Product Manager, the product will appear under the default course, which is "Main Courses".

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |

Web Ordering - 1.37.0



Release Date: Staging 17 May 2023 | Production 30 May 2023



Status: Released to Production

For detailed information on Web Ordering 1.37.0 release please view a section below.

New Features Summary

iZone Gift Card Redemption

Background

Guests who have iZone Gift Cards have previously been unable to redeem their balances through online channels, which meant their own only option was to order at the bar or counter. This created a barrier to using the technology for guests.

In this release, this barrier has been removed and guests can redeem their balances using Order & Pay, Click & Collect and Delivery to Location.

User journey

The ability to redeem a gift card balance now appears at checkout, alongside the other entitlement options such as redeeming a voucher.

When the guest selects to redeem a gift card, they are prompted to enter their gift card number and PIN. The nature of redeeming a gift card online is different to in-person where the guest is in possession of the physical card therefore the card's PIN is a mandatory field for online redemption.

Once validated, the application will present a balance selector, where the guest can redeem and apply it to the basket.

The guest will not have the ability to choose their desired amount, instead the application will choose the most appropriate based on the basket total and the gift card's balance. The rationale is that gift card balances are treated financially as a liability and therefore guests should be encouraged to spend their balances.

Once redeemed, the gift card line will show at checkout and can be removed by clicking or tapping the delete icon. Guests can also add multiple gift cards to a single basket.

If the entire basket total has been paid for by a gift card then the guest can complete their order or if there is a balance still to be paid, the guest can checkout using their preferred payment method such as Apple Pay, Google Pay, PayPal or Debit/Credit Card.

The guest can choose between redeeming a voucher, applying a loyalty reward, or redeeming their gift card balance. In this release, it is not possible to add both a voucher and gift card, or loyalty reward and gift card.

There is an existing Aztec constraint where gift cards cannot be overpaid by tip and this constraint has been implemented in the application.

Redeeming a gift card and paying the remainder with Charge to Room is not supported in this release.



More information on how to configure Gift Card Redemption in iOrder Platform for use with Web Ordering can be found [clicking here](#)

Displaying a Cookie Notice

Web Ordering uses essential cookies to provide functionality, including 3rd party cookies to support payment methods like Apple Pay, Google Pay and PayPal. In Web Ordering 1.37, a cookie notice is now displayed, in-line with the ICO's guidance. Web Ordering's standard cookie policy is also available.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |

Web Ordering - 1.38.0



Release Date: Staging 19 June 2023 | Production 27 June 2023



Status: Released to Production

For detailed information on Web Ordering 1.38.0 release please view a section below.

New Features Summary

Guest Checkout for 'Click and Collect' order mode - WLWO-308

Offering Guest Checkout is key to reducing friction for infrequent, transient or privacy conscious guests.

In previous versions of Web Ordering, guest checkout was only available for 'Order & Pay' and 'Delivery to Location' transactions. Now this has been improved in this release by offering it for 'Click and Collect' order mode.

Guest Checkout has been made seamless when the guest uses Apple Pay, Google Pay or PayPal. When paying with one of these payment methods, the guest's details are extracted from the payment provider and pre-populated in the payment sheet, reducing friction and the amount of information the guest needs to enter to complete the transaction.

Improved the presentations of 'portions' - WLWO-357

Web Ordering now sorting the portions by their price and then their portion ID, so that portions can be shown in the order as customer expected.

Smokey BBQ sauce, chicken breast, bacon & sweetcorn with a BBQ drizzle

| | | |
|--|--------|---|
| Gluten Free Base 698 Kcal 12" Base | £11.95 | + |
| Regular 689 Kcal 12" Base | £12.50 | + |
| Large 781 Kcal 15" Base | £17.50 | + |

Update on Cookies - WLWO-364

Displaying a Cookies on Common URL

Web Ordering uses essential cookies to provide functionality, now it will display the cookies policy in common URL.

Displaying warning messages when cookies are disabled at browser level

When cookies are disabled at browser level then user will get prompted.

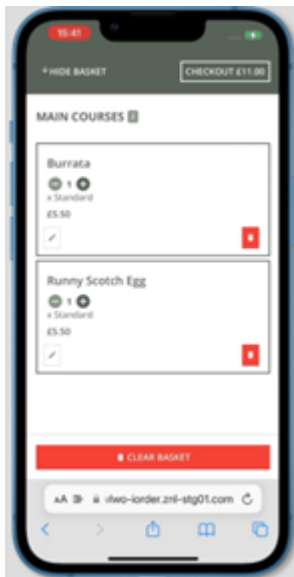


When cookies are disabled at browser level customer won't be able to see certain functionality

When cookies are disabled at browser level then on Checkout page user won't be able to see Google Pay and gift cards on web ordering as well as for pay my bill.

Improved the presentations of sticky basket bottom bar

Web ordering now displaying sticky basket bottom bar same as the rest for basket background so 'clear basket' button will be visible every time. Mobile view also has been improved with respect to sticky basket bottom bar.



Improved UI and accessibility of the Menu Selector - Introducing Menu Layout Templates - WLWO-359

During the inception of Menu Manager in 2014, extensive research was carried out on how guests might interact with both digital and physical menus. We observed that

there were around 4 menus on the table at any given time. These included food, drinks, kids, and one other, which could be a deals menu or a vegetarian/vegan menu.

This research drove the design rationale that customers would create digital representations of their physical menus so there would be a one-to-one relationship between physical and digital menus. Customers would hold the physical menu in one hand and their device in another and there would be an expectation that the menus and items on the menus would closely match.

The average number of menus also drove the list of menus' appearance. With the chosen aspect ratio, three and half menus were visible on an iPhone 4, which displayed the first 3 menus and also indicated there were more menus to be scrolled to.

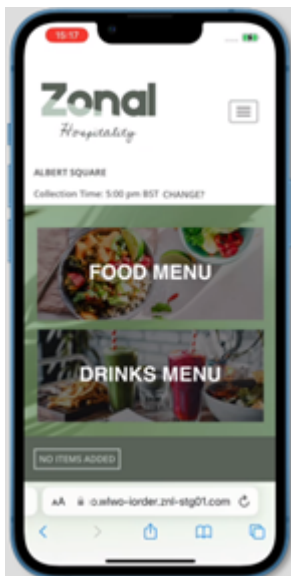
Fast forward nearly 10 years, our customers are finding diverse and creative approaches of breaking down their food and drink offering into menus to suit a digital first era however the way the Application present menus remain routed in the previous design rationale.

The presentation of menus in the Application should attempt to complement these approaches and that's why we are introducing Menu Layout Templates.

Available Layout Templates

We are excited to introduce the following layout templates, which we believe matches the approaches customers are taking or want to take with their menu offering:

Banner (Default Template)

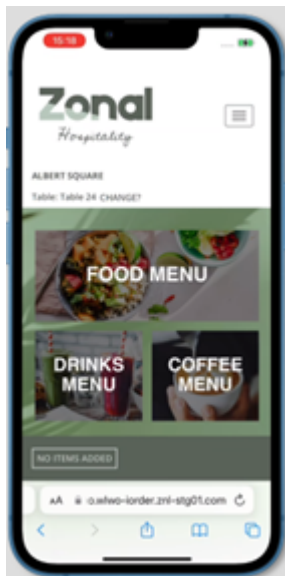


The banner menu template has been the way the has presented menus for nearly a decade. Each menu is presented in a wide aspect ratio, and each menu has the same visual priority.

The goal of Banner is:

- To provide the same visual priority and prominence to all menus.

Hero Grid



The hero grid template provides more visual priority to the first menu, displaying it in a wide aspect ratio. The other menus are then shown with lower visual priority to provide prominence to the hero menu.

The goals of Hero Grid are:

- To better promote the first menu, which could be a daily special menu (Curry club, deals) or the core offering.
- To increase the number of visible menus without scrolling by approximately 1.5x times.

Grid



The grid template provides a better experience when a customer has divided their offering into much smaller menus, all with the same visual priority.

The goals of Grid are:

- To provide the same visual priority and prominence to all menus.
- To increase the number of visible menus without scrolling by.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 194350 | If the site has multiple sales areas, it should display the sales area in both single menu and multi-menu scenarios |
| 418454 | WLWO -> In Hot drink tea menu, When I have clicked the other button, it didn't display any number here. |
| 428911 | Tipping > Entering a number in the text box in iOS is behaving unexpectedly |
| 430383 | Map causing app to crash when table selector opens |
| 431155 | Long cookie names don't wrap |
| 431514 | OTP validation to stop sending invalid requests |
| 435779 | Checkout page is expected after sign in -in mid of guest checkout flow |

Web Ordering - 1.39.0



Release Date: Staging 18 July 2023 | Production 25 July 2023



Status: Released to Production

For detailed information on Web Ordering 1.39.0 release please view a section below.

New Features Summary

Order again from the Order Confirmation screen [WLWO-329]

When a guest completes an order, the guest may want to follow up and order another round or drinks or place another food order. In Web Ordering 1.39, this has been made even easier from the Order Confirmation screen.

In Web Ordering 1.37, the button title was changed from "Back to Homepage" to "Order again" to better represent the next action a guest will take on this screen. In Web Ordering 1.39, this has been improved even further with the button now taking the guest to the most logical starting point based on their previous.

Some examples of how the improved Order again will speed up repeat ordering:


- When placing an Order & Pay order at Table 5, the guest is taken to the Table Selector with Table 5 pre-selected. From here, the can continue or they can change their table number, or change the selected sales area or even venue.
- When placing a Click & Collect or Delivery to Location order, the guest is taken to the Timeslot Selector with no timeslot pre-selected. From here, the can continue or they select a timeslot, or change the selected sales area or venue.


Please note, the basket contents are not remembered or stored when tapping "Order again"

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |

Web Ordering - 1.39.1

 Release Date: Staging 26 July 2023 | Production 27 July 2023

 Status: Released to Production

For detailed information on Web Ordering 1.39.1 release please view a section below.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 446836 | If a site has 1 sales area, then the first time they select "Order and Pay" the API call errors |

Web Ordering - 1.40.0



Release Date: Staging 17 August 2023 | Production 29 August 2023



Status: Released to Production

For detailed information on Web Ordering 1.40.0 release please view a section below.

New Features Summary

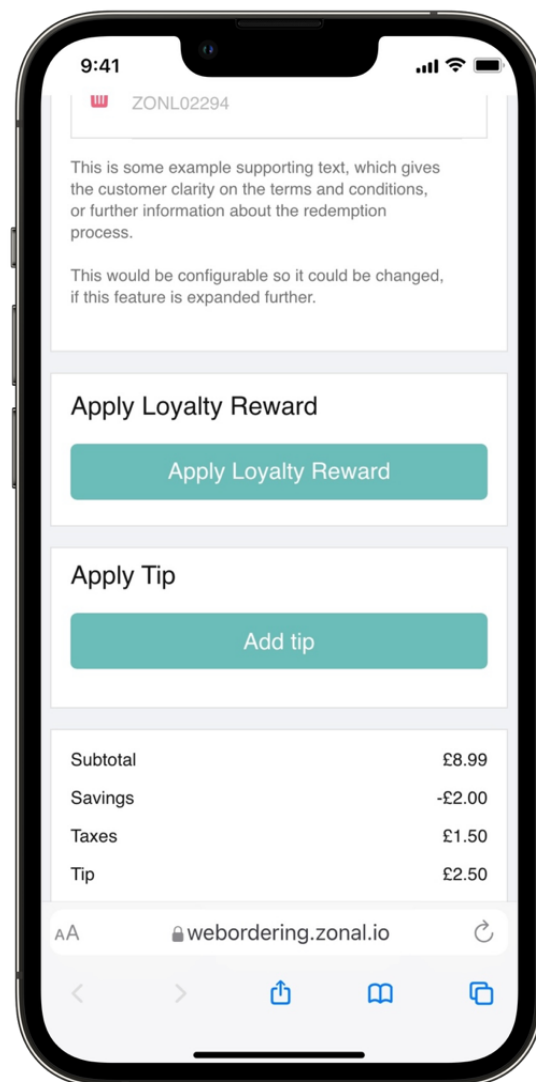
Loyalty Reward Redemption

The increased cost of living has led to guests going out less frequently but spending more when they do, meaning that many hospitality businesses are turning to, or relying more heavily on, loyalty programs to increase recency frequency and spend metrics.

Our customers' guests ordering through the White Label App are already able to view and redeem rewards through their basket but previously this hasn't been possible in Web Ordering. This has led to frustration and hasn't allowed customers to deliver a seamless experience to guests across both ordering channels.

With Web Ordering 1.40, guests can now:

- Choose to add a reward, by clicking the 'apply loyalty reward' button (below screen shot)
- View the list of eligible rewards for that site;
- Select and redeem a reward through the checkout process;
- Choose to remove a previously selected reward from their basket;
- View the rewards already redeemed through their previous orders.



In-line Tipping

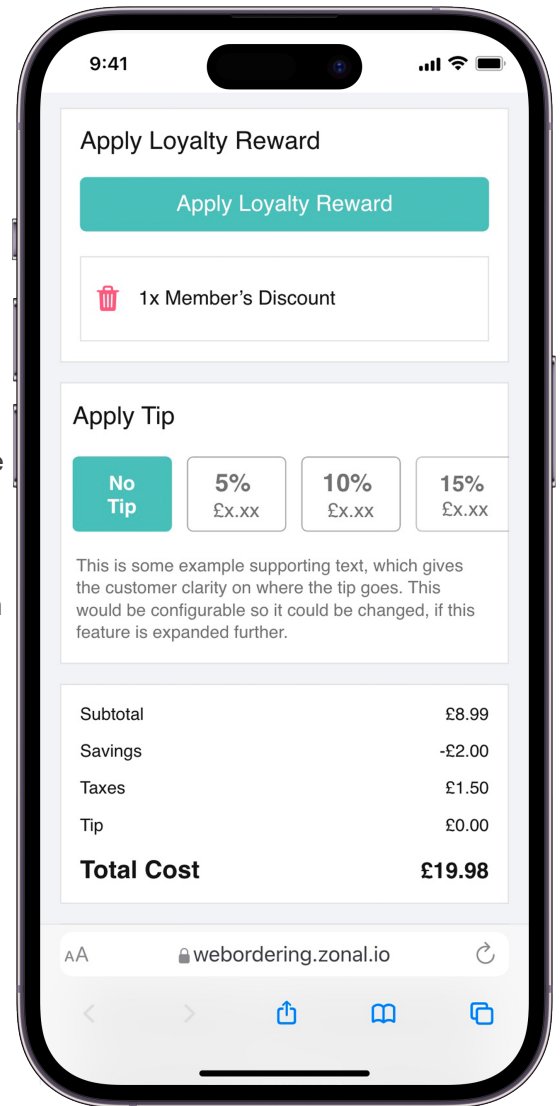
Given the current challenges hospitality faces, tipping is more important than ever to help support the hard-working individuals in the industry.

Previously the ability to tip was made available through the 'add tip' button on the checkout screen (visible in the above screen shot) and guests could choose this option and either select a pre-set percentage or add a custom amount from the resulting pop-out screen. This approach was functional but it was recognised that the tipping journey could be further streamlined to improve the checkout experience for guests.

As a result, Web Ordering 1.40 introduces the ability to tip directly from the checkout screen, allowing guests to add with a single click or tap. Guests still have the ability to select one of the pre-set percentages of 5%, 10%, 15% or 20% or they can enter their own custom tip value up to a maximum of £999.99.

An additional improvement is that if guests have chosen a percentage tip and go back to add more items to their order, the tip is re-calculated accordingly.

Tipping is still not compatible with zero-priced baskets and the ability to add a tip will still be disabled in this case.



Bugs & Issues Resolved

| Zonal ID | Description |
|----------|---|
| 437937 | Long DeviceId/Cookie name keys don't wrap on desktop |
| 438830 | Vouchers > Field validation doesn't allow special characters supported by voucher manager |

Web Ordering - 1.41.0



Release Date: Staging 19 September 2023 | Production 26 September 2023



Status: Released to Production

For detailed information on Web Ordering 1.41.0 release please view a section below.

New Features Summary

Improved Client Styles Setup Process

Previously when setting up client styles in Web Ordering, the starting point was to copy the style-sheet from a previous client and make adjustments from there. This was a cumbersome and inefficient process, leading to more support hours and longer lead times than should have been needed to provide customers and their guests with a branded Web Ordering experience.

This release has made significant improvements to the process, removing unused/redundant code, standardising fonts and better utilising the style-sheet language. The result is a smoother, more robust client styles setup process which will shorten overall lead times and reduce the risk of errors in the setup phase.

In summary, customers' Web Ordering sites will be branded as they wish in a more streamlined fashion going forward.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 428700 | checkBasket - TypeError |
| 427362 | checkBasket - table param not required in checkBasket |
| 454278 | If 0000000000 digit in mobile no. field (additionalInfo) and complete the order. Mobile no. not display in order history |

| Zonal ID | Description |
|----------|--|
| 18123 | Web Ordering > A voucher is removed but not voided after a checkBasket API error |
| 453355 | If Both mandatory fields are using space and place the order, Fields are not display in order history. |
| 423230 | Choices quantity is not getting displayed in basket |
| 452615 | Deeplink for D2L-> n=Need to change the 'timeslot' model text |
| 194228 | Production ->Getting prompted for a timeslot ,If menus are unavailable on 'Order and Pay' |

Web Ordering - 1.42.0



Release Date: Staging 17 October 2023 | Production 24 October 2023



Status: Released to Production

For detailed information on Web Ordering 1.42.0 release please view a section below.

New Features Summary

Pay My Bill - Filtering out top level instructions

The Table Service APIs used for Pay My Bill return the full contents of the basket, which includes instructions (often for servers or other staff) that could cause confusion when shown to the guest. Previously these instructions were shown by Web Ordering but they have now been hidden, making it much easier for guests to view their basket and understand what they have ordered.

Supporting External Links

Previously Web Ordering was not able to support external links. This was an issue in particular when viewing products as customers were unable to direct their guests to an external site where, for example, they could present allergen information.

This has now been updated, allowing the option to include a link to an external URL into the product description (example with an allergen link shown).

NOBBY'S NUTS
185 kcal

£1.15

The brand is sold with a memorable double entendre tagline, "Nibble Nobby's nuts" [1] It began to be advertised on Australian television in the 1980s, using a combination of real-life and animated scenes [2] The Nobby's brand was introduced to the UK and Ireland in 2005, launching a distinctive range of nuts and crisps products targeting male consumers. The UK range is positioned as "Fun, blokey and all about flavour, Nobby's is a range of Peanuts and Cashews that delivers straightforward satisfaction with [Read about allergens](#)

Nobby's nuts (standard)

£1.15 - 1 +

SPECIAL REQUESTS

Tell us how you would like your Nobby's nuts

Any other requirements?

Please only enter up to 50 alphanumeric/space characters

Adults need around 2000 kcal a day

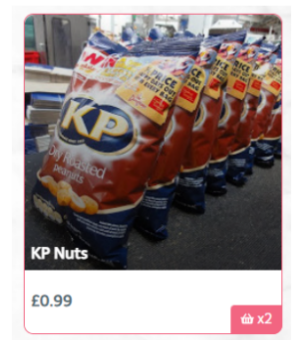
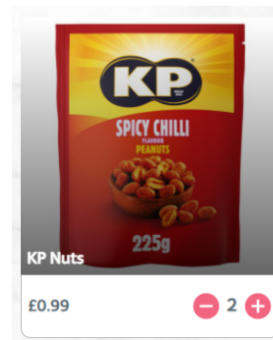
CANCEL

ADD

Always show Portion Selector for all product types

Previously for single choice products Web Ordering had a quantity selector (first image shown to the right of the screen), which meant that the portion selector was not shown when adding the product to the basket. This meant that special requests / allergen information were not easily visible and the functionality was not in line with other guest ordering products.

This has now been updated so the quantity selector is removed and the portion selector (example shown in above screen-shot) is now shown for all products. Additionally, when products have been added to the basket and guests return to browsing the menu they will be reminded of this via a red outline of the product thumbnail and a basket icon showing how many are already in the basket (visible on the right hand image to the right of the screen).



Bugs & Issues Resolved

| Zonal ID | Description |
|----------|--|
| 415281 | Production -> menu selection navigates to blank page |
| 407312 | 1.34 -> Application is breaking after selection of upsell products |
| 442565 | Ribby Hall - unavailable choices showing as available |

Web Ordering - 1.43.0



Release Date: Staging 14 November 2023 | Production 21 November 2023



Status: Released to Production

For detailed information on Web Ordering 1.43.0 release please view a section below.

New Features Summary

Displaying Service Charges for Pay My Bill

Previously the Pay My Bill guest journey had the potential to cause confusion in many cases, as the service charge information was not displayed in the breakdown of the total bill on the checkout screen. Whilst the total to pay for the guest was correct, since the service charges were not visible, the sum of the lines in the basket did not match the total.

After the most recent **iOrder release** updating the getAccount API call to include service charge info, this is now presented in the checkout, clearing up any potential confusion and making the guest checkout experience much smoother.

Bugs & Issues Resolved

| Zonal ID | Description |
|----------|-------------|
| | |
| | |