



ChefMate - **HOW TO**

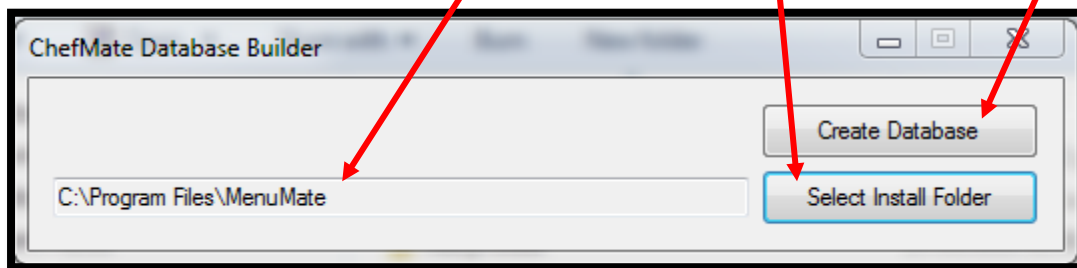
Install Instructions

Step 1: Install/Update Menumate on the ChefMate screen by running MMsetup.exe (Don't run Menumate)

Step 2: Browse to the Menumate directory using Window explorer. Open the ChefmateV2 directory. Find the ChefMate Parser.exe and double click on it.

Note: You only need to do this on the ChefMate server not on all ChefMate screens. If this isn't the ChefMate server go to Step 6.

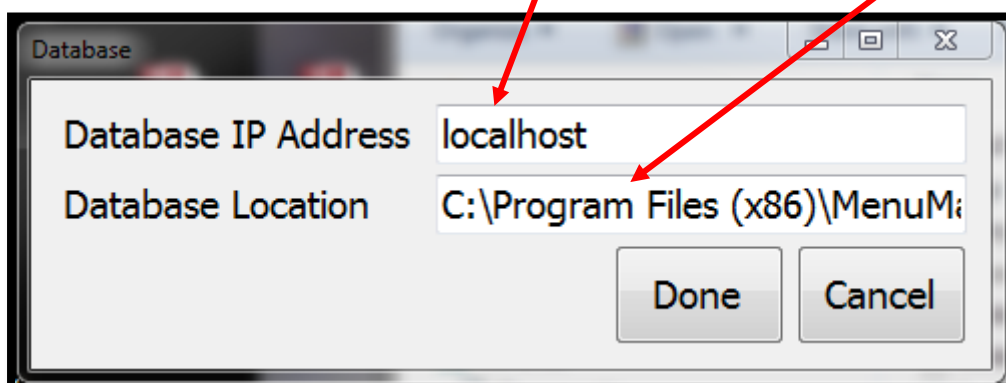
Step 3: Check that the install folder is correct, if it isn't change it and if it is press Create Database.



Step 4: Click on the successfully created new database message. A new ChefMate.fdb be in the folder.

Step 5: Right click on the ChefMate.exe and select Send to...Desktop.

Step 6: Run ChefMate. Enter in the IP Address of the ChefMate server and the ChefMate database location. Then press Done.

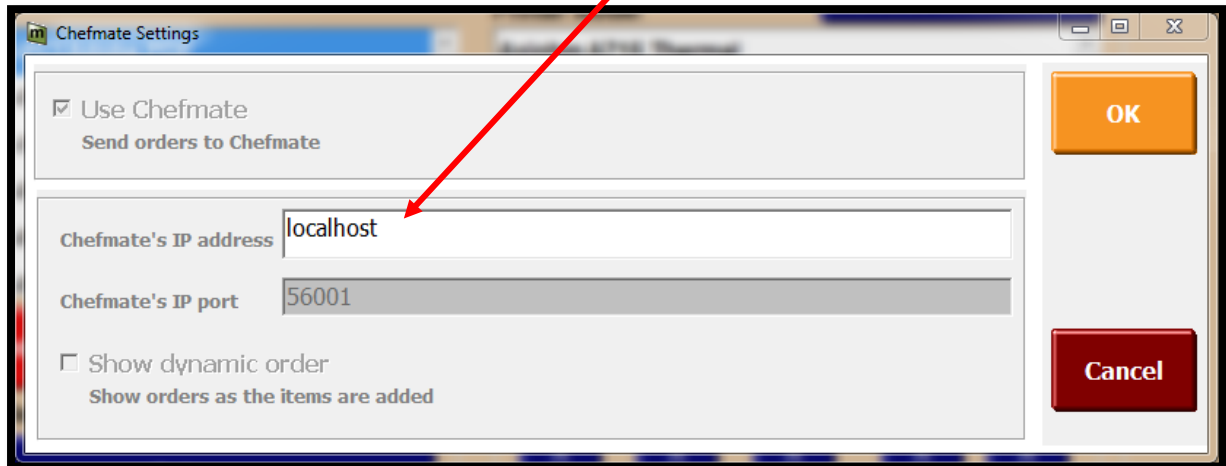


Setup

Note: You can setup more than one ChefMate.

Step 1: Inside the Printer Maintenance section of Menumate POS, go to Setup Printers.

Step 2: Press Add ChefMate Printer. Put in the IP address of the computer that has the ChefMate screen you wish to send orders to and press OK twice.



Step 3: You should still be in the Printing Configuration screen so press Printing by Course.

Add a printer profile and assign it to the ChefMate Display.

Note: If you send orders by Categories then you can do this in Printing by Categories instead.

Step 4: Assign the menus and courses/categories that you wish to go to ChefMate. Press Ok when done.

Step 5: Go in to Link terminals and select POS on the left and then the profiles that this POS is going to send to. Press OK when done.

Note: You don't need to select a Kitchen Docket Format or the printer model like you do when setting up a printer.

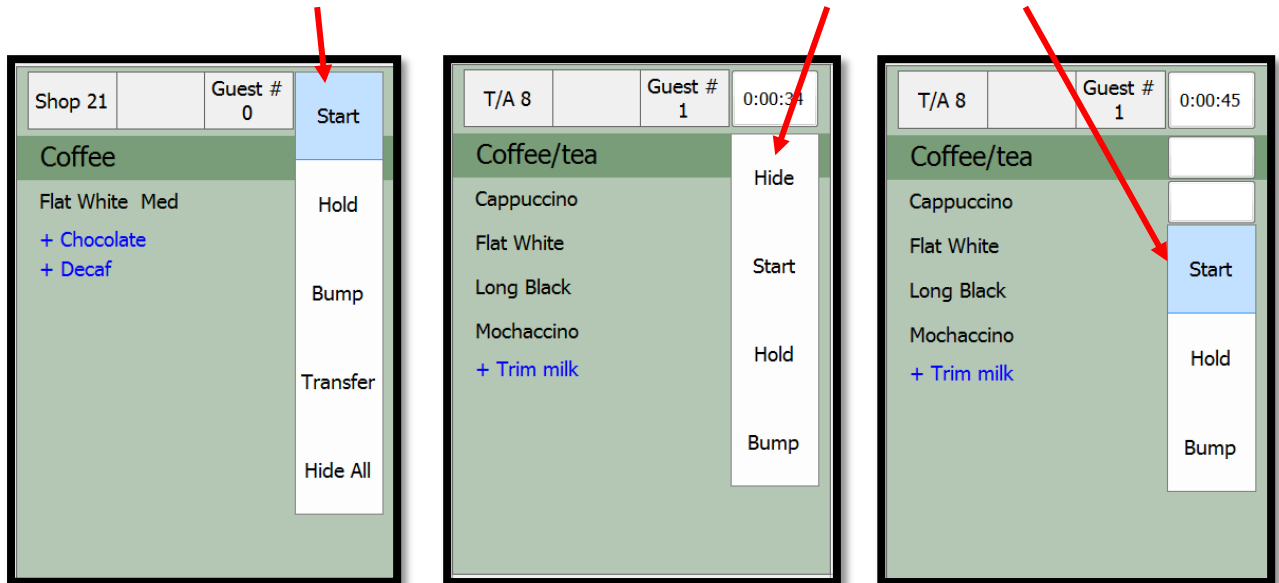
Glossary

- **Bump** – This is the term used for an order, course or item that has been completed. The status box will be white and the items will have a red line through the words.
- **Start** – This is to show that an order, course, or item has been started. The status box will display as green.
- **Hold** – This is a setting to show that an order, or item has been put on hold by the ChefMate user not he POS. The status box will display in red.
- **Transfer** – is the term used for sending an order to a different ChefMate screen. A transferred order will display on the new screen with all status boxes in purple.
- **Hide & Hide All** – These are settings that can be selected to hide the items in a course or serving course.
- **Guest #** - Number of guest on the order.
- **Total Orders** – This is the total number of order that have gone to the screen so far.
- **Current Orders** – The number orders still to be done.
- **Current items** – The number of items still to be finished.
- **Average make time** – The average time it takes for an order to be made
- **Status Box** – The white box next to each line of an order. It displays the status of that line in the form of a colour and also acts as a button to select that status.
- **Recall** – Bring back a previously bumped order.
- **Kitchen screen** – This is the standard ChefMate screen, orders display as they as finished at the POS.
- **Runners screen** – A screen for the wait staff. Once an order is bumped off the kitchen screen it will display on here.
- **First warning** – The time an order is on the screen before it changes colour from green to orange.
- **Second warning** – The time an order is on the screen before it changes colour to red.
- **Order** – Each large box is an order. You can fix 8 orders to a screen.
- **Cancelled** – A cancelled order will come from the POS and can only be done to saved sales. The status box will be black and the item will have a red line through it.
- **Credit Order** – can also be thought of as a refund.
- **POS** – Point of Sale

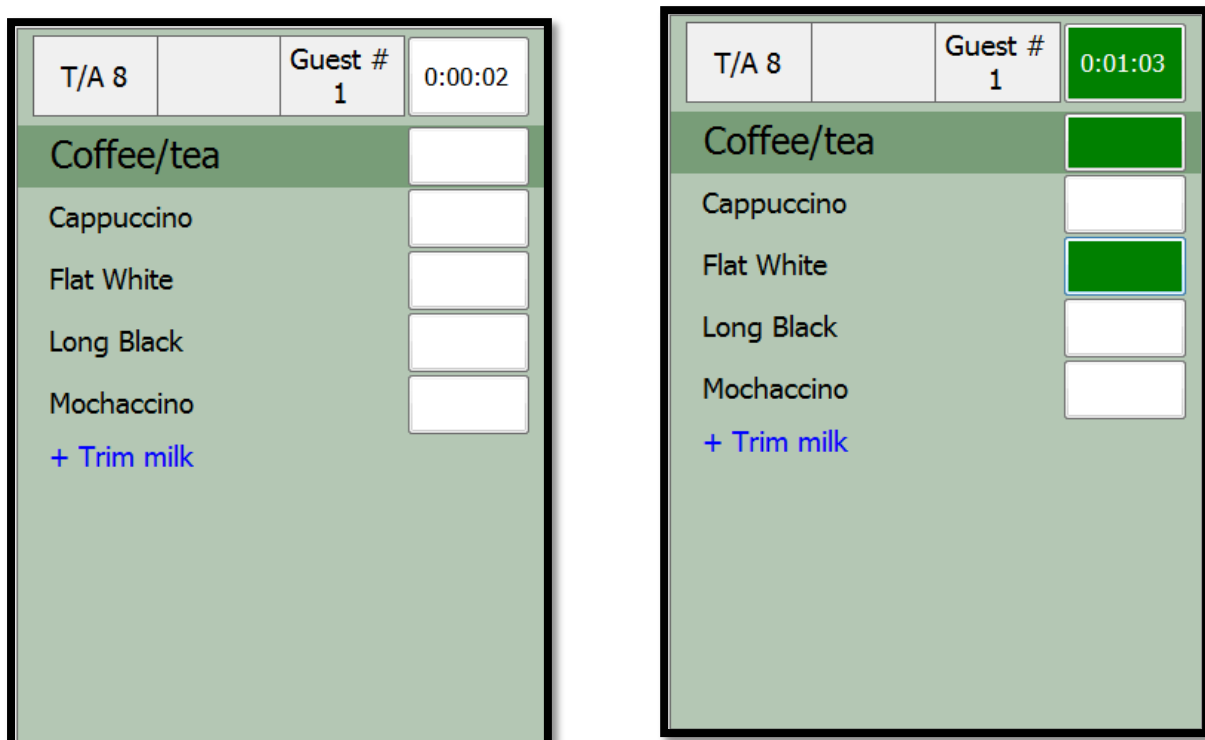
Total Orders: 5			Current Orders: 3			Current Items: 16			Average Make Time: 0:00:22			Functions		
T/A #	Guest #	0:05:01	Table #24	Guest #	0:04:03	Have Here 12	Guest #	0:03:34						
Soups			Soups			Souvlaki								
Bissara			Bissara			Grilled Fish Fillets Large								
Harira			Harira			Moroccan Beef Meatball Lar								
Souvlaki			Souvlaki			> Extra Seeds Nuts								
Lamb Large			Chicken Regular			> Hot Chili								
> Extra Olives			> Extra Tzatziki			Hot Meals								
Moroccan Beef Meatball Lar			Grilled Fish Fillets Large			Traditional Lamb								
Hot Meals			Mixed Grill Large			+ Arabic Rice								
Traditional Lamb			+ Falafel											
+ Moroccan Couscous														

Operation

Clicking on the orders status boxes brings a list of options to pick from. This will change the status for the entire order (status box with the time in it), the course, or the item.



The below is an example of an item that has been set to stated. The status box of the order, the course and the item are all green.



Here an item has been set to hold (red). If all the items in a course were on hold then the course status box would also be red. If all the items in the order were on hold then the order status box with the time in it would also be red.

T/A 8		Guest # 1	0:00:02
Coffee/tea			<input type="text"/>
Cappuccino			<input type="text"/>
Flat White			<input type="text"/>
Long Black			<input type="text"/>
Mochaccino			<input type="text"/>
+ Trim milk			

T/A 8		Guest # 1	0:01:16
Coffee/tea			<input type="text"/>
Cappuccino			<input type="text"/>
Flat White			<input type="text"/>
Long Black			<input type="text"/>
Mochaccino			<input type="text"/>
+ Trim milk			

When an item is bumped, it will have a red line through it as shown below.

T/A 8		Guest # 1	0:00:02
Coffee/tea			<input type="text"/>
Cappuccino			<input type="text"/>
Flat White			<input type="text"/>
Long Black			<input type="text"/>
Mochaccino			<input type="text"/>
+ Trim milk			

T/A 8		Guest # 1	0:01:27
Coffee/tea			<input type="text"/>
Cappuccino			<input type="text"/>
Flat White			<input type="text"/>
Long Black			<input type="text"/>
Mochaccino			<input type="text"/>
+ Trim milk			

By selecting hide all the items in the course will disappear and the status box will be orange. Clicking on this will give you the option to show all the items again.

T/A 8	Guest # 1	0:00:02
Coffee/tea		<input type="text"/>
Cappuccino		<input type="text"/>
Flat White		<input type="text"/>
Long Black		<input type="text"/>
Mochaccino		<input type="text"/>
+ Trim milk		

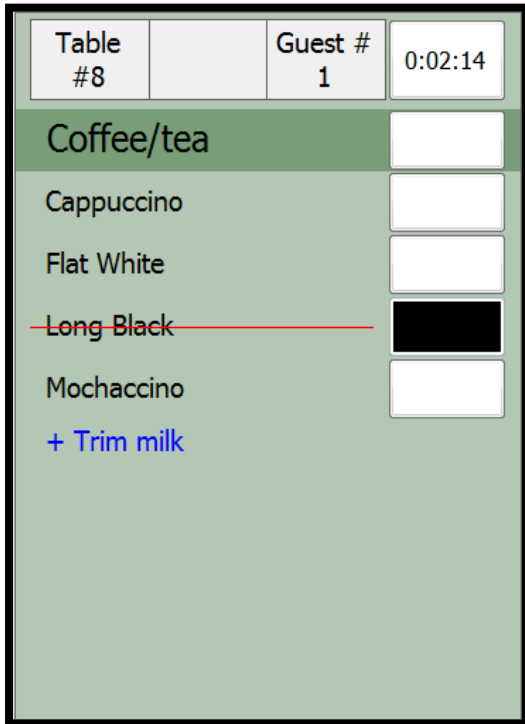
T/A 8	Guest # 1	0:01:52
Coffee/tea		<input type="text"/>

The first and second warnings are controlled by a timer in the settings (explained in the setting section). Once the order has been on the screen for this set amount of time the background of the order will change to orange. Once the time gets to the amount set for the second warning it will display the background in red.

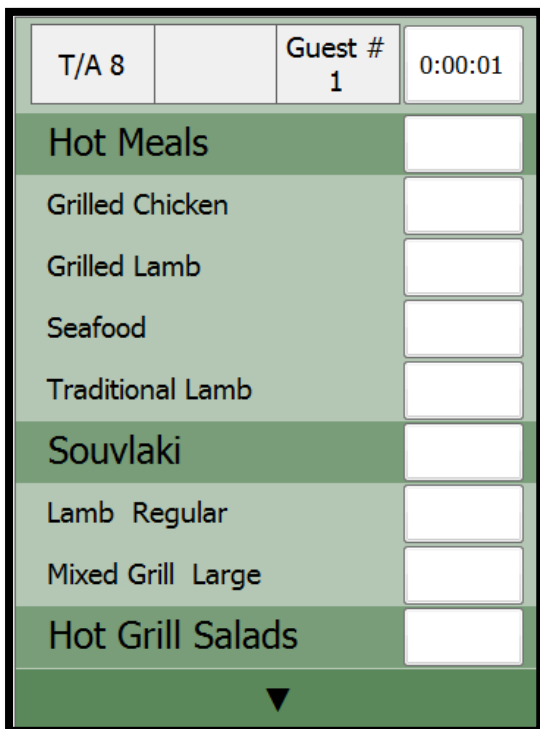
Shop 21	Guest # 0	0:01:05
Coffee		<input type="text"/>
Flat White Med		<input type="text"/>
+ Chocolate		
+ Decaf		

Shop 21	Guest # 0	0:02:00
Coffee		<input type="text"/>
Flat White Med		<input type="text"/>
+ Chocolate		
+ Decaf		

When an item is canceled at the POS it shows with a red line through it and its status box is displayed as black.



If an order is too large to display in the order screen then you can press the order number or the arrow at the bottom of the order to zoom in on it.



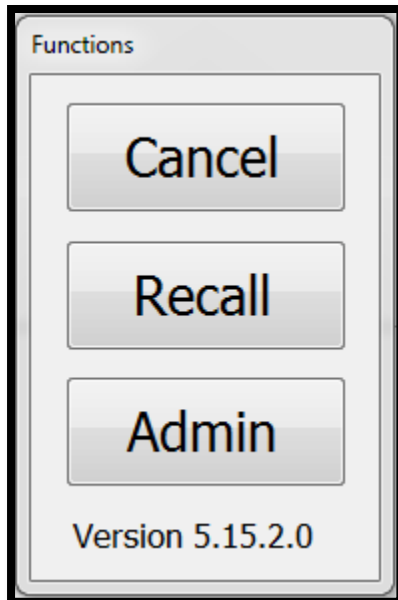
Hot Meals		Souvlaki		Hot Grill Salads	
Grilled Chicken	<input type="text"/>	Lamb Regular	<input type="text"/>	Marinated Calamari Large	<input type="text"/>
Grilled Lamb	<input type="text"/>	Mixed Grill Large	<input type="text"/>	Moroccan Beef Meatball Large	<input type="text"/>
Seafood	<input type="text"/>				
Traditional Lamb	<input type="text"/>				

While in this screen you have all the features from the previous screen, so you can bump, transfer, hold etc..

There are up and down arrows on each course if the orders are still to big and also a left and right to switch between the different pages if the order has more than four courses on it.

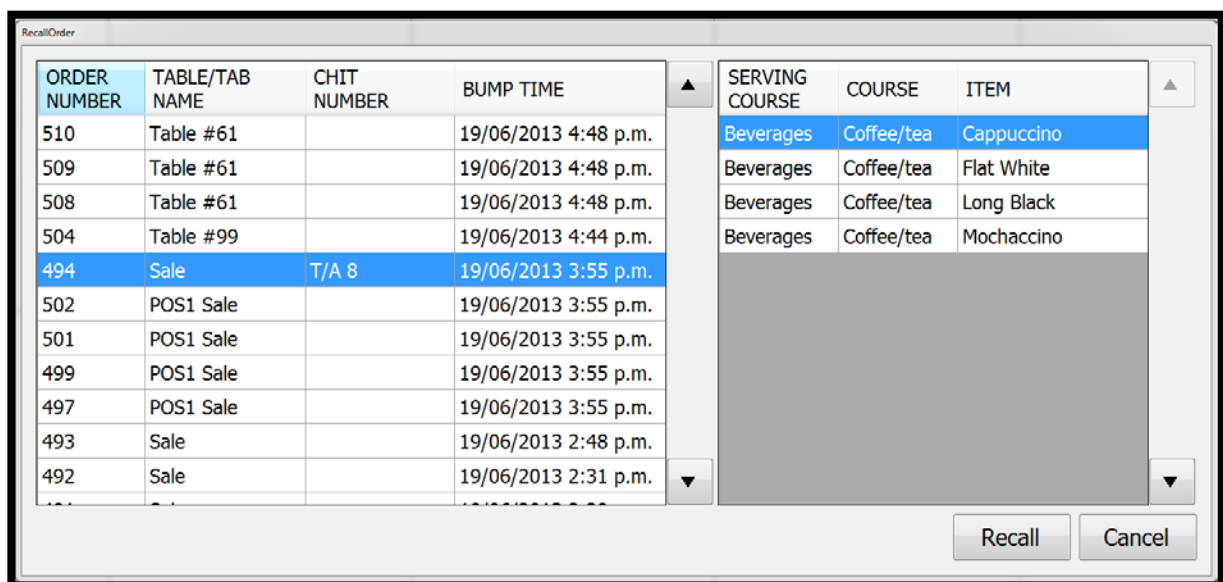
Functions

The Function button is where you can recall old orders, quit out of the program and configure ChefMate to you liking.



Cancel – This button cancels out of the current functions menu and back to the standard ChefMate display.

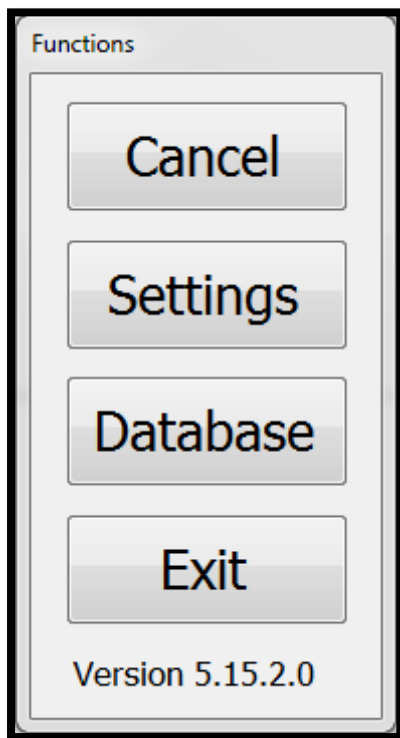
Recall – This is used to recall old orders back to the screen. Pressing Recall brings up the below display.



You can click on an order and it displays on the right. If this is the correct order you can press Recall and the order will go to the ChefMate display. If this is the wrong order you can just select a different order in the list on the right.

By clicking on the headers of each column in the order list you can change the order. If you have finished looking at the old orders and you don't want to recall one then press Cancel to take you back to the Functions menu above.

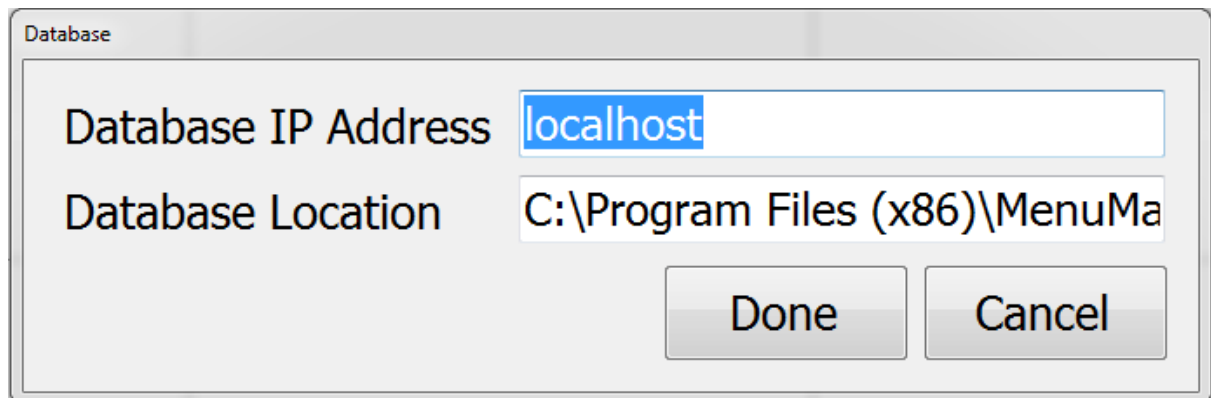
Admin – this button will take you to another list of option to pick from as shown below.



Cancel – Press this to go back to the previous Function list. (Cancel, Recall, and Admin)

Settings – This lets you configure the display to your liking. Please see the Setting section later in this document.

Database – Press this to change the database settings. See Step 6 of the Install instructions in this document for more information on this.



Exit – Quits out of ChefMate.

Settings

Terminal

In this screen you can select if this is a Kitchen or a Runners screen. The runners screen. The runners screen gets orders sent to it from the kithcen ChefMate screens once they are bumped. The runners screen also has decreased funcintality i.e you cant transfer.



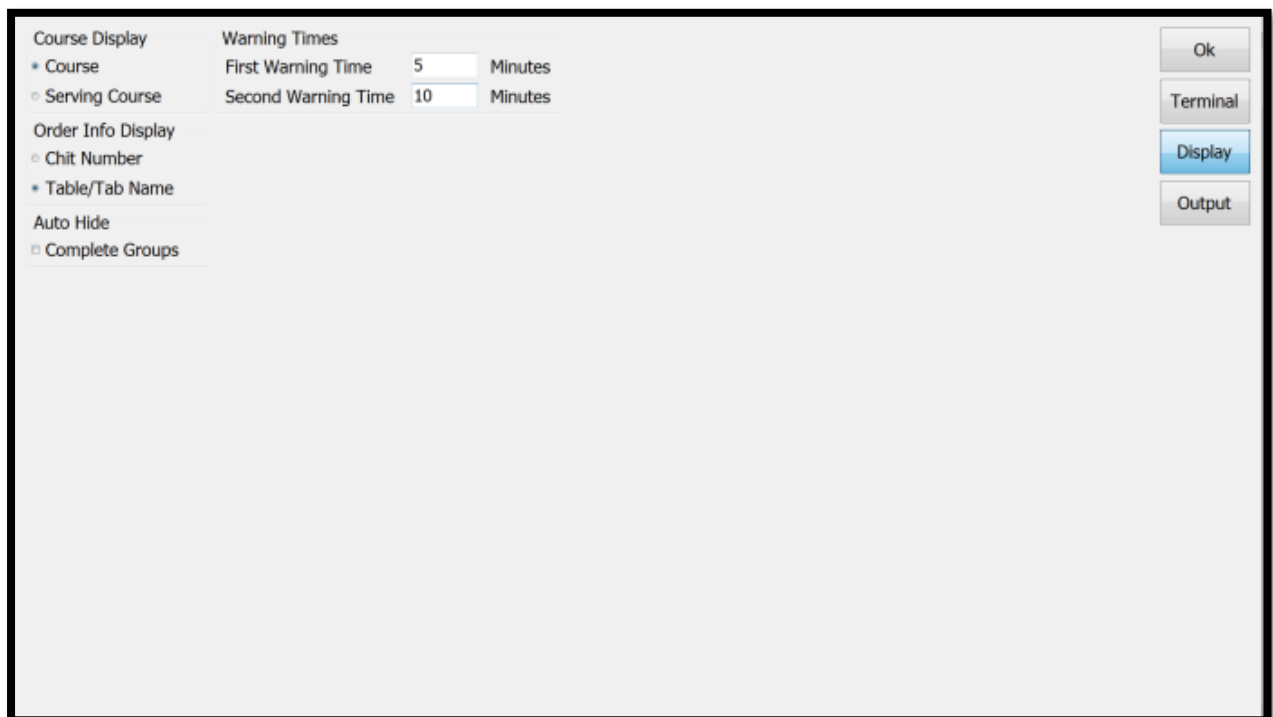
Display

Course Display – This controls what is displayed, either using the course or the serving course as the header for each group of items.

Order Info Display – If an order comes in with both a chit number and a table/tab, only one can be displayed. This setting determines what one displays if both are sent.

Auto Hide – Tick this box if you want the items to hide if all of them in a group are bumped. So only the course will remain. If you need to see the items again then click on the course status box and select show.

Warning Times – Set these two warning times as minutes. First warning time is once the order has been on the screen for this amount of time the background of the order will turn a light shade of orange. The second warning works the same and is a light shade of red.



The image shows a configuration dialog box with the following settings:

Course Display		Warning Times	
<input checked="" type="radio"/> Course	First Warning Time	<input type="text" value="5"/>	Minutes
<input type="radio"/> Serving Course	Second Warning Time	<input type="text" value="10"/>	Minutes

Order Info Display

<input type="radio"/> Chit Number
<input checked="" type="radio"/> Table/Tab Name

Auto Hide

<input type="checkbox"/> Complete Groups
--

Buttons on the right side of the dialog:

- Ok
- Terminal
- Display (highlighted in blue)
- Output


Output

Output Time – This determines when ChefMate sends data to the next device e.g. the runners screen. So If Course Bumped was selected then once the entire course is finished then it sends it to the runners screen.

Output Scope – Once the output time criteria is met, what is sent? The entire order, the course or just that item.

An example of the two above would be once an item is finish send all the items ordered in that course to the runners screen. Output time is Item Bumped, Output Scope is Course.

Output – This is where it is going to. If a screen in the system has been set as a runners screen then the computer name of that screen will be in this list., until then the only option is none.



The image shows a configuration dialog box with the following elements:

- Output Time:** A group box containing four radio button options: "Immediately", "Order Bumped", "Course Bumped", and "Item Bumped". The "Item Bumped" option is selected.
- Output Scope:** A group box containing three radio button options: "Order", "Course", and "Item". The "Item" option is selected.
- Output:** A dropdown menu currently displaying "NONE".
- Buttons:** On the right side, there are four buttons: "Ok", "Terminal", "Display", and "Output". The "Output" button is highlighted in blue.

Keyboard input

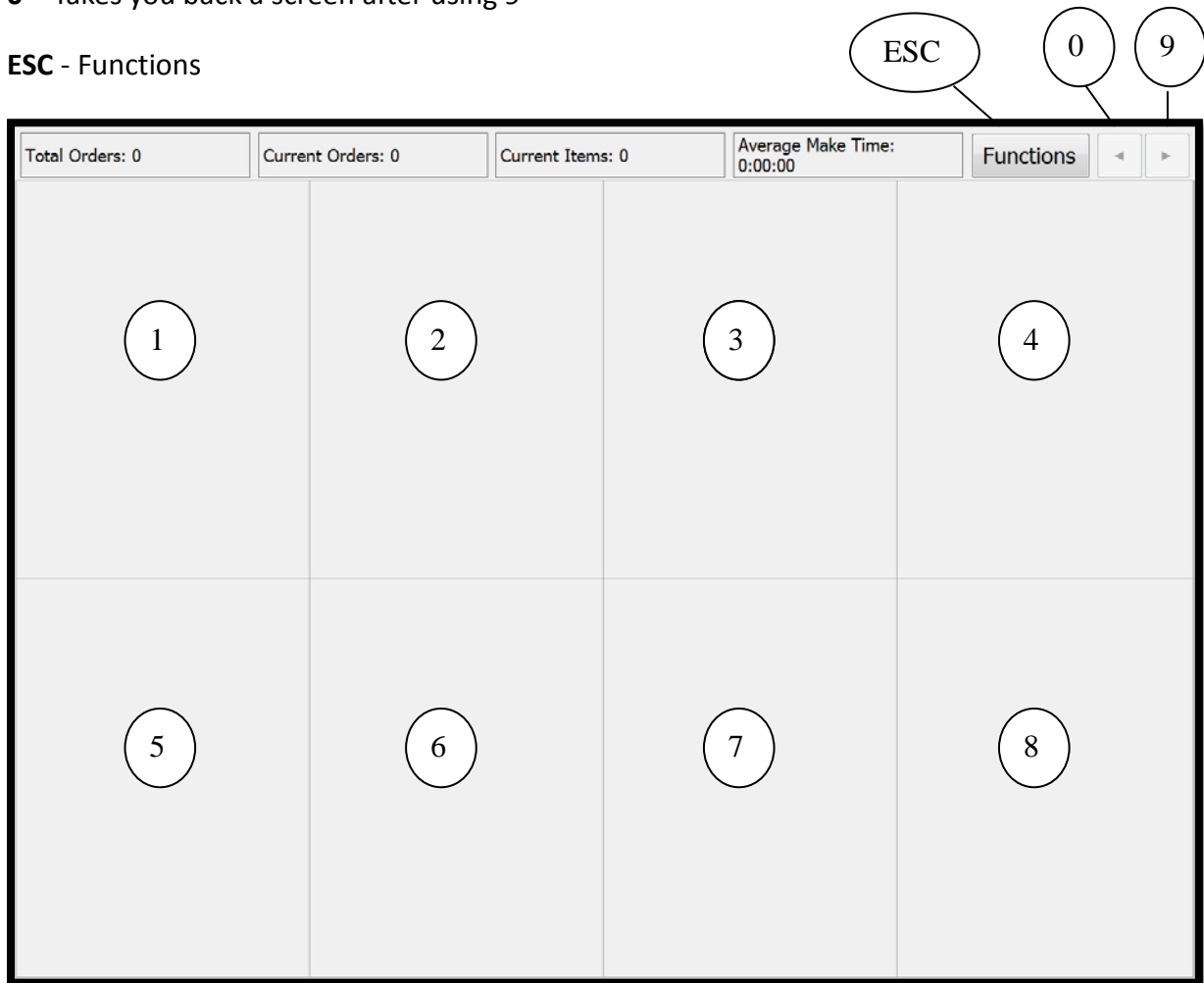
Main Screen

1 – 8 and then **Enter** will bump the order in that panel.

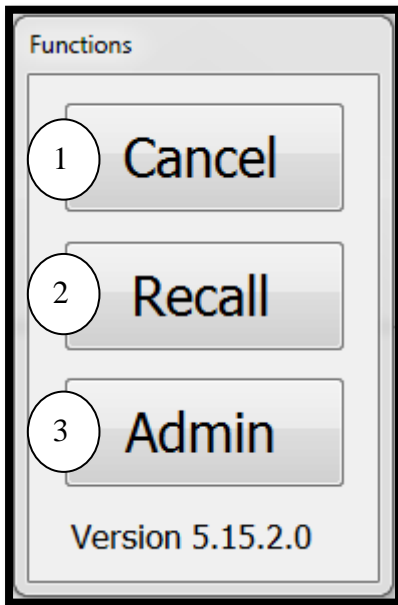
9 – Goes to the next screen if there are more than 8 orders in ChefMate.

0 – Takes you back a screen after using 9

ESC - Functions



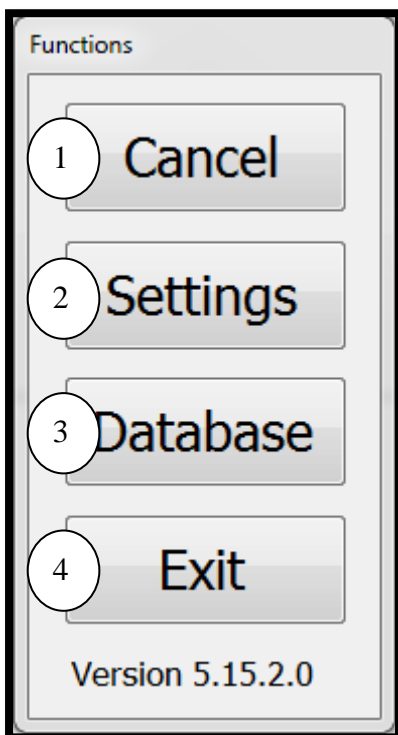
Functions Menu



1 - Cancel

2- Recall

3- Admin



1 - Cancel

2 – Settings

3 – Database

4 – Exit

Recall Screen

2 – Scroll down the list

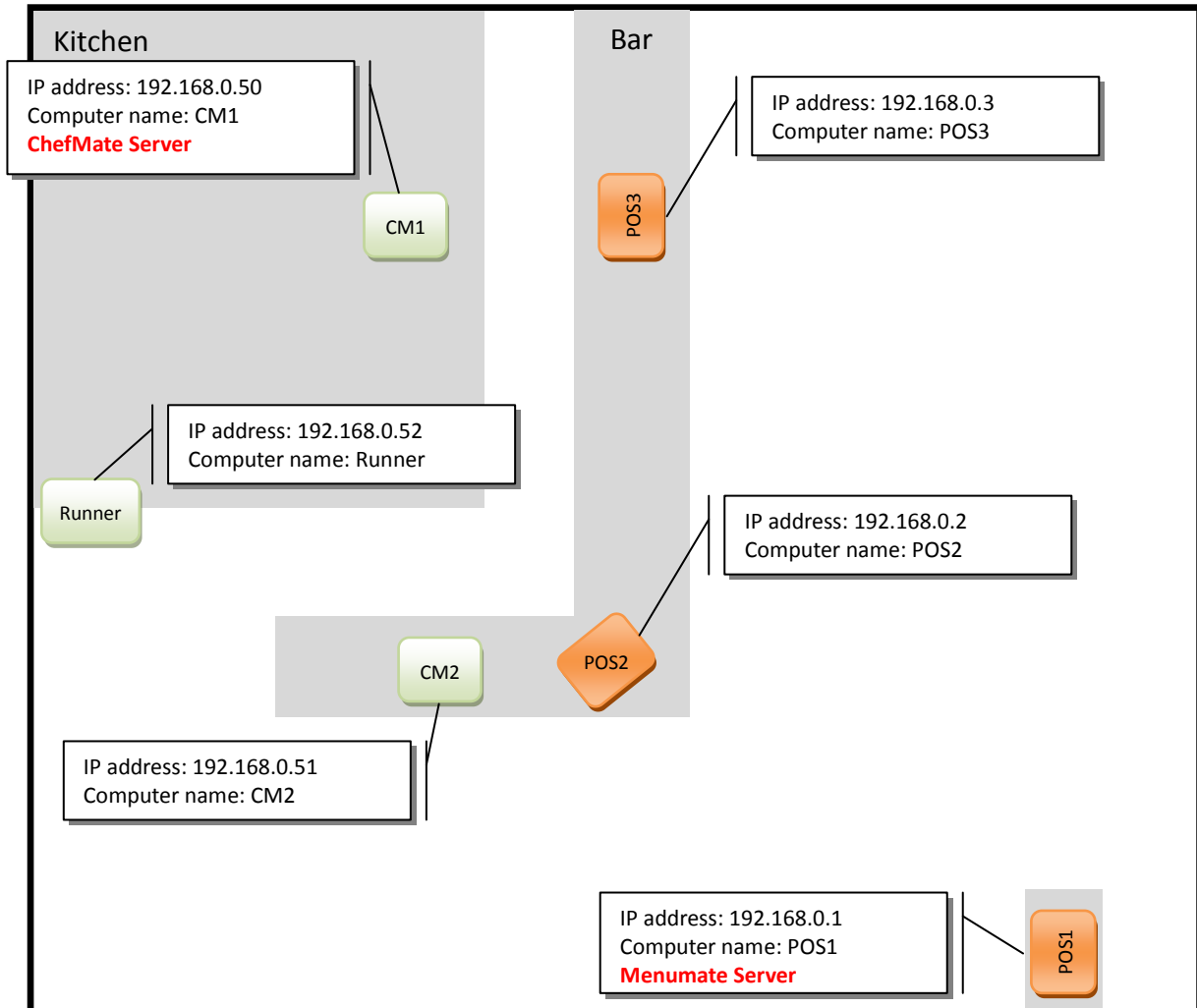
8 – Scroll up the list

Enter – Recall the highlighted order

ESC – Cancel out of the recall screen

Putting it all together

Below is an example of a restaurant with 3 POS (2 in the bar and 1 maitre d') 3 ChefMate screens (1 in kitchen, 1 by the coffee machine, 1 runners)



MenuMate server is POS1 (MenuMate.fdb)

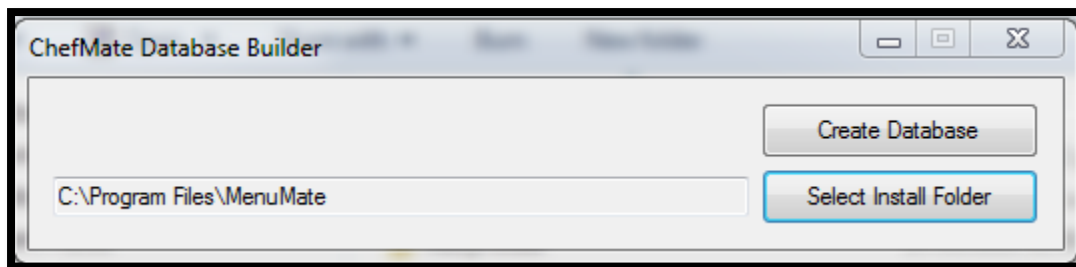
ChefMate sever in CM1 (Chefmate.fdb)

All food orders go to CM1 all coffees go to CM2. Once an item is bumped from CM1 it goes to the Runner screen showing all the items in that course.

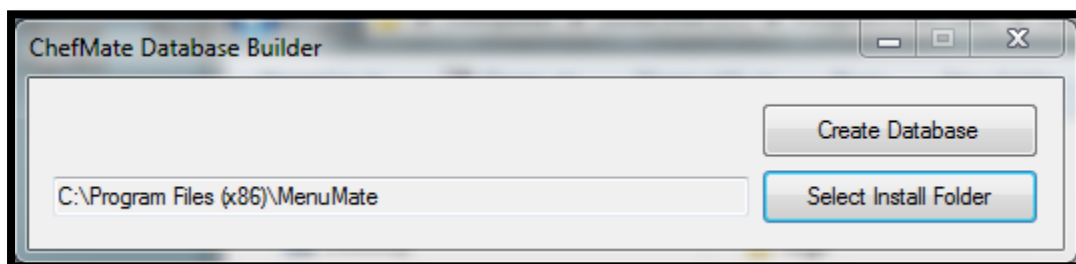
CM1 is the server for ChefMate so that if the POS goes down in the middle of service ChefMate can continue to work in the kitchen independently while the POS system is getting back online.

Install

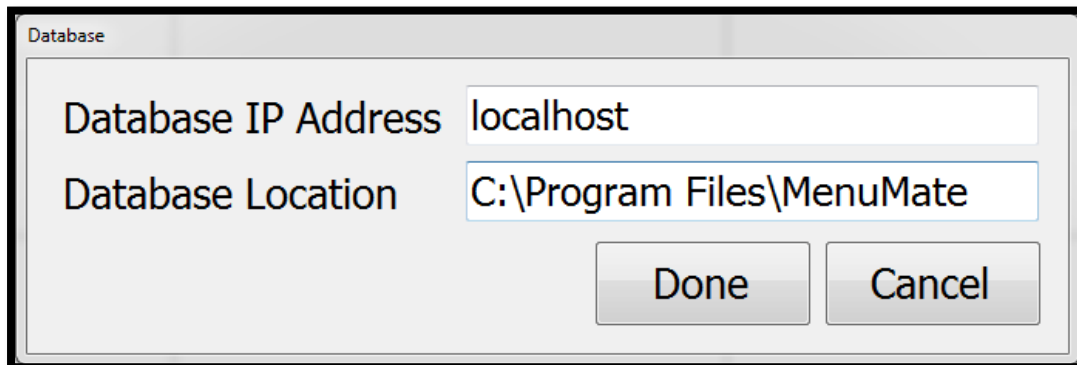
- 1) Run the Menumate installer on CM1, CM2 and Runners. On CM1 install the Firebird server as you would for a Menumate server.
- 2) Run the ChefMate parser on CM1 only and create the database. Change the folder if needed, It will depend of if you are using a 32bit or 64bit version of Windows.
 - a. 32 bit Windows



- b. 64 bit Windows

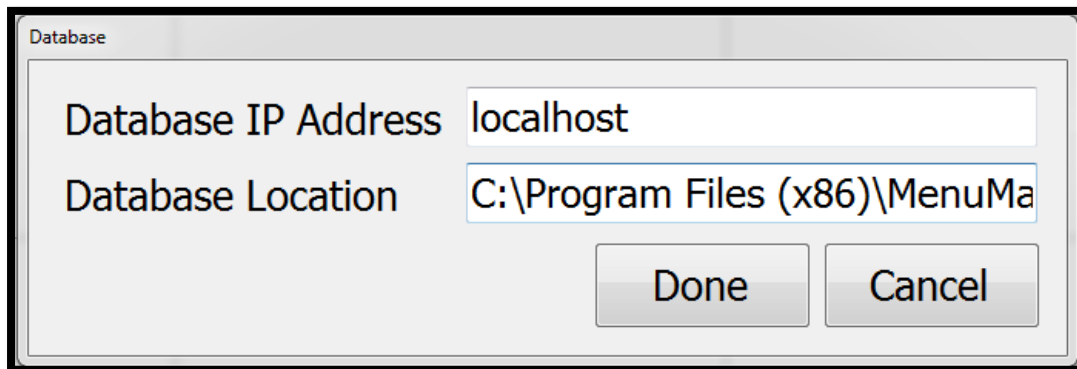


- 3) CM1 – run ChefMate.exe and enter in the details below to connect to the ChefMate database.
- a. 32 bit Windows



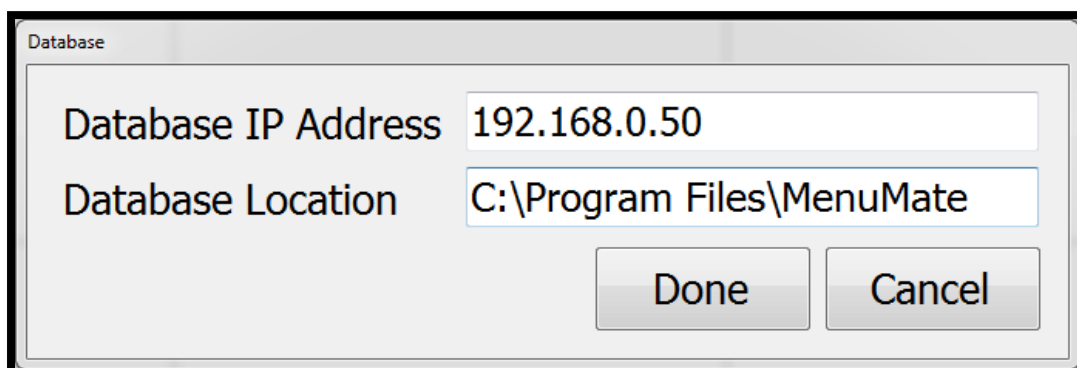
The screenshot shows a dialog box titled "Database" with two input fields and two buttons. The "Database IP Address" field contains the text "localhost". The "Database Location" field contains the text "C:\Program Files\MenuMate". At the bottom right, there are two buttons labeled "Done" and "Cancel".

- b. 64 bit Windows

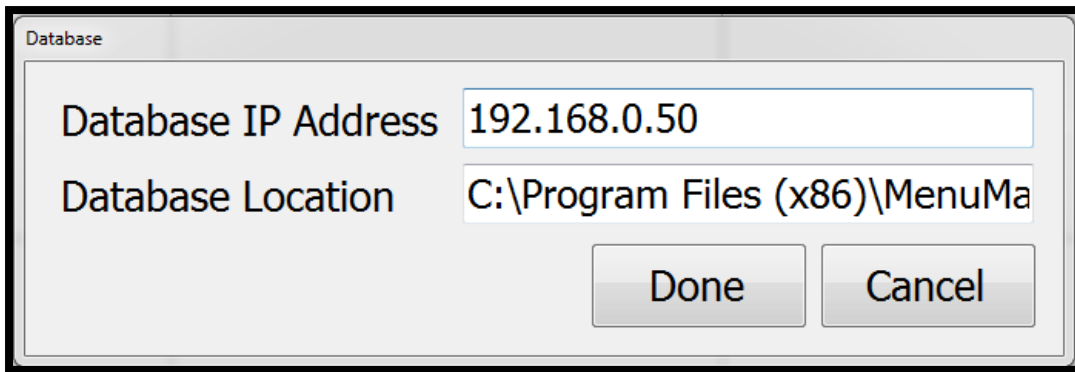


The screenshot shows a dialog box titled "Database" with two input fields and two buttons. The "Database IP Address" field contains the text "localhost". The "Database Location" field contains the text "C:\Program Files (x86)\MenuMa". At the bottom right, there are two buttons labeled "Done" and "Cancel".

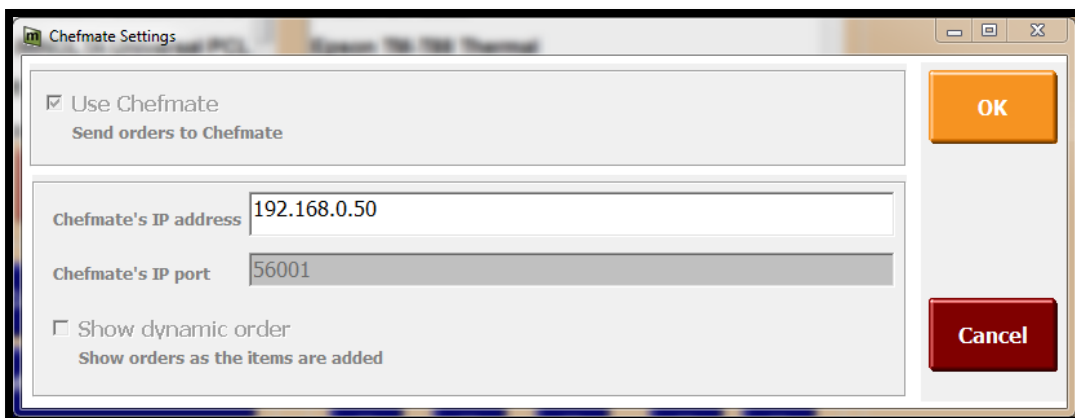
- 4) CM2 – run ChefMate.exe and enter in the CM1 or the IP address for CM1 (e.g. 192.168.0.50) as below.



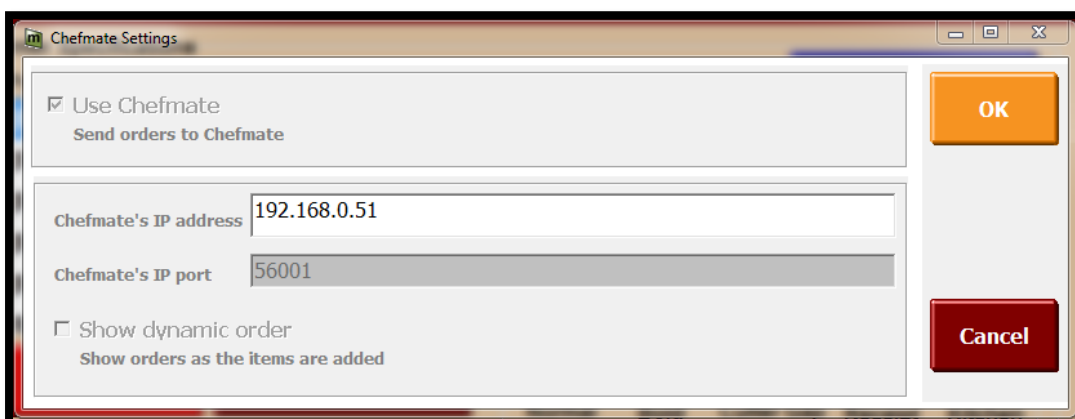
The screenshot shows a dialog box titled "Database" with two input fields and two buttons. The "Database IP Address" field contains the text "192.168.0.50". The "Database Location" field contains the text "C:\Program Files\MenuMate". At the bottom right, there are two buttons labeled "Done" and "Cancel".



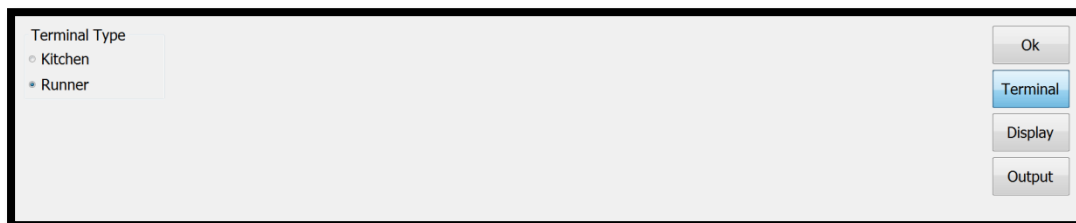
- 5) Runners – Do the same as you did for CM2 in step 4
- 6) Create the ChefMate profiles on POS1
 - a. Run Menumate on POS1.
 - b. Go into Maintenance - Printer Maintenance – Setup Printers.
 - c. Create the Kitchen ChefMate by pressing Add ChefMate printer and enter in the computer name of the Kitchen ChefMate screen you are sending orders to or its IPAddress. So CM1 or 192.168.0.50 and press Ok.



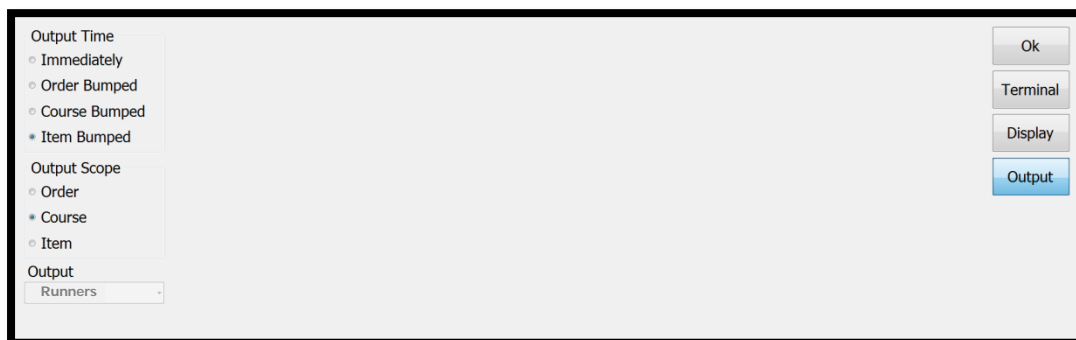
- d. Create the Coffee ChefMate by pressing Add ChefMate printer and enter in the computer name of the ChefMate screen you are sending orders to or its IPAddress. So CM2 or 192.168.0.51 and press Ok.



- e. Create a profile in Printing by Course. Call the profile Kitchen and link all the food items to it.
 - f. Create a profile for the coffee in the same way and link all the coffee items.
 - g. Go to Link Terminals to Printer Profiles.
 - i. Select POS1 and then Kitchen and Coffee on the right.
 - ii. Select POS2 and do the same.
 - iii. Finally POS3 and do the same select Kitchen and Coffee.
- 7) Set up the Runners screen, first run ChefMate on the machine.
 - 8) Click on Functions – Admin – Settings.
 - 9) Select Runner from the options in the Terminal screen and press Ok.



- 10) Set CM1 to send completed orders to the Runners screen. Run ChefMate on CM1
- 11) Click on Functions – Admin – Settings - Output
- 12) Change the Output from None to Runners.
- 13) Change the Output Time to Item Bumped.
- 14) Change the Output Scope to Course.



Set up complete.