Managing Allergens in the POS

Overview:

Many countries are implementing laws to enforce that restaurants make their guests aware that the on-premises food they are ordering may contain allergens. The specific allergens to be declared are different for each region.
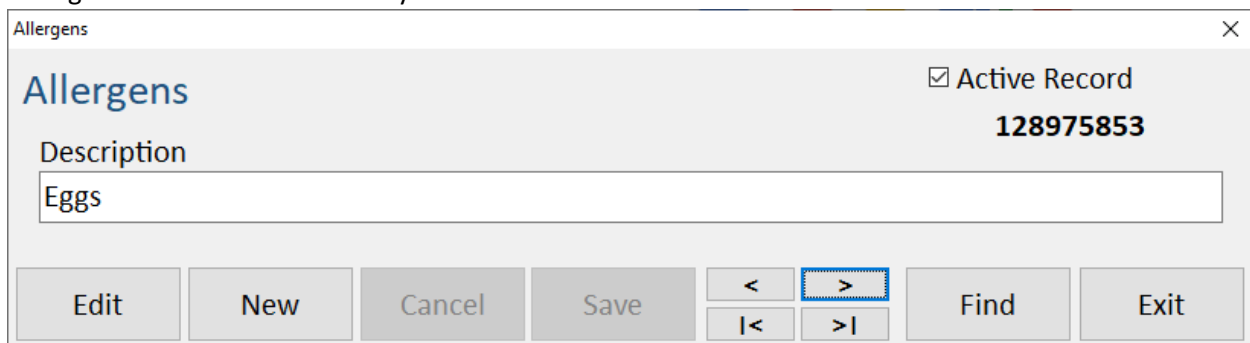
Added to the Point of Sale is the ability to define the allergens, assign potential allergens to menu products, print and define the allergens on the guest receipt, print the allergens on a label, and print the allergens on a separate ticket on demand.

Defining the Available Allergens:

Each region/country will define which allergens must be noted on the guest receipt. Therefore, entry of the allergen names is done in a free form table through Back Office.

Once in Back office navigate to Products → Allergens

Within this section click 'New' and enter the name of each of the allergens that are to be tracked and saving the record after each entry.

Continue this entry until all desired allergens have been entered. Some examples can be seen in the following list

Celery	Crustacean
Eggs	Fish
Gluten	Lupins
Milk	Mustard
Nuts	Peanuts
Sesame	Shellfish
Soya	Sulphate

Assigning Allergens to Products:

Once all desired allergens have been defined in the previous step next step is to assign allergens to any in-house made products that may contain these allergens

In Back Office navigate to the products section. Find an item that contains an allergen using the find function button in the bottom right of the form.

Once the product has been found jump to the 'Advanced' tab and there will be an "Allergen" button in the bottom left of the screen

Once the allergen button has been selected the user is presented with a screen where all the available allergens defined previously will be on the left column. Using the chevrons move the allergens from the left side to the right side to assign that allergen to this product. Once everything is assigned select the 'Apply' button to save. Repeat for all other products as needed

Printing the Allergen Information on the Guest Receipt:

Once all the products that have allergens have been assigned the next requirement is to print this information on the guest receipt.

A new allergens section was created to add to the receipt script

&if_NotZero&HasAllergens

Allergens in this order are:

&section_detail

^W&item_Descr

^A^N&item_Allergens

&section_end

&if_end

Adding this will print any allergens on the receipt with the product name being bold and the list of allergens for that product following in normal text

The variable &if_NotZero means that it will only print this section on the receipt if allergens exist for this order.

The receipt will then look like this

Printing the Allergen Information On-Demand:
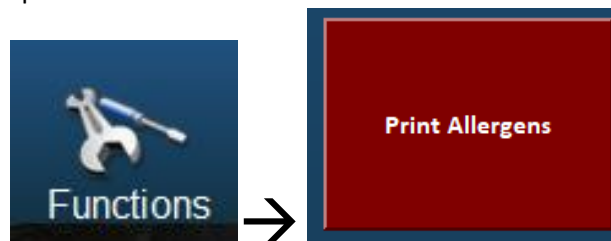
As well as being able to print the allergen information on the receipt the guest may want a printout of the allergens prior to the printing of the receipt. A POS function button has been created that can be added to the order form or placed in the table 'function' section at the bottom of the order form.

Once this button is selected the user is prompted to print the allergens only the selected item or the entire check
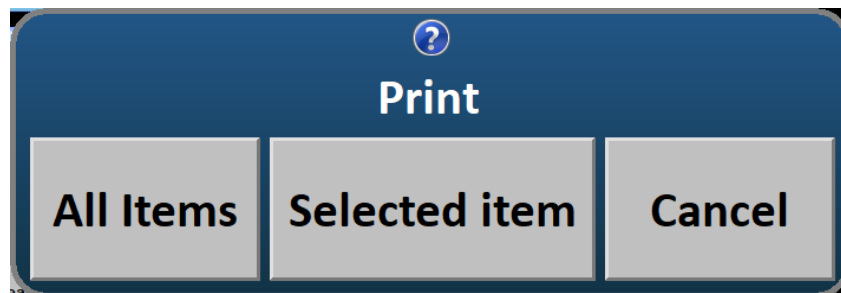
Printing Allergens on a Label:

If the site is using the PixelPoint label printer solution there is also an option to print the allergen information on a label to adhere to the box for delivery.

A simple Allergen Label Template is attached to this document or a new one can be created

Allergens Label.oth

Import and Save to the database the Allergen form template using Form Designer. Once saved in Back Office navigate to Printers → Label Printer

Once in the label printer section navigate to the advanced tab and select Print allergen check box. Once selected a drop down will be available to select the allergen form template

Assigning and Saving Allergens to a Member:

Within the member look-up screen on the 'Other' tab the POS user can assign allergens to that member's record

The POS user can be prompted to enter allergens, if they don't already exist upon creation of a new member using the below policy