



HOSPITALITY ORDERING SYSTEM

User Instructions

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An up to date copy of these instructions is available in
PDF format from the
Catering web site at
<http://northumbria.ac.uk/sd/central/acc/catering/hospitality/>

1. Introduction

The hospitality ordering system is a web based application and can be accessed by typing in the address direct to your browser, via a link from the Catering & Retail Services home page or by adding the address to your bookmarks.

Access to ordering is by means of a username and password. Each school / service has been issued with their own username and password although, where there are different areas which must be kept separate for hospitality, it is possible to issue one username for each area. The owner of the username will control its use and will issue it to members of staff who are required to use the system.

There will also be an e-mail address associated with the username and details of all bookings made, amended or cancelled will be sent to this mailbox. The owner will set up users as delegates to the mailbox.

We advise customers to familiarise themselves with the Hospitality guidance and information found at:

<http://northumbria.ac.uk/sd/central/acc/catering/hospitality/>

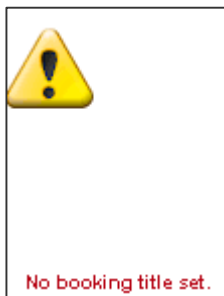
2. Support

Should you have any problems with the application or need any advice please contact:

Chris McVay chris.mcvay@northumbria.ac.uk

Pauline Lawson pauline.lawson@northumbria.ac.uk

with a subject of KINETIC SUPPORT



If an error is detected then a yellow triangle with exclamation mark will be shown in the top left portion of the screen.

The text will describe the nature of the problem.

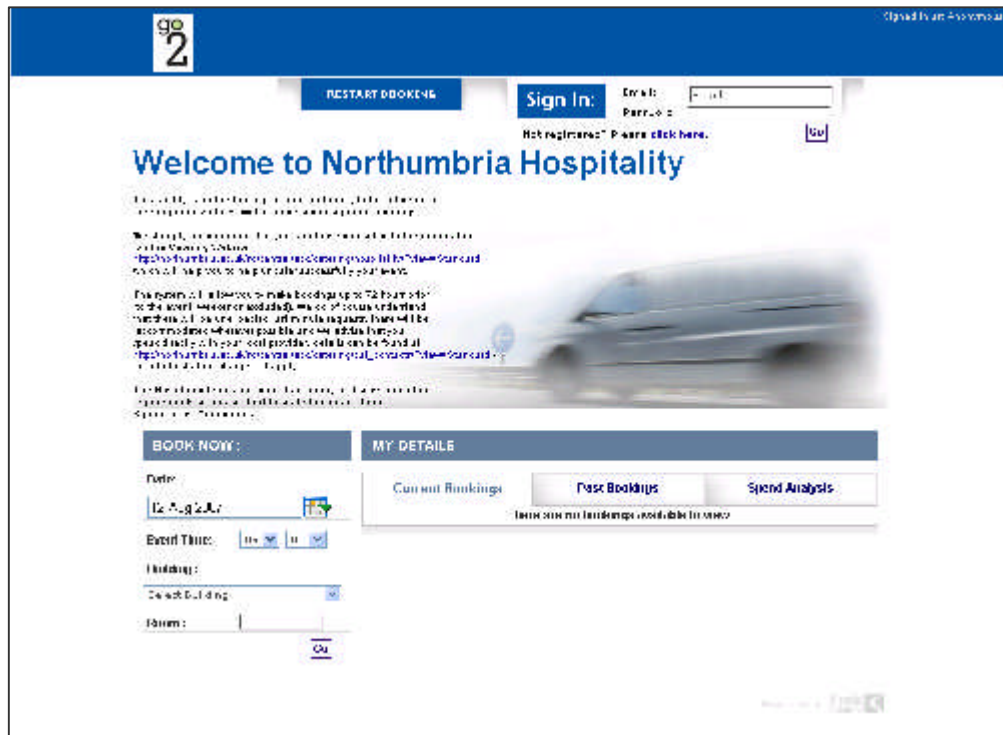
In this example the booking title box has been left empty.

3. Accessing the Application

To access the system open a web browser then enter the address:

<http://hospitality.northumbria.ac.uk>

This will open the start page as shown below.



The sections of the screen are:

Signed in as: Anonymous The top right of the screen will show whether or not you are signed in. When not signed in it will say “Anonymous”.

When not signed in a sign in box will be displayed: To sign in:

- i. Enter the username [KXaaaa9] where the application asks for email.
- ii. Enter the password
- iii. Click on “Go”

When signed in this will change to show your school / service name and the option to change password. Only the owner of the username should change the password.



There will also be an option to Sign Out.

When using the application it will log you out after 30 minutes of inactivity. Should you get any unexpected error messages check this part of the screen first. If you have timed out then it will be showing as an anonymous sign in. Sign back in and continue working.

4. Making a Booking



This rectangle will be displayed on all screens. Clicking on this will abandon the current booking at any time and return you to the start page.

A form titled "BOOK NOW :" with a blue header. It contains the following fields: "Date:" with a text input containing "12-Aug-2007" and a calendar icon; "Event Time:" with two dropdown menus showing "09" and "00"; "Building:" with a dropdown menu showing "Select Building"; "Room:" with a text input; and a "Go" button at the bottom right.

To start a booking:

- i. Enter the date either by typing it in or click on the calendar icon and select from the drop down calendar.
- ii. Enter the time you would like your hospitality delivered. Note that the minutes allow fifteen minute intervals.
- iii. Select the building from the drop down
- iv. Enter the room number. This is a free text field.
- v. Click "Go"

The screen will change to the one shown below.

A screenshot of a web application interface. At the top is a blue header with the "go 2" logo on the left and "Signed in as: Colin Edwards Change Password... Admin." on the right. Below the header is a navigation bar with a "RESTART BOOKING" button and a link "To Sign Out please click here.". The main content area is divided into three sections. On the left is an "ORDER BY:" menu with a list of categories: Cocktail Food, Biscuits, Breakfast, VIP, Buffet Selector, Cheese, Cold Beverages, Hot Fork, Cold Fork, Fruit, Hot Beverages, Jacket, Cakes and Pastries, Salad Pot, Sandwiches, Snacks, Voucher, Wine, Favourites, Popular Choices, and Special Offers. In the center is a "SPECIAL OFFERS" section with a message: "There are either no items available in this category or this cannot currently be ordered on line. Please contact the Events team on 851 2189 Our standard menus can be viewed by clicking on 'Menu' on the tool bar at the top of the page". On the right is a "MY SHOPPING CART" section featuring a shopping cart icon, the user's name "Colin Edwards", the date "Thu 16 Aug 07", a "Delivery Time:" dropdown set to "11:30", a "Room:" input field with "123", and a "Booking Title:" input field. Below these is a "Continue" button and the text "No items selected". At the bottom left is a "SEARCH:" section with a "by keyword:" label, a "Keyword" input field, and a "Go" button. A small disclaimer at the bottom reads: "Browse page disclaimer: This is a generic version of delivered catering, most of the contents are configurable." The footer on the right says "Powered by Kinetic Solutions" with a logo.

The sections on this screen are:

ORDER BY:

- **Cocktail Food**

- **Biscuits**

- **Breakfast**

- **VIP**

- **Buffet Selector**

- **Cheese**

This area lists all the categories of food and drink from which hospitality can be ordered. Click on a category to display the items.

Near the bottom of the list there is a category called "Favourites". The items in this category are specific to the username and you can add items that you order regularly to this category, or remove them when no longer required.


SEARCH:

by keyword:

Keyword

At the bottom of the list there is an option to search through all the categories for a specific item.

So, for example, entering coffee here would bring up a list of any item from any category that contained the word coffee.



MY SHOPPING CART

Name: Colin Edwards

Date: Thu 16 Aug 07

Delivery Time:

Room:

Booking Title:

No items selected

The shopping cart on the right of the screen shows details of the current booking, the items that have been selected and the individual and total costs.

This shows that no items have been selected yet.

CAKES AND PASTRIES

V = Vegetarian VE = Vegan N = Contains Nuts

Item	Cost	Quantity	
American style muffins	£1.15	<input type="text" value="0"/> <input type="text"/>	<input type="button" value="Add to cart"/>
Buttered scone	£0.80	<input type="text" value="0"/> <input type="text"/>	<input type="button" value="Add to cart"/>
Buttered scone with preserves	£1.00	<input type="text" value="0"/> <input type="text"/>	<input type="button" value="Add to cart"/>
Mini Muffin - Chocolate	£0.45	<input type="text" value="0"/> <input type="text"/>	<input type="button" value="Add to cart"/>

When a category is selected the screen will change and will list the items in that category.

For example these are the first few items in the category Cakes and Pastries.


To add an item to your booking select the quantity from the dropdown then

click on Add to cart.

 Buttered scone with preserves	£1.00	0	<input type="button" value="Add to cart"/>
Add to My Favorites? <input type="button" value="Add"/>			
Description :			
1 per person			
Freshly baked scones with Flora or butter served with a portion of jam			

To see more information about an item click on the icon next to the description.

To add to your favourites category click on the Add button next to the text "Add to My Favourites"



MY SHOPPING CART

Name: Colin Edwards

Date: Thu 16 Aug 07

Delivery Time:

Room:

Booking Title:

Item	Cost	
Mineral Water sparkling 1 litre	£7.20	<input type="button" value="Remove"/>
1 item(s)...		<input type="button" value="Show All"/>

Order Total: £7.20

We are pleased to inform you that there is no delivery charge for your order.

As items are added the shopping cart changes to show the item ordered and the cost.


An item can be removed by clicking on the remove button.


Booking Title is a mandatory field and the booking cannot be accepted if this field is blank. Please enter something meaningful for your booking.

An item can be removed by clicking on the remove button.

If you need to amend the quantity of an item then the new quantity should be selected and added to the cart. This will replace the currently selected quantity.

Once you are happy with your booking click on the Continue button to move to the next screen.

ORDER : 16-Aug-2007 

Title	Building	Room	Time	Cost	Actions
 Weekly Seminar A	Technopole	123	11:30 AM	£23.60	<input type="button" value="Cancel"/> <input type="button" value="Edit"/>

Catering Delivery ordered for 11:30 AM to 123

- Mineral Water sparkling 1 litre x 4 @ £1.80 = £7.20
- American style muffins x 4 @ £1.15 = £4.60
- Danish pastry x 4 @ £1.15 = £4.60
- Coffee - Disposable Cups x 8 @ £0.90 = £5.40
- Tea - Disposable Cups x 2 @ £0.90 = £1.80

ADD ANOTHER DELIVERY TO :

Delivery Time: Booking Title: Building: Room:

This shows full details of your order. It can be cancelled by means of the Cancel button or edited by means of the Edit button. Once you are happy click on Check Out.

Signed in as: Colin Edwards [Change Password...](#) [Admin...](#)

go 2

[RESTART BOOKING](#) To Sign Out please [click here.](#)

ORDER SUMMARY

▶Date: ▶Event Time:
 ▶Ordered by: ▶Total Cost:

DIETARY REQUIREMENTS

Type: Number of People [Update](#)

CATERING NOTES	ACCOUNT NOTES	CHARGE DETAILS
Please enter any catering requirements <input style="width: 100%; height: 100%;" type="text"/>	Please enter any account details <input style="width: 100%; height: 100%;" type="text"/>	*Cost Centre: <input type="text" value="Code"/> *IO Code: <input type="text" value="IO Code"/> *Authorised By: <input type="text" value="Person"/> <div style="border: 1px solid gray; padding: 5px; font-size: small;"> Please ensure the name of the person who has final authority for authorising this expenditure is entered above. </div> <p style="font-size: x-small; margin-top: 10px;">All prices shown are special Internal University only prices, are net of vat and not subject to further discounts.</p>

[Confirm Order](#)

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This is the final screen before the booking is confirmed. There are three sections to be completed:

- Catering Notes – Optional for you to enter any instructions to the catering staff; for example “Please do not interrupt meeting, leave outside room”.
- Account Notes – Optional for you to enter any special instructions relating to the account codes you enter or for recharging.
- Charge Details – Compulsory. You must enter the appropriate Cost Centre and / or IO Code. In the area for Authorised By enter your name as the person making the booking. With more than one member of staff using each username this is a method of tracking who entered the booking in the event of a query.

Once you are happy click Confirm Order.


[RESTART BOOKING](#) To Sign Out please [click here.](#)

Order Confirmed

Thank you for using our online service. Your booking 123 has been confirmed. You will receive a confirmation email within the next 20 minutes.

Should you not receive this, please telephone your local Hospitality provider. Contact details available @ http://northumbria.ac.uk/sd/central/acc/catering/cat_contacts/?view=Standard

[Print Page](#)



You will receive confirmation of your order on screen and via e-mail.
 Select Restart Booking to return to your home page.

5. Amending Bookings

MY DETAILS						
Current Bookings		Past Bookings		Spend Analysis		
Ref#	Description	Date	Total Value			
264	 Breakfast Seminar	Tue 14 Aug 07	£45.90	Repeat	Cancel	Edit
290	 Colin Seminar 1	Wed 15 Aug 07	£18.70	Repeat	Cancel	Edit
292	 Colin Seminar Lunch	Wed 15 Aug 07	£48.05	Repeat	Cancel	Edit
294	 Hospitality Meeting	Wed 15 Aug 07	£95.50	Repeat	Cancel	Edit

The MY DETAILS area of your home page will show details of all bookings made under your username. This is divided into current bookings, that is those that have not yet been delivered, and past bookings, those that have been delivered.

REPEAT BOOKING: It is possible to create a repeat booking of the same items but at a different time by selecting the Repeat button.


CANCEL BOOKING: A booking can be cancelled by selecting the Cancel button. You will receive confirmation on screen and via e-mail.

RESTART BOOKING

To Sign Out please [click here.](#)

Your booking 123 has been cancelled.

You will receive an email at colin.edwards@northumbria.ac.uk shortly.



Note that the booking will not be cancelled until you click on the **Confirm Cancellation** button.

EDIT BOOKING: A booking can be changed by selecting the Edit button.

6. Changing Password

Email address:	<input type="text" value="KXINCE1"/>
Old Password:	<input type="password"/>
New Password:	<input type="password"/>

To change the password for a username:

- Enter the old password
- Enter the new password
- Click on Go

The password will be changed.

Please note:

- Only the owner of the username should change the password
- Once the password has been changed the owner must inform all members of staff who use the username to order hospitality of the new password.

This is a method of ensuring that members of staff who should no longer have access, because they have left the University or changed departments, cannot access the system.

7. Frequently Asked Questions

Q. The system is asking for an e-mail address rather than a username

A. This is a feature of the system in that Kinetics expect users to sign on using their e-mail address. Because ours are so long we have changed this to accept a shorter username for convenience. Unfortunately the text "email" is hard coded into the system. Kinetics have promised to change this on the next release.

Q. I cannot find the building in the drop down list

A. Report this to Catering & Retail Services via the contact details in the support section of this manual and the building will be added. If the time for your booking is close then use Retail Shop as the building and enter the actual details in the Catering Notes.

Q. I cannot access the e-mail box

A. Contact the owner of the mailbox to check that they have added you as a delegate. Read the document 'Adding an additional Mailbox in Outlook' on the following web site <http://northumbria.ac.uk/sd/central/its/email/>
If you still have problems contact the IT Services helpline on 4242 and they will assist.

FOOD ON THE GO LOCATIONS/PROVIDERS:

CITY CAMPUS WEST

Ellison Building
Ellison Terrace
Sutherland Building
Northumberland Building
Pandon Building
Drill Hall
Birt Hall

City Catering

George Robson
Catering Manager
Tel: 0191 227 4308
E-mail: rc_hospitality_city@northumbria.ac.uk
- or -
Pauline Lawson
Hospitality & Administration Clerk
Tel: 0191 227 4979
E-mail: rc_hospitality_city@northumbria.ac.uk

CLAUDE GIBB

Squires Building
Squires Annexe
Lipman Building
Library
Claude Gibb Hall
Weekend Catering

Claude Gibb Hall Catering

John Robertson
Catering Manager
Tel: 0191 227 4043
E-mail: rc_hospitality_cgibb@northumbria.ac.uk
- or -
Helen Kirkland
Hospitality & Administration Clerk
Tel: 0191 227 4043
E-mail: rc_hospitality_cgibb@northumbria.ac.uk

COACH LANE CAMPUS

All Building on site
CLC Sports Centre

Coach Lane Catering

Robert Oldfield
Catering Manager
Tel: 0191 215 6598
E-mail: , rc_hospitality_clc@northumbria.ac.uk
- or -
Helen Kirkland
Hospitality & Administration Clerk
Tel: 0191 215 6598
E-mail: rc_hospitality_clc@northumbria.ac.uk

CITY CAMPUS EAST

All Buildings on site.

City Campus East Catering

Phil Stewart
Catering Manager
Tel: 7974 252649
E-mail: rc_hospitality_cce@northumbria.ac.uk
- or -
Chris McVay
Hospitality & Administration Clerk
Tel: 0191 227 4025
E-mail: rc_hospitality_cce@northumbria.ac.uk