### Revision History

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1 Introduction

1.1. Overview

METTLER TOLEDO’s licensed “Made to Order” (MTO) functionality was designed to consolidate the features of several applications by doing all of the following:

- Configuring flexible multi-item combo meals by defining the components of the meal, allowing the customer to customize their order by adding or removing defined component options
- Providing a single price for a multi-item combo meal while maintaining line item detail and tracking to maintain accuracy of product usage and for sales reporting
- Providing the ability to upcharge for ‘gourmet’ sides or condiments – including the ability to identify those upcharge items as separately colored presets to help the operator upsell
- Providing the ability to add "non-combo" items to the order but print on the same label / ticket
- Printing a barcode that can be scanned at POS to retrieve the full line item detail of the combos and items on the ticket

Made to Order is licensed functionality in the Fusion scale application software (version 5.1 and above) on the UC Evo CT Line of scales. Upon entering a valid license key, the Made to Order functionality can be activated on the scale.

1.2. Configuring Made to Order

To configure the Made-to-Order function, go to Scale settings screen (Home screen->Setup->Unit Setup->Scale Settings). Go to the "Next Page" until you find the "Made-to-Order" button.
Selecting the "Made-to-Order button" will display Made-to-Order the configuration screen:
Enable Made-to-Order – This enables the Made-to-Order function.

Send Copy of Order to Network Printer – A copy of the Made-to-order transaction can be sent to a configured network printer such as a kitchen printer. If enabled, the printer driver must be installed on the scale.

Network Path – Specify the network path for the printer to be used if “Send Copy of Order to Network Printer” is checked.

Send Copy of Order to POS – When enabled, a transaction file can be sent to the POS for resolution. The available options are .csv and .xml file types. The POS would need to be configured to read the file.

Network Path – Enter the POS network path to be used if “Send Copy of Order to POS” is enabled.

Credentials – Enter the Domain Name, User Name and Password for the Network specified in “Network Path”. Press “OK”.

Press "Done" and in the scale settings screen, press "Save".

1.3. Configuring Made to Order Label Format

Because a Made-to-Order label contains multiple line items that are then totaled, the Run Total Label Format is used. And, because the length of the label is variable based on the number of lines in the order, Made-to-Order uses continuous label stock. To configure the label format, from the home screen, go to Setup -> Printer & Label Setup -> Label Printer Setup. Select “Current Label Stock” as Continuous. Press "Run Total Label Format" and select "UC D: Cont. Restaurant". Press "Save" to save the label settings.
2 UC Editor

2.1. Creating Combo PLUs

In the UC Editor, a new check box for "Combo PLU" has been added. Combo PLUs can have configured components.

Note: By-weight PLUs and PLUs with forced data are not supported by Made-to-Order.

2.2. Creating PLU Components

There are two types of components, PLU and Cooking Instructions. PLU Components are product PLUs that are assigned to Combo PLUs. Cooking Instructions are not PLUs, they are text based instructions that can be associated to Combo PLUs.

To create PLU components (ex. entrees, sides, beverages) which can be assigned to a combo, click on the "Component" tab.
**Component No.** – Assign a number to the component category for reference purposes.

**Component Name** – Assign a name to the component category (ex. Entrees, sides, beverages)

**Character** – Assign a character to the component category. This will be used in the transaction screen and on the label to differentiate components from different categories.

**Icon Name** – Enter the file name to be used as the icon for this component category, if desired. The file must be saved in the following path: c:\Program Files\METTLER TOLEDO\Service\Images.

**Component Type** – Select “PLU” as the component type for product PLU components.

Select PLUs from the list to be included in the Component category by checking the first checkbox in the PLU list. Check the “Tracking” checkbox if the Component PLU should be tracked in the transaction log. Only tracked PLUs will be saved in the accumulators and are available in the Voids screen. Refer to Chapter 6 for more information on Voids.
2.3. Creating Cooking Instructions

Cooking Instructions can be defined to provide special instructions to the kitchen (ex. extra spicy, light on the mayo, toasted, etc.). To create cooking instructions, click on the "Cooking Instruction" tab.

**Cooking Instruction No.** – Assign as number to the Cooking Instruction for reference

**Description** – Enter the Cooking Instruction Description. When selected, this will print on the label/ticket.

2.4. Creating Cooking Instruction Components

To create a Cooking Instruction component category which can be assigned to a combo PLU, click on the "Component" tab and create a new Component Category as described in section 2.2 but choose "Cooking Instruction" for the Component Type. All Cooking Instructions that have been defined on the Cooking Instruction tab will be listed. Choose the Cooking Instructions to assign to the current Cooking Instruction Component.
2.5. Assigning Components to a Combo PLU

To assign components to a Combo PLU, on the PLU tab in UC Editor, click the "Configure Components" button (only available when "Combo PLU" is checked). In the example below, PLU 200 is a Combo PLU with the description of "Burger Combo Meal, 1 Side and 1 Drink".
In the Configure Components screen, select the PLU/Cooking Instructions Components that apply to the Combo PLU. Enter the sequence number for the selected components. The sequence number will determine the order the component is listed in the transaction screen. In the example below, the "Burger Combo Meal" Combo PLU contains a Condiments component, a Sides component, and a Beverages component.

Enter the sequence number for the selected components. The sequence number will determine the order the component is listed in the transaction screen.
For each component, enter the maximum quantity of free/upcharge components in the "Max Qty" field. In the example below, 1 Side is included in the price of the meal. During the transaction, additional Sides could be included for an additional fee (would use the unit price from the PLU record). Select the default components by checking the Component PLU's checkbox. The number of default components cannot exceed the "Max Qty" value. In the example below, Fries would default as the Side in the transaction screen but could be changed to Cornbread, Grilled Vegetables, or Baked Beans for no extra fee. If the Max Qty of components is exceeded, the unit price from the additional Component PLU record(s) would be applied.
An **Upcharge** value can be defined for those components that should incur an additional charge regardless of whether the Max Qty has been exceeded. In the example below, adding cheese to the burger to make it a cheeseburger costs an additional $0.50. Adding bacon to the burger costs an additional $1.00.
3 Creating Combo Presets

3.1 Creating Component Preset Pages

Component pages will display only the in the Made to Order transaction screen. They will not show on the Tab Bar. Component pages must be created for Made to Order to work properly. Without component pages, component options will not show in the Made to Order transactions screen.

To create component pages, go to Settings/Unit Setup/Presets Setup and click on Pages then Add Component Page.
Select the Page Format and Layout:

Click Next. A notification will display how many component preset pages were added.
Note: component preset pages will not be displayed. To view them, select Pages then Go to Page.

Presets Setup

Available Pages

<table>
<thead>
<tr>
<th>Sides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beverages</td>
</tr>
<tr>
<td>Condiments</td>
</tr>
<tr>
<td>BBQ Entree</td>
</tr>
<tr>
<td>Chicken Entree</td>
</tr>
<tr>
<td>Sandwich Instructions</td>
</tr>
</tbody>
</table>

Page Data

<table>
<thead>
<tr>
<th>Page Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page Number</td>
</tr>
<tr>
<td>Description Line #1</td>
</tr>
<tr>
<td>Description Line #2</td>
</tr>
</tbody>
</table>

Select  New  Cancel
3.2 Creating Combo Preset Pages

Creating combo preset pages works the same way as regular PLUs. Go to Settings/Unit Setup/Presets Setup and click on Pages then Add Page.

Select Page Format (Graphical page or Text-based page) and Page Layout. To access the page using a category button on the bottom of the screen, select the check box Show on Tab Bar? For more on creating Presets, refer to the UC Evo CT User’s Guide.
Select Page Type (By Department or Custom).

Selecting **By Department** will create a PLU Preset for every PLU in the selected department and Preset Pages to access them. If you do not wish to create a preset for every PLU, choose **Custom**. For example, you may not want all of your condiments (ketchup, lettuce, tomato, etc. to have a PLU Preset but, rather, only your main combo PLUs such as Burger Combo Meal). In that case, you may want to create a custom Preset Page for Prepared Foods, Grill Station, etc. and add PLU Preset keys for combo PLUs only.

Select **Rename Page** to customize the page name.
Enter the new page name and click **Apply**.

Select a PLU Preset Key and select **Keys** then **Edit Preset**.
Select **Choose PLU**

Configure Preset Wizard

Please choose the PLU or Page for this button.

**PLU#** -1
**DEPT#** -1

Choose PLU

Choose Page

Search by PLU number or by PLU Description to locate a PLU.
Continue editing preset keys as needed.
4 Made to Order Transactions

4.1 Made to Order Transaction Screen

This chapter covers:
- Made to Order Transaction Screen
- Removing Components from an Order
- Adding Components to an Order
- Removing Combo PLUs from an order
- Adding Combo PLUs to an order
- Customer Display and Label Sample

The Made to Order transaction screen can be accessed from the Home Screen by selecting a Combo PLU (via a Preset Key, entering the PLU number in the keypad, or the search function) or by selecting the Made to Order icon as shown below.

![Made to Order Transaction Screen Diagram]
If the Made to Order icon is selected from the Home Screen, the Made to Order transaction screen will open without a PLU selected. All available Preset Pages will be shown. Combo PLUs or regular standard pack or by count PLUs may be selected. By-weight items cannot be processed in the Made to Order Transaction screen.

Alternatively, if a Combo PLU is selected from the Home Screen, the Made to Order screen will open with the Combo PLU selected. Relevant Component and Cooking Instruction Preset Pages will be displayed, as shown below. The order in which the component pages are displayed is based on the sequence number defined when configuring components for the Combo PLU. In the example below, Burger Combo Meal has the component Condiments as sequence #1, Sides as sequence #2, and Beverages as sequence #3. See the "Assigning Components to a Combo PLU" section in Chapter 2 for more information on sequence numbers.
In the Ticket Window, the Ticket #, the Combo PLU, its price, and the default components are displayed. The user can toggle between collapsing and expanding the details/components from view by selecting the "/-+" preceding the Combo PLU in the Ticket Window.

Free components are shown with "---" for the price. The components are preceded by the Character defined when creating the component. In the example below, "C" is the character defined for the Condiments component, "S" is the character defined for the Sides component, and "B" is the character defined for the Beverage component. Refer to the Creating PLU Components section in Chapter 2 of this User's Guide for more information on defining Characters.
If upcharge or additional items beyond the Max Qty allowed are selected, their corresponding price will be shown in the Ticket Window and added to the Total Price. See the "Assigning Components to a Combo PLU" section in Chapter 2 for more information on defining the Max Qty of components and upcharge items.

Drag the **scroll bar** the Ticket Window to see all items in an order.
Additional functions are available via the icons on the bottom right corner of the Made to Order transaction screen.

1. Trash Can / Delete – used to delete an item from an order or to delete an entire order.
2. Search – search the Database for a PLU.
4. Dine In / Take Out – Toggle between Dine In and Take Out. Selection will print on the label/ticket.
5. Help - Launches the UC Help System.
6. Product Info – The product Info key will display additional product information for the item highlighted in the Ticket Window. Refer to the HTML by PLU section of the UC Software Technical Manual for more information on enabling and configuring the product information button.
7. Suspend / Resume – suspend the current transaction. Only one transaction can be suspended at a time. The suspended transaction can be resumed by pressing the Resume button. If not resumed, the suspended transaction will be deleted when the scale application is shut down or rebooted.
8. Print – Print a label and, if Send Copy of Order to Network Printer is enabled in Made to Order
settings, a ticket will also print to a Network Printer such as a kitchen printer. See the "Configuring Made to Order" section in Chapter 1 of this User's Guide for more information on Network Printer settings.

### 4.2 Removing Components from an Order

There are two ways to remove components from an order.

Click on the component in the Ticket Window and click the Trash Can icon. Select whether you would like to remove only the selected item or the entire order. In the example below, Bacon was removed from the order. Note that the total price was updated.
Alternatively, components can be removed from an order by de-selecting the preset key. The preset key turns a dark grey color to indicate that it has been selected. Once de-selected, it returns to its original color (pink for upcharge items, white for free items).
Pressing the Bacon preset key will remove it from the order.

Bacon was removed from the order. The preset key changed back to pink and the total price was updated.
4.3 Adding Components to an Order

Components can be added to an order by selecting a preset key, entering the PLU number in the keypad or via the search function. To increase the quantity of an item, select the item in the Ticket Window and edit the Contents/Qty.

In the example below, to add double bacon, select bacon in the Ticket Window, click Contents/Qty and enter a quantity of 2. Note that the total price was updated.
4.4 Removing Combo PLUs from an Order

To remove a Combo PLU from an order, click on the Combo PLU in the Ticket Window and click the Trash Can Icon. Select whether you would like to remove only the selected item or the entire order. In the example below, Burger Combo Meal was the only Combo PLU on the order so removing the Item, removed the entire order.
4.5 Adding Combo PLUs to an Order

Combo PLUs can be added to an order by selecting a preset key, entering the PLU number in the keypad or via the search function.
If there is already an item on the order, a confirmation window will display asking if you want to replace or add the selected Combo PLU to the Menu List.

In the example below, the BBQ Combo Meal Combo PLU was added to the order that already contained the Burger Combo Meal.
To increase the quantity of a Combo PLU, select the Combo PLU in the Ticket Window and edit the Contents/Qty. In the example below, to add a second Burger Combo Meal to the order, select the Burger Combo PLU in the Ticket Window, click Contents/Qty and enter a quantity of 2. Note that the total price was updated.
4.6 Customer Display and Label Sample

The customer display will show all of the details of the customer’s order.

For the transaction below, the corresponding customer display is shown.
Operator Display

Customer Display
For the same transaction, below is a label sample.

<table>
<thead>
<tr>
<th>Item</th>
<th>PLU</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burger Combo Meal</td>
<td>201</td>
<td>$10.97</td>
</tr>
<tr>
<td>C: Tomato</td>
<td>105</td>
<td>-</td>
</tr>
<tr>
<td>C: Lettuce</td>
<td>106</td>
<td>-</td>
</tr>
<tr>
<td>C: Huddle</td>
<td>107</td>
<td>-</td>
</tr>
<tr>
<td>C: Ketchup</td>
<td>108</td>
<td>-</td>
</tr>
<tr>
<td>S: Fries</td>
<td>101</td>
<td>-</td>
</tr>
<tr>
<td>B: Fountain Soda</td>
<td>103</td>
<td>-</td>
</tr>
<tr>
<td>Total Price</td>
<td></td>
<td>$10.97</td>
</tr>
</tbody>
</table>
5 Self-Service

5.1. Self-Service Made to Order Transaction Screen

Refer to the Self-Service Mode section of the UC Evo CT User's Guide for information on enabling Self-Service mode. The Made to Order transaction screens look different when in Self-Service mode vs. Service mode.
Selecting a Combo PLU from the Home Screen, launches the Made to Order transaction screen. The Combo PLU is displayed along with the first component page (as defined by the sequence number when configuring components). The Self-Service screens offer more of a guided workflow through the Made to Order transaction. In the example below, the Select Condiments instruction guides the user to select the condiment components from the available presets. A tally is kept to inform the user how many remaining components may be selected.

Click Next to progress to the next screen.
In the example below, the **Select Sides** instruction guides the user to select the Sides components from the available presets. After selecting Sides, click **Next** to progress to the next screen.

As instructed, **Press Next to continue or Print to Complete Order.**
Pressing **Next** will return the user to the Main Screen where additional Combo Meals can be chosen.

Pressing the **Print Icon** will prompt the user whether the order is Dine-In or Take-Out. Once a selection is made, the label will print.
6 Additional Functions

6.1 Voids

If Voids are enabled, Made to Order transactions can be voided, if necessary. To void a transaction, go to Operations/Void Transactions. If either the Combo PLU or its component PLU is selected and the button "VOID" is pressed, the whole set of Combo PLU and its entire tracked component PLUs are voided.
6.2 Backup and Restore

Combo Plus can be backed up and restored via UC OnScale Tools.

To backup PLUs, within UC OnScale Tools, select **PLU** then **Backup**. The PLU .jar file that is created contains all regular and combo PLUs along with their configured components, the list components, and the list of Cooking Instructions.

To backup Presets, within UC OnScale Tools, select **Preset** then **Backup**. The Presets .jar file that is created contains all regular presets, Combo presets, and Component presets.

PLU and Preset .jar files can be restored via the **Restore** function in UC OnScale Tools. Refer to the UC Evo CT Software Technical manual for more information on Backup and Restore.

6.3 POS Integration

If configured, Made to Order transactions can generate a .csv or .xml file which (with some additional integration) can be used for POS resolution. Refer to Chapter 1 for more information on configuring the POS transaction file. Below is an example of an .xml transaction file.
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
    <ARTSCommonHeader>
        <DateTime>2016-05-02T15:51:42.717-04:00</DateTime>
    </ARTSCommonHeader>
    <TransactionLog>
        <Ticket>
            <ReceiptID>362</ReceiptID>
            <Timestamp>Transaction</Timestamp>
            <UserID>11</UserID>
            <PriceToPay>10.57</PriceToPay>
            <Registration>
                <PLU>201</PLU>
                <AlternativeItemID>2</AlternativeItemID>
                <Description>Burger Combo Meal</Description>
                <DepartmentID>2</DepartmentID>
                <PriceToPay>10.97</PriceToPay>
            </Registration>
            <Components>
                <Registration>
                    <PLU>105</PLU>
                    <AlternativeItemID>2</AlternativeItemID>
                    <Description>Tomato</Description>
                    <DepartmentID>2</DepartmentID>
                    <PriceToPay>0.00</PriceToPay>
                </Registration>
                <Registration>
                    <PLU>106</PLU>
                    <AlternativeItemID>2</AlternativeItemID>
                    <Description>Lettuce</Description>
                    <DepartmentID>2</DepartmentID>
                    <PriceToPay>0.00</PriceToPay>
                </Registration>
                <Registration>
                    <PLU>107</PLU>
            </Components>
        </Ticket>
    </TransactionLog>
</Message>
Quality Management System certification.
Development, production, and auditing in accordance with ISO9001. Environmental management system in accordance with ISO14001.

Worldwide service. Our dense service network, among the best in the world, ensures the maximum availability and lifespan of your product.

Conformité Européene. This label is your guarantee that our products conform to the latest guidelines.

On the Internet. You can find important information about our products and services, as well as our company, quickly and easily at http://www.mt.com/support