**EPSON**®

# Customer Facing Display

## About this Guide

This guide consists of 4 sections:

- **Overview -** A brief description of what a KDS **Customer Facing Display** is in a TrueOrder™ Kitchen Display System (KDS).

- **How to Configure -** A procedure that can be followed to configure this in a Multi-Station KDS system.

- **Appendix 1:** Grid Layout Configuration options.

- **Appendix 2:** Ticket Configuration options.

# Overview

**A Customer Facing Display** is a station display intended for customers to be able to view the status of their order. In a multi-station KDS system 1 or more displays can be configured as a Customer Facing Display and it shows the order number in queue when it is *Preparing*, and then moved to a *Ready* queue when it has been bumped from the KDS prep stations:

| Preparing | Ready |
|---|---|
| 2008 | 2007 |
| 2009 | 2014 |
| 2010 | 2005 |
| 2011 | |
| 2012 | |
| 2013 | |

# How to Configure a Customer Facing Display

This guide assumes that you already have a 2 Station KDS system setup as described in the TrueOrder KDS Multi-Station Quick Start Guide.  This procedure will change the Expeditor Display station to a Customer Facing Display station.

## 1. Create New Grid Layout

    1.  Click **Layout**.

    2.  Click **Grids**.
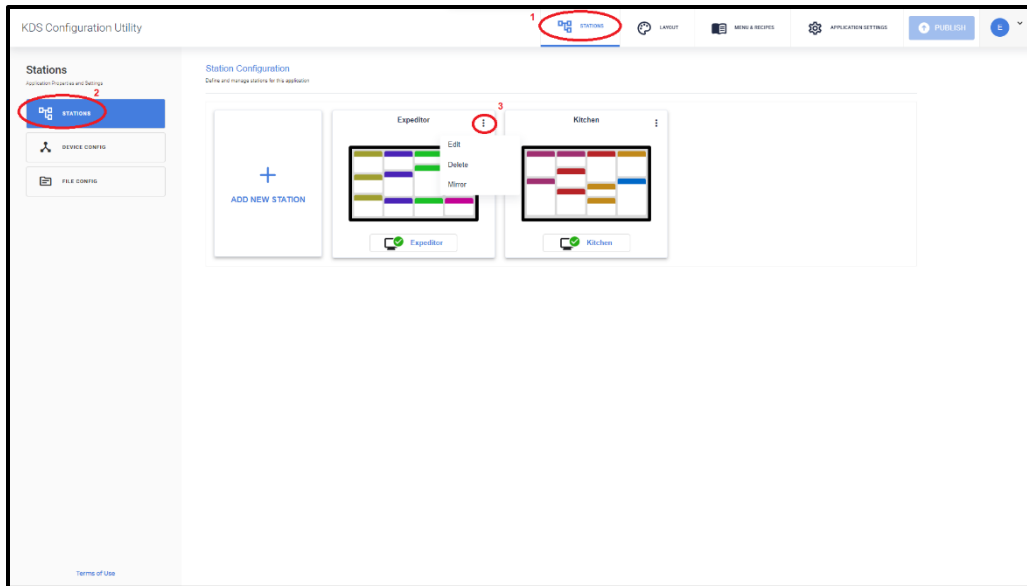
    3.  Click **Add New Layout**.
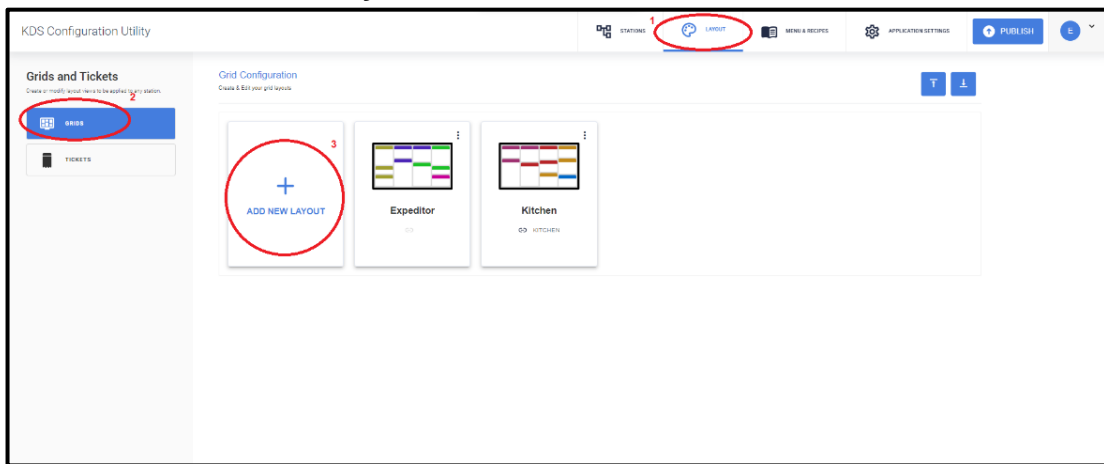


    4.  **Name** the Layout "**Customer Facing Display**".

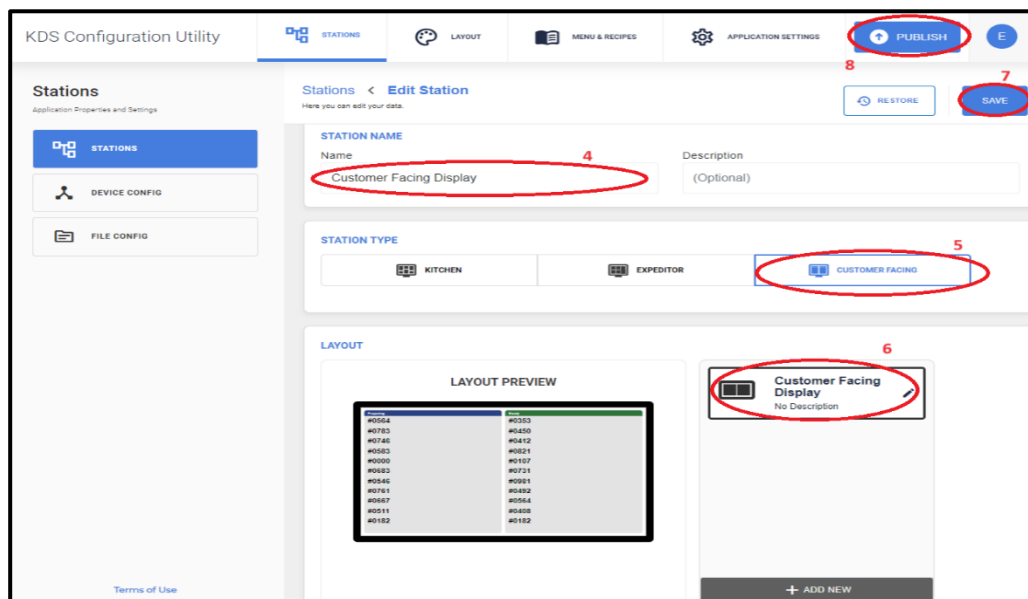    5.  Select "**2 Column grid**".

    6.  Click **Save**.
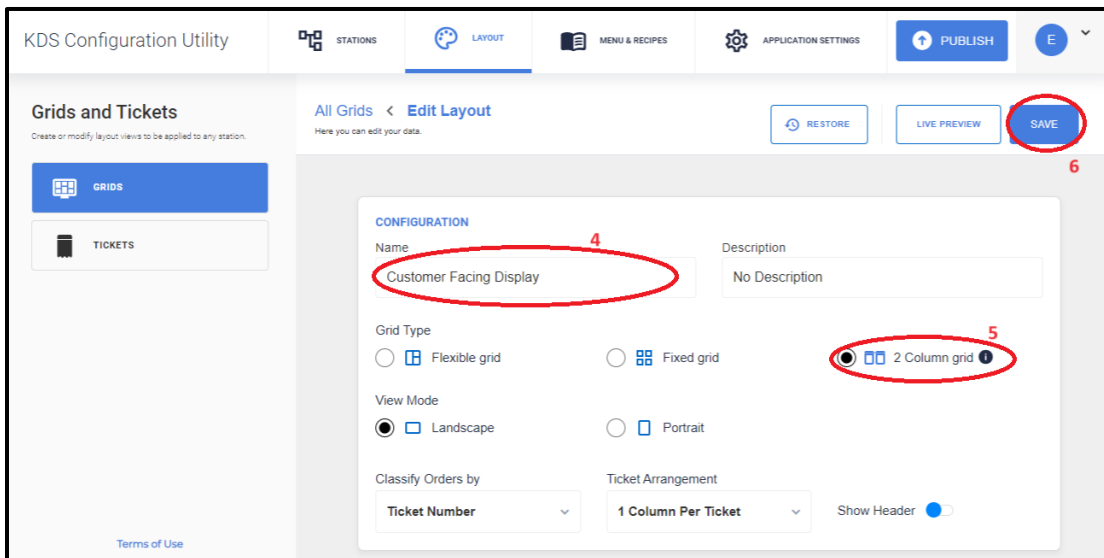
## 2. Apply Customer Facing Display to Station

1. Click **Stations**.
2. Select **Stations**.
3. Click ⋮ to **Edit** Expeditor Station.



4. **Name** station "**Customer Facing Display**".
5. Set **Station Type** as "**Customer Facing**".
6. Select "**Customer Facing Display**" in Layout.
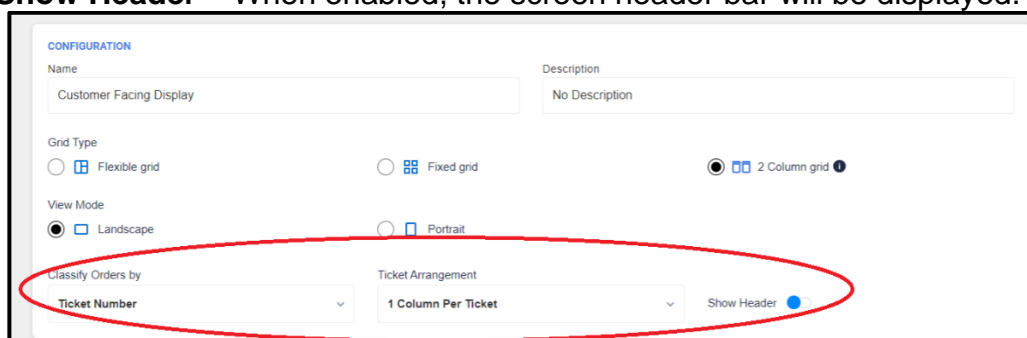7. Click **Save**.
8. Click **Publish**.



9. The screens will reset and the Expeditor Station will now be a Customer Facing Display.

# Appendix 1 – Grid Configuration

This appendix describes some of the parameters that can be adjusted for the *Customer Facing Display* **Grid Configuration** to suit your preferences.

**Grid Configuration:**

- **Classify Orders By** – Configure customer facing display to display **Ticket Number** or **Customer Name**.

- **Ticket Arrangement** – Allows configuration of 1 or 2 sub-columns in the Preparing and Ready columns on the **Customer Facing Display**.

- **Show Header** – When enabled, the screen header bar will be displayed.



- **Order Expiry Timer** – Under the **Actions** subsection at the bottom, this is the length of time it takes for an order to be automatically bumped from the display's "ready" column. If set to 0, the orders must be manually bumped using an attached bump bar.

# Appendix 2 – Customize Ticket

This section lists all the configuration options affecting the look and feel of the Customer Facing Display.
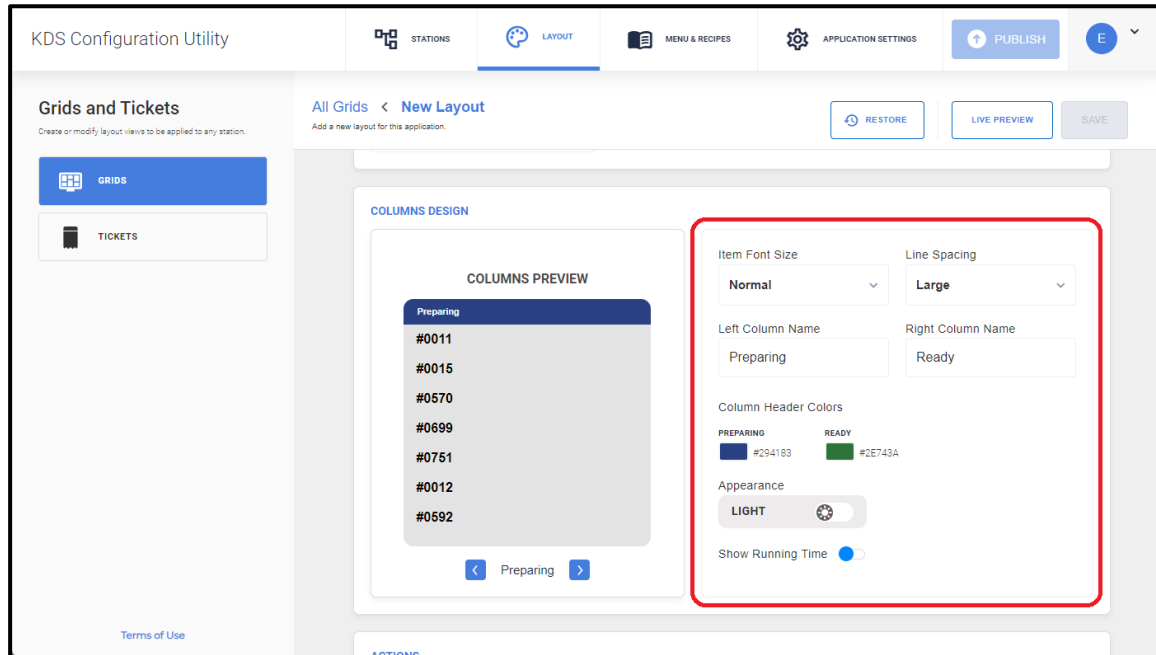


- o **Item Font Size** – Font size can be configured from Extra Small to Extra Large, as well as an option to set a customized value.
- o **Line Spacing** – Configure line spacing between items as Small, Normal or Large.
- o **Left** and **Right Column Name** – Column names can be customized for the "preparing" and "ready" columns.
- o **Header Colors** – Set left ("preparing") and right ("ready") column header colors.
- o **Appearance** – Change the display to either a Light or Dark background.
- o **Show Running Time** – This enables a running timer for how long each order has been in the "preparing" column.