

# Lochting Platform Manual

Pharmacist - branch manager

26/10/2022

<b>Introduction</b>	<b>6</b>
<b>1. Accessing the Lochting platform</b>	<b>7</b>
Login page	7
Choose language	7
Login	7
Forgotten password	8
<b>2. Overview of the Lochting platform</b>	<b>8</b>
2.1 Home page platform	8
2.2 Navigation	9
2.3 Recurring features	10
Search	10
Displaying columns	10
Filter	10
<b>3. Dashboard</b>	<b>11</b>
3.1 FRAANK Analytics	11
Comparison to other pharmacies	12
3.2 All Notifications	16
3.3 Plausible Analytics	17
<b>4. Company</b>	<b>18</b>
4.1 Branches	19
Information branches	19
Branch details page	20
4.2 Users	20
User information	21
User details page	21
Create user	21
4.3 Devices	22
Device information	23
Device details page	24
Refresh TV application and reboot	25
Time scheduler	25
Fallback slideshow	26
Hidden slides	26

<b>5. Products</b>	<b>28</b>
5.1 Public products	29
Public products information	29
Product feedback	32
All product content	32
Media	32
Descriptions	33
Logistics and pricing	33
5.2 Product feedback	34
5.3 Custom products	34
Custom products information	34
Create custom product	35
5.4 Sales Channel TV screens	37
Changing the selection	37
5.5 Sales Channel Webshop	38
5.6 Sales Channel Vending machine	38
<b>6. Media</b>	<b>38</b>
Media Information	41
Media detail page	41
Upload media	41
<b>7. Webshops</b>	<b>43</b>
Webshop	43
API connection status & webshop health status	44
Details	45
Webshop configuration	46
Contact information	47
Prescriptions	48
Newsletter subscriptions	49
7.2 Orders	50
Order details page	51
7.3 Customers	53
7.4 Content	53
Pages	54
Tile	57
Opening hours	58
Prescription form	59
Product list	60

Category list	61
Carousel	61
News article list	63
News article tags	63
News	63
Create news articles	64
Public news articles	67
FAQ categories	67
FAQ items	69
Create FAQ item	69
7.5 Configuration	70
Webshop configuration	70
Contact information	71
Opening hours	72
Delivery Configuration	73
The concept of Delivery Times	73
Delivery Configuration	73
Shipping methods	74
Pickup from the pharmacy	76
Locker	76
Local Delivery	76
Service delivery	77
Payment configuration	80
7.6 Layout & Design	81
Color themes	81
Typography	81
Shapes	82
Logos	82
Header and footer	84
Marketing	84
Promotions	85
Create promotion	86
<b>8. Vending Machines</b>	<b>88</b>
8.1 Vending machines	88
Vending machine details page	89
'Refresh TV App' and 'Reboot TV' buttons	90
Time Scheduler	90



Fallback slideshow	91
Orders	91
Configuration	93
Color themes	93
Typography	93
Pharmacist on duty schedule	95
Configuration	96
<b>9. Presentations</b>	<b>97</b>
9.1 Product walls	98
Product wall information	98
Create product wall	98
Step 1 - Enter details	99
Step 2 - Select your products	99
Step 3 - Style your product wall	100
Creating shelf in rack	100
Place product in rack	101
General settings of the product wall	102
Change adjustments	104
Preview	104
Live preview	104
Changing the shared product wall	104
9.2 Custom pages	104
Custom pages information	105
Create custom page	106
Setting the details of the custom page	106
Edit custom page	106
General settings page	106
Add text block	107
Add media block	108
Add shelf block	109
Add product block	110
Add background block	111
Add hotspot block	112
Change adjustments	114
Preview	114
Live Preview	114
Changing the shared TV screen page	115

9.3 Slideshows	115
Create slideshow	115
Set up screens	116
Select slideshow content	117
Timeline	117
Transition effect	119
Play slideshow	120
Preview	120
Hidden pages	121
Changing the shared presentation	121
9.4 Schedules	122
Schedule information	122
Device schedule overview	123
Create schedule	123
Setting the schedule	124
<b>10. Integrations</b>	<b>125</b>
10.1 Integration information	127
10.2 Integration details page	127
10.3 Add integration	127
<b>11. Operating the interactive TV screen</b>	<b>130</b>
11.1 Swipe movements	130
11.2 Menu bar on the right	130

# Introduction

## **We are here to help**

As you know, the Lochting platform offers many useful functions and tools. You will find an overview in this manual. From logging into the platform to creating presentations for your screens and personalizing your webshop, each part is explained in detail. This way you can make optimal use of the platform and configure everything according to your own wishes.

## **Who's this manual for?**

This manual is written for the role of “branch manager” on our Lochting platform. This will be the case for 97% of our users. As a branch manager, you will be able to manage your pharmacy and all other hardware or online channels. Some Lochting users will be assigned the role of “company manager”. This will be the case when you manage multiple pharmacies. When you're a company manager, you can count on a more extensive guidance when starting with our platform. We'll soon provide an annex in this manual for this role as well.

## **Work in progress ...**

Lochting is a dynamic platform and new features are added regularly. This manual is continuously updated and its form is not yet final. Stay tuned for updates through our newsletter and visit the Lochting website regularly where you can download the latest version of the manual.

## **More support coming soon**

We are also working hard to help you in other ways. We will soon be expanding the FAQs on the Lochting website. Videos are also in the making with clear tutorials on how to fully utilize the Lochting platform.

## **Training**

You can now also follow **online personal training**, where you will also have the opportunity to ask questions.

(Please note that the training relates to the use of the platform and not subscriptions, prices or Febelco. For that, we would like to refer you to your relationship manager).

Reservations are not required. Choose the time that is most convenient for you and then simply log in via the Zoom link:



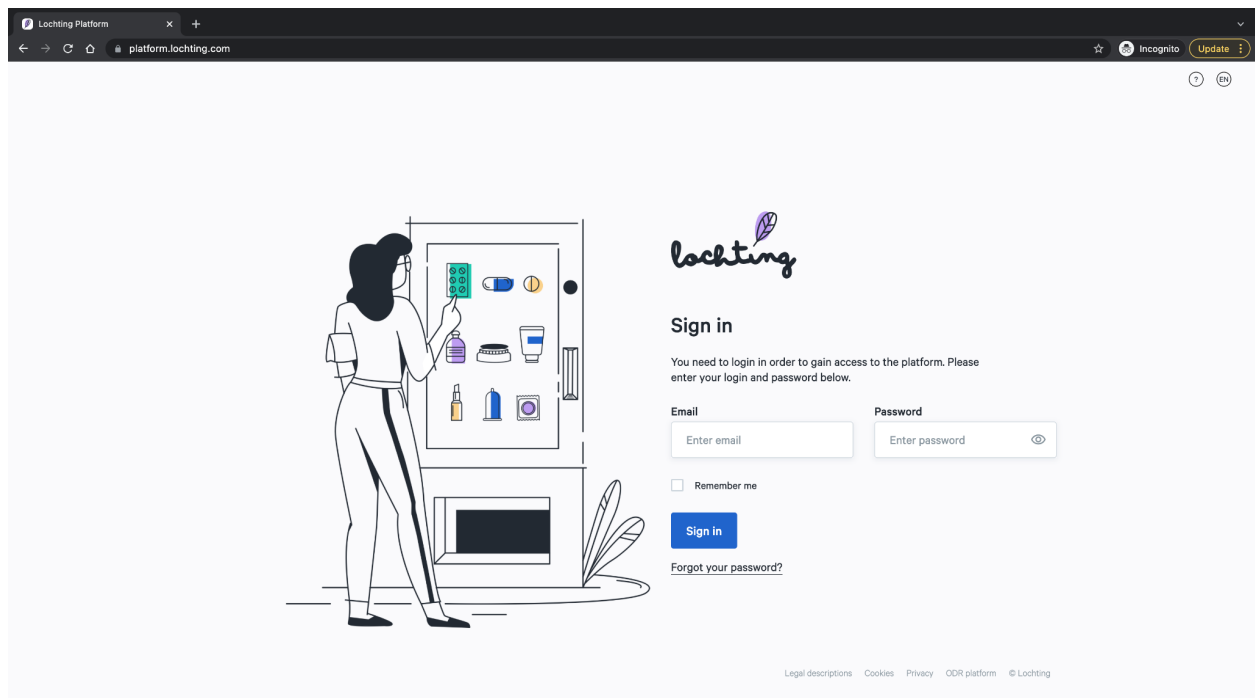
Lochting training will continue at the times below. Others will follow shortly.

Do you still have questions or is something unclear? Or have you noticed an improvement or addition that could be made to the manual? Be sure to let us know at [info@lochting.be](mailto:info@lochting.be)

# 1. Accessing the Lochting platform

## Login page

This link will take you to the login page of the platform: <https://platform.lochting.com/>



## Choose language

In the top right corner you can change the language of the platform. You can choose from Dutch, French, English and German.

## Login

To access the Lochting platform, log in using the email address associated with your username and password.

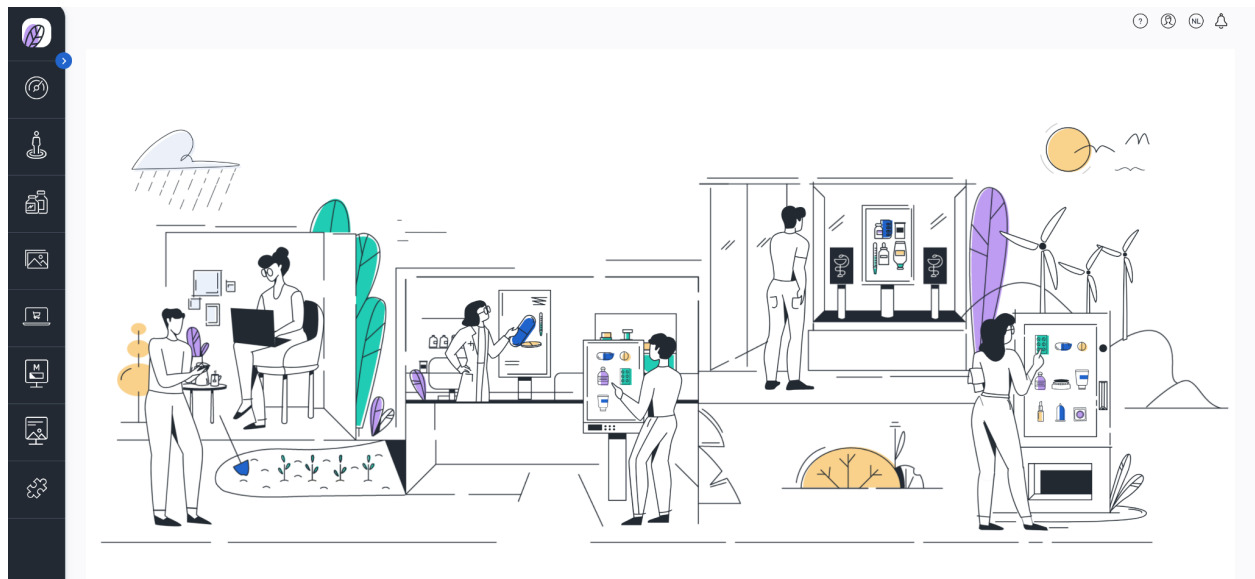
## Forgotten password

If you have forgotten your password, click on "Forgot your password? Then enter your email address to receive a new password. You will then receive an email with a link to the page on the platform where you can create a new password.

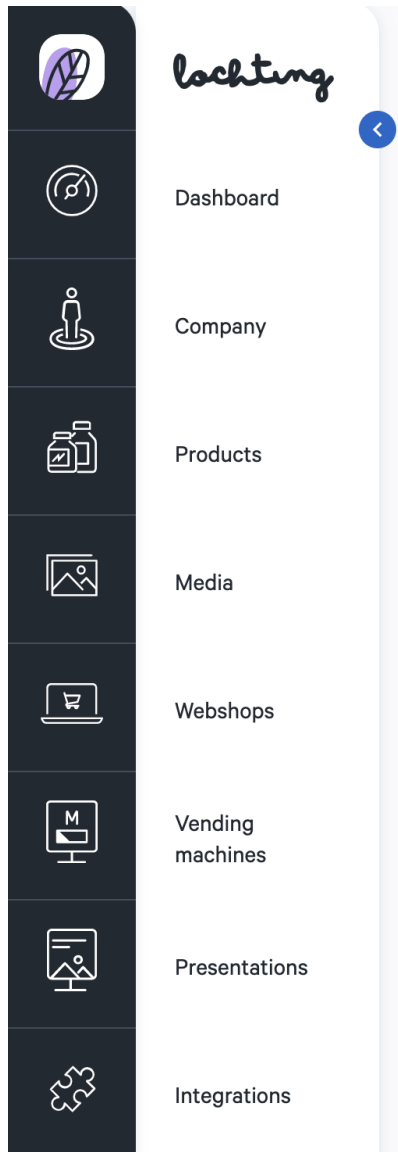
## 2. Overview of the Lochting platform

### 2.1 Home page platform

After logging in, you will see the following home page:



## 2.2 Navigation



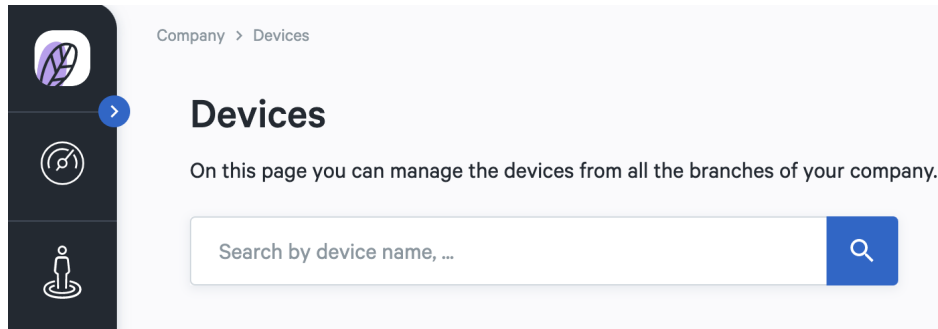
The eight main items in the navigation bar are "Dashboard", "Company", "Products", "Media", "Webshops", "Vending machines", "Presentations" and "Integrations". The visible functions that you can use effectively will depend on the Lochting products (MT.vision, MT.shop, MT.matic) you have acquired.

With the blue arrow you can choose to show or hide the names of the main categories. Clicking on the Lochting logo will take you back to the platform homepage.

## 2.3 Recurring features

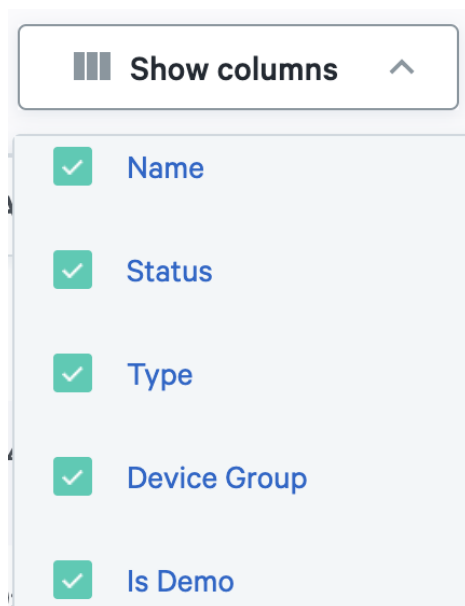
### Search

For each item, there is a search function at the top that allows you to search for devices, branches, products, presentations, etc. based on the information in the available columns. This search function is always located at the top of the page:



### Displaying columns

It is possible to choose which columns you want to display. To do this, use the "Show columns" button and then check or uncheck the desired information:





## Filter

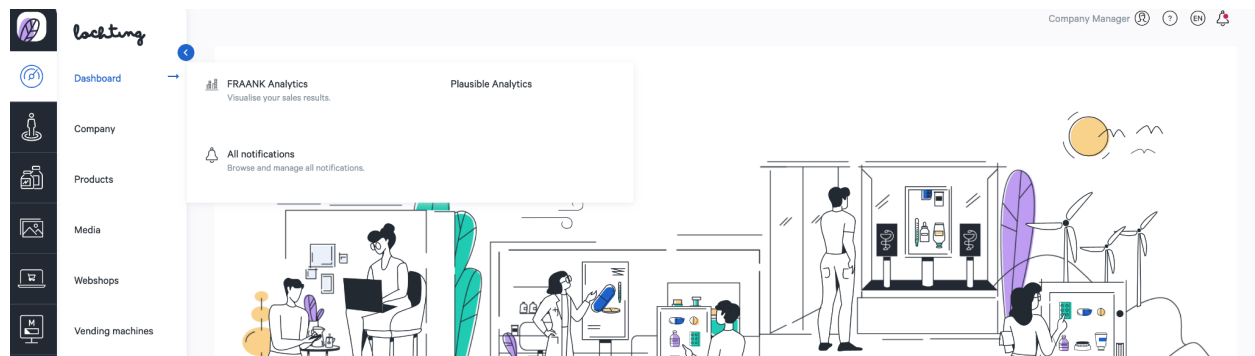
Some columns contain a filter system, which allows you to quickly find an item in the overview:

Name ↑↓ 	Address ↑↓ 	ZIP code ↑↓ 	City ↑↓ 
---	--	---	---

By clicking on the filter icon, a field appears in which you can type a keyword/search phrase. You can also combine multiple filters from different columns.

Name ↑↓ 	Address ↑↓ 
Baldwin	<input type="text"/>
Baldwin R	<input type="text"/>
<input type="button" value="Apply"/>	<input type="button" value="Close"/>

## 3. Dashboard

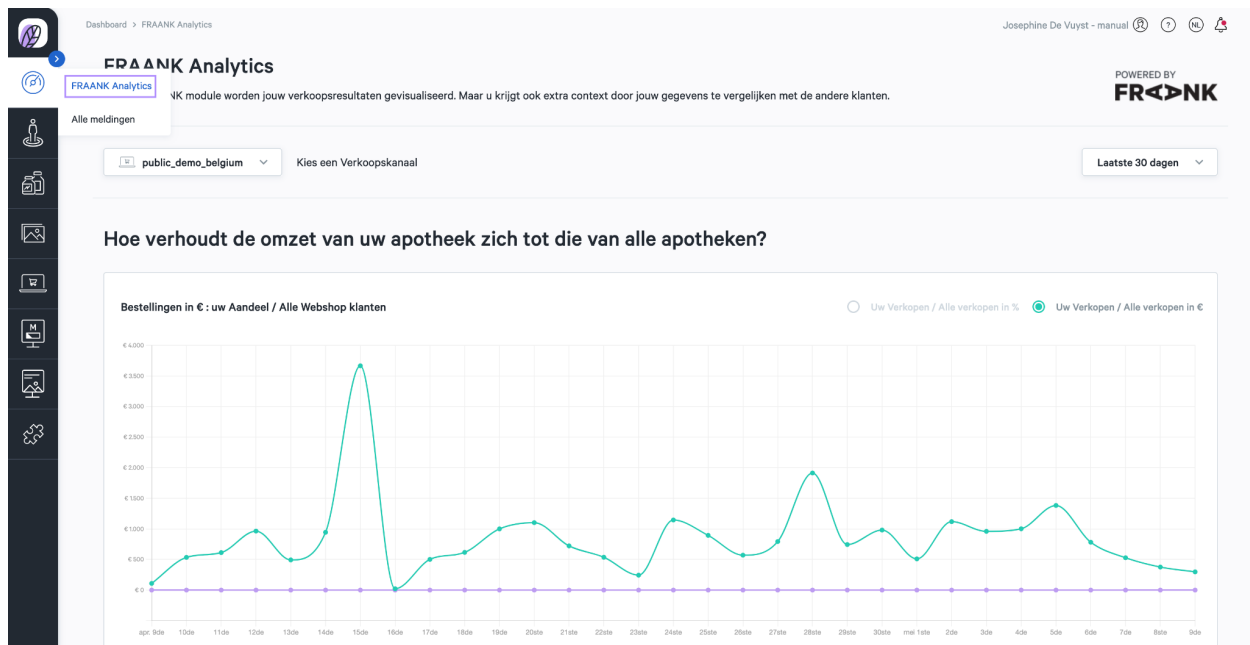


The first main category is the dashboard.

### 3.1 FRAANK Analytics

FRAANK analytics visualizes the sales results of your pharmacy. This tool also provides extra context with its comparison to other pharmacies that use the Lochting platform (all data is anonymised).





Select the sales channel of which you want to see the results. Then proceed to select a date range. You can choose between a specific year or month, the last 12 months or the last 30 days.

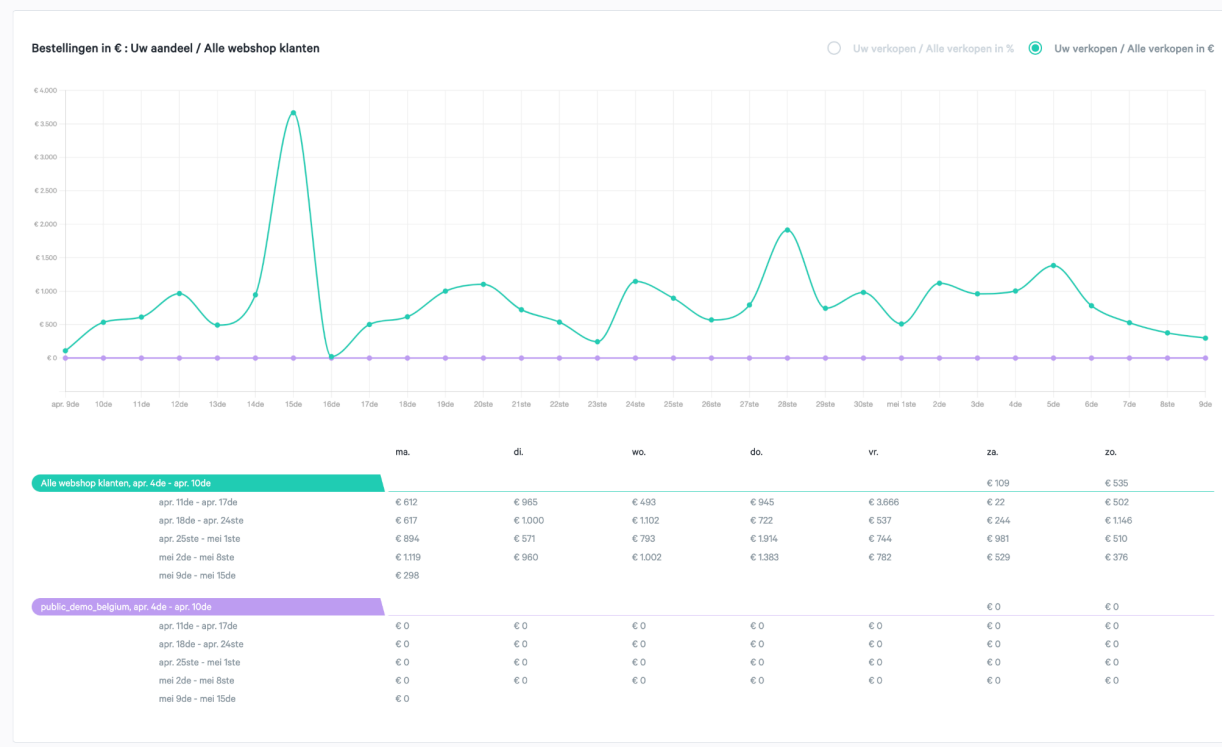
Laatste 30 dagen

Laatste 30 dagen	Laatste 12 maanden			
2022	jan. 2022	feb. 2022	mrt. 2022	apr. 2022
mei 2022				
2021	jan. 2021	feb. 2021	mrt. 2021	apr. 2021
mei 2021	jun. 2021	jul. 2021	aug. 2021	sep. 2021
okt. 2021	nov. 2021	dec. 2021		

## Comparison to other pharmacies

You'll see a graph that shows your sales channel's revenue (in euro), compared to the revenue of other user's.

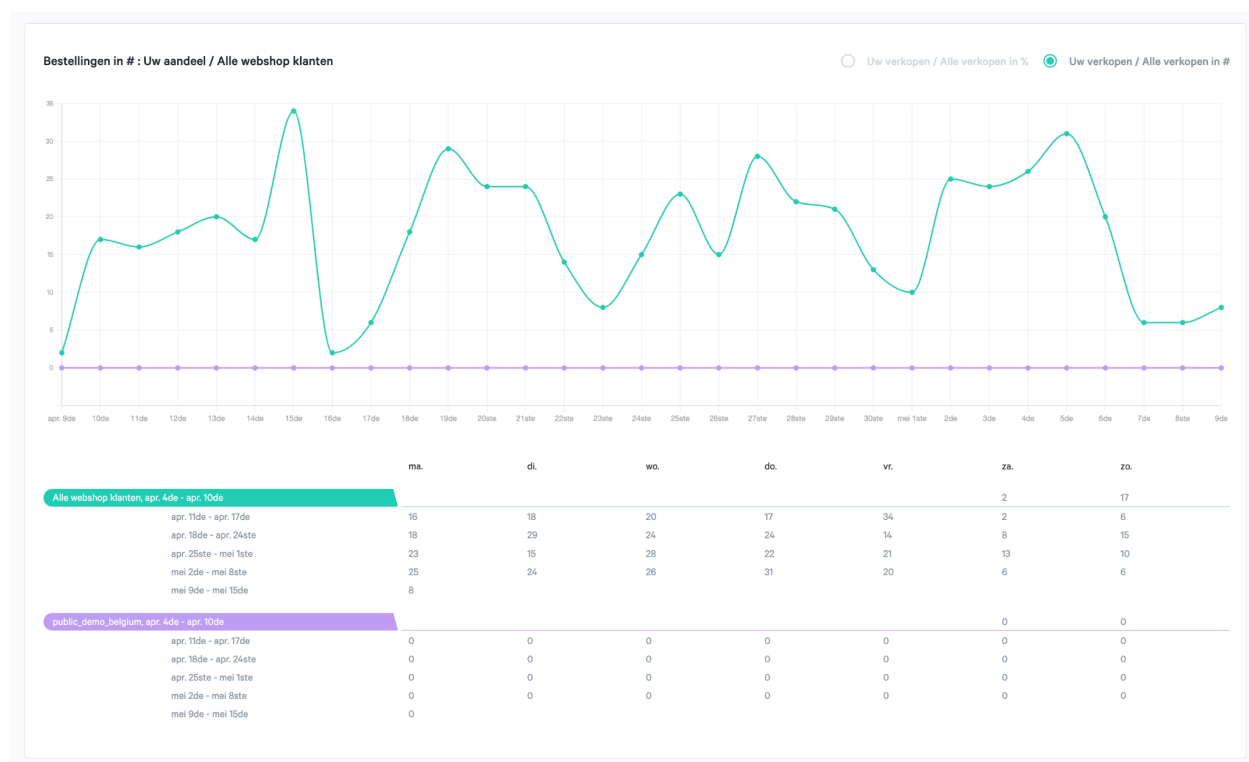
## Hoe verhoudt de omzet van uw apotheek zich tot die van alle apotheken?



This comparison can be displayed either in euro or as a percentage:

☐ Uw verkopen / Alle verkopen in %
 ☒ Uw verkopen / Alle verkopen in €

This also applies to the total amount of orders on your sales channel.



This too can be displayed either in euro or as a percentage:

☐ Uw verkopen / Alle verkopen in %
 ☒ Uw verkopen / Alle verkopen in #

## Best sold products

You can find the top 10 most sold products over here. It's possible to compare these with the top 10 best sold products of our other clients (across the entire platform).

### Wat zijn de meest verkochte producten?

Top 10 verkochte producten: [public\\_demo\\_belgium](#)

CNK	Prijs	Aantal	Product Naam
-----	-------	--------	--------------

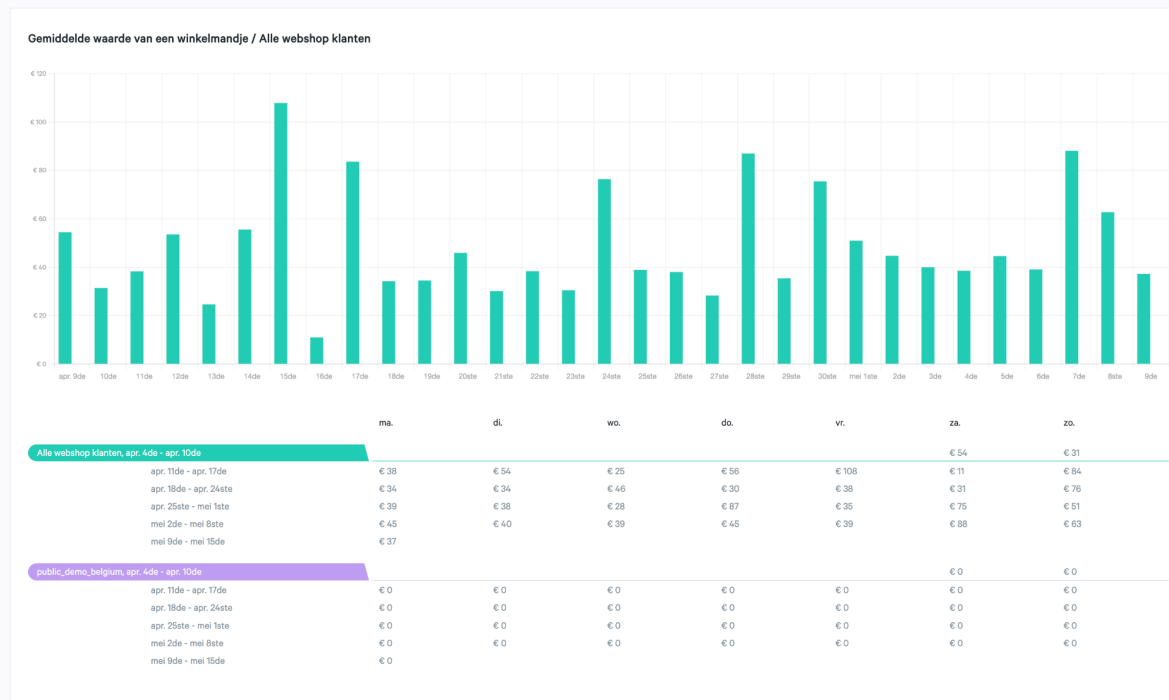
Top 10 verkochte producten: [Alle webshop klanten](#)

CNK	Prijs	Aantal	Product Naam
0852160	€ 0,89	40	Mepore Cp/ Kp Ster 9x20cm 1 671100
1437615	€ 44,50	13	Neocate LCP Zuigelingenvoeding In Poedervorm 0-12 Maanden Po
3789070	€ 17,98	12	Nan Optipro Evolia 3 Nf 800g
1204197	€ 5,99	10	Corega Free Kleefcreme 40g
2263234	€ 0,59	10	Raucoset Verbandset N5 38318
4107835	€ 4,59	10	Tena Discreet Ultra Mini 28
3427259	€ 9,44	10	Anafranil 10mg Filmomh Tabl 120 X 10mg
3183316	€ 42,30	10	Nutramigen Puramino Pdr 400g
2174738	€ 9,69	8	Dax Zachte Handzeep + Pompje 600ml 0411
0191353	€ 3,64	7	Melolin Kp Ster 10x10cm 10 66030261

## Relation to average order total

You can see how your average order total compares to orders from our other Lochting users.

## Hoe verhoudt een gemiddelde bestelling in uw apotheek zich tot alle apotheken?







## 3.2 All Notifications

This tab gives you an overview of all notifications on your platform, such as a new order on your webshop, new product imports, pricing ...

When you open a notification, it is not automatically set to read. You have to indicate this via "Mark as read". You can also mark all notifications together as read via "Mark all as read".







Dashboard > All notifications

Company Manager    





## All notifications


All notifications overview description.

[Mark all as read](#)


	Product selection was updated on branch: Baldwin 3 days ago	<a href="#">Mark as read</a>
	Product selection was updated on branch: Baldwin 6 days ago	<a href="#">Mark as read</a>
	Product selection was updated on branch: Baldwin 6 days ago	<a href="#">Mark as read</a>
	80 products were removed from product source Medipim Belgie. 6 days ago	<a href="#">Mark as read</a>
	2556 products were removed from product source Medipim France. 6 days ago	<a href="#">Mark as read</a>
	1079 products are back in stock in stocksource stockSource-febelco-IZ, stock type : warehouse, company: Baldwin 11 days ago	<a href="#">Mark as read</a>

In the top left corner of the platform, you will get a notification when a new notification comes in:


Company Manager    




Product selection was updated on branch...  
3 days ago




Product selection was updated on branch...  
6 days ago



Product selection was updated on branch...  
6 days ago



80 products were removed from product ...  
6 days ago



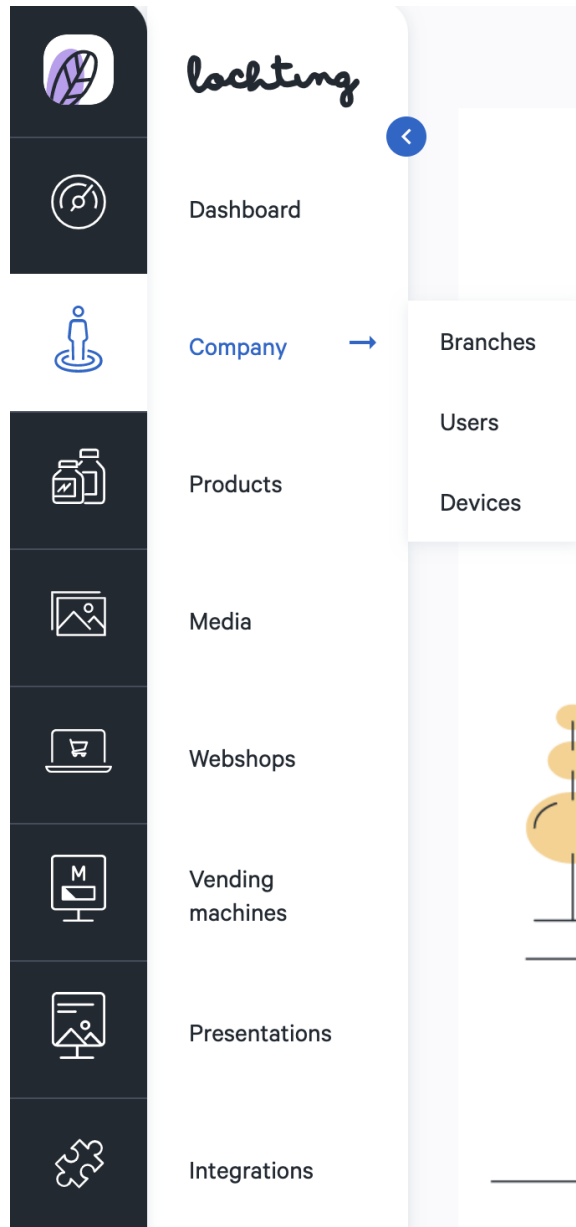
2556 products were removed from produ...  
6 days ago

[See all notifications](#)

### 3.3 Plausible Analytics

Plausible Analytics is an alternative to Google Analytics that works according to the same principles. You can view all kinds of data regarding your website traffic and visitors. From total number of visitors, visit length ... to demographics. Such data is only gathered once the visitor gives his / her / their permission. It's possible to export data in individual CSV files.

## 4. Company



The second main category is your company. Below this you will find the subcategories "Branches", "Users" and "Devices".

## 4.1 Branches

The first subcategory at your company are the branches. Here you will see an overview of all the branches within your company that are registered on the platform.

Company > Branches

Company Manager

### Branches

On this page you find an overview of all the branches.

Search by branch name, city, ...

Users

Devices

Name	Address	ZIP code	City	Status	VAT number	Phone number	APB number	RIZIV number	URL	Type
Baldwin	Dendermondsesteenweg 140	9000	Gent	Active	BE0845773781	+3293950191	-	-	-	Other
Baldwin RO	Baladei 5	400692	Cluj	Active	BE0669872639	+40 364 410 024	-	-	-	Other

1 - 2 of 2

### Information branches

The following information is visible for each branch:

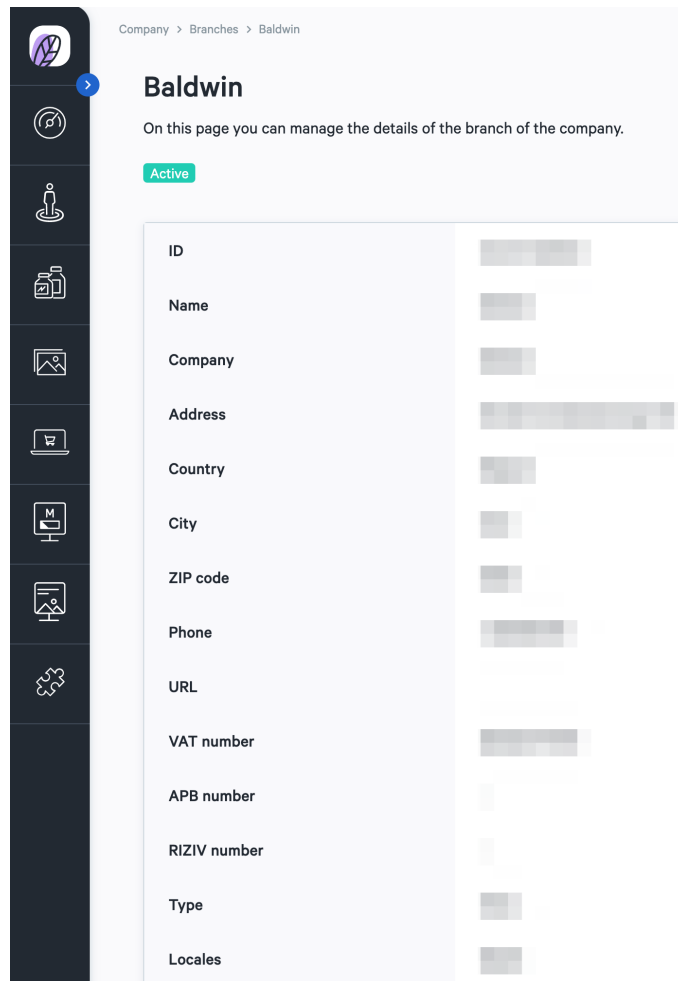
- Name
- Address
- Zip code
- City
- Status
- VAT number
- Phone number
- APB number
- RIZIV number
- URL



- Type
- Locales
- Email address
- Created on
- Updated on

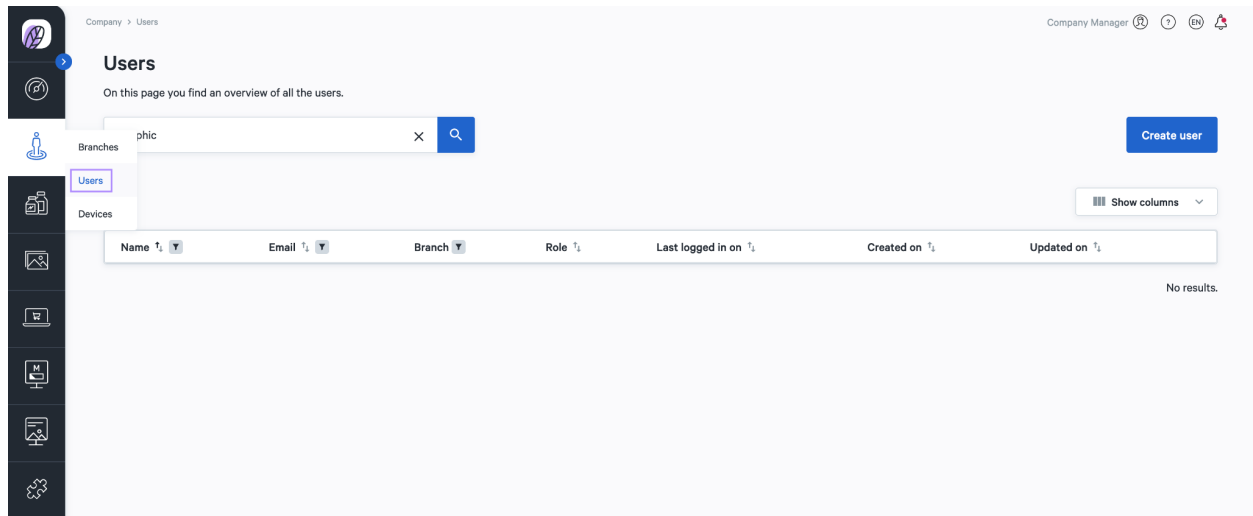
## Branch details page

You can see the details page with all the information about a branch by clicking on the desired branch:



## 4.2 Users

The second subcategory at your company is users. Here you will see an overview of all registered users within the company.













## User information

The following information is visible for each user:

- Name
- Email
- Branch
- Role
- Last logged in
- Created on
- Updated on

## User details page

You see a user's details page by clicking on it. Here you have the option to change information about the user. The function you enter here is purely informative and does not change the role or rights of the user on the platform. This information can be found at the bottom of the page, under "Roles". The different roles on the platform are "Branch Manager" and "Company Manager", with the corresponding rights and functionalities.



Customers > Users > Graphics Contributor

## Graphics Contributor

On this page you find more information about this user.

ID	user-3d49c6d0-b88a-42df-9f9c-dbd0857b5bff
Name	Graphics Contributor
Email	webadmin@meditech-pharma.com
Function	Content Creator
Company	<u>Meditech Belgium</u>
Branch	<u>Meditech Demo</u>
Last logged in on	2022-02-01 14:28:39
Created on	2021-01-01 10:00:00
Updated on	2021-01-01 10:00:00

Roles

Promote to Platform administrator

Branch manager

Promote to Company manager

Promote to Support agent

## Create user

You can create a user on the platform and fill in all the fields. The function you enter here is purely informative and does not change the role or rights of the user on the platform. As a business manager, you can modify the role afterwards on the user's details page and also add new users. Please note that you can only add branch managers. Once this role is assigned, you cannot promote that user to company manager. If you want to add another company manager or assign this role to another user, please contact Lochting Support.

Customers > Users > Create user

Company Manager

## Create user

On this page you can create a new user.

[Create](#)

**Name\***  
Enter name

**Email\***  
Enter email

**Company\***  
Baldwin

**Branch\***  
Select branch

**Function\***  
Enter function

**Password**  
Enter password

**Repeat password**  
Enter password again

## 4.3 Devices

The third subcategory at your company is the devices. Here you can see an overview of all the devices available in your company.

Company > Devices

Company Manager

## Devices

On this page you can manage the devices from all the branches of your company.

Search by device name, ...

Branches

Users

**Devices**

Show columns

Name	Status	Type	Device Group	Is Demo	Orientation	Branch	MAC address	Fallback
	Inactive	Interactive TV Screen		No	Portrait (9:16)	Baldwin	-	-
	Active	Vending Machine		No	Portrait (9:16)	Baldwin		-
	Inactive	Interactive TV Screen		No	Portrait (9:16)	LOCHTING CONTENT LIBRARY		-
	Inactive	TV Screen		No	Portrait (9:16)	LOCHTING CONTENT LIBRARY	-	-
	Inactive	TV Screen		No	Portrait (9:16)	Baldwin	-	0

## Device information

The following information is visible for each device:

- Name
- Status
- Type: TV screen, interactive TV screen or vending machine

- Device Group: the group to which the screen belongs. Screens within the same group are synchronized according to certain conditions (\*)
- Is Demo
- Orientation: portrait (9:16) or landscape (16:9)
- Branch
- MAC address
- Fallback switch on time: the times when a screen automatically starts up
- Fallback switch off time: the times when a screen automatically shuts down
- Robotstock is available: this option indicates an active link between the screen and a Meditech robot. When information for a pharmaceutical product is then displayed on the screen in interactive mode, the piece count of that product that is or is not available in the robot is also indicated on the screen.
- Robot delivery is available: this option also indicates an active link between the screen and a Meditech robot. With this, in the interactive mode from the info page of a pharmaceutical product, one or more items of that product can be delivered from the robot to the dispensing tray set for the screen.
- Barcode scanner is available: this option indicates that a barcode reader is connected to the screen. When the barcode of a pharmaceutical product is scanned with this, the screen will automatically display the info for that product.

The options below are all part of the configuration of a wall terminal:

- Payl.nl terminal is available
- Ticket printer is available
- Pharmacy software is available
- Pharmacy software type

The pixel size of the HD screens is 1920 x 1080.

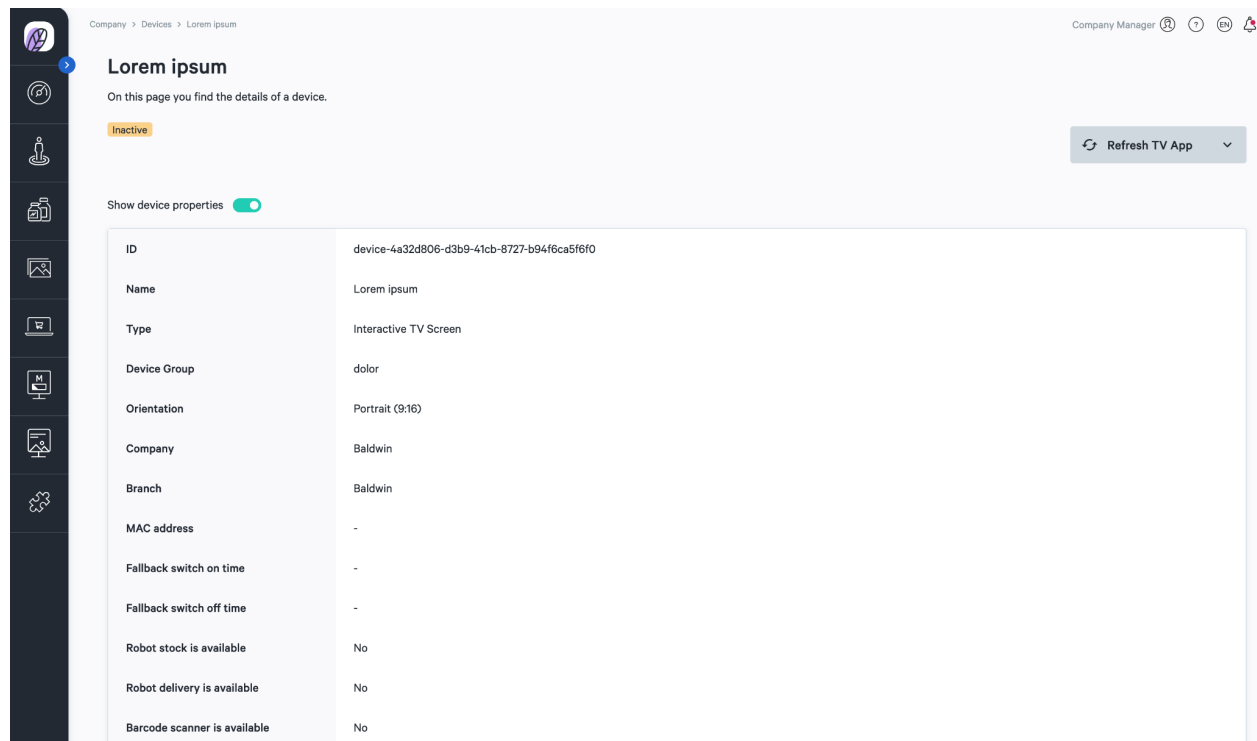
(\*) For pharmacies with multiple screens, synchronizing screens that are within the same field of view can add esthetic value.

This can be done provided that :

- the screens are assigned to the same group during configuration;
- the content played on each screen comes from the same presentation.

## Device details page

You can see the details page of a device when you click on it. You can choose to show or hide the device properties via the "Show device properties" slider.



Company > Devices > Lorem ipsum

Company Manager ⓘ ? EN 🔔

### Lorem ipsum

On this page you find the details of a device.

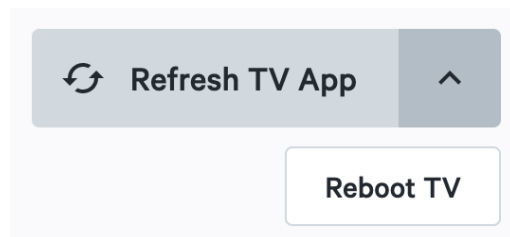
Inactive

Show device properties ☒

ID	device-4a32d806-d3b9-41cb-8727-b94f6ca5f6f0
Name	Lorem ipsum
Type	Interactive TV Screen
Device Group	dolor
Orientation	Portrait (9:16)
Company	Baldwin
Branch	Baldwin
MAC address	-
Fallback switch on time	-
Fallback switch off time	-
Robot stock is available	No
Robot delivery is available	No
Barcode scanner is available	No

## Refresh TV application and reboot

If you want to reload the slideshow timeline, you can click on the "Refresh TV App" button. This is useful when a slideshow or application crashes and when you want to immediately forward a presentation that has just been updated to the screen. In addition, there is a "Reboot TV" button to do a more thorough reboot. You can apply this option if certain problems are not resolved after using "Refresh TV App".



↻ Refresh TV App ^

Reboot TV

## Time scheduler

You can consult the time schedule of a device for each day. The name of the device is shown on the left side of the schedule; the right side shows the set presentation(s) on the timeline. Here you can only see the **overview** of the time schedule. To **modify** this schedule, go to the main category "Presentations" and then to the subcategory "Schedules". For more information on adding and modifying schedules, see Section 9.4 Schedules.

Time Scheduler

Date  
28.02.2022

	00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00
Lorem ipsum (Portrait (9:1...																							

## Fallback slideshow

The fallback slideshow plays as soon as there is no slideshow assigned to the screen in the timeline for a certain period of time. So this is where you can choose the slideshow to play when there is no other slideshow set in the timeline.

Fallback slideshow

Slideshow  
Select slideshow

Timeline  
Select timeline

Save

Caution! Setting a fallback slideshow will prevent the screen from going into sleep mode and increase power consumption.

## Hidden slides

Hidden slides only apply to devices of the 'interactive TV screen' type, where the user can use swipe gestures to put the screen into interactive mode. You can, for example, add pages with additional explanations, or videos about certain products. These are not included in the current presentations, but you can call them up yourself to show them to a customer, or the customers can operate the screen themselves. Once you have played a hidden slide, you can close it manually or wait for it to close automatically. After 45 seconds you will get a message asking if you want to close. If you do not respond, the hidden slide will be closed 10 seconds later and the screen will switch back to the planned presentation.

## Hidden slides

Product Walls

Custom pages


Media

Gedeelde Content ☐

Locale ▾


Search by product wall name

Q

 Baldwin Test

Sharing with others

+

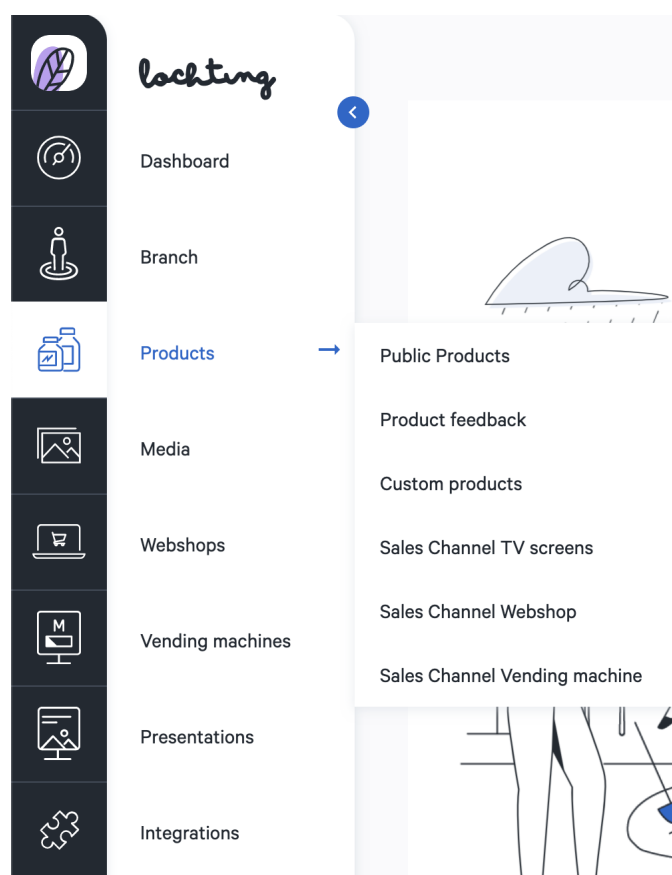
 Productwall demo

+

Save



## 5. Products



The third main category is that of the products. Under this category, you will find the subcategories “Public products”, “Product feedback to Medipim”, “Custom products”, “Sales Channel TV screens”, “Sales Channel Webshop” and “Sales Channel Vending machine”.

Product selections are specified within the “Products” category. You can make selections of public and custom products, and then add them to the right sales channel. Here, you can select the products that you want to show on the screens in your pharmacy. You then select the products to use in your webshop, which determines what is and what is not offered for sale in your webshop. Finally, you can select the products for the robot, i.e. those displayed on the vending machine.

You can then, among other things, consult the recommended retail price of products under “Public products”, but you cannot change them. Changing them is possible, however, in the selections for each sales channel, where you can enter both a replacement price and a promotional price for each product.

## 5.1 Public products

Under public products, you will find a list of all products that are available on the market with an official CNK number, and of which at least one image or description is available.

Public Products

On this page you find all consumer products that are on the market with a CNK number from which you can make a selection.

Search by product name, CNK code, ...

Image	Image types	Name	Brand	Public price	Stock	VAT rate
		(NL) INCrelex 1 Vial 40mg	-	€663.20		6%
	Pack shot Frontal	(NL) Risperdal Consta 25,0mg ...	Johnson & Johnson	€77.18		6%

Under public products, you will find a list of all products that are available on the market with an official CNK number, and of which at least one image or description is available. Here you can, among other things, consult the recommended retail price of products, but you cannot change them. Changing them is possible, however, in the selections for each sales channel, where you can enter both a replacement price and a promotional price for each product. We added a new label that makes it easy to see when a product is a “quota product”.

Public Products

On this page you find all consumer products that are on the market with a CNK number from which you can make a selection.

Search by product name, CNK code, ...

Brand	Public price	Category	Organisation
dermelkf...	€13.75	Breast feeding	Medela Benelux, Fi
Ab 10m...	€55.05	Nervous system	Febelco, CSP Bene
(NL) Esteeem Synergy+ gl...	€59.40	Home healthcare, Stoma, Instruments	Convatec Belgium

## Public products information

The following information is visible for each public product:



- Codes: CNK and EAN
- Image
- Image types: product shot, pack shot or frontal image
- Name: for each product there are three possible labels. These show whether the product can be used in the webshop, on a custom page or on a product wall.

- Brand
- Public price
- Category
- Organisation
- Stock
- VAT rate

For each product, you can click the thumbnail to enlarge the image:

The screenshot displays the 'Public Products' interface. On the left is a sidebar with navigation icons for Dashboard, Company, Products, Media, Webshops, Vending machines, Presentations, and Integrations. The main area shows a table of products with columns for Codes (CNK and EAN), Image, and Image type. A product thumbnail for Medela breast milk bottles is highlighted, and a larger image of the product is shown in the center. The right sidebar contains filters for Category and Organisation.

Category	Organisation
Breast feeding	Medela Benelux, Fi
Nervous system	Febelco, CSP Bene
Home healthcare, Stoma, Instruments	Convatec Belgium,
Wrist	GSA Healthcare, F

When you click on a public product, you can view its details page. This will show four tabs: "All product content", "Media", "Descriptions" and "Logistics and pricing".

Products > Public Products > (NL) Medela Moedermelkflesje 250ml 2


Maarten Deboo (impersonating Kjell Devos)

## (NL) Medela Moedermelkflesje 250ml 2

On this page you find the details of this product.

[Active](#) [Webshop](#) [Feedback](#)

[All product content](#) [Media](#) [Descriptions](#) [Logistics and pricing](#)



**Categorisation**

Categorisation	Breast feeding
Brands	Medela
Color / Shape	- / -
Active ingredients	-
Use for	Human
BCFI category	-
APB category	Other
Conservation	Room temperature (15°C to 25°C)

**Alternative products**

Other packages, Related products, Cheapest alternatives

**Pricing information**

Public price €19.95 (incl. VAT)

**General**

Name	
Suppliers	Medela Benelux, Febelco
Owner branch	-

Via the "Filter categories" button it is possible to quickly and easily sort the products by their function.

[Filter categories](#) ^

### Categories

Search by category name

- ☐ Healthcare and hygiene
  - ☐ Hair and scalp
    - ☐ Combing
    - ☐ Scalp irritation - damaged hair
    - ☐ Styling - spray & gel
    - ☐ Care
    - ☐ Hair colouring
    - ☐ Dandruff
    - ☐ Supplements

[Apply](#) [Clear](#)

## Product feedback

Via the "Feedback" button, you can send comments about a product to the Medipim product database. Choose from the provided suggestions: obsolete photo, obsolete description, wrong photo, wrong description, missing photo, missing description or other. Then fill in the comment and click on "Send Feedback" in order to send it directly to Medipim.

Feedback

Suggestion\*

Comment\*

Send feedback

## All product content

For all product content, the following information is visible:

- Categorisation
- General
- Product codes
- Alternative products
- Pricing information
- Measurements

## Media

In the "Media" tab you will find all available media for the product, such as frontal images, packshots and videos.

## Descriptions

At "Descriptions" you will find the following information about the product:

- Full Description
- Indication
- Use
- Composition

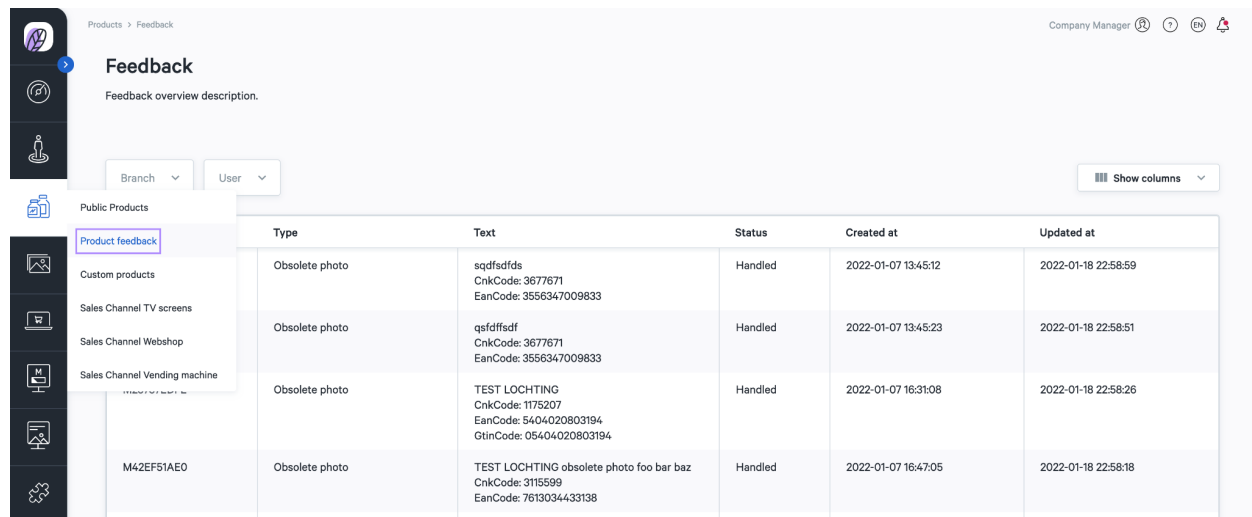
## Logistics and pricing

The "Logistics and pricing" tab contains the information below:

- Pricing information
  - Public price
  - Pharmacy price
  - Reimbursement rate
  - Omnio rate
- Product codes
  - CNK
  - EAN
- Measurements
  - Depth
  - Length
  - Width
  - Weight
  - Package quantity
- Stock

## 5.2 Product feedback

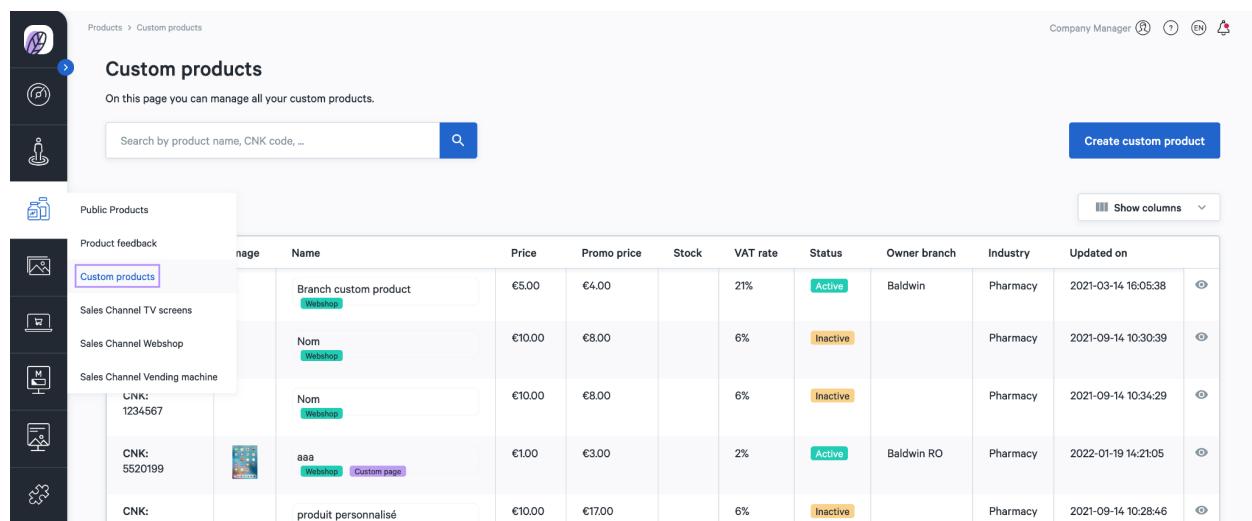
At "Product feedback" you will see an overview of all the feedback you have sent to Medipim about the products. You can give feedback about a certain product via the detail page of a product.



Type	Text	Status	Created at	Updated at
Obsolete photo	sqdfsfds CnkCode: 3677671 EanCode: 3556347009833	Handled	2022-01-07 13:45:12	2022-01-18 22:58:59
Obsolete photo	qsdfsfdf CnkCode: 3677671 EanCode: 3556347009833	Handled	2022-01-07 13:45:23	2022-01-18 22:58:51
Obsolete photo	TEST LOCHTING CnkCode: 1175207 EanCode: 5404020803194 GtinCode: 05404020803194	Handled	2022-01-07 16:31:08	2022-01-18 22:58:26
M42EF51AE0 Obsolete photo	TEST LOCHTING obsolete photo foo bar baz CnkCode: 3115599 EanCode: 7613034433138	Handled	2022-01-07 16:47:05	2022-01-18 22:58:18

## 5.3 Custom products

Under custom products you will find a list of all the products and preparations that your company makes itself.



Name	Price	Promo price	Stock	VAT rate	Status	Owner branch	Industry	Updated on
Branch custom product Webshop	€5.00	€4.00		21%	Active	Baldwin	Pharmacy	2021-03-14 16:05:38
Nom Webshop	€10.00	€8.00		6%	Inactive		Pharmacy	2021-09-14 10:30:39
Nom Webshop	€10.00	€8.00		6%	Inactive		Pharmacy	2021-09-14 10:34:29
aaa Webshop Custom page	€1.00	€3.00		2%	Active	Baldwin RO	Pharmacy	2022-01-19 14:21:05
produit personnalisé	€10.00	€17.00		6%	Inactive		Pharmacy	2021-09-14 10:28:46

### Custom products information

The following information is visible for each custom product:



- Codes
- Image
- Name
- Price
- Promo price
- Stock
- VAT rate
- Status
- Owner branch
- Industry
- Updated on

When you click on your custom product, you will see the details page. Here you will find the same four tabs with the same information as for the public products: "All product content", "Media", "Descriptions" and "Logistics and pricing".

### Create custom product

You can create your custom product and fill in all the information fields.



## Create custom product

On this page you can create a custom product (e.g. preparations) that doesn't have an official CNK code.

Inactive ▾

Create

Name\*

NL FR

Enter name

Price\*

Enter price

VAT\*

Select VAT

▾

Promo price

Enter promotional price

Product codes

Type

Code

EAN

▾

Add

Width

Enter width

Depth

Enter depth

Length

Enter length

☒ Full description

NL FR

Enter full description

☒ Indication

NL FR

Enter indication

☐ Contraindication

☒ Usage

NL FR

Enter usage

☒ Composition

NL FR

Enter composition

☒ Properties

NL FR

Enter properties

Brands

Select brands

▾

Manufacturers

Select Manufacturers

▾

Selection

☐ Webshop ☐ Sales Channel TV screens ☐ Robot

Categories

Search by category name

🔍

Schoonheid, verzorging en hygiëne

Haar en Hoofd

- ☐ Kammen - ontwarren
- ☐ Beschadigd haar en hoofdirritatie
- ☐ Styling - spray & gel
- ☐ Verzorging
- ☐ Haarkleuring
- ☐ Schiffers
- ☐ Supplementen

Images

Frontals

Add

Packshots


Add

Other

Add

With the tree structure we offer, you can classify your product according to different predefined categories.

**Categories**



**Healthcare and hygiene**

**Hair and scalp**

☐ Combing

☐ Scalp irritation - damaged hair

☐ Styling - spray & gel

☐ Care

☐ Hair colouring

☐ Dandruff

☐ Supplements

Add the desired images to each product. These images will be displayed on your webshop and are also used to develop the product walls.

You can upload three types of images: "Frontals", "Packshots" and "Other". A frontal image shows the front of the product (and has no white background) and is necessary for a nice product setup. You can only deliver this by displaying the product on a transparent background. The frontal images can only be uploaded in .png format. For packshots and other images you can deliver images in both .png format and .jpeg format.

The platform will issue a warning if your image's resolution is too low. The resolution is important for the use of the images in product walls, custom pages and on your webshop.

EN NL FR

Images

Frontals

Add

Packshots

Add

Other

Add

Properties of self-made products can be added to inform patients:

- Width
- Depth
- Length
- Full description
- Indication
- Contra indication
- Usage
- Composition
- Properties

Width

Enter width

Depth

Enter depth

Length

Enter length

Full description

NL FR

Enter full description

Indication

NL FR

Enter indication

Contraindication

NL FR

Enter contraindication

Usage

NL FR

Enter usage

Composition

NL FR

Enter composition

Properties

NL FR

Enter properties

## 5.4 Sales Channel TV screens

On the “Sales Channel TV screens” page, you determine which products you wish to use via the platform in the presentations. When creating presentations, you can therefore only use products from this selection and not from all public products.

Products > Sales Channel TV screens

Josephine De Vuyt (impersonating Sergiu Paraschiv)

Sales Channel TV screens

On this page you can determine which products can be used in this sales channel.

Search by product name, CNK code, ...

Edit MT.vision selection (TV screens)

Public Products

Product feedback

Custom products

Sales Channel TV screens

Sales Channel Webshop

Sales Channel Vending machine

Any images

Any product type

Any completeness

Show columns

Has promo price

Has imported price

Has local stock

Image	Image types	Name	Price	Stock	VAT rate	Status
	Pack shot	(NL) Nuxe Prodigieux Douche Olie 300ml Webshop	Public price: €11.50 Price override: Promo price override:		21%	Active
	Pack shot	(NL) Apaisac Biorga Lichaamsmelk Voedend Tube 200ml	Public price: €16.00	stockSource-febelco-brugge	21%	Active

## Changing the selection

Click on “Edit MT.vision selection (TV screens)” to determine which products you want to use on the TV screens. By default, as a branch manager you will see the products that the company manager has configured as a template. As a branch manager, you then can edit this selection. The selection works in two ways: inclusion or exclusion. Via inclusion, you start with an empty product selection and choose which categories, manufacturers, brands and products to add. With exclusion, all products are available and you choose which categories, manufacturers, brands and products to remove from the selection.

## 5.5 Sales Channel Webshop

The “Sales Channel Webshop” page is where you select all the products you want to offer in your webshop. The product selection takes place in the same way as for the “Sales Channel TV screens” selection (see the explanation in 5.4).

Products > Sales Channel Webshop

Josephine De Vuyt (impersonating Sergiu Paraschi)

### Sales Channel Webshop

On this page you can determine which products can be used in this sales channel.

Search by product name, CNK code, ...

Edit Webshop Selection

Any images Any product type Any completeness Show columns

Has promo price Has imported price Has local stock

Image	Image types	Name	Price	Stock	VAT rate	Status
	Pack shot Frontal	(NL) Actico Ulcersys Zand-wit/ M Webshop	Public price: €52.00 Price override: - / Promo price override: - /	stockSource-febelco-brugge: 0	6%	Act
	Pack shot	(NL) Rosidal Haft Cohesieve Windel 6cmx5m 131973	Public price: €6.22	stockSource-febelco-brugge: 0	6%	Act

On this page, you have the same options as on the “Sales Channel TV screens” page. You can select products, change the price and filter the list based on product type (custom or public products), photo type or label.

## 5.6 Sales Channel Vending machine

The use of this section is completely in line with the explanation given in 5.4.

Products > Sales Channel Vending machine

Josephine De Vuyst (impersonating Sergiu Paraschiv)

## Sales Channel Vending machine

On this page you can determine which products can be used in this sales channel.

Edit Sales Channel Vending machine selection

Any images

Any product type

Any completeness

Show columns

Has promo price

Has imported price

Has local stock

Image	Image types	Name	Price	Stock	VAT rate	Status
	<div>Pack shot</div> <div>Frontal</div>	<div>(NL) Actico Ulcersys Zand-wit/ M</div> <div>Webshop</div>	Public price: €52.00 Price override: - / Promo price override: - /	<div>stockSource-febelco-brugge: 0</div>	6%	<div>Act</div>
	<div>Pack shot</div> <div>Product shot</div>	<div>(NL) Rosidal Haft Cohesieve Windel 6cmx5m 1 31973</div> <div>Webshop</div>	Public price: €6.22	<div>stockSource-febelco-brugge: 0</div>	6%	<div>Act</div>

Public Products

Product feedback

Custom products

Sales Channel TV screens

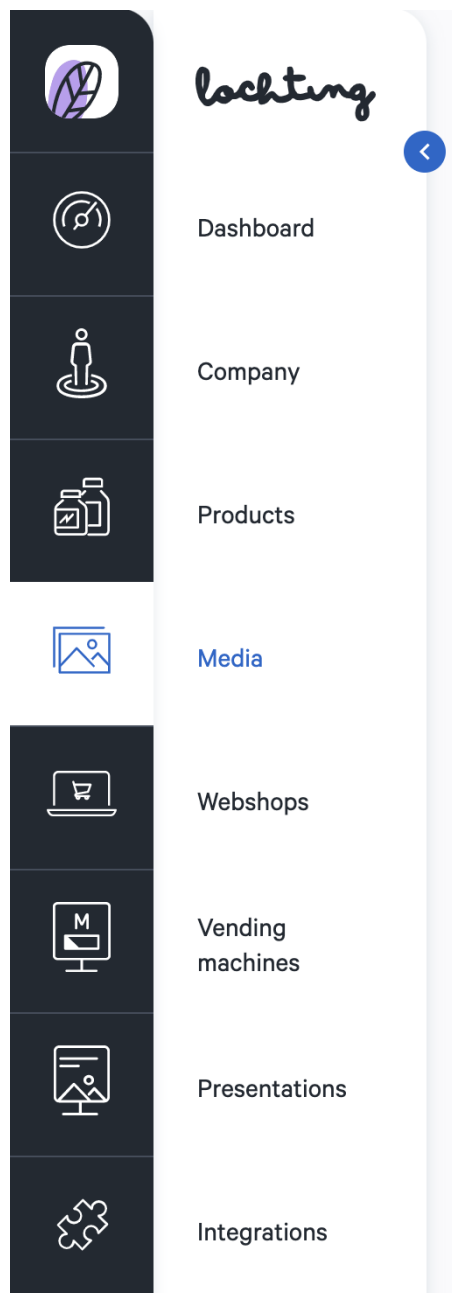
Sales Channel Webshop

Sales Channel Vending machine

4021447761992

CNK: 30777682

## 6. Media



The fourth main category concerns the media library.

Media library

Company Manager (R) 1 EN

## Media

On this page you find an overview of all the available media.

Search by media name, language, ...

20 per page Gedeelde Content ☐ Show columns

Preview	Name	Company	Branch	Owner	Tags	Created at	Updated at	
	concept_v2.jpg	Baldwin	Baldwin	Marketing		2021-10-28 13:04:33	2021-10-28 13:04:45	
	Walking.jpg	Baldwin		Company Manager		2021-09-20 16:06:28	2021-09-29 13:46:22	
	Migraine.jpg	Baldwin		Company Manager		2021-09-21 09:35:50	2021-09-29 13:46:21	
	Nachtrust.jpg	Baldwin		Company Manager		2021-09-21 12:47:29	2021-09-29 13:46:16	
	Ashwaqandha.jpg	Baldwin		Company Manager		2021-09-21 12:49:06	2021-09-29 13:46:15	

You can change the media display to:

- 20, 50 or 100 media items per page:

20 per page ^

20 per page

50 per page

100 per page

- Display media from your company only or also display content shared with you:

Shared content ☐

- List view or grid view:

☒ ☐



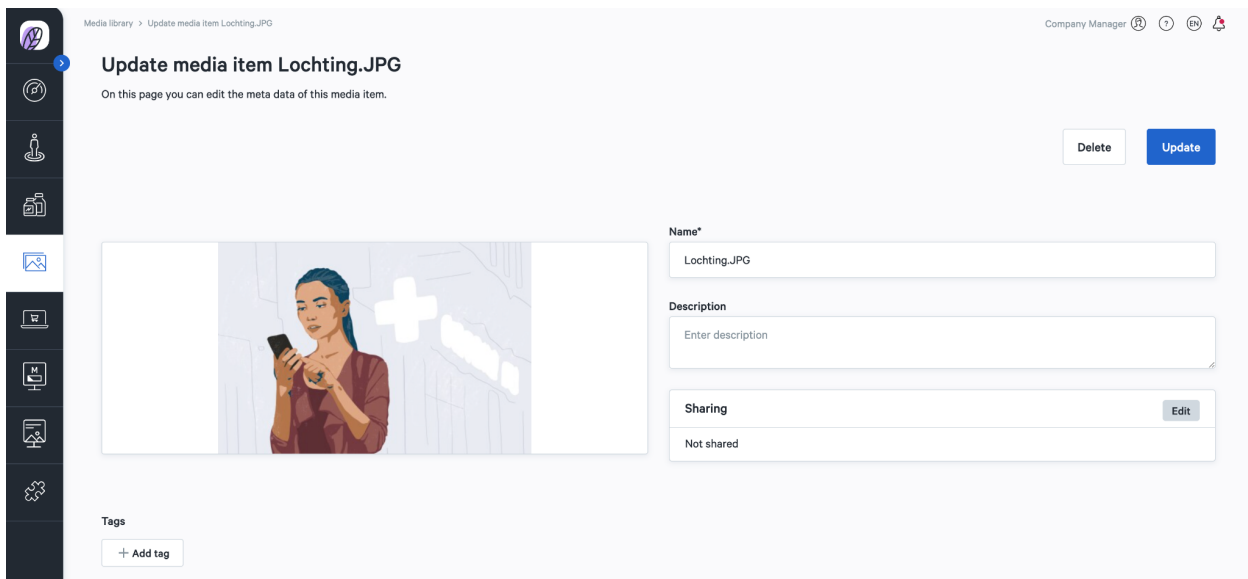
## Media Information

For all media, the following information is visible:

- Preview
- Name
- Company
- Branch
- Owner
- Tags
- Created on
- Updated on

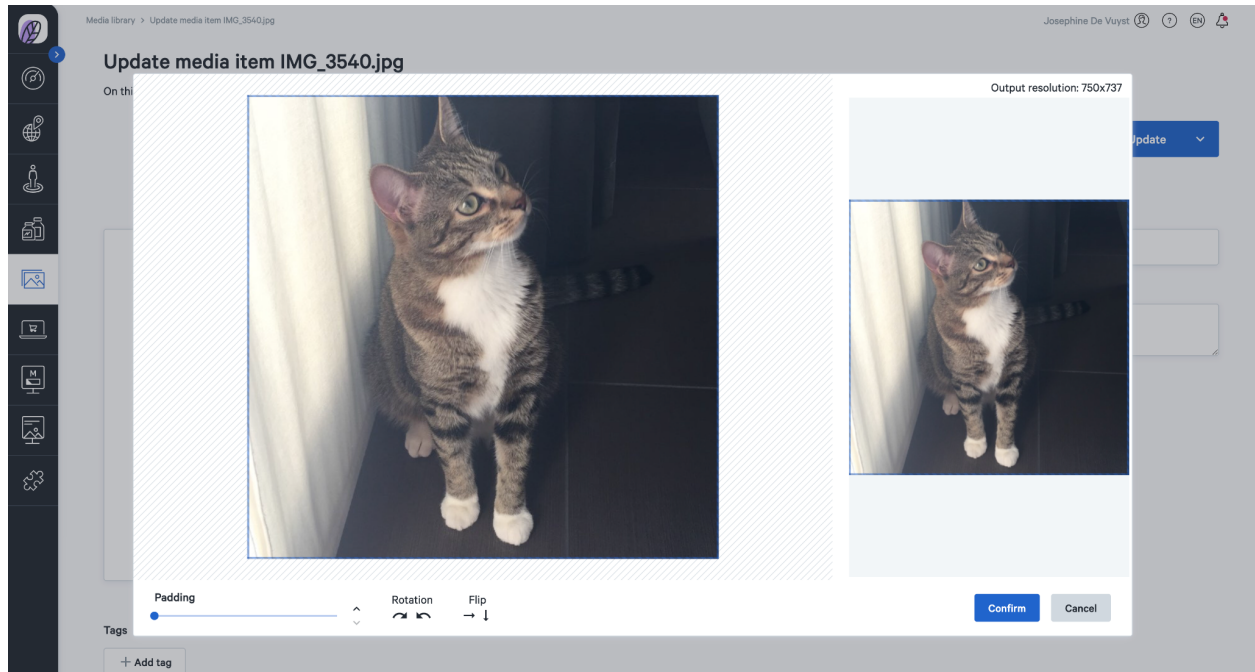
## Media detail page

Click on a media item to see its details page. Here you can delete the image or edit the name, description, sharing settings and add associated tags.



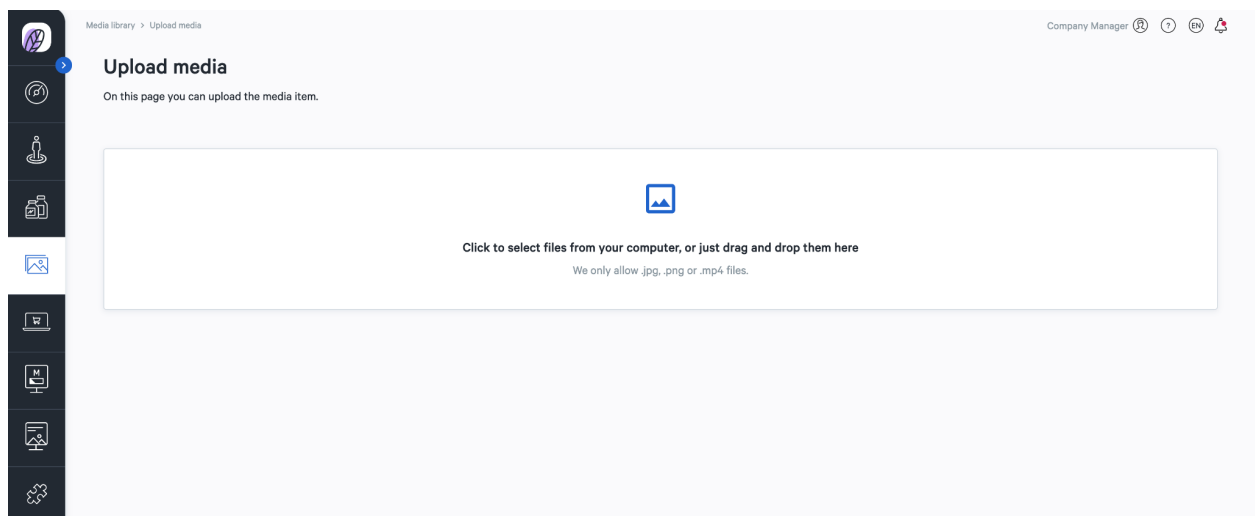
The screenshot displays the 'Update media item Lochting.JPG' page. The header shows the breadcrumb 'Media library > Update media item Lochting.JPG' and the user 'Company Manager'. The main title is 'Update media item Lochting.JPG' with a subtext 'On this page you can edit the meta data of this media item.' There are 'Delete' and 'Update' buttons. The central area features a large image of a woman holding a smartphone. To the right, there are input fields for 'Name\*' (containing 'Lochting.JPG'), 'Description' (with a placeholder 'Enter description'), and 'Sharing' (set to 'Not shared' with an 'Edit' button). At the bottom left, there is a 'Tags' section with an 'Add tag' button. A vertical sidebar on the left contains various icons for navigation.

You will then have the option to crop your image, modify the edge and to rotate and flip the image via 'Cropping'.



## Upload media

You can use the "Upload" button to upload all your media. It is possible to add .jpg, .png and .mp4 files. You can do this by clicking on the field and selecting a file from your computer, or dragging the file onto the page. Then, from the details page, you can customize the name, description, sharing settings, and add matching tags.





## 7. Webshops

The screenshot shows the 'Webshops' management interface. The left sidebar contains navigation links: Dashboard, Localisation, Customers, Products, Media, Webshops (selected), Vending machines, Presentations, and Integrations. The main content area displays the details for a specific webshop: 'shop256\_apb\_110307\_apotheek\_de\_linden'. The details are organized into tabs: Details, Webshop configuration, Contact information, and Logos. The 'Details' tab is active, showing the following information:

- ID: webshop-fafe9b64-9299-5353-8705-0cc23167ac10
- Name: shop256\_apb\_110307\_apotheek\_de\_linden
- Key: uub9sa787nbdqj8x0tzj04dxc3koocy
- API connection status: OK
- Webshop health status: OK
- Metadata: Version: master-v1.105, Last deploy time: 2022-08-29T09:43:16+00:00

Below the details, there are several subcategory links: Webshops, Content, Orders, Layout & design, Customers, and Configuration.

The fifth main category are the webshops. Below you will find the subcategories "Content", "Configuration", "Layout & Design", "Marketing", "Customers" and "Orders".

### Webshop

When you click on the tab "Webshop" you'll see an overview of all your webshops. In case you have only one shop, you'll just see that one. Select your webshop to start working on its settings.

The screenshot shows the 'Webshops' overview interface. The left sidebar is the same as in the previous screenshot. The main content area displays the 'Webshops' overview description. At the top, there is a search bar labeled 'Search by name...' and a 'Show columns' button. Below the search bar is a table with the following columns: Name, Host, Live status, Version, and Last deploy. The table contains one entry:

Name	Host	Live status	Version	Last deploy
internal_demo_belgium	https://belgium.internaldemo.lockting.com/	test	master-v1.121	2022-10-20T17:02:31+00:00

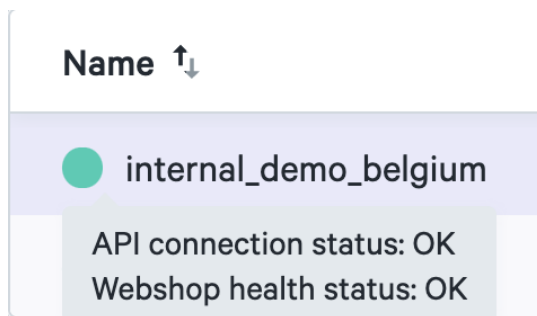
At the bottom of the table, there is a pagination control showing '1 - 1 of 1' and navigation buttons.

The following information is visible for each webshop:

- Name
- Host
- Online status
- Versie
- Laatste deploy

### API connection status & webshop health status

The bullet next to the name of the webshop gives an overview of the webshop status. This shows two things. Firstly, it shows whether the API connection between the platform and the webshop is in order. Secondly, you can see the general health status of the webshop here.



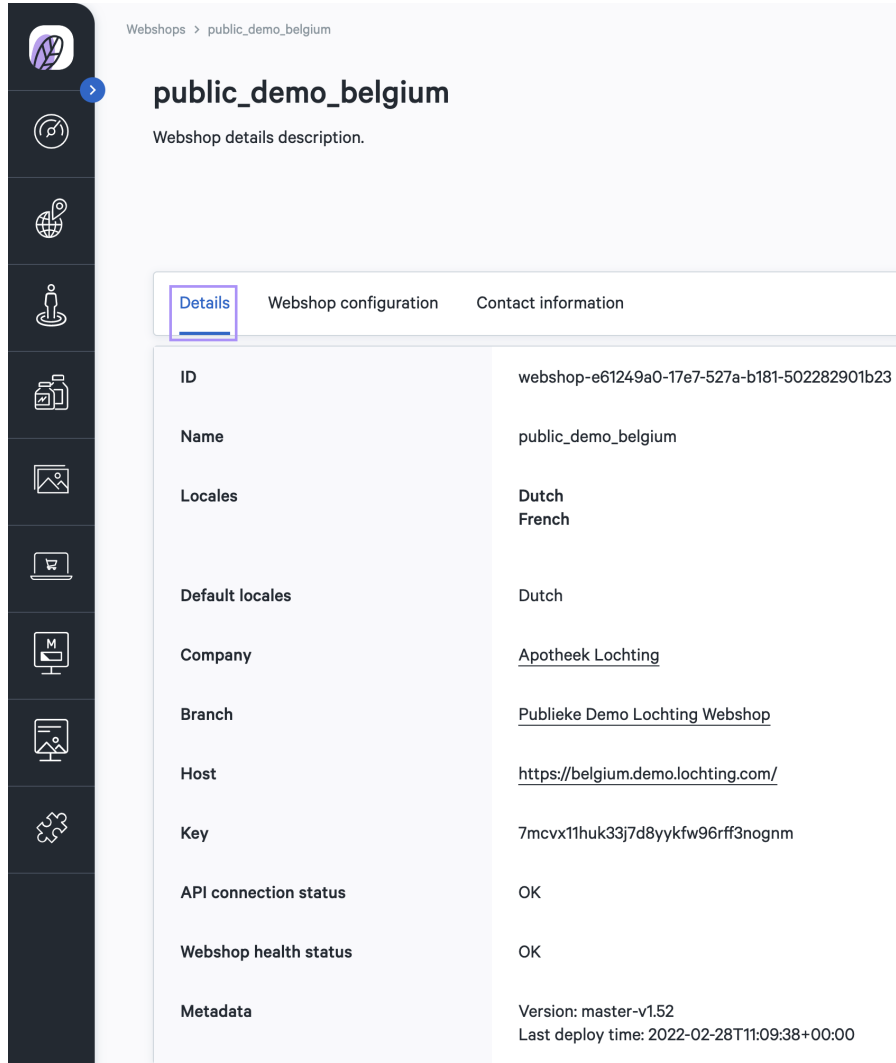
You can see the details page of a webshop by clicking on it. This will show three tabs: "Details", "Webshop configuration" and "Contact information".

### Details

Under the "Details" tab, the following information is visible:

- ID
- Name
- Locales
- Default locales
- Company
- Branch
- Host: URL of your webshop
- Key
- API connection status: shows if the connection between the platform and your webshop is functioning correctly

- Webshop health status: shows the general health status of the webshop (general problems, hosting problems, etc.)
- Metadata: version of the webshop and when the last deployment was done



Webshops > public\_demo\_belgium

## public\_demo\_belgium

Webshop details description.

**Details** | Webshop configuration | Contact information

ID	webshop-e61249a0-17e7-527a-b181-502282901b23
Name	public_demo_belgium
Locales	Dutch French
Default locales	Dutch
Company	<u>Apotheek Lochting</u>
Branch	<u>Publieke Demo Lochting Webshop</u>
Host	<u>https://belgium.demo.lochting.com/</u>
Key	7mcvx11huk33j7d8yykfw96rff3nognm
API connection status	OK
Webshop health status	OK
Metadata	Version: master-v1.52 Last deploy time: 2022-02-28T11:09:38+00:00

## Webshop configuration

Under the "webshop configuration" tab, the following information is visible:

- Name
- Title
- Description
- Titular holder
- License number
- Welcome message

- Copyright message
- Favicon: the icon you see in your browser tabs
- Webshop logo: the logo appears at the top left of your shop
- Webshop logo dark mode
- Email logo: this is used with emails such as order confirmations

**public\_demo\_belgium**

Webshop details description.

Details	<u>Webshop configuration</u>	Contact information
Name	Apotheek Lochting	
Title	Apotheek Lochting	
Description	Description Apotheek Lochting	
Titular	Lauren De Lochter	
License number	APB 123456	
Welcome message	Dit is een demo webshop om Lochting te kunnen demonstreren.	
Copyright message	Deze webshop is van Lochting	
Favicon		
Webshop logo		
Webshop logo dark mode		
Email logo		

Click the edit

icon to edit the webshop configuration information. You can also modify this information via Webshops > Configuration > Webshop Configuration.


## Contact information

Under the "contact information" tab, the following information is visible:










- Phone number



- Country
- Region
- Zip code
- City
- Street
- No.
- VAT number
- General contact name
- General contact email
- Sales contact name
- Sales contact email



Webshops > public\_demo\_belgium












public\_demo\_belgium

Webshop details description.

Details
Webshop configuration
Contact information

Phone number	09 123 45 67
Country	Belgium
Region	Oost-Vlaanderen
Post code	9000
City	Gent
Street	Lochtingstraat
No.	1
VAT number	BE0123456789
General contact name	Apotheek Lochting
General contact email	info@lochting.com
Sales contact name	Apotheek Lochting
Sales contact email	info@lochting.com



51



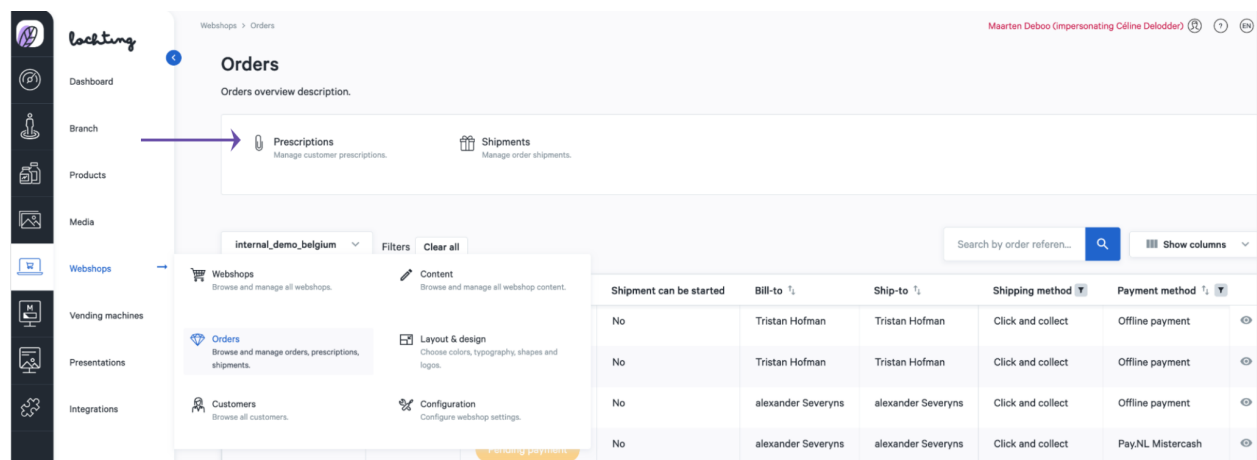
Click on the edit icon to edit the contact information. You can also modify this information via Webshops > Configuration > Contact information.

## Prescriptions

Under "Prescriptions" you will find an overview of prescriptions that have been uploaded by patients via the webshop.

Select the correct webshop if your company has multiple webshops. You will find the following information about prescriptions:

- Name
- Address line 1
- Address line 2
- Email
- Barcode
- Phone number
- Remarks



Shipment can be started	Bill-to	Ship-to	Shipping method	Payment method
No	Tristan Hofman	Tristan Hofman	Click and collect	Offline payment
No	Tristan Hofman	Tristan Hofman	Click and collect	Offline payment
No	alexander Severyns	alexander Severyns	Click and collect	Offline payment
No	alexander Severyns	alexander Severyns	Click and collect	PayNL Mistercash

## Newsletter subscriptions

Under "Newsletter subscriptions", you will find an overview of all the subscriptions to the newsletter in your webshop.

You will find the following information about the newsletter subscriptions:



- Email
- Subscribed on
- Unsubscribed on

There is no integration with email marketing platforms via Lochting. You can create an export to a CSV file.

**Newsletter Subscriptions**  
Newsletter Subscriptions overview description.

Search by email address, ...

public\_demo\_belgium Select a webshop

Export Show columns

Email <sup>1</sup>	Subscribed at <sup>1</sup>	Unsubscribed at <sup>1</sup>
tim@baldwin.be	2021-11-23 11:50:06	
info@baldwin.be	2021-09-22 15:34:30	
maarten@baldwin.be	2021-09-22 15:34:17	

1 - 3 of 3

Overview Pages Webshop configuration Color themes Marketing  
Niet toegewezen News article tags Contact information Typography Promotions  
Prescriptions News Opening hours Shapes  
Newsletter subscriptions Public News articles Delivery Configuration  
Orders FAQ categories Payment configuration  
FAQ items

## 7.2 Orders

Under "Orders" you will find an overview of all orders received at the webshop.

Select the correct webshop if your company has multiple webshops. You will find the following information about the orders:

- External reference ID
- Order status
- Bill-to
- Ship-to
- Shipping method
- Payment method
- Grand total
- Taxes
- Shipping
- Discount

- Created on
- Updated on
- ID

External reference ID	Order status	Shipment can be started	Bill-to	Ship-to	Shipping method	Payment method
000000006	Pending payment	No	Tristan Hofman	Tristan Hofman	Click and collect	Offline payment
000000002	Pending payment	No	Alain Buysse	Alain Buysse	Click and collect	Pay.NL Mistercash
000000001	Pending payment	No	alain buysse	alain buysse	Click and collect	Pay.NL Mistercash

## Order details page

Click on an order to see the details page.

Here you will see the **order status** and you can change it to "Ready to pick up in store" if the order is ready for the customer. The platform will then automatically send an email to the customer, informing them that the ordered products are ready. If the order has been picked up, you can change the status to "Picked up in store" here.

Order status: Processing
Change status to:
Ready to pick up in store
Picked up in store

You can add a message when you change the status to "Ready to pick up in the pharmacy". The customer will automatically be sent an email stating that the order is ready to be picked up, together with the message, e.g. ready for collection in locker 1.

to: Ready to pick up in store Picked up in store

---

Are you sure you want to change the status of this order?

---

Send a comment to the customer EN



---

Cancel Confirm

You will find following information about the order:

- Order totals
- Email address
- Order message
- Payment method
- Order date
- Billing address
- Shipping method
- Shipping address

The details page also shows the **Febelco Backorder Reference ID** of the order. The products ordered are automatically ordered from Febelco and delivered to your pharmacy.

At the bottom of the details page, you will see a **summary of the products purchased** from the order.

Webshops > Orders > 000000007 Josephine De Vuyst

## 000000007

Webshop order details description.

€17.50 Order status: Processing Change status to: Ready to pick up in store Picked up in store

### Information

<b>Order totals</b> Shipping & Handling €0.00 Discount €0.00 Total tax €3.04 Grand Total (Incl. TAX) €17.50	<b>Email address</b> tristan@baldwin.be	<b>Order message</b> No message.	<b>Payment method</b> Pay.NL Maestro  <b>Order date</b> Dec 16 2021, 04:46:06 PM  <b>Billing address</b> tristan hofman dendermondsesteenweg 140c 9000 Gent Belgium	<b>Shipping method</b> clickAndCollect  <b>Shipping address</b> tristan hofman dendermondsesteenweg 140c 9000 Gent Belgium
---	--	-------------------------------------	---	---

### Products

CNK	Name	Unit price	Quantity	VAT Amount	VAT Percent	Discount Amount	Row Total
4342457	Eucerin Urearepair Plus Urea Voetschuim ...	€17.50	1	€3.04	21 %	€0.00	€17.50

## 7.3 Customers

Here, you will find an overview of all registered customers. You can consult the personal information and contact details for each customer, as well as their order history. Please note: this only applies if the customer has registered and logged in when making a purchase. If this is not the case, this purchase will not appear in the order history.

Webshops > Customers Maarten Deboo

## Customers

Customers overview description.

Newsletter subscriptions  
Manage newsletter subscriptions.

internal\_demo\_belgium Select a webshop

Search by customer na... Export Show columns

External reference ID	Email	First name	Last name	Created on	Locale	Subscribed to newsletter	ID
		Severys		2022-02-14 00:00:00	Nederlands	No	customer-5b3903ff-781f
		febelnet		2021-09-13 00:00:00	Nederlands	No	customer-098b2ae5-0f4

1 - 2 of 2 < > >>

## 7.4 Content

### Pages

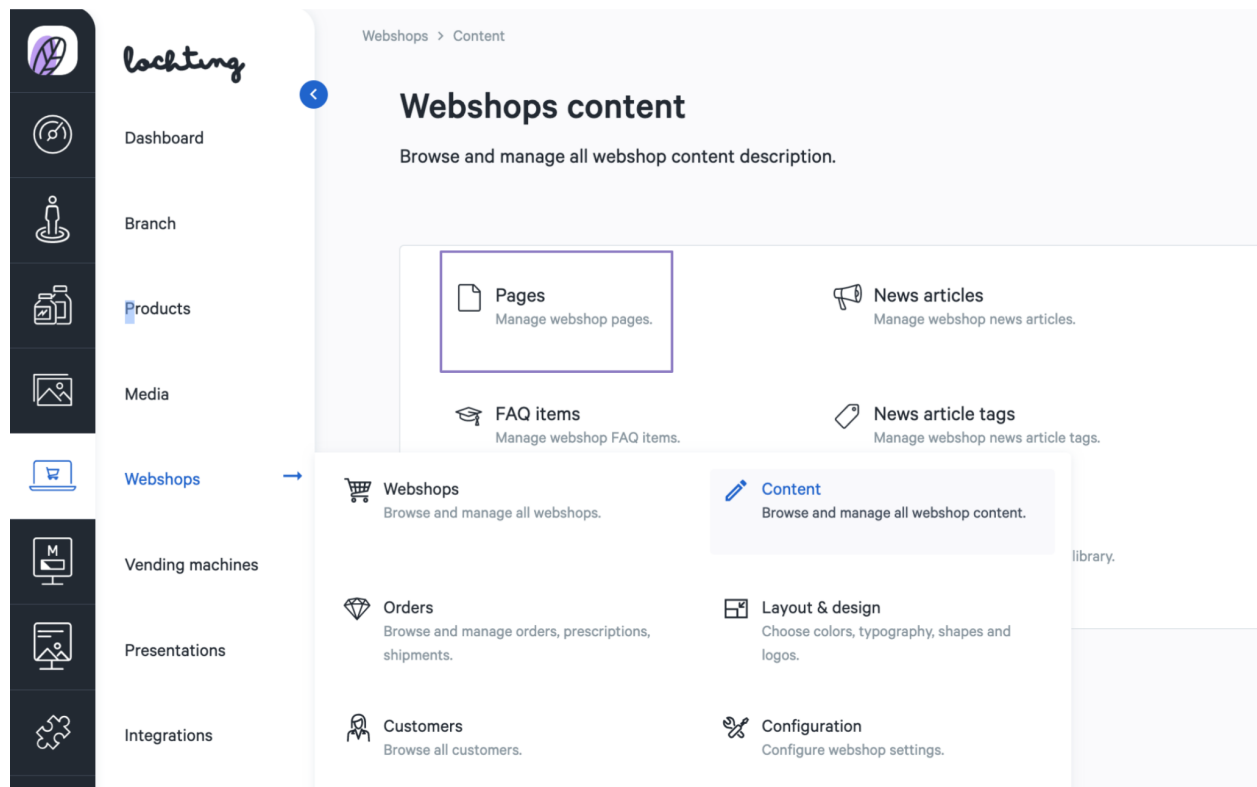
Here you can see an overview of all the pages in your webshop. Select the appropriate webshop if your company has multiple webshops. You can expand your webshop by changing pages and adding extra widgets.

Your webshop has default pages:

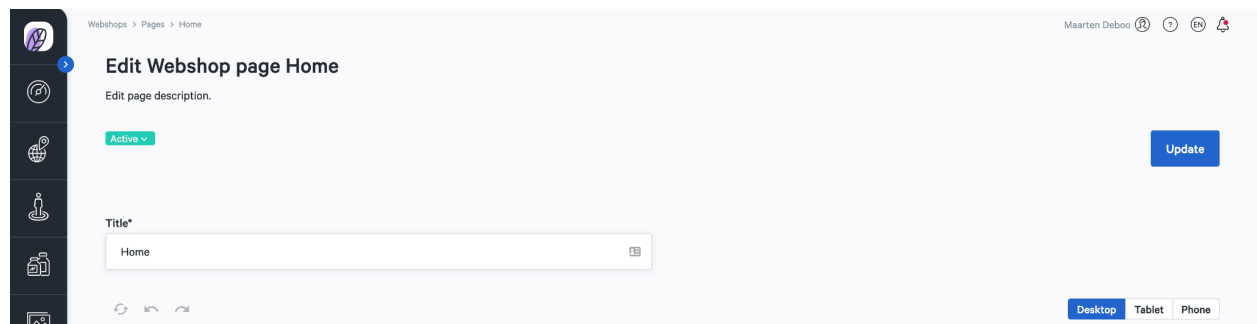
- Cookies
- Home
- Useful links
- About us
- Privacy disclaimer
- Return policy
- Sales conditions
- Prescriptions

You will find the following information about the pages:

- Title
- Slug: the part that comes after your domain name in the URL and identifies an individual page of your webshop.
- Locale
- Status



Click on the page you want to edit or on the edit icon. Here you can enter the page title and set the status to active or inactive. You will see how the page is displayed on a desktop, tablet or smartphone.







Click on "Create" to create your own page on your website. Here, as a pharmacist yourself, you can fully compose the page for desktop, tablet and phone.

**Create page**  
Create page description.

Inactive ▾ Create

**Title\***

   Desktop Tablet Phone



**Heading**

**Meta title**

**Meta description**

Create

At the bottom of the page, you can edit the heading, meta title and meta description:

- Meta title: the title of a page that is visible in the search engine (e.g. Google, Bing) and in the browser tab. This is important for your webshop to rank high in the organic search results of a search engine.
- Meta description: the description of the page content. This is visible in the search engine under the title.

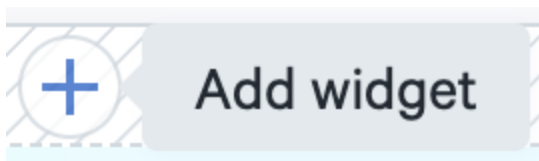
**Heading**

**Meta title**

**Meta description**

Update

Click on the plus at the top of the box to add a widget. These are the different blocks you can place on the page.

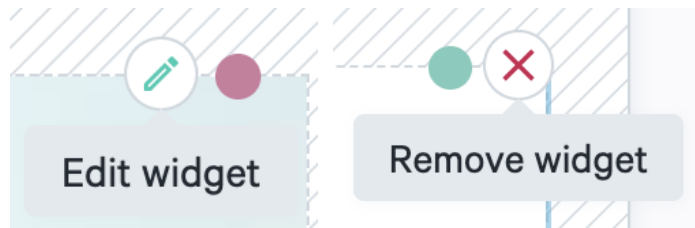


You can add the following widgets to your page:



- Tile
- Opening hours
- Prescription form
- Product list
- Category list
- Carousel
- Blog article list

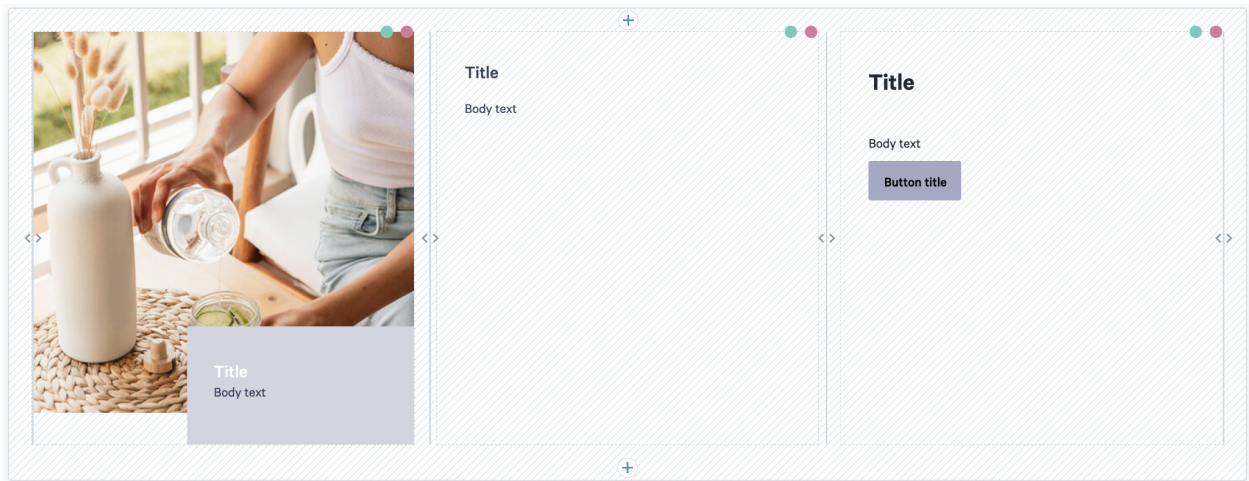
You can modify the added widgets by clicking on the green dot at the top right of the block. Removing widgets is done via the red dot.



You can move a field by dragging the bar on the side.



This allows you to create multiple fields and add multiple widgets side by side.

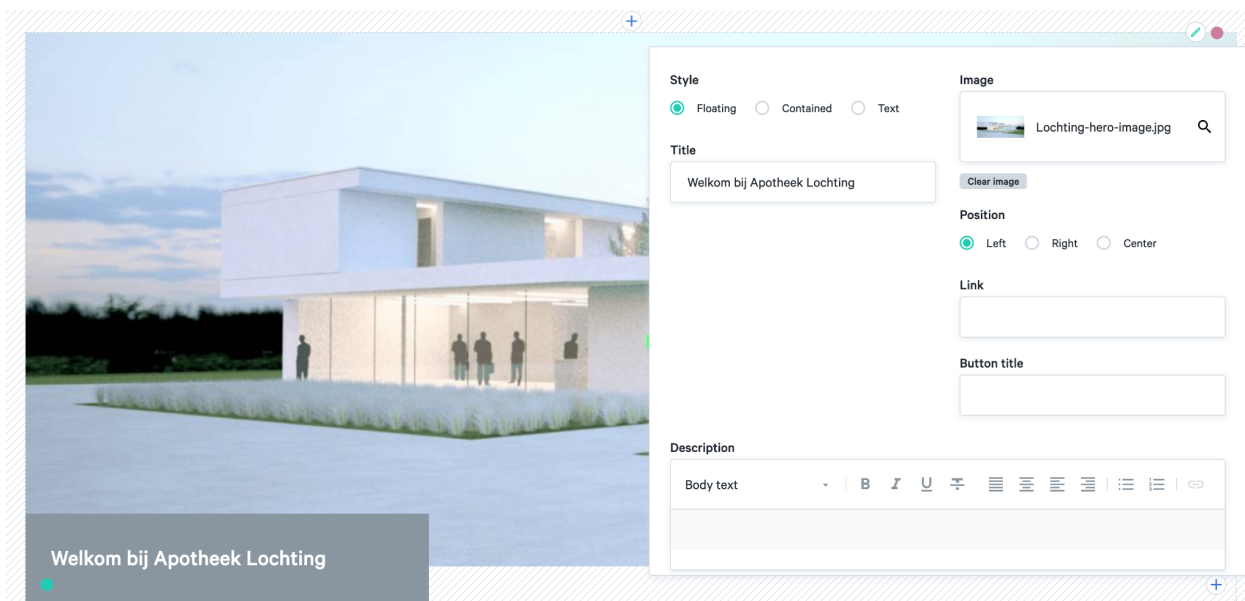


The “Fixed height” slider allows you to automatically make all the blocks on the page the same height.

Fixed height ☒

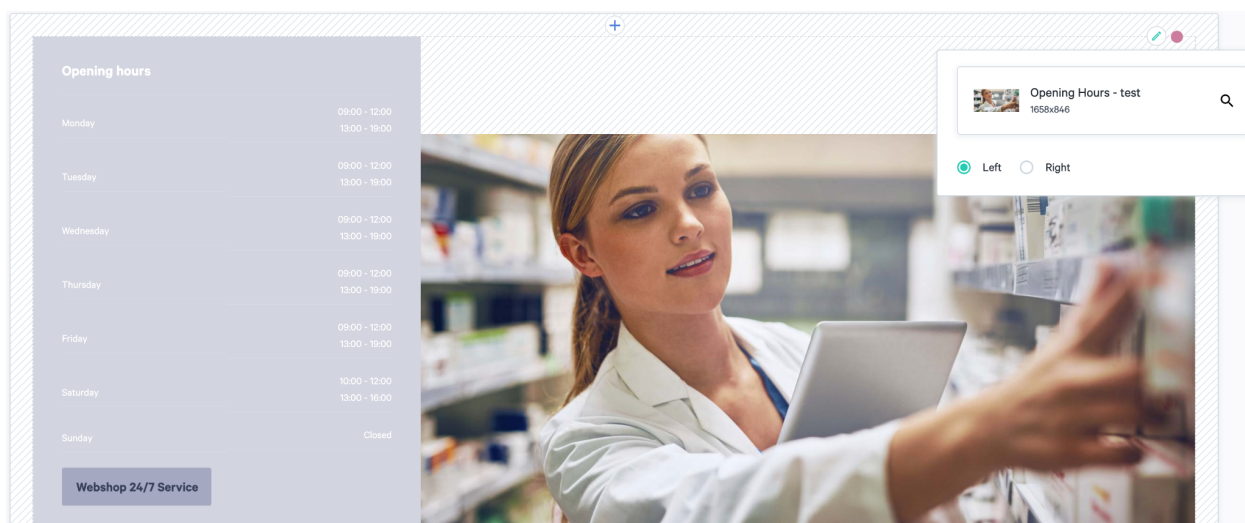
## Tile

With the tile widget, you have the option to add text or an image to your page. Select the image you want to use. Under "Style", you can choose to add the text floating or contained in the image. Then choose the title and edit your text as desired. You can position the text box to the left, right or centrally across your page. Buttons are used to direct website visitors to other pages. Choose the title to be shown on the button and add the link that opens when users click on the button.



## Opening hours

Here you can add to your webshop your pharmacy's opening hours, which you indicated in Webshops > Configuration > Opening hours. You can then add an image that will be shown to the left or right of the block of hours.



## Prescription form

Adding the prescription form to a page allows a patient to upload electronic prescriptions.

**Prescription form**

Confirm

You do not have to change anything else. The form will be placed on your webshop:

Hier kunt u uw voorschrift opladen.

#### Persoonlijke informatie

<b>Voornaam</b> <input type="text" value="Voornaam"/>	<b>Achternaam</b> <input type="text" value="Achternaam"/>
<b>Telefoonnummer</b> <input type="text" value="Telefoonnummer"/>	<b>E-mail</b> <input type="text" value="E-mail"/>

#### Adres Gegevens

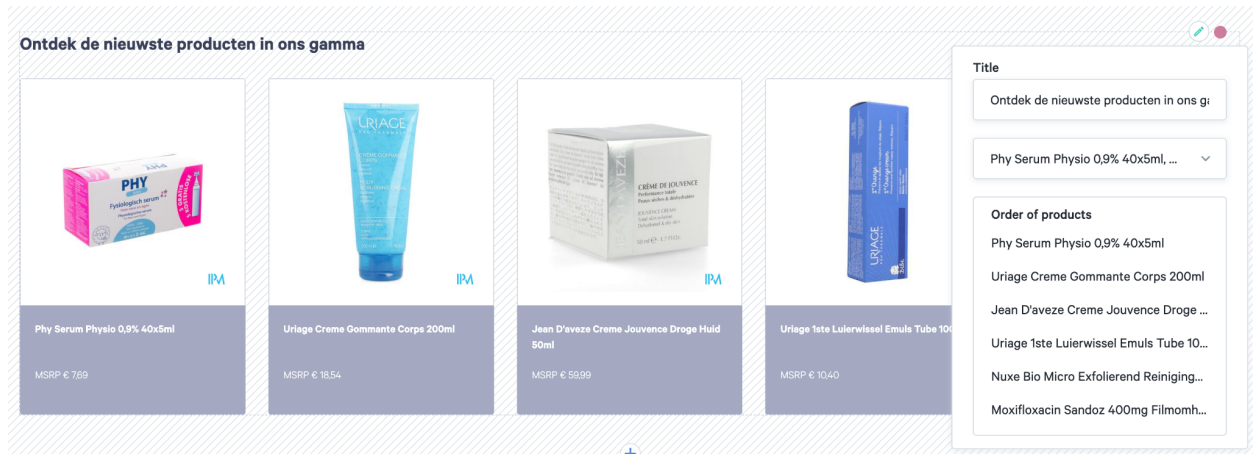
<b>Street</b> <input type="text" value="Street"/>	<b>Nummer / bus</b> <input type="text" value="Nummer / bus"/>
<b>Postcode</b> <input type="text" value="Postcode"/>	<b>Plaatsnaam</b> <input type="text" value="Plaatsnaam"/>

#### Voorschrift

<b>Opmerkingen</b> <input type="text" value="Opmerkingen"/>	 BEP15220H <b>BEWIJS VAN ELEKTRONISCH VOORSCHRIFT</b>
<b>Barcode (De barcode van het voorschrift begint met 'BEP')</b> <input type="text" value="Barcode"/>	Gelieve dit document voor te leggen aan uw apotheker om de barcode te scannen en de voorgeschreven geneesmiddelen af te leveren. <b>Voorschrijver:</b> [REDACTED] <b>RIZIV nr:</b> [REDACTED] <b>Rechthebbende:</b> [REDACTED] <b>INSZ:</b> [REDACTED]
<div>Bevestig</div>	<b>Inhoud van het elektronisch voorschrift</b>

## Product list

The product list widget allows you to add products to your page. First add a title and then search for the desired products via the search filter: enter a term, CNK, etc. with which you want to search. You can change the order in which the products are displayed by dragging them onto the "Product order" list.

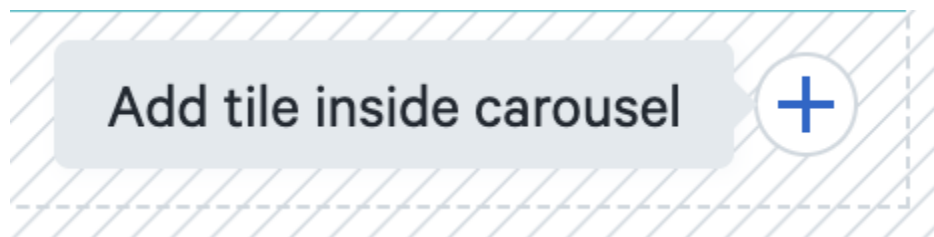


## Category list

Via category list you add an overview of different categories. Enter the title and choose the desired categories. You can select these in our tree structure via different predefined categories. You can show the categories in a list or grid view via the slider. You can change the order in which the categories are displayed by dragging them in the "Category order" list.



To add a tile to the carousel, click on the plus sign in the bottom right corner. You can then also add a title, description, button and image here. Create as many tiles as you wish here.



In the lower left corner you have the option to navigate between the different tiles of the carousel.



## News article list

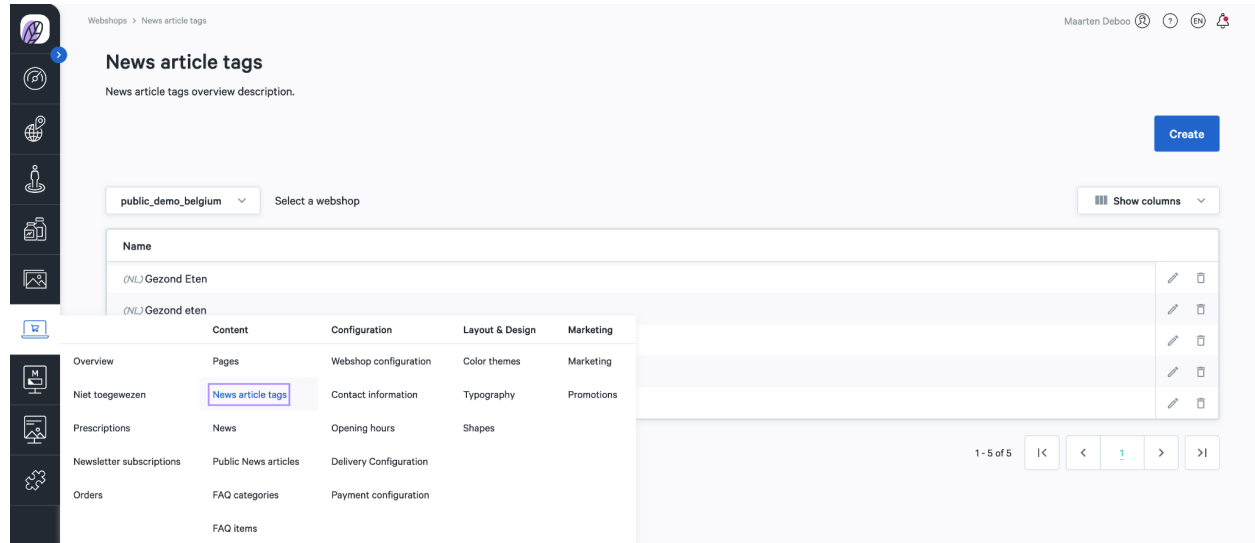
News articles can be added to the page via a news article list. Enter the title and choose the blogs that you want to publish. The blogs that you can choose from are created in the Webshops > Content > News. You can show the blogs in a list or grid view via the slider. You can change the order in which the blogs are displayed by dragging and dropping them into the "News articles order" list.





## News article tags

Here you see an overview of all the tags of the news articles on your webshop. Select the appropriate webshop if your company has multiple webshops. Click on "Create" to add a new tag and enter the desired name.



## News

Here you can see an overview of all news articles on your webshop. Select the appropriate webshop if your company has multiple webshops. You can expand your shop by changing or adding news articles.

You will find the following information on the news articles:

- Image
- Title
- Subtitle
- Tags
- Status
- Created on



Webshops > News Articles

Maarten Deboos

## News Articles

News Articles overview description.

Search by name...

Create

public\_demo\_belgium Select a webshop

Dutch

Show columns

Image	Title	Subtitle	Tags	Status	Created on
	Lekker gezond én goedkoop: 11 tips	Lekker gezond én goedkoop: 11 tips	Gezond eten	Active	2021-09-21 18:00:14
	Content	Configuration	Layout & Design	Marketing	if thuis ongezond?
	Overview	Pages	Webshop configuration	Color themes	Marketing
	Niet toegewezen	News article tags	Contact information	Typography	Promotions
	Prescriptions	News	Opening hours	Shapes	achtrust
	Newsletter subscriptions	Public News articles	Delivery Configuration		voor de mens gevolgen hebben
	Orders	FAQ categories	Payment configuration		is te wandelen
		FAQ items			tel je gebit schoon en sterk houden?

## Create news articles

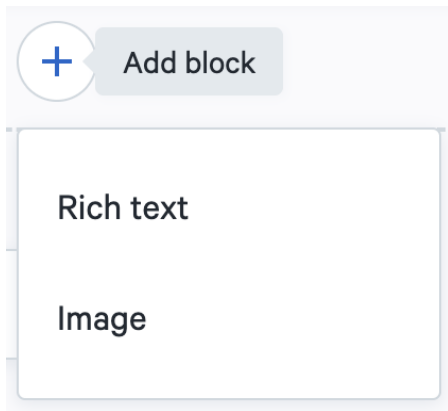
Step 1: Choose whether the news article is active or inactive.

Step 2: Fill in the title and subtitle of the news article.

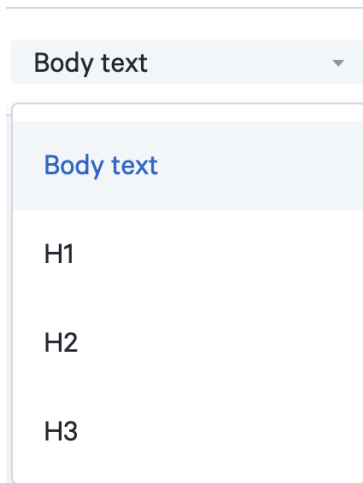
Step 3: Choose the image: this image will appear next to your news article in the overview of all your news articles. It is compulsory to choose an image for desktops. You can then select custom images for tablets and mobiles. If you do not select a different image or images, the desktop image will be used automatically.

Step 4: Write a short intro: this summary of your article will appear in the overview of all your articles.

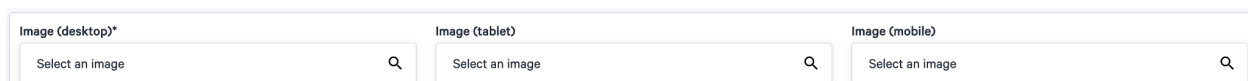
Step 5: Step 5: Write your news article: you can format this using the “Rich text” and “Image” blocks.



You can format a text block in accordance with your own wishes. Please take the different heading tags into account. Use “Body text” for the main content of your article. H1 is the first heading of a page, and you can only specify one main heading. H2 and H3 are the sub-headings for the paragraphs and sub-paragraphs. You can use these several times in your text if you wish.



Via the “Images” block, you can select an image to add to your text. It is compulsory to choose an image for desktops. You can then select custom images for tablets and mobiles. If you do not select a different image or images, the desktop image will be used automatically.



Step 6: Fill in the slug: the part that comes after your domain name in the URL. This identifies an individual page of your webshop.

Step 7: Enter the meta title: the title of a page. The meta title is visible in the search engine (e.g. Google, Bing) and in the browser tab. This is important for your webshop to rank high in the organic search results of a search engine.

Step 8: Enter the meta description: the description of the page content. This is visible in the search engine under the title.

Step 9: Select the related articles: these are the links at the bottom of the article where customers can click through to other articles.

Step 10: Add tags: define which categories the article belongs to.

### Create news article

Create news article description.

InactiveNLCreate

Locales

Dutch

Title\*

NL

Enter title

Subtitle

NL

Enter subtitle

Image\*

Q

Short intro\*

NL

Body text

Enter short intro

Post\*

NL

Body text

Enter post content

Slug\*

NL

Enter slug

Meta title\*

NL

Enter meta title

Meta description\*

NL

Enter meta description

Related articles

☐


Image

Title

Tags

Status

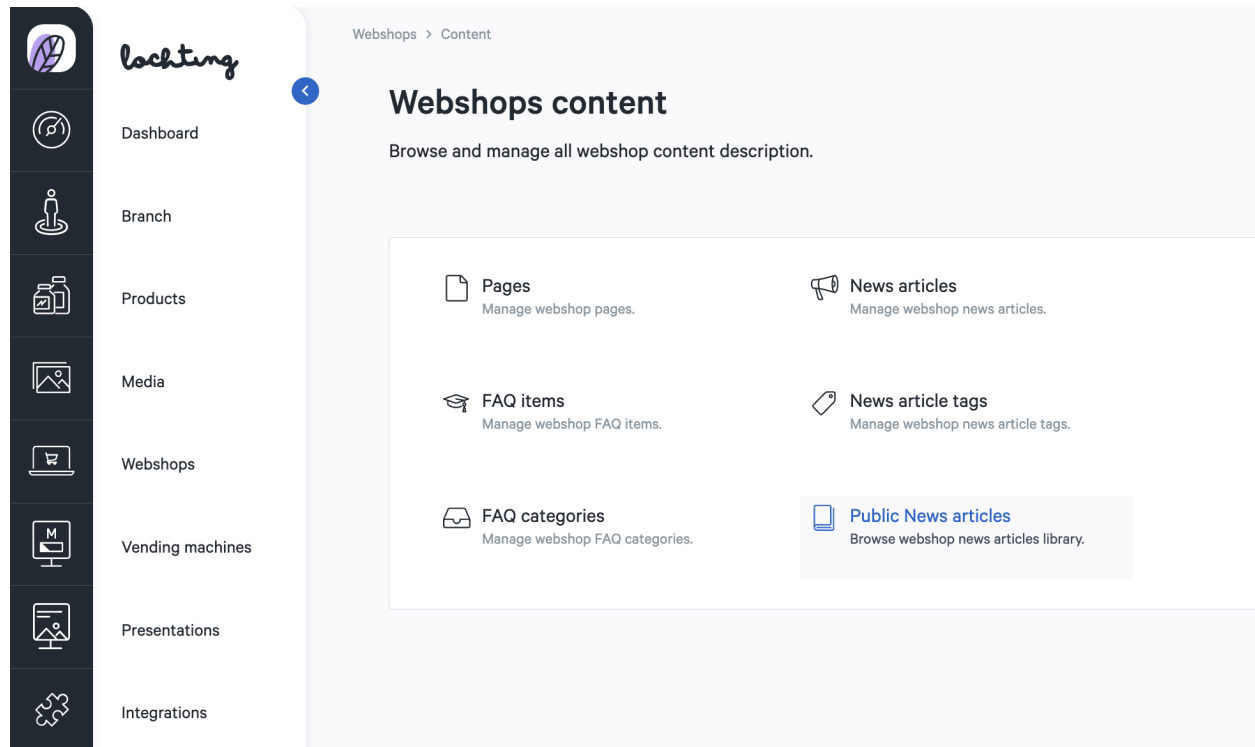
Created on

lochtung

70

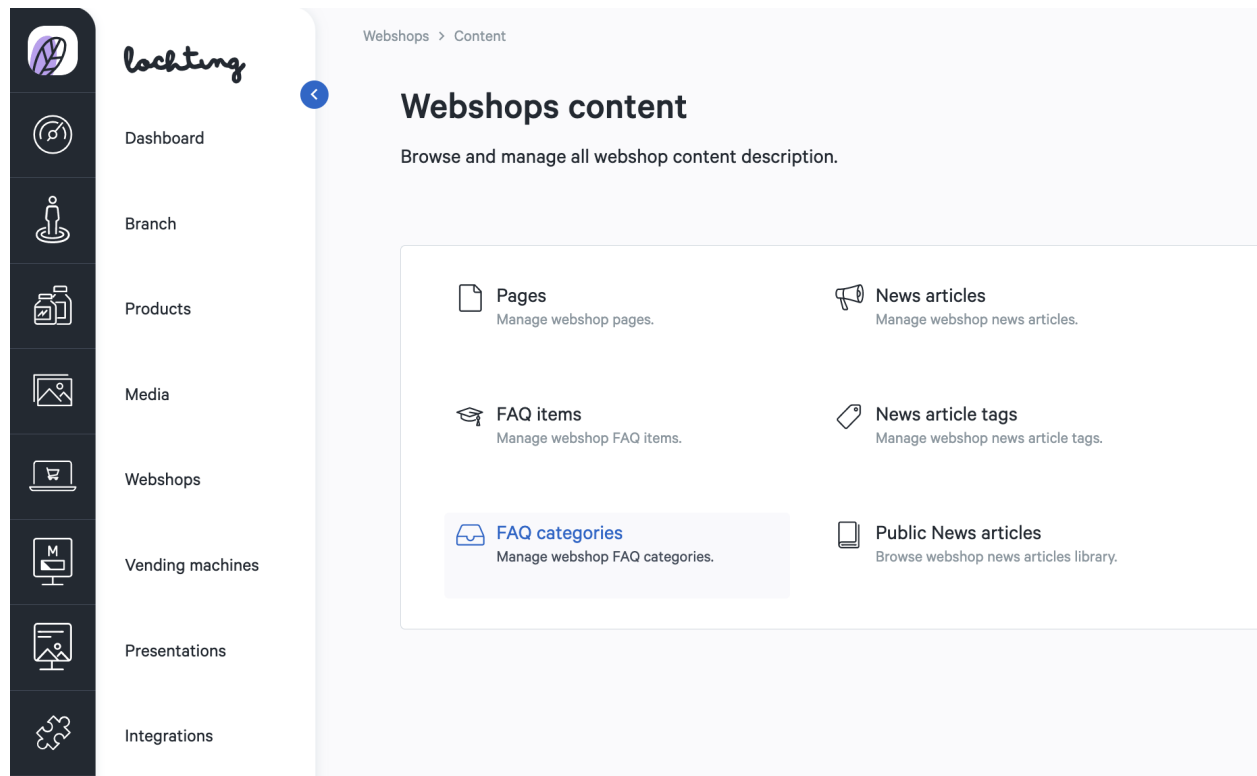
## Public news articles

On the page "Public news articles" you will find a library of news articles that you can use on your webshop. Click on "Copy" at the desired article. You will then find it in the overview of all the news articles in your webshop. You can modify the article there if you wish.



## FAQ categories

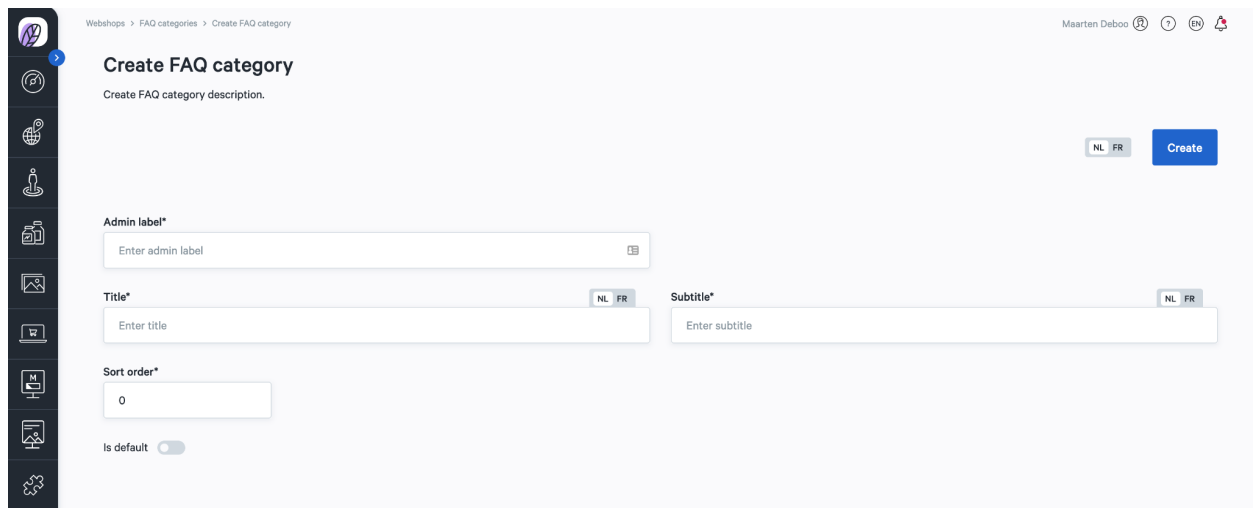
On your webshop, there are a few default FAQ categories: "Ordering", "Payment", "Products and stock" and "Register and login".



You can modify the default categories if you wish. Next, it is possible to create new categories via "Create".

You can enter the following information for a category:

- Admin label: label is only visible on the platform itself, not on your shop
- Title: your preferred title for the FAQ category in your webshop
- Subtitle: the desired subtitle for the FAQ category in your webshop
- Sort order: enter the desired order here
- Is default



Webshops > FAQ categories > Create FAQ category

Maarten Deboo (R) 7 (EN) 🔔

## Create FAQ category

Create FAQ category description.

NL FR **Create**

**Admin label\***

Enter admin label

**Title\*** NL FR

Enter title

**Subtitle\*** NL FR

Enter subtitle

**Sort order\***

0

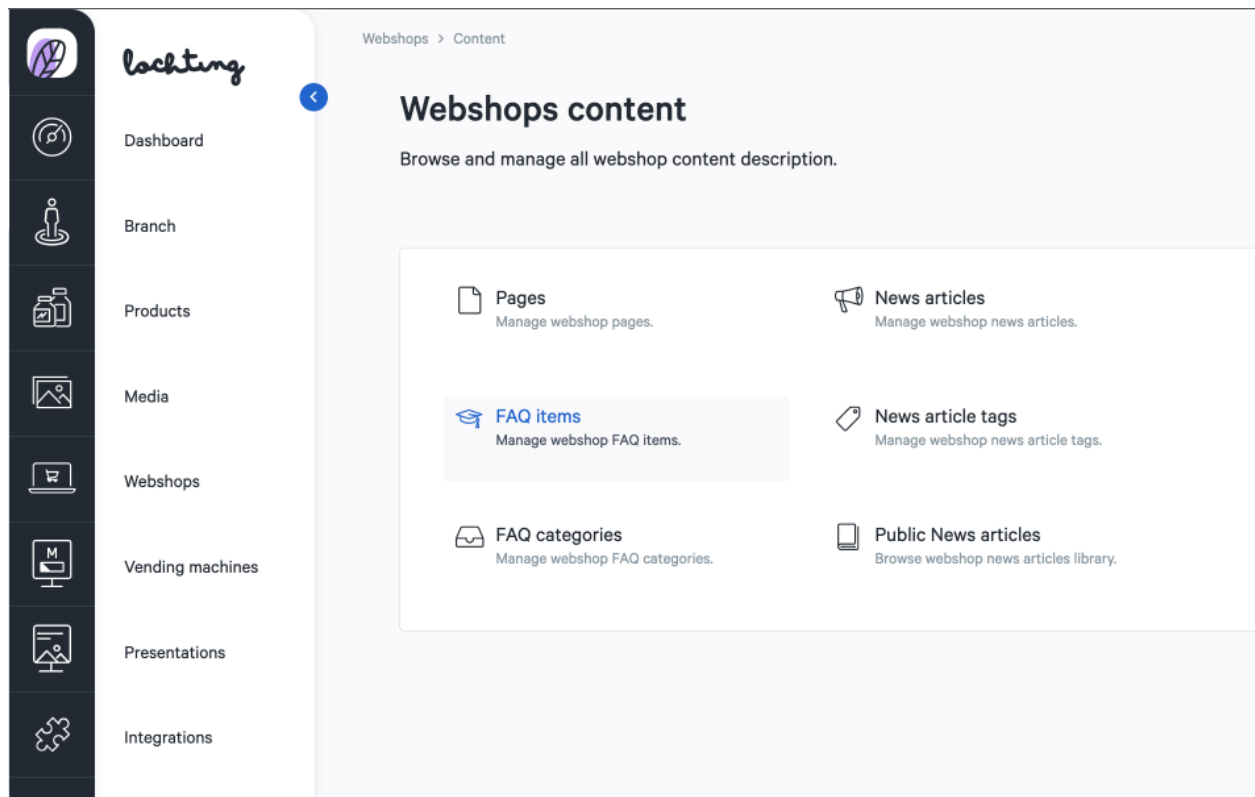
Is default ☐

## FAQ items

Under "FAQ items" you can see an overview of all the questions that are in the webshop FAQs. By default, a number of questions are already provided on your webshop, which you can change if desired.

You will find the following information on the FAQ items:

- Question
- Sort order
- Categories
- Status
- Created on
- Updated on



## Create FAQ item

Click "Create" to add a new question to your FAQs.

You can enter the following information for an FAQ item:

- Locales
- Question
- Answer
- Categories
- Sort order
- Is most frequent

Webshops > FAQ items > Create FAQ item

Maarten Deboo (NL) (EN)

### Create FAQ item

Create FAQ item description.

Inactive

Locales: Dutch

Question\*: Enter question

Answer\*: Enter answer

Categories\*: Select categories

Sort order\*: 0

Is most frequent: ☐

Create

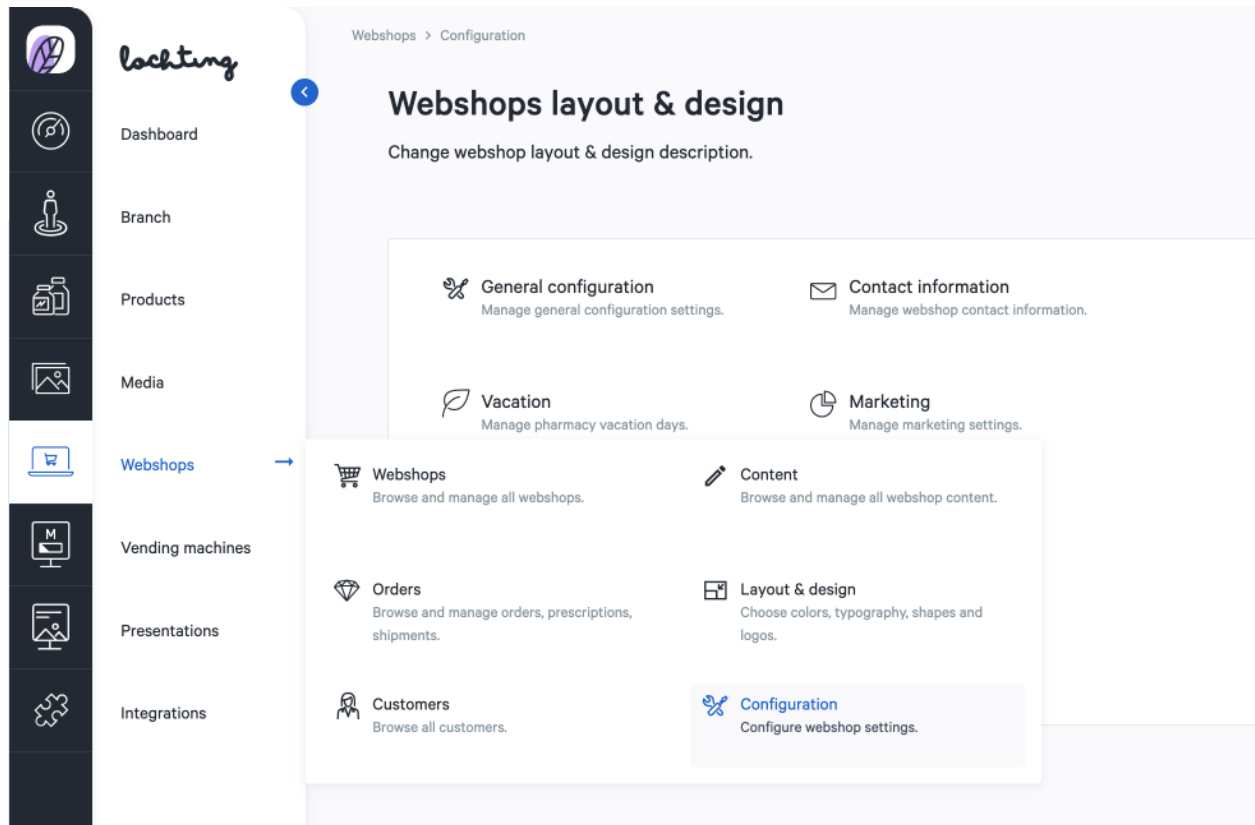
## 7.5 Configuration

### Webshop configuration

In the webshop configuration you can set the following information about your webshop:

- Name
- Title
- Description
- Titular
- License number
- Favicon: the icon you see in your browser tabs
- Webshop logo: the logo appears in the top left corner of your webshop
- Webshop logo dark mode
- Email logo: this is used for emails such as order confirmations

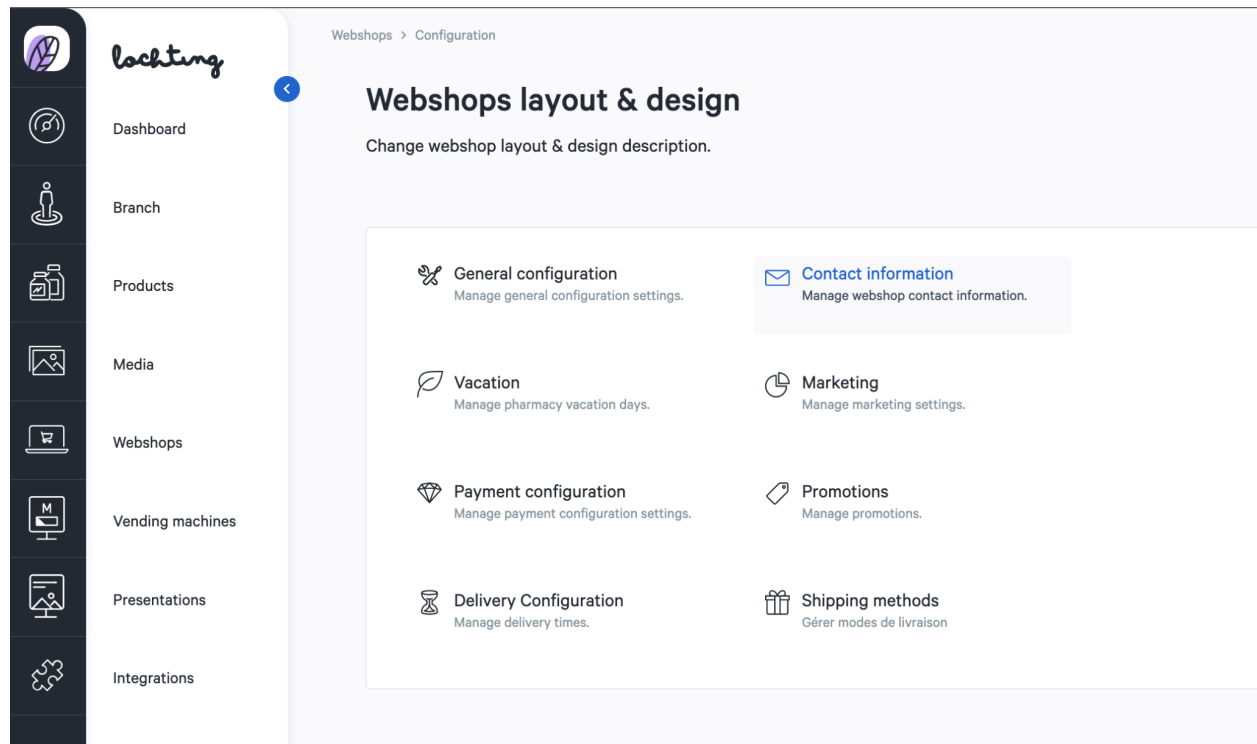




## Contact information

Under "Contact information", you can set the following information about your webshop:

- Phone number
- Country
- Region
- Zip code
- City
- Street
- No.
- VAT number
- General contact name
- General contact email
- Sales contact name
- Sales contact email



## Opening hours

You can adjust the opening hours and holidays of your pharmacy that appear in the webshop via "Opening Hours". Fill in the desired hours for each day or place a check mark to indicate that your pharmacy is closed.

## Delivery Configuration

### The concept of Delivery Times

At Lochting, many modules work in layers, including the delivery or pickup times we promise your customers on your webshop.

The **top layer** is done via the link with your **software package** and starts from your local stock. You can add *Processing Time* to that. If a product is in stock, the customer can come and pick it up almost immediately. If there is no stock, we look at the next layer.

The **middle layer** is determined on the basis of the available stock in your **Febelco depot**. Febelco gives us a delivery time to your pharmacy for each product in their range. On Lochting,

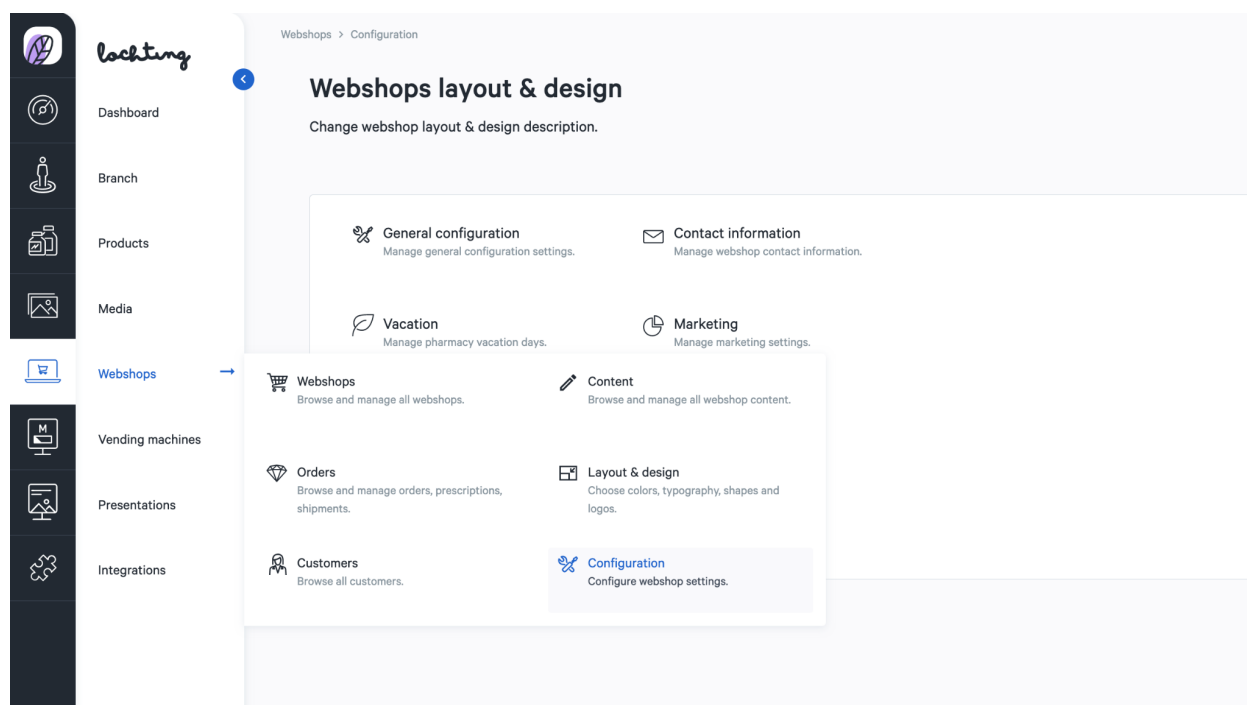
you can then add another *Processing Time*. For customers, this is calculated at the time and loaded the moment they view a product. If a product is not followed by Febelco, then we look at the next layer.

The **bottom layer** is what you can set yourself under **Webshops - Delivery Configuration**. "Order today before 11:59 p.m. => Pick up the day after tomorrow from 9:00 a.m.", for example. This layer is very broad and serves mainly as a fallback. Here we recommend not setting the time too short (that is what the other layers are for).

This logic applies to each product and occurs completely automatically. Thus, the customer always has a **correct expectation pattern** of when a product can be picked up.

## Delivery Configuration

On this page you can manage your webshop's delivery times depending on the time the order was placed. For example, you can display the latest time for an order to arrive on a specific delivery day and time.



## Shipping methods

On this page, you can manage your shipping methods. If you click on the "Configure" button, you will see four options: Pickup from the pharmacy / Locker / Local delivery / Service delivery.

If you would like to offer Service delivery, you must first activate your Sendcloud integration. You can do this by clicking on the "Activate" button in the red bar.

### Webshops layout & design

Change webshop layout & design description.



#### General configuration

Manage general configuration settings.



#### Contact information

Manage webshop contact information.



#### Opening hours

Manage pharmacy opening hours.



#### Vacation

Manage pharmacy vacation days.



#### Marketing

Manage marketing settings.



#### Payment configuration

Manage payment configuration settings.



#### Promotions

Manage promotions.



#### Delivery Configuration

Manage delivery times.



#### Shipping methods

Manage shipping methods.

Then select the shipping methods you offer and configure them.

**IMPORTANT:** The shipping methods will only be visible to your customers if you mark them as "active" in the second column.

Webshops > Configuration > Shipping methods

Maarten Deboo 1 EN

## Shipping methods

Shipping methods overview description.

Webshop configuration

[Configure](#)

internal\_demo\_belgium Select a webshop

Shipping method	Active	Name	Free shipping cost	Free shipping starting from	ZIP codes	
Pickup	<input checked="" type="checkbox"/>	(NL) Voorbeeld	-	-		
Locker	<input checked="" type="checkbox"/>	(NL) Afhaalkuisje	€2.00	€10.00		

## Pickup from the pharmacy

Enter the correct name of this delivery method and then click "save". Here you can also add and modify the locations of the pharmacy's pick-up address yourself as a pharmacist.

### Configurer Pickup mode de livraison

Configurer description mode de livraison

[Save](#)

Name\*

Voorbeeld

Locations [+ Add](#)

Name

☒ Address ☐ Branch

Street and Nr.  ZIP code  City  Phone number

Please fill in a location name and a valid address or branch

## Locker

In the "Name" field, enter the correct name of this service. In the "Fixed shipping cost" field, enter the amount you wish to request for this service. In the "Free shipping starting from" field, enter the purchase amount from which this service becomes free. Then click on "Save".

Webshops > Configuration > Shipping methods > Configure Locker shipping method

Maarten Deboo (R) (NL) (EN)

## Configure Locker shipping method

Configure shipping method description.

**Name\*** FR NL

Afhaalkluisje

**Fixed shipping cost\*** 2

**Free shipping starting from** 10

**Save**

## Local Delivery

This shipping method refers to a personal delivery (e.g. by bike) to patients near you. In the “Name” field, enter the correct name of this shipping method. In the “Fixed shipping cost” field, enter the cost price for this service. In the “Free shipping starting from” field, enter the purchase amount from which this service becomes free. Under “ZIP codes”, enter the ZIP codes within which you offer this service. Customers will only see this shipping method if their ZIP code matches one of those you have filled in. Then click on “Save”.

Webshops > Configuration > Shipping methods > Configure Local Delivery shipping method

Maarten Deboo (R) (NL) (EN)

## Configure Local Delivery shipping method

Configure shipping method description.

**Name\*** FR NL

Enter name

**Fixed shipping cost\*** 0

**Free shipping starting from**

**ZIP codes**

+ Add ZIP code

**Save**

## Service delivery

This shipping method refers to home delivery via a courier. In the “Name” field, enter the name of this service. In the “Fixed shipping cost” field, enter the amount you wish to request for this service. In the “Free shipping starting from” field, enter the total purchase amount from which

this shipping method becomes free. Once you have completed all the required fields, click on "Save".

The screenshot shows the 'Configure Service Delivery shipping method' form. The breadcrumb trail is 'Webshops > Configuration > Shipping methods > Configure Service Delivery shipping method'. The page title is 'Configure Service Delivery shipping method' with a subtitle 'Configure shipping method description.' A 'Save' button is in the top right. The form includes a 'Name\*' field with a value of 'Bpost' and a language selector set to 'NL FR'. Below this are two input fields: 'Fixed shipping cost\*' with the value '4,99' and 'Free shipping starting from' with the value '10'.

Once an order with service delivery has been placed, you will need to follow the steps below.

1. Go to Webshop → Orders. Then click on the order you wish to send.

The screenshot shows the 'Orders' overview page. The breadcrumb trail is 'Webshops > Orders'. The page title is 'Orders' with a subtitle 'Orders overview description.' There are two tabs: 'Prescriptions' (selected) and 'Shipments'. A dropdown menu shows 'internal\_demo\_belgium'. A search bar is labeled 'Search by order refere...'. A table lists orders with columns: 'External reference ID', 'Order status', 'Shipment can be started', 'Bill-to', 'Ship-to', 'Shipping method', 'Payment method', and 'Grand total'. The table contains 6 rows of data. On the left, a sidebar menu shows 'Webshops', 'Orders' (selected), and 'Customers'. A 'Content' menu is also visible.

External reference ID	Order status	Shipment can be started	Bill-to	Ship-to	Shipping method	Payment method	Grand total
			Tristan Hofman	Tristan Hofman	Click and collect	Offline payment	€20.75
			Tristan Hofman	Tristan Hofman	Click and collect	Offline payment	€4.95
			alexander Severyns	alexander Severyns	Click and collect	Offline payment	€13.29
			alexander Severyns	alexander Severyns	Click and collect	PayNL Mistercash	€13.29
			Tristan Hofman	Tristan Hofman	Click and collect	Offline payment	€9.94
000000006	Pending payment	No	Tristan Hofman	Tristan Hofman	Click and collect	Offline payment	€51.80

2. Once you are on the details screen of your order, click on "Manage shipments".

Webshops > Orders > Order 000000086 Company Manager (LI) (T) (EN) /

## Order 000000086

Webshop order details description. Manage shipments

€15.89 Order status: Pending payment

### Information

<b>Order totals</b> Shipping & Handling €4.99 Discount €0.00 Total tax €2.76 Grand Total (incl. TAX) €15.89	<b>Email address</b> celine@baldwin.be  <b>Phone number</b> 0479470756	<b>Order message</b> No message.	<b>Payment method</b> Offline payment  <b>Order date</b> Jun 21 2022, 02:58:03 PM  <b>Billing address</b> Céline Delodder dendermondsesteenweg 140 9000 Gent Belgium	<b>Shipping method</b> serviceDelivery  <b>Shipping address</b> Céline Delodder dendermondsesteenweg 140 9000 Gent Belgium
---	--	-------------------------------------	--	---

**Febelco backorder reference ID:** ac835133876f433db6c7dc98b6104a53  
Status: confirmed

### Products


Product codes	Name	Unit price	Quantity	VAT Amount	VAT Percent	Discount Amount	Row Total	Back Order
CNK: 4194072	Aderma Indispensables Univer...	€10.90	1	€1.89	21%	€0.00	€10.90	Requested: 1 <span style="background-color: #007bff; color: white; padding: 2px;">Status: confirmed</span>

3. Click on all the products you wish to ship in this package and then click on “Create shipment”.

External reference ID	Status	External status	Carrier	Customer first name	Customer last name	Shipping cost	Created at	Updated at
-----------------------	--------	-----------------	---------	---------------------	--------------------	---------------	------------	------------

### Products

Total weight: 0g

<input checked="" type="checkbox"/>	Product codes	Name	Price	Quantity	Stock	Weight	Back Order
<input checked="" type="checkbox"/>	CNK: 4194072	 Aderma Indispensables Universe...	€10.90	1 of 1	<div style="border: 1px solid #ffc107; padding: 2px;">stockSource-febelco-brugge: 0</div> <div style="border: 1px solid #ffc107; padding: 2px;">stockSource-febelco-izegem: 3</div>	-	Requested: 1 <span style="background-color: #007bff; color: white; padding: 2px;">Status: confirmed</span>

### Customer information

<b>Email address*</b> celine@baldwin.be	<b>Phone number</b> 0479470756
<b>First name*</b> Céline	<b>Last name*</b> Delodder

### Shipping information

<b>Street*</b> dendermondsesteenweg	<b>Street number*</b> 140
<b>City*</b> Gent	<b>Postal code*</b> 9000
<b>Country*</b> Belgium	

Create shipment



4. You can still edit this shipment. Once your parcel is ready to be shipped, click on “Seal shipment”. This generates a tracking code and shipping ticket that you can print out. When you click on "Seal shipment", you must enter the weight of your package to confirm. If you then confirm, your patient will receive an email informing them that their package is ready for dispatch. This email also includes the tracking code.

Webshops > Orders > 00000086 > Shipment shipment-c03f6b63-5bbf-410c-8d2d-e547a8b15a1a

Company Manager (R) ? (N) A

### Shipment shipment-c03f6b63-5bbf-410c-8d2d-e547a8b15a1a

Webshop order shipment details description.

[Edit shipment](#) [Seal shipment](#)

Shipment status: Started  
External status: -

#### Information

Shipping cost Weight Tracking code	€4.99 - -	Email address celine@baldwin.be  Phone number 0479470756	Creation date Jun 21 2022, 02:59:25 PM  Last updated Jun 21 2022, 02:59:25 PM  Shipping address Céline Delodder dendermondsesteenweg 140 9000 Gent Belgium	Carrier bpost
--	-----------------	--	--	------------------

#### Products

Product codes	Name	Quantity	Weight
CNK: 4194072	Aderma Indispensables Universele Creme 50ml	1	0g

5. Click on “Download label” to print the shipping ticket. Then stick this on the delivery box.

## Shipment 188124969

Webshop order shipment details description.

Shipment status: **Sealed**

External status: Ready to send

### Informatie

Shipping cost € 4,99  
Gewicht 26g  
Tracking code 323211588559902102538030  
[Download label](#)

Email adres celine@baldwin.be  
Telefoonnummer 0479470756

Creation date jun. 15 2022, 04:09:09 PM  
Last updated jun. 15 2022, 04:11:07 PM

Carrier bpost


Verzendadres  
Céline Delodder  
Lange Steenstraat 17  
9000 Gent  
België

### Producten

Product codes	Naam	Aantal	Gewicht
CNK: 2592046	Onypso Vao 3ml	1	26g

## Payment configuration

You can enter the payment methods you want to make available in your webshop via "Payment configuration". You can choose from the following payment methods and select the countries for which they are available in your shop: Maestro, Bancontact, Visa, MasterCard and PayPal.



## Shipment 189290459

Webshop order shipment details description.

Shipment status: **Sealed**  
External status: Ready to send

### Information

Shipping cost €4.99 Weight 1g Tracking code 323211588559902477139030 <a href="#">Download label</a>	Email address celine@baldwin.be Phone number 0479470756	Creation date Jun 21 2022, 02:59:25 PM Last updated Jun 21 2022, 03:00:05 PM Shipping address Céline Delodder dendermondssteenweg 140 9000 Gent Belgium	Carrier bpost
--	--	--	---------------

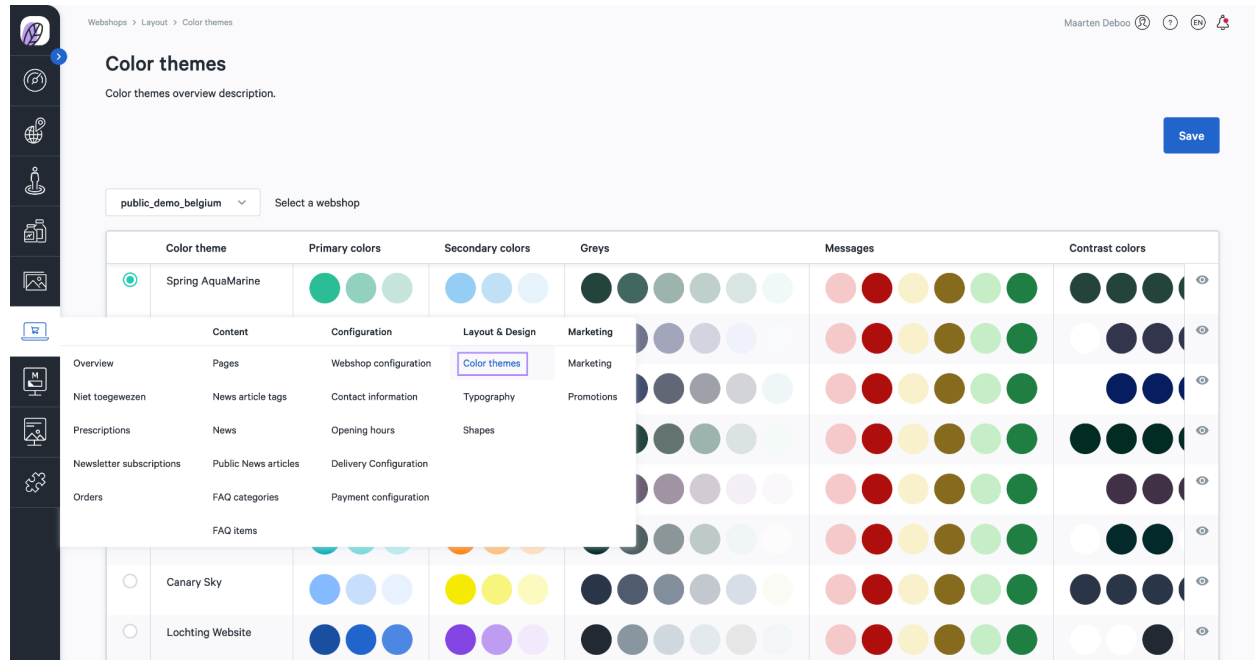
### Products

Product codes	Name	Quantity	Weight
CNK: 4194072	Aderma Indispensables Universelle Creme 50ml	1	0g

## 7.6 Layout & Design

### Color themes

You can use "Color themes" to change the colors of your webshop. Here you can choose from many color themes according to your own style. For each color theme you can see the primary colors, secondary colors, grays, message color and contrast colors.



### Typography

You can adjust the fonts for your webshop via "Typography". Here you will find an overview of all the fonts you can choose from for your webshop according to your own house style. You can see a preview of each font family for bold, regular and light.

Webshops > Layout > Typography

Maarten Deboo (R) 7 (N) A

## Typography

Typography overview description.

public\_demo\_belgium Select a webshop

Font family	Font provider	Font weight	Preview
<input type="radio"/>	Sofia Pro	adobe	<p><b>Bold</b></p> <p>The quick brown fox jumps over the lazy dog</p> <p><b>Regular</b></p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p> <p>The quick brown fox jumps over the lazy dog</p>
<input type="radio"/>	Campaign	adobe	<p><b>Bold</b></p> <p>The quick brown fox jumps over the lazy dog</p> <p><b>Regular</b></p> <p>The quick brown fox jumps over the lazy dog</p> <p><b>Light</b></p> <p>The quick brown fox jumps over the lazy dog</p>

Content Configuration Layout & Design Marketing

Overview Pages Webshop configuration Color themes Marketing

Niet toegewezen News article tags Contact information **Typography** Promotions

Prescriptions News Opening hours Shapes

Newsletter subscriptions Public News articles Delivery Configuration

Orders FAQ categories Payment configuration

FAQ items

Click on a font family to see its details page. Here you will see an overview of all elements with font weight, font size, line height and a preview.

Webshops > Layout > Typography > Sofia Pro

Maarten Deboo (R) 7 (N) A

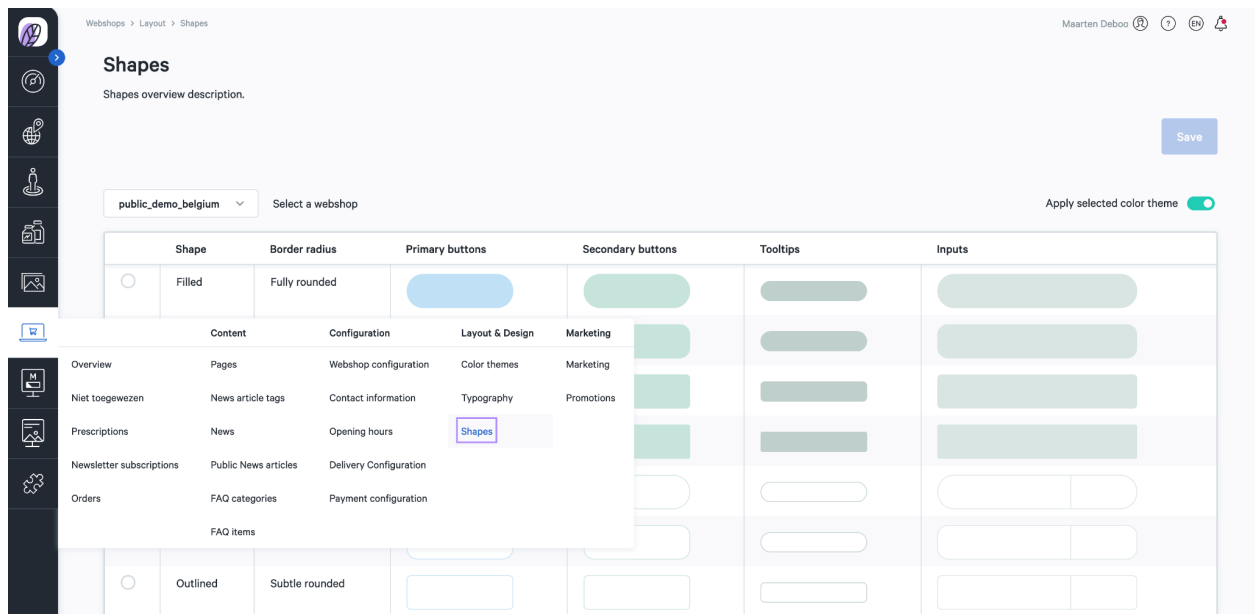
## Sofia Pro (adobe)

Typography details description.

Element	Font weight	Font size	Line height	Preview
H1	500	32px	40px	Lorem ipsum
H2	500	24px	28px	Lorem ipsum
H3	500	22px	28px	Lorem ipsum
H4	500	20px	26px	Lorem ipsum
H5	500	18px	24px	Lorem ipsum
H6	500	14px	20px	Lorem ipsum
Normal	300	16px	22px	Lorem ipsum
Small	300	14px	20px	Lorem ipsum

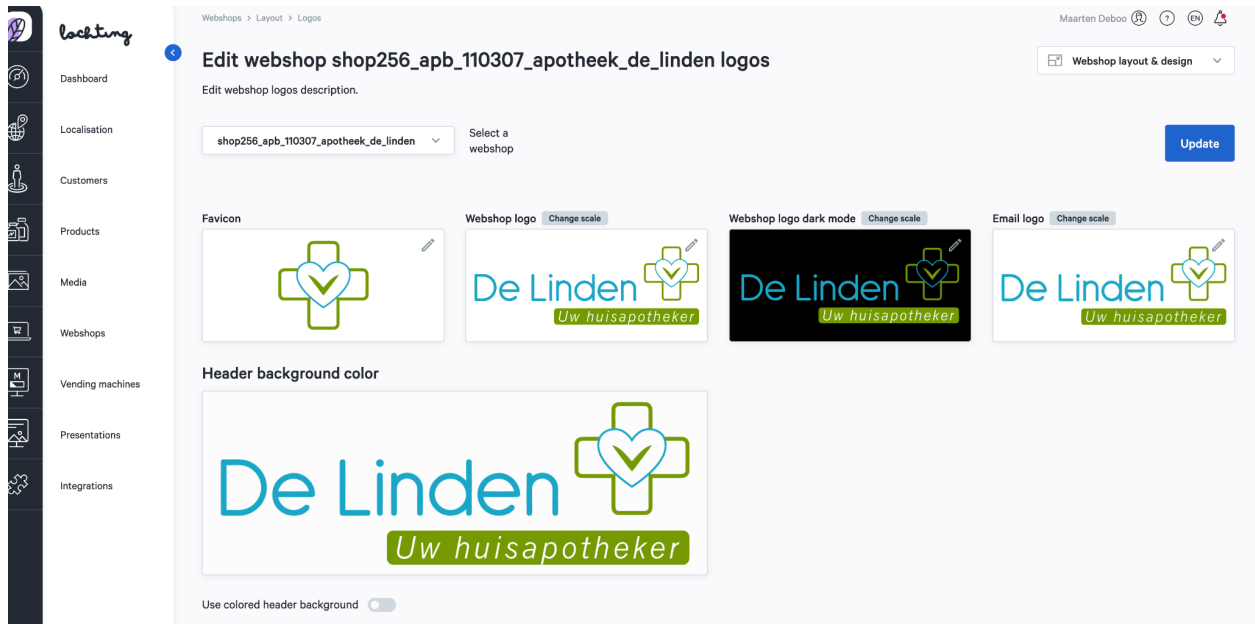
## Shapes

On this page you will find an overview of the different shapes that are available for your webshop. For each shape you will see the border radius and a preview of the primary buttons, secondary buttons, tooltips and inputs.





## Logos

In this section, you can adapt the logos of your webshop. You have to select the specific logo to change it.



## Favicon




**Click to select files from your computer,  
or just drag and drop them here**

We only allow .jpg, .png or .ico files.

## Header and footer

On this page, you can set up the styling of your webshop's header and footer.

**lochting**

Dashboard

Localisation

Customers

Products

Media

Webshops

Vending machines

Presentations

Integrations

### Header and footer

Header and footer overview description.

shop256\_apb\_110307\_apotheek\_de\_linden Select a webshop

Horizontal 1

Logo

Search

Products Contact Health Prescription Useful links About us

Horizontal 2

Logo

Search

Healthcare and hygiene Weight loss, nutrition and vitamins Pregnancy and children 50+ Herbal medicine Home healthcare and first aid Medicines

Horizontal 3

Logo

Search

Contact

Health

Prescription

Useful links

About us

Healthcare and hygiene Weight loss, nutrition and vitamins Pregnancy and children 50+ Herbal medicine Home healthcare and first aid Medicines

Vertical 1

Logo

Search

Healthcare and hygiene

Weight loss, nutrition and vitamins

Save

## Marketing

Under "Marketing", you can fill in the welcome message and copyright message.

Next, on this page you can link your pharmacy's social media to your webshop. Fill in the URL for each social media platform. These logos will appear in the footer of your shop so customers can click through to your channels.

Webshops > Edit webshop public\_demo\_belgium marketing information

Maarten Deboo

### Edit webshop public\_demo\_belgium marketing information

Edit webshop marketing information description.

public\_demo\_belgium Select a webshop Update

**Welcome message**  
Dit is een demo webshop om Lochting te kunnen demonstreren.

**Copyright message**  
Deze webshop is van Lochting

**Google services**

	Content	Configuration	Layout & Design	Marketing
Overview	Pages	Webshop configuration	Color themes	Marketing
Niet toegewezen	News article tags	Contact information	Typography	Promotions
Prescriptions	News	Opening hours	Shapes	
Newsletter subscriptions	Public News articles	Delivery Configuration		
Orders	FAQ categories	Payment configuration		
	FAQ items			

**Twitter**  
<https://www.twitter.com/>

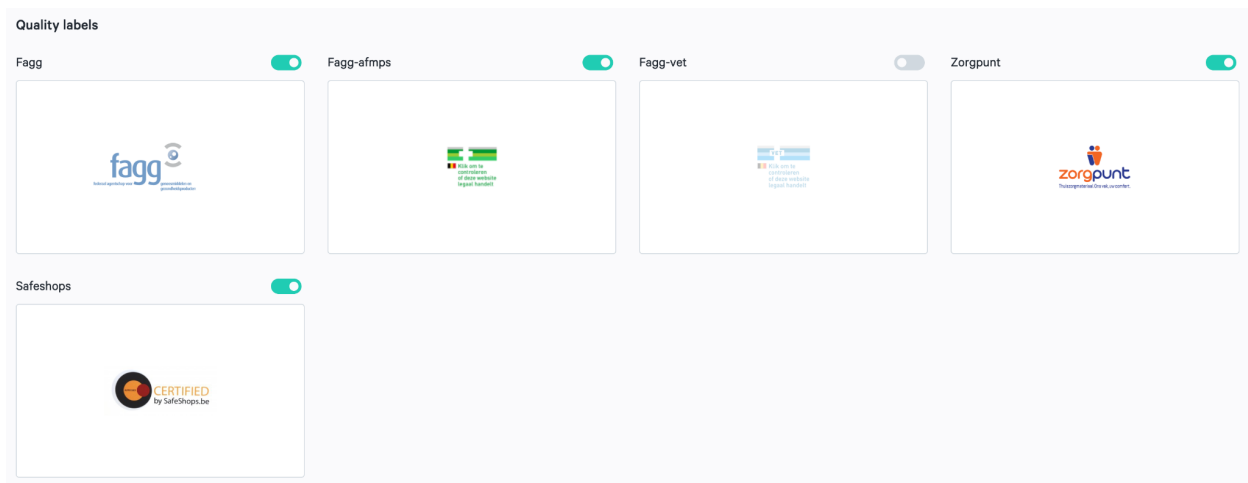
**YouTube**  
<https://www.youtube.com/>

**LinkedIn**  
<https://www.linkedin.com/company/lochting/>

**Instagram**  
<https://www.instagram.com/lochtingcommerce/>

**Pinterest**  
<https://www.pinterest.com/>

At the bottom of the page you can indicate the Fagg, Fagg-afmps, Faff-vet, Zorgpunt and SafeShops **quality labels** of your pharmacy and webshop. These labels will appear in the footer of your webshop.



## Promotions

On this page you will see an overview of the promotion codes within your webshop.

Webshops > Promotions

Maarten Deboo

**Promotions**

Promotions overview description.

public\_demo\_belgium Select a webshop

Show columns

Rule name	Label	Status	Campaign name	Promotion offer	Date from	Date till
No results.						

Overview Content Configuration Layout & Design Marketing

Overview Pages Webshop configuration Color themes Marketing

Niet toegewezen News article tags Contact information Typography **Promotions**

Prescriptions News Opening hours Shapes

Newsletter subscriptions Public News articles Delivery Configuration

Orders FAQ categories Payment configuration

FAQ items

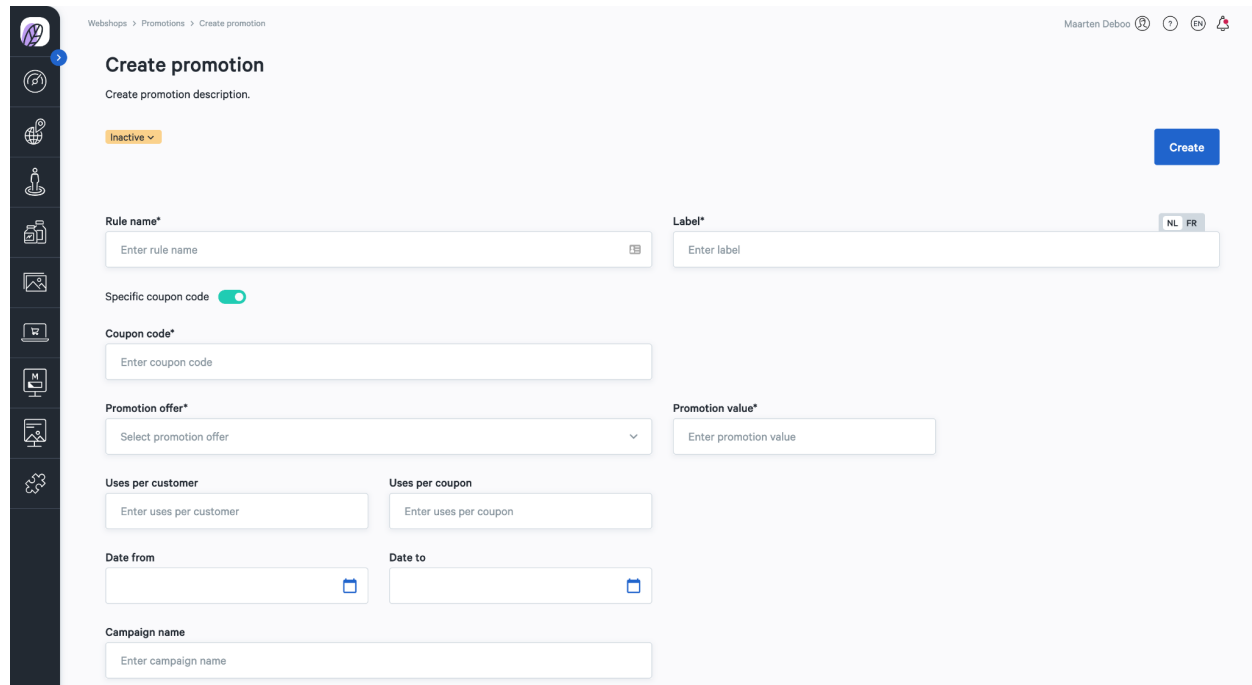
The following information is visible for each webshop:

- Rule name
- Label
- Status
- Campaign name
- Promotion offer
- Date from
- Date till



## Create promotion

You can create your own promotion for your webshop to give a discount on customers' shopping carts.



The screenshot shows a 'Create promotion' form within a webshop management system. The breadcrumb trail at the top reads 'Webshops > Promotions > Create promotion'. The user 'Maarten Deboo' is logged in, with language options for 'NL' and 'FR'. The form is titled 'Create promotion' and includes a sub-header 'Create promotion description.' and an 'Inactive' status toggle. The form fields are organized into several sections: 'Rule name\*' and 'Label\*' (with a language selector), 'Specific coupon code' (with a toggle switch), 'Coupon code\*', 'Promotion offer\*' (a dropdown menu), 'Promotion value\*', 'Uses per customer' and 'Uses per coupon' (input fields), 'Date from' and 'Date to' (calendar pickers), and 'Campaign name'.

There are two options for creating a promotion. You can do this without a code, whereby the promotion is automatically applied to each order. You can also choose to create a specific coupon code, where customers have to enter the code themselves in the shopping cart.

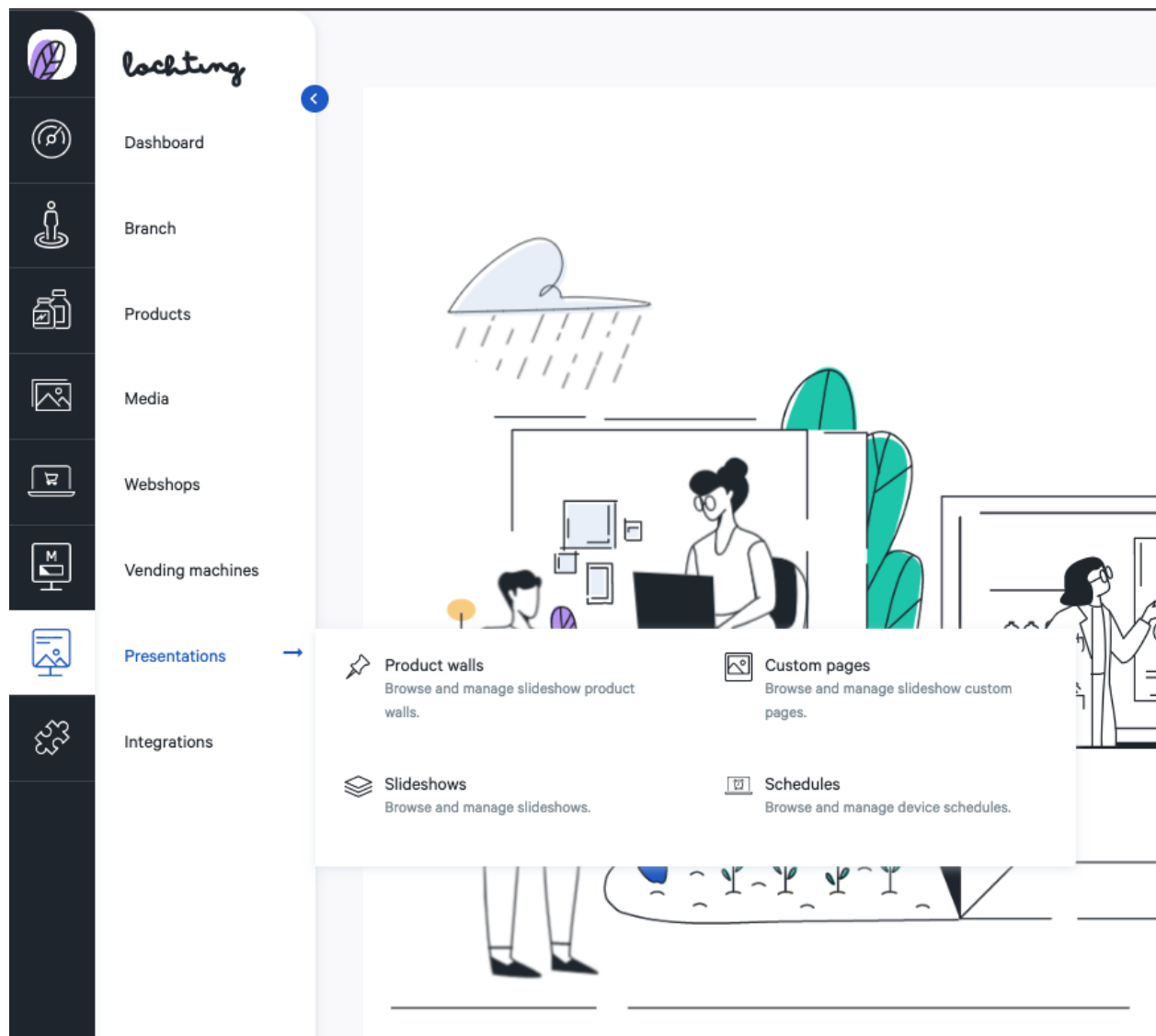
Fill in the fields to create the promotion:

- Rule name: name on platform, will not be shown on your webshop
- Label: name on your webshop
- Coupon code: choose this yourself, e.g. VALENTINE22
- Promotional offer:
  - Fixed amount discount
  - Percentage discount
- Promotion Value:
  - Discount amount in Euros under the "Fixed amount discount" option.
  - Percentage discount under the "Percentage discount" option.

- Uses per customer: number of times the same customer can use the coupon code (unlimited if you do not enter anything here)
- Uses per coupon: number of times the coupon can be used by everyone together (unlimited if you do not enter anything here)
- You can also enter a promotion for a specific part of the range. You can do so by drawing up a specific selection in the “Rules” field. You can choose between Category, Brand and Product. You can either limit this to one of the options, or create a combination (e.g. promotion on food supplements of brand X).
- Start date: start date of the coupon, excluding the start day. E.g. if you want the coupon to be valid from February 1, enter January 31.
- Date until: end date (including this day)

## 8. Vending Machines

The sixth main category is that of the vending machines.



### 8.1 Vending machines

A list of all the vending machines within your company can be found under 'Overview'.

Vending Machines

Vending Machines overview description.

Search by device name, ...

Monitoring Create device

Export Show columns

Internal name	Label	Device Group	Orientation	Company	Branch	Status
MT.Matic Pro - Beurs		EXPO2	Portrait (9:16)	Meditech Belgium	Meditech Demo	
MT.Matic Pro - Desmet - P19916_01		P19916	Portrait (9:16)	Apotheek Desmet	Apotheek Desmet Pharmacie	
MT.Matic Pro - Guyot - P22216		GUYOT	Portrait (9:16)	Pharmacie Guyot	Pharmacie Guyot (P22216)	
<a href="#">Vending machines</a> Browse and manage all vending machines.	<a href="#">Configuration</a> Configure vending machine settings.		Portrait (9:16)	Pharmacie Patinier	Pharmacie Patinier - P19605/P19902	
			Portrait (9:16)	FARMA-PLUS Apotheke (Landau)	P21228 - FARMA-PLUS (Apotheke Landau)	
			Portrait (9:16)	Meditech Belgium	Meditech Demo	
		MT.Matic V2		Meditech Belgium	Meditech Demo	
MT.Matic Slim - Lab - M_P55555_55		LAB	MT.Matic V2	Meditech Belgium	Meditech R&D	
MT.Matic Slim - Mockup		EXPO	MT.Matic V2	Meditech France	Marketing (FR)	
TV in Cluj		CLUJ	Portrait (9:16)	Baldwin	Baldwin RO	

1 - 10 of 10

https://platform.lochting.com/vending-machines/overview

The following information is visible for each vending machine:

- Name
- Device group
- Orientation: MT.Matic Smart wall dispenser = 1280 x 1024 (5:4)
- Branch
- Status
- MAC address
- Switch on time
- Switch off time
- Robot stock is available
- Robot delivery is available
- Barcode scanner is available
- Payl.nl terminal is available
- Ticket printer is available
- Pharmacy software is available
- Pharmacy software type

## Vending machine details page

You will see the details page of a vending machine if you click on it. You can decide whether to show or hide the properties of a vending machine.

The screenshot shows the 'Matic Clement Showroom' details page. At the top, there's a breadcrumb trail: 'Customers > Devices > Matic Clement Showroom'. The user 'Josephine De Vuyt' is logged in. The page title is 'Matic Clement Showroom' with a subtext 'On this page you find the details of a device.' and an 'Active' status tag. There are buttons for 'Refresh TV App', 'Delete', and 'Edit'. A toggle switch for 'Show device properties' is turned on. Below this is a table of device properties.

ID	device-565ba8f3-9775-43e9-a05e-45fd252dbadb
Name	Matic Clement Showroom
Type	Vending Machine
Device Group	Testing
Orientation	Portrait (9:16)
Company	<a href="#">Baldwin</a>
Branch	<a href="#">Baldwin</a>
Is Demo	No
Disable monitoring messages	Yes
MAC address	f4:4d:30:63:ae:0c
TeamViewer	
Fallback switch on time	-

You can enable or disable the option for the vending machine to also display products that are not present in the robot. This will still allow the patient to consult the relevant information. As for now, it is not yet possible to order products through the vending machine. This will be possible later on. The search option for non-available products (non-prescription) is thus far only for informational purposes.

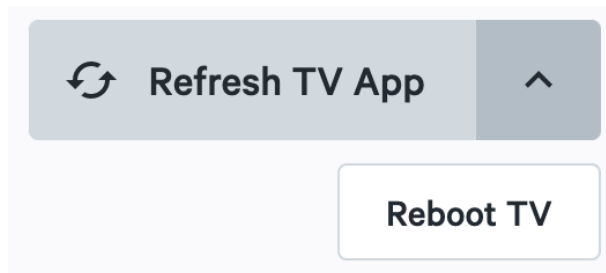
The form contains a toggle switch for 'Out of stock products are searchable' which is currently turned off. Below the toggle is a 'Save' button.

Out of stock products are searchable ☐

Save

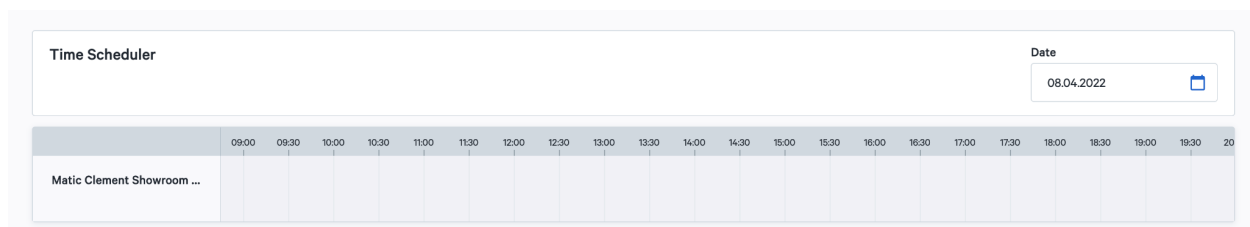
## 'Refresh TV App' and 'Reboot TV' buttons

If you wish to reload the slideshow timeline, you can click the 'Refresh TV App' button. This is useful if a slideshow or application crashes and if you wish to immediately send a newly updated presentation to the screen. The 'Reboot TV' button allows you to carry out a more comprehensive restart. You can use this if specific problems do not disappear after the use of 'Refresh TV App'.



## Time Scheduler

You can consult the time schedule of a vending machine for each day. The name of the vending machine is shown on the left in the diagram, and on the right you can see the configured presentation (s) on the time bar. Here, you can only see the overview of the time schedule. To modify this time schedule, go to the main 'Presentations' category and then to the 'Planner' sub-category. For more information on adding and modifying time schedules, see Section 9.4 Planner.



## Fallback slideshow

The fallback slideshow will play when no presentation has been assigned to the screen of the vending machine in the timeline for a certain period of time. So here you select a slideshow to be played when no other presentation has been configured in the timeline.

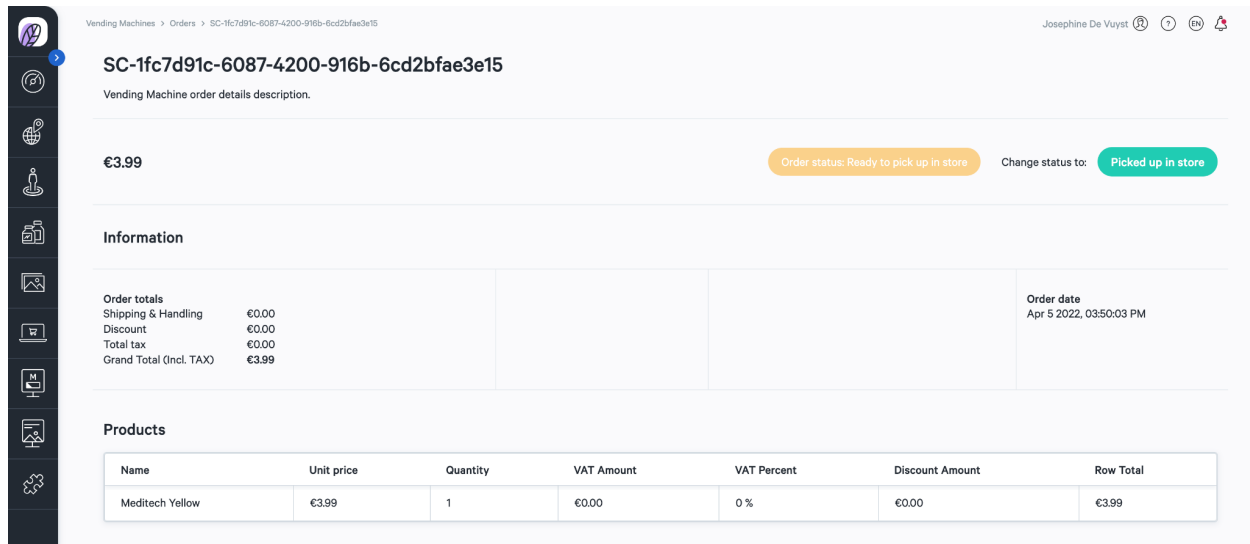
Please note! If you specify a fallback slideshow, the screen will no longer go into sleep mode at any point and the power consumption will increase.

The “Orders” page will show you an overview of all orders made on your vending machine. Should you own multiple devices, please select the one you wish to view the order history from first. When clicking on a specific order, you go to a detail page of said order. This does not contain specific client information.

The detail page shows the following information:

- External reference ID
- Order status
- Grand total
- Taxes
- Shipping
- Discount
- Created at

- Updated at
- ID



Vending Machines > Orders > SC-1fc7d91c-6087-4200-916b-6cd2bfae3e15

Josephine De Vuyt (R) 1 (fn) A

## SC-1fc7d91c-6087-4200-916b-6cd2bfae3e15

Vending Machine order details description.

€3.99

Order status: Ready to pick up in store

Change status to: **Picked up in store**

### Information

<b>Order totals</b> Shipping & Handling €0.00 Discount €0.00 Total tax €0.00 Grand Total (Incl. TAX) €3.99	<b>Order date</b> Apr 5 2022, 03:50:03 PM
--	--

### Products

Name	Unit price	Quantity	VAT Amount	VAT Percent	Discount Amount	Row Total
Meditech Yellow	€3.99	1	€0.00	0 %	€0.00	€3.99

When you click on “Reservations” on top of the overview page, you will see an overview of all reservations made through the vending machine. You can also see the order status and change it to ‘Ready to pick up in store’ when the order is ready for the customer. The platform will then automatically send an email to the customer, informing them that the ordered products are ready for collection. Once the order has been picked up, you can change the status here to ‘Picked up in store’.

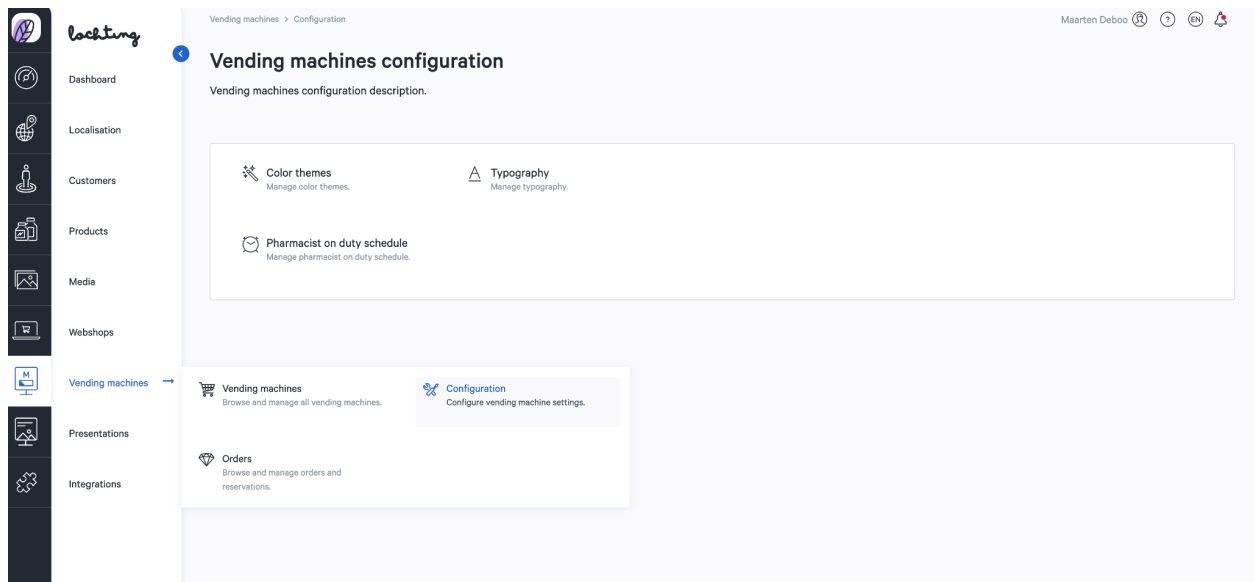
You will find the following information about the order:

- Order totals
- Order date

## 8.2 Configuration

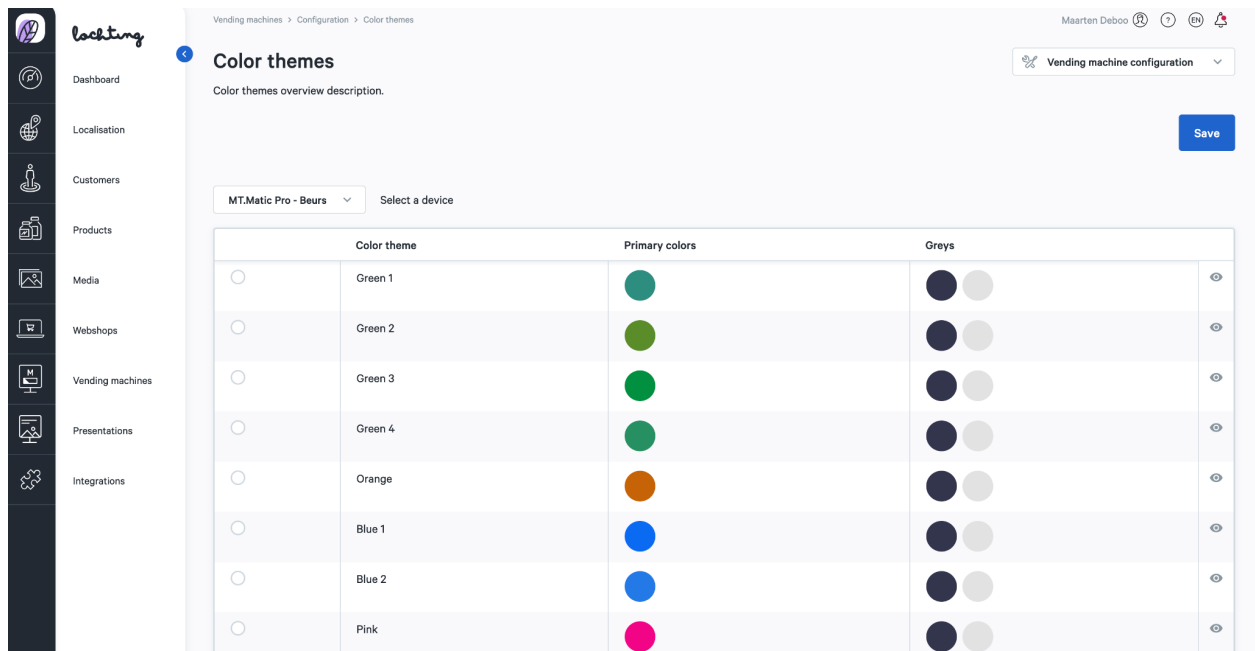
“Configuration” has three categories: “Color themes”, “typography” and “Pharmacist on duty schedule”. These allow you to configure the look and feel of your vending machines.





## Color themes

Under 'Color themes', you can modify the colors used in your device(s). This section contains various color themes that you can select for your device, in line with your corporate identity. Once you've selected your desired theme, you click "save" and have to restart your vending machine to activate the new color theme.



## Typography

You can change the fonts used in your device via 'Typography'. This section contains an overview of all the fonts you can select for your device, in line with your corporate identity. You can see a preview for each font family in bold, regular and light. Once you've selected your desired font, click "save" and restart your device to activate your theme.

Vending machines > Configuration > Typography

Maarten Deboo (R) (M) (N) (A)

Vending machine configuration

Save

MT.Matic Pro - Beurs Select a device

	Font family	Font provider	Font weight	Preview	
<input type="radio"/>	Sofia Pro	adobe	Bold	The quick brown fox jumps over the lazy dog	<input type="checkbox"/>
Regular			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
Light			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
<input type="radio"/>	Soleil	adobe	Bold	The quick brown fox jumps over the lazy dog	<input type="checkbox"/>
Regular			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
Light			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
<input type="radio"/>	Zeitung Micro	adobe	Bold	The quick brown fox jumps over the lazy dog	<input type="checkbox"/>
Regular			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
Light			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
<input type="radio"/>	Campaign	adobe	Bold	The quick brown fox jumps over the lazy dog	<input type="checkbox"/>
Regular			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
Light			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	
<input type="radio"/>	Fira Sans	adobe	Bold	The quick brown fox jumps over the lazy dog	<input type="checkbox"/>
Regular			The quick brown fox jumps over the lazy dog	<input type="checkbox"/>	

## Pharmacist on duty schedule

This section allows you to fill in your schedule on which patients reach you or the pharmacist on duty. As for now, it is not yet possible to call via the vending machine, but this will be a future option. A list of nearby pharmacies on duty will also be automatically provided.

Vending machines > Configuration > Edit device MT.Matic Pro - Beurs pharmacist on duty schedule

Maarten Deboo

**Edit device MT.Matic Pro - Beurs pharmacist on duty schedule**

Edit device pharmacist on duty schedule description.

MT.Matic Pro - Beurs Select a device

Use same phone number for all days

Phone number

Monday

Tuesday

Wednesday

Thursday

Update

## Configuration

Customers > Devices > Edit device Matic Clement Showroom configuration

Josephine De Vuyt

**Edit device Matic Clement Showroom configuration**

Edit device configuration description.

Matic Clement Showroom Select a device

Update

Vending machine logo Change scale

MEDITECH  
PHARMACY MANAGEMENT SOLUTIONS

Layout & Design

Overview

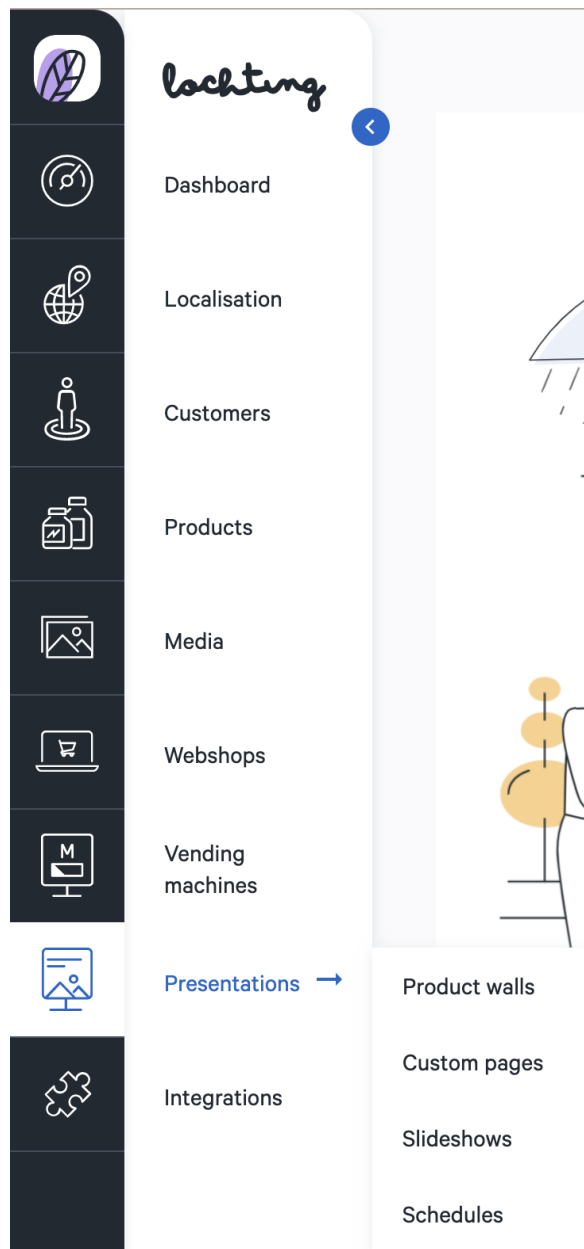
Orders

Reservations

Configuration

Under configuration, you can configure the logo for your vending machine.

## 9. Presentations



In the fifth main category you can create shows. Below you will find the subcategories "Product walls", "Custom pages", "Slideshows" and "Schedules".

## 9.1 Product walls

The product setups are the digital racks where the products you want to show on the presentation screen appear.

Presentations > Product walls

Josephine De Vuyt

### Product walls

On this page you find an overview of all product walls.

céline

Show columns

Preview	Name	Locale	Orientation	Company	Branch	Owner	Products	Tags
	Voor Céline	Dutch	Portrait (9:16)	Apotheek Lochting	Interne Demo Lochting Webshop	Céline Delodder	6	

1 - 1 of 1

Product walls

Custom pages

Slideshows

Schedules

### Product wall information

The following information is visible for each product wall:

- Preview
- Name
- Locale
- Orientation: vertical TV screen (9:16), horizontal TV screen (16:9) or horizontal MT.Matic Smart (5:4)
- Company
- Branch
- Owner
- Products
- Tags

### Create product wall

You create a product setup in three steps. To do this, first click on the "Create" button. You can always go to the previous/next step during the creation of a product wall.

## Step 1 - Enter details

In step 1 of the product wall, enter the name and select both locale and orientation. The corresponding tags can then be added here. Then click on the "Create" button again. Please note that the language and orientation of a product wall cannot be changed afterwards.

The screenshot shows the 'Edit product wall Product wall - test' interface. The breadcrumb trail is 'Presentations > Product walls > Edit product wall Product wall - test'. The user is 'Maarten Deboo (impersonating Johan Soens)'. The page title is 'Edit product wall Product wall - test'. Below the title, it says 'On this page you can edit the product wall in 3 steps. Certain fields cannot be edited.' The step indicator shows 'Step 1 - Enter details'. There are three buttons at the top right: 'Product selection >', 'Save', and 'Delete'. The form has three main sections: 'Name of product wall\*' with a text input containing 'Product wall - test'; 'Locale\*' with a dropdown menu set to 'English'; and 'Orientation\*' with a dropdown menu set to 'Portrait (9:16)'. Below these is a 'Tags' section with an 'Add tag' button. At the bottom is a 'Sharing' section with a text input containing 'Not shared' and an 'Edit' button.

## Step 2 - Select your products

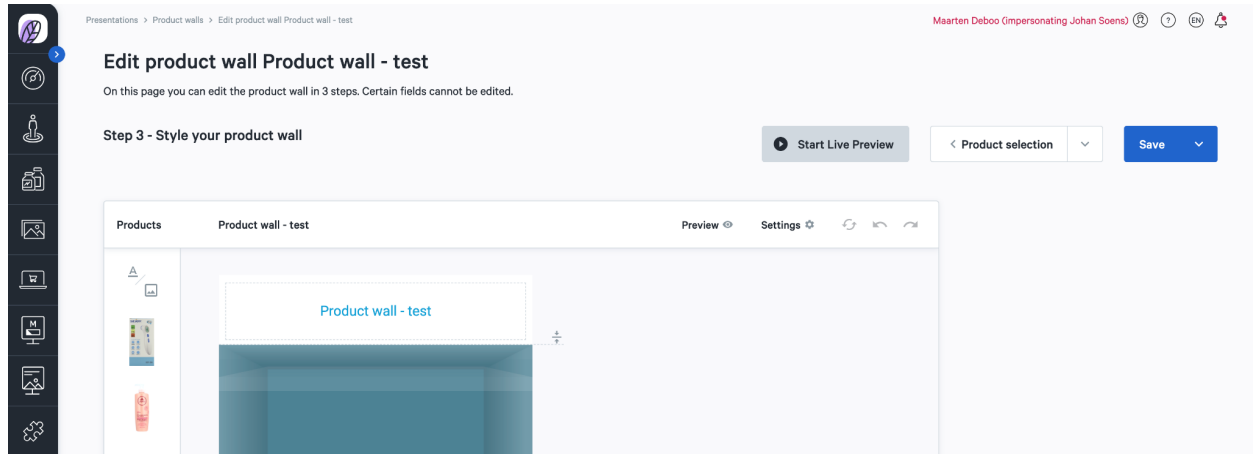
In step 2, select the products you want to add to the product wall. Click on "Designer" when you have selected all your products.

The screenshot shows the 'Edit product wall Product wall - test' interface, Step 2: Select your products. The breadcrumb trail is 'Presentations > Product walls > Edit product wall Product wall - test'. The user is 'Maarten Deboo (impersonating Johan Soens)'. The page title is 'Edit product wall Product wall - test'. Below the title, it says 'On this page you can edit the product wall in 3 steps. Certain fields cannot be edited.' The step indicator shows 'Step 2 - Select your products'. There are three buttons at the top right: '< Details', 'Designer >', and 'Save'. Below the buttons is a search bar with the placeholder text 'Search by product name, CNK code, ...' and a search icon. To the right of the search bar are three buttons: 'Only suitable for product wall' (checked), 'Show selection', and 'Show columns'. Below the search bar is a table with the following columns: 'Codes', 'Image', 'Name', 'Advised price', 'Promo price', and 'Brands'. The table contains three rows of product data. The first row is for 'Febelcare Med3 Verb.zelfkl Sterwtp 6,5x 5,0cm 5' with a price of €4.61. The second row is for 'Sejoy Thermometer Infrarood Z/contact' with a price of €59.99. The third row is for 'Laino Melk Voedend Rozenblaadjes Bio 400ml' with a price of €14.55. Each row has a checkbox in the 'Codes' column, which is checked for the second and third rows. Each row also has three buttons: 'Webshop', 'Custom page', and 'Product wall'.

Codes	Image	Name	Advised price	Promo price	Brands
<input type="checkbox"/> CNK: 3432085		(NL) Febelcare Med3 Verb.zelfkl Sterwtp 6,5x 5,0cm 5 <a href="#">Webshop</a> <a href="#">Custom page</a> <a href="#">Product wall</a>	€4.61	-	Febelcare
<input checked="" type="checkbox"/> CNK: 4226338		(NL) Sejoy Thermometer Infrarood Z/contact <a href="#">Webshop</a> <a href="#">Custom page</a> <a href="#">Product wall</a>	€59.99	-	Sejoy
<input checked="" type="checkbox"/> CNK: 3727575 EAN: 3518646028243		(NL) Laino Melk Voedend Rozenblaadjes Bio 400ml <a href="#">Webshop</a> <a href="#">Custom page</a> <a href="#">Product wall</a>	€14.55	-	Laino

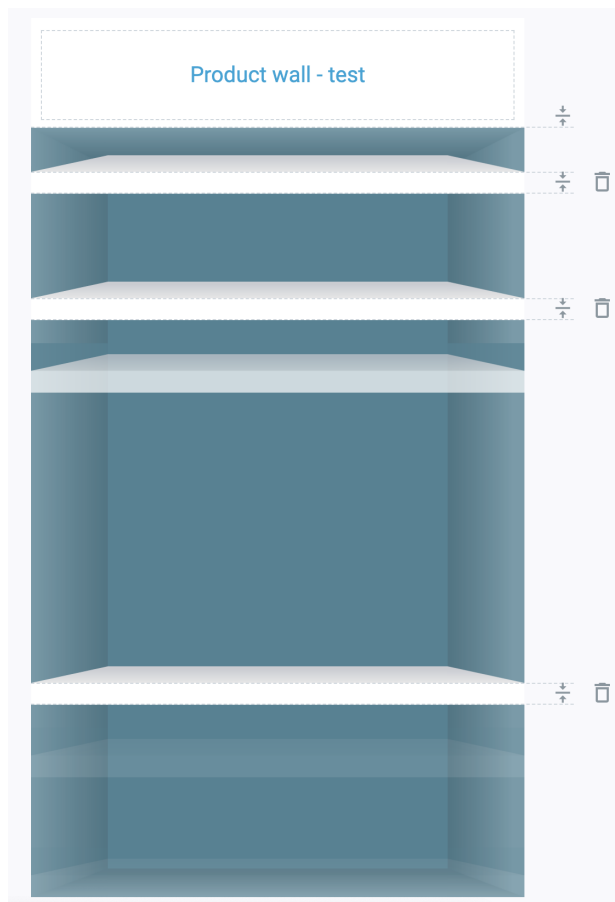
### Step 3 - Style your product wall

In step 3, you will put together your product wall with the selected products. In the header at the top of the rack you will see the name you entered in step 1. On the left side you will see your selected products.



### Creating shelf in rack

Click anywhere in the rack to add a shelf. You can drag it up or down to place all the shelves in the desired position.

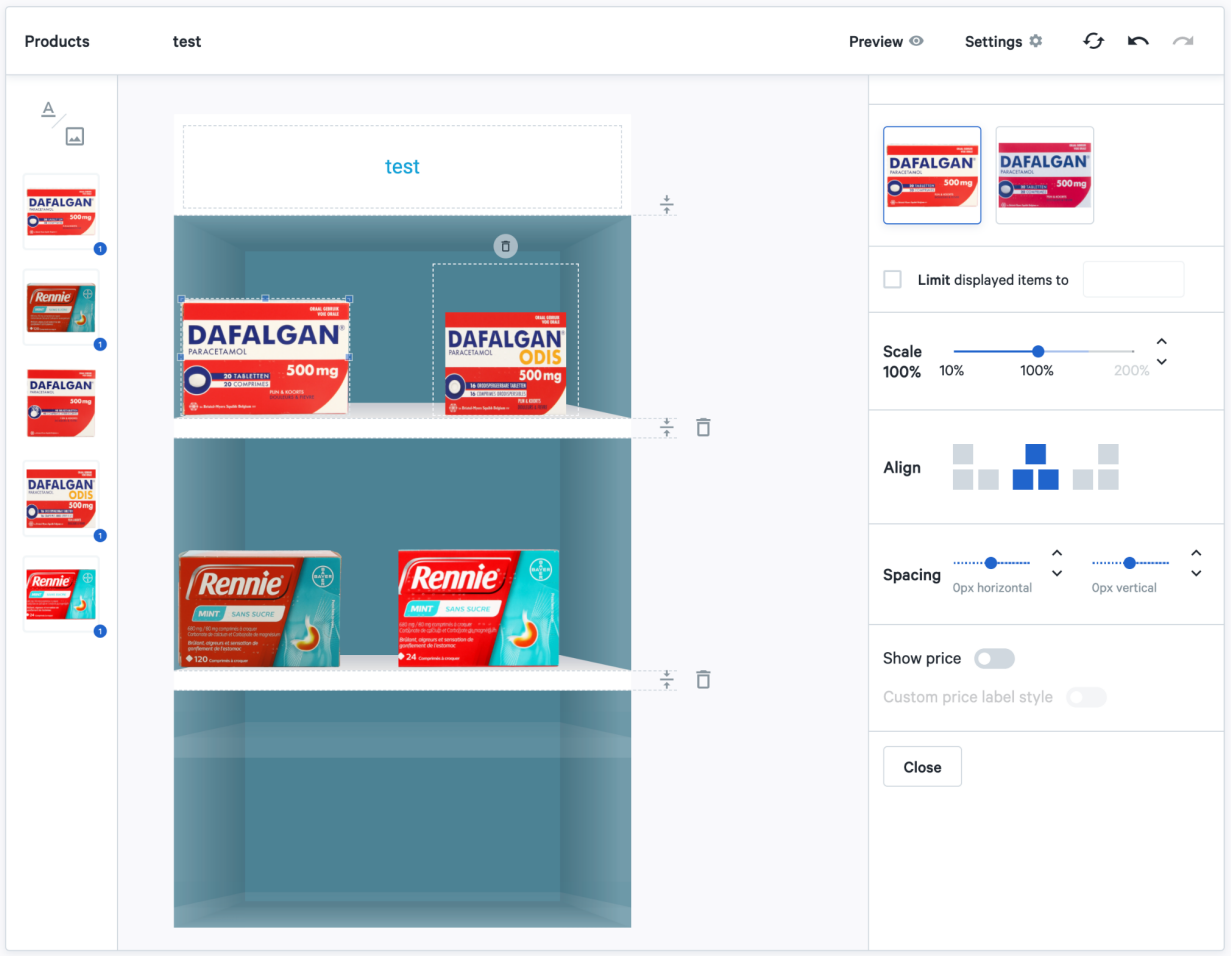


## Place product in rack

You can place a product in the shelf by dragging to it and then releasing it on the shelf. You can change the number of products displayed by dragging the selection frame around the products. In addition, you can also determine the number of displayed products in "Settings". You will automatically see a box where you can set various options:

- All frontal photos (if more than one option exists)
- Maximum number of products shown
- Spacing
- Scale
- Alignment
- Show price (yes/no)
- Custom price label style
- Promo label style





General settings of the product wall



Shelf style

3D

Header background color

Style wall background

Color

Image

Video

Background color

Toggle all price labels

Price label style

Background
Border

Roboto

11

B

I

U

Promo label style

Background
Border

Style normal price

In "Settings", you can adjust the general settings of the entire product setup:

- Shelf style: 2D or 3D
- Header background color
- Wall background style: color, image or video
- Turn on/off all price labels
- Price label: style, background, border, font, formatting, etc.
- Promotional price label: style, background, border, font, formatting, etc.

## Change adjustments

Using the buttons below, you can reset the entire product setup to start over, undo a change, or re-implement it.



## Preview

To see a preview of the product setup, click on the "Preview" button. This will hide all buttons and frames on the page.

**Preview** 

## Live preview

You can use the "Start live preview" button to select a TV screen within your company. The product setup will then be played on it as an example.




 **Start Live Preview**

## Changing the shared product wall

Shared product walls can be viewed via the "Shared Content" slider.












**Shared content** 

To change a shared product wall, first make a copy of it. You can then go through the steps required to modify it in line with your requirements.





Preview	Name <sup>1</sup>	Locale <sup>1</sup> ▼	Orientation <sup>1</sup>	Company	Branch ▼	Owner	Products	Tags
	Baldwin Test <small>Sharing with others</small>	English	Portrait (9:16)	Baldwin	Baldwin	Branch Manager	0	 

## 9.2 Custom pages

The subcategory "Custom pages" lists all available pages within your company.














Presentations > Custom pages
















Maarten Deboo (impersonating Johan Soens)    

### Custom pages

On this page you find an overview of all custom pages.



Gedeelde Content ☐
Show columns ▼

Preview	Name <sup>1</sup>	Locale <sup>1</sup> ▼	Orientation <sup>1</sup>	Company	Branch	Owner	Products	Tags
	APB - enceinte (FR) <small>Sharing with others</small>	French	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	 
	AUP - Mois sans tabac	French	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	 
	BUG	Dutch	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	 
	custom page	English	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	 
	Device sequence test horizontal -...	Dutch	Landscape (16:9)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	 

### Custom pages information

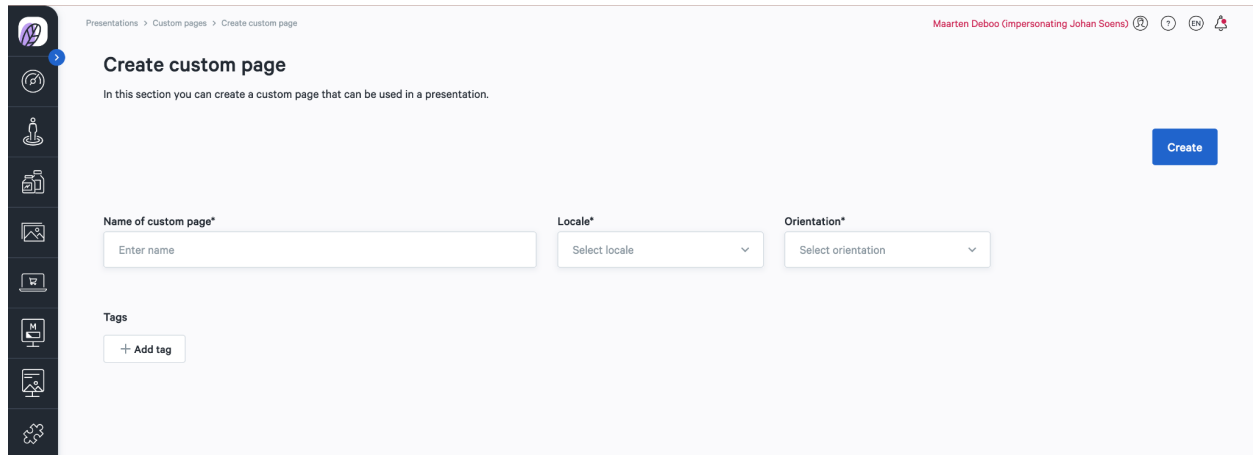
For each page, the following information is visible:

- Preview
- Name
- Locale
- Orientation: vertical TV screen (9:16), horizontal TV screen (16:9) or horizontal MT.Matic Smart (5:4)
- Company
- Branch
- Owner
- Products
- Tags

## Create custom page

### Setting the details of the custom page

First, click on the "Create" button. When you create a custom page that can be used in a presentation, enter the name, choose the language and orientation of the page and add tags.

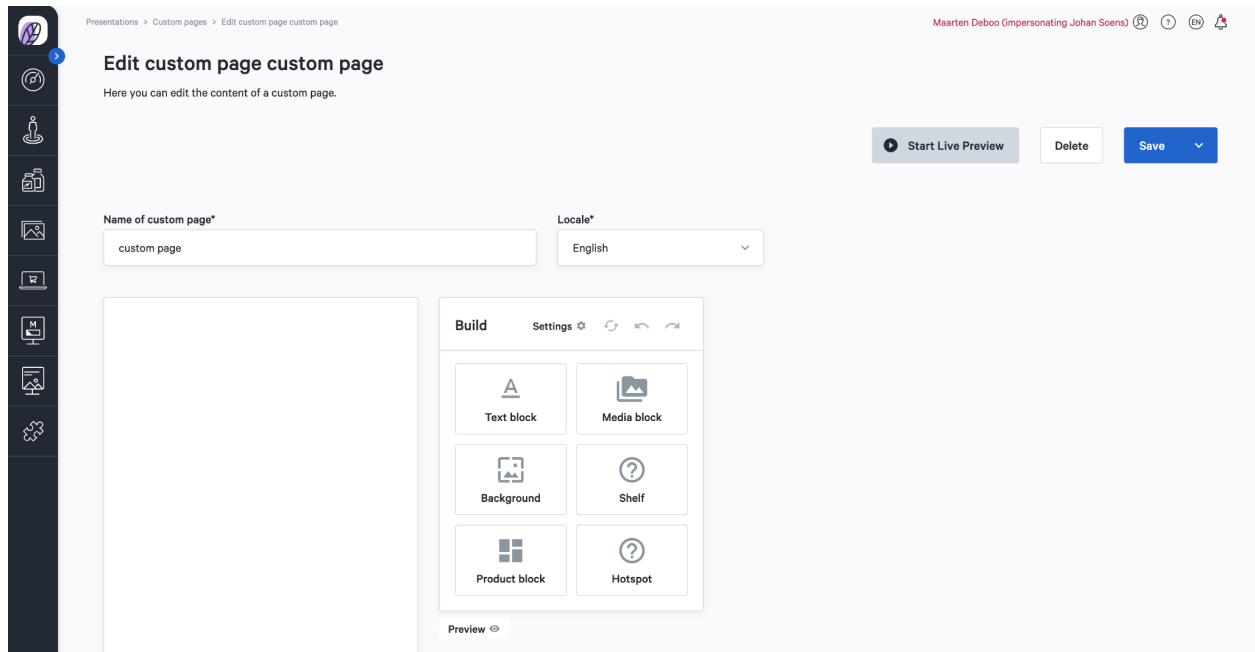


The screenshot shows the 'Create custom page' interface. At the top, there is a breadcrumb trail: 'Presentations > Custom pages > Create custom page'. The user is identified as 'Maarten Deboo (impersonating Johan Soens)'. The main heading is 'Create custom page', followed by the instruction: 'In this section you can create a custom page that can be used in a presentation.' On the right, there is a blue 'Create' button. Below the instruction, there are three input fields: 'Name of custom page\*' with a text input containing 'Enter name', 'Locale\*' with a dropdown menu showing 'Select locale', and 'Orientation\*' with a dropdown menu showing 'Select orientation'. At the bottom left, there is a 'Tags' section with a '+ Add tag' button. A vertical sidebar on the left contains various icons for different presentation elements.

Clicking "Create" again will take you to the next step.

### Edit custom page

After you have created the page, you can set the content by adding different blocks to your screens. You can add these blocks by clicking on them and dragging them to the appropriate place on the page.



## General settings page



You can adjust the general settings of the entire page via "Settings".

- Price label: style, background, border, font, formatting, etc.
- Promotional price label: style, background, border, font, formatting, etc.

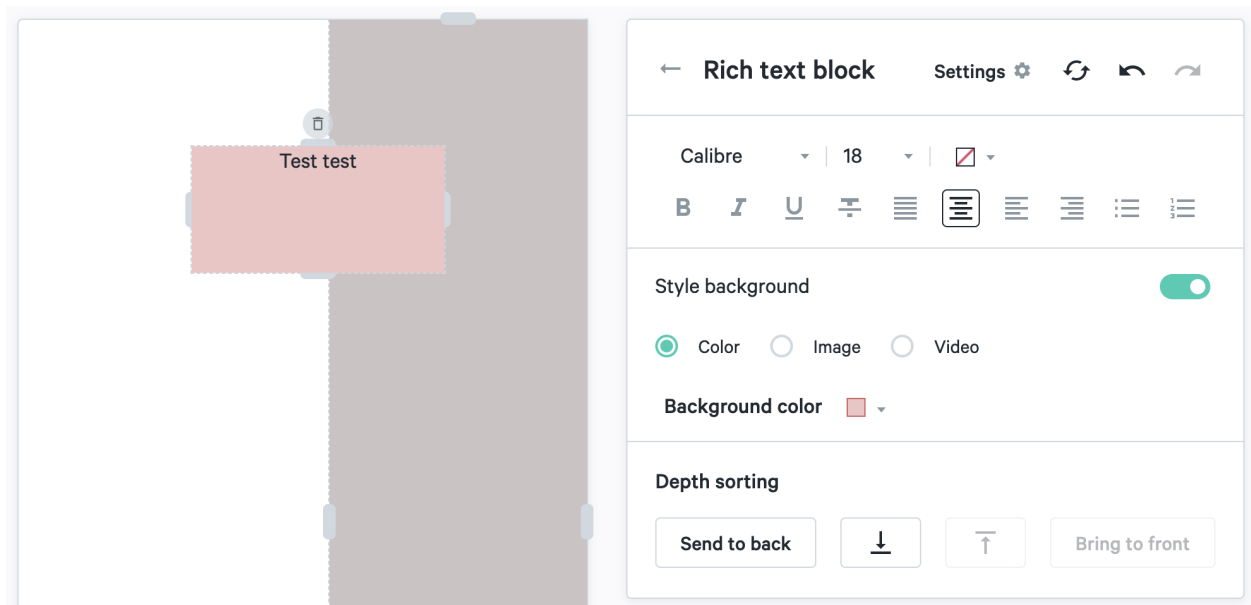
The screenshot shows a 'Settings' panel with a title bar containing a back arrow, the word 'Settings', and three icons: a refresh icon, a left-pointing arrow, and a right-pointing arrow. The panel is divided into two main sections. The first section, 'Price label style', features a dropdown menu with a rounded rectangle preview and a downward arrow. Below this are 'Background' and 'Border' color pickers, both showing an orange color. Further down are three dropdowns: 'Roboto' for font, '11' for size, and a square icon for a checkbox. A row of text formatting icons follows: bold (B), italic (I), underline (U), bulleted list, numbered list, and a list with a box icon. The second section, 'Promo label style', has a dropdown menu with a circle preview and a downward arrow. Below it are 'Background' and 'Border' color pickers, both showing a blue color. At the bottom are two more dropdowns labeled 'Style normal price' and 'Style promo price', each with a downward arrow.

## Add text block

If you drag a text block onto the page, you can type your own text in it.

For each text block, you can adjust the following settings:

- Text formatting (you have to select the text itself to be able to modify it)
- Style background: color, image, video
- Sorting by depth: if there are multiple blocks you can choose the positioning and move this block to the front or back.



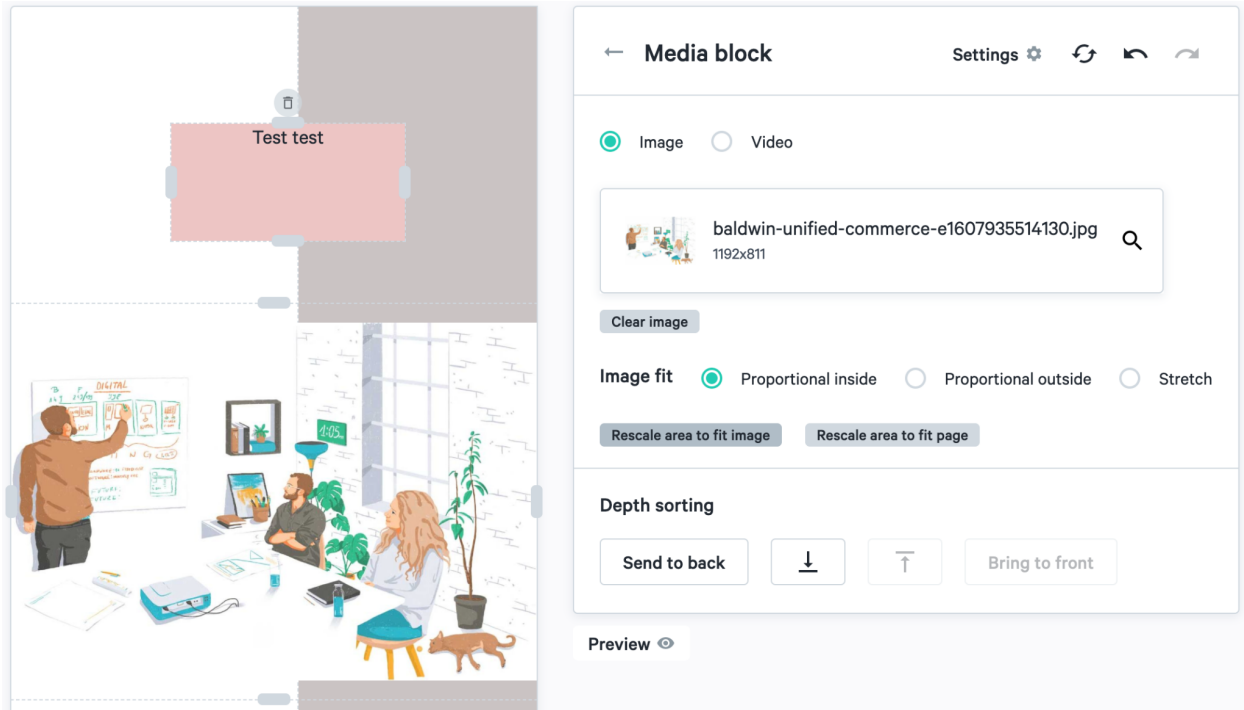
## Add media block

By dragging a media block onto the page you can add an image or video.

For each media block, you can adjust following settings:

- Size: proportional or stretch across the frame.
- Rescale area to fit image
- Rescale area to fit page: in this case part of the image or video may disappear outside the frame.
- Sorting by depth: if there are multiple blocks, you can choose the positioning and move this block to the front or back.



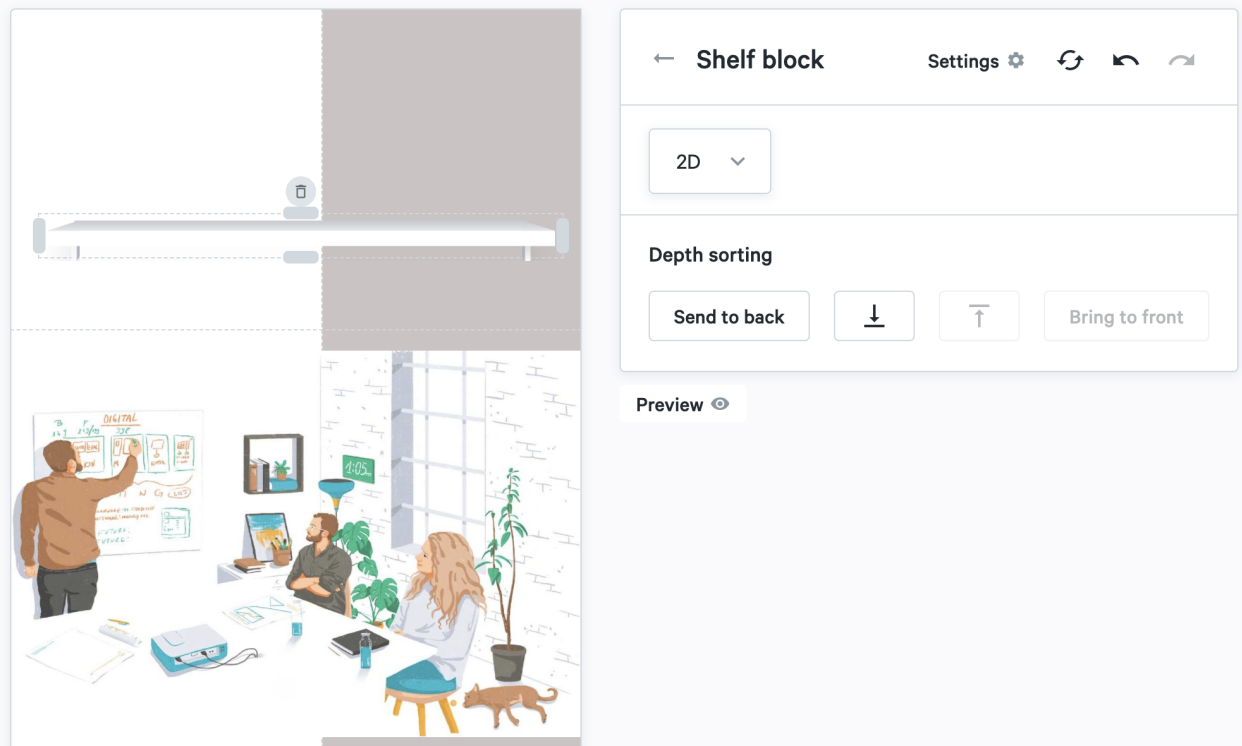


## Add shelf block

Drag the shelf block onto the page to add a shelf.

You can change the following settings for each shelf block:

- Type: 2D or 3D.
- Sorting by depth: if there are multiple blocks you can choose the positioning and move this block to the front or back.

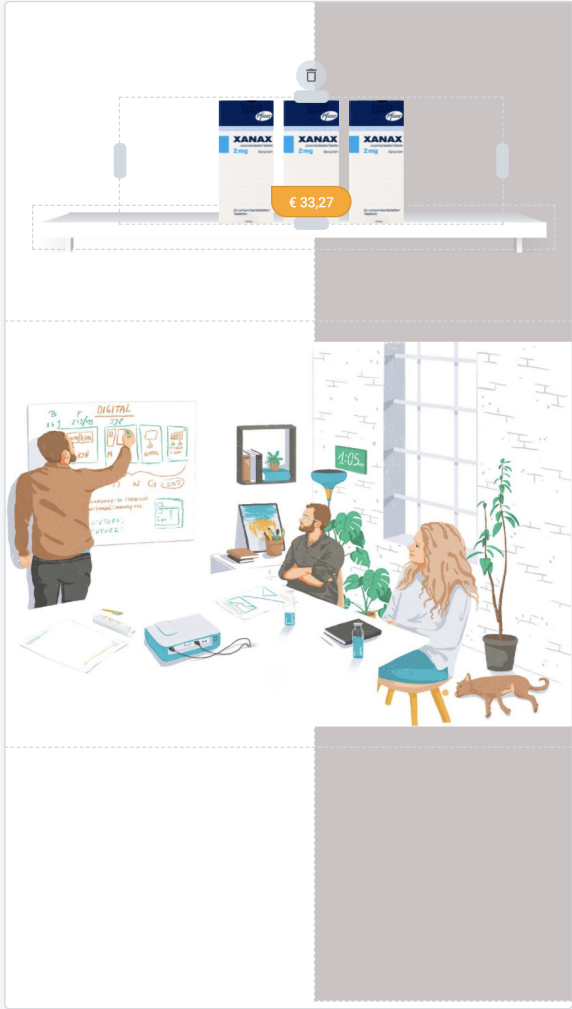


## Add product block

You can add a product to the page by dragging this block.


For each product block, you can adjust the following settings:

- Media type: frontal image or packshot in 3D
- Number of items displayed
- Scale
- Alignment
- Spacing: space between products
- Show price: the price you entered in the "Sales channel TV screens" page.
- Price label style: style, background, border, font, formatting, etc.
- Promotional label style: style, background, border, font, formatting, etc.
- Sorting by depth: if there are multiple blocks you can choose the positioning and move this block to the front or back.



← **Product block**
Settings ⚙️ ↺ ↻ ↶

**Product**


(NL) Xanax Comp 50x2mg

**Media**

☒ Frontal
☐ Packshot 3D

☒ Limit displayed items to

3

**Scale**

65%

10%
100%
200%

**Align**

**Spacing**

8px horizontal

2px vertical

Show price ☒
Custom price label style ☐

**Depth sorting**

Send to back

↓

↑

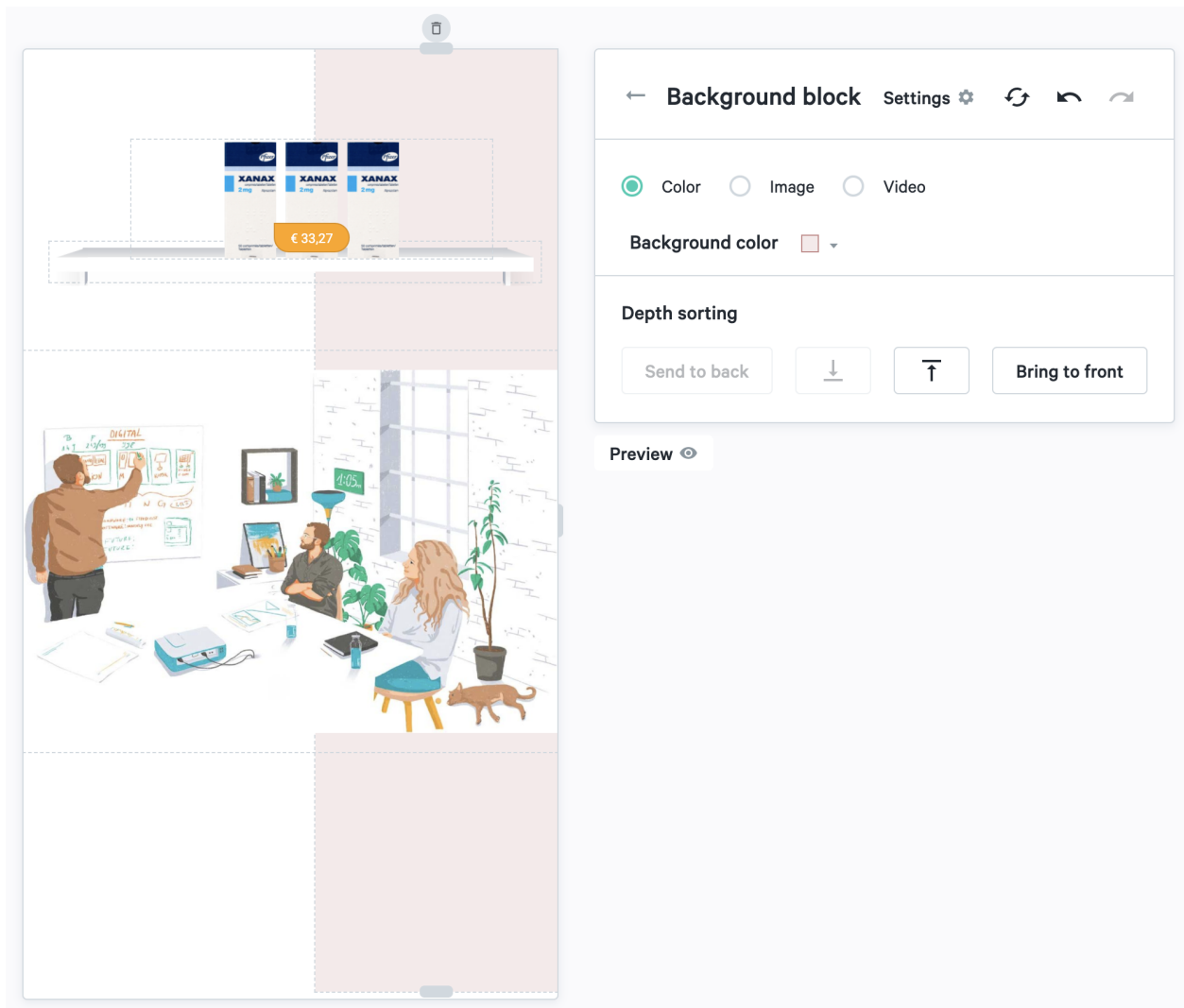
Bring to front

## Add background block

Drag the background block onto the page to add a background.

For each background block, you can adjust following settings:

- Background type: color, image or video
- Background color
- Sorting by depth: if there are multiple blocks you can choose the positioning and move this block to the front or back.



## Add hotspot block

You can add two types of hotspot blocks to a page: product details and hidden slides.

← **Hotspot block**
Settings ⚙️ ↺ ↻ ↶

☒ Product details
☐ Hidden slide

**Product**

Select a product
▼

**Depth sorting**

Send to back
↓
↑
Bring to front

If you drag a hotspot block onto the page, you can select a product here that is interactive. If you have an interactive TV screen, your customer can take an action in the hotspot block. For example, the screen opens the info page about a particular product. These hotspot blocks can only be linked to products from the database, so you cannot add a URL to them yourself. If an end user clicks on them, they will receive all the necessary product information. You can place the hotspot block about a particular product on your presentation.

Using "Hidden slides", you can add product walls, TV screen pages and media as a hotspot to the page. These will be played when a user clicks on the hotspot area.

## Change adjustments

The buttons below allow you to reset the entire page to start over, undo a change or reset it.



## Preview

Click on the "Preview" button to see a preview. This will hide all buttons and frames on the page.

**Preview** 

## Live Preview

You can select a TV screen within your company using the "Start live preview" button. The page will then be played as a preview.





 **Start Live Preview**

## Changing the shared TV screen page

Shared TV screen pages can be viewed via the "Shared Content" slider.

**Shared content** 

To change a shared TV screen page, first make a copy of it. You can then go through the steps required to modify it in line with your requirements.

Preview	Name <sup>1</sup>	Locale <sup>1</sup> 	Orientation <sup>1</sup>	Company	Branch 	Owner	Products	Tags
	Baldwin Test <small>Sharing with others</small>	English	Portrait (9:16)	Baldwin	Baldwin	Branch Manager	0	

## 9.3 Slideshows

The subcategory "slideshows" lists all available slideshows within your company.

Presentations > Slideshows

Maarten Deboo (impersonating Johan Soens)













## Slideshows

On this page you find an overview of all slideshows.

Search by slideshow name, language, ...

Create

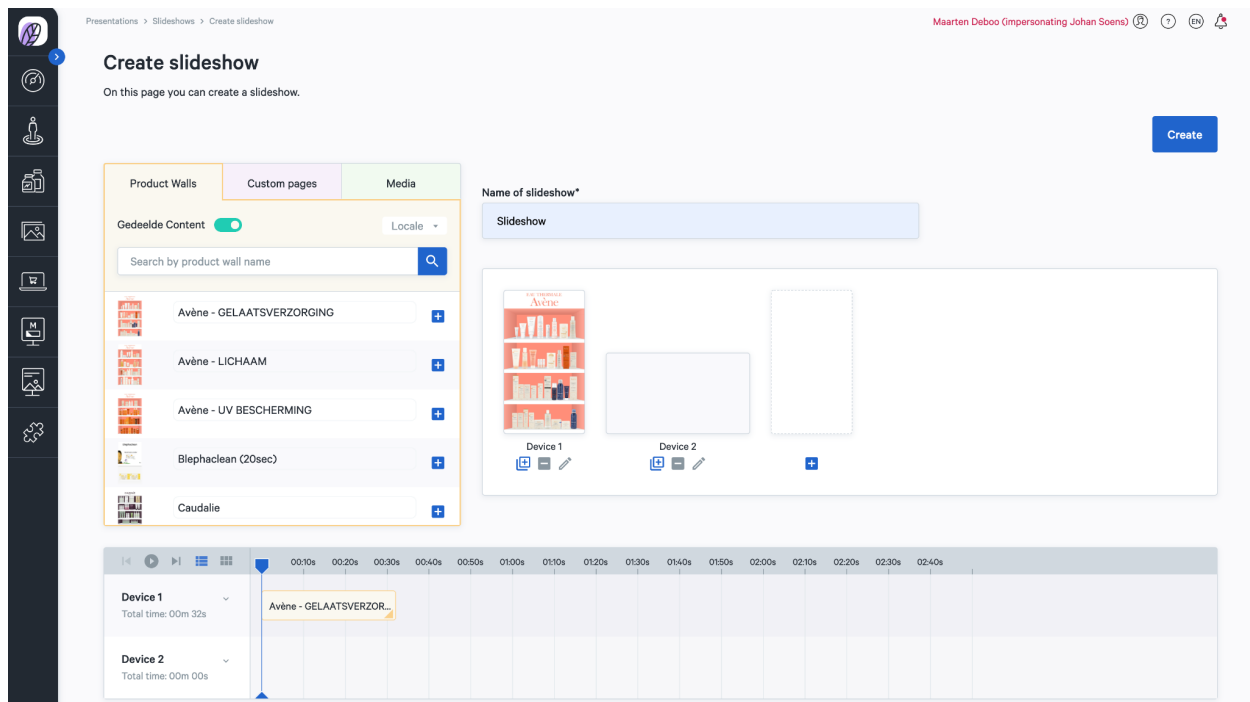
Gedeelde Content ☐ Show columns

Preview	Name <sup>†</sup>	Company	Branch	Owner	Tags	
	Demo (Caudalie) <small>Sharing with others</small>	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens		 
	Device sequence test	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	internal use	 
	Generic <small>Sharing with others</small>	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens		 
	ixX Pharma producten (2-schermen)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens		 

Product walls  
Custom pages  
Slideshows  
Schedules

## Create slideshow

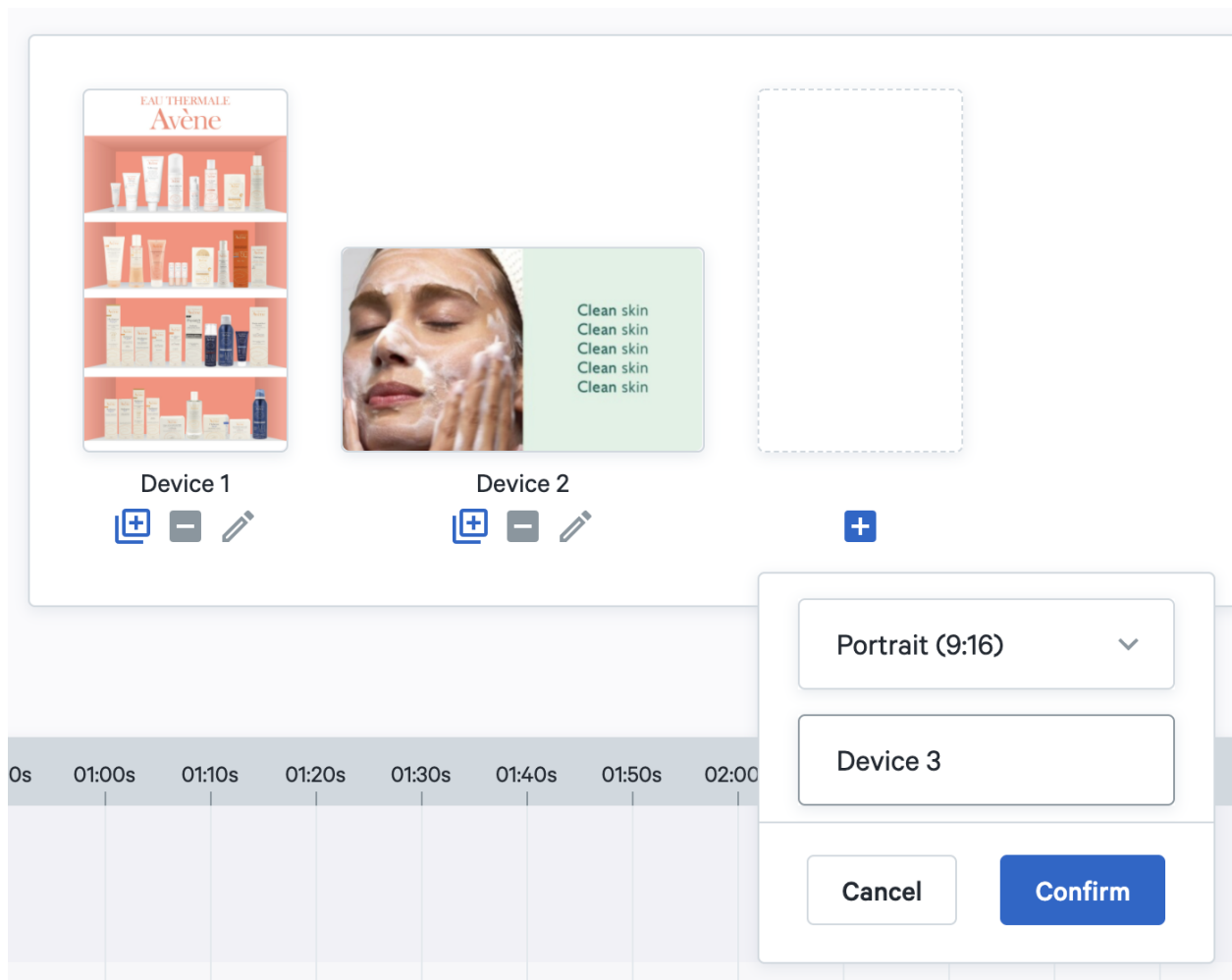
First click on the "Create" button to start a new slideshow. You will immediately get an overview of the available product walls, custom pages and media on the left. Enter the name of your slideshow in the box at the top. Then click on the plus sign just below the title, after which you can fill in the position and name of your device. You should create at least one slideshow line in this way, but you can also create several. At the very bottom you can also add tags. In the role of branch manager, you can also choose to share the page with your company instead of just your branch.



## Set up screens

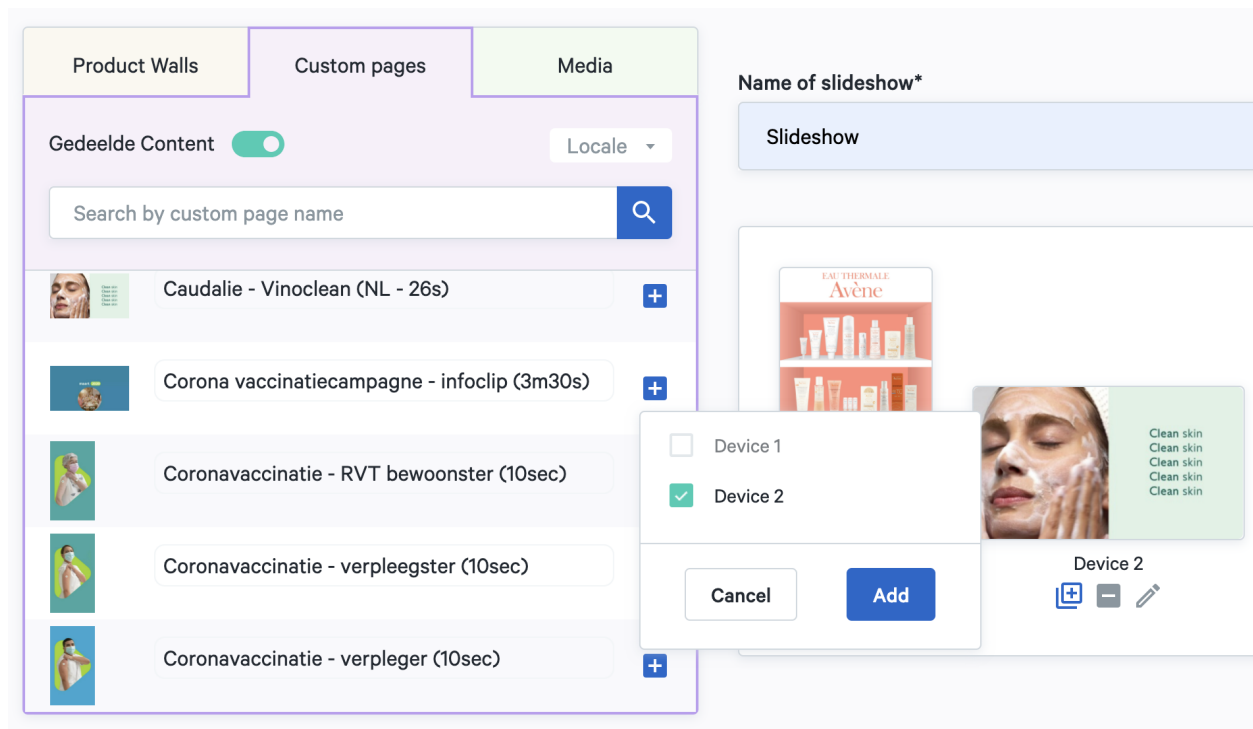
Create the different devices/screens on which you want to play the slideshow by clicking on the plus sign. Choose the name and orientation: vertical TV screen (9:16), horizontal TV screen (16:9) or horizontal MT.Matic Smart (5:4). At least one slideshow line must be created to start building your slideshow.





## Select slideshow content

When you create a slideshow, you can select all the parts of the slideshow you want from the product walls, custom walls and media. For everything you select, you can decide what you want to show on which line. The color code that the platform uses within the selection window is also shown in the timeline. This is how we keep the overview. In addition, here in media you can see the blocks for static images in blue to distinguish them from videos (green).

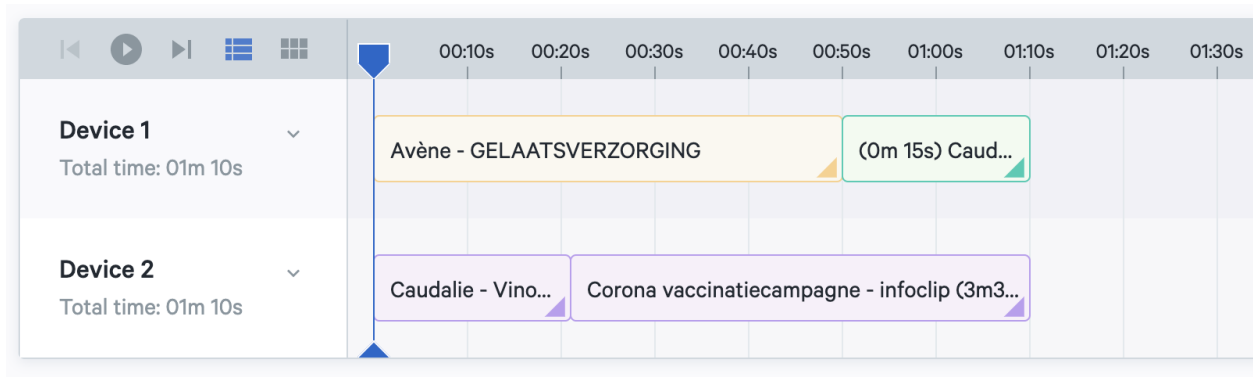


## Timeline

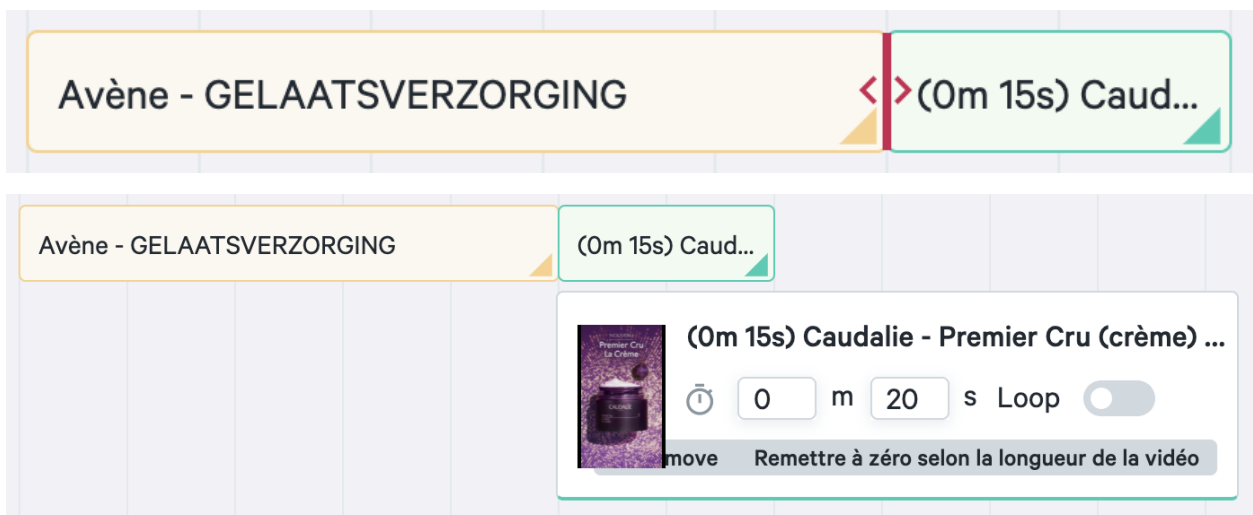
Once you add the product walls, custom pages and media, they are visible in the timeline of each screen. Here you can see an overview of how the different timelines are displayed on the different screens, over a certain period of time.

Note that the synchronization time between screens is critical. If the screens are synchronized, it is better to make the duration of the different timelines the same. The longest timeline determines the total duration of all synchronized screens.

For example, if timeline 1 is half the length of timeline 2, the first timeline will play twice. When the playback time is insufficient, one of the screens will stop until the second timeline has finished. To avoid this, it is advisable to make the duration of the timelines of synchronous screens equal.



You can adjust the timing of the display by dragging the bars, or by clicking on the arrow at the bottom right and entering the number of minutes and seconds there.



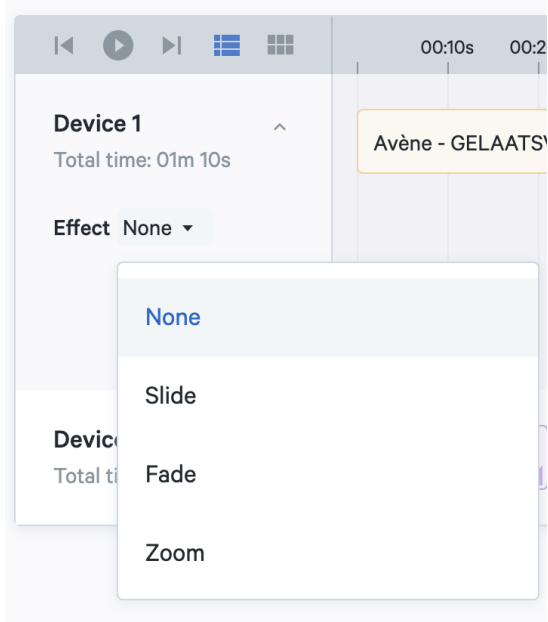
If you add a video to the presentation, the playback time of the video is automatically configured to the length of this video. The use of the loop option is important if you configure a duration that is longer than the video. The loop option is disabled by default. If the loop option is disabled, the final image of the video will remain on screen for the remaining duration. Enable the loop option if you want the video to play on repeat. If your presentation contains several parts, the loop option will only affect the video part(s).

Click on 'Reset to video length' to reset the playback time of the video to the original length of the video.



## Transition effect

For each screen, you can choose an effect for the transition between the different product walls, custom pages and media in the slideshow. You can choose from "None", "Slide", "Fade" and "Zoom".



## Play slideshow

You can use the play button to see how the slideshow is displayed across the different screens, and how they move in relation to each other. By manually moving the blue marker point on the timeline, you can do a direct visual check for any time in the slideshow loop. This is displayed on the simulation of the screens above the timelines. Among other things, this is important when building synchronized slideshows for screen groups.



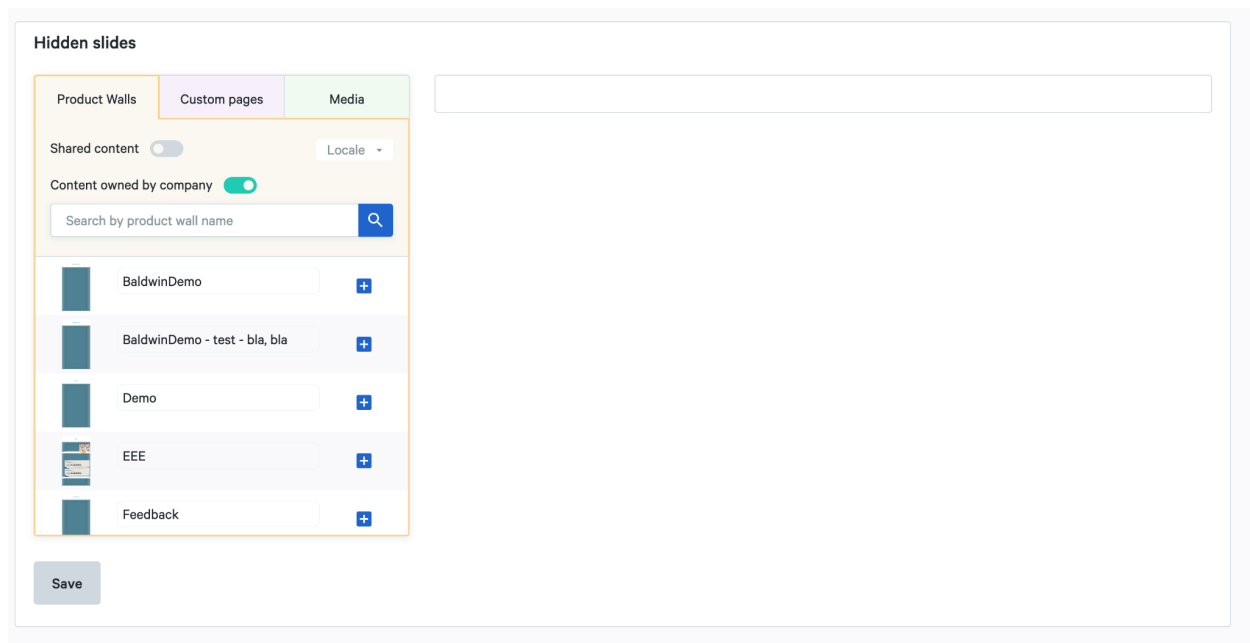
## Preview

You can see an example of the presentation via “Preview”. Select the screens to be played in the preview and specify the desired zoom. Here, you can also check the repetition of synchronised screens and the specified loops.



## Hidden pages

Go to Branch → Devices and select your Interactive TV screen. Scroll down until you find “Hidden slides”.



Hidden pages are only a possibility for Interactive TV screens. Use a swipe movement (bottom to top) to activate the interactive mode and show a (hidden) menu.

It's possible to add pages with supplementary information or video's of certain products. These are not included in your running presentations. You can use the hidden pages when you're giving a patient advice. Should your patients know about this feature, they can of course also use it themselves.

When you've shown a hidden page, you can either close them manually or wait until they close automatically. Before this happens, you'll get a warning message (after 45secs) with the question if you're sure that you want to close your hidden pages. After 10secs, this messages closes automatically upon which the screen plays your planned presentation again.

## Changing the shared presentation

Shared presentations can be viewed via the "Shared Content" slider.

Shared content



To change a shared presentation, first make a copy of it. You can then go through the steps required to modify it in line with your requirements.

Preview	Name <sup>T</sup>	Locale <sup>T</sup> <sup>Y</sup>	Orientation <sup>T</sup>	Company	Branch <sup>Y</sup>	Owner	Products	Tags
	Baldwin Test <small>Sharing with others</small>	English	Portrait (9:16)	Baldwin	Baldwin	Branch Manager	0	

## 9.4 Schedules

The subcategory "Schedules" gives an overview of all available time schedules in your company. Here you can also see an overview of the time schedules assigned to different devices and create new time schedules. To create a new time schedule, click on the "Create" button.

Product walls  
Custom pages  
Slideshow  
**Schedules**

Presentations > Schedules

Maarten Deboo (impersonating Johan Soens)

### Schedules

Schedules overview description.

Search by schedule name, branch, ...

Create

Show columns

Name <sup>Y</sup>	Active on	Devices	Priority <sup>Y</sup>	Status <sup>Y</sup>	
ELO villa	Monday, Tuesday, Wednesday, Thursda...	Labo izegem ELO (1c:ee:c9:08:0b:bc)	Lowest	Inactive	
Feestdagen	Tuesday, Wednesday	R&D Boven - Izegem (Links), R&D Boven - Izegem (Rechts)	Medium	Inactive	
IXX Pharma (weekdagen)	Monday, Tuesday, Wednesday, Thursda...	R&D Boven - Izegem (Links), R&D Boven - Izegem (Rechts)	Low	Active	

1 - 3 of 3

es schedule

Devices  
Cluj 2

Date  
04.03.2022

	00:00	00:30	01:00	01:30	02:00	02:30	03:00	03:30	04:00	04:30	05:00	05:30	06:00	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	
Cluj 2 (Portrait (9:16) - CL...	<div>D1 (TEST SERGIU CLUJ update) 00:00:00 - 23:59:59</div>																							

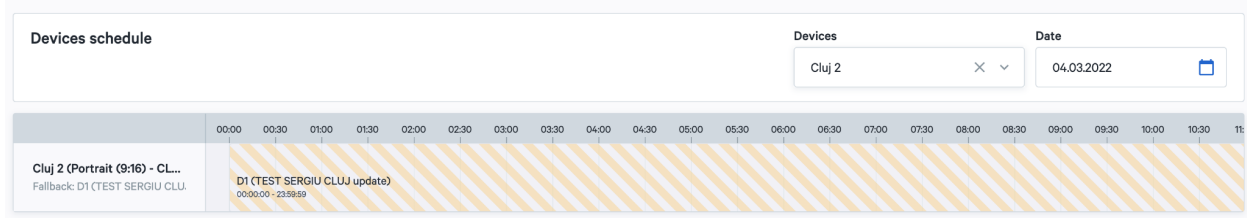
### Schedule information

The following information is visible for each schedule:

- Name
- Active on
- Devices
- Priority: 1 High, 2 Medium, 3 Low, 4 Lowest
- Status

## Device schedule overview

At the bottom of the page, under "Device schedule" you can select one or more devices, as well as the date. This allows you to see which timelines will play on the device, and when. This is the result of combining all active time schedules, according to their priority.



## Create schedule

Once you create a new schedule, you can choose whether it is active or inactive. Enter your chosen name for the timeline. For the priority, you can choose between 1 High, 2 Medium, 3 Low

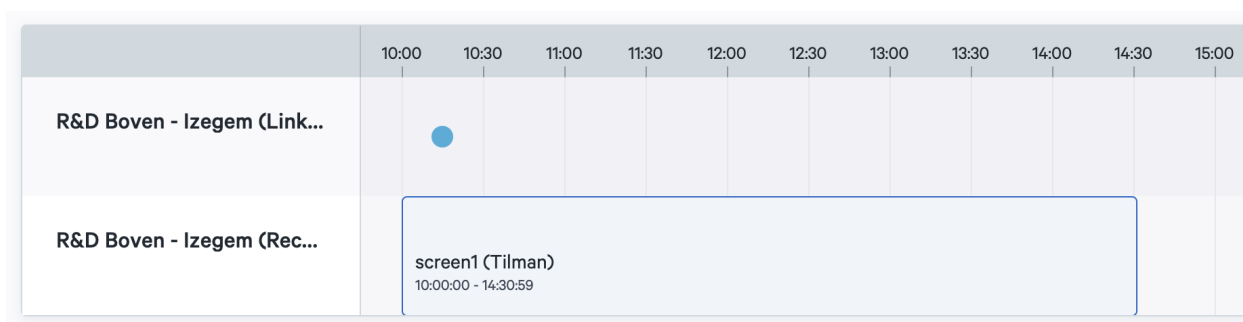


and 4 Lowest. If two time schedules are programmed at the same time, the time schedule with the highest priority is displayed on the device. "Empty" periods of this schedule will then be filled by schedules with lower priority if they have something programmed at that time. At times when no active schedule has anything to offer, the screen automatically goes into standby mode to save energy. Finally, you can choose the branch and device that will follow this time pattern.

In "Recurring days", you can select the day(s) of the week on which this schedule should be active. You can then enter the start and end date of the time schedule. If you do not enter a date here, the schedule will always remain active, unless you manually set it to inactive.

## Setting the schedule

The figure below shows an example of a schedule for two devices.



Hover your cursor over the schedule to see the blue bullet appear. You can then click on the schedule to display the slideshow gallery. Here, click on the slideshow you wish to add.




Slideshows gallery

Cancel

Gedeelde Content ☒

Search by name, langu...

Q

Preview	Name	Tags	Duration
	Caudalie (FR-Vertical) - Ecran1		01:21s
	Caudalie (NL-Verticaal) - Screen1		01:36s
	Demo (Caudalie) - 1		01:11s

1 - 19 of 19

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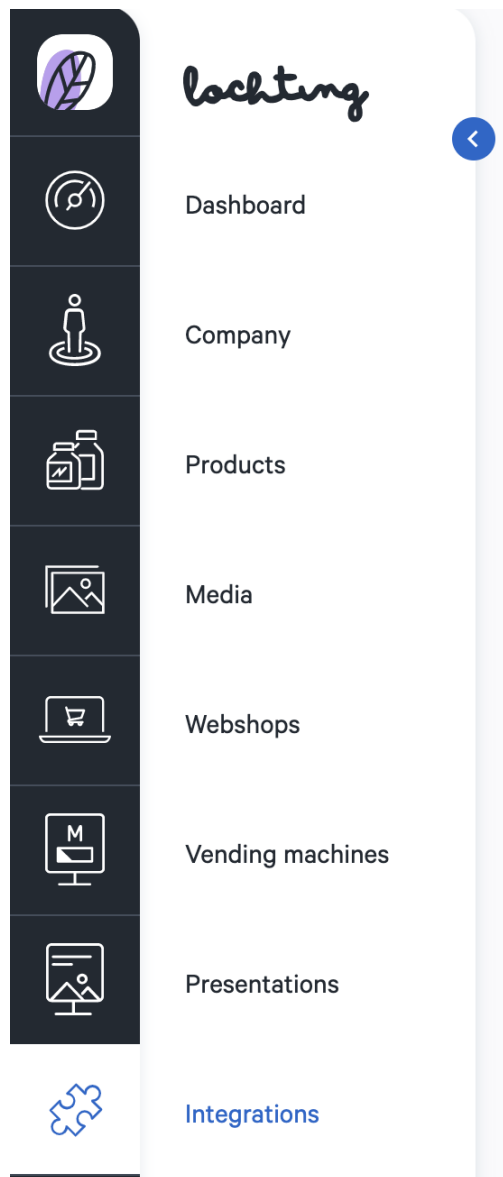
>

>I


When you select the slideshow, it appears in the schedule. You can drag the start and end points to set the times between which this slideshow is played. You can remove the slideshow from the schedule by clicking on the red cross in the upper right corner. The pencil in the lower right corner allows you to reset the selected slideshow line while maintaining the time block.

	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30
R&D Boven - Izegem (Link...										
R&D Boven - Izegem (Rec...	<div> <div>screen1 (Tilman)</div> <div>10:00:00 - 14:30:59</div> <div> <div>✕</div> <div>&gt;</div> <div>✎</div> </div> </div>									

## 10. Integrations



The eighth main category involves the integrations of stock, price and orders.



Dashboard

Localisation

Customers

Products

Media

Webshops

Vending machines

Presentations

Integrations







Integrations

Josephine De Vuyss

Integrations

Search by integration name, language, ...

Show columns

	Name	Description	Added by	Company	Branch	Status
	stockSource-febelco-OL		Apotheek Denys Zandhoven	<a href="#">Apotheek Denys Zandhoven</a>	<a href="#">Apotheek Denys Zandhoven</a>	acti
	stockSource-febelco-SN		Apotheek Rupelfarma	<a href="#">Apotheek Rupelfarma</a>	<a href="#">Apotheek Rupelfarma</a>	acti
	stockSource-febelco-OL		Apotheek Denys Zandhoven	<a href="#">Apotheek Denys Zandhoven</a>	<a href="#">Apotheek Denys Zandhoven</a>	acti
	Febelco back orders		Apotheek Denys Zandhoven	<a href="#">Apotheek Denys Zandhoven</a>	<a href="#">Apotheek Denys Zandhoven</a>	acti
	Pharmacy BE prices		Joeri Van Dijck	<a href="#">Apotheek Van Dijck BV</a>	<a href="#">Apotheek Van Dijck</a>	acti
	Pharmacy BE stock		Joeri Van Dijck	<a href="#">Apotheek Van Dijck BV</a>	<a href="#">Apotheek Van Dijck</a>	acti

## 10.1 Integration information

The following information is visible for each integration:

- Name
- Description
- Added by
- Status
- Configured on
- Updated at
- Last time: when synchronization was last performed

## 10.2 Integration details page


Click on an integration to see the details page.

Integraties > Febelco back orders
Josephine De Vuyst (U bent zich aan het voordoen als **Josephine De Vuyst**)

## Febelco back orders

Op deze pagina kan u de details van de integratie bekijken.

Wijzigen












ID	configuredIntegration- <b>84848484-8484-8484-8484-8484848484</b>
Naam	Febelco back orders
Status	active
Bedrijf	<b>8484848484-8484-8484-8484</b>
Filiaal	<b>8484848484-8484-8484-8484</b>
Geconfigureerd op	2021-11-10 12:09:40
Laatste keer	2022-03-09 08:36:17
APB nummer	<b>84848484</b>
Leveringstermijn in uren	1

## 10.3 Add integration

Click on 'Add integration' to add a new integration to your account.

Then select the desired integration type (orders, price, stock per ERP software). Depending on the type of integration, you will have to enter the ID, API User, password etc. that you received from your software provider. Under stock, you have the option to enter an additional processing time if you wish to have additional time to process orders in your pharmacy.



Integraties > Integratie toevoegen

## Integratie toevoegen

Hier kan je een nieuwe integratie toevoegen aan je account

Actief ▾

Kies een integratie die je wil toevoegen aan je account.\*

Kies integratie ^

Febelco stock

Officinall orders

Officinall stock & prices

Pharmony BE orders

## 11. Operating the interactive TV screen

You can control an interactive TV screen from the menu bar on the right or by swiping on the screen. If a product arrangement is displayed on the screen, you can click on a product to open its details page.

### 11.1 Swipe movements

- Swipe right to show the previous page or slide.
- Swipe left to show the next page.
- Swipe up to show an overview of media and pages (both hidden elements and those from the running presentation). This overview has a search function that allows you to search for the item you want. To view a page or media element, you can click on the desired thumbnail in the overview.
- Swipe down to search for a product. Only the products you have added in the platform in "Sales channel TV screens" are displayed here. Click on a product to display its details page on your screen.
- Double swipe up to bring the screen out of standby.

### 11.2 Menu bar on the right

- Overview: overview page shows: an overview of media and pages (both hidden elements and those from the running presentation). This overview has a search function that allows you to search for the desired item. To view a page or media element, you can click on the desired thumbnail in the overview.
- Search: search for a product. Only the products that you have added in the platform under "Sales channel TV screens" are displayed here. Click on a product to open its details page on your screen.
- Restart: reload the slideshow and let it play from the beginning.
- Set language: Dutch, French or English.
- Wheelchair users: move the screen's interactive options to the bottom so that wheelchair users can easily use the screen.





## Q&A

Do you still have questions or is something unclear? Or have you noticed an improvement or addition that could be made to the manual? Be sure to let us know at

[info@lochting.be](mailto:info@lochting.be)