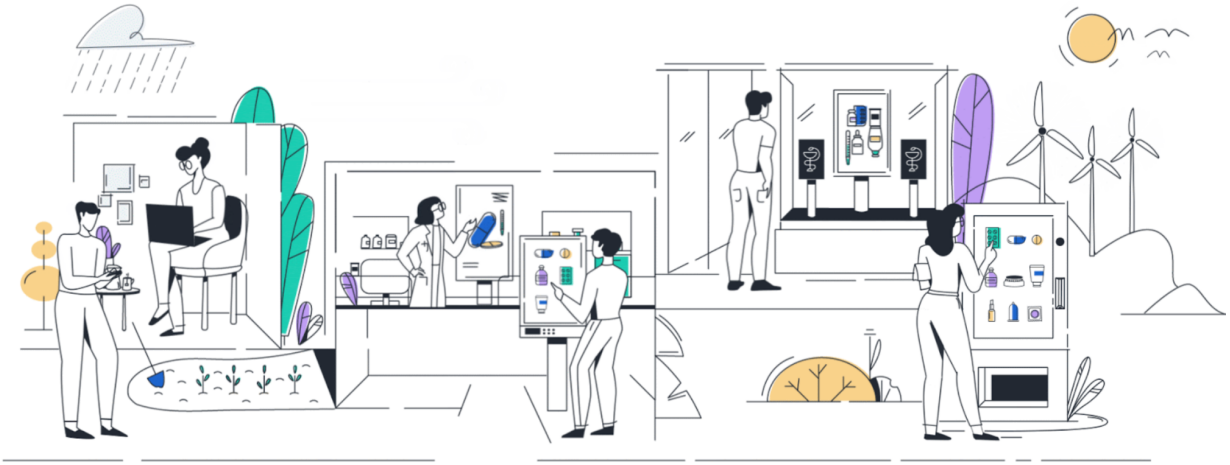

Lochting Platform Manual

Pharmacist - branch manager

26/10/2022

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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:

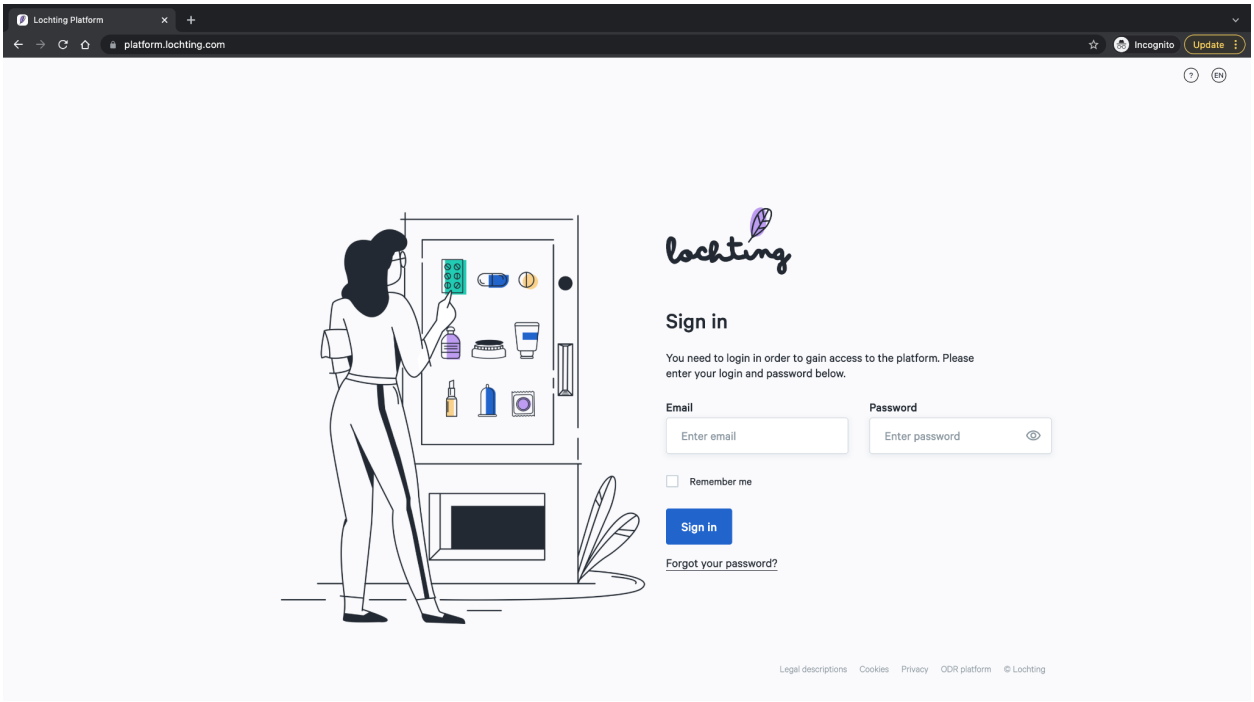
Lochting training will continue at the times below. Others will follow shortly.

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

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.

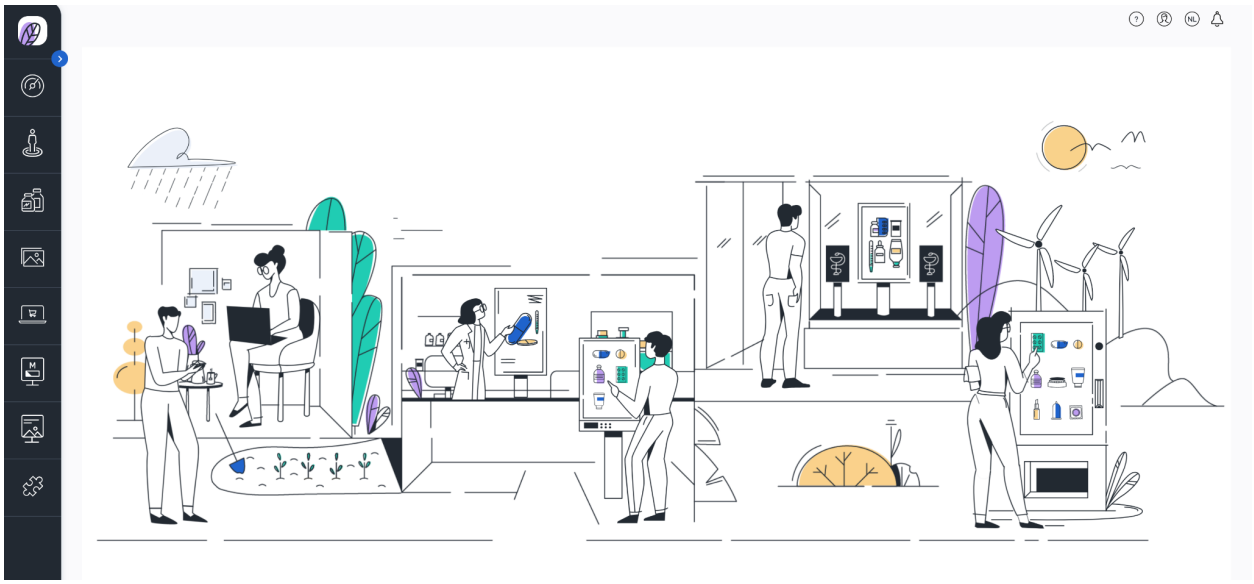
Forgotten password

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.

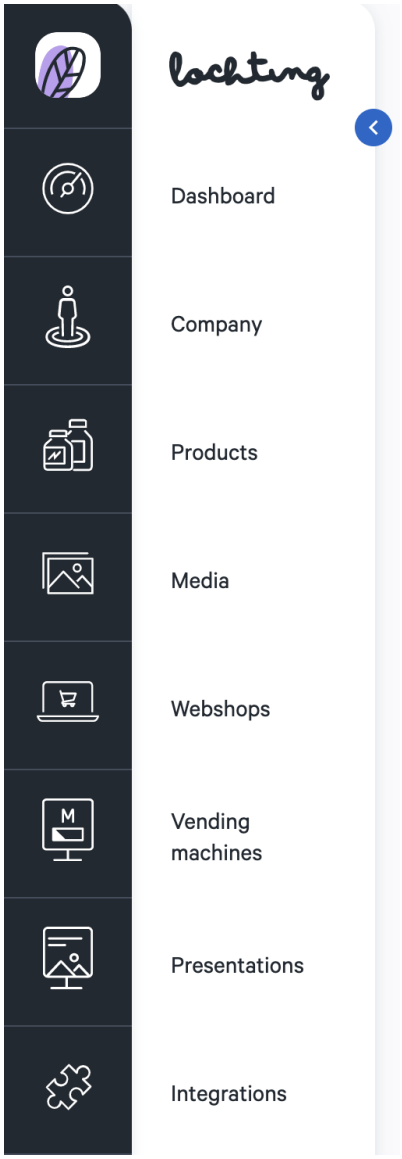
2. Overview of the Lochting platform

2.1 Home page platform

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



2.2 Navigation



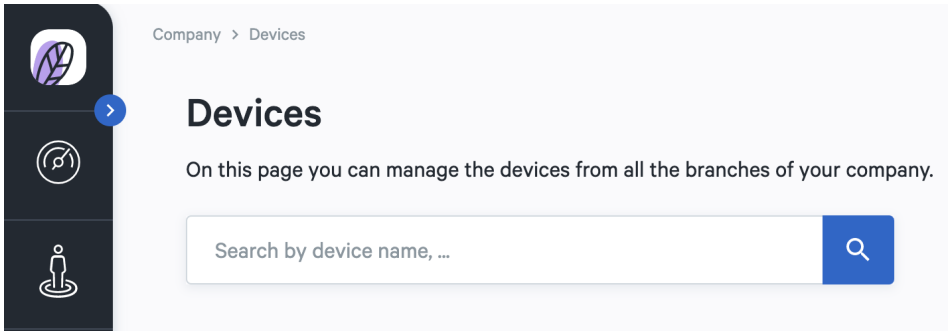
The eight main items in the navigation bar are "Dashboard", "Company", Products", "Media", "Webshops", "Vending machines", "Presentations" and "Integrations". The visible functions that you can use effectively will depend on the Lochting products (MT.vision, MT.shop, MT.matic) you have acquired.

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

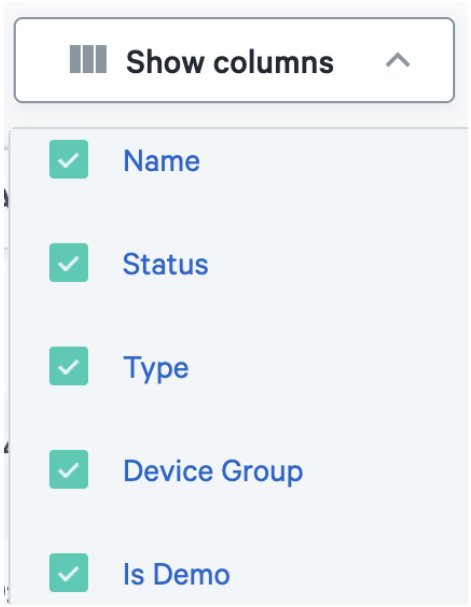
Search

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

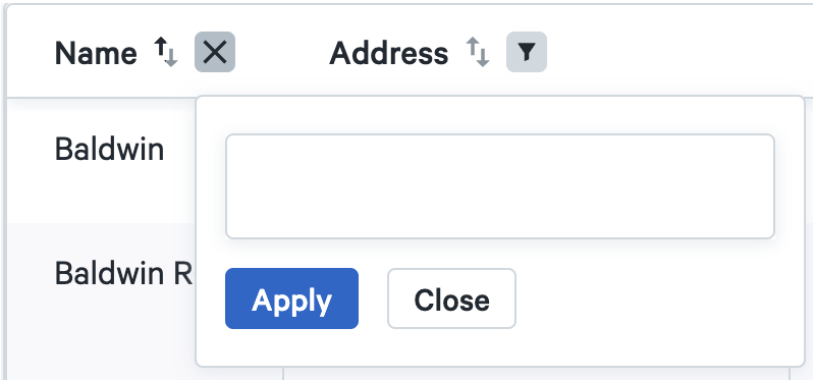
It is possible to choose which columns you want to display. To do this, use the "Show columns" button and then check or uncheck the desired information:



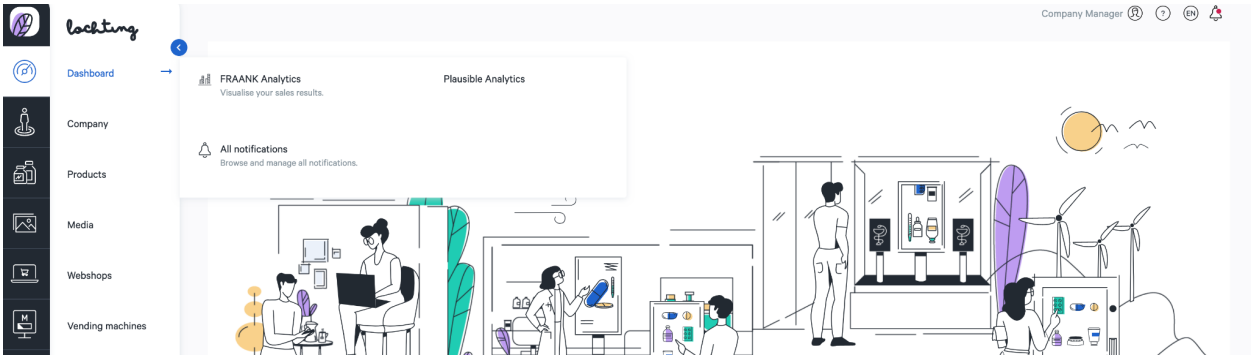
Filter

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

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.



3. Dashboard

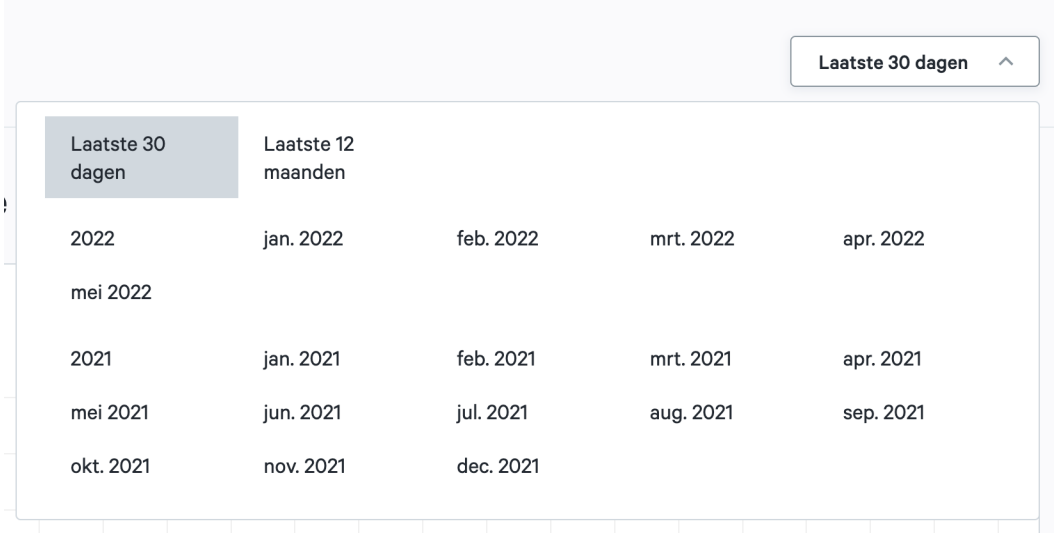


The first main category is the dashboard.

3.1 FRAANK Analytics

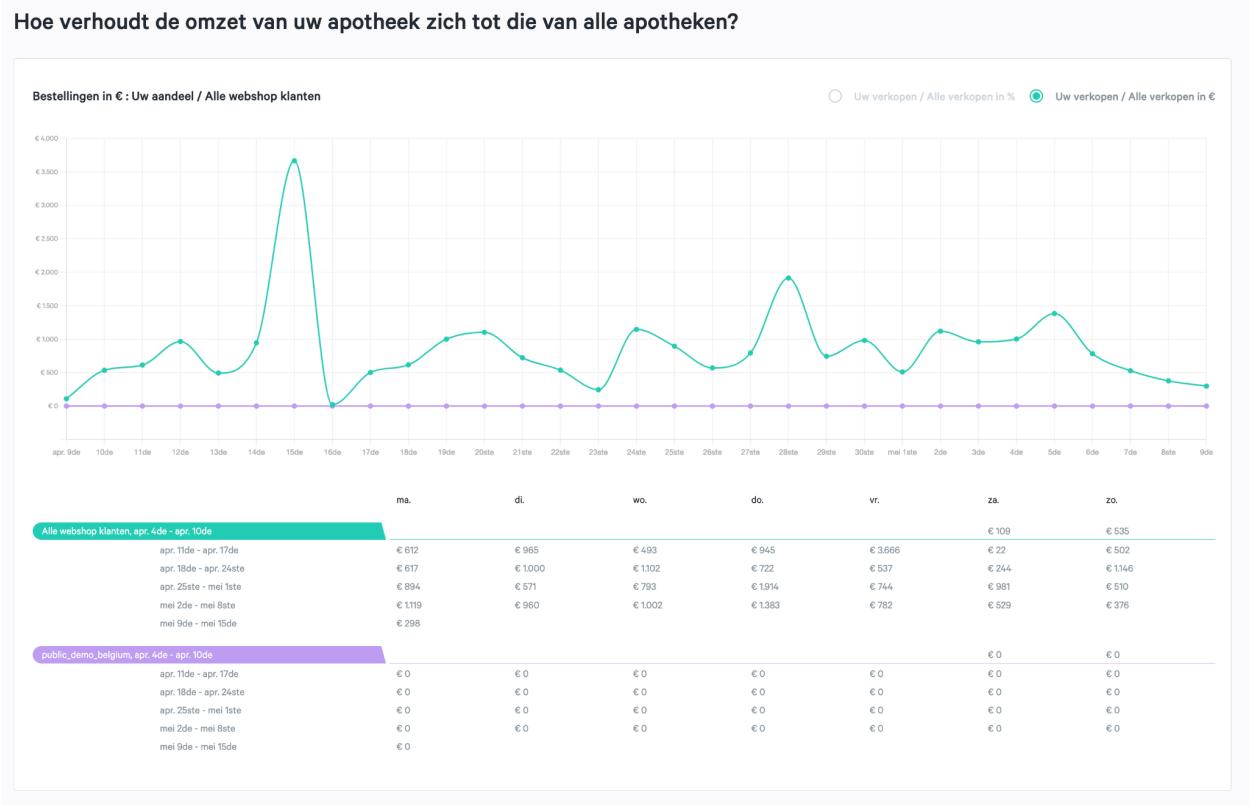
FRAANK analytics visualizes the sales results of your pharmacy. This tool also provides extra context with its comparison to other pharmacies that use the Lochting platform (all data is anonymised).

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.



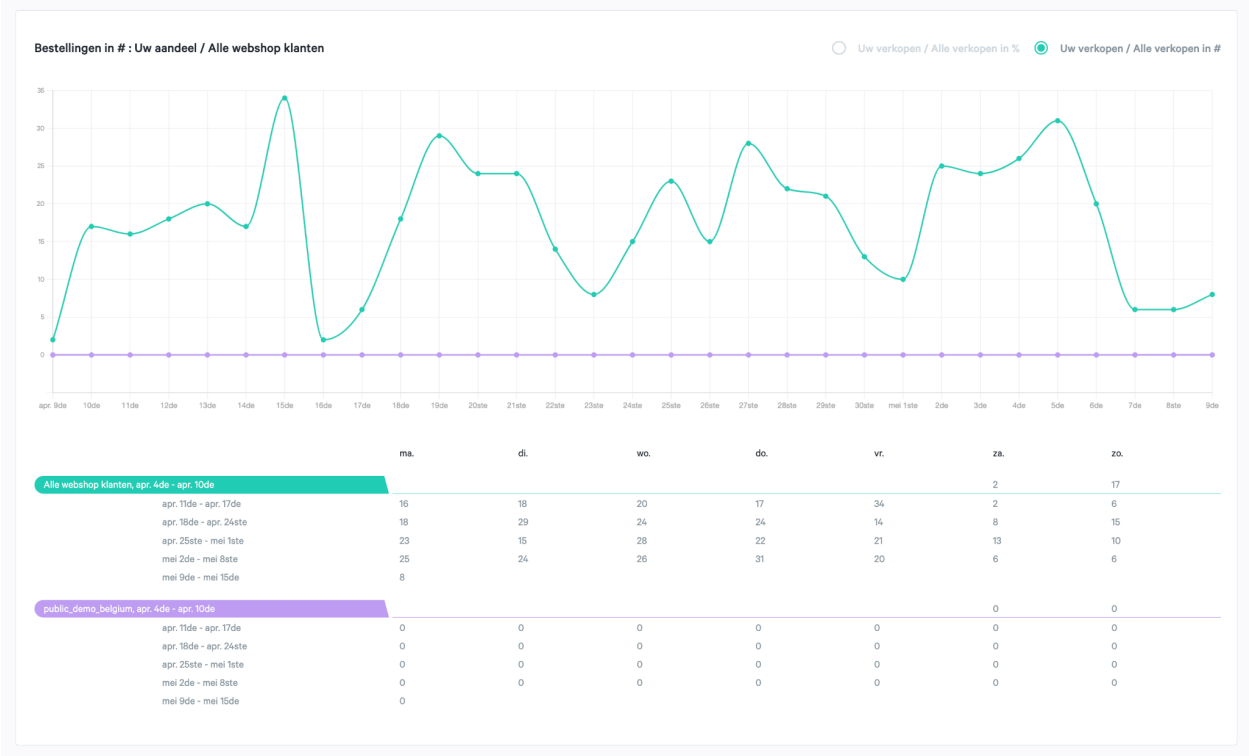
Comparison to other pharmacies

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



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

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

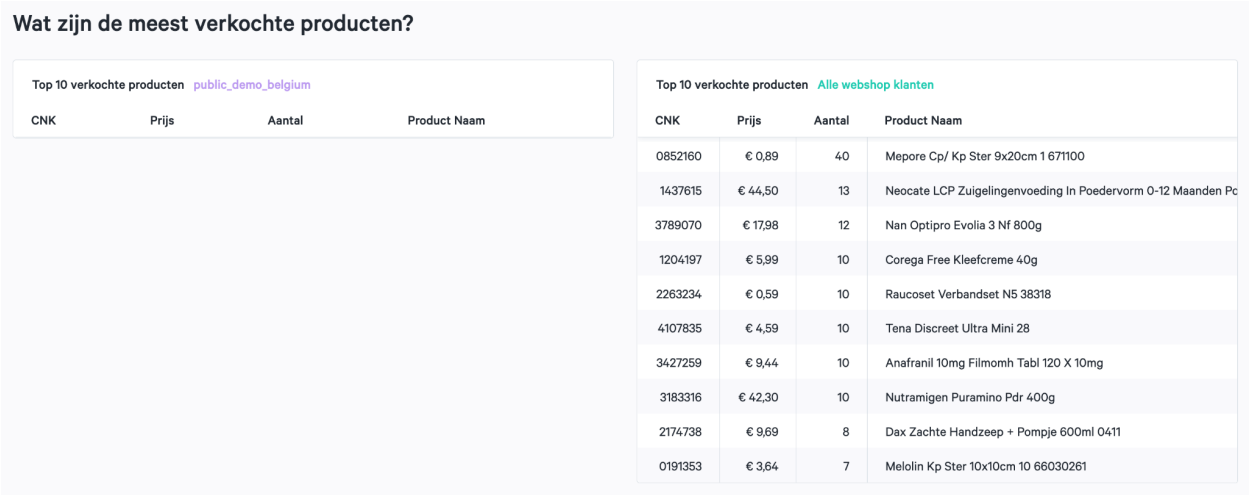


	ma.	di.	wo.	do.	vr.	za.	zo.
Alle webshop klanten, apr. 4de - apr. 10de						2	17
apr. 11de - apr. 17de	16	18	20	17	34	2	6
apr. 18de - apr. 24ste	18	29	24	24	14	8	15
apr. 25ste - mei 1ste	23	15	28	22	21	13	10
mei 2de - mei 8ste	25	24	26	31	20	6	6
mei 9de - mei 15de	8						
public_demo_belgium, apr. 4de - apr. 10de						0	0
apr. 11de - apr. 17de	0	0	0	0	0	0	0
apr. 18de - apr. 24ste	0	0	0	0	0	0	0
apr. 25ste - mei 1ste	0	0	0	0	0	0	0
mei 2de - mei 8ste	0	0	0	0	0	0	0
mei 9de - mei 15de	0						

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

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).



Relation to average order total

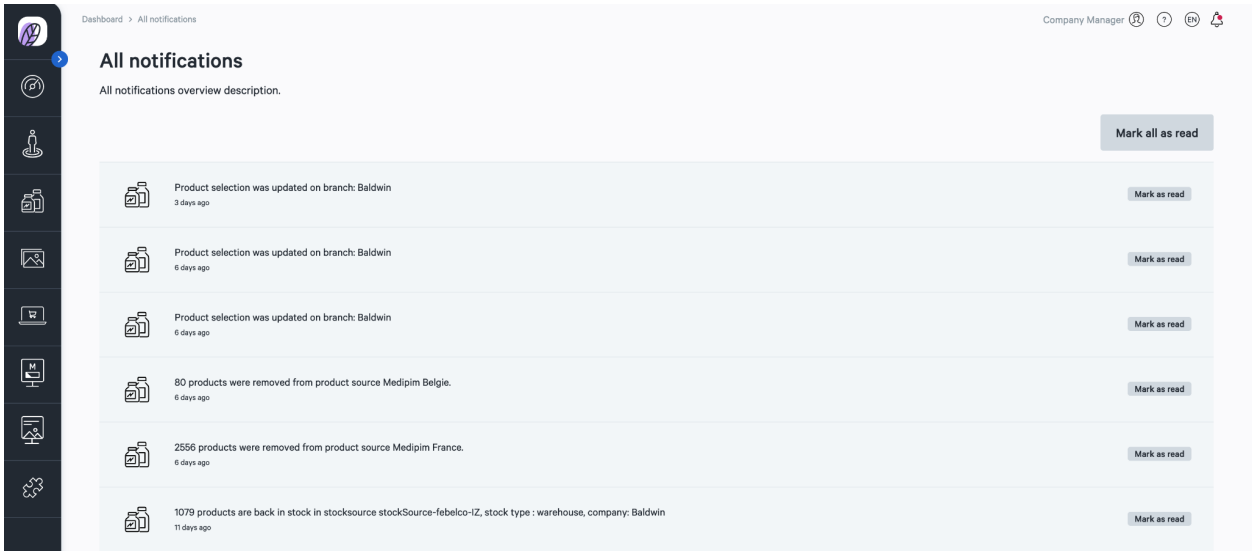
You can see how your average order total compares to orders from our other Lochting users.

	ma.	di.	wo.	do.	vr.	za.	zo.
Alle webshop klanten, apr. 4de - apr. 10de						€ 54	€ 31
apr. 11de - apr. 17de	€ 38	€ 54	€ 25	€ 56	€ 108	€ 11	€ 84
apr. 18de - apr. 24ste	€ 34	€ 34	€ 46	€ 30	€ 38	€ 31	€ 76
apr. 25ste - mei 1ste	€ 39	€ 38	€ 28	€ 87	€ 35	€ 75	€ 51
mei 2de - mei 8ste	€ 45	€ 40	€ 39	€ 45	€ 39	€ 88	€ 63
mei 9de - mei 15de	€ 37						
public_demo_belgium, apr. 4de - apr. 10de						€ 0	€ 0
apr. 11de - apr. 17de	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0
apr. 18de - apr. 24ste	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0
apr. 25ste - mei 1ste	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0
mei 2de - mei 8ste	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0	€ 0
mei 9de - mei 15de	€ 0						

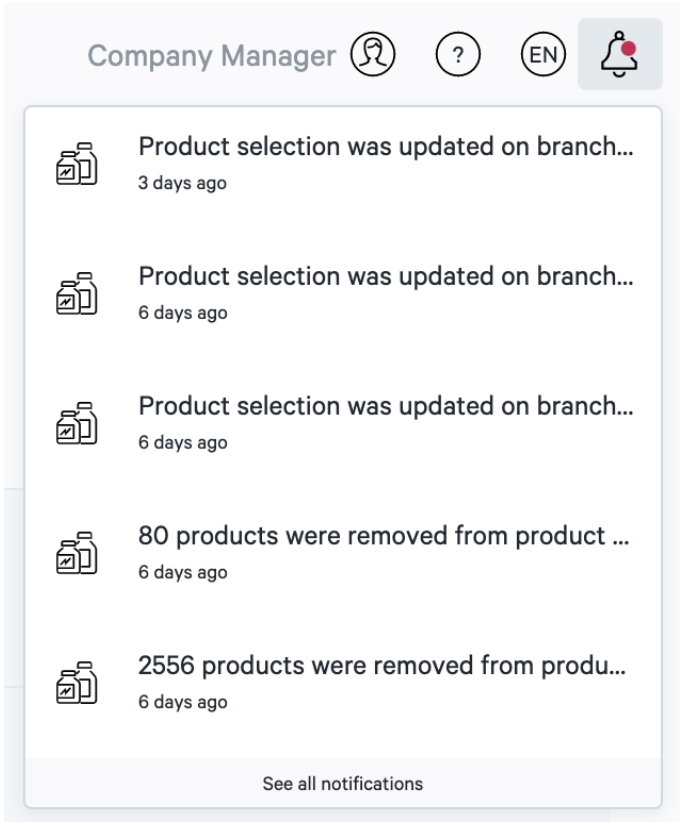
3.2 All Notifications

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".



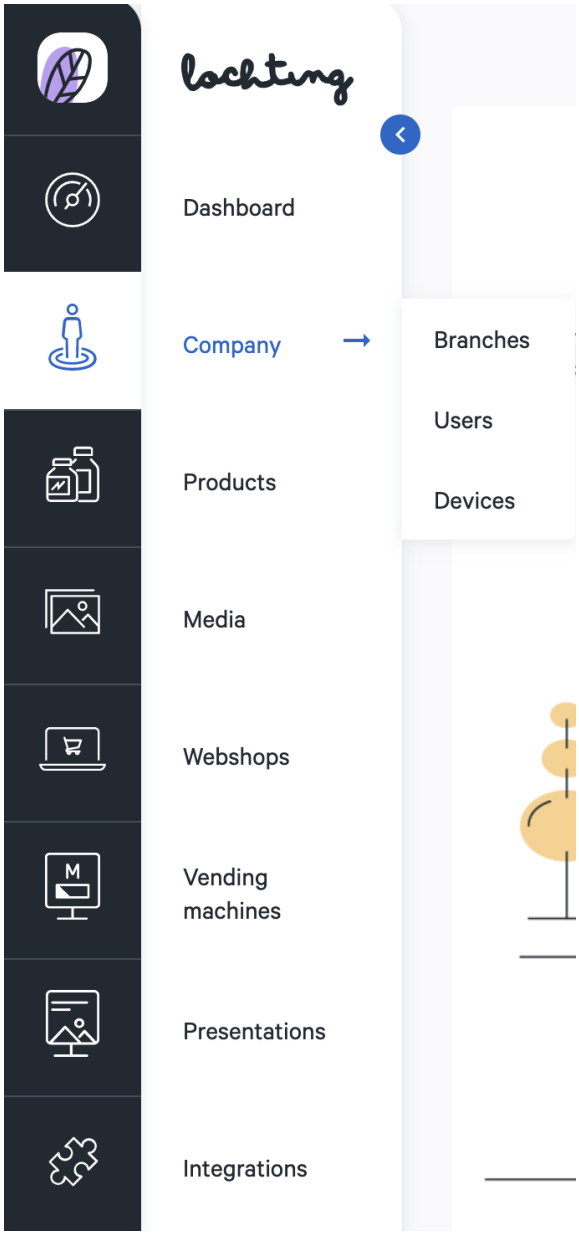
In the top left corner of the platform, you will get a notification when a new notification comes in:



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.

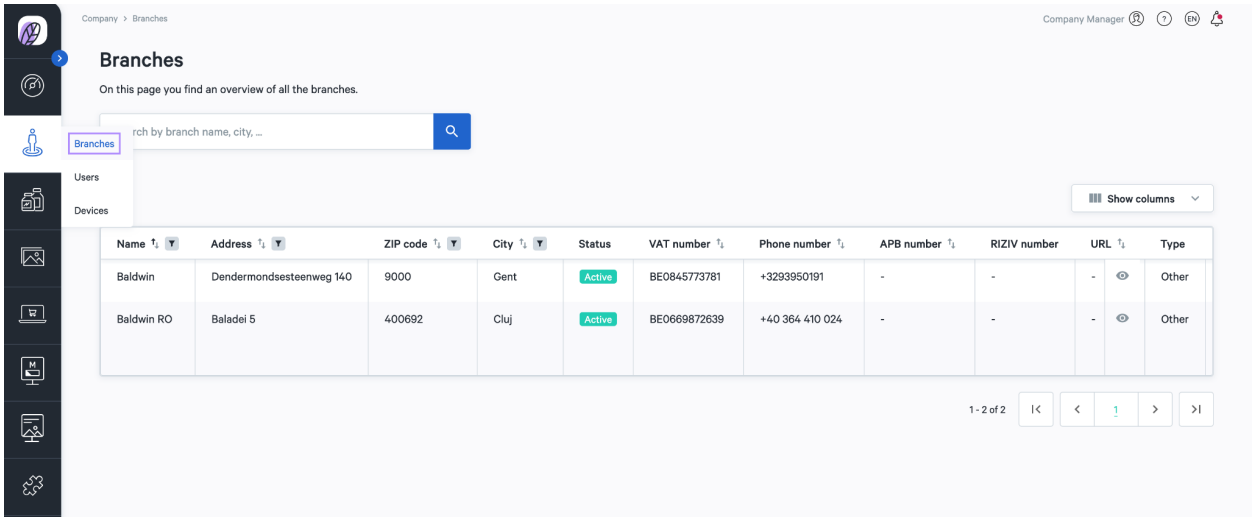
4. Company



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.



Information branches

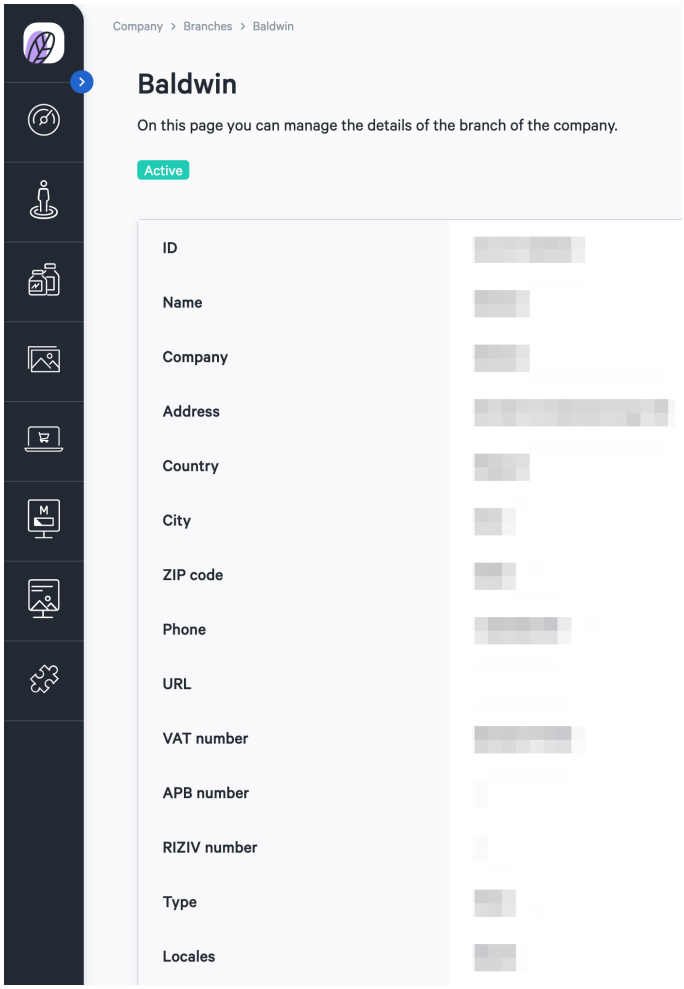
The following information is visible for each branch:

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

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

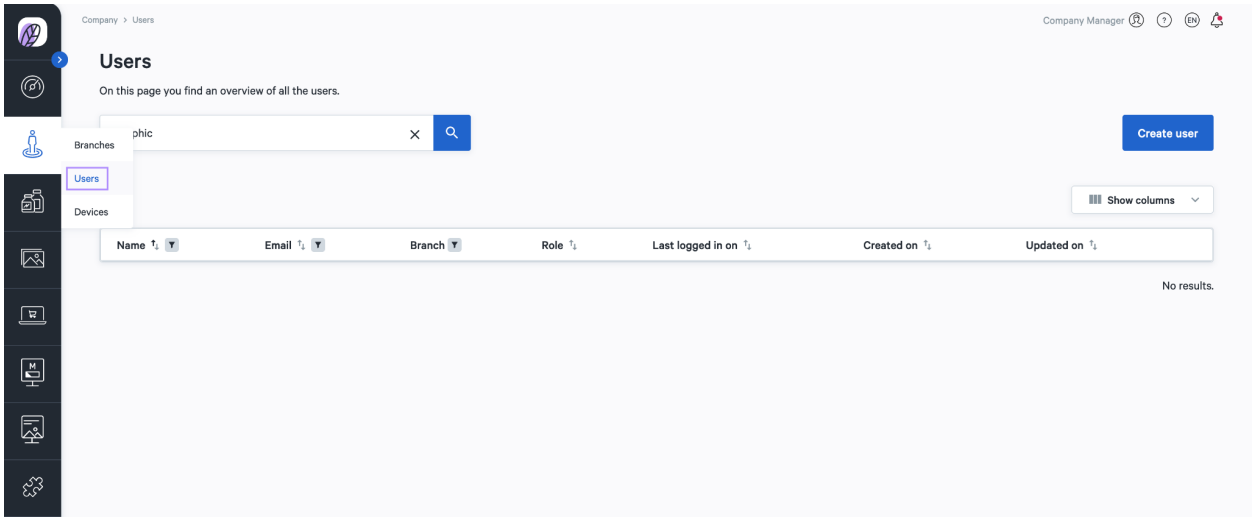
Branch details page

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.



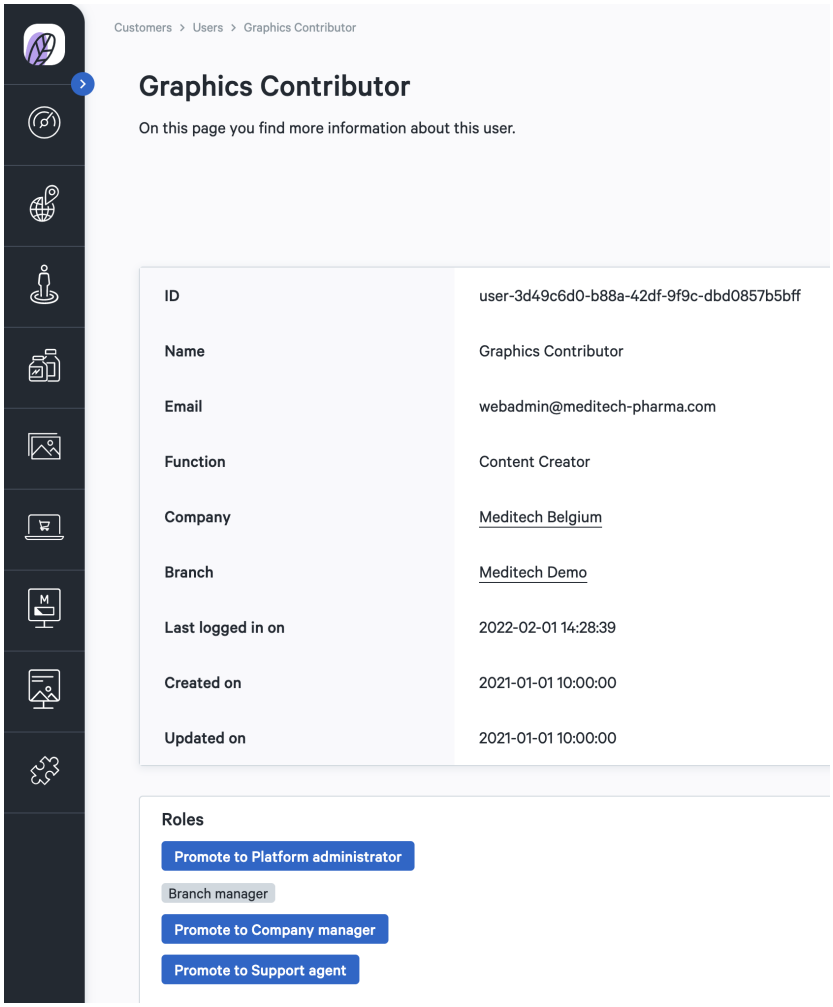
User information

The following information is visible for each user:

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

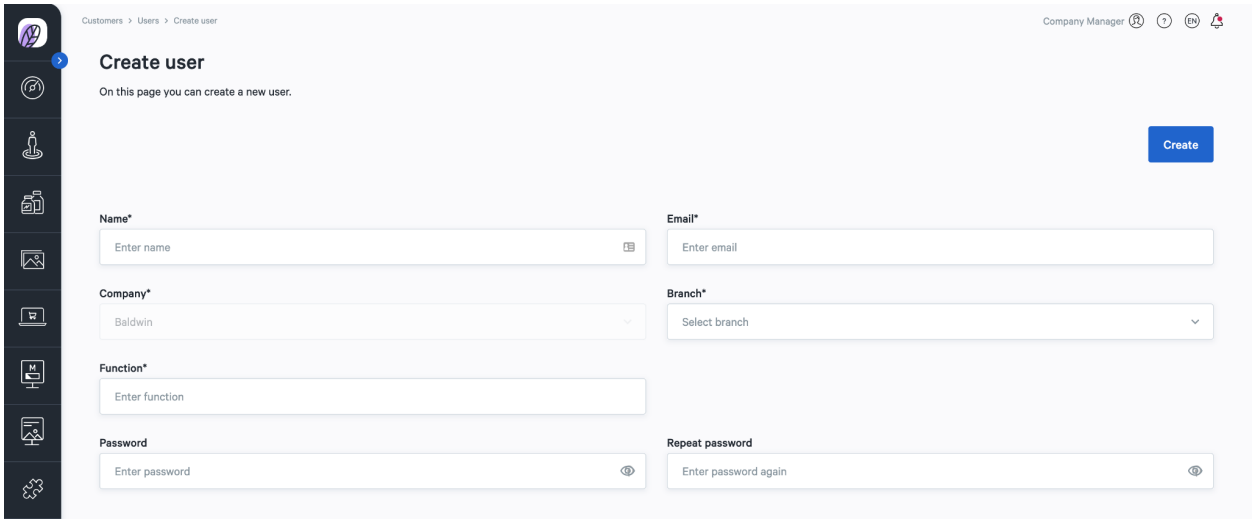
User details page

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.



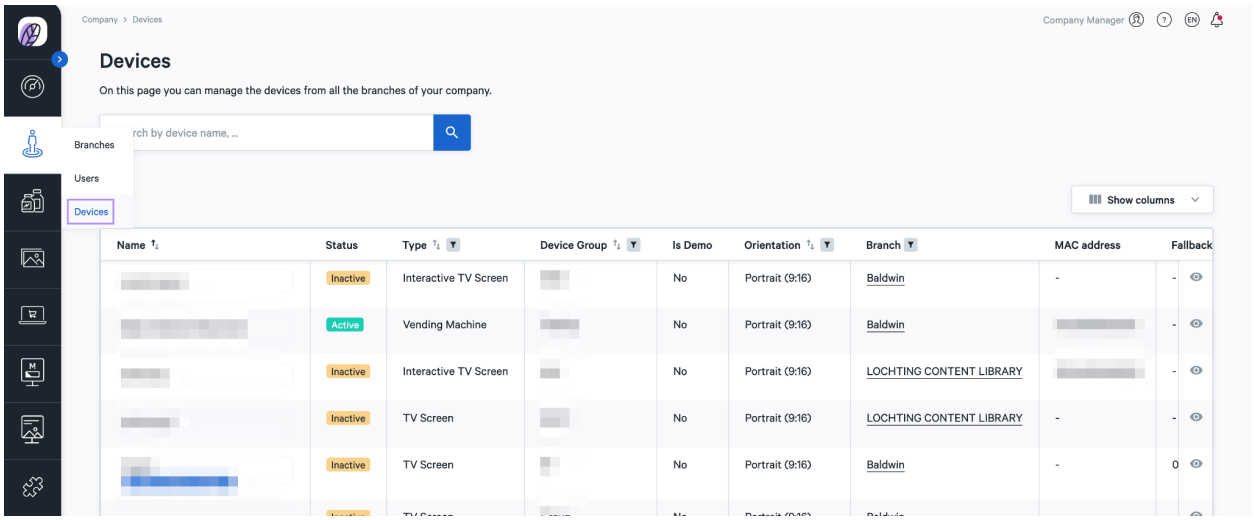
Create user

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.



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.



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:

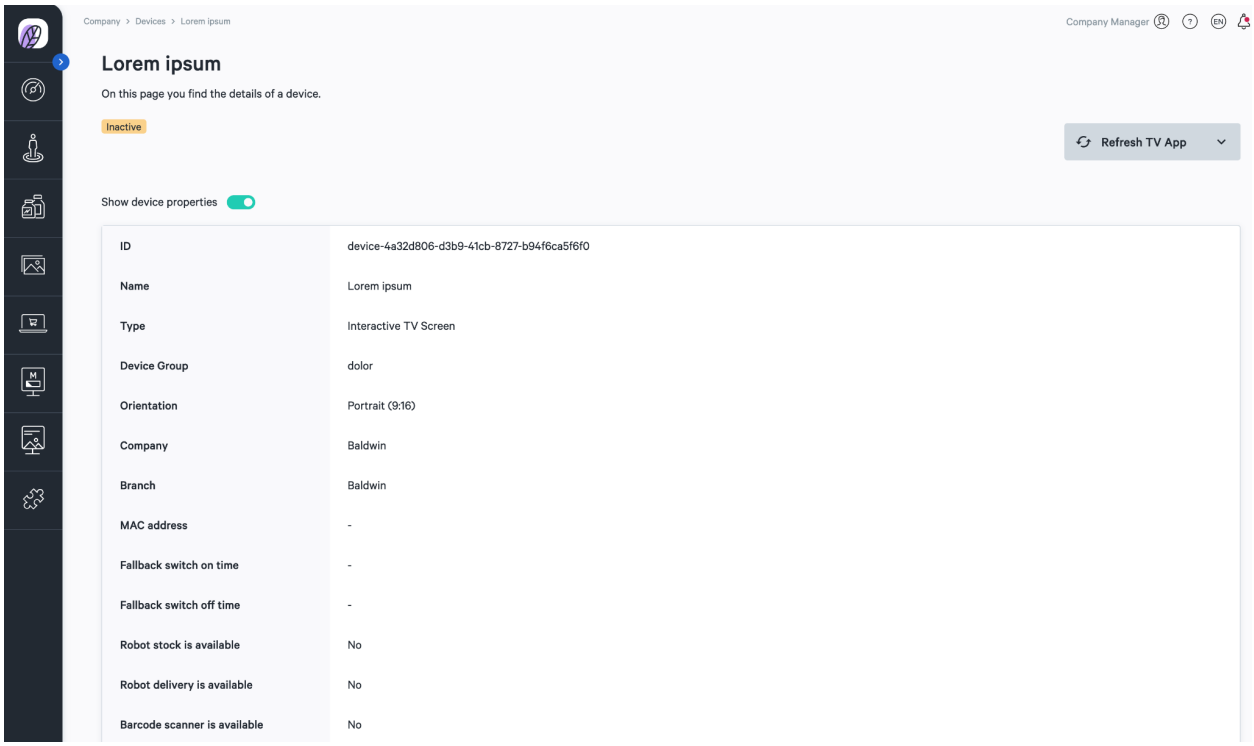
- Payl.nl terminal is available
- Ticket printer is available
- Pharmacy software is available
- Pharmacy software type

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.

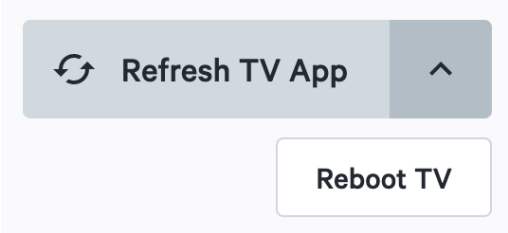
Device details page

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.



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".

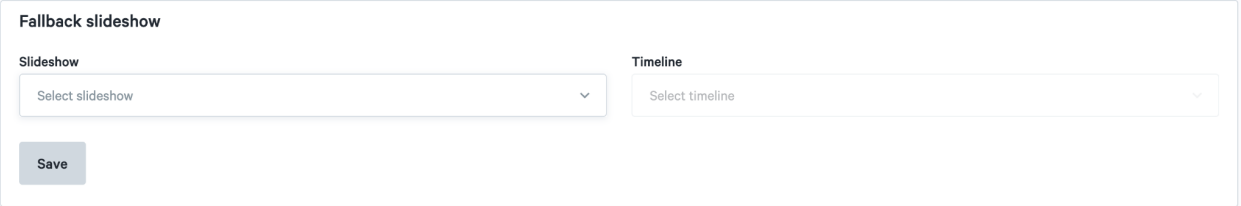


Time scheduler

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.

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.

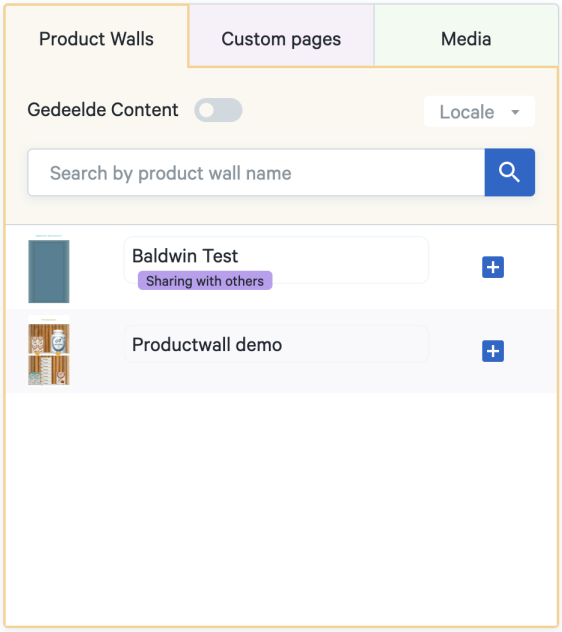


Caution! Setting a fallback slideshow will prevent the screen from going into sleep mode and increase power consumption.

Hidden slides

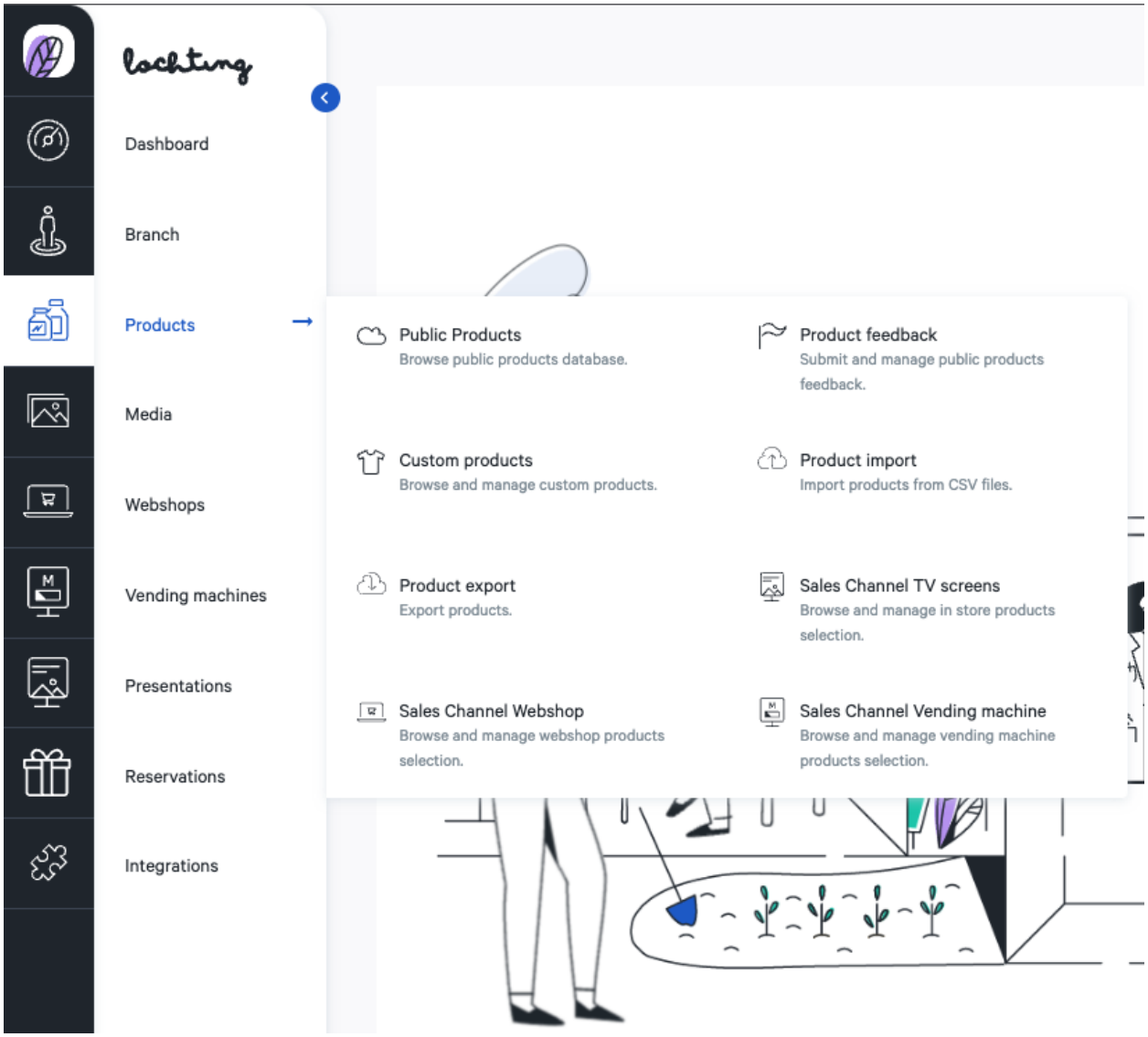
Hidden slides only apply to devices of the 'interactive TV screen' type, where the user can use swipe gestures to put the screen into interactive mode. You can, for example, add pages with additional explanations, or videos about certain products. These are not included in the current presentations, 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



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”, “Prodcut import”, “Product export”, “Sales Channel TV screens”, “Sales Channel Webshop” and “Sales Channel Vending machine”.

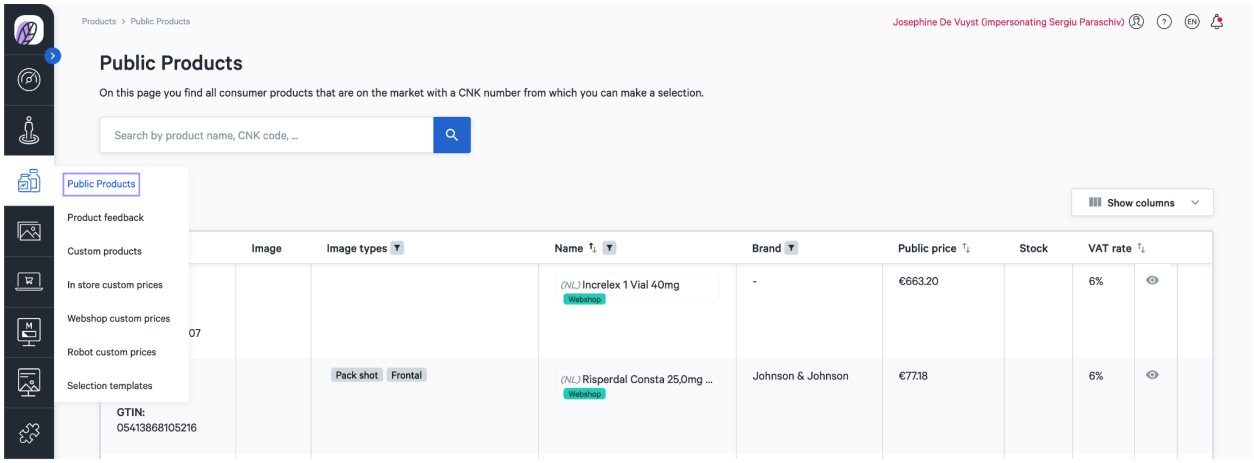
Product selections are specified within the “Products” category. You can make selections of public and custom products, and then add them to the right sales channel. Here, you can select the products that you want to show on the screens in your pharmacy. You then select the

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.

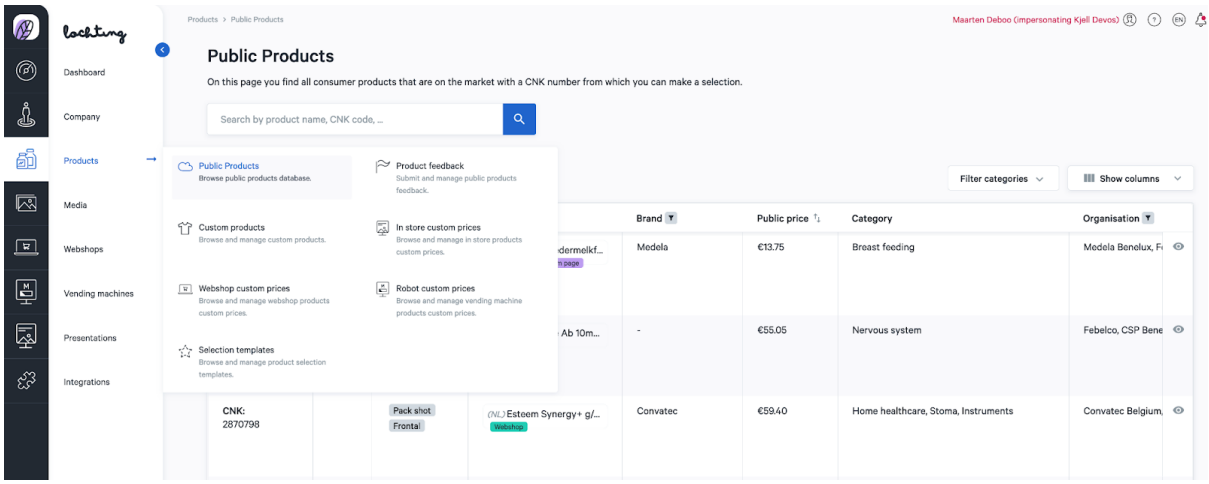
You can then, among other things, consult the recommended retail price of products under “Public products”, but you cannot change them. Changing them is possible, however, in the selections for each sales channel, where you can enter both a replacement price and a promotional price for each product.

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.



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”.



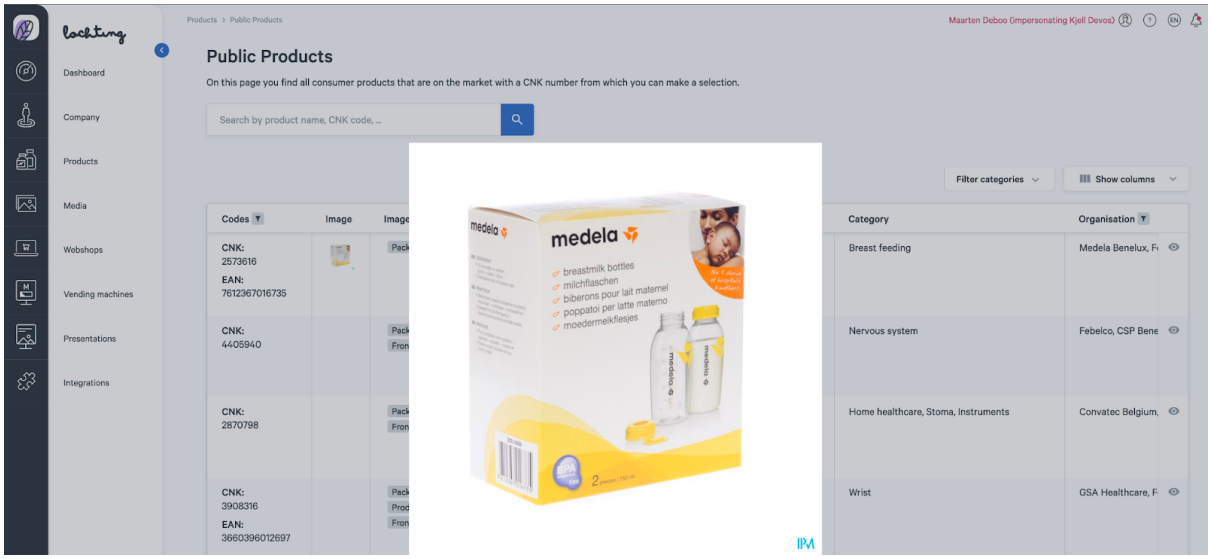
Public products information

The following information is visible for each public product:

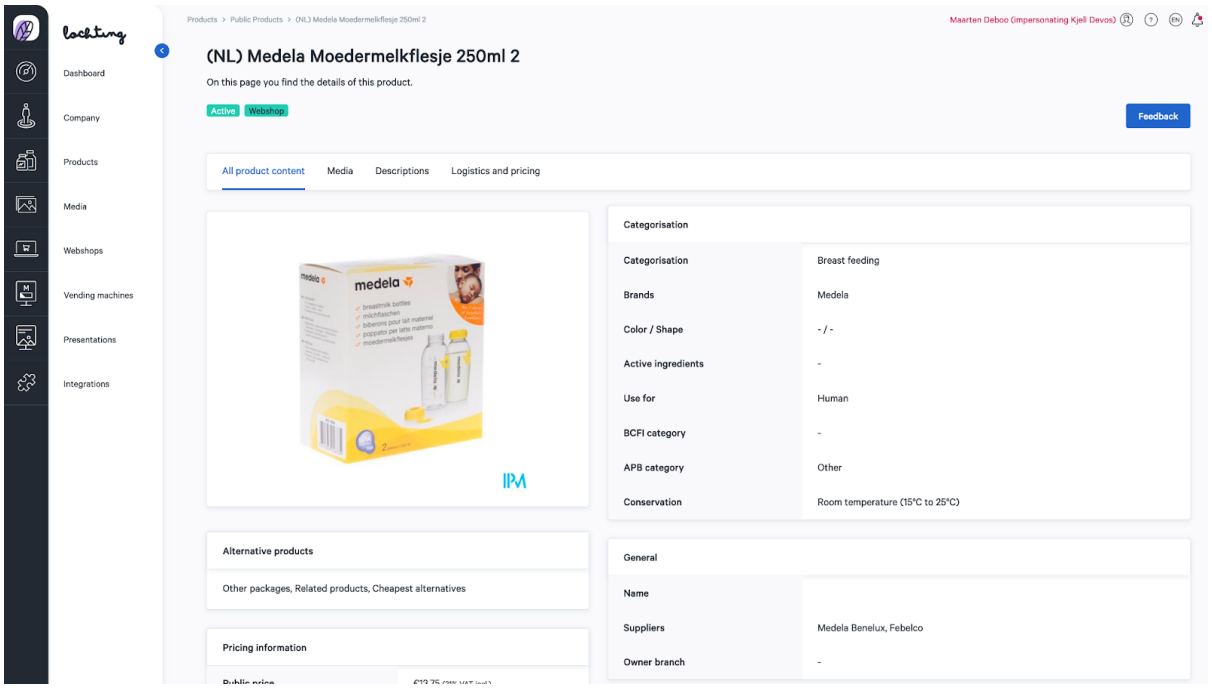
- Codes: CNK and EAN
- Image
- Image types: product shot, pack shot or frontal image
- Name: for each product there are three possible labels. These show whether the product can be used in the webshop, on a custom page or on a product wall.

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

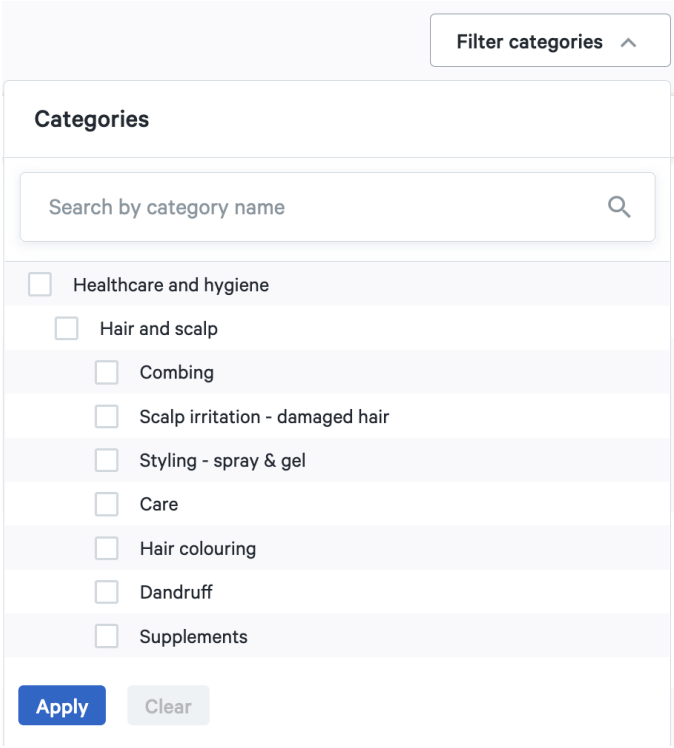
For each product, you can click the thumbnail to enlarge the image:



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".

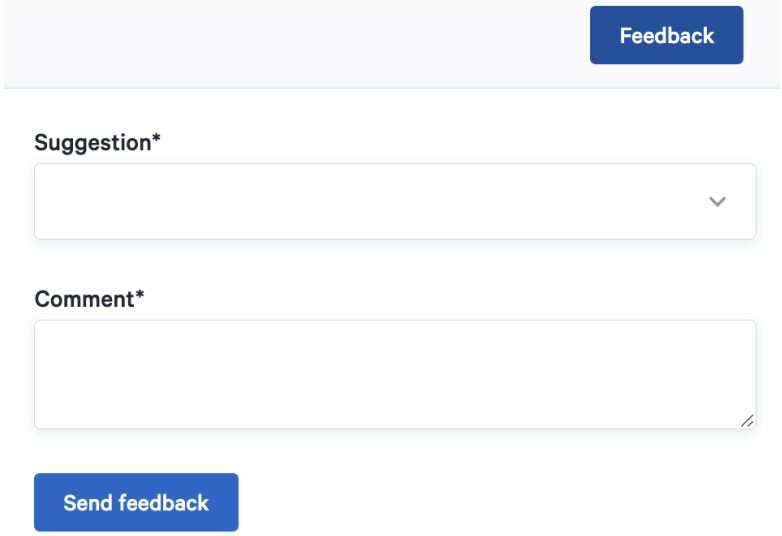


Via the "Filter categories" button it is possible to quickly and easily sort the products by their function.



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.



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

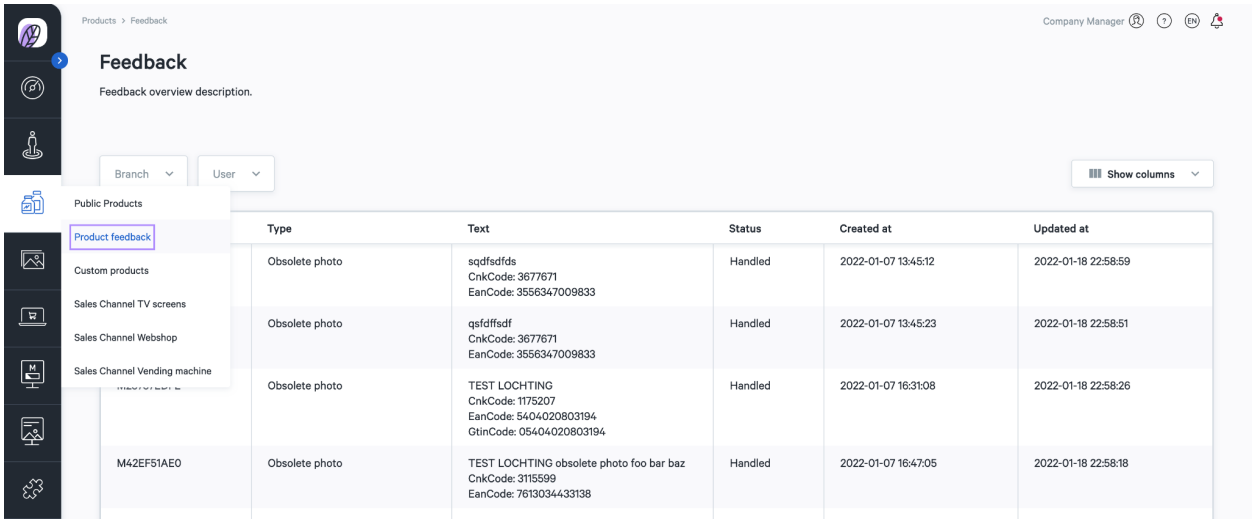
Logistics and pricing

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

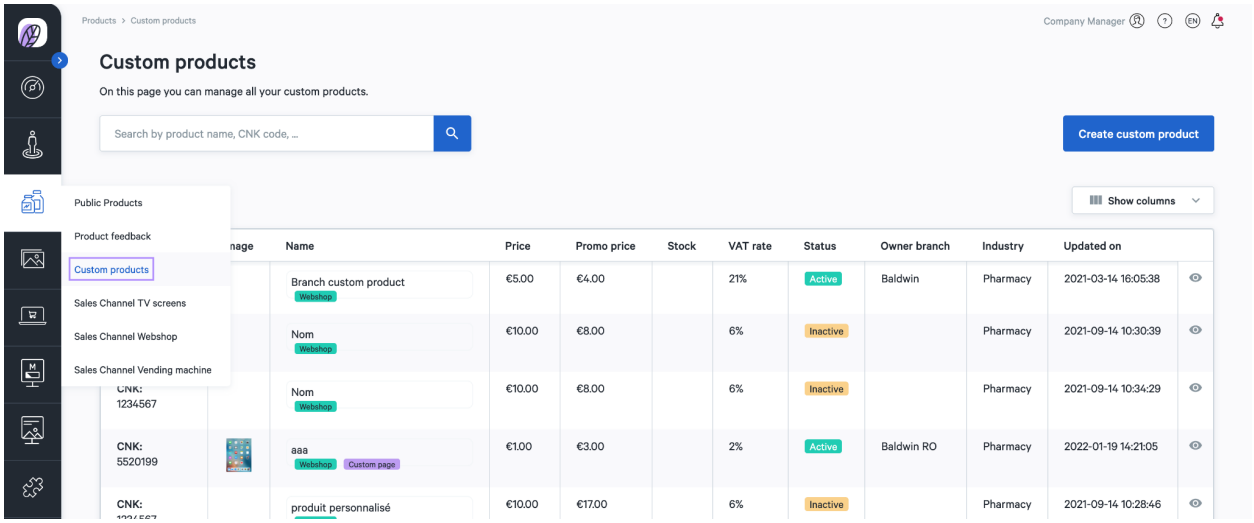
5.2 Product feedback

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.



5.3 Custom products

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



Custom products information

The following information is visible for each custom product:

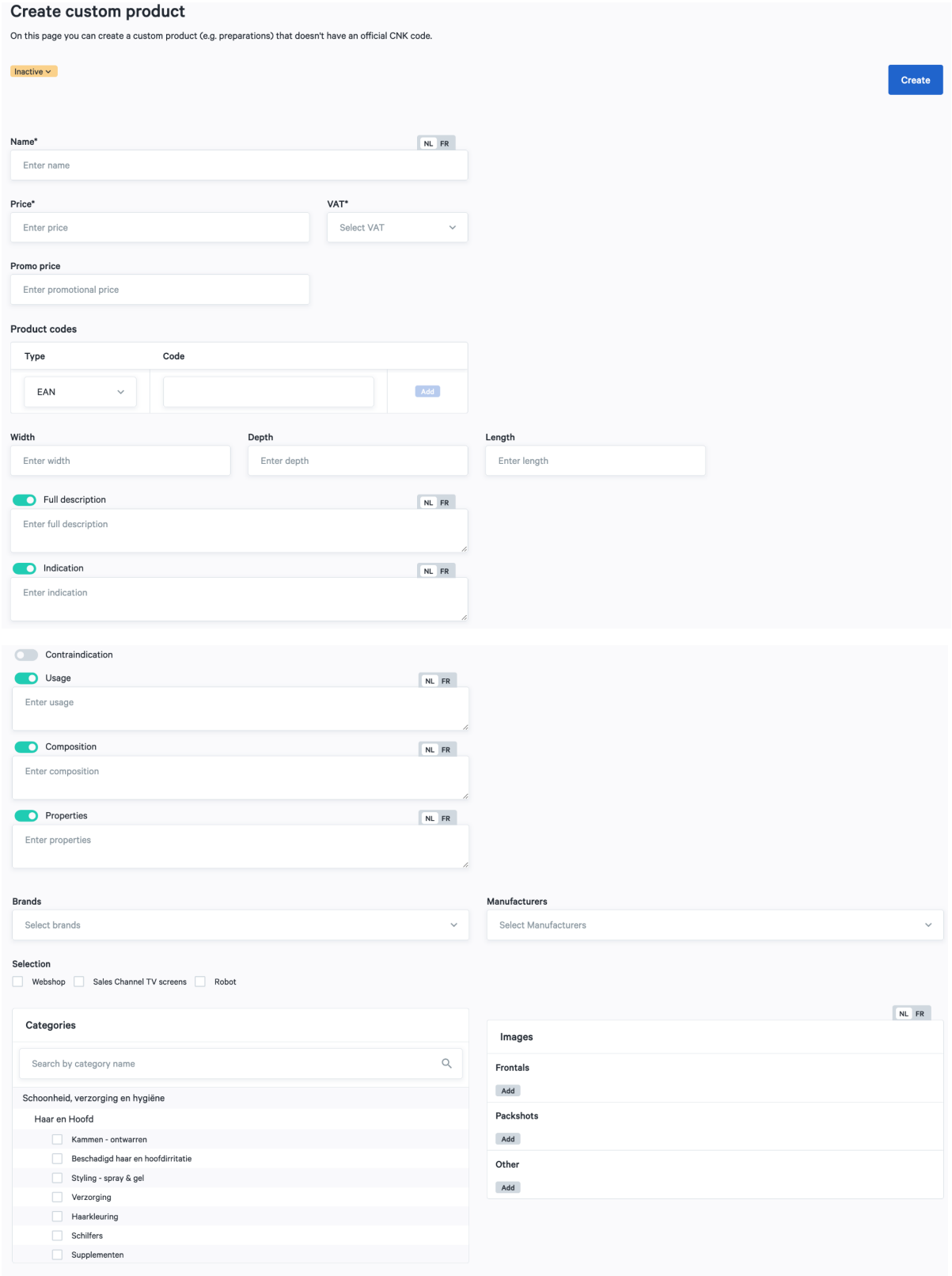
- Codes
- Image
- Name
- Price

- Promo price
- Stock
- VAT rate
- Status
- Owner branch
- Industry
- Updated on

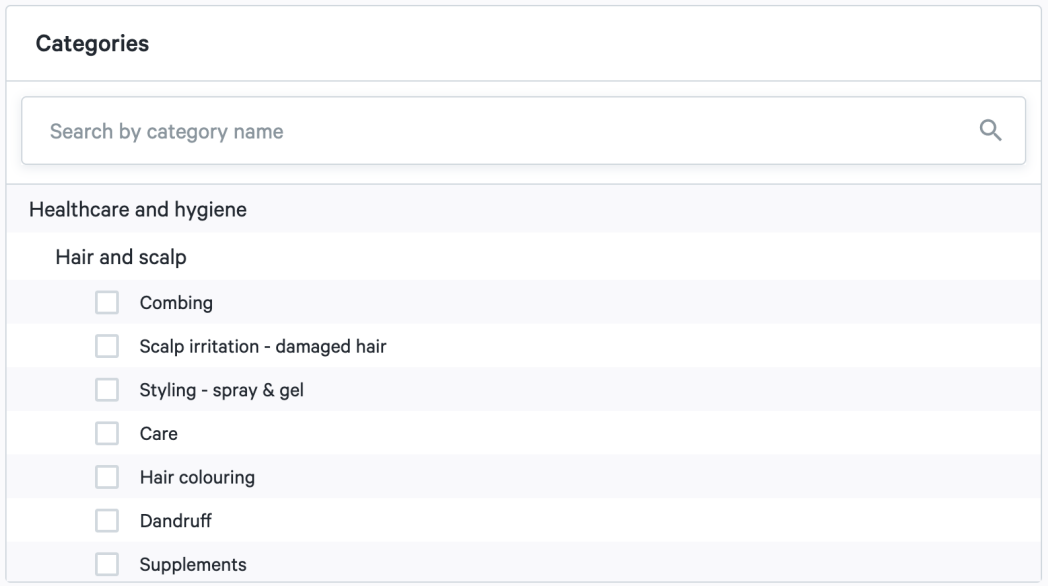
When you click on your custom product, you will see the details page. Here you will find the same four tabs with the same information as for the public products: "All product content", "Media", "Descriptions" and "Logistics and pricing".

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
Schilfers
Supplementen
NL FR
Images
Frontals
Add
Packshots
Add
Other
Add

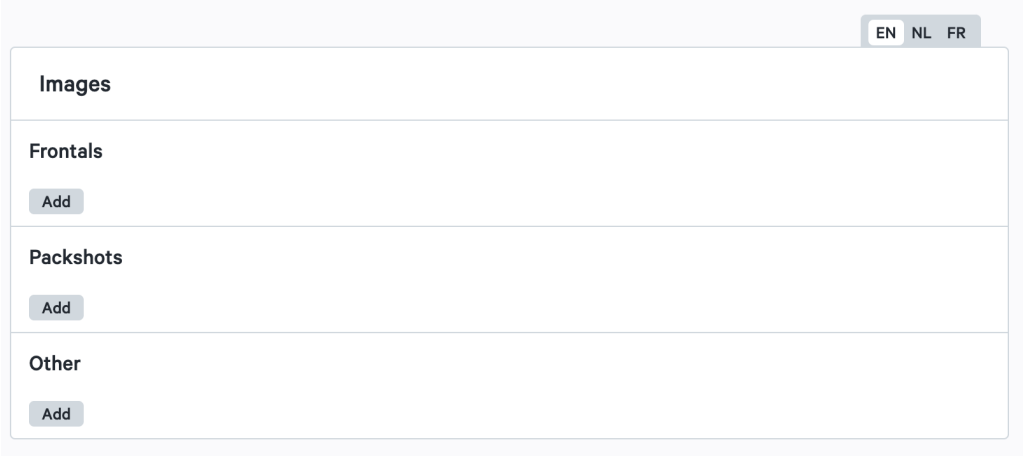
With the tree structure we offer, you can classify your product according to different predefined categories.



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

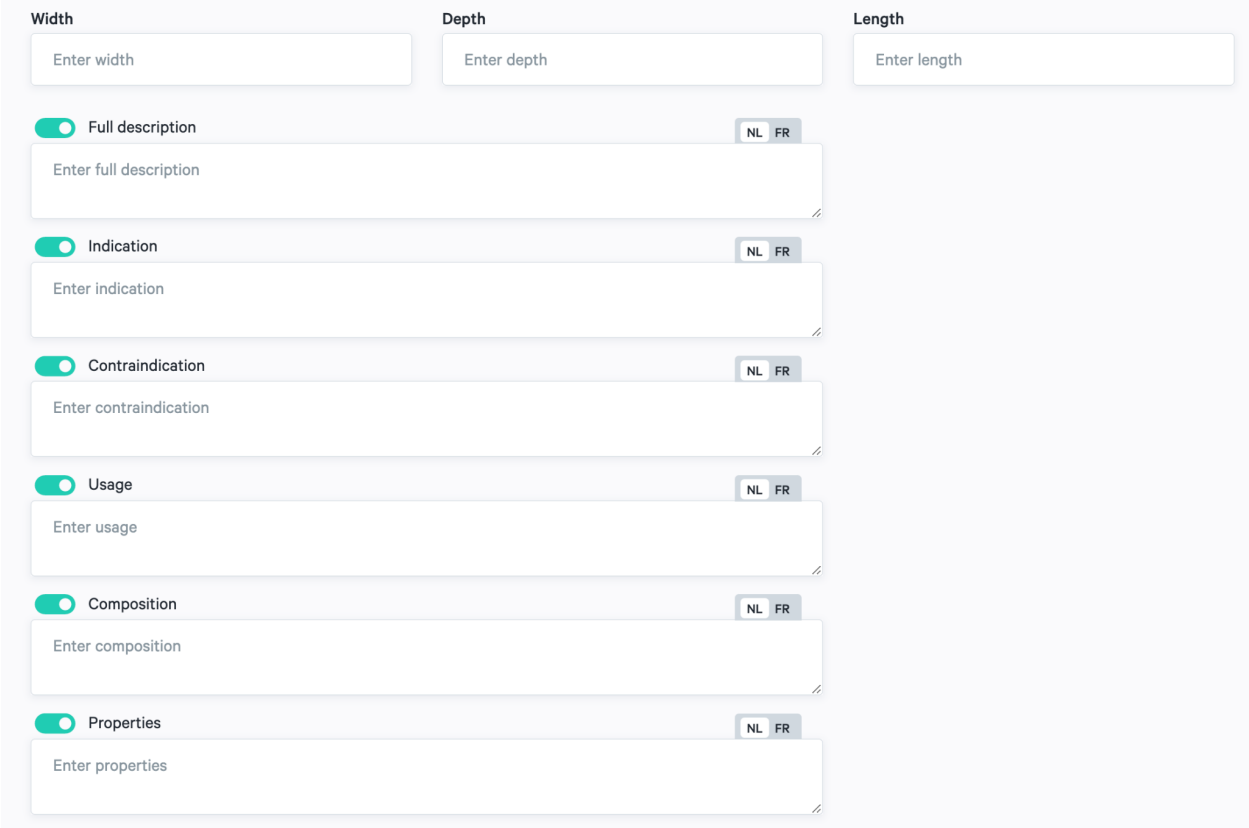
You can upload three types of images: "Frontals", "Packshots" and "Other". A frontal image shows the front of the product (and has no white background) and is necessary for a nice product setup. You can only deliver this by displaying the product on a transparent background. The frontal images can only 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.

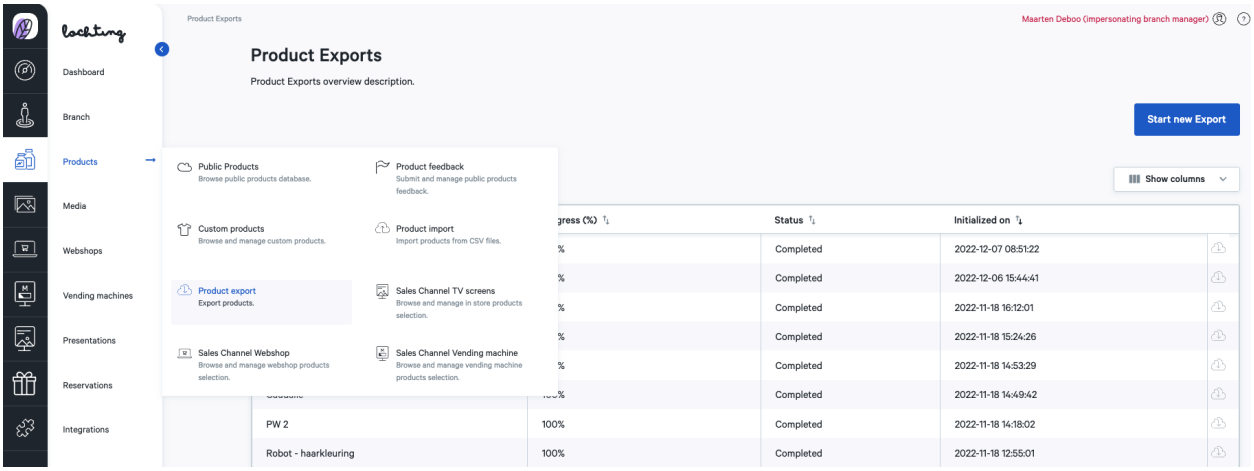


Properties of self-made products can be added to inform patients:

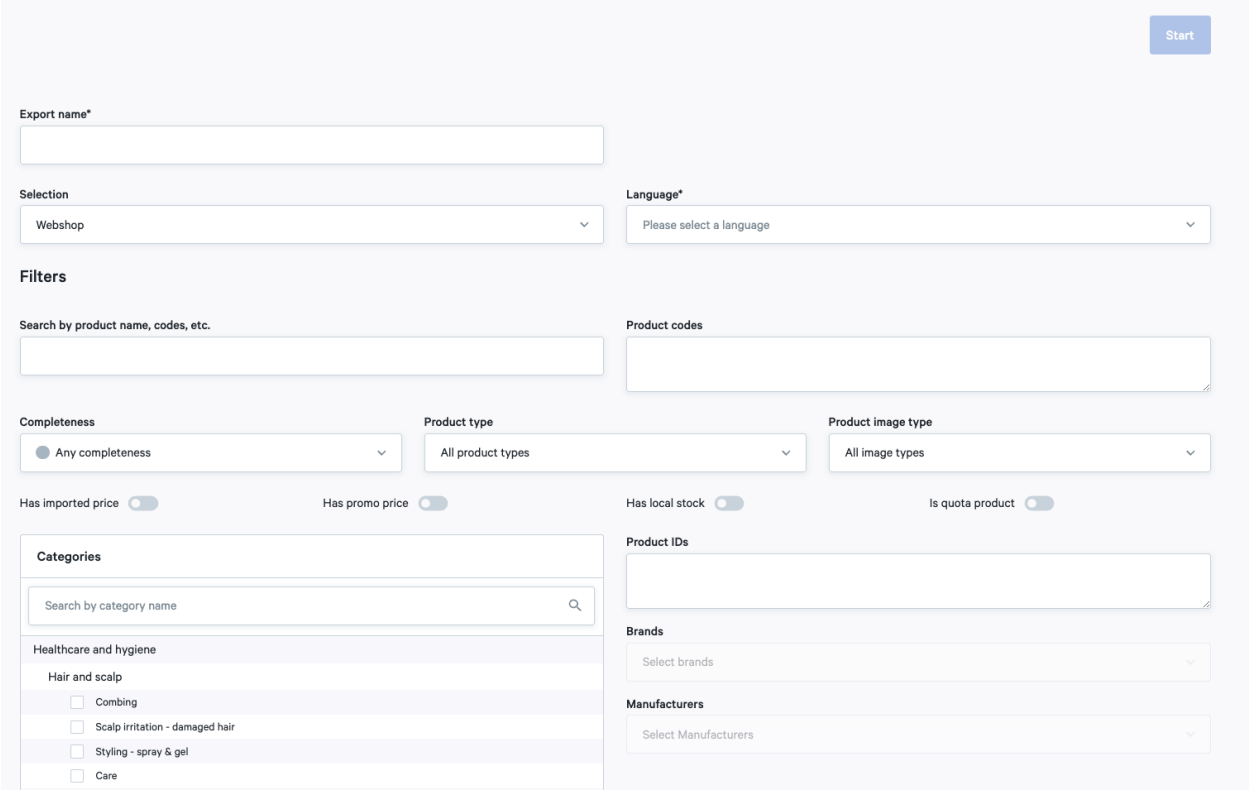
- Width
- Depth
- Length
- Full description
- Indication
- Contra indication
- Usage
- Composition
- Properties



5.4 Product Exports



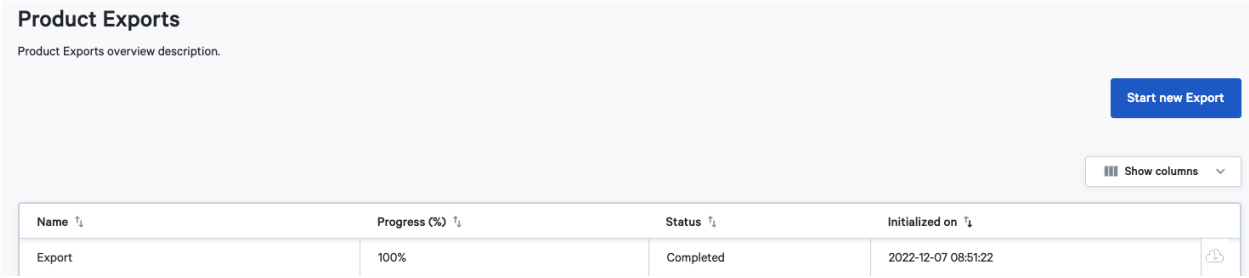
On the "Product exports" page, you can export all products to a csv file. Click "Start new Export" to create a new export. Here you can choose which specific products you want to export to customize.



On this page, you can filter by which products you want to export:

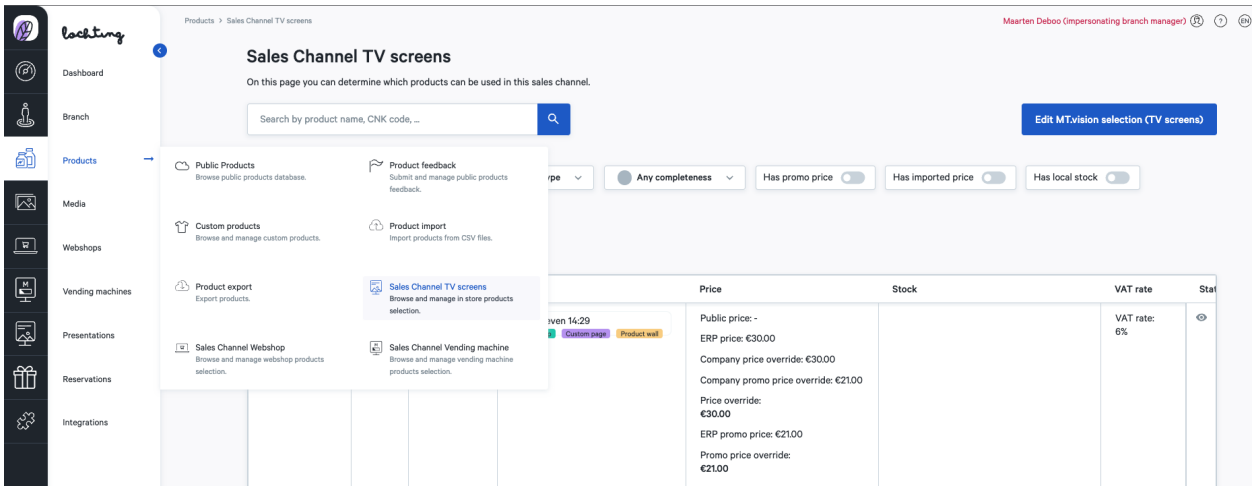
- Completeness: Any completeness, suitable for webshop, suitable for product setup, suitable for TV screen page
- Product type: All product types, Own products, Public products
- Product image type: All image types, Pack shots, Product shots, Frontal images
- Product IDs: Enter the product code. Use a ; to separate codes when using multiple codes.
- Categories: Use premade filters to select the right products

After starting the export, the progress is indicated in a percentage.



5.5 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.

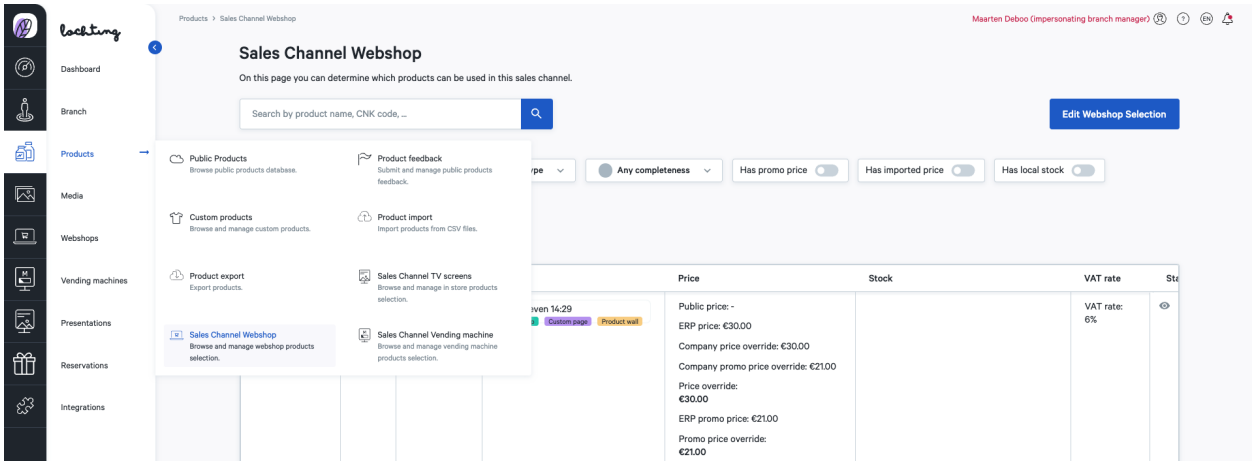


Changing the selection

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.

5.6 Sales Channel Webshop

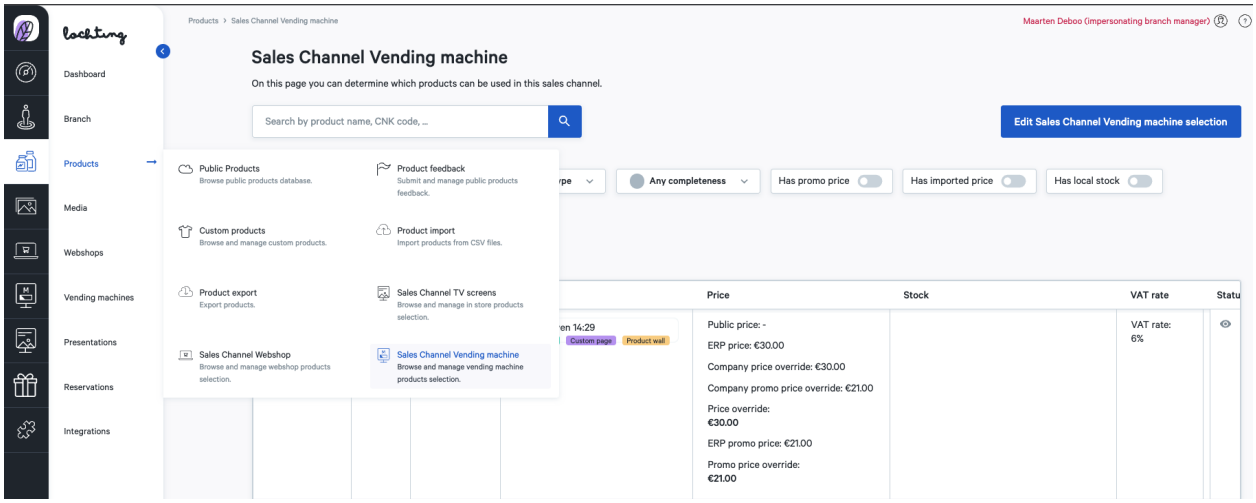
The “Sales Channel Webshop” page is where you select all the products you want to offer in your webshop. The product selection takes place in the same way as for the “Sales Channel TV screens” selection (see the explanation in 5.4).



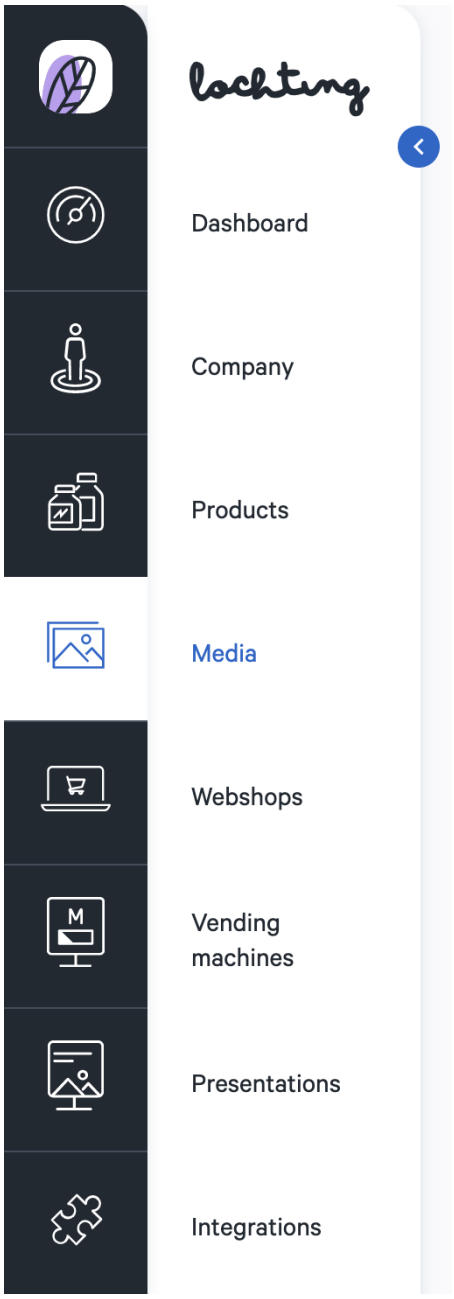
On this page, you have the same options as on the “Sales Channel TV screens” page. You can select products, change the price and filter the list based on product type (custom or public products), photo type or label.

5.7 Sales Channel Vending machine

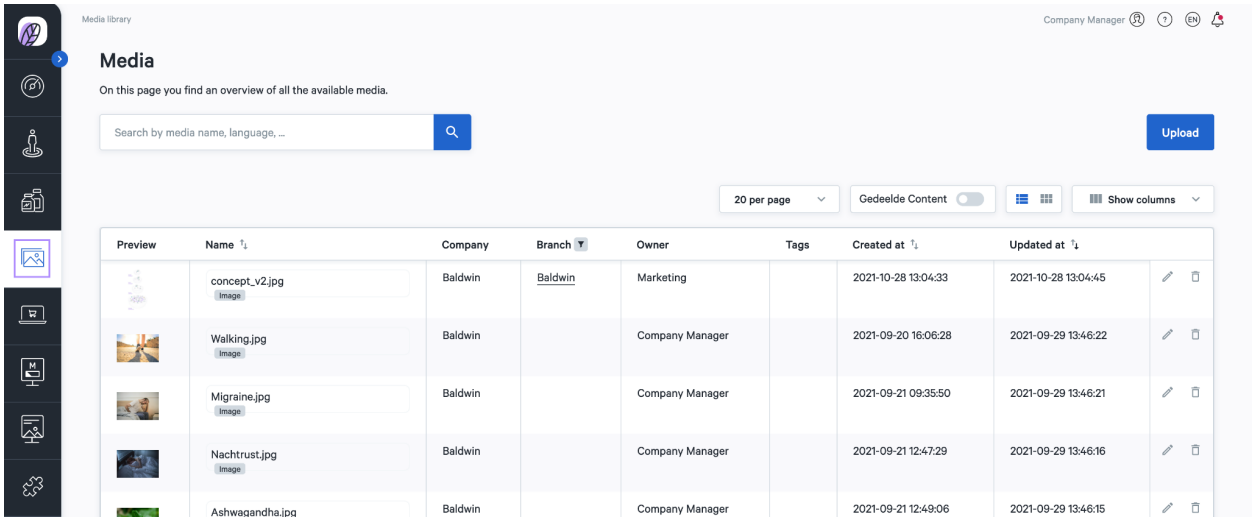
The use of this section is completely in line with the explanation given in 5.4.



6. Media

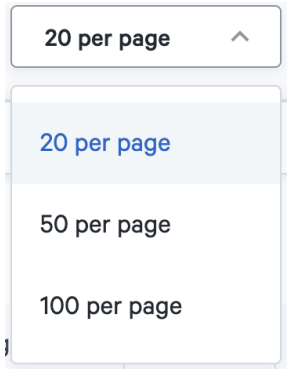


The fourth main category concerns the media library.

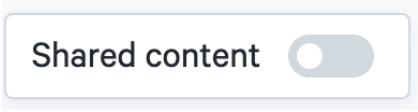


You can change the media display to:

- 20, 50 or 100 media items per page:



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



- List view or grid view:

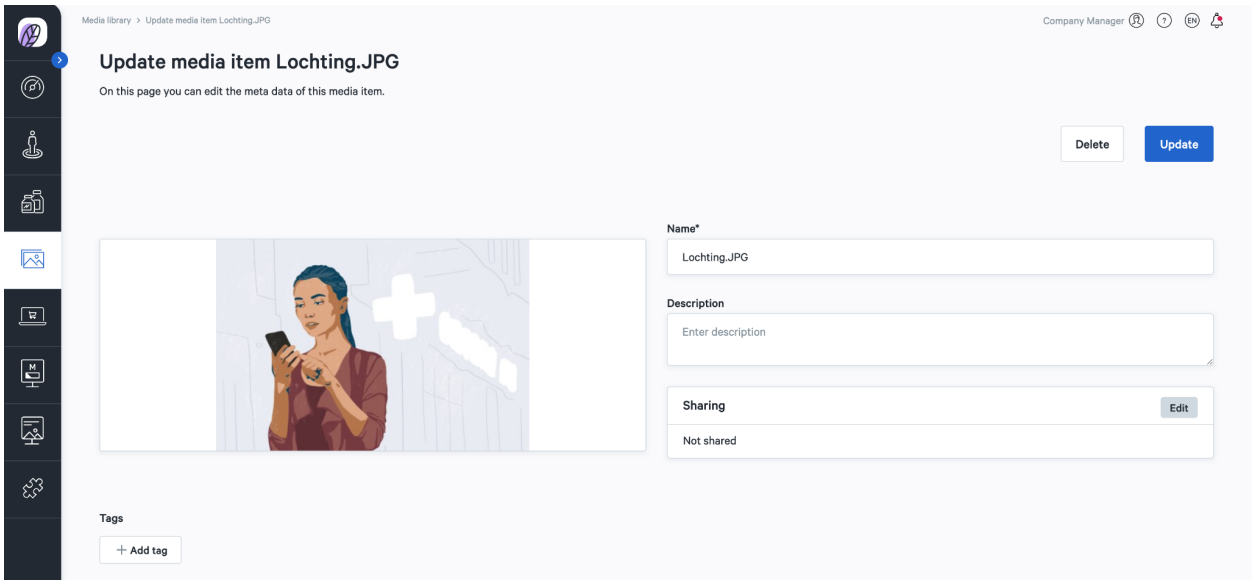
Media Information

For all media, the following information is visible:

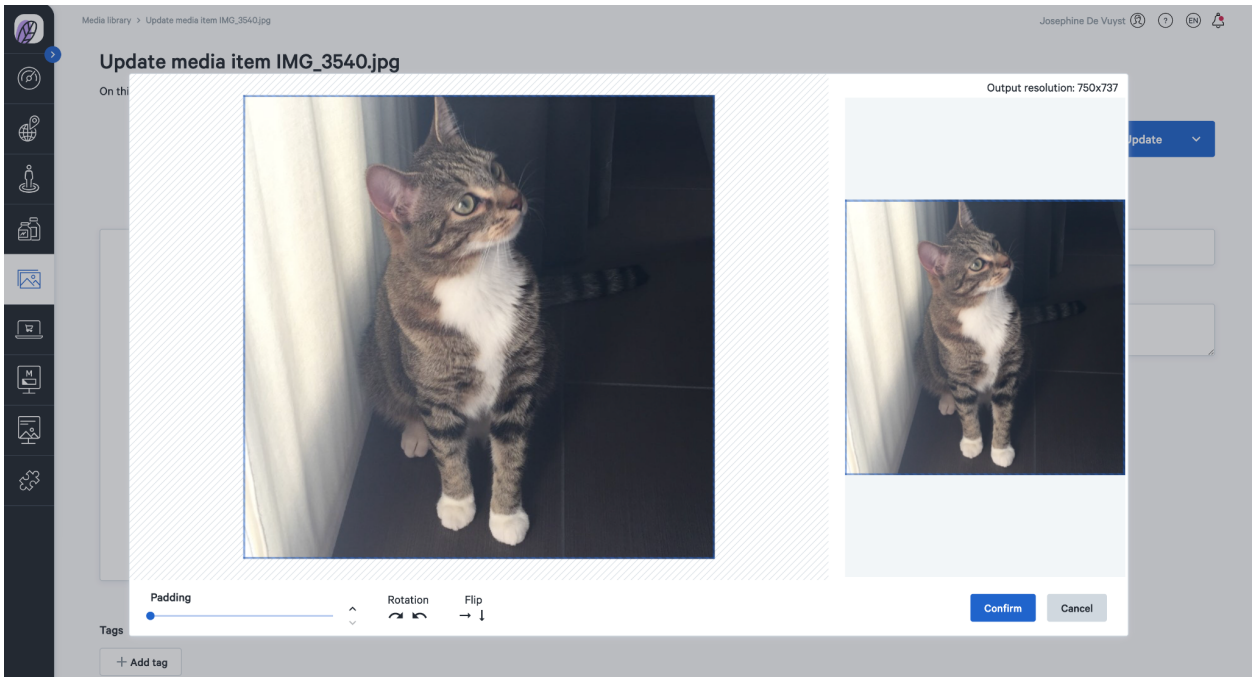
- Preview
- Name
- Company
- Branch
- Owner
- Tags
- Created on
- Updated on

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.

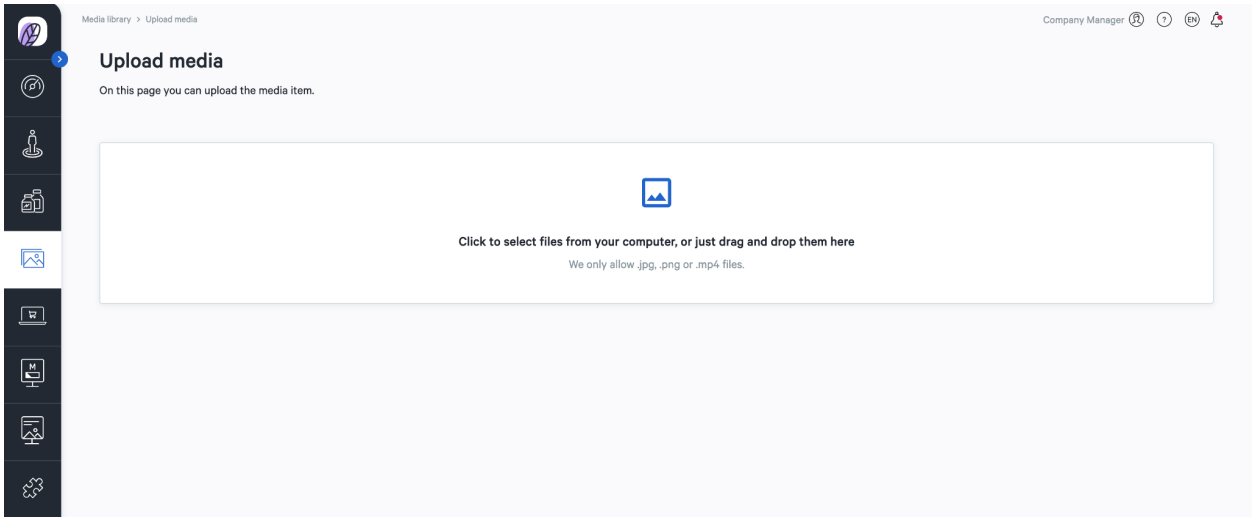


You will then have the option to crop your image, modify the edge and to rotate and flip the image via ‘Cropping’.

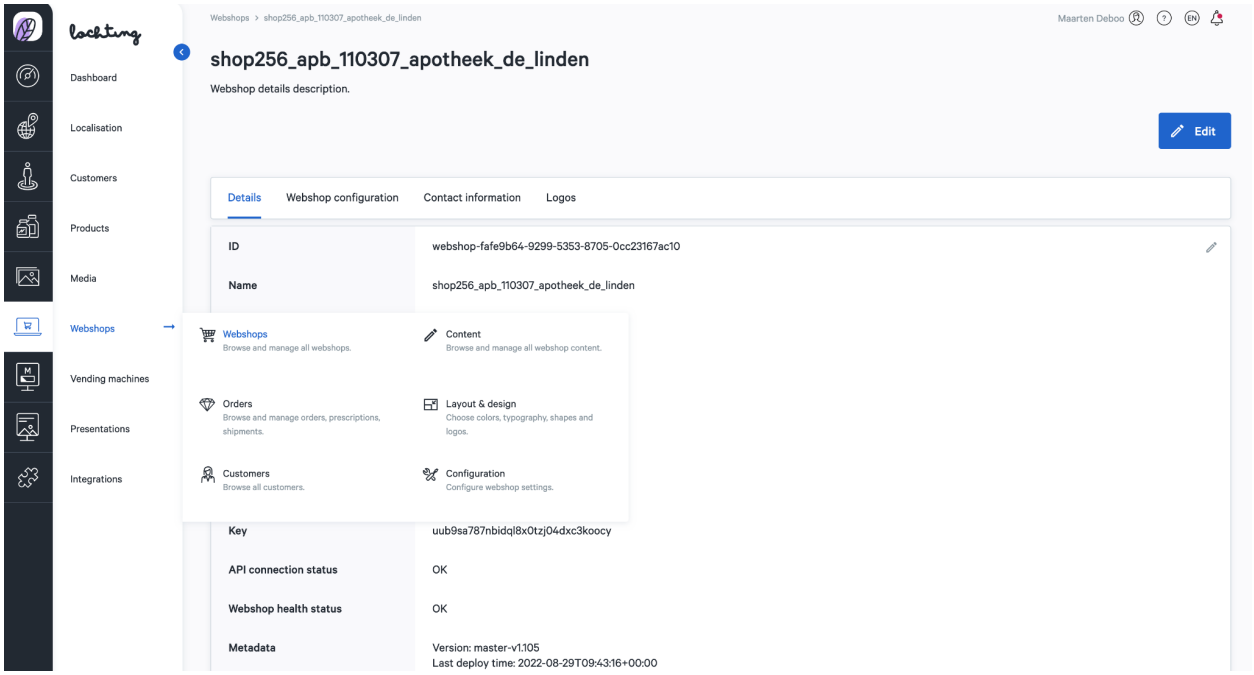


Upload media

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.



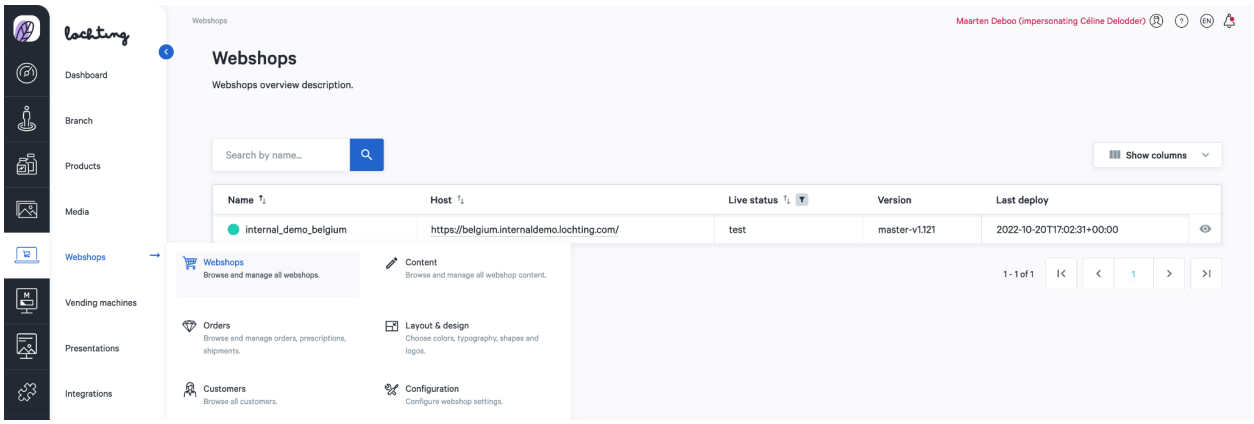
7. Webshops



The 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.

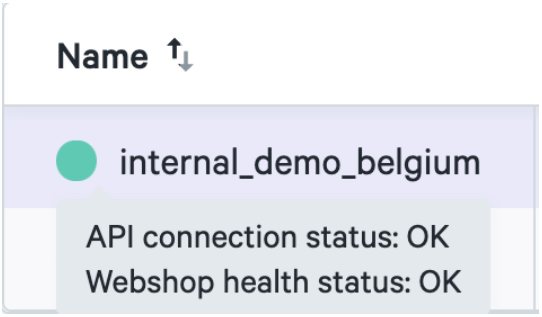


The following information is visible for each webshop:

- 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.



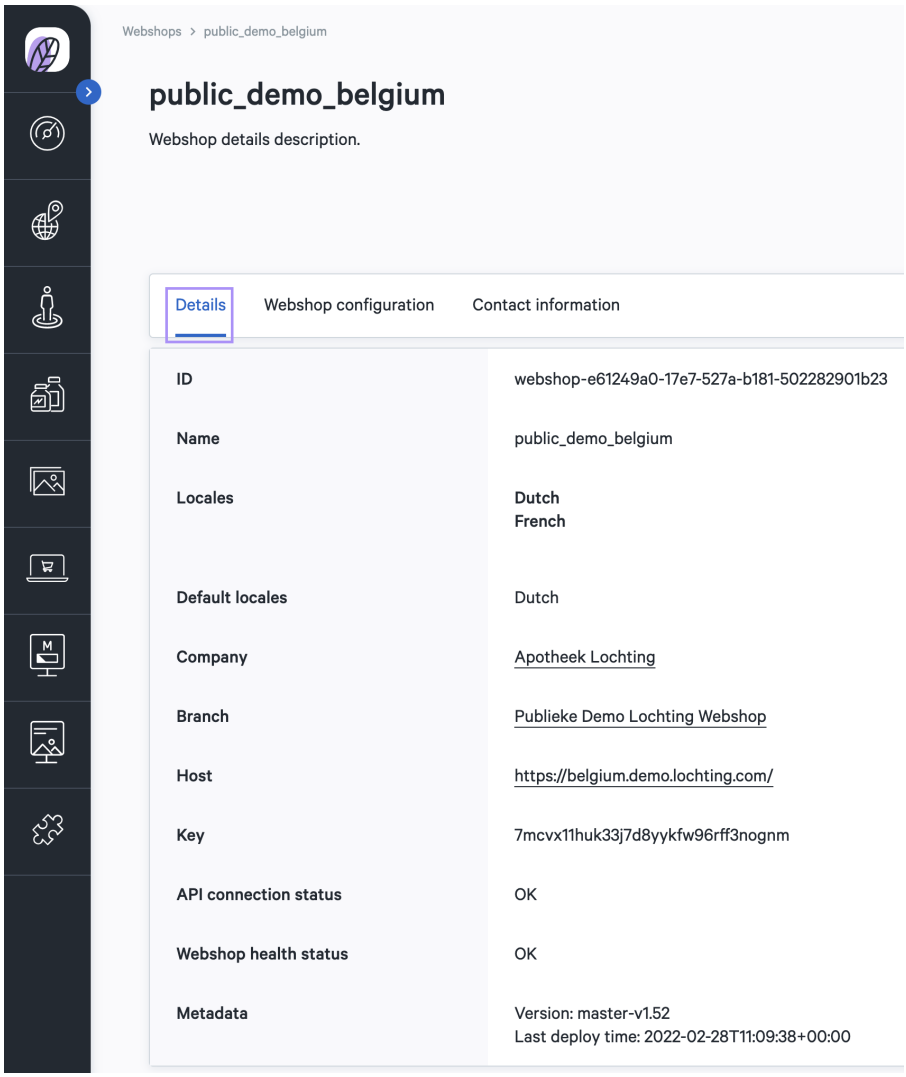
You can see the details page of a webshop by clicking on it. This will show three tabs: "Details", "Webshop configuration" and "Contact information".

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

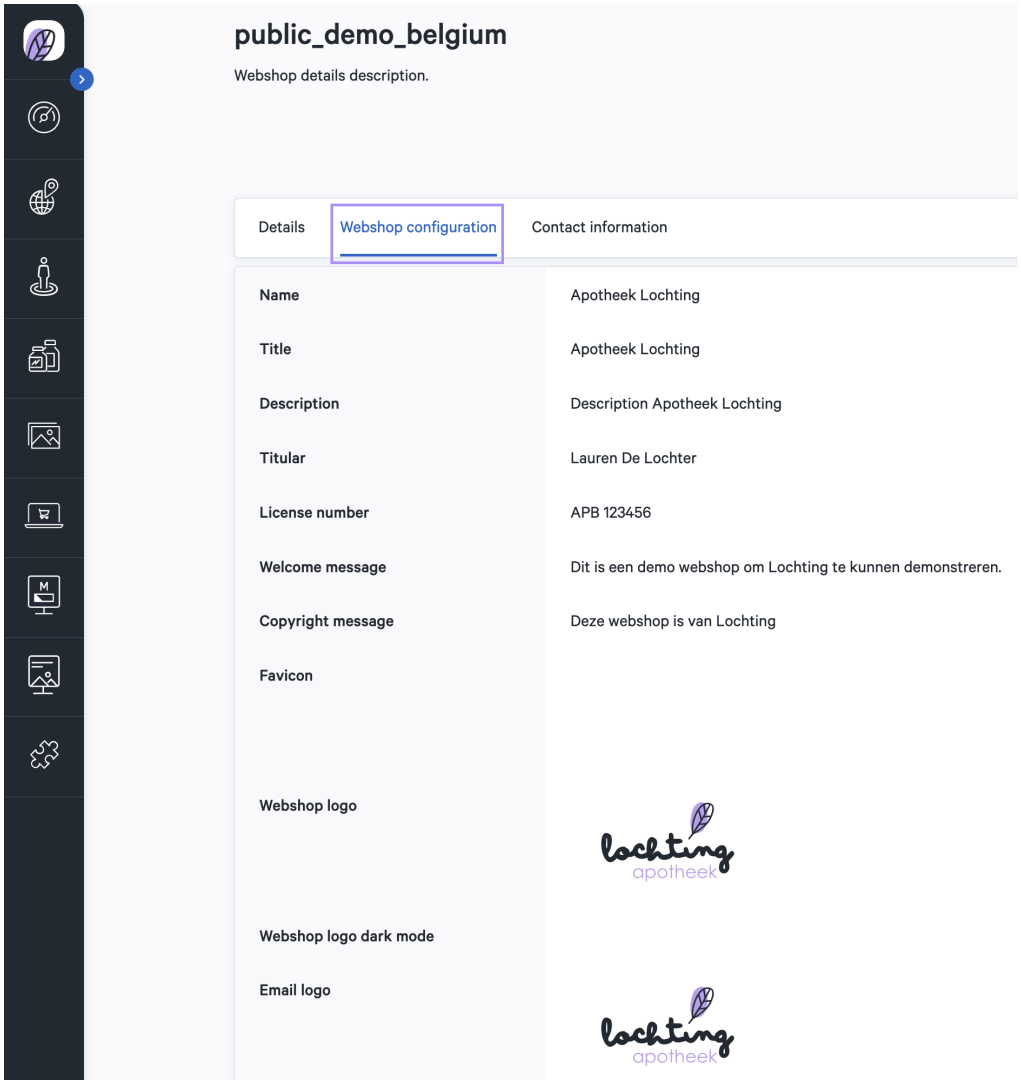


Webshop configuration

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



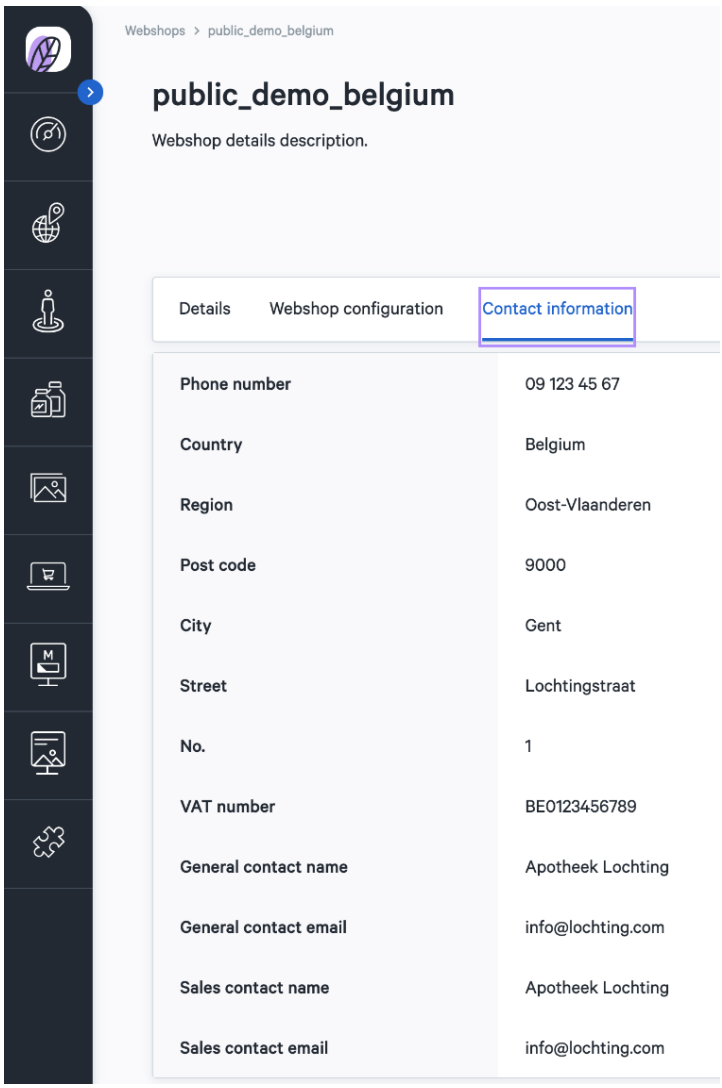
Click the edit icon to edit the webshop configuration information. You can also modify this information via Webshops > Configuration > Webshop Configuration.

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



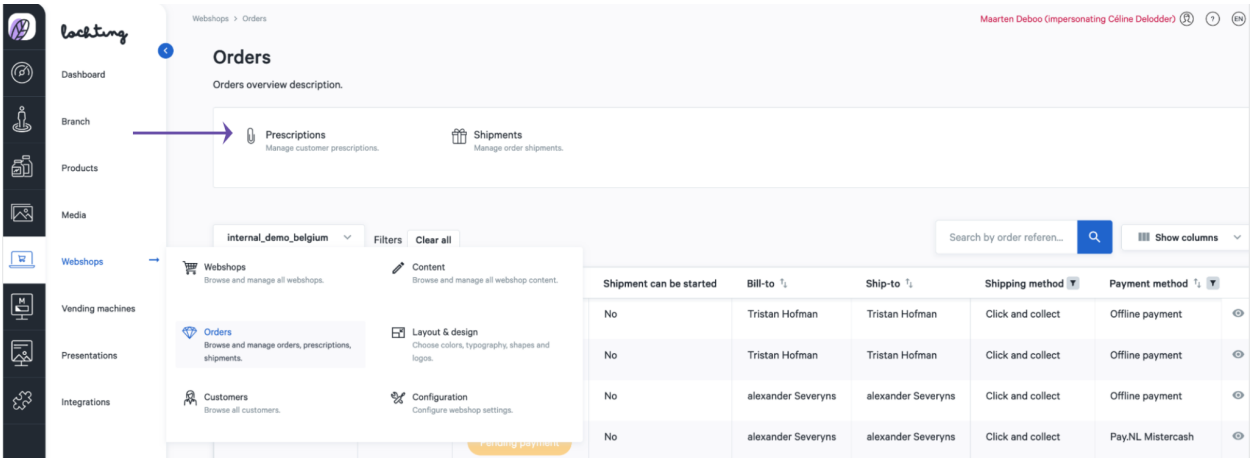
Click on the edit icon to edit the contact information. You can also modify this information via Webshops > Configuration > Contact information.

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



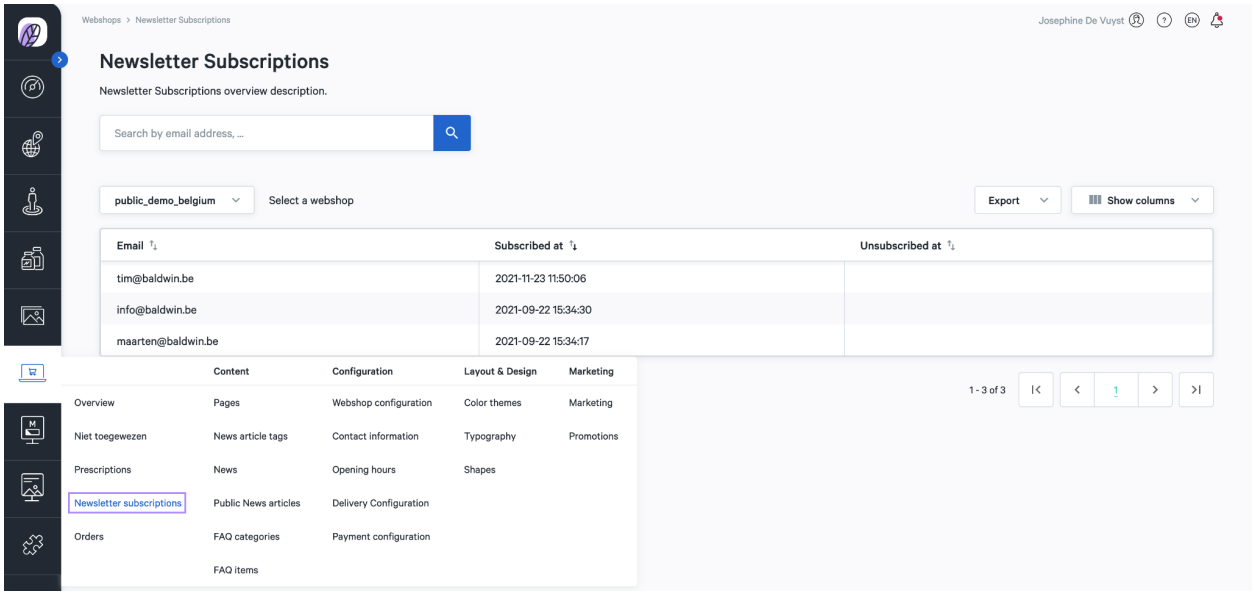
Newsletter subscriptions

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.



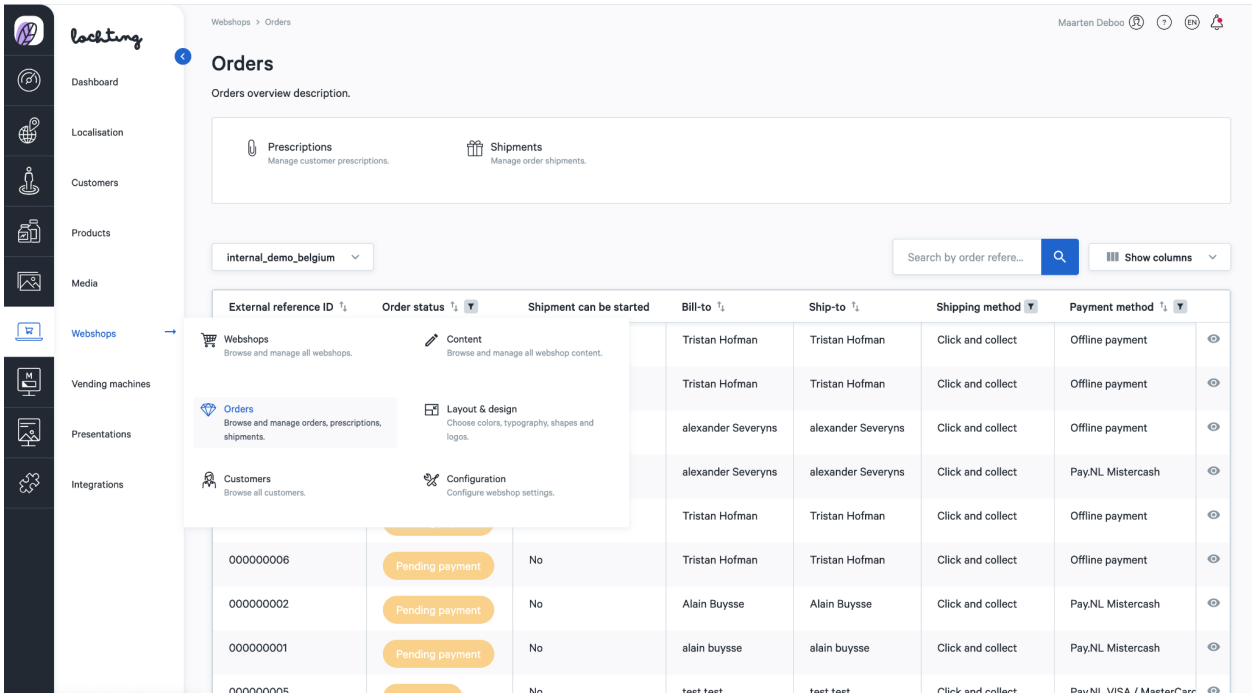
7.2 Orders

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

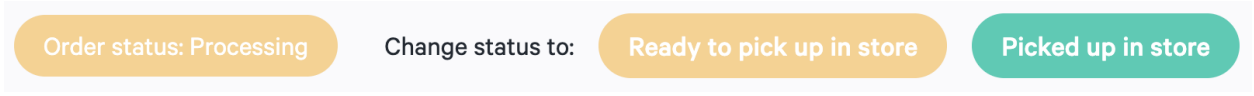
- Created on
- Updated on
- ID



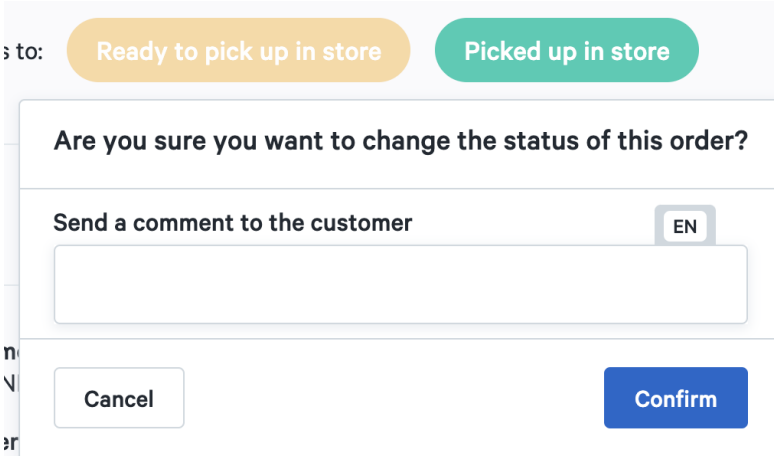
Order details page

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.



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.

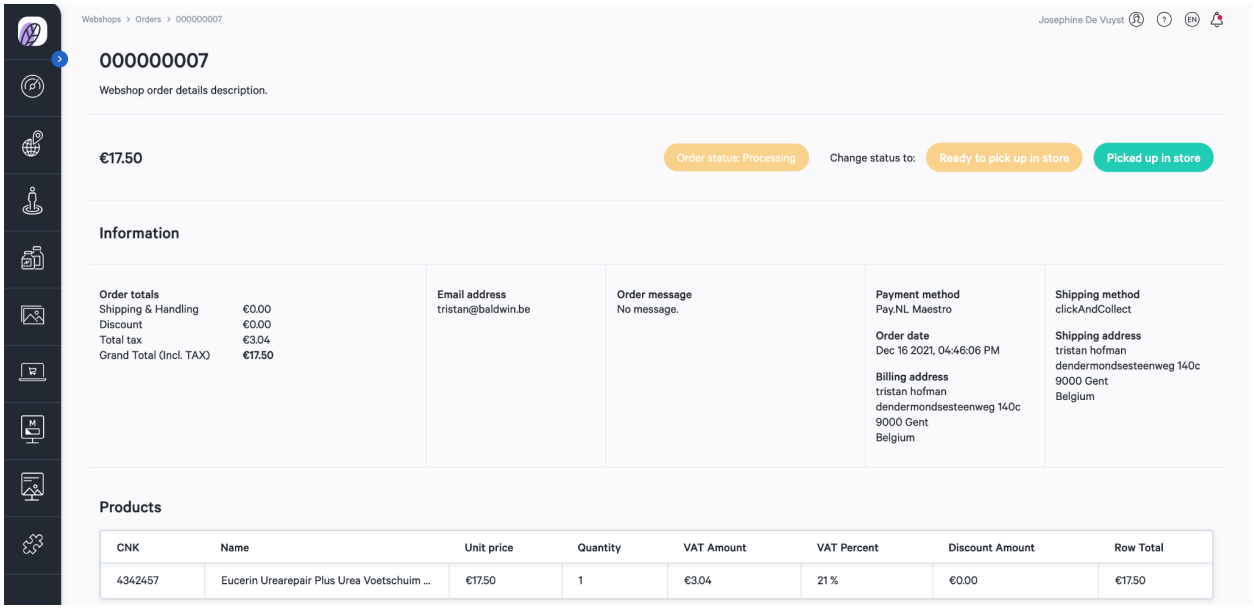


You will find following information about the order:

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

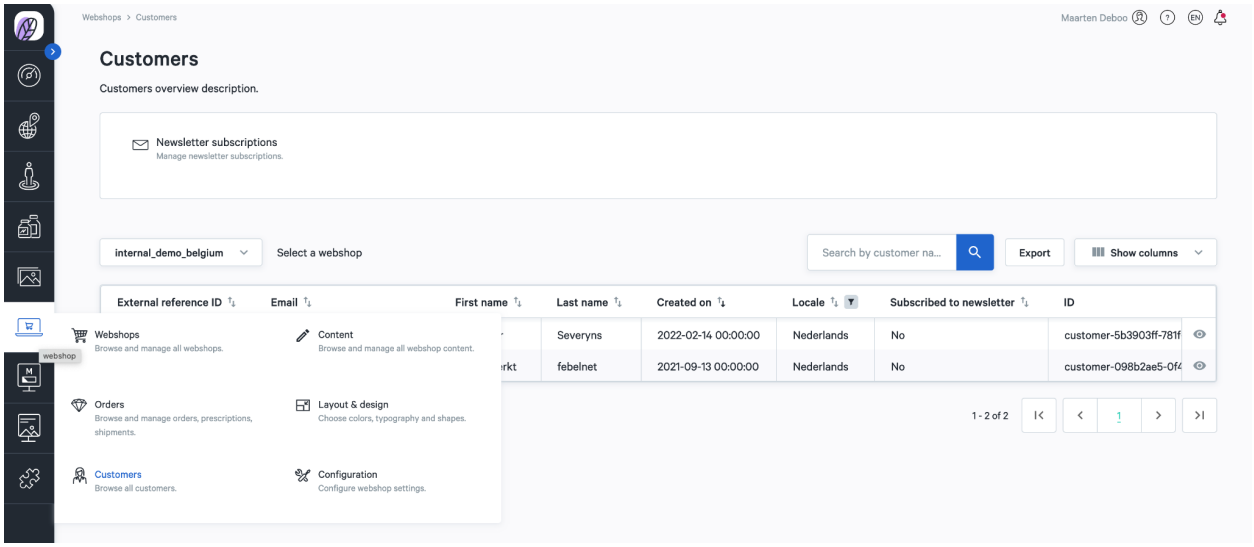
The details page also shows the **Febelco Backorder Reference ID** of the order. The products ordered are automatically ordered from Febelco and delivered to your pharmacy.

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



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.



7.4 Content

Pages

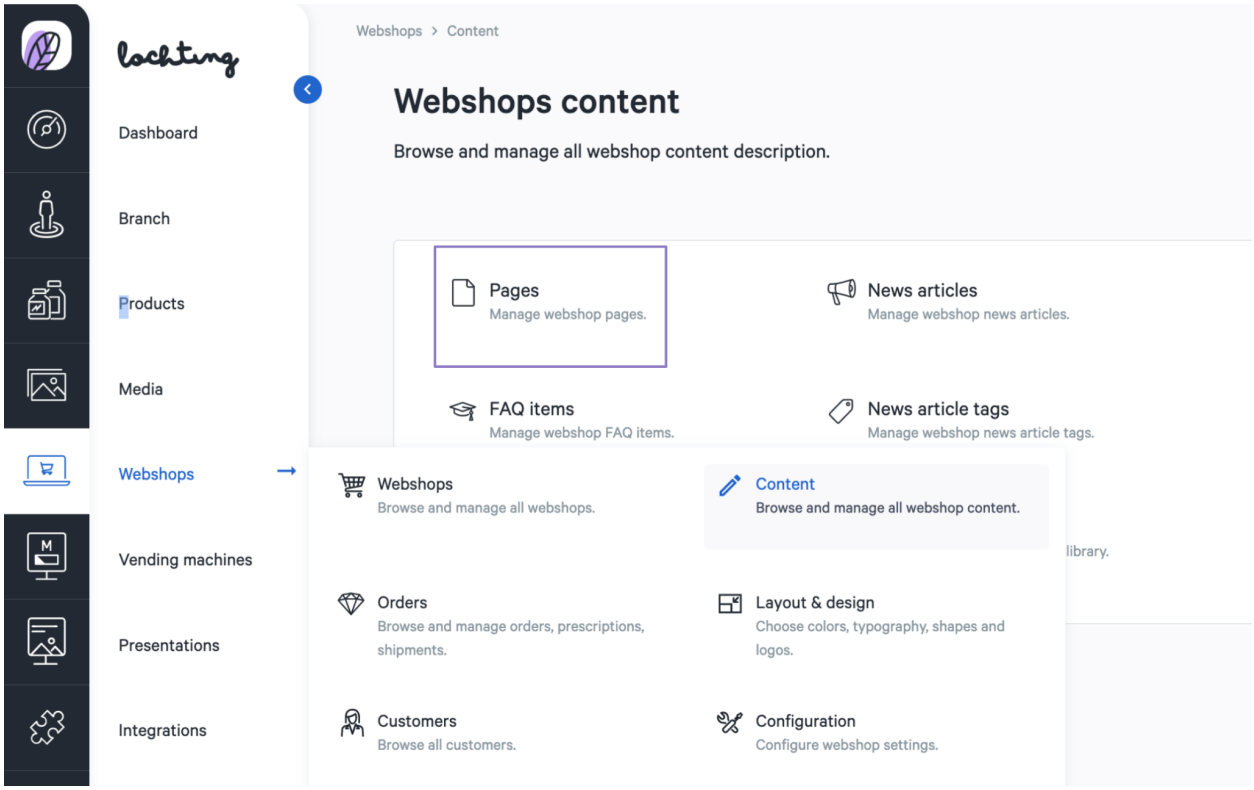
Here you can see an overview of all the pages in your webshop. Select the appropriate webshop if your company has multiple webshops. You can expand your webshop by changing pages and adding extra widgets.

Your webshop has default pages:

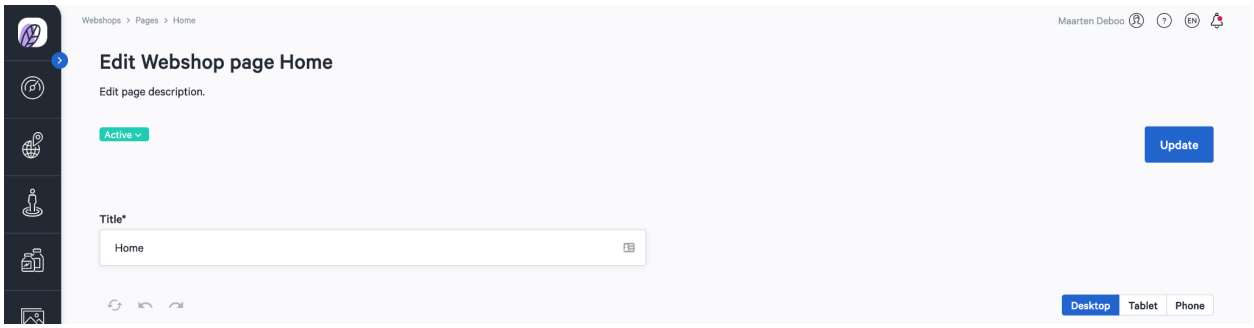
- Cookies
- Home
- Useful links
- About us
- Privacy disclaimer
- Return policy
- Sales conditions
- Prescriptions

You will find the following information about the pages:

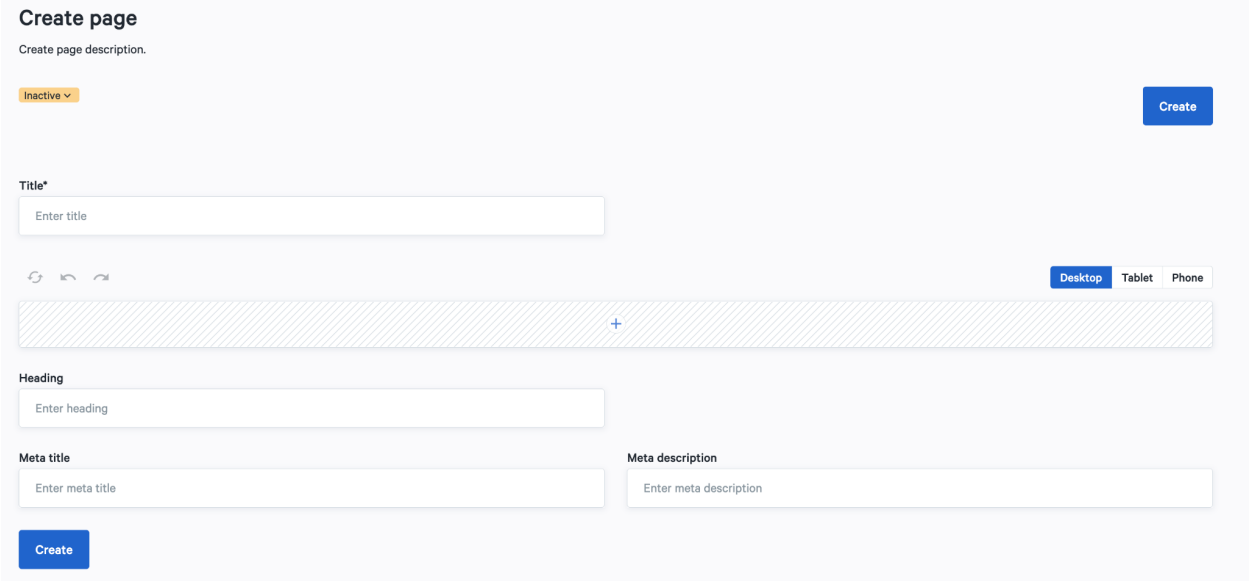
- Title
- Slug: the part that comes after your domain name in the URL and identifies an individual page of your webshop.
- Locale
- Status



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.

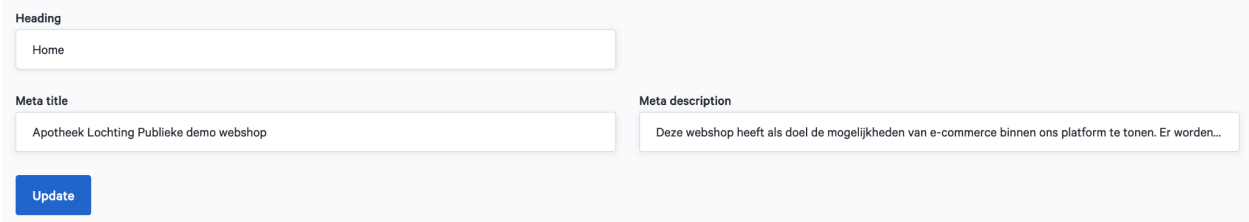


Click on "Create" to create your own page on your website. Here, as a pharmacist yourself, you can fully compose the page for desktop, tablet and phone.

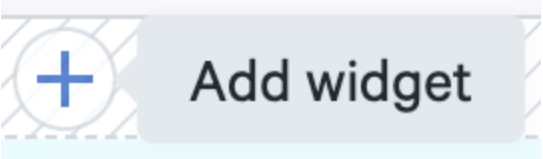


At the bottom of the page, you can edit the heading, meta title and meta description:

- 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.



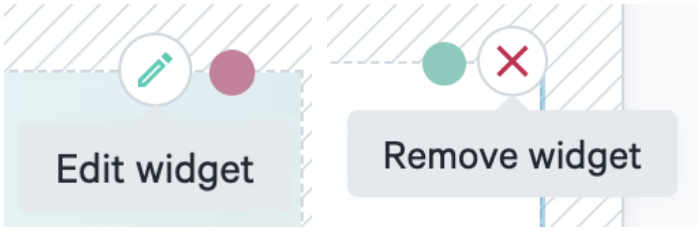
Click on the plus at the top of the box to add a widget. These are the different blocks you can place on the page.



You can add the following widgets to your page:

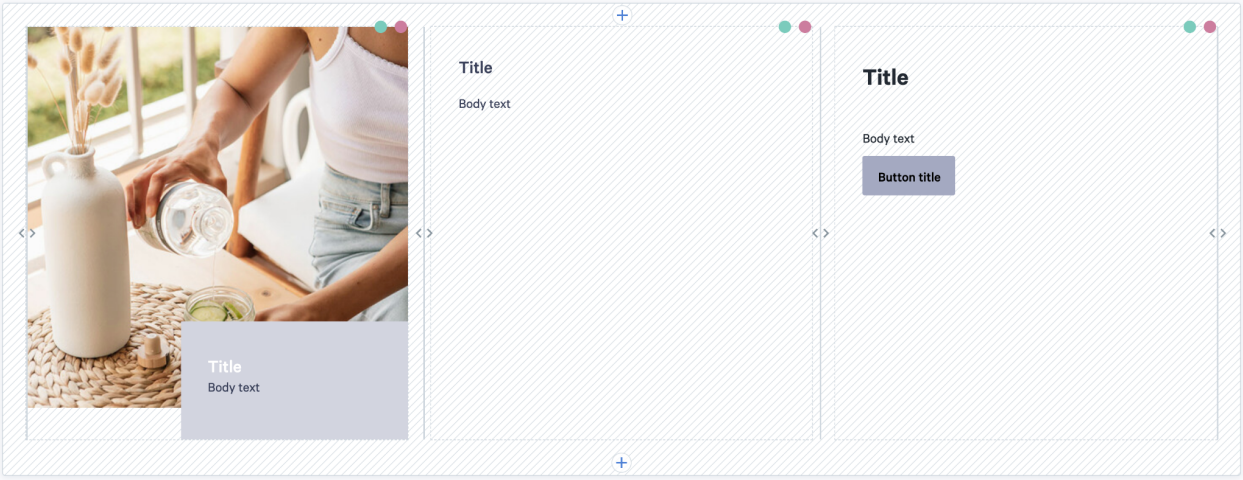
- Tile
- Opening hours
- Prescription form
- Product list
- Category list
- Carousel
- Blog article list

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.

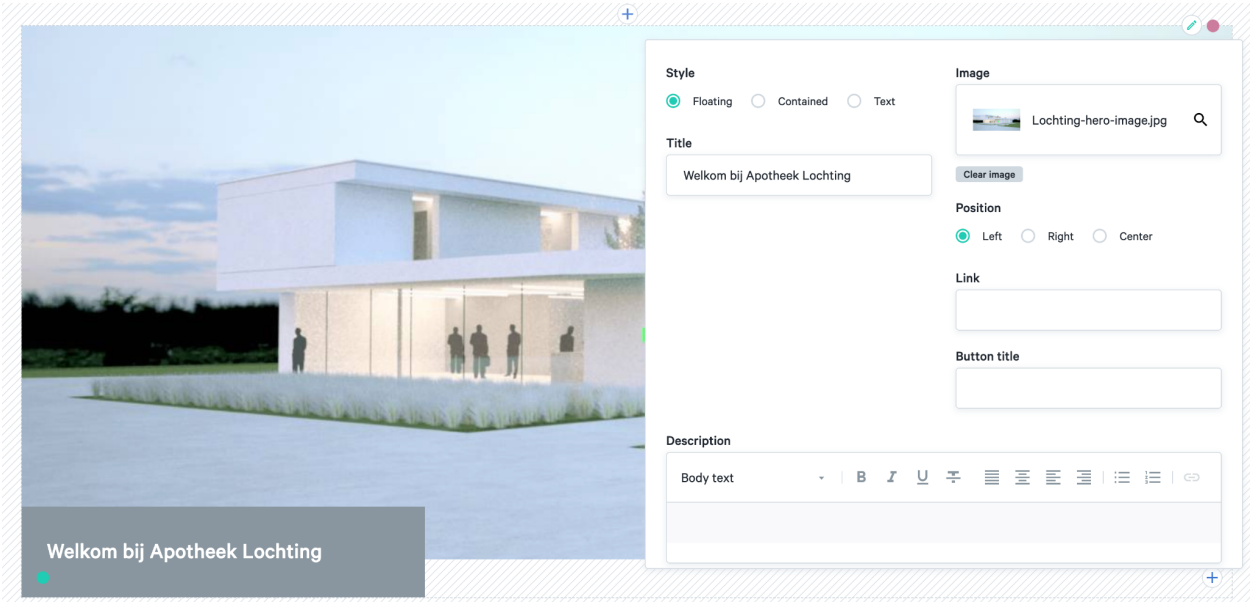
This allows you to create multiple fields and add multiple widgets side by side.



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

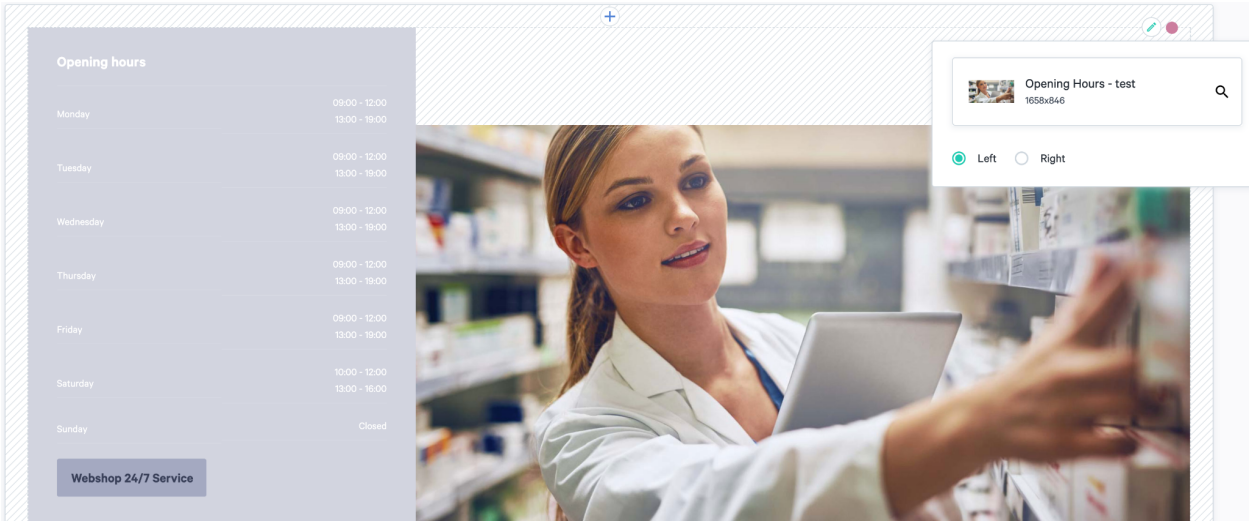
Tile

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.



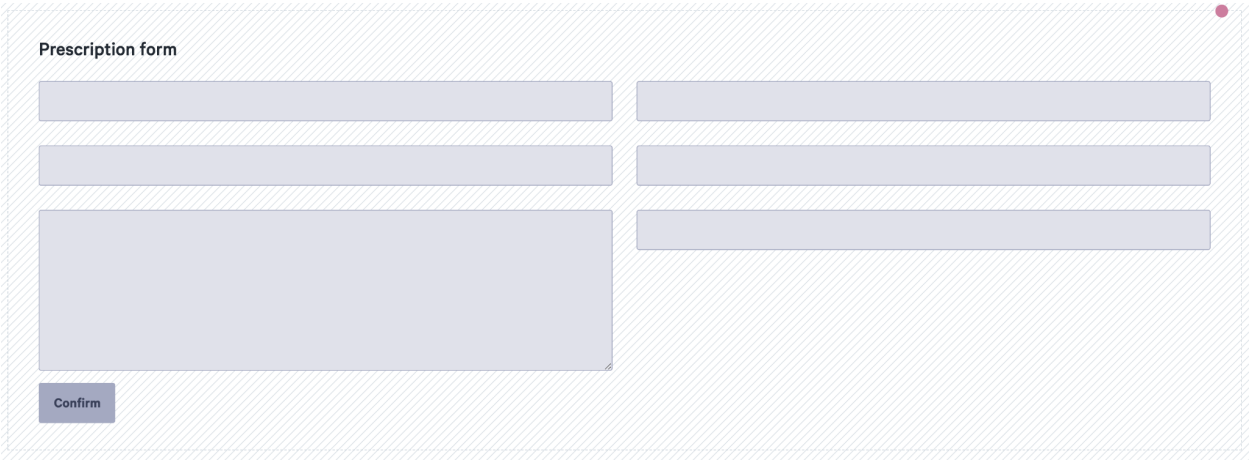
Opening hours

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.

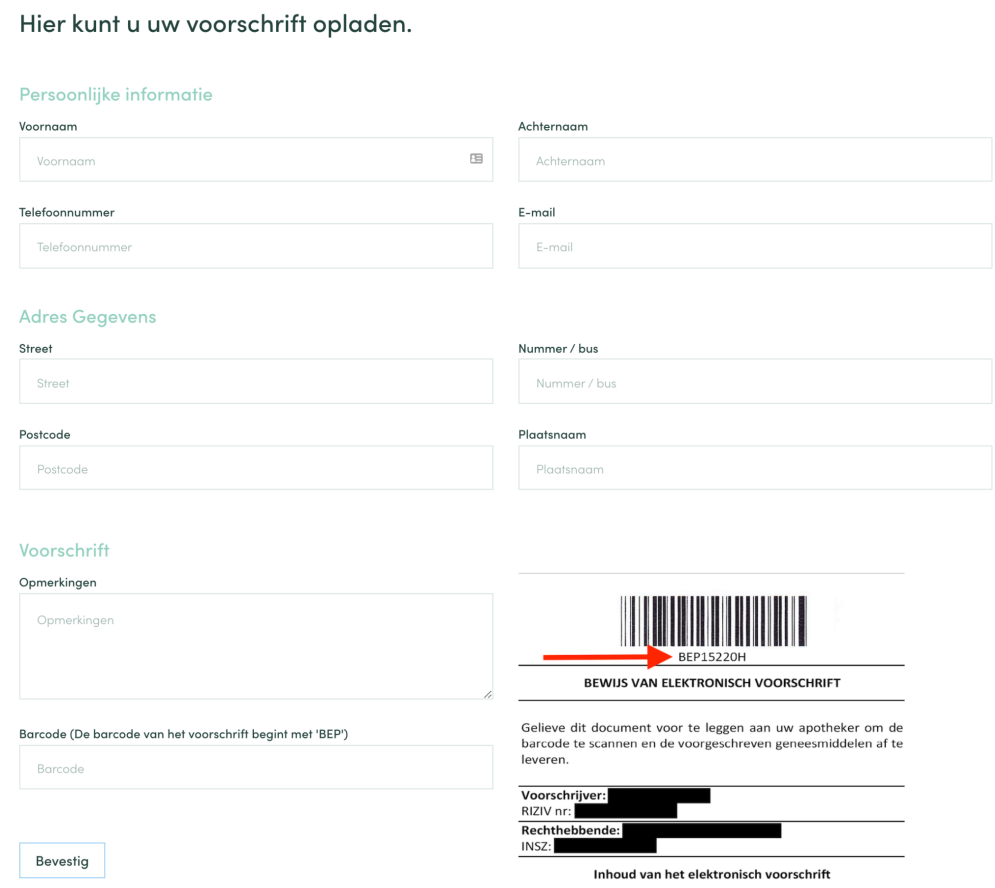


Prescription form

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

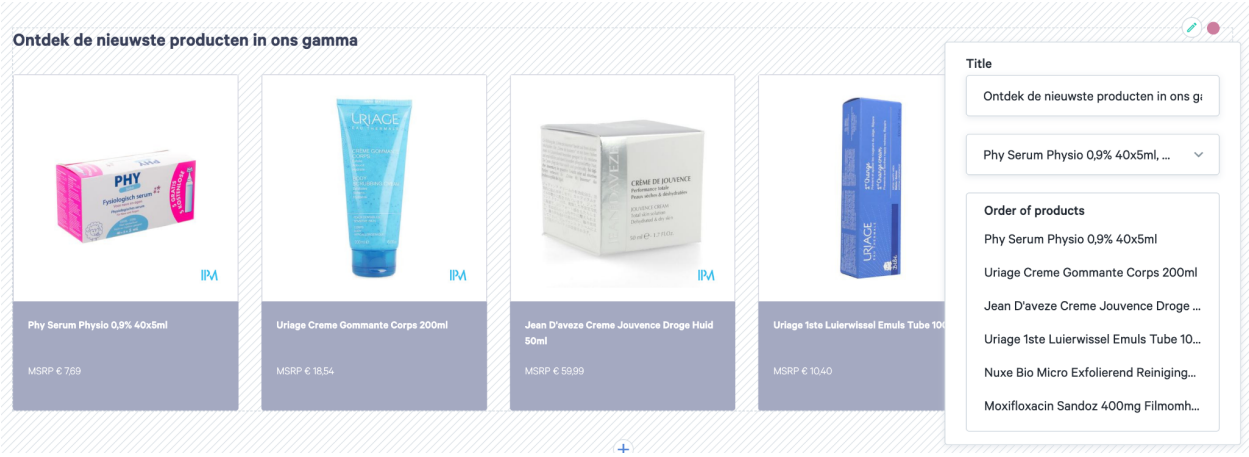


You do not have to change anything else. The form will be placed on your webshop:



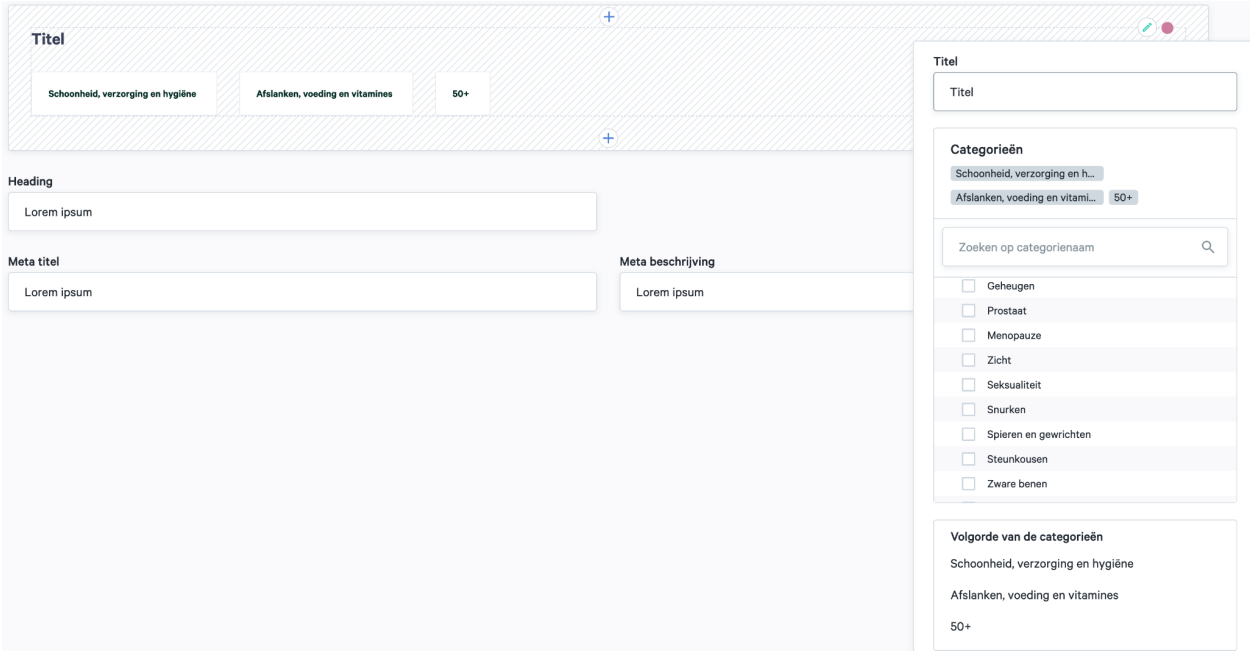
Product list

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.



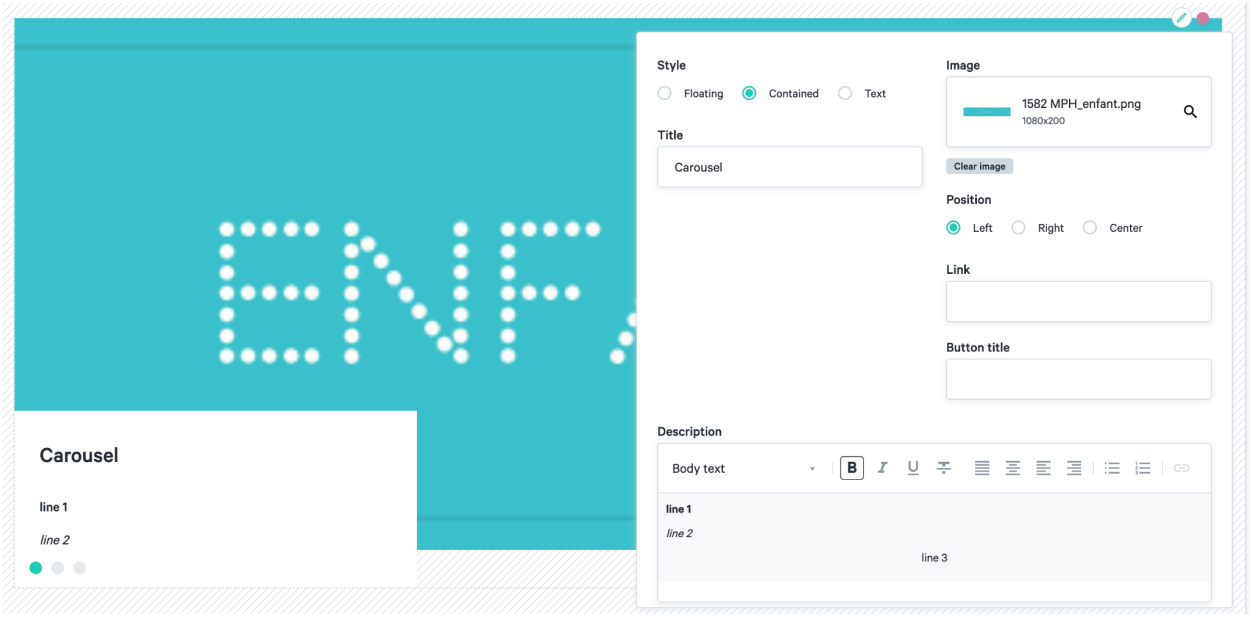
Category list

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.

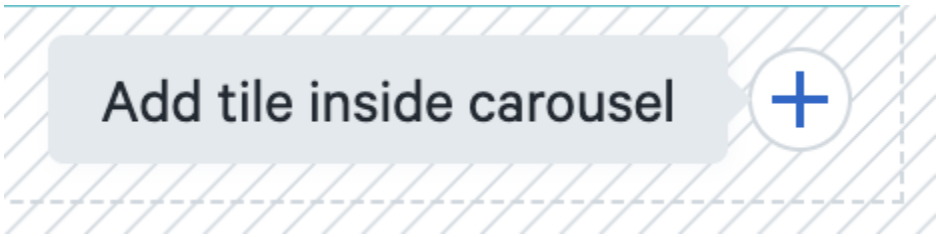


Carousel

Using a website carousel, you can display multiple images or content in a single space. You can add a title, description, image and button. With "Style", you can choose whether to add text floating or contained in the image. With "Position", you choose whether the button will be aligned left or right, or centered.



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.



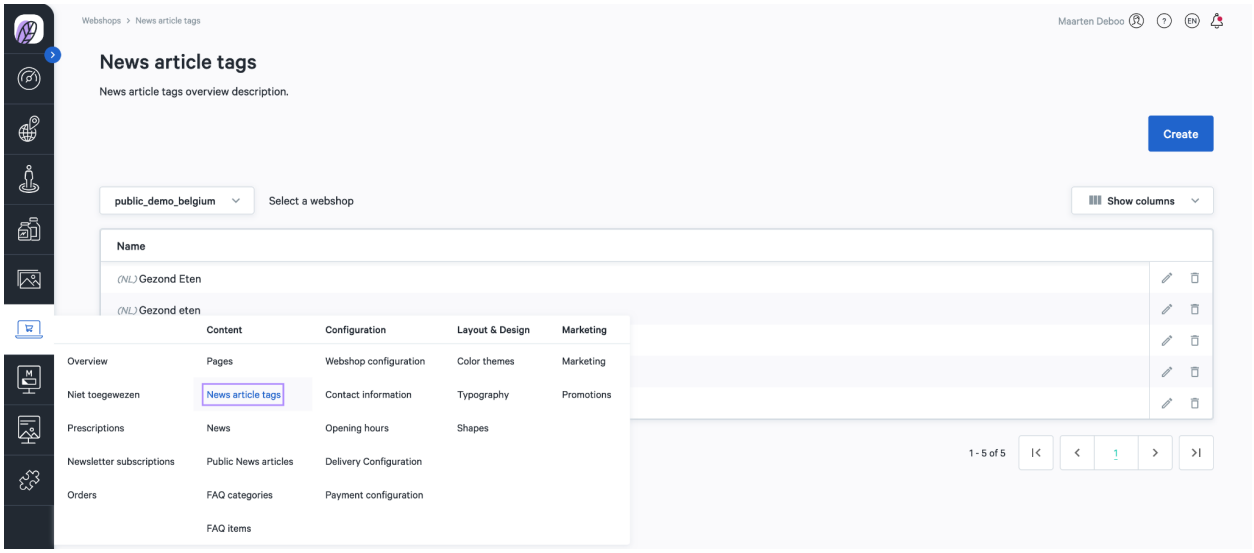
In the lower left corner you have the option to navigate between the different tiles of the carousel.

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.

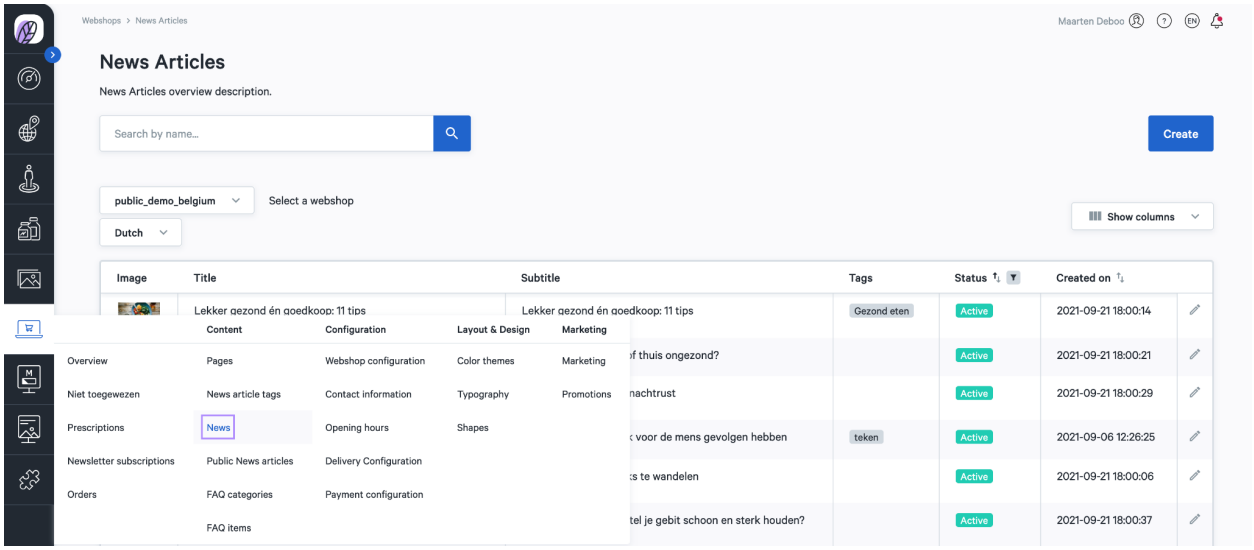


News

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



Create news articles

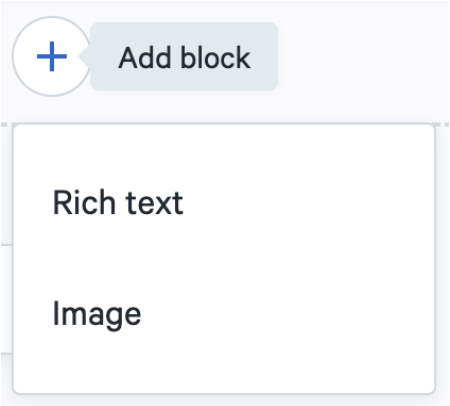
Step 1: Choose whether the news article is active or inactive.

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

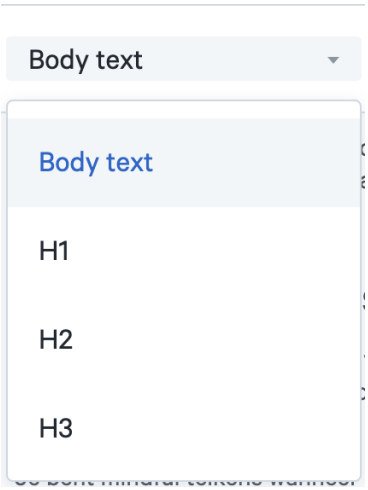
Step 3: Choose the image: this image will appear next to your news article in the overview of all your news articles. It is compulsory to choose an image for desktops. You can then select custom images for tablets and mobiles. If you do not select a different image or images, the desktop image will be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

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

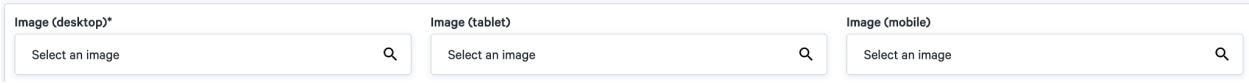
Step 5: Step 5: Write your news article: you can format this using the “Rich text” and “Image” blocks.



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.



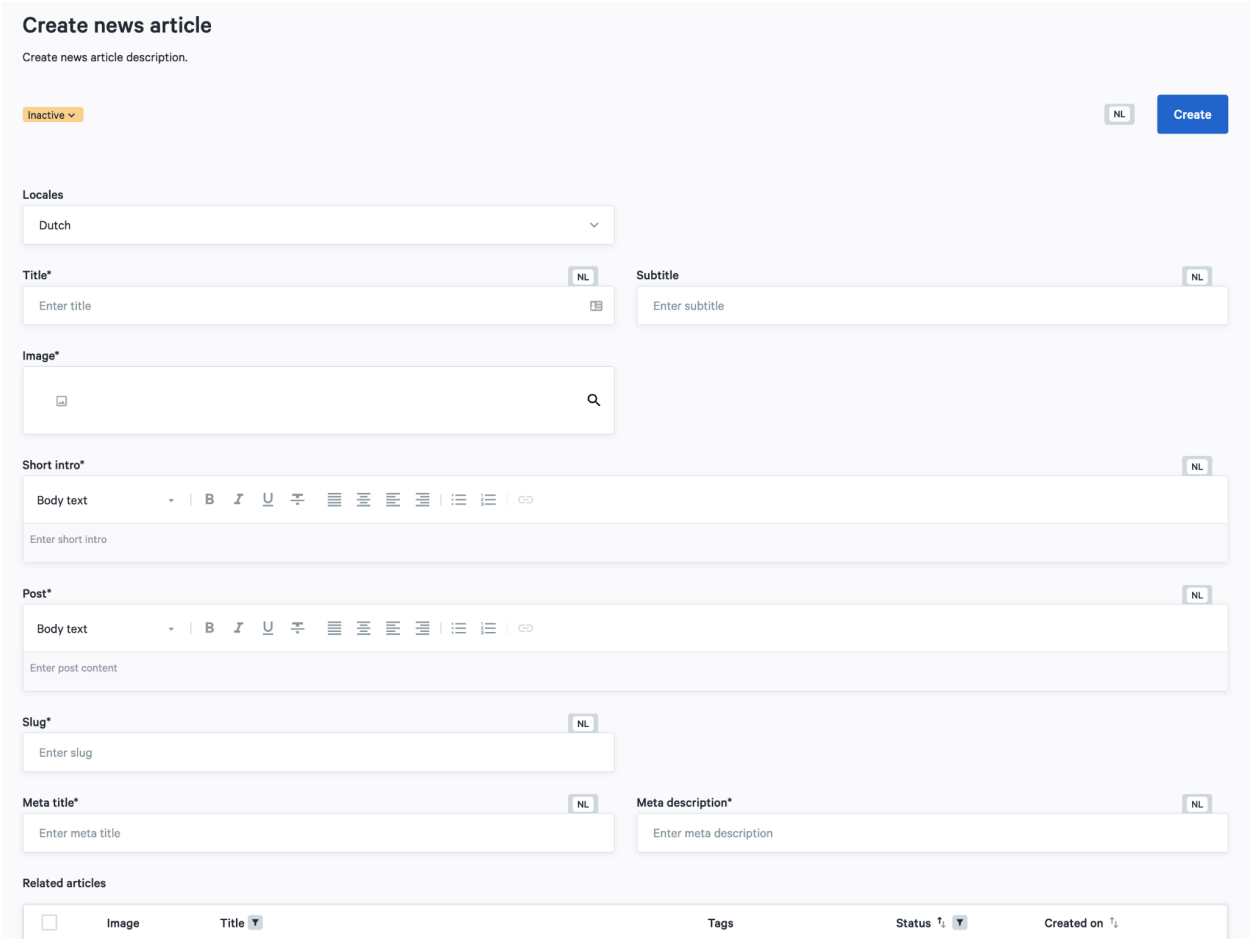
Step 6: Fill in the slug: the part that comes after your domain name in the URL. This identifies an individual page of your webshop.

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.

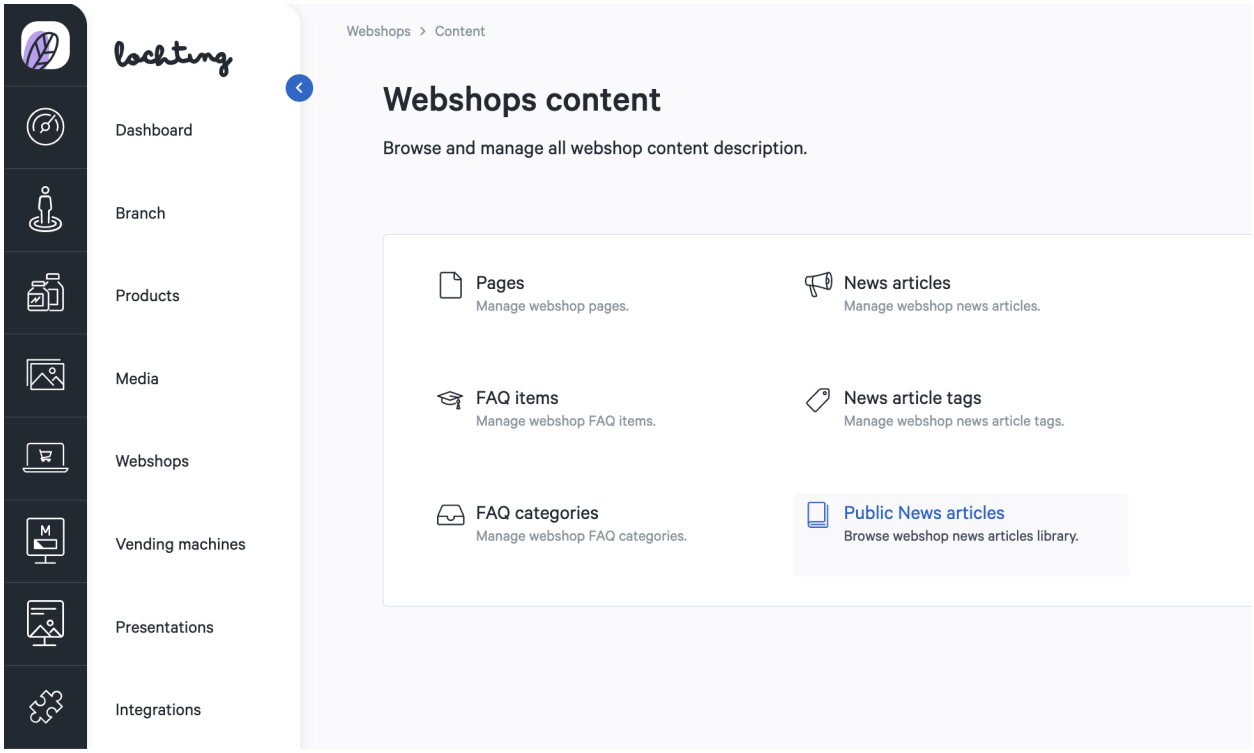
Step 9: Select the related articles: these are the links at the bottom of the article where customers can click through to other articles.

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



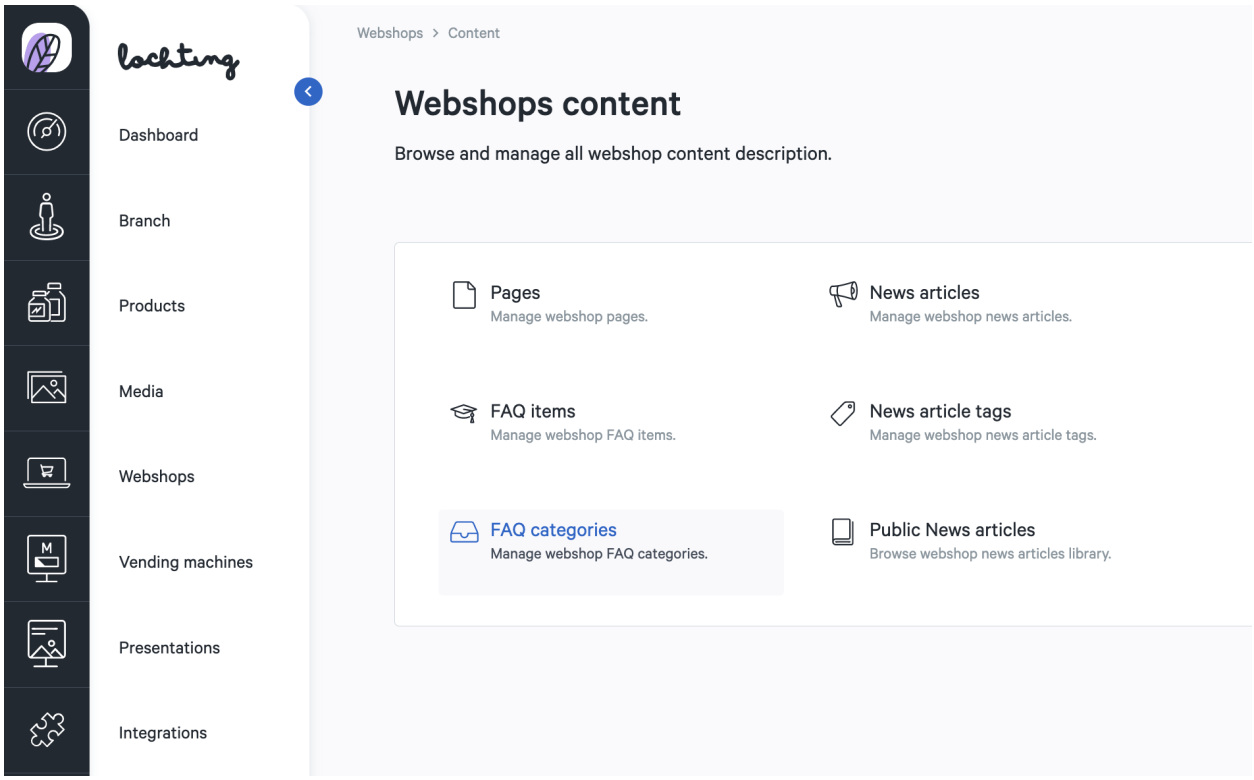
Public news articles

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

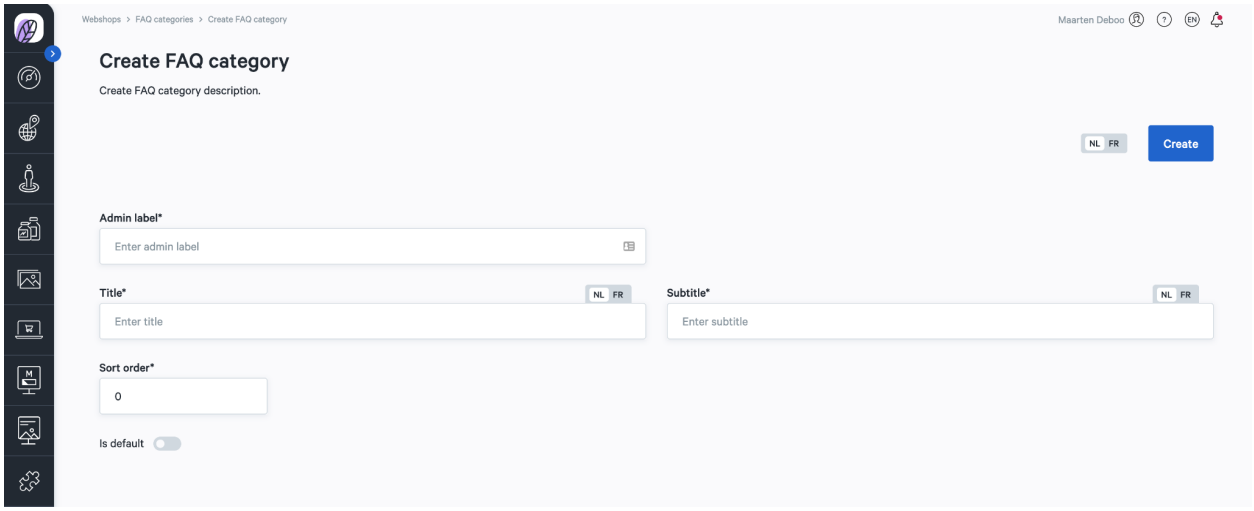
On your webshop, there are a few default FAQ categories: "Ordering", "Payment", "Products and stock" and "Register and login".



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

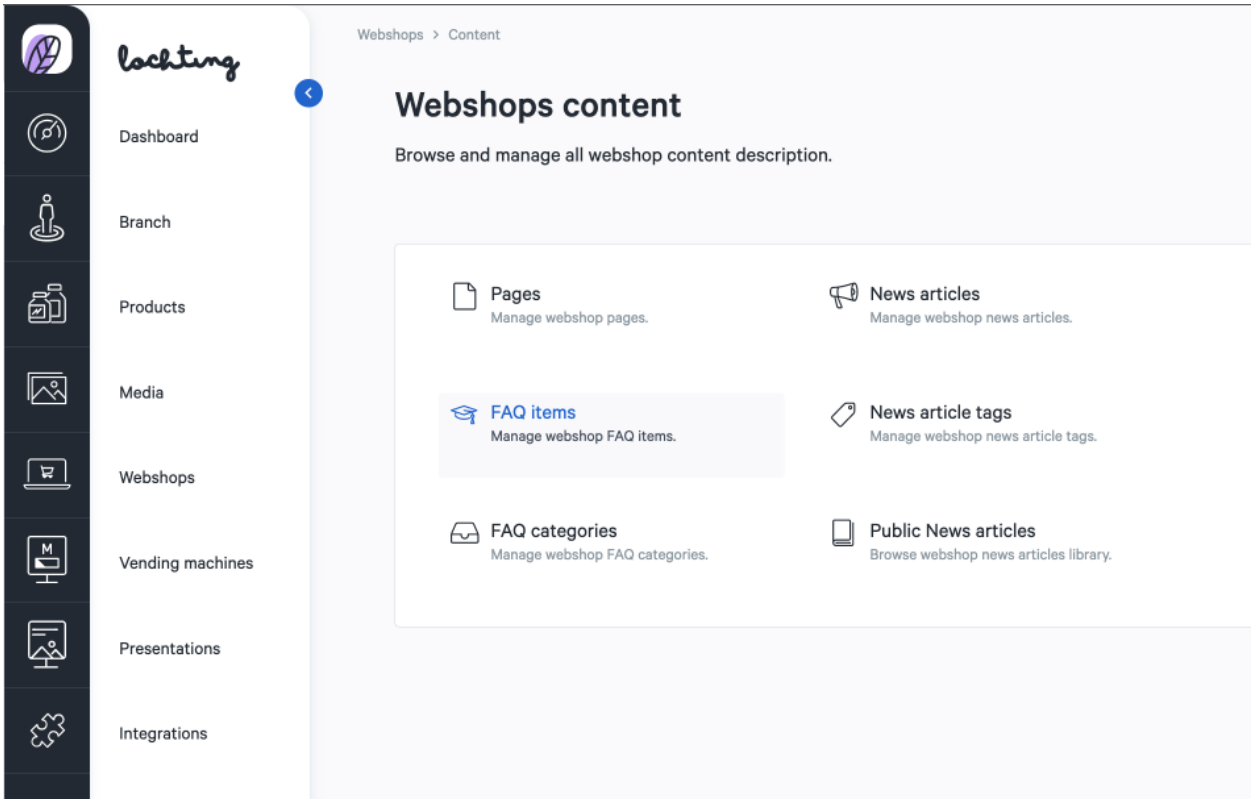


FAQ items

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

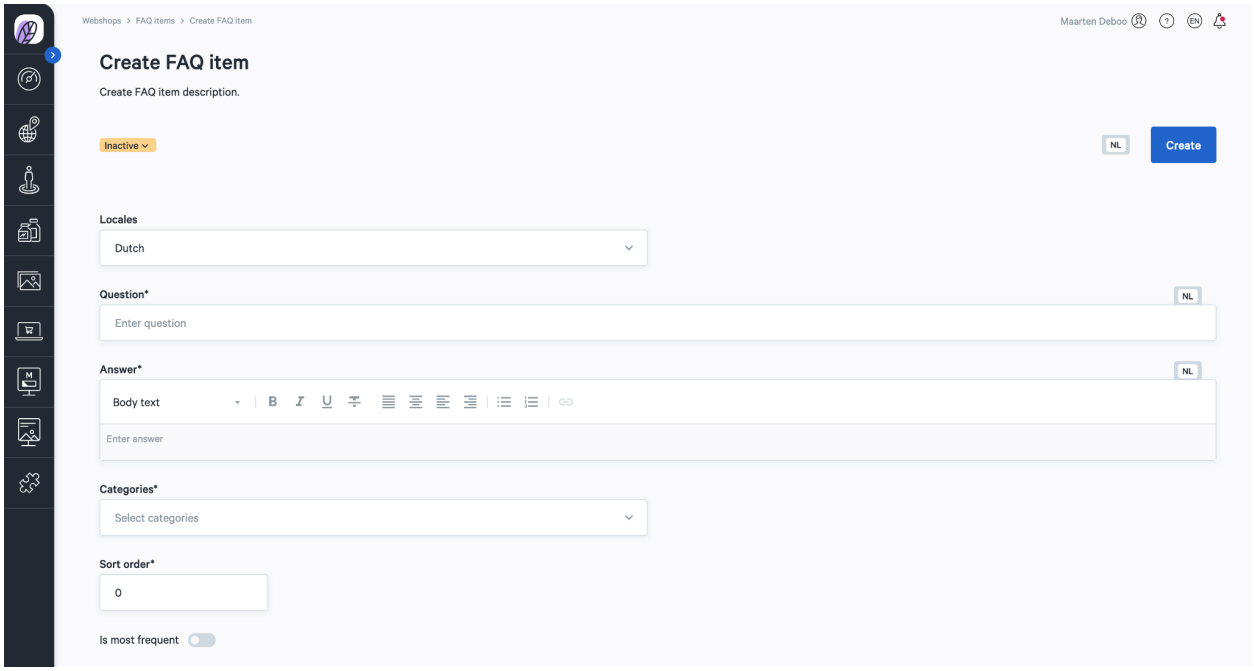


Create FAQ item

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

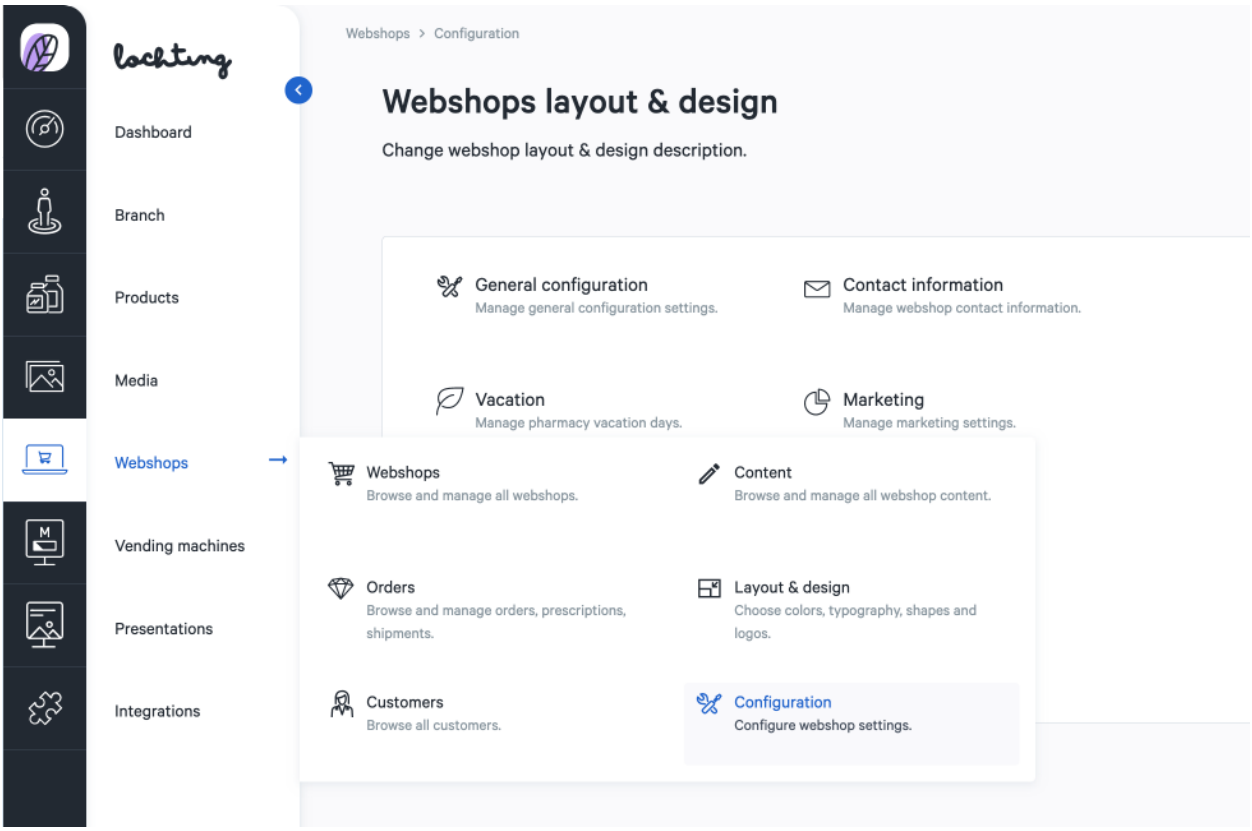


7.5 Configuration

Webshop configuration

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

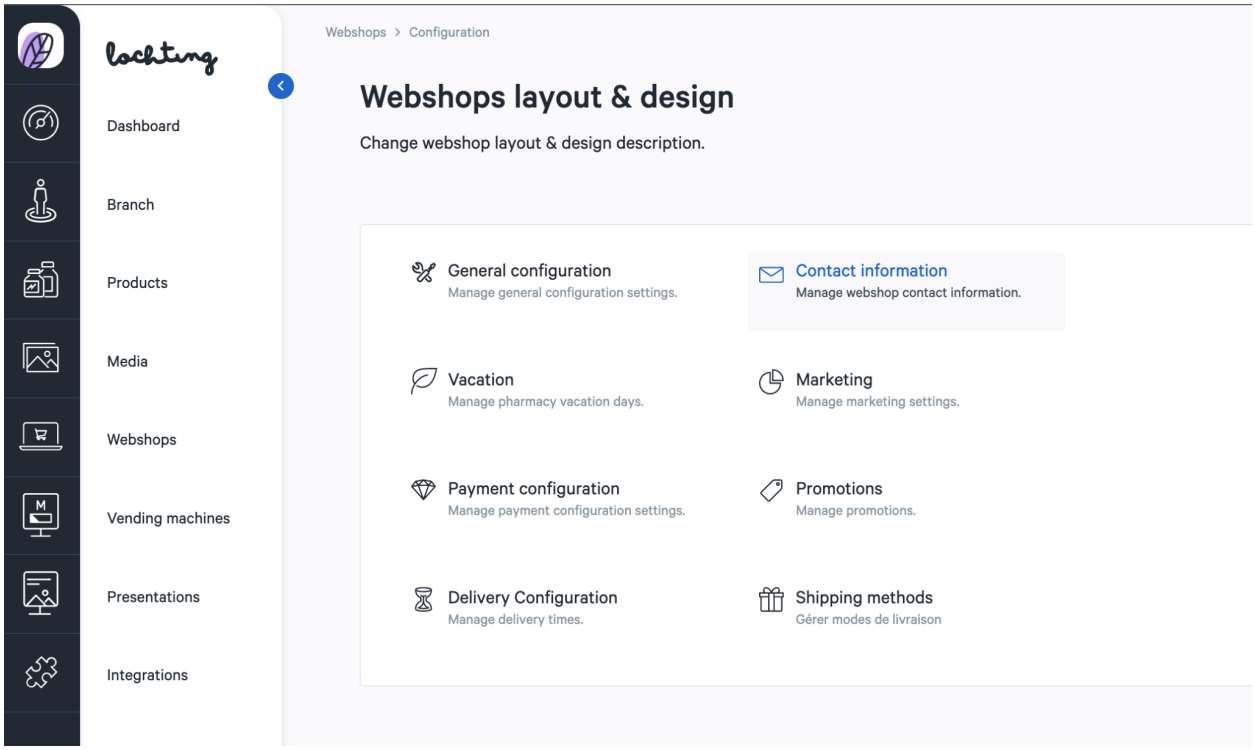
- Name
- Title
- Description
- Titular
- License number
- Favicon: the icon you see in your browser tabs
- Webshop logo: the logo appears in the top left corner of your webshop
- Webshop logo dark mode
- Email logo: this is used for emails such as order confirmations



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,

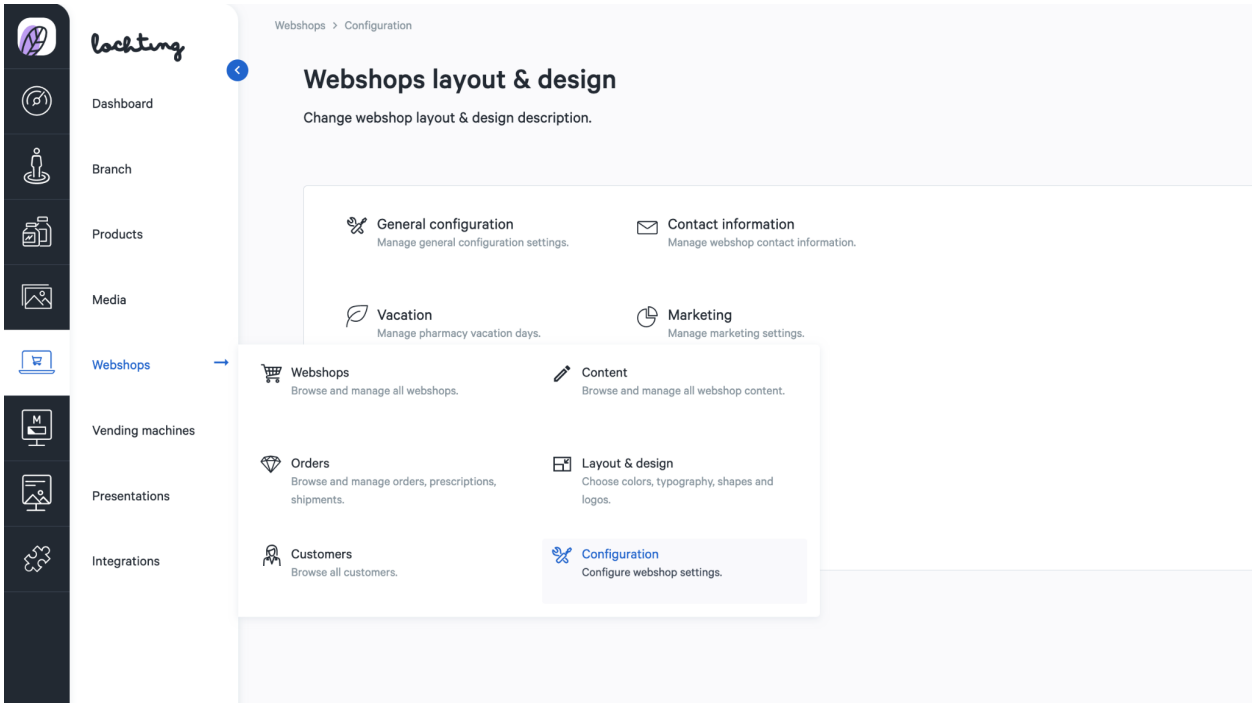
you can then add another *Processing Time*. For customers, this is calculated at the time and loaded the moment they view a product. If a product is not followed by Febelco, then we look at the next layer.

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

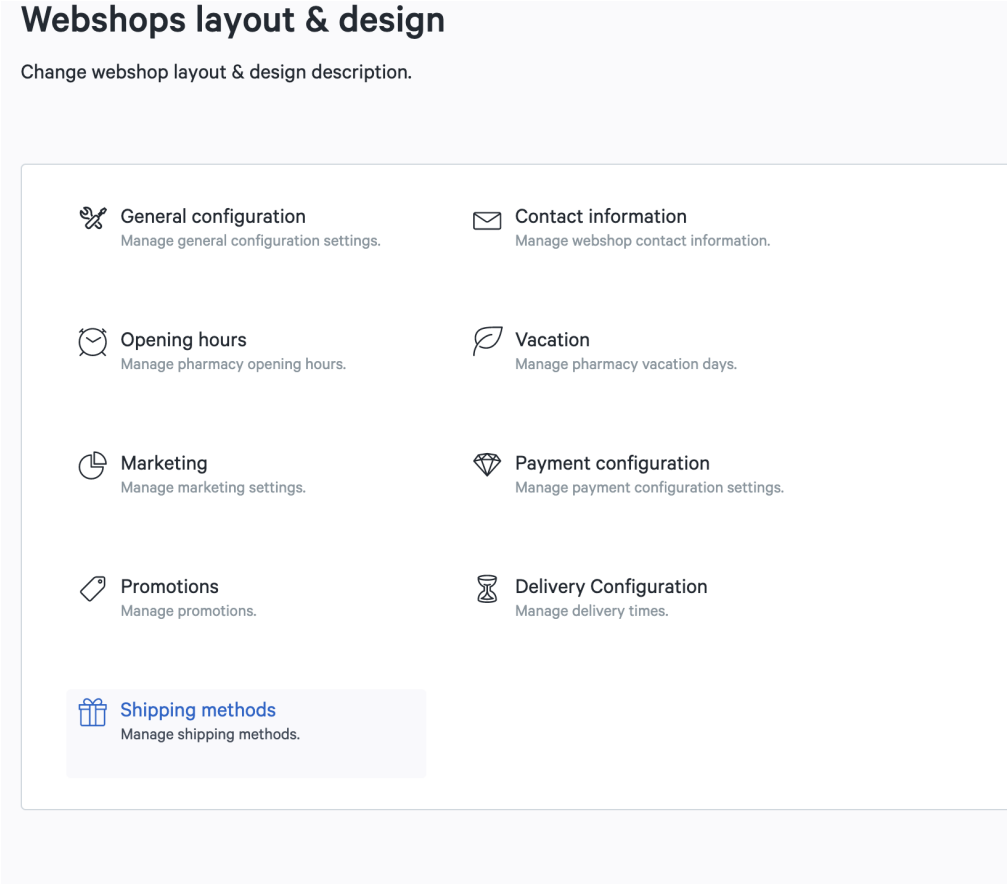
On this page you can manage your webshop's delivery times depending on the time the order was placed. For example, you can display the latest time for an order to arrive on a specific delivery day and time.



Shipping methods

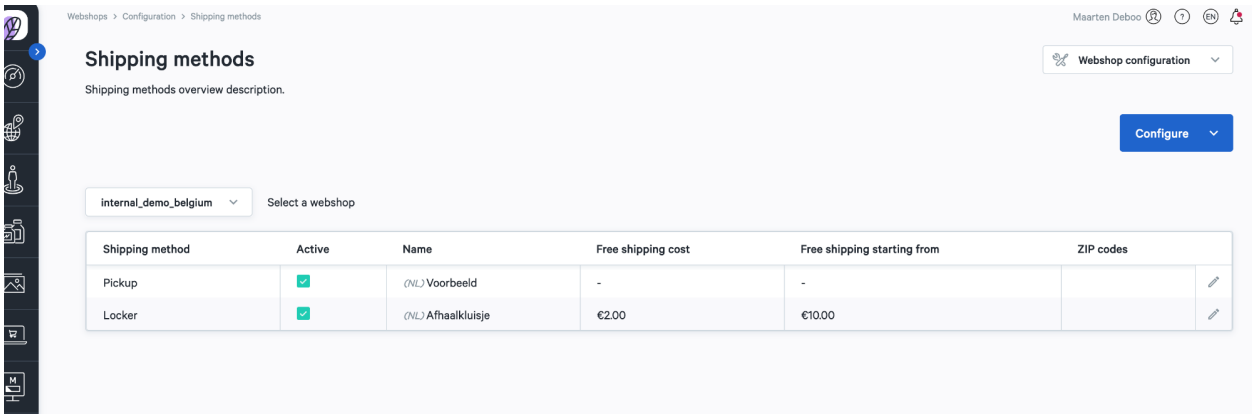
On this page, you can manage your shipping methods. If you click on the “Configure” button, you will see four options: Pickup from the pharmacy / Locker / Local delivery / Service delivery.

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.



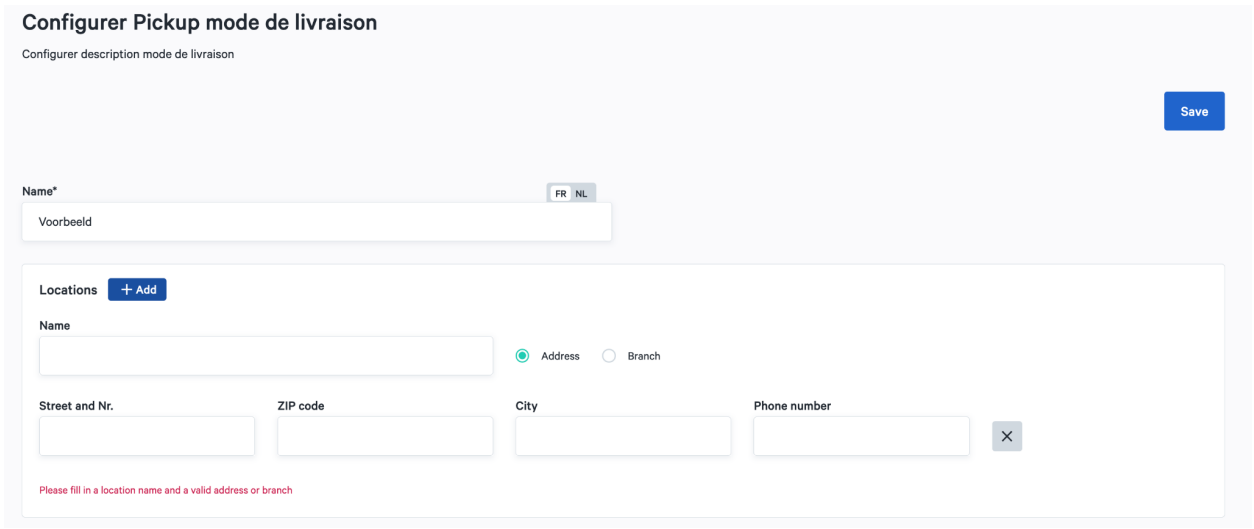
Then select the shipping methods you offer and configure them.

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



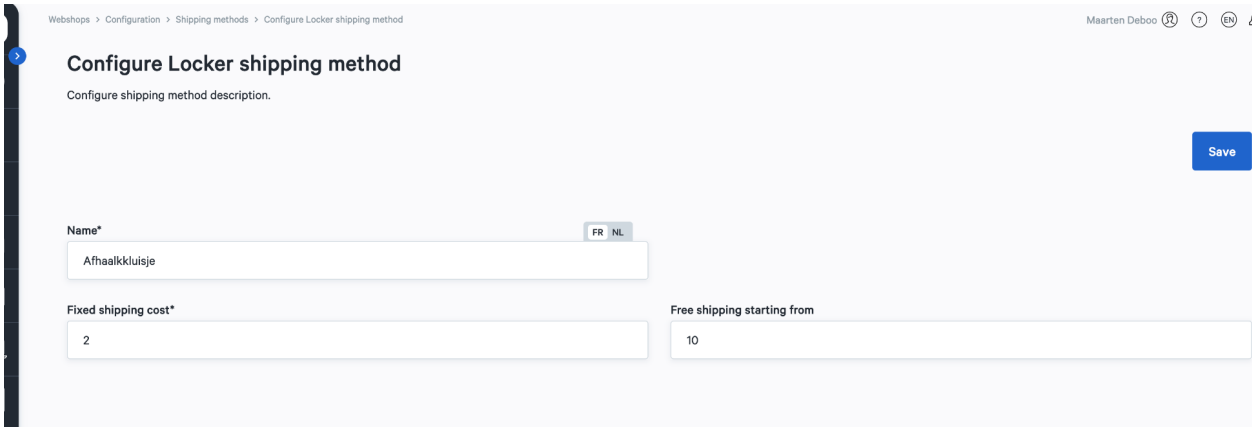
Pickup from the pharmacy

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.



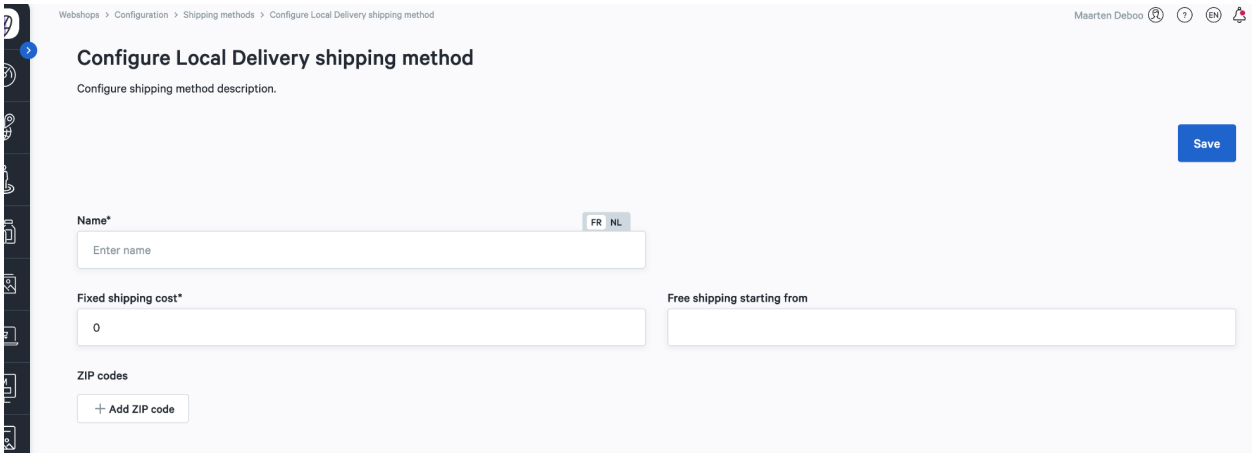
Locker

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”.



Local Delivery

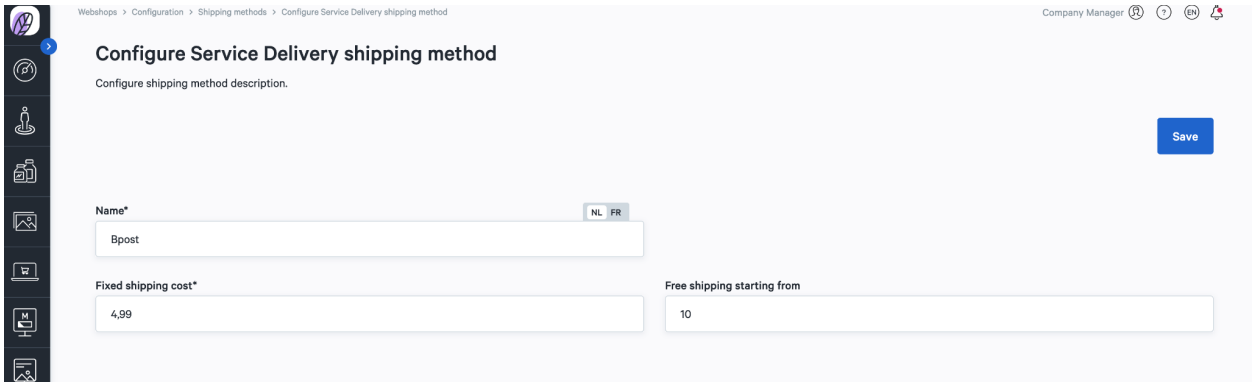
This shipping method refers to a personal delivery (e.g. by bike) to patients near you. In the “Name” field, enter the correct name of this shipping method. In the “Fixed shipping cost” field, enter the cost price for this service. In the “Free shipping starting from” field, enter the purchase amount 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”.



Service delivery

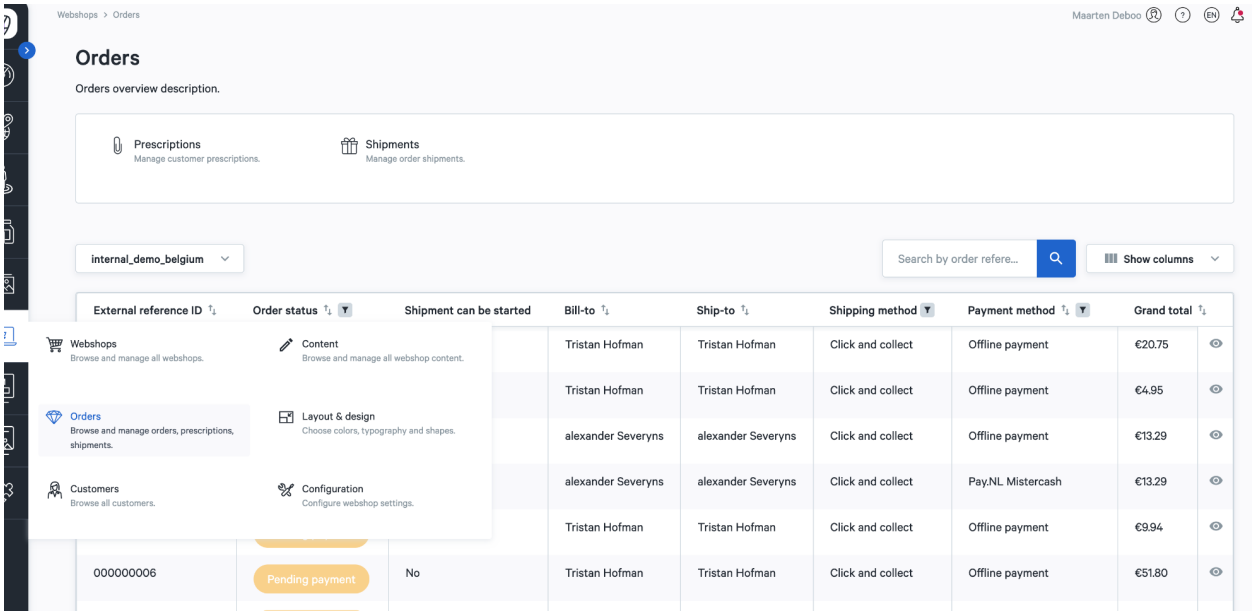
This shipping method refers to home delivery via a courier. In the “Name” field, enter the name of this service. In the “Fixed shipping cost” field, enter the amount you wish to request for this service. In the “Free shipping starting from” field, enter the total purchase amount from which

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

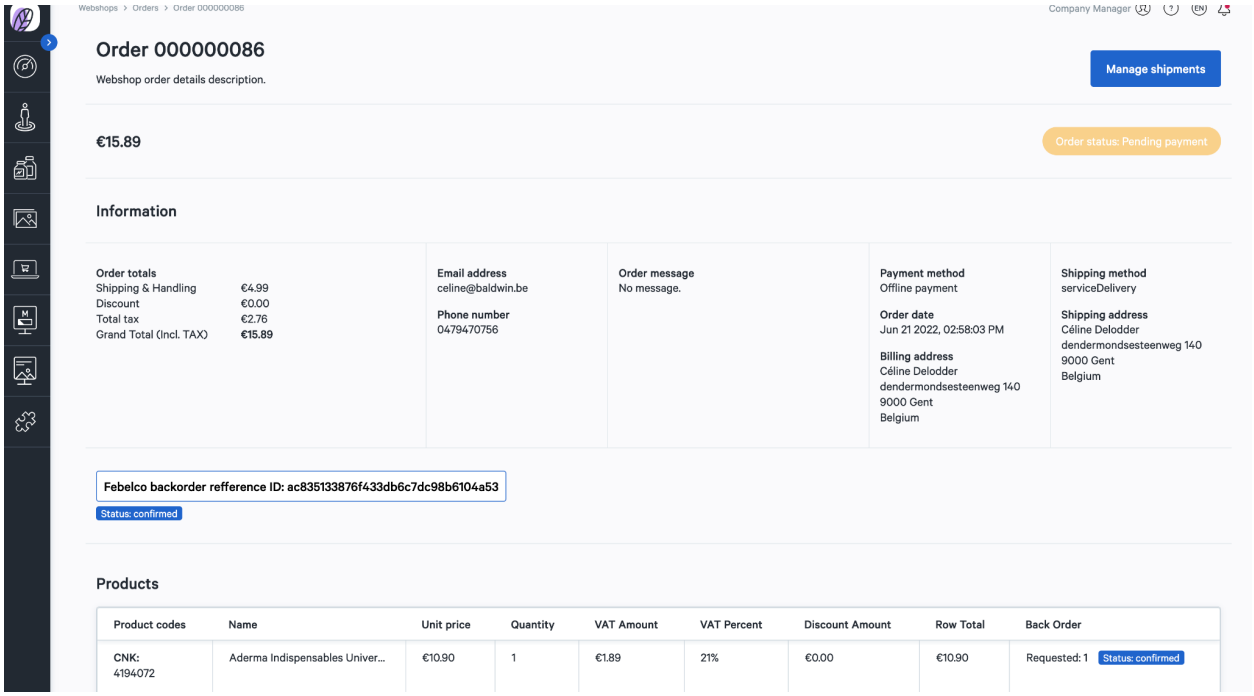


Once an order with service delivery has been placed, you will need to follow the steps below.

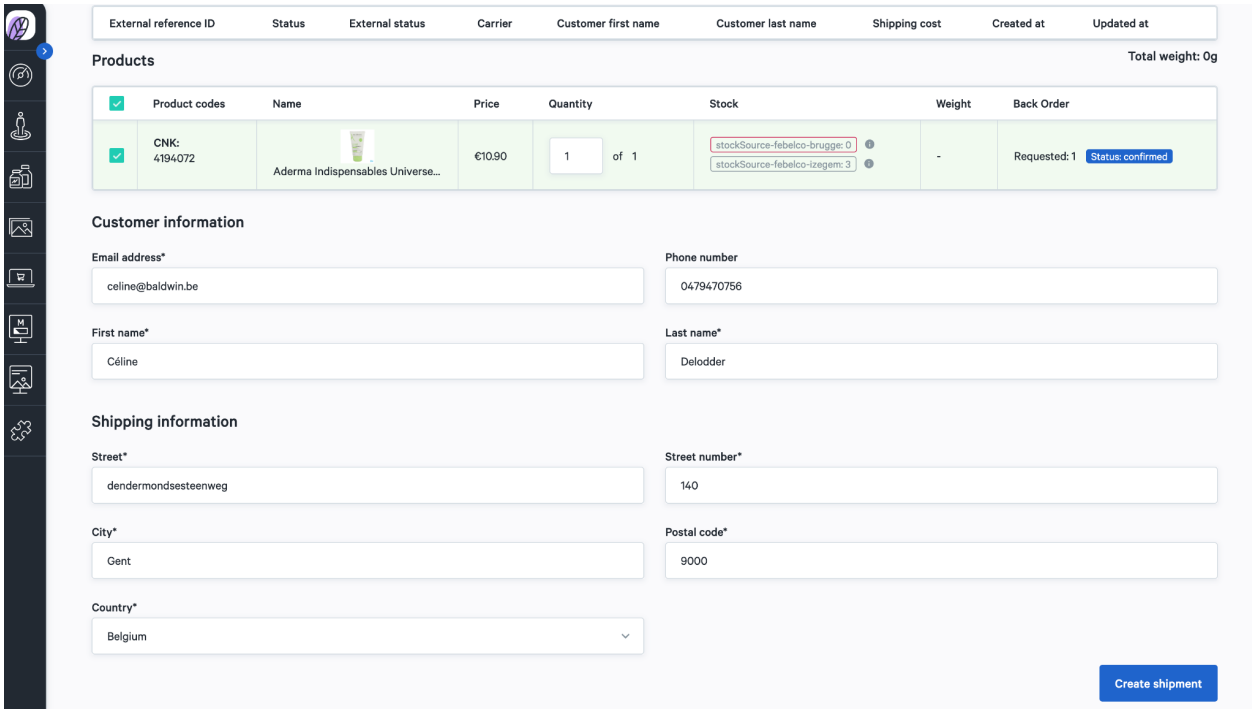
1. Go to Webshop → Orders. Then click on the order you wish to send.



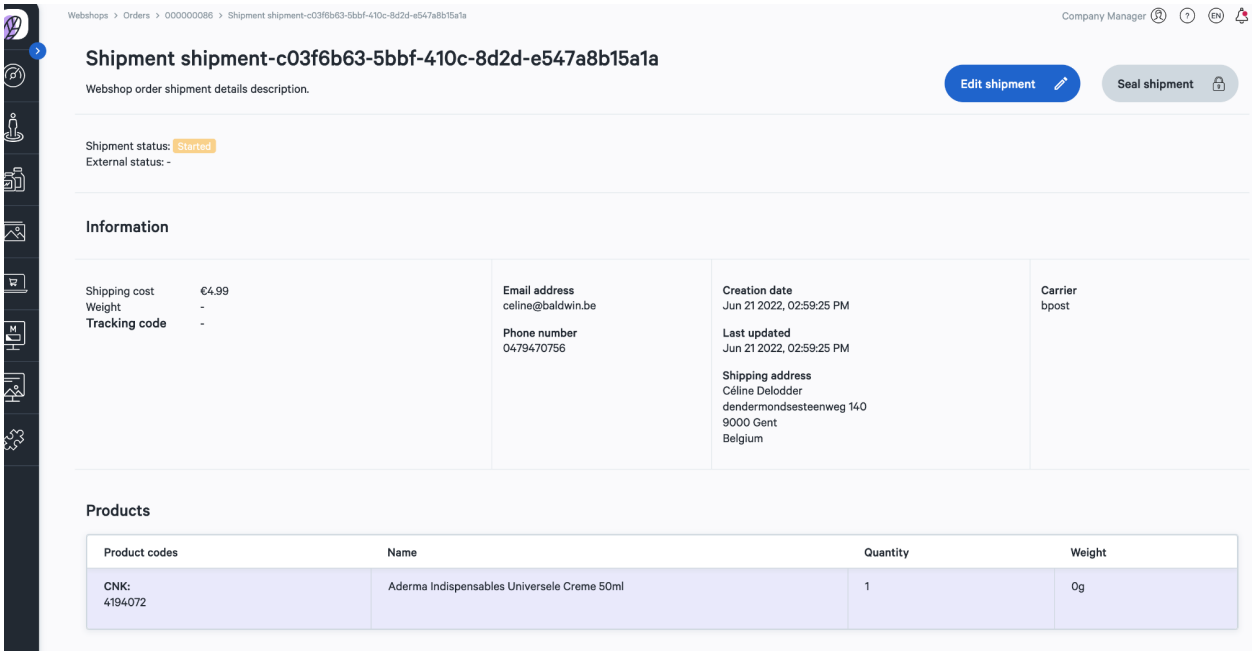
2. Once you are on the details screen of your order, click on “Manage shipments”.



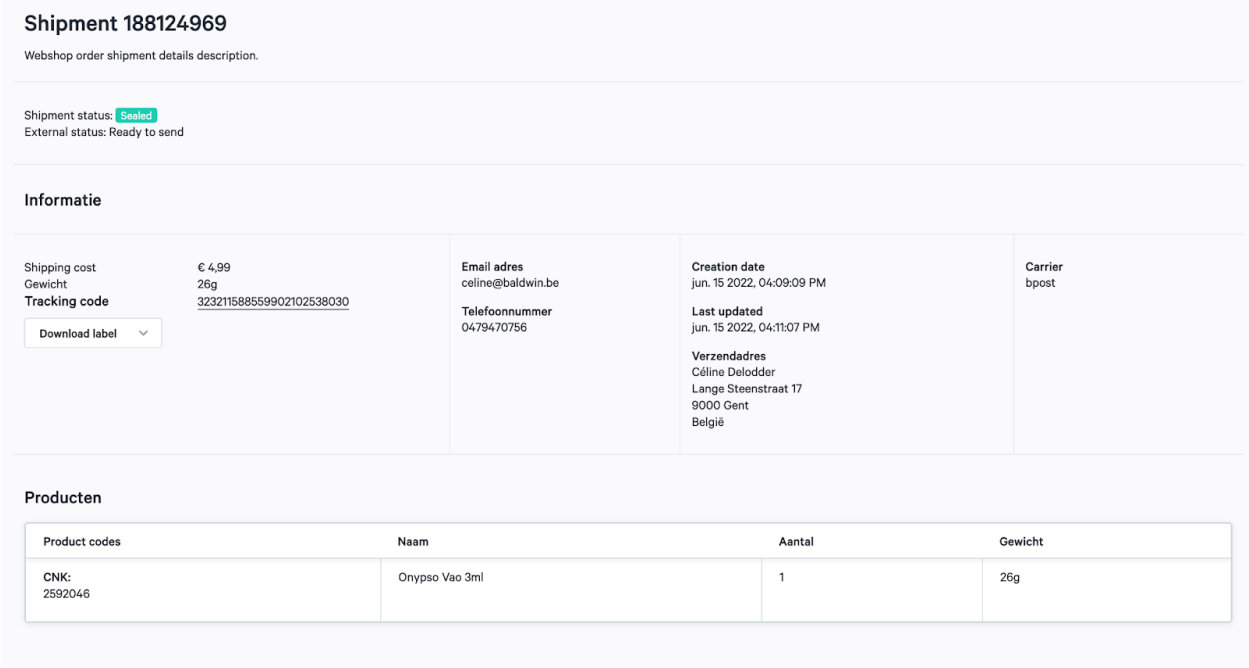
3. Click on all the products you wish to ship in this package and then click on “Create shipment”.



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.

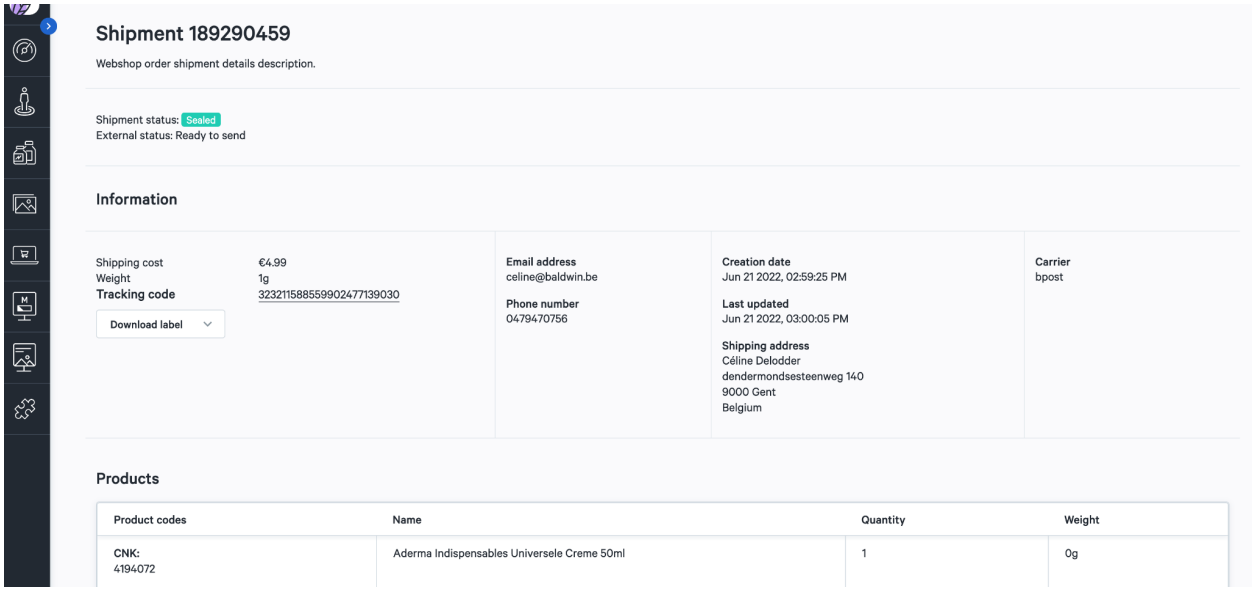


5. Click on “Download label” to print the shipping ticket. Then stick this on the delivery box.



Payment configuration

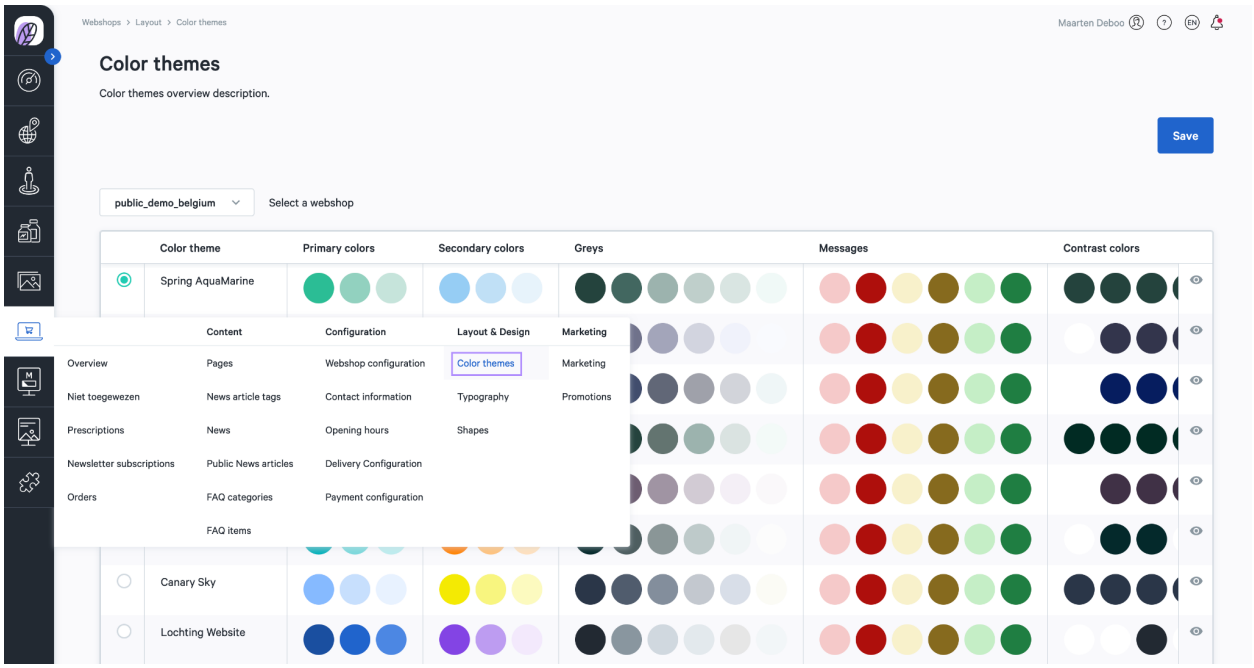
You can enter the payment methods you want to make available in your webshop via "Payment configuration". You can choose from the following payment methods and select the countries for which they are available in your shop: Maestro, Bancontact, Visa, MasterCard and PayPal.



7.6 Layout & Design

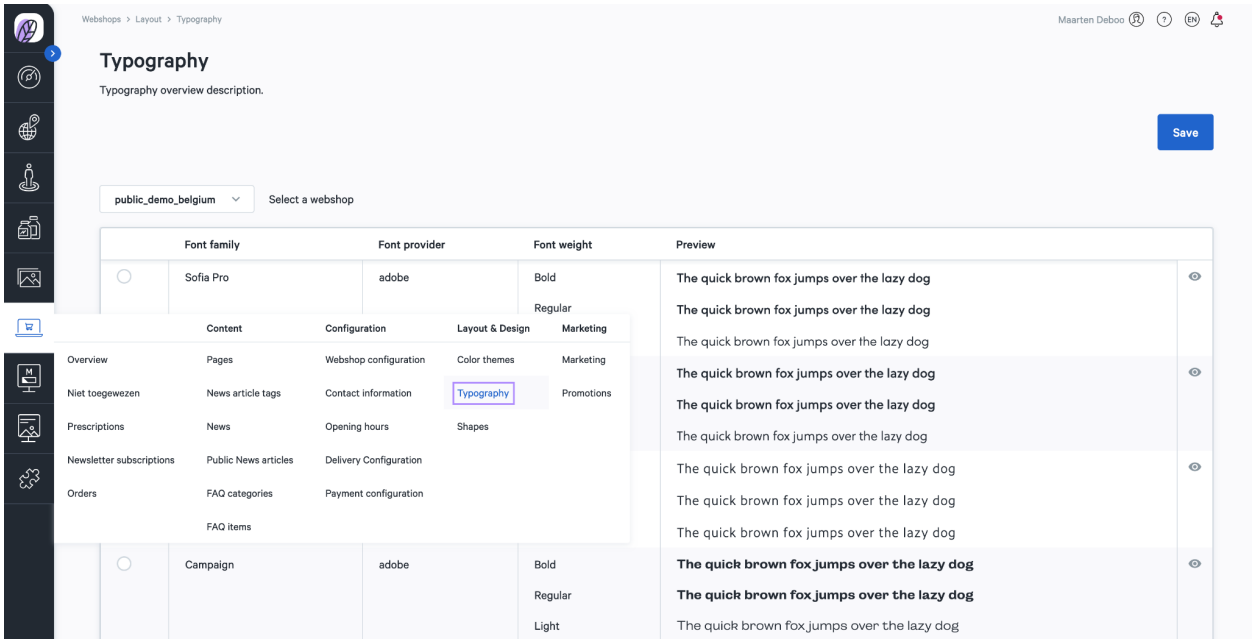
Color themes

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.

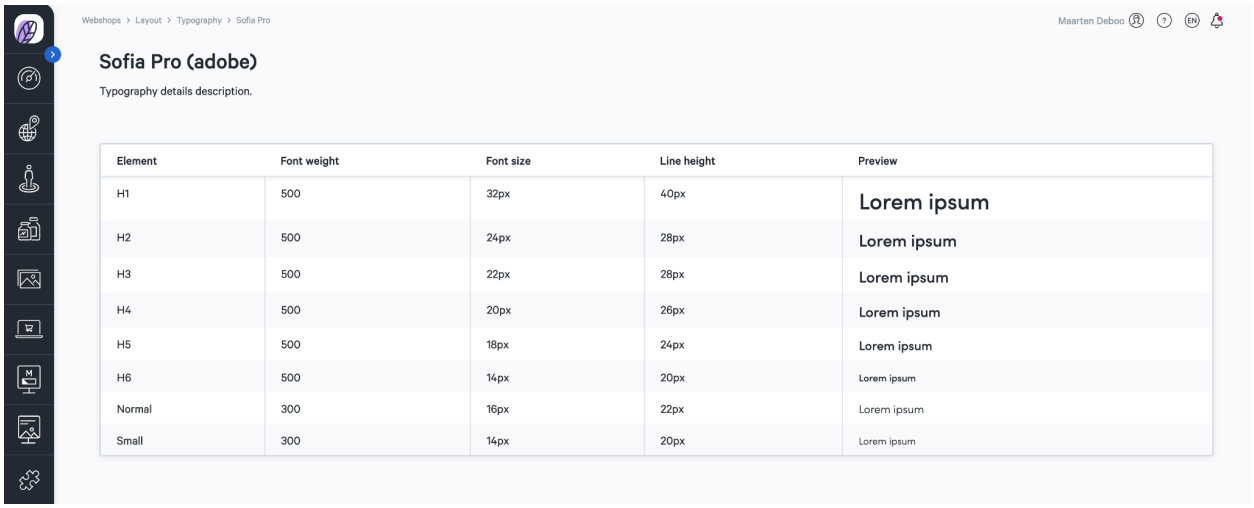


Typography

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.

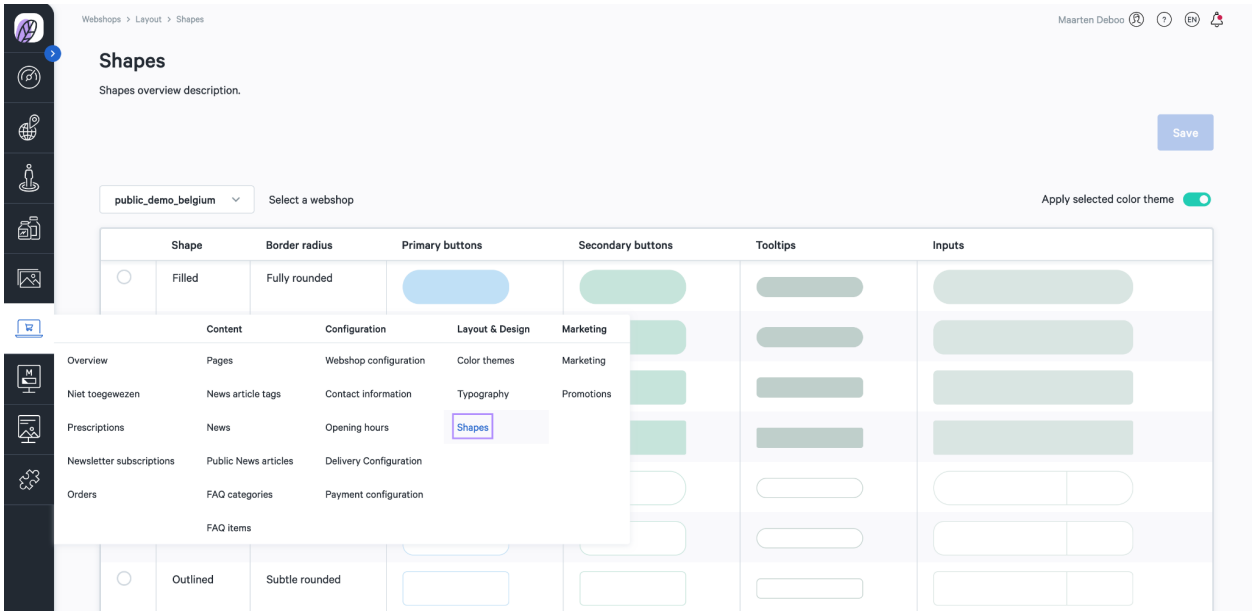


Click on a font family to see its details page. Here you will see an overview of all elements with font weight, font size, line height and a preview.



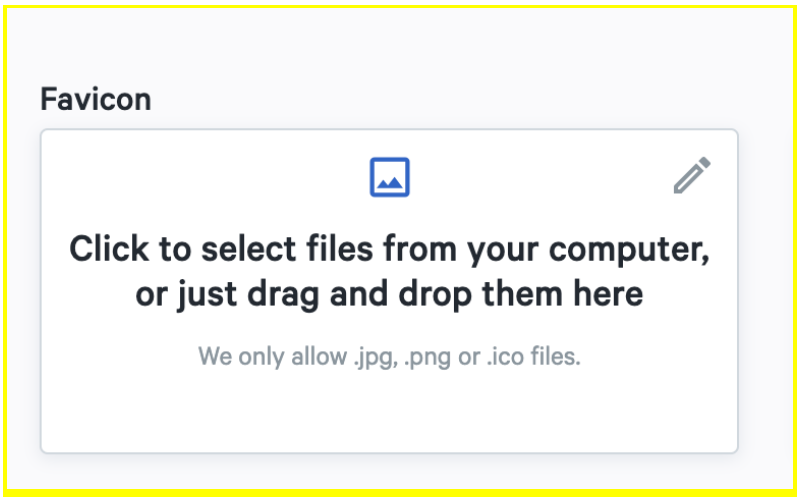
Shapes

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.



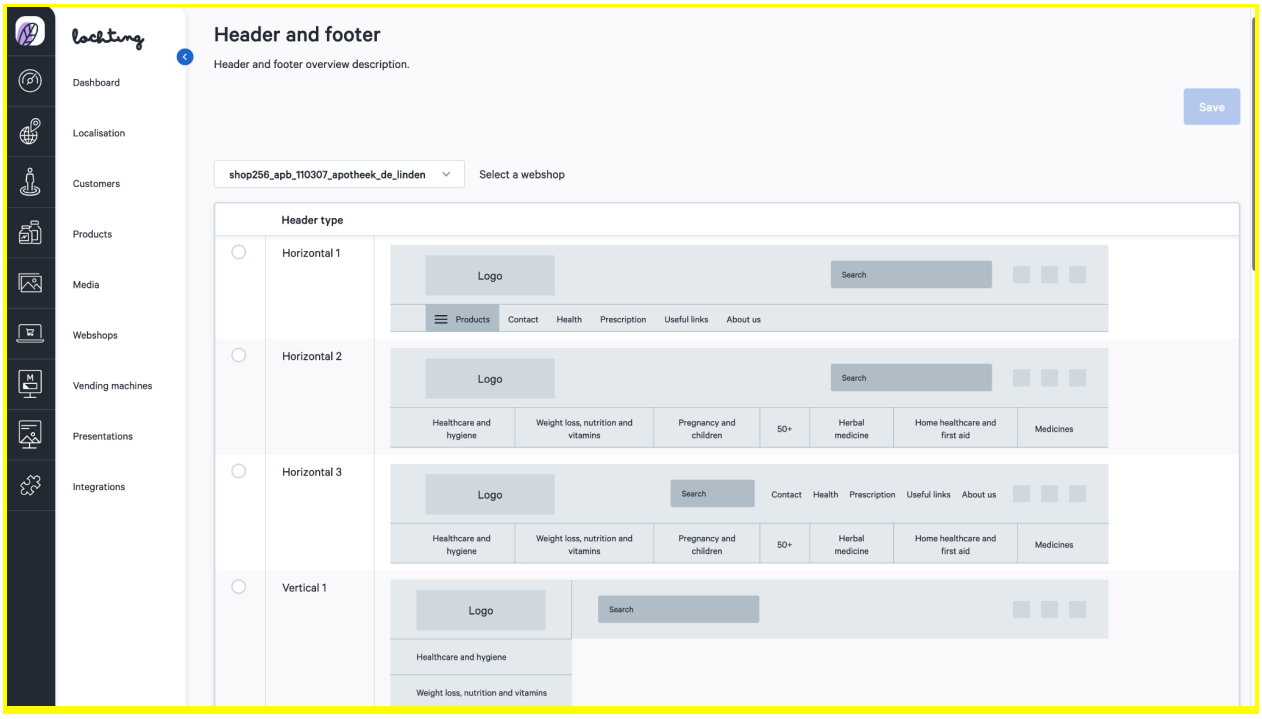
Logos

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



Header and footer

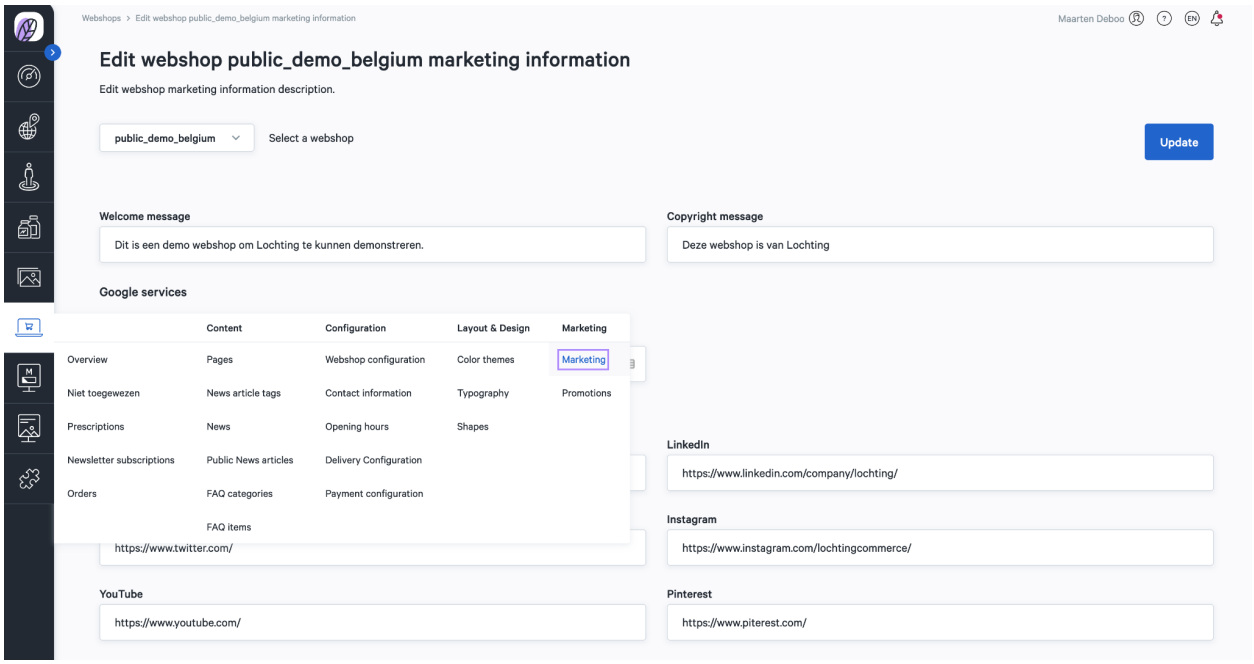
On this page, you can set up the styling of your webshop's header and footer.



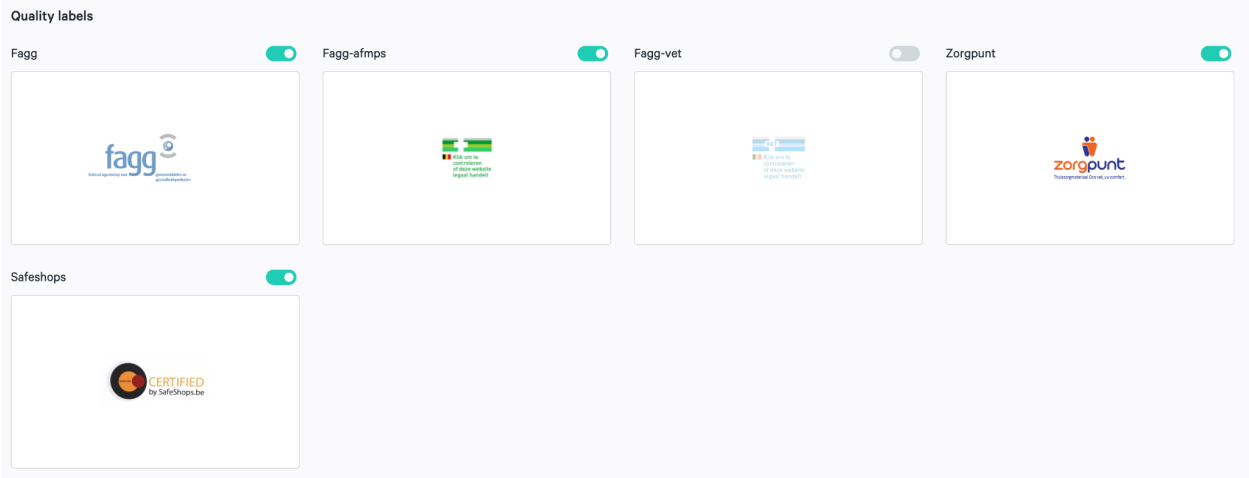
Marketing

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.

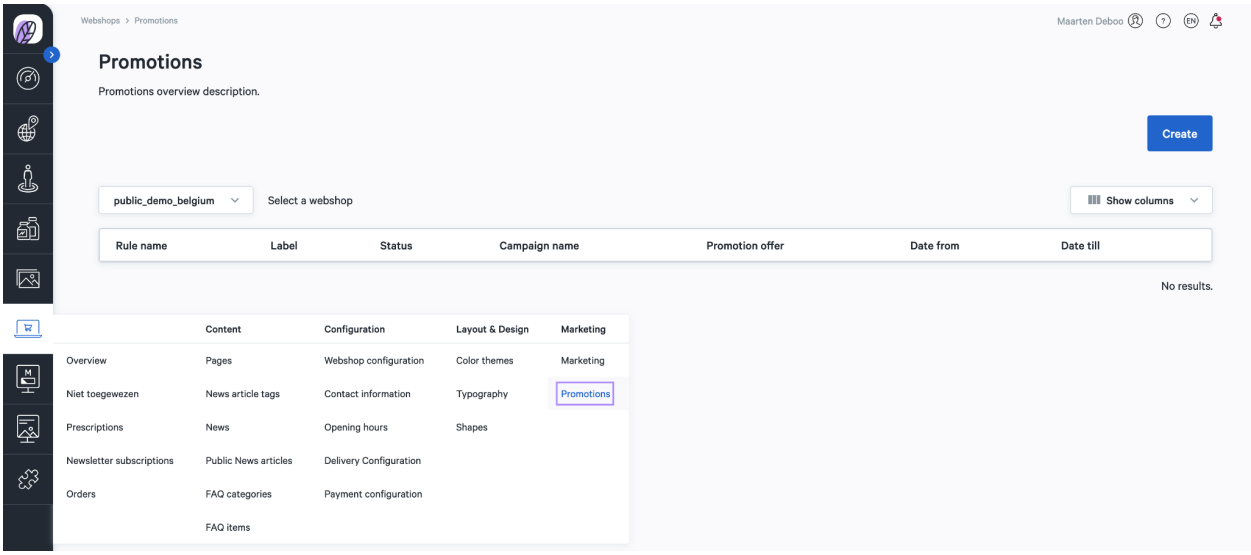


At the bottom of the page you can indicate the Fagg, Fagg-afmps, Faff-vet, Zorgpunt and SafeShops **quality labels** of your pharmacy and webshop. These labels will appear in the footer of your webshop.



Promotions

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

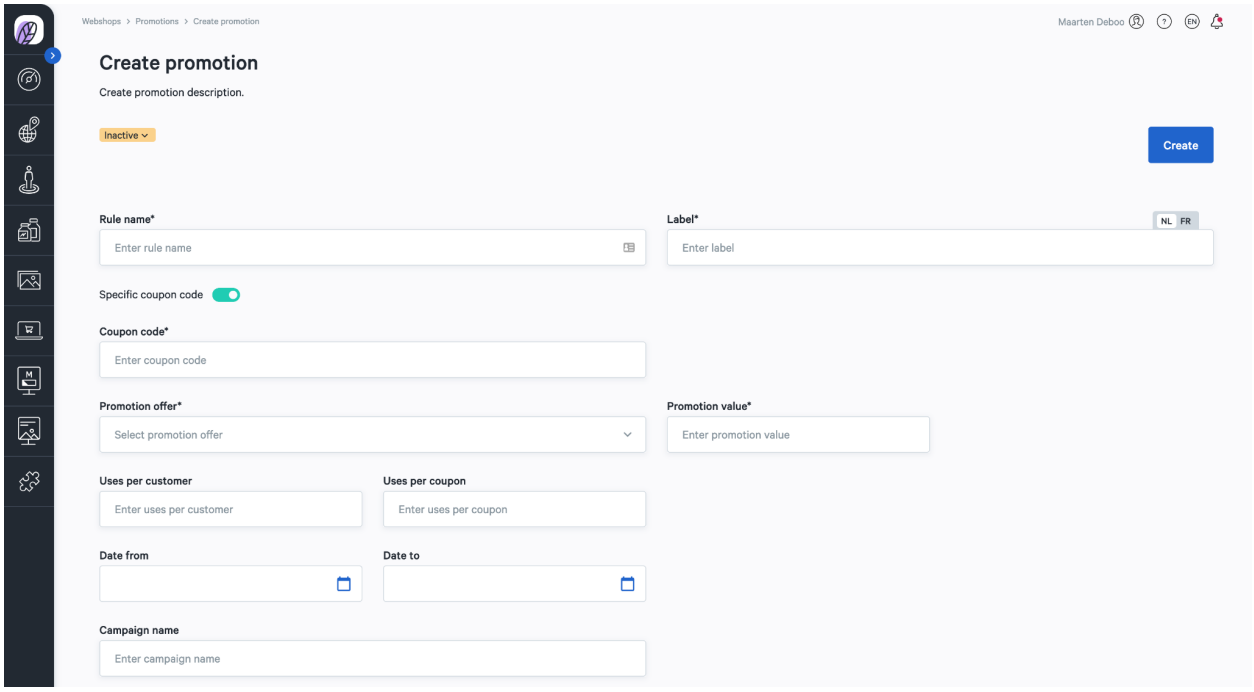


The following information is visible for each webshop:

- 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.



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.

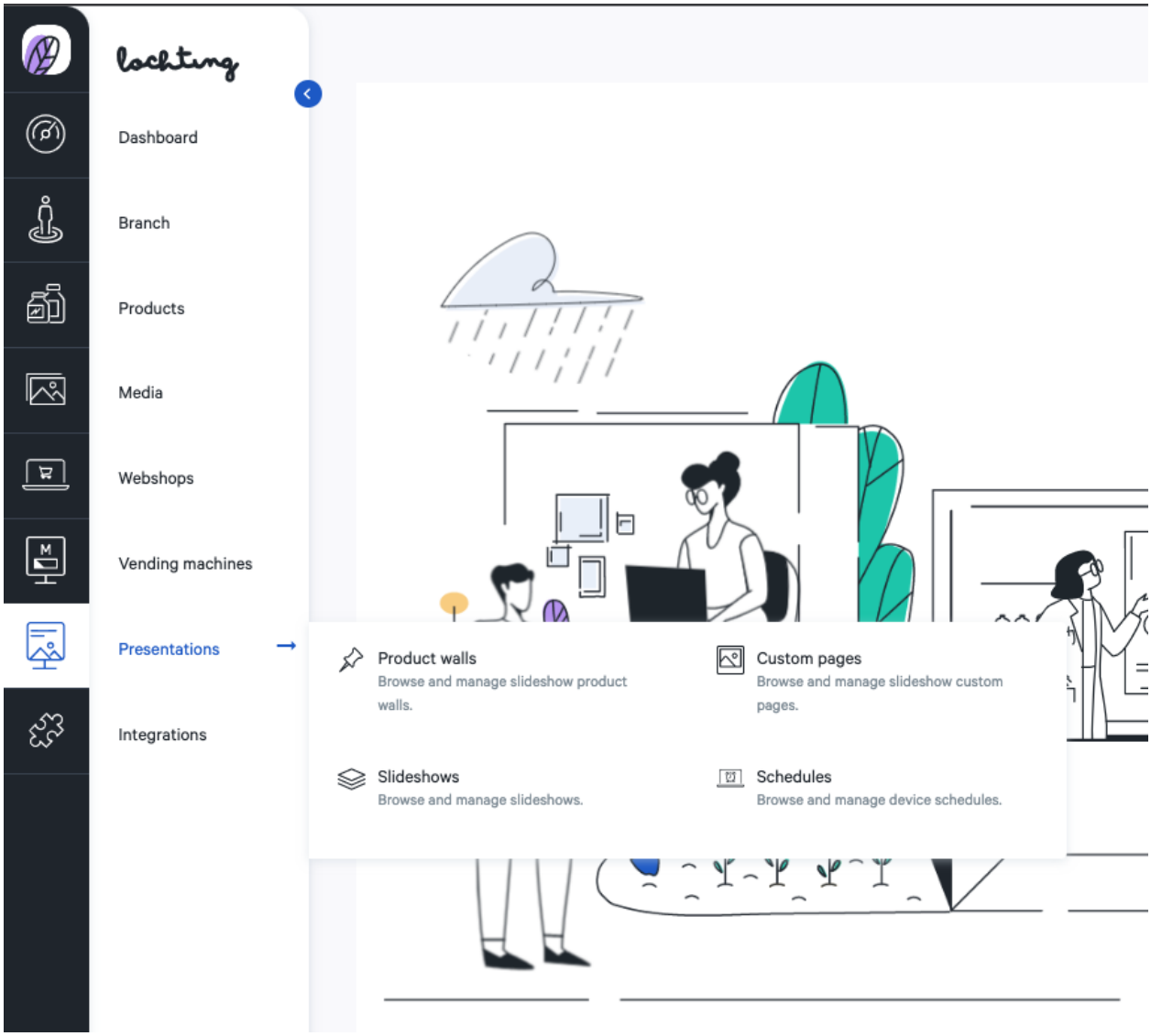
Fill in the fields to create the promotion:

- 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)

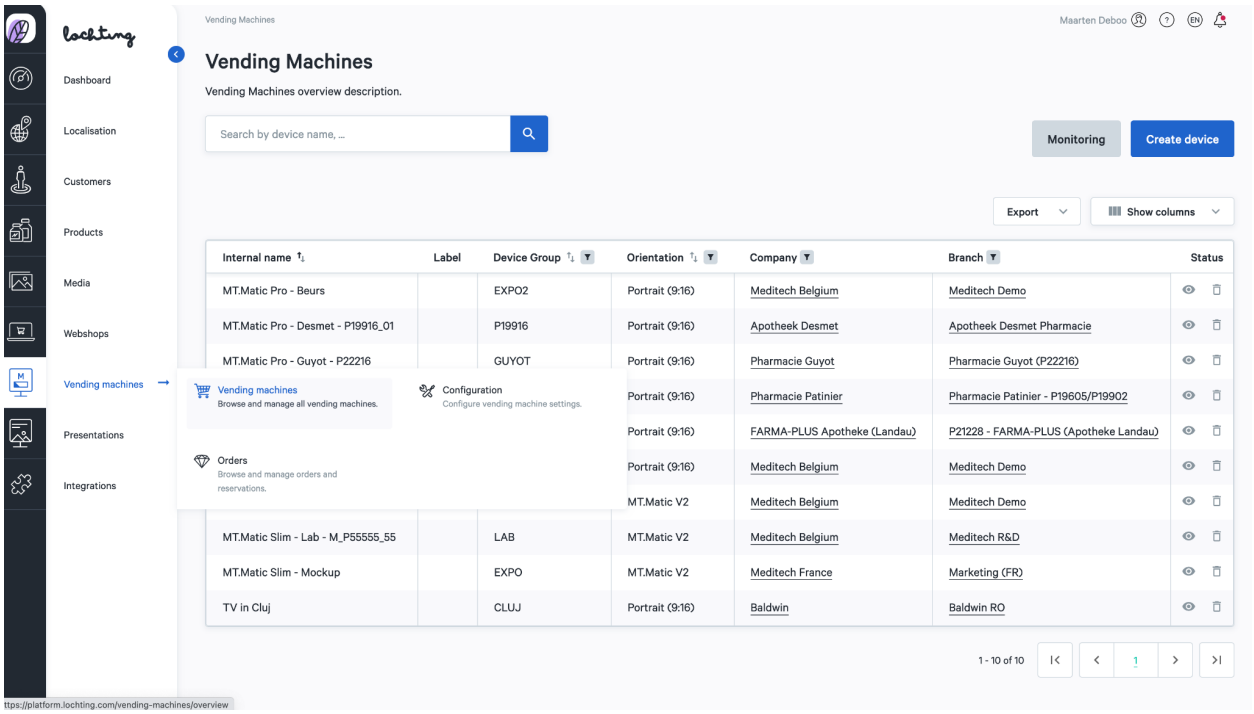
8. Vending Machines

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’.

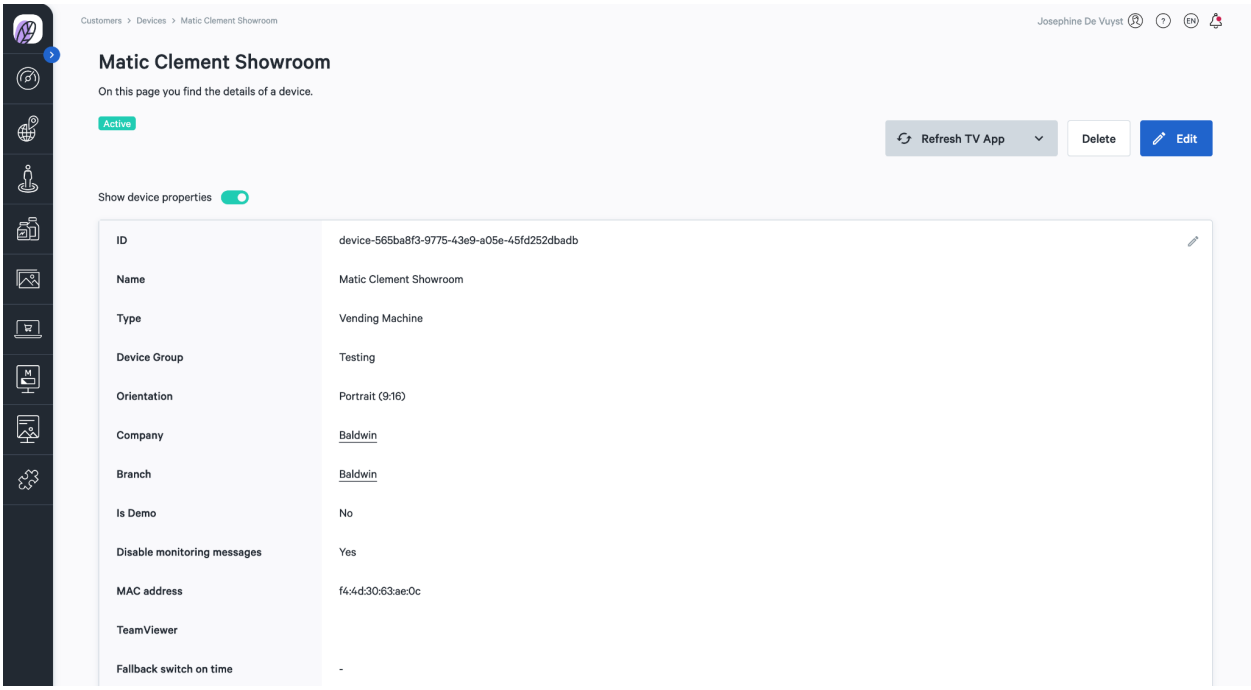


The following information is visible for each vending machine:

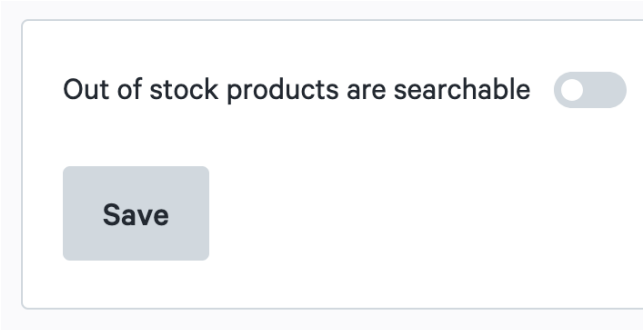
- Name
- Device group
- Orientation: MT.Matic Smart wall dispenser = 1280 x 1024 (5:4)
- Branch
- Status
- MAC address
- Switch on time
- Switch off time
- Robot stock is available
- Robot delivery is available
- Barcode scanner is available
- Payl.nl terminal is available
- Ticket printer is available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

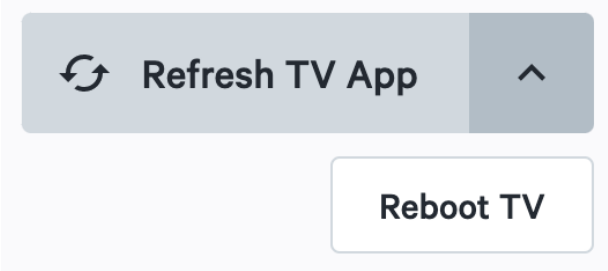


You can enable or disable the option for the vending machine to also display products that are not present in the robot. This will still allow the patient to consult the relevant information. As for now, it is not yet possible to order products through the vending machine. This will be possible later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



'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’.

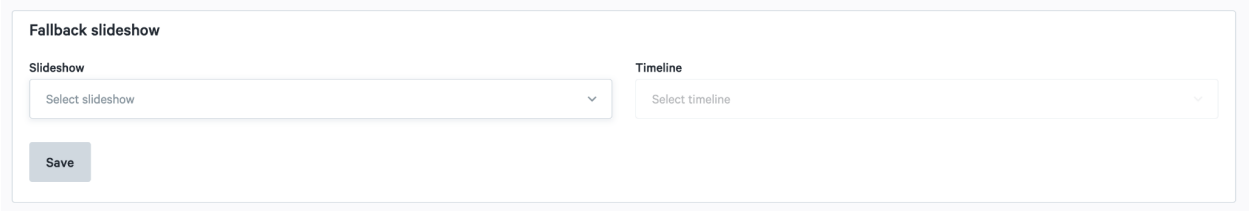


Time Scheduler

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

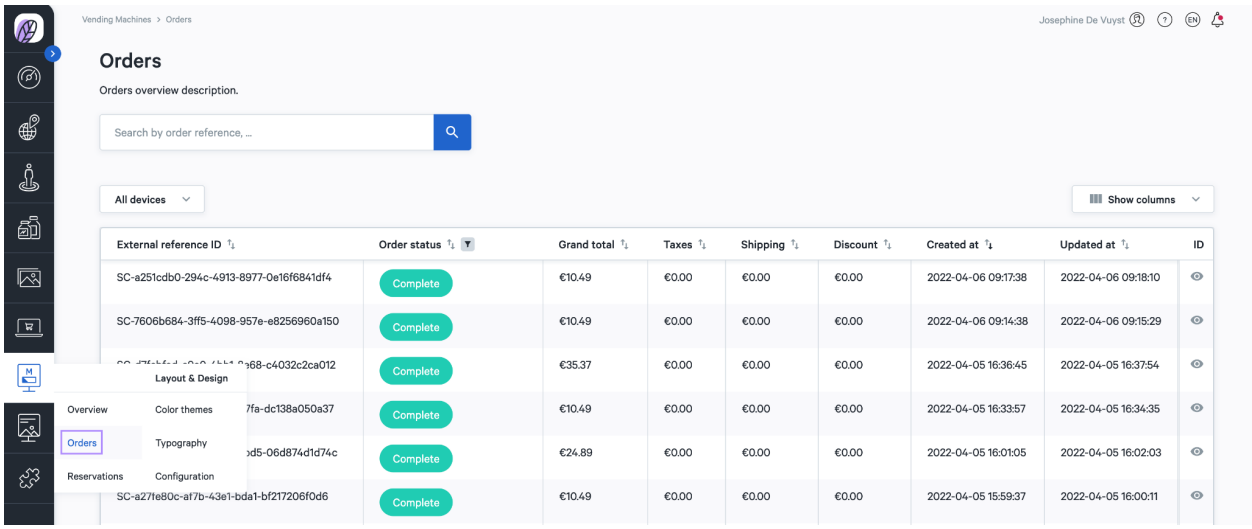
The fallback slideshow will play when no presentation has been assigned to the screen of the vending machine in the timeline for a certain period of time. So here you select a slideshow to be played when no other presentation has been configured in the timeline.



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.

Orders

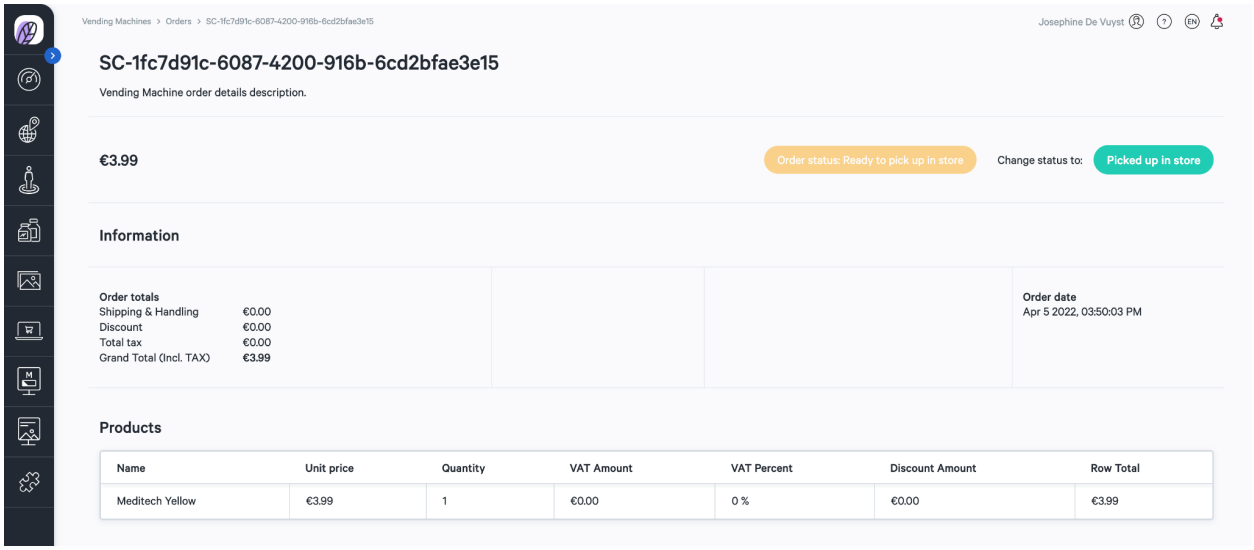
The “Orders” page will show you an overview of all orders made on your vending machine. Should you own multiple devices, please select the one you wish to view the order history from first. When clicking on a specific order, you go to a detail page of said order. This does not contain specific client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



The detail page shows the following information:

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

- Updated at
- ID



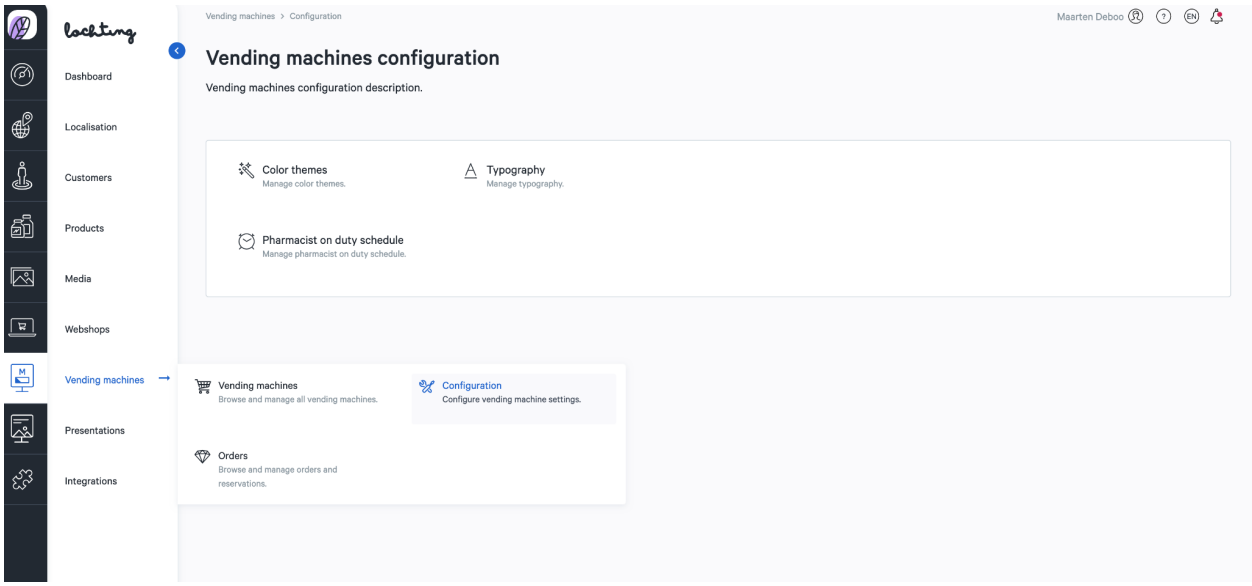
When you click on “Reservations” on top of the overview page, you will see an overview of all reservations made through the vending machine. You can also see the order status and change it to ‘Ready to pick up in store’ when the order is ready for the customer. The platform will then automatically send 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

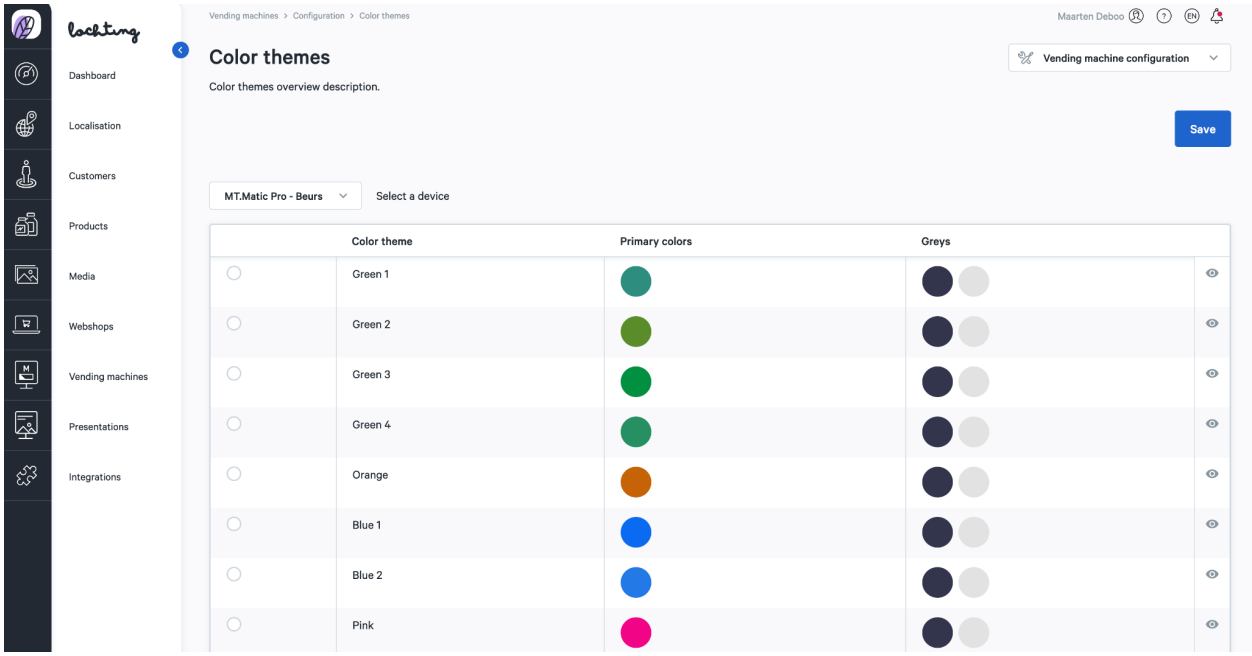
8.2 Configuration

“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.



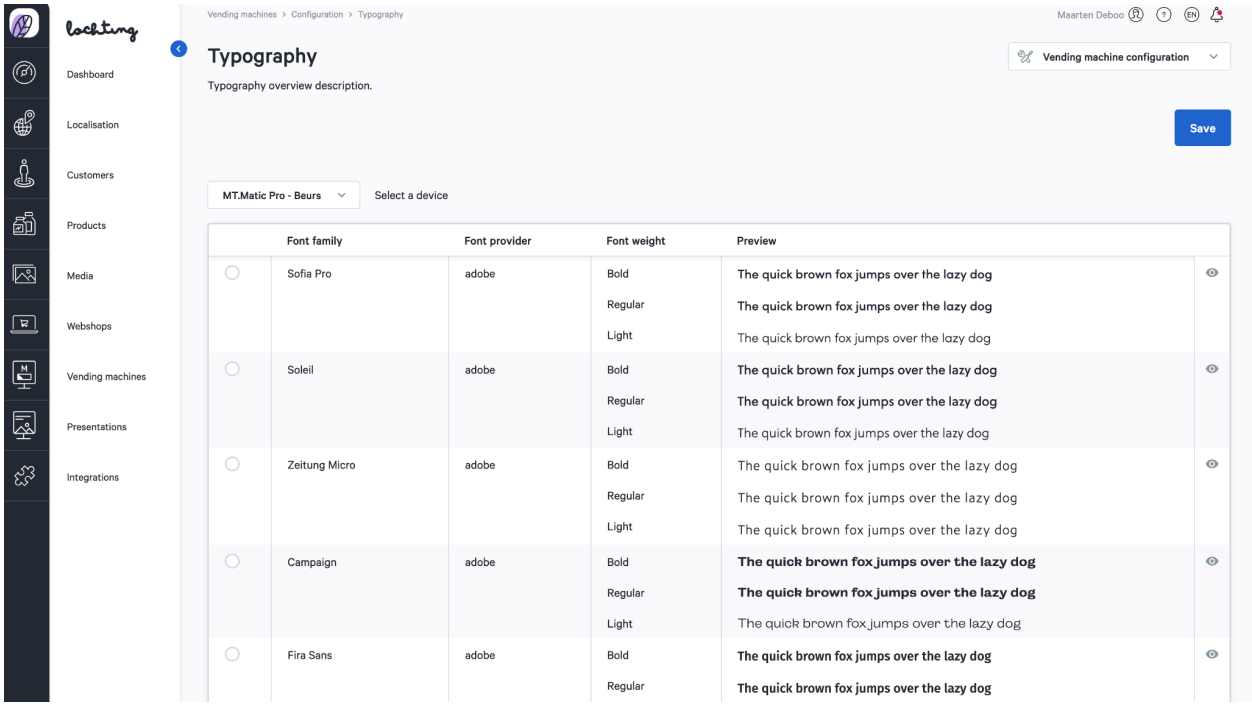
Color themes

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.



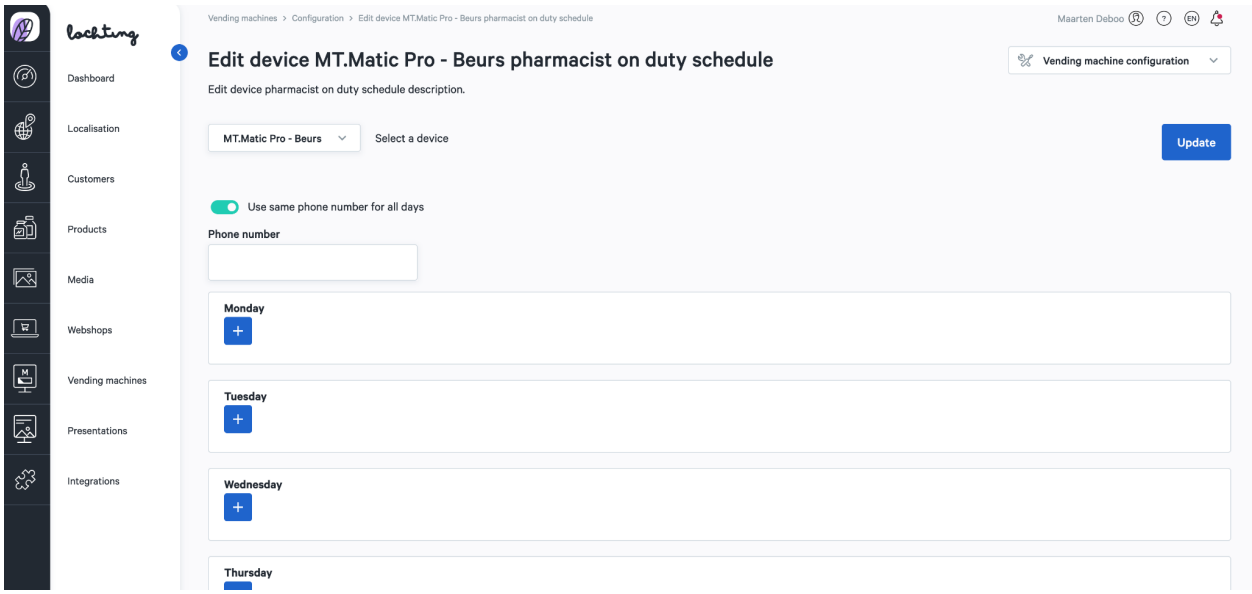
Typography

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.



Pharmacist on duty schedule

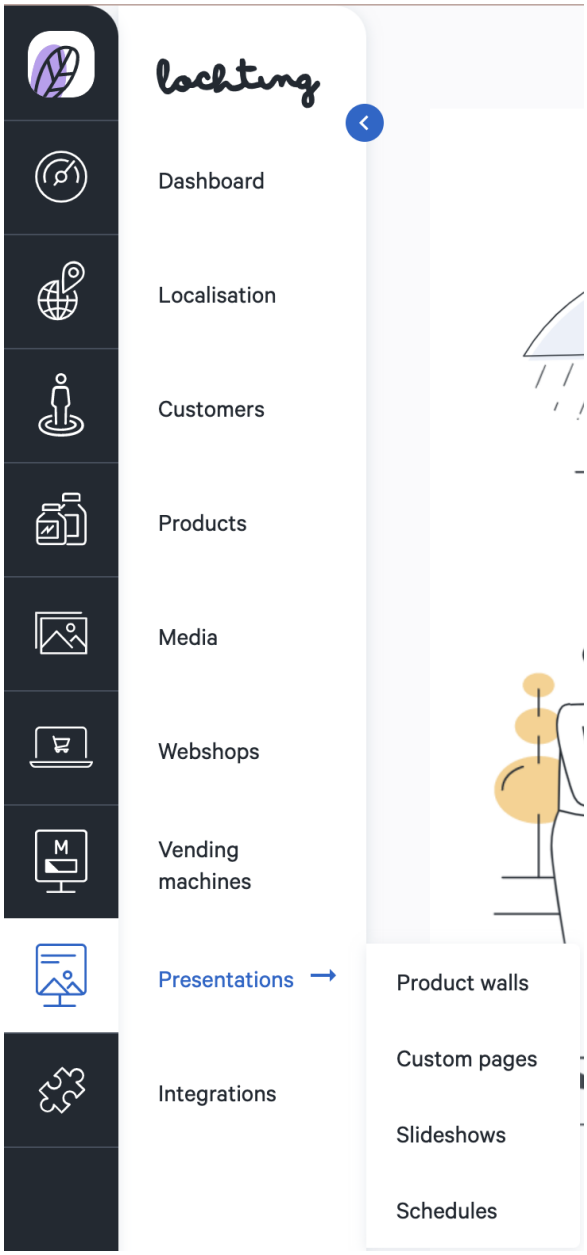
This section allows you to fill in your schedule on which patients reach you or the pharmacist on duty. As for now, it is not yet possible to call via the vending machine, but this will be a future option. A list of nearby pharmacies on duty will also be automatically provided.



Configuration

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

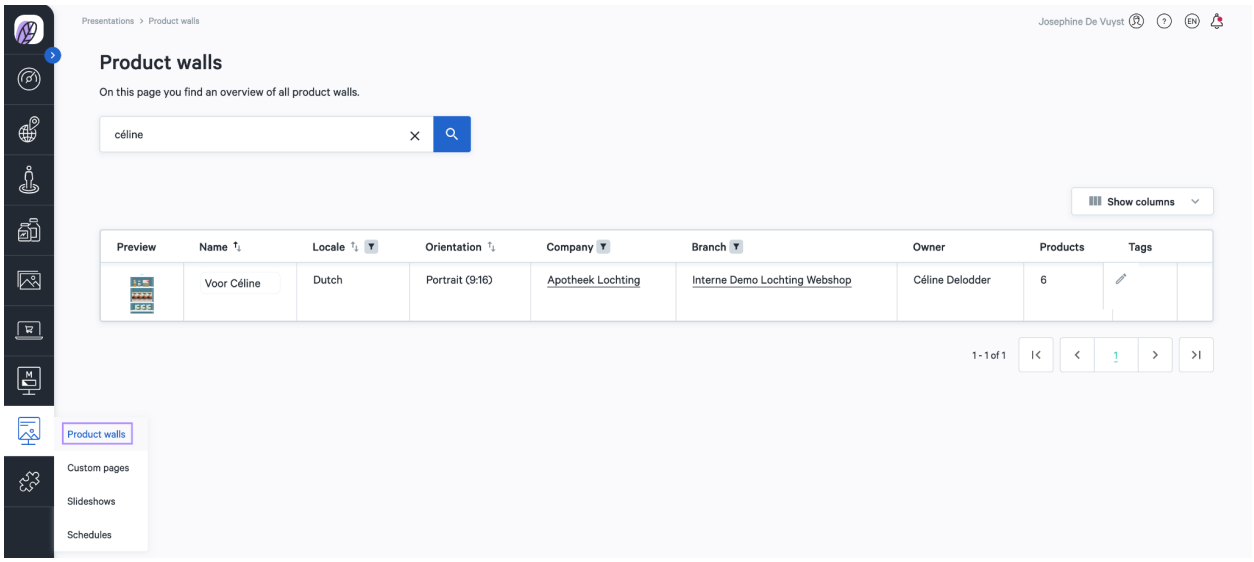
9. Presentations



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.



Product wall information

The following information is visible for each product wall:

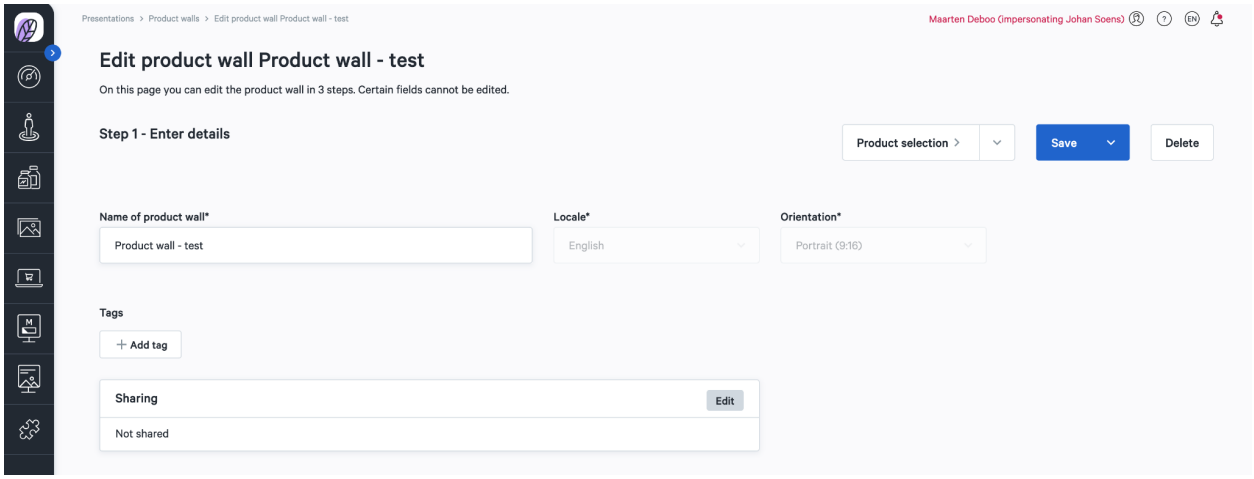
- Preview
- Name
- Locale
- Orientation: vertical TV screen (9:16), horizontal TV screen (16:9) or horizontal MT.Matic Smart (5:4)
- Company
- Branch
- Owner
- Products
- Tags

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.

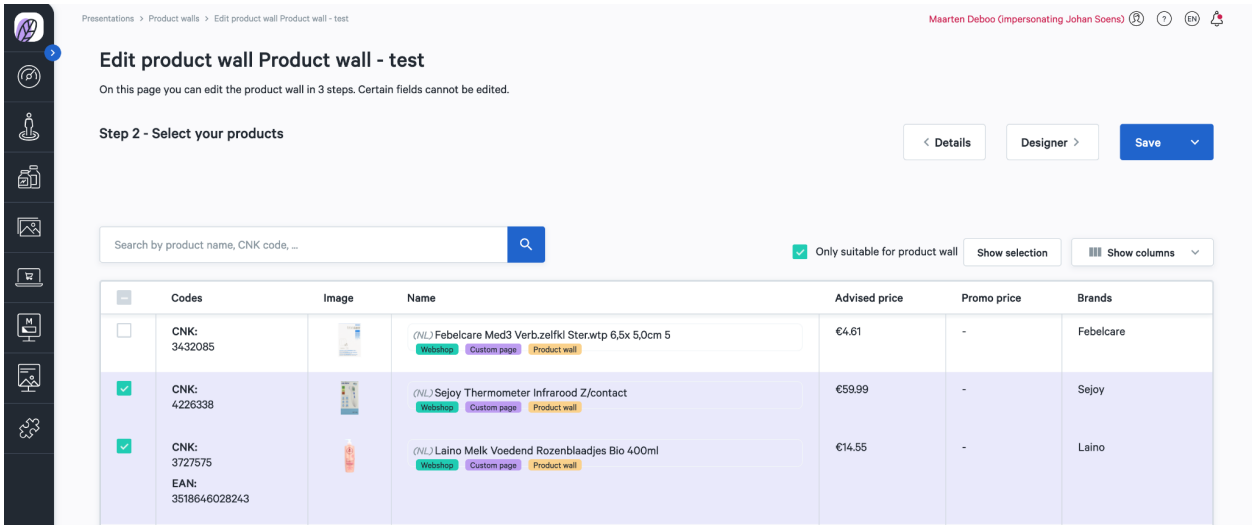
Step 1 - Enter details

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.



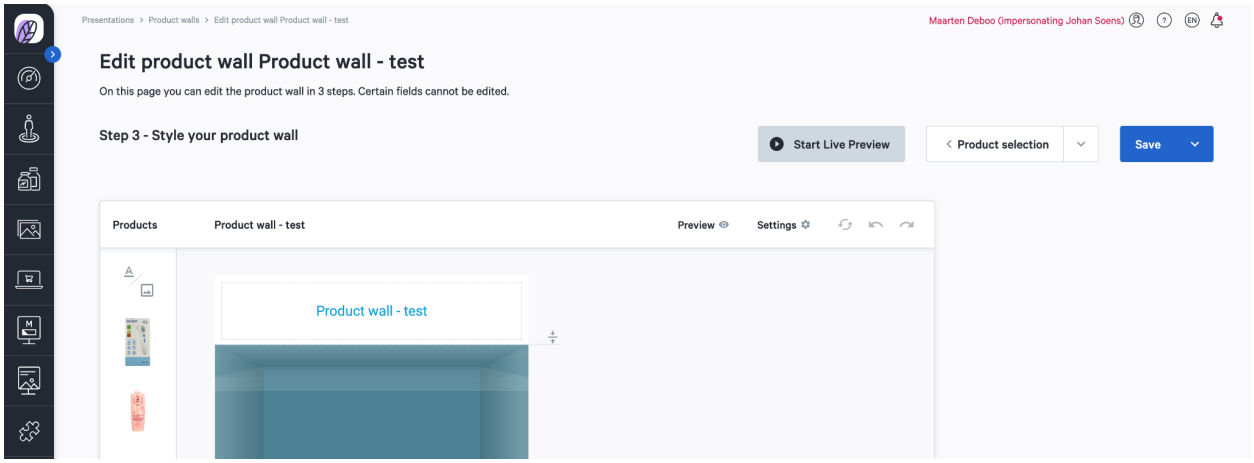
Step 2 - Select your products

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



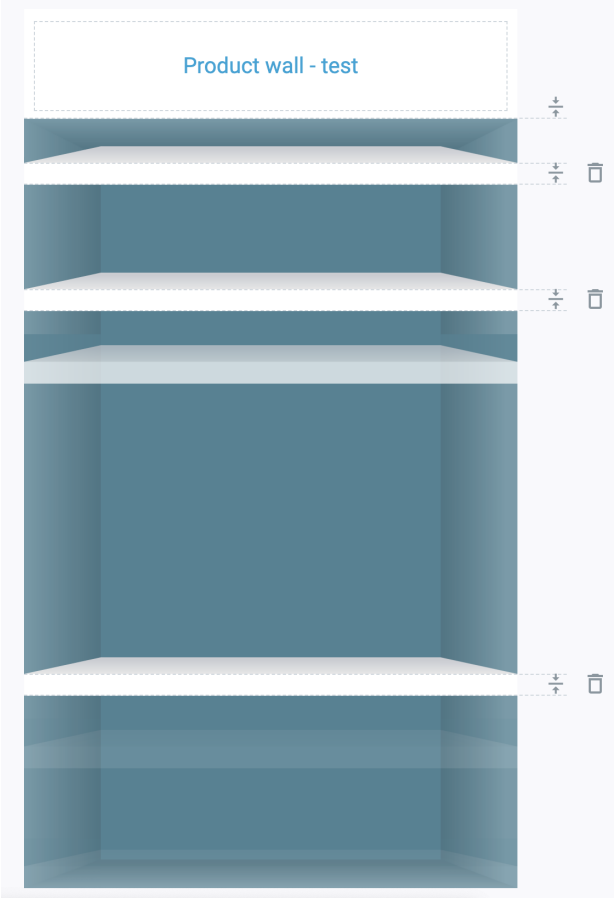
Step 3 - Style your product wall

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

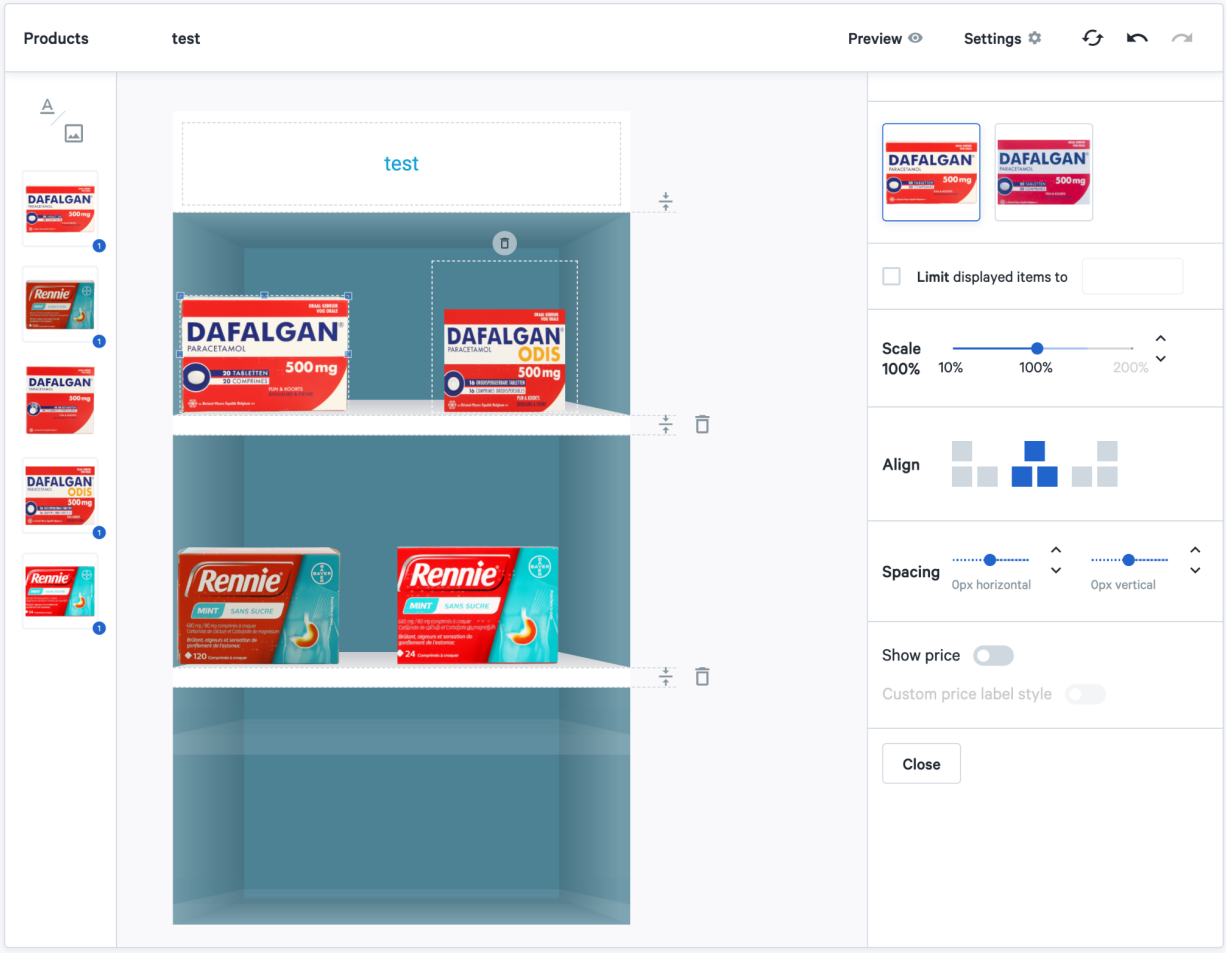
Click anywhere in the rack to add a shelf. You can drag it up or down to place all the shelves in the desired position.



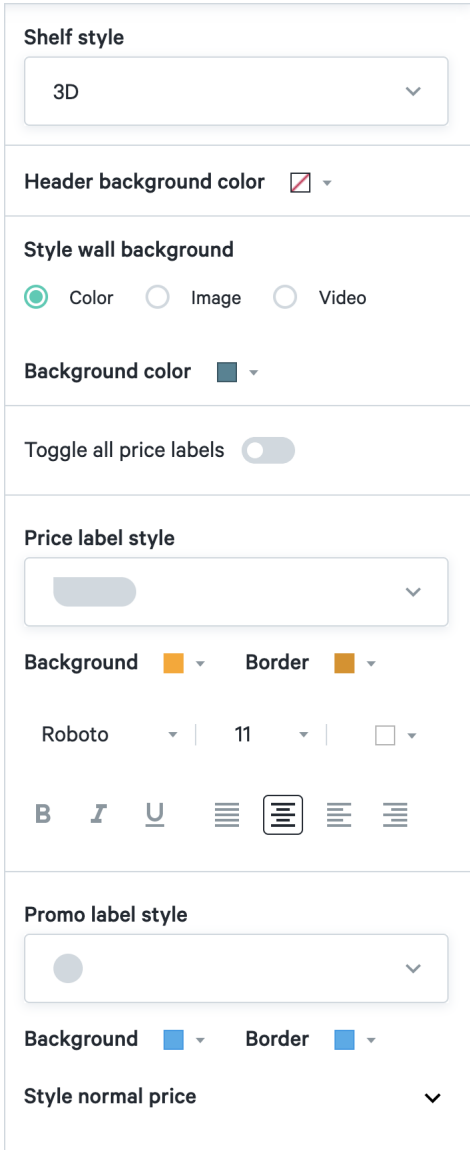
Place product in rack

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



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

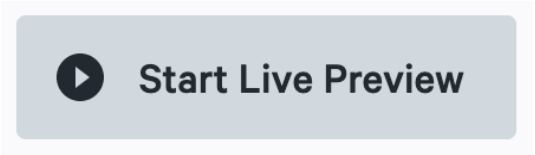
Using the buttons below, you can reset the entire product setup to start over, undo a change, or re-implement it.

Preview

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

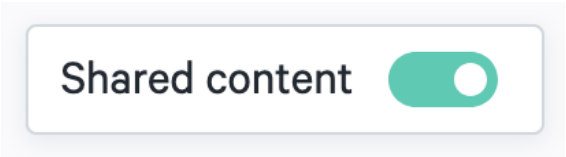
Live preview

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.

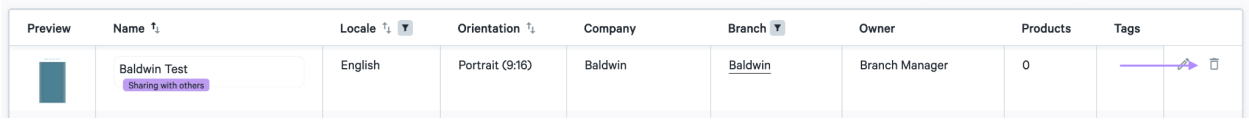


Changing the shared product wall

Shared product walls can be viewed via the “Shared Content” slider.



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.

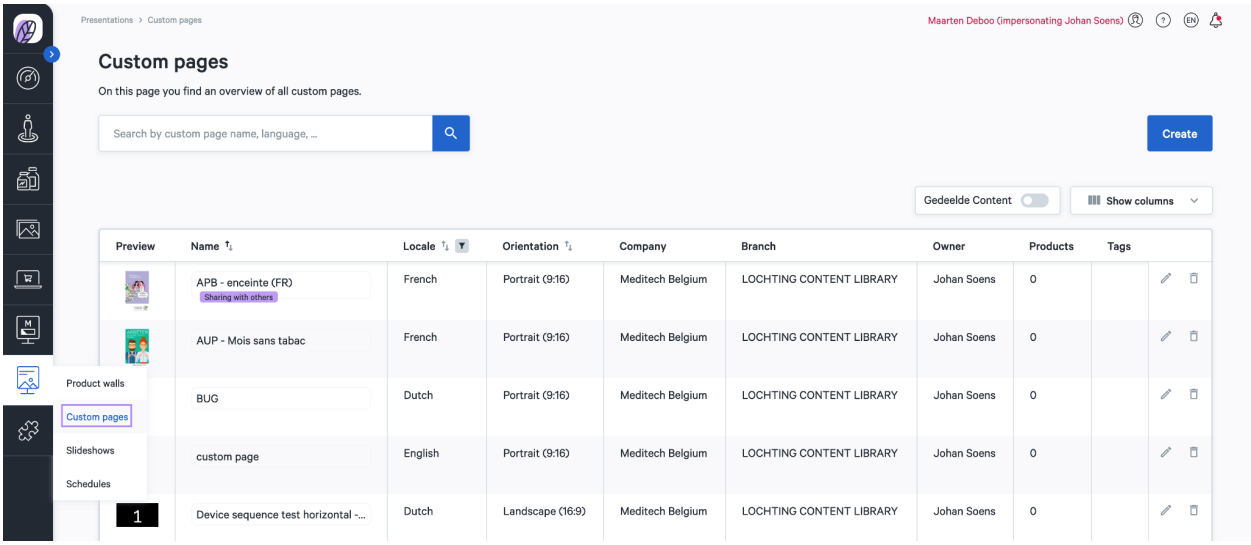


Exporting products

It is possible to export the products in a product line-up to a CSV file to customise them. Click on the export symbol to export.

9.2 Custom pages

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



Custom pages information

For each page, the following information is visible:

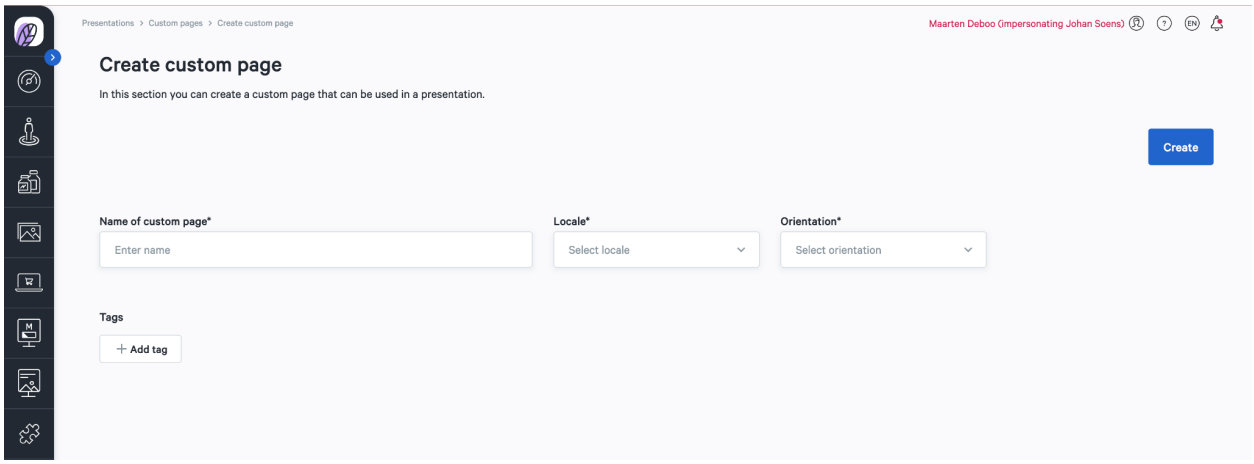
- Preview

- 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

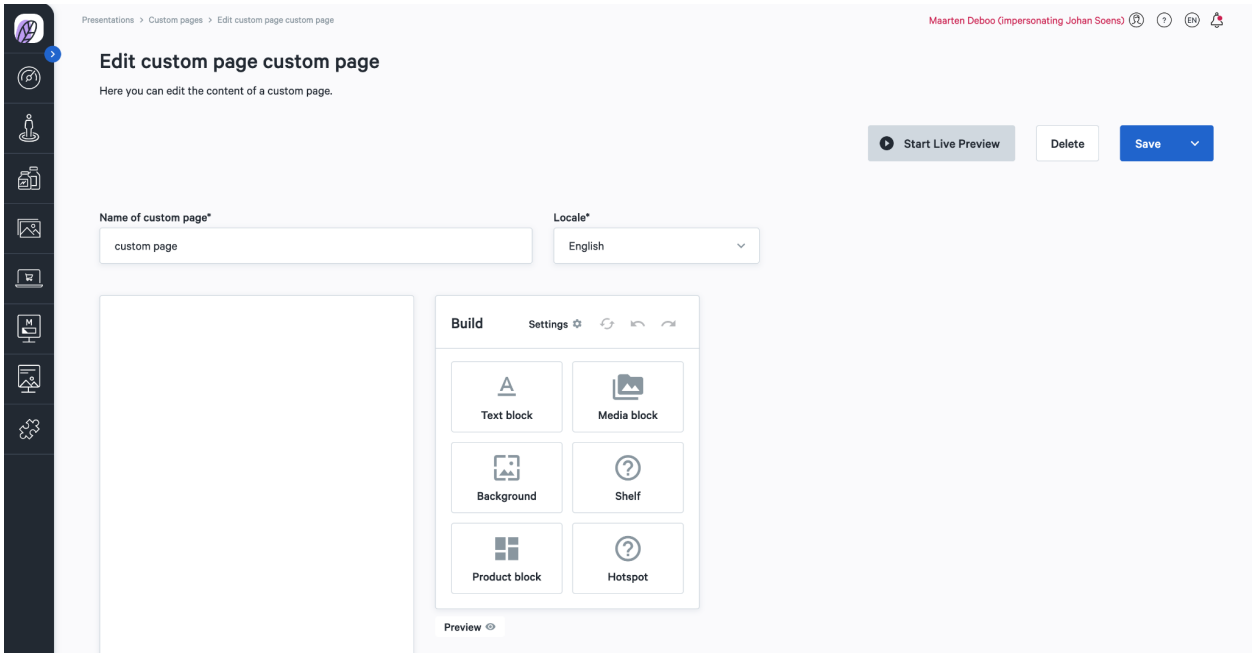
First, click on the "Create" button. When you create a custom page that can be used in a presentation, enter the name, choose the language and orientation of the page and add tags.



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

Edit custom page

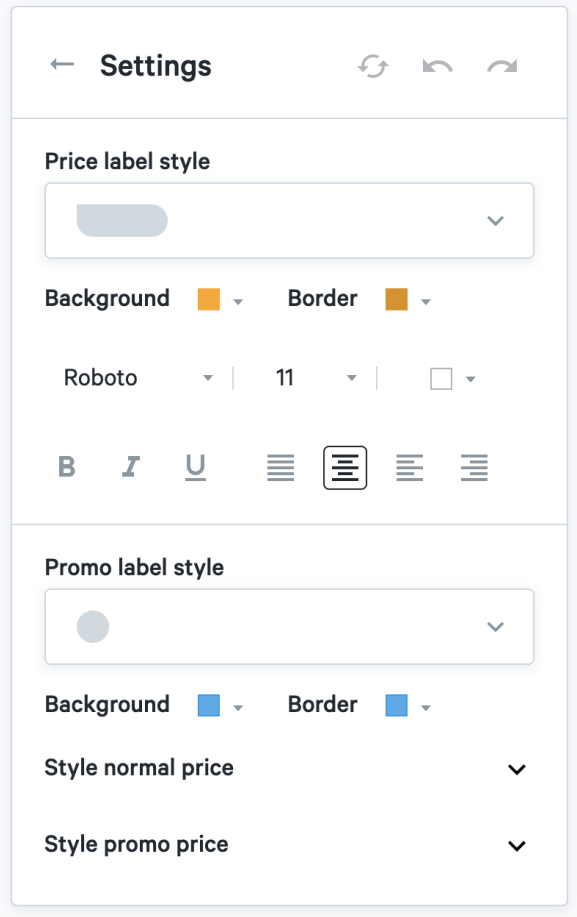
After you have created the page, you can set the content by adding different blocks to your screens. You can add these blocks by clicking on them and dragging them to the appropriate place on the page.



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.

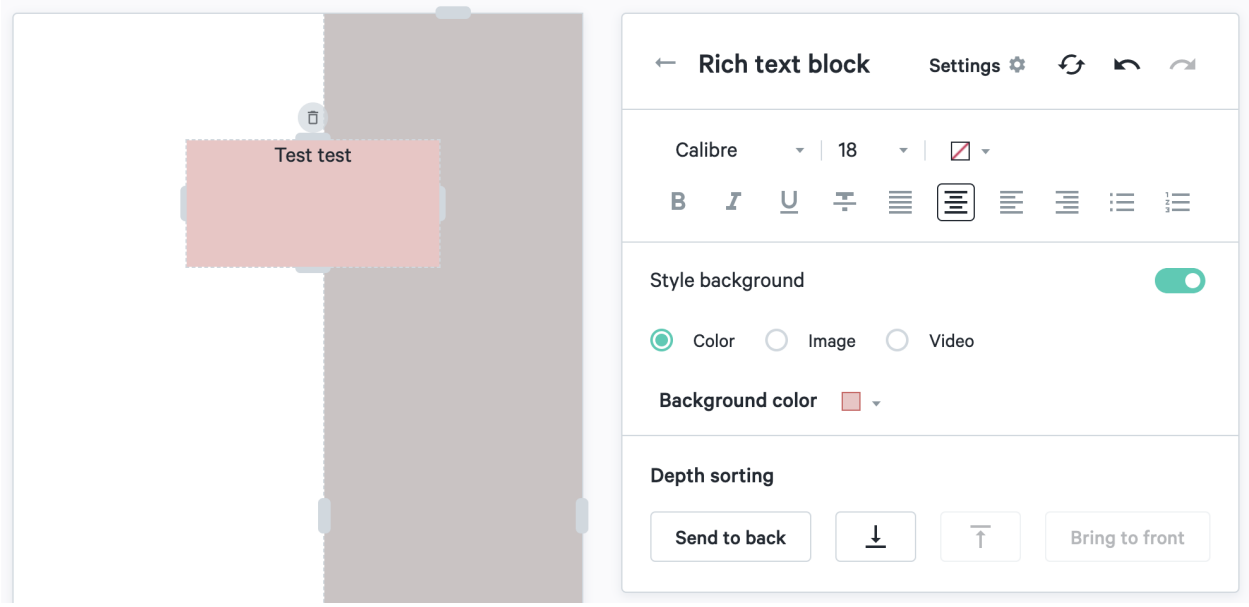


Add text block

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.

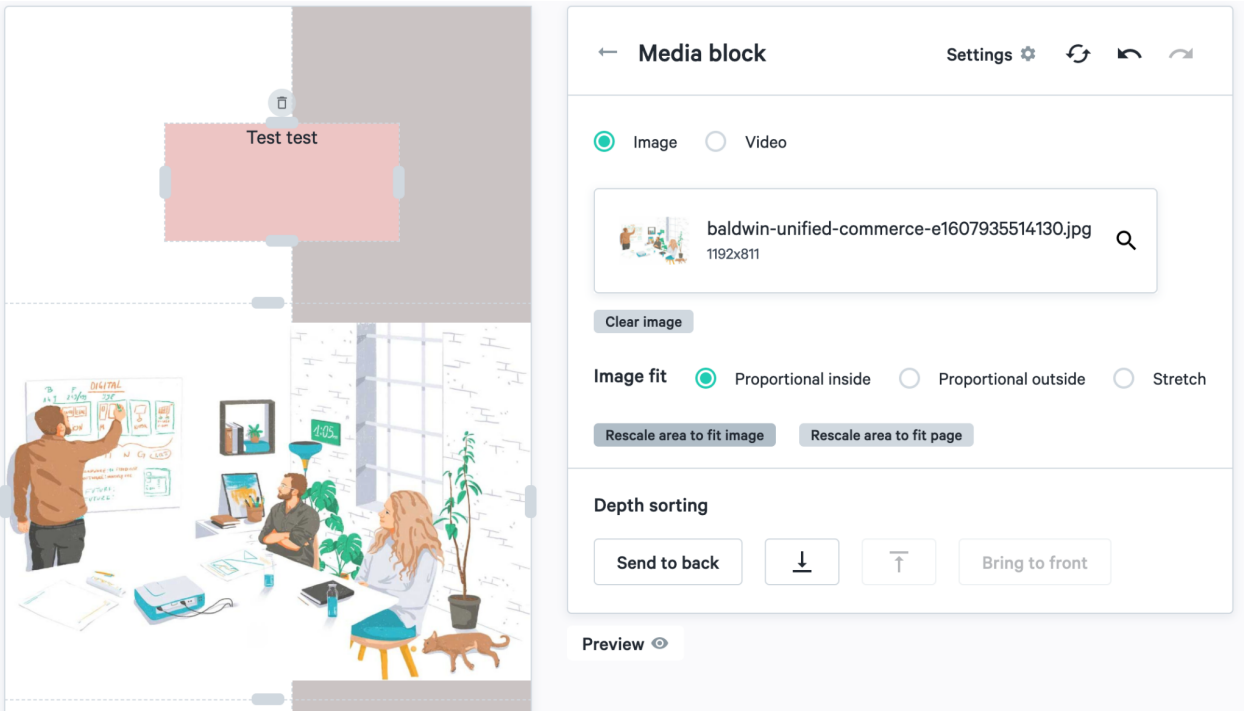


Add media block

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.

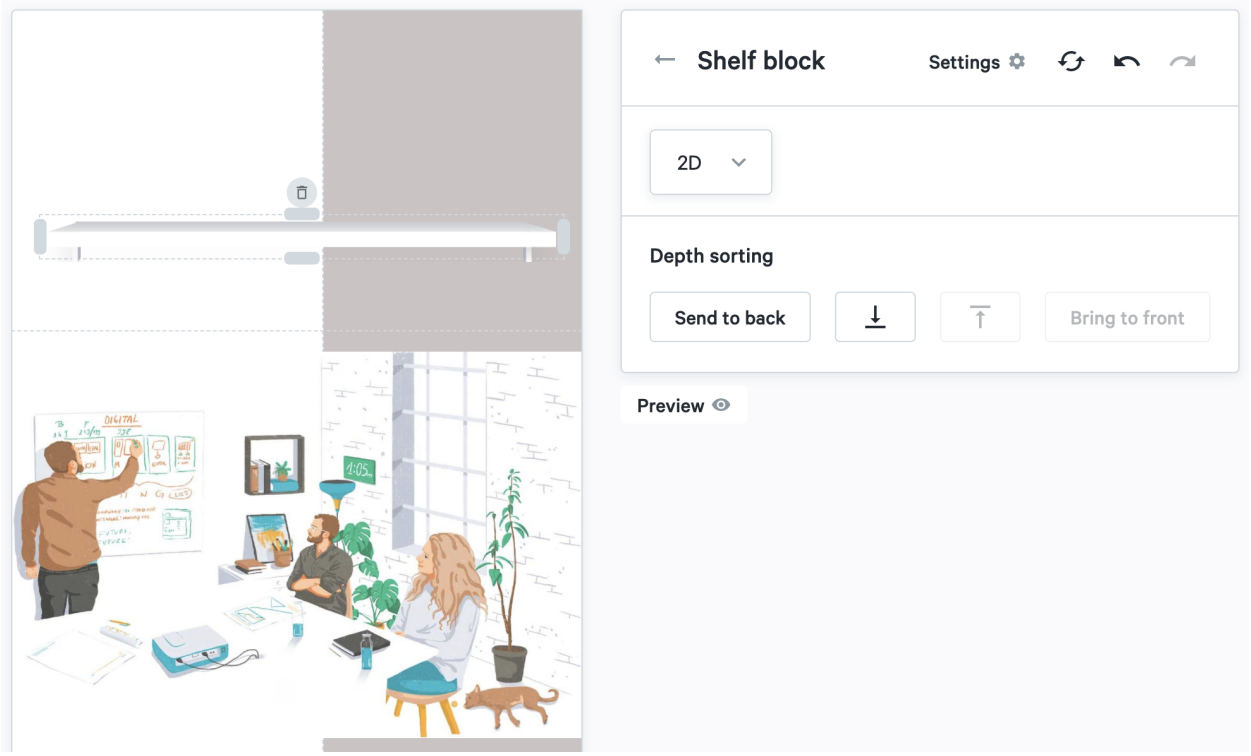


Add shelf block

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.

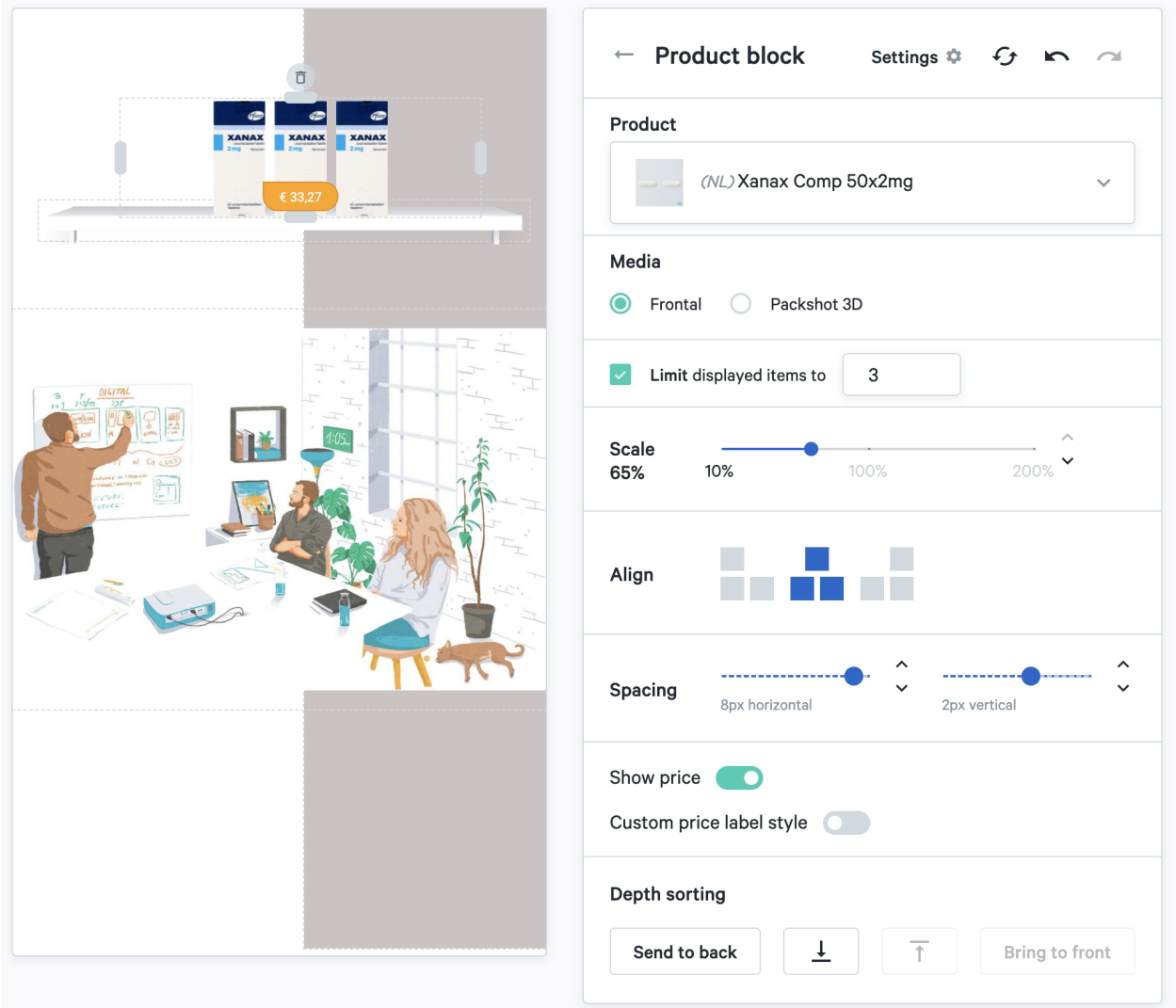


Add product block

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.

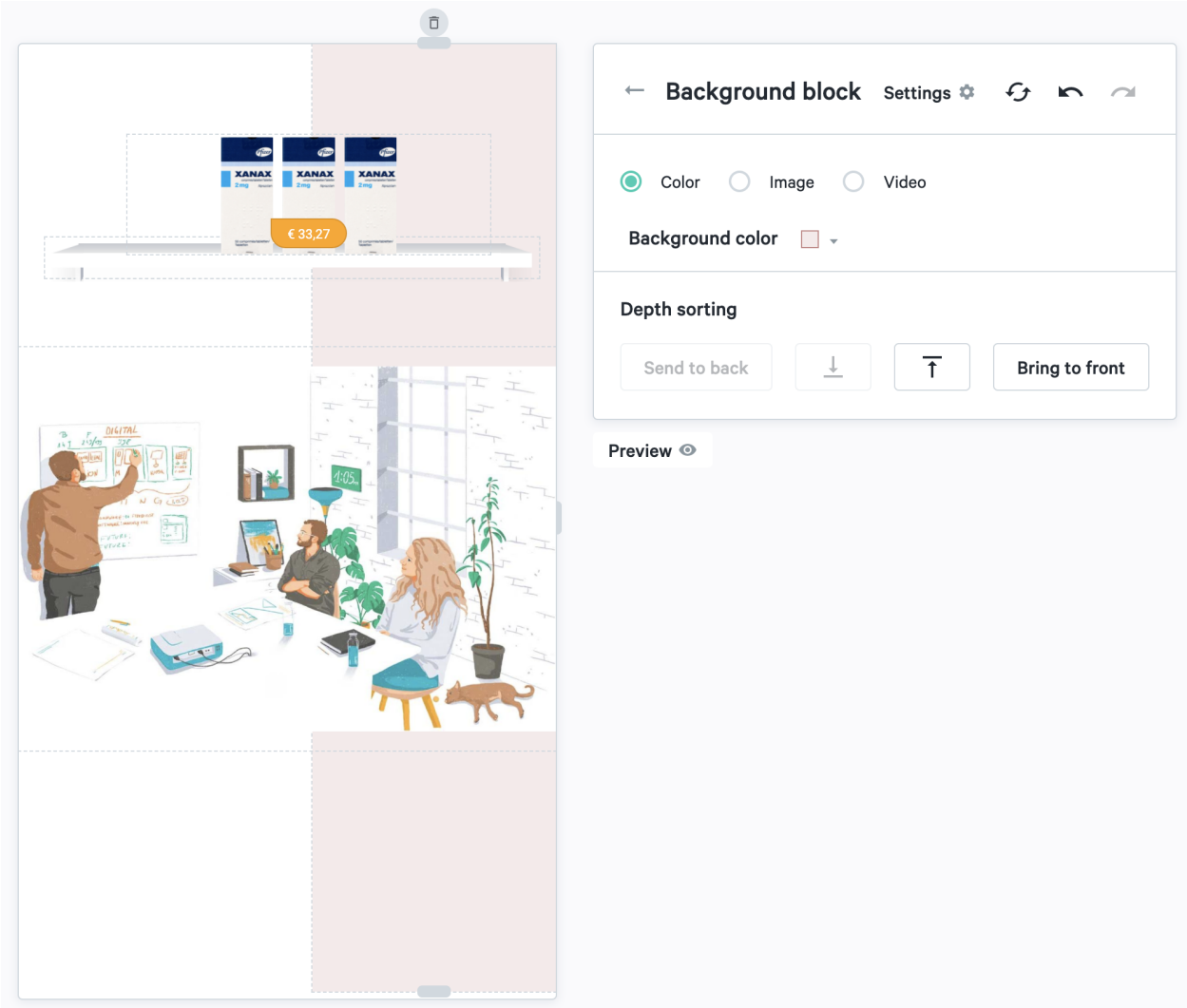


Add background block

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

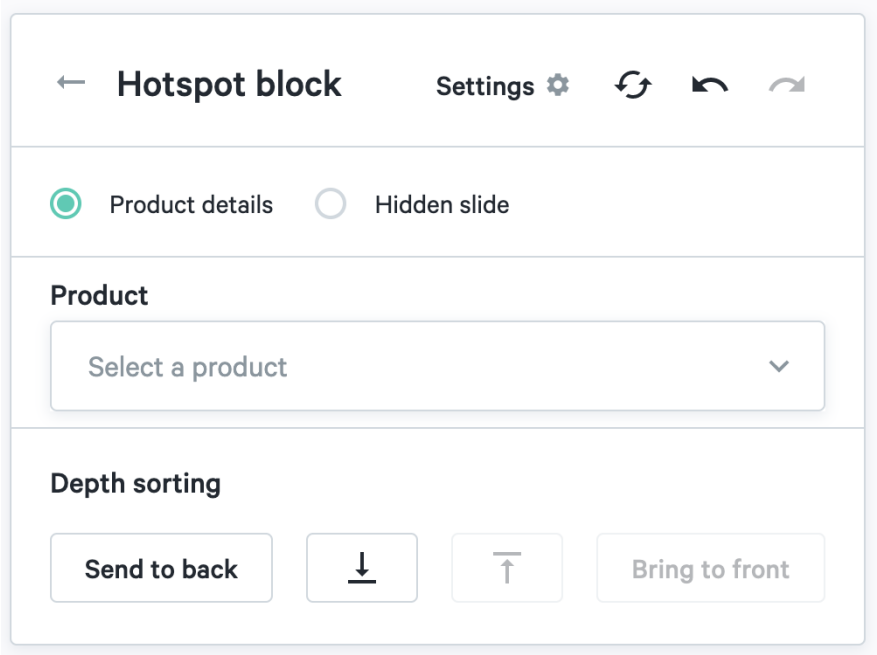
For each background block, you can adjust following settings:

- 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.



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

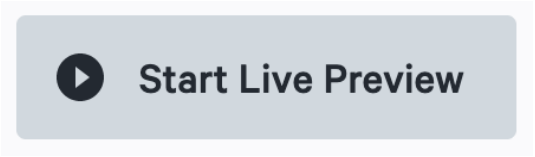
The buttons below allow you to reset the entire page to start over, undo a change or reset it.

Preview

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

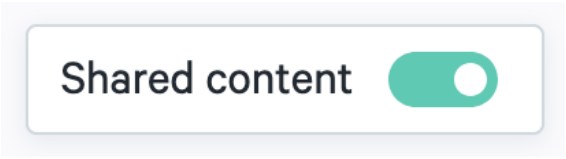
Live Preview

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

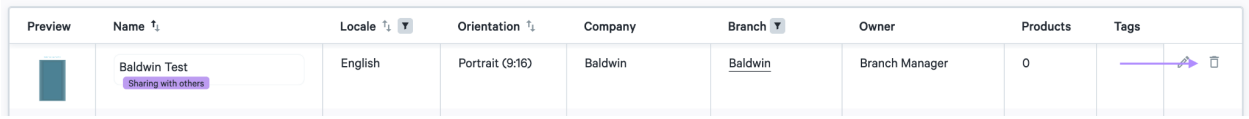


Changing the shared TV screen page

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

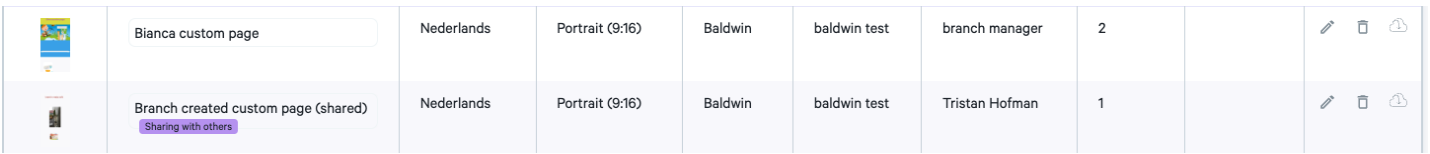


To change a shared TV screen page, first make a copy of it. You can then go through the steps required to modify it in line with your requirements.



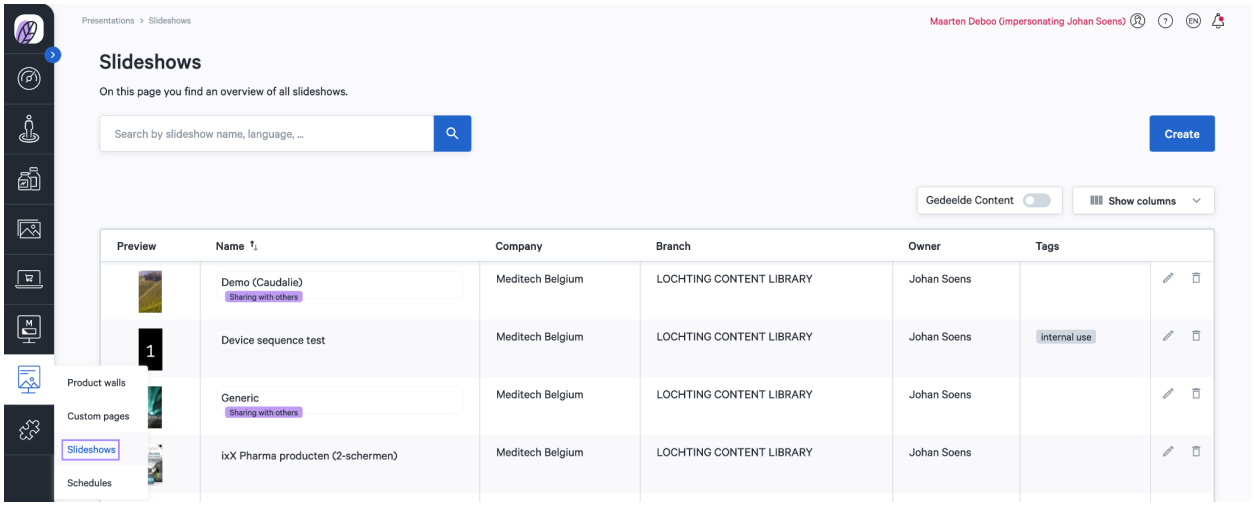
Export products

It is possible to export the products in a product line-up to a CSV file to customize them. Click on the export symbol to export.



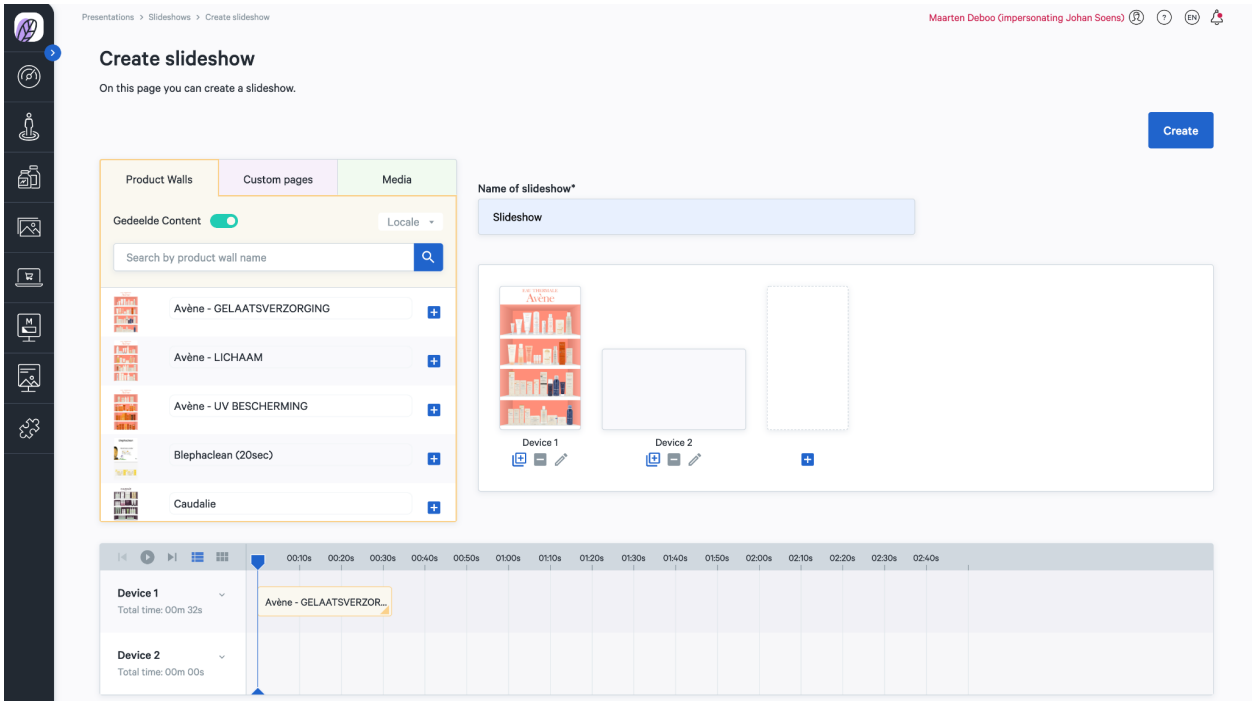
9.3 Slideshows

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



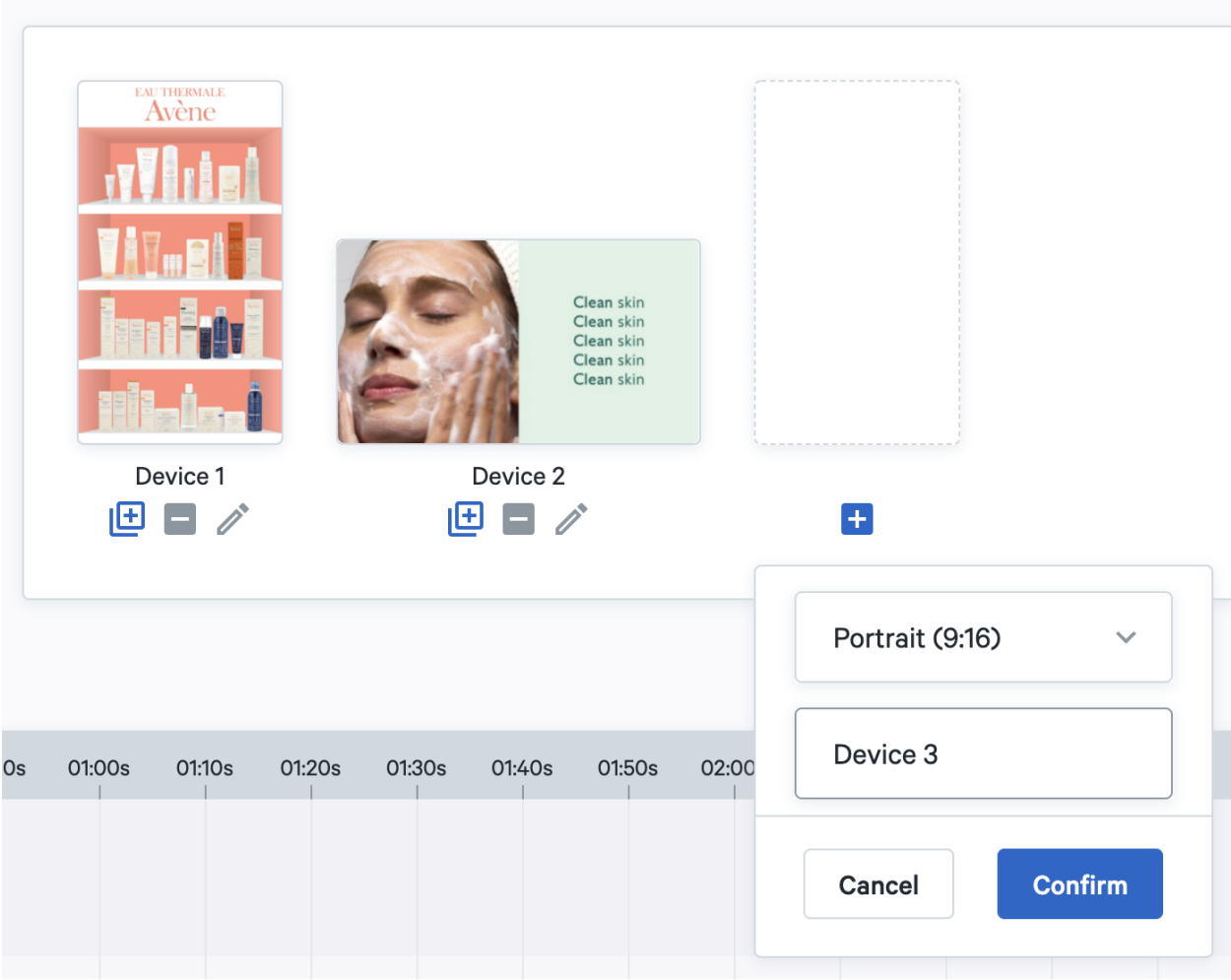
Create slideshow

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.



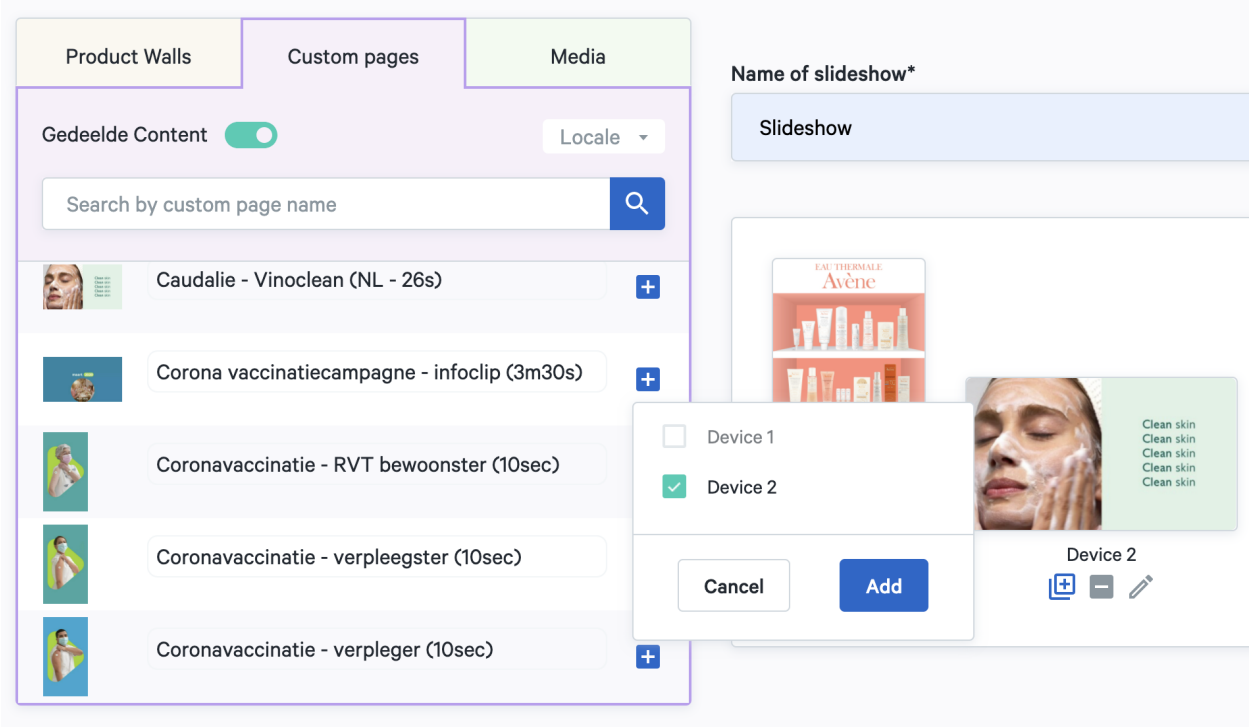
Set up screens

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).

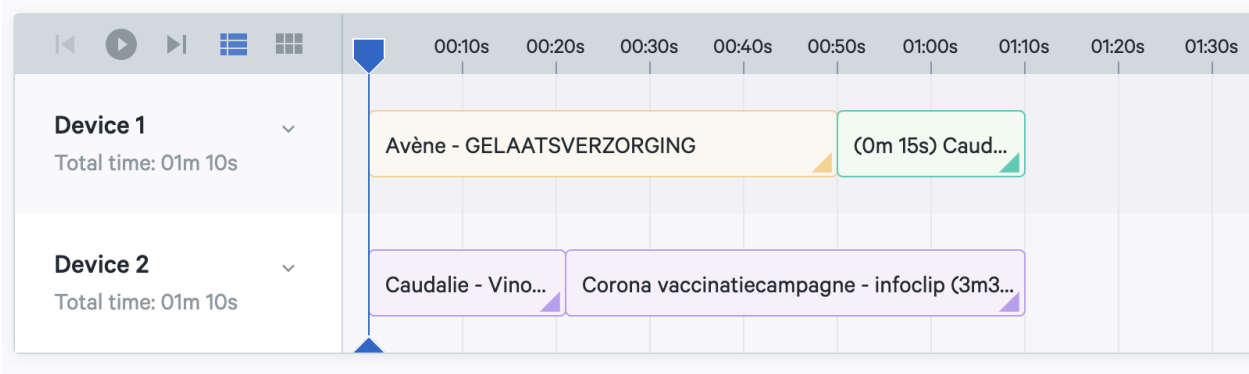


Timeline

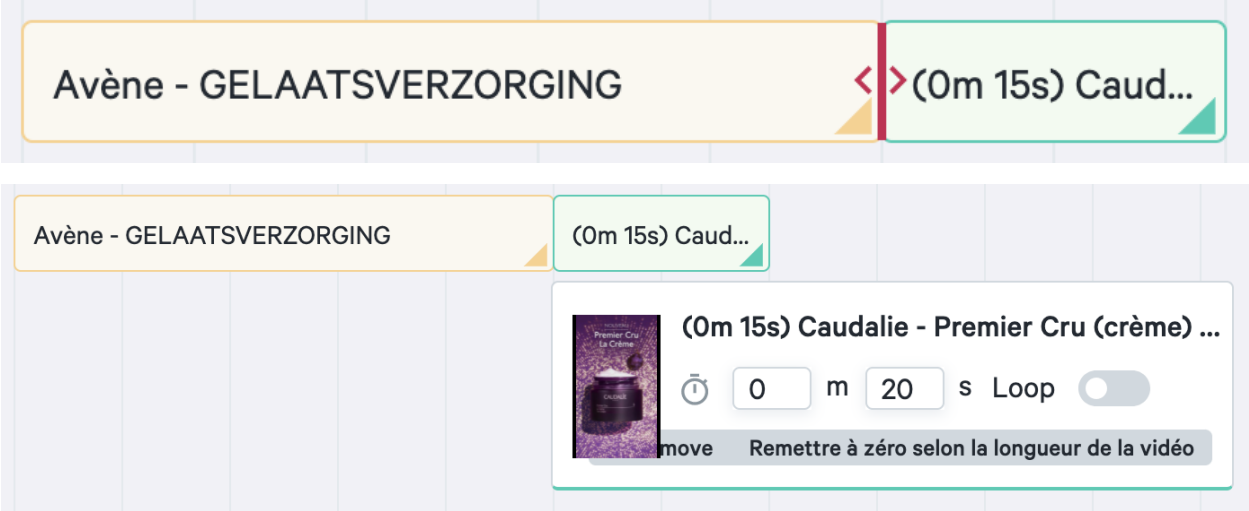
Once you add the product walls, custom pages and media, they are visible in the timeline of each screen. Here you can see an overview of how the different timelines are displayed on the different screens, over a certain period of time.

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.

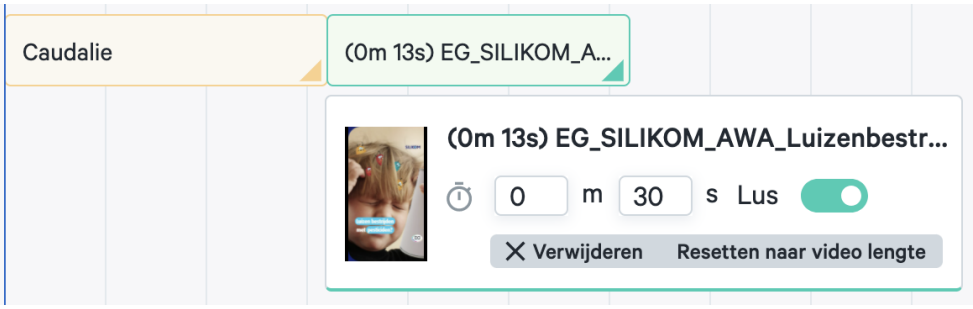


You can adjust the timing of the display by dragging the bars, or by clicking on the arrow at the bottom right and entering the number of minutes and seconds there.



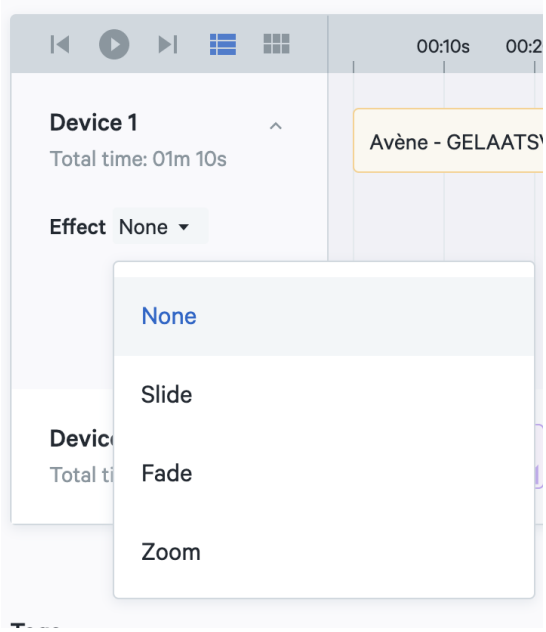
If you add a video to the presentation, the playback time of the video is automatically configured to the length of this video. The use of the loop option is important if you configure a duration that is longer than the video. The loop option is disabled by default. If the loop option is disabled, the 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".

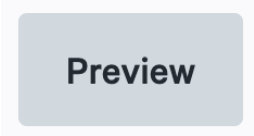


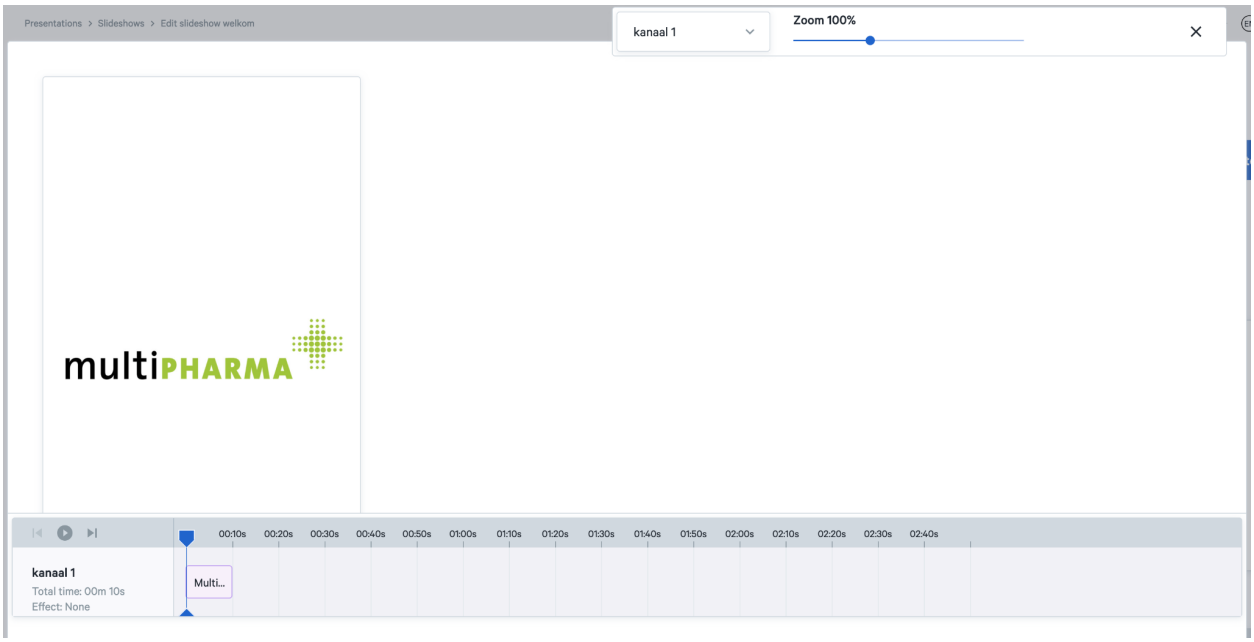
Play slideshow

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

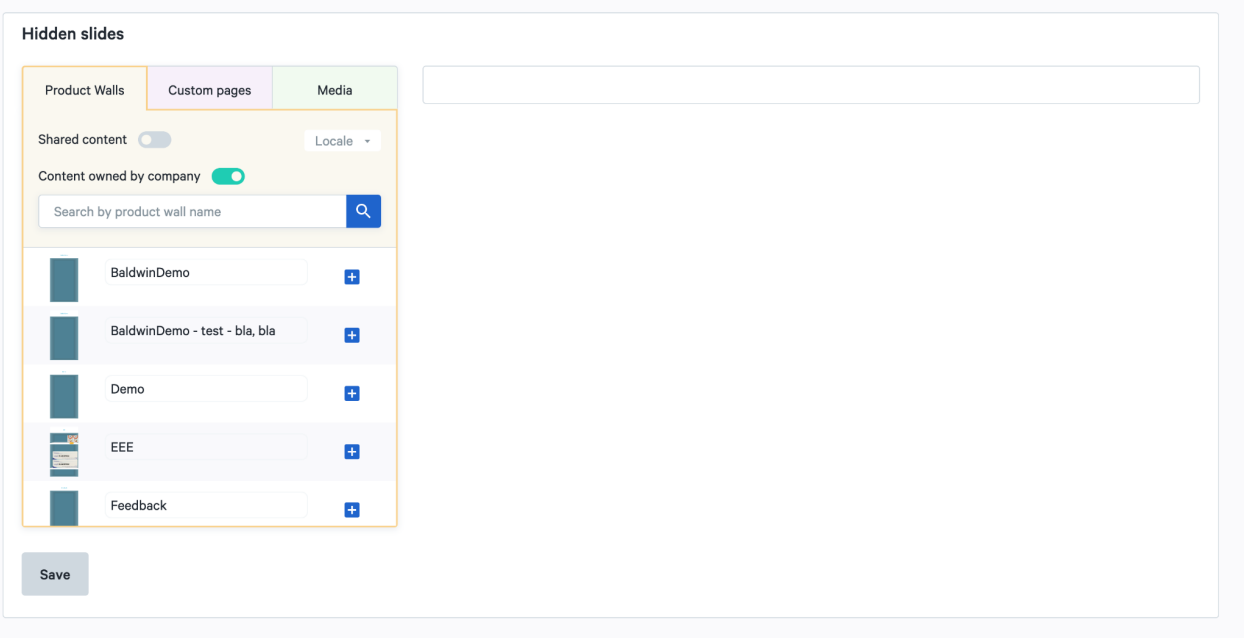
You can see an example of the presentation via “Preview”. Select the screens to be played in the preview and specify the desired zoom. Here, you can also check the repetition of synchronised screens and the specified loops.





Hidden pages

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



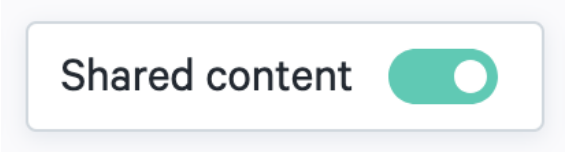
Hidden pages are only a possibility for Interactive TV screens. Use a swipe movement (bottom to top) to activate the interactive mode and show a (hidden) menu.

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.

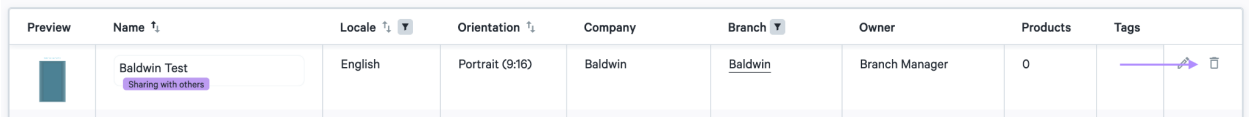
When you've shown a hidden page, you can either close them manually or wait until they close automatically. Before this happens, you'll get a warning message (after 45secs) with the question if you're sure that you want to close your hidden pages. After 10secs, this messages closes automatically upon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

Changing the shared presentation

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

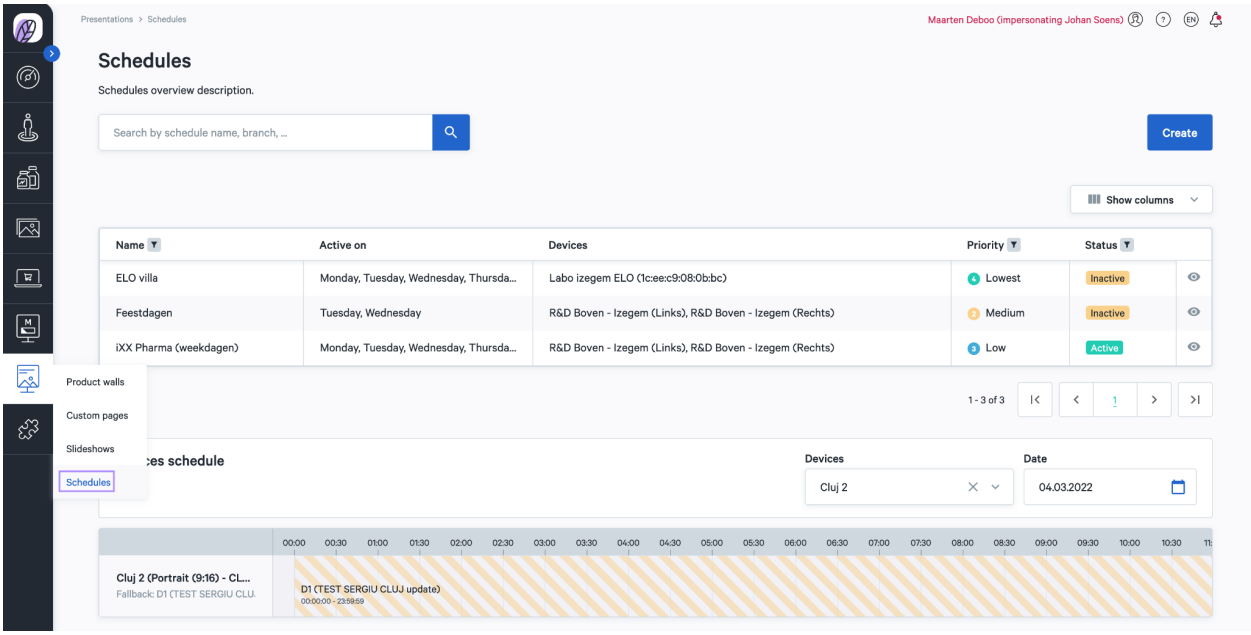


To change a shared presentation, first make a copy of it. You can then go through the steps required to modify it in line with your requirements.



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.



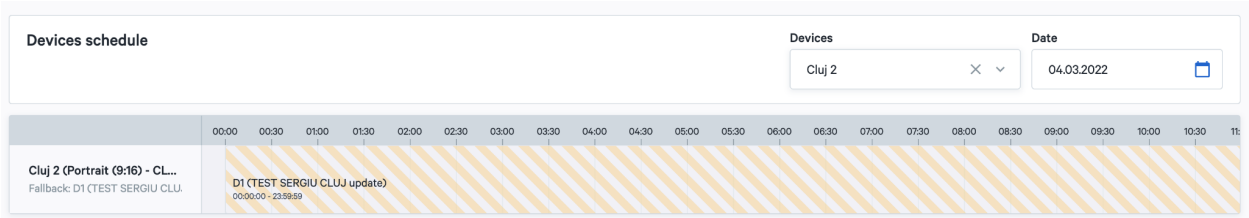
Schedule information

The following information is visible for each schedule:

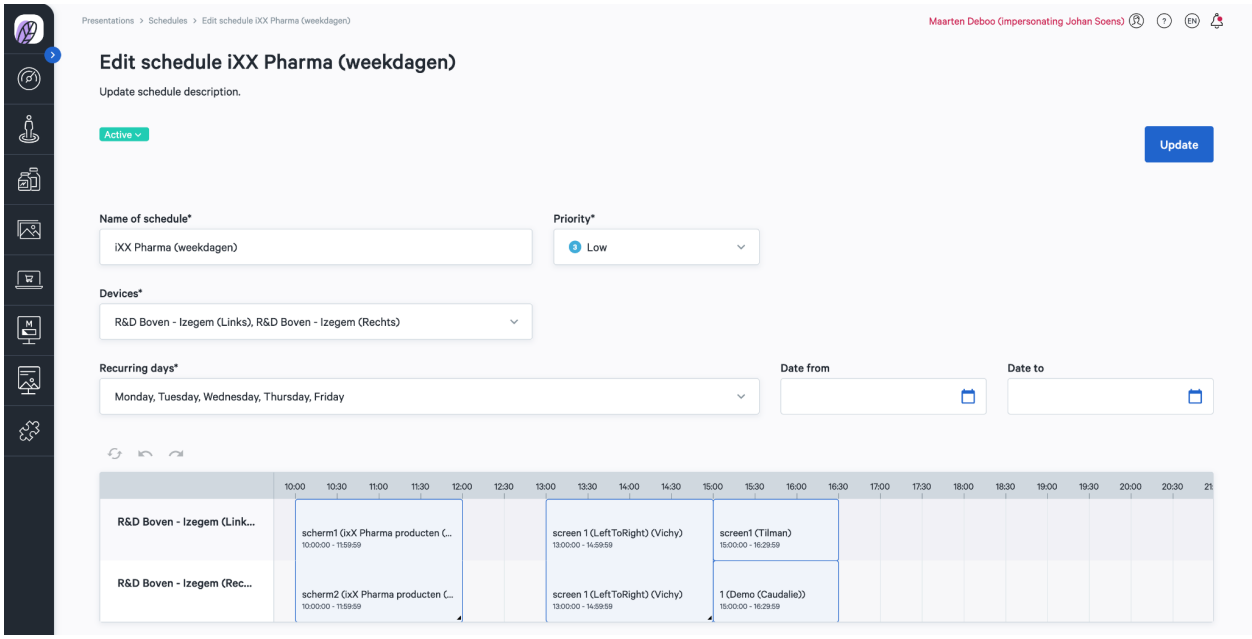
- Name
- Active on
- Devices
- Priority: 1 High, 2 Medium, 3 Low, 4 Lowest
- Status

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



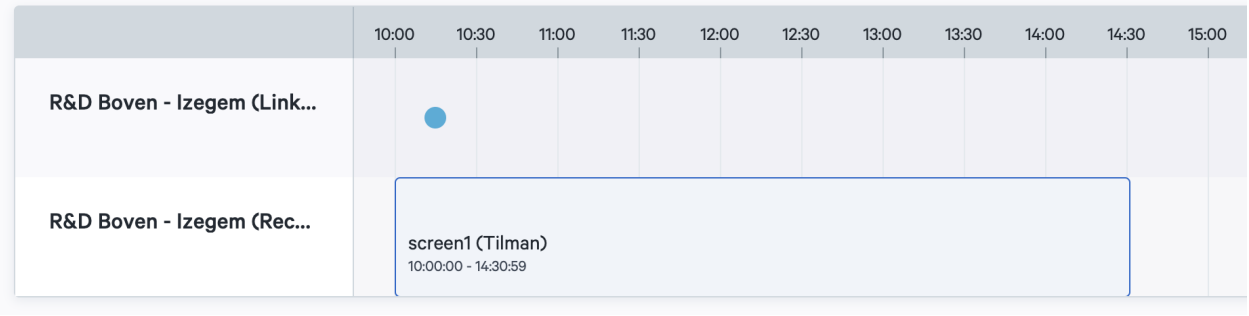
Once you create a new schedule, you can choose whether it is active or inactive. Enter your chosen name for the timeline. For the priority, you can choose between 1 High, 2 Medium, 3 Low

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.

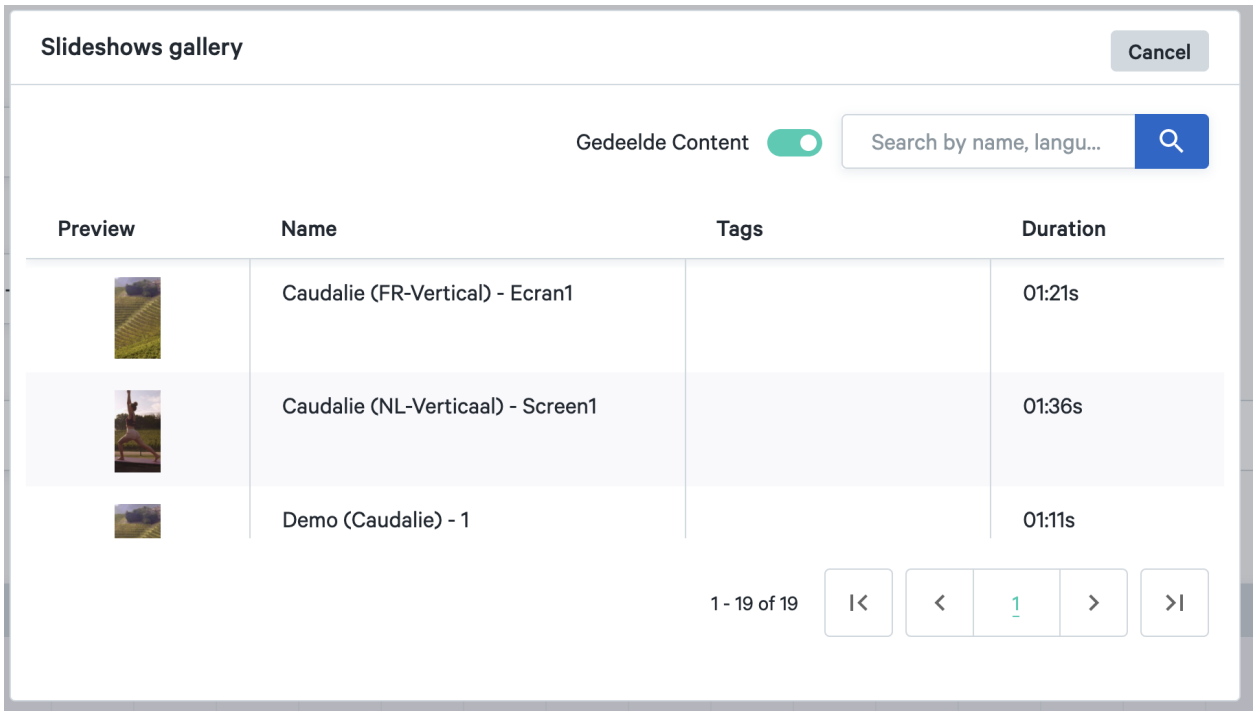
In "Recurring days", you can select the day(s) of the week on which this schedule should be active. You can then enter the start and end date of the time schedule. If you do not enter a date here, the schedule will always remain active, unless you manually set it to inactive.

Setting the schedule

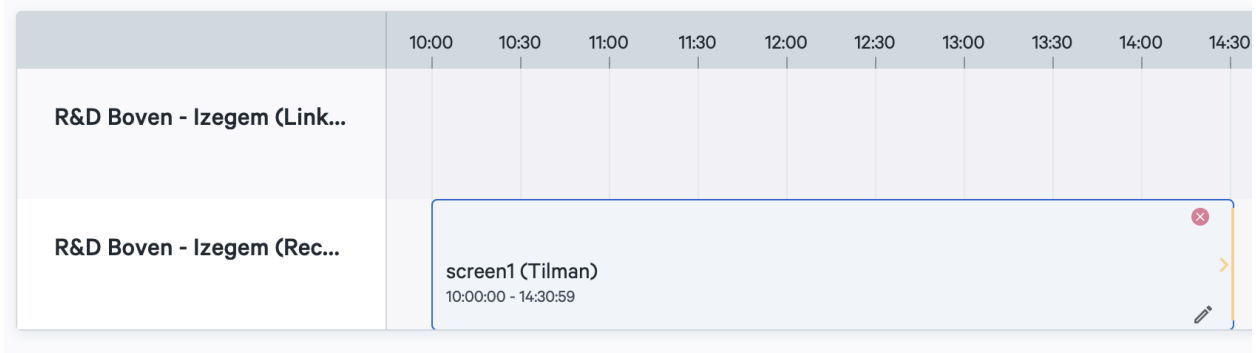
The figure below shows an example of a schedule for two devices.



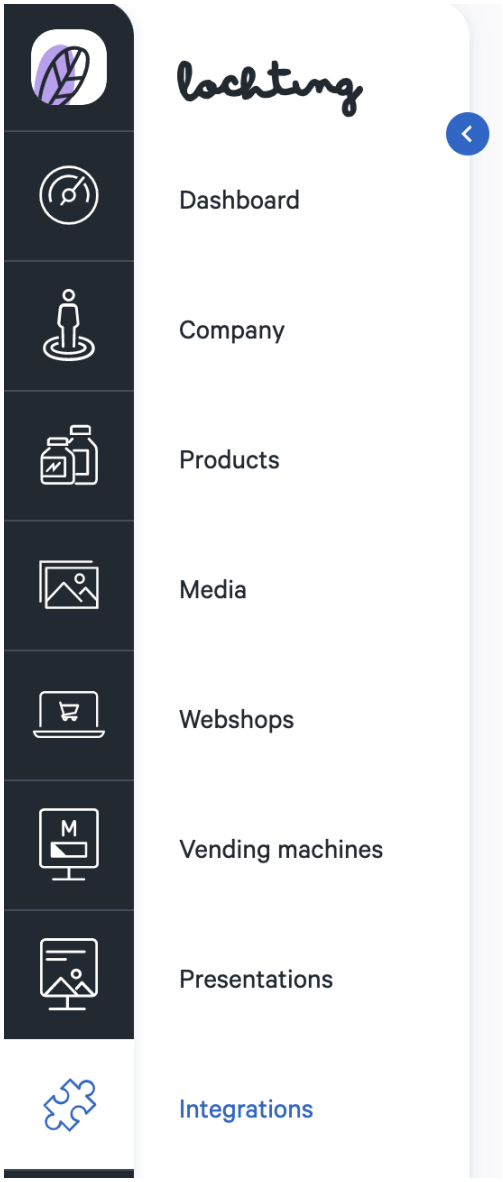
Hover your cursor over the schedule to see the blue bullet appear. You can then click on the schedule to display the slideshow gallery. Here, click on the slideshow you wish to add.



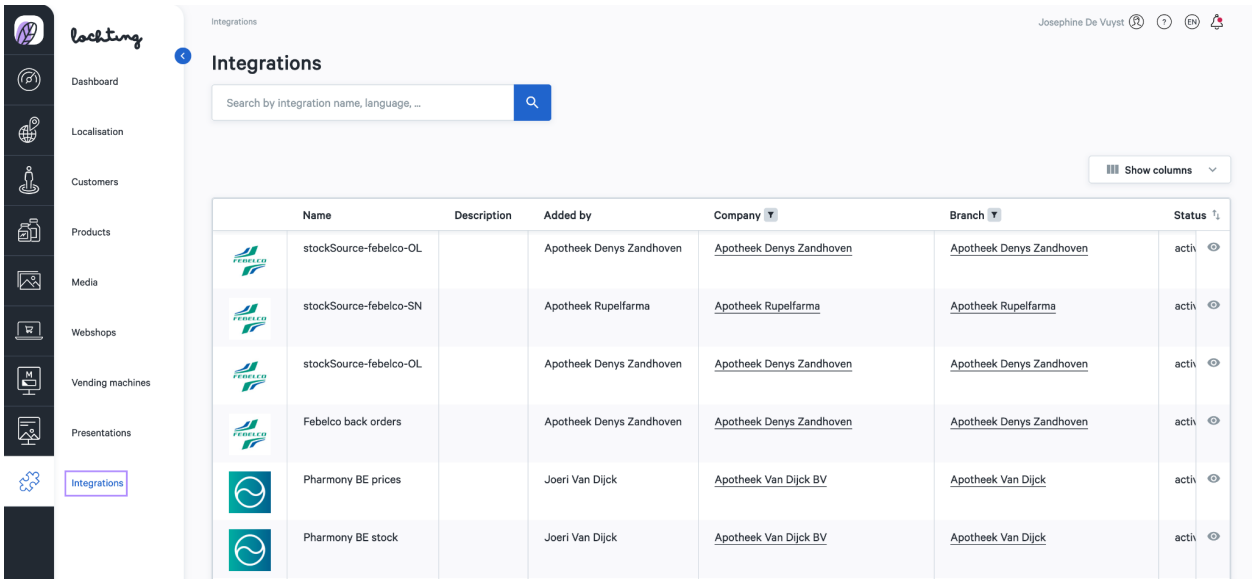
When you select the slideshow, it appears in the schedule. You can drag the start and end points to set the times between which this slideshow is played. You can remove the slideshow from the schedule by clicking on the red cross in the upper right corner. The pencil in the lower right corner allows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



10. Integrations



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



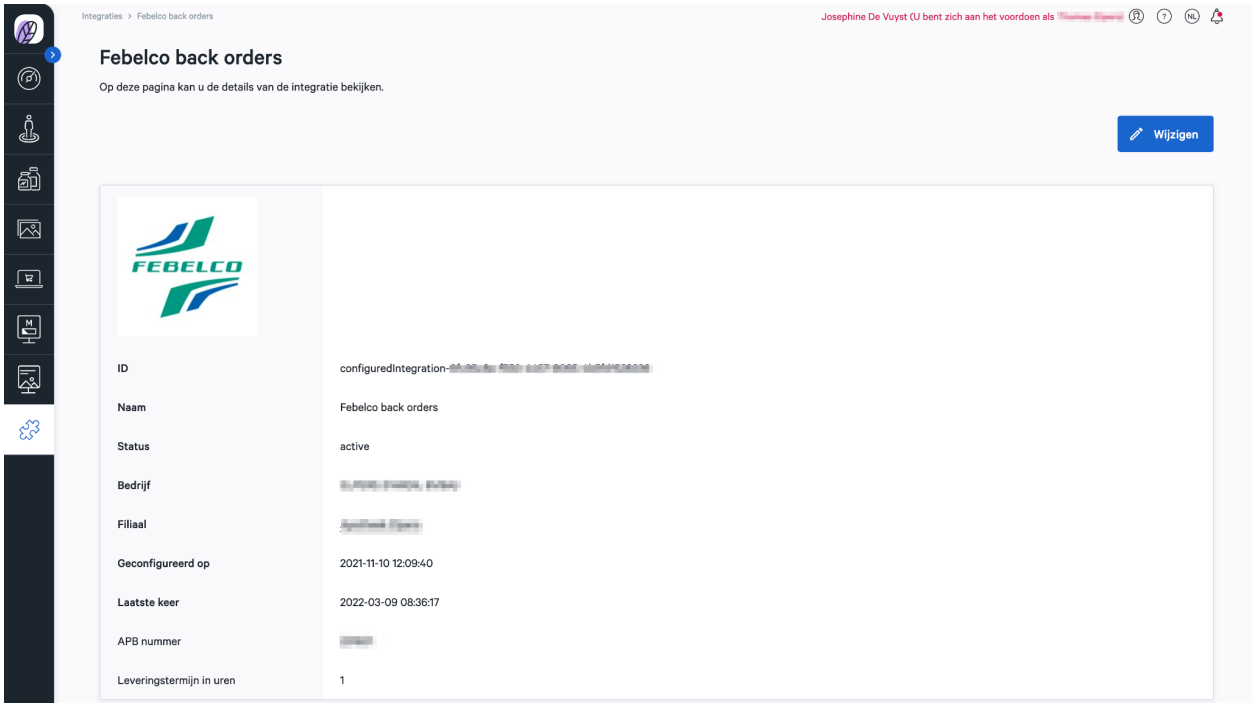
10.1 Integration information

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

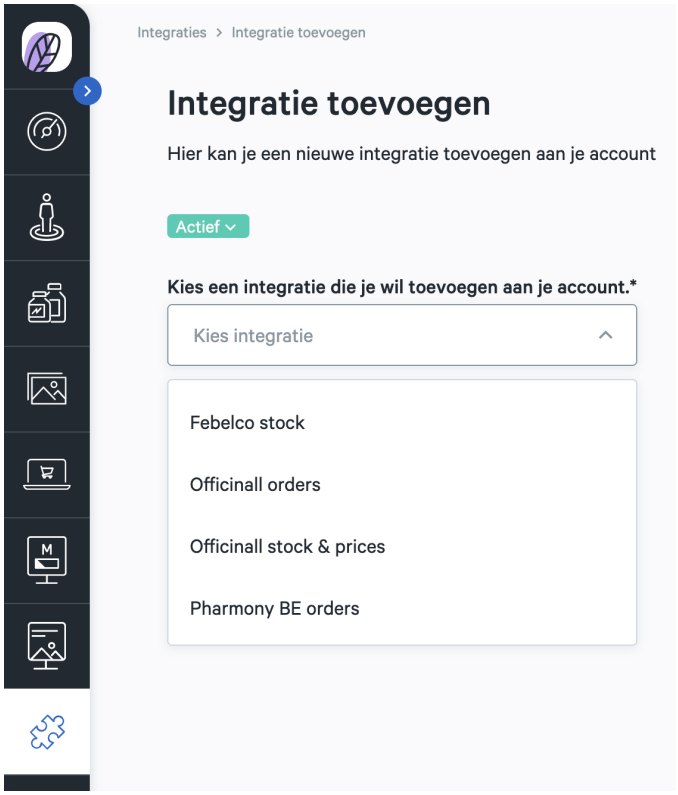
Click on an integration to see the details page.



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