



Lochting Platform Manual

Pharmacist - branch manager

14/04/2023

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

5. Products	28
5.1 Public products	29
Public products information	30
Product feedback	32
All product content	33
Media	33
Descriptions	33
Logistics and pricing	34
5.2 Product feedback	34
5.3 Custom products	35
Custom products information	35
Create custom product	36
5.4 Product import	41
5.5 Product Exports	42
5.5 Sales Channel TV screens	44
Changing the selection	44
5.6 Sales Channel Webshop	44
Changing the selection	45
5.7 Sales Channel Vending machine	45
6. Media	45
Media Information	49
Media detail page	49
Upload media	49
7. Webshops	52
Webshop	52
API connection status & webshop health status	53
Details	53
Webshop configuration	54
Contact information	55
Prescriptions	57
Newsletter subscriptions	57
7.2 Orders	58
Order details page	59
7.3 Customers	61
7.4 Content	61
Pages	62
Tile	66

Opening hours	67
Prescription form	67
Product list	69
Category list	69
Carousel	69
News article list	71
News article tags	72
News	72
Create news articles	73
Public news articles	76
FAQ categories	76
FAQ items	78
Create FAQ item	79
7.5 Configuration	80
Webshop configuration	80
Contact information	81
Opening hours	82
Delivery Configuration	82
The concept of Delivery Times	82
Delivery Configuration	83
Shipping methods	84
Pickup from the pharmacy	85
Locker	85
Local Delivery	86
Service delivery	86
Payment configuration	90
7.6 Layout & Design	91
Color themes	91
Typography	91
Shapes	92
Logos	92
Header and footer	94
Marketing	94
Promotions	95
Create promotion	97
8. Vending Machines	99
8.1 Vending machines	99

Vending machine details page	101
'Refresh TV App' and 'Reboot TV' buttons	102
Time Scheduler	102
Fallback slideshow	102
8.2 Orders	103
8.3 Configuration	104
Color themes	104
Typography	105
Pharmacist on duty schedule	106
Configuration	106
8.4 Night Hatch	107
9. Presentations	109
9.1 Product walls	109
Product wall information	110
Create product wall	110
Step 1 - Enter details	111
Step 2 - Select your products	111
Step 3 - Style your product wall	112
Creating shelf in rack	112
Place product in rack	113
General settings of the product wall	114
Change adjustments	115
Preview	116
Live preview	116
Changing the shared product wall	116
Exporting products	116
9.2 Custom pages	117
Custom pages information	117
Create custom page	118
Setting the details of the custom page	118
Edit custom page	118
General settings page	119
Add text block	119
Add media block	120
Add shelf block	121
Add product block	122
Add background block	124

Add hotspot block	125
Change adjustments	126
Preview	126
Live Preview	126
Changing the shared TV screen page	127
Export products	127
9.3 Slideshows	127
Create slideshow	128
Set up screens	128
Select slideshow content	130
Timeline	130
Transition effect	132
Play slideshow	133
Preview	133
Hidden pages	134
Changing the shared presentation	135
9.4 Schedules	136
Schedule information	136
Device schedule overview	137
Create schedule	137
Setting the schedule	138
10. Integrations	139
10.1 Integration information	141
10.2 Integration details page	141
10.3 Add integration	142
11. Operating the interactive TV screen	144
11.1 Swipe movements	144
11.2 Menu bar on the right	144

What exactly is Lochting unified commerce?

To go online today, you need a lot of tools and software to maintain your digital channels. Often, these work as an island on their own, so a lot of time creeps into management. Lochting solves this problem by integrating all channels on 1 platform.

Lochting is a unified commerce platform on which we combine all necessary tools and connect you directly with suppliers. So it is an almost fully integrated solution, where the heart of Lochting is a powerful software platform. An important fact about Lochting is that the platform is equipped with a fully open API. This means that other software integrators can easily connect to Lochting - such as your pharmacy software, for example.

This level of integration ensures that, as a pharmacist, you save time and can manage your (online) channels smoothly and efficiently. After all, it is one platform on which you manage all your commercial efforts. This also allows you to save costs, because Lochting actually replaces a bunch of software. In just a few clicks, you link all hardware and software (such as your stock management software) that Lochting cannot replace.

Lochting products and possible integrations

You can purchase various products on the Lochting platform:

- MT.Shop: webshop
- MT.Matic: Meditech wall dispenser
- MT.Vision: Meditech screens

You can easily manage all these products on Lochting, and even link them together. This makes it possible to have an order from the webshop collected not only from the pharmacy, but also from the wall terminal. What you have available in your webshop, you can also display on your screens. From standard products to your own home preparations: it's all possible on Lochting.



Lochting has a standard integration with **Febelco**. There are two types of integrations possible with Febelco:

- Stock: this allows your webshop to know how many items of a product are still available in your chosen depot
- Back order: if you do not have a product in stock locally, it will be reordered from Febelco. Our system takes Febelco's delivery rounds into account, allowing a patient to see on the webshop when a particular product will be available for collection.

The Lochting platform also has a standard integration with **Medipim**. As a pharmacist, you therefore always get all the right information about products and the latest photos to use on all your sales channels.

Furthermore, you can also integrate Lochting with your **pharmacy software** with which you manage your **stock**. To connect your package with Lochting, you need to contact your software house. Please note: this is charged. The additional cost is determined by your provider. The following integrations are possible:

- Farmad
- Officinall
- Pharmony
- Corilus
- PharmaGest
- iPharma
- Winpharma
- NextPharm

It is not mandatory to provide an integration with your software, but it is a great added value. Stock management and playing off your local stock is thus automatic. There is also a manual solution, but it is time-consuming compared to the automatic one.

Finally, Lochting also has an integration with **Pay.nl** to enable online payments. We also have an integration with Sendcloud, so you can offer home delivery via Bpost to your patients.

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:



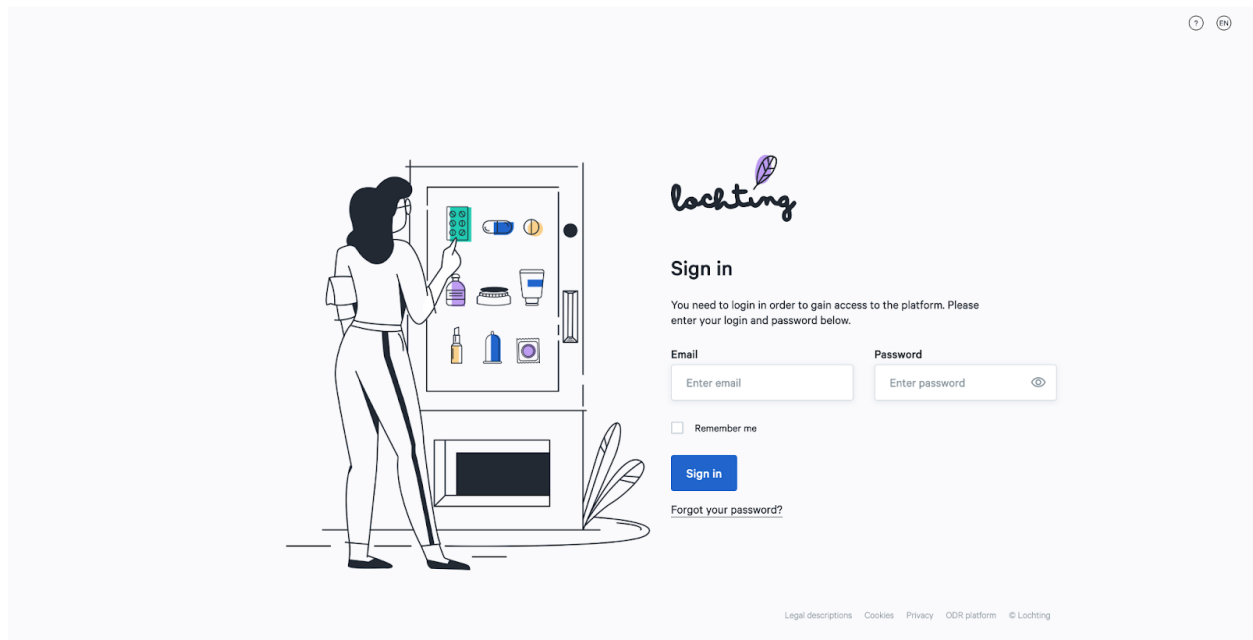
Lochting training will continue at the times below. Others will follow shortly.

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

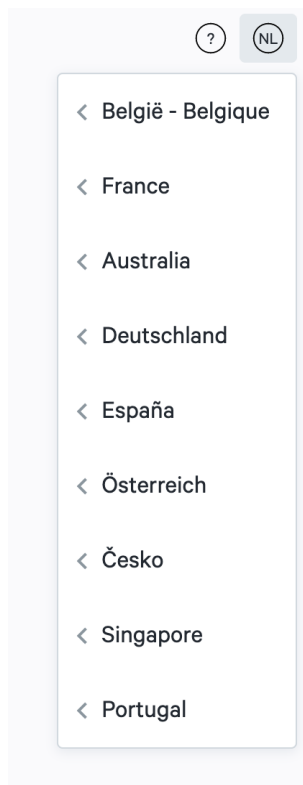
Login page

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.

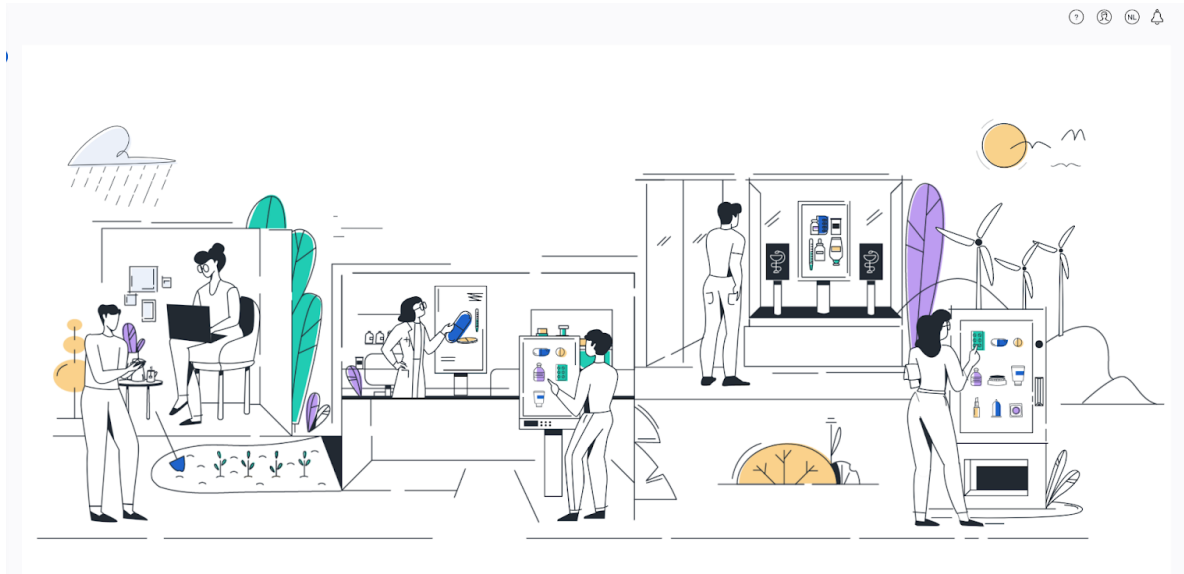
Forgotten password

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.

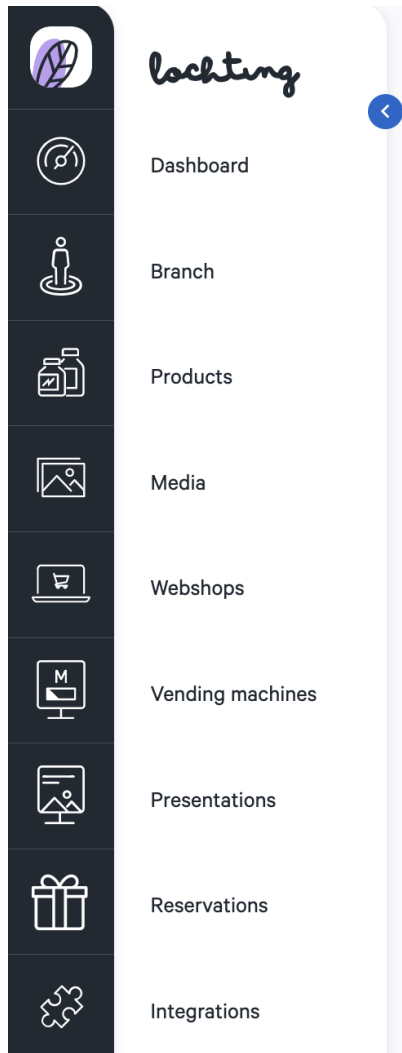
2. Overview of the Lochting platform

2.1 Home page platform

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



2.2 Navigation



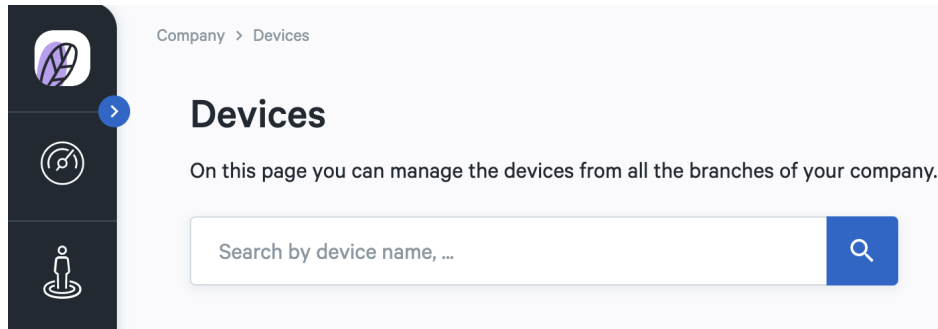
The nine main items in the navigation bar are "Dashboard", "Company", "Products", "Media", "Webshops", "Vending machines", "Presentations", "Reservation" and "Integrations". The visible functions that you can use effectively will depend on the Lochting products (MT.vision, MT.shop, MT.matic) you have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

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

2.3 Recurring features

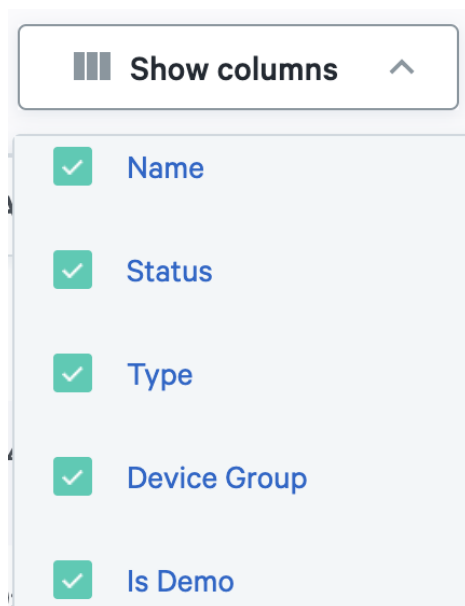
Search

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



Displaying columns

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





Filter

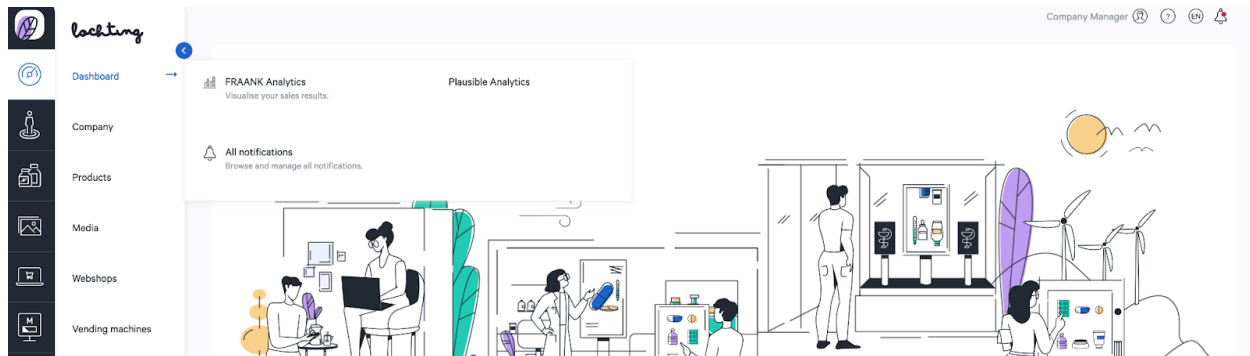
Some columns contain a filter system, which allows you to quickly find an item in the overview:

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

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

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

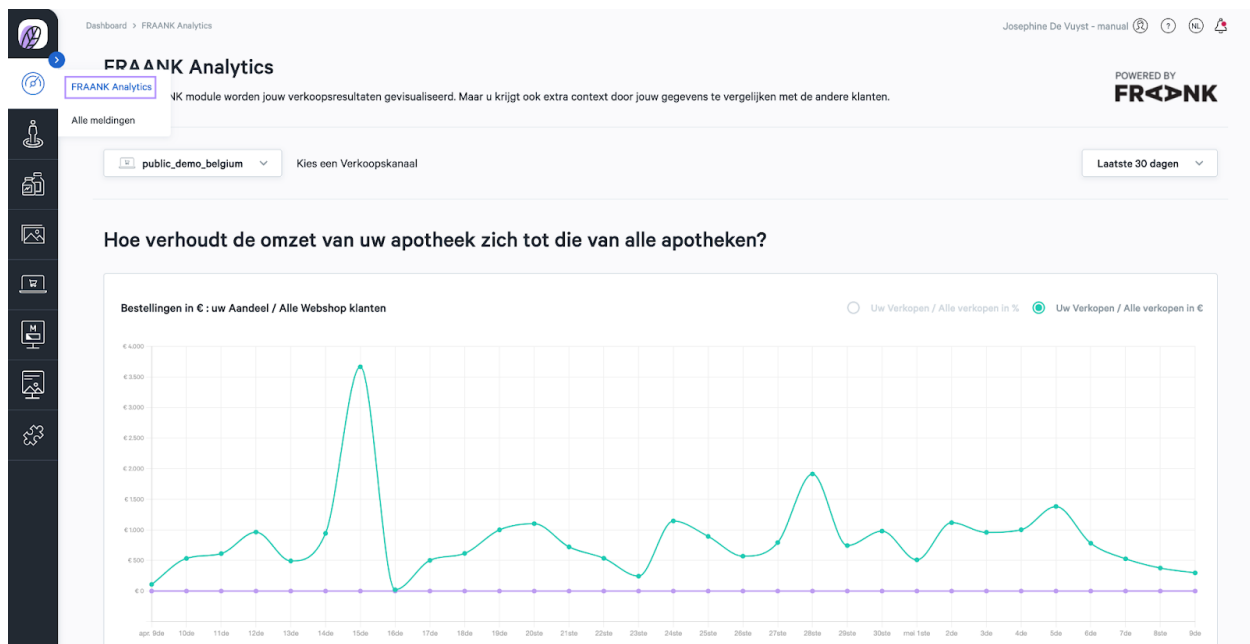
3. Dashboard



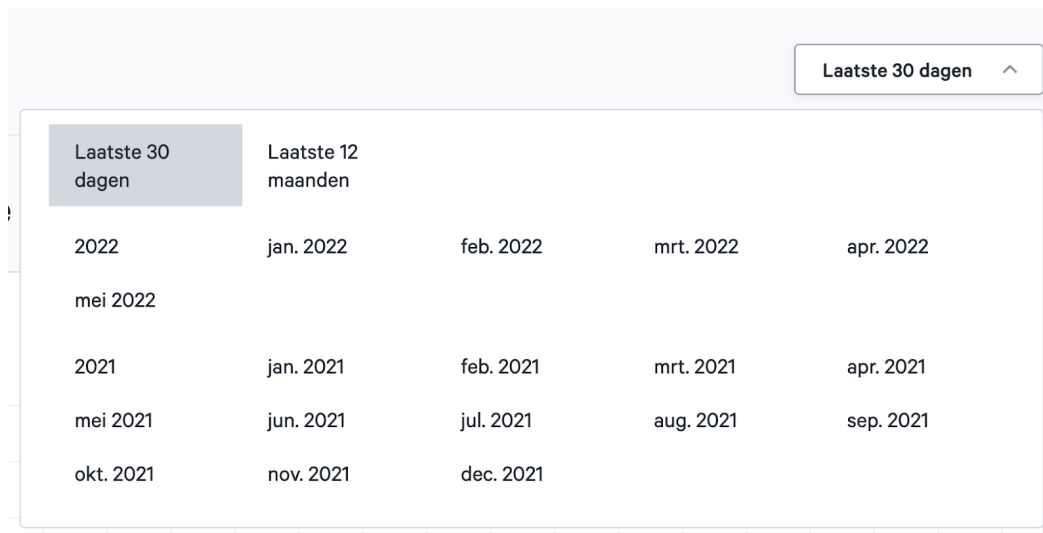
The first main category is the dashboard.

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).



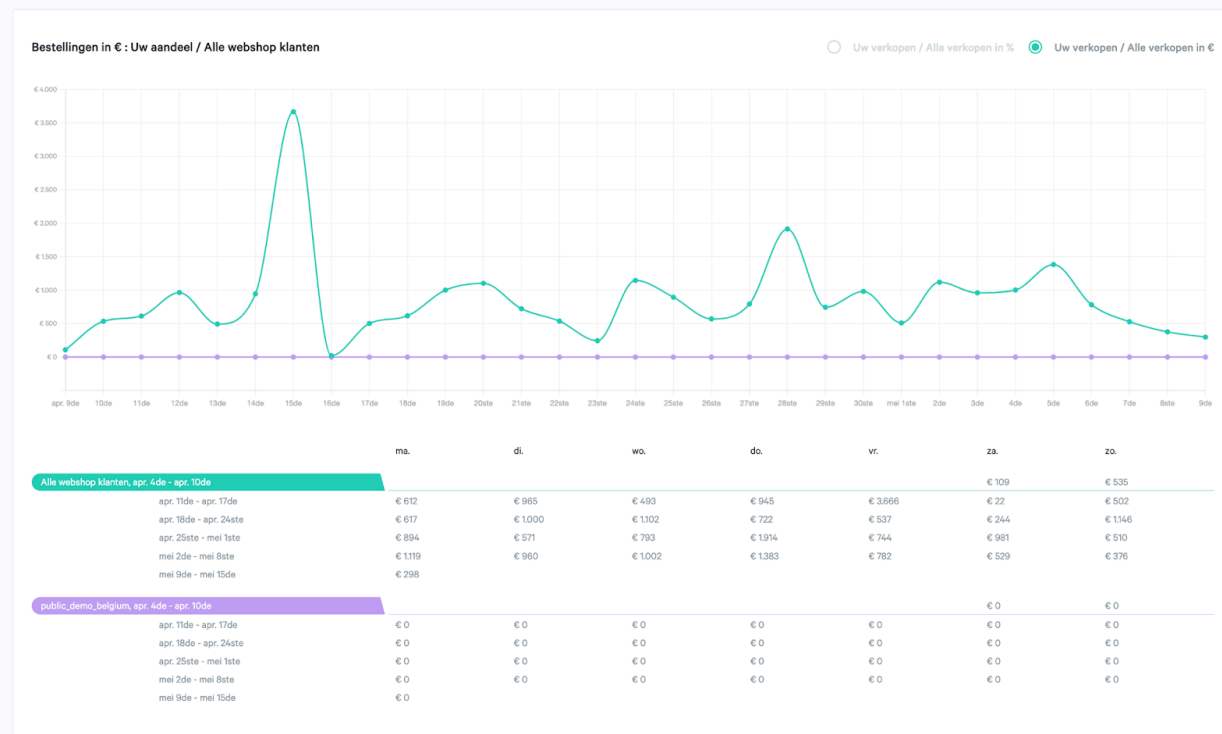
Select the sales channel of which you want to see the results. Then proceed to select a date range. You can choose between a specific year or month, the last 12 months or the last 30 days.



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.

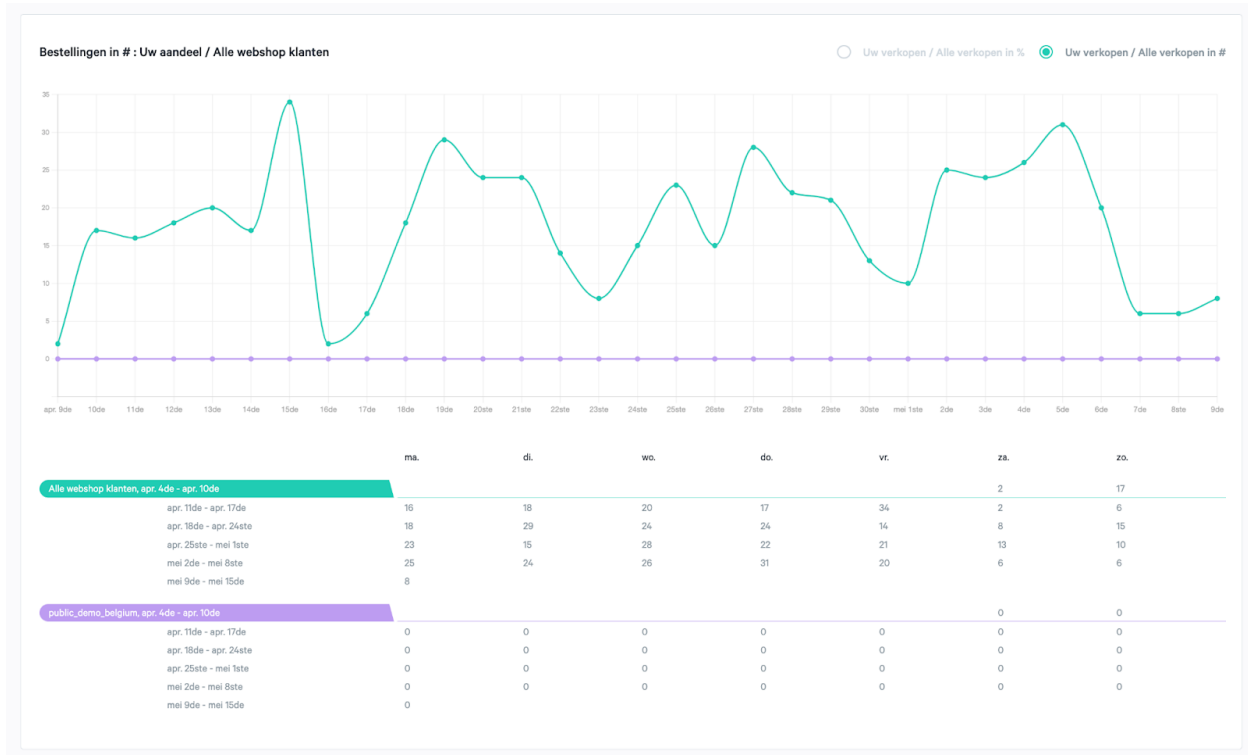
Hoe verhoudt de omzet van uw apotheek zich tot die van alle apotheken?



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

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

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



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

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

Best sold products

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

Wat zijn de meest verkochte producten?

Top 10 verkochte producten: [public_demo_belgium](#)

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

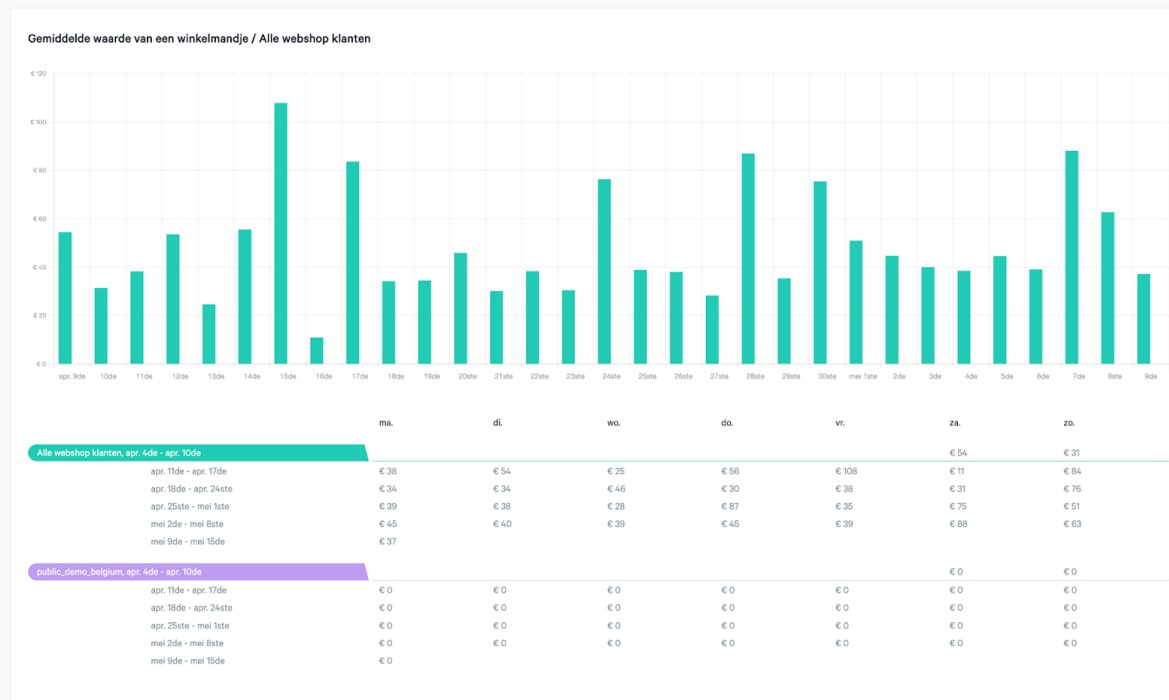
Top 10 verkochte producten: [Alle webshop klanten](#)

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

Relation to average order total

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

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



3.2 All Notifications

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

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







Dashboard > All notifications

Company Manager (B) ? (EN) 🔔

All notifications


All notifications overview description.

[Mark all as read](#)


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

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


Company Manager (B) ? (EN) 🔔




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




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



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



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



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

[See all notifications](#)

Next to the alarm icon, you will also find a megaphone icon. When you click it, you will see an overview of our announcements regarding new features on the platform, interesting links and newly available articles.

What's new on Lochting

Lochting

🔍

✕

NEW

February 28, 2023

🔗

Rearrange your webshop categories

The order of the categories on your webshop has been fixed for a very long time. In recent weeks, we were told that this was quite a pain point for some pharmacists. The Lochting team has therefore quickly made the move to leave this order entirely up to the pharmacists themselves!

[Find out how to do this! 📄 >](#)

IMPROVEMENT

January 19, 2023

🔗

Pick your own colour!

It is now possible to use your own colour scheme on Lochting! If you want to use your own colour combination or house style, you may submit it via info@lochting.be. Our team will then add it for you and make it available to use on your site. We only need the colour codes (hex code) and can start working with them immediately.

NEW

January 17, 2023

🔗

Delivery methods via Lochting

It is possible to also offer home delivery via Lochting - and you only have to pay per parcel sent. A great service for your patients and therefore definitely an added value for your pharmacy! Interested? Click on the link below and watch our instruction video to add home delivery as a new method.

[Watch the video here! 📄 >](#)

IMPORTANT LINKS

January 16, 2023

🔗

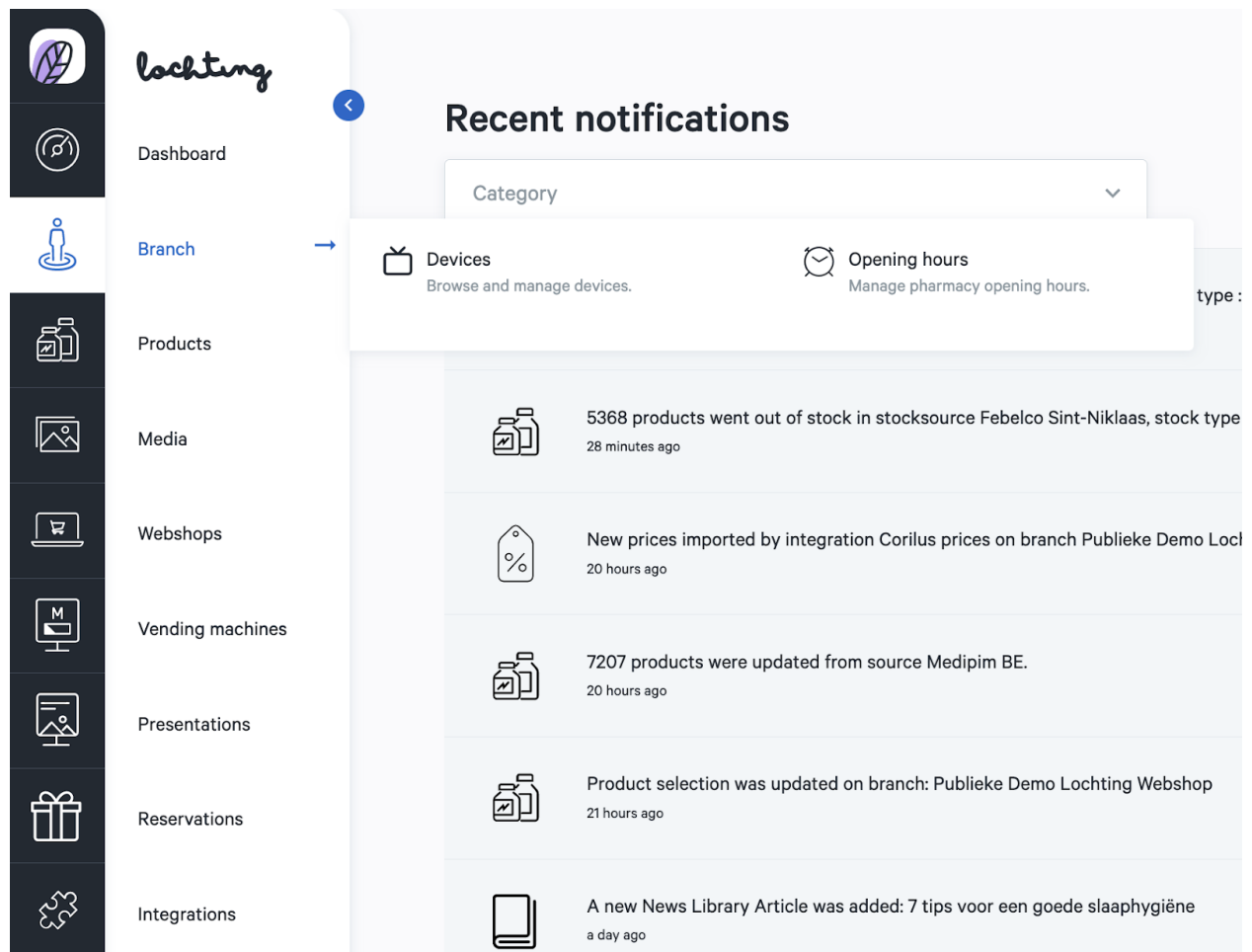
Lochting manual

[Please refer to the Lochting manual 📄 >](#)

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



lochting






- Dashboard
- Branch**
- Products
- Media
- Webshops
- Vending machines
- Presentations
- Reservations
- Integrations

Recent notifications

Category ▾

- Devices**
Browse and manage devices.
- Opening hours**
Manage pharmacy opening hours.

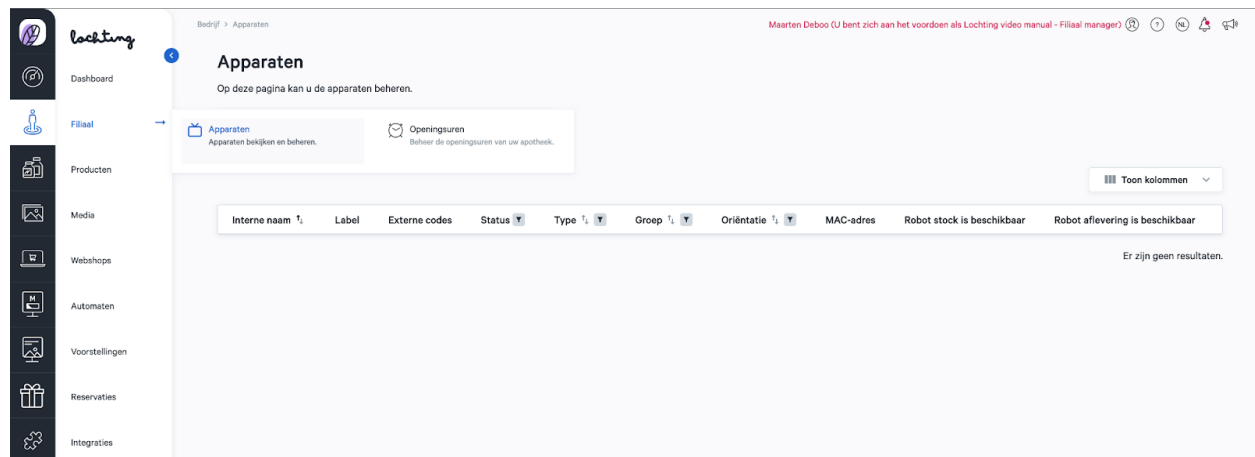
type :

-  5368 products went out of stock in stocksource Febelco Sint-Niklaas, stock type
28 minutes ago
-  New prices imported by integration Corilus prices on branch Publieke Demo Loc
20 hours ago
-  7207 products were updated from source Medipim BE.
20 hours ago
-  Product selection was updated on branch: Publieke Demo Lochting Webshop
21 hours ago
-  A new News Library Article was added: 7 tips voor een goede slaaphygiëne
a day ago

The second main category is your company. Below this you will find the subcategories Devices and Openings hours. .

4.1 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.

On this page you find the details of a device.

Inactive

Refresh TV App

Show device properties ☒

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

Refresh TV application and reboot

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

Refresh TV App

Reboot TV

Time scheduler

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

Time Scheduler

Date
28.02.2022

	00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00
Lorem ipsum (Portrait (91...																							

Hidden slides

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

Hidden slides

Product Walls

Custom pages

Media

Gedeelde Content

Locale

Search by product wall name

Baldwin Test

Sharing with others

Productwall demo

Save

4.2 Opening hours

Here you can change your opening hours of the pharmacy per day. If you have one or more closing days, you can click on "Closed". These hours will also appear on the "Opening hours widget" on your website.

Customers > Branches > Edit opening hours of branch Publieke Demo Lochting Webshop

Maarten Deboo (impersonating Lochting video manual - Branch manager)

Edit opening hours of branch Publieke Demo Lochting Webshop

Update opening hours of branch description.

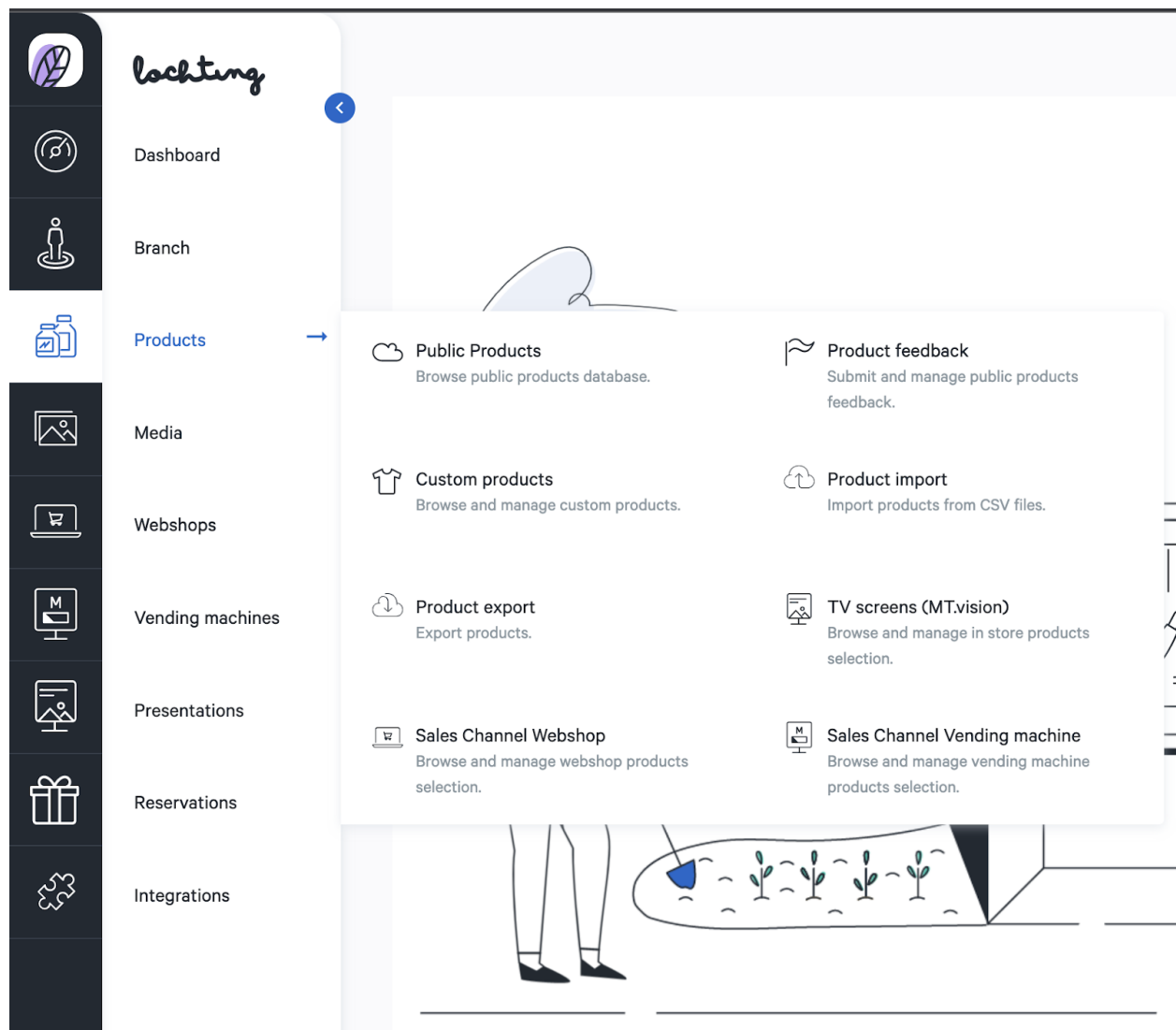
Devices
Browse and manage devices.

Opening hours
Manage pharmacy opening hours.

Update

Monday					<input checked="" type="checkbox"/> Closed
Tuesday					<input checked="" type="checkbox"/> Closed
Wednesday	From	12:00	To	19:45	<input type="checkbox"/> Closed
Thursday	From	08:00	To	12:00	<input type="checkbox"/> Closed
	From	13:25	To	18:30	<input type="checkbox"/> Closed

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”, “Product import”, “Product export”, “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.

The screenshot shows the 'Public Products' section of the Lechting system. On the left is a sidebar with icons for various functions. The main area has a header 'Public Products' with a sub-header 'On this page you find all consumer products that are on the market with a CNK number from which you can make a selection.' Below this is a search bar and a table of products. The table has columns for Brand, Public price, Category, and Organisation. The products listed include 'Pastel O...', 'Comp 3...', and '(NL) Tlc Bel Eclat Aura 3,5g'. A 'Pack shot' button is visible next to the product '(NL) Vaccinotoxinum 200...'.

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:

The screenshot shows a web application interface for 'Public Products'. At the top, there's a search bar with the text 'Search by product name, CNK code, ...'. Below the search bar is a table with columns 'Codes', 'Image', and 'Image'. The table lists several products with their CNK and EAN numbers. A large image of a Medela breastmilk bottle box is displayed in the center. To the right of the image is a table with columns 'Category' and 'Organisation'. The table lists various categories and their corresponding organizations.

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

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

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


Maarten Deboo (impersonating Kjell Devos)

(NL) Medela Moedermelkflesje 250ml 2

On this page you find the details of this product.

Active **Webshop** **Feedback**

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



IPM

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

Alternative products

Other packages, Related products, Cheapest alternatives

Pricing information

Dublin online €19,75 (incl. VAT)

General	
Name	
Suppliers	Medela Benelux, Febelco
Owner branch	-

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

Filter categories ^

Categories

Search by category name

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

Apply **Clear**

Product feedback

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

Feedback

Suggestion*

Comment*

Send feedback

All product content

For all product content, the following information is visible:

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

Media

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

Descriptions

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

- Full Description
- Indication
- Use
- Composition

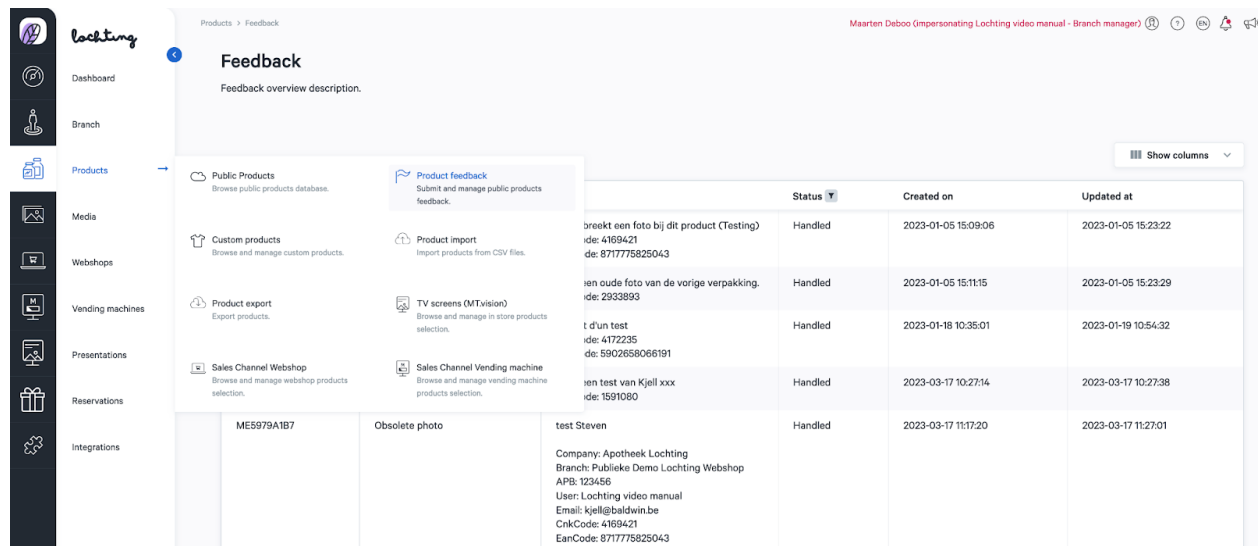
Logistics and pricing

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

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

5.2 Product feedback

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



Products > Feedback

Maarten Deboo (impersonating Lochting video manual - Branch manager)

Feedback

Feedback overview description.

Public Products: Browse public products database.

Custom products: Browse and manage custom products.

Product export: Export products.

Sales Channel Webshop: Browse and manage webshop products selection.

Product feedback: Submit and manage public products feedback.

Product import: Import products from CSV files.

TV screens (MTvision): Browse and manage in store products selection.

Sales Channel Vending machine: Browse and manage vending machine products selection.

Status	Created on	Updated at
Handled	2023-01-05 15:09:06	2023-01-05 15:23:22
Handled	2023-01-05 15:11:15	2023-01-05 15:23:29
Handled	2023-01-18 10:35:01	2023-01-19 10:54:32
Handled	2023-03-17 10:27:14	2023-03-17 10:27:38
Handled	2023-03-17 11:17:20	2023-03-17 11:27:01

ME5979A1B7

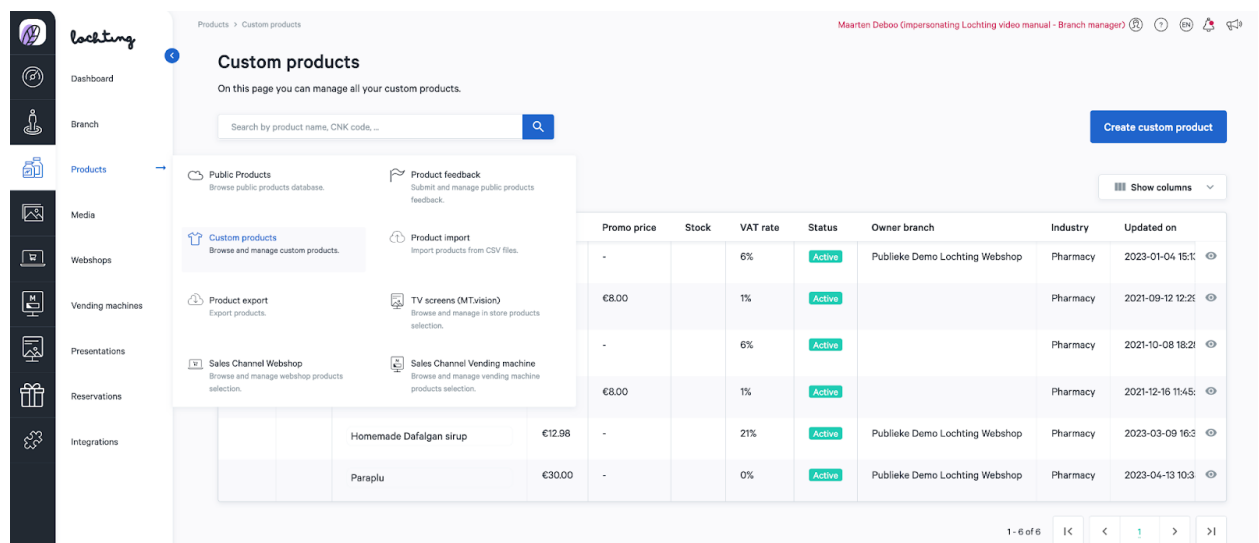
Obsolete photo

test Steven

Company: Apotheek Lochting
Branch: Publieke Demo Lochting Webshop
APB: 123456
User: Lochting video manual
Email: kjell@baldwin.be
CnkCode: 4169421
EanCode: 8717775825043

5.3 Custom products

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



Products > Custom products

Maarten Deboo (impersonating Lochting video manual - Branch manager)

Custom products

On this page you can manage all your custom products.

Search by product name, CNK code, ...

Create custom product

Public Products: Browse public products database.

Custom products: Browse and manage custom products.

Product export: Export products.

Sales Channel Webshop: Browse and manage webshop products selection.

Product feedback: Submit and manage public products feedback.

Product import: Import products from CSV files.

TV screens (MTvision): Browse and manage in store products selection.

Sales Channel Vending machine: Browse and manage vending machine products selection.

Promo price	Stock	VAT rate	Status	Owner branch	Industry	Updated on
-		6%	Active	Publieke Demo Lochting Webshop	Pharmacy	2023-01-04 15:11
€8.00		1%	Active		Pharmacy	2021-09-12 12:25
-		6%	Active		Pharmacy	2021-10-08 18:21
€8.00		1%	Active		Pharmacy	2021-12-16 11:45
€12.98	-	21%	Active	Publieke Demo Lochting Webshop	Pharmacy	2023-03-09 16:33
€30.00	-	0%	Active	Publieke Demo Lochting Webshop	Pharmacy	2023-04-13 10:33

Homemade Dafalgan sirup

Paraplu

1 - 6 of 6

Custom products information

The following information is visible for each custom product:

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

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

Create custom product

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

Create custom product

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

Inactive ▾

Create

Name*

NL FR

Enter name

Price*

Enter price

VAT*

Select VAT

▾

Promo price

Enter promotional price

Product codes

Type

Code

EAN

▾

Add

Width

Enter width

Depth

Enter depth

Length

Enter length

☒ Full description

NL FR

Enter full description

☒ Indication

NL FR

Enter indication

☐ Contraindication

☒ Usage

NL FR

Enter usage

☒ Composition

NL FR

Enter composition

☒ Properties

NL FR

Enter properties

Brands

Select brands

▾

Manufacturers

Select Manufacturers

▾

Selection

☐ Webshop ☐ Sales Channel TV screens ☐ Robot

Categories

Search by category name

🔍

Schoonheid, verzorging en hygiëne

Haar en Hoofd

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

Images

Frontals

Add

Packshots


Add

Other

Add

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

Categories



Healthcare and hygiene

Hair and scalp

☐ Combing

☐ Scalp irritation - damaged hair

☐ Styling - spray & gel

☐ Care

☐ Hair colouring

☐ Dandruff

☐ Supplements

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

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

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

EN NL FR

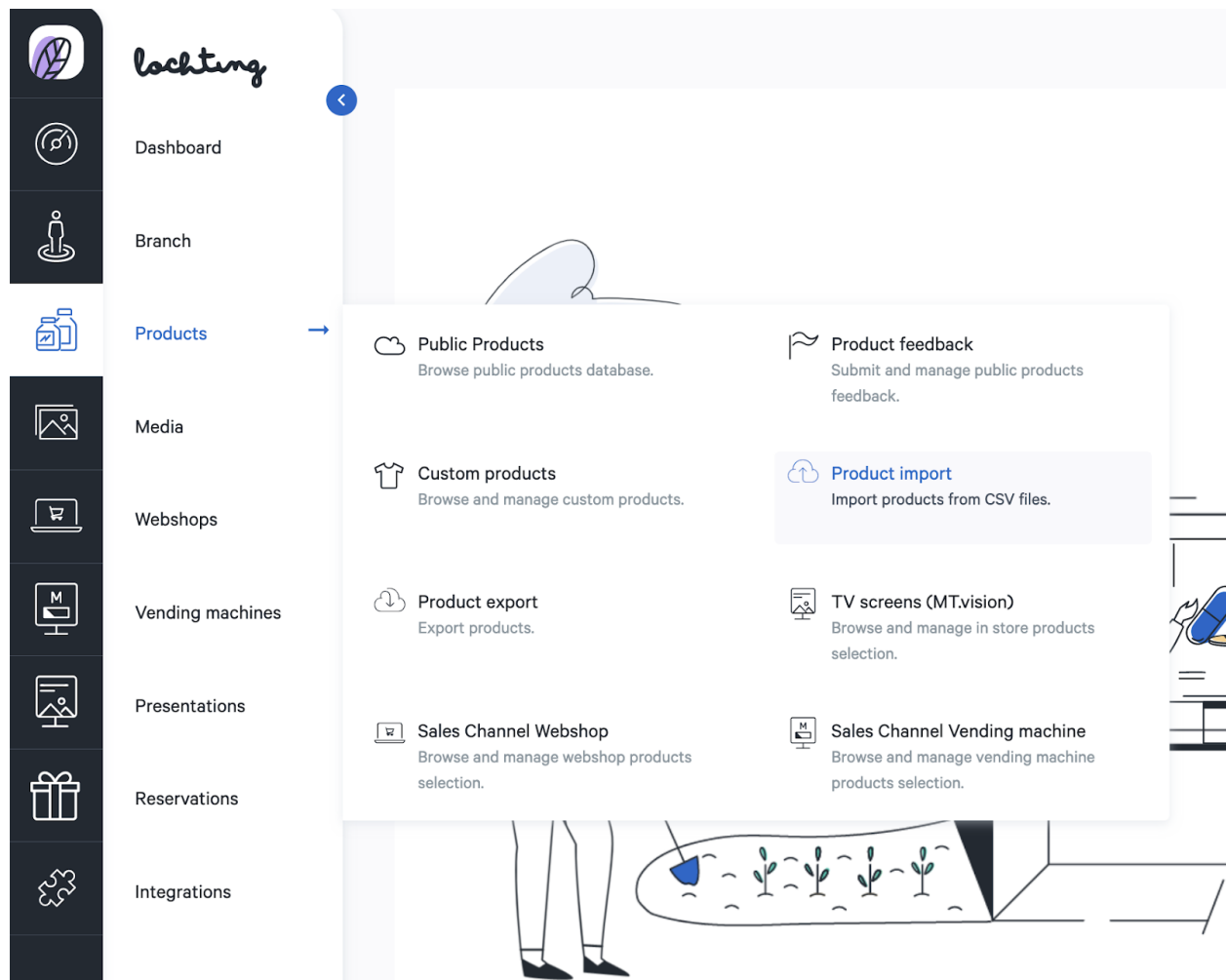
Images
Frontals
Add
Packshots
Add
Other
Add

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

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

Width	Depth	Length
<input type="text" value="Enter width"/>	<input type="text" value="Enter depth"/>	<input type="text" value="Enter length"/>
<div><div><input checked="" type="checkbox"/> Full description</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter full description"/></div></div>		
<div><div><input checked="" type="checkbox"/> Indication</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter indication"/></div></div>		
<div><div><input checked="" type="checkbox"/> Contraindication</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter contraindication"/></div></div>		
<div><div><input checked="" type="checkbox"/> Usage</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter usage"/></div></div>		
<div><div><input checked="" type="checkbox"/> Composition</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter composition"/></div></div>		
<div><div><input checked="" type="checkbox"/> Properties</div><div><div>NL</div><div>FR</div></div><div><input type="text" value="Enter properties"/></div></div>		

5.4 Product import



On the "Product import" page, you can import products and prices via a csv file. Click on "Click here to add a file" and find the appropriate file on your PC. Also adjust the separator according to which one you used in the csv document.

Import products

Product import description.

At least one field other than the Product Identifier needs to be selected.

Import

Click to select a file from your computer, or just drag and drop it here

We only accept CSV files

First row is header ☒

Product Identifier

Column delimiter

;

Selections to import prices to

☒ Webshop (MT.shop)
 ☒ TV screen (MT.vision)
 ☒ Robot (MT.matic)

5.5 Product Exports

- Dashboard
- Branch
- Products
- Media
- Webshops
- Vending machines
- Presentations
- Reservations
- Integrations

Product Exports

Product Exports overview description.

Start new Export

Show columns

Progress (%)	Status	Initialized on	
100%	Completed	2022-12-07 09:51:22	
100%	Completed	2022-12-06 15:44:41	
100%	Completed	2022-11-18 16:12:01	
100%	Completed	2022-11-18 15:24:26	
100%	Completed	2022-11-18 14:53:29	
100%	Completed	2022-11-18 14:49:42	
100%	Completed	2022-11-18 14:18:02	
100%	Completed	2022-11-18 12:55:01	

Public Products

Custom products

Product export

Sales Channel Webshop

Product feedback

Product import

Sales Channel TV screens

Sales Channel Vending machine

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.

[Start](#)

Export name*

Selection

Webshop
▼

Language*

Please select a language
▼

Filters

Search by product name, codes, etc.

Product codes

Completeness

Any completeness
▼

Product type

All product types
▼

Product image type

All image types
▼

Has imported price

☐

Has promo price

☐

Has local stock

☐

Is quota product

☐

Categories

🔍

Healthcare and hygiene

Hair and scalp

☐ Combing
☐ Scalp irritation - damaged hair
☐ Styling - spray & gel
☐ Care

Product IDs

Brands

Select brands
▼

Manufacturers

Select Manufacturers
▼

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.

Product Exports

Product Exports overview description.

[Start new Export](#)

☰ Show columns ▼

Name ¹	Progress (%) ¹	Status ¹	Initialized on ¹	
Export	100%	Completed	2022-12-07 08:51:22	📄

5.6 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.

The screenshot displays the 'TV screens (MT.vision)' interface. On the left, a sidebar contains navigation icons and labels: Dashboard, Branch, Products, Media, Webshops, Vending machines, Presentations, Reservations, and Integrations. The 'Products' sidebar item is highlighted, and a dropdown menu is open, listing various product management options. The main area is titled 'TV screens (MT.vision)' and includes a search bar and a button to 'Edit MT.vision selection (TV screens)'. Below this, there are filters for 'Any images', 'Any product type', 'Any completeness', and 'Is quota'. A table of products is shown with columns for Price, Stock, VAT rate, Status, and Organisation. The table contains two rows of product data.

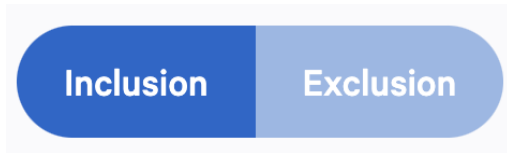
Price	Stock	VAT rate	Status	Organisat
Public price: - ERP price: €10.00 Company price override: €10.00 Company promo price override: €8.00 Price override: €10.00 ERP promo price: €8.00 Promo price override: €8.00		VAT rate: 1%	Active	A.
Public price: - ERP price: €10.00 Company price override: €10.00		VAT rate: 1%	Active	-

Changing the selection

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

Inclusion

Via inclusion, you start with an empty product selection and choose which categories, manufacturers, brands and products to add. To work with the inclusion principle, select inclusion:



You can then choose which category you wish to select for your sales channel for each Medipim main category. If you include additional categories, your product selection will therefore increase. At the bottom of the page, you can see an overview of how many products have been included, and which ones.

Category		N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	no rules	+
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+
<input checked="" type="checkbox"/>	Pregnancy and children	no rules	+
<input type="checkbox"/>	50+	no rules	+
<input type="checkbox"/>	Herbal medicine	no rules	+
<input type="checkbox"/>	Home healthcare and first aid	no rules	+
<input type="checkbox"/>	Animals and insects	no rules	+
<input type="checkbox"/>	Medicines	no rules	+

A total of 8279 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 4118386 EAN: 8711736556489		(NL) Difrax Fopspeen Natural 0-6m L... Webshop	Difrax Ceres Pharma Febelco OTC solutions	Difrax	€5.49		21%
CNK: 2139541 EAN: 4001638098274		(NL) Weleda Zilverpar Verkwikking... Webshop	Weleda Febelco	Weleda	€15.49		21%
CNK: 3493731 EAN:		(NL) Vichy Mineral 89 50ml Webshop	L'oréal Belgilux Febelco	Vichy Mineral	€24.95		21%

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules	
no rules	+
no rules	+

Specify a name for the rule that you are creating. A rule allows you to filter by three things to include in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be included with this rule.

Create new rule

Create Selection rule description.

Rule name

Filter one or more categories and subcategories

Include category	Body care ⊖
	└ include subcategory ⊕
	12 subcategories
<input type="button" value="+ include category"/>	

Filter one or more manufacturers

Include manufacturer	2pharma ⊖
<input type="button" value="+ include manufacturer"/>	

Filter one or more brands

<input type="button" value="+ include brand"/>
--

A tot

Click on “Create inclusion rule” to add this rule to the category.

Category		N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	1 rule	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with exclusion instead of inclusion, you will need to provide extra confirmation in order to avoid mistakes.

Products > Selection templates > Edit selection template Test

Josephine De Vuyt (impersonating Sergiu Paraschiv)

Edit selection template Test

Edit selection template description.

Name*

Test

Category		N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	1 rule	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+

Once you have finished selecting all the desired categories and setting rules, click “Update”. You will then find the created template in the “Selection templates” overview. Here, you can specify the sales channels to which you wish to apply the template.

Selection templates

Selection templates overview description.

Search by name

Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Demo template	Include 3 root categories	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Test	No selected root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
webshop selectie template	Include 2 root categories	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1 - 3 of 3 |< < 1 > >I

Exclusion

With exclusion, all products are available and you choose which categories, manufacturers, brands and products to remove from the selection. To work with the exclusion principle, select exclusion:

Inclusion

Exclusion

You can then choose which category you wish to delete from your sales channel for each Medipim main category. If you exclude additional categories, your product selection will therefore decrease. At the bottom of the page, you can see an overview of how many and which products are still in your selection.

Edit selection template Test
Edit selection template description.

Inclusion Exclusion Update

Name*
Test

Category	N° of rules
<input checked="" type="checkbox"/> Healthcare and hygiene	no rules +
<input type="checkbox"/> Weight loss, nutrition and vitamins	no rules +
<input checked="" type="checkbox"/> Pregnancy and children	no rules +
<input type="checkbox"/> 50+	no rules +
<input type="checkbox"/> Herbal medicine	no rules +
<input type="checkbox"/> Home healthcare and first aid	no rules +
<input type="checkbox"/> Animals and insects	no rules +
<input type="checkbox"/> Medicines	no rules +

A total of 32011 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 2441368		(N°) Increlex 1 Vial 40mg	Febelco		€863.20		6%
GTIN:							

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules

no rules	+
no rules	+

Specify a name for the rule that you are creating. A rule allows you to filter by three things to exclude in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be excluded with this rule.

Click on "Create exclusion rule" to add this rule to the category.

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with inclusion instead of exclusion, you will need to provide extra confirmation in order to avoid mistakes.

lochten

Inclusion

Update

Are you sure you want to reset the selection by exclusion rules?
This will delete every rule created.

Type DELETE to confirm

Cancel

Reset

Once you have finished selecting all the desired categories and setting rules, click “Update”. You will then find the created template in the “Selection templates” overview. Here, you can specify the sales channels to which you wish to apply the template.

Selection templates

Selection templates overview description.

Search by name

Create new template


Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Test	Exclude 2 root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div></div>

Include or exclude at product level

It is also possible to include or exclude a specific product based on product name or CNK code. This type of inclusion or exclusion has priority over the other rules you have set. For example, suppose you have included "Medicines" as a category, but you don't want to offer a specific medicine, you can exclude the product based on the name or CNK. As a result, the medicine will not be available on your sales channel.






Product Rules

Hollister

Product	Type	
 (NL) Hollister Irrigatie Set 51mm 7720	Exclude	<div>Remove</div>

Change price


You can adjust the price of a lot of products. Lochting itself provides a recommended price that you can use. In addition, you can adjust the price for the pharmacy via your own ERP system. If you want to adjust the Lochting retail price, click the pen symbol. This overrides the recommended price or the ERP price. You can also add a promotional price to a product. You do this by clicking on the pen symbol under Lochting Promotional price. This price overrides all other prices.

CNK: 0166231		Pack shot	(NL) Hollister Flat Uro Midi+ring+t... Webshop (MTahop) Custom page	Public price: €80.30 ERP price: €80.30 Price override: -  ERP promo price: - Promo price override: - 	Febelco Sint-Niklaas: 0 	VAT rate: 6% 
-----------------	---	-----------	--	---	---	---

Filter list

Filter phototype

You can filter your selection based on the photo type. You can choose from "Packshot", "Frontal image" or "Product shot".

Any images 

Any images

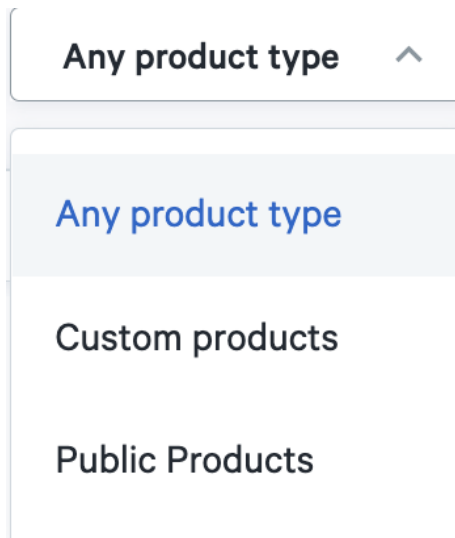
Product shot

Pack shot

Frontal

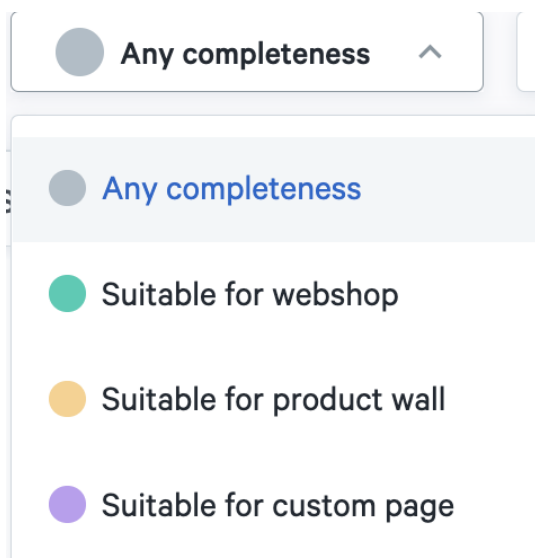
Filter product type

You can filter your selected pharmacy products. For example, you can choose to show any product type (own and public products), only own products or only public products.



Filter product label

You can also filter the list of products based on product labels. This way you can display only the products that are suitable for the webshop, a product setup or TV screen page.



Filter ERP

You can filter the product selection of the sales channel based on information from the ERP:
promo price

Price ✕

Stock ▼

Public

Has ERP price

☐

ERP p

Has ERP promo price

☐

Comp

Has overriden price

☐

Comp

Has overriden promo price

☐

Price

€10.0

Apply

Clear

Close

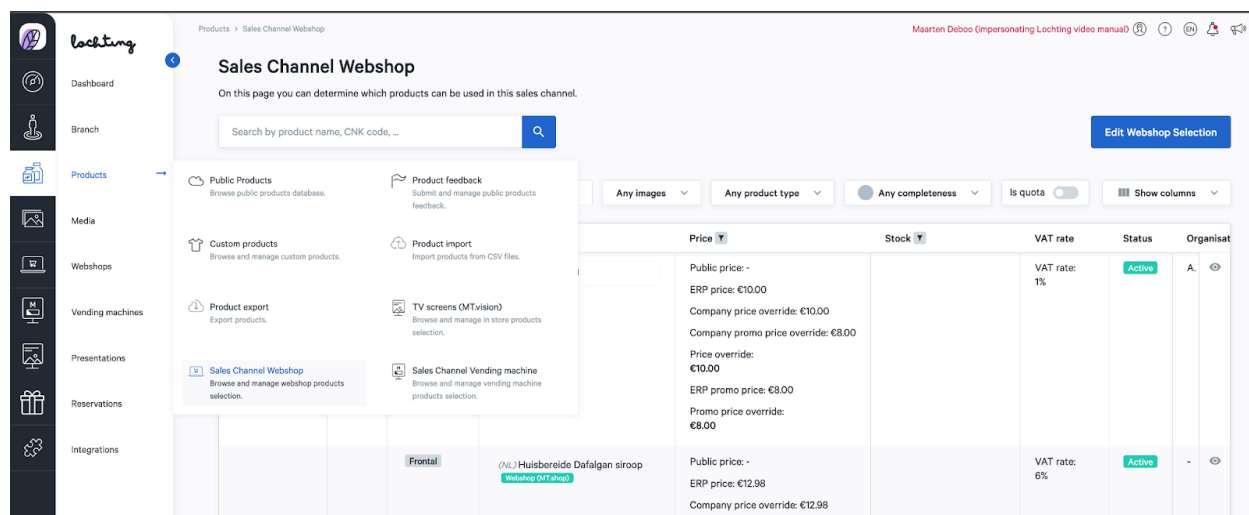
ERP promo price: €8.00

Promo price override:

€8.00

5.7 Sales Channel Webshop

On the “Sales Channel webshop” 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.

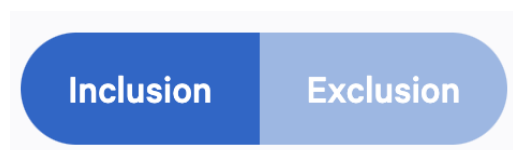


Edit webshop selection

Click on “Edit webshop selection ” to determine which products you want to use on the webshop. 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.

Inclusion

Via inclusion, you start with an empty product selection and choose which categories, manufacturers, brands and products to add. To work with the inclusion principle, select inclusion:



You can then choose which category you wish to select for your sales channel for each Medipim main category. If you include additional categories, your product selection will therefore increase. At the bottom of the page, you can see an overview of how many products have been included, and which ones.

Category		N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	no rules	+
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+
<input checked="" type="checkbox"/>	Pregnancy and children	no rules	+
<input type="checkbox"/>	50+	no rules	+
<input type="checkbox"/>	Herbal medicine	no rules	+
<input type="checkbox"/>	Home healthcare and first aid	no rules	+
<input type="checkbox"/>	Animals and insects	no rules	+
<input type="checkbox"/>	Medicines	no rules	+

A total of 8279 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 4118386 EAN: 8711736556489		(NL) Difrax Fopspeen Natural 0-6m L... Weleda	Difrax Ceres Pharma Febelco OTC solutions	Difrax	€5.49		21%
CNK: 2139541 EAN: 4001638098274		(NL) Weleda Zilverpar Verkwikking... Weleda	Weleda Febelco	Weleda	€15.49		21%
CNK: 3493731 EAN:		(NL) Vichy Mineral 89 50ml Weleda	L'oréal Belgilux Febelco	Vichy Mineral	€24.95		21%

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules	
no rules	+
no rules	+

Specify a name for the rule that you are creating. A rule allows you to filter by three things to include in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be included with this rule.

Create new rule

Create Selection rule description.

Rule name

Filter one or more categories and subcategories

Include category

Body care —

⌵ include subcategory +

12 subcategories

+ include category

Filter one or more manufacturers

Include manufacturer

2pharma —


+ include manufacturer

Filter one or more brands

+ include brand

A tot

Click on “Create inclusion rule” to add this rule to the category.

Category		N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	1 rule	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with exclusion instead of inclusion, you will need to provide extra confirmation in order to avoid mistakes.

Edit selection template Test

Edit selection template description.

Inclusion Update

Name*

Test

	Category	N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	1 rule	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	

Once you have finished selecting all the desired categories and setting rules, click “Update”. You will then find the created template in the “Selection templates” overview. Here, you can specify the sales channels to which you wish to apply the template.

Selection templates

Selection templates overview description.

Search by name

[Create new template](#)

Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Demo template	Include 3 root categories	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Test	No selected root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
webshop selectie template	Include 2 root categories	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1 - 3 of 3 1

Exclusion

With exclusion, all products are available and you choose which categories, manufacturers, brands and products to remove from the selection. To work with the exclusion principle, select exclusion:

Inclusion
Exclusion

You can then choose which category you wish to delete from your sales channel for each Medipim main category. If you exclude additional categories, your product selection will therefore decrease. At the bottom of the page, you can see an overview of how many and which products are still in your selection.

Edit selection template Test

Edit selection template description.

Inclusion Exclusion Update

Name*

Test

Category	N° of rules
<input checked="" type="checkbox"/> Healthcare and hygiene	no rules +
<input type="checkbox"/> Weight loss, nutrition and vitamins	no rules +
<input checked="" type="checkbox"/> Pregnancy and children	no rules +
<input type="checkbox"/> 50+	no rules +
<input type="checkbox"/> Herbal medicine	no rules +
<input type="checkbox"/> Home healthcare and first aid	no rules +
<input type="checkbox"/> Animals and insects	no rules +
<input type="checkbox"/> Medicines	no rules +

A total of 32011 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 2441368		(NL) Increlex 1 Vial 40mg Increlex	Febelco		€663.20		6%
GTIN:							

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules

no rules	+
no rules	+

Specify a name for the rule that you are creating. A rule allows you to filter by three things to exclude in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be excluded with this rule.

Create new rule

Create Selection rule description.

[< Back](#)
[Create exclusion rule](#)

Rule name

Exclude Vichy

Filter one or more categories and subcategories

Exclude category Hair and scalp -

[- exclude subcategory +](#)
20 subcategories

[+ exclude category](#)

Filter one or more manufacturers

[+ exclude manufacturer](#)

Filter one or more brands

Exclude brand Vichy Dercos -

[+ exclude brand](#)

A total of 33 products are excluded

Codes ▼	Image	Name ▼	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 3666880		(NL) Vichy Dercos Nutrients S... Website Custom page	L'oréal Belgilux Febelco	Vichy Dercos	€11.95		21%

Click on “Create exclusion rule” to add this rule to the category.

Category			N° of rules
<input checked="" type="checkbox"/>	Healthcare and hygiene		1 rule
<input type="checkbox"/>	Weight loss, nutrition and vitamins		no rules

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with inclusion instead of exclusion, you will need to provide extra confirmation in order to avoid mistakes.

Edit selection template Test

Edit selection template description.

Exclusion
Update

Name*

Test

	Category	N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	2 rules	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+
<input checked="" type="checkbox"/>	Pregnancy and children	no rules	+

Inclusion
Update

Are you sure you want to reset the selection by exclusion rules?
This will delete every rule created.

Type DELETE to confirm

Cancel
Reset

Once you have finished selecting all the desired categories and setting rules, click “Update”. You will then find the created template in the “Selection templates” overview. Here, you can specify the sales channels to which you wish to apply the template.

Selection templates


Selection templates overview description.

Search by name Create new template

Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Test	Exclude 2 root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	






Include or exclude at product level

It is also possible to include or exclude a specific product based on product name or CNK code. This type of inclusion or exclusion has priority over the other rules you have set. For example, suppose you have included "Medicines" as a category, but you don't want to offer a specific medicine, you can exclude the product based on the name or CNK. As a result, the medicine will not be available on your sales channel.

Product Rules		Hollister	
Product	Type		
 (NL) Hollister Irrigatie Set 51mm 7720	Exclude		<button>Remove</button>

Change price

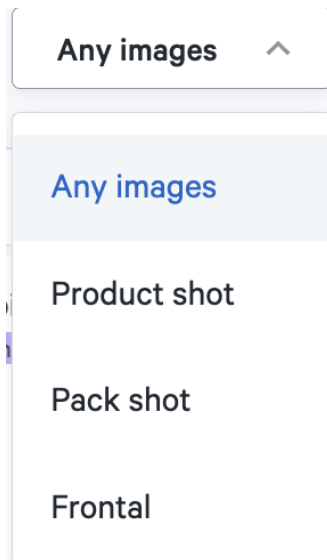
You can adjust the price of a lot of products. Lochting itself provides a recommended price that you can use. In addition, you can adjust the price for the pharmacy via your own ERP system. If you want to adjust the Lochting retail price, click the pen symbol. This overrides the recommended price or the ERP price. You can also add a promotional price to a product. You do this by clicking on the pen symbol under Lochting Promotional price. This price overrides all other prices.

CNK: 0166231		Pack shot	(NL) Hollister Flat Uro Midi+ring+t... Webshop (MTahop) Custom page	Public price: €80.30 ERP price: €80.30 Price override: -  ERP promo price: - Promo price override: - 	Febelco Sint-Niklaas: 0 	VAT rate: 6% 
-----------------	---	-----------	--	---	---	---

Filter list

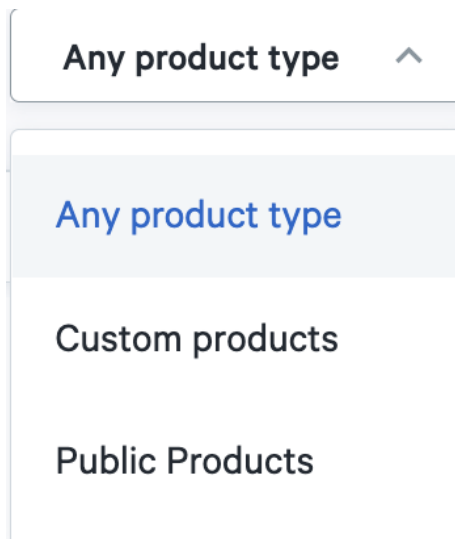
Filter phototype

You can filter your selection based on the photo type. You can choose from "Packshot", "Frontal image" or "Product shot".



Filter product type

You can filter your selected pharmacy products. For example, you can choose to show any product type (own and public products), only own products or only public products.



Filter product label

You can also filter the list of products based on product labels. This way you can display only the products that are suitable for the webshop, a product setup or TV screen page.

Any completeness
^

Any completeness

Suitable for webshop

Suitable for product wall

Suitable for custom page

Filter ERP

You can filter the product selection of the sales channel based on information from the ERP:
promo price

Price X

Stock Y

Public

Has ERP price

ERP p

Has ERP promo price

Comp

Has overriden price

Comp

Has overriden promo price

Price

€10.00

Apply

Clear

Close

ERP promo price: €8.00

Promo price override:

€8.00

5.8 Sales Channel Vending machine

The screenshot displays the 'Sales Channel Vending machine' interface. The sidebar on the left contains navigation icons and labels: Dashboard, Branch, Products, Media, Webshops, Vending machines, Presentations, Reservations, and Integrations. The main content area is titled 'Sales Channel Vending machine' and includes a search bar, a 'Edit Sales Channel Vending machine selection' button, and a table of products. A dropdown menu is open over the 'Products' sidebar item, showing options like 'Public Products', 'Custom products', 'Product export', 'Sales Channel Webshop', 'Product feedback', 'Product import', 'TV screens (MTvision)', and 'Sales Channel Vending machine'.

Price	Stock	VAT rate	Status	Organisation
Public price: €34.99 Price override: - / - Promo price override: - / -	CSV import: 11 Febelco Brugge 1	VAT rate: 21%	Active	Febelco, Bomedys
Public price: €38.45 Price override: - / - Promo price override: - / -	CSV import: 15 Febelco Brugge 2	VAT rate: 21%	Active	Medela Benelux, Febelco

Edit Sales Channel Vending machine

Click "Edit Sales Channel Vending machine" to determine which products you want to use in the vending machine. By default, as a branch manager, you will see the products that the company manager has set as templates. As a branch manager, you can modify this selection. The selection works via two methods: include or exclude. Via inclusion, you start from 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.

Sales Channel Vending machine

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

Search by product name, CNK code, ...



Edit Sales Channel Vending machine selection

Filter categories

Any images

Any product type

Any completeness

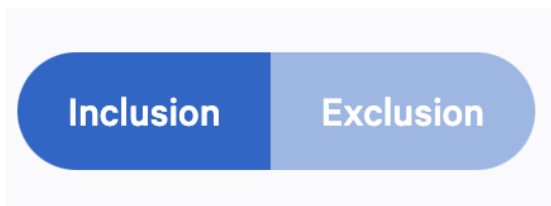
Is quota

Show columns

Codes	Image	Image types	Name	Price	Stock	VAT rate	Status	Organisation
CNK: 3246865 EAN: 8710103671770		Pack shot	(NL) Phillips Avent Via Natural Hap... Webshop QMTahop Custom page	Public price: €34.99 Price override: - Promo price override: -	CSV import: 11 Febelco Brugge: 1	VAT rate: 21%	Active	Febelco, Bomedys
CNK: 4102158 EAN: 7612367051903		Pack shot Frontal	(NL) Medela Personalfit Plus Dubb... Webshop QMTahop Custom page Product wall	Public price: €38.45 Price override: - Promo price override: -	CSV import: 15 Febelco Brugge: 2	VAT rate: 21%	Active	Medela Benelux, Febelco
CNK: 2133502 EAN: 3518646067259		Pack shot Frontal	(NL) Physiodose Neus-oogoplossi... Webshop QMTahop Custom page Product wall	Public price: €4.49 Price override: - Promo price override: -	CSV import: 19 Febelco Brugge: 30	VAT rate: 21%	Active	Laboratoires Gilbert Ben

Inclusion

Via embedding, you start from an empty product selection and choose which categories, manufacturers, brands and products to add. To work via the embedding principle, select embed:



You can then choose which category you want to select for your sales channel per main Medipim category. So if you include additional categories, your product selection increases. At the bottom of the page, you can see an overview of how many products are included and which ones.

Sales Channel Vending machine

Selection edit description.


Inclusion

Exclusion


Save

Category	N° of rules	
<input type="checkbox"/> Healthcare and hygiene	no rules	+
<input type="checkbox"/> Weight loss, nutrition and vitamins	no rules	+
<input checked="" type="checkbox"/> Pregnancy and children	no rules	+
<input type="checkbox"/> 50+	no rules	+
<input type="checkbox"/> Herbal medicine	no rules	+
<input type="checkbox"/> Home healthcare and first aid	no rules	+
<input type="checkbox"/> Animals and insects	no rules	+
<input type="checkbox"/> Medicines	no rules	+

A total of 1636 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 3460623 EAN: 8711736053438		(NL) Difrax S-files Natural Woezel&pip 2... Webshop (MTshop)	Difrax Ceres Pharma Febelco OTC solutions	Difrax	€14.49		21%
CNK: 4269486 EAN: 8711736548439		(NL) Difrax Fopspeen Dental 0-6 M Uni... Webshop (MTshop)	Difrax Ceres Pharma Febelco OTC solutions	Difrax	€5.99		21%
CNK: 4592150 EAN: 4059993109234		(NL) Jobst Mat Opaque 2 At-mat Reg C... Webshop (MTshop) Custom page Product wait	Febelco Essity Belgium		€118.45		6%

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules
no rules 
no rules

Specify a name for the rule that you are creating. A rule allows you to filter by three things to include in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be included with this rule.

Create Selection rule description.

[Back](#)

Create inclusion rule

Rule name

Filter one or more categories and subcategories

Include category

Pregnancy

include subcategory

6 subcategories

+ include category

Filter one or more manufacturers

+ include manufacturer

Filter one or more brands

+ include brand

Click on "Create inclusion rule" to add this rule to the category.

	Category	N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	1 rule	
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with exclusion instead of inclusion, you will need to provide extra confirmation in order to avoid mistakes.

[Edit selection template description.](#)

Inclusion

Update

Name*

Test

Category

N° of rules

☒ Healthcare and hygiene1 rule

☐ Weight loss, nutrition and vitaminsno rules

Once you have finished selecting all the desired categories and setting rules, click “Update”. You will then find the created template in the “Selection templates” overview. Here, you can specify the sales channels to which you wish to apply the template.

Selection templates

Selection templates overview description.

Search by name



Create new template

Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Demo template	Include 3 root categories	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Test	No selected root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
webshop selectie template	Include 2 root categories	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1 - 3 of 3



1



Exclusion

With exclusion, all products are available and you choose which categories, manufacturers, brands and products to remove from the selection. To work with the exclusion principle, select exclusion:

Inclusion

Exclusion

You can then choose which category you wish to delete from your sales channel for each Medipim main category. If you exclude additional categories, your product selection will therefore decrease. At the bottom of the page, you can see an overview of how many and which products are still in your selection.

Edit selection template Test

Edit selection template description.

Inclusion

Exclusion

Update

Name*

Test

<input type="checkbox"/>	Category	N° of rules	
<input checked="" type="checkbox"/>	Healthcare and hygiene	no rules	+
<input type="checkbox"/>	Weight loss, nutrition and vitamins	no rules	+
<input checked="" type="checkbox"/>	Pregnancy and children	no rules	+
<input type="checkbox"/>	50+	no rules	+
<input type="checkbox"/>	Herbal medicine	no rules	+
<input type="checkbox"/>	Home healthcare and first aid	no rules	+
<input type="checkbox"/>	Animals and insects	no rules	+
<input type="checkbox"/>	Medicines	no rules	+

A total of 32011 products are included

Codes	Image	Name	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 2441368		(NL) Increlex 1 Vial 40mg Increlex	Febelco		€663.20		6%
GTIN:							

To create a deeper selection of products, you can specify rules for each category that you select.

N° of rules
no rules
no rules

Specify a name for the rule that you are creating. A rule allows you to filter by three things to exclude in your selection: categories/subcategories, manufacturers and brands. At the bottom of the page, you can see how many and which products will be excluded with this rule.

Create new rule

Create Selection rule description.

< Back

Create exclusion rule

Rule name

Filter one or more categories and subcategories

Exclude category

Baby

exclude subcategory
9 subcategories

+ exclude category


Filter one or more manufacturers

+ exclude manufacturer

Filter one or more brands

+ exclude brand

A total of 1143 products are excluded


Codes ▼	Image	Name ▼	Manufacturers	Brands	Public price	Stock	VAT rate
CNK: 4269486 EAN: 8711736548439		(NL) Difrax Fopspeen Dental... Webshop (MTAshop)	Difrax Ceres Pharma Febelco OTC solutions	Difrax	€5.99		21%
CNK: 3953742 EAN: 3504105036702		(NL) Mustela Pn Toiletmelk ... Webshop (MTAshop) Custom page Product wall	Expanscience Febelco	Mustela	€13.90		21%

Click on “Create exclusion rule” to add this rule to the category.

Category	N° of rules
<input checked="" type="checkbox"/> Healthcare and hygiene	1 rule
<input type="checkbox"/> Weight loss, nutrition and vitamins	no rules

Once you have specified a rule for your product selection, additional security will appear for your selection. If you then decide to work with inclusion instead of exclusion, you will need to provide extra confirmation in order to avoid mistakes.

Inclusion



Update

Are you sure you want to reset the selection by exclusion rules?

This will delete every rule created.

Type DELETE to confirm

Cancel

Reset

Selection templates

Selection templates overview description.


🔍

Create new template

Name	Selection	Default Webshop Selection	Default In Store Selection	Default Robot Selection	
Test	Exclude 2 root categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div><div></div><div></div></div>






Include or exclude at product level

It is also possible to include or exclude a specific product based on product name or CNK code. This type of inclusion or exclusion has priority over the other rules you have set. For example, suppose you have included "Medicines" as a category, but you don't want to offer a specific medicine, you can exclude the product based on the name or CNK. As a result, the medicine will not be available on your sales channel.

Product Rules		Hollister	
Product	Type		
 (NL) Hollister Irrigatie Set 51mm 7720	Exclude		<button>Remove</button>

Change price

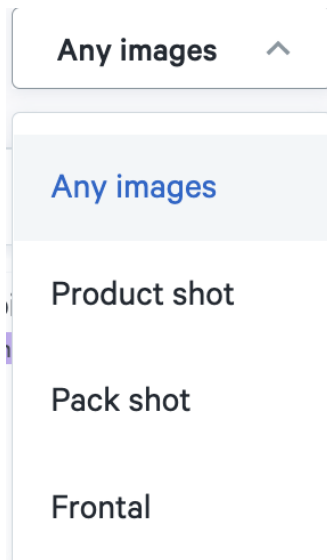
You can adjust the price of a lot of products. Lochting itself provides a recommended price that you can use. In addition, you can adjust the price for the pharmacy via your own ERP system. If you want to adjust the Lochting retail price, click the pen symbol. This overrides the recommended price or the ERP price. You can also add a promotional price to a product. You do this by clicking on the pen symbol under Lochting Promotional price. This price overrides all other prices.

CNK: 0166231		Pack shot	(NL) Hollister Flat Uro Midi+ring+t... Webshop (MTahop) Custom page	Public price: €80.30 ERP price: €80.30 Price override: -  ERP promo price: - Promo price override: - 	Febelco Sint-Niklaas: 0 	VAT rate: 6% 
-----------------	---	-----------	--	---	---	---

Filter list

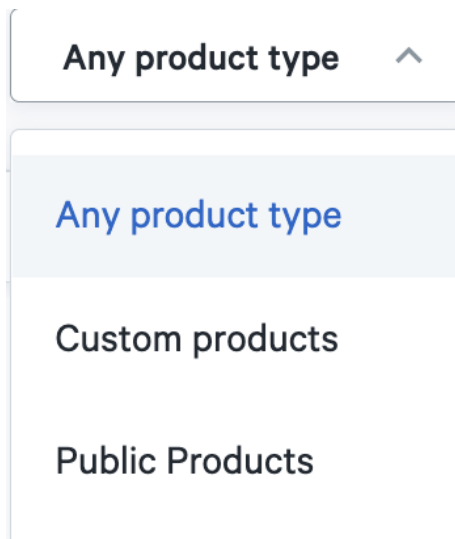
Filter phototype

You can filter your selection based on the photo type. You can choose from "Packshot", "Frontal image" or "Product shot".



Filter product type

You can filter your selected pharmacy products. For example, you can choose to show any product type (own and public products), only own products or only public products.



Filter product label

You can also filter the list of products based on product labels. This way you can display only the products that are suitable for the webshop, a product setup or TV screen page.

Any completeness

^

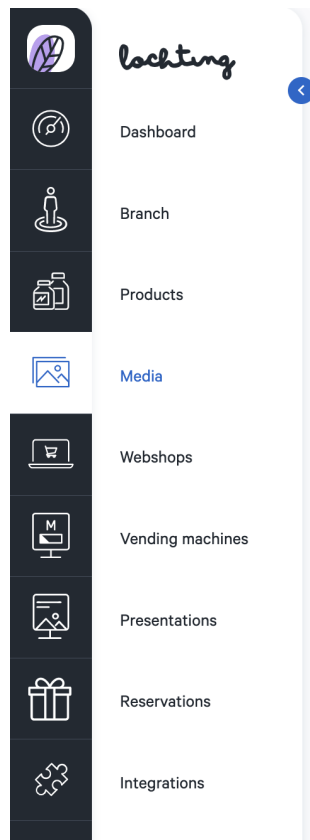
Any completeness

Suitable for webshop

Suitable for product wall

Suitable for custom page

6. Media



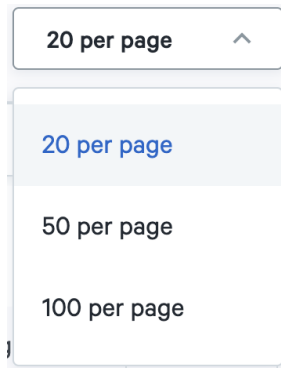
The fourth main category concerns the media library.

The Media library interface. At the top, it says "Media library" and "Company Manager". Below this is the "Media" section with a description: "On this page you find an overview of all the available media." There is a search bar "Search by media name, language, ..." and an "Upload" button. Below the search bar are controls for "20 per page", "Gedeelde Content" (a toggle switch), and "Show columns". The main part of the interface is a table with the following columns: Preview, Name, Company, Branch, Owner, Tags, Created at, and Updated at. The table contains five rows of media items.

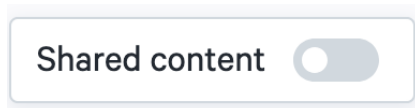
Preview	Name	Company	Branch	Owner	Tags	Created at	Updated at
	concept_v2.jpg	Baldwin	Baldwin	Marketing		2021-10-28 13:04:33	2021-10-28 13:04:45
	Walking.jpg	Baldwin		Company Manager		2021-09-20 16:06:28	2021-09-29 13:46:22
	Migraine.jpg	Baldwin		Company Manager		2021-09-21 09:35:50	2021-09-29 13:46:21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

You can change the media display to:

- 20, 50 or 100 media items per page:



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



- List view or grid view:



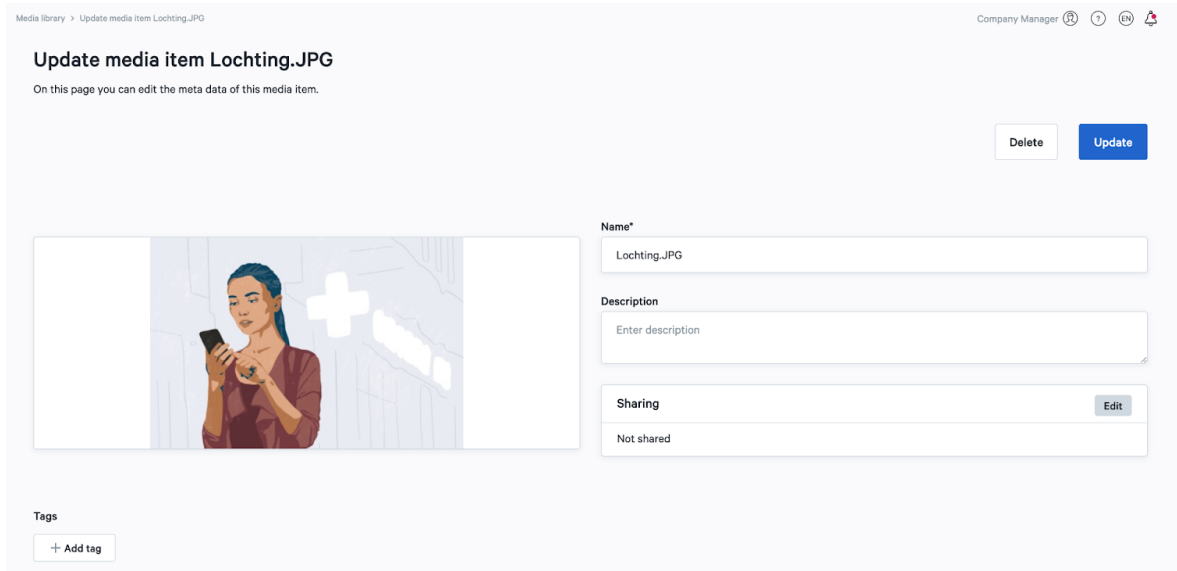
6.1 Media Information

For all media, the following information is visible:

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

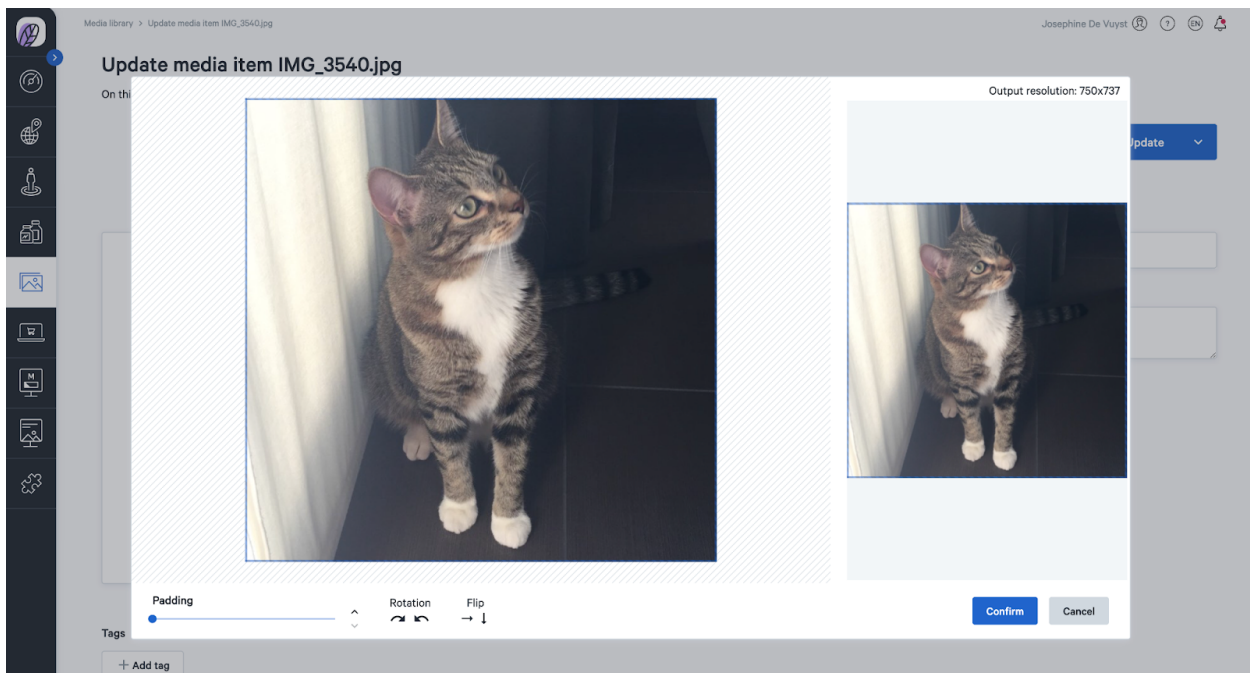
6.2 Media detail page

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



The screenshot shows the 'Update media item Lochting.JPG' page. At the top, there's a breadcrumb 'Media library > Update media item Lochting.JPG' and a user profile 'Company Manager'. The main heading is 'Update media item Lochting.JPG' with a subtext 'On this page you can edit the meta data of this media item.' Below this is a large image placeholder showing a woman holding a phone. To the right of the image are input fields for 'Name*' (containing 'Lochting.JPG'), 'Description' (with placeholder 'Enter description'), and 'Sharing' (set to 'Not shared' with an 'Edit' button). At the bottom left is a 'Tags' section with a '+ Add tag' button. At the top right are 'Delete' and 'Update' buttons.

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



The screenshot shows the 'Update media item IMG_3540.jpg' page with the 'Cropping' tool active. The main image is a cat. To the right is a preview of the cropped image with the text 'Output resolution: 750x737'. Below the main image are controls for 'Padding', 'Rotation', and 'Flip'. At the bottom right are 'Confirm' and 'Cancel' buttons. The left sidebar contains various icons for media management. The top right shows the user 'Josephine De Vuyt'.

6.3 Upload media

You can upload all your media via the "Upload" button. It is possible to add .jpg, .png and .mp4 files. It is also possible to add a .pdf file if it is a 1-page PDF. If you want to upload a large PDF file, you will have to select the desired page each time, after which we will convert it to a .jpg file that you can use anywhere.


To upload files, click the "Upload" button and select a file on your computer. Then, from the details page, you can customise the name, description and settings about sharing and add corresponding tags.

Tip: when uploading media files, take into account the pixel size of different screens:

- TV screen portrait = 1080 x 1920 (9:16)
- TV screen landscape = 1920 x 1080 (16:9)
- MT.Matic Pro wall-mounted = 1080 x 1920 (9:16)
- MT.Matic Slim wall mount = 1280 x 1024 (5:4)


Upload media

On this page you can upload the media item.





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

We only allow .jpg, .png, .mp4 and .pdf files.

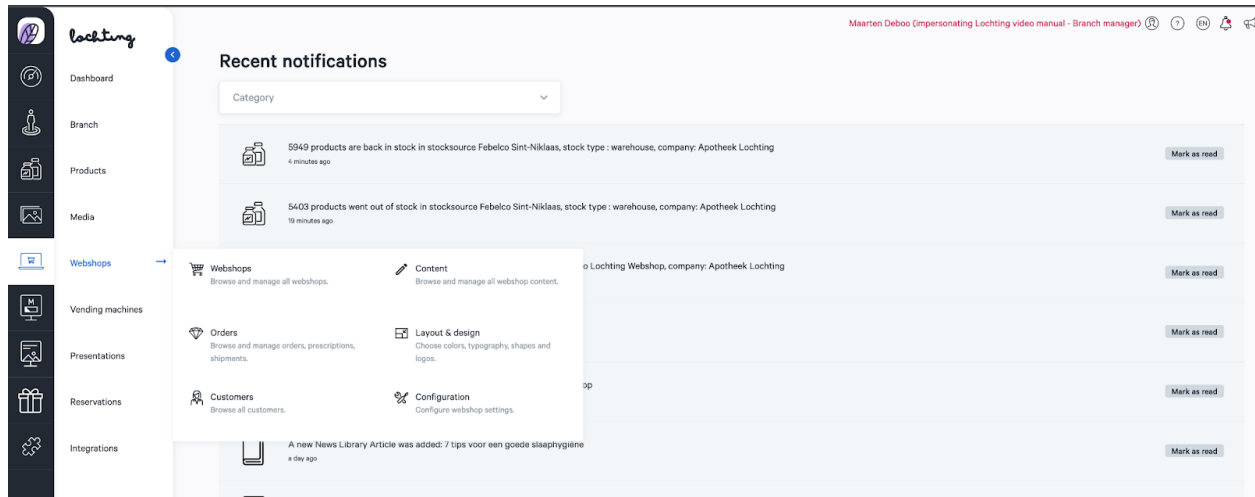


2023 tariffs.pdf pick one page

Please pick a page for PDF 2023 tariffs.pdf



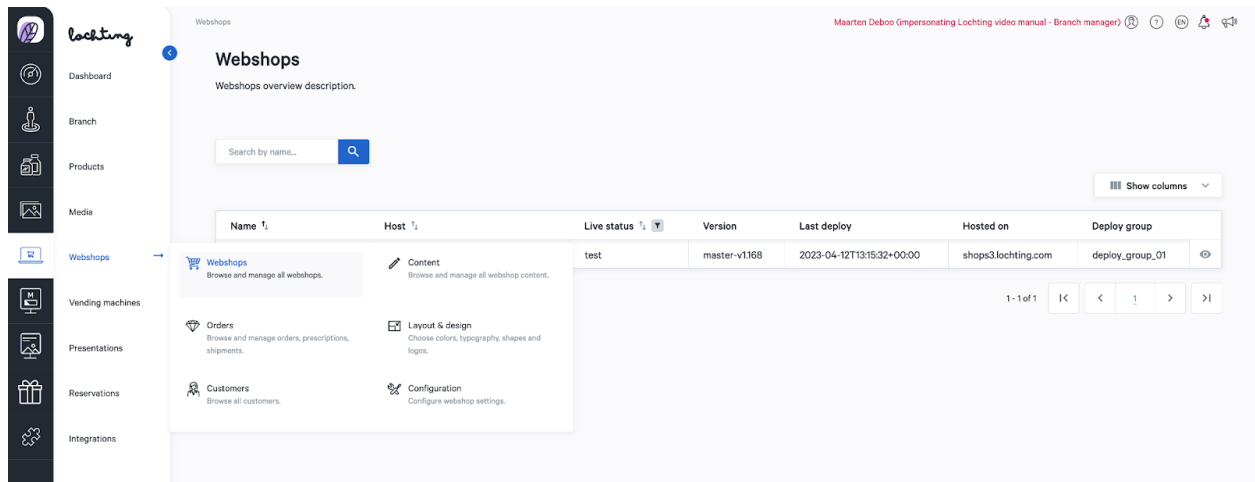
7. Webshops



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

7.1 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.

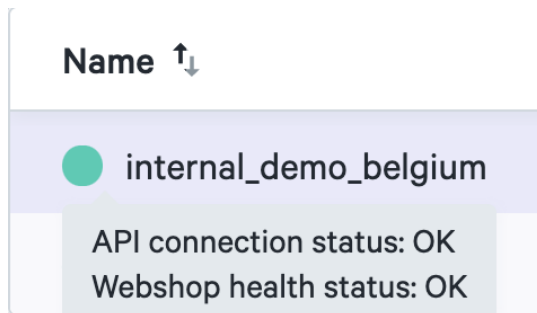


The following information is visible for each webshop:

- 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

Webshops > public_demo_belgium

public_demo_belgium

Webshop details description.

[Details](#)
[Webshop configuration](#)
[Contact information](#)

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

Webshop configuration

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



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



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

public_demo_belgium

Webshop details description.

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

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

Contact information

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

- Phone number



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

Webshops > public_demo_belgium

public_demo_belgium

Webshop details description.

Details	Webshop configuration	Contact information
---------	-----------------------	---------------------

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

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


7.2 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

Orders
Orders overview description.

 **Prescriptions**
Manage customer prescriptions.

 **Shipments**
Manage order shipments.

 **Orders export**
Export webshop orders.

When you receive an order that contains prescribed medications, you will receive an email with the subject "Order xx needs your attention". You will then be able to check the order. Go to "Webshops" > "Orders" to get an overview of all orders. Those that contain prescribed products will be marked with a "Needs review" label.

000000255	W00254	Needs review	-	Manage shipments
-----------	--------	--------------	---	------------------

Click on this order to change the status to “Processing” to create a reservation. Once you did this, you will be automatically directed to the page where you will be able to create a reservation.

Order 000000253 - W00252
Webshop order details description.

€38.28

Order status: Needs review

Review and change status to: Processing Canceled

Information


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

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

Create reservation
Create reservation description.

Create

Products

Quantity	Product	Unit price	Stock	Requires prescription
1	 (NL) 2lpapi Caps 30x380mg	€42.53	<div>Febelco Brugge: 17 ⓘ</div> <div>Febelco Mauroy: 27 ⓘ</div> <div>Febelco Izegem: 10 ⓘ</div> <div>Febelco Zolder: 11 ⓘ</div>	Yes
		Discount: -€4.25		
		Total price: €38.28		

Customer email address

jeroen.faingnaert@baldwin.be ⓘ

Customer locale*

Nederlands ▼

Remarks

Enter some 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.

The screenshot shows the 'Newsletter Subscriptions' overview page. At the top, there's a search bar labeled 'Search by email address, ...' and a dropdown menu for 'public_demo_belgium' with the text 'Select a webshop'. To the right are 'Export' and 'Show columns' buttons. Below these is a table with three columns: 'Email', 'Subscribed at', and 'Unsubscribed at'. The table contains three rows of data. On the left side, there's a sidebar with a menu where 'Newsletter subscriptions' is highlighted. At the bottom right, there's a pagination control showing '1 - 3 of 3' and navigation buttons.

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

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

The screenshot displays the 'Orders' management page in the Lockting system. The interface includes a sidebar with navigation options and a main content area. The main area features a search bar, a table of orders, and a sidebar menu for order management actions.

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

Order details page

Click on an order to see the details page.

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



Order status: Processing

Change status to:

Ready to pick up in store

Picked up in store

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

Ready to pick up in store

Picked up in store

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

Send a comment to the customer

EN

Cancel

Confirm





You will find following information about the order:

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

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

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



Webshops > Orders > 000000007 Josephine De Vuyst    

000000007

Webshop order details description.

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

Information

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

Products

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

Prescription

Under "Orders" you will find an overview of prescriptions charged through the webshop by patients.

Select the correct shop if your company has several shops. You will find the following information about the prescriptions:

- Name
- Address line 1
- Address line 2
- Email
- Barcode
- Phone number
- Created on
- Comments
- Patient notified on

Prescriptions

Prescriptions overview description.

Search by prescription name, ...



public_demo_belgium

Select a webshop

Show columns

Name	Adress Line 1	Adress Line 2	Email	Barcode	Phone number	Created on	Remarks	
alexander severyns	test straat 1	1000 test	severyns.alexander@gmail.com	BEP15220H	123456789	2022-03-16 19:08:17	test	
Carole van Damme	Rietveld 12/01	2870 Ruisbroek	carole.vd@gmail.com	BEP0DN4HMZ9H	0456085688	2022-03-16 16:12:19	Zou u me kunnen late	
eve eve	ham 11	9000 Gent	info@lochting.com	BEP15220H	0499999999	2022-09-26 16:26:34		
Gert Slaedts	Hoogeind 80	2400 Mol	gertslaedts@hotmail.com	BEP13PPXR31C	0494134269	2022-11-14 12:36:43		
Ilse JAns	Heerbaan 292/4	3582 Beringen	ilsejans0@gmail.com	BEP1CY1RBKZ3	0479376950	2022-04-02 13:22:51		
Jeroen Faingnaert	Kruisveldstraat 51	9000 Gent	jeroen.faingnaert@gmail.com	BEP20390A	0470854194	2022-02-28 13:14:45	Opmerking bij het voc	
Kjell Devos	Lochtingstraat 1	9000 Gent	kjell@baldwin.com	B34RT328NTY	0474329898	2023-01-20 14:18:10	Is het mogelijk om dit	
Kjell Devos	Lochtingstraat 1	9000 Gent	kjell@baldwin.com	lkzejklejrjajzre	035493822	2023-02-23 13:45:28	J'adorerais passer der	
Marc Tuytten	Doornstraat 23	2270 Herenthout	anita@home-automations.com	BEP06K3CEGMB	014502737	2023-03-02 07:52:07		
Melissa Beerden	Guido Gezellestraat 50	3582 Koersel	melissa_beerden@hotmail.com	BEP15ZV4RVYD	495679537	2022-09-23 13:47:30		
Michal Jankowski	Molsesteenweg 157	2490 Balen	jankmich@hotmail.com	BEP1TPHRSRGD	+32494823487	2022-10-29 08:26:19		

If you receive an order containing prescription products, you will receive an e-mail with the subject line "Order xx needs your attention". You can then check this order. When you go to Webshop > Orders, you will find an overview of all your orders, including this prescription order. For this type of order, you get the status "to check".

000000054	W00054	Needs review	-	No	Céline Deloser	Céline Deloser	
-----------	--------	--------------	---	----	----------------	----------------	--

Click on this order to change the status to "processing" to make a reservation. You will be automatically redirected to the page to make a reservation.



Order 000000054 - W00054

Webshop order details description.

€7.21

Order status: Needs review

Review and change status to:

Processing

Canceled

Information

Order totals Shipping & Handling €0.00 Discount €0.00 Total tax €0.41 Grand Total (incl. TAX) €7.21	Email address celine@baldwin.be Phone number 0474daziejvanhier	Order message Testje	Payment method Offline payment Order date Jan 23 2023, 11:34:03 AM Billing address Céline Deloser Dendermondsesteenweg 140 9000 Ghent Belgium	Shipping method pickup Customer address Céline Deloser Dendermondsesteenweg 140 9000 Ghent Belgium
--	---	--------------------------------	--	--

Reservations

Create reservation

Products




Product codes	Name	Unit price	Quantity	VAT Amount	VAT Percent	Discount Amount	Row Total
CNK: 0198036	Lasix P Caps 30 X 30mg	€7.21	1	€0.41	6%	€0.00	€7.21

Create reservation

Create reservation description.

Create

Products*

Quantity	Product	Unit price	Stock	Requires prescription
1	 MediTech Yellow	€0.01 	Robot stock: 217 	No
		Total price: €0.01		

Customer email address*

jeroen.faingnaert@gmail.com



Customer phone number*

Enter a customer phone number

Customer locale*

Nederlands

Remarks

Enter some remarks

1BYTAX
Reservation details description.

Print

Reservation status: Created

Cancel reservation

ID

reservation-578eb7d9-9c08-4286-8725-448467c2c7e5

Code

1BYTAX

Customer email address

jeroen.faingnaert@gmail.com

Customer phone number

0474324454

Requires payment when picking up

Yes

Order

W00064 - 000000064 Picked up in store

Created at

2023-04-17 10:35:08

Updated at

-

Remarks

Ready

Datamatrix

Shipments

The Shipments tab shows you all information related to shipments:

- External Reference ID
- Order
- Status
- External Status
- Shipping company
- Customer first name
- Customer surname
- Shipping cost
- Created on
- Customised on

Shipments

Shipments overview description.

Search by shipment reference, ...



MATIC SHOP

Show columns

External reference ID	Order	Status	External status	Carrier	Customer first name	Customer last name	Shipping cost	Created at
	000000089	Started	-	bpost	Kjell	Devos	€4.95	2023-04-06 08:4
256969947	000000090	Sealed	Ready to send	bpost	Kjell	Devos	€4.95	2023-03-17 10:37
256932347	000000088	Sealed	Ready to send	bpost	Kjell	Devos	€4.95	2023-03-17 09:5

1 - 3 of 3



1



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.

Dashboard

Branch

Products

Media

Webshops

Vending machines

Presentations

Reservations

Integrations

Webshops > Customers

Maarten Deboo (impersonating Lochting video manual - Branch manager)

Customers

Customers overview description.

Newsletter subscriptions
Manage newsletter subscriptions.

public_demo_belgium Select a webshop

Webshops
Browse and manage all webshops.

Content
Browse and manage all webshop content.

Orders
Browse and manage orders, prescriptions, shipments.

Customers
Browse all customers.

Layout & design
Choose colors, typography, shapes and logos.

Configuration
Configure webshop settings.

Search by customer na...

Export

Show columns

ne	Last name	Created on	Locale	Subscribed to newsletter	ID		
	Kamalak	2022-04-12 00:00:00	Nederlands	Yes	customer-e7038e48-bcf		
	A	2021-12-15 00:00:00	Nederlands	No	customer-2c2ea640-9d4		
	De Gendt	2021-11-30 00:00:00	Nederlands	No	customer-e6e84d49-a37		
	Doe	2021-11-23 00:00:00	Nederlands	Yes	customer-2f2f53d6-4e7c		
5	jeroen.faingnaert@baldwin.be	Jeroen	Faingnaert	2021-11-16 00:00:00	Nederlands	No	customer-fd2247f1-6cd4
4	josephine.devuyt@gmail.com	Josephine	De Vuyst	2021-09-29 00:00:00	Nederlands	No	customer-1e1d5eda-c7e
3	info@baldwin.be	Maarten	Deboo	2021-09-22 00:00:00	Nederlands	Yes	customer-e02df50d-9dc
2	info@febelnet.be	Info	Febelnet	2021-09-13 00:00:00	Nederlands	No	customer-f16f0bf1-0ef7-
1	severyns.alexander@gmail.com	alexander	severyns	2021-09-11 00:00:00	Nederlands	No	customer-1978a438-d61l

1 - 9 of 9



Newsletter subscriptions

Under "Customers" you will find the tab "Newsletter subscriptions". Here you will find an overview of all newsletter subscriptions via your webshop.


You will find the following information about newsletter subscriptions:

- Email
- Subscribed on
- Unsubscribed on

There is no integration with e-mail marketing platforms via Lochting. You can export to a CSV file.

Newsletter Subscriptions

Newsletter Subscriptions overview description.




public_demo_belgium

 Select a webshop

Export

Show columns

Email	Subscribed on	Unsubscribed on
kjell@baldwin.be	2023-01-05 16:14:46	
cristina.szabo@baldwin.ro	2022-12-20 12:29:00	
tristan@baldwin.be	2022-06-30 11:00:13	
gamzed@outlook.be	2022-04-12 17:32:14	
tim@baldwin.be	2021-11-23 11:50:06	
info@baldwin.be	2021-09-22 15:34:30	
maarten@baldwin.be	2021-09-22 15:34:17	

1 - 7 of 7 

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

Webshops content


Browse and manage all webshop content description.




Pages
Manage webshop pages.




News articles
Manage webshop news articles.



FAQ items
Manage webshop FAQ items.




News article tags
Manage webshop news article tags.



FAQ categories
Manage webshop FAQ categories.

Content libraries



Public News articles
Browse webshop news articles library.

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.

Edit Webshop page Actie pagina

Edit page description.

Active ▾

Delete Update

Title* Slug*

Actie pagina actie-pagina Edit

Page code

page-5980dc65-212c-47af-a1b7-8f29eb37cad5

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

Create page

Create page description.

Inactive ▾

Create

Title* Slug*

Enter title Edit slug Edit

Page code

Enter a page code

Desktop Tablet Phone

+

Heading

Enter heading

Meta title Meta description

Enter meta title Enter meta description

Create

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

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

Heading

Home

Meta title

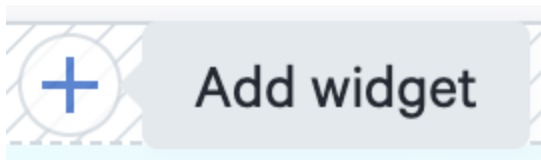
Apotheek Lochting Publieke demo webshop

Meta description

Deze webshop heeft als doel de mogelijkheden van e-commerce binnen ons platform te tonen. Er worden...

Update

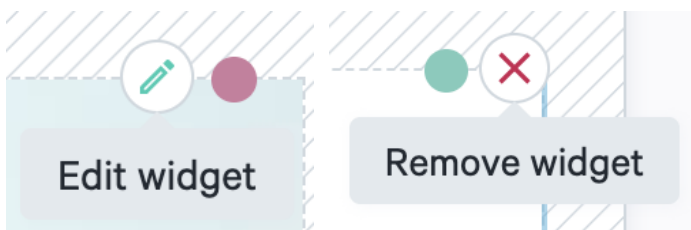
Click on the plus at the top of the box to add a widget. These are the different blocks you can place on the page.



You can add the following widgets to your page:

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

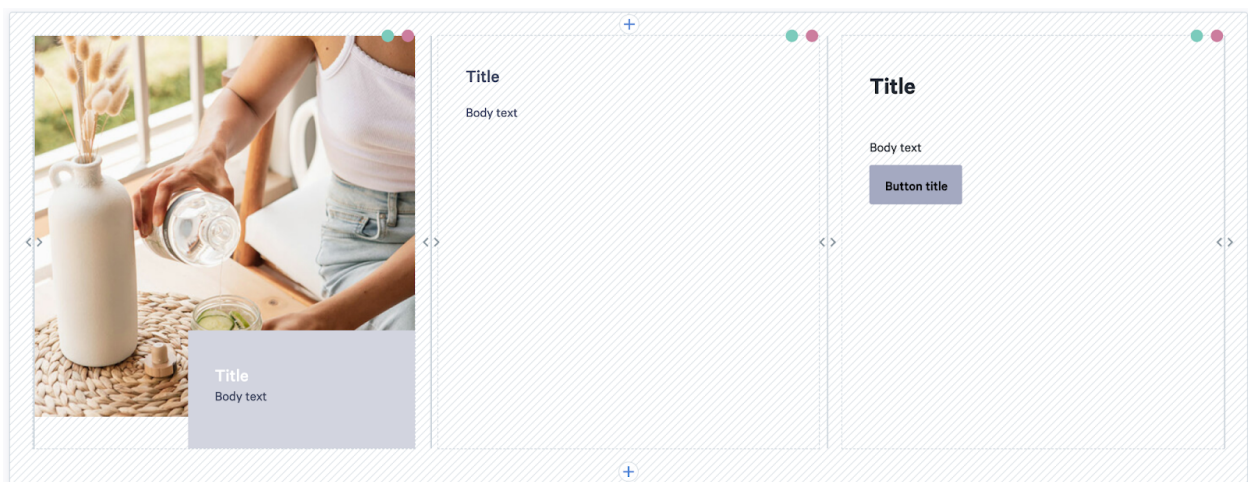
You can modify the added widgets by clicking on the green dot at the top right of the block. Removing widgets is done via the red dot.



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



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

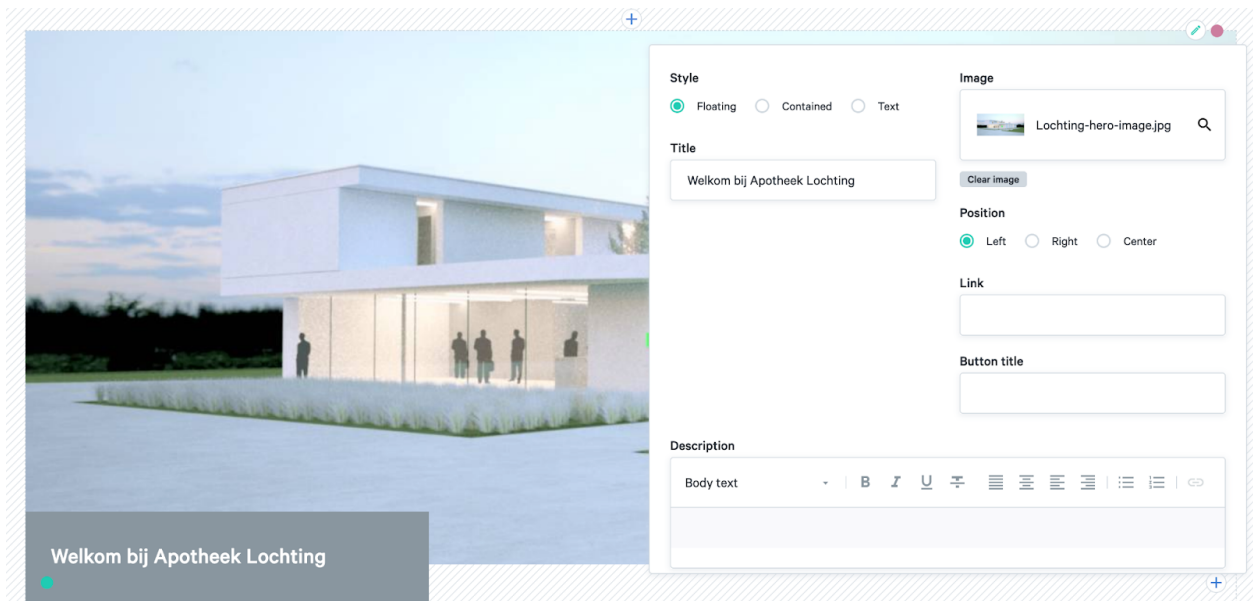


The “Fixed height” slider allows you to automatically make all the blocks on the page the same height.

Fixed height ☒

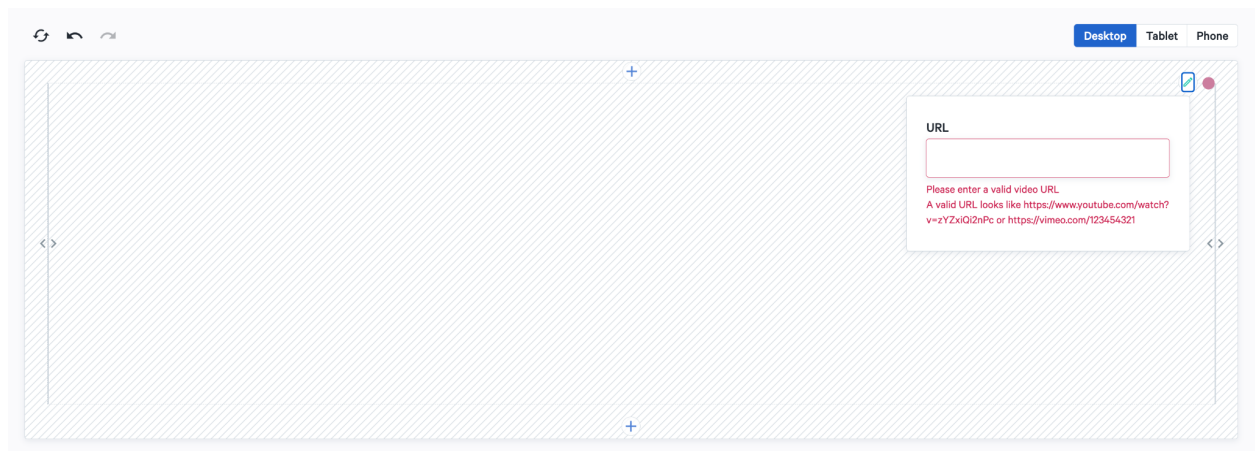
Tile

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



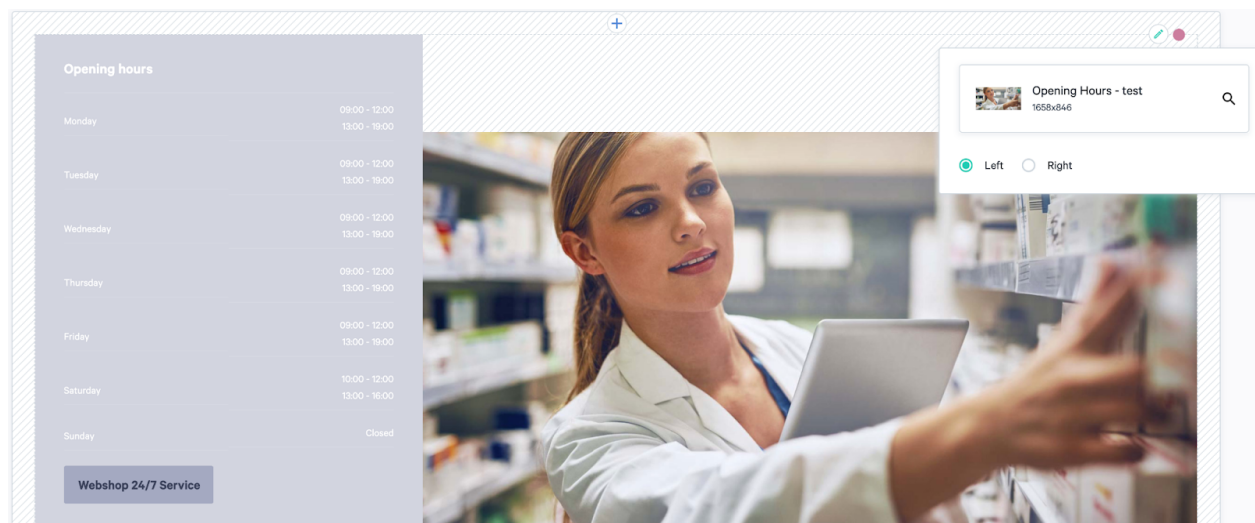
Video

The video widget allows you to use videos from Youtube and Vimeo on your webshop. Just paste the URL in the box and the video will appear.



Opening hours

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



Prescription form

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

Prescription form

Confirm

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

Hier kunt u uw voorschrift opladen.

Persoonlijke informatie

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

Adres Gegevens

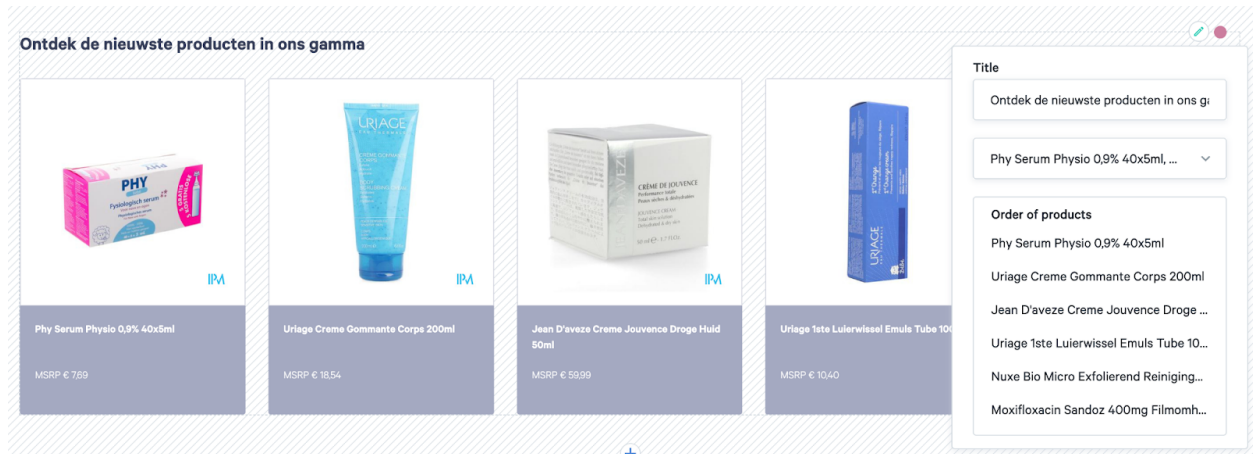
Street <input type="text" value="Street"/>	Nummer / bus <input type="text" value="Nummer / bus"/>
Postcode <input type="text" value="Postcode"/>	Plaatsnaam <input type="text" value="Plaatsnaam"/>

Voorschrift

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

Product list

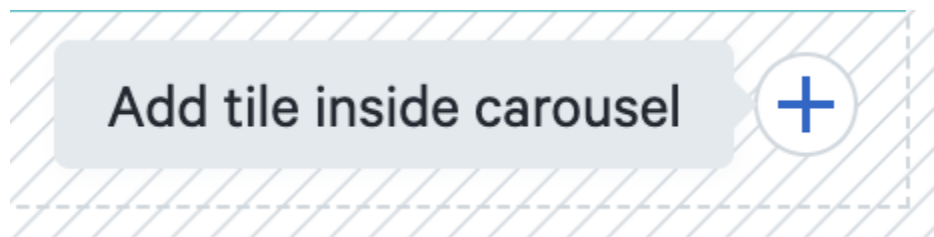
The product list widget allows you to add products to your page. First add a title and then search for the desired products via the search filter: enter a term, CNK, etc. with which you want to search. You can change the order in which the products are displayed by dragging them onto the "Product order"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



Category list

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

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



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



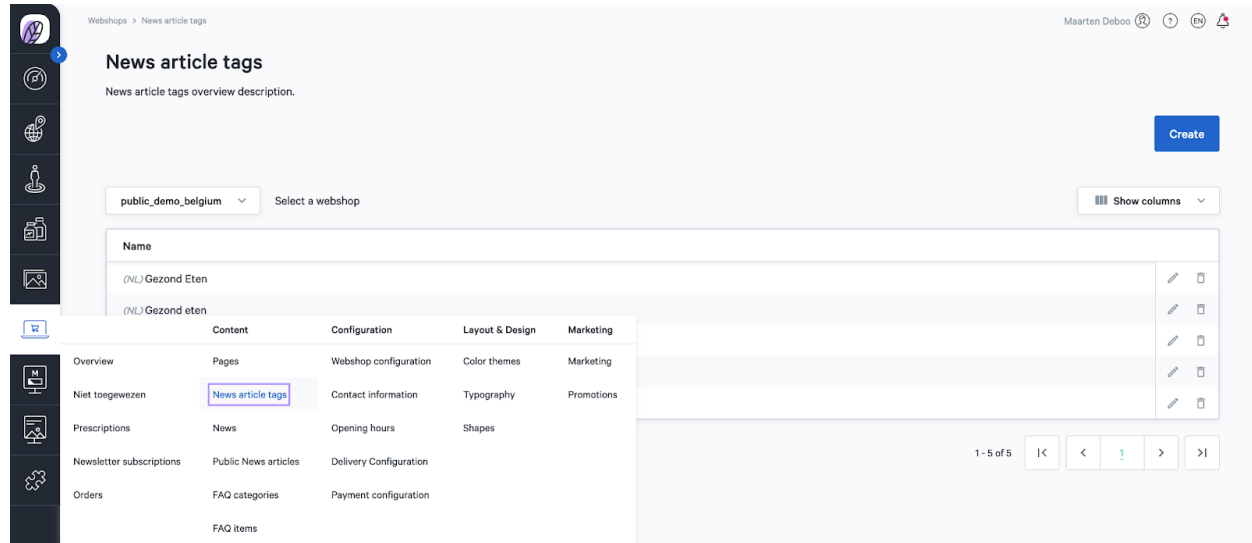
News article list

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



News article tags

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



News

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

You will find the following information on the news articles:

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

Webshops > News Articles

Maarten Deboos

News Articles

News Articles overview description.

Search by name...

Create

public_demo_belgium Select a webshop

Dutch

Show columns

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

Create news articles

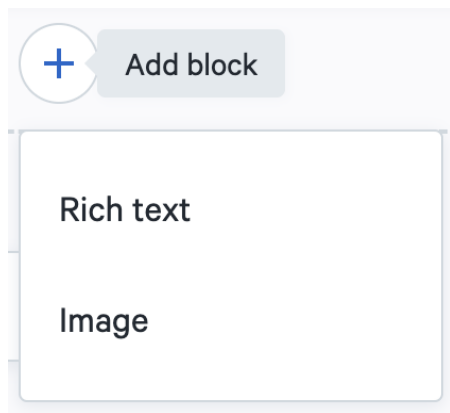
Step 1: Choose whether the news article is active or inactive.

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

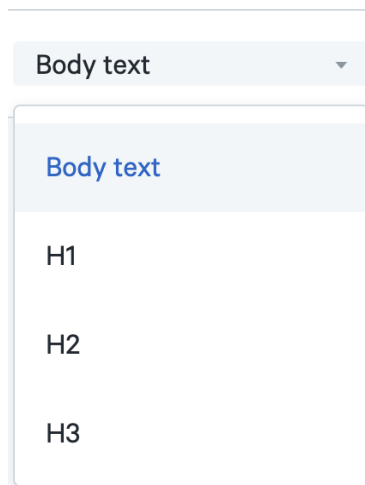
Step 3: Choose the image: this image will appear next to your news article in the overview of all your news articles. It is compulsory to choose an image for desktops. You can then select custom images for tablets and mobiles. If you do not select a different image or images, the desktop image will be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

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

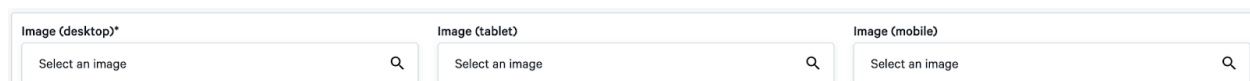
Step 5: Step 5: Write your news article: you can format this using the “Rich text” and “Image” blocks.



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



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



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

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

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

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

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

Create news article

Create news article description.

InactiveNLCreate

Locales

Dutch

Title*

NL

Enter title

Subtitle

NL

Enter subtitle

Image*

Q

Short intro*

NL

Body text

Enter short intro

Post*

NL

Body text

Enter post content

Slug*

NL

Enter slug

Meta title*

NL

Enter meta title

Meta description*

NL

Enter meta description

Related articles

☐


Image

Title

Tags

Status

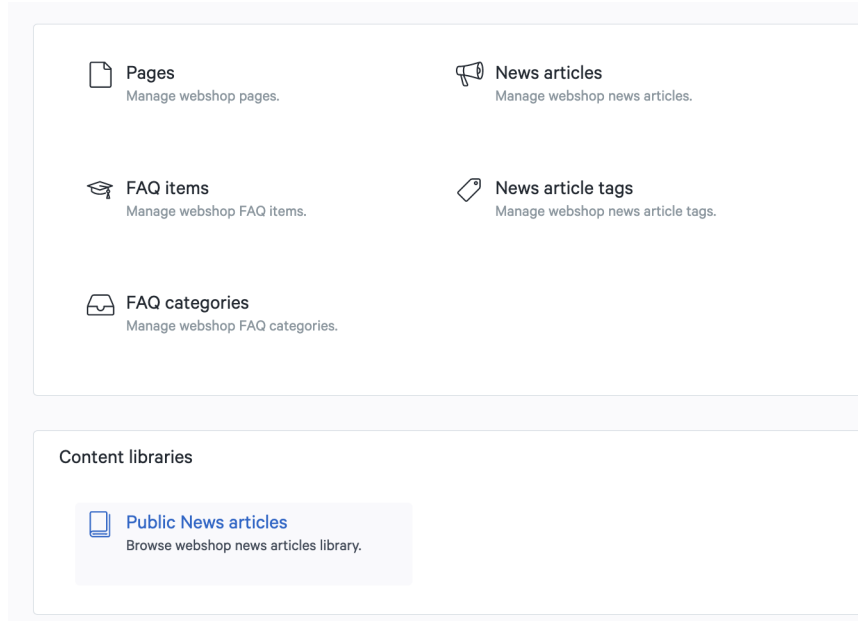
Created on

lochtung

108

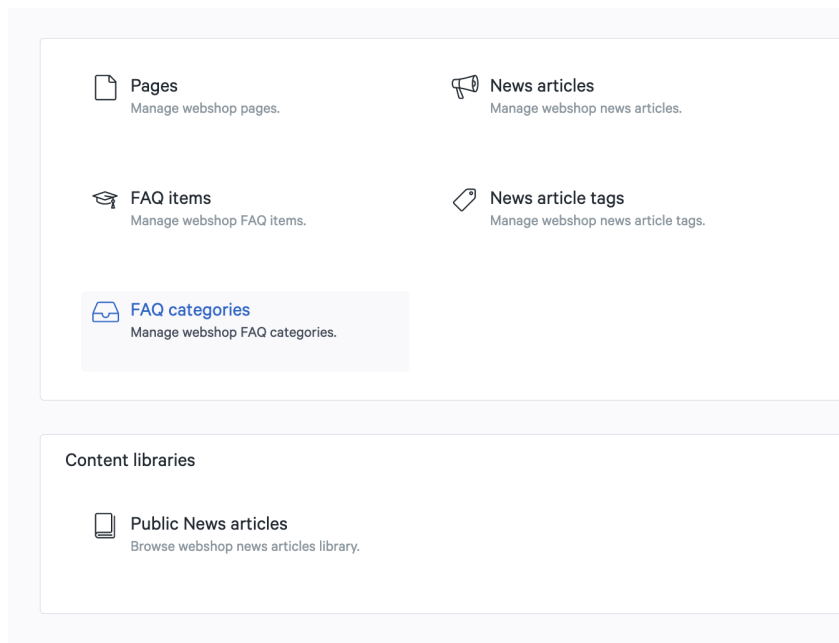
Public news articles

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



FAQ categories

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







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

You can enter the following information for a category:

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

Webshops > FAQ categories > Create FAQ category


Maarten Deboo    

Create FAQ category

Create FAQ category description.

NL FR Create

Admin label*

Enter admin label 

Title* NL FR **Subtitle*** NL FR

Enter title Enter subtitle

Sort order*

0

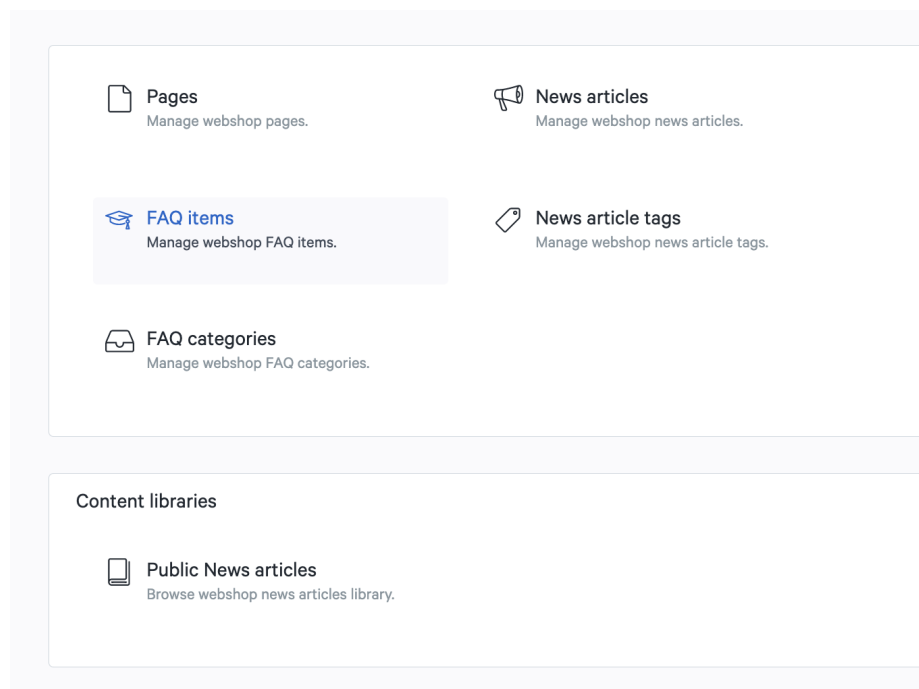
Is default ☐

FAQ items

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

You will find the following information on the FAQ items:

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







Create FAQ item

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

You can enter the following information for an FAQ item:


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

Webshops > FAQ items > Create FAQ item


Maarten Deboo    

Create FAQ item

Create FAQ item description.

Inactive  NL Create









Locales

Dutch 

Question* NL


Enter question

Answer* NL

Body text  | **B** **I** **U**       

Enter answer

Categories*

Select categories 

Sort order*

0

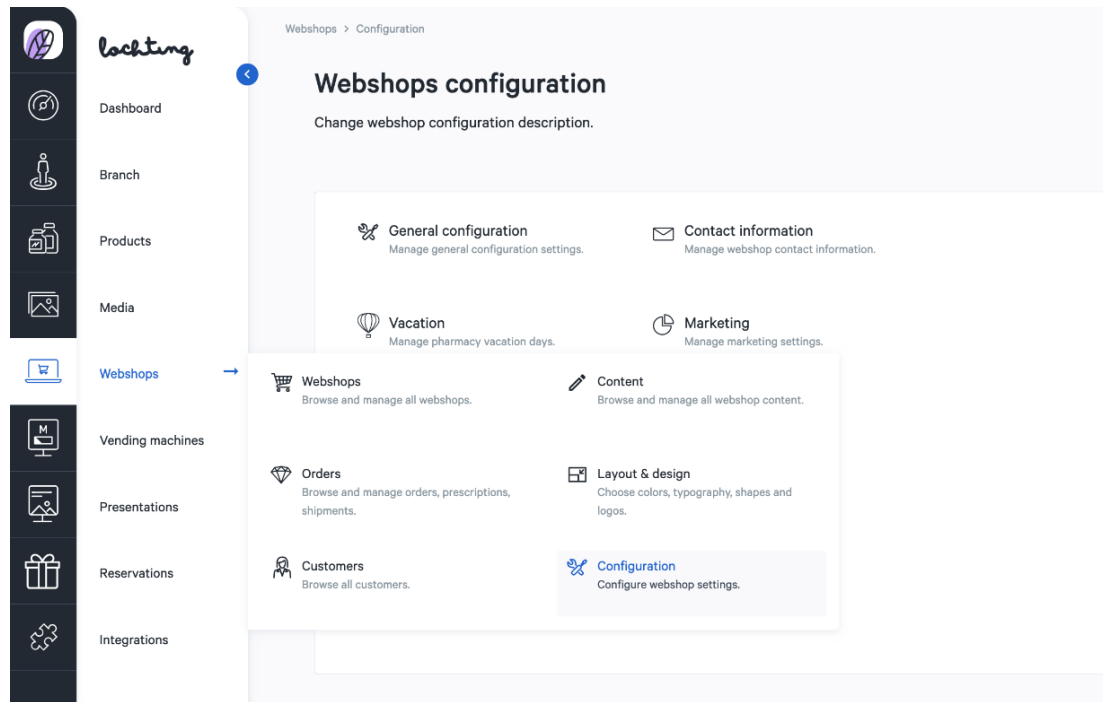
Is most frequent ☐

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

Webshops configuration


Change webshop configuration description.

 **General configuration**
Manage general configuration settings.

 **Contact information**
Manage webshop contact information.


 **Vacation**
Manage pharmacy vacation days.


 **Marketing**
Manage marketing settings.

 **Payment configuration**
Manage payment configuration settings.

 **Promotions**
Manage promotions.

 **Delivery Configuration**
Manage delivery times.

 **Shipping methods**
Gérer modes de livraison

 **Cart restrictions**
Manage shopping cart restrictions.

Opening hours

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

Delivery Configuration

The concept of Delivery Times

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

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

The **middle layer** is determined on the basis of the available stock in your **Febelco depot**. Febelco gives us a delivery time to your pharmacy for each product in their range. On Lochting, you can then add another *Processing Time*. For customers, this is calculated at the time and loaded the moment they view a product. If a product is not followed by Febelco, then we look at the next layer.

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

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

Delivery Configuration

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










Shipping methods

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

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

Webshops configuration





Change webshop configuration description.

- **General configuration**
Manage general configuration settings.
- **Contact information**
Manage webshop contact information.
- **Vacation**
Manage pharmacy vacation days.
- **Marketing**
Manage marketing settings.
- **Payment configuration**
Manage payment configuration settings.
- **Promotions**
Manage promotions.
- **Delivery Configuration**
Manage delivery times.
- **Shipping methods**
Gérer modes de livraison
- **Cart restrictions**
Manage shopping cart restrictions.

Then select the shipping methods you offer and configure them.



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


Webshops > Configuration > Shipping methods


Maarten Deboo    



Shipping methods

Shipping methods overview description.

 Webshop configuration 



internal_demo_belgium  Select a webshop

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

Pickup from the pharmacy

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

Configurer Pickup mode de livraison
Configurer description mode de livraison

Save

Name* FR NL
Voorbeeld

Locations + Add

Name

☒ Address ☐ Branch

Street and Nr. ZIP code City Phone number ×

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

Locker

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

Webshops > Configuration > Shipping methods > Configure Locker shipping method Maarten Deboo ? EN

Configure Locker shipping method
Configure shipping method description.

Save

Name* FR NL
Afhaalklusje

Fixed shipping cost* Free shipping starting from
2 10

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”.

The screenshot shows the 'Configure Local Delivery shipping method' page. The breadcrumb trail is 'Webshops > Configuration > Shipping methods > Configure Local Delivery shipping method'. The user is 'Maarten Deboo'. The page title is 'Configure Local Delivery shipping method' with a subtitle 'Configure shipping method description.' and a 'Save' button. The form includes: a 'Name*' field with a language selector (FR, NL) and a placeholder 'Enter name'; a 'Fixed shipping cost*' field with the value '0'; a 'Free shipping starting from' field; and a 'ZIP codes' section with a '+ Add ZIP code' button.

Service delivery

This shipping method refers to home delivery via a courier. In the “Name” field, enter the name of this service. In the “Fixed shipping cost” field, enter the amount you wish to request for this service. In the “Free shipping starting from” field, enter the total purchase amount from which this shipping method becomes free. Once you have completed all the required fields, click on “Save”.

The screenshot shows the 'Configure Service Delivery shipping method' page. The breadcrumb trail is 'Webshops > Configuration > Shipping methods > Configure Service Delivery shipping method'. The user is 'Company Manager'. The page title is 'Configure Service Delivery shipping method' with a subtitle 'Configure shipping method description.' and a 'Save' button. The form includes: a 'Name*' field with a language selector (NL, FR) and the value 'Bpost'; a 'Fixed shipping cost*' field with the value '4,99'; and a 'Free shipping starting from' field with the value '10'.

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

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

Webshops > Orders Maarten Deboo

Orders

Orders overview description.

Prescriptions
Manage customer prescriptions.

Shipments
Manage order shipments.

Show columns

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

Webshops
Browse and manage all webshops.

Content
Browse and manage all webshop content.

Orders
Browse and manage orders, prescriptions, shipments.

Layout & design
Choose colors, typography and shapes.

Customers
Browse all customers.

Configuration
Configure webshop settings.

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

Webshops > Orders > Order 000000086 Company Manager

Order 000000086

Webshop order details description.

Manage shipments
Order status: Pending payment

€15.89

Information

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

Febelco backorder reference ID: ac835133876f433db6c7dc98b6104a53

Status: confirmed


Products

Product codes	Name	Unit price	Quantity	VAT Amount	VAT Percent	Discount Amount	Row Total	Back Order
CNK: 4194072	Aderma Indispensables Univer...	€10.90	1	€1.89	21%	€0.00	€10.90	Requested: 1 Status: confirmed

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

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

ProductsTotal weight: 0g

<input checked="" type="checkbox"/>	Product codes	Name	Price	Quantity	Stock	Weight	Back Order
<input checked="" type="checkbox"/>	CNK: 4194072	 Aderma Indispensables Universe...	€10.90	1 of 1	stockSource-febelco-brugge: 0 stockSource-febelco-ziegem: 3	-	Requested: 1 Status: confirmed

Customer information

Email address*
celine@baldwin.be

Phone number
0479470756

First name*
Céline

Last name*
Delodder

Shipping information

Street*
dendermondsesteenweg

Street number*
140

City*
Gent

Postal code*
9000

Country*
Belgium

[Create shipment](#)

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

Webshops > Orders > 000000086 > Shipment shipment-c03f6b63-5bbf-410c-8d2d-e547a8b15a1a Company Manager

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

Webshop order shipment details description. [Edit shipment](#) [Seal shipment](#)

Shipment status: Started
External status: -

Information

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

Products

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

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

Shipment 188124969

Webshop order shipment details description.

Shipment status: Sealed
External status: Ready to send

Informatie

Shipping cost € 4,99 Gewicht 26g Tracking code <u>323211588559902102538030</u> Download label	Email adres celine@baldwin.be Telefoonnummer 0479470756	Creation date jun. 15 2022, 04:09:09 PM Last updated jun. 15 2022, 04:11:07 PM Verzendadres Céline Delodder Lange Steenstraat 17 9000 Gent België	Carrier bpost
--	--	---	---------------

Producten

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

Payment configuration

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

Shipment 189290459
Webshop order shipment details description.

Shipment status: Sealed
External status: Ready to send

Information

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

Products

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

7.6 Layout & Design

Color themes

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

Color themes

Color themes overview description.

Webshop layout & design

Save

public_demo_belgium

Select a webshop

	Color theme	Primary colors	Secondary colors	
<input type="radio"/>	Lochting color set			
<input checked="" type="radio"/>	Aqua Bittersweet			
<input type="radio"/>	Aqua Green			
<input type="radio"/>	Arctic Midnight			
<input type="radio"/>	Atlantis Moon glow			
<input type="radio"/>	Blue Dust			

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.

Typography

Typography overview description.

Webshop layout & design

Save

public_demo_belgium

Select a webshop

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

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



Webshops > Layout > Typography > Sofia Pro

Maarten Deboo

Sofia Pro (adobe)

Typography details description.

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

Shapes

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

Shapes

Webshop layout & design

Save

public_demo_belgium

Select a webshop

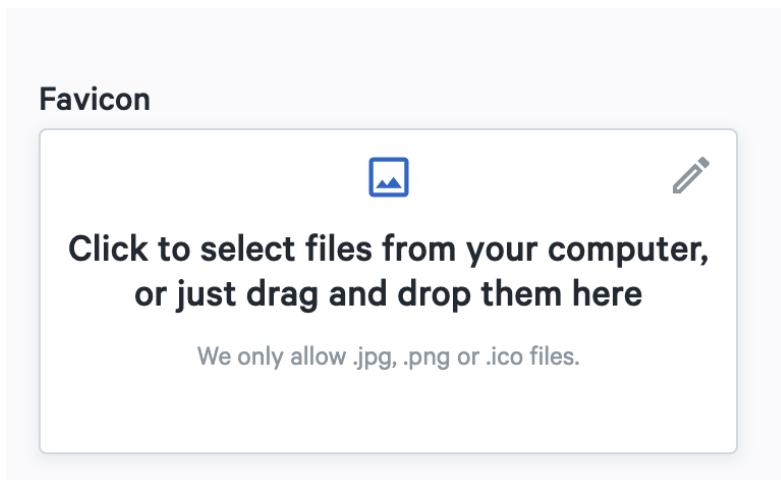
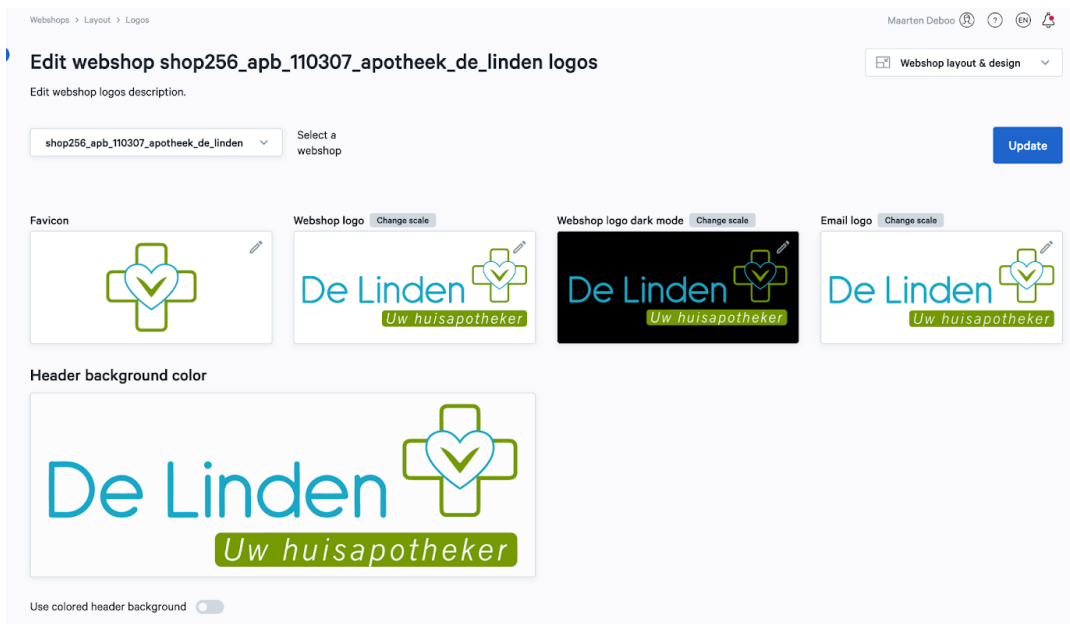
Apply selected color theme

	Shape	Border radius	Primary buttons	Secondary buttons	Tooltips	Inputs
<input type="radio"/>	Filled	Fully rounded				
<input type="radio"/>	Filled	Partly rounded				
<input type="radio"/>	Filled	Subtle rounded				
<input type="radio"/>	Filled	Rectangular				
<input type="radio"/>	Outlined	Fully rounded				
<input type="radio"/>	Outlined	Partly rounded				

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.

Header and footer

Header and footer overview description.

Save

shop256_apb_t10307_apotheek_de_linden

Select a webshop

Header type	
<input type="radio"/>	<div>Horizontal 1</div> <div><div>Logo</div><div>Search</div><div></div><div></div><div></div></div> <div>Products Contact Health Prescription Useful links About us</div>

Reorder categories

Here you can determine the order of the main categories (product categories). You determine the order by dragging a category up or down. When you have determined the order you want, click "save".

Reorder categories

Reorder webshop top-level categories description.

public_demo_belgium ▼

Select a webshop

Top-level categories

Medicines

Weight loss, nutrition and vitamins

50+

Animals and insects

Healthcare and hygiene

Herbal medicine

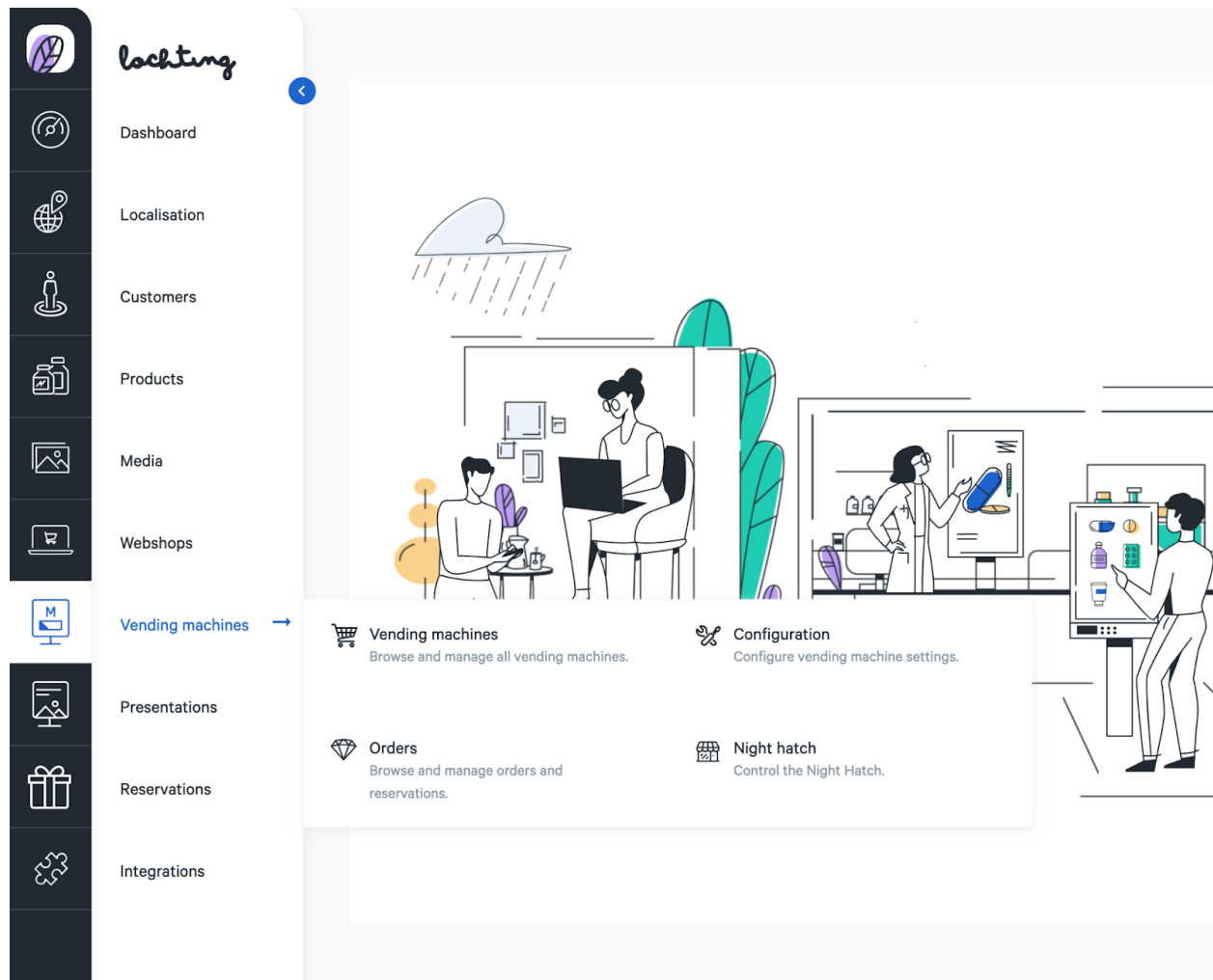
Pregnancy and children

Home healthcare and first aid

Drag and drop categories change their order

8. Vending Machines

The sixth main category is that of the vending machines. You will find “Vending machines”, “Orders”, “Configuration” and “Night hatch” as subcategories.



8.1 Vending machines

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

Vending Machines

Vending Machines overview description.

Search by device name, ...

Monitoring Create device

Export Show columns

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

1 - 10 of 10

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

The following information is visible for each vending machine:

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

Vending machine details page

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

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

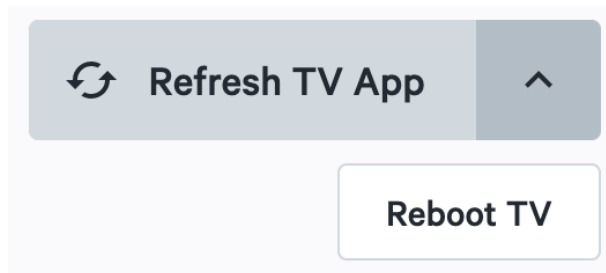
ID	device-565ba8f3-9775-43e9-a05e-45fd252dbadb
Name	Matic Clement Showroom
Type	Vending Machine
Device Group	Testing
Orientation	Portrait (9:16)
Company	Baldwin
Branch	Baldwin
Is Demo	No
Disable monitoring messages	Yes
MAC address	f4:4d:30:63:ae:0c
TeamViewer	
Fallback switch on time	-

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

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

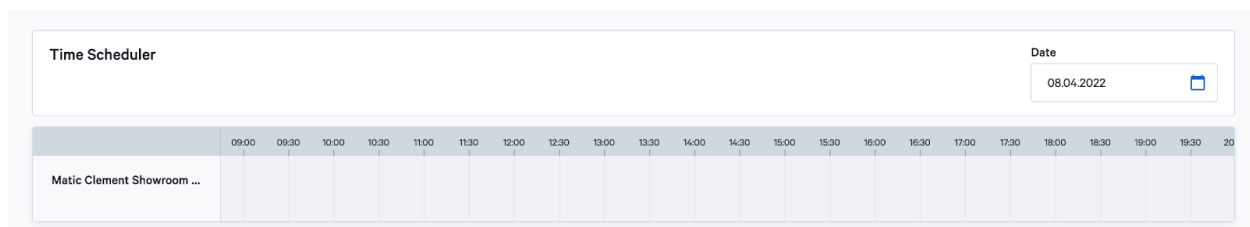
'Refresh TV App' and 'Reboot TV' buttons

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.

Fallback slideshow

Slideshow

Select slideshow

Timeline

Select timeline

Save

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.

8.2 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.

Vending Machines > Orders

Josephine De Vuyt

Orders

Orders overview description.

Search by order reference, ...

All devices

Show columns

External reference ID	Order status	Grand total	Taxes	Shipping	Discount	Created at	Updated at	ID
SC-a251cdb0-294c-4913-8977-0e16f6841df4	Complete	€10.49	€0.00	€0.00	€0.00	2022-04-06 09:17:38	2022-04-06 09:18:10	
SC-7606b684-3ff5-4098-957e-e8256960a150	Complete	€10.49	€0.00	€0.00	€0.00	2022-04-06 09:14:38	2022-04-06 09:15:29	
SC-32f6f320c-6b11-4668-c4032c2ca012	Complete	€35.37	€0.00	€0.00	€0.00	2022-04-05 16:36:45	2022-04-05 16:37:54	
SC-7fa-dc138a050a37	Complete	€10.49	€0.00	€0.00	€0.00	2022-04-05 16:33:57	2022-04-05 16:34:35	
SC-xd5-06d974d1d74c	Complete	€24.89	€0.00	€0.00	€0.00	2022-04-05 16:01:05	2022-04-05 16:02:03	
SC-a27fe80c-a17b-43e1-bda1-bf217206f0d6	Complete	€10.49	€0.00	€0.00	€0.00	2022-04-05 15:59:37	2022-04-05 16:00:11	

Overview

Color themes

Typography

Reservations

Configuration

The detail page shows the following information:

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

- Updated at
- ID

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

Josephine De Vuyt (R) 1 (n) A

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

Vending Machine order details description.

€3.99

Order status: Ready to pick up in store

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

Information

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

Products

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

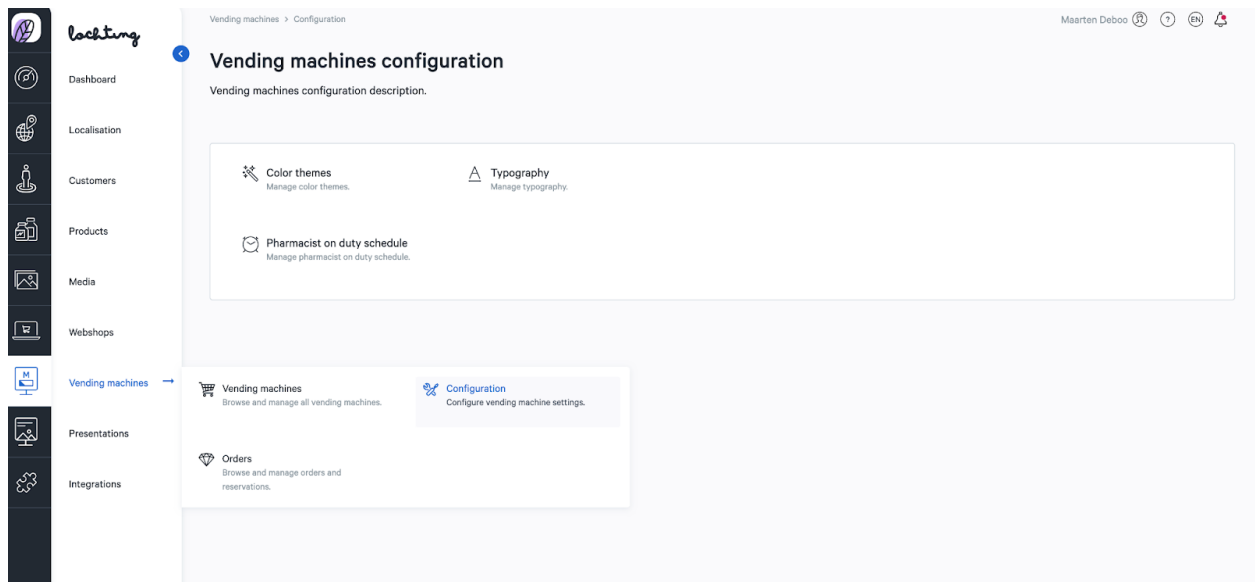
When you click on “Reservations” on top of the overview page, you will see an overview of all reservations made through the vending machine. You can also see the order status and change it to ‘Ready to pick up in store’ when the order is ready for the customer. The platform will then automatically send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

You will find the following information about the order:

- Order totals
- Order date

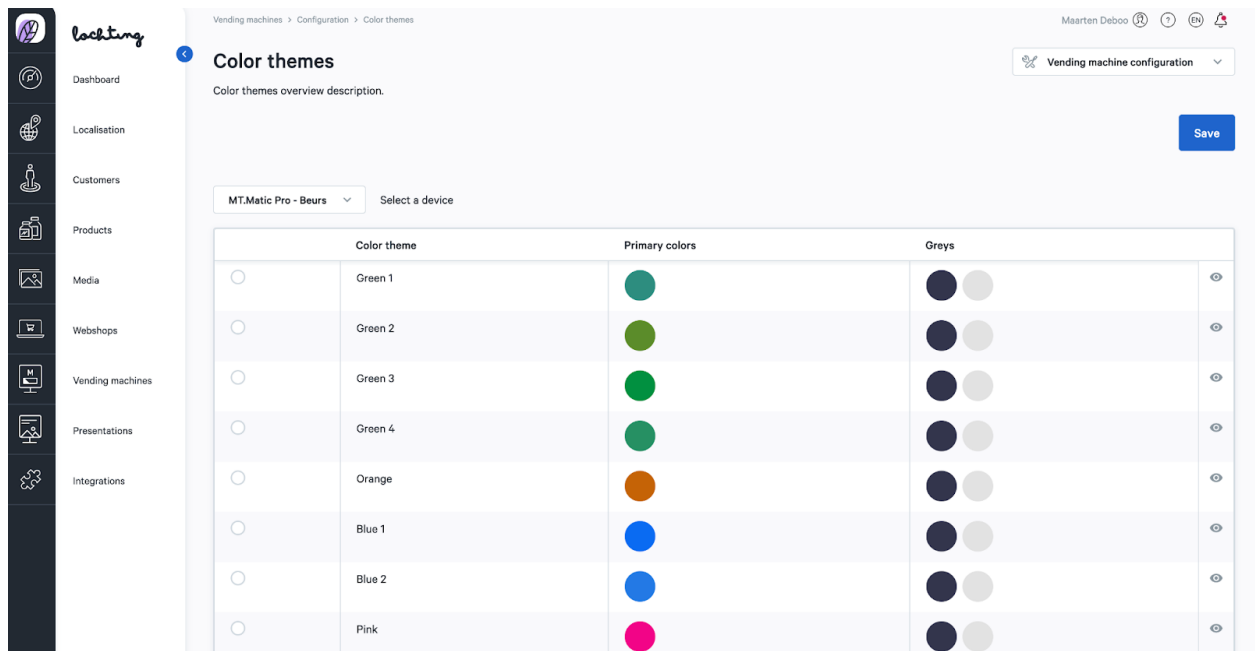
8.3 Configuration

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



Color themes

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



Typography

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

Vending machines > Configuration > Typography

Maarten Deboo (R) (N) (N) (N)

Typography

Typography overview description.

Vending machine configuration

Save

MT.Matic Pro - Beurs Select a device

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

Pharmacist on duty schedule

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

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

Maarten Deboo

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

Edit device pharmacist on duty schedule description.

MT.Matic Pro - Beurs Select a device

☒ Use same phone number for all days

Phone number

Monday

Tuesday

Wednesday

Thursday

Update

Configuration

Customers > Devices > Edit device Matic Clement Showroom configuration

Josephine De Vuyst

Edit device Matic Clement Showroom configuration

Edit device configuration description.

Matic Clement Showroom Select a device

Update

Vending machine logo Change scale

MEDITECH
PHARMACY MANAGEMENT SOLUTIONS

Layout & Design

Overview

Orders

Reservations

Color themes

Typography

Configuration

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

8.4 Night Hatch

COMING SOON - Option in production

The Nighthatch will allow pharmacists to speak with patients through their vending machine after opening hours. A patient will be able to pass a prescription document to the pharmacist, who then will be able to provide the needed medication. As a patient, you can follow every step of the process on the vending machine's screen. The nighthatch module is fully manually operated by the pharmacist and provides safety.

Night hatch for device MATIC labo Izegem

Night Hatch description.

MATIC labo Izegem Matic labo ▾

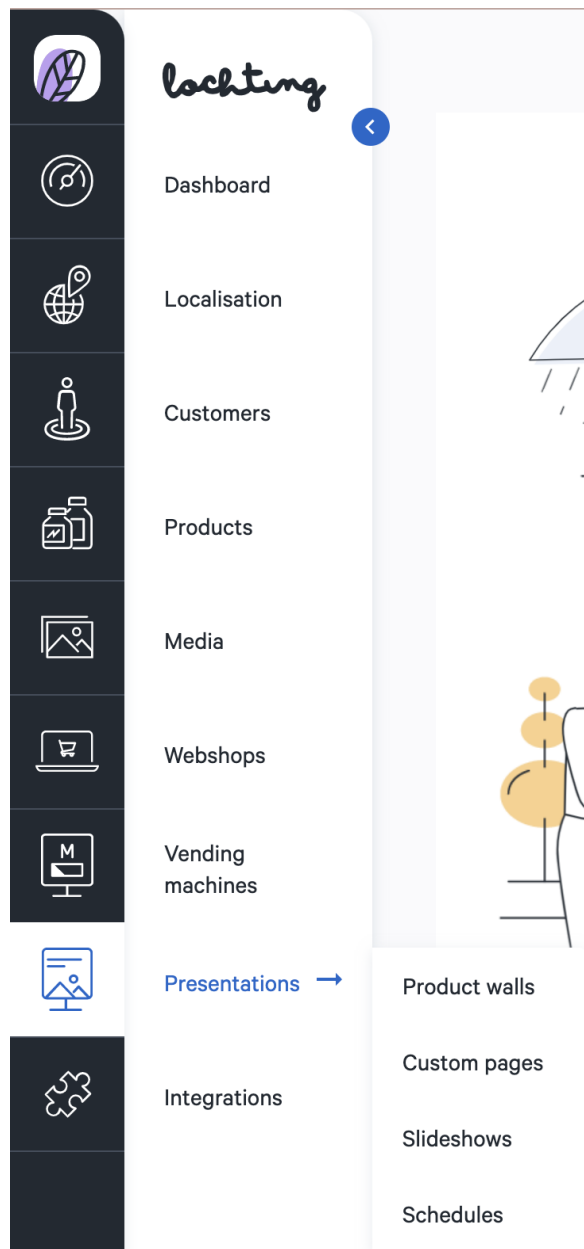
Select a device

Start Night Hatch mode

Log

Logged on	Label
No results.	

9. Presentations



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

9.1 Product walls

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

Presentations > Product walls

Josephine De Vuyt

Product walls

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

céline

Show columns

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

1 - 1 of 1

Product walls

Custom pages

Slideshows

Schedules

Product wall information

The following information is visible for each product wall:

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

Create product wall

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

Step 1 - Enter details

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

The screenshot shows the 'Edit product wall Product wall - test' interface. The top navigation bar includes 'Presentations > Product walls > Edit product wall Product wall - test' and a user profile 'Maarten Deboo (impersonating Johan Soens)'. The main heading is 'Edit product wall Product wall - test' with a subtext: 'On this page you can edit the product wall in 3 steps. Certain fields cannot be edited.' The step indicator 'Step 1 - Enter details' is on the left. On the right, there are buttons for 'Product selection >', 'Save', and 'Delete'. The form fields are: 'Name of product wall*' with the value 'Product wall - test', 'Locale*' with a dropdown set to 'English', and 'Orientation*' with a dropdown set to 'Portrait (9:16)'. Below these is a 'Tags' section with an 'Add tag' button. At the bottom, there is a 'Sharing' section with a dropdown set to 'Not shared' and an 'Edit' button.

Step 2 - Select your products

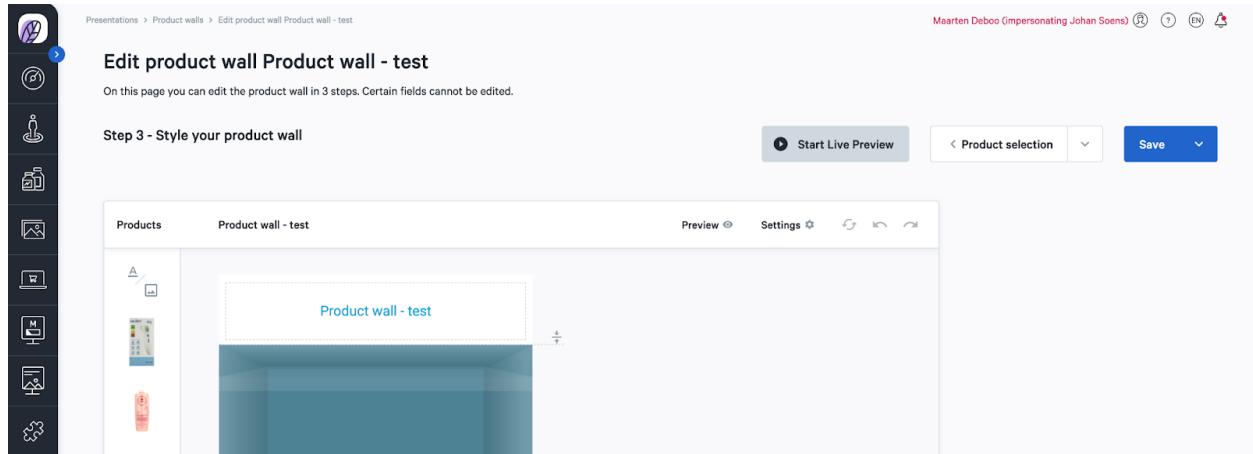
In step 2, select the products you want to add to the product wall. Click on "Designer" when you have selected all your products.

The screenshot shows the 'Edit product wall Product wall - test' interface, Step 2: Select your products. The top navigation bar is the same as in Step 1. The main heading is 'Edit product wall Product wall - test' with the same subtext. The step indicator 'Step 2 - Select your products' is on the left. On the right, there are buttons for '< Details', 'Designer >', and 'Save'. Below the buttons is a search bar with the placeholder 'Search by product name, CNK code, ...' and a search icon. To the right of the search bar are checkboxes for 'Only suitable for product wall' (checked), 'Show selection', and 'Show columns'. Below this is a table with the following columns: 'Codes', 'Image', 'Name', 'Advised price', 'Promo price', and 'Brands'. The table contains three rows of product data:

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

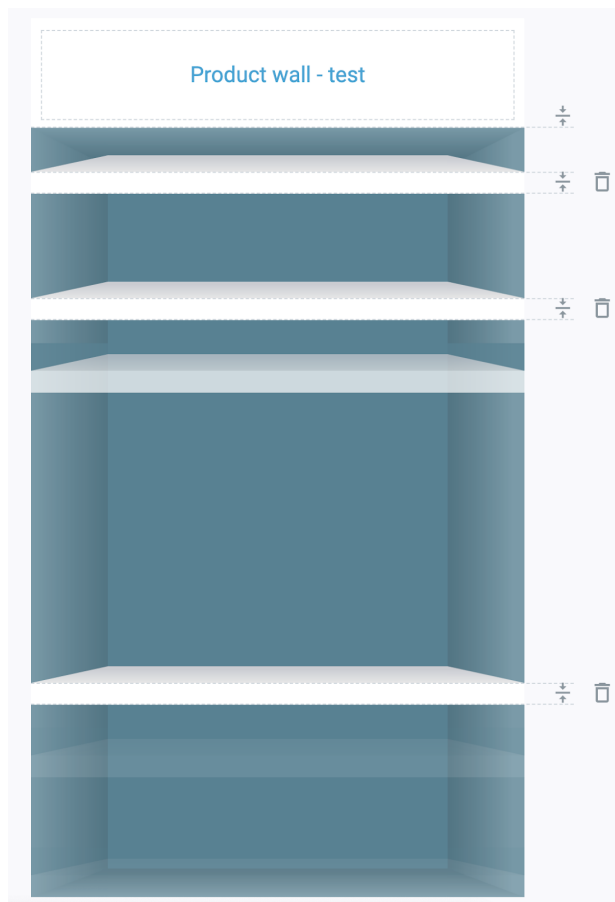
Step 3 - Style your product wall

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



Creating shelf in rack

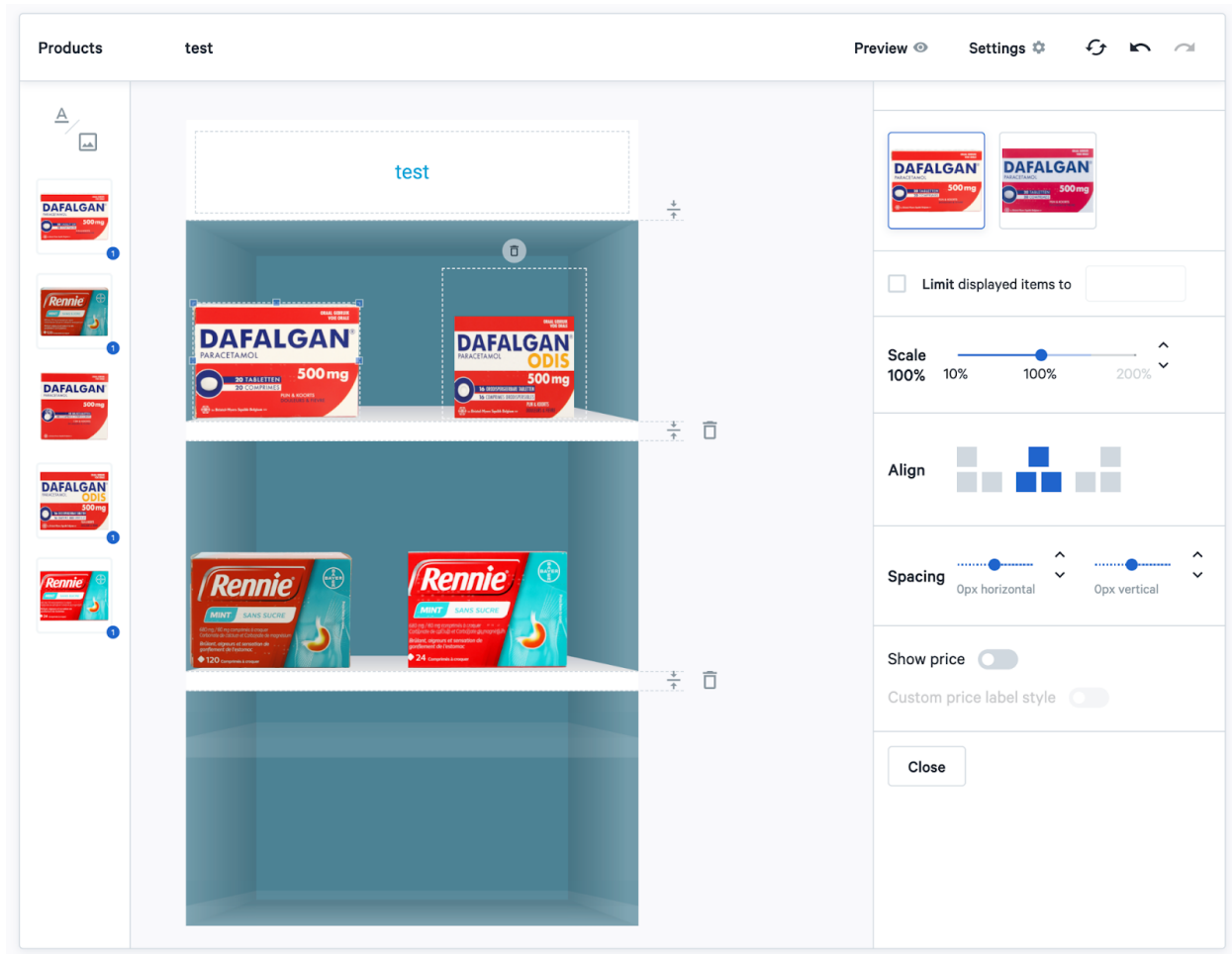
Click anywhere in the rack to add a shelf. You can drag it up or down to place all the shelves in the desired position.



Place product in rack

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

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



General settings of the product wall



Shelf style

3D

Header background color

Style wall background

☒ Color
☐ Image
☐ Video

Background color

Toggle all price labels

Price label style

Background
Border

Roboto

11

B

I

U

Promo label style

Background
Border

Style normal price

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

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

Change adjustments

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



Preview

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

Preview 

Live preview

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

 **Start Live Preview**

Changing the shared product wall

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

Shared content 

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

Preview	Name ^{T1}	Locale ^{T1} ▼	Orientation ^{T1}	Company	Branch ▼	Owner	Products	Tags
	Baldwin Test <small>Sharing with others</small>	English	Portrait (9:16)	Baldwin	Baldwin	Branch Manager	0	

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.

Presentations > Custom pages

Maarten Deboo (impersonating Johan Soens)

Custom pages

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

Gedeelde Content ☐
Show columns ▼

Preview	Name ^{T1}	Locale ^{T1} ▼	Orientation ^{T1}	Company	Branch	Owner	Products	Tags
	APB - encointe (FR) <small>Sharing with others</small>	French	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	
	AUP - Mois sans tabac	French	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	
	BUG	Dutch	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	
	custom page	English	Portrait (9:16)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	
	Device sequence test horizontal ...	Dutch	Landscape (16:9)	Meditech Belgium	LOCHTING CONTENT LIBRARY	Johan Soens	0	

Custom pages information

For each page, the following information is visible:

- Preview

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

Create custom page

Setting the details of the custom page

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

The screenshot shows a web application interface for creating a custom page. On the left is a dark sidebar with various icons. The main content area is titled 'Create custom page' and contains the following elements:

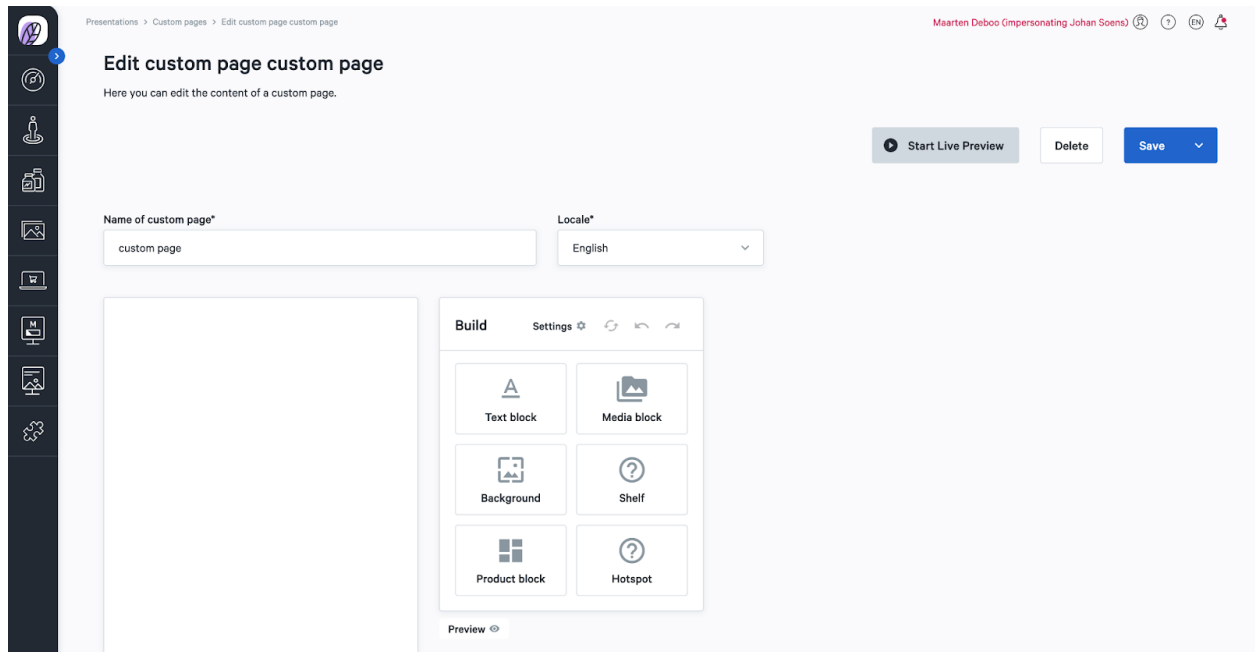
- A blue 'Create' button in the top right corner.
- Three input fields:
 - 'Name of custom page*' with a text input field containing 'Enter name'.
 - 'Locale*' with a dropdown menu showing 'Select locale'.
 - 'Orientation*' with a dropdown menu showing 'Select orientation'.
- A 'Tags' section with an 'Add tag' button.

The top of the page shows a breadcrumb trail 'Presentations > Custom pages > Create custom page' and a user profile 'Maarten Deboo (impersonating Johan Soens)'.

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.

← Settings ↻ ↶ ↷

Price label style


 ▼



Background  ▼ Border  ▼

Roboto ▼ | 11 ▼ | ☐ ▼

B *I* U ☰ ☑ ☰ ☰

Promo label style

 ▼

Background  ▼ Border  ▼

Style normal price ▼

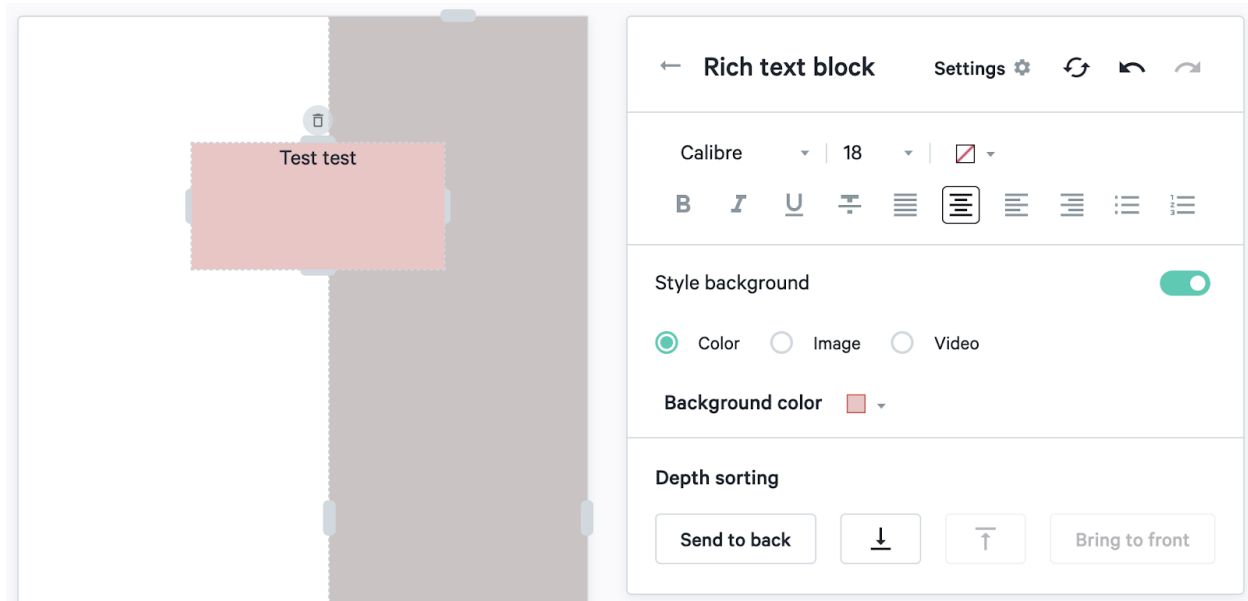
Style promo price ▼

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.

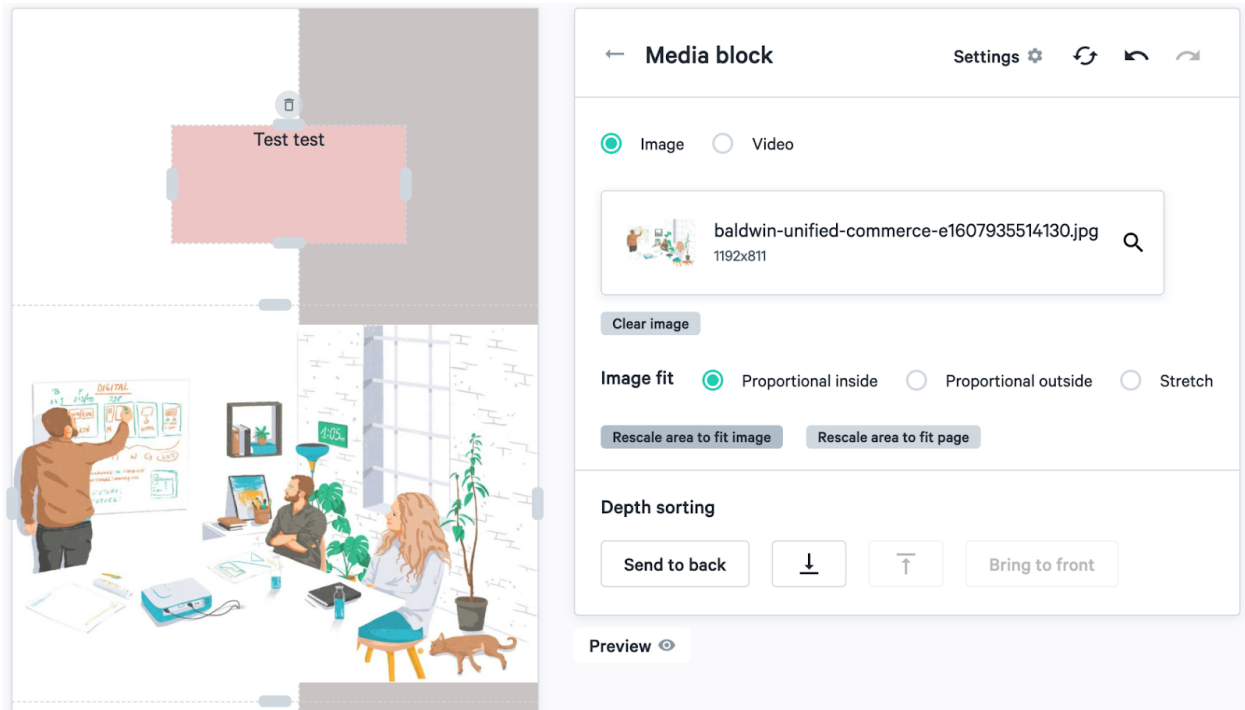


Add media block

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.

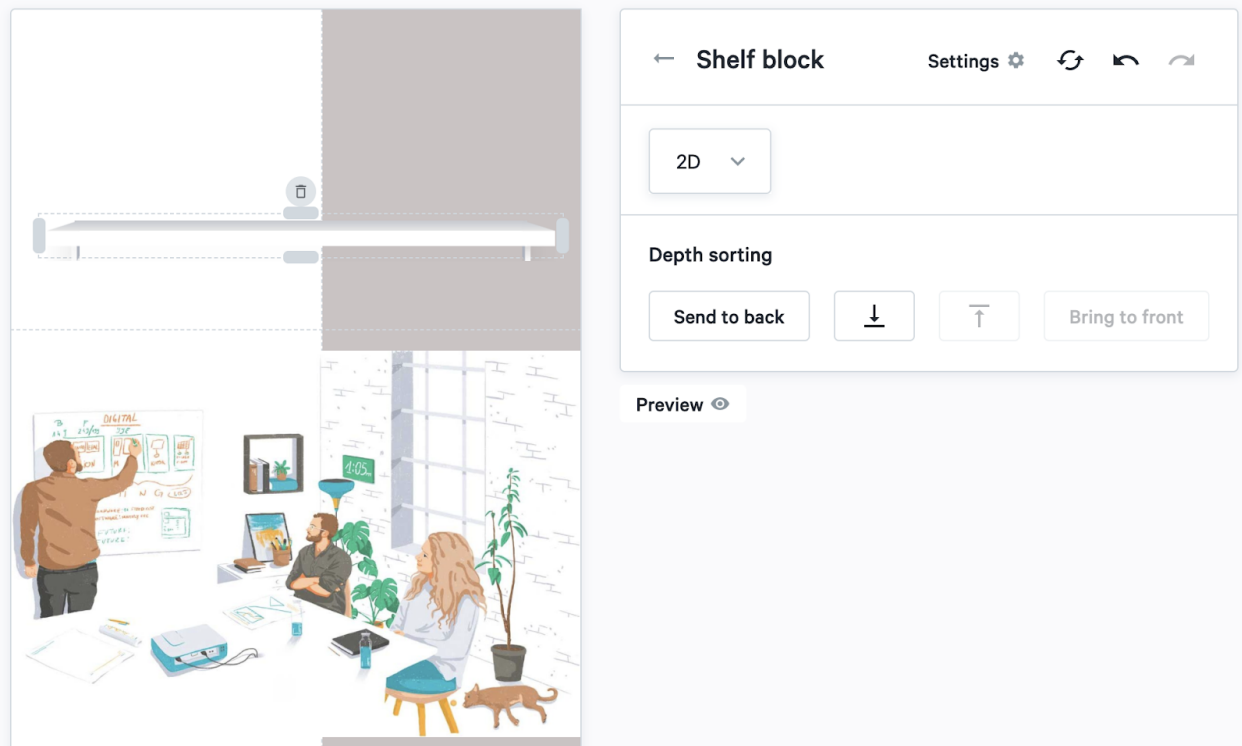


Add shelf block

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.

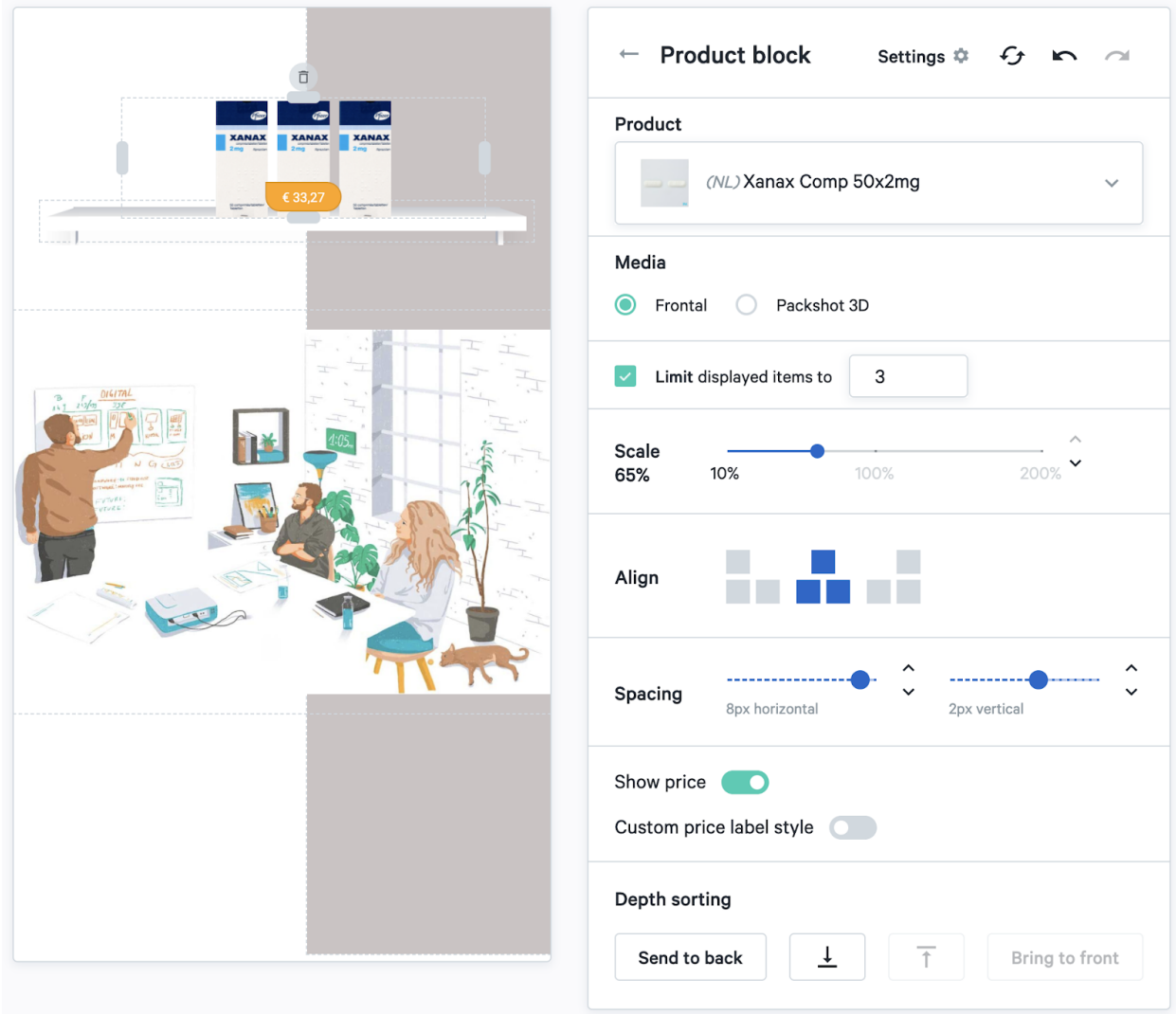


Add product block

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.

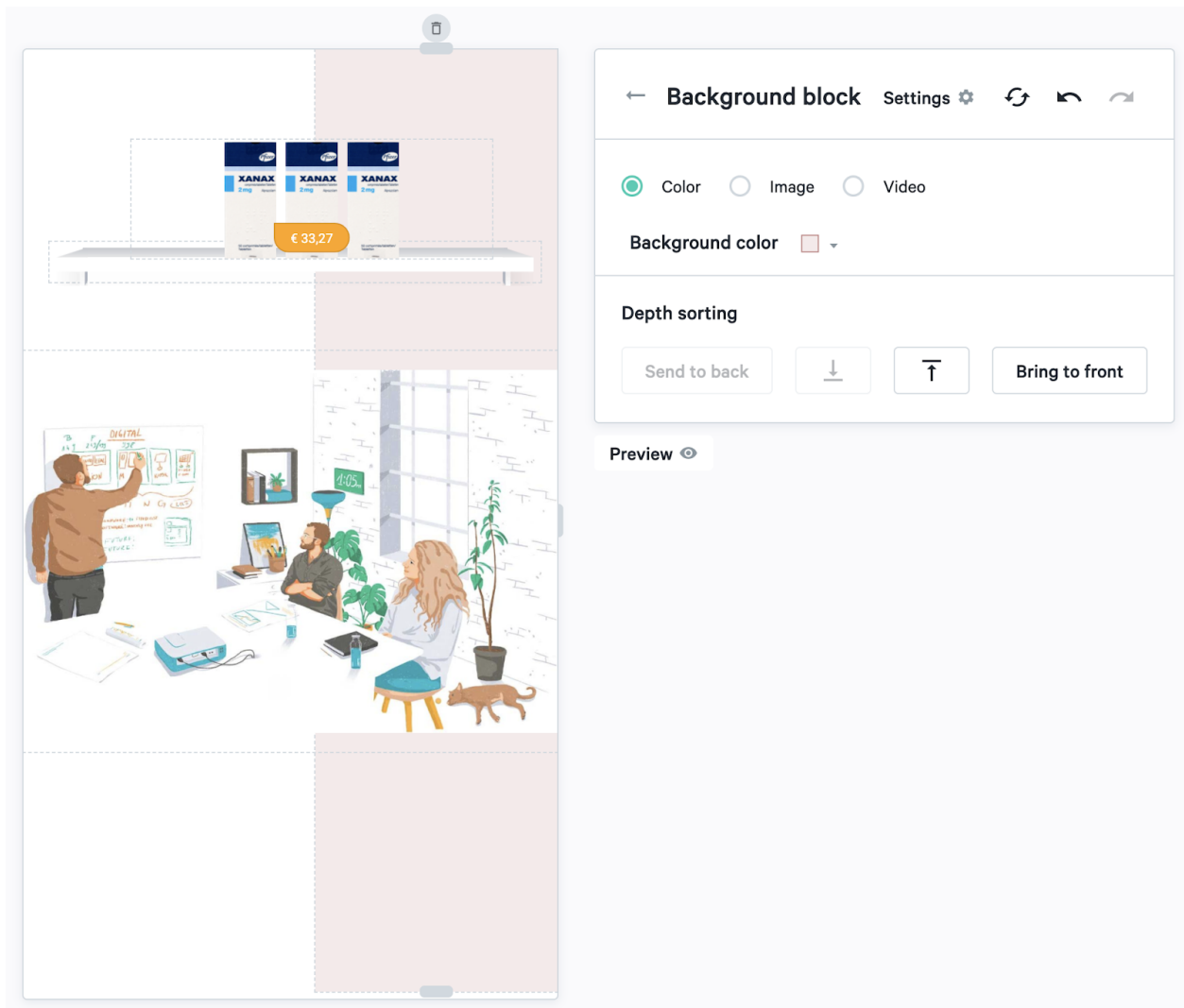


Add background block

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.

← **Hotspot block**
Settings ⚙️ ↺ ↻ ↶

☒ Product details
☐ Hidden slide

Product

Select a product
▼

Depth sorting

Send to back
↓
↑
Bring to front

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

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

Change adjustments

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



Preview

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

Preview 

Live Preview

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

 **Start Live Preview**

Changing the shared TV screen page


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









Shared content 

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

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

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. 

	Bianca custom page	Nederlands	Portrait (9:16)	Baldwin	baldwin test	branch manager	2	  
	Branch created custom page (shared) <small>Sharing with others</small>	Nederlands	Portrait (9:16)	Baldwin	baldwin test	Tristan Hofman	1	  

9.3 Slideshows

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

Presentations > Slideshows

Maarten Deboo (impersonating Johan Soens)

Slideshows

On this page you find an overview of all slideshows.

Search by slideshow name, language, ...

Create

Gedeelde Content ☐ Show columns

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

Product walls
Custom pages
Slideshows
Schedules

Create slideshow

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

Presentations > Slideshows > Create slideshow

Maarten Deboo (Impersonating Johan Soens)

Create slideshow

On this page you can create a slideshow.

Create

Product Walls Custom pages Media

Gedeelde Content ☒ Locale

Search by product wall name

- Avène - GELAATSVERZORGING
- Avène - LICHAAM
- Avène - UV BESCHERMING
- Blephaclean (20sec)
- Caudalie

Name of slideshow*

Slideshow

Device 1

Device 2

Device 1 Total time: 00m 32s

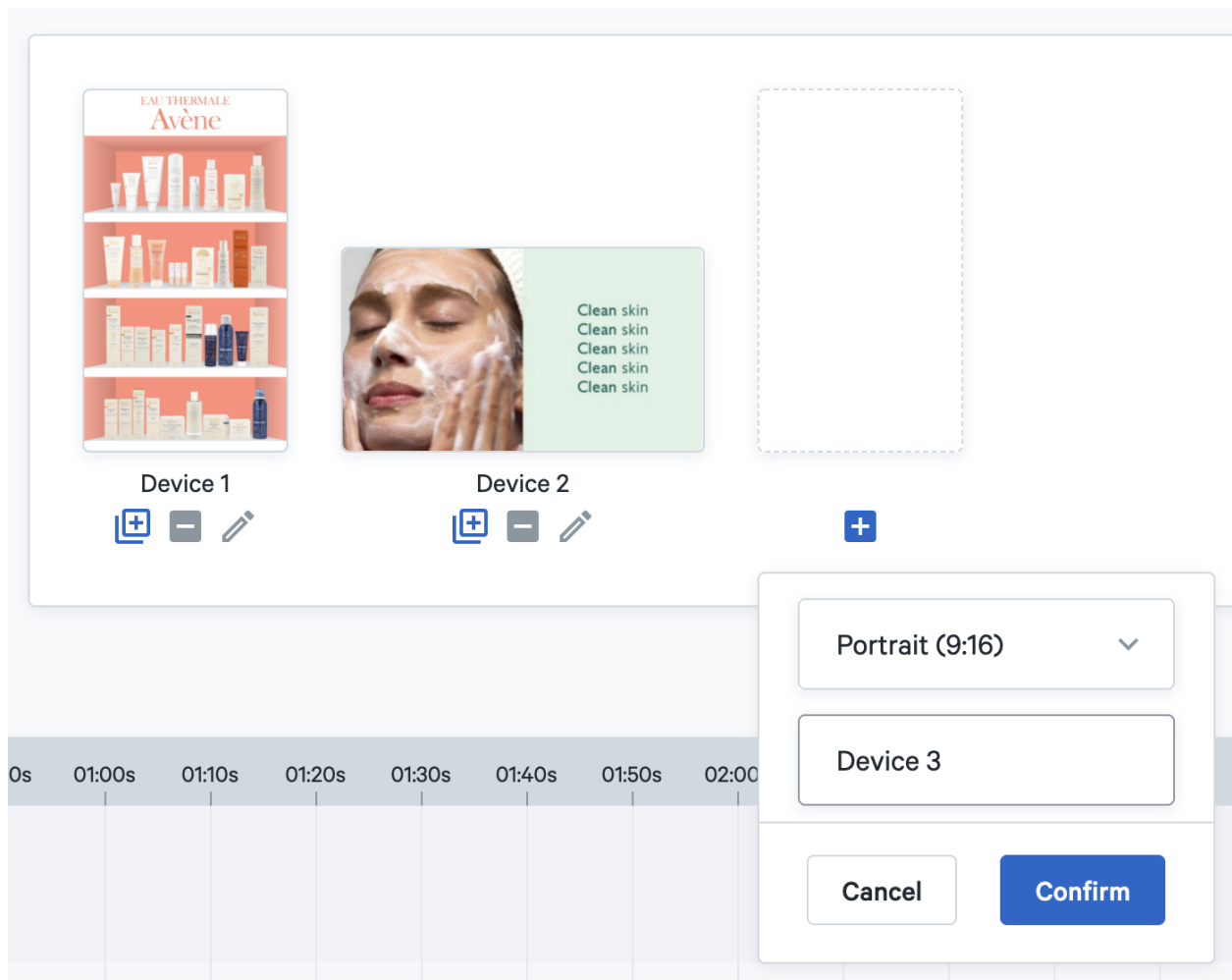
Device 2 Total time: 00m 00s

Avène - GELAATSVERZOR...

00:10s 00:20s 00:30s 00:40s 00:50s 01:00s 01:10s 01:20s 01:30s 01:40s 01:50s 02:00s 02:10s 02:20s 02:30s 02:40s

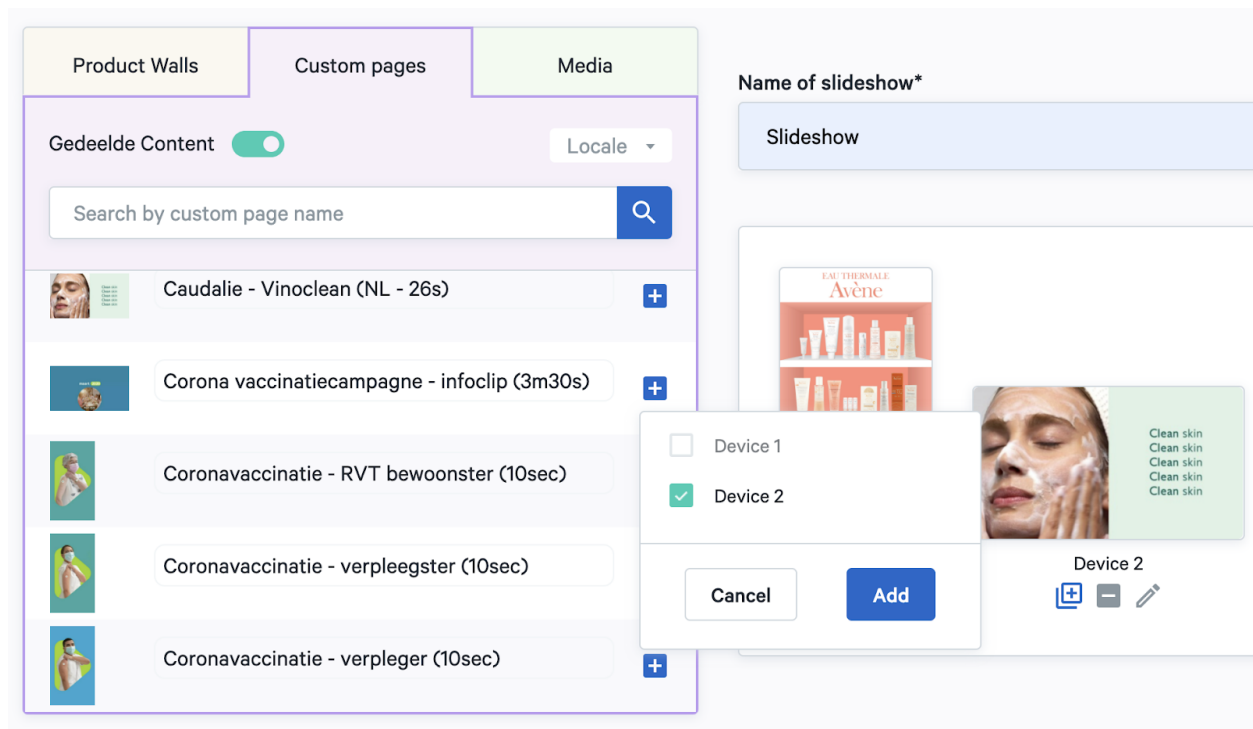
Set up screens

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



Select slideshow content

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

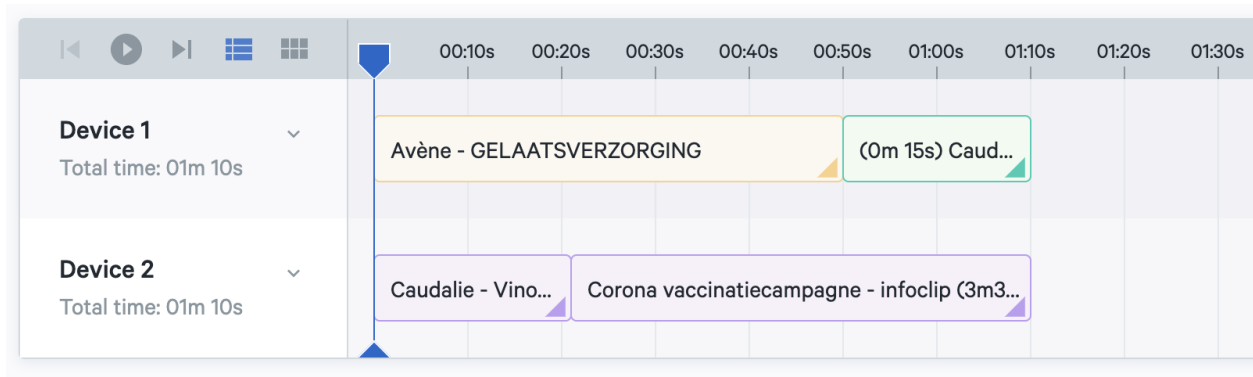


Timeline

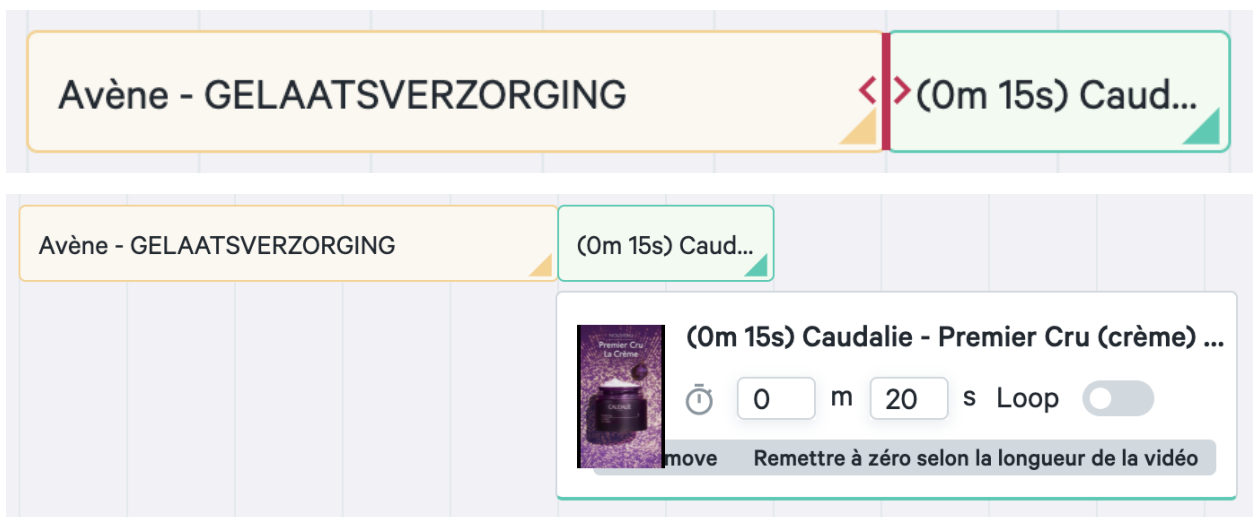
Once you add the product walls, custom pages and media, they are visible in the timeline of each screen. Here you can see an overview of how the different timelines are displayed on the different screens, over a certain period of time.

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

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



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



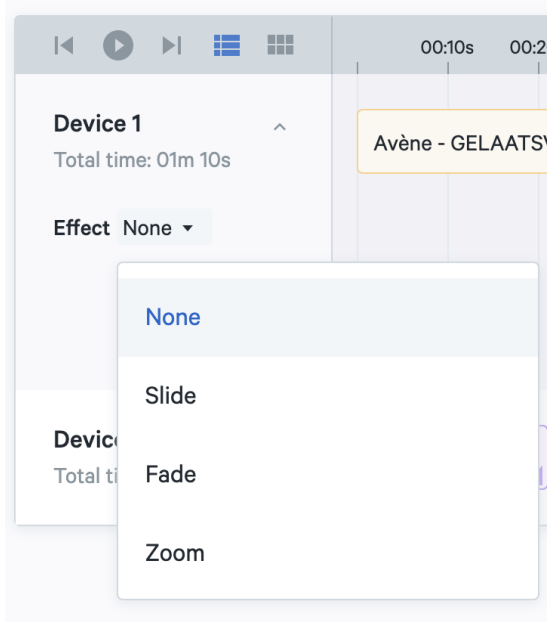
If you add a video to the presentation, the playback time of the video is automatically configured to the length of this video. The use of the loop option is important if you configure a duration that is longer than the video. The loop option is disabled by default. If the loop option is disabled, the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

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



Transition effect

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



Play slideshow

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



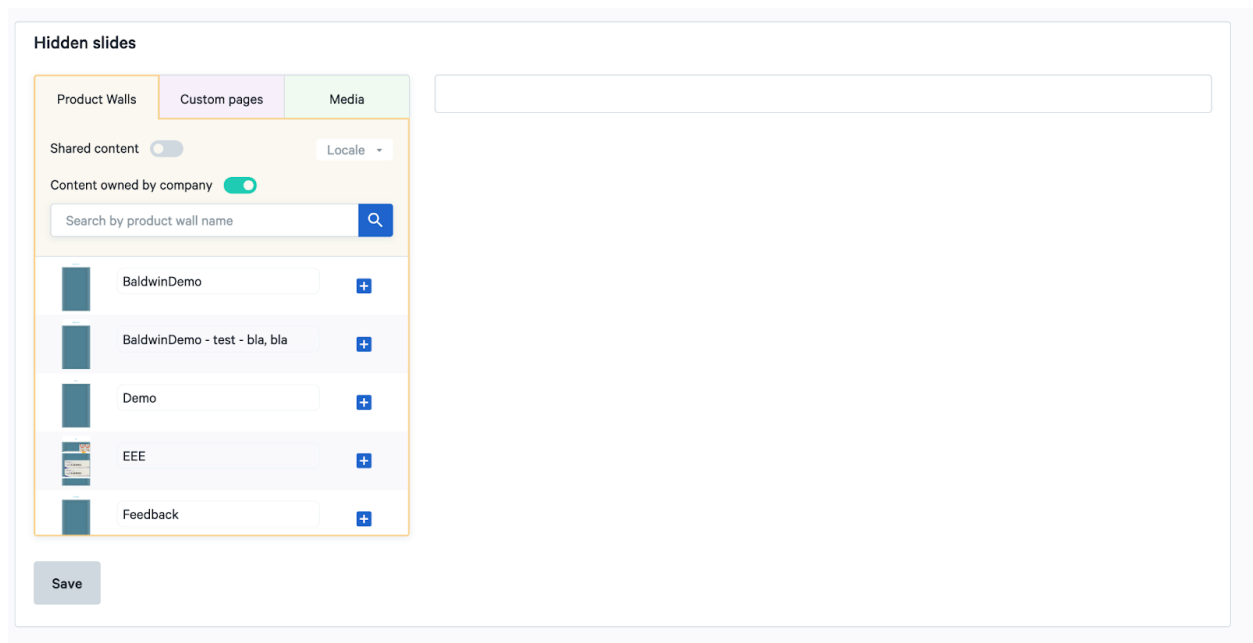
Preview

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



Hidden pages

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



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

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

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

Changing the shared presentation

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

Shared content



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

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

9.4 Schedules

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

Presentations > Schedules

Maarten Deboo (impersonating Johan Soens)

Schedules

Schedules overview description.

Search by schedule name, branch, ...

Create

Show columns

Name	Active on	Devices	Priority	Status
ELO villa	Monday, Tuesday, Wednesday, Thursda...	Labo Izegem ELO (1c6ec908:0b5bc)	Lowest	Inactive
Feestdagen	Tuesday, Wednesday	R&D Boven - Izegem (Links), R&D Boven - Izegem (Rechts)	Medium	Inactive
IXX Pharma (weekdagen)	Monday, Tuesday, Wednesday, Thursda...	R&D Boven - Izegem (Links), R&D Boven - Izegem (Rechts)	Low	Active

1 - 3 of 3

Product walls

Custom pages

Slideshows

Schedules

es schedule

Devices

Cluj 2

Date

04.03.2022

Cluj 2 (Portrait (9:16) - CL...
Fallback: D1 (TEST SERGIU CLUJ update)
00:00:00 - 23:59:59

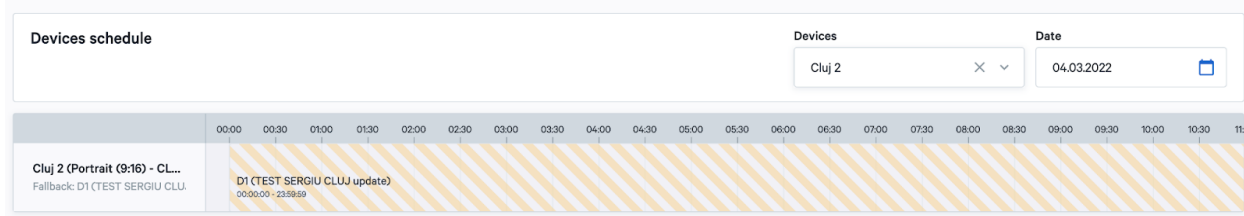
Schedule information

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

The screenshot shows the 'Edit schedule iXX Pharma (weekdagen)' form. The form includes the following fields:

- Name of schedule***: iXX Pharma (weekdagen)
- Priority***: Low
- Devices***: R&D Boven - Izegem (Links), R&D Boven - Izegem (Rechts)
- Recurring days***: Monday, Tuesday, Wednesday, Thursday, Friday
- Date from**: (empty)
- Date to**: (empty)

Below the form is a timeline showing scheduled events:

Device	Event	Start Time	End Time
R&D Boven - Izegem (Link...)	scherm1 (iXX Pharma producten C...	10:00:00	11:59:59
R&D Boven - Izegem (Rec...)	scherm2 (iXX Pharma producten C...	10:00:00	11:59:59
	screen 1 (LeftToRight) (Vichy)	13:00:00	14:59:59
	screen1 (Tilman)	15:00:00	16:29:59
	screen 1 (LeftToRight) (Vichy)	13:00:00	14:59:59
	1 (Demo (Caudalie))	15:00:00	16:29:59

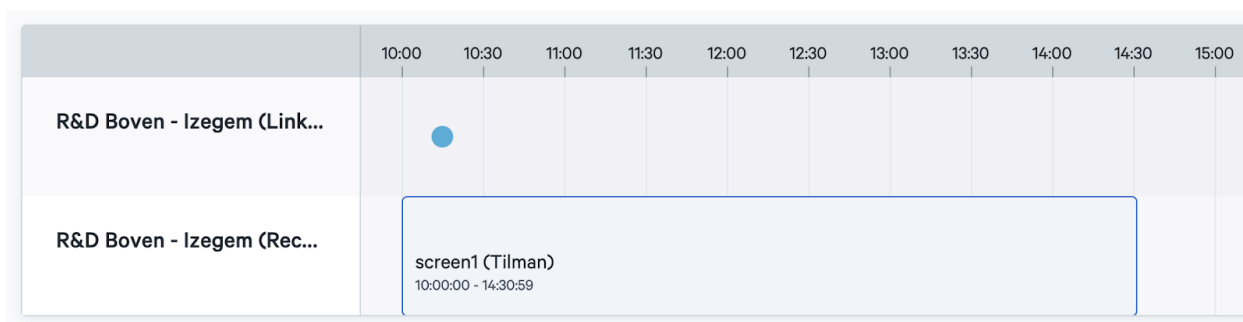
Once you create a new schedule, you can choose whether it is active or inactive. Enter your chosen name for the timeline. For the priority, you can choose between 1 High, 2 Medium, 3 Low

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

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

Setting the schedule

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



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




Slideshows gallery

Cancel

Gedeelde Content ☒

Search by name, langu...

Q

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

1 - 19 of 19

I<

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1

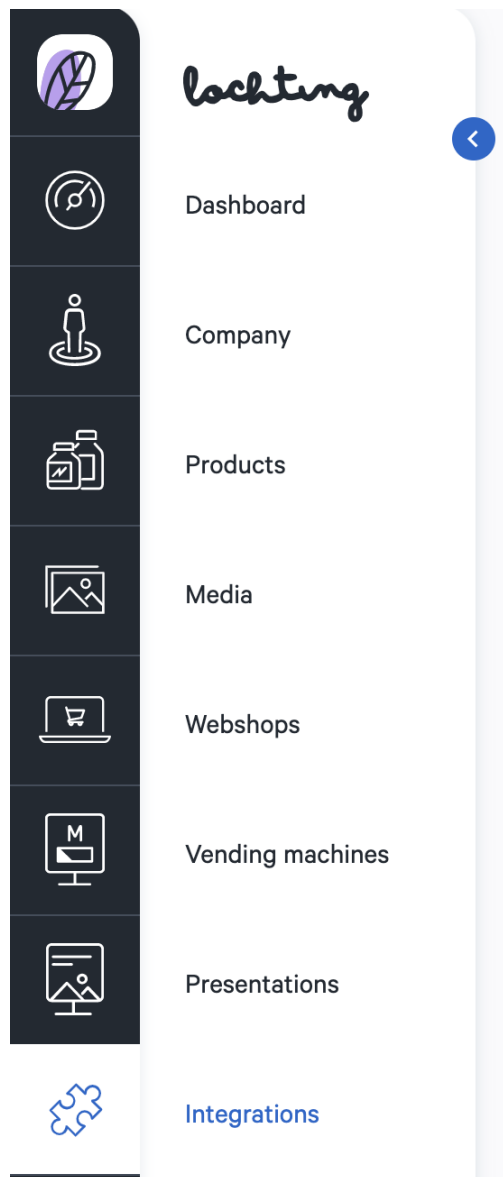
>

>I

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

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

10. Integrations



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

Name	Description	Added by	Company	Branch	Status
stockSource-febelco-OL		Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	activ
stockSource-febelco-SN		Apotheek Rupelfarma	Apotheek Rupelfarma	Apotheek Rupelfarma	activ
stockSource-febelco-OL		Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	activ
Febelco back orders		Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	Apotheek Denys Zandhoven	activ
Pharmacy BE prices		Joeri Van Dijck	Apotheek Van Dijck BV	Apotheek Van Dijck	activ
Pharmacy BE stock		Joeri Van Dijck	Apotheek Van Dijck BV	Apotheek Van Dijck	activ

10.1 Integration information

The following information is visible for each integration:

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

10.2 Integration details page

Click on an integration to see the details page.


Integraties > Febelco back orders

Josephine De Vuyst (U bent zich aan het voordoen als **Josephine De Vuyst**)

Febelco back orders

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

[Wijzigen](#)













ID	configuredIntegration- afkntkby-dkby-qwrt-prat-uhdfghjklm
Naam	Febelco back orders
Status	active
Bedrijf	0-0000-000000-000000
Filiaal	Apothek De Vries
Geconfigureerd op	2021-11-10 12:09:40
Laatste keer	2022-03-09 08:36:17
APB nummer	000000
Leveringstermijn in uren	1

10.3 Add integration

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

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



Integraties > Integratie toevoegen

Integratie toevoegen

Hier kan je een nieuwe integratie toevoegen aan je account

Actief ▾

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

Kies integratie ^

Febelco stock

Officinall orders

Officinall stock & prices

Pharmony BE orders

11. Operating the interactive TV screen

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

11.1 Swipe movements

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

11.2 Menu bar on the right

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

Q&A

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

info@lochting.be