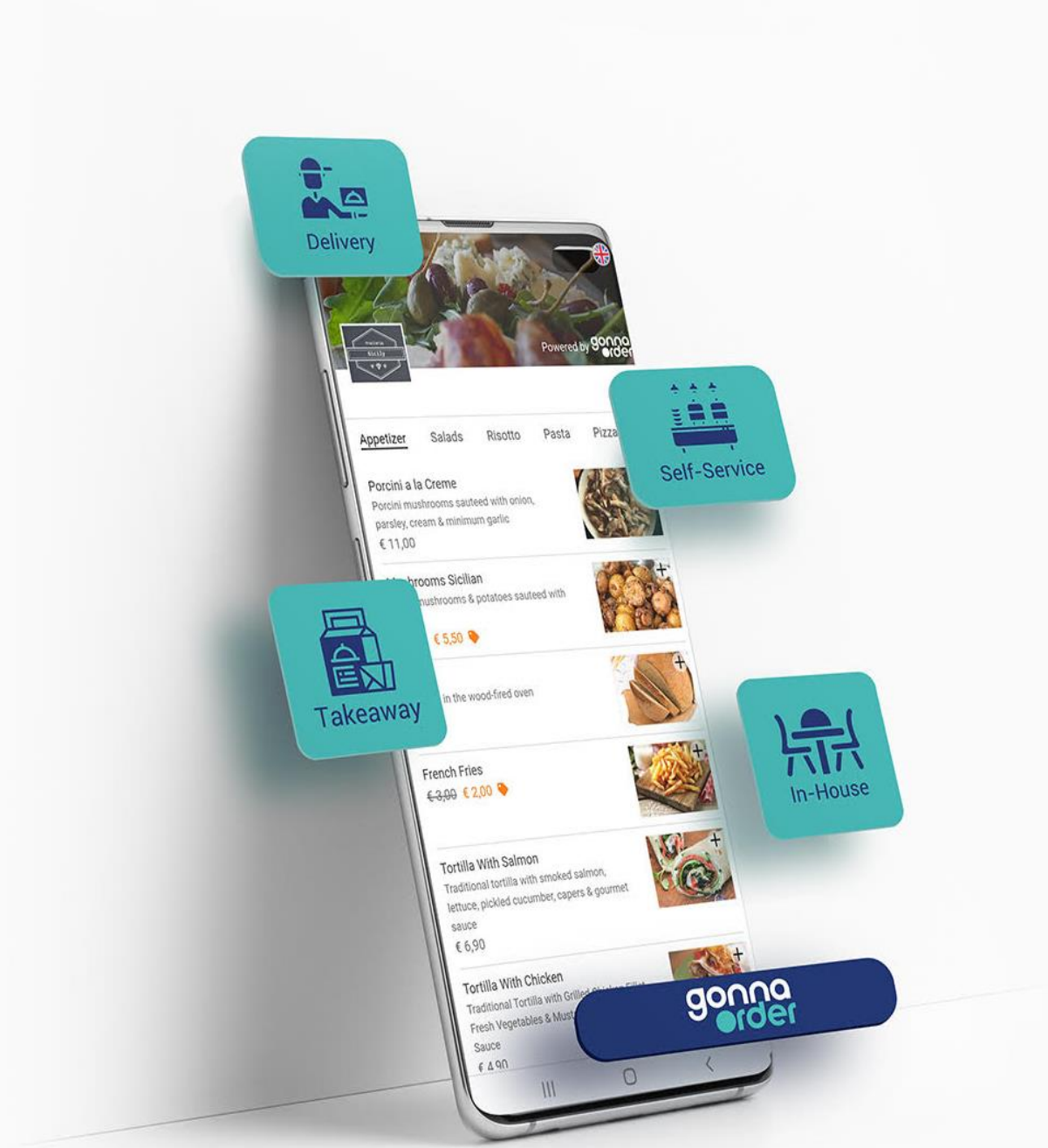



# 100+ Features

## to help your business grow

gonna order

Features Guide
July 2026

# Unlock Features to Boost Your Business

GonnaOrder lets you:

- Set up and customize your store in a few hours
- Preview and test it at no cost - pay only when you go live
- Offer your customers a fully functional digital ordering experience

Use this guide to explore the most relevant features for your business. Each feature includes a link for more details in our Help Center.

You can download the latest version of the guide at
www.gonnaorder.com/guide

Other resources to help you
Help Center - www.gonnaorder.com/help
Frequently Asked Questions - www.gonnaorder.com/faq

JOIN NOW

# Launch Your Store Quickly & Easily

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# Create an Account and Take Control

With GonnaOrder you have full flexibility to create and configure your store yourself according to your needs.

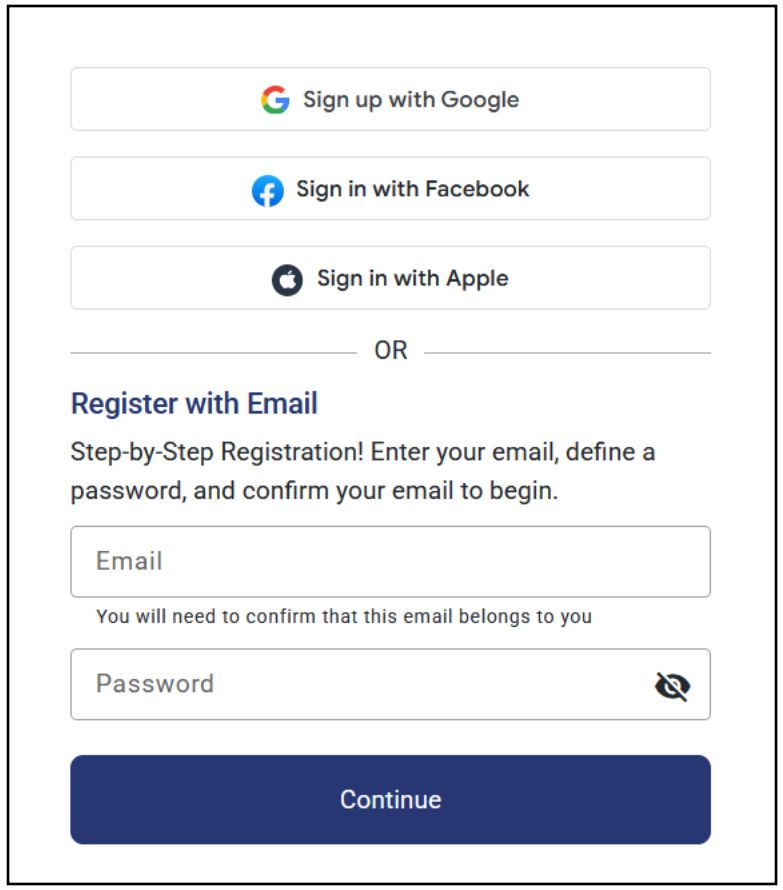
To get started, visit www.gonnaorder.com and click “Sign up FREE now”.

You can register using your email and password or quickly sign in with your Google, Facebook, or Apple account.

Just fill in some basic details, and you’re ready to go live!

In the future you can manage your account directly at admin.gonnaorder.com





# Create One or More Stores for Your Business

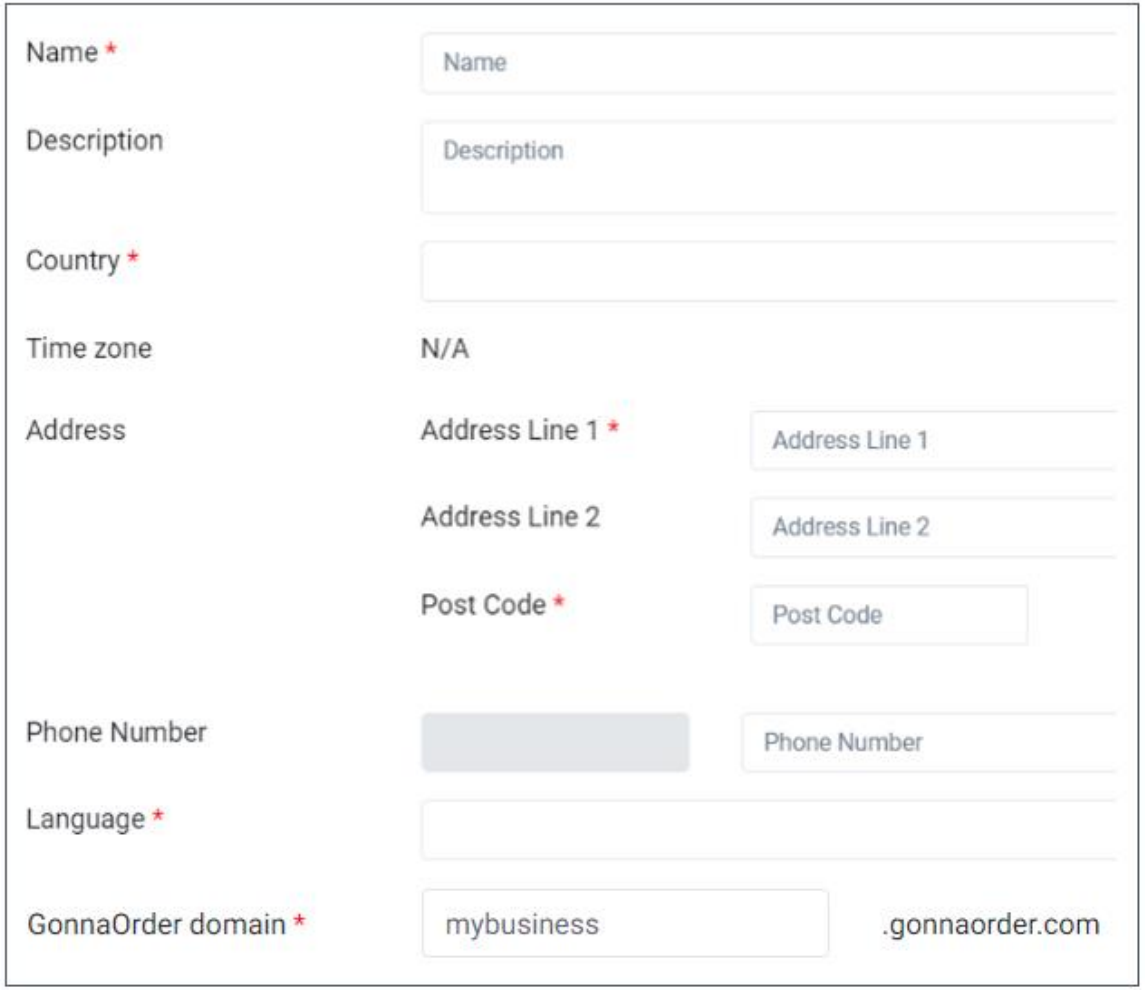
Once you've created your account, you can register one or more stores — whether it's a restaurant, café, bar, bakery, hotel, or shop.

To register a store, simply provide:

- Store name and description
- Address, and phone number
- Country and default language

You'll also choose a **GonnaOrder domain** so customers can view your online menu.






https://www.gonnaorder.com/help/register/register-your-store/

# Invite Users and Manage Their Roles

Invite users to manage your store using their email address. You can control access levels with user roles and remove users when needed. There are 3 types of users you can support:

- **Administrators** → Full access to all store operations
- **Managers** → Can manage everything but cannot manage the store users, the billing and settings
- **Operators** → Can manage orders and reservations and payments. They have restrictions in access to the store's catalog, tables and customers

| Section | Operator | Manager | Administrator |
|---|---|---|---|
| Orders, Reservations, Payments | ✅ Full | ✅ Full | ✅ Full |
| Catalog, Tables, Customers | 🟡 Restricted | ✅ Full | ✅ Full |
| Statistics | 🚫 N/A | ✅ Full | ✅ Full |
| Settings, Users, Billing, Top-up Vouchers | 🚫 N/A | 🚫 N/A | ✅ Full |

https://www.gonnaorder.com/help/users/manage-users/

# Manage Your Store Using the GoAdmin Mobile App

Once you've registered, you can manage your store using the **GoAdmin** mobile app - available for both Android and iOS. It brings the full power of your GonnaOrder store to your mobile device, making it easy to manage operations on the go with enhanced performance and convenience.

The app supports nearly all web platform features.

Simply download the app and log in with your GonnaOrder credentials to get started.




https://www.gonnaorder.com/help/goadmin-mobile-app/manage-your-entire-store-on-the-goadmin-app/

# Customize the Menu Tailored to Your Needs



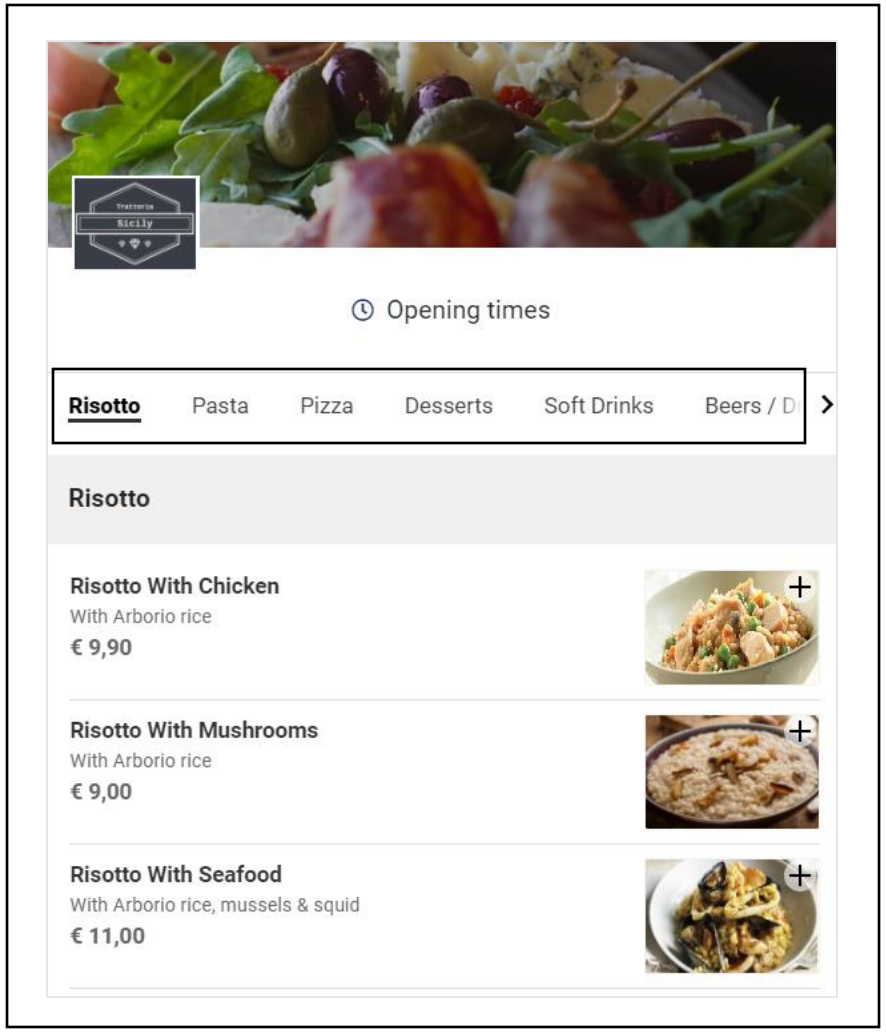
gonna order

# Manage Categories and Items

You can define exactly how your menu is structured with flexible control **over product categories and individual items.**

- **Top Level Categories** group your catalog into main sections like *Food, Drinks*
- **Categories** help organize your offerings into sections like *Pasta*, *Salads*, or *Soft Drinks*, making it easier for customers to browse.
- **Items** are the actual products you sell - each with a name, description, and price - like *Chef's Salad*, *Vanilla Ice Cream*, or *Margarita Pizza*.

You can easily create, update, or delete both categories and items through the store's admin dashboard.




https://www.gonnaorder.com/help/catalog/

# Import and Manage Your Catalog With Excel

Save time by managing your product catalog in bulk using an Excel file. This feature is especially useful when adding multiple products and categories at once.

Also, you can use Excel to:

- **Add new products** to your menu.
- **Create or update price variants** for items
- **Update existing products -** modify prices, stock levels, attributes, or apply discounts

This allows you to streamline catalog management and make bulk changes quickly and efficiently.

| Category Name | Offer Name | Offer Short Description | Offer Long Description | Price |
|---|---|---|---|---|
| Starters | Mozzarella sticks | | | 5 |
| | Chicken soup | | | 4,5 |
| | Hot & sour soup | | | 4 |
| | Dynamite prawns | with chilli sauce | | 6 |
| Main Course | Burger special | | | 13,5 |
| | Pizza casa | | | 12,5 |
| | Beef steak | | | 16 |
| Desert | Ice cream | | | 5 |
| | Cheesecake | house special | | 7 |





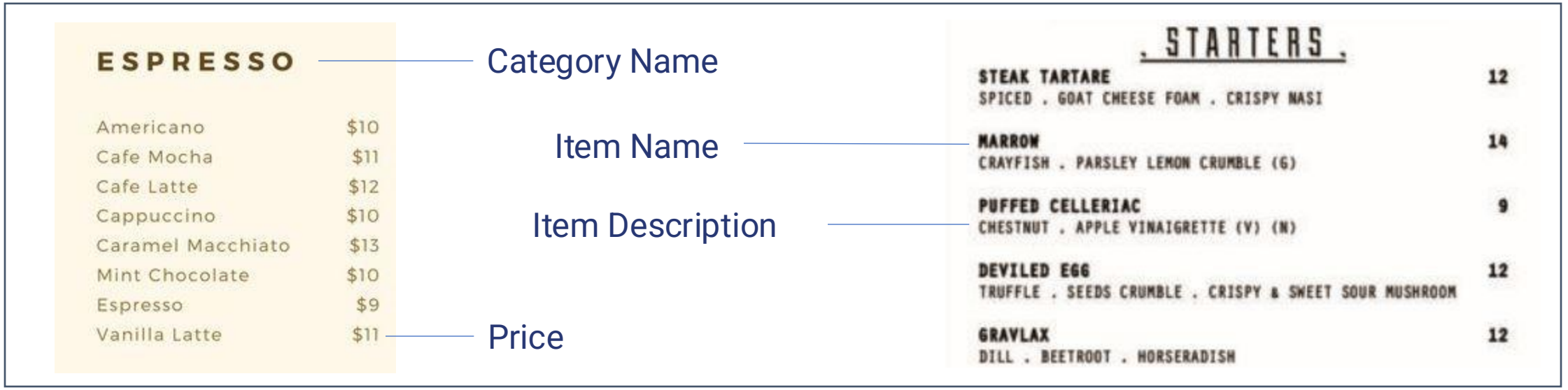

https://www.gonnaorder.com/help/catalog/manage-catalog-via-excel/

# Import Catalog from a Picture or PDF

Get your existing menu online in just a few minutes. By uploading an image or PDF of your menu, this feature automatically detects and extracts item names, descriptions, and prices to create your online catalog.

- Designed to simplify and speed up the catalog creation process
- Best results with clear, well-structured menus

***Note**: Accuracy may vary depending on the quality and layout of your menu. We recommend cross-checking the imported catalog and making manual corrections where needed.*



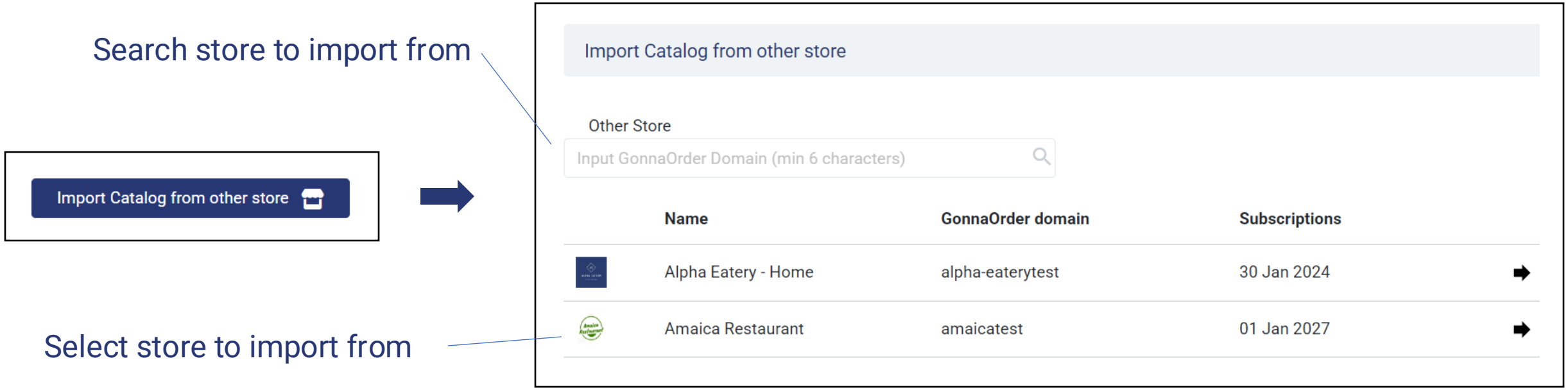

https://www.gonnaorder.com/help/catalog/import-catalog-from-photo/

# Import Catalog from Another Store

You can import the entire catalog of another store you manage to your new store. This feature comes in handy for users who run a chain of stores and offer similar products.

- Easily import the entire catalog, including items, their prices, descriptions, options, etc., in one go.
- Save time and effort needed to manually create a catalog

***Note**: This feature is only available for new stores without an existing catalog.*




https://www.gonnaorder.com/help/catalog/import-catalog-from-other-store/

# Import Catalog from Wolt

Wolt users can import their catalog from Wolt to their online store in a matter of minutes, regardless of their catalog size.

You will be required to input some credentials the restaurant's Wolt platform. After the initial synchronization, you can also use the feature to fetch catalog updates from Wolt such as for prices

- **Saves time** by avoiding manual catalog setup
- **Faster onboarding**

Additionally, you can enable the submit delivery orders to Wolt Drive setting. In this case, Wolt Drive acts like your last mile delivery provider, delivering orders to your customers. This option comes in handy if you do not have delivery logistics and drivers.




https://www.gonnaorder.com/help/catalog/import-catalog-from-wolt/

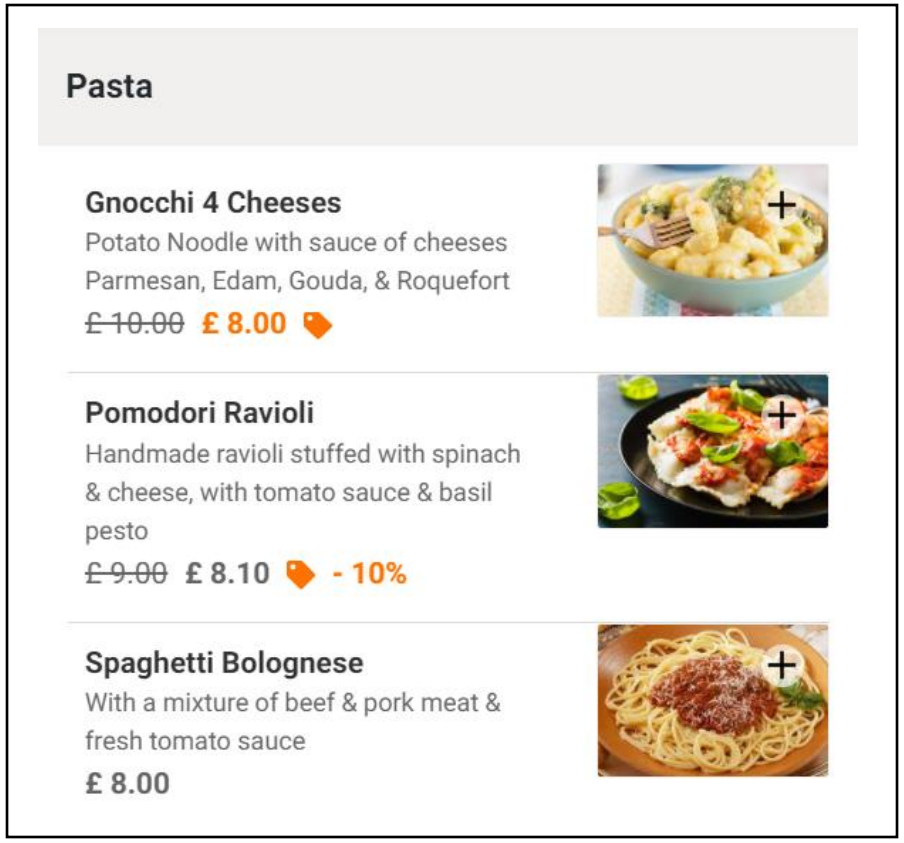
# Assign Prices and Discounts to Products

You can associate each item or product in your store with a **price** and, if needed, a **discount**. Discounts can be added when you create the item or later when updating it.

You can introduce two discount types:

- **Monetary discount**: A fixed amount is subtracted from the item price. Example: - £ 2,00.
- **Percentage discount**: A percentage of the item price is subtracted from the original price. Example: - 10%. The total discount value depends on the product's price.

The store currency is automatically set based on your country of operation. If your business operates in a different currency, you can submit a request to have it updated.



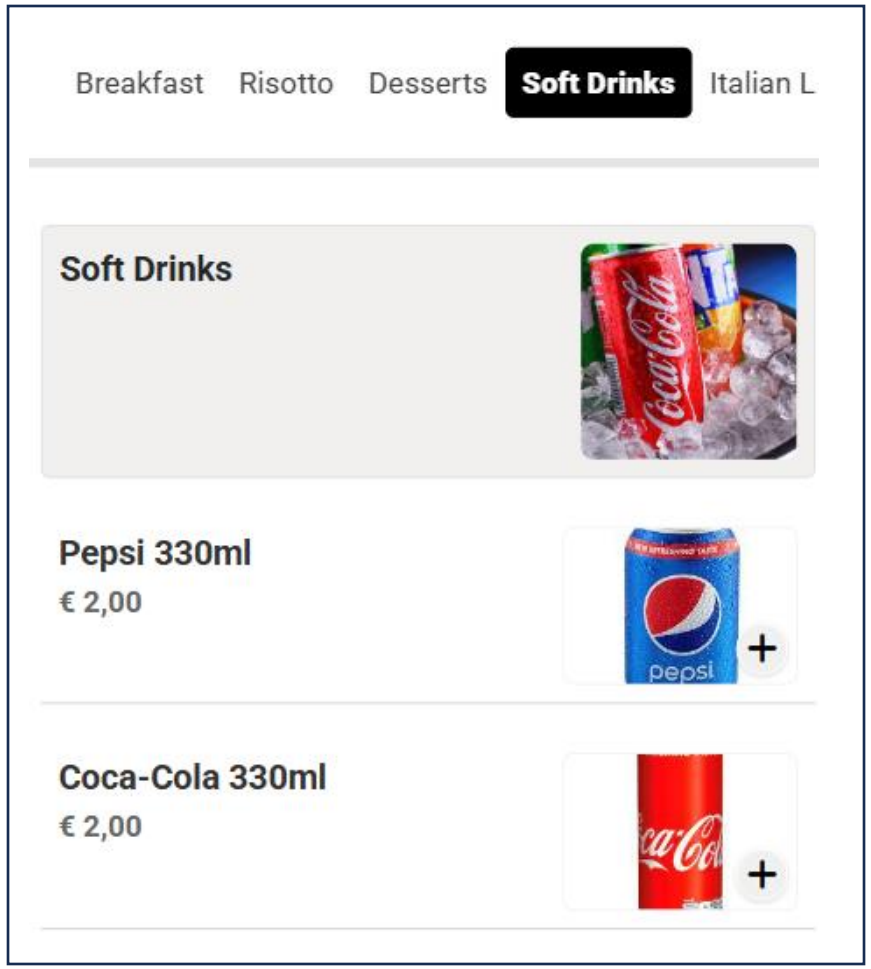

https://www.gonnaorder.com/help/catalog/setup-prices-discounts/

# Add Images to Items, Categories & Top-Level Categories

Each item in your store can be associated with an image. Product images help communicate what customers should expect and increase sales. However, you can decide to have some items without images if this is not necessary.

You can also upload images to categories and top-level categories to help customers navigate the menu with ease and clarity.






https://www.gonnaorder.com/help/catalog/add-images-to-offers/

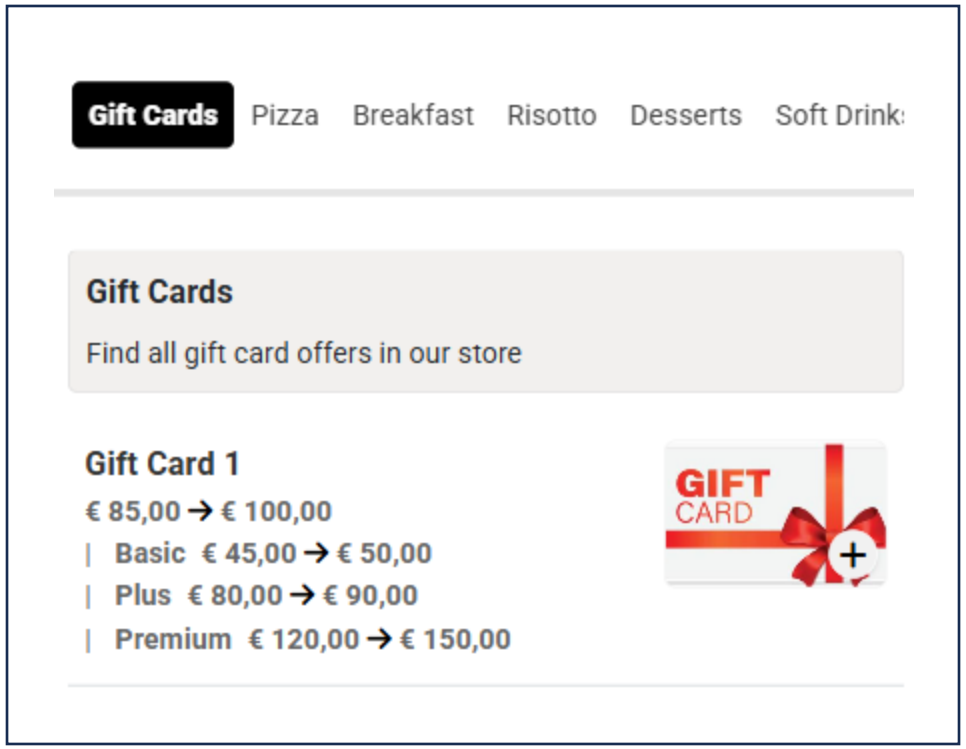
# Create Sharable Experiences with Gift Cards

You can create gift card offers for your customers.  These gift card offers have a **value**, **price**, and **price variants**. When the customer buys them, they can consume them or share them with their peers, buying items at your store.

With gift cards, you can:

- Promote repeat business, building customer loyalty.
- Improve customer experience by allowing them to share gift card vouchers with their friends and family.
- Build brand awareness through custom gift card voucher flyers.

You can set various restrictions for your gift cards, such as **validity period**, **schedules**, and **categories**.




https://www.gonnaorder.com/help/store-settings/gift-cards/

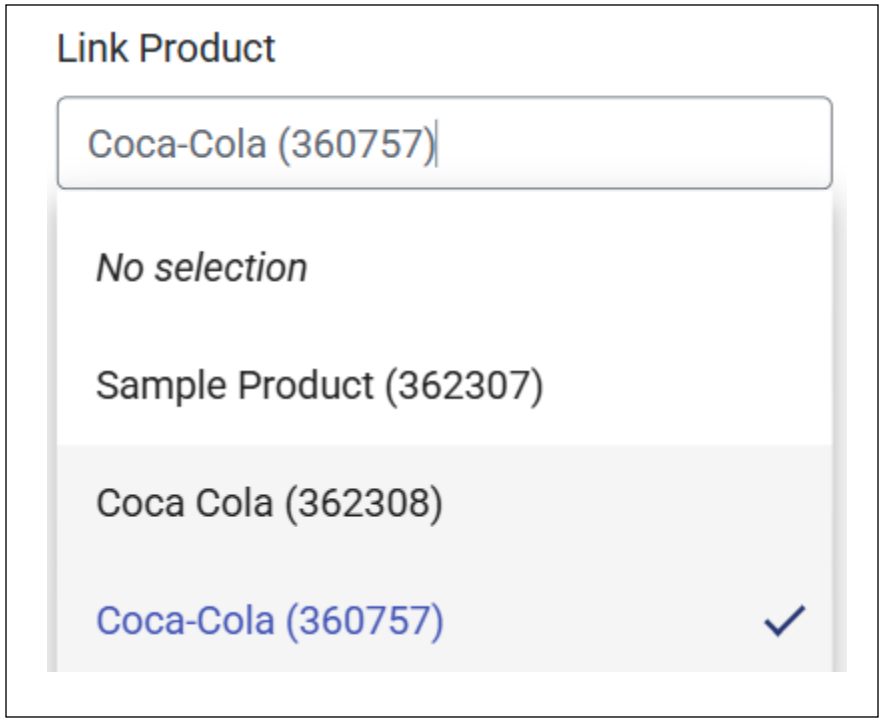
# Create Reusable Products

Reusable products allow you to create product once and link them to various menu **items** and **options**. If you run a chain of stores offering same items, you can create products once and link them to respective menu items across all your stores.

Some item elements like price remain customizable at the item level. The outcome?

- **Save time.** Create products once and link them to items, inheriting descriptions and other key details.
- **Catalog uniformity.** Since key details like name, short & long descriptions, item characteristics, images, and nutrition info are inherited from the product, the catalog remains uniform across all linked items.

You can also import or update reusable products via Excel.




https://www.gonnaorder.com/help/catalog/manage-reusable-products/

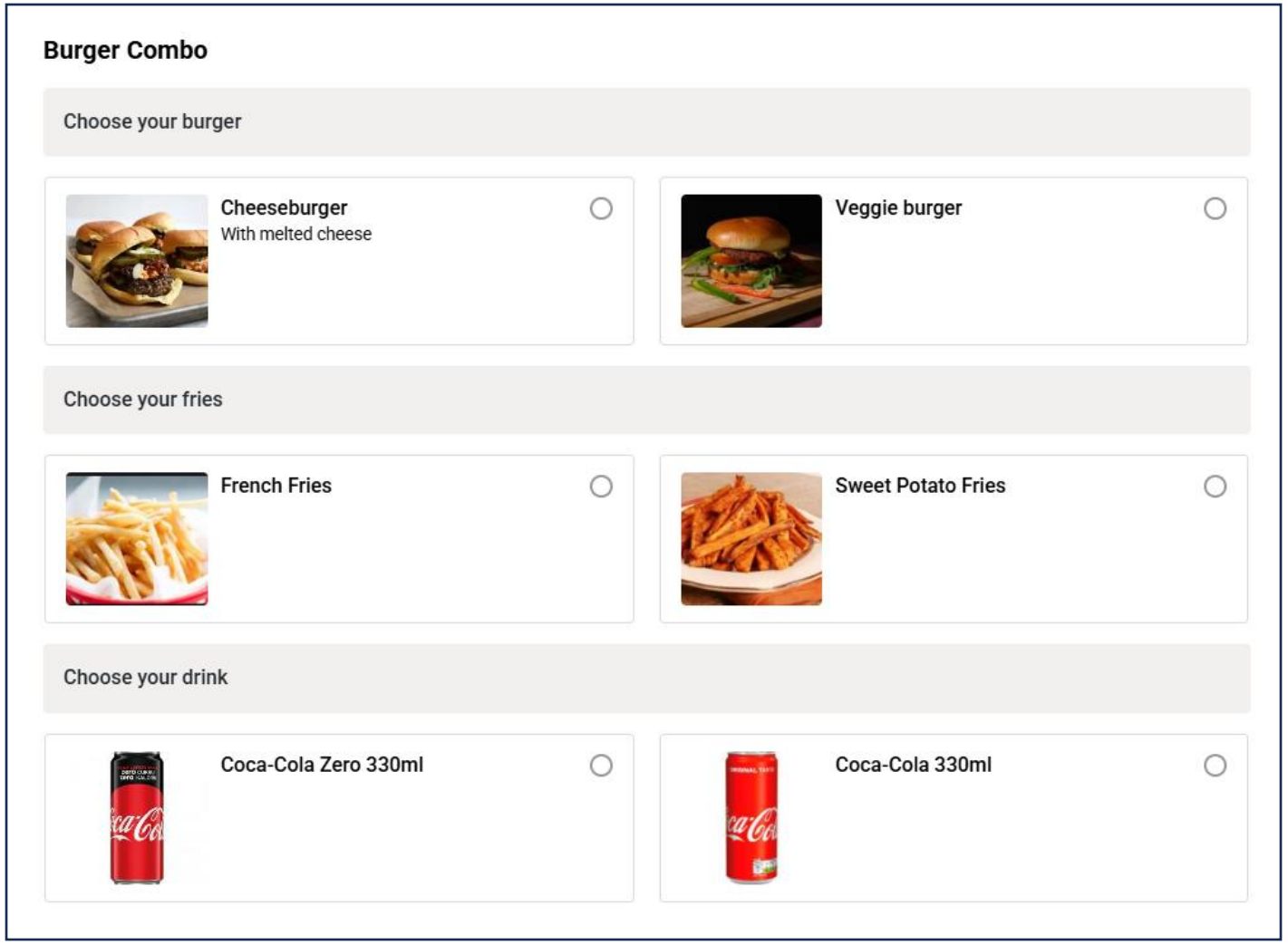
# Upsell with Combos

Create special combo offers using defined item groups, such as *burgers*, *drinks*, *desserts*, or *breakfast* items.

Set up promotions faster and flexibly while staying in control across different menus.

**Businesses benefits?**

- Increased upselling opportunities
- Improved average order value
- Simplified campaign creation by offering customers attractive bundled deals that encourage higher spending.
- Offer value-pack deals that customers love.



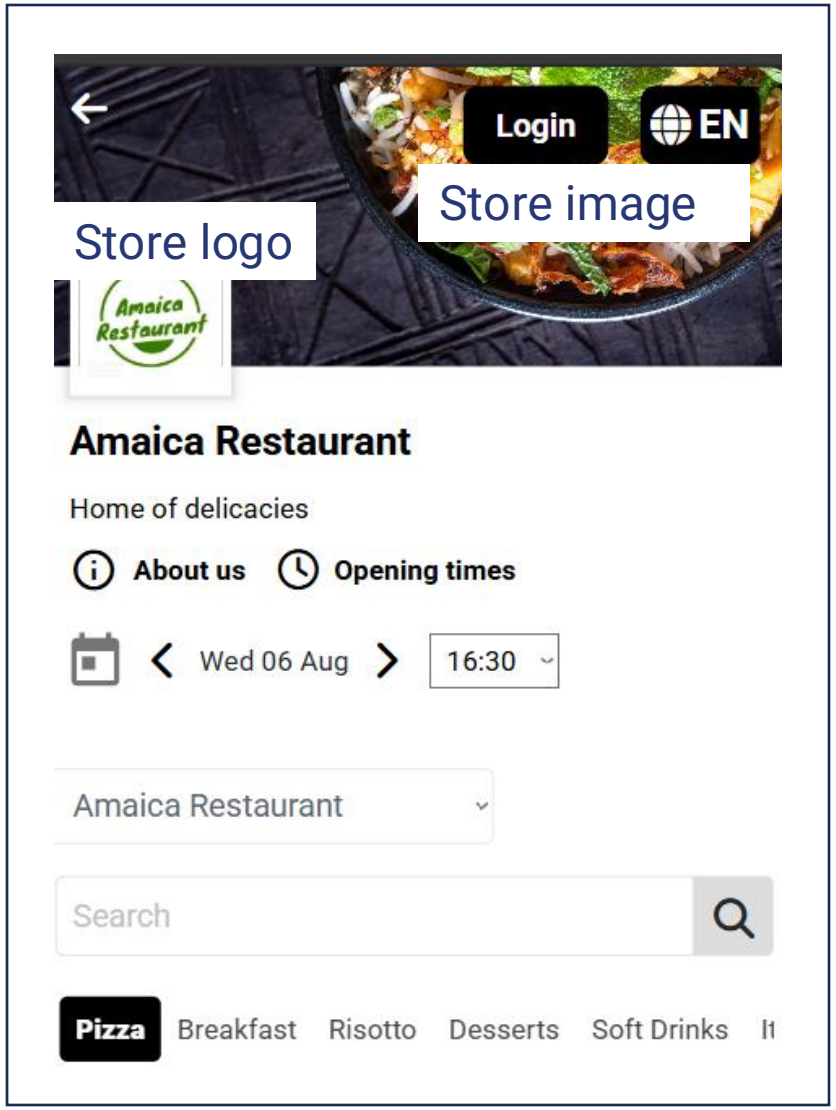

https://www.gonnaorder.com/help/catalog/combos-and-item-groups/

# Add a Store Logo and Image

You can easily upload your store's logo and a banner image to personalize your online storefront. This helps represent your brand visually and creates a more professional look for your store.

By adding a logo and banner image to your store, you:

- Strengthen your brand identity
- Enhance your store's visual appeal
- Improve customer recognition




https://www.gonnaorder.com/help/store-settings/store-details/

# Reorder Categories and Menu Items

You can reorder the categories and products within the catalog and change the order in which they appear on the menu. The higher a product or category appears in your catalog, the higher it will be displayed in the customer menu and hence more chances that customers will see it. You can move on-demand items higher up the category to increase visibility.

You can use any of the following options to reorder categories and store items:

- **Up and down arrows** on the categories/items to move the item up or down on the catalog.
- **Long-press the ellipses on the item/category and drag** it to the desired position on the menu.




https://www.gonnaorder.com/help/catalog/reorder-categories-offers/

# Let Customers Browse the Menu in Their Language

You can translate all editable catalog text - such as item names and categories - into any language.

Translations can be done:

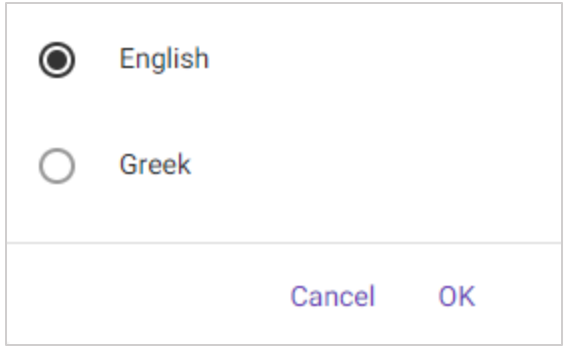
- **One by one** with Google Translate support
- **In bulk**, using an Excel file

Customers can select their preferred language when browsing your store. If their device or browser language matches one of the supported languages, it will be auto-selected - no action needed.









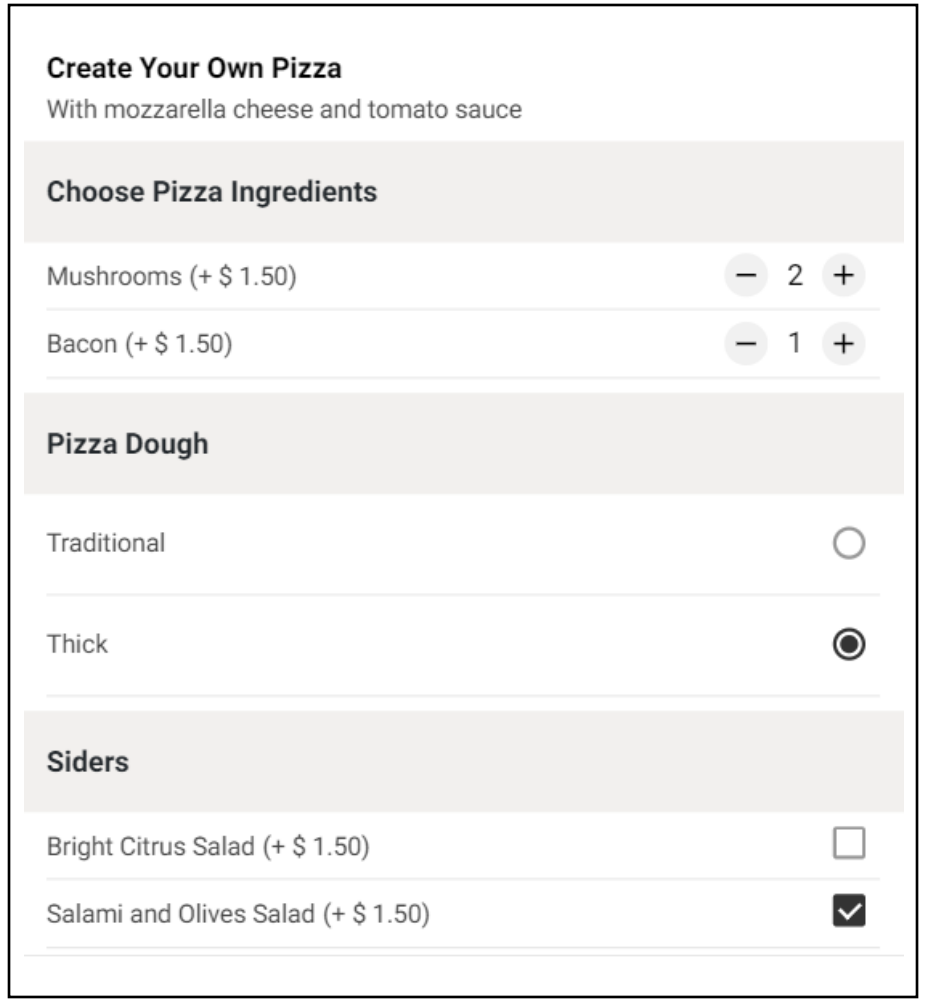

https://www.gonnaorder.com/help/catalog/translations-2/

# Add Options to Catalog Items

Options are a mechanism to let your customers configure their add-on preferences when selecting a product as well as allow you to upsell. These options can be free or paid.

An item can have a set of **option groups** that consist of different **options**. You can also set how many options in an option group that a customer can add for the item.

- **None or any number of options**
- **Exactly one option - mandatory**
- **None or at most one option**
- **Custom number of options** with the possibility of selecting one option multiple times




https://www.gonnaorder.com/help/catalog/option-groups/

# Offer Product Variants with Different Prices

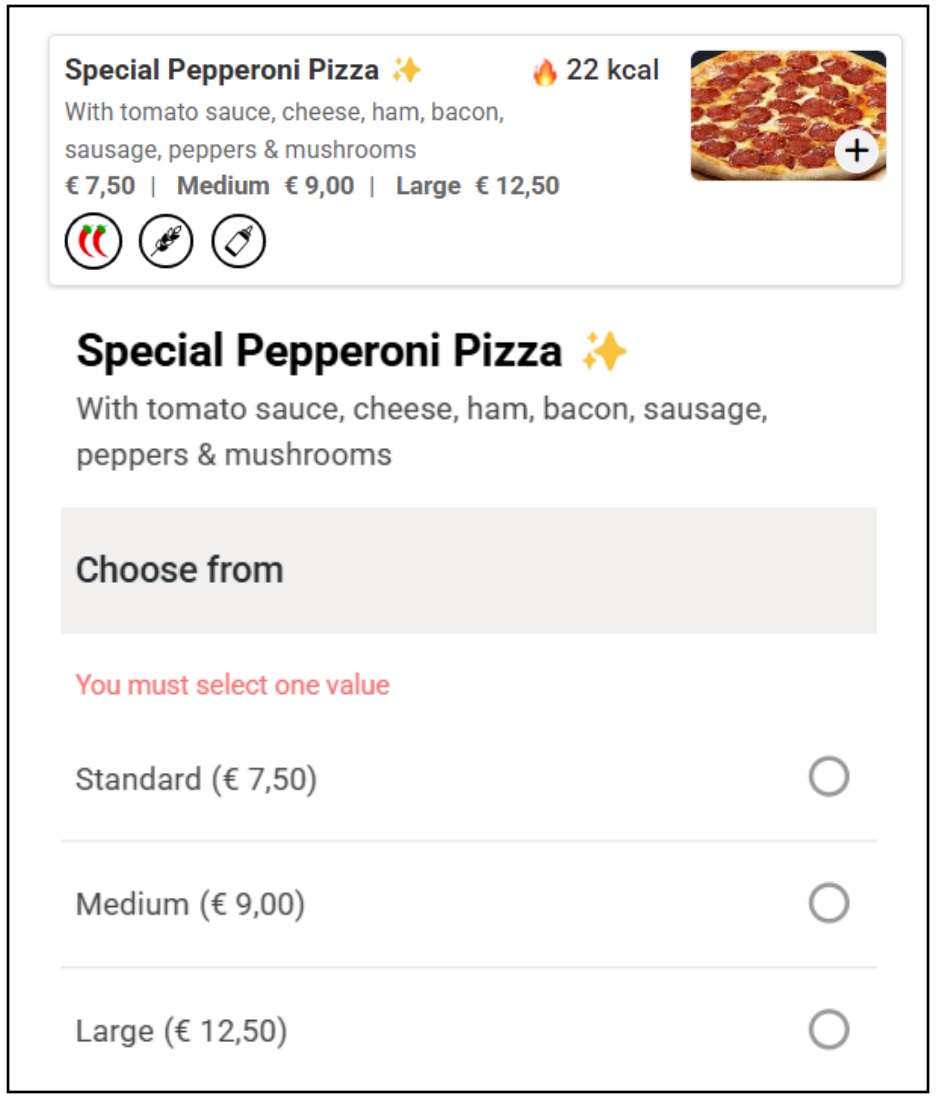
Price variants allow you to set different prices for variations of the same product.

This is useful when the same product comes in different sizes, quantities, or ways of serving—like a side dish or main dish.

Examples of when to use price variants:

- Portion size: small, medium, or large
- Serving style: glass or bottle of wine
- Quantity: 200g or 400g
- Side dish vs. main dish

Price variants inherit the options of the main product, but they can also have their own custom option groups.

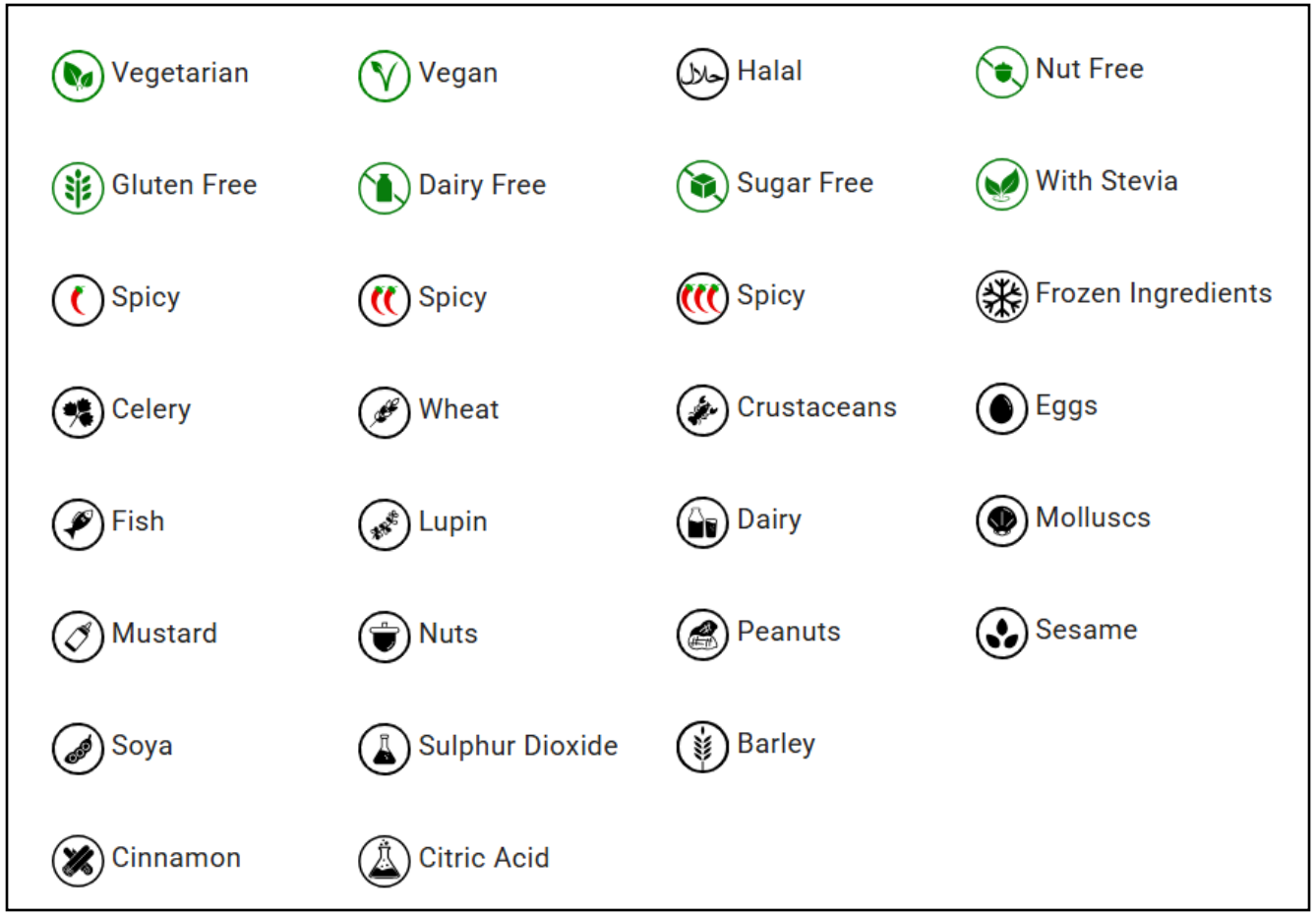



https://www.gonnaorder.com/help/catalog/price-variants/

# Highlight Dietary and Allergen Info on the Menu

You can mark your items with indicators such as *vegan*, *vegetarian*, *gluten-free*, *spicy*, and common allergens like *nuts*, *dairy*, or *eggs*. These visual markers help your customers make informed choices and feel more confident ordering from your menu.

You can assign one or more indicators to any item, and they appear automatically on the customer-facing menu.




https://www.gonnaorder.com/help/catalog/use-offer-characteristics/

# Display Nutrition Facts to Build Customer Trust

You can display nutrition information for your **menu items**, **options**, & **variants,** including:

- Calories
- Protein
- Fats
- Net Carbs

This helps customers make informed choices, especially those with dietary goals or health needs.

Calories appear on the menu overview, while other nutrition info is shown in the item details page.

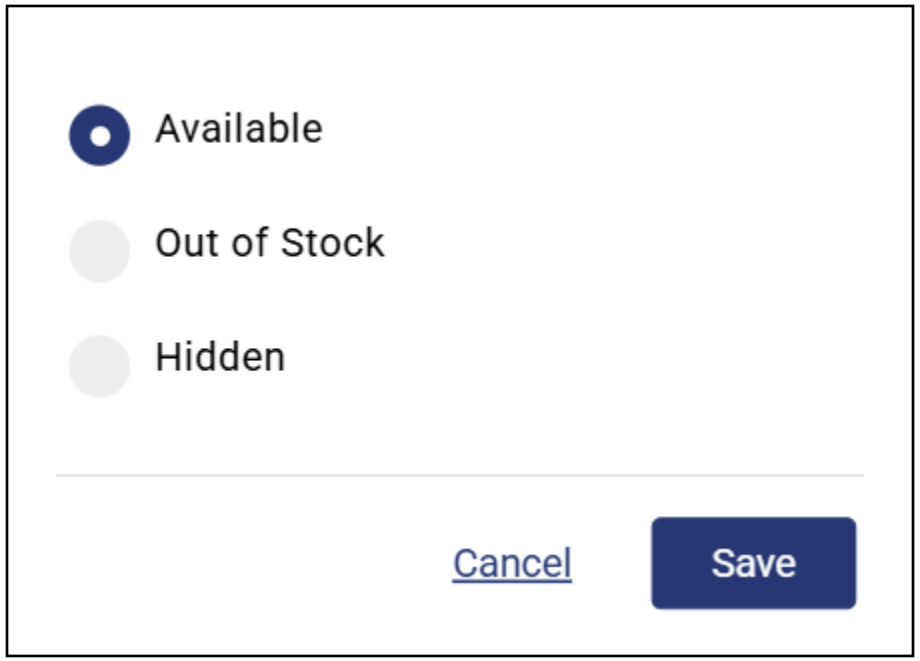



https://www.gonnaorder.com/help/catalog/use-nutrition-information/

# Mark Items as Available, Out of Stock or Hidden

You can easily mark store items as available, out of stock, or hidden right from your catalog setup

- **Available**: These items are available for customers to view and order.
- **Out of stock**: Use this status for items that are not available in your store, but which may be available later. Such items are greyed out on the customer menu and cannot be included in orders.
- **Hidden**: This removes an item completely from the customer menu while keeping it in your catalog. Such an item will be greyed out on the catalog for easier identification.

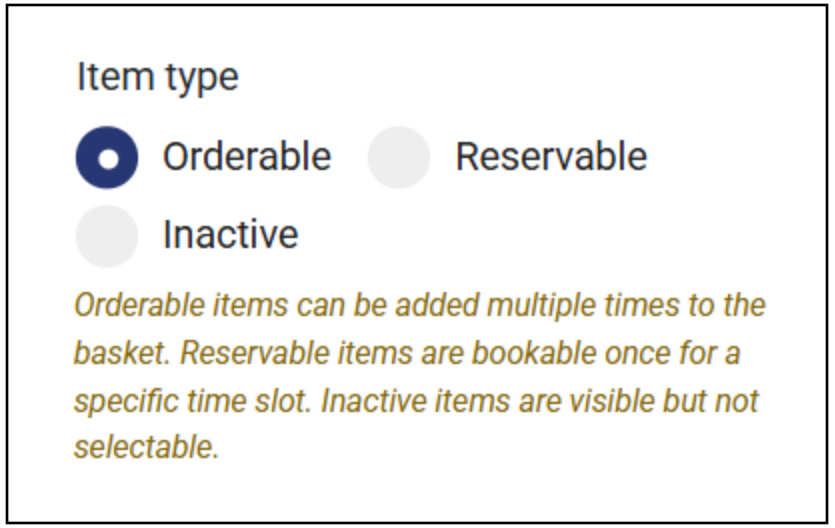



https://www.gonnaorder.com/help/catalog/change-status-of-store-items

# Set Items as Orderable, Reservable, or Inactive

You can set each store item as orderable, reservable, or inactive. This ensures you configure your items in a way that streamlines the ordering experience.

- **Orderable**. When you set an item as orderable, customers can order the item without any limitations as long as it is in stock.
- **Reservable**. These items can only be ordered once within a specified time slot. It is ideal for service- or experience-based bookings (e.g., sunbed) and special menu items that require careful attention.
- **Inactive**. When you set an item as inactive, it cannot be added to cart ( it becomes non-orderable or view-only). It is ideal for demonstration-only items or when an item is not ready for sale yet.




https://www.gonnaorder.com/help/catalog/manage-offer/#set-item-type

# Fine-Tune the Store Settings to Fit Your Operations



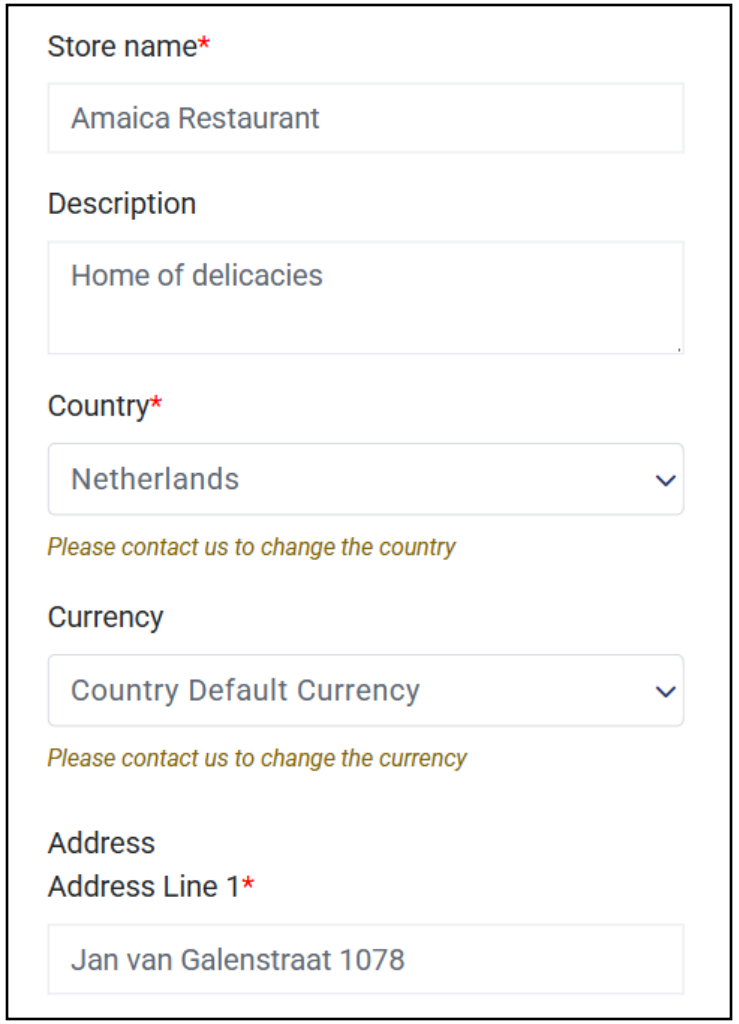
gonna order

# Edit Your Store Details

You will not always get it right when creating your store. Also, changes happen – and you want to ensure these changes are propagated to your store. Luckily, you don't need to worry. You can change your store details to reflect the new information. You can change the following:

- **Store name & description**
- **Country & currency –** via customer support team
- **Address & mobile number**
- **Language**
- **Store images –** logo and cover image.

This enables you have the right information on your brand.



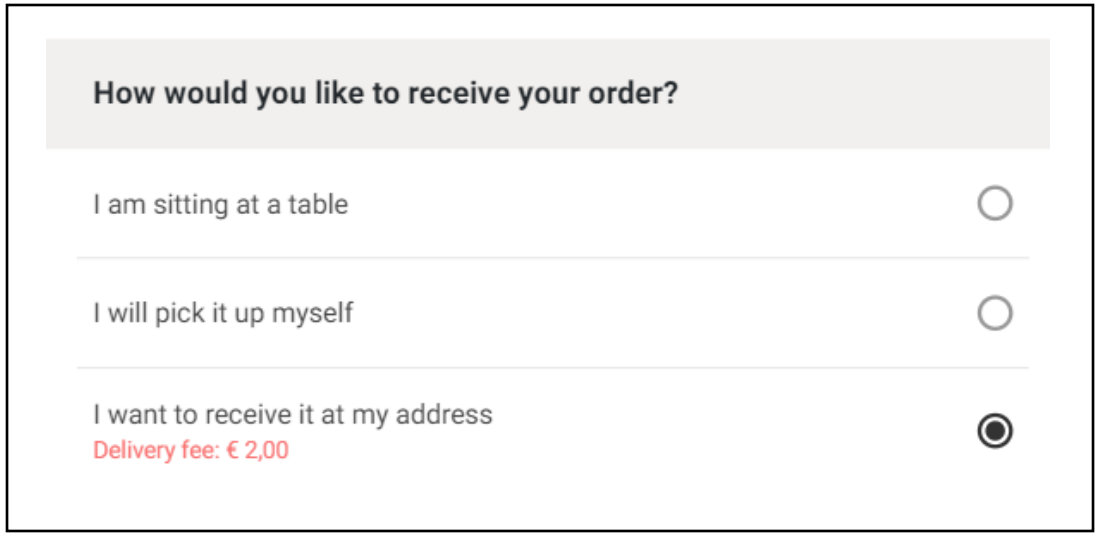

https://www.gonnaorder.com/help/store-settings/store-details

# Enable Table Ordering, Pickup or Delivery Modes

You can set up your store to allow single or multiple ordering modes, that is;

- **Serve at table**: Use this when your store has tables, rooms or other locations and you want to know from which location each order has been submitted.
- **Pickup**: This mode is used when you want customers to do self-service within your store or when you want them to order when they are not in the store, but they still pick up from your store's counter.
- **Delivery at address**: This mode is used for delivery to the customer's address e.g. home delivery
- **Menu only**: You can disable customer ordering altogether, allowing them only to browse your digital menu.

You can enable or disable the different modes at any time and the different options will be displayed to your customers according to your settings.




https://www.gonnaorder.com/help/store-settings/order-settings/#select-delivery-options

# Select Your Preferred Order Fulfilment Method

You can set the desired order fulfilment method depending on the nature of your business operations. Your order fulfilment mode can be:

- **Deliver**. Ideal for restaurants, hotels, and other businesses that directly serve customers.
- **Pickup and return**. Ideal for service-driven businesses such as dry cleaning and other businesses that operate by collecting items (e.g., clothes), servicing (e.g. cleaning), and returning them to the customer. The pickup address can be your store.
- **Pickup and drop-off**. This model is ideal for businesses in the shipping industry, such as delivery providers and taxi. Your customers provide their pickup and drop-off address when submitting the order.




https://www.gonnaorder.com/help/store-settings/order-settings/select-order-fulfilment-method/

# Choose a Payment Provider to Accept Payments

To accept payments, connect your store to a supported **payment provider**. This enables you to receive payments directly, with full control over your provider account and settings.

- Select a provider based on your country, preferred payment methods, and transaction fees.
- Payment methods shown to customers depend on the provider's configuration, which may vary by customer location and other factors.
- You can configure payout frequency, settlement rules, and notification settings directly in your provider's dashboard.



Supported **payment providers**

stripe · payabl. · globalpayments · mollie · viva.com · solidgate · paymentsense beyond ordinary · PayPal.Me · JCC · Square · epay · cardlink a Worldline brand · ryft. · emerchantpay · TRUST PAYMENTS · hobex PAYMENT SYSTEMS · Flitt · DOJO · PAYWAY · FYGARO · citypay · RMS Retail Merchant Services · Apcopay · NEOSOFT · VR Payment · NBG PAY · Rootline · EUROBANK · ALPHA BANK

**Examples of supported payment methods**

iDEAL · mastercard · VISA · G Pay · Pay

https://www.gonnaorder.com/help/store-settings/payment-settings/

# Make Online Payments Mandatory or Optional

You can decide whether you want online payments to be inactive, optional or mandatory.

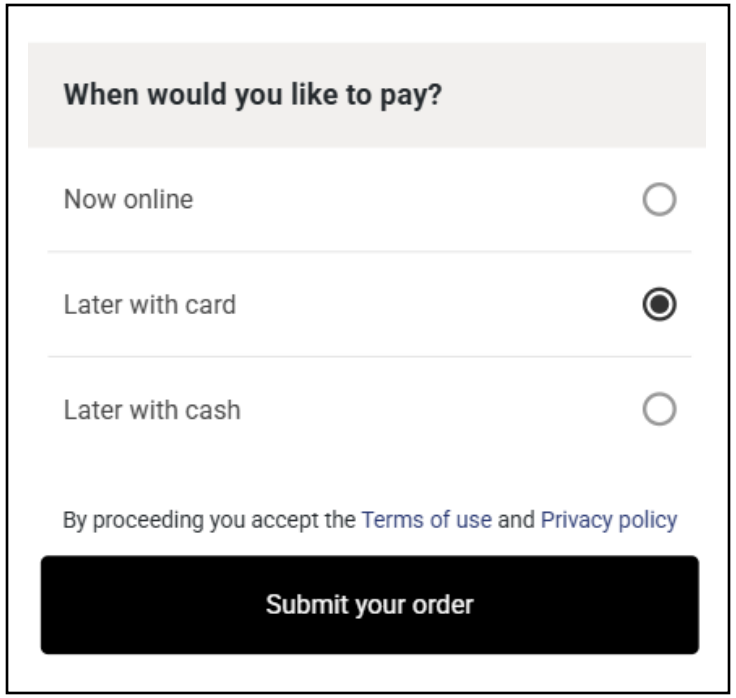
When payments are **inactive**, the customers will not be presented with the configured online payment (Now online) option.

When payments are **optional**, the customers can optionally select to pay.

When payments are **mandatory**, customers must complete the payment online before submitting an order.

However, if the **pay later option** is set to **cash, card, bank transfer,** or **cheque** (when payments are optional or inactive), customers can choose how they'd like to **pay later**. Therefore, you will need to collect payments for every order while serving or at delivery.



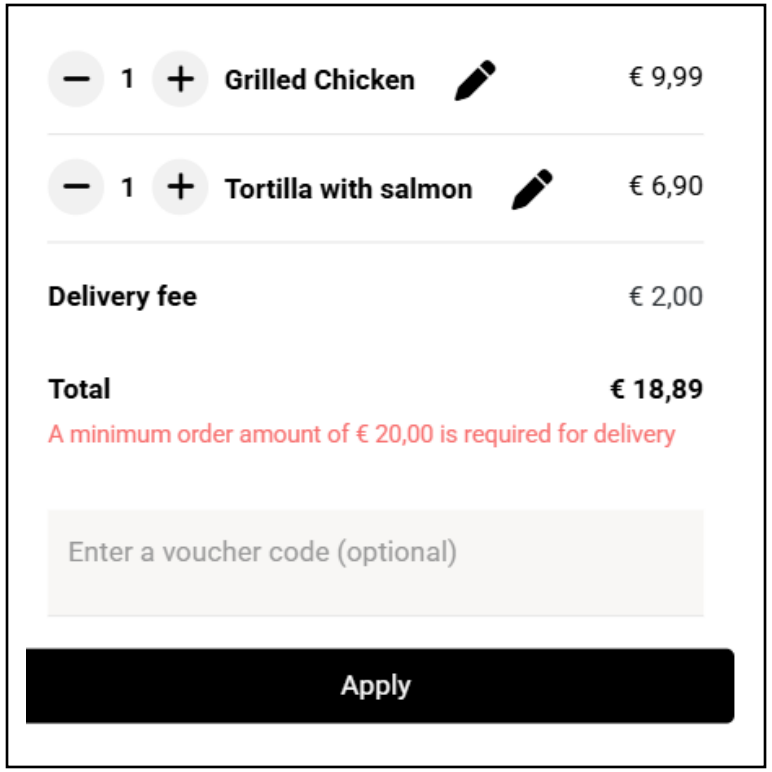

https://www.gonnaorder.com/help/store-settings/order-settings/#select-payment-option

# Manage Your Delivery Order Settings

To cover your delivery costs for orders that require delivery at an address you can setup different delivery settings.

- **Delivery fee**: When a customer orders for delivery, the delivery fee is applied and added to the order value.
- **Minimum order delivery amount**: The customer is not allowed to order for delivery at an address if the total order amount is below the minimum delivery order amount.
- **Order above which delivery is free**: You can offer free delivery services to all orders above a certain amount. This can encourage customers to place high value orders in your store.

You can configure these delivery settings for every delivery zone in your store.



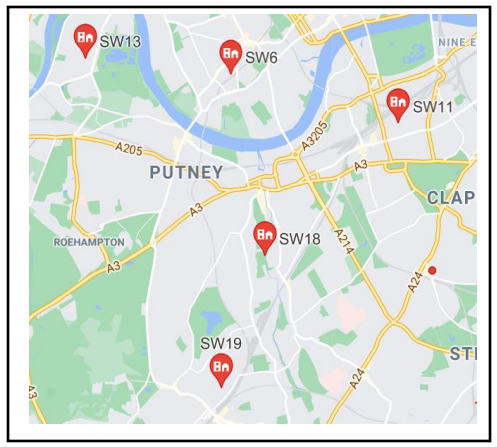



https://www.gonnaorder.com/help/store-settings/pickup-delivery-settings/

# Create Delivery Zones

Delivery zones are areas in which you accept delivery orders from customers. There are three types of delivery zones that are supported

- **Postcode Zone:** Define the zone using a list of postal codes
- **Driving Distance Zones:** Set up zones based on how far they are from your store and charge a delivery fee per unit distance (i.e., per KM or per Mile).
- **Geographic Radius Zones**: Set a minimum and maximum radius from your store location
- **Draw on Map**: Draw a custom area by connecting points on the map





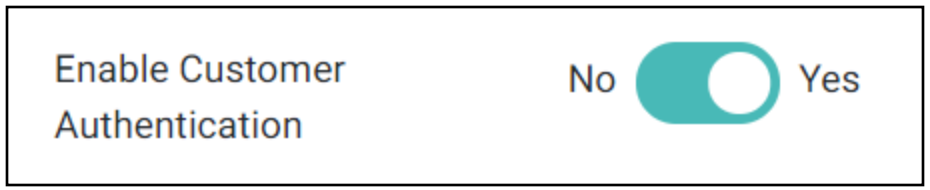




https://gonnaorder.com/help/store-settings/delivery-settings

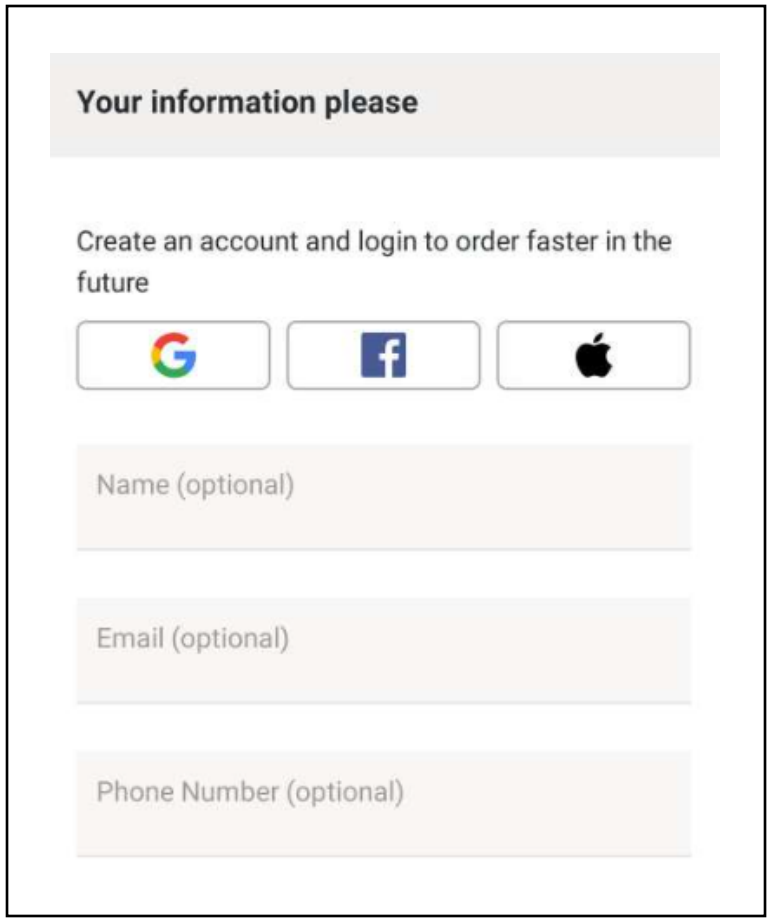
# Enable Customer Login

The login feature allows your customers to use their **Google**, **Facebook**, **Apple,** or **email** accounts to stay connected to your store. When enabled, customers can save their profile data in your store to facilitate future orders. In that case, your online store will remember their details so that they can place orders without having to type their name or address on the checkout page every time.






Besides logging in, customer information is saved for up to 7 days on the browser so that customers do not need to retype their name and address for any orders submitted during this period, avoiding the need to authenticate.



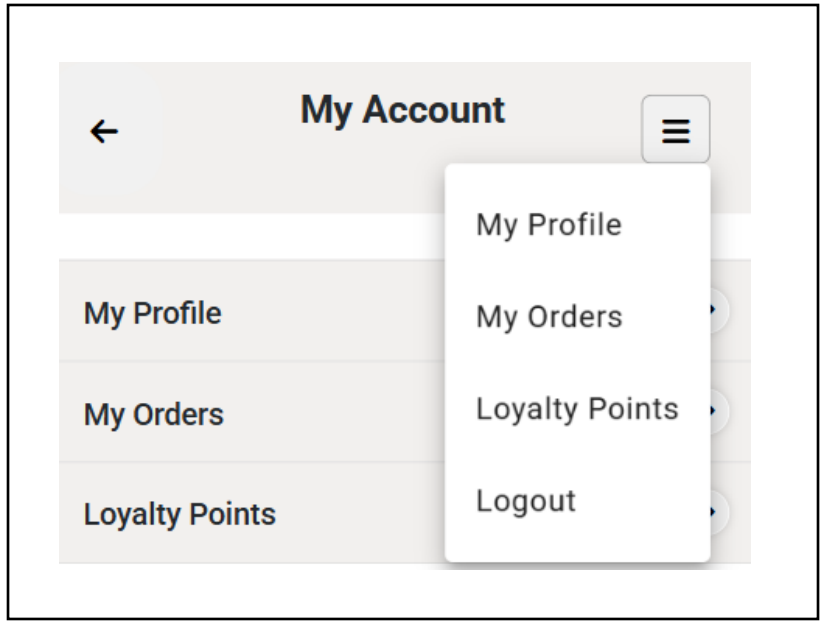

https://www.gonnaorder.com/help/store-settings/enable-customer-authentication

# Let Customers Control Their Profiles

With customer login enabled, your customers have full access and control over their profiles. They can:

- **Add, view, and edit their profile information - i.e., name, phone number, addresses).**
- **View order history and reorder** – All previous orders.
- **View their loyalty profile** i.e., points collected, available to redeem, member code, and loyalty transactions.
- **View their vouchers.** Customers can view assigned and applied vouchers as well as the respective voucher balances.

This promotes transparency and gives your customers more freedom of managing their profiles.




https://www.gonnaorder.com/help/users/manage-customer-accounts

# Use Ordering Rules to Upsell

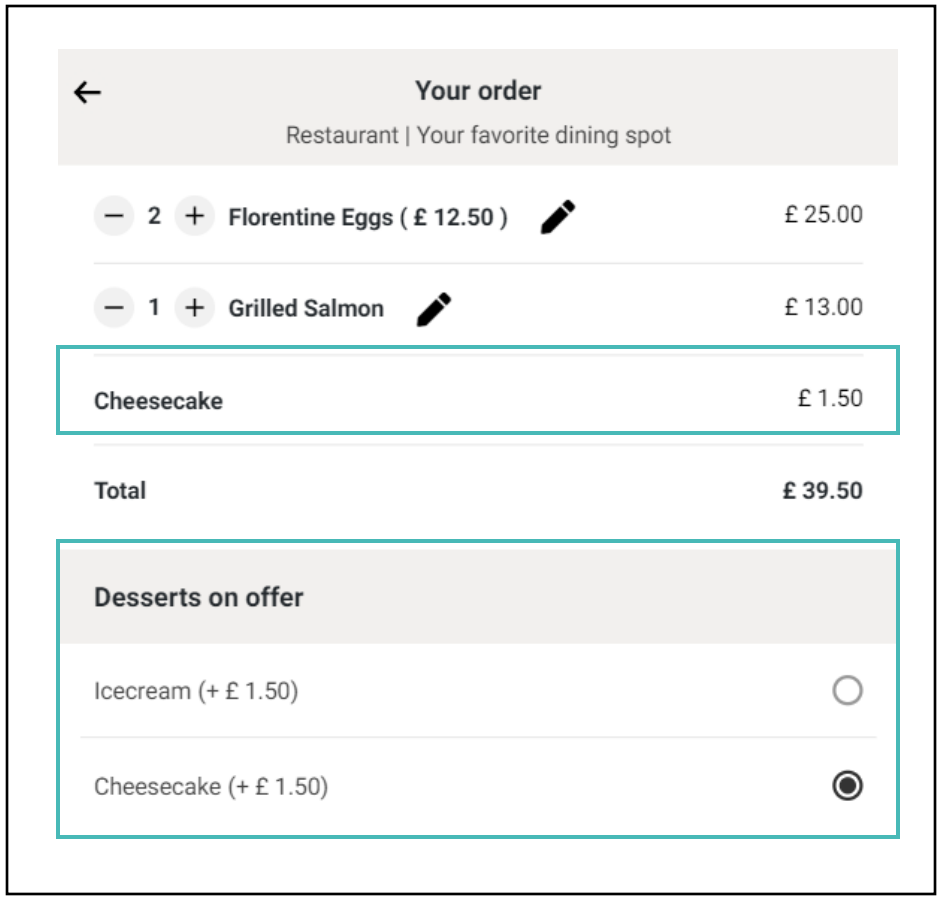
Ordering rules help you guide customers to spend more by promoting additional items during the ordering process. They can be used to:

- Reward customers when their order exceeds a specific amount
- Suggest items they may have forgotten before completing their order

Each rule consists of a **condition** and an **action**.

**Example Rule**
**IF** the order total is between £20 and £50
**THEN** offer a free or discounted dessert
**AND** let the customer choose between Ice Cream and Cheesecake



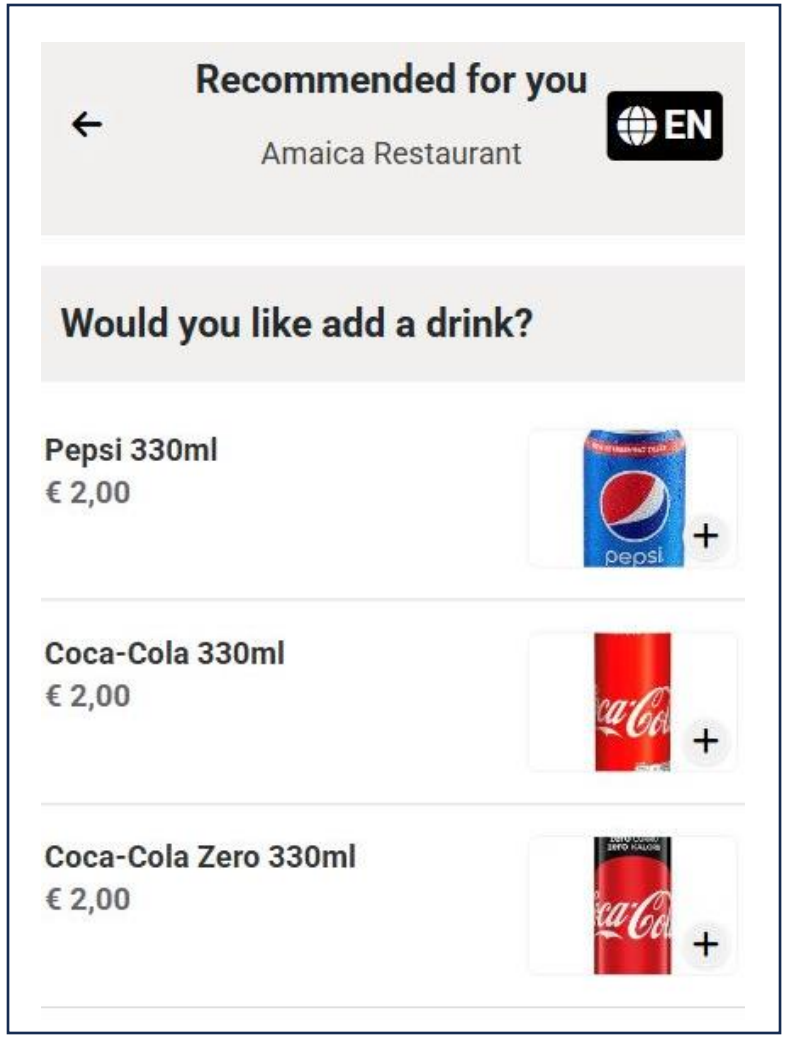

https://www.gonnaorder.com/help/store-settings/manage-ordering-rules/

# Boost Revenue with Smart Checkout Recommendations

Boost your customer's average order value using smart checkout recommendations. These recommendations are tailored based on each order and selected categories. This ensures a higher likelihood of adding them to cart. As a result, you can improve your revenue from orders.

Create checkout recommendations in 3 easy steps:

- Add your recommendation rule(s)
- Enable checkout recommendations
- And that's it, the checkout recommendations are displayed just before the customer checkout page.




https://www.gonnaorder.com/help/store-settings/checkout-recommendations

# Configure Opening Times and Ordering Times

You can use opening times and ordering times schedule to increase the efficiency of your staff and ensure you only receive orders that you can fulfill.

- **Opening times** can help manage you customers' expectations. You can use your opening times schedule to control when you can receive orders. Unless you have enabled orders with a future desired time, customers will not be able to submit orders when the store is closed (outside opening times).
- **Ordering times.** You can also control the times within which you receive orders for a particular delivery mode using ordering times schedule. If set, the store will only accept orders with the given ordering mode within the time frames of the associated schedule.

  *Note: Opening times and ordering times are controlled using schedules.*




General opening times

Table ordering - Ordering times

Pickup - Ordering times

Delivery - Ordering times

| | | |
|---|---|---|
| Monday | 13:00 - 15:45 | 18:30 - 23:00 |
| Tuesday | 13:00 - 15:45 | 18:30 - 23:00 |
| Wednesday | 13:00 - 15:45 | 18:30 - 23:00 |
| Thursday | 13:00 - 15:45 | 18:30 - 23:00 |
| Friday | 13:00 - 15:45 | 18:30 - 23:00 |
| Saturday | 13:00 - 23:00 | |
| Sunday | 13:30 - 22:30 | |

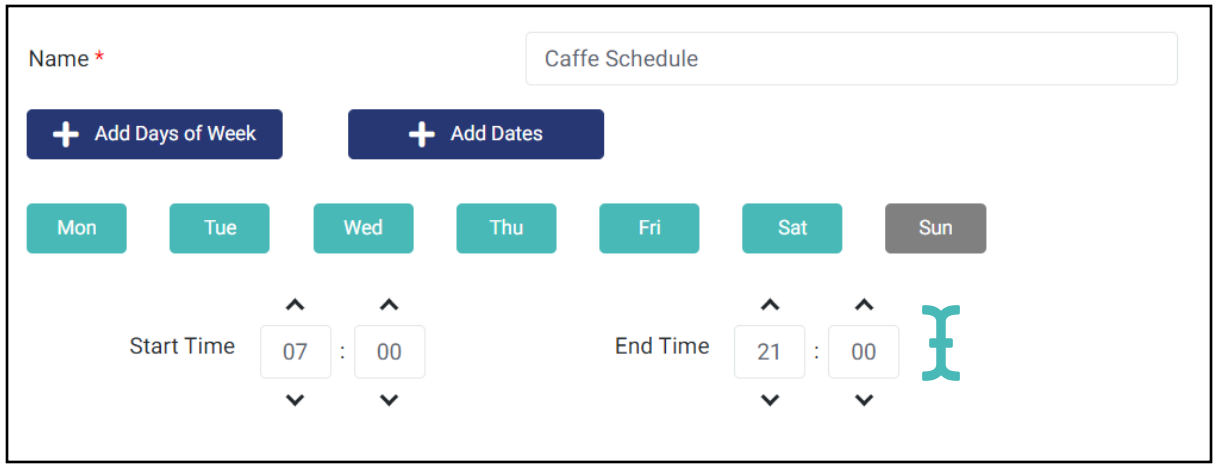
https://www.gonnaorder.com/help/store-settings/manage-store-schedules/

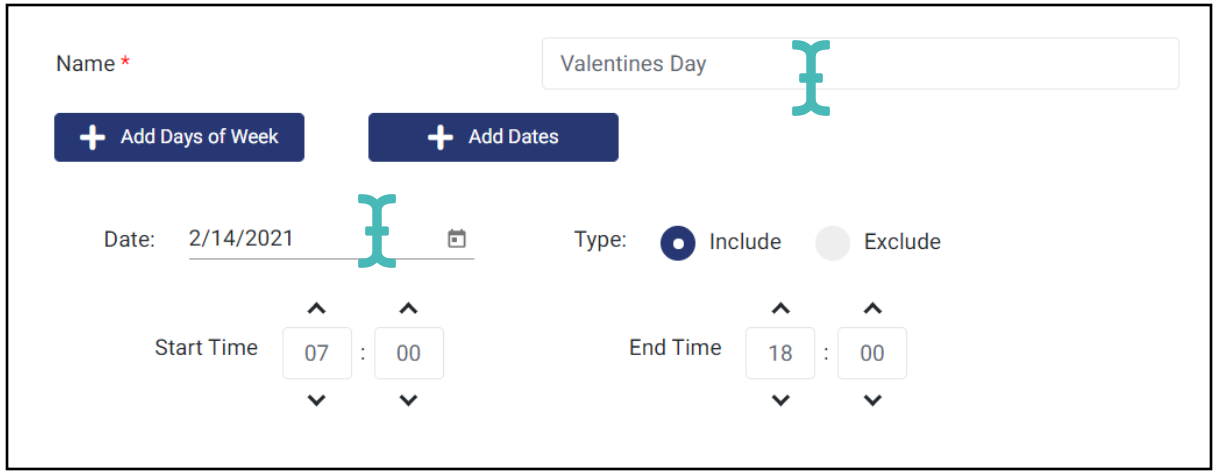
# Create Weekly, Hourly, or Special Date Schedules

You can configure your catalog availability using a schedule. A whole category with multiple items or a single item in a category can have a unique schedule during which it is available on the customer menu. This ensures that only the desired catalog items are available for ordering at every moment.

You can define schedules for:

- **Days of the week** – Allow a different menu every week day vs. the weekend
- **Hours of the day** – Provide different options as lunch and dinner menu
- **Special dates** – Offer dishes at special occasions like Christmas day, Valentine's day






https://www.gonnaorder.com/help/store-settings/manage-store-schedules

# Boost Orders With Vouchers

You can set up **single use** or **multiple use** discount vouchers**.** Their discount type can either be **monetary**, e.g., -5 USD, or a **percentage** of the total price, e.g., 20%.

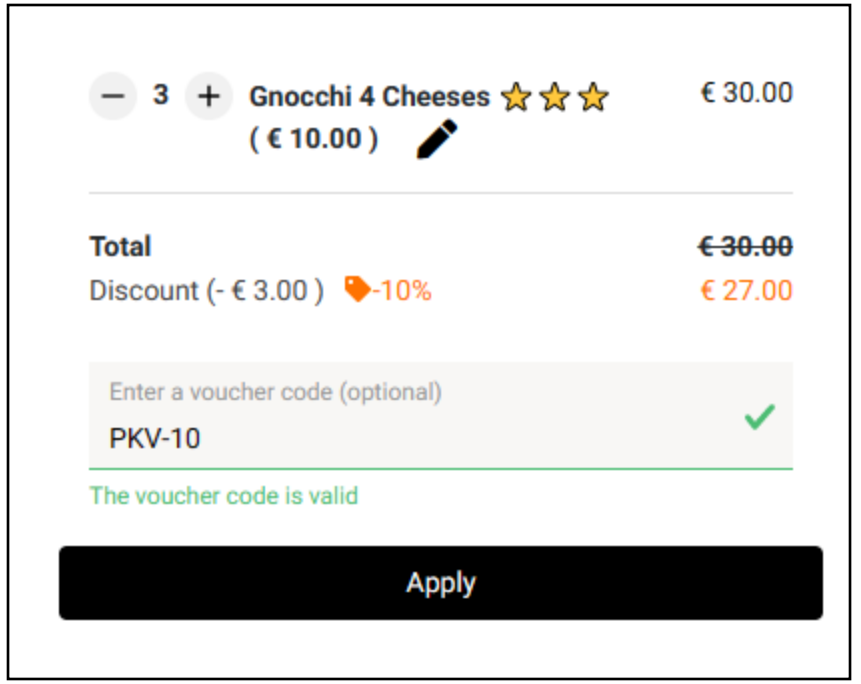
Additionally, you can specify the **minimum order amount** to which a voucher is valid, to promote higher order basket values.

Discount vouchers come handy for your store when you want to **increase orders**. You can also use discount vouchers to give **refunds**.

Besides discount vouchers, you can create **top-up vouchers**, which can be used and recharged before they are depleted. These vouchers are single use, monetary discount vouchers. Therefore, these can serve as **loyalty cards**.

| Voucher Code | Type | Value | Initial Value | Minimum Order Amount | Active | Consumed | Availability Restrictions |
|---|---|---|---|---|---|---|---|
| PKV-10 | Multiple Use | 10 % | | 30 EUR | Yes | Available | 15 Mar 2023 - 31 Mar 2023 |
| PKV-5 | Single Use | 5 % | | 20 EUR | Yes | Available | 01 Mar 2023 - 31 Mar 2023 |






https://www.gonnaorder.com/help/store-settings/manage-discount-vouchers/

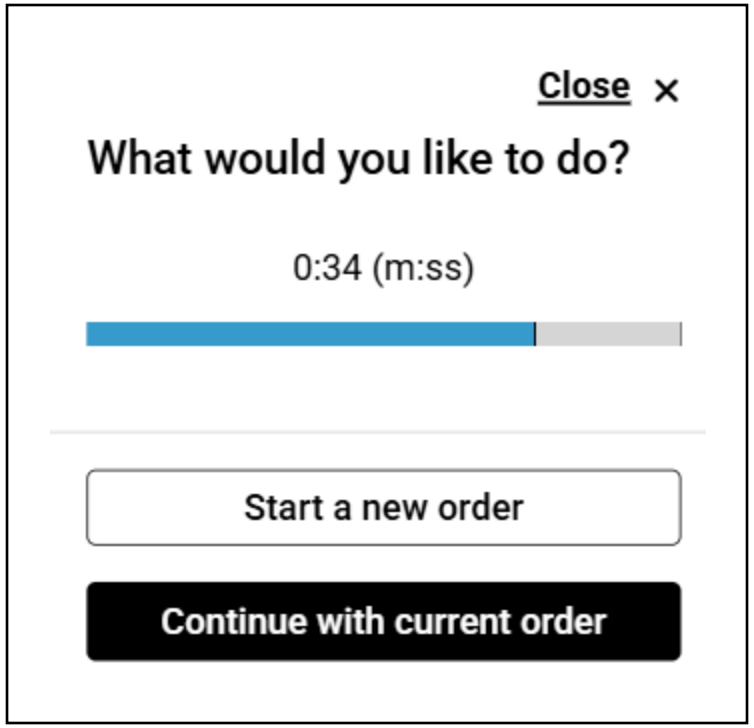
# Enable Clear Basket and Order on Inactivity

You can enable clear basket and order on inactivity due to various reasons. For instance, it may be in a shared kiosk, where privacy of customer data can be endangered when their order details and personal information remains saved on the device.

With this setting, you can:

- Automatically **clear basket and order on inactivity**.
- **Upload a branded video** to be displayed when the screen remains idle for some time.
- **Set how long it takes before the inactivity popup** is displayed.
- **Clear table and location on inactivity**.

This setting plays a key role in protecting customer data privacy, especially in shared ordering devices.




https://www.gonnaorder.com/help/store-settings/order-settings/order-capture/#clear-basket-and-order-on-inactivity

# Choose Between a GonnaOrder or Your Own Domain

Every store needs a web address (domain) where customers can view the menu or place orders. You can choose between:

- **Free GonnaOrder domain**: You select this during registration. Example: myrestaurant.gonnaorder.com
  You can update it anytime late
- **Custom domain**: You can connect a custom domain (e.g. myrestaurant.com) or a subdomain (e.g. order.myrestaurant.com) after registration. This requires some additional setup but allows you to fully align your store's address with your brand.




https://www.gonnaorder.com/help/store-settings/use-gonnaorder-with-a-custom-domain/

# Promote Ordering via Mobile Apps

A mobile app complements your store website. It is an additional outlet that can help you increase sales and revenue by promoting a seamless ordering experience.

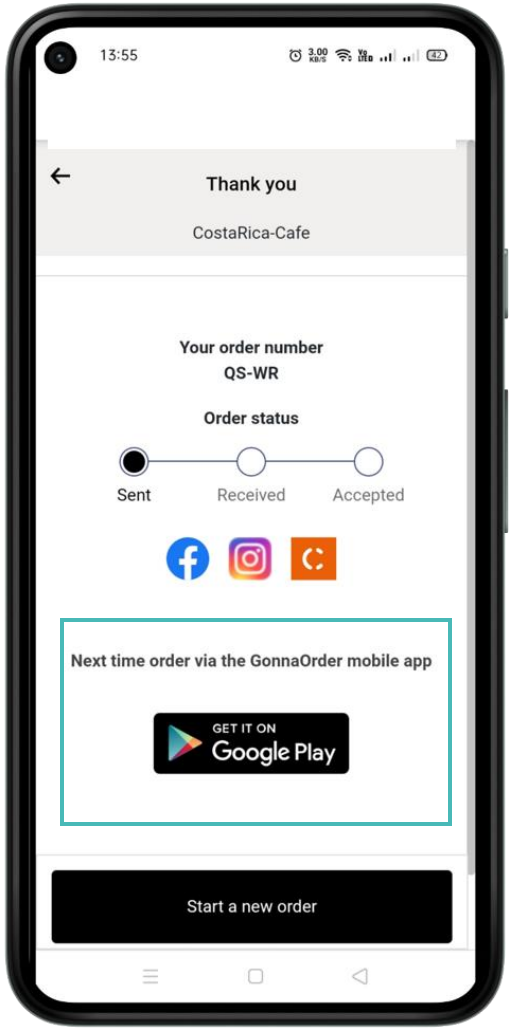
You can encourage customers to order via two types of apps:

- **The GonnaOrder app**
  Customers that download this app can locate your store and save it in their favourites automatically for easy and quick access in the future.

  Download on the App Store  GET IT ON Google Play

- **Your store own branded ordering app**
  You can order a branded ordering app for your store and it will be customized to your branding theme and guidelines. Once built, you can encourage customers to order via the branded app, building a strong brand awareness and boosting customer loyalty.

*Note: Your customers will be prompted to download it after they have placed an order on the browser.*




https://www.gonnaorder.com/help/store-settings/promote-ordering-with-gonnaorder-mobile-apps/

# Send Order Notifications to Customers

You can send **email** or **SMS** notifications for orders to customers. Order notifications are especially useful for pickup and delivery orders where customers need to know when their orders are ready.

**For emails**, the customer receives a PDF summary of their order. Such an email may also include the estimated processing time if they chose to receive the order ASAP.  Additionally, you can also send an email notification to customers about changes in their order status.

**SMS notifications** are only sent when the order is ready.



Dear customer,

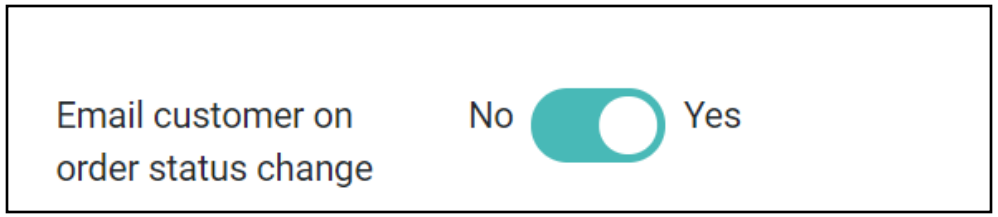
Your order is ready.

Thank you,

Dear customer,

Your order has been confirmed. It is expected to be ready between 11:30 and 11:45.

Thank you,




https://www.gonnaorder.com/help/store-settings/order-settings/order-management/#email-customer-order-status-changes

# Set Up VAT

You can set up your store's VAT rate per order to support your accounting and tax return filing requirements

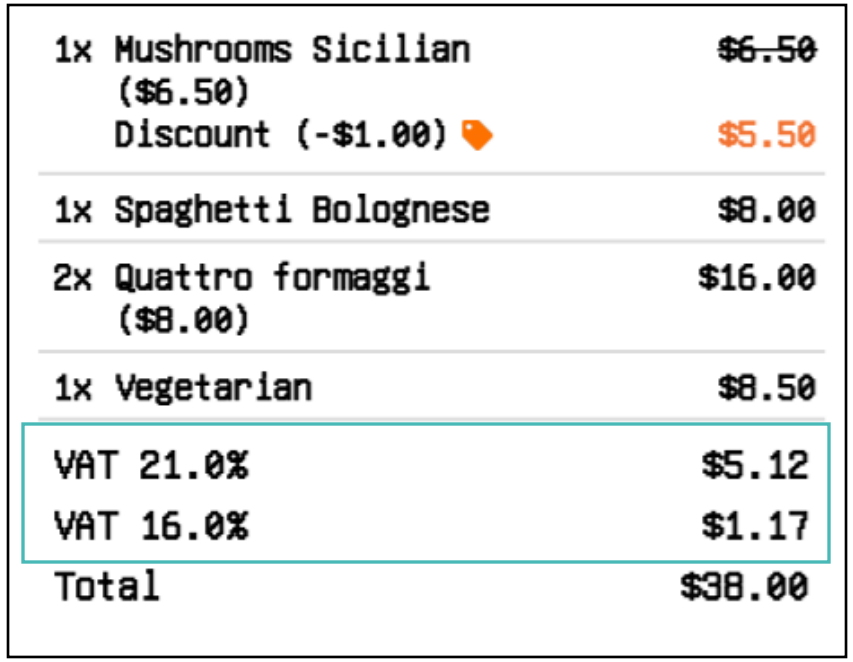
You can give a **report** that includes the revenue of your store including the VAT to your accountant so that they can process your administration

When VAT is present, it is displayed also in the customer order confirmation, so that you can potentially use it as a **receipt** depending on the rules applicable in your country

You can configure 2 types of VAT:

- A **standard VAT** that is common for all items in your store
- A **VAT for individual products** with special VAT requirements

This way all your VAT related requirements are covered

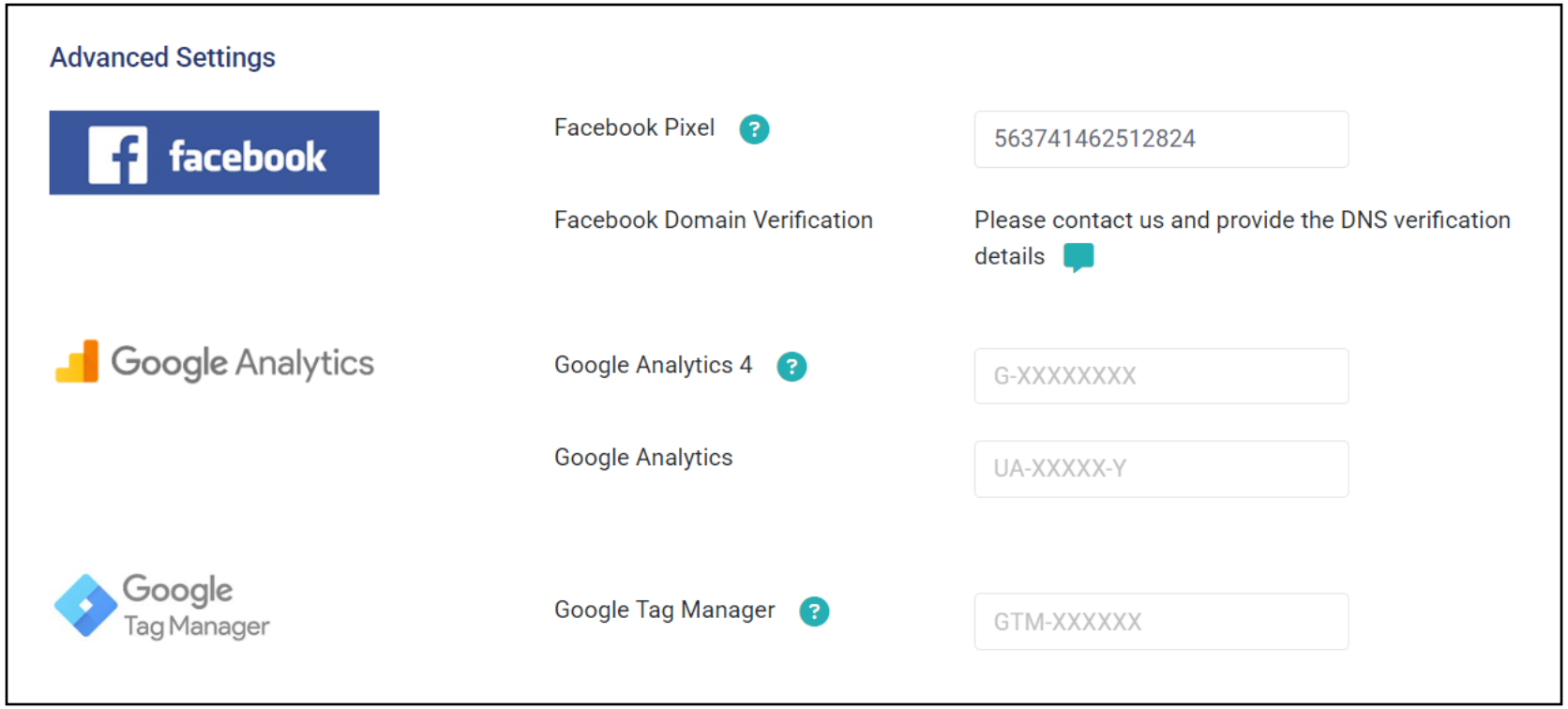



https://www.gonnaorder.com/help/store-settings/change-the-catalog-settings/#set-up-store-vat

# Connect Your Store With Tracking Tools

You can connect your store with various analytics tools, including **Facebook Pixel**, **Google Analytics**, and **Google Tag Manager**. These tools provides valuable insights into how users interact with your store, including information about traffic sources, user behavior, and engagement. You can leverage data and insights from these tools to create and refine your marketing strategies.






https://www.gonnaorder.com/help/store-settings/connect-to-your-marketing-tools/

# Create Your Business Website in Minutes with Siteboon AI

Siteboon is an AI-powered tool  for creating websites. You can create a professional website for your online store in minutes with this tool.

It consolidates your store information and generates a fully-functional website based on those details.

- You get a 20% discount on Siteboon when creating the website for your GonnaOrder store.
- If you don't like the initial website generated, you can regenerate a different one and claim it instead.




https://www.gonnaorder.com/help/store-settings/connect-to-your-marketing-tools/#generate-website-with-siteboon

# Connect To Last Mile Delivery Providers

You can connect your store with **mynext, Wolt Drive, Flex Delivery,** and **WooDelivery** last mile delivery software and manage your delivery orders better. Every new delivery order is automatically added to your preferred delivery management platform as a delivery task. You can then view the delivery tasks and assign to drivers either manually or automatically.

*Note: - Each platform has unique additional features that might be beneficial to your store.*
*- Some providers operate in specific regions and may only be available for stores in those regions*



Customer places a delivery order

gonnaorder

Order is sent to your delivery platform

mynext

FLEX DELIVERY

WooDelivery



https://www.gonnaorder.com/help/store-settings/integrations/last-mile-delivery/
https://www.gonnaorder.com/help/store-settings/integrations/woo-delivery/
https://www.gonnaorder.com/help/store-settings/integrations/flex-delivery/

# Send Orders to Your POS Using HubRise

**HubRise** is a platform that can facilitate the integration of your online store with a POS system. Once you connect your store to HubRise, all new orders will automatically be sent to the respective POS system. This leaves you with only one order management interface, boosting efficiency and ensuring smooth operations.

*Note: HubRise supports **two-way catalog synchronization**. Therefore, you can fetch catalog updates from HubRise to your online store or the other way around.*



Customer places an order in your store

gonnaorder

Order is sent to HubRise

HubRise

Order is sent to the POS connected

lightspeed, Ikentoo, EPOS TECHNOLOGIES, 3SPOS, Carré POS

Store manager sees the order in the POS



https://www.gonnaorder.com/help/store-settings/integrations/hubrise-integration/

# Connect Your Store with a POS

You can connect your online store with a POS for better order management. Connecting your store to a POS system allows you to view and manage all orders centrally on your POS.

To achieve a smooth flow of orders you need to add configuration for your POS in store and update product information to include details that are critical for order synchronization.

*Note: Some POS providers are available on specific countries or regions.*




Supported **POS providers**

HubRise, Powersoft, TWIN SOFT, shopify, HIT, Sunsoft, Poster, eposdirect, PURPLE technologies, eposnow, Wolt, TISSL, LOYVERSE LOYALTY UNIVERSE, iotsoft, MEGANET, WITEC, Label SOFTWARE DEVELOPMENT

https://www.gonnaorder.com/help/store-settings/integrations/

# Use Cases for POS Integration

Connecting you store with a POS can help you unlock various capabilities. For example:

- **Catalog synchronization**. Quickly import or update the entire POS catalog to your online store, easing onboarding. Applicable to specific supported POS providers.
- **Order management**. Receive online orders on your POS in real-time and manage them centrally, ensuring you stay on top of your store operations.



Customer places order in GonnaOrder

gonnaorder

Order is sent to the POS

PURPLE i technologies

Powersoft COMPUTER SOLUTIONS LTD

shopify

Poster

eposdirect.co.uk

Store manager sees the order in the POS



TWIN SOFT

iotsoftft

eposnow

HIT

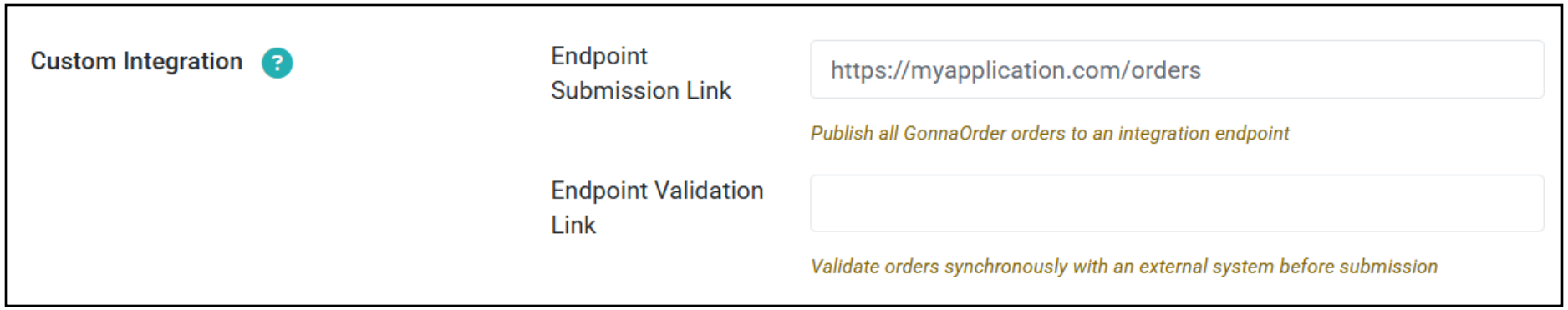
https://www.gonnaorder.com/integrations/#pos

# Build a Custom Integration

GonnaOrder is an open platform that allows different types of integrations. Therefore, you can integrate your online store with a preferred delivery, partner, external app, or to save customer information for marketing purposes

You can use create a custom application integration using the following ways

- **Listen to GonnaOrder events** as they arrive in your store, when the order is updated or when the status of the order changes. Configure the integration endpoint URL for **publishing all GonnaOrder** orders.
- Use the **GonnaOrder API** to retrieve order details, download the order receipt, read and update the entities as the store catalog or the store settings





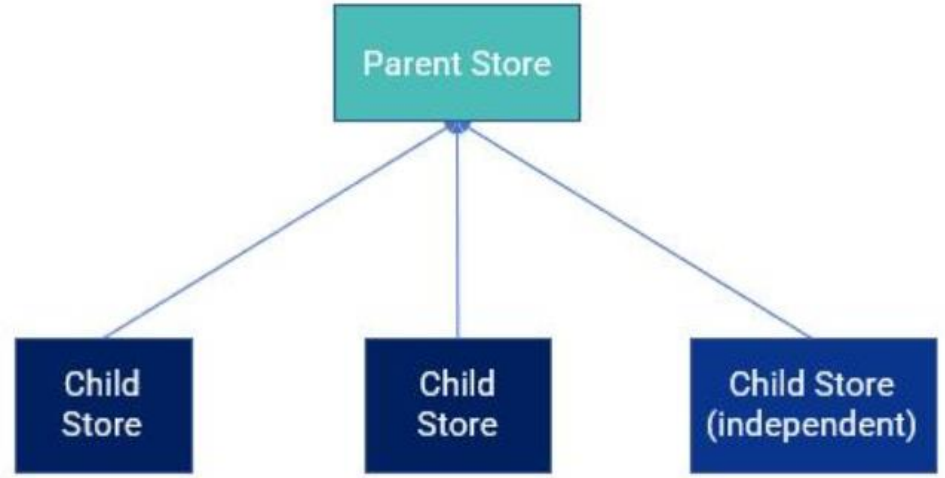

https://www.gonnaorder.com/help/store-settings/integrations/gonnaorder-admin-api/
https://www.gonnaorder.com/help/store-settings/integrations/publish-orders-with-custom-integration/

# Configure a Multi-Store Set Up

You can run a chain of stores effectively by linking them to simplify operations and management. This multistore setting allows you to set a parent store and associate it with one or more child stores. You can centrally view and manage orders from the parent store.

With the multi-store setup, you can enable several features to facilitate easier management of chain stores, including:

- Set a store as independent.
- Inherit catalog from parent store.
- Inherit schedules from parent store.
- Inherit customers, vouchers and loyalty from parent store.
- Set how the parent store home page behaves.
- Enable catalog sharing across the multi-store organization.




https://www.gonnaorder.com/help/store-settings/link-multiple-stores/

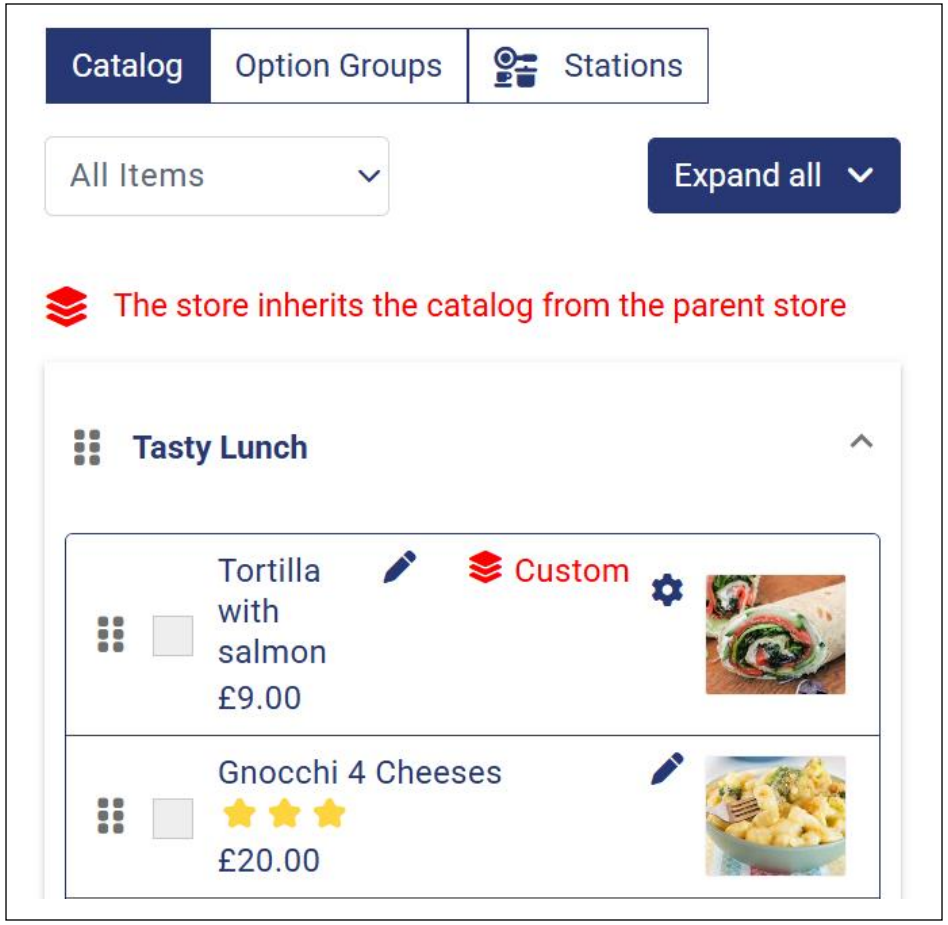
# Customize Items in an Inherited Catalog

When you inherit a catalog from the parent store, you can customize various aspects on the child store. This caters to the need for localized pricing and other elements that might need to be modified based on the child store location.

You can customize various elements of the following:

- **Menu items –** price, discount, visibility, item type, stock check/level & loyalty points calculation method,
- **Options –** price, visibility & stock check/level.
- **Price variants –** price, discount & visibility.

*Note: All customized items in an inherited catalog are marked as **Custom** on the child store catalog. Also, changes made to the inherited child store catalog do not affect the parent store or other child stores.*

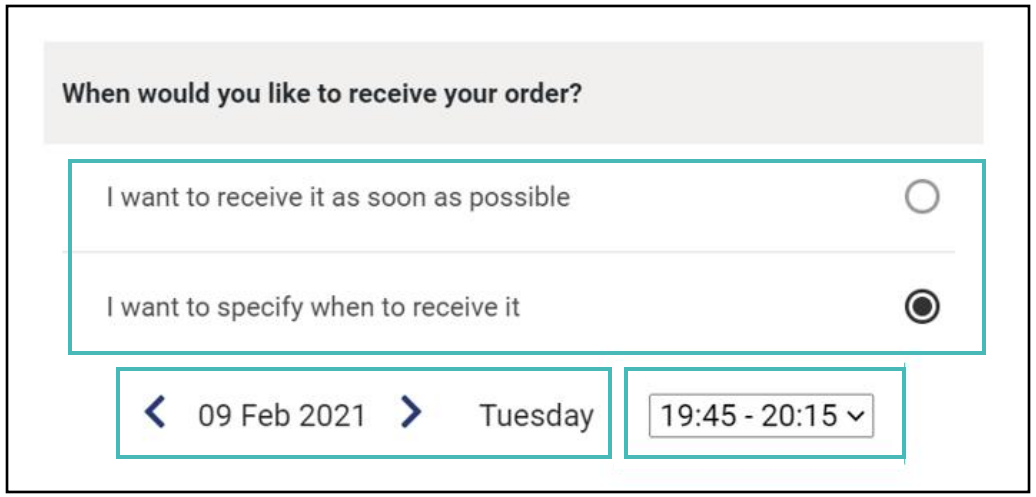



https://www.gonnaorder.com/help/store-settings/link-multiple-stores/#inherit-parent-store-catalog

# Configure Order Desired Time and Slot Settings

You can control the times you receive orders depending on how your business operates:

- Allow orders with **future desired time** or only **as soon as possible** orders.
- Allow **selection of dates** when the customer place orders or only restrict the orders to be on the same day
- Configure the **minimum time in the future** that you want the customers to place orders so that you have enough time to prepare it
- Have customers to select **exact times** e.g. 10:00, 11:00 or **time slots** of 30 min duration e.g. 19:45 - 20:15 so that the customers have the right time expectations.
- Restrict the **maximum number of orders per slot** so that you do not receive orders above the capacity you can handle



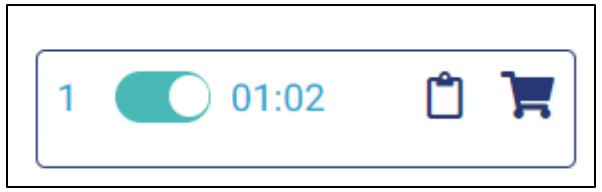


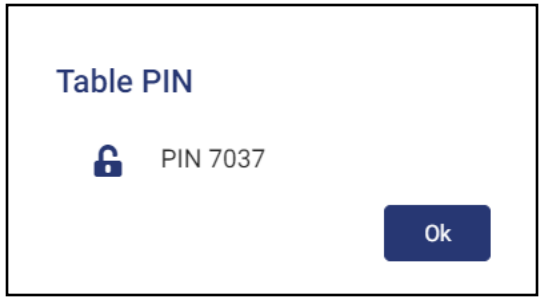

https://www.gonnaorder.com/help/store-settings/configure-additional-settings-for-orders-and-schedules/

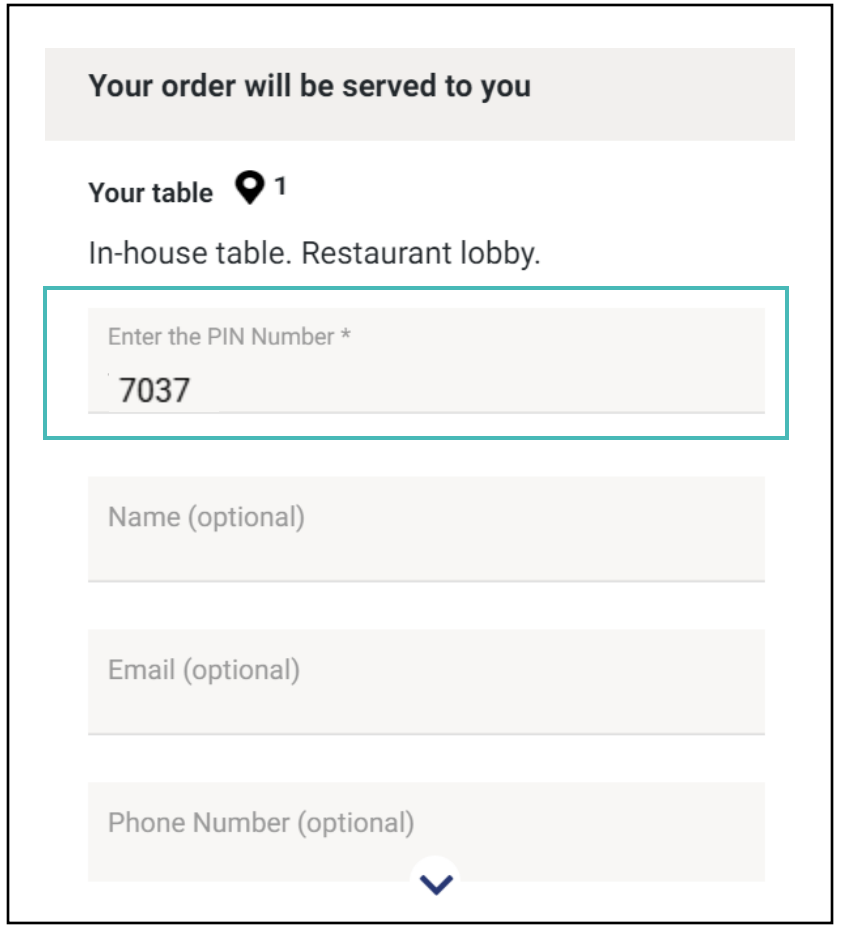
# Enable Open Tab Table Ordering

Open tab table ordering allows your customers to order multiple times and pay only once when they are leaving. This is convenient for customers and it makes it easy for you to **search**, **view**, and **combine orders** associated with a certain table and open order tab.

Each order tab is unlocked with a unique PIN that you can share with customers upon opening an order tab for their table.




https://www.gonnaorder.com/help/store-settings/enable-and-manage-open-tab-table-ordering/

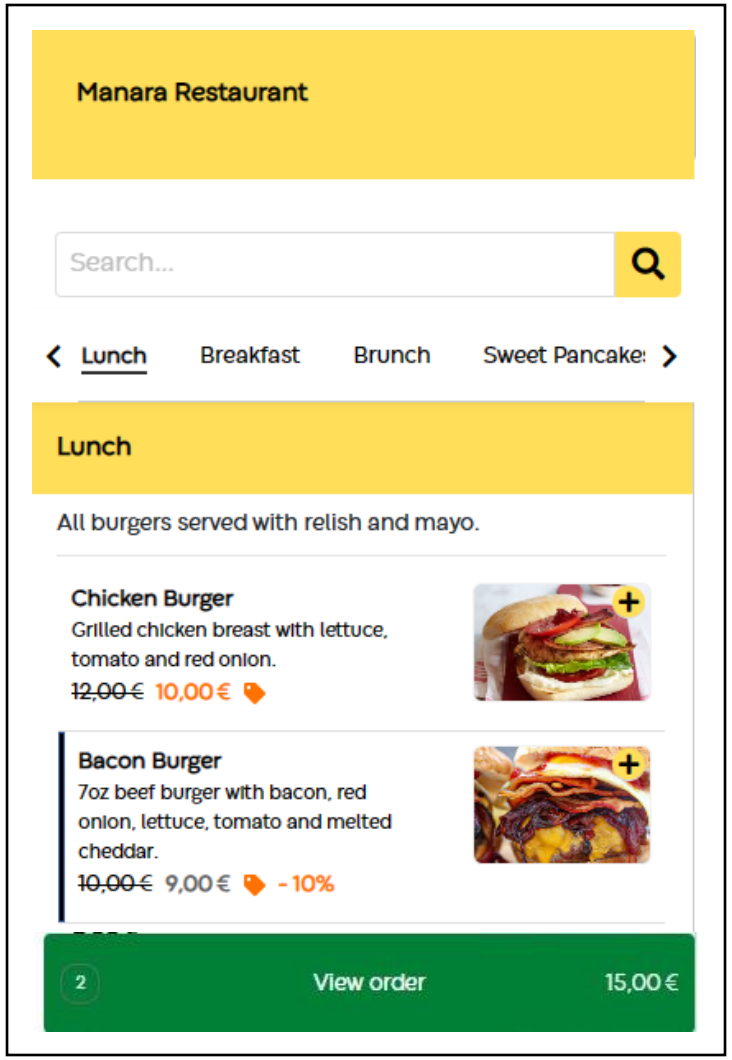
# Add Your Own Branding to Your Store

Fonts and colors play an important role promoting your brand recall and identity. You can give your store a unique look by selecting custom fonts and colors that align with your brand's theme. These fonts and colors are applied across various application sections.

You can customize different brand elements, including:

- **Primary & Secondary Fonts**
- **Strong, Medum, & Subtle Highlight Styles**
- **Primary Background Colors**
- **Secondary Background Colors**

*Note: If no custom theme is selected, a standard theme is applied.*




https://gonnaorder.com/help/store-settings/branding/

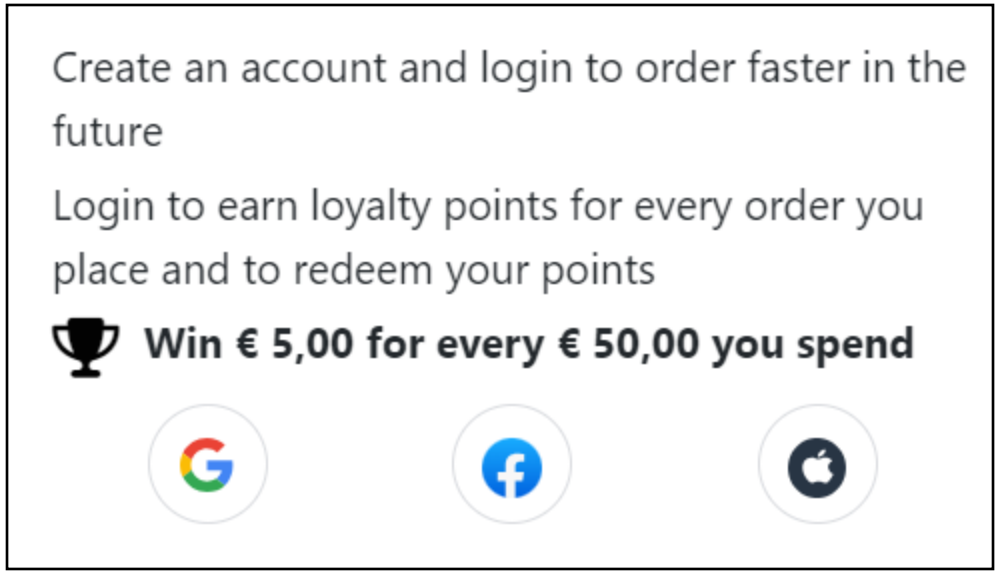
# Build Customer Engagement Using a Loyalty Program

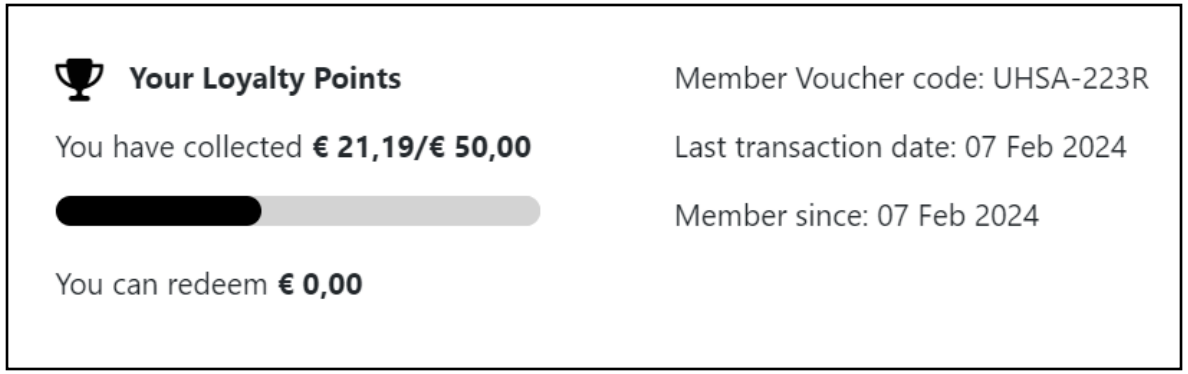
You can enable a loyalty scheme to reward customers on every purchase. The collected loyalty points are redeemed as discount once the set target points is achieved.

You can enable two loyalty in two ways:

- **New user discount.** New customers are awarded a discount on their first purchase. It's designed to encourage new customers.
- **Win on every spend.** Customers collect loyalty points on every purchase, encouraging repeat business.

*Note: You can set how loyalty points are calculated for each store item (e.g., based on the **price**, **fixed points**, **factor multiplier**, or **exclude from earning loyalty points**).*




https://www.gonnaorder.com/help/store-settings/loyalty/

# Easily Setup a Self-Ordering Kiosk

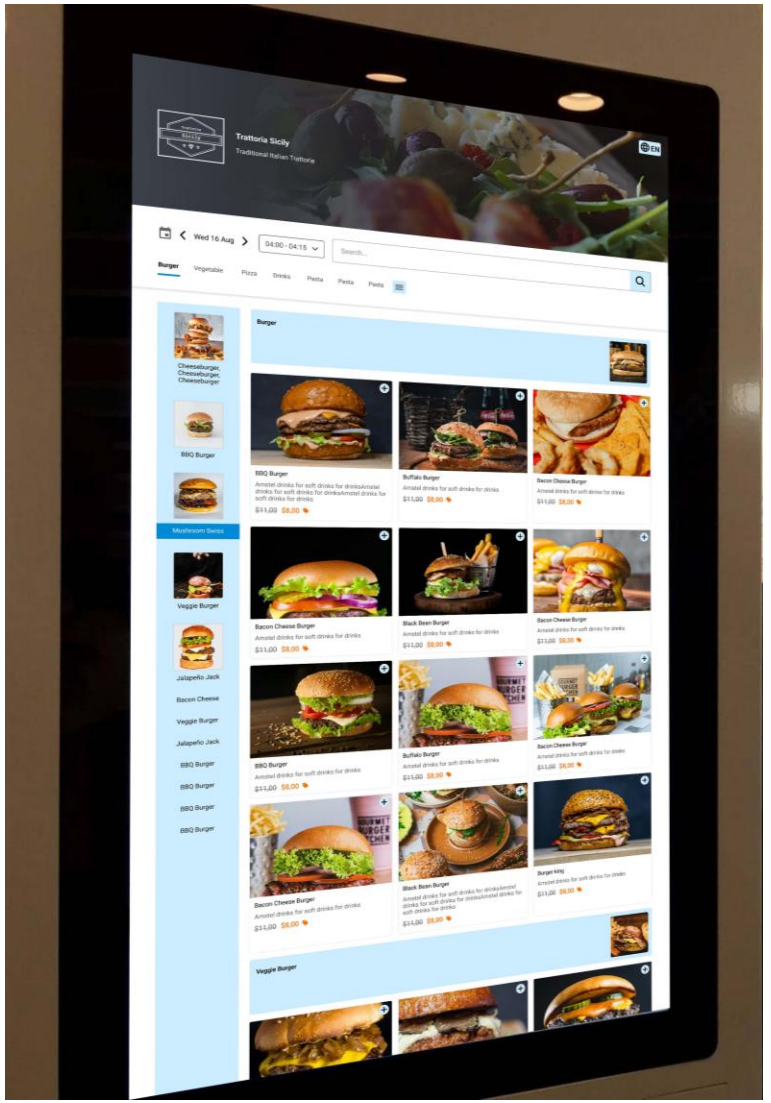
You can quickly set up a kiosk ordering solution for your business to handle orders more seamlessly. Download and install the **GoKiosk app** on your kiosk device and configure your store to start receiving orders.

With the GoKiosk self-ordering kiosk solution, your customers can enjoy:

- A smooth self-service ordering option
- Ordering convenience
- Reduced waiting times
- A simple, and intuitive ordering interface

Download on the App Store

GET IT ON Google Play




https://www.gonnaorder.com/help/go-kiosk-app/

# Promote Your Store Online and Offline



gonna order

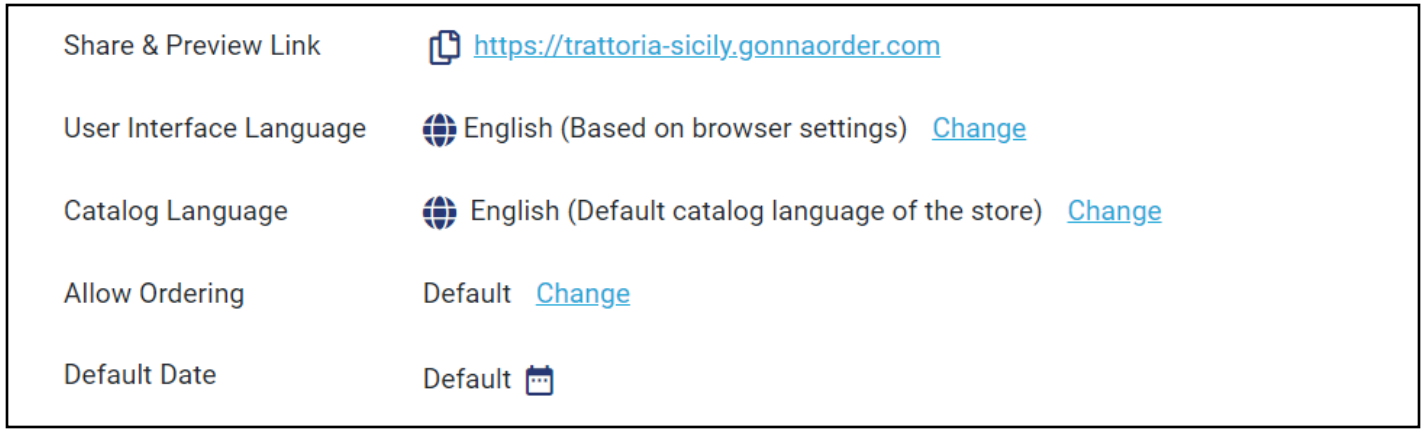
# Customize and Share the Link of Your Store

You can find the **link of your online store,** copy and share it via marketing emails or social media.

Also, you can **customize the sharable link** to include:

- The **right language**, so recipients see your explore your menu in their language.
- A **date** can also be included in the link to promote the menu for a specific date.
- Additionally, a link can be configured to **disable ordering** in case you would like customers to only view the menu. In this case your menu is **read-only**.

The store link can also take additional parameters including **customer name**, **phone number**, **email**, **delivery address**, and more.





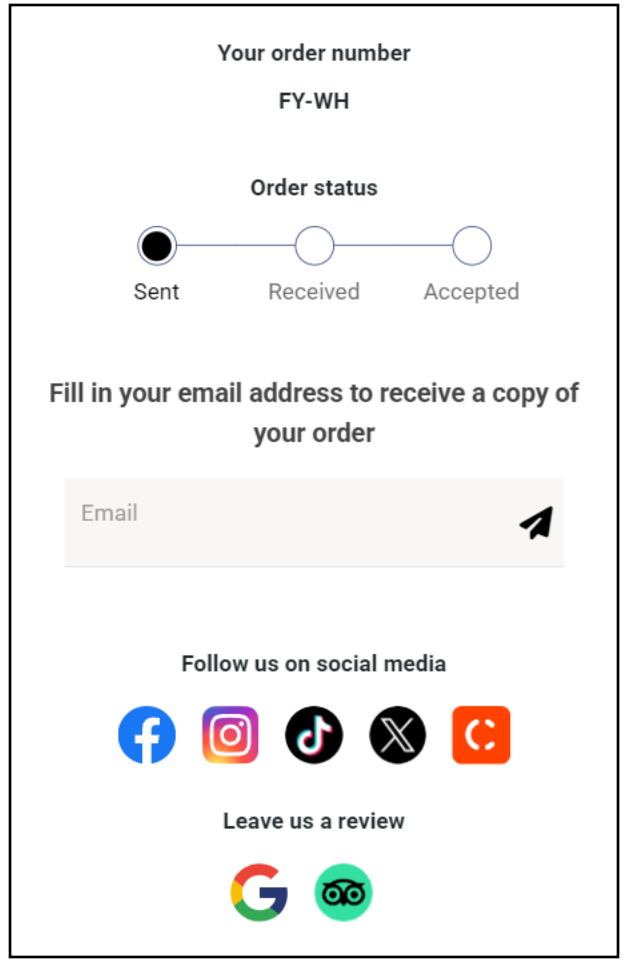

https://www.gonnaorder.com/help/share/#share-store-link

# Promote Your Store's Website & Social Media

You can promote your store across different social media platforms by adding links to the respective business pages. This creates more avenues for existing and  potential customers to interact with your business, strengthening your brand identity.

- **Facebook**
- **Instagram**
- **TikTok**
- **X (formerly Twitter)**
- **Cardit.tech**

You can also include links to your **Trip Advisor** and **Google Business** pages so that customer can review your business. The social and review website buttons appear on the thank you page after a customer successfully places an order and will redirect to your respective accounts when clicked.




https://www.gonnaorder.com/help/store-settings/connect-to-your-marketing-tools/

# Download and Print a Flyer To Promote Your Store

You can print a flyer to get your customers to order from your store. The flyer can be a general flyer for the store or can include a discount voucher.

You can decide to drop a flyer to your customers when you are delivering the orders, so that they can remember to order online next time they want to place an order

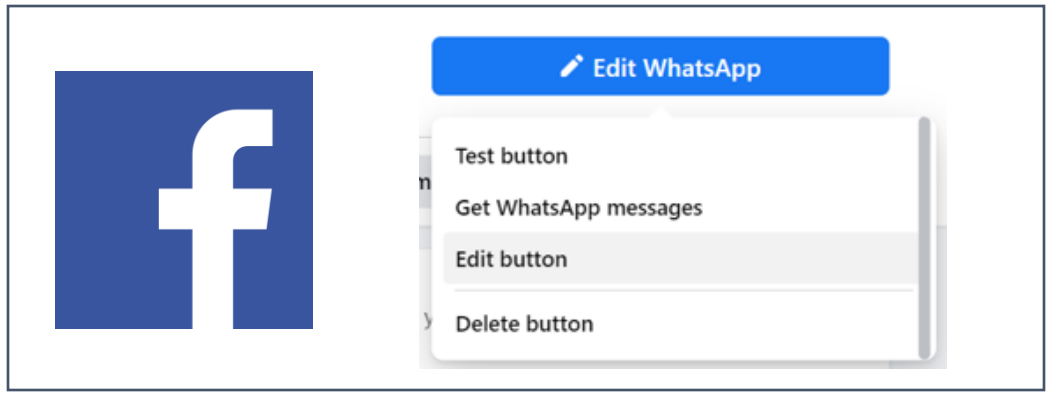


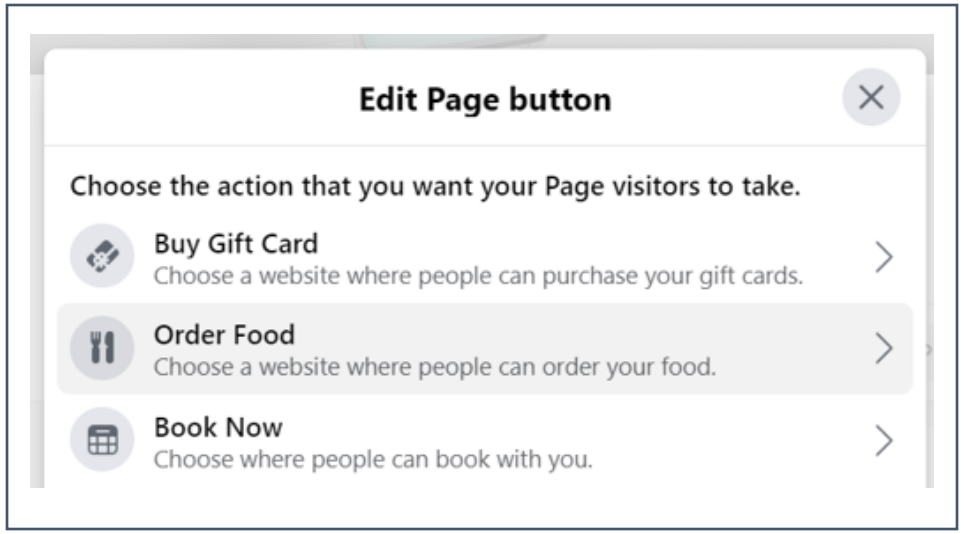




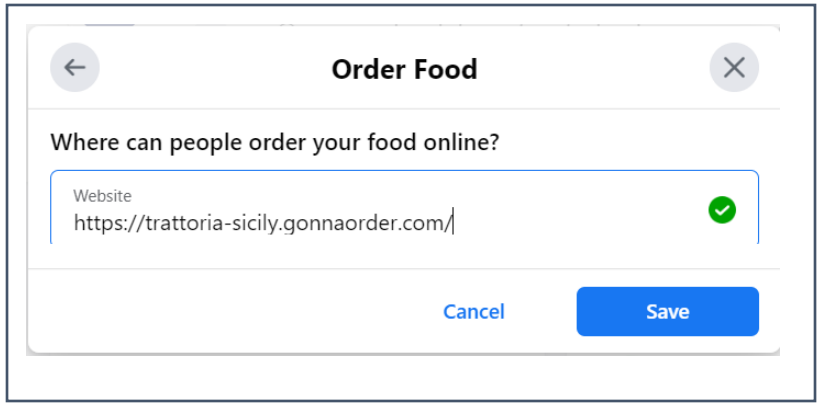
https://www.gonnaorder.com/help/share/#download-and-print-store-flyer

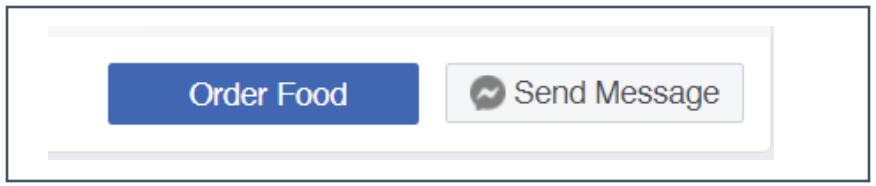
# Enable Ordering Food on Your Facebook Page




You can promote your online store menu on your Facebook and let your guests order directly from your page. This streamlines the ordering experience and transforms your social media audience into potential customers. Leveraging this integration can significantly boost your sales and revenue.



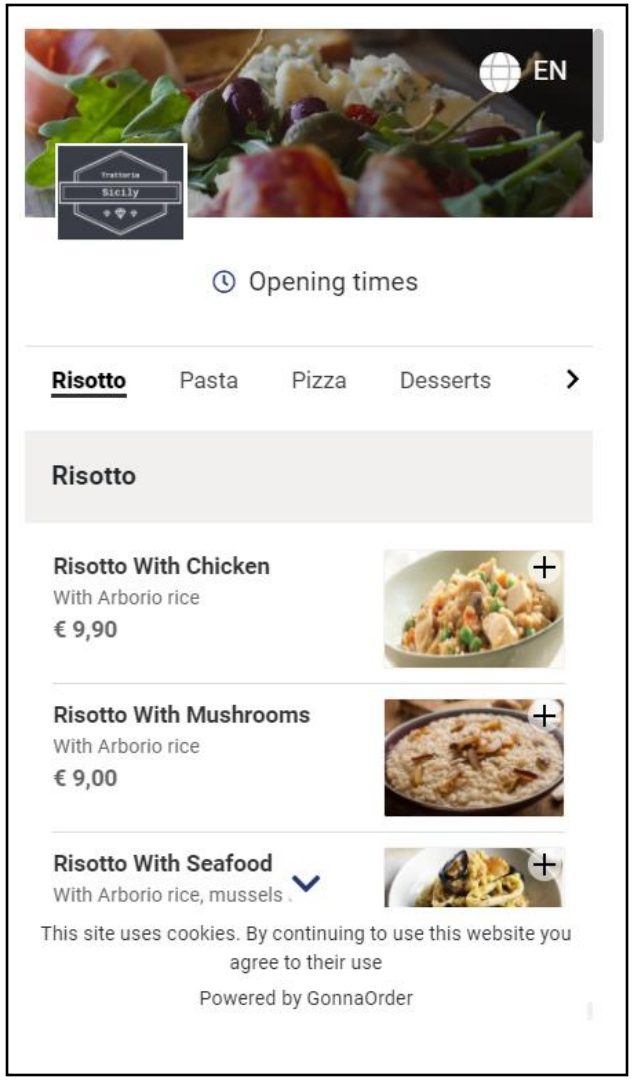




https://www.gonnaorder.com/help/share/#enable-ordering-facebook

# Embed Online Ordering on Your Website

Embed on your website

```
<iframe frameborder="0" border="none" width="350"
height="600" src="https://trattoria-sicily.gonnaorder.com">
</iframe>
```




You can easily embed your store's online ordering menu into any page of your website. In doing so, your website will display your store's widget, allowing customers to order straight from the website. It is just as easy as embedding a YouTube video to your website.

By embedding your online ordering page into your website, you:

- **Boost conversion rates**
- **Increased sales & revenue**
- **Customers can order conveniently without leaving your website**

*Note: If you have configured a custom domain for store you don't need to embed it on your website, since the custom domain will directly show your store.*

https://www.gonnaorder.com/help/share/#embed-ordering-website

# Setup Tables and Location Ordering Points



gonna order

# Create Tables for Your Store

If your store supports table ordering, you can create the tables, where the customers will order from. Tables may not be necessarily **tables** but also other location types like **rooms, sunbeds**, **poles**, **seats**, **locations**, **umbrellas,** or even **sofas**. This depends on the nature of your business.

You can create tables in two ways:

- **Online in bulk**. This option lets you add tables to your online store in bulk without specifying any table details.
- **Via Excel**. You can import the tables via Excel to facilitate quick table creation. It's ideal if you need to create tables in bulk and specify the details for each table when creating them.
- After the initial creation, you can **update** the tables by adding them individually or via Excel.



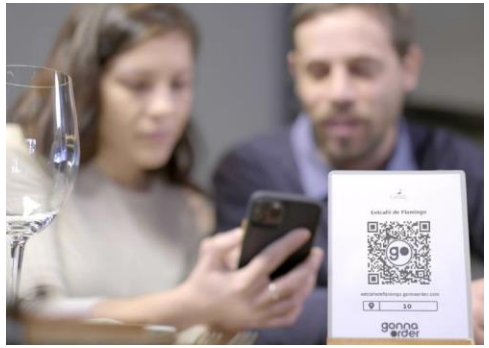

https://www.gonnaorder.com/help/locations/manage-tables

# Allow Orders From Tables With a QR Code

You can setup **table ordering** for your store in a few steps:

- **Setup tables** - Create the tables for your store and give a name e.g. A-32, Table-12, etc. or assign automatically a number  e.g. 1,2,3,...,15, for each.
- **Download & print table QR codes** - Every table created has a unique QR code and link that helps customers place orders. You can print the table QR codes and put on the tables as a sticker or in a plastic stand.
- **Let your customers place orders** - Your customers scan the table QR code using their phone camera or QR code app view the menu of your store. When they place an order, this is associated with the appropriate table.
- **View table number in the order and serve** - You can view the table number under the order details so that you know from which table the order comes from when you serve the order.



https://www.gonnaorder.com/help/locations/manage-tables/#download-qr-codes

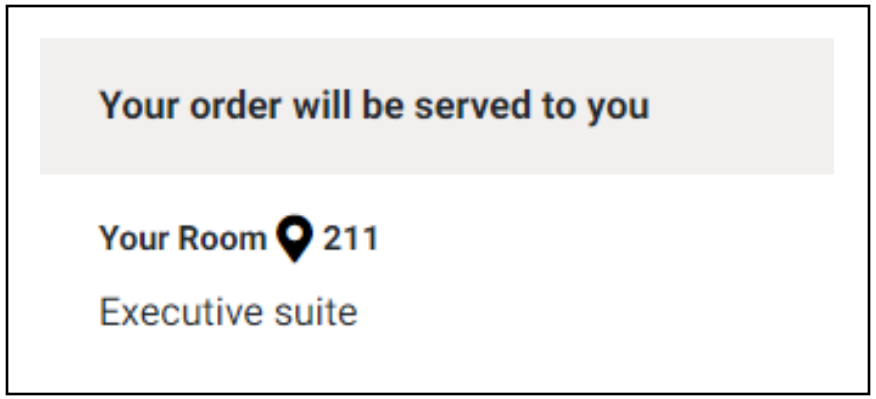
# Set Table Ordering for Tables, Rooms & Other Locations

You can use the **Tables** feature to allow ordering from tables, rooms and any other location.

- A **room** on the other hand refers to an enclosed area in your premises, a company office or hotel where guests may need room service.
- A **location** can be an office block, a hospital, or a residential flat where you regularly deliver orders. This is helpful when the order is not associated to a specific address but some identifier.
- You may set other types of locations, including **Pole**, **Seat**, **Sunbed**, **Umbrella, Sofa,** or **Airbnb,** depending on your business model or nature.

Rooms and locations are also associated with unique QR code and links through which customers can place orders. The room or location number is shown on the order page, similar to the table number. A **description** can also be added to them.

You can **combine** tables, rooms and other types of location in the same store. For example in a hotel you can have some QR codes for rooms and some for tables while having the same menu.




https://www.gonnaorder.com/help/locations/set-up-rooms-and-locations/

# Handle Orders Smoothly

gonna order



# Receive Customer Orders in Real Time

You can view and manage all incoming orders in real time on the orders dashboard. You can quickly identify the key information associated with  each order like the order identifier shown to the customer, details on delivery mode, order amount and payment status. Also, you can expand the order details to view more info about the order, including customer info, ordered items and options to confirm or reject the order. Once you open an order it is greyed out, so that you can focus on the orders that you have not processed yet.

Once you open an order, your customers see the status as “**Received**” so they know you are aware of their order.




| | Identifier | Delivery Mode | Customer Name | Amount Paid | Order Sent |
|---|---|---|---|---|---|
| ☐ | LD-DX | Serve 8 | | € 25,80 - Unpaid | 14:45 Mon 20 Mar 2023 |
| ☐ | 7R-PP | Pickup | | € 29,50 - Unpaid | 14:41 Mon 20 Mar 2023 |
| ☐ | YB-QJ | Serve 5 | | € 32,50 - Unpaid | 14:36 Mon 20 Mar 2023 |

https://www.gonnaorder.com/help/orders/view-the-list-of-orders

# View, Print & Download Orders

When you **view the details** of an order you can see all the data that the customers have entered in the order, as well as the order items, prices, discounts and total amounts.

You can also **print** the orders in a **80 mm thermal receipt printer** from the online platform or the GoAdmin mobile app. This print can act as a receipt for your customers

It is also possible to **download** these receipts as PDF and use for your archive





Amaica Restaurant
Jan van Galenstraat 1078,
1064 AB, Amsterdam, Noord-Holland

Your order
Y8-WE

Pickup
Peter Parker
Order Sent
Wed 26 Mar, 10:24 AM
Order Wish
Wed 26 Mar, 10:30 AM
€ 6,99 Paid
Card

| | |
|---|---|
| 1x Spaghetti Bolognese ❤️VS16❤️VS16 | € 6,99 |
| Vat 21.0% | € 1,21 |
| Total | € 6,99 |

amaicatest.gonnaorder.com
Thank you for your order

#0

https://www.gonnaorder.com/help/orders/print-download-order/

# Manage the Status of a Customer Order

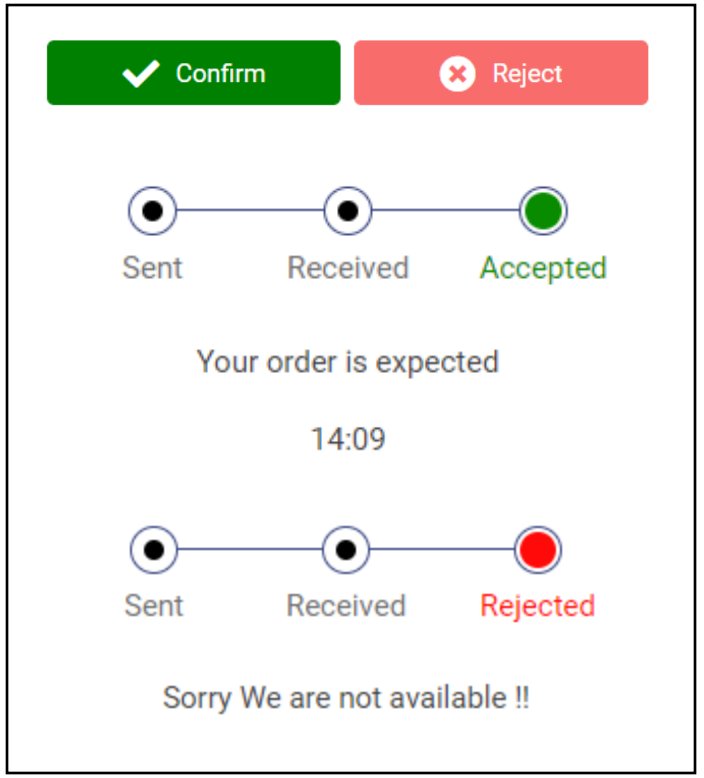
When you receive an order, you can manage its status.

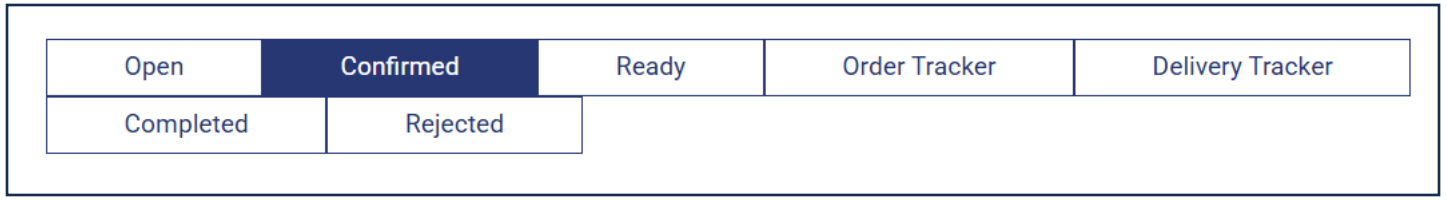
The following actions are possible for the order:

- **Confirm** an order. Optionally, you can provide an estimated time before the order is ready
- Mark the order as **Ready** or **Complete**
- **Reject** an order. Optionally provide a rejection reason

After you have changed the status:

- The order the moves from the current to the corresponding section as “**Confirmed**”, “**Ready**” "**Completed**" or “**Rejected**” so that you don’t focus on them anymore
- Your customers view a corresponding message on the “Thank you” page.



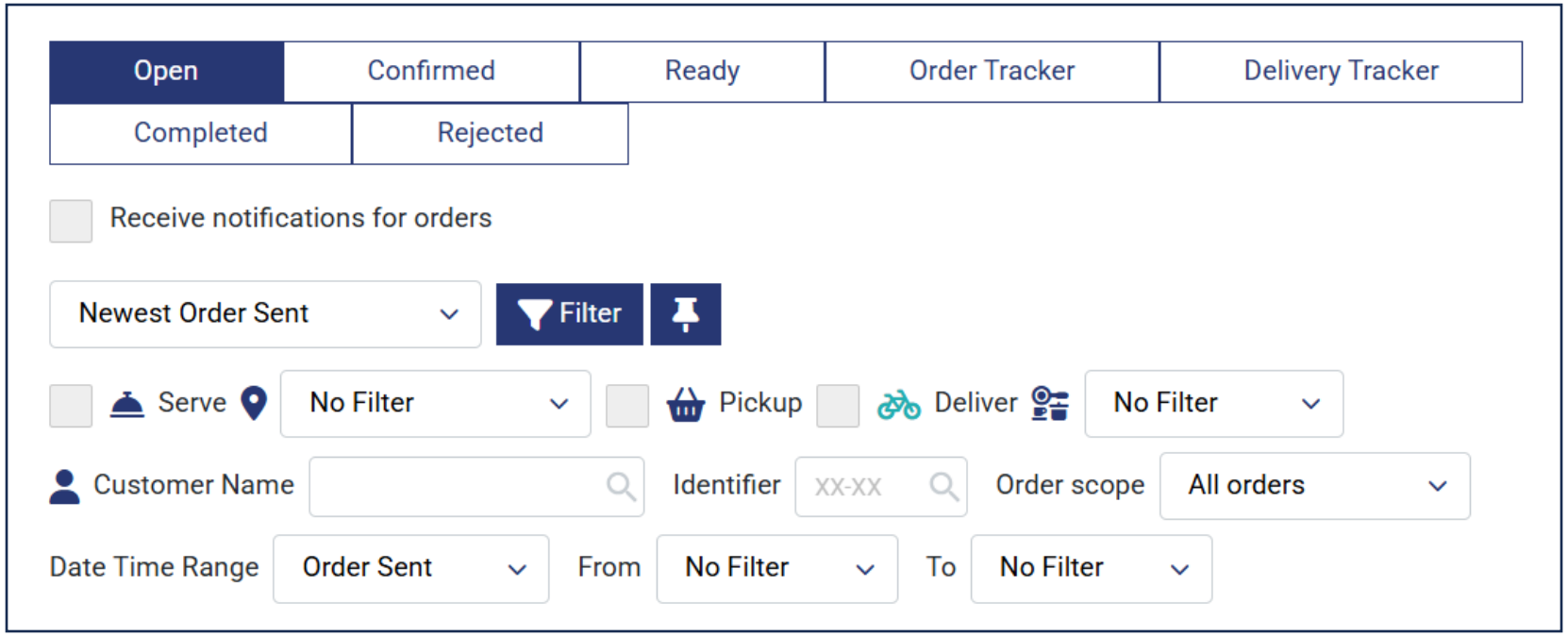

https://www.gonnaorder.com/help/orders/accept-reject-order/

# Find Orders Easily by Sorting and Filtering

You can **sort** the list of orders based on the date they are **sent** or the **wish** or **expected** date.

**Filtering** orders helps you easily find the order you are looking for from a long list of orders. You can filter orders based on one or a combination of **Ordering modes** (Serve/Table, Pickup, or Delivery orders), **Station, Customer Name, Order Scope** (all, customer, fulfillment), **Order Identifier** (ID), and **Date Time Range** (From & To).





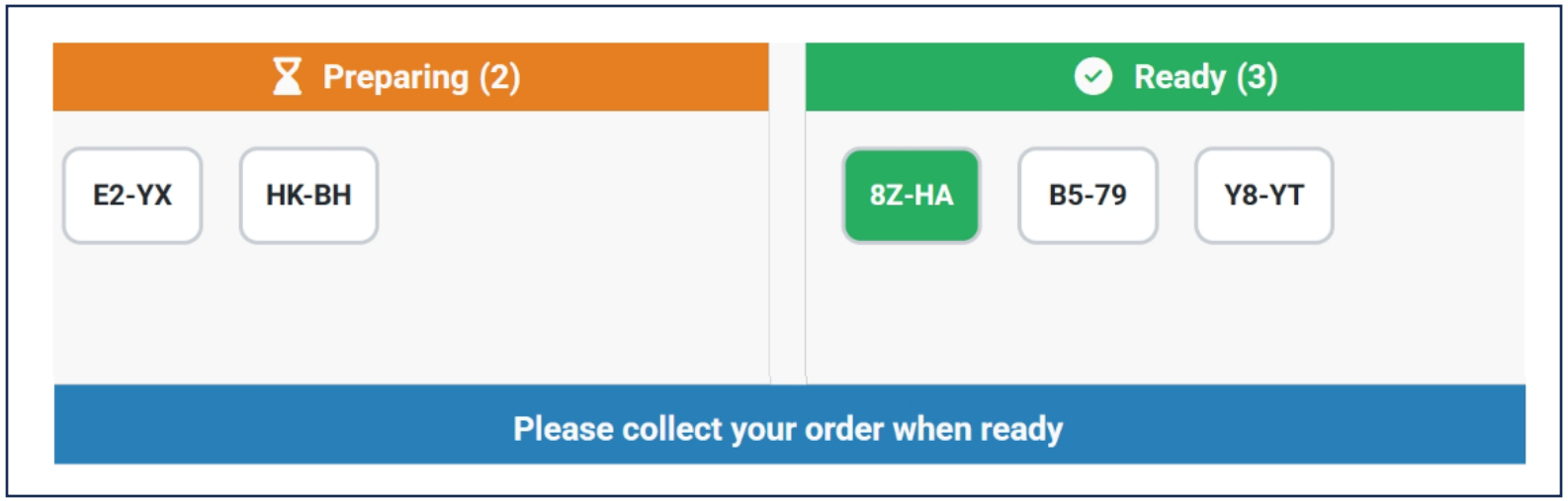

https://www.gonnaorder.com/help/orders/sort-and-filter-orders/

# Share Order Status on Order Tracker Screen

Keep your customers informed about their order status on the order tracker screen. This helps reduce customer support requests regarding their order status. Also, it keeps your customer service organized since customers can know when their order is ready for collection from the order tracker screen.

Simply cast your order tracker page onto the big external screen to achieve;

- Enhanced customer convenience.
- Order progress transparency
- Reduced customer support queries




https://www.gonnaorder.com/help/orders/order-tracker/

# Track the Status of Delivery Orders

GonnaOrder allows you to track the status of each delivery order if you have configured a last-mile delivery provider. This ensures get real-time delivery status updates from when the order is to be collected by the courier until when it is delivered to the customer.

Also, you customers can track their order delivery status in real-time, reducing the 'waiting' anxiety.

**Supported Delivery Providers**

- Wolt Drive
- Flex Delivery
- Wodely ( formerly WooDelivery)
- MyNext



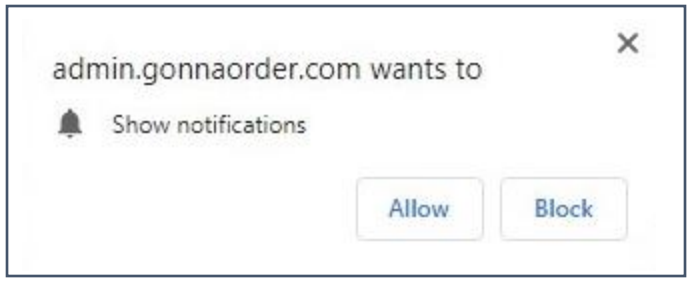

https://www.gonnaorder.com/help/orders/delivery-tracker/

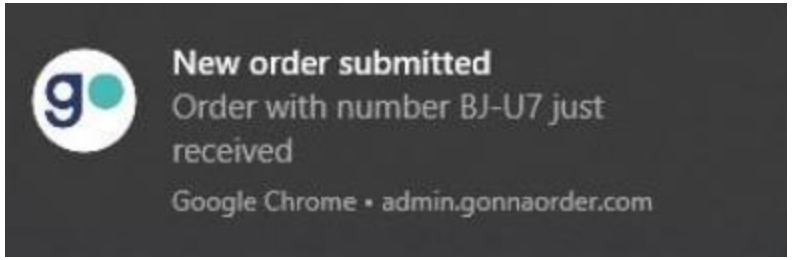
# Receive Browser Notifications for Incoming Orders

Browser notifications can help you remain on top of the ordering activities in your store. When enabled, you receive a notification on your device even when you have not opened your store. You can update browser notification settings to mute or change the notifications tone.

Browser notifications can be enabled for desktops as well as mobile browsers. Note that the appearance of the notification message depends on the platform and the browser used.

*Note: iOS users, cannot use this feature but they can use the **GoAdmin app** to get notified of incoming orders.*




Supported Browsers

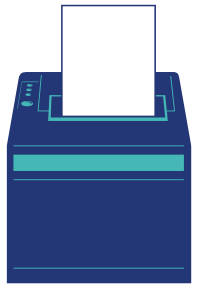
Supported Platforms

https://www.gonnaorder.com/help/orders/receive-browser-notifications-for-your-orders/

# Automatically Print Incoming Orders

You can automatically print incoming orders with a help of the **AutoPrint** desktop and mobile app. With automatic printing, every incoming order will be sent to the printer you have selected for printing. You can also set specific printers to print for specific stations.



By enabling automatic printing of orders via the AutoPrint app you:

- Increase speed and efficiency of operations
- Reduce operational costs
- Streamline order management

Supported Platforms

https://www.gonnaorder.com/help/orders/automatically-print-incoming-orders/

# Set How You Print Your Order Receipts

You can set how your order receipts are printed on the AutoPrint app. You can print receipts as:

- **Single Order Ticket.** The whole order is printed as one and it includes all order items.
- **Multiple Labels Per-Item.** Each order item is printed on its own receipt.
- **Single Order Ticket + Multiple Labels Per-Item.** When you enable both receipt types, one order receipt will contain all items, followed by several 'mini' receipts for each order item.

With this flexibility, you can easily have a receipts for each order item, which comes in handy when you want to add labels for each order item. It also becomes easier to associate different order items with main order.




https://www.gonnaorder.com/help/orders/automatically-print-incoming-orders/#receipt-style

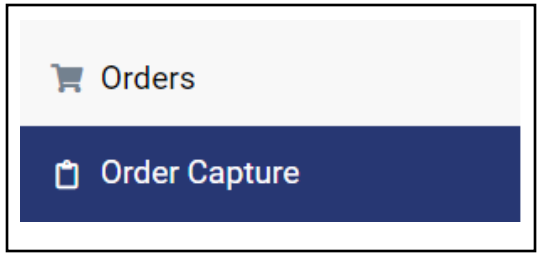
# Capture Orders on Behalf of Customers

You or your staff can quickly place orders on behalf of customers. You do not have to use the traditional customer interface since all ordering features are bundled together under the **order capture** feature available on the admin interface.

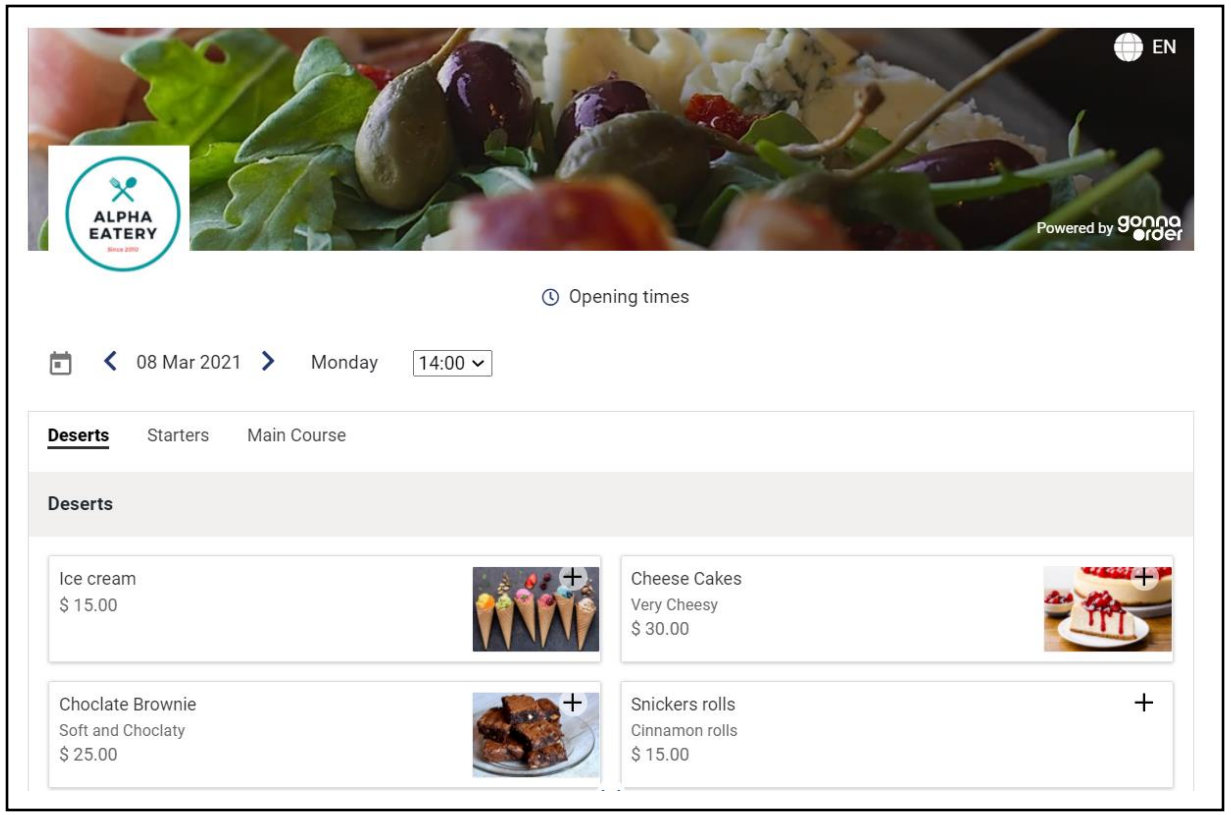
Through order capture, you can:

- Place orders
- Apply discount vouchers
- Select options, and choose a table
- Choose when and how the customer would like to pay, among other things.

Order capture can be used by store waiters on their phones or cashiers on their tablets or desktop computers.





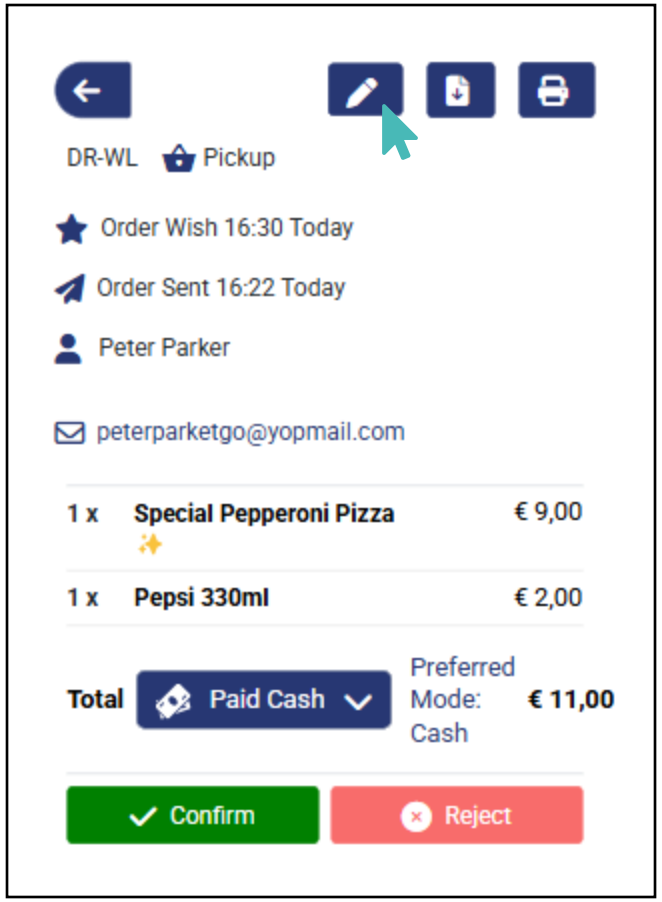

https://www.gonnaorder.com/help/orders/order-capture/

# Update or Delete Customer Orders

You can **change** or **delete** customer orders when necessary (e.g., in cases of a wrongly placed order). You can choose to allow these functionalities for your store or not.

For these features to work, you need to:

- **Allow order update by store.** When enabled, a **Change Order** appears on the order details page. You can change quantities of order items, add, or remove items from the order, redeem a discount, change the customer details or change the table number.
- **Allow order deletion by store.** When enabled, you can select one or more orders for deletion. However, you can only delete orders under the "**Confirmed**," "**Ready**," and "**Rejected**" statuses. This is needed to clean up orders that were placed by mistake or for testing purposes.




https://www.gonnaorder.com/help/orders/update-submitted-orders/
https://www.gonnaorder.com/help/orders/delete-orders/

# Offer Payment Flexibility to Your Customers



gonna order

# Enable Standalone Payments

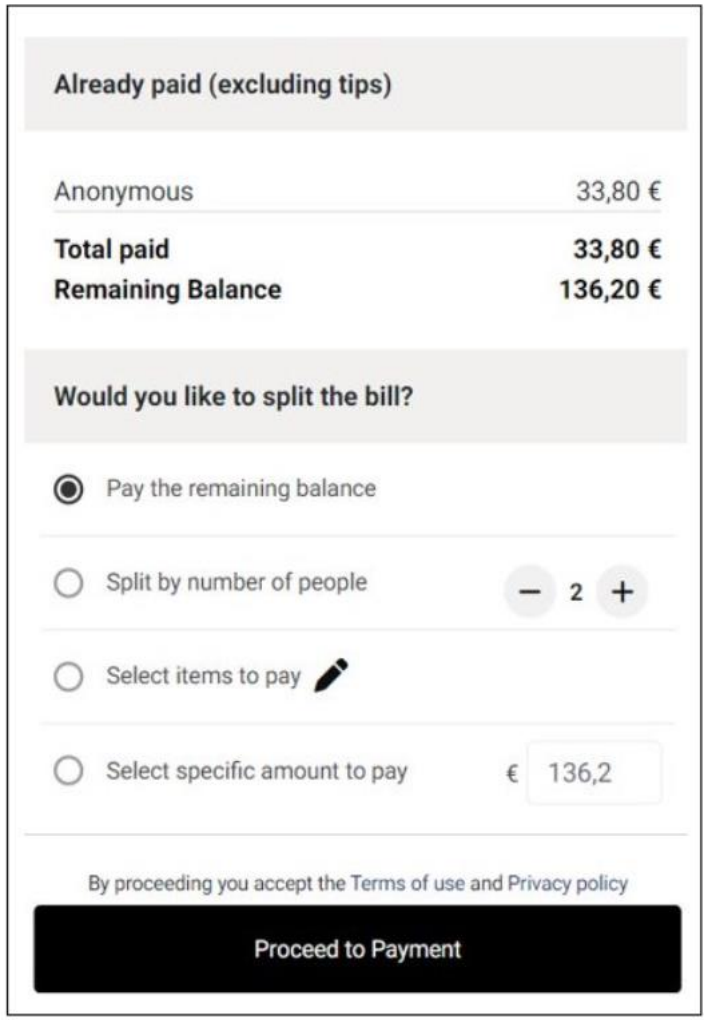
Standalone payments enable customers to place table orders and pay later online. During order payment, customers can:

- Split their bill (equally by number of people)
- Select items to pay
- Pay a specific or full amount,
- Leave a tip for the waiter.

It also supports multiple subsequent payments if an order is split for multiple guests.

As a store operator, you can use the standalone payment feature to create payment requests for particular orders or custom amounts not associated with any order or table.




https://www.gonnaorder.com/help/store-settings/table-ordering-settings

# Allow Customers To Pay Later for Orders

With Standalone payments, customers do not have to pay for table orders upfront. Instead, they can submit orders without paying and pay later when they are ready to leave. Additionally, they can submit multiple orders to the same table.

After enjoying their orders, customers scan the table QR code to pay online. The payment page enables them to view their order items, pay the bill in full or split with friends.

Guests choose whether to **split the bill evenly** among them, **select the specific items to pay**, or **pay a custom amount** based on how they agree. This offers a more convenient way to share the bill, enhancing group dine-in experiences.



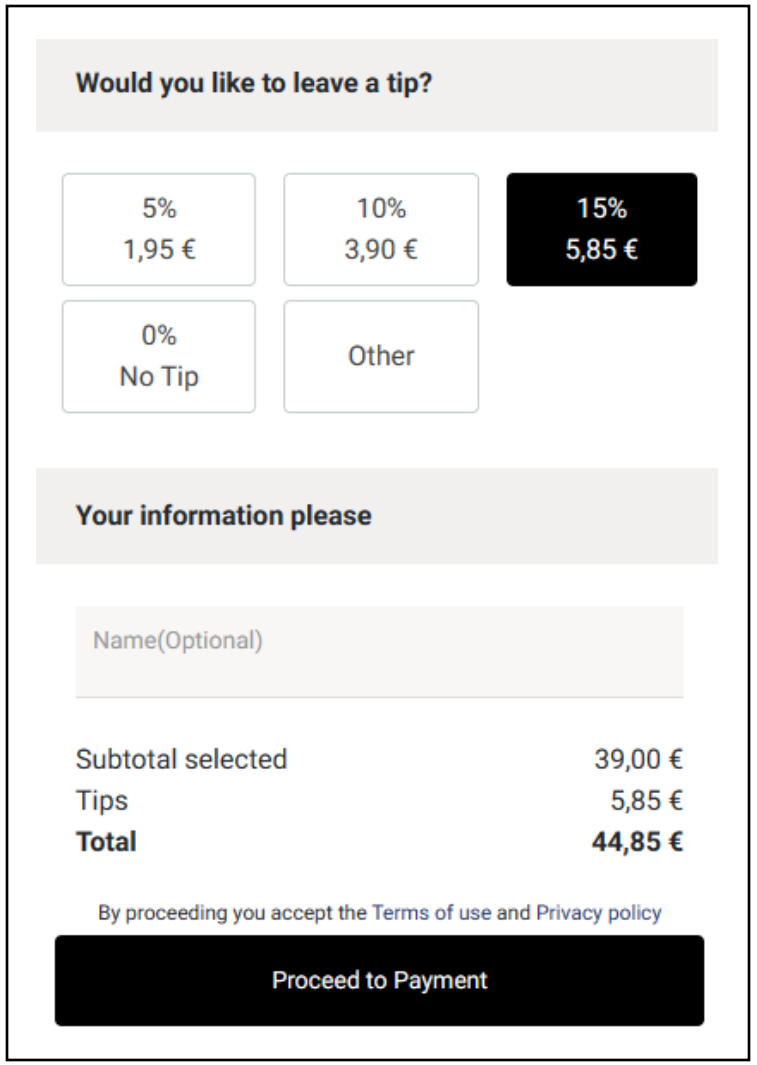

https://www.gonnaorder.com/help/standalone-payments/allow-customers-to-order-and-pay-later/

# Encourage Guests to Tip Waiters

You can allow your guests to leave tips for waitstaff on two avenues:

- **Standalone payment page**. When the customer proceeds to make a standalone payment for table/location orders.
- **On the checkout page**. You can enable end customers to leave a tip on the checkout page. *Note that the tip selection section will only be appear when the customer selects **pay now online** option or when **online payment is set to mandatory**.*

The tip is optional and can be a percentage of the order amount or a custom amount selected by the customer. Possible percentages are **5%**, **10%**, and **15%**. Guests who would like to tip outside these percentages can use the "**Other**" button and enter a **custom amount**.



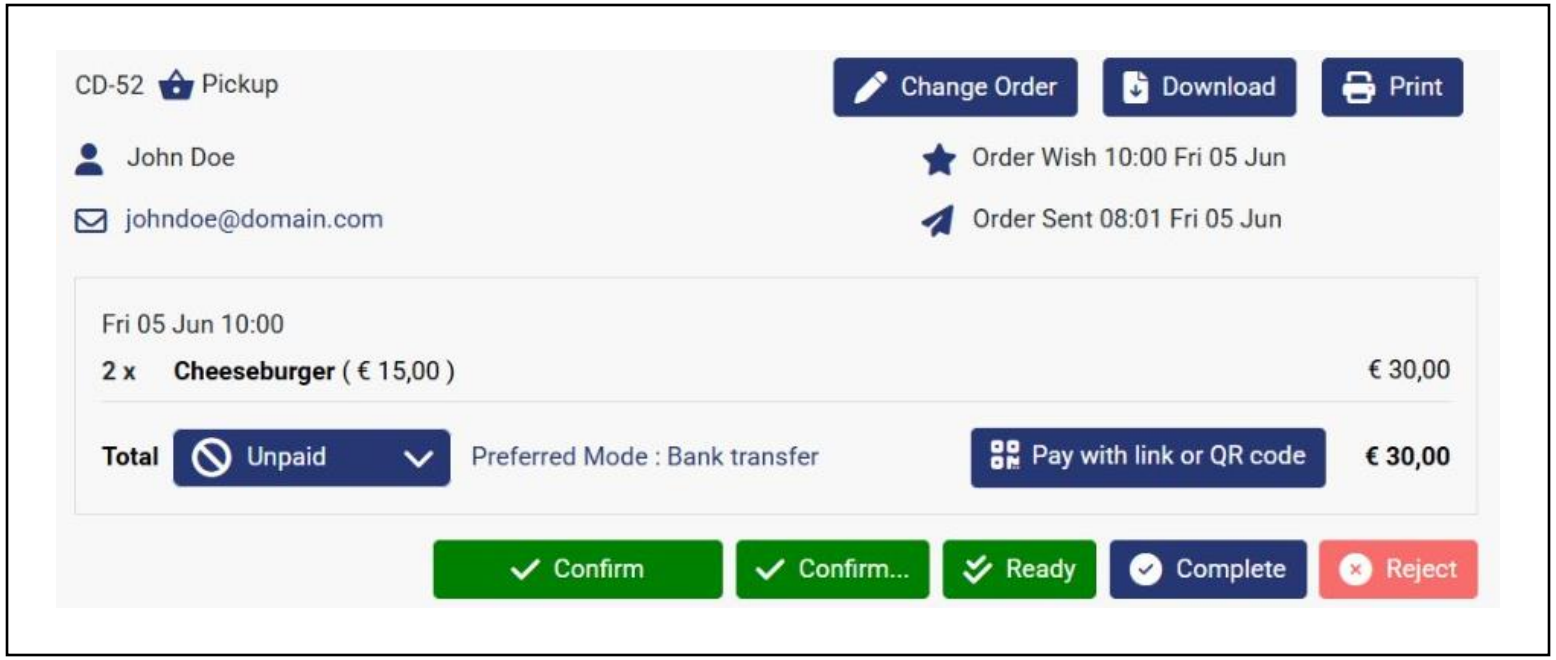

https://www.gonnaorder.com/help/store-settings/order-settings/order-capture/#enable-tips

# Request Payment for a Specific Order

You can create a payment link for a specific order. This is especially useful if a customer has placed a phone order and asks for payment details, or if guests are having trouble scanning the table QR code.

By requesting these order payments, you:

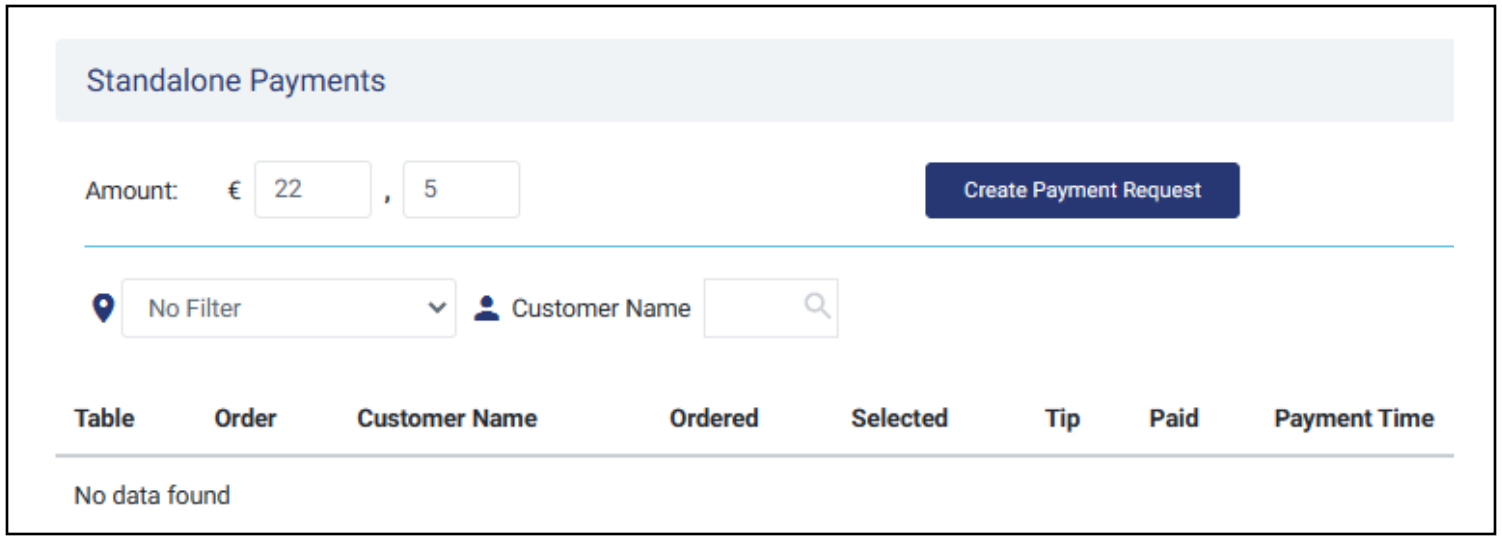
- Streamline payment process
- Enhance customer experience
- Create an innovative way to process pay-later payments




https://www.gonnaorder.com/help/standalone-payments/create-payment-link-for-order/

# Make Custom Amount Payment Requests

You can request custom amount payments from customers. These payment requests may not be associated with any orders or tables. In fact, you can take custom amount payments for an unpaid table, pickup and delivery orders. Simply define the amount and share the QR code and link to a customer so that they pay on their mobile phones. This makes it easier to bill custom amounts.



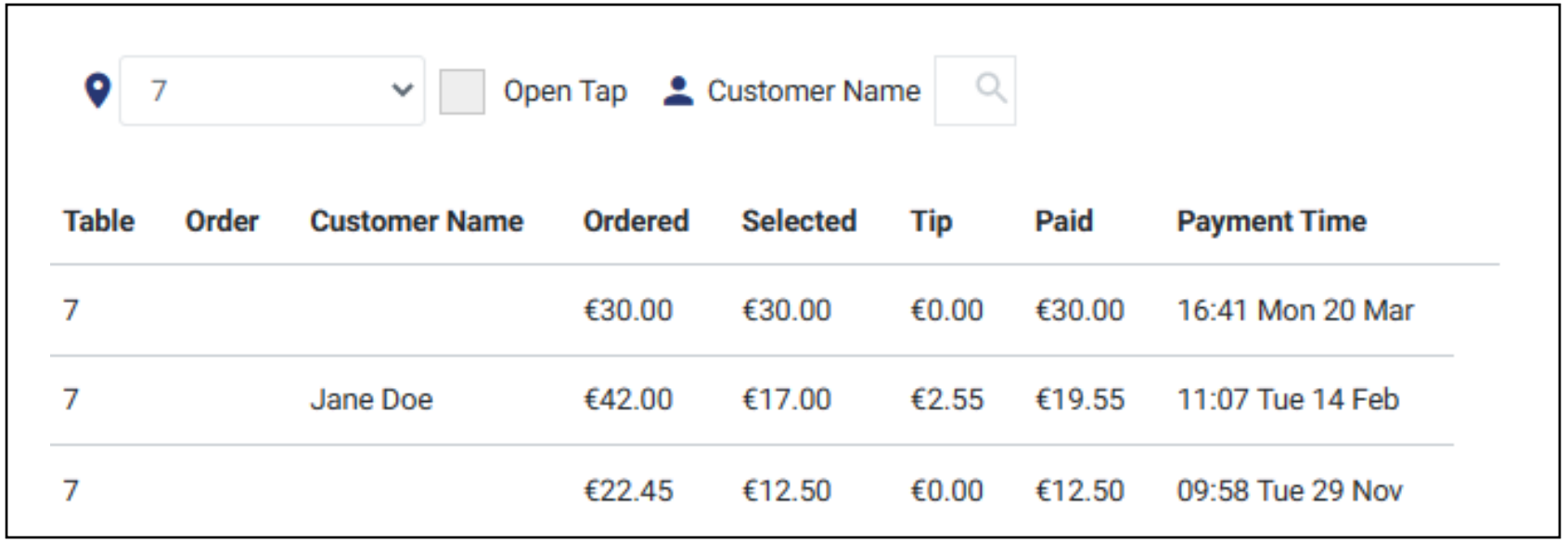




https://www.gonnaorder.com/help/standalone-payments/custom-payment-requests/

# View, Sort, & Search Standalone Payments

You can keep track of all received standalone payment transactions. These transactions are recorded for reference. You can view, sort, and search through these transactions, enabling you to have a quick glance of your finances. You can also **sort payments** for a particular table or search using the customer's name to quickly find specific transactions.




| Table | Order | Customer Name | Ordered | Selected | Tip | Paid | Payment Time |
|---|---|---|---|---|---|---|---|
| 7 | | | €30.00 | €30.00 | €0.00 | €30.00 | 16:41 Mon 20 Mar |
| 7 | | Jane Doe | €42.00 | €17.00 | €2.55 | €19.55 | 11:07 Tue 14 Feb |
| 7 | | | €22.45 | €12.50 | €0.00 | €12.50 | 09:58 Tue 29 Nov |

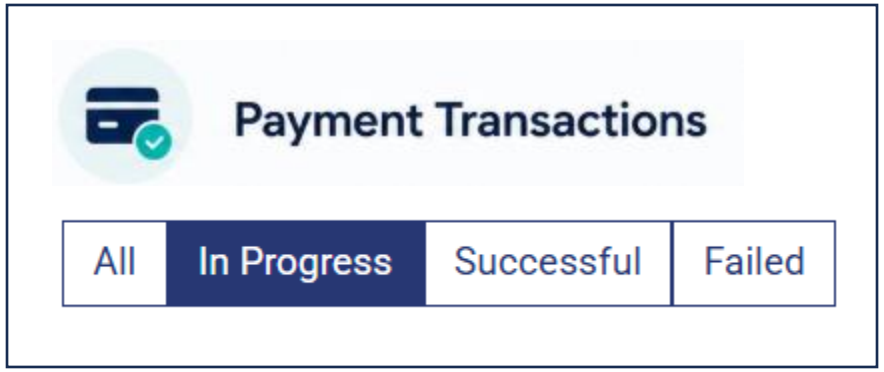
https://www.gonnaorder.com/help/standalone-payments/view-customer-payments/

# Track All Online Payments Made to Your Store

Track all online payment transactions in one interface and stay informed. You can view payments **In Progress**, **Successful**, and **Failed** ones as well as what the payments are for.

Easily resolve online payment issues by referring to each payment's reference and track its status. The payment transactions dashboard lets you view online payments for:

- Orders
- Standalone payments
- Reservations
- Voucher top-up




| Transaction ID | External Transaction ID | Type | Reference | Amount | Created | Updated |
|---|---|---|---|---|---|---|
| 4fc8e201-8ae4-443c-bc6e-47b466b84f32 | pi_3TN83cSFLB3YwQI816XpmxmG | Standalone Payment | Standalone Payment | € 57.50 EUR | 11:47 Today | 11:48 Today |
| e4d354e4-efad-4e26-bb62-3cb7e7f05581 | pi_3TN7hNSFLB3YwQI8127tv2Rc | Reservation | Reservation #1635 | € 20.00 EUR | 11:24 Today | 11:25 Today |
| dd99b352-06f5-4cac-ad10-bdfd5e7ffd8a | pi_3TN7SOSFLB3YwQI81ZRMYQ1I | Order | XR-CS | € 17.25 EUR | 11:08 Today | 11:28 Today |

https://www.gonnaorder.com/help/payment-transactions/

# Handle Customer Reservations

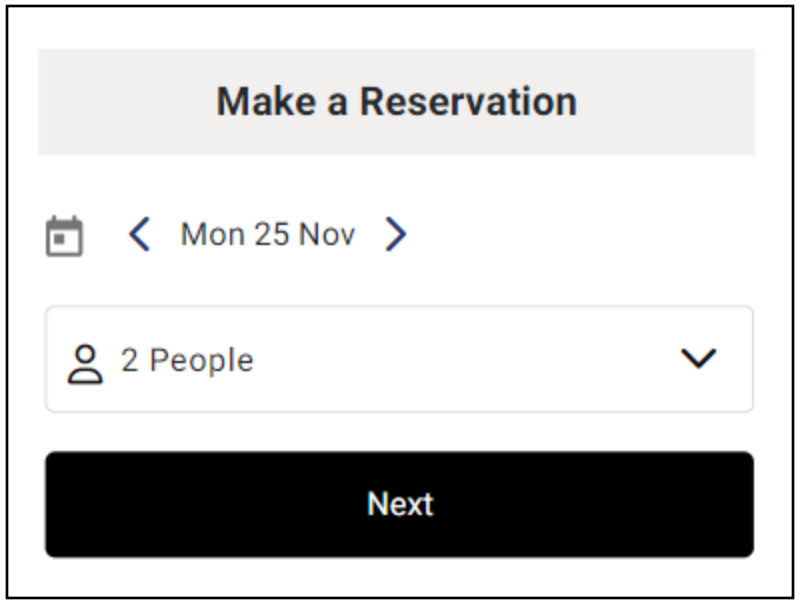
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# Receive Customer Reservations in Real Time

You can allow customers submit reservations at your store. Once done, you can view these reservations under five statuses (i.e., **Open**, **Confirmed**, **Assigned**, **Completed**, and **Rejected**) on the reservations dashboard. Also, you can view key information about each reservation and take actions such as:

- Update reservation status
- Change reservation details (e.g., time & number of people)
- Delete a reservation







| ID | Name | People | Table | Requested | Start Time | End Time |
|---|---|---|---|---|---|---|
| 103 | Peter Parker | 4 | 5 | 17:49 Today | 19:00 | 20:30 |
| 102 | John Doe | 5 | 3 | 17:48 Today | 17:00 | 18:30 |
| 101 | Jack Reacher | 4 | 4 | 17:46 Today | 16:00 | 17:30 |

https://www.gonnaorder.com/help/manage-table-reservations/

# Get an Overview of Reservations in a Timeline View

You can get a graphical timeline view of all reservations made within the day. This enables you to quickly identify trends, such as peak and off-peak reservation hours.

Continuously tracking daily reservations can help you plan your day better. Also, you can use it as a tool to optimize your staff allocation and ensure smooth operation.

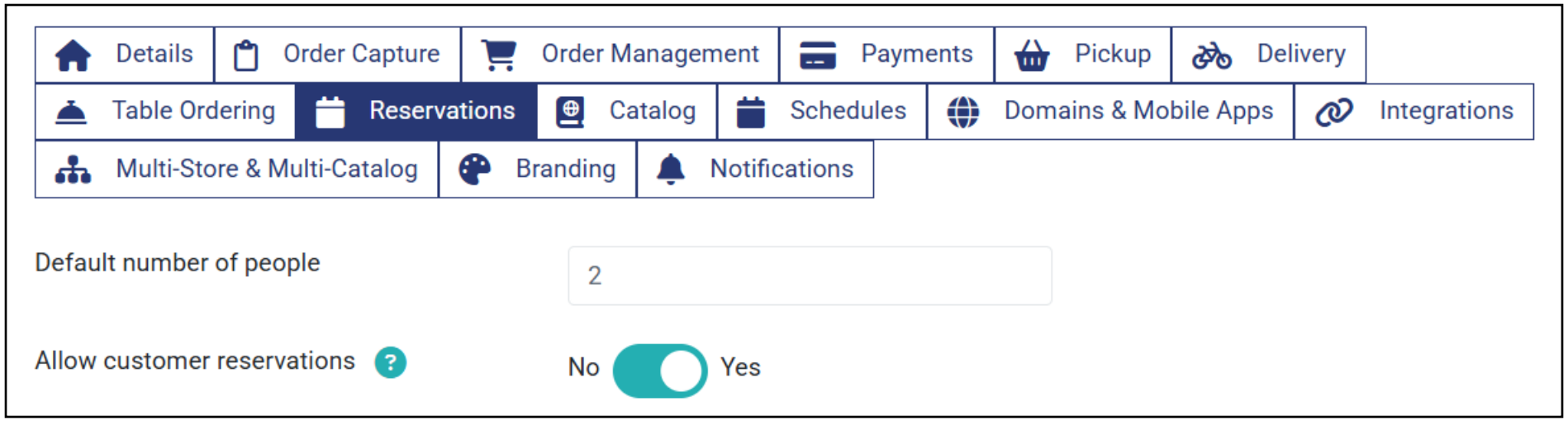



https://www.gonnaorder.com/help/manage-table-reservations/table-reservations-by-store-admins/#view-reservations

# Manage Your Reservation Settings in One Place

You can configure all your reservation settings from a single interface. These settings ensure you set the reservation process just the way you would like. Within the **Reservations** settings, you can:

- Set the default number of people.
- Choose whether to allow reservations by customers or not.
- Set a reservation schedule
- Define the reservation intervals in minutes
- Choose which customer information to collect when submitting reservations, among other settings.




https://www.gonnaorder.com/help/store-settings/change-table-reservation-settings

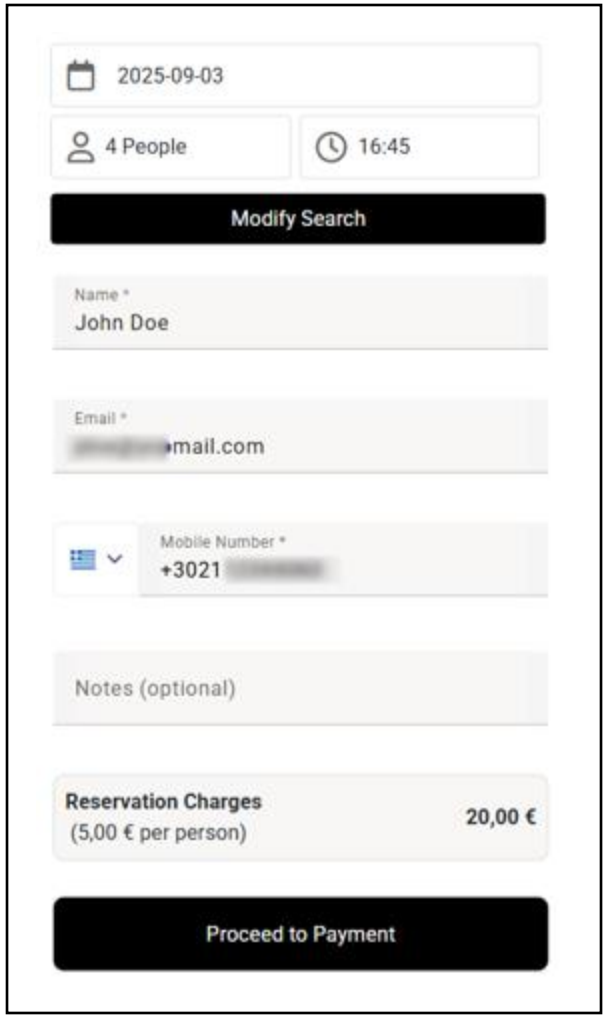
# Set a Reservation Payment Strategy for Customers

You can allow customers to pay for reservations online. This reduces the chances of customers forfeiting their reservations while generating additional revenue for your business.

You can set reservation charges as:

- **Per person**. Charges apply based on the number of people being reserved a table.
- **Per reservation**. This strategy allows you to charge a constant amount for every reservation.
- **No charge**. Customers will not pay to submit their reservation.

*Note: Reservation charges can act as a commitment fee, encouraging customers to honor their reservations.*



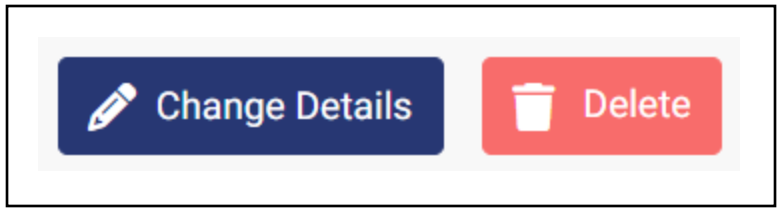

https://www.gonnaorder.com/help/store-settings/change-table-reservation-settings/#reservation-charge-strategy

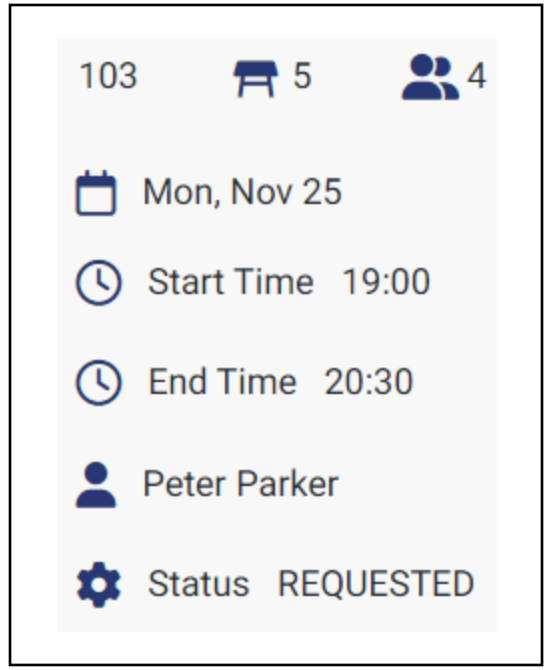
# Take Actions on Customer Reservations

Once you receive customer reservations, you can view them and **confirm**, **assign**, or **reject** them. Also, you can mark reservations as **complete** if the customer successfully honours the reservation.




You can also **change details** of the reservation (e.g., time and number of people  or **delete** it when necessary. This ensures you only have up-to-date reservation details.



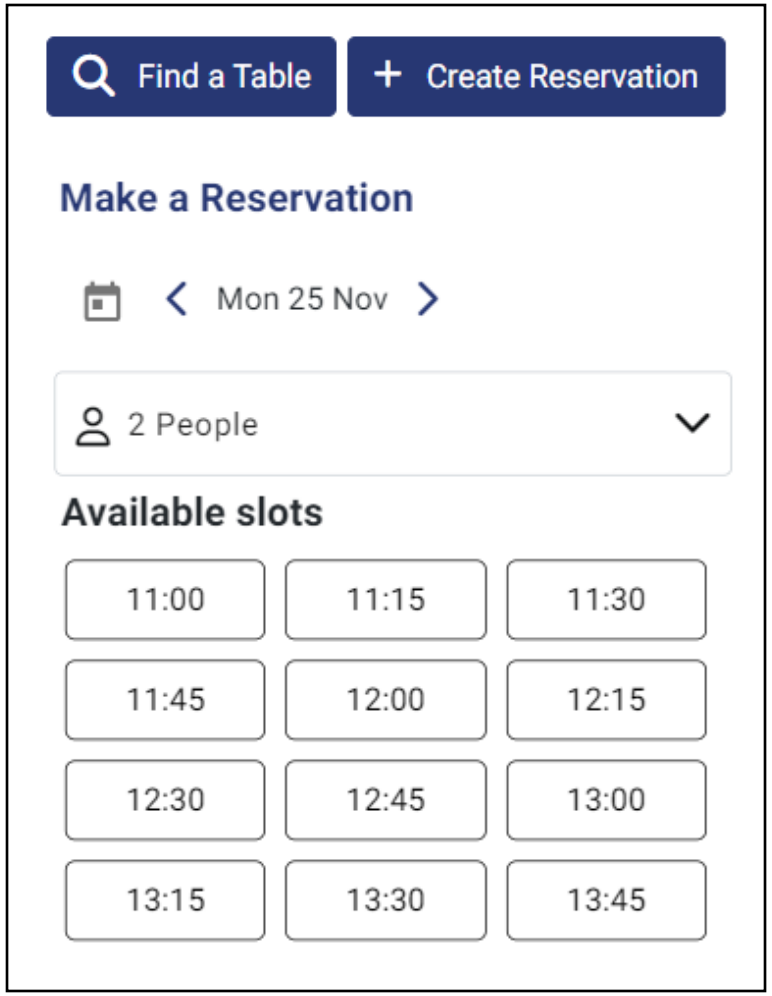




https://www.gonnaorder.com/help/manage-table-reservations/table-reservations-by-store-admins/#update-reservation-status

# Create Reservations for Customers

You can create reservations for your customers in multiple ways.

- From the "**Timeline**" view you can select find available slots visually for the tables you are interested and select the exact table and slot to create a reservation
- The "**Find a Table**" option lets the system propose some available slots based on the number of people and then automatically determines the table based on the priority of what is available.
- The "**Create Reservation**" method allows you to manually select the table you want to reserve and the time slot. With this option you need to know what table is available for what slot.




https://www.gonnaorder.com/help/manage-table-reservations/table-reservations-by-store-admins

# View Store Statistics and Reports

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# Understand Your Store's Performance at a Glance

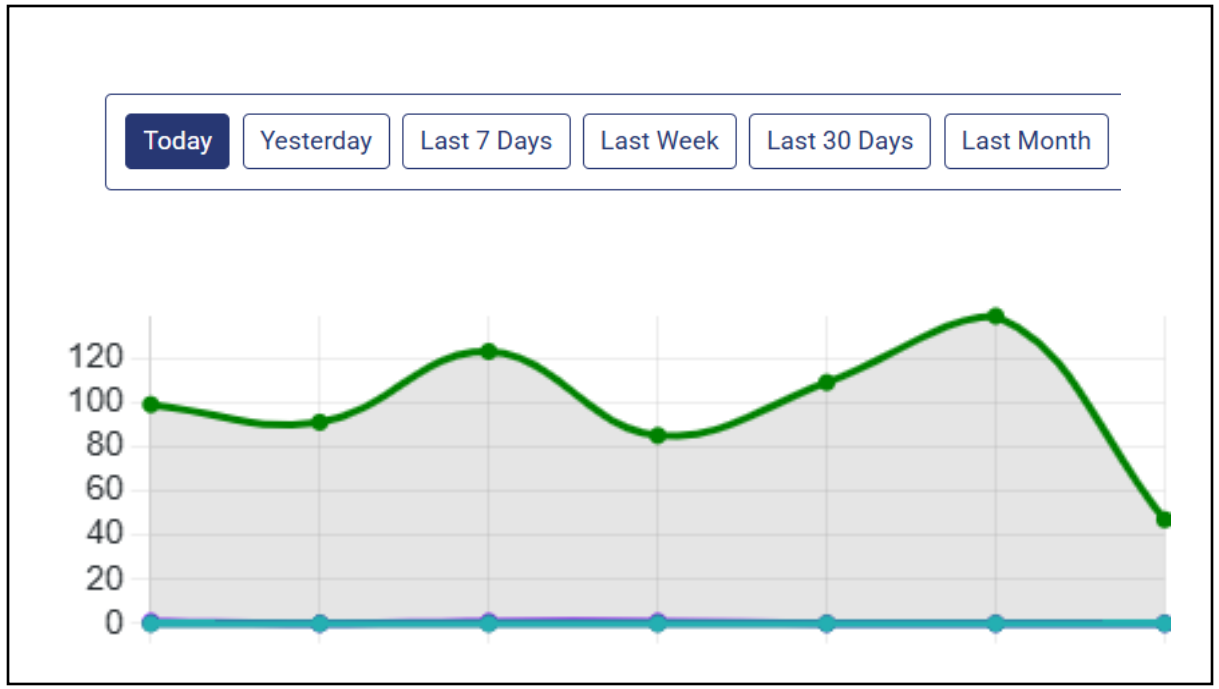
You can have valuable analytics and reports about your store so that you can understand how your store is performing.

Data available on the statistic reports

- **Number** of orders
- **Value** of orders placed in a given period
- **Menu viewings** reflecting store visits

Select the period for which to view the statistics and view the insights

- **Preset periods** - Today, Yesterday, Last 7 Days, etc.,
- **Custom** – daily or monthly date range stats.





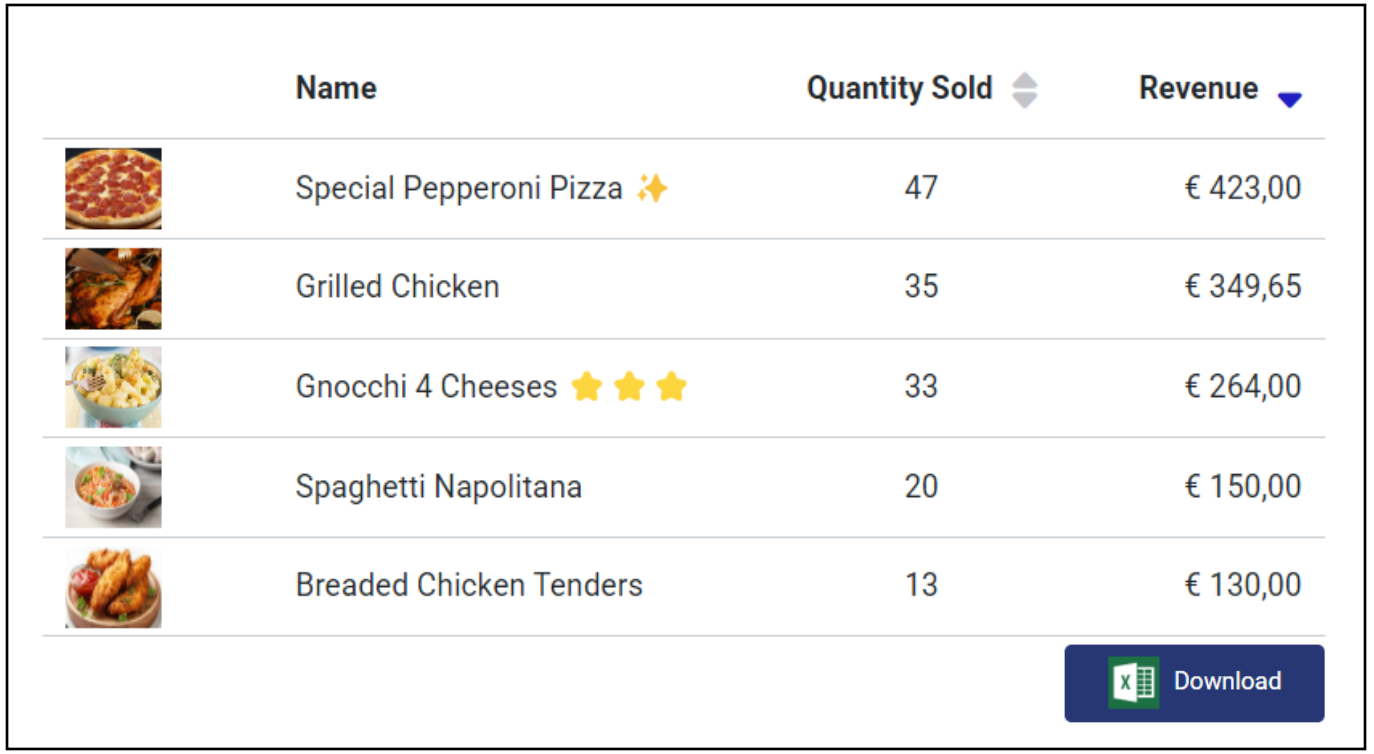

https://www.gonnaorder.com/help/statistics/view-order-statistics/

# See Which Items Perform Best

The **order items** section shows how many of each item were sold and the revenue they generated.

Use this overview to identify high- and low-performing items in your store. You can use these stats adjust your menu to optimize performance and sales.

Also, you can download detailed Excel reports for deeper analysis beyond the visual summary.




https://www.gonnaorder.com/help/statistics/order-items-reports/

# Visualize Your Loyalty Scheme Performance

You can see how your loyalty campaign has performed over a given period. This includes:

- Loyalty points collected
- Loyalty points rewarded
- Loyalty points redeemed
- Loyalty points from orders & admins
- Amount redeemed from loyalty points
- Loyalty orders

You can choose to view loyalty statistics for preselected or custom periods, giving you a clear glimpse of both the short-term & long-term impact of the loyalty program.




https://www.gonnaorder.com/help/statistics/loyalty-statistics/

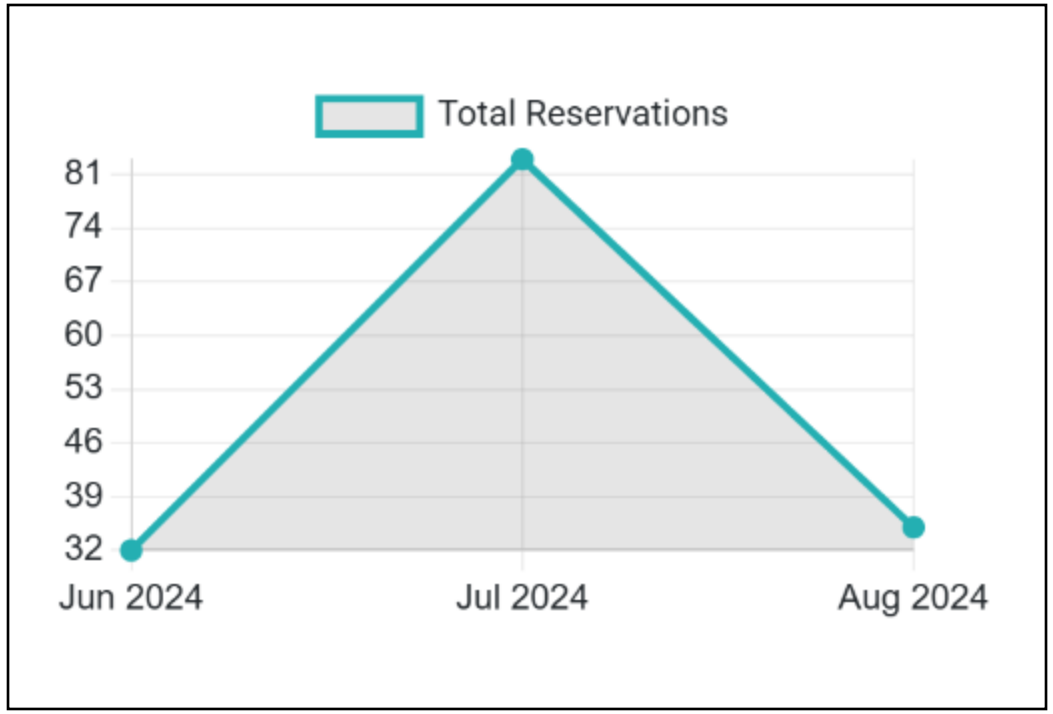
# Get Insights into Your Reservations Statistics

Know how many reservations you have received over a given period. With both tabular and graphical representation of the reservations statistics, you can analyze trends and implement measures to enhance the effectiveness of your reservation strategy.

You can view reservation stats over a given period, such as;

- **Preset periods**: Today, Yesterday, Last 7 days, etc.,
- **Custom**. Select the desired period (daily or monthly)

This can give you better insights into how to prepare for both peak and off-peak times. For instance, you can implement effective staff planning.




https://www.gonnaorder.com/help/statistics/view-reservation-statistics/

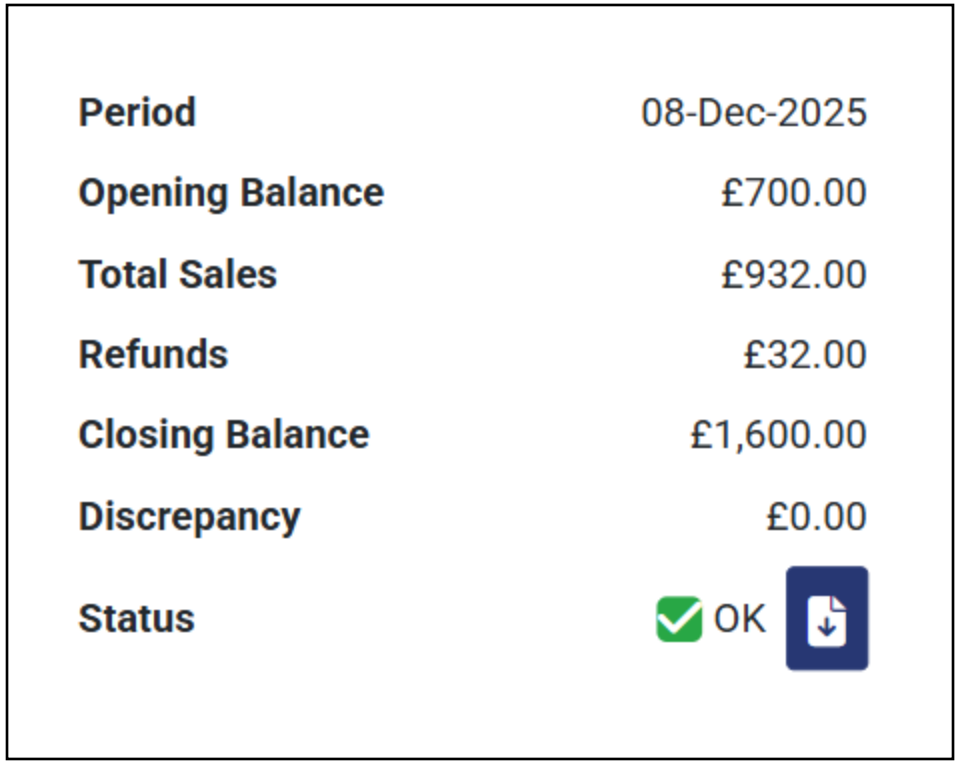
# Visualize Financial Performance of Your Store

Finances determine whether you thrive or fail in business. Tracking your balance reports can help you visualize your sales over a given period and whether or not there are any discrepancies. This ensures you stay on top of your finances.

Under the balance reports you can view:

- Total sales
- Refunds
- Discrepancy
- Opening & Closing Balances – for daily reports
- Days with issues – for monthly reports

These statistics & reports are crucial in ensuring financial accountability.




https://www.gonnaorder.com/help/statistics/balance-reports/

# View and Export Customer Data



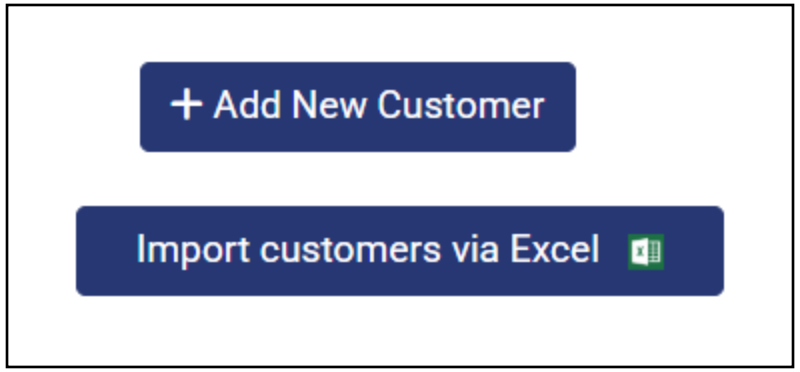
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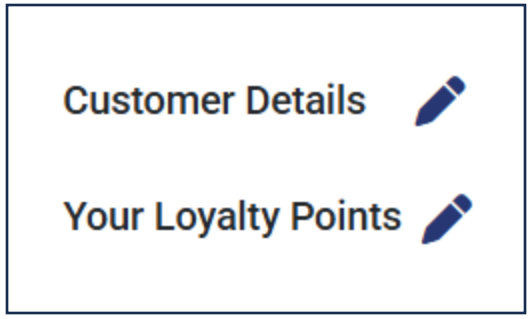
# Add New and Edit Existing Customers

You can add new customers to your store in two ways:

- **Add them manually (one by one).** Ideal when you want to add one or a few customers. It can be time consuming when you want to create many customers.
- **Import the via Excel.** Ideal when you want to add customers in bulk.

You can also edit customer profiles to ensure their details are as accurate as possible. For instance, you can details such the customer's **name**, **phone number**, **email**, **country**, **preferred language**, and **loyalty points**, to mention a few.




https://www.gonnaorder.com/help/customers/#add-customers

# Export All Your Customers From One Place

You can always have access to a consolidated list of all the customers that interacted with your store. These customers are automatically populated from orders, reservations, logins or loyalty transactions. Effectively acting as a lightweight CRM, GonnaOrder helps you understand and manage your customer base.

You can export key customer data (names, emails, phone numbers) to Excel to run targeted marketing campaigns and boost retention.









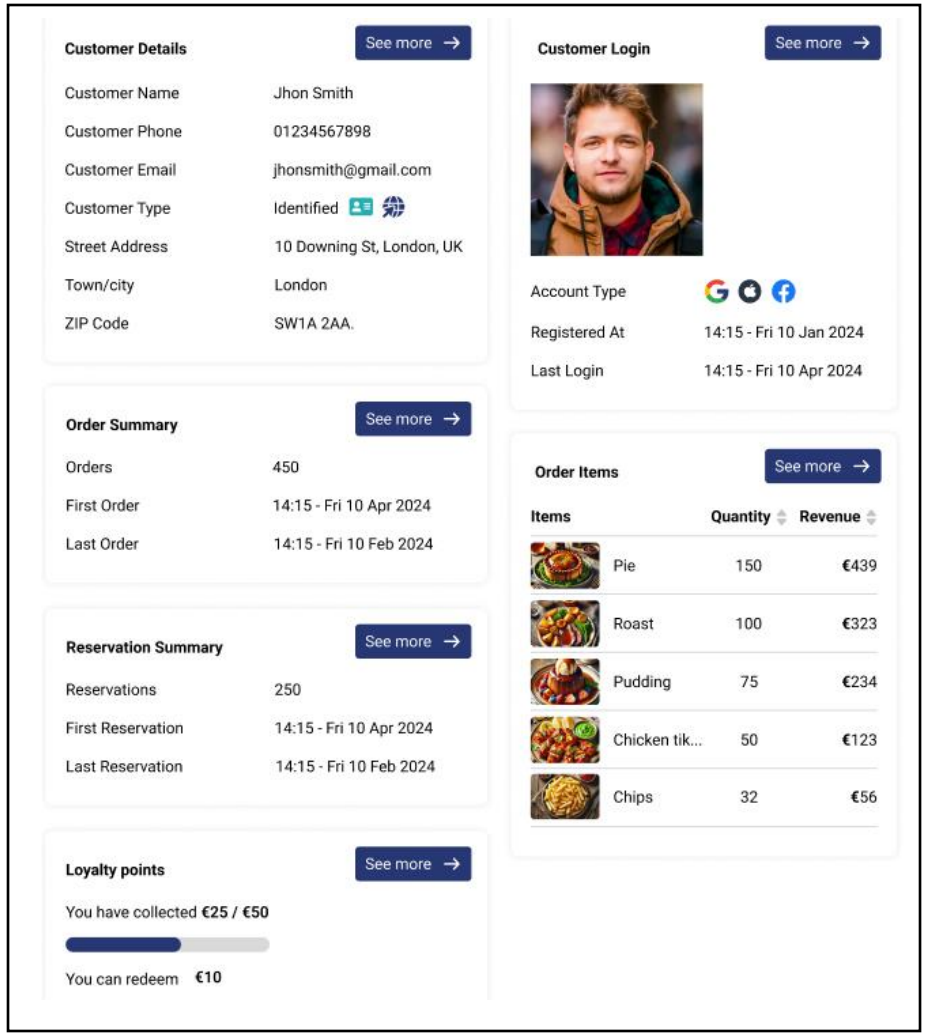
https://www.gonnaorder.com/help/customers

# Access the 360 View of Every Customer

The Customer 360 Dashboard gives you a summary for an individual customer as:

- ☑Profile information
- ☑Contact Details
- ☑Login activity
- ☑Order summary
- ☑Reservation summary
- ☑Most purchased items
- ☑Loyalty points

This single view helps you instantly understand customer behavior and trigger different actions for the customer when needed.




https://www.gonnaorder.com/help/customers/#view-customer-dashboard

# Take Direct Actions For Any Customer

From the Customer Dashboard, you can instantly take actions on any customer profile.

- Update their contact details
- Contact via WhatsApp, Viber, email, or phone
- Create new orders
- Make reservations on their behalf
- Update their loyalty balances
- Update their preferences or date of birth

This improves customer service, simplifies team workflows, and strengthens engagement — all from one place.



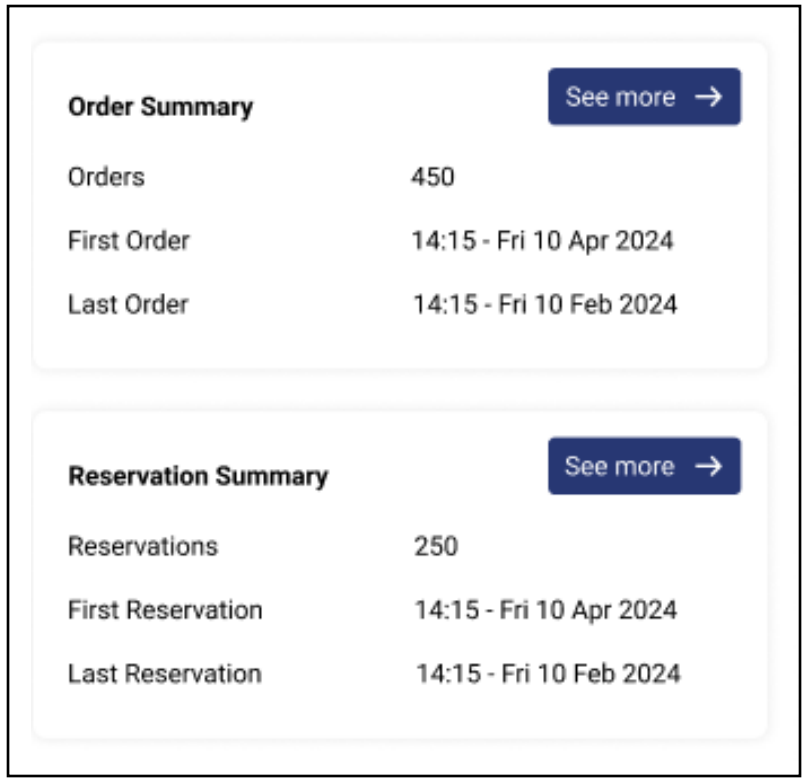

https://www.gonnaorder.com/help/customers/#view-customer-dashboard

# Track Customer Activity and Visits

You can track customer interactions with your store. This interactions can be in form of:

- **Order summary** --> Number of orders placed, first order date, and last order date.
- **Reservations summary** --> Number of reservations/visits made, first reservation date, and last reservation date.

You can use these details to profile customers and understand their ordering behavior. You can also use it as a tool to deliver tailored marketing campaigns and reward discounts based on the customer's activity. As a result, you can build a loyal customer base and strengthen your brand's identity.




https://www.gonnaorder.com/help/customers/#order-statistics

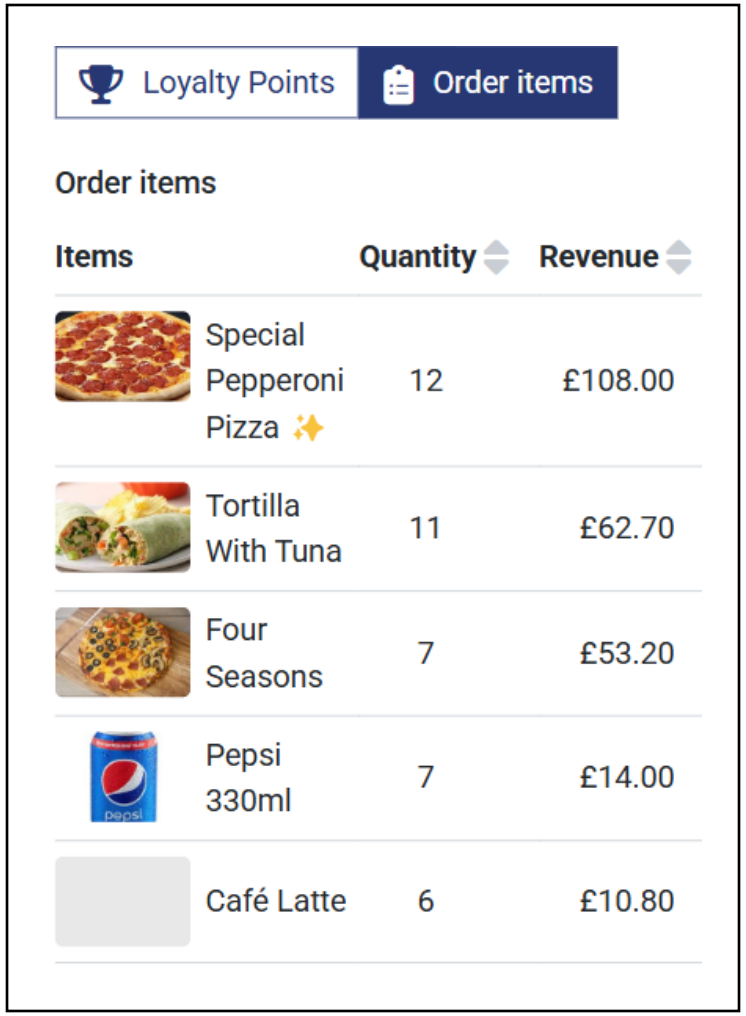
https://www.gonnaorder.com/help/customers/#reservation-statistics

# View Purchased Products per Customer

You can easily determine your customers' taste and preferences by viewing the items purchased by each customer. You can use this information to boost the conversion rate of your marketing campaigns by tailoring them according to the customer's preferences and buying behavior.

You can the view following details about each item purchased by the customer over time:

- **Items.** The order items bought by the customer over the period.
- **Quantity.** How many items the customer has bought over the history.
- **Revenue.** The revenue generated from each order item.



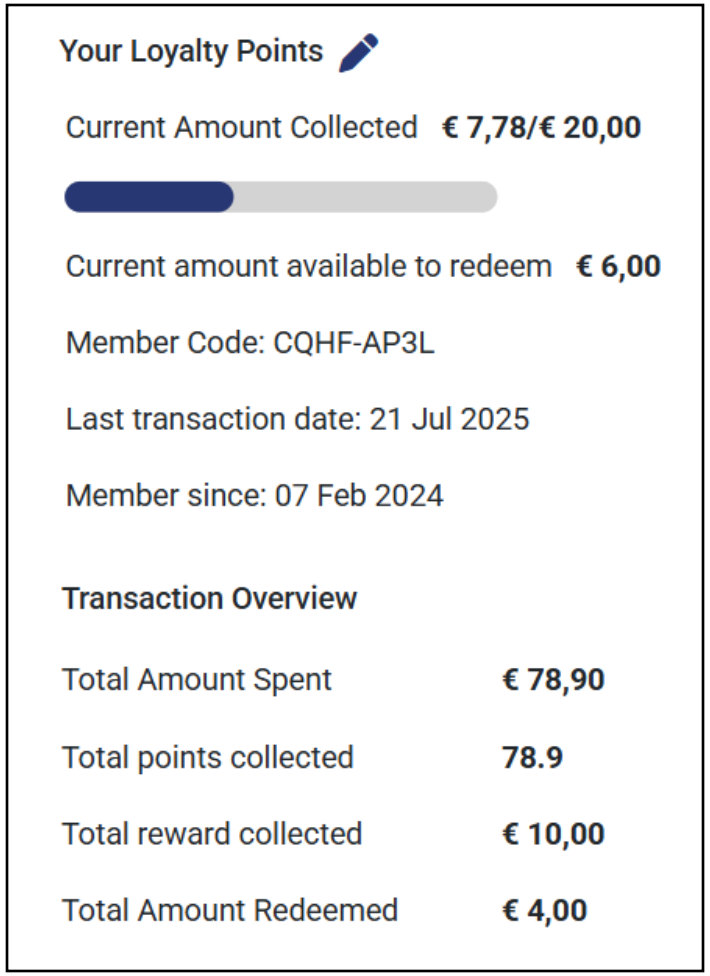

https://www.gonnaorder.com/help/customers/#order-items

# View Customers Loyalty Points and History

You can view each of your customers' loyalty points and history. This enables you to determine how they have collected loyalty points and redeemed them at your store.

Within the loyalty points section, you do the following:

- **View customer's loyalty points profile**
- **Edit loyalty points –** points collected and available to redeem
- **View loyalty transaction overview** and all loyalty transactions




https://www.gonnaorder.com/help/customers/#manage-loyalty-points

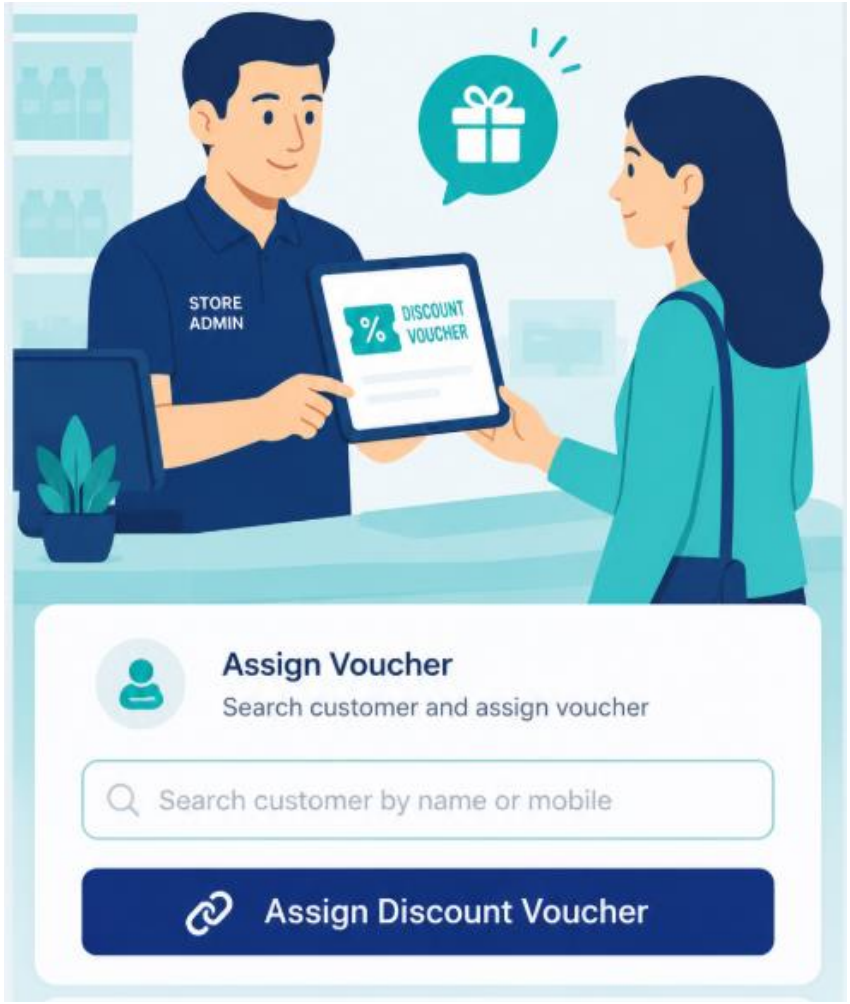
# Assign Vouchers to Loyal Customers

You can reward customer-specific vouchers to your most loyal customers, making them feel special. Customers can then apply the vouchers when placing an order in your store.

You can also assign vouchers to customers during their special days, like *birthdays*.

This can help:

- **Build a loyal and happy customer base.**
- **Stand out from your competitors.**
- **Turn shopping into a rewarding experience.**




https://www.gonnaorder.com/help/customers/#discount-vouchers

# Track Your Balances & Refunds



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# Monitor Daily Balance & Refunds

You can start tracking your daily balances, ensuring you stay informed about your financial records.

The balance dashboard enables you to track the following:

- **Opening balance** – manually entered (cash).
- **Total sales** - in cash, via card, or online and unpaid.
- **Total refunds** – processed in cash or via card.
- **Actual closing balance** - manually entered.
- **Expected closing balance** – Automatically computed from the total sales minus refunds.

Additionally, you can view your **daily** or **monthly** balance statistics & reports  report over a given period. This enables you to track progress over time.



https://www.gonnaorder.com/help/manage-balance-refund/

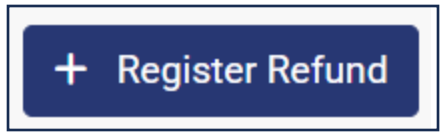
# Register Customer Refunds

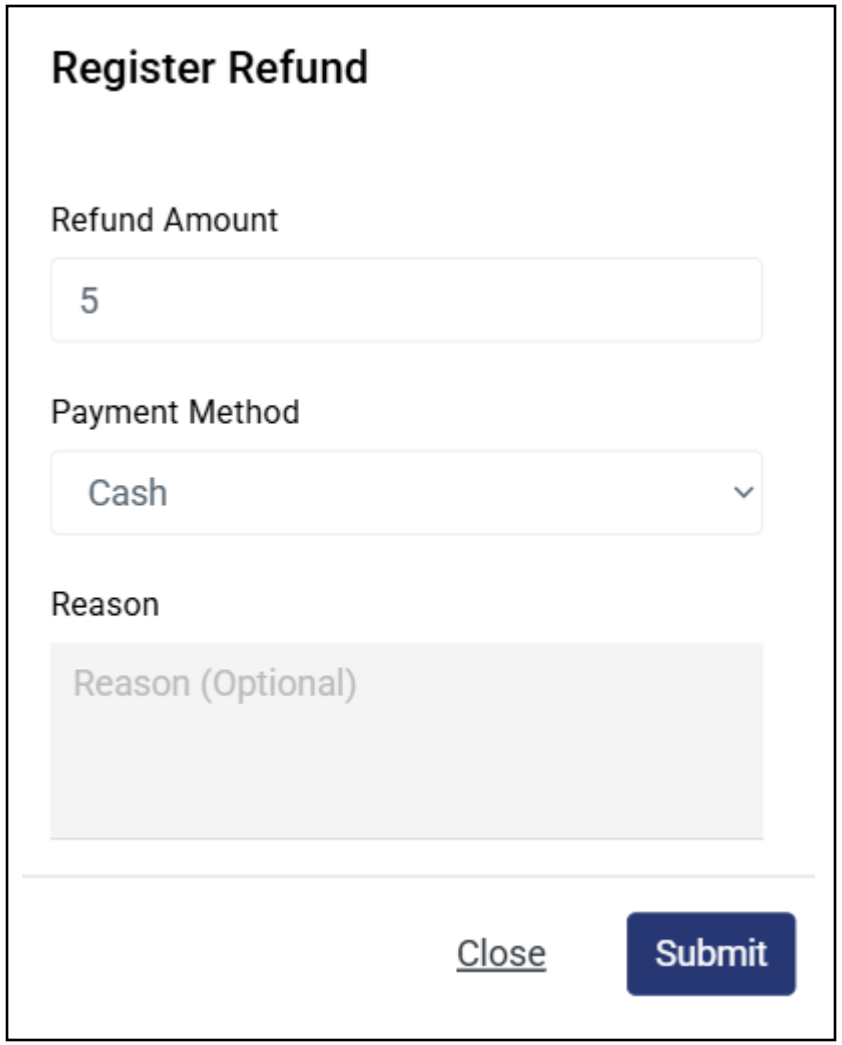
You may want to refund a customer for different reasons, such as to resolve order errors or when a customer changes their mind. There are two types of customer refunds to ensure a smooth refunding experience.

- **Standalone refund**. Usually, it is not associated with a specific customer order and has no limitations in terms of the amount refundable.
- **Order-based refund**. This type of refund is associated to an order. The maximum refund amount can be the order amount.

Also, you can view a list of refunds made over time.

*Note: The **Register Refund** option is only available for paid orders.*




https://www.gonnaorder.com/help/manage-balance-refund/#register-refund

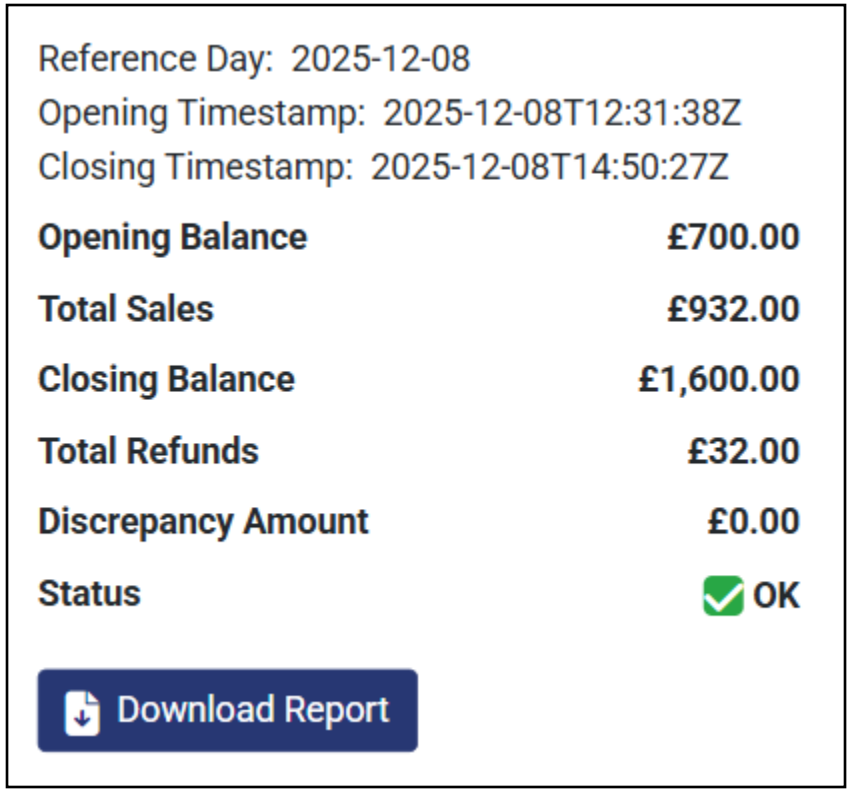
# View and Download Your Sales Report

The sales report offers quick insights into how your business performed during the business day. It's a crucial tool for ensuring financial accountability.

One key element to look out for in this report is:

- **Discrepancy amount**. This is the difference between the actual closing balance and the expected closing balance. If there's no discrepancy (0), it shows that the all orders have been accounted for.

Also, it's important to consider expenses incurred during the business day to account for justified discrepancies.




https://www.gonnaorder.com/help/manage-balance-refund/#understand-sales-report