

Join gonna order

Step-by-step guide





About this guide

GonnaOrder allows you to try the full functionality of the platform, explore the possibilities and setup your business according to your needs within a few hours. You can preview the store at no extra costs and pay when you want to have your store live and available for your customers.

Use this guide to help you go through the basic steps to setup your store

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

Other resources to help you
www.gonnaorder.com/help
www.gonnaorder.com/faq



JOIN NOW

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Register your store

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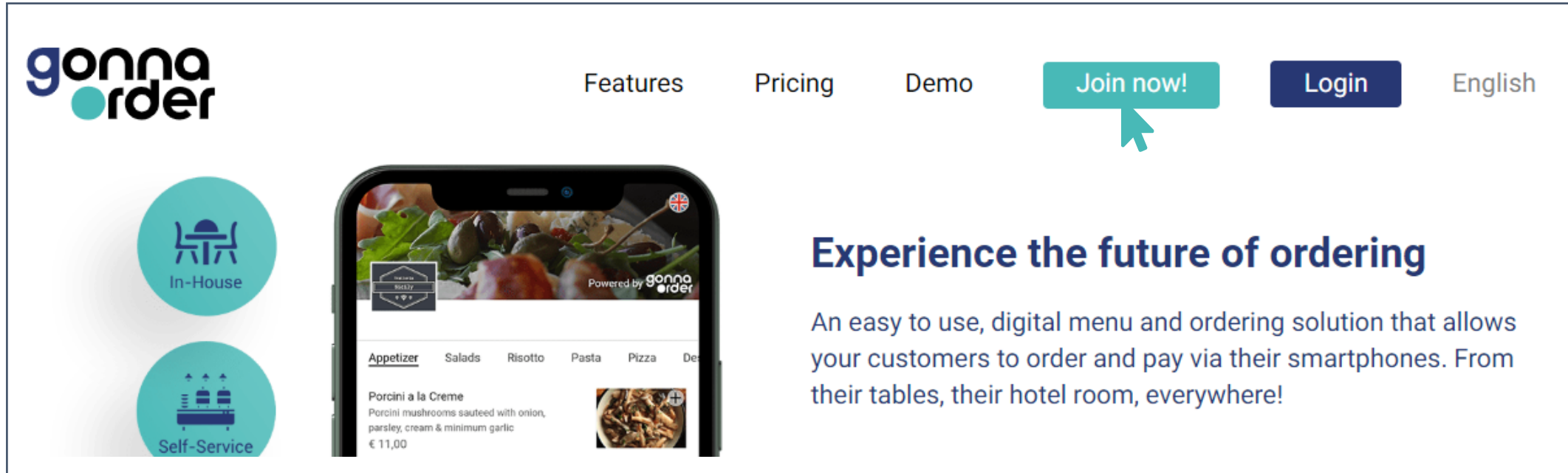
Register





Visit www.gonnaorder.com

← [Register](#) 



The screenshot shows the gonnaorder website interface. At the top left is the 'gonnaorder' logo. To its right are navigation links: 'Features', 'Pricing', 'Demo', a teal 'Join now!' button with a cursor icon pointing to it, a dark blue 'Login' button, and 'English'. Below the navigation bar, on the left, are two circular icons: 'In-House' (with a table and chairs icon) and 'Self-Service' (with a food truck icon). In the center is a smartphone displaying a digital menu with categories like 'Appetizer', 'Salads', 'Risotto', 'Pasta', 'Pizza', and 'Desserts'. A specific dish, 'Porcini a la Creme', is highlighted with its description and price (€ 11,00). To the right of the phone, the text reads: 'Experience the future of ordering' followed by 'An easy to use, digital menu and ordering solution that allows your customers to order and pay via their smartphones. From their tables, their hotel room, everywhere!'.

To get started, visit www.gonnaorder.com and click on “Join now!”.





Fill in your information

In the registration page, fill in some basic information about yourself like your e-mail address, your first and last name, your country, your phone number, your preferred language, and a password that you will use to login to your account. When finished click on “Register”.

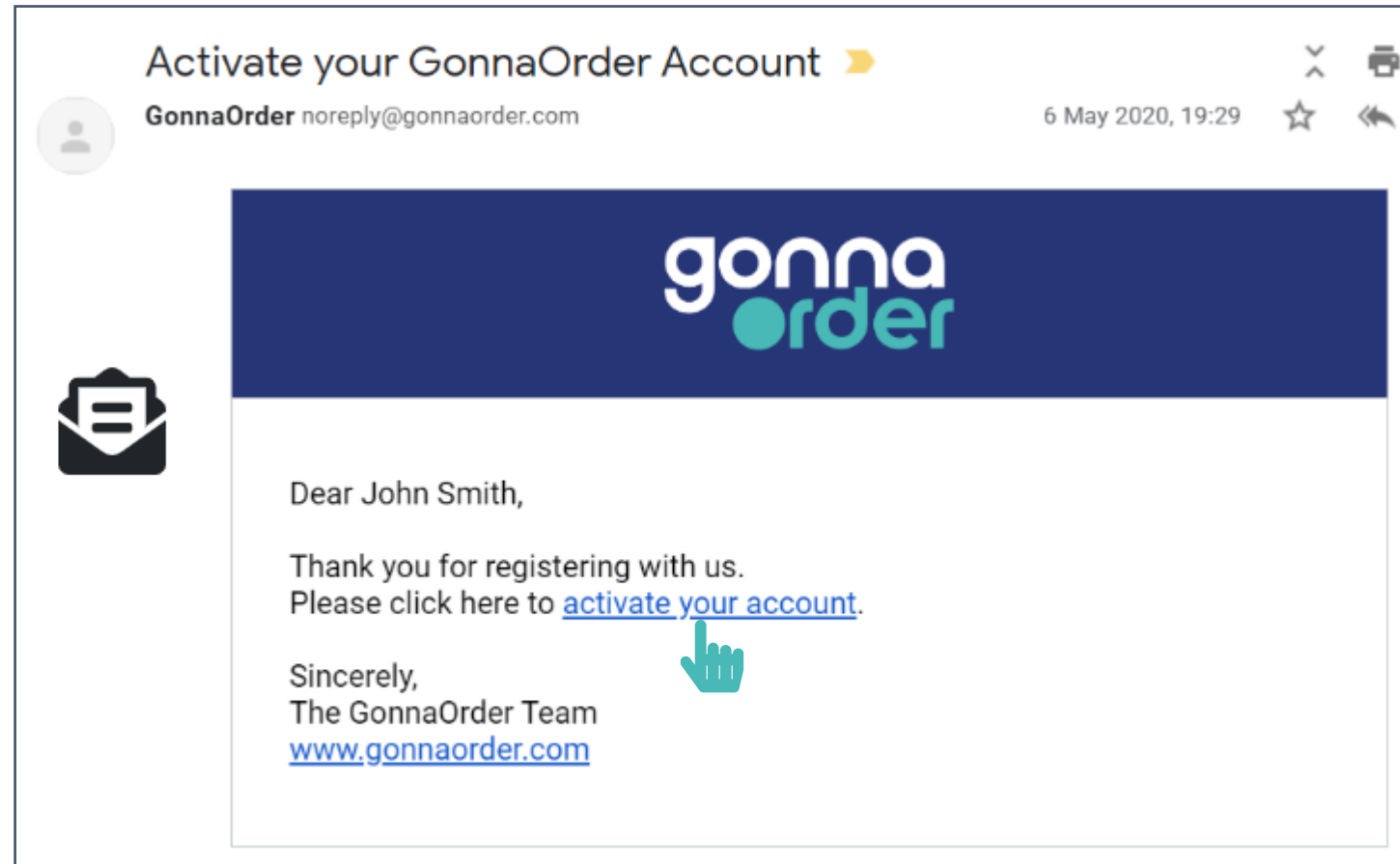


Email *	<input type="text" value="Email"/>
First Name *	<input type="text" value="First Name"/>
Last Name *	<input type="text" value="Last Name"/>
Country *	<input type="text" value="Please select ..."/>
Phone Number	<input type="text" value="Phone Number"/>
Preferred language *	<input type="text" value="English"/>
Password *	<input type="password" value="Password"/>
Confirm password *	<input type="password" value="Confirm Password"/>
<input type="checkbox"/> I accept the Terms of Use and Privacy Policy	
<input type="button" value="Register"/>	



Verify your email

You will receive an e-mail that is used to verify your e-mail address. Be sure to check your spam folder if you don't receive the email within a few minutes. Open the email and click on the activation link.



Login

You will be redirected to the login page, where you see a confirmation that your account has been activated . Enter your email address and the password that you selected earlier and select “Login”.
That’s it, you have created your GonnaOrder partner account successfully!



Success!
Your account is now activated. Login below to continue.

Login

Email

Password

[Forgot password?](#)

Login



Fill in your store information

Once you are logged in, you can register one or multiple stores, such as restaurants, cafés, bars, retail shops and hotels. To register a new store, enter a name and a short description for your store, select the store's country, fill in the store's address and phone number and select the default language.



Register new Store [? Help on Register](#)

Name *	<input type="text" value="Name"/>	
Description	<input type="text" value="Description"/>	
Country *	<input type="text"/>	
Time zone	N/A	
Address	Address Line 1 *	<input type="text" value="Address Line 1"/>
	Address Line 2	<input type="text" value="Address Line 2"/>
	Post Code *	<input type="text" value="Post Code"/>
Phone Number	<input type="text"/>	<input type="text" value="Phone Number"/>
Language *	<input type="text"/>	



Select a GonnaOrder domain


Then you will have to choose a GonnaOrder domain for your store. This automatically creates a web page URL that your customers can use to access your store. For example, if you choose “mystore” as your GonnaOrder domain, then your store web page URL will be <https://mystore.gonnaorder.com>. Don’t worry if you don’t find the best domain at the start, you can change it at a later stage. Once you are done, save the information and you have created your store at GonnaOrder!

GonnaOrder domain *

GonnaOrder domain

.gonnaorder.com

Save







Preview your store

To preview the store you just created, select “Share & Preview” and click on your store preview link. Your store is now empty so the next step is to load the store’s catalog.



The screenshot shows a web application interface for managing a store. On the left is a vertical sidebar with the following menu items: Orders, Catalog, Settings, Tables, Statistics, Users, Subscription, **Share & Preview** (highlighted in dark blue), and Register new Store. The main content area has a header bar with 'Share & Preview' and a help link '? Help on Share & Preview'. Below this, the text 'Share & Preview Link' is followed by a copy icon and the URL <https://mystore.gonnaorder.com>. A teal hand cursor icon is pointing at the URL. In the bottom right corner of the main area, there is an illustration of a person wearing a yellow helmet and a green shirt, riding a teal bicycle.

Setup your store catalog

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Catalog



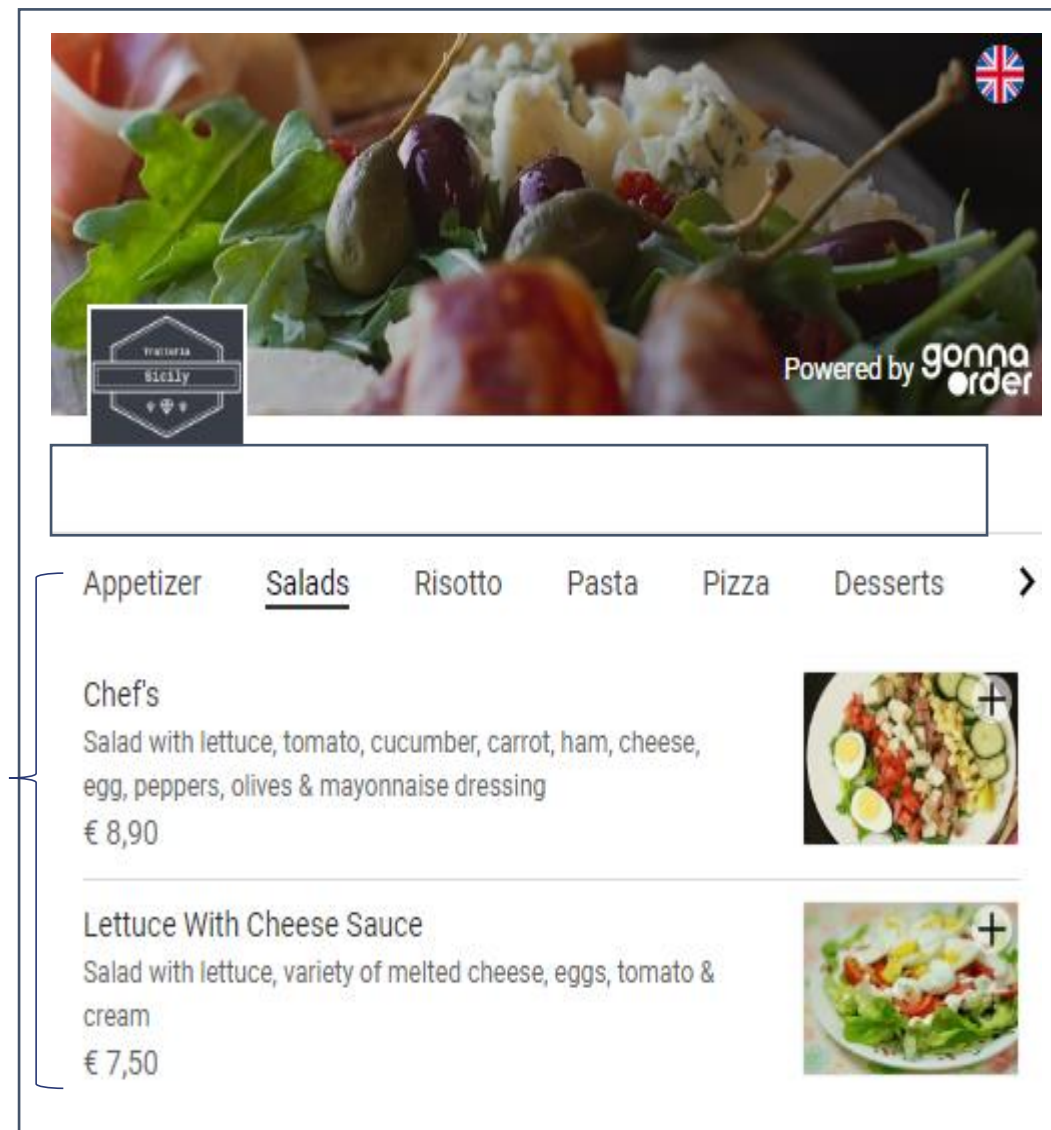
Categories & Offers



Categories & offers are the most necessary elements that you need in your store catalog

Categories are a convenient way to group your product offers that the customer can choose from. For instance, you can add the categories for appetizers, salads, desserts, cold drinks.

Offers are the products that your store currently offers through GonnaOrder and they have a price. For example, Chef's salad, Vanilla Ice cream, Margarita pizza etc.

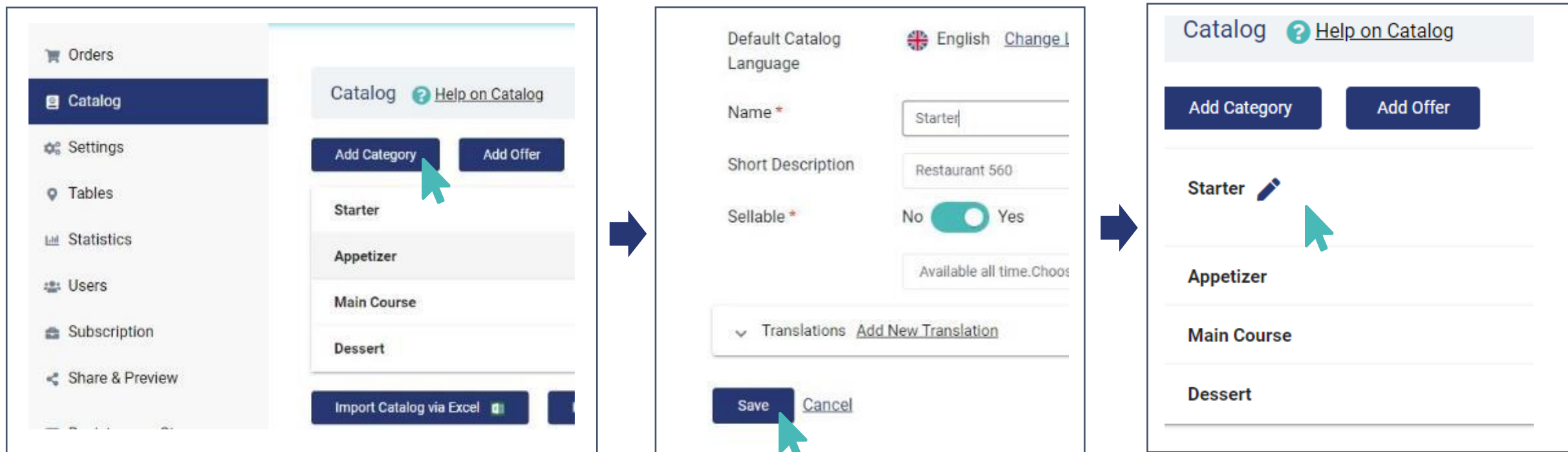


Manage categories

You can create new Categories from the “Add Category” option in the catalog section.

Fill in the name of the category in the default catalog language and click on “Save” to create the category.

When expanding the category in the catalog and clicking on the category or the edit icon, you can view and edit the information of the category you have created or delete it.

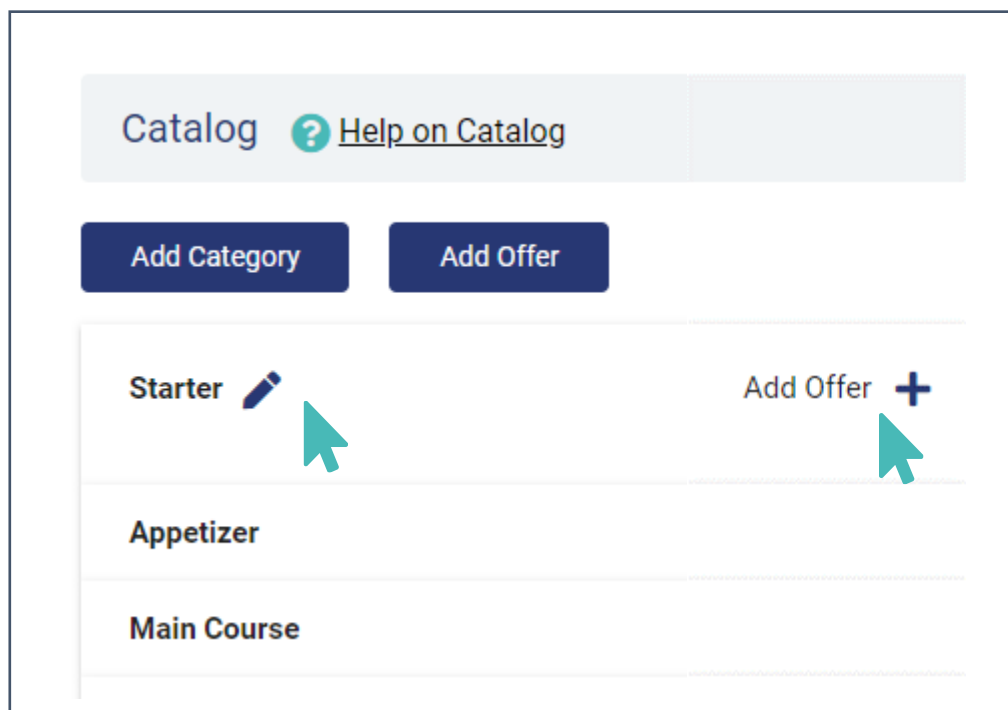


Manage offers

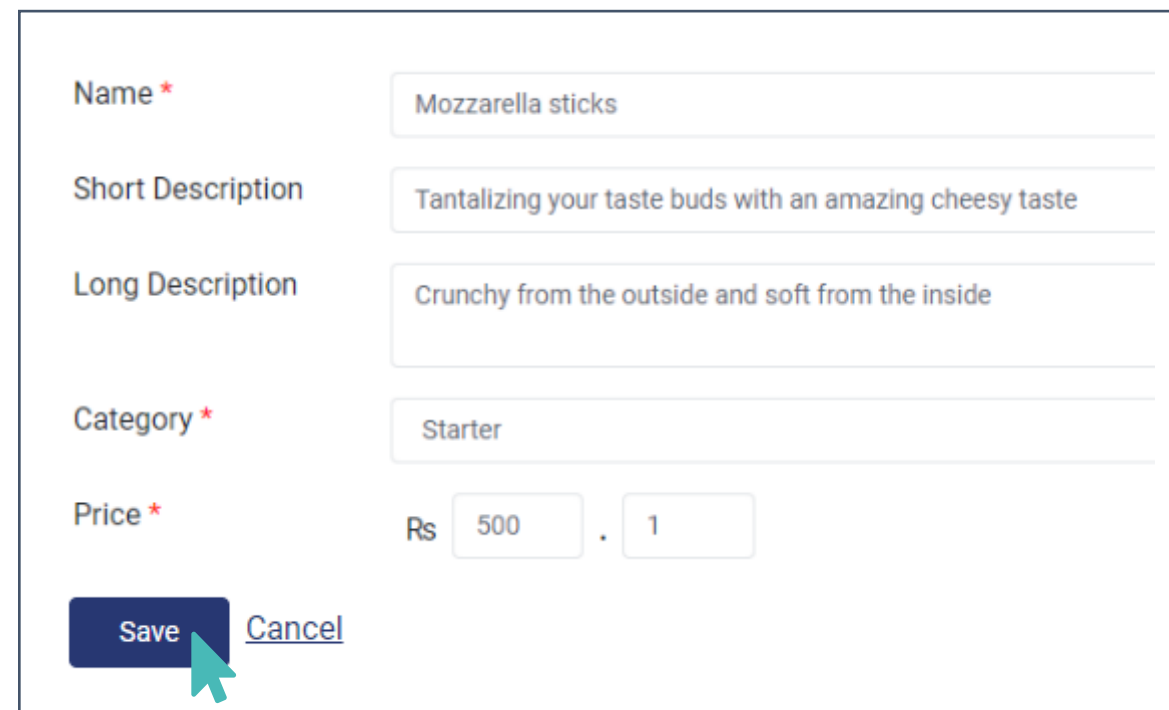
Once you have a category you can add an offer to be displayed under this category using the “Add offer” link.

Enter the offer name in the default catalog language of your store, add optionally a short and a long description, the category it belongs to if you haven’t selected already and input the offer price as minimum fields. When finished click on “Save” and the offer appears in your catalog and in your store.

By clicking on the edit icon of the offer, you can view and edit its information or delete it.



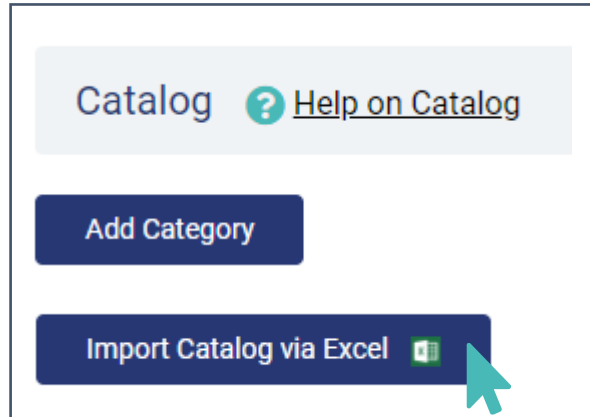
The screenshot shows a 'Catalog' header with a 'Help on Catalog' link. Below are two buttons: 'Add Category' and 'Add Offer'. A list of categories is shown: 'Starter' (with an edit icon), 'Appetizer', and 'Main Course'. An 'Add Offer +' button is located to the right of the 'Starter' category. A teal mouse cursor points to the 'Add Offer +' button.



The screenshot shows the 'Add Offer' form. Fields include: 'Name *' (Mozzarella sticks), 'Short Description' (Tantalizing your taste buds with an amazing cheesy taste), 'Long Description' (Crunchy from the outside and soft from the inside), 'Category *' (Starter), and 'Price *' (Rs 500 . 1). At the bottom are 'Save' and 'Cancel' buttons. A teal mouse cursor points to the 'Save' button.



Maintain basic catalog information in Microsoft Excel




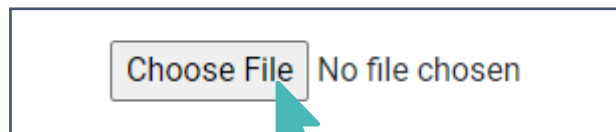
You can maintain the basic information about your store catalog in a Microsoft Excel format and import it to your online GonnaOrder store. You can use this feature to save time when creating new offers and categories. After the initial import, you can also use it to add new offers or change the price of the existing offers.

On the catalog section select to “Import Catalog via Excel” and download the Excel template. Fill in the template with the category names, offer names and prices and optionally the short and long descriptions of the offers.

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

Ensure that you fill in the information correctly and you don't change the structure of the file. You do not need to repeat the category names when filling in the template.

Import your Microsoft Excel catalog file



Starters	
Mozzarella sticks	€ 5,00
Chicken soup	€ 4,50
Hot & sour soup	€ 4,00
Dynamite prawns with chilli sauce	€ 6,00
Main Course	
Burger special	€ 13,50
Pizza casa	€ 12,50

In case you update offers or categories that have the same name the system will detect it and will not create a new item but will update the existing ones instead.

Once you have setup your catalog in a Microsoft Excel file, click on the button to choose the file to upload.

You can then preview the catalog as if it would be imported with the categories, offers and prices.

Once you are sure that the items shown are what you want to import, click on “Accept and Import Catalog” and the import to complete the import.



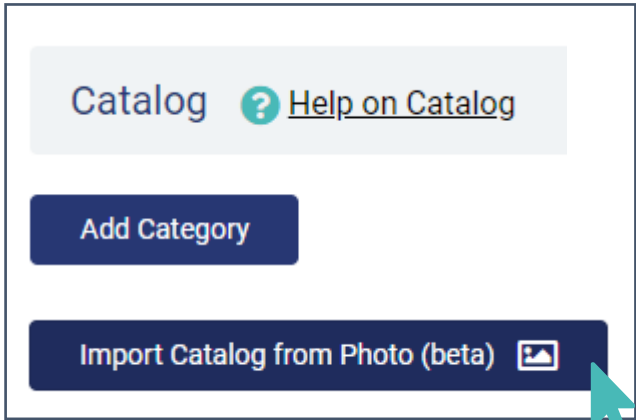
detected existing shown as grey

new

Main Course	
Burger special	€ 13,00
Pizza casa	€ 11,00
Beef steak	€ 17,00
Pasta home made	€ 14,00



Import a Printed Catalog Menu by Taking a Picture of it



You can take a picture of a paper menu from your smartphone or use an existing picture and upload it from your PC. The application will attempt to recognize the menu to help you upload it. Use the feature on the Catalog to “Import Catalog from Photo”. The feature is in beta mode and works if your picture is clear and if it is only a part of the menu with a single category and the structure similar to the below structure with offer names, short descriptions and prices. Preview the results of the character recognition and if you are happy with the result, select to import it.

ESPRESSO

Americano \$10

Cafe Mocha \$11

Cafe Latte \$12

Cappuccino \$10

Caramel Macchiato \$13

Mint Chocolate \$10

Espresso \$9

Vanilla Latte \$11

Category Name

Offer Name

Offer Short Description

Price

. STARTERS .

STEAK TARTARE 12
SPICED . GOAT CHEESE FOAM . CRISPY NASI

HARROW 14
CRAYFISH . PARSLEY LEMON CRUMBLE (G)

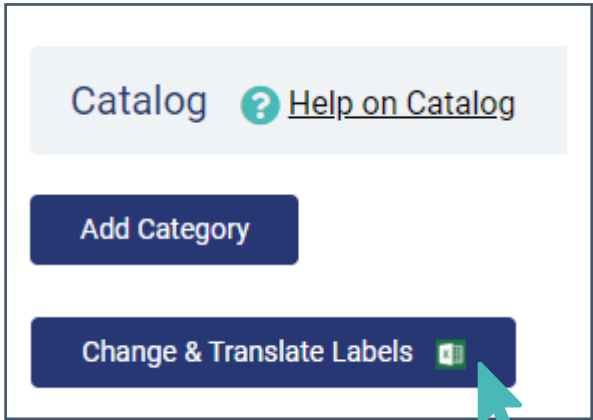
PUFFED CELLERAC 9
CHESTNUT . APPLE VINAIGRETTE (V) (N)

DEILED EGG 12
TRUFFLE . SEEDS CRUMBLE . CRISPY & SWEET SOUR MUSHROOM

GRAYLAX 12
DILL . BEETROOT . HORSERADISH



Translate your Catalog items via Microsoft Excel



You can translate all the text in your catalog from offers, categories, options, option groups and price descriptions in any language using Excel. Follow the following steps

- 1. Ensure you have 1 item of the catalog translated in the desired language
- 2. Click on the button Change & Translate Labels on the catalog section
- 3. Download the Excel file. You will see there the different texts in the languages you have at least 1 item translated
- 4. Add or update the texts for each language
- 5. Upload the updated Excel file with the changed or translated items

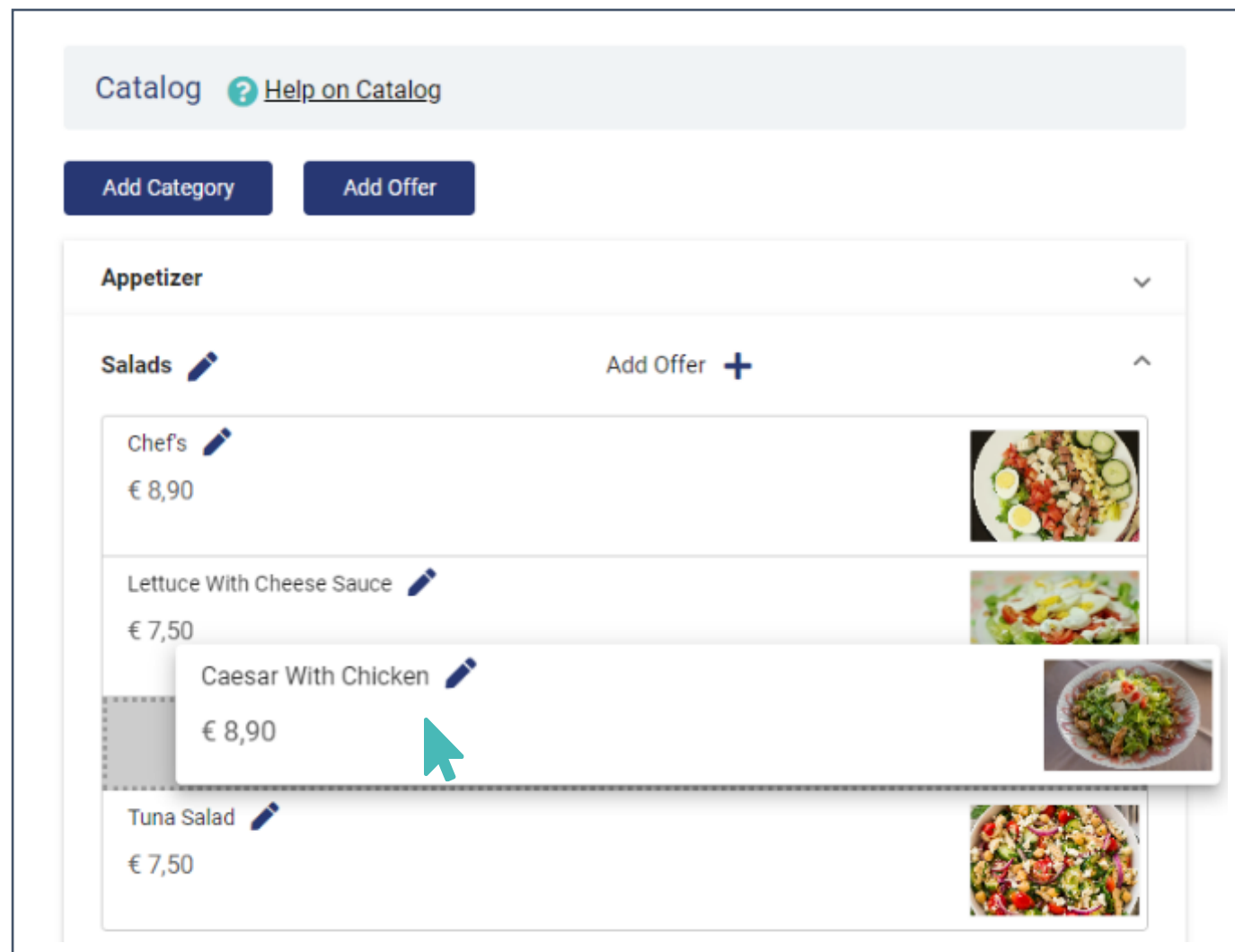
Object	Attribute	en	de
Category	Name	Appetizer	Vorspeise
Offer	Name	Mushrooms a la express	
Offer	Short Description	Fresh mushrooms & potatoes salted with garlic	
Offer	Name	Risotto With Mushrooms	Risotto Mit Pilzen
Offer	Short Description	With Arborio rice	Mit Arborio Reis
Offer	Name	Risotto With Chicken	Risotto mit Huhn

Text in English (en)

Text in German (de)

Reorder categories & offers

You can reorder categories and offers when within the catalog and change the order in which they are displayed on the menu. To change the order of a particular category or offer, click and hold on the name of that category or offer and drag and drop it to your desired order.

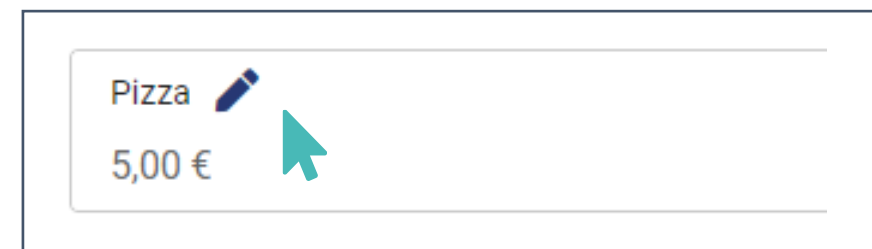


Add images to offers

When editing an offer you can upload an image that will be visible to the customers when viewing the menu.

Click on the offer image section and choose an image to assign to the offer.

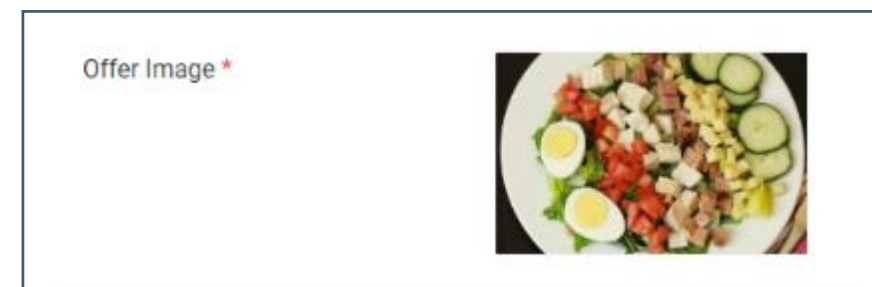
You can select an image from your computer or if you do this from your phone you can select an image from your phone or take directly an image from your phone and assign it.



↓ Edit offer



↓ Browse for image





Setup prices and discounts

While editing the offers or options of the catalog you change the prices and add discounts.

- The discount can be added on the basis of **monetary** discount e.g. -3,00\$ or of **percentile** discount e.g. 10%.
- You can decide to add a price description that is shown next to the price e.g. indicate the size of a drink next to the price



Price *

€

Price Description

Discount *


☐ Monetary

☒ Percentile

☐ No Discount

↓ Store preview

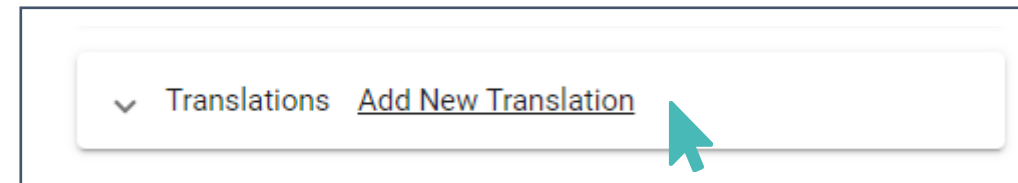
Wine white Bulk

1lt €7,00 €6,30  - 10%



Translate individual catalog items

You can add translations for every text in the catalog items as categories, offers, price variants, options and option groups. Click on the “Add new Translation” to begin





↓ Add translation


In the translation dialog specify the language you want to have the translated text. You can also choose to use Google translate. In this case you will see a link to Google translate and use it as a recommendation for your translation.

The translation can be used for names, short and long descriptions and price descriptions.

Once you have added a translation you can see it in in the list of translations against its language

Translation


Source Language  English
Target Language *  French

[Convert with Google Translate](#) 

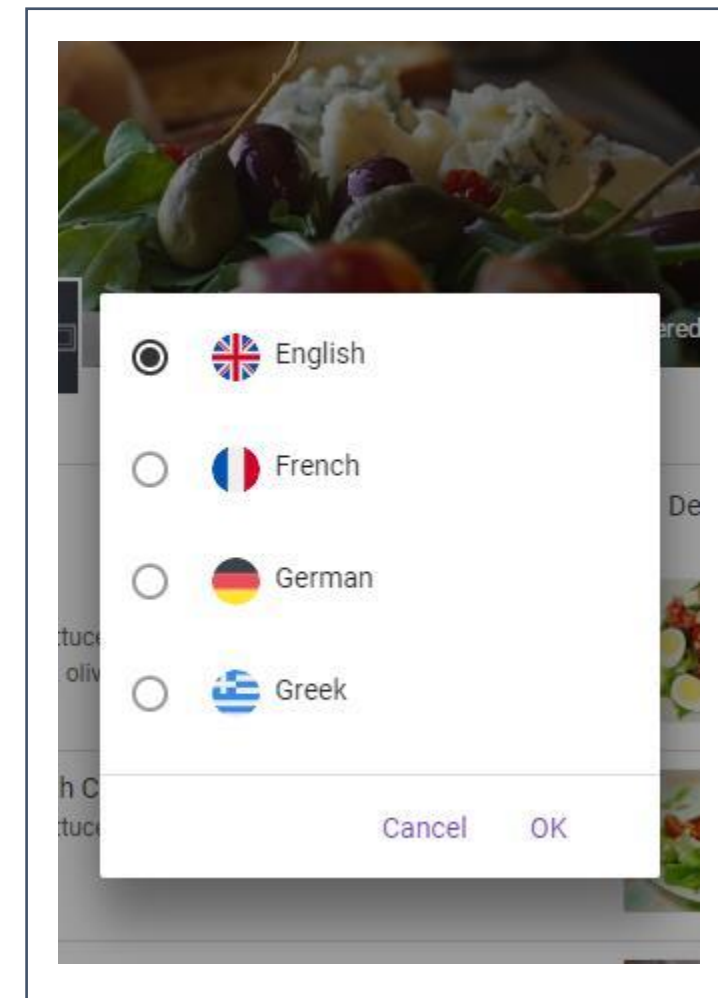
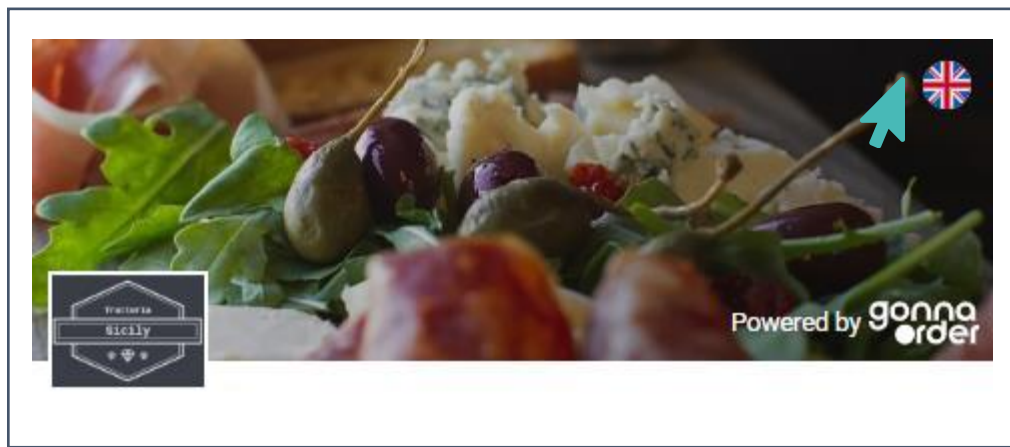
Name * Vegetarian chickpea salad sandwich

Vegetarian chickpea salad sandwich

Translations
Add New Translation

Language	Name	Short Description
French	Sandwich végétarien à la salade de pois chiches	

Preview the catalog in the translated languages



Once you have *at least one* text translated in a language, it will be possible to change the catalog language at your store for this language and any translated texts will be displayed in this language.

In case the customer's mobile device language or browser language is one of the supported languages of the catalog, this language will be automatically selected when the customer visits your store page, so they will not even need to change the language to their preferred language.

Options & Option Groups

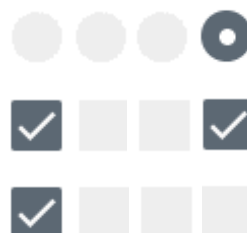


Option and option groups are a mechanism to let your customers configure their preferences when selecting an offer. These items can be free or paid.

An offer can have a set of **option groups** that consist of different **options**. For instance, an option group can be the bread type for a sandwich and the options could be white bread or brown bread.

A user can choose from the option groups

- Exactly one option - mandatory
- None or any number of options
- None or at most one option



Caprese sandwich
tomatoes, buffalo mozzarella, basil leaves

Extras

Mayonaise ☐

Guacamole (+ \$ 0.50) ☐

Choose your bread

White bread ☐

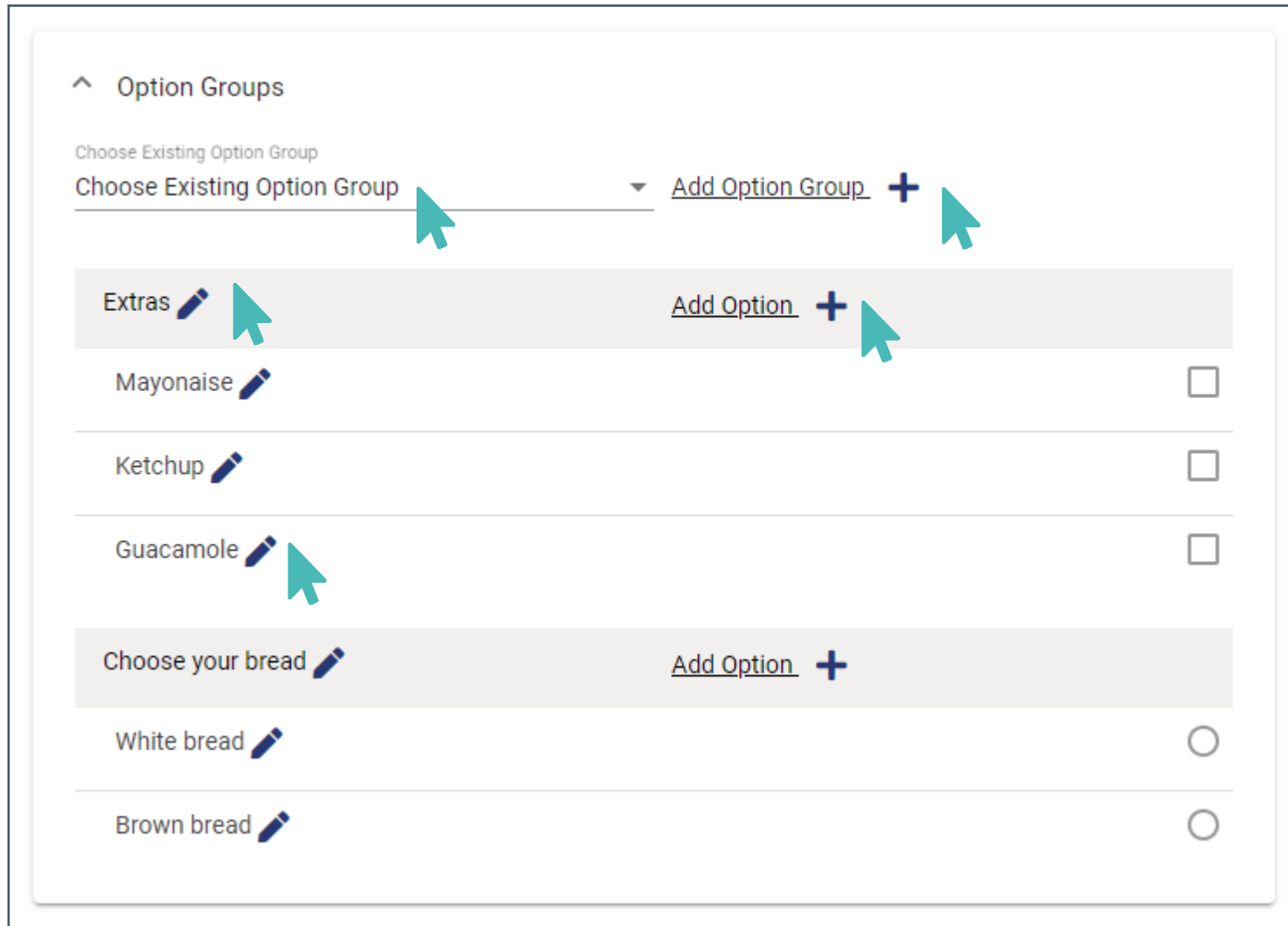
Brown bread ☐

Configure option groups and options

You can add options groups and option groups for these when you are in the offer details page.



Once you create an offer group, this can be reused together with its underlying offers across different offers in your catalog. This can be done by selecting and unselecting them from the “Choose Existing Option Group” dropdown.




Edit the options and option groups using the edit button next to their corresponding name.





Option Groups



Choose Existing Option Group



Choose Existing Option Group  [Add Option Group](#) 


Extras   [Add Option](#) 


Mayonaise  ☐

Ketchup  ☐

Guacamole   ☐

Choose your bread  [Add Option](#) 

White bread  ☐

Brown bread  ☐

Price variants





Price variants provide you a mechanism to have different prices for variations of your offers. This is especially useful when the same product comes in different sizes and flavours e.g.

- Small, medium or large
- Glass or bottle
- 200g or 400g

When an offer has one or multiple price variants, the customer can see both prices when he views the offer in the catalog. When the customer wants to order, he needs to make a choice between the two variants of the offer that have a different price

Orange juice
\$ 2.30 | Large \$ 3.00





Orange juice

Choose from

Standard (\$ 2.30)☐

Large (\$ 3.00)☐

You must select one value

Setup price variants of your offers

From the offer page you can select to “Create Price Variant”. Every new price variant you create will be added next to the price of the offer together with its price description. Edit the price variants using the edit button next to their corresponding name.




When creating price variants, it is often useful to add a price description for the main offer, not only for the price variant. This price description will then be shown next to the offer price as a first price of the offer

If you add a price description for the main offer it will also replace the word “Standard” when a customer needs to choose between the main offer or the price variant.



^ Price Variants [Create Price Variant](#)

Large 




Price ^{*} \$.

Price Description



Orange juice
Small \$ 2.30 | Large \$ 3.00



Manage your store settings



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order



Settings

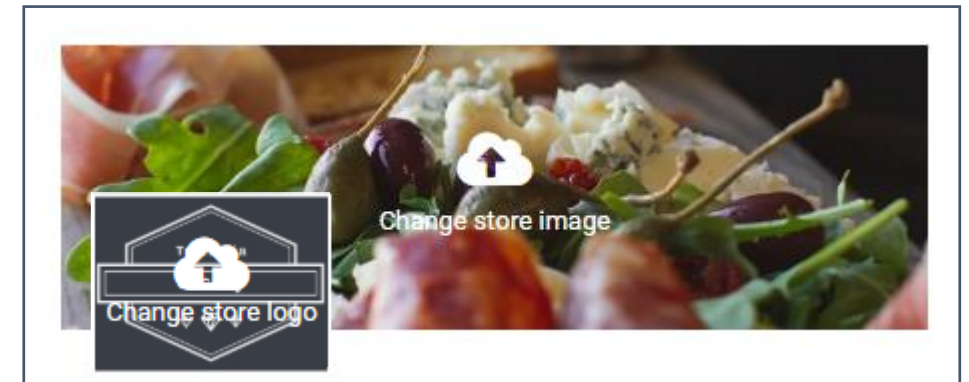
Change your store details and images

You can change your store details that you entered during the registration of your store from the “Settings” section.

- In case you want to change the **GonnaOrder domain** but you would need to print the QR codes for the store again.
- To change your store **default language**, you should ensure you have all mandatory catalog items (offer names, category names, etc.) available in the new language that you select.
- You can upload a **store logo** and a **store image** to be used as cover photo for your store. You can changes these at any time






↓ Browse for image



Configure your store ordering modes


GonnaOrder allows you to have multiple ordering modes for your store


-  **Serve at table:** This mode is used when your store has tables and you want to know from which table 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


You can switch on or off the different modes at any time and the different options will be displayed to your customers. You can also disable ordering all together and use GonnaOrder as a digital menu for your store




Delivery Modes

☒  Serve at a table

☒  Pickup

☒  Delivery at address

Ordering

Disabled  Enabled

Manage the address delivery settings

To cover your delivery costs for orders that require delivery at an address you can setup a delivery fee plus a minimum delivery order amount.

Delivery at Address Options	Minimum delivery order amount	€	<input type="text" value="30"/>	,	<input type="text" value="0"/>
	Delivery Fee	€	<input type="text" value="2"/>	,	<input type="text" value="0"/>

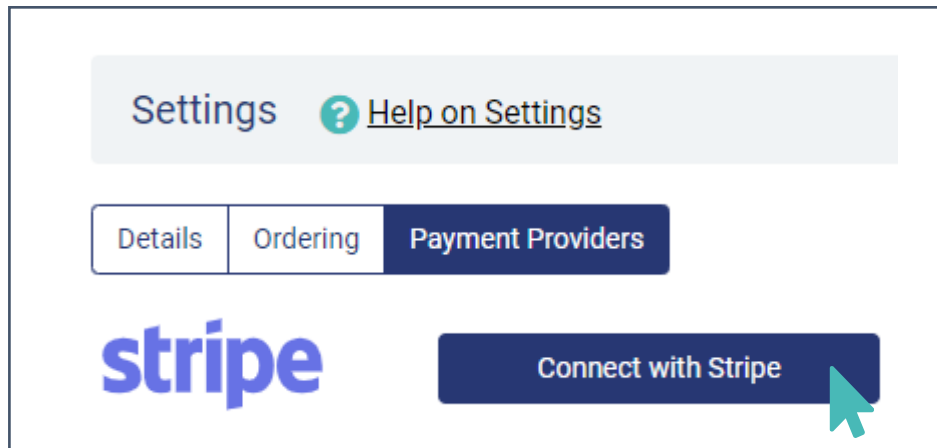


1 x	Tortilla With Salmon	€ 6,90
1 x	Bread	€ 2,00
Delivery fee		€ 2,00
Total		€ 10,90
A minimum order amount of € 30,00 is required for delivery		

When a customer orders for delivery, the delivery fee is added to the total of the order items.
The customer is also not allowed to order for delivery at an address if the total order amount is below the minimum delivery order amount

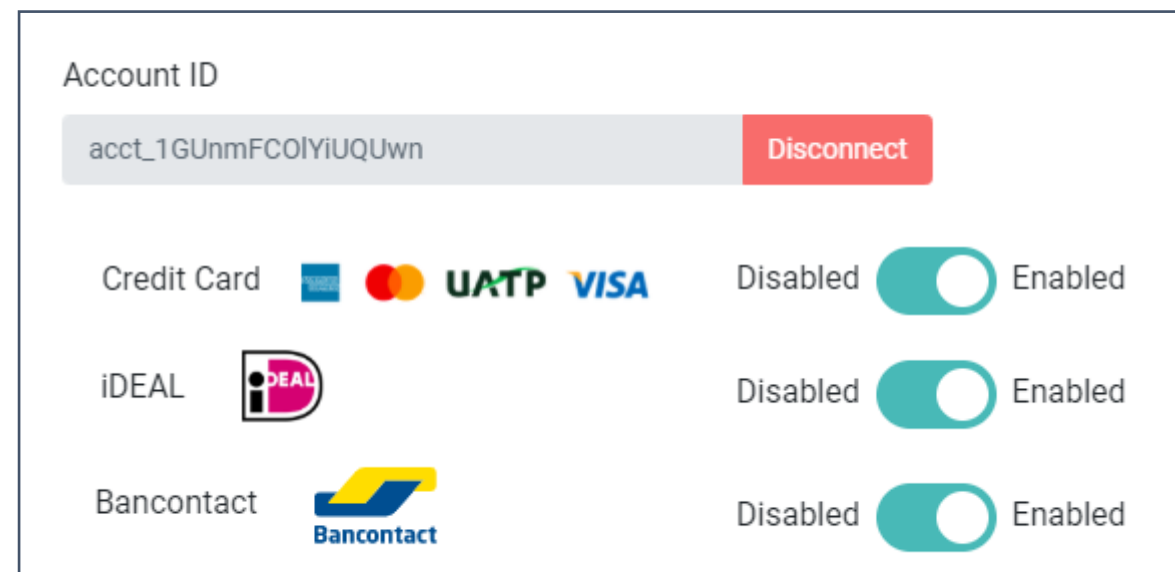


Enable payment methods via Stripe payment provider



To enable payments for your store you have a Stripe account. This is an online secure wallet that enables you to receive payments independently without GonnaOrder taking any commissions. Click on “Connect with Stripe” on the “Payment Providers” settings and register your Stripe account.


Once your account is registered and connected to GonnaOrder you can enable payments with Credit cards, iDeal (Netherlands) or Bancontact (Belgium) and decide which payment methods will be shown to your customers. Ensure to enable these payment methods at your Stripe account before you enable them at the GonnaOrder platform.





Enable payments for your store

You can decide whether you want payments to be disabled, optional or mandatory

Settings  [Help on Settings](#)

Details

Ordering

Payment Providers

Payment Options

☐ Payment Disabled

☒ Payment Optional

☐ Payment Mandatory





When payments are **disabled**, the customers will not see an option to pay and can just submit their order

When payments are **optional**, the customers can optionally select to pay with one of the configured payment methods


Select to pay online now ☐

When payments are **mandatory**, the customers cannot submit the order unless they pay

Pay online now

Credit card    

Please enter your credit or debit card information:


 Card number


MM / YY CVC

Setup Post Ordering Payments

While payments described earlier allow a store to ask their customers to make a payment before placing an order, it is also possible to provide a payment method to allow customers to pay after they have placed the order. GonnaOrder is not aware of payments done with these so the order is not marked as paid. The following 2 post ordering payment methods can be enabled.

- Paypal.me is a URL that you can configure in Paypal.
- Any other payment provider link you have. You can include the name to let your customers know about it.

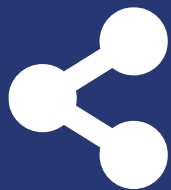
Other		Enable payments with your Paypal.me link	Disabled <input checked="" type="checkbox"/> Enabled
	Paypal.me link	<input type="text" value="https://paypal.me/gonnaorder"/>	
	Enable payments with any payment link	Disabled <input checked="" type="checkbox"/> Enabled	
	Payment Provider	<input type="text" value="My Payment method"/>	
	Payment Link	<input type="text" value="https://www.mypaymentmethod.com/"/>	

Pay online now	
	>
MyPaymentmethod	>
<div>Start a new order</div>	

Share your store with your customers



gonna
order

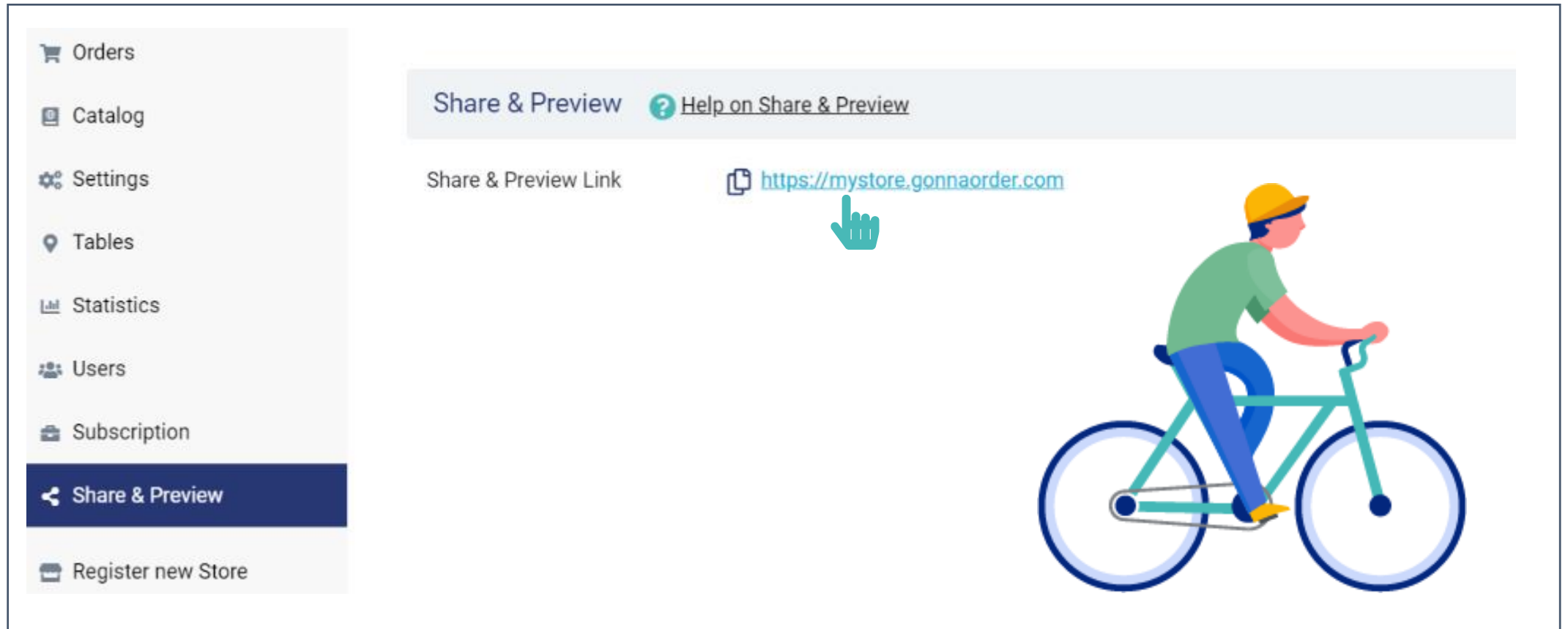


Share



Share the link of your store

In the “Share & Preview” section you can find a link to your store. You can share this link via any way you want to your customers or via social media. Click on the store link to preview your store in your browser



Orders

Catalog

Settings

Tables

Statistics


Users


Subscription

Share & Preview

Register new Store

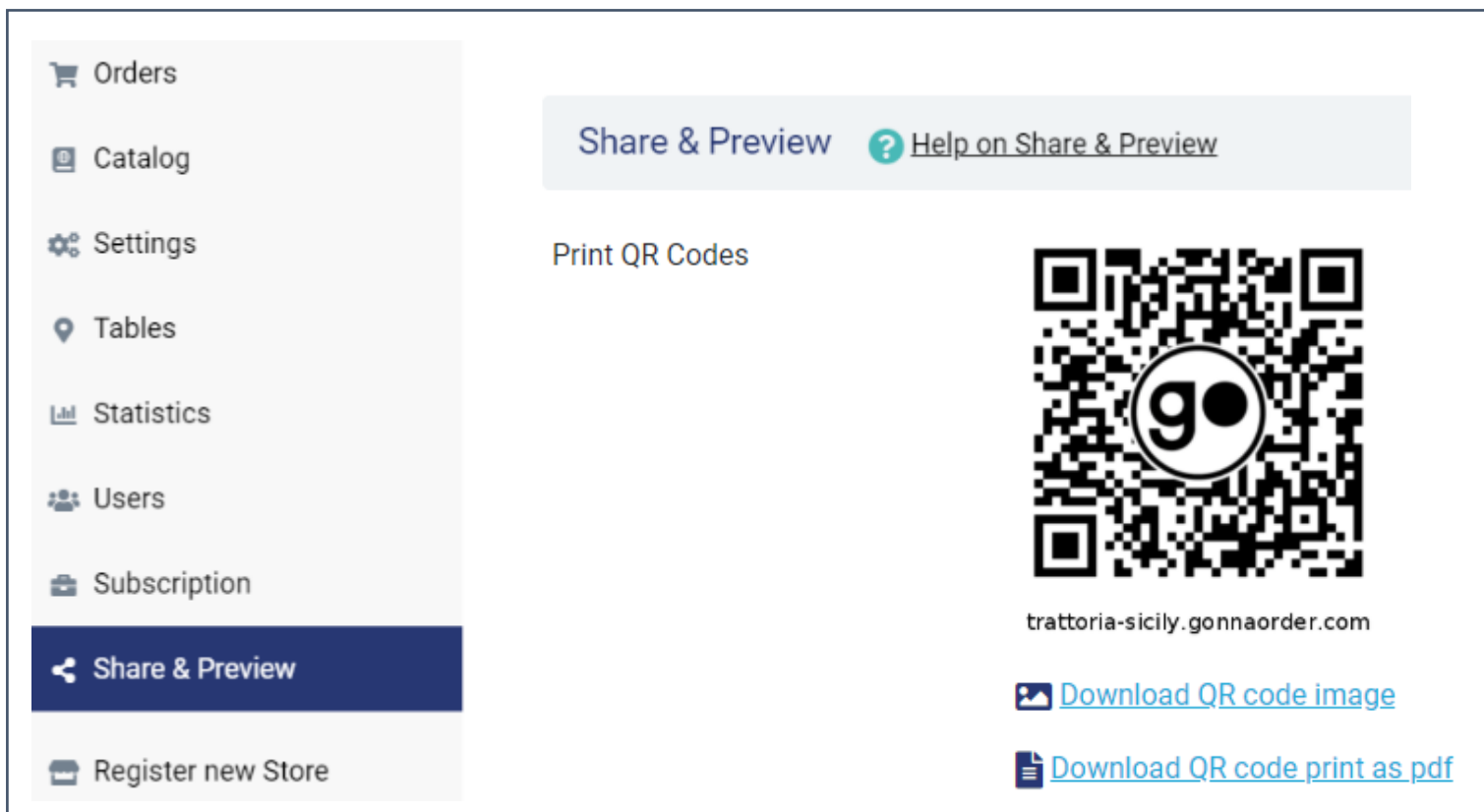
Share & Preview [? Help on Share & Preview](#)

Share & Preview Link  <https://mystore.gonnaorder.com>



Print your store QR code

In the “Share & Preview” section you can the QR code of your store. Print this QR code at a sticker and put it at the entrance of your store or share it in printed advertising material of your store or add it to your business card, and allow customers to order for delivery or pickup by scanning the QR code.

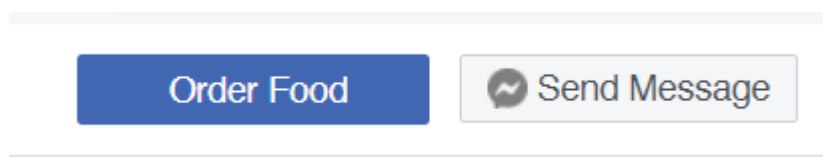
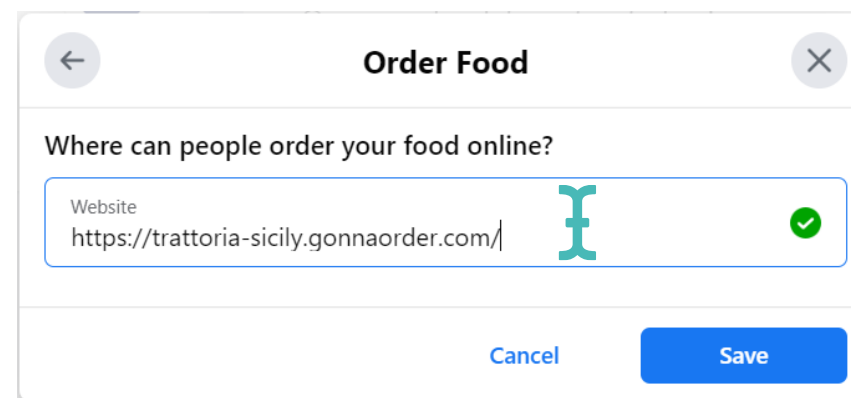
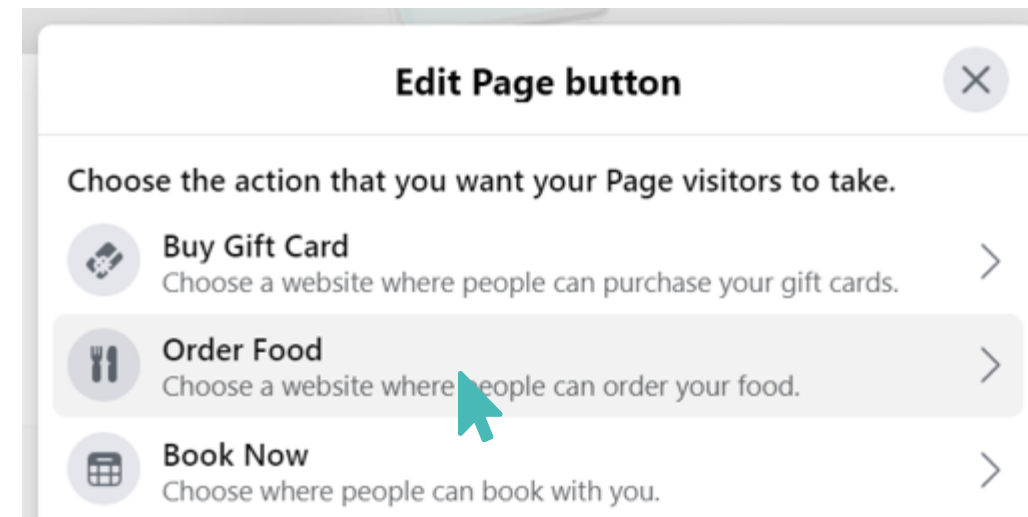
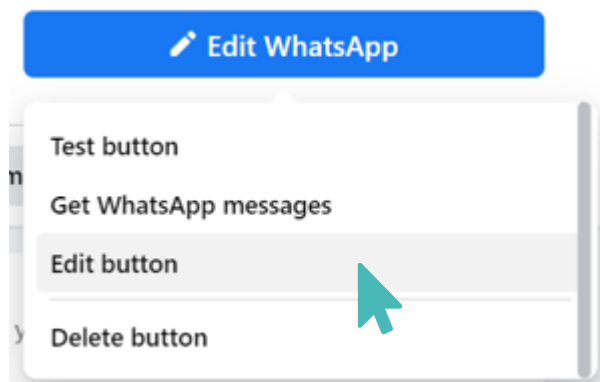


The screenshot shows the 'Share & Preview' section of the Gonna Order dashboard. On the left is a sidebar menu with options: Orders, Catalog, Settings, Tables, Statistics, Users, Subscription, **Share & Preview** (highlighted), and Register new Store. The main content area has a header with 'Share & Preview' and a help link. Below this is the 'Print QR Codes' section, which displays a large QR code with the 'go' logo in the center. Under the QR code is the URL 'trattoria-sicily.gonnaorder.com'. At the bottom of the section are two links: 'Download QR code image' and 'Download QR code print as pdf'.

Download your store QR code
as image or as pdf version

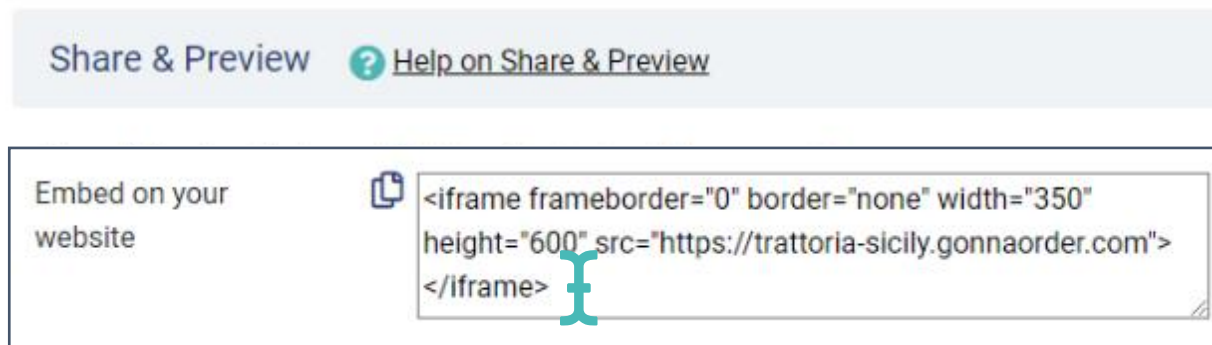
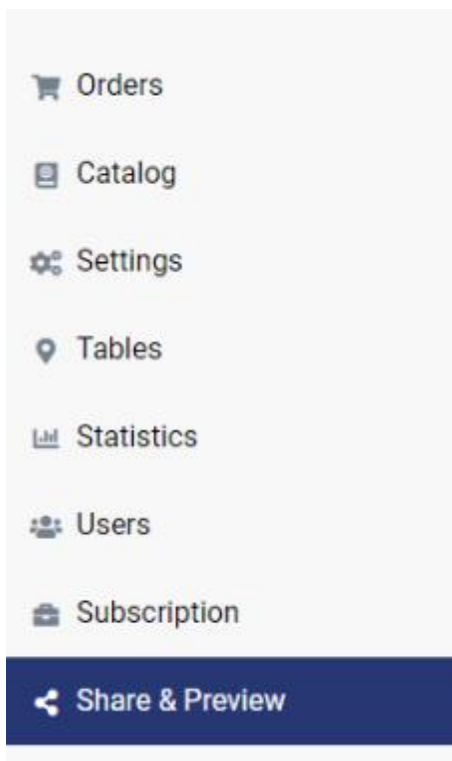


Enable Ordering Food on your Facebook page

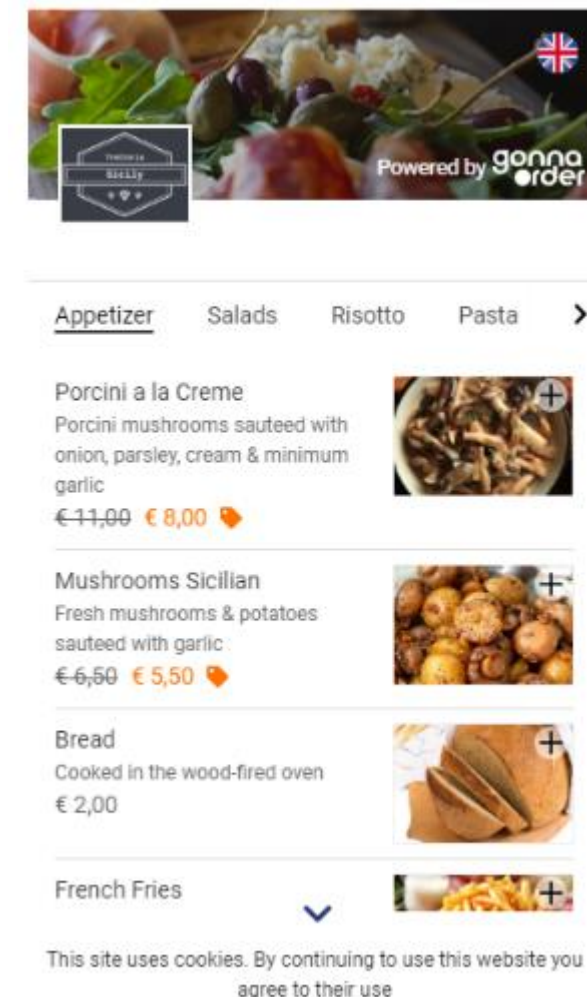


You can promote your GonnaOrder menu on your Facebook and let your guests order directly there. Select to Edit the Main button of your Facebook page and choose the option "Order Food". Enter your GonnaOrder store link. That's it! You can now order food straight from your Facebook page

Embed GonnaOrder ordering on your website



In the “Share & Preview” section you can find the code to embed GonnaOrder in your website. Copy paste this code at any page of your website and include the GonnaOrder widget that allows your customers to order straight from your website. It is just as easy as embedding a YouTube video to your website



Create tables for your store



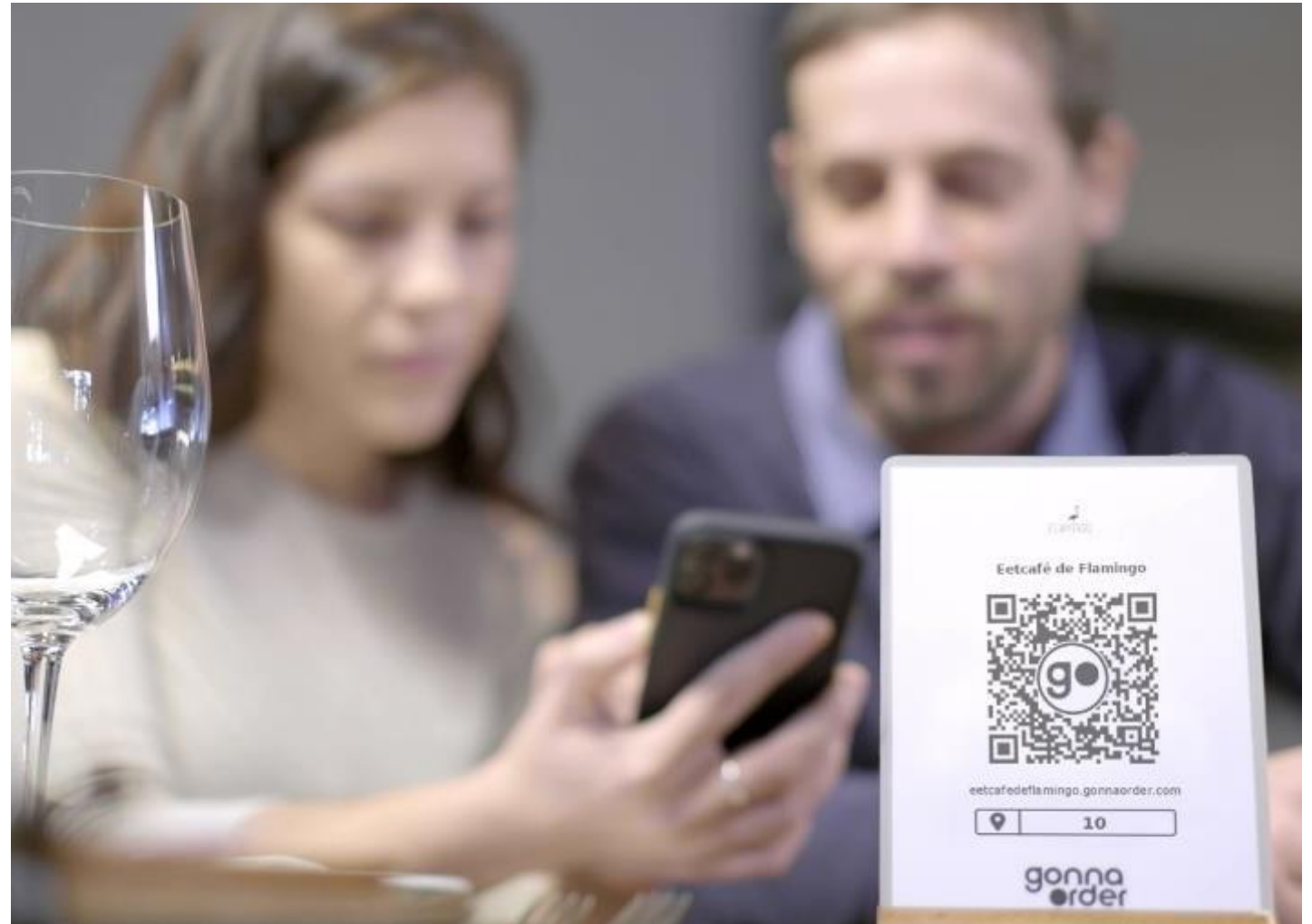
Tables



Tables

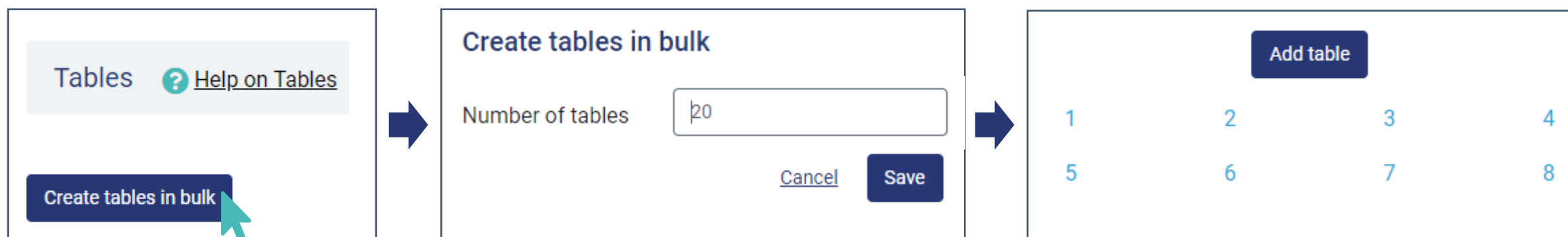
Tables are the locations of your stores from which you receive orders from your customers. Every table has a unique label, that is usually a number, and a unique link and QR code that enables a customer to place orders from the specific table when scanning it.

You can use the Tables feature to configure any location of your store as a sofa in a night club, a sunbed in a beach bar, a room in a hotel so that guests can request room service from their rooms, a home of your special customers, a bed in a hospital or an office room.



Manage the store tables

Create tables by using the option to “Create tables in bulk” from the “Tables” section. Specify the number of tables to be created for you. The system will add a number label to your tables starting from 1. You can also decide to add additional tables later using the “Add table” function.



When clicking on a table that is created, you can change the label e.g. to “101” or “A-23” or “ROOM202” or “OFFICE32. When changing the table label, the table link changes and the QR code should be printed again. You can optionally add a comment to a table to identify it better when an order arrives from this table



The screenshot shows the configuration for a specific table:

- Label:** A text input field containing the number '2'.
- Link:** A URL field showing <https://trattoria-sicily.gonnaorder.com/#l/2>.
- Comment:** A text area for adding a comment to the table.


Download and print your table QR codes



When viewing the table details, you can download the QR code of each table and print it. It is possible to download as image format or as a pdf format that includes the logo and name of your store. The pdf format is a standard A6 format that can be used plastic stand on the table. The image format can be more easily incorporated in other materials you have like your paper menu



It is possible to download all QR codes in one go from all tables in the formats described above. The downloads are available in a combined pdf of all pdf QR codes and in a zip file of all QR code images and they are available at the table list section



 Download all table QR code prints as pdf

 Download all QR code images as zip 












Receive orders from your customers



gonna
order  Orders

View the list of your customer orders

When selecting the Orders section you can see in the “Open” tab the orders that have been placed by your customers. The list gets refreshed while different types of orders as address delivery, pickup or serve at a table arrive to your store. The order list shows the key information of the order like the order identifier shown to the customer, details on delivery mode, order amount and payment. When you click on an order you can view more detail information on it. It is then shown as greyed out so that you know that you have seen it.

Orders ? Help on Orders								
<div>Open Rejected Closed</div>								
Identifier	Delivery Mode				Amount Paid	Payment Status	Date	Time
4Y-CF	 Deliver	 8546 - P.C. Hoofstraat	 Richard Thomas		€ 20,00	Not Paid	19 jun.	14:46 p.m. 
9S-BS	 Pickup	 Lisa			€ 20,00	Not Paid	19 jun.	14:45 p.m. 
LQ-6Q	 Serve	 1	 John		€ 20,00	Not Paid	19 jun.	14:44 p.m. 

View the details of an order

The order details screen shows information about the order as the order mode (delivery, pickup or serve at table), the name, phone number and email if filled in by the customer. For delivery orders the address of the customer is shown while for table orders the table number is shown. Additional information like when the order was sent or wished by the customer is shown as well as whether the order was paid online upfront or not. The screen shows the order items, their prices and discounts, in the same way they are shown to the customers.

Once you have viewed an order it appears as grey in the list of orders in the “Open” tab and the customers will see the order as “Received” so your customers can see that you have seen it.



Order MJ-HZ
[? Help on Orders](#)

 Deliver
 Lucas Janssen

 3336547892
 Janssen@yahoo.com

 P.C. Hooftstraat -7458 - Amsterdam

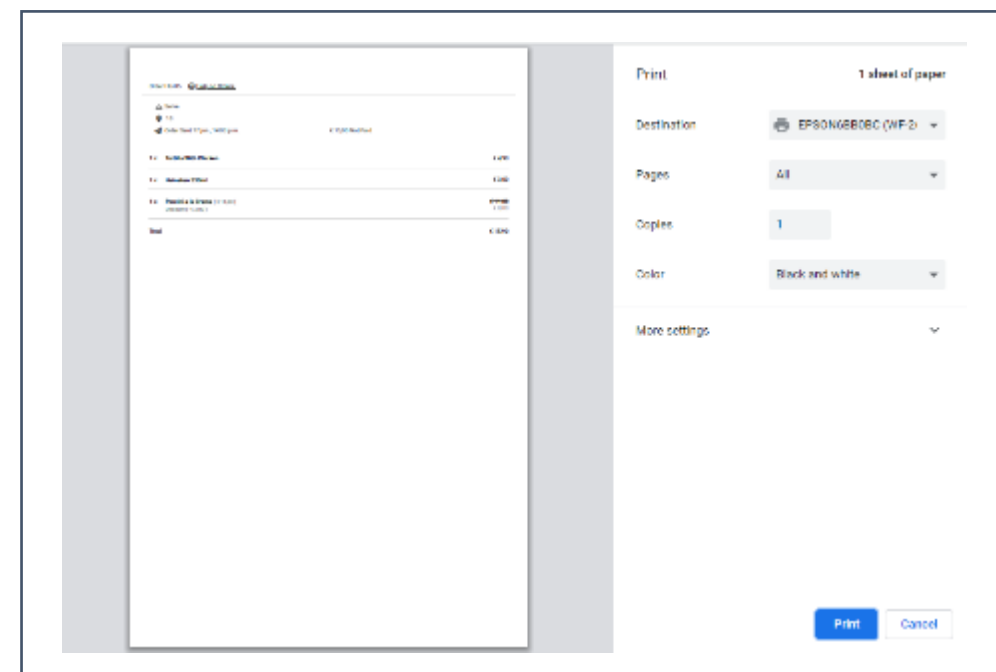
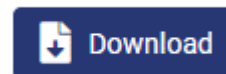
 Order Sent 19 jun., 14:38 p.m.

€ 20,00 Not Paid

1 x	Chocolate Frosted Doughnut	€ 20,00
Total		€ 20,00

Print & download an order

From the order overview page you can **download** a copy of an order as pdf. This is the same document for order confirmation that the customer sees when he provides his email either during the order process for delivery and pickup orders or after the order has been placed, on the Thank you page for table or pickup orders.



From the order overview page, clicking on the “Print” button will open the browser print window where you can see a print preview and can specify the print settings to print your order. It is highly recommended to remove the setting to print headers and footers of the page and make them empty for optimal printing.

Accept & close a customer order



When you have processed an order you can click on the “Close” button in the order details screen and the order will move from the “Open” to the “Closed” list of the order dashboard.

When closing an order the customer will see the order as “Accepted”. You can decide to optionally mark the order as “Ready” or specify a time that the customer should expect the order and the customer will see the message that is corresponding to your action



☐ Accept order

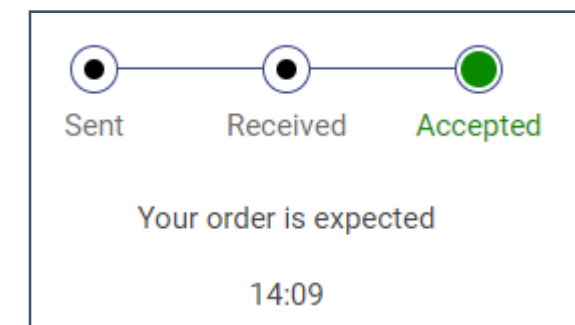
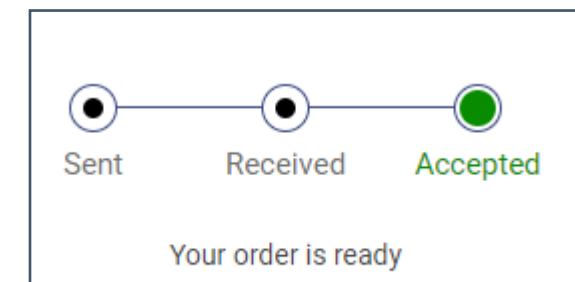
☐ Accept order and mark as ready

☒ Accept order and include an estimated time

minutes

:

[Cancel](#) [Close](#)

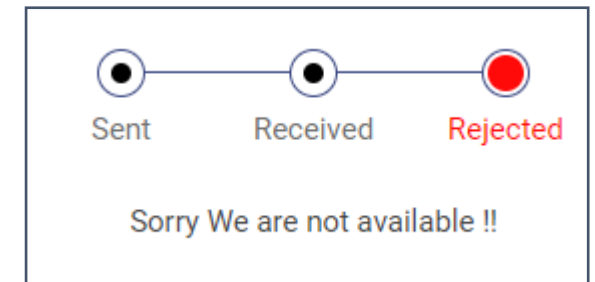
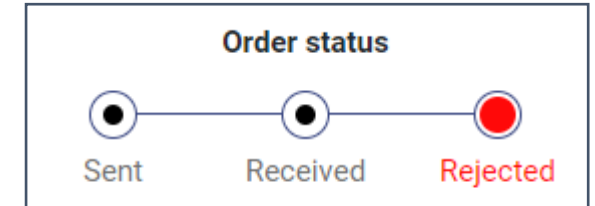


Reject a customer order



When you do not want to process an order you can click on the “Reject” button in the order details screen and the order will move from the “Open” to the “Rejected” list of the order dashboard.

When rejecting an order the customer will see the order as “Rejected”. You can decide to optionally provide a rejection reason, that will be shown to the customer on the order status screen.



Reject Order

☐ Reject order without specifying reason

☒ Reject order including reason

[Cancel](#) [Reject](#)



Receive Notifications for Incoming Orders

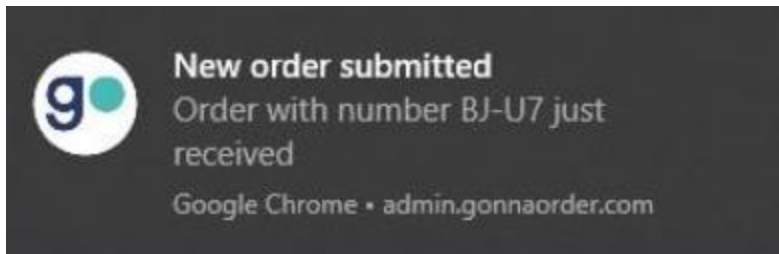
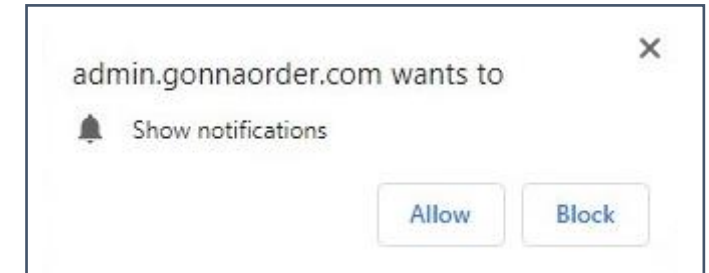
Orders [? Help on Orders](#)

Open Rejected Closed

☐ Receive notifications for orders

To receive notifications for incoming orders on your phone or desktop, select the notifications check box in the Orders section

Depending on your browser settings you may be asked to provide your permission to allow or block notifications. You can consult your browser's help manual to setup notifications for each website as well as the form of the notifications you want e.g. silent or with sound.



Whenever an order arrives to the device that has browser notifications enabled in your PC or your smartphone, a notification message appears, even if you have closed the browser

Supported Browsers



Supported Platforms

