

50 Features to help your business

gonna
order

Feature Guide
July 2021



Discover the GonnaOrder features that can help your business

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, test it and pay when you want to have your store live and available for your customers.

Use this guide to help you understand what are the features of GonnaOrder that are the most useful for your business. You can see for each feature a link with more details to the GonnaOrder 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



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Register your store



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Register



Sign up and configure everything yourself

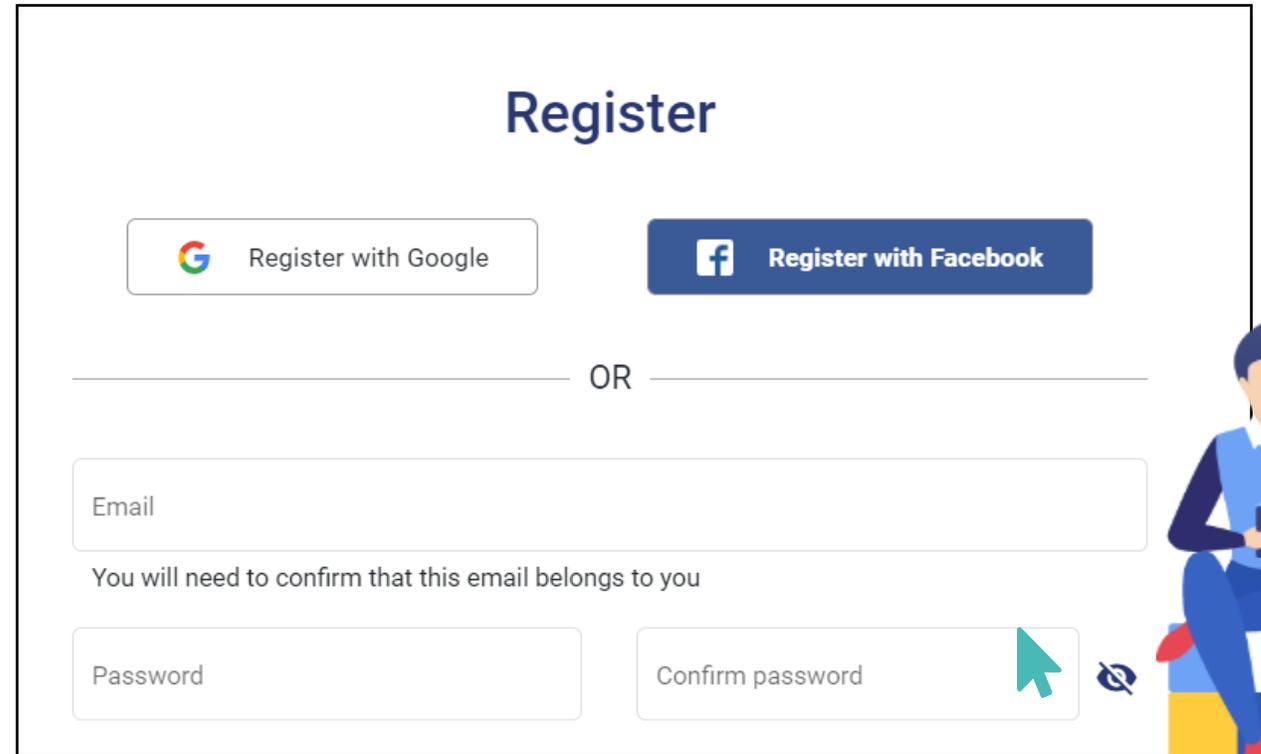


With GonnaOrder you have the full flexibility to create and configure your store yourself according to your needs.

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

Create an account by providing an email address and a password or by using your existing Google or Facebook accounts.

Provide some basic information and you are ready to go!



Register one or multiple stores

After you have registered your account, you can register one or more stores. A store can be a restaurant, café, bar, retail shop, bakery or hotel.

To register a new store, simply 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. You can always change these details later

You will also need to select a **GonnaOrder domain** through which customers will view your store menu. The GonnaOrder domain can be updated later under store settings.



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"/>	
GonnaOrder domain *	<input type="text" value="mybusiness"/>	.gonnaorder.com

Setup your store catalog



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Catalog



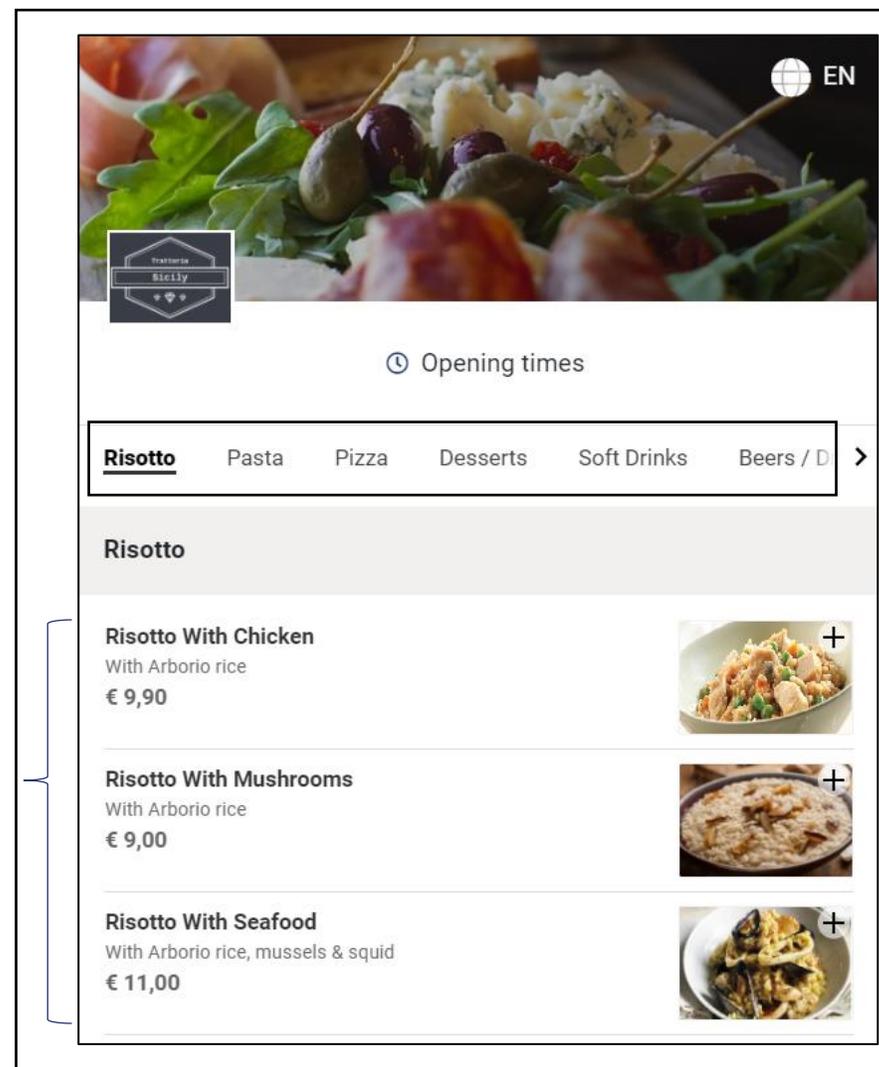
Setup and manage your catalog product items

You can fully control all elements of your catalog like the categories and product items.

Categories are a convenient way to group your products. For instance, you can add the categories for pasta, salads, desserts, and soft drinks.

Products or **items** 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.

You can easily create, rename, and delete categories and products through the GonnaOrder store administration dashboard.





Import and manage your catalog with Microsoft Excel

You can maintain the basic information about your store catalog in a Microsoft Excel file and import it to your online GonnaOrder store. This feature allows you to save time when adding new product items and categories.

After the initial import, you can also use an excel file to

- ✔ Add new products to your catalog menu
- ✔ Update existing products, prices, change their stock or add discounts

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



Main Course

Burger special
€ 13,00

Pizza casa
€ 11,00

Beef steak
€ 17,00



Import a printed catalog menu by taking a picture

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. In the end, fewer steps will be needed to take your catalog online.

The feature is in beta mode and works best 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 item names, short descriptions and prices.

The diagram illustrates the required menu structure for import. It shows two examples of menu items with labels pointing to their respective parts:

- Category Name:** Points to the bolded header of the menu section (e.g., **ESPRESSO** or **STARTERS**).
- Offer Name:** Points to the main item name (e.g., **Americano** or **STEAK TARTARE**).
- Offer Short Description:** Points to the brief description of the item (e.g., "Cafe Mocha" or "SPICED . GOAT CHEESE FOAM . CRISPY NASI").
- Price:** Points to the price listed for the item (e.g., \$10 or 12).

Example 1: Espresso Menu

Offer Name	Price
Americano	\$10
Cafe Mocha	\$11
Cafe Latte	\$12
Cappuccino	\$10
Caramel Macchiato	\$13
Mint Chocolate	\$10
Espresso	\$9
Vanilla Latte	\$11

Example 2: Starters Menu

Offer Name	Offer Short Description	Price
STEAK TARTARE	SPICED . GOAT CHEESE FOAM . CRISPY NASI	12
MARROW	CRAYFISH . PARSLEY LEMON CRUMBLE (G)	14
PUFFED CELLERAC	CHESTNUT . APPLE VINAIGRETTE (V) (N)	9
DEVILED EGG	TRUFFLE . SEEDS CRUMBLE . CRISPY & SWEET SOUR MUSHROOM	12
GRAYLAX	DILL . BEETROOT . HORSERADISH	12



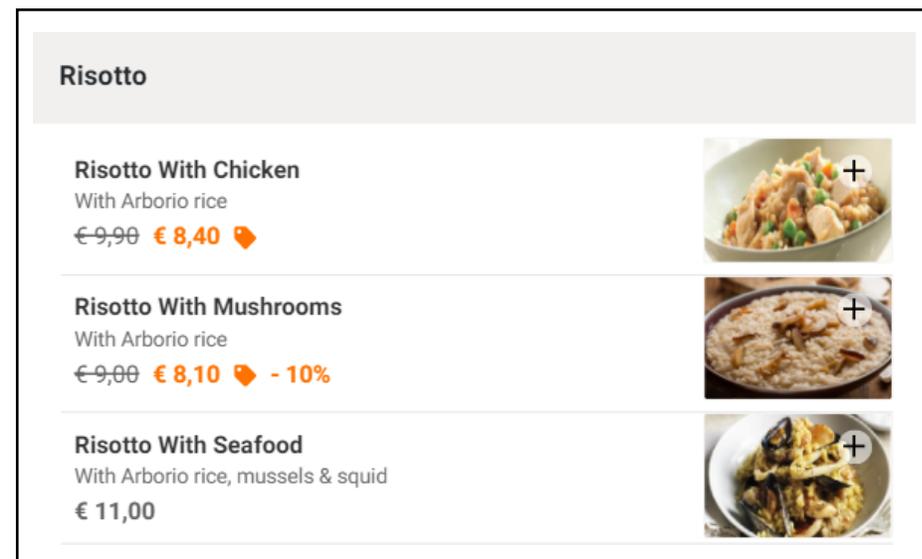
Setup prices and discounts for products

Each item or product in your store can be associated with a **price** and a **discount**. These can be assigned at creation time or when you update the products.

GonnaOrder supports two discount types:

- ✔ **Monetary discount:** A fixed value discount that is deducted from the marked price of an item E.g. - € 3,00.
- ✔ **Percentage discount:** A percentage discount where a certain percentage of an item price is deducted from the marked price e.g. - 20%. The value of the total discount depends on the price of a product.

The currency used for your store depends on the country of operation.





Add images to the product items and to your store

Each product in your store can be associated with an **item 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 a **store logo** and a **store image** to be used as cover photo for your store or if you don't use images for your catalog items. These images can be changed or deleted at any time.

GonnaOrder automatically resizes all uploaded images to get them to download faster.



<p>Pomodori Ravioli Handmade ravioli stuffed with spinach & cheese, with tomato sauce & basil pesto € 9,00</p>	
<p>Spaghetti Napolitana With homemade tomato sauce € 7,00</p>	

Items with images

store image

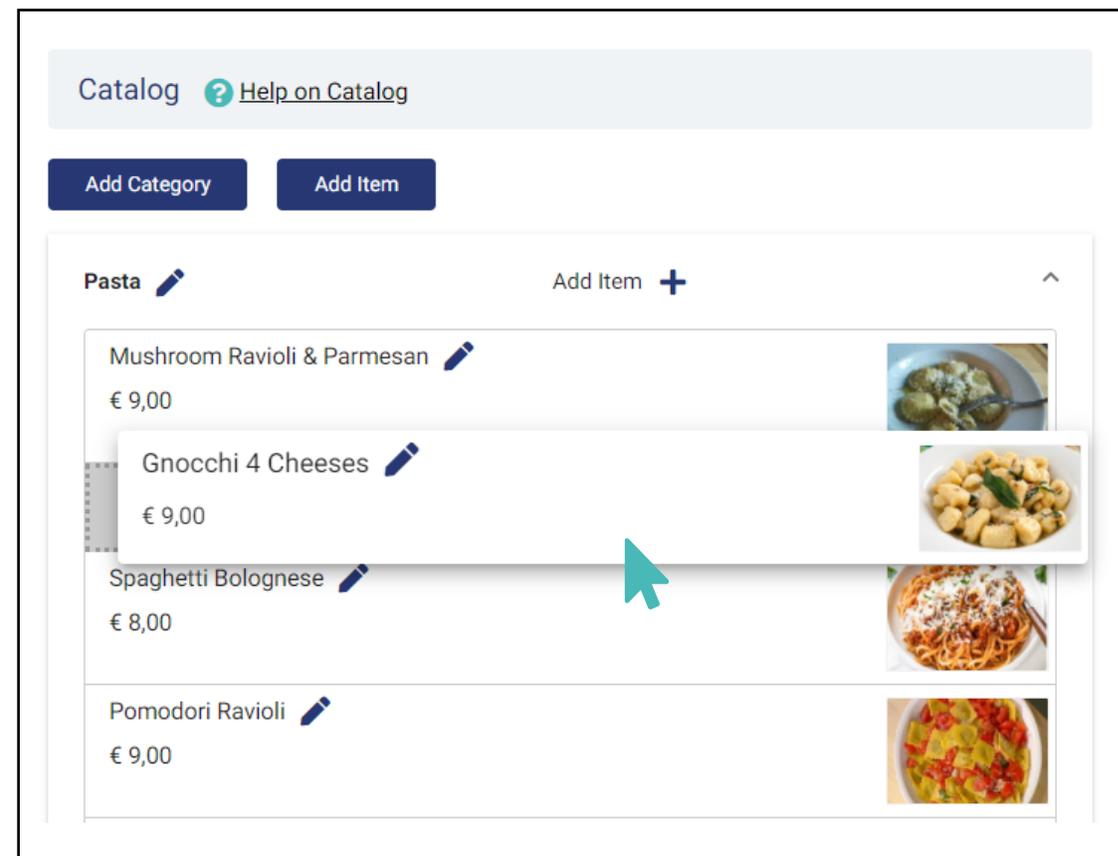


store logo

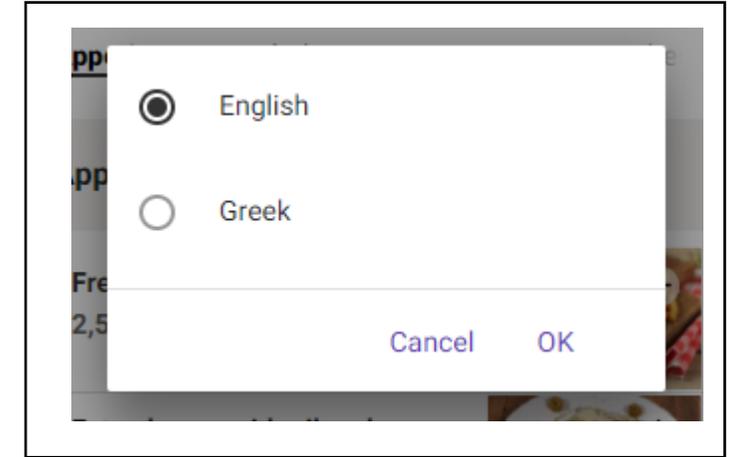
Reorder categories and store items

You can reorder the categories and products within the catalog and change the order in which they are displayed on the menu. The higher a product or category appears in your catalog, the higher it will appear in the customer menu and hence more chances that customers will see it.

For example, you may want to experiment with the order of categories in your store in an attempt to encourage customers to buy particular products. Similarly, an item that generates more revenue can be moved higher up the category to increase visibility.



Let your customers view your menu in their language



You can **translate** all editable text as items and categories in your catalog to any language.

This can be done on a one by one basis with the help of **Google Translate** or you can translate all labels in bulk in a **Microsoft excel** file and upload it to once.

Once you do that, it will be possible for your customers to select the language they want to view the store.

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.



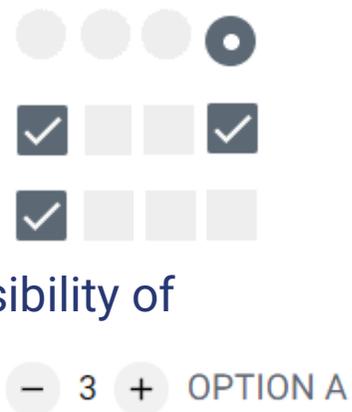
Enable different options for catalog items

Option and option groups are a mechanism to let your customers configure their preferences when selecting a product as well as allow you to upsell . Options can be free or paid.

An item 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
- ✔ Custom number of options with the possibility of selecting one option multiple times



Create Your Own Pizza

With mozzarella cheese and tomato sauce

Choose Pizza Ingredients

Mushrooms (+ \$ 1.50) - 2 +

Bacon (+ \$ 1.50) - 1 +

Pizza Dough

Traditional

Thick

Siders

Bright Citrus Salad (+ \$ 1.50)

Salami and Olives Salad (+ \$ 1.50)

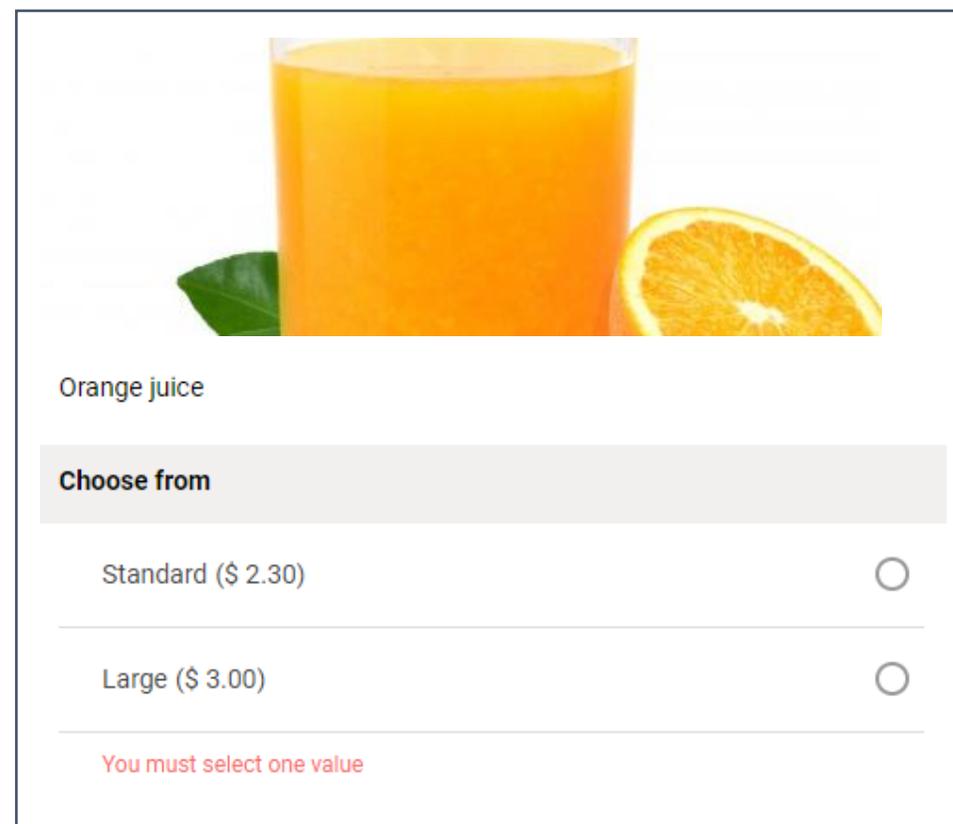


Setup price variants for your products

Price variants provide you a mechanism to have different prices for variations of your products. This is especially useful when the same product comes in different sizes and flavors, or can be served as a side dish or main dish

Examples where price variants can be used:

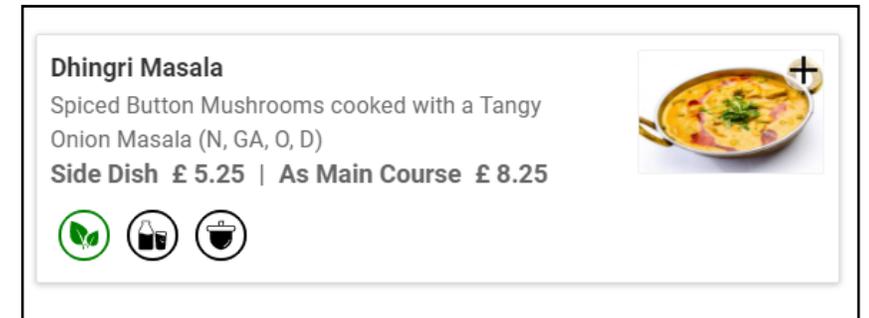
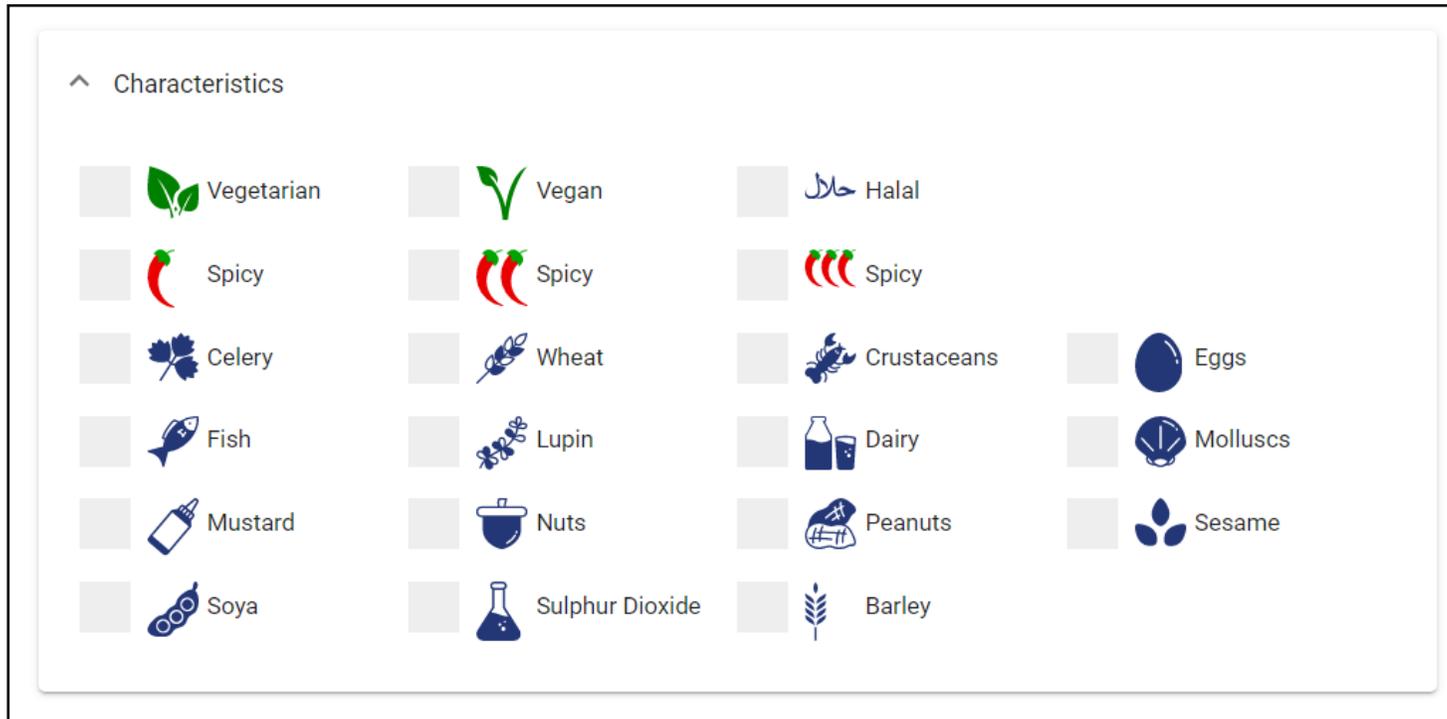
- ✔ Size of a portion e.g. small, medium or large size
- ✔ Ways of serving e.g. glass or bottle of wine
- ✔ Quantities e.g. 200g or 400g
- ✔ Sider or Main dish





Use item characteristics and show allergens

You can associate store items with allergens and characteristic information to help your customers make informed choices. Other than the widely known allergens, you can also mark an item as vegetarian, vegan, or spicy using item characteristics. You can associate an item with any of the provided characteristics by editing its details. Item characteristics appear just below price variants on the customer menu.





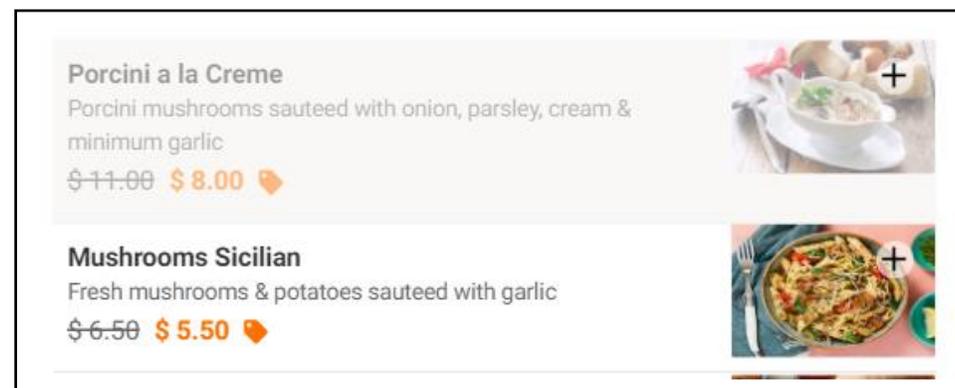
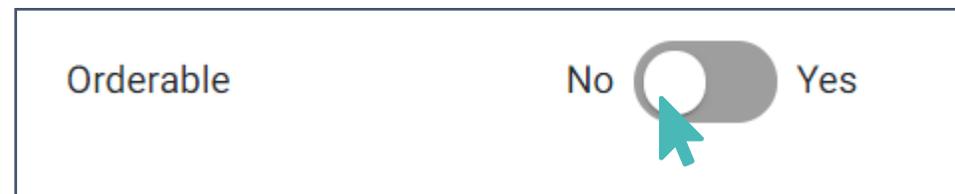
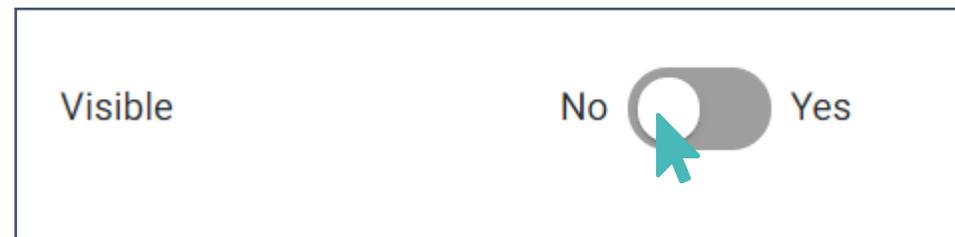
Mark items as visible, orderable or out of stock

You can choose to **show or hide an item**, so it will be visible for customers to view or order it or not.

Besides changing the visibility of products, you can also **mark items as orderable or not orderable**. Marking items as non orderable keeps them on the customer menu but they cannot be added to an order.

Furthermore, you can **mark items as out of stock** where these will be greyed out in the customer menu and will not be orderable.

For items that are in stock, you can **set the stock level** in numbers. An item's stock level can either be zero (out of stock) or a positive number e.g. 1, 35, 99, 120, etc. The stock level is decremented for every order in the store.



Manage your store settings



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Settings



Enable table ordering, pickup or delivery modes

GonnaOrder allows you to have multiple ordering modes for your store

- Serve at table:** Use this when your store has tables, rooms or other locations 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 e.g. home delivery
- Menu only:** You can disable ordering altogether and allow customers 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.



How would you like to receive your order?

I am sitting at a table

I will pick it up myself

I want to receive it at my address



Choose a payment provider and payment methods

To enable payments for your store you need to connect to your store with a payment provider. This is an online secure wallet that enables you to receive payments independently. GonnaOrder facilitates the payment while you have the relationship with the payment provider of your choice

Every payment provider supports different payment methods that will be presented to your customers.

Some of the payment providers and payment methods are only available in specific countries and currencies.



Supported payment providers



Supported payment methods





Make payments mandatory or optional

With GonnaOrder you have the freedom to decide whether you want payments to be disabled, optional or mandatory.

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

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

When payments are **disabled**, the customers will not be presented with any payment options. You will then need to collect payments for every order while serving or at delivery.



Select to pay online now



Pay online now

Credit card

Please enter your credit or debit card information:

Card number MM / YY CVC



Manage the address delivery 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 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.

The address delivery settings can be configured for every delivery zone in the store.

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		

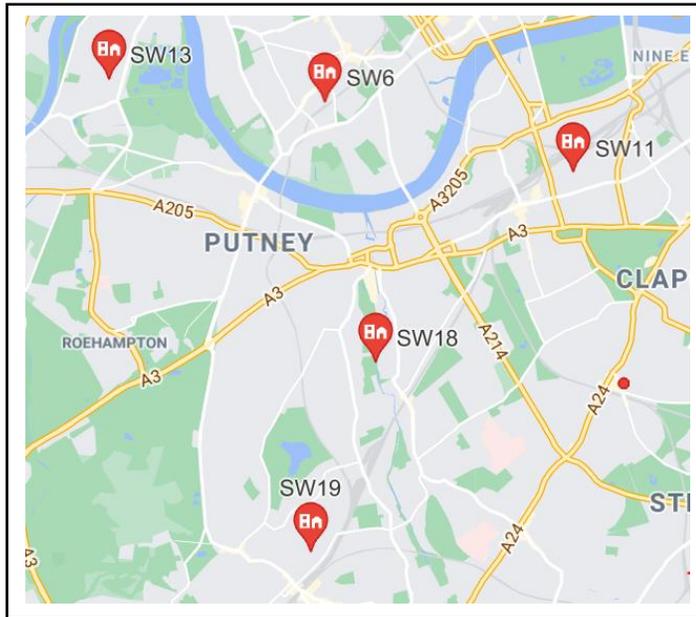




Create delivery zones

Your GonnaOrder store can one of three types of delivery zones:

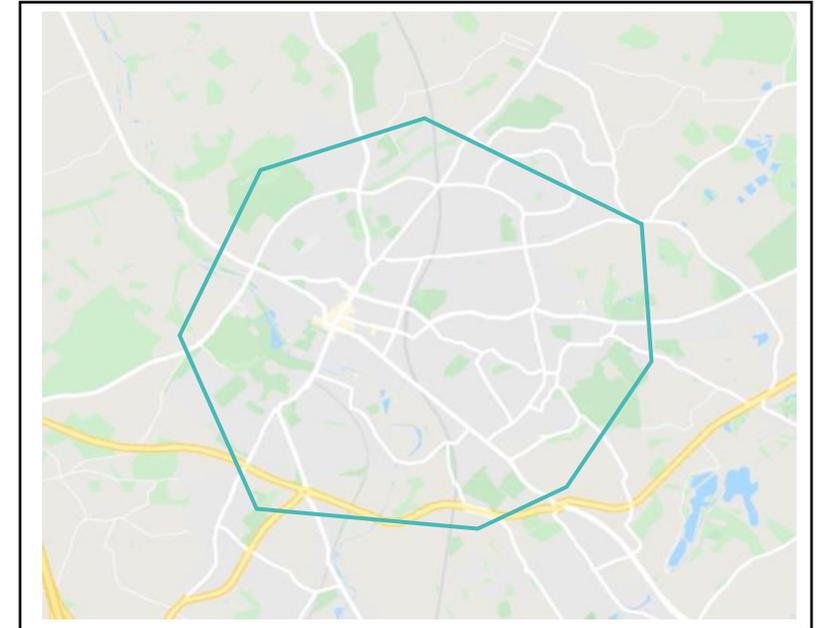
✔ **Post code zone:** The delivery zone is described by a list of post codes.



✔ **GPS radius zone:** The delivery zone is described by a minimum radius and a maximum radius as measured from the store's GPS coordinates.



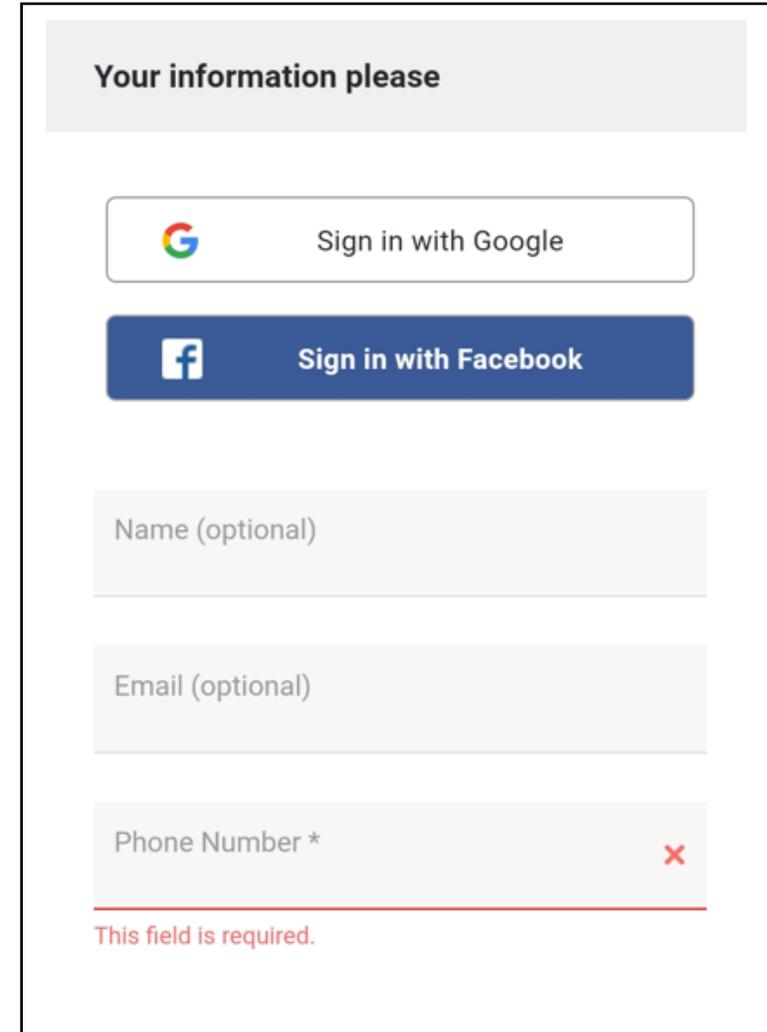
✔ **GPS polygon zone:** The delivery zone end points are GPS coordinates connected with straight lines to form a closed polygon.





Enable customer login

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





Let your customers order more with upsells and rules

Using the feature of **ordering rules**, you can encourage your customers to **spend more** in your store. It is a way for you to **upsell** and **increase the average order value**.

Apply ordering rules to:

- ✓ Reward your customers with a **gift** if their order is above a certain amount.
- ✓ Remind the customers to order certain items they have forgotten at the end of their order.

Every rule has a condition and an action.

A simple ordering rule can be stated as follows:

IF the order amount is between £20 and £50
THEN promote a free/discounted dessert to the user
AND the user can choose between Icecream and Cheesecake



Your order	
Restaurant Your favorite dining spot	
− 2 + Florentine Eggs (£ 12.50)	£ 25.00
− 1 + Grilled Salmon	£ 13.00
Cheesecake	£ 1.50
Total	£ 39.50
Desserts on offer	
Icecream (+ £ 1.50)	<input type="radio"/>
Cheesecake (+ £ 1.50)	<input checked="" type="radio"/>



Configure opening times and ordering times per mode

Opening times can help manage customer expectations.

GonnaOrder uses your opening times 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.

You can also control the times you receive orders for a particular delivery mode using **ordering times**. If set, the store will only accept orders with the given ordering mode within the time frames of the associated schedule.

With this feature, you can increase the efficiency of your staff and ensure you only receive orders that you can fulfill. 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/setup-store-ordering-times>

<https://www.gonnaorder.com/help/store-settings/configuring-opening-times>

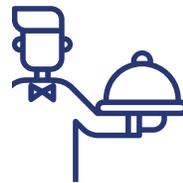


Create weekly, hourly, or special date schedules

In a GonnaOrder store, the availability of the catalog can be set 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.

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



Name * Caffe Schedule

+ Add Days of Week + Add Dates

Mon Tue Wed Thu Fri Sat Sun

Start Time 07 : 00 End Time 21 : 00

Name * Valentines Day

+ Add Days of Week + Add Dates

Date: 2/14/2021 Type: Include Exclude

Start Time 07 : 00 End Time 18 : 00



Increase orders with discount vouchers

GonnaOrder supports **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%.

You can create, update, view and delete vouchers at any time.

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

Single use, monetary discount vouchers can be reused until the balance is depleted. Therefore, these can serve as **loyalty cards**.

Voucher Code	Type	Value	Active	Consumed	Availability Restrictions
PKV-10	Single Use	10 %	Yes	Available	02 Feb 2021 - 13 Feb 2021
PKV-5	Multiple Use	-5 USD	Yes	Available	02 Feb 2021 - 13 Feb 2021



1 x Meet Balls \$ 20.00

Total \$ 20.00
Discount (- \$ 2.00) -10% **\$ 18.00**

Enter a voucher code (optional)

PKV-10

The voucher code is valid

Apply



Use a GonnaOrder or your own custom domain

A domain is the URL that customers visit to view your store menu or place orders. Every store can have

- ✔ A **free GonnaOrder domain** e.g. myrestaurant.gonnaorder.com. You select your free GonnaOrder domain when registering your store, but you can update it later anytime.
- ✔ An **own custom domain** purchased from external domain sellers. This is configured after store registration. It also involves updating some technical settings related to your domain and you will need to get in touch with GonnaOrder support team for this. A custom domain is something like mybusiness.com. You can also use a **subdomain** for your GonnaOrder ordering site if you already use your main domain for your main website like order.mybusiness.com. A custom domain can help you stand out as a brand.

GonnaOrder domain *	<input type="text" value="https://my-restaurant.gonnaorder.com"/>
Additional Custom Domain	<input type="text" value="https://myrestaurant.co.uk"/> 

You can use your own custom domain e.g. <https://example.com> or subdomain e.g. <https://mystore.example.com> additionally to your GonnaOrder domain. You need to do some additional configuration at your domain provider, in order for this to work

Promote ordering via GonnaOrder mobile apps

A mobile app complements your store website. It is an additional outlet that can help you increase sales and revenue.

There are two types of GonnaOrder apps that you can promote in your store:

✓ **The GonnaOrder app**

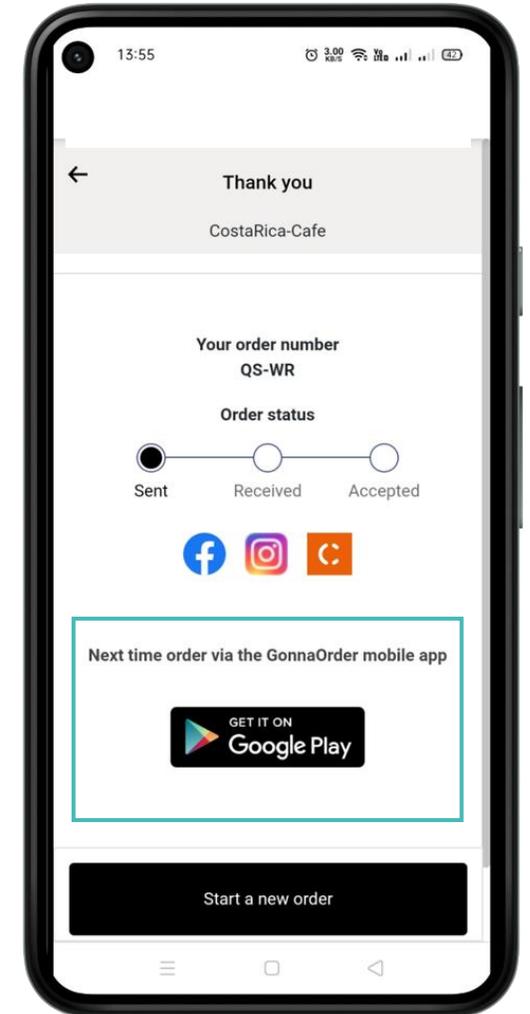
Customers that download this app can locate your store and save it in their favourites automatically for easy and quick access in the future



✓ **Your store own branded ordering app**

If you don't have a branded app, you can contact GonnaOrder and request one and it will be developed for you at able upon store creation while the latter can be developed for you upon request.

You can enable promotion of these apps from your Admin panel. Your customers will be prompted to download it after they have placed an order on the browser.





Send email notifications for orders

You can send email 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.



The first email that a customer receives includes 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, the customer may receive a new email every time the status of the order changes but you need to enable this in settings.

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,

Email customer on order status change

No Yes



Set up VAT

GonnaOrder allows you to set up the VAT to support your accounting 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

1x Mushrooms Sicilian (\$6.50)	\$6.50
Discount (-\$1.00) 🏷️	\$5.50
<hr/>	
1x Spaghetti Bolognese	\$8.00
<hr/>	
2x Quattro formaggi (\$8.00)	\$16.00
<hr/>	
1x Vegetarian	\$8.50
VAT 21.0%	\$5.12
VAT 16.0%	\$1.17
Total	\$38.00



Set up Facebook Pixel and Google Analytics

In your store settings, you can connect your GonnaOrder store to Facebook Pixel and your Google Analytics account. This can help you leverage data and insights from these marketing tools.

You only need to copy and paste the Pixel Id, Facebook website validation meta tag, and Google tracking ID to the marketing tab in store settings. Google and Facebook marketing tools are complementary to our statistics and are completely optional. Additionally, you can add links to your website and your social media accounts.



Settings [? Help on Marketing](#)

Details	Ordering	Payment Providers	Pickup	Delivery	Table Ordering	Catalog	Ordering Rules
Schedules	Marketing	Discount Vouchers	Domain	Last Mile Delivery			

	Facebook Pixel	<input type="text" value="380038573353677"/>
	Facebook Website Validation Meta Tag	<input type="text" value="h2kk5qz73dvrti318su6x3vlnf0csva"/>
	Google Analytics	<input type="text" value="UA-64248213-1"/>



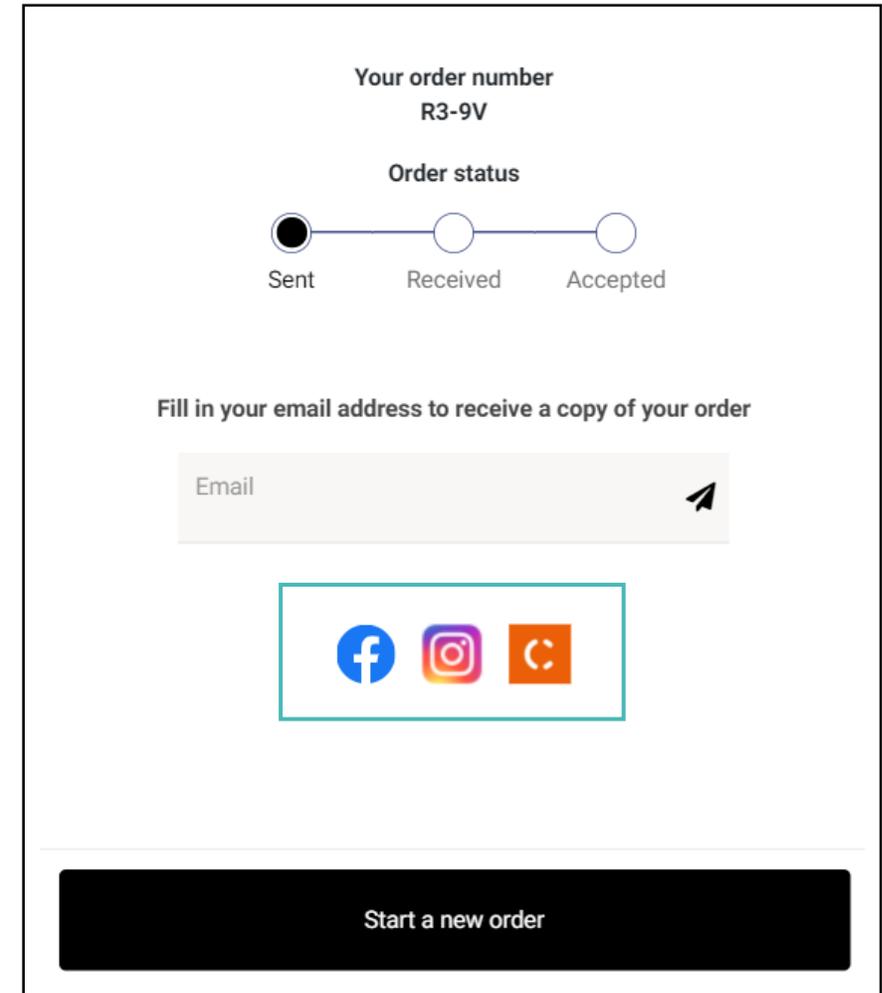
Promote your website & social media from GonnaOrder

As part of GonnaOrder marketing features, you can add a **website link** to your GonnaOrder store. The link so added will be printed out on every order receipt. This helps promote you as a brand.

In addition to the website link, you will also be able to add links to your **Facebook** and **Instagram** pages and on top of that share your digital business card using **Cardit.io**.

Social buttons appear on the thank you page after a customer has successfully placed an order and will redirect to your respective accounts when clicked.

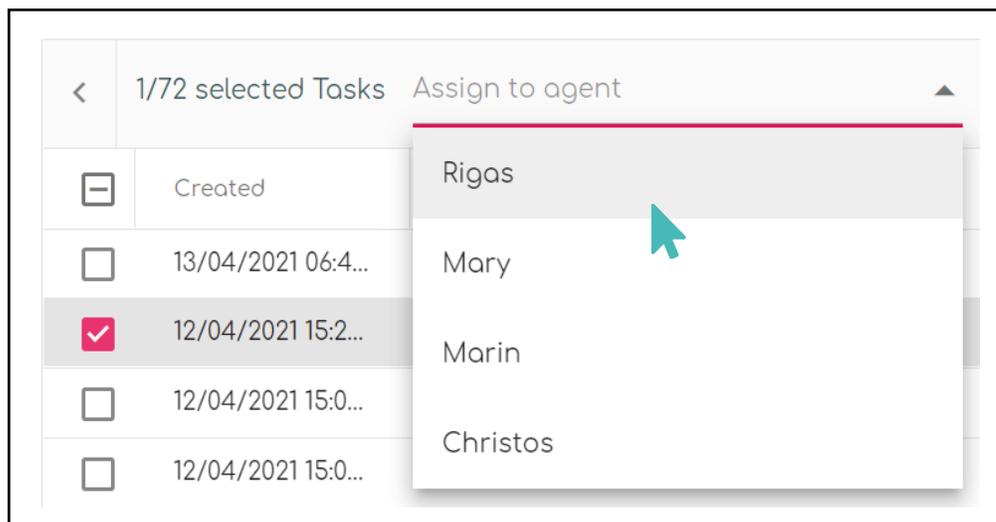
This can help you grow your social media engagements and hence brand awareness.





Use mynext last mile delivery software

You can connect GonnaOrder with mynext last mile delivery platform and manage your delivery orders in a better way. Mynext allows you to manage and communicate with delivery agents through an easy-to-use dashboard. Every new delivery order will be automatically added to mynext dashboard as a delivery task.



SHIPPER	RECIPIENT	DETAILS
Recipient's Phone 4567	Barcode 2606933686928	
Recipient's Name Christopher Noel	Recipient's Company/Organization AwgarStone	
Recipient's Address Romford Road, 876		
Recipient's City London	Recipient's Postal Code E12 5JPE	





Send orders automatically to your POS using HubRise

HubRise is a platform that can facilitate the integration of GonnaOrder to your POS system. GonnaOrder integrates with HubRise to make order management easier.

After connecting your GonnaOrder store to your HubRise account, all new orders will automatically be sent to your respective POS system. This leaves you with only one order management interface making you and your store staff more efficient.



Customer Places Order in GonnaOrder



Order is sent to HubRise



Order is sent to the POS connected



Store Manager sees the order in the POS





Configure order desired time and slot settings

With GonnaOrder you control the times you receive orders depending on how your business operates

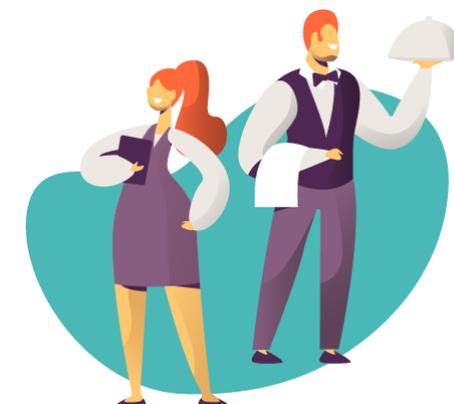
- ✔ Allow orders with **future desired time** or only **as soon as possible** orders.
- ✔ Allow **selection of dates** when the customer place orders or only restrict the orders to be on the same day
- ✔ Configure the **minimum time in the future** that you want the customers to place orders so that 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

When would you like to receive your order?

I want to receive it as soon as possible

I want to specify when to receive it

< 09 Feb 2021 > Tuesday 19:45 - 20:15 v



Share your store with your customers



gonna
order



Share



Customize and share the link of your store



In the “Share & Preview” section of the administration panel you can find the **link of your store** that is using your GonnaOrder domain. You can preview your store in your browser, copy it and share this link via marketing emails or social media.

You can also **customize the sharable link** to include the right **language** preselected so that your customers can see your store directly in their language. You can also include a **date** in the link to promote your menu for a specific date. You can make also a **non ordering** version of this link, in case you would like some customers to only see the catalog but not order. In this case your menu is read-only.

Share & Preview Link	 https://trattoria-sicily.gonnaorder.com
User Interface Language	 English (Based on browser settings) Change
Catalog Language	 English (Default catalog language of the store) Change
Allow Ordering	Default Change
Default Date	Default 

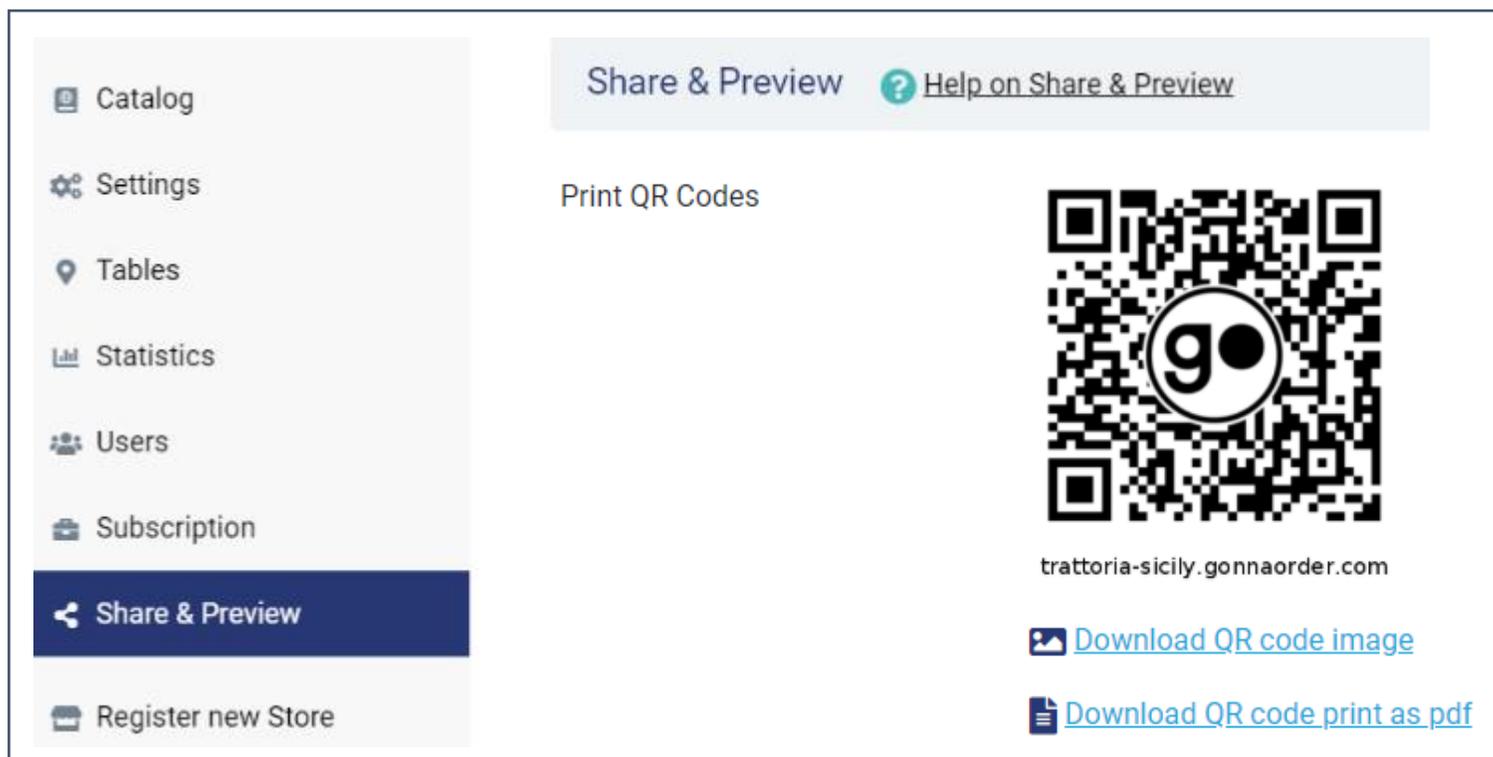




Download and print your store QR code



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

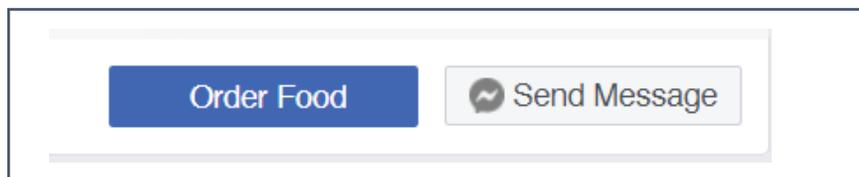
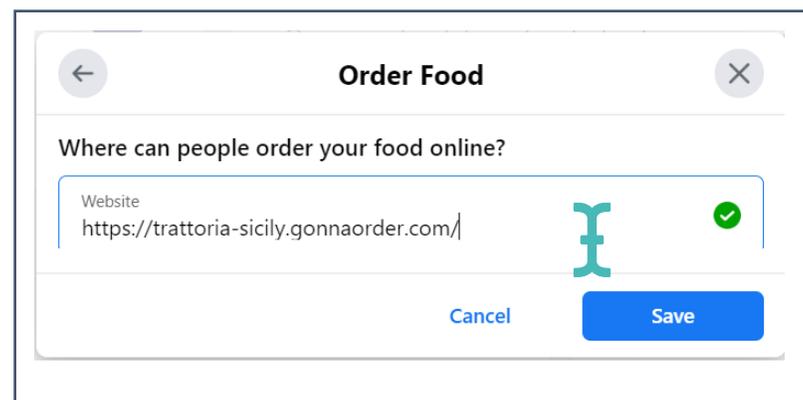
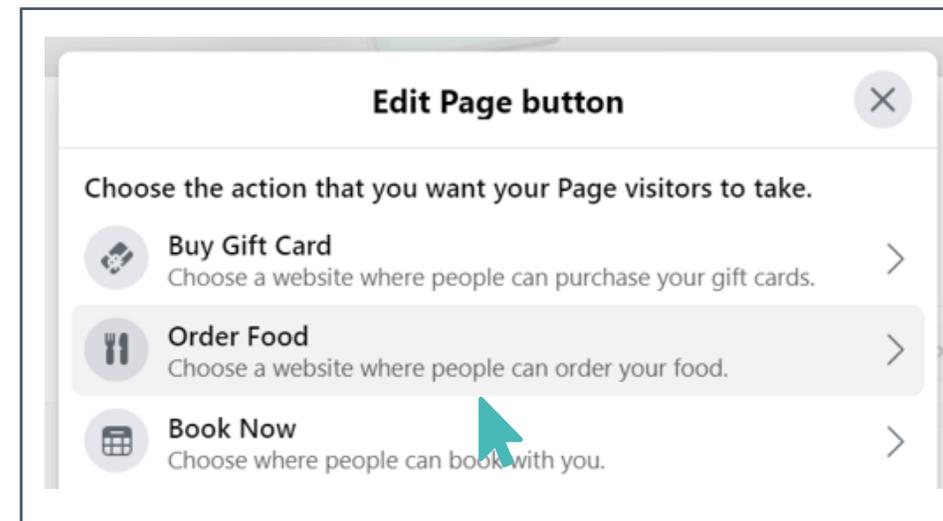
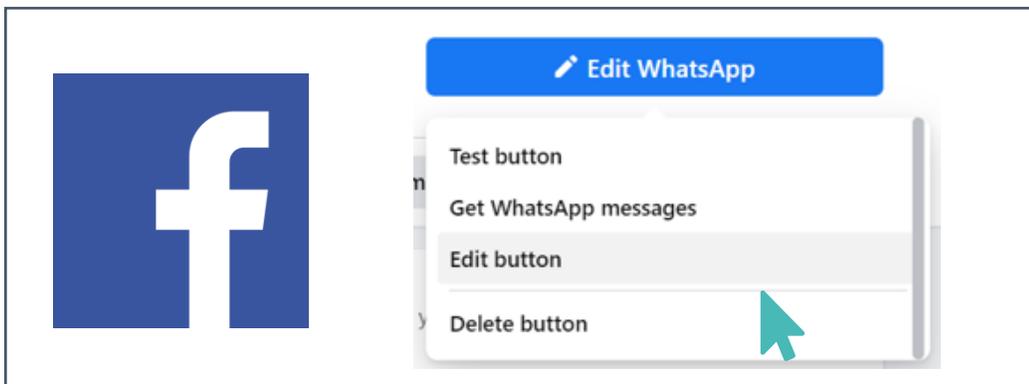


Download your store QR code as image or as pdf version





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



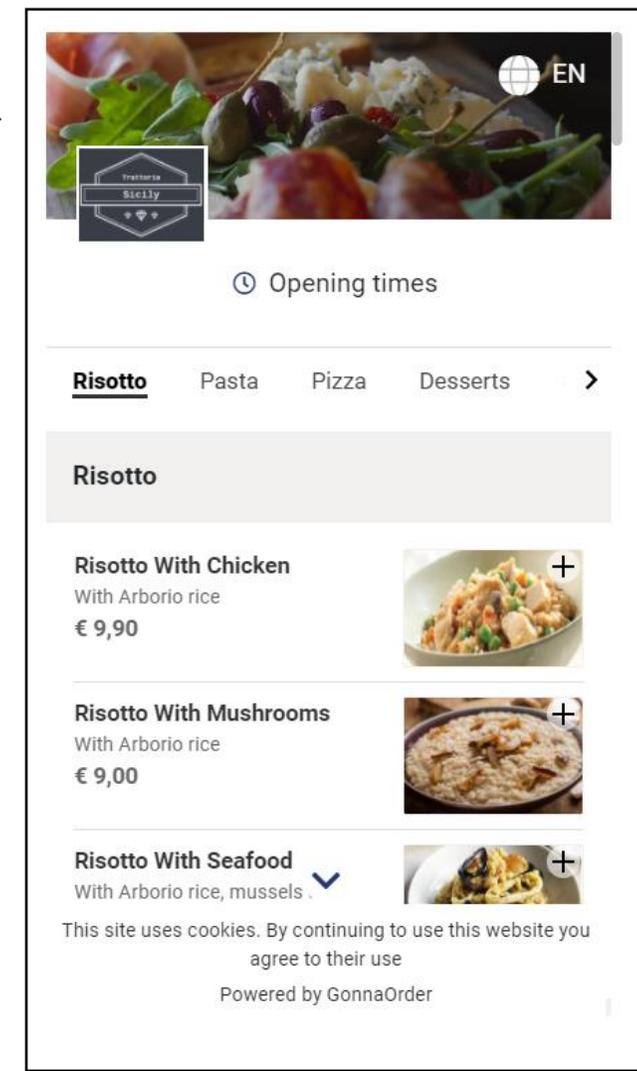
Embed GonnaOrder ordering on your website

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



In the GonnaOrder administration panel “Share & Preview” section you will 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

Of course by having configured a custom domain for GonnaOrder you will not need to embed GonnaOrder on your website, since your custom domain will directly show your GonnaOrder store



Create tables for your store



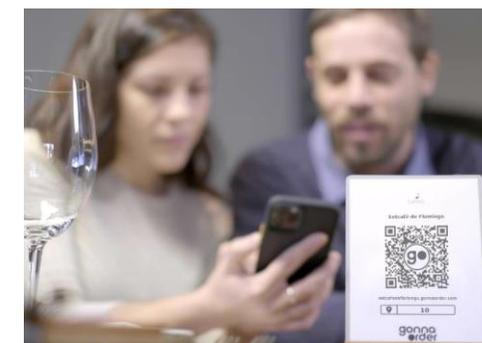
Tables



Allow orders from tables with a QR code

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

- 1. 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.
- 2. 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.
- 3. 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.
- 4. View table number in the order and serve** - You and your store staff will be able to view the table number under the order details so that you know from which table the order comes from when you serve the order.





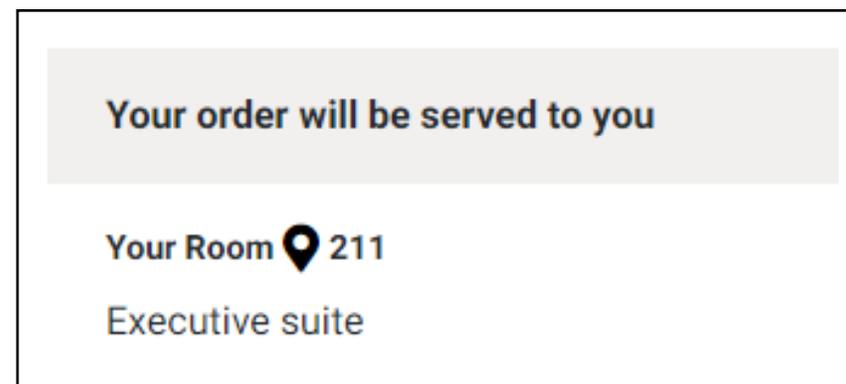
Use the table feature for rooms and other locations

You can use the Tables feature to allow ordering from 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.

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 locations 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.



Receive orders from your customers



gonna
order  Orders



Receive customer orders in real time

The GonnaOrder order dashboard allows you to manage orders arriving real time in your store. You can quickly identify the key information of each order like the order identifier shown to the customer, details on delivery mode, order amount and payment status. Selecting an order from the list will open the order details. Once you open an order it is greyed out, so that you can focus on the orders that you have not processed yet.

And once you have opened an order your customers see the statuses as “Received” so they know you are aware of their order.



Identifier	Delivery Mode	Customer Name	Amount Paid	Order Sent	Order Wish	Order Expected
UG-D5	Pickup		\$43.50 - Not Paid	03:10 am - Fri 22 Jan	12:00 pm - Sun 24 Jan	-
52-UX	Pickup		\$100.00 - Not Paid	07:16 am - Tue 19 Jan	-	-
L8-KD	Pickup		\$75.00 - Not Paid	07:15 am - Tue 19 Jan	-	-

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

Order YQ-44

-  Pickup
-  Order Sent 11:42 do. 17 jun
-  Order Wish 11:45 do. 17 jun
- € 32,00 Not Paid

4 x	Spaghetti Bolognese (€ 8,00)	€ 32,00
Total		€ 32,00

You can also **print** the orders in a **80 mm thermal receipt printer** from the GonnaOrder web application 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



Trattoria Sicily
Singel 230,
1016 AB, Amsterdam, NH,
Netherlands

Your order
YQ-44

-  Pickup
-  Order Sent
do 17 jun., 11:42 a.m.
-  Order Wish
do 17 jun., 11:45 a.m.
-  € 32,00 Not Paid

4x Spaghetti Bolognese (€ 8,00)	€ 32,00
VAT 21.0%	€ 5,55
Total	€ 32,00

<https://trattoria-sicily.gonnaorder.com>

Thank you for your order

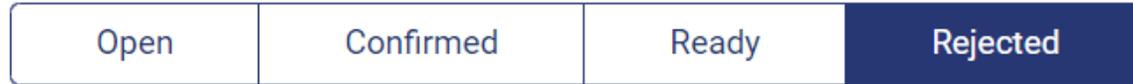


#1

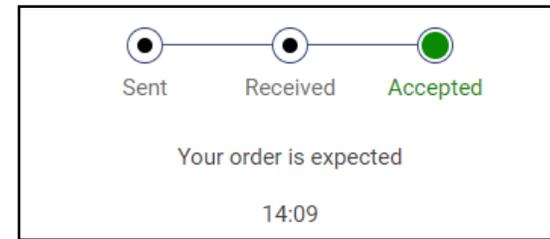
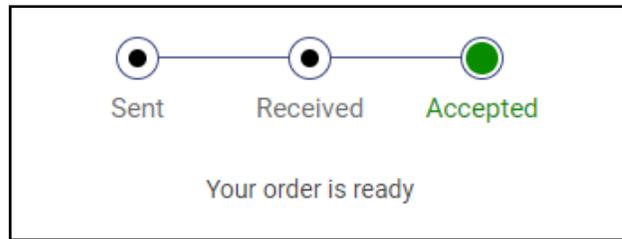




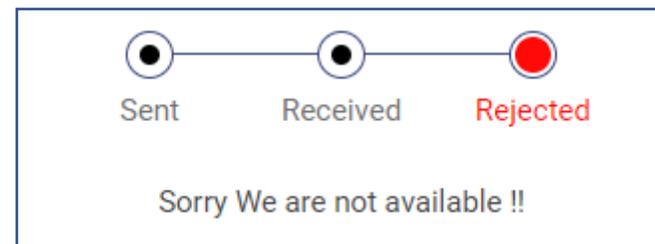
Accept or reject a customer order



When you accept an order, you can optionally mark the order as ready or mention a time where the order is expected to be ready. Accepted orders are automatically moved to either the confirmed or ready tabs, so that you don't focus on them any more. At the same time your customers receive a corresponding message



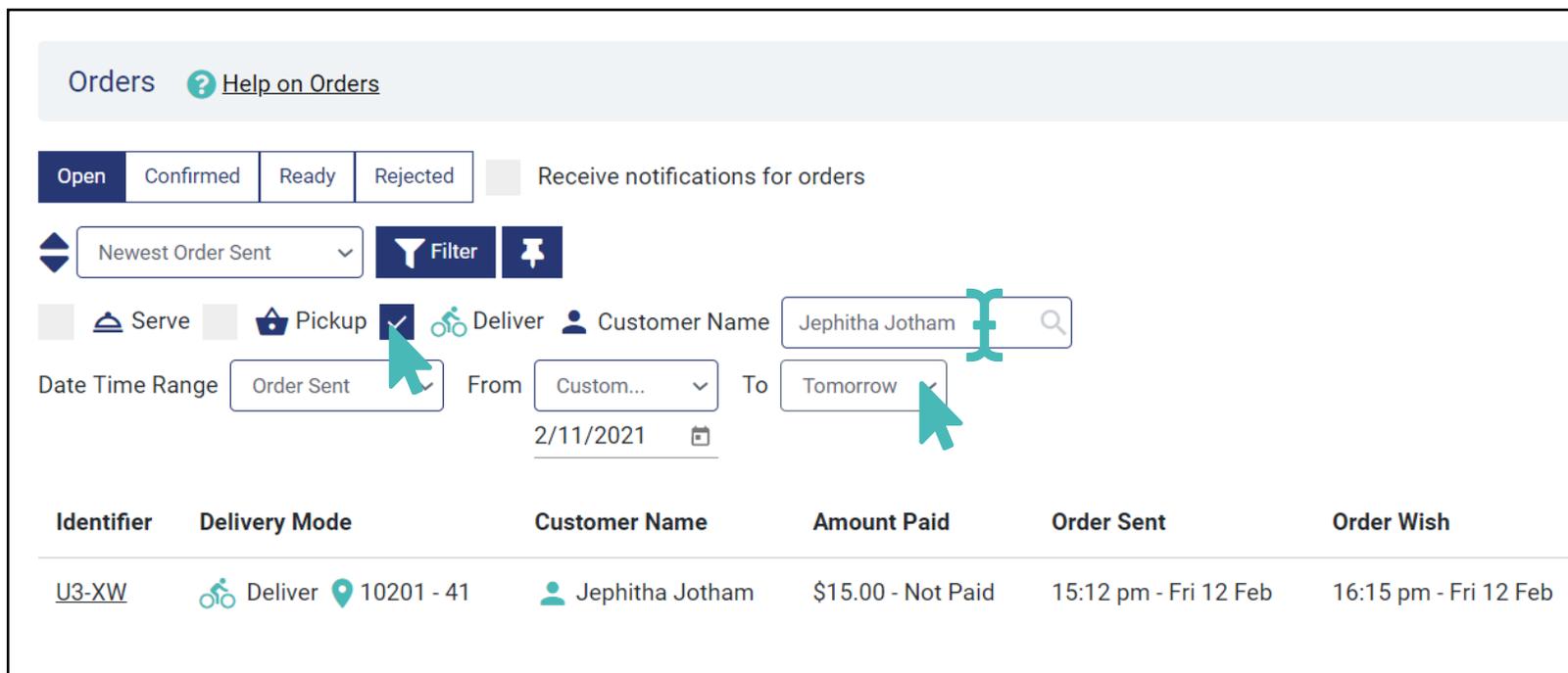
Similarly, you can reject an order with or without providing a reason why the order will not be processed. Rejected orders are moved to the rejected orders tab and the customer is notified with the respective message that you enter.



Find orders easily by sorting and filtering

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

◆ **Filtering** orders will help you easily find what you are looking for. You can filter orders based on one or a combination of delivery modes, the exact customer name, order number or using custom dates and times. You can save your preferences for sorting and filtering so that you can find orders more easily.



The screenshot shows the 'Orders' management interface. At the top, there are tabs for 'Open', 'Confirmed', 'Ready', and 'Rejected', along with a checkbox for 'Receive notifications for orders'. Below this, there is a sorting dropdown menu set to 'Newest Order Sent' and a 'Filter' button. The filtering section includes radio buttons for 'Serve', 'Pickup', and 'Deliver' (which is selected), and a search box for 'Customer Name' containing 'Jephitha Jotham'. A 'Date Time Range' section is also visible, with 'Order Sent' selected for the 'From' field (set to '2/11/2021') and 'Tomorrow' selected for the 'To' field. A table below displays the filtered order details.

Identifier	Delivery Mode	Customer Name	Amount Paid	Order Sent	Order Wish
U3-XW	Deliver 10201 - 41	Jephitha Jotham	\$15.00 - Not Paid	15:12 pm - Fri 12 Feb	16:15 pm - Fri 12 Feb

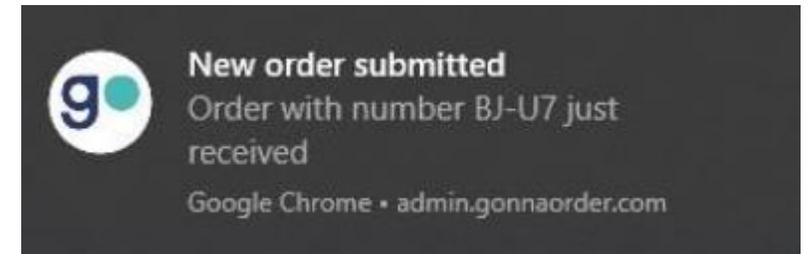
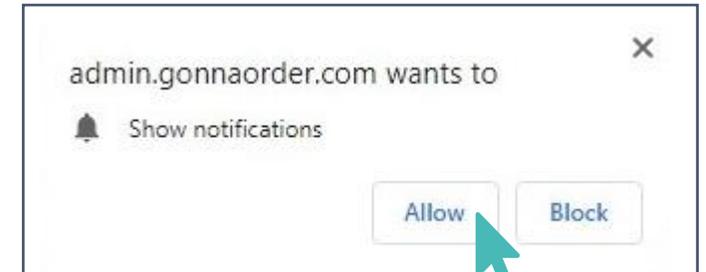


Receive browser notifications for incoming orders

Browser notifications can help you remain on top of the ordering activities in your store. When enabled, GonnaOrder will send a notification to your device even when you have not opened your store. You will be able to 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.

iOS users, cannot use this feature but they can use the GoAdmin app to get notified for their order



Supported Browsers



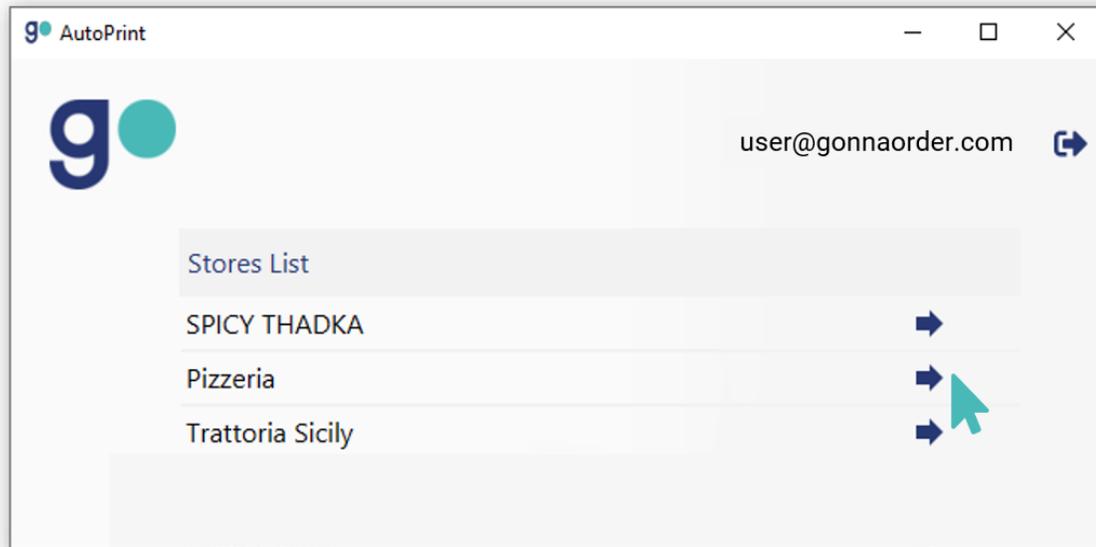
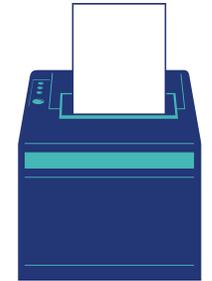
Supported Platforms





Automatically print incoming orders

GonnaOrder allows you to automatically print incoming orders with a help of a **desktop** application. With automatic printing, every incoming order will be sent to the printer you have selected and to the order dashboard.



Visit the link below to download the auto print desktop/mobile application for your respective devices. Login to the application with the same credentials as you login to the GonnaOrder web dashboard.

Select the store for which you want to enable automatic printing. Then select the printers to which you would like the application to print the orders.

iOS users can download the GoAdmin **iOS** app from Apple app store.

Supported Platforms



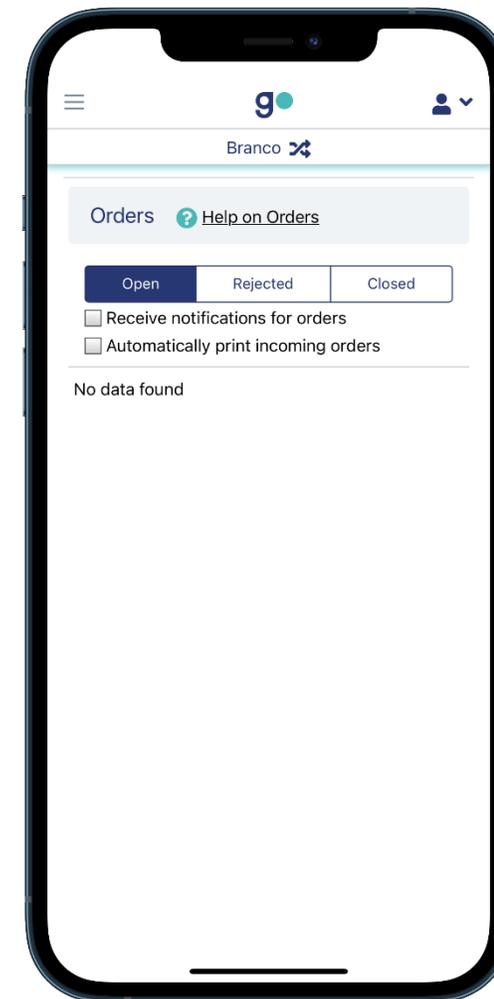
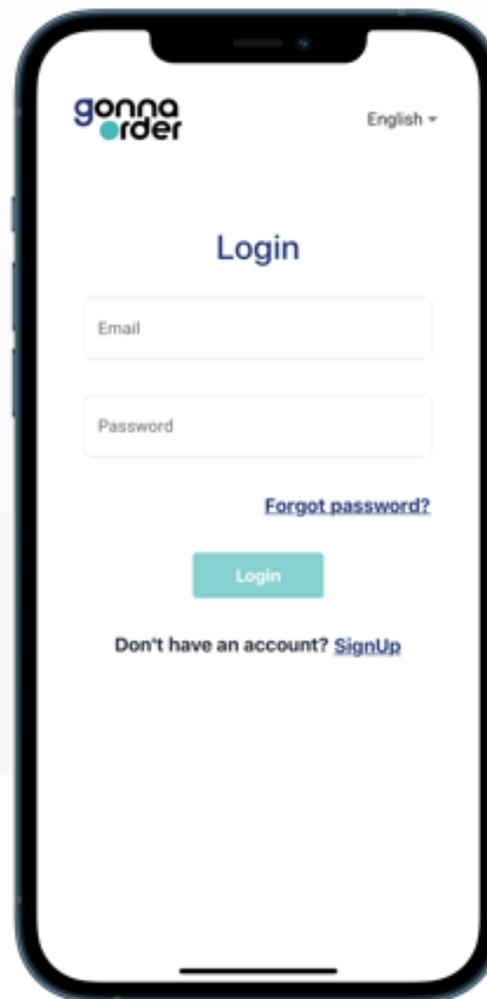
iOS

Manage orders using GoAdmin mobile app

The GoAdmin Mobile App brings convenience to your store. Besides the web application, you can use this mobile app to:

- ✔ **View and update** incoming orders
- ✔ Receive **order notifications**
- ✔ Enable **automated order printing**

Download the app, use your GonnaOrder credentials and you are ready to Go



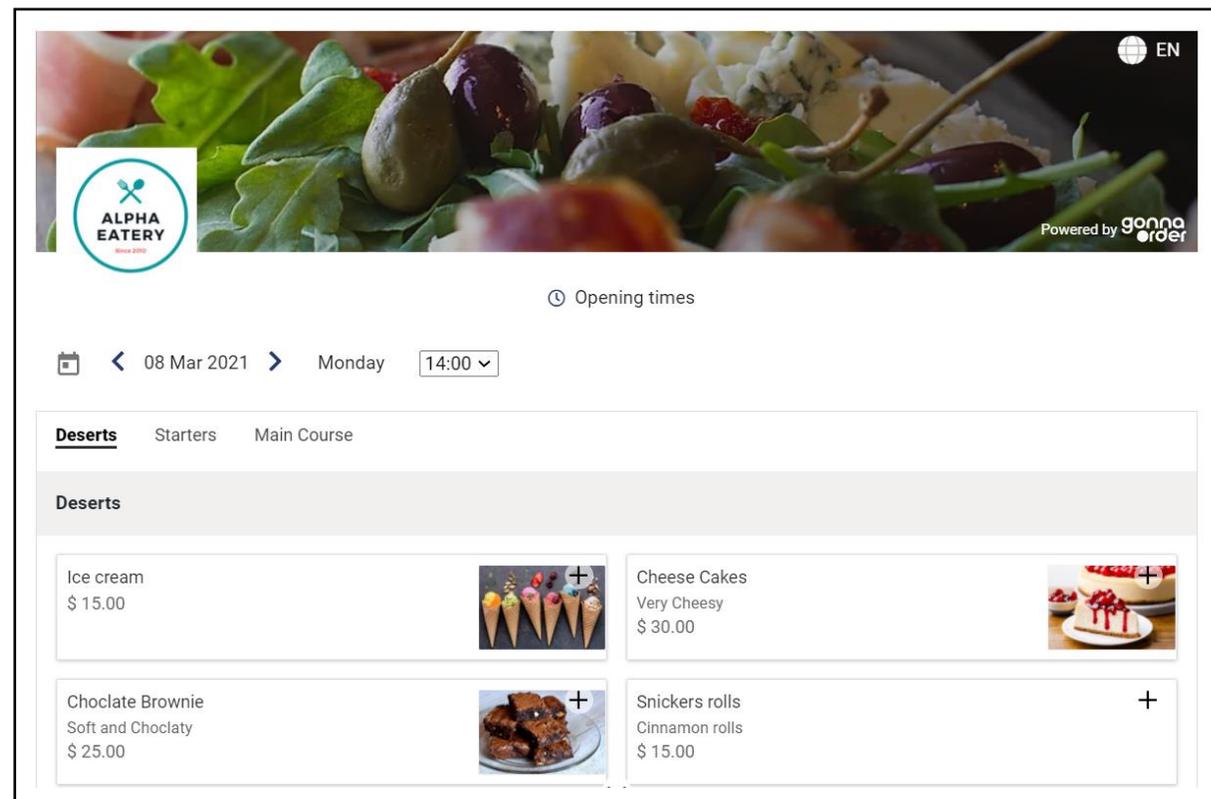


Capture orders on behalf of customers

It is now more convenient to place orders on behalf of customers. Store attendants 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 among other things.

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



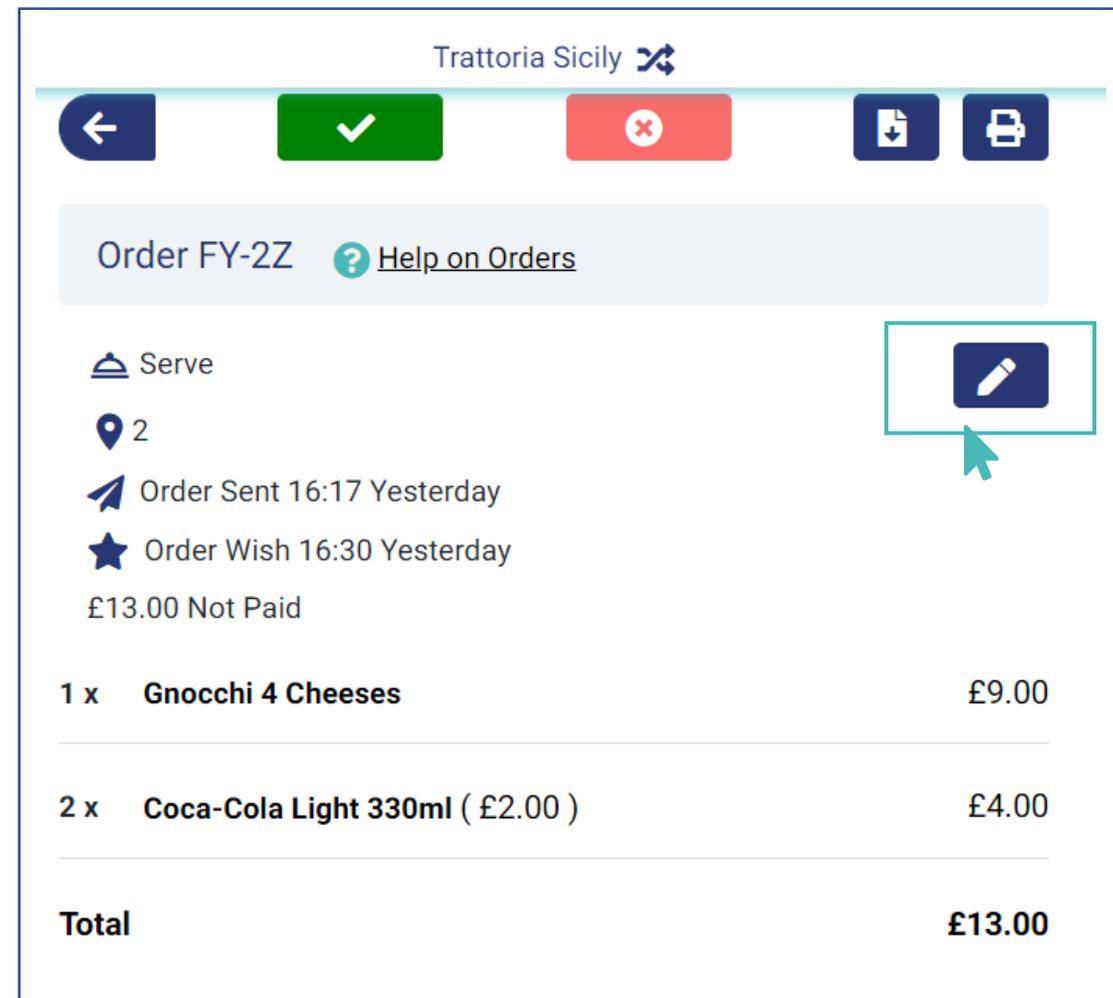
Update or delete customer orders

There are some scenarios where customer orders need to be do more updated or deleted by store staff.

GonnaOrder allows you to choose whether to allow this functionality or not.

When **Order Update** is enabled, a Change Order button will appear on the order details page. The button allows you to change quantities of order items, add or remove items from the order, redeem a discount, change the customer details or change the table number.

If **Order Deletion** is enabled, store users will be able to mark multiple ready or rejected orders for deletion. This is needed to clean up orders that were placed by mistake or for testing purposes.



Trattoria Sicily 

← ✓ ✗  

Order FY-2Z  [Help on Orders](#)

 Serve 

 2

 Order Sent 16:17 Yesterday

 Order Wish 16:30 Yesterday

£13.00 Not Paid

1 x	Gnocchi 4 Cheeses	£9.00
2 x	Coca-Cola Light 330ml (£2.00)	£4.00
Total		£13.00

View your store statistics



gonna
order



Statistics



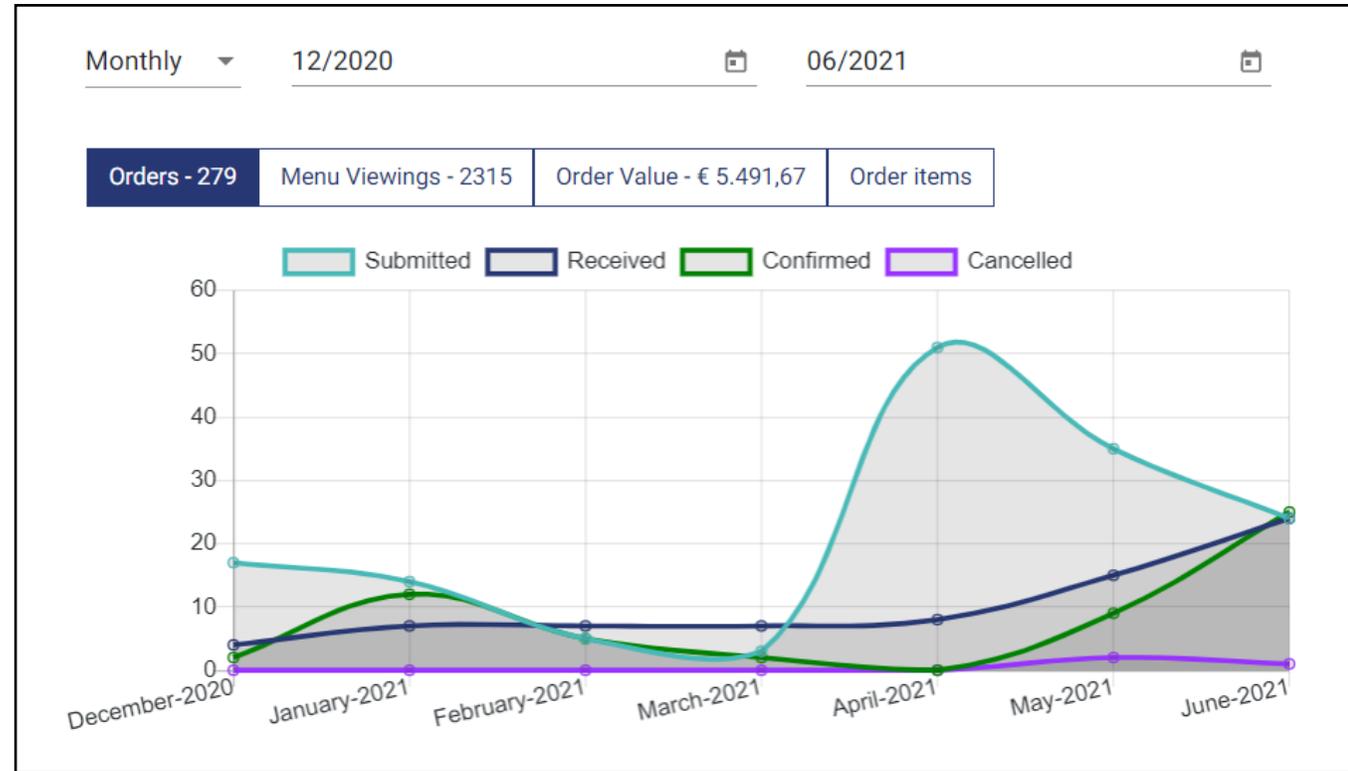
Check how your store is performing

Store statistics provide you with valuable data about your store. You can view trends in orders, menu viewings, and orders values for a particular period.

The orders tab shows you the total number of orders and the trend of how they were received over a selected period.

Menu viewings refer to the number of times customers viewed the menu. This can help you know the number of views required for a single order.

The order value indicates the total value of all received orders and the trend of how they are received over time.





Check how your items are performing

The order items section shows the quantity of items sold from your store and the revenue generated.

You can use this list to determine what items should be discontinued from the store (low revenue/quantity). Additionally, the list can help you determine the items that can attract more sales if offered at a discounted price.

Besides the visual summary, you can also download order items reports to evaluate store sales at your convenience and hence make informed decisions for your store menu.

Orders - 251	Menu Viewings - 2227	Order Value - € 4.870,17	Order items
	Name	Quantity Sold	Revenue
	Risotto With Chicken	71	€ 702,90
	Gnocchi 4 Cheeses	75	€ 675,00
	Mushroom Ravioli & Parmesan	45	€ 405,00
	Spaghetti Bolognese	46	€ 368,00
	Pomodori Ravioli	36	€ 324,00
	Risotto With Mushrooms	25	€ 225,00

Order Item summary: Understand the total revenue for each product sold and see which products are the most popular [Download](#)

Order Item Details: Get an itemized view of all orders that includes the quantity and revenue of the products sold in these orders and dates of the orders [Download](#)

View and download customer data



gonna
order

 Customers



View and download your customers' data



With GonnaOrder you can view and download the data regarding your customers and their order history in your store. This is useful for several types of decisions.

For example, you may offer discounts to customers who have recently placed their first order or check on customers who have not returned for a long time and to offer discounts hence encouraging them to return.

Similarly, you can send targeted emails and SMS messages to the email addresses and phone numbers obtained from your store. This can help you stay connected with customers and give you an opportunity to market your products.

Customer Name	Customer Phone	Customer Email	Orders	First Order	Last Order
Jeane Griffith	2345	jeanegriffith@yopmail.com	1	08:23 - Today	08:23 - Today
Lucy Gray	345672	lucygray@yopmail.com	2	08:19 - Today	08:20 - Today
John Gray	34567	customer-2@yopmail.com	1	08:18 - Today	08:18 - Today

