Vivonet Mobile Customer Guide



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CHAPTER 1

Vivonet Mobile Overview



Congratulations on your new Vivonet Mobile App!

Vivonet Mobile enables your customers to order, and pre-pay, meals via their Apple and Android smart phone devices. Since all orders are pre-paid, there is no transaction to process once your customer arrives at your store location for pickup. Just have the order ready and waiting for pickup – it's as simple as that!

When arriving for pickup, your customer can skip-the-line and proceed to your designated pickup station / area, show your staff the order confirmation # on their in-app digital receipt, pickup their order, and leave!

Since your Vivonet Mobile App is branded to your business concept / design, your customers can locate and download your App in the Apple App Store or Google Play Store simply by searching for the name of your business. You now have a national presence in both of the world's leading Mobile App Distribution Platforms from Apple and Google!

As part of your Vivonet Mobile Implementation process, a Vivonet Implementation Consultant will walk you through the content in this reference guide. We want to ensure that the launch of your App is smooth and successful!

For future reference, once your Implementation is complete, this guide is always available for you and your team as reference to lookup all the important information about your new Vivonet Mobile App.

Important: All Mobile orders are pre-paid, so there is no transaction once the consumer gets to the Location to pick up their order.

Terminology

IC

Your Vivonet Implementation Consultant.

TOS

Terms of Service (also called Terms and Conditions).

User Name and Password

Unique credentials to allow you to connect to the Vivonet Mobile App through your phone or device.

Mobile Device

Your iPhone, Android phone, or other device that has the Mobile App installed on it.

Logo

Your company logo that is displayed on the main screen of Vivonet Mobile.

Turning Mobile On or Off

How to Temporarily turn Mobile Ordering Off

It is rare, but you might have to temporarily turn off Mobile.

1. On the POS Terminal, navigate to the blue buttons on the left-hand side of the screen.

2. Go to the **third** level of buttons and press the **Mobile ON** button to turn off Mobile orders. It should read **Mobile OFF** once it is pressed.



Important: Mobile automatically resets to **On** once a Close Day is complete and you re-boot the POS Terminal.

How to Turn Mobile Ordering On

If Vivonet Mobile is off for any reason, you can turn it back on using the POS Terminal.

1. Navigate to the **third** level of blue buttons located on the left-hand side of the screen.
2. Press the **Mobile OFF** button to start accepting Mobile orders again.



We'll make your restaurant run better.

CHAPTER 2

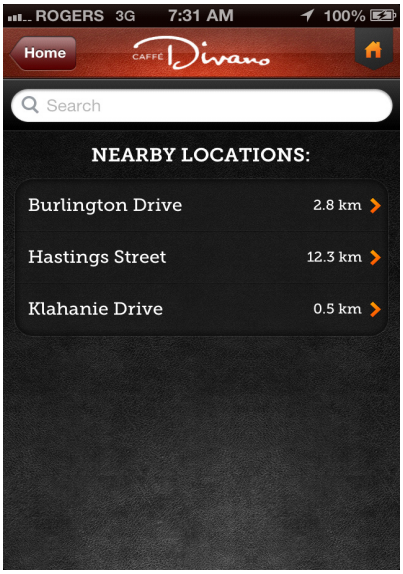
Available Stores



Any Stores Close to your Customers are Displayed on their Device.

Your store is always displayed to your customers in order of proximity.

Your Mobile App detects the current location of your customer and arranges your stores in order of closest to furthest away.



How to Add Additional Stores to the Mobile App

Additional stores can be added to your Vivonet Mobile App at any time, for an additional fee.

Please call our **Vivonet Sales Team** at **1-866-215-2033 ext. 2** to order the addition of a new store into your Vivonet Mobile App.

CHAPTER 3

Menu Management



Select your Locations, Buttons, Images and Descriptions through Menu Management.

Note: Menu Management is already configured at the Implementation stage.

Your Discovery Workbook contains a section on what you want your menus to look and feel like for Mobile. Once that is complete you need to work with your Vivonet IC to activate menu items that will be displayed on Mobile.

Once your Implementation is complete, and customers are using your new Vivonet Mobile App, you can manage your menu directly within Enterprise Manager. The steps below outline how this is done.

For Current Halo Customers:

Menu set up is performed using Enterprise Manager and involves your Vivonet IC setting up your menu configuration and then you selecting the menu items, sub-menus, and modifiers you want to make up your Mobile menu.

These menu items become buttons on Mobile that your customers can choose from when building their order in their Apple or Google smartphone device.

Now that your original Mobile menu has been created and configured with your IC, you can manage that menu to **Add**, **Remove**, or **Change** items from it.

Location Selection

1. Log into Enterprise Manager and select all stores (if you want to create a common Mobile Menu at all locations), a few stores, or just one store depending on the number of locations being implemented in the Mobile App.

Adding a Mobile Menu Sub-Menu

2. Check if the **"Mobile Menu" sub-menu** exists (*Touch Screen->Change Menus*). If not, add it.
   a. Add a sub-menu to the existing "Nav" touchscreen
   b. The Menu name is **Mobile Menu** (case-sensitive)
   c. Disable the **Mobile Menu** button in the Nav screen (this hides the button from cashiers, since they never need to see it)

Sub-Menus and Buttons

3. Add any desired sub-menus and buttons beneath the **Mobile Menu**.

The same Menu is re-usable and available in the Vivonet Kiosk, if you do not have our Kiosk and are interested, call Vivonet.

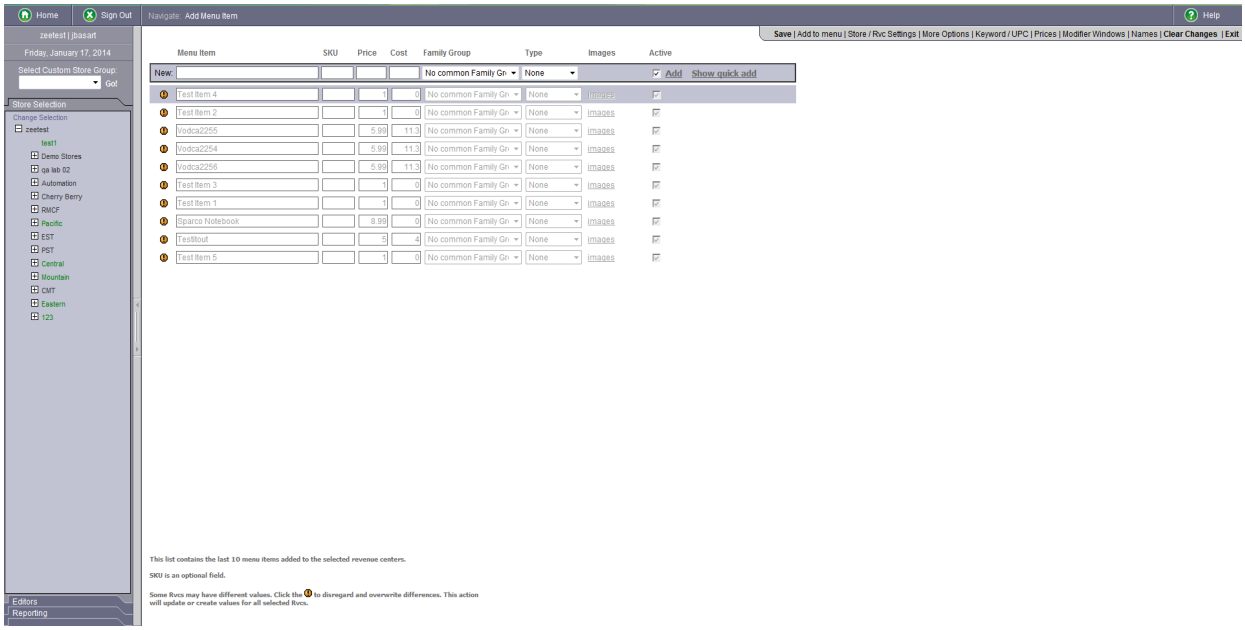
Adding, Removing or Changing an Item on the Mobile Menu

To **Add, Remove,** or **Change** an item in the Mobile Menu:

1. Navigate to **Touchscreen Editor**, click **Change Menus** and navigate to the Mobile Menu.

4. Click The **Submenus** option.

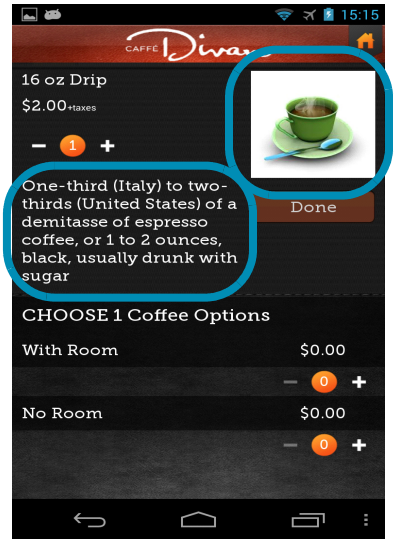
To change an item, cilck the menus until you find the specific item.



Adding Product Images and Descriptions

You can upload a graphic and a description for each menu item using Enterprise Manager.

There is no fee involved with this process and you can configure item images and descriptions as often as you wish, since it's part of your item configuration editor screen in Enterprise Manager.



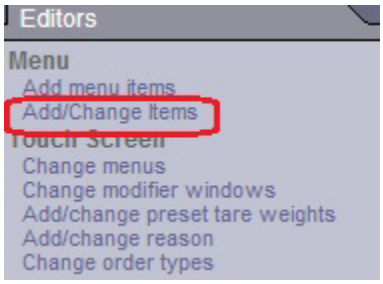
Sizes

The Thumbnail images for Mobile need to be **256x256**.

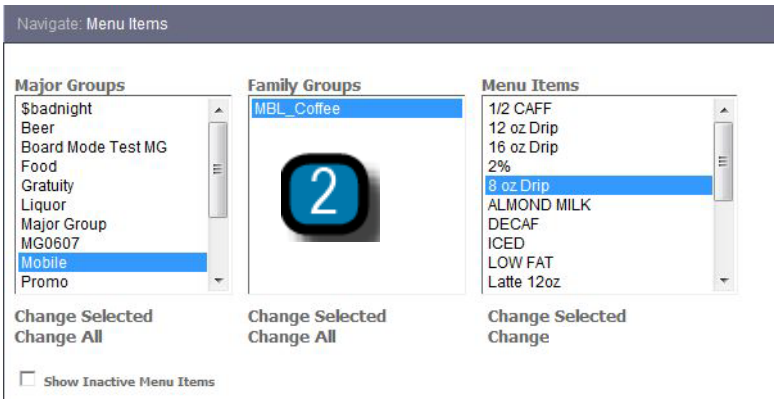
Images

1. To upload an image, log in to Enterprise Manager and click **Add/Change Items**.



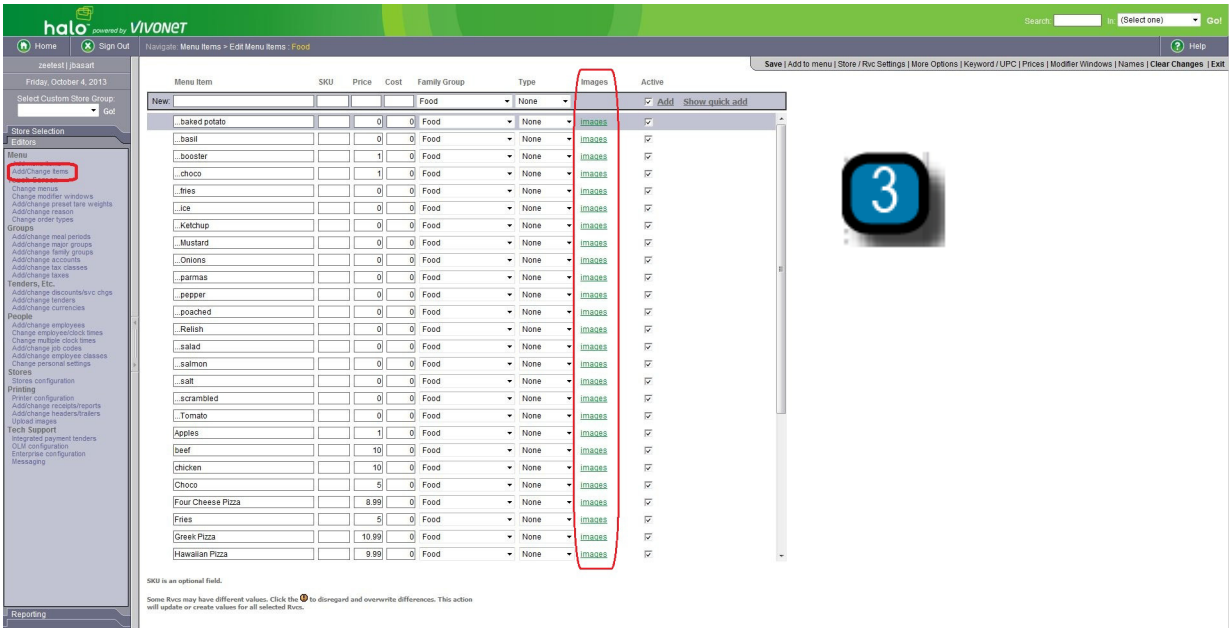


2. Enter the **Major** and **Family Group** you want to change, or click **Change All**.



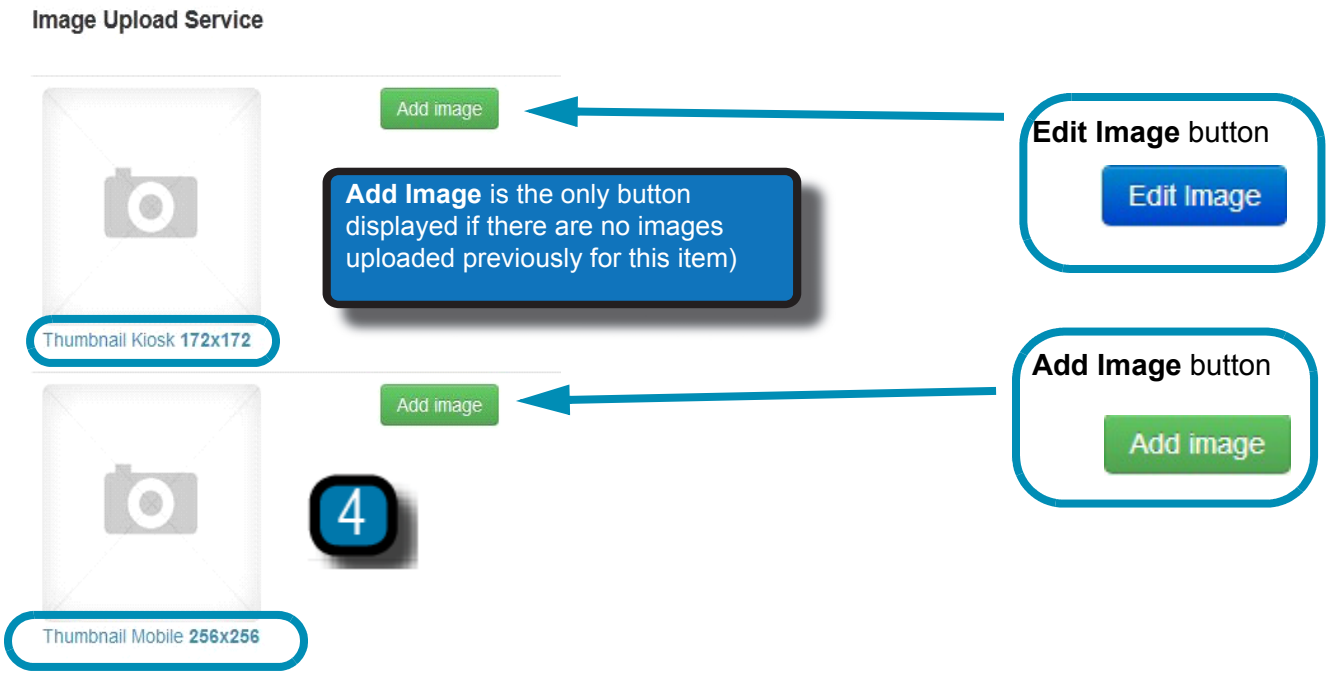
Important:
If you do not enter your own image then the menu item displays your company logo.

3. Next select a specific **Image** option from the Image column for your selected Menu Item:

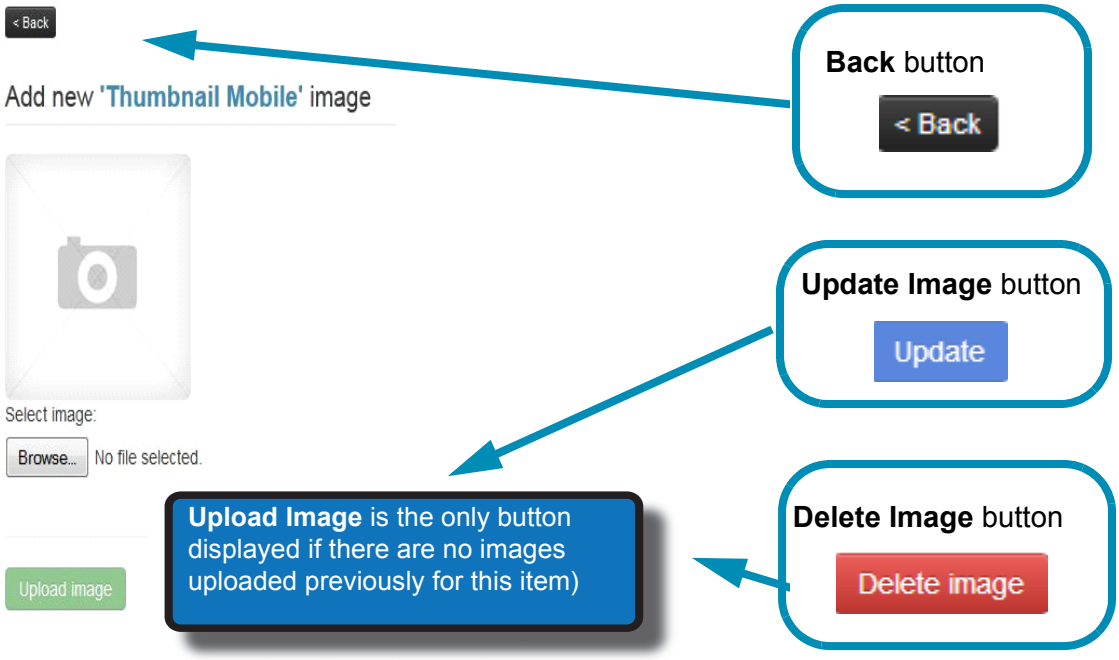


We'll make your restaurant run better.

4. Click the **Edit Image** or **Add Image** button:.



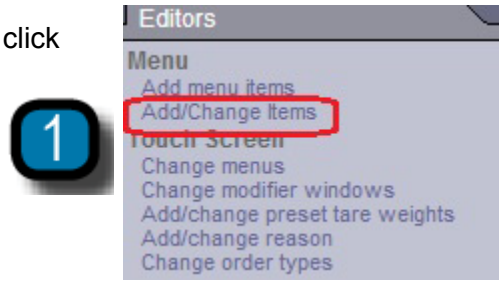
5. From here you can **Upload**, **Update**, **Delete Image**, or go **Back** to the previous screen.



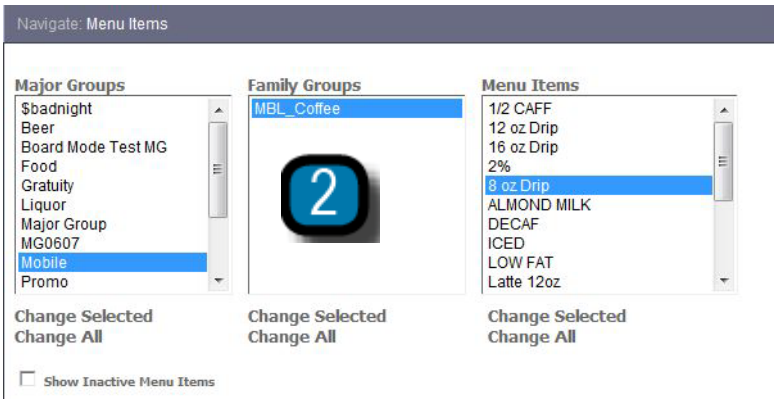
6. Upload your image and click **Save**.
   The menu item immediately has been updated on Mobile with the new image.

Descriptions

1. To enter or change a description, log into Enterprise Manager and click **Add/Change** Items.



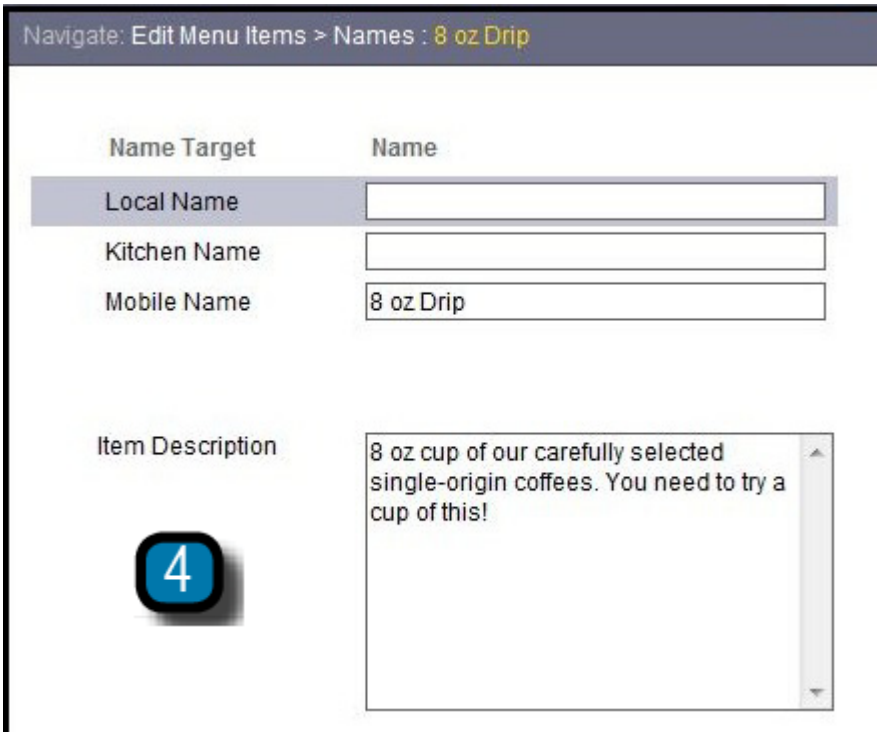
2. Enter the **Major and Family Group** you want to change, or click **Change All**.



3. Next click the **Names** option along the top of the panel:



4. Enter a description in the text box, ensuring that the name is under **Mobile Name**.



Important:
If you do not enter any description for the menu item then it is left blank and contains just the item name and company logo.

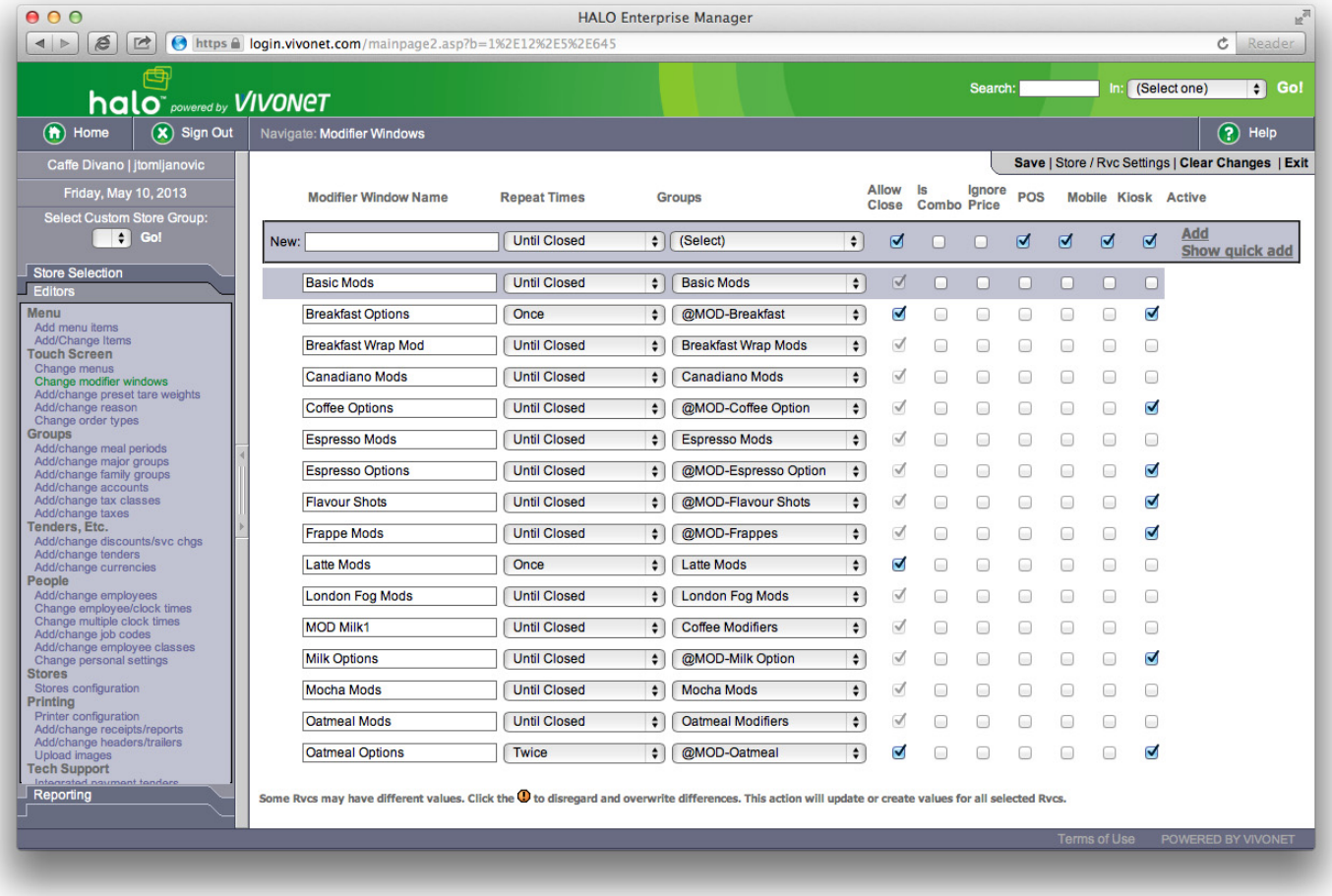
5. Click **Save** to finish.

The menu item immediately has been updated on Mobile with the new description below it.

Modifiers

Where applicable, items can have their forced modifiers toggled for use in the Kiosk App only, Halo POS only, Mobile App only, or a combination, using the Enterprise Manager check-box toggles.

This allows an item to have Modifiers only in the Mobile App, but not on the Halo POS touchscreen, if desired.



Note: Your button names should be no more than 20 characters per button as more than that can disrupt screen space and can be confusing to your customers.

For New Customers

Your Menus are set up as part of the Configuration process with your Vivonet IC. Your input in the Discovery Workbook allows them to populate your system with menu items and then you can set these up for Vivonet Mobile as well.

Important: If your company uses **Item Harmony** to manage your menu options, then you need to contact your Vivonet IC for more details on configuration and usage.

CHAPTER 4

Out of Stock Items



What Occurs when Items go Out of Stock?

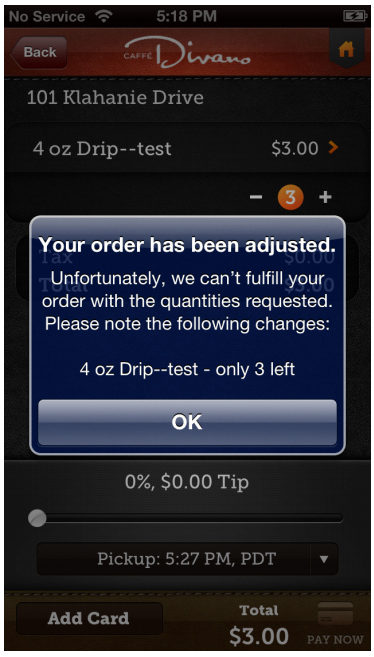
Each item in your Mobile menu has a countdown number associated with it that displays how many of each item is left before it is out of stock and communicates that to the consumer prior to placing their order.

When an item is out of stock, an “Out of Stock” label is applied in the menu, taking the place of the counter and “+” and “-“ values that are now hidden.

This way it is not possible for a consumer to order an item that is currently out of stock.

Location is out of Product Requested

When a location is out of a product and a consumer tries to order the item, a warning message is displayed preventing that item from being ordered.



If a consumer adds an item to their "cart" that was not out of stock in the menu, but by the time they submit the order for payment to the POS Terminal, it *HAS* gone out of stock, the order does not go through and the consumer is presented with a message indicating that:

1. The item is out of stock.
2. The item is removed from the card.
3. They can then add more items to their cart and re-try their order when ready.

CHAPTER 5

Connectivity

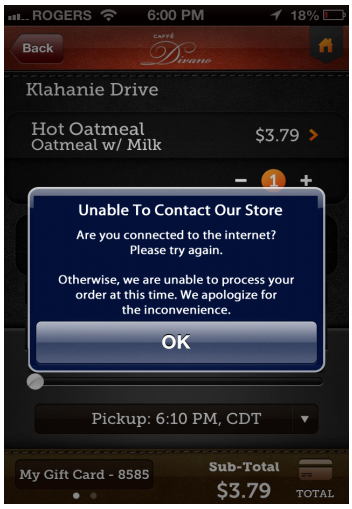


Outlining Mobile Connectivity.

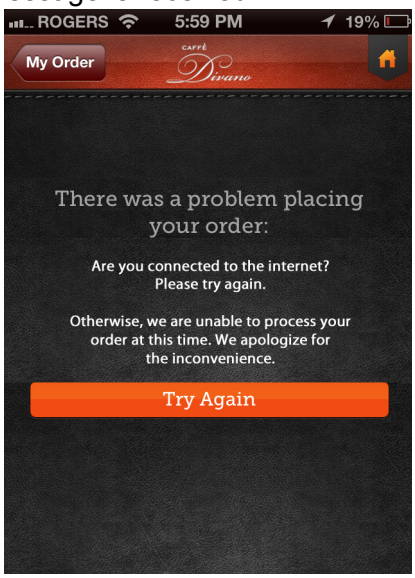
It is possible to have connectivity problems, for example if a consumer cannot connect to store, or if a Location cannot connect to the Mobile App.

Connecting to the Store

If a consumer cannot connect to the Location then a message is displayed alerting them that they cannot connect at this time and they can re-try later.



If a Location turns off their Mobile App (using the Blue Button Mobile on their POS Terminal), then the following message is received:



Important: Orders cannot be placed or processed while your POS Terminal and Vivonet Mobile are offline.

CHAPTER 6

Pickup



Consumers can Set Up a Pickup Time for their Order.

Order Pickup Times

It is possible to set the pickup times on Vivonet Mobile so that if an order comes in, it has enough time for the order to be made before the consumer arrives to pick up their order.

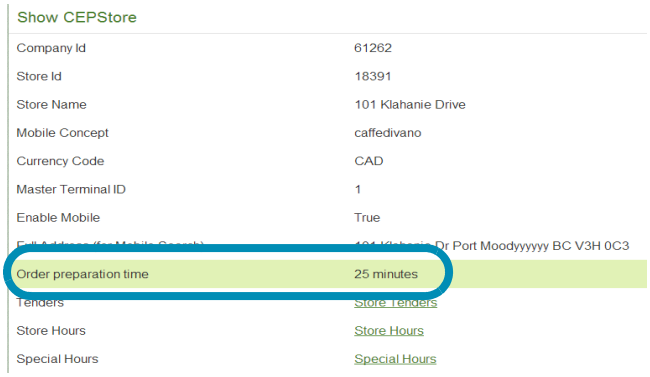
So if a consumer places an order at 2:28pm and your Mobile is configured to give 10 minutes until it can be picked up, then the consumer is told their pickup time is 2:38pm.

They can also order for a pickup later in the day, up to 10 minutes before the location closes.

The POS Terminal holds the Mobile order until 10 minutes before the pickup time and then it prints the order at the Location. For the above example, the order would print right away giving staff 10 minutes to prepare the order.

Note: Mobile orders can only be placed for same-day pickup.

This pickup time is configurable (in minutes) and is displayed in the Mobile **Merchant Portal** under the **Store List** tab and click your **Location**, as displayed below:



Your Locations' prep times need to be configured by Vivonet during Implementation. If you want to change you need to call Vivonet to change.

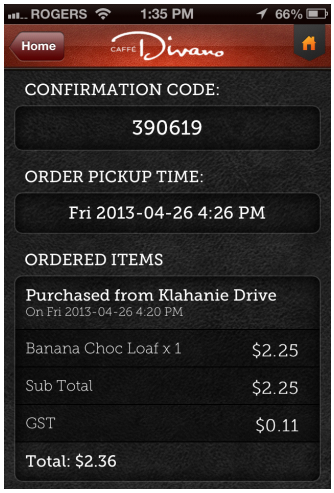
This is not easily changed so should not be modified more than once or twice as Mobile is being set up.

Order Confirmation at Pickup

The consumer has a confirmation code created when they ordered, and this can be given at the Location to match up with the order that was printed.

This **Confirmation #** needs to be matched against the **Reference #** on a previously printed Mobile ticket at the Location.

Their order pickup time is also on the device, as displayed below:

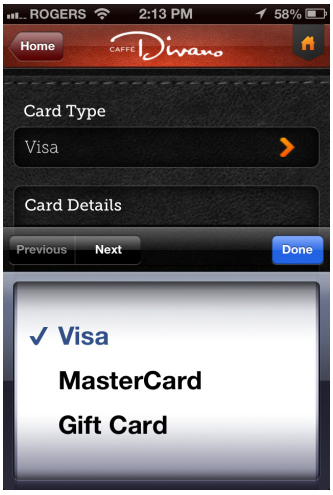


Where is the Guest Receipt?

The guest receipt is printed at your Location and can be given to the consumer once their order is paid for. They get an electronic receipt on their device as well.

Mobile Payment Options

The Vivonet Mobile payments options are the same as your POS Terminal(s). Any Mobile transaction has to be pre-paid so there is no cash option when ordering through the Mobile App.



Pause order

Pausing an order is the same as turning Mobile off, go to Chapter 1, “How to Temporarily turn Mobile Ordering Off” on page 3 for those instructions.

CHAPTER 7

Reference Numbers



Getting a Reference Number (Refund, Purchase or Review).

Refund within Three Days

If a consumer requires a refund on their order they need to give their **Confirmation #** and the corresponding printed ticket at your Location can be referenced to refund their order.

1. You can use the **Search** feature on your POS Terminal to quickly find the order:

2. Press **Search**.

3. Select **Ref. Number** and enter the **Confirmation #** on the consumer's device. Their tab then opens on the right-hand side of the screen.

Note: If the consumer presents a Reference Number that cannot be found on the POS Terminal, then the location needs to call Vivonet Support to report the problem and get a resolution for the consumer.

Refund after Three Days

After three days the check is deleted from the database as POS Terminals only hold three days of data normally.

Data from offline and open transactions not closed are exceptions and remain on the POS Terminal until they are put into a closed state.

A refund can still be issued, but a new check would need to be created and tendered out to issue a refund.

The **Confirmation #** can no longer be used after three days, and it is at the discretion of the location to issue a new check and refund.

CHAPTER 8

Changing Store Information



You can change your Store Hours, Address or Phone Number.

Changing Store Hours

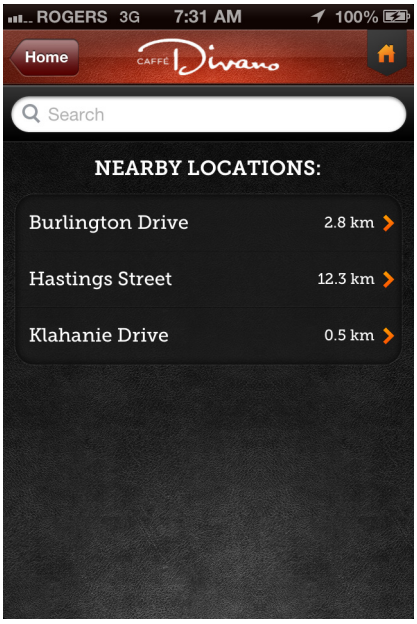
You need to phone Vivonet Support and have them change your Store Hours, it cannot be done yourself. You can check your Store Hours in the Merchant Portal under the **Store List** tab and clicking your **Location**:



The **Store Hours** are displayed on devices under the **Location** name.

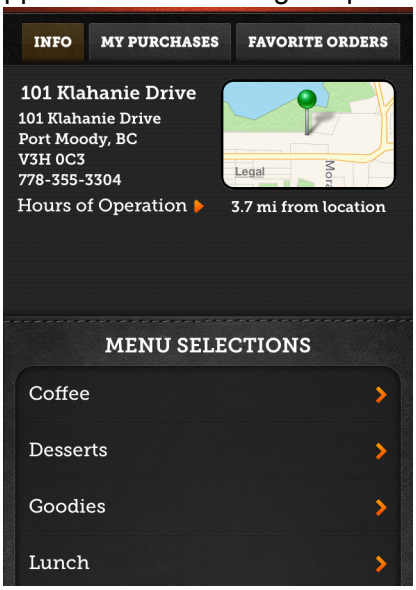
Changing the Store Address or Phone Number

You need to phone Vivonet Support and have them change your Store Address or Phone, it cannot be done yourself. It is displayed on devices under the **Location** name.



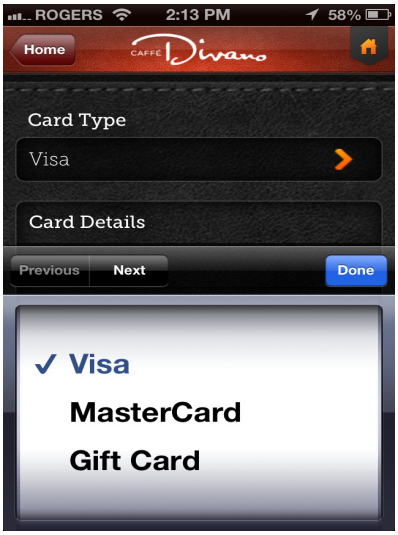
Can Customers get Directions?

Consumers can use the Google Maps App on their device to get a precise location and directions to your Store.



How to Pay for Items

Once you start your order, you are given various options on how to pay for the order. These are usually (but not limited to) **Visa**, **Mastercard**, or **Gift Card** as displayed below:



How to Update the Mobile App

The Mobile App is updated regularly by Vivonet.

CHAPTER 9

Printing



There are Various Printing Options.

How can Staff Receive Mobile Orders?

Staff typically receive consumer orders on their remote printer in the form of a chit (see below).

These chits are kept as the order is made, then staff compare the **Reference #** on the chit to the **Confirmation #** on the consumer's device.

Using a Kitchen or KDS Printer

When an order is sent from a Mobile device to the POS terminal for processing and fulfillment, an order "kitchen chit" prints from the printer designated within the Halo configuration to print this type of order.

The "chit", as it's called, looks very much like a standard Halo POS chit but there are a few unique differences that are included only on the mobile chit:

1. The consumer's name.
2. A solid black bar printed across the chit with the word "MOBILE" appearing within it.
3. The mobile order time (for example, the time at which the consumer originally placed the order).
4. The mobile order pickup time, selected by the consumer during the ordering process.

A chit would typically look like the following:



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