

How the printer works

YUMBI®

when a customer places an order online or through a Call Centre

STEP 1



Printer rings

The order will print automatically.

Read the printout to check the items, the delivery options, and the time for the order. The order may have been requested for a future time.

STEP 2



Press **OK** to accept

Press OK to accept the order.

Select an option telling the customer when their food will be delivered or will be ready for collection.

STEP 3



Press **OK** again to confirm

You must press OK again to confirm the time for the order. The chosen time will be ADDED to the requested time of the order.

A message will be sent to the customer telling them when their food will be ready.

Cancellation

STEP 2

Pressing the **C** button at **Step 2** will ask you to select a reason why the order is being cancelled. e.g. out of stock.

STEP 3

You must still press **OK** again to confirm the cancellation (A message will be sent to the customer explaining why the order was cancelled.)



Important Information

TIMED OUT ORDERS

The printer will ring for a maximum of 5 minutes. If it has not been answered within 5 minutes the order will automatically cancel. The customer or Call Centre will be notified that the order has failed.

Please call the customer immediately, apologise for not reaching the order in

time and ask if you can still make their order. (It is imperative to call them immediately as they may get disappointed and order at another Restaurant.)

PRICING ISSUES

Please notify us in writing if you experience any pricing discrepancies.

DELIVERY FEES & DISTANCES

Please be aware of the delivery charge on the YUMBI slip. If there is a discrepancy in the price YUMBI charges and the price you charge please let the customer know and then please let YUMBI know so that we can set it up correctly on our side.

UNABLE TO ACCEPT ORDERS

Please switch the printer off in the event that you are unable to accept orders during normal working hours. Also ensure your POS is disconnected.

This makes the menu unavailable for online ordering.

PAYMENTS

Please remember to check the YUMBI slip to see whether payment was made online, or if you need to take payment from the customer in-store.

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