



How the GSM Printer Works

When a customer places an order through Storefront (Online) or Switchboard (Call Centre).

STEP 1

The printer rings

The order will print out 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 this order.

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

STEP 3

Press OK again to confirm

You must press OK again to confirm the time of 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 4 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 5 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



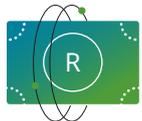
Timed Out Orders

The printer will ring for a maximum of 5 minutes. The order will be **automatically cancelled** if it has **not been answered**.

The customer or the Call Centre will be notified that the order has failed depending on how this was placed. Please call the customer immediately to apologise for not reaching the order in time and ask if you can still make their order.



It is imperative to **call the customer immediately** to make them aware of this as they may get disappointed and order elsewhere.



Pricing Issues

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



Delivery Fees and 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. Please make YUMBI aware of the price discrepancy so we can amend on our side.



Unable to Accept Orders

Never turn the GSM printer off at the source under any circumstances. Instead, toggle the status of the printer to "**offline**" via the YUMBI Dashboard. This makes the menu **unavailable** for online ordering. E.g. during loadshedding.



Remember to **toggle back** to "**online**" when you are able to accept orders again.



Payments

Please remember to check the YUMBI slip to see if **payment was made online**, or if you need to take payment from the customer in-store on collection of their order.



How to use a YUMBI Order Slip

