YUMBI



How the GSM Printer Works

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

EP 1	~~~ <i>`</i>

S1

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.



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.



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.

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





STEP 5

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

The date & time the order was placed.		
Order Type		
Delivery or Collect.		
Delivery Charge		
Calculated based on the customers' address.		
Customer Name		
Delivery Address		
Address with optional instruction.		
Contact Number		
Customer telephone number.		
Special Order Code		
Credit Card Fees		
Fees for handling online payments.		

Order Time

Transaction Data (Internal use only) Customer ID Previous Order Count Credit Card Identifier

YUMBI Order

2023-05-01 18:25:30		
Delivery #	50	
4 x Burger	@ R95.00 each R380.00	
4 x L Chips	@ R20.00 each R80.00	
Delivery Charges:	R25.00	
Total:	R485.00	
John Smith 156 Old Main Road, Durban		

"Hoot at gate"

Requested for: 18:45 2023-05-01

Order Not Paid

Phone: 0763245568

Comments: Hoot at gate

Capture this order in Aura using the SPECIAL ORDER button with ref: 4855-5124-D1

CC&Han Fees: 0.00

-----Cus Infor: 4 Previous Order: 0 Payment Card: 0 Order Confirmed

45 minutes Thanks!

Order Number Increments with each printed order.

Order Items Quantity, descriptions & price.

Total Price Including VAT & delivery fee if applicable.

Request Time

This is chosen by customer. It could be any time before closing time on the day the order was placed.

Payment Type

'Order Paid' if the customer paid online. 'Order Not Paid' if customer still needs to pay.

Aura Reference

The details for capturing YUMBI orders in Aura.

Confirmation

'Confirmed' or 'Cancelled' based on selection. 'Timeout' if not answered after 5 minutes.

Turnaround Time

The time selected on the printer for preparing and delivering the order.

