

USER GUIDE

Restaurant & café guide

Set up and run your restaurant or café: card themes, menu, kitchen display, table QR codes, orders, delivery zones, discounts, deals, settings and the launch checklist.

Wednesday, 27 Aban 1405

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CHAPTER 1

🚀 Getting started with Cardynex Restaurant & café

What the restaurant edition is, how you get it, what changes in your dashboard and the four set-up steps.

What is the restaurant edition?

Cardynex comes in **trade editions**: the same platform, arranged for one kind of business. The **Restaurant & café** edition is made for restaurants, cafés, fast food, bakeries and juice bars:

- your **card** is your restaurant's page: menu, online orders, opening status, call and directions in one tap;
- your **dashboard** puts the menu, orders and kitchen first and hides tools a restaurant does not need;
- the **kitchen** works from a screen: new orders ring, cooks accept them with a preparation time and the guest is told when the food is ready;
- **guests** order at the table by scanning a QR code, or for pickup and delivery from your card.

This guide covers both sides of your restaurant: setting up (card themes, the kitchen, tables, delivery zones, deals and your launch checklist) and every page of the menu dashboard (categories, items, extras, orders, discounts, coupons, settings). The menu chapters start with Getting started with your online menu.

How you get the edition

Way	What happens
Sign up as a restaurant	When you turn your account into a business and pick the restaurant trade, the edition is switched on for you.
From the restaurants page	The "for restaurants" page of the website starts the sign-up with the restaurant trade already chosen.
Ask support	An administrator can switch your account to the restaurant edition (or back to the general dashboard) at any time. Nothing is deleted when the edition changes.

ⓘ Note

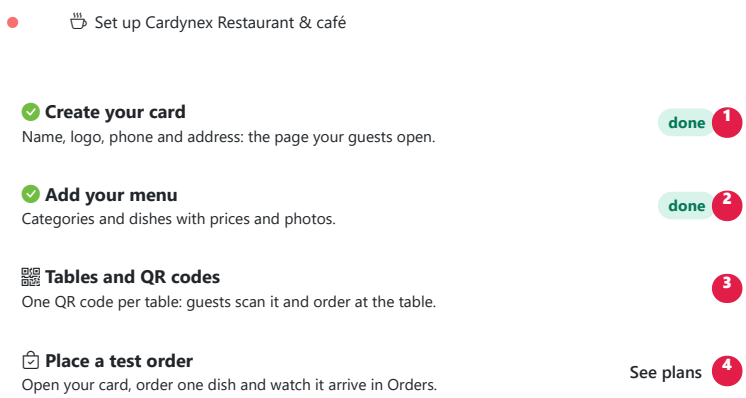
The edition only arranges your dashboard. What you can use still depends on your **plan**: a step or page that needs a module your plan lacks leads to the plans page instead.

What changes in your dashboard

Part	In the restaurant edition
Menu order	**Menu & orders** comes first, then **Card features**, **Customer club**, **Surveys** and your guests.
Hidden tools	Patients, booking, flashcards, quizzes, the listings board and the photo studio are hidden, unless your plan includes them (a café with a shop or bookings still sees those).
Words	Customers are called **Guests**, appointments **Reservations** and staff **Team**.
Add-on store	Modules for restaurants are listed first under **For your trade**; everything else stays under **More modules**.
New cards	A new card starts in the food category with the Bistro card theme.

The set-up checklist

Until every step is done, the dashboard home shows a checklist with your progress. Each step opens the right page; a step that needs a module your plan does not include shows **See plans** instead.



#	Step	Done when	Where
1	Create your card	you have a card	New card
2	Add your menu	the menu has at least one item	Menu Items
3	Tables and QR codes	at least one table exists	Tables & QR codes
4	Place a test order	the first order arrived	your card's menu

The checklist disappears by itself when all four steps are done.

Set up in 8 steps

This order needs the least going back and forth:

1. **Fill in your card**: name, logo, cover photo, phone, address and **Working Hours**; switch on **Online Menu**. See Card themes.
2. **Choose service methods and fees** in the menu Settings (delivery, pickup, dine-in, tax). Details: Restaurant settings.
3. **Build the menu**: Categories, then Menu Items with prices and photos. Mark your best dishes **Popular**: they appear on the card's home.
4. **Set up the kitchen**: preparation time, automatic accepting, working hours and the kitchen device in Kitchen setup.
5. **Add your tables** and print the QR codes in Tables & QR codes.
6. **Delivering?** Add your areas in Delivery zones.
7. **Place a test order** from your card and handle it on the kitchen display.
8. **Go through the** launch checklist before your first real guests.

Where everything is

Page	What it is for	Chapter
Kitchen setup	open or pause online orders, preparation times, stations, kitchen device	Kitchen setup
Kitchen display	the kitchen's live screen of orders	Kitchen display
Tables & QR codes	one QR code per table, dine-in orders	Tables & QR codes
Delivery zones	delivery fee and minimum per area	Delivery zones
Buy X get Y	automatic deals	Deals, combos and timed menus
Kitchen reports	speed, busy hours, best sellers	Order tracking and reports
Orders , **Menu Items** , **Settings** ...	the menu and orders	Restaurant & café guide

CHAPTER 2

🚀 Getting started with your online menu

What the online menu does, what you need before you start, and where to begin.

What is it for?

The **Restaurant/Cafe** section of your dashboard turns your digital business card into an **online menu that takes orders**:

- Customers open the menu on your card (through its link or by scanning its QR code), pick dishes and drinks, and place an order.
- You see the order in the dashboard, confirm it, prepare it and hand it over; the customer is kept informed by e-mail or SMS at every step.
- You manage prices, availability, add-ons (a sauce, packaging), discounts and coupons yourself.
- Customers whose order was completed can rate and review each item.

Before you start

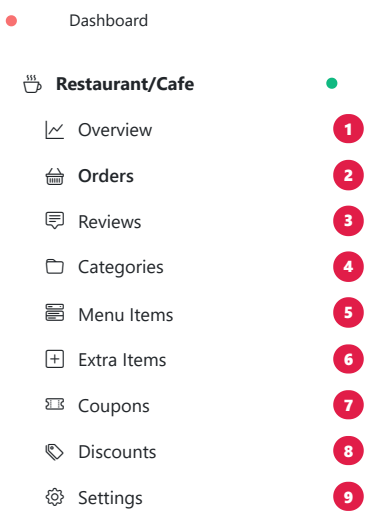
Three things must be in place before the menus work:

Requirement	Details
A plan that includes it	The online menu must be part of your subscription plan. If **Restaurant/Cafe** is locked in the sidebar, upgrade your plan.
An active card	A menu always belongs to one card (business). If you run several branches, create one card per branch.
"Online Menu" switched on for the card	On the card's edit page, switch on **Online Menu**. While it is off, the pages show **No restaurant profiles found**.

> **Tip**
>
> A green dot next to **Restaurant/Cafe** in the sidebar means at least one of your cards has an active menu; a grey dot means none has yet.

Map of the menu

Every tool sits under **Restaurant/Cafe** in the dashboard sidebar:



#	Menu	Used for	Chapter
1	**Overview**	Today's and overall figures, popular items, recent orders	Overview
2	**Orders**	Receive, confirm, prepare and hand over orders	Orders
3	**Reviews**	Ratings and reviews of your items	Customer reviews
4	**Categories**	Sections of the menu (starters, mains, drinks…)	Categories
5	**Menu Items**	Dishes and drinks with price, picture and details	Menu items
6	**Extra Items**	Add-ons and extra charges (sauces, packaging…)	Extra items
7	**Coupons**	Codes customers enter when they order	Coupons
8	**Discounts**	Automatic discounts on the whole menu, a category or an item	Discounts
9	**Settings**	Service methods, delivery, tax, service charge, menu display	Settings

Set up in 7 steps

If you are new, this order saves you going back and forth:

1. **Complete the settings**: in Settings choose the service methods (delivery, pickup, dine-in), the delivery fee and tax.
2. **Create categories**: in Categories add the main categories, and subcategories if you need them.
3. **Define add-ons**: in Extra Items create sauces, toppings and the packaging charge; you attach them to items later.
4. **Add items**: in Menu Items enter every dish with its price, picture, category and add-ons.
5. **Look at the menu as a customer**: open your card and place a test order.
6. **Follow the test order**: in Orders confirm, prepare and complete it to learn the cycle.
7. **Optionally** create a discount or a coupon.

On your phone

Every page works fully on a phone:

- The sidebar becomes a **menu drawer** opened from the menu button at the top; a **tab bar** at the bottom of the screen gets you to the main areas of the dashboard.
- Tables (orders, items…) turn into **cards** on narrow screens, so there is no sideways scrolling.
- The filter chips above lists scroll sideways.
- The settings page has a **sticky tab bar** at the top instead of a side column.

Patterns shared by every page

These behave the same in every list of this section; learn them once:

- **Status chips**: the round buttons above a list are both counters and quick filters. In Orders, for example, the **Pending** chip shows how many orders are waiting and, when clicked, lists only those.
- **In-place filters**: search, sorting and filters apply without reloading the page, and the page address updates too — bookmark a filtered view or send it to a colleague.
- **Clear filters**: whenever a list comes up empty, this link removes every filter.
- **The Business filter** only shows when you have more than one card with an active menu.
- **More actions** (the three-dot button) holds the less common actions of a row.

- **Safe deleting**: before anything is deleted, a confirmation explains what goes and what stays. Hiding or switching off is usually the safer choice.

CHAPTER 3

Overview

The restaurant's home page — orders, revenue, the menu and popular items at a glance.

What the overview shows

Overview is where you start every day. One page tells you what is happening today, which orders are waiting for you and which dishes sell best.

If none of your cards has an active menu yet, you see **Restaurant System Not Set Up** and an **Enable Restaurant Feature** button instead of figures; it takes you to your cards so you can switch on the online menu.

Figure tiles (top of the page)

Tile	What it tells you	Note
Today's Orders	Orders and revenue of today	"Today" follows your business's time zone.
Open orders	Orders not handed over yet (pending, confirmed, preparing, ready)	Below the number: how many still wait for your confirmation.
Total Revenue	The total of completed orders	Only **Completed** orders count as revenue.
Items sold	Units sold in total	With the total number of orders.

Note

A cancelled order is not revenue. If you cancelled an order by mistake, you can reopen it from its update page (chapter Orders).

The Order Status card

Shows how many orders are at each step: **Pending**, **Confirmed**, **Preparing**, **Ready**, **Completed** and **Cancelled**. Click a step to open the order list filtered to it.

Today's and recent orders

- **Today's Orders**: the last ten orders of today with amount and status. With no order today you see **No orders today**.
- **Recent Orders**: the latest orders of any day. **View All** opens the full order list.

The Menu card

A summary of your menu: the number of **Menu Items**, **Categories**, **Available Items** (items that can be ordered right now) and **Total Sold**. With several businesses, the number of **Businesses** is shown too.

Popular Items and Trending Now

Popular items

This card ranks your best sellers by a **popularity score**. Each row shows the rank, the item, the number of orders it was in, its revenue and a bar that compares its score with the first item.

The score combines several factors: number of orders, units sold, revenue, how recent the orders are (recent orders weigh more) and growth against the previous period. Only **completed** orders count — until you complete an order you see **No completed orders in this period**.

Switch the period with the tabs on the card: **7 days**, **30 days**, **3 months**, **Year** or **All time**. The list updates without reloading the page.

Trending

Trending Now lists items ordered more in the last 7 days than in the 7 days before. Each shows its growth in percent; an item that had no order the week before is marked **new item**.

> **Tip**
>
> An item that is in **Trending Now** but not yet marked **Popular** is a good candidate for the popular mark or a place at the top of its category.

Quick Actions

At the bottom you find shortcuts: **Add Menu Item**, **Add Category**, **Manage Orders**, **Discounts**, **Coupons** and **Settings**.

CHAPTER 4

Card themes for restaurants and cafés

The Bistro and Café themes, what your guests see on them and which card settings fill each part.

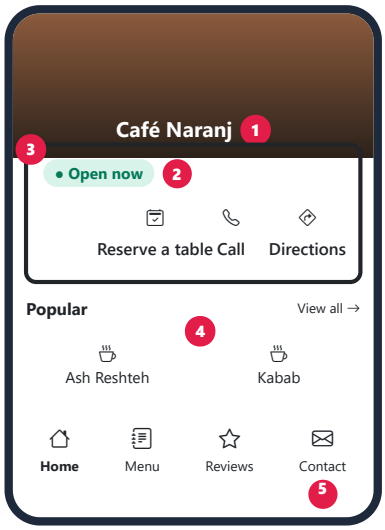
Two themes made for food

Your card is the first thing a guest opens, from a QR code on the table, a link on Instagram or Google Maps. The restaurant edition has two card themes built for that moment. Both show the same parts; only the look differs.

Theme	Look	Suits
Bistro	warm charcoal and amber, serif headings, a dark footer	restaurants, grills, fine dining
Café	cream and coffee, soft rounded cards, a light footer	cafés, bakeries, juice and dessert bars

A new card of a restaurant account starts with **Bistro**; you can switch at any time (see Changing the design).

What your guests see



#	Part	Comes from
1	**Cover** with your logo, name and tagline	the card's logo, cover photo and tagline
2	**Open now / closed** with the next opening time	the card's **Working Hours**
3	**Action strip**: menu, reservation, call, directions	which features the card has (see below)
4	**Popular** dishes, a tap opens the dish	menu items marked **Popular**
5	**Tabs**: home, menu, reviews, contact…	the card's switched-on features

On a phone the card fills the screen. From a tablet up it becomes a website: a top bar with your name and a **Menu** button, a wide cover, the tabs as a sticky bar and your contact details beside every tab.

The open / closed status

The status is worked out from the card's **Working Hours**, in your business's time zone:

Guests see	When
Open now	the current time is inside today's hours
Closed now + **the next opening**	outside the hours; the next opening is today's time or a weekday and time
nothing	the card shows no working hours
the "ordering paused" sentence	you paused online orders in Kitchen setup (the place itself may still be open)

> **Tip**
>
> Keep the working hours right on holidays: the same hours can also close online ordering (see **Take orders only during working hours** in Kitchen setup).

The action strip

Each button appears only when the card has what it needs, so a guest never taps a dead button:

Button	Appears when	Opens
Menu	**Online Menu** is on	the menu tab
Reserve a table	the card takes bookings	the booking tab
Call	the card has a phone number	the phone's dialler
Directions	a location with a map point or a directions link	maps, in a new tab

The Popular strip

The home tab starts with up to six dishes, each with photo, name and price. These are the items whose **Popular** switch is on in Menu Items; without any, the first dishes of the menu are shown. A tap opens the same detail sheet as in the menu, so the guest can add it to the cart right away.

> **Tip**
>
> Give your Popular dishes a good photo: the strip shows a cup icon when an item has none.

Changing the design

Open Cards, then **More** → **Card design** on the card (or **Card design** at the top of the card's edit page).

Part of the page	Shows
For your trade	the designs of your edition: **Bistro** and **Café**
More designs	**Standard** (the classic Cardynex card) and designs made for every trade
Current design	the badge on the design the card uses now

1. **Press** **Preview** : your own card opens in a new tab with that design. Only you see it; nothing is saved.
2. **Press** **Use this design** on the one you like. The card changes at once; content, links and QR codes stay the same.

Designs of other trades (for example a clinic design) are not offered to a restaurant. If your card has a design made especially for you, the page says "This card uses a design made especially for you. To change it, contact support."

Colours

Each theme has its own colours, used everywhere on the card: buttons, the menu, the cart and checkout. If you set your own primary colour on the card, the theme uses **your colour** instead of its accent; with the default colour the theme's accent stays.

CHAPTER 5

Menu categories

Organise the menu into main categories and subcategories so customers find what they want quickly.

What is a category?

Categories are the shelves of your menu: "Starters", "Mains", "Drinks", "Desserts". On your card customers see the categories first, then the items in each.

- A category can have **subcategories**, for example "Drinks → Hot / Cold".
- An item can be in **several categories** at once (a salad in both "Starters" and "Vegetarian").
- A category belongs to **one card**; with several branches, each branch has its own categories.

The category list

In the sidebar open **Restaurant/Cafe** → **Categories**.

Tiles and chips

The top of the page sums up: all categories and subcategories, **Active categories** (shown on the menu), **Empty categories** (no items) and **Items without a category**.

> ⚠ **Warning**
>
> An item without any category can still be ordered, but customers cannot find it through the categories. Keep **Items without a category** at zero.

Status chips: **All**, **Active**, **Hidden** and **Without items**.

Search, filters and sorting

Filter	Used for
Search	Name or description of the category
Business	Only with several menu cards
Level	**Main categories** or **Subcategories**
Sort by	**Menu order (tree)**, **Name**, **Most items**, **Newest**

Menu order (tree) shows the categories exactly in the order and tree of your customer's menu; subcategories sit indented under their parent. While a search or filter is active the list is flat.

Quick actions on a category

Each row shows the name, the number of items, the order number and the **Hidden** or **Without items** marks. From the row's menu:

Button	Does
View Items	Menu items filtered to this category
Add subcategory	A new category with this one as its parent
Add Menu Item	A new item already placed in this category
Hide from the menu / **Show on the menu**	Hide or show the category without deleting anything
Edit	The category form (clicking the name opens it too)
Delete	Deletes the category (see below)

Create or edit a category

Click **Add Category**. The form has three parts, and a **Live Preview** next to it shows the category as it will look on the menu.

Basic Information

Field	Details
Card	The card (business) the category belongs to. Changing the card also changes the list of parent categories.
Category Name	The name customers see. Keep it short and familiar.
Parent Category	**(top level)** for a main category; pick a parent to make it a subcategory.
Description	A short line under the category name on the menu (optional).

Look

Field	Details
Icon	Shown when the category has no picture. Pick one from the list of food icons (meals, healthy, desserts, drinks, highlights); the preview shows it beside the category name, as on the menu.
Category Image	A square picture, ideally 400×400 px, JPG or PNG. The file counts towards your plan's storage.

Visibility and order

Field	Details
Active Category	Off = the category and its items are not shown on the menu.
Display Order	Lower numbers come first. Number in steps (10, 20, 30…) so you can slot a category in between later.

Finish with **Create Category** or **Update Category**.

Hide or delete?

You want…	Do this
The category out of sight for a while (a breakfast menu in the afternoon)	Hide it, or switch off **Active Category**.
The category gone for good	**Delete**

When you delete a category:

- **Its subcategories are deleted too.**
- **The menu items are not deleted**; they only leave this category and stay on your menu.
- **Past orders do not change.**

> **Tip**
>
> When in doubt, hide: "Hide it instead: hidden categories and their items do not show on your menu, and you can show them again any time."

A suggested structure

- Starters

- Mains
  - Grills
  - Stews
- Drinks
  - Hot
  - Cold
- Desserts

Two levels (category and subcategory) are enough for most restaurants; deeper trees make items harder to find on a phone.

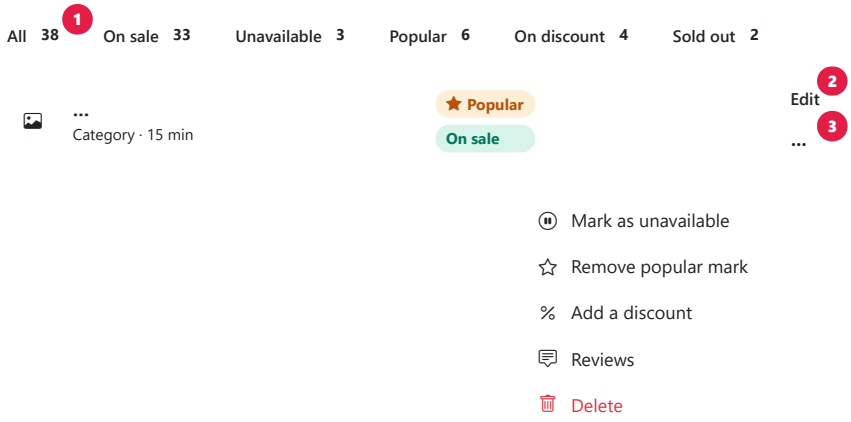
CHAPTER 6

Menu items

Add dishes and drinks with price, picture, category, add-ons and nutrition details, and keep availability up to date.

The menu item list

In the sidebar open **Restaurant/Cafe** → **Menu Items** . This page lists every dish and drink with price, status and details.



1 **Status chips** — counters and quick filters:
   - **On sale** : can be ordered.
   - **Unavailable** : "available" is switched off; customers see it but cannot order it.
   - **Popular** : carries the popular mark.
   - **On discount** : an active discount applies to it.
   - **Sold out** : its stock has run out.
2 **Edit** — opens the full item form (clicking the name does too).
3 **More actions** — quick actions without opening the form (table below).

Quick actions in the three-dot menu

Button	Does
Mark as unavailable / **Put back on sale**	Takes the item off ordering for now, or back on; handy when an ingredient runs out.
Mark as popular / **Remove popular mark**	Adds or removes the "Popular" mark on the menu.
Add a discount / **Edit discount**	Opens the discount form of this item (chapter Discounts).
Reviews	Customer reviews of this item.
Delete	Removes the item from the menu; past orders keep their lines.

Search, filters and sorting

- **Search** : item name, description or category name.
- **Category** : **All Categories** , one category, or **Without a category** (items customers cannot find through categories).
- **Business** : with several menu cards.
- **Sort by** : **Menu order** , **Name** , "Price: low to high", "Price: high to low", **Best rated** , **Newest** .

Add or edit an item

Click **Add Menu Item**. The form has five parts, and a **Live Preview** beside it shows the item card as the customer sees it.

Basic Information

Field	Details
Card	The business whose menu the item is on. Changing it also changes the lists of categories and add-ons.
Item Name	The name of the dish or drink.
Categories	One or more categories. No fitting one? Make it right there with **Create new category**.
Description	Ingredients or a short, appetising line.

Price and extras

Field	Details
Price	The base price of one unit, in the card's currency.
Display Order	**Lower numbers appear first** — the order inside a category.
Available Extra Items	Add-ons customers can pick with this item (only "per item" extras). **Manage extra items** opens the add-ons page.

Kitchen and nutrition

Field	Details
Preparation Time	Minutes to prepare; shown next to the item.
Spicy Level	From **Not Spicy** to **Very Hot**. Leave it empty for drinks and desserts.
Calories	kcal; only shown when "show calories" is on in the settings.
Allergens	e.g. "gluten, nuts, dairy"; only shown when "show allergens" is on in the settings.

Picture

- **Item Image**: the item's photo. Bright, from above or at 45°, on a plain background works best.
- **Icon (Fallback)**: **Shown when no image is uploaded**.

On the menu

Switch	Details
Available	“Customers can order it. Switch off while it is sold out.”
Popular	“Shows a “Popular” mark on the menu.”
Spice Select	“Customers choose how spicy they want it.” For this to work, **Enable Spicy Level Selection** must be on in the settings too.

Finish with the save button at the bottom of the form (when editing: **Update Item**).

Day-to-day availability

> **Tip**
>
> When a dish runs out, don't delete it: choose **Mark as unavailable** from the three-dot menu, and **Put back on sale** tomorrow. Its sales history, ratings and reviews stay.

Situation	Suggested action
An ingredient ran out today	**Mark as unavailable**
A seasonal dish is away for months	**Mark as unavailable**, or hide its category
The price changed	**Edit** → **Price**; past orders keep the old price
You want to highlight an item	**Mark as popular** and a lower **Display Order**
The item is gone for good	**Delete**

Tips for a good menu

- Keep names short and leave the details to the description.
- Give every item of a category a picture, or none; a mix looks untidy.
- Write allergens carefully — customers rely on them.
- Enter a realistic preparation time so takeaway customers know what to expect.

CHAPTER 7

Extra items (add-ons)

Sauces, toppings, packaging and other charges — per item or per order, optional or mandatory.

What is an extra item?

"Extras are add-ons customers pick per item (extra cheese, a sauce) or charges for the whole order (packaging, service)."

They come in two kinds:

Scope	Example	Where customers see it
Per Item	Extra cheese, garlic sauce, extra bread	Under an item, when they add it to the cart
Per Cart/Order	Packaging, disposable containers, cutlery	Once for the whole order, in the cart

Note

A "per item" extra only shows next to the items whose form lists it under **Available Extra Items**.

The extra item list

Restaurant/Cafe → **Extra Items**.

- **Chips**: **All**, **Per Item**, **Per order**, **Mandatory**, **Inactive**.
- **Filters**: **Search** (name or description), **Type**, **Business**, **Sort by** (**Name**, price, **Newest**).
- **Applies to**: for a "per item" extra, how many menu items offer it; zero means no item offers it yet.
- **Status**: **Active** or **Inactive**, and the **Mandatory** mark.

Create or edit an extra item

Click **Add Extra Item**.

Extra Item Details

Field	Details
Card	The business the extra belongs to.
Name	e.g. "Mushroom sauce".
Item Type	**Packaging/Container**, **Sauce/Dip**, **Extra Topping/Ingredient**, **Service Charge** or **Other**; only for sorting and filtering.
Description	Optional.
Picture	"Optional. A small square photo works best, e.g. 300×300px." Customers see it beside the extra at checkout; the **Live Preview** beside the form shows it right away. It counts towards your storage.

Price and quantity

Field	Details
Price	Price of one unit; zero is allowed (a free "no onions").
Maximum Quantity	The most a customer can pick (per item or per order).
Scope	**Per Item** (**Added to individual menu items**) or **Per Cart/Order** (**Applied once per entire order**).

Settings

Switch	Details
Active	“Customers can pick it.”
Mandatory	**Automatically added to applicable orders** — customers cannot remove it. Good for a packaging charge.

Attach an extra to items

1. **Create the extra** with the scope **Per Item**.
2. **Open the item's form** in Menu Items.
3. **Under** **Price and extras**, pick it in **Available Extra Items** and save.

A default extra on every order

For "per order" extras there are two ways:

- **Mandatory**: switch on **Mandatory**; it is added to every order and customers cannot remove it.
- **Settings default**: in Settings, section **Orders**, pick it under **Default Cart Extras**; it is added to the cart of every order automatically. Use this when each business should keep its own list of defaults, apart from the extra itself.

Delete or switch off

- **Switch off** (**Active** off): it leaves the menu, keeps its links to items and comes back when you switch it on.
- **Delete** (the row's **Delete** button): the extra is removed for good and menu items stop offering it.

> ⚠ **Warning**
>
> Don't set a packaging charge both as a mandatory extra and in **Default Cart Extras**; customers may end up paying it twice.

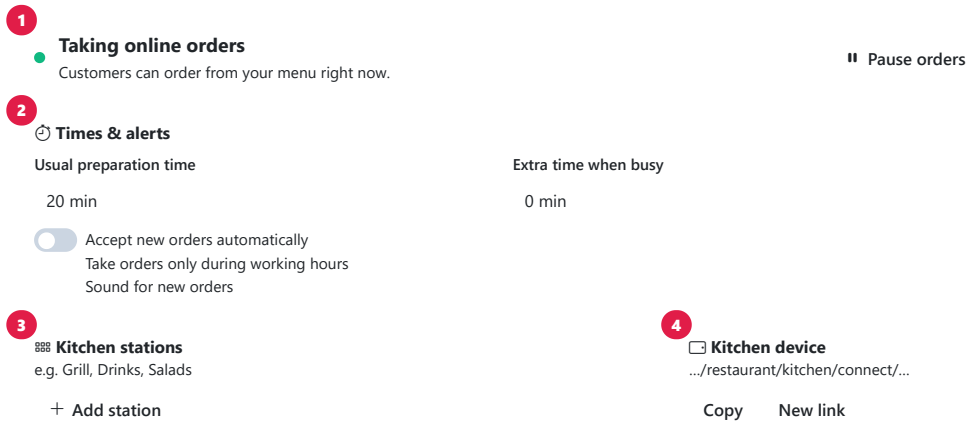
CHAPTER 8

Kitchen setup

Open or pause online orders, preparation times, automatic accepting, kitchen stations and the kitchen device link.

What the page is for

Kitchen setup decides how orders reach your kitchen, how long they take and when guests can order. Open it from the sidebar under **Restaurant/Cafe**. With more than one restaurant card, pick the card in the **Business** list at the top; every setting belongs to one card.



#	Part	What it does
1	Ordering status	shows whether guests can order now; pause or resume
2	**Times & alerts**	preparation time, busy time, automatic accepting, working hours, scheduled pickup, sound
3	**Kitchen stations**	optional: one screen per station (grill, drinks...)
4	**Kitchen device**	a link that opens only the kitchen display on a tablet or TV

The **Open kitchen display** button at the top opens the kitchen display in a new tab.

Taking online orders now

The first card says in one line whether guests can order:

Status	Meaning
Taking online orders	"Customers can order from your menu right now."
Online ordering is paused	you pressed pause; the sentence under it says until when
Closed for online orders	outside your working hours (only when that switch is on)

Pausing: **Pause orders** offers 15, 30, 60 or 120 minutes, or **Until I resume**. While paused, the menu stays visible, but the checkout says ordering is paused and no order can be placed. A timed pause ends by itself; otherwise press **Resume taking orders**. The kitchen display has the same buttons.

Times & alerts

Field	Explanation
Usual preparation time	“Minutes. Suggested when an order is accepted; the customer sees the ready time.”
Extra time when busy	“Added to every new order while the kitchen is busy (0 = off).”
Accept new orders automatically	“New orders skip "Pending" and get the usual preparation time.”
Take orders only during working hours	“Uses the card's Working Hours. Outside them the menu shows, but orders are closed.”
Customers can schedule a pickup time	“Pickup orders: "As soon as possible" or a later time today / tomorrow, from the earliest time the kitchen can make it (preparation time) and within working hours.”
Sound for new orders	the kitchen display rings for every new order

Which order steps e-mail or text the customer is no longer set here: see Restaurant settings → **Orders** → **Customer updates** .

Press **Save** at the bottom of the card.

> ⚠ **Warning**
>
> **Take orders only during working hours** needs working hours on the card. Without them the page warns “Your card has no working hours yet: orders stay open.”

Kitchen stations

Stations are optional. Use them when different people cook different things, for example a grill and a bar:

1. **Add** a station: a name (“e.g. Grill, Drinks, Salads”) and a **Colour** , then **Add station** .
2. **Give each menu item its station** in the item form (**Kitchen station**).
3. **On the screen at the grill**, choose that station on the kitchen display: it shows only the grill's dishes.

Items without a station show on every screen; the page tells you how many items have none. **Hide** takes a station off the display without deleting it; deleting it moves its items back to "every station".

The kitchen device link

The kitchen tablet should not be signed in to your whole dashboard. Instead:

1. **Press** **Create device link** .
2. **Open the link once** on the kitchen tablet or TV (**Copy** copies it). The device then shows the kitchen display only: no prices, no settings, no dashboard, and it stays connected.
3. **Lost a tablet or a staff member left?** Press **New link** : every device with the old link is signed out. **Turn off** removes the link altogether.

> ⓘ **Important**
>
> Anyone with the link can see and handle your orders. Send it only to the kitchen device, never to a group chat.

Table QR codes

The last card leads to **Tables** : see Tables & QR codes.

CHAPTER 9

Kitchen display

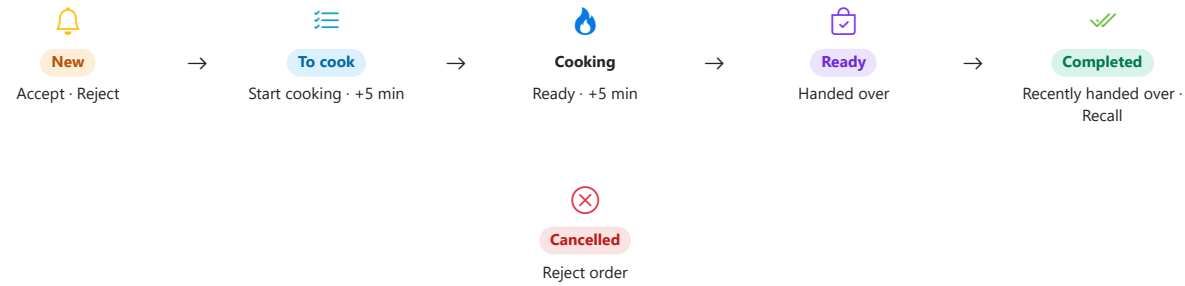
The kitchen's live order screen: accept with a ready time, cook, mark ready, hand over, reject, delay and recall.

What it is

The **Kitchen display** is a full-screen page for the kitchen's tablet or TV. New orders appear by themselves (live, the moment they are placed; if the connection drops, the screen checks again every few seconds), ring if the sound is on, and move from column to column as the kitchen works. A pickup the guest scheduled for later is due at the time the guest chose, not as soon as possible. Open it from the sidebar (**Kitchen display** , it opens in a new tab), from **Kitchen setup** , or on a kitchen device with the device link.

> **Tip**
>
> On a new device, tap **Start kitchen display** once: "Tap once so the screen can play the new-order sound and stay awake."

The four columns



Column	Orders in it	Buttons on a ticket
New	just placed, waiting for you	Accept , Reject
To cook	accepted, not started	Start cooking , +5 min
Cooking	being prepared	Ready , +5 min
Ready	waiting for the guest or the courier	Handed over

Each ticket shows the order number, the items with their options and notes, the service method (table number for dine-in, pickup time, delivery) and a timer with the minutes left, which turns red when the order is late. **Print ticket** prints a kitchen ticket.

Handling an order

1. **Accept**: **Accept** asks "When will it be ready? The customer sees this time." Pick 10, 15, 20, 30, 45 or 60 minutes. The guest is told the ready time (and sees it on the tracking page).
2. **Cook**: **Start cooking** moves the ticket to **Cooking** .
3. **Ready**: **Ready** tells the guest the food is ready (e-mail, and an SMS if you switched it on).
4. **Hand over**: **Handed over** completes the order. Only completed orders count as revenue.

With **Accept new orders automatically** on, step 1 is skipped: new orders land in **To cook** with your usual preparation time.

Reject, delay, recall

Action	When	What happens
Reject	a new, accepted or cooking order	pick a reason (**Kitchen is too busy** , **An item is not available** , **We are closing** , **We cannot deliver to this address**) or type an **Other reason** . "The customer is told the order was cancelled, with this reason."
+5 min	an accepted or cooking order	adds five minutes to the ready time
Recall	an order handed over in the last 30 minutes	brings it back to **Ready** , e.g. after a tap by mistake; find it under **Recently handed over**

The top bar

Control	Use
All stations / a station	show only that station's dishes (stations)
Taking orders	pause online orders (**Pause 15 minutes** , **Pause 30 minutes** , **Pause 1 hour** , **Pause until I resume**) or resume. "Too busy? Pause new online orders; the menu stays visible."
Sound	new-order sound on or off
Recently handed over	the last 30 minutes, to recall an order
Light / dark	switch the screen's colours
Full screen	hide the browser bars

With more than one restaurant, the owner can show **All businesses** or one of them. If the connection drops, the bar shows "Connection lost - retrying..." and the screen catches up by itself.

Same orders as the dashboard

The display and the dashboard's **Orders** page show the same orders: a change on one appears on the other. Use the display in the kitchen and the Orders page for searching, invoices and history; see Orders.

CHAPTER 10

Tables & QR codes

One QR code per table: guests scan it, the menu opens with dine-in and their table chosen, and the kitchen sees the table number.

How table ordering works



1. **The guest scans** the QR code on the table with the phone camera.
2. **Your menu opens** with dine-in already picked and the table filled in (it cannot be changed by mistake).
3. **The guest orders and pays** as usual from the menu.
4. **The kitchen sees the table** on the ticket (**Table** 5) and on the Orders page.

The phone remembers the table for four hours, so a second round from the same phone goes to the same table.

> **Warning**
>
> Table codes only work when **dine-in** is on in the menu settings. If it is off, the page warns "Dine-in is turned off in your restaurant settings, so guests who scan a table code cannot choose it." and links to **Service Methods** .

Adding tables

On Tables & QR codes:

Field	Explanation
Table	"One table (5, A2, Terrace 3) or a range of numbers (1-12)." A range adds every table at once (at most 100). Tables that already exist are skipped.
Seats	optional, for your own overview

Press **Add** . Each table appears as a tile with its name and seats.

Printing the codes

Button	Prints
Print all QR codes (top of the page)	one sheet with the codes of every active table, ready to cut
the printer icon on a tile (Print QR code)	the code of that table only

> **Tip**
>
> Print on thick paper or a sticker and test each code with your own phone before you place it on the table.

Changing a table

The **More** menu of each tile:

Button	What it does
Deactivate / Activate	a deactivated table's code stops opening the menu (e.g. a table out of use); activating it makes the same printed code work again
New QR code	"Make a new QR code? The printed one stops working." Use it when a code was copied or photographed and misused; print the new one.
Delete	removes the table; its printed code stops working. Past orders keep their table number.

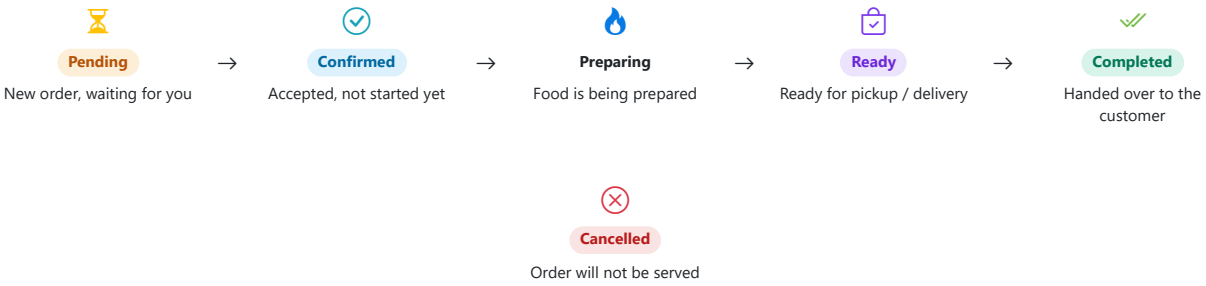
CHAPTER 11

Orders

From a new order to hand-over — confirming, preparing, informing the customer, invoices, cancelling and reports.

The life of an order

Every order goes through these steps; one click moves it to the next:

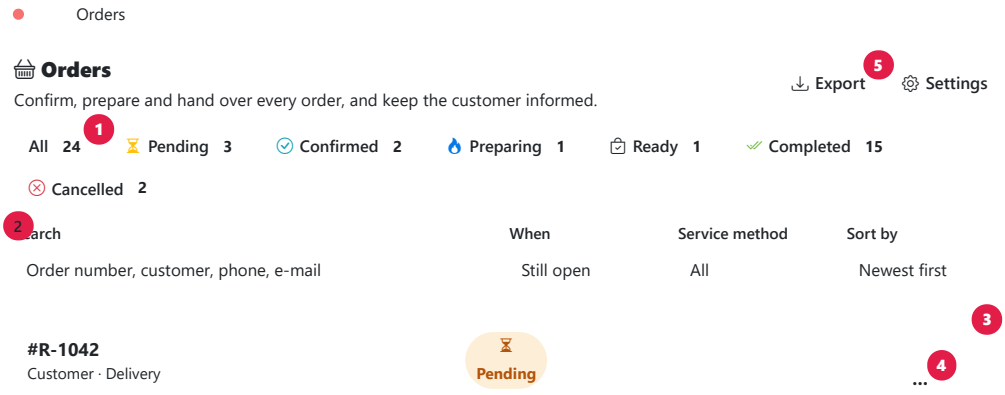


Step	Means	Button to the next step
Pending	New order, waiting for you	Confirm order
Confirmed	Accepted, not started yet	Start preparing
Preparing	Food is being prepared	Mark as ready
Ready	Ready for pickup / delivery	Mark completed
Completed	Handed over to the customer	—
Cancelled	Order will not be served	—

> **Important**
>
> Only **Completed** orders count towards revenue and popular items, and only the customer of a completed order can review its items. Always complete an order once it is handed over.

The order list

Restaurant/Cafe → Orders .



1. **Status chips**: the number of orders at each step; click one to see only those. Keep an eye on **Pending**.
2. **Search and filters** (table below).
3. **Next-step button**: moves the order of that row straight to the next step.
4. **More actions**: **View details**, **Update Status**, **View / Print Invoice**, **Send Notification** and **Cancel Order**.
5. **Export**: a **PDF Report** or a **CSV Export** of exactly the orders you have filtered.

Search and filters

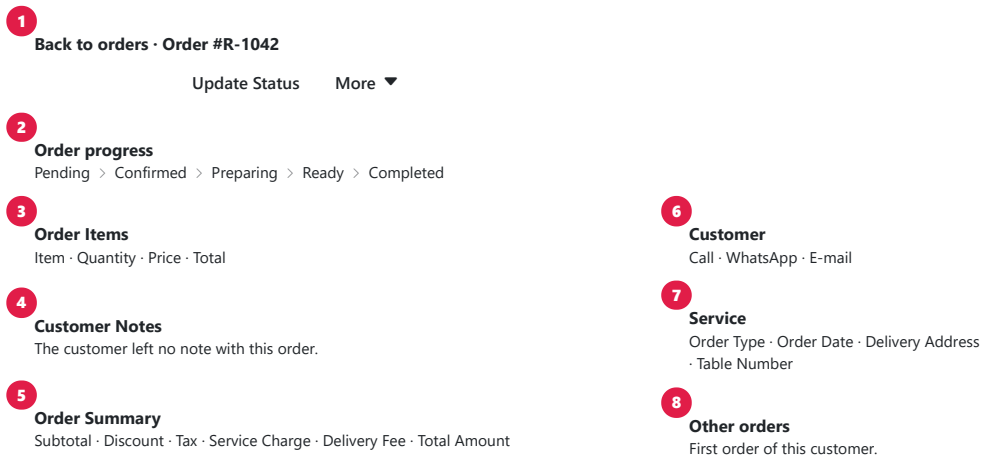
Filter	Options
Search	**Order number, customer, phone, e-mail**
When	**Any time**, **Still open** (not handed over), **Today**, **Last 7 days**, **Last 30 days**
Service method	**All**, **Delivery**, **Pickup**, **Dine In**
Business	With several menu cards
Sort by	**Newest first**, **Oldest first**, **Highest amount**, **Lowest amount**
Date range	**From Date** and **To Date** for any period

Each row shows the order number, the customer, the service method (and table number for dine-in), the number of items, the amount, and marks such as **Discount** or **Has notes** (the customer left a note).

> **Tip**
>
> At busy times set **When** to **Still open** and sort by **Oldest first**: a "kitchen queue" that keeps the oldest open order on top. Bookmark that view.

The order page

Click an order number.



1. **Header**: order number, time placed, the next-step button, **Update Status** and the **More** menu (**View / Print Invoice**, **Send Update**, **Cancel Order**).
2. **Order progress**: the steps, with the current one highlighted.
3. **Order Items**: items with quantity, price, add-ons and the chosen spice level.
4. **Customer Notes**: the customer's note for the whole order ("please text, don't ring").
5. **Order Summary**: subtotal, discounts, tax, service charge, delivery fee and total.
6. **Customer**: name, e-mail, phone, whether the number is verified, and **Call**, **WhatsApp** and **E-mail** buttons.

7 **Service**: **Order Type**, **Order Date**, **Delivery Address** or **Table Number** or **Pickup Time**, the business and the coupon used.

8 **Other orders**: this customer's earlier orders; for a new customer: "First order of this customer."

Note

The one-click next-step buttons (here, in the order list and on the kitchen display) tell the customer only at the steps you ticked in Settings → **Customer updates**; by default an e-mail when the order is confirmed, ready or cancelled. The order tracking page always shows every step.

How the total is made up

Σ	Subtotal	420,000
–	Discount	42,000
–	Coupon	20,000
+	Tax	32,000
+	Service Charge	18,000
+	Delivery Fee	30,000
=	**Total Amount**	**438,000**

The subtotal (items and add-ons) minus discounts and coupon, plus tax, service charge and delivery fee. Tax, service charge and delivery fee come from the settings.

Change the status and choose how to inform

Update Status opens a page where you:

1 **Pick the step**: every step is listed and the current one is marked **Current**. You can skip a step or go back.

2 **Pick the channels** under **Notify customer about status change**:

- **E-mail the customer**
- **Send an SMS (uses SMS credit)**

3 **Add an optional message**, such as "your order will be ready in 10 minutes".

4 **Click** **Update Order**.

"The customer gets the order's current status and its invoice link." If the customer left neither an e-mail address nor a phone number, these options are disabled.

Inform the customer without changing the status

More → **Send Update** (in the list: **Send Notification**) opens a dialog that sends the order's current status and invoice link, with your message, by e-mail and/or SMS — for example when the driver is stuck in traffic.

Invoice

View / Print Invoice opens the order's digital invoice — the same page the customer gets by e-mail or SMS. Print it or save it as a PDF from there.

With **Text the Invoice Link** switched on in the settings, the customer also gets the invoice link by SMS after ordering.

Cancel an order

1. **Choose** Cancel Order from More or More actions .
2. **Write the** Reason (sent to the customer) ; it goes into the cancellation message.
3. **Pick the channels** and confirm; changed your mind? Click Keep Order .

> **Tip**
>
> "A cancelled order can still be reopened from its update page." Pick the right step under Update Status .

Reports and exports

Export at the top of the list exports **exactly the orders you have filtered**:

Export	Best for
PDF Report	A printable report with totals; cancelled orders are not counted. Use Print / Save as PDF on the report page.
CSV Export	Excel or accounting software; one row per order with subtotal, discount, tax, service charge, delivery fee and final amount.

Example: for last month's sales report, set Date range to the first and last day of the month, click the Completed chip and take a CSV Export .

CHAPTER 12

Order tracking and kitchen reports

The guest's live tracking page with "Order again", and the kitchen reports on speed, busy hours, cancellations and best sellers.

The guest's tracking page

After ordering, the guest gets a link to a tracking page (on the checkout's thank-you step, in the order e-mails and on the invoice). "This page updates by itself." It shows:

Part	Content
Status	the order's step, from waiting to ready and handed over
Ready around	the time you promised when you accepted the order (moves when you add +5 min)
Pickup time	only for a pickup the guest scheduled for later: the time they chose
Your order	the items, **Service method**, the **Table** or **Delivery Address**, the **Total**
Buttons	**View Receipt**, **Call the restaurant**, **Menu**
Order again	puts the same dishes back in the cart; dishes that are sold out or not served right now are left out, and options and extras are chosen again

The guest needs no account to open it; the page updates live (if the connection drops, it checks every few seconds) and stops once the order is handed over or cancelled.

Kitchen reports

Kitchen reports: "How fast orders are accepted and prepared, when you are busiest, and why orders are cancelled." Choose the period at the top: 7, 30 or 90 days. With several restaurant cards, pick one in **Business**.

The four numbers

Number	How it is counted
Orders	every order placed in the period, with the number handed over under it
Average time to accept	minutes from placing to accepting, over the accepted orders
Average preparation	minutes from accepting to **Ready**
Ready on time	share of orders marked ready before the promised time

Busy hours

A grid of weekdays × hours, in your business's time zone: the darker the cell, the more orders were placed then (hours without any order are left out). Use it to plan staff and to time your deals. **Show as a table** gives the exact numbers.

The four lists

List	Shows
Best sellers	the dishes ordered most
Why orders were cancelled	the rejection reasons, counted
Deliveries by area	orders per delivery zone
Discount given by deals	how much each Buy X get Y deal gave away

> **Tip**
>
> A low **Ready on time** usually means the usual preparation time is too short: raise it in Kitchen setup, or use **Extra time when busy** at peak hours.

For revenue and order statistics of the menu see Overview.

CHAPTER 13

Delivery zones

Charge each area its own delivery fee, minimum order and free-delivery amount; guests pick their area at checkout.

When you need zones

Without zones, every delivery uses the one fee and minimum from the menu Settings. With zones, the guest picks an area at checkout and **that area's values replace the ones in Settings**: the near district can cost less than the far one.

> **Note**
>
> Zones are only used when delivery is on in the menu settings. Otherwise the page says "Delivery is turned off in your restaurant settings, so zones are not used."

Adding an area

On Delivery zones, fill in one row and press **Add**:

Field	Explanation
Area	"What the customer picks, e.g. a district". Each name once per card.
Delivery fee	what delivery to this area costs
Minimum order	the smallest order you deliver to this area
Free delivery from	from this order total, delivery is free; **0 = never free**

Changing and removing areas

Each row has **Deactivate** (the area disappears from the checkout but is kept) and **Delete**. A deactivated area shows **Inactive**. Orders already placed keep the area's name and fee they were placed with.

> **Tip**
>
> Name areas the way your guests know them ("North, up to the ring road") so nobody picks the wrong one; the order page shows the chosen area under **Delivery area**.

CHAPTER 14

Discounts

Lower the price of the whole menu, a category or one item automatically for a period, with conditions and usage limits.

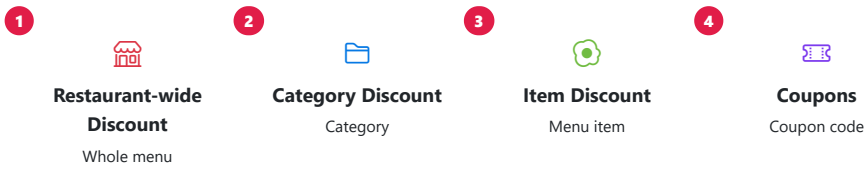
Discount or coupon?

	Discount (Discounts)	**Coupon** (Coupons)
What the customer does	Nothing — they see the lower price	Enters a code when ordering
Best for	Festivals, quiet hours, launching a dish	SMS campaigns, loyal customers, influencers
Chapter	This one	Coupons

Note

A restaurant-wide discount also has an optional **Discount Code**. Left empty, the discount applies automatically; with a code it only applies when that code is entered.

Three kinds of discount



1. **Restaurant-wide Discount**: on the whole menu or part of it (by choosing or excluding categories and items).
2. **Category Discount**: on every item of one category.
3. **Item Discount**: on one item (an item has at most one item discount).
4. **Coupons**: a code the customer enters (separate chapter).

The key rule: discounts don't add up. "Item discounts take precedence over category discounts, but restaurant-wide discounts may override if they offer a better deal. The system always applies the best available discount for the customer."

The discount list

Restaurant/Cafe → **Discounts**.

- **Tiles**: **Active Discounts** (**Running right now**), **Restaurant Discounts** (**On the whole menu**) and **Category & Item Discounts**.
- **Kind chips**: **All**, **Whole menu**, **Category**, **Menu item**.
- **Filters**: **Search** (**Name, code, category or item**), **Status**, **Business** and **Sort by** (**Newest**, **Ending soonest**, **Biggest discount**, **Name**).
- **Status of each discount**:

Status	**Means**
Running	Switched on and inside its period now.
Scheduled	Switched on, but its start is still ahead.
Ended	Its end date has passed.
Switched off	Its **Active** switch is off.

Value shows the amount, **Period** the dates, and below it how often it was used (e.g. "12 of 100 uses").

Create a discount

Click **Create Discount** and pick the kind. Every form shares these parts:

Shared fields

Field	Details
Card	The business.
Discount Name	A name to recognise it in lists and reports.
Discount Type	**Percentage**, **Fixed Amount** or **Buy One Get One**.
Discount Value	A percentage (0–100) or an amount. For buy-one-get-one the value does not matter.
Start Date / **End Date**	The period; the end must come after the start.
Minimum Order Amount	Minimum cart total; 0 = none.
Minimum Quantity	Minimum number of items ("buy 2 or more").
Exclude popular/special items	Leave items with the popular mark out.
Max Uses Per Customer	0 = unlimited.
Total Usage Limit	Cap on all uses; 0 = unlimited. Once reached, the discount stops applying.
Active	On/off without deleting.

Restaurant-wide only

Field	Details
Discount Code	**Optional**; **Leave empty for automatic application**.
Apply to all items	On = the whole menu. Off = only the categories and items picked in **Apply to Categories** and **Apply to Specific Items**.
Exclude Categories / **Exclude Items**	Exceptions, e.g. the whole menu except drinks.

Category discount only

- **Select Category**: every item of this category gets the discount.
- **Minimum Item Quantity**: **Minimum items required from this category**.
- The **Discount Summary** column sums up all conditions.

Item discount only

- **Select Menu Item**: the item; its **Regular price** is shown next to it.
- **Calculate** previews the final price and the **Savings**.
- If the discount would make the item free, you are warned before saving.

> **Tip**
>
> The fastest way to discount one dish: in Menu Items choose **Add a discount** from that item's three-dot menu; the form opens with the item already chosen.

Ready-made examples

Goal	Set up
20% off the whole menu at the weekend	Restaurant-wide, **Percentage** 20, Friday 00:00 to Sunday 23:59, **Apply to all items** on
Drinks "happy hour"	Category drinks, 30%, a short campaign for the period you want
Second pizza free	Item pizza, **Buy One Get One** , **Minimum Quantity** = 2
5 off orders over 50	Restaurant-wide, **Fixed Amount** 5, **Minimum Order Amount** = 50
Launch a new dish for the first 100 orders	Item, 15%, **Total Usage Limit** = 100

Edit, pause or delete

- **Pause**: switch off **Active** in the form.
- **Delete**: the **Delete** button; this cannot be undone. Past orders keep their discount.

CHAPTER 15

🎟 Coupons

Codes customers enter when they order — with a validity period, a minimum order and usage limits.

How coupons work

You create a **code** (say `WELCOME20`) and hand it out by SMS, on social media or on the invoice. The customer enters it when placing an order and, if the conditions are met, the discount is applied to their cart.

> ⚠ **Warning**
>
> Coupons only work when **Enable Coupon Discounts** is on in Settings, section **Coupons**.

The coupon list

Restaurant/Cafe → **Coupons**.

Status chips

Chip	Means
Active	On and inside its validity period; customers can use it.
Upcoming	Its start date is still ahead.
Expired	Its end date has passed.
Used up	It reached its total usage limit.
Switched off	Its **Active** switch is off.

Filters

Search (**Coupon code**), **Discount Type** (**Percentage** or **Fixed Amount**), **Business** and **Sort by** (**Newest**, **Ending soonest**, **Most used**).

Each row shows the code, the discount, the minimum order, the validity, how often it was used and its restrictions (**One-time use per customer**, **All items** or **Selected categories**, **Excludes discounted items**). **Copy code** copies the code for your SMS or post.

Create a coupon

Click **Create Coupon**. The side column shows a **PREVIEW** of the coupon.

Basic Information

Field	Details
Card	The business where the coupon is valid.
Coupon Code	**Unique code customers will enter at checkout**. Short, no spaces, easy to remember (e.g. `SUMMER30`). Unique across the platform.
Discount Type	**Percentage** or **Fixed Amount**.
Discount Value	The percentage or amount. The discount never exceeds the cart total.
Minimum Order Amount	Minimum cart total; 0 = none.

Validity Period

Valid From and **Valid To**; by default from now for 30 days.

Usage Limits

Field	Details
Maximum Total Uses	Cap on all uses of the code; 0 = unlimited.
One-time use per customer	Each customer can use it once. The customer is recognised by phone number (digits only, so 0912… and +98912… match) or e-mail; cancelled orders don't count. The check runs before the one-time code is sent, so a customer who already used it learns that at once and can order without the coupon.

Restrictions

Field	Details
Apply to all menu items	On = the whole menu. Off = only the **Applicable Categories**.
Exclude Categories	Categories the coupon does not touch (drinks, say).
Exclude already discounted items	Skip items that already have a discount; prevents double discounts.

Status

Active: switching it off pauses the coupon without deleting it.

Business-wide coupon settings

In Settings → section **Coupons**:

Setting	Details
Enable Coupon Discounts	Whether the cart shows the coupon field at all.
Allow Multiple Coupons per Order	Customers may put more than one coupon on an order.
Max Coupons Per Order	The most coupons on one order (0 = unlimited).

What customers may be told

When a code is refused, the customer sees why: the coupon is switched off, has not started or has expired, the minimum order is not reached, or its usage limit is used up. When a customer says "my code doesn't work", find the coupon in the list and check exactly these points.

Tips

- **Use clear, memorable codes like** `WELCOME20`.
- "Percentage discounts work well for larger orders".
- "Fixed discounts are great for minimum order incentives".
- **Set usage limits to control discount costs**.

Delete a coupon

Delete removes the coupon; if it was used, past orders keep their discount. To pause it, switch off **Active** instead.

CHAPTER 16

Deals, combos and timed menus

Automatic "buy X get Y" deals, combo meals made of other items, and categories served only at certain hours.

Three tools, three questions

Tool	Answers	Where
Buy X get Y	"Buy 2 pizzas, get 1 free" or "a half-price drink with every pizza"	Buy X get Y
Combo	"Lunch menu = burger + fries + drink, for one price"	the item form → **Combo contents**
Timed menu	"Breakfast only until 11:30"	the category form → **Serving hours**

They work alongside the discounts and coupons of the menu.

Buy X get Y

"Automatic deals, no code needed: buy 2 get 1 free, or a half-price drink with every pizza. The menu shows a badge and the checkout takes the discount off."

Field	Explanation
Name	"Shown on the menu, e.g. Buy 2 get 1 free"
When the customer buys + **Quantity**	the item and how many of it start the deal
They get + **Quantity**	the item that becomes cheaper, and how many
Discount	**Percent off the "get" items (100 = free)**
Starts / **Ends**	optional; "Same item in both places (e.g. buy 2 pizzas, get 1 pizza): every 3 pizzas in the cart, 1 is discounted. Empty dates = always."

How the discount is counted

- **Two different items** (buy a pizza, get a drink 50% off): for every pizza, one drink in the cart is discounted, as long as there are drinks in the cart.
- **The same item** (buy 2 pizzas, get 1 pizza free): the cart counts in groups of 3; every full group gets one pizza free. Two pizzas alone give nothing.
- The discount is taken from the item's price **after** its own item discount.

Each row shows **Running** or **Not running** (outside its dates or deactivated), with **Deactivate** and **Delete**.

> **Example**
>
> Tuesday deal: **Name** "Pizza Tuesday", buy 1 pizza, get 1 cola, 100%, starts Tuesday 12:00, ends Tuesday 23:00.

Combos

A combo is an ordinary menu item (with its own price, photo and category) that lists what it contains:

1. **Create the item** "Lunch menu" in Menu Items with the combo price.
2. **Save it**, open it again and click **Combo contents** next to the station field.
3. **Add each part** (**Item** + **Quantity**), e.g. 1× Burger, 1× Fries, 1× Cola.

"Make this item a combo: list what it contains. The menu shows the contents, the kitchen ticket lists each part, and the combo cannot be ordered while a part is unavailable. The price is the item's own price."

ⓘ Note

A combo cannot contain another combo, and each item only once (raise its quantity instead).

Timed menus

In a category's form, the **Serving hours** box: "Optional, e.g. a breakfast menu. Outside these hours the items stay visible but cannot be ordered. Empty = all day."

Field	Explanation
From / Until	the serving window; an overnight window (22:00 – 02:00) works too
Served on	the weekdays; "None ticked = every day."

Outside the window the dishes stay on the menu with a clock note (e.g. "Served 07:00–11:30") and their add button is disabled. An item that is also in a category without hours can always be ordered.

CHAPTER 17

Customer reviews

Ratings and reviews of your items — reading them, replying in public, reporting abuse and private order problems.

Where reviews come from

- Only **customers whose order was delivered or completed** can review the items of that order, so every review carries **Verified purchase**.
- Once an order is completed, the customer gets a link to rate it.
- A customer has one review per item; ordering again updates their earlier review.
- **Problems with the order itself** (late, an item missing…) reach you privately and never lower an item's rating.
- Reviews are checked automatically and by the platform's moderators; a review with insulting words waits **In moderation** instead of going live. You can **reply in public** or **report** a review that breaks the policy, but you cannot hide or delete reviews — not even negative ones.

Switch reviews on or off

In Settings → section **Display**:

Setting	Details
Customer Reviews	"Show reviews on menu items and let verified customers write them"

Switching it off takes reviews off your menu and stops new ones; existing reviews are not deleted and come back when you switch it on again.

The reviews page

Restaurant/Cafe → **Reviews**.

Tiles

Tile	Means
Average rating	The average of published reviews.
Unread	Reviews you have not opened yet.
Waiting for your reply	Reviews without a reply, especially 1–2 star ones.
Order problems	Private reports about orders (**unread, private**).

Filters and bulk actions

- **Business Card**, **Rating**, **Reply** (**Not replied** / **Replied**), read state, and **Search** ("Text, author, item…").
- Tick **Select all** or some rows, then **Apply** **Mark as read** from **Bulk Actions**.

One review

Click a review to open it:

- Rating, text, the author's display name, the item and the order.
- Status: **Published**, **In moderation** (not on your card yet) or **Removed**.
- **Information**: the card, when it was received and the result of the **Automatic check**.
- **Mark as unread** to come back to it later.

Reply in public

1. **Open** **Write a reply** .
2. **Write**: "Thank the customer, answer their point, and invite them back. Keep it polite: everyone can read it."
3. **Click** **Publish reply** . Later you can **Edit your reply** or **Remove reply** .

Report a review

If a review is abusive, advertising or off-topic, open **Report this review** , choose the **Reason** , add **Details for the moderator** and click **Send report** .

> ⓘ **Note**
>
> "If this review breaks the review policy, our moderators will check it. A negative opinion alone is not a reason to remove a review."

Answering a negative review

- Reply quickly; future customers remember your answer more than the review.
- Apologise and offer a way forward ("contact us and we'll make it right").
- Don't argue, and never post the customer's personal details.
- If the problem was real, fix it in the kitchen or delivery; the customer's next order updates their review.

CHAPTER 18

Restaurant settings

Service methods, delivery, ordering, tax, service charge, coupons and menu display — separately for each business.

The settings list

Restaurant/Cafe → **Settings** . You see one settings card for every card with an online menu; each branch has its own settings.

Tiles

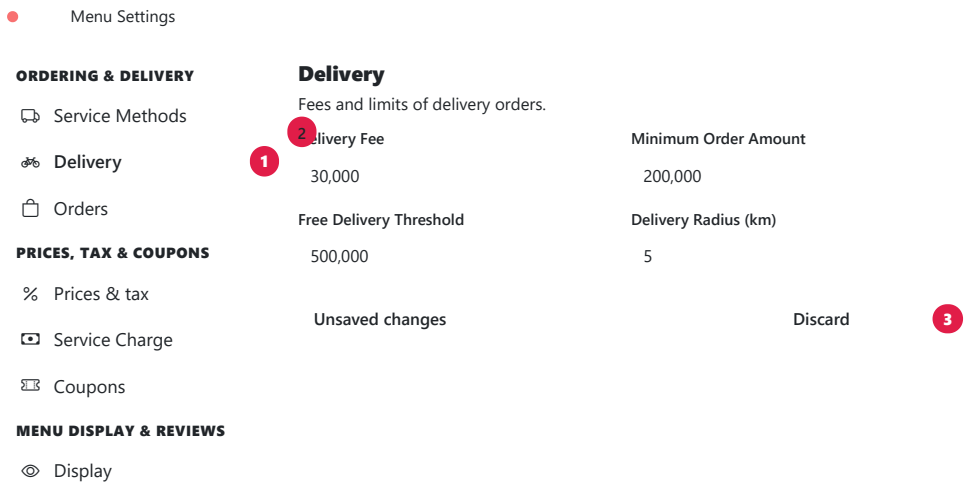
Businesses (and how many are switched off), **Open orders** (and how many wait for approval), **Orders today** (and how many are deliveries) and **Menu Items** (and how many are on sale).

Filters

Filter	Options
Search	**Business name**
Service method	Businesses that offer a given method
Charges	**Tax on** , **Service charge on** , **Delivery fee** , **No extra charges**
Menu option	**Coupons** , **Customer Reviews** , **Calories** , **Allergens** , **Spicy Level** , **Special instructions** , **SMS invoice link**
Sort by	**Name** , **Most open orders** , **Most menu items** , **Highest minimum order**

Each card sums up that business's settings: **Available Service Methods** (and the **Default** one), **Tax Rate** , **Service Charge** , "Min. Order" , **Delivery Fee** and the review setting. Click a part to open the settings right at that section.

The settings of one business



1. **Sections**: a side column on a computer, a sticky tab bar at the top on a phone. One section shows at a time and the page address points to it (you can share the link).
2. **The section's fields**.
3. **Save bar**: as soon as you change a field, **Unsaved changes** appears; click **Save** or **Discard** . After saving you return to the same section. A section with an error gets a red dot on its tab.

Switch business in the header jumps to another branch's settings without going back to the list.

Ordering & delivery

Service Methods

"How customers get their order: delivery, pickup or at a table."

Field	Details
Select Service Methods	**Delivery**, **Pickup** and/or **Dine In**; at least one. The default is picked in the order delivery → pickup → dine-in.
Allow Customer to Choose Service Method	Customers choose the method when ordering; off = always the default method.

> **Tip**
> For dine-in, put your card's QR code on the tables; the customer enters the table number when ordering and it shows on the order.

Delivery

"Fees and limits of delivery orders."

Field	Details
Delivery Fee	The delivery charge per order.
Minimum Order Amount	**Minimum order amount for delivery**; 0 = none.
Free Delivery Threshold	"Order amount for free delivery (0 = no free delivery)"
Delivery Radius (km)	**Delivery radius in kilometers**

Orders

"What customers can add to an order, and how early they can order."

Field	Details
Enable Spicy Level Selection	"Enable spicy level selection for applicable items"; each item also needs **Spice Select** on.
Allow Special Instructions	**Allow customers to add special notes**
Max Instructions Length	**Maximum characters for instructions**
Advance Order Hours	**Minimum hours required for advance ordering**
Default Cart Extras	"Cart-level extras that are automatically added to every order"

Customer updates

"Choose the order steps your customers hear about. Fewer, useful messages work best: most customers want to know the order was accepted, is ready, or was cancelled. Every step is always visible on the order tracking page."

Field	Details
E-mail the customer at these steps	Tick the steps: **Confirmed**, **Preparing**, **Ready**, **Completed**, **Cancelled**. New businesses start with confirmed, ready and cancelled.
SMS the customer at these steps	The same steps by SMS; none by default. "Each SMS uses your SMS credit."
Text the Invoice Link	"After an order, send the customer an SMS with the link to the digital invoice (uses SMS credit)"

These choices apply to every automatic step change: the kitchen display buttons and the one-click next-step buttons in the order list and on the order page. When you change the status on the **Update Status** page, cancel an order or press **Send Update**, you still pick the channels yourself.

Prices, tax & coupons

Prices & tax

"The currency shown with your prices, tax, and what customers must tell you."

Field	Details
Currency Symbol	The symbol shown next to prices.
Enable Tax	"Added on top of every order total."
Tax Rate (%)	The tax percentage (e.g. 10).
Require Customer Contact Information	Customers must give contact details before ordering; keep it on so you can inform and follow up.

Service Charge

"A percentage or a fixed amount added to every order."

Field	Details
Enable Service Charge	On/off.
Service Charge Type	**Percentage** or **Fixed Amount**.
Service Charge Rate (%)	Percentage type only; a share of the subtotal.
Fixed Service Charge Amount	Fixed type only.

Coupons

"Whether customers can enter coupon codes at checkout." Details in the chapter Coupons.

Menu display & reviews

Display

"What your menu shows next to each dish, and customer reviews."

Field	Details
Show Calories on Menu	Show the calories you entered on the item form.
Show Allergen Information	Show the items' allergens.
Customer Reviews	"Show reviews on menu items and let verified customers write them"; **Open reviews** takes you to the reviews page.

Checklist before you go live

- ☐ At least one service method is chosen.
- ☐ Delivery fee, minimum order and free-delivery threshold are right.
- ☐ Tax and service charge follow the rules where your business is.

- ☐ If you give coupons, **Enable Coupon Discounts** is on.
- ☐ **Require Customer Contact Information** is on.
- ☐ A test order shows the right total.

CHAPTER 19

☑ Launch checklist, recipes and FAQ

What to check before your first real guests, ready-made recipes for common situations, answers and a glossary.

Before opening day

Go through this list once, on a phone, as if you were a guest:

#	Check	Where
1	Card has logo, cover photo, phone, address and correct **Working Hours**	your card
2	The card shows **Open now** at opening time and the right next opening when closed	your card
3	Every dish has a price; the best ones have a photo and are marked **Popular**	Menu Items
4	Service methods, delivery fee, tax and service charge are right	Settings
5	Usual preparation time fits your kitchen; decide on automatic accepting	Kitchen setup
6	The kitchen tablet is connected with the device link and its sound works	Kitchen setup
7	Every table has a printed code, tested with a phone	Tables & QR codes
8	Delivery areas cover where you deliver	Delivery zones
9	A test order went all the way: placed, accepted, ready, handed over; the e-mails arrived	your card + kitchen display
10	The tracking link of the test order works and shows the ready time	the order e-mail

Recipes

I want to stop orders for an hour because the kitchen is full

1. **Open** the kitchen display or Kitchen setup.
2. **Press** **Pause orders** (or **Taking orders** on the display) and choose one hour.
3. **Done**: the menu stays visible; ordering opens again by itself.

I want guests to order at the table

1. **Switch on dine-in** in Settings → **Service Methods** .
2. **Add tables** ("1-12") in Tables & QR codes and press **Print all QR codes** .
3. **Stick a code on each table** and test one with your phone.

I want a breakfast menu until 11:30

1. **Create a category** "Breakfast" in Categories.
2. **Set** **Serving hours** : from 07:00 until 11:30.
3. **Put the breakfast dishes** in that category only.

I want "buy 2 pizzas, get 1 free"

1. **Open** Buy X get Y.
2. **Buy** pizza × 2, **get** pizza × 1, **Discount** 100, then **Add** .

I want a lunch combo for one price

1. **Create the item** "Lunch menu" with the combo price in Menu Items.

2. **Open** Combo contents in its form and add burger, fries and drink.

I want the grill screen to show only grill dishes

1. **Add the station** "Grill" in Kitchen setup.
2. **Give the grill dishes** that Kitchen station.
3. **On the grill tablet**, pick "Grill" in the display's top bar.

A kitchen tablet was lost

1. **Press** New link in Kitchen setup: the lost tablet is signed out.
2. **Open the new link** on the replacement tablet.

Frequently asked questions

Can I have a café with a small shop or table reservations? Yes. The edition hides those tools only while your plan does not include them; once it does, they appear in your sidebar and on your card (the card then also shows Reserve a table).

Why does my card not show "Open now"? The card has no working hours, or the Working Hours feature is off on the card.

A guest scanned the table code but could not choose dine-in. Dine-in is off in the menu settings, or the table was deactivated.

The kitchen display does not ring. Tap Start kitchen display once after opening it, check Sound in the top bar and the device's volume, and that Sound for new orders is on in Kitchen setup.

Do paused orders lose anything? No. Orders already placed stay on the display; only new orders wait until you resume.

Can I change my card's theme myself? Yes: Card design in the card's More menu; see Changing the design.

Glossary

Term	Meaning
Edition	the arrangement of Cardynex for one trade (here: restaurants and cafés)
Kitchen display	the live order screen for the kitchen
Device link	a private link that opens only the kitchen display on a device
Station	a part of the kitchen (grill, bar…) with its own screen filter
Preparation time	the minutes promised to the guest when an order is accepted
Table code	the QR code of one table; it opens the menu with dine-in and the table chosen
Delivery zone	an area with its own delivery fee, minimum and free-delivery amount
Combo	a menu item made of other items, for one price
Timed menu	a category served only at certain hours or days
Tracking page	the guest's live page of one order

CHAPTER 20

How-tos, FAQ and glossary

"I want to…" — short recipes for everyday tasks, fixes for common problems and what the terms mean.

How-tos: "I want to…"

…take a dish off the menu today because it ran out

1. **Open** Menu Items and search for the dish.
2. **In the three-dot menu** choose Mark as unavailable.
3. **Tomorrow** choose Put back on sale from the same menu.

…show the breakfast menu only in the morning

1. **Create a "Breakfast" category** and put the items in it.
2. **At noon**, choose Hide from the menu on that category in Categories.
3. **Next morning** choose Show on the menu.

…give 15% off at the weekend

Discounts → Create Discount → Restaurant-wide Discount; Percentage 15, Friday to Sunday, Apply to all items on. Details in Discounts.

…text loyal customers a discount code

1. **Create a coupon** with One-time use per customer and a one-month period.
2. **Click** Copy code and paste it into your SMS.
3. **Check** that Enable Coupon Discounts is on in the settings.

…see open orders as a kitchen queue

Orders; When = Still open, Sort by = Oldest first. Bookmark this address.

…tell a customer their order is 10 minutes late

Open the order → More → Send Update; write the message and choose e-mail or SMS.

…give my accountant last month's sales

Orders; Date range = first to last day of the month, the Completed chip, then Export → CSV Export.

…charge packaging on every takeaway order

Create an extra with Item Type = Packaging/Container, Scope = Per Cart/Order and Mandatory on (chapter Extra items).

…open a second branch

Create a new card for the branch and switch on Online Menu. Categories, items and settings are separate per card; every list then shows the Business filter.

FAQ and troubleshooting

The restaurant menu is locked in the sidebar, or the pages are empty. Your plan doesn't include the menu, or no card has Online Menu switched on. No restaurant profiles found means the latter.

An item I created doesn't show on the card. Check that Available is on, that it has at least one category, that the category isn't hidden, and that the item belongs to the card you opened.

A customer says their discount code doesn't work. Find the coupon in the list: is it Active? Inside its dates? Minimum Order Amount reached? Used up? And is Enable Coupon Discounts on in the settings?

A category discount and an item discount didn't add up. Correct — discounts don't add up; the customer gets the best one.

Revenue on the overview is lower than my orders. Only **Completed** orders count as revenue. Complete orders once handed over.

The customer didn't get the status e-mail. Without an e-mail address only SMS is possible; check the **Customer** box of the order (**No e-mail address**). Remind the customer to look in their spam folder.

The SMS was not sent. Every SMS uses SMS credit. Check your balance in the SMS section of the dashboard.

I cancelled an order by mistake. Open the order → **Update Status** → pick the right step.

I want to delete a category but keep its items. Deleting a category does not delete its items; they only leave the category. Remember to put them in another one (**Items without a category** tile).

I changed a price — what about earlier orders? Placed orders keep the price at the time of ordering.

Glossary

Term	Meaning
Card / business	The digital card the menu is shown on; one card per branch.
Service method	**Delivery** , **Pickup** or **Dine In** .
Per-item extra	Something picked with one item (a sauce, extra cheese).
Per-order extra	A charge added once to the whole order (packaging).
Mandatory extra	Added automatically; customers cannot remove it.
Discount	An automatic price cut, no code needed.
Coupon	A code customers enter to get a discount.
Service charge	A percentage or fixed amount added to every order.
Open order	An order not completed or cancelled yet.
Verified purchase	A review from a customer with a completed order.
Chip	The round buttons above lists — counters and quick filters at once.