Systopia

Mobile Ordering

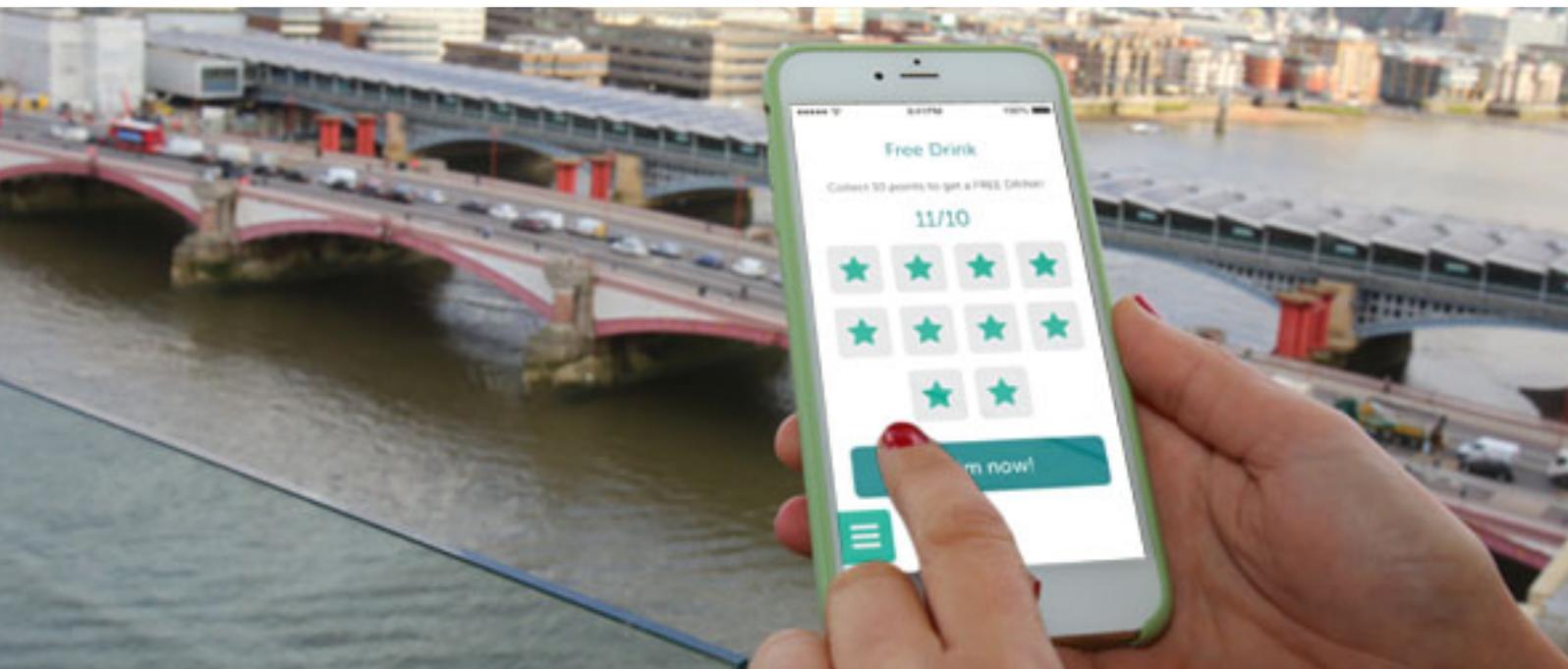## Pre-ordering for collection or delivery

Improve the customer experience and efficiency of your operation by offering customers the convenience of pre-ordering and paying for food and beverages from their mobile device.

Users can select items from a bespoke menu including collection time or specified delivery location to suit their busy schedule.

Collection and redemption of reward / points can also be included to encourage repeat visits through customer loyalty programmes.

"Convenient ordering, encourages repeat custom and increased loyalty while reducing wastage"

Increase Efficiency

Pre-ordering help users make the most of their mealtimes and busy schedules. It also allows the food services team to benefit from visibility of pre-order ticketing system sent directly to kitchen printers or displayed on kitchen screens as part of their efficient preparation process to meet demand and help reduce wastage.

"Reducing queues at the counter means staff can focus on customer delivery"

Encourage loyalty

Virtual loyalty points can be collected and redeemed as part of the simple ordering process.

Easy-to-configure promotions can be pushed straight to customers to encourage increased sales. Simple meal deals, buy 9 coffees get your 10th free or point collections. Customers have a visible means of keeping track of reward progress.

Flexible Menus

Customise your menu to include detail such as fillings and bread types that can build into the ordering process for greater customer choice.

Real Benefits

- Reduce counter queue times, focus on customer delivery
- Reduce food wastage through advance order visibility
- Enable customers to place and track purchases on the move
- Encourage loyalty through simple point collection
- Offer choice through build your order options
- Customise the application to suit your brand and styling

Phone screen

Success

Thank you for placing your order, this will be ready to collect at

15:00
Main Restaurant

An email has been sent to you with information on this order.

Total: £5.20

Payments Accepted

Cashless Account

Mobile Wallet

Chip & PIN (pre-registered)

DEVICE TYPES
Android

Apple

KEY FEATURES
- Pre-ordering
- Collection timeslot selection
- Delivery to location
- Build Menu option
- Customisable UI option
- Loyalty scheme
- Push promotions*

ORDER RECEIPT
- As an email to a designated team member
- As a receipt to a kitchen printer
- As a virtual order that displays on kitchen screen

REQUIREMENTS
Part of Systopia Cloud Payment Services

* Dependant on push notifications being enabled by the user

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