

## Portal & Terminal User Guide

flipdish.com



## **Getting Started** with Flipdish

#### Before you begin ensure you:

- 1. Can access the Flipdish Portal at <a href="https://portal.flipdish.com/">https://portal.flipdish.com/</a>
- 2. Have connected your terminal to the Flipdish Portal



# Managing Orders

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## Accepting an order

#### **Flipdish Portal**

- Click on 'Orders'
- Click 'Live View'
- Select a pending order (shown with purple icon)
- · Select time that order will be ready
- Customer will receive text message confirmation

#### **Flipdish Terminal**

- New orders will pop up automatically
- Click 'Accept'
- Select time that order will be ready
- Receipt will print
- Customer will receive text message confirmation

( ≡			⑦ cian.donohoe@fl	ipdish.ie 🚺 📠		#67880446 Pending collection	•
命 2*	Home Customers	Pending table service #69945938, name: Cian, at table: 14 Pizza Cafe - Pizza Cafe Ireland Flipdish Web		Learn more		Requested for 12:15 Today Thu 07/04 Placed at 12:15 Today Thu 07/04	
Ä	Orders	Requested for Amount / payment	Customer phone			Collection At Central Perk - Central Perk (DEMK	0)
) 🗔	Delivery Tracking	16:32 Today Thu 28 Apr     €37.85 unpaid (cash)       Placed at 16:32 Thu 28 Apr	+353861601597				
₫	Menus					Drinks 4 x Coffee Deal	€28.00
≻ Ψ(±	Product Management	Order items LUNCH DEAL (12-4PM DAILY) SIT-IN, TAKE-OUT AND COLLECTION ONLY	Customer info Cian			+ Decaf	€0.00
• Ø	Marketing	3 x Massaman Curry	themadyoke@gmail.com			Delivery, discounts, tip	
⊦ [ <u>o</u> ]	Sales Channels	+ Beef	View customer €32.85			Processing Fee Tax	€0.50 €0.56
≻ ik	Reports	+ No Peanuts	€0.00			Payment	Total
류	Stores	+ Add Extra Beef	€4.50			Unpaid cash	€29.06
۲	Vouchers	+ Brown Rice	€0.00			Pushanas Information	
Ą	Campaigns	+ Diet Coke, 0.33L Delivery, discounts, tip	€0.00			Paul C +353858896368	
ę	Terminals	+5 ACCEPT +20 +30 +45 oruge				fake@fake.com NoN ordere	
₽₽	App Store	MINS COMINS OTHER	REJ		J	× ACCEPT	

## **Refunding and cancelling an order**

#### **Flipdish Portal**

- Select 'Orders'
- Search for or select the relevant order
- Click on 'refund'
- Input refund amount or click 'cancel' to refund full amount
- Customer will receive text message confirmation

#### **Flipdish Terminal**

- Select 'Orders' from menu in top left corner
- Select the relevant order
- Click 'Refund'
- Input refund amount or click cancel to refund full amount
- Customer will receive text message confirmation

=	FLIPDISH PORTAL		⑦ cian.donohoe@flipdish.ie		#67014233 Accepted collection	
ය ද	Home Customers	Accepted collection #67026975 collection ID: #A520, name: Test Pizza Cafe - Pizza Cafe NYC Filpdiah Klosk.	Learn more		Accepted for 3 21:30 28/03/22 Bioguetted for 21:30 28/03/22 Placed at 20:12 28/03/22	
Ë	Orders	Accepted for Amount / payment			Collection	
) -	Delivery Tracking	<b>23:14 Mon 28 Mar</b> \$1.00 unpaid (cash) Requested for 23:14 Mon 28 Mar <sup>©</sup>			AL CERTIAL PERK - CERTIFAL PERK (DEMO)	
₫	Menus				Happy Hour	
≻ ₩±	Product Management	Order items Drinks			1 x Curry €10.0	00
) @	Marketing	Coca Cola \$1.00			Delivery, discounts, lip Processing Fee €0.5	50
> [0]	Sales Channels	Delivery, discounts, tip			Payment Tot	tal
×њ	Reports				Unpaid cash €10.5	50
ā	Stores	Total <b>\$1.00</b>			Customer information	
۲	Vouchers				Test order (DO NOT PREPARE) +351913765859	
	Campaigns		REFUND >		5 orders	
Ð	Terminals					
=	App Store			J	REFUND PRINT	

## **Hiding Menu items**

#### **Flipdish Portal**

- Click 'Menus' on the side bar on the left
- Select the relevant menu
- Click the 3 dots beside the menu item
- Select duration of hide time
- Menu updates are instant

#### **Flipdish Terminal**

- Select the menu (Top left/ 3 horizontal lines)
- Select "Hide/unhide items"
- Select the Store/Menu where your item is
- Locate the item
- Select "Hide" under the column "Action"

=	FLIPDISH		← Hide/unhide items	
	PORTAL		Hide items	
命	Home	Curry : Mekong Duck 3 10.95	Central Perk Main Menu Central Perk (DEMO)	ĺ.
2.	Customers Orders	ts, Onion, Carrots fro № Hide for 1 hour hour ballots. Coeliac Roast Duck with Asian Greens, Courgette, Greens Beans,Onion,Spring Onion, Sweet Basil	Q Search	
• 🖬	Delivery Tracking	Hide for 3 hours OPTIONS > OPTIONS > OPTIONS >	Mesu Item	Action
<u></u>	Menus	Hide for 1 week	Chicken Burger	Hide
≻ Ψl±	Product Management	Hide indefinitely Shoots, Sweet fror Green Beans, Green Beans, Courgetta Sweet Basil, Carrot	Tandoori Chicken	Hide
) Ø	Marketing	Duplicate item Strendly. Chilli and Kaffir Lime Leaves. Hot, Coeliac Friendly.	Soup	Hide
) [o]	Sales Channels	Delete item	Salad	Hide
≻ ılı	Reports	Yellow Curry J From 10.95 > Mild Curry with Coconut Milk.	Central Perk Burger	Hide
ā	Stores	from 10.95 Potato, Onion, Carrot, Broccoli, Cherry Tomatoes with Crispy Shallots. Coeliac Friendly.	Pasta	Hide
۵	Vouchers	TAX * OPTIONS >	Curry	Hide

## **Unhiding Menu items**

#### **Flipdish Portal**

- Click 'Menus' on the side bar on the left
- Select the relevant menu
- Click the 3 dots beside the menu item
- Select 'Show on menu'
- Menu updates are instant

#### **Flipdish Terminal**

- Select the menu (Top left)
- Select "Hide/unhide items"
- Select the Store/Menu where your item is
- Select 'Unhide items'
- Locate the item
- Select "Unhide" under the column "Action"

=	FLIPDISH		← Hide/unhide items
	PORTAL		Hide items Unhide items
命	Home	iman Curry	Central Perk Main Menu
0	Customers	Modify image Ty with Coconut Milk, Peanuts, Onion, Carrots	Central Perk (DEMO)
Ä	Orders	fro Show on menu by Shallots. Coeliac Roast Duck with Asian Greens, Courgette, Greens Beans, Onion, Spring Onion, Sweet Basil & Chilli in a Sov Sauce. Hot	Q. Search
) )	Delivery Tracking	Duplicate item OPTIONS > OPTIONS >	Menu Item . Action
<u>e</u> j	Menus	Delete item	Wine Unhide
≻ Ψ <u>l</u> ±	Product Management	for 10 05	
• 6	Marketing	TAX Y Paste. Coeliac Friendly. Coeliac Friendly. Coeliac Friendly.	
) [0]	Sales Channels	OPTIONS > OPTIONS >	
≻ ih	Reports	Yellow Curry 3 Green Curry 3 from 10.95	
ā	Stores	from 10.95 ► Mild Curry with Coconut Milk, Potato, Onion, Carrot, Broccoli, Cherry Tomatoes with Crispy Shallots. Coeliac Friendly.	
۲	Vouchers	OPTIONS > OPTIONS >	

## **Closing your store temporarily**

#### **Flipdish Portal**

- Click 'Stores' on the side bar on the left
- Select the relevant store
- Select 'Delivery' or 'Collection'
- Choose the duration of the close
- Click the 'Allow pre-orders while store is closed' if required

#### **Flipdish Terminal**

- Select the menu (Top left / 3 horizontal lines)
- Select "Stores"
- Select "Close" on either Delivery or Collection
- Select the time that you want to override
- Click "Set"

≡	FLIPDISH PORTAL			- Ctrans
යා දු	Home Customers	Store hour overrides in local store time alvstr2	Learn more	C Central Perk (DEMO) O 30 minutes
Ä	Orders	Quick close	COLLECTION	1 hour
) (1)	Delivery Tracking Menus		DELIVERY	O Other hours
⊳ ₩±	Product Management		30 minutes	Allow preorders while store is closed
) @	Marketing Sales Channels	Store hour overrides	45 minutes	CANCEL
≻ th	Reports	DAY WEEK MONTH April 2022	1 hour v < >	
ā	Stores	MON         TUE         WED         THU           28         29         30         3	Until tomorrow sum 2 03 Other	
۲	Vouchers			
Ā	Campaigns		store is closed	
Ð	Terminals	04 05 06 0	7 08 09 10	
87	App Store			
\$\$	Settings			

## **Reopening your store**

#### **Flipdish Portal**

- Click 'Stores' on the side bar on the left
- Select the relevant store
- Click on 'Reopen' in the top right corner

#### **Flipdish Terminal**

- Select the menu (Top left / 3 horizontal lines) of your Flipdish Terminal
- Then Select "Stores"
- Click the 'x' in the pink banner

≡	FLIPDISH PORTAL			
命	Home	alvstr2 is closed for delivery until 16:02. You can add or remove overri	es in the store hours overrides calendar.	REOPEN
°,	Customers	$\leftarrow$ Store hour overrides in local store time		Learn more
Ĕ	Orders	alvstr2		
) <b>[</b> ]	Delivery Tracking	Quick close	COLLEC	TION
	Menus			
⊢ Ψ(±	Product Management		DELIV	ERY
0	Marketing		COLLECTION	& DELIVERY
)	Sales Channels	Store hour overrides		
)≻ ili	Reports			
릅	Stores	DAY WEEK MONTH	April 2022	TODAY
۲	Vouchers	MON TUE WED	THU FRI 0 31 01	SAT SUN 02. 03
4	Campaigns			
÷	Terminals			
87	App Store	04 05	6 07 08	09 10

# Sales for the day

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## End of day report

#### **Flipdish Portal**

- Select 'Reports' from the side bar on the left of the page
- Select 'End of day report'
- Select the relevant store in the top right
- The page will update automatically

#### **Flipdish Terminal**

- Select the menu in top left corner
- Select 'End of Day Report'
- Select the store
- Press the 'PRINT' button at the bottom of the screen

	FLIPDISH PORTAL			(?) c	ian.donohoe@flipdish.ie 🙆 📖
C	ustomers	End of day report			Learn more
4	Orders	Date	Store	s	× -
1	Delivery Tracking	04/23/2022			^ *
]	Menus	Totals	Cash	Paid online	Total
: ~*	Product Management	Number of orders	0	0	0
)	Marketing	Order value	€0.00	€0.00	€0.00
Ċ	Sales Channels	Order value excluding delivery fees	€0.00	€0.00	€0.00
	Reports	Collection			
ß	Overview	Number of collection orders	0	0	0
1	Orders	Collection order value	€0.00	€0.00	€0.00
5	End of day report	Delivery			
	Customer Reports	Number of delivery orders	0	0	0
Ā	Stores	Delivery order value	€0.00	€0.00	€0.00
\$	Vouchers			-	

# **Getting Help**

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### Flipdish Support

#### Flipdish Helpdesk

Our Helpdesk is full of common questions, and how-tos on popular tasks. Here you'll find the latest product support articles, user guides, and videos.

help.flipdish.com/

#### **Flipdish Academy**

We've created over 50 courses that are free to access on our Flipdish Academy. It covers everything from editing your menu to getting the most from Instagram & Facebook.

academy.flipdish.com/

#### Support Teams

Contact our dedicated customer support and menu teams for help

help@flipdish.com

menu@flipdish.com



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