

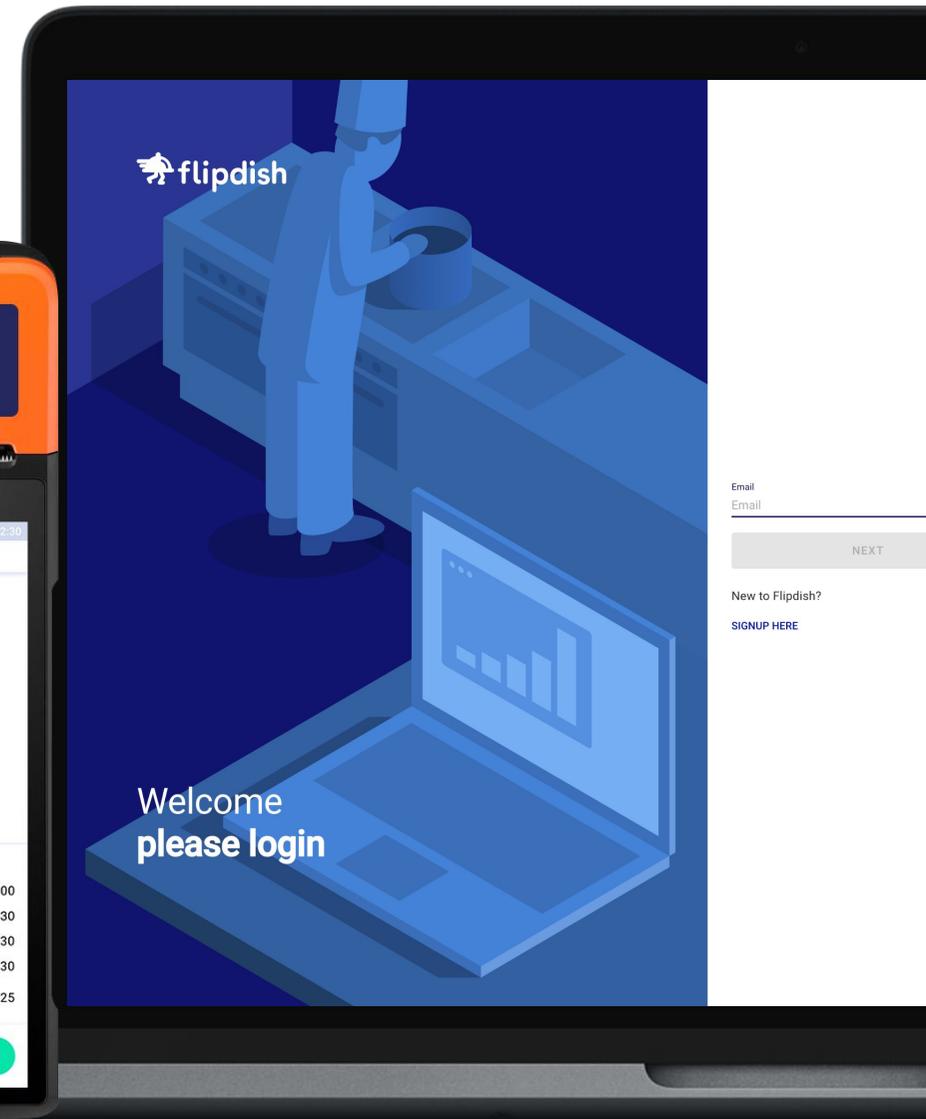
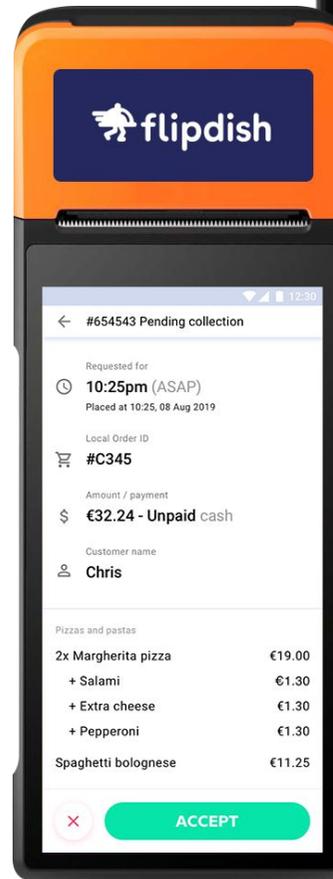


Portal & Terminal User Guide

Getting Started with Flipdish

Before you begin ensure you:

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



Managing Orders

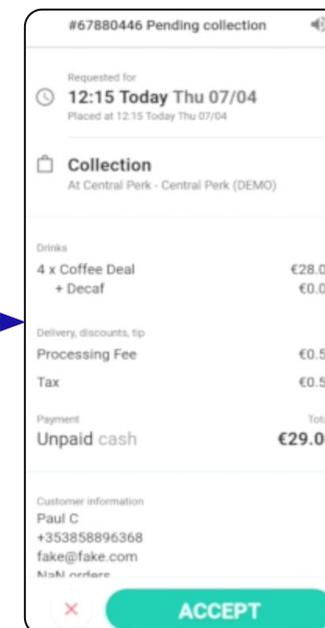
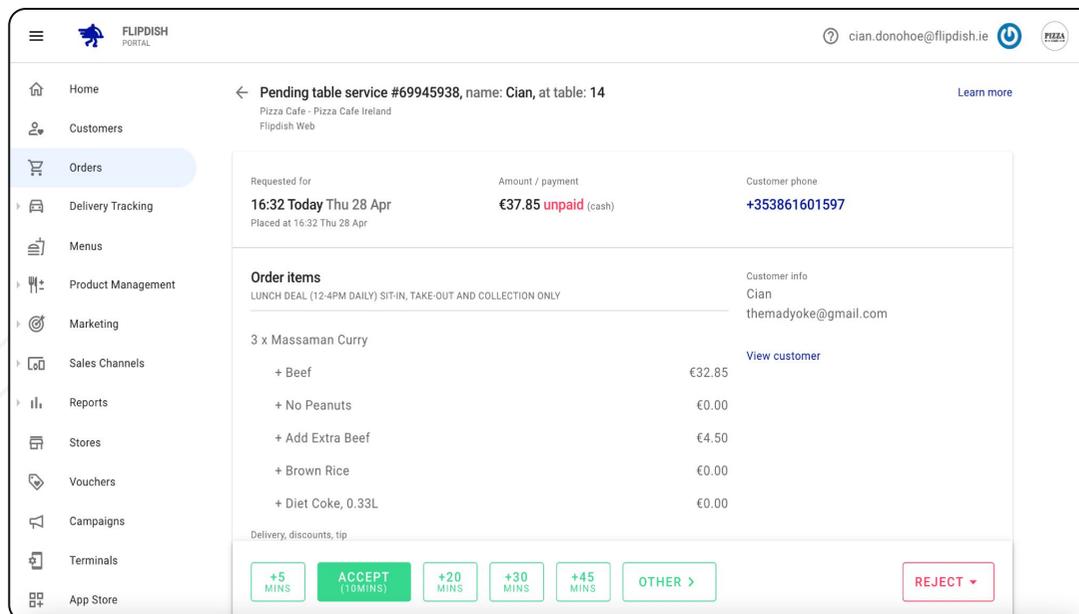
Accepting an order

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



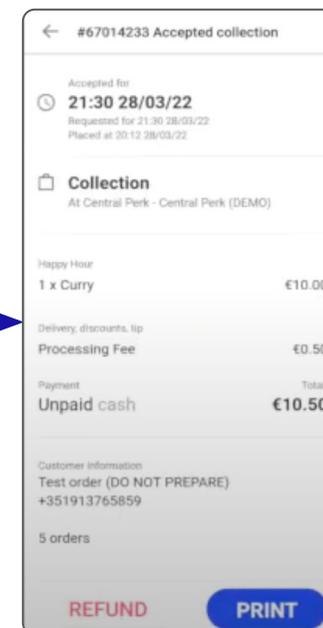
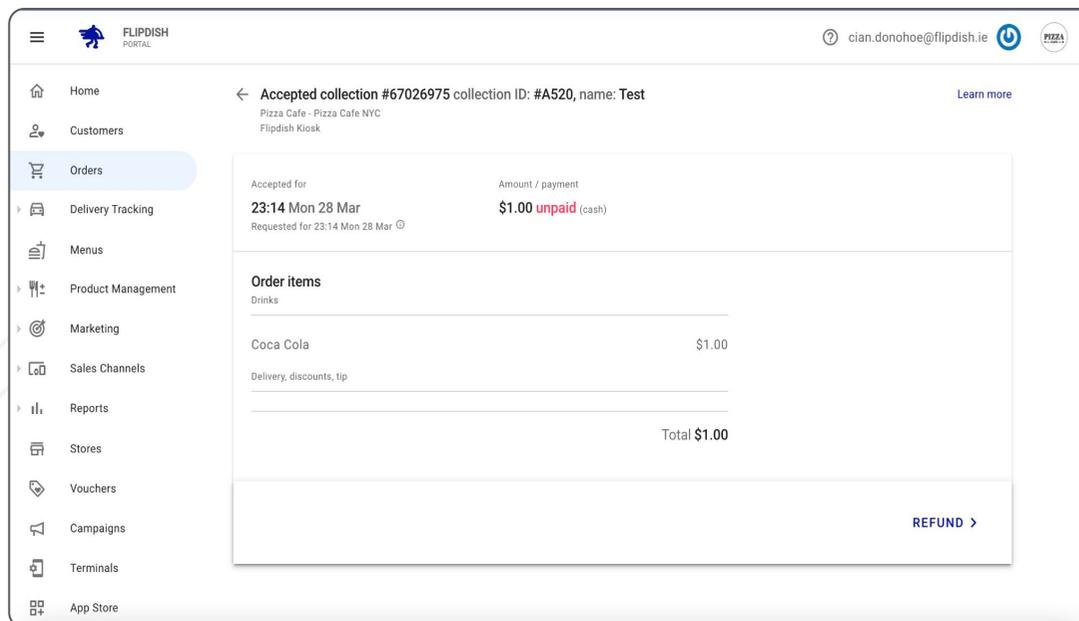
Refunding and cancelling an order

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

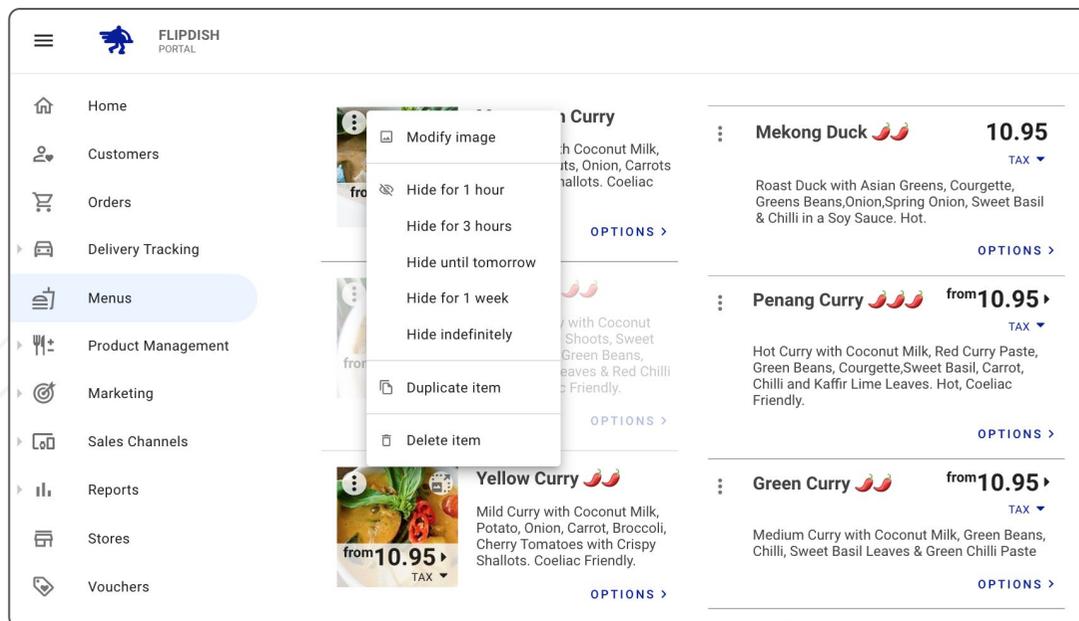
- Select 'Orders' from menu in top left corner
- Select the relevant order
- Click 'Refund'
- Input refund amount or click cancel to refund full amount
- Customer will receive text message confirmation



Hiding Menu items

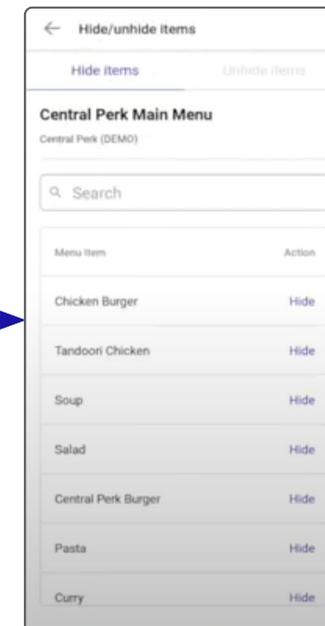
Flipdish Portal

- 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

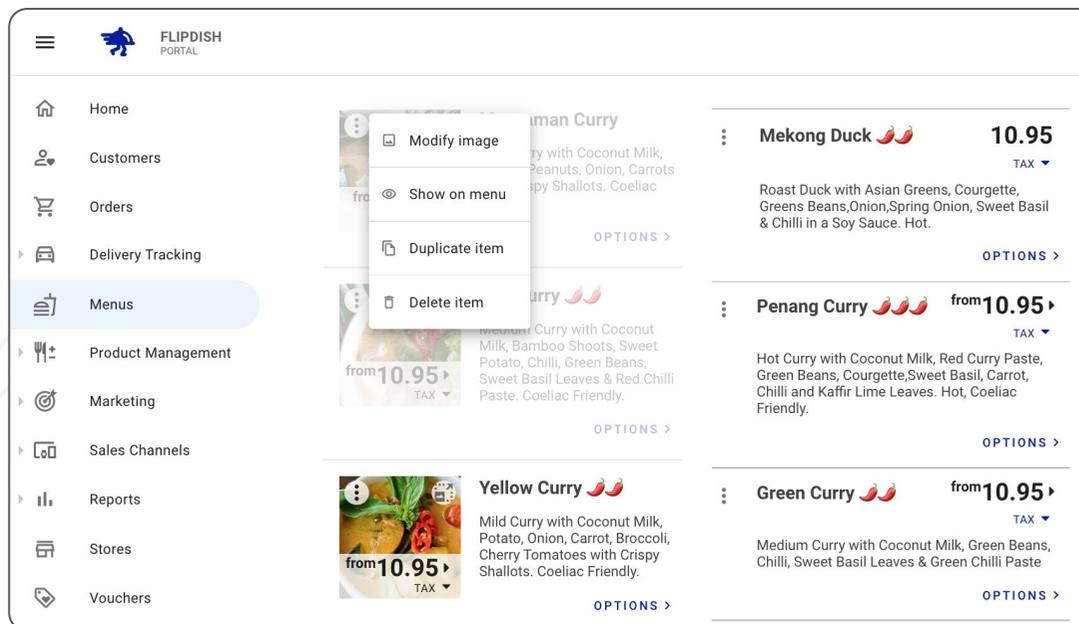
- Select the menu (Top left/ 3 horizontal lines)
- Select "Hide/unhide items"
- Select the Store/Menu where your item is
- Locate the item
- Select "Hide" under the column "Action"



Unhiding Menu items

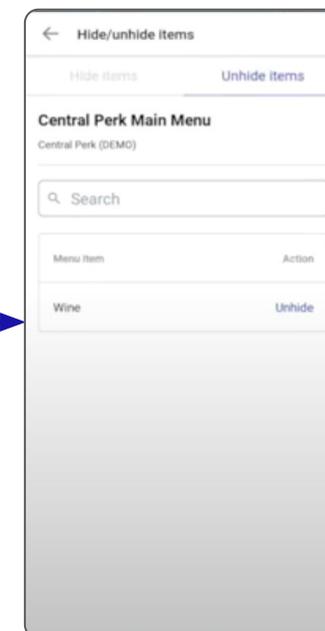
Flipdish Portal

- 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"



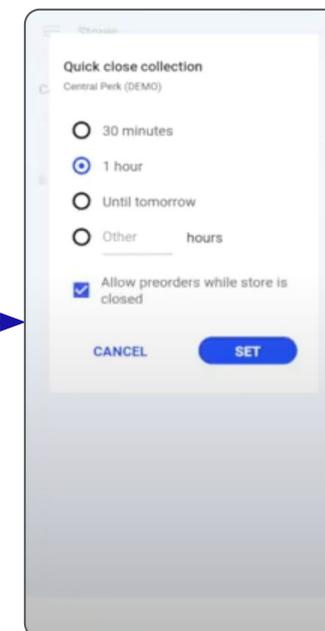
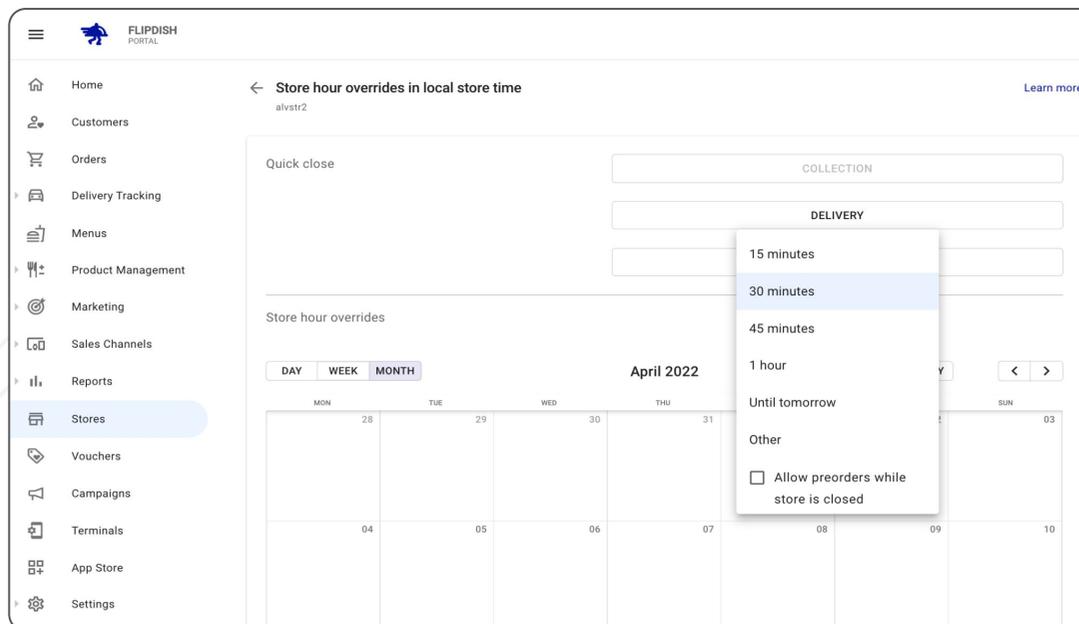
Closing your store temporarily

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"



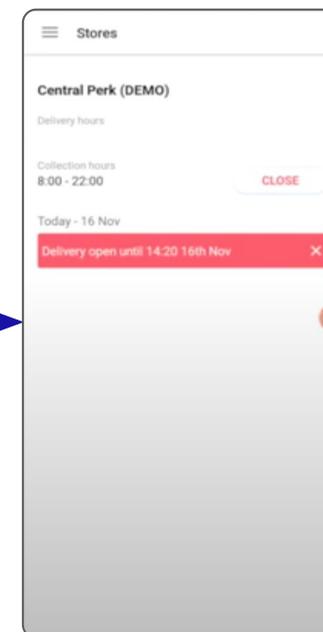
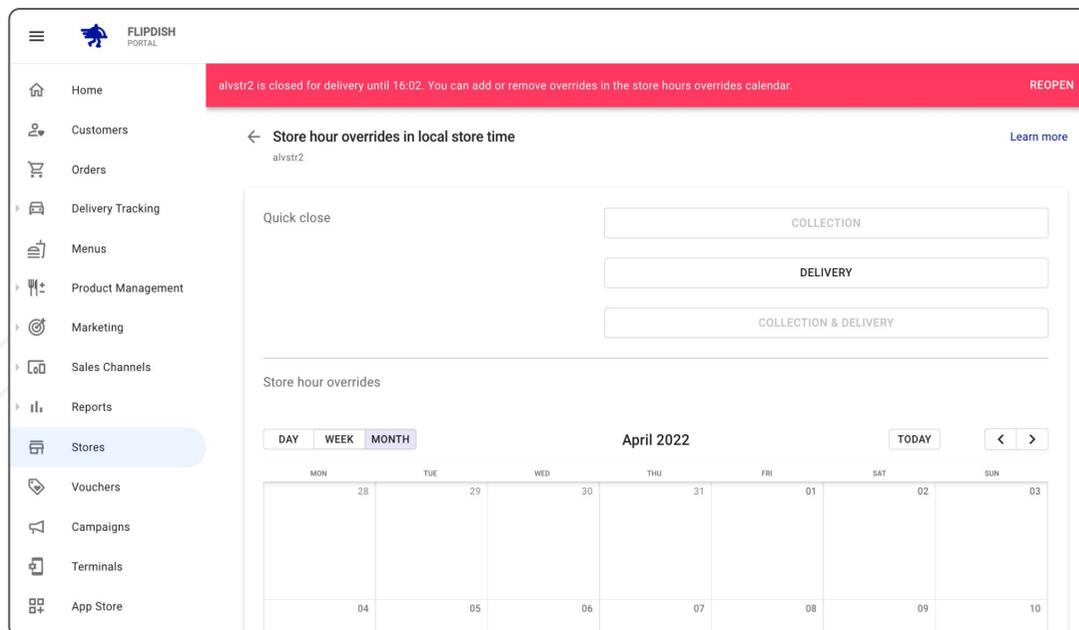
Reopening your store

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



Sales for the day

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

Totals	Cash	Paid online	Total
Number of orders	0	0	0
Order value	€0.00	€0.00	€0.00
Order value excluding delivery fees	€0.00	€0.00	€0.00
Collection			
Number of collection orders	0	0	0
Collection order value	€0.00	€0.00	€0.00
Delivery			
Number of delivery orders	0	0	0
Delivery order value	€0.00	€0.00	€0.00

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

	Count	Value
All orders	0	€0.00
Cash	0	€0.00
Paid online	0	€0.00
Collection orders		
	Count	Value
Collection orders	0	€0.00
Cash	0	€0.00
Paid online	0	€0.00

PRINT

Getting Help

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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