
Onboarding Guide

Hong Kong - Q3 2020

This document has been prepared on June 2020. foodpanda technology is continuously evolving to ensure seamless vendor and customer experience. All elements in this document are subject to change.



Table of Content

Initial Setup **3 - 12**

Onboarding Kit 3 - 4

Know Your Tablet 5 - 6

Setup Your Tablet 7 - 8

Learn The Basics & Do A Test Order 9 - 10

App Language & Printer Setup 11 - 12

Manage Your Store **13 - 21**

Set Restaurant Status 13 - 14

Manage Menu Availability 15 - 16

View Your Order List 17 - 18

Tablet Monitoring 19 - 21

Order Journey **22 - 28**

Manage Your Business **29 - 30**

Self Service & Assistance 30

Support **31 - 32**

Troubleshooting **33 - 36**

Useful Links **37 - 38**





Initial Setup **Onboarding Kit**





Tablet (Incl. SIM & Charger)

1 pc



Printer Rolls

8 pcs



Door Sticker

1 pc



Paper Bags

30 pcs



Vouchers

100 pcs



Door Sign

1 pc



A set of 30pcs paper bags is an one-off offer together with the onboarding kit. Extra paper bags are upon request with additional charges.

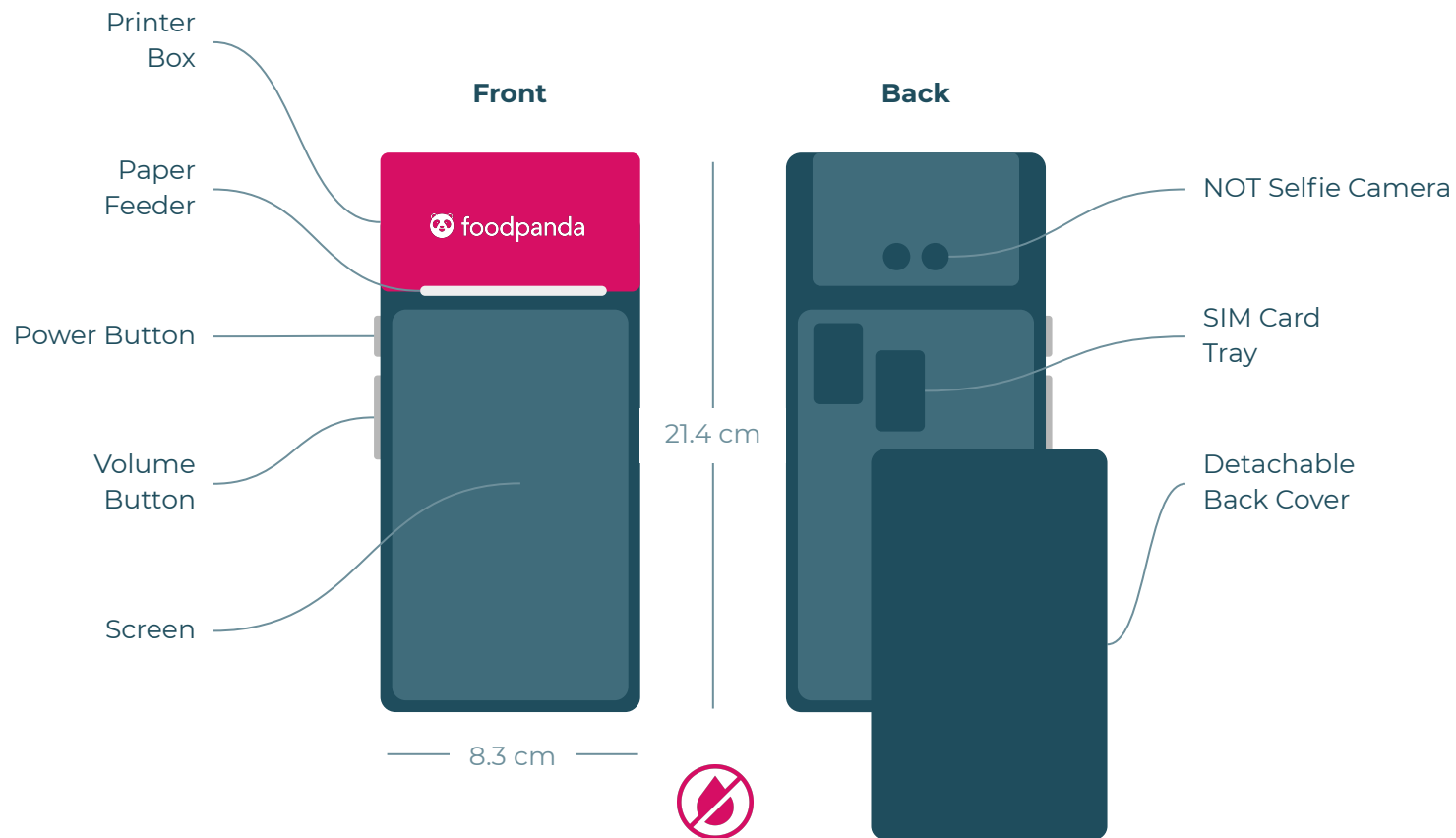




Initial Setup

Know Your Tablet







Initial Setup

Set Up Your Tablet



1

Switch on your tablet by pressing the power button.

2

Tap on  to enter the foodpanda vendor application.

3

Tap Allow when you see “Allow goDroid to Phone?”

4

Tap Allow when you see “Allow goDroid to access this device’s location?”

5

Select Hong Kong as the Location.

6

Tap Get Started.

Your tablet is equipped with our **4G SIM Card**.

We recommend you to use our 4G network instead of Wi-Fi to ensure connection stability.



Tap Try Again if the app keeps loading for more than a minute.



Initial Setup

**Learn The Basics &
Do A Test Order**

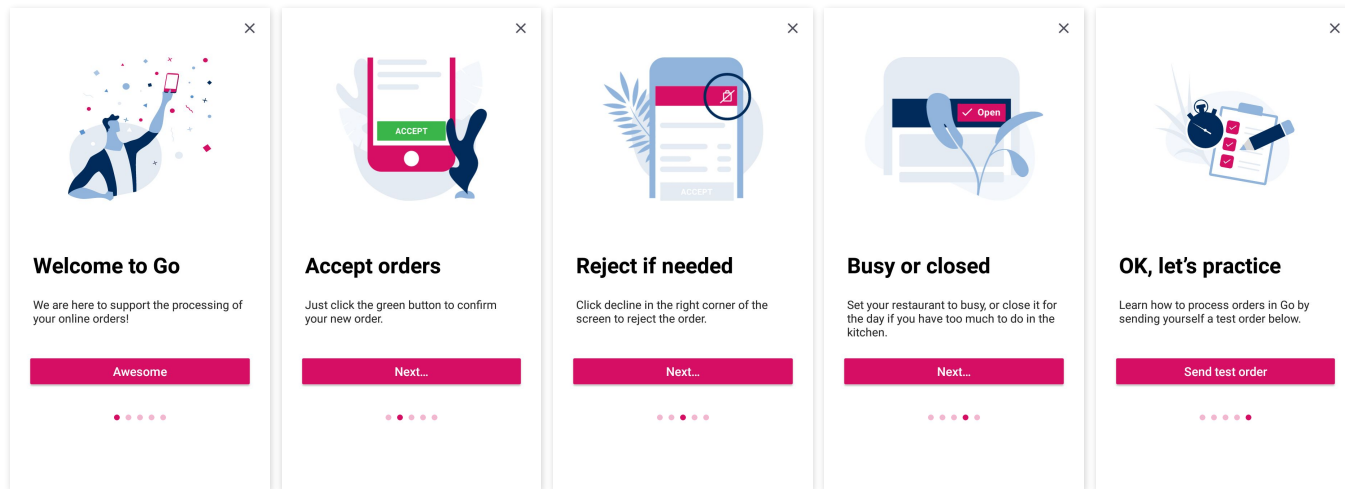


1

After a successful setup follow our guide and go through the **5-step** tutorial (Welcome to Go).

2

At the end of the tutorial, a Test Order will be sent to you for practice (OK, let's practice). Please give it a try!



If you want to repeat the tutorial, tap on ☰ menu icon and go to Show Me the App.



Initial Setup

App Language & Printer Setup



App Language

1

Tap on ☰ menu icon.

2

Tap on Settings and go to Language.

3

Choose your preferred language.

Printer Setup

1

Tap on ☰ menu icon.

2

Tap on Settings and go to Bluetooth Printer.

3

Choose InnerPrinter.





Manage Your Store

Set Restaurant Status



How to Set Your Restaurant Status?

1

Look for the button at the top right of your screen.
By default, it should say Open.

2

Tap on it and set your status accordingly.

OPEN

Your restaurant is **available for orders** during the scheduled business hours.

This is the default setting.

BUSY

You will not be able to receive orders temporarily and your restaurant moves to the bottom position in our app and website. Please note that pre-orders will still come in.

After 30 mins your restaurant opens again automatically.

CLOSED

Your restaurant is closed until the next business day. You will not be able to receive any orders.



Your Restaurant Status determines your business. Make sure your tablet is switched on. You will receive an Auto-call from us if your tablet is offline during the business hours. Learn more in the System Monitoring section.



Manage Your Store

Manage

Menu Availability



How To Set Your Menu Availability?

1

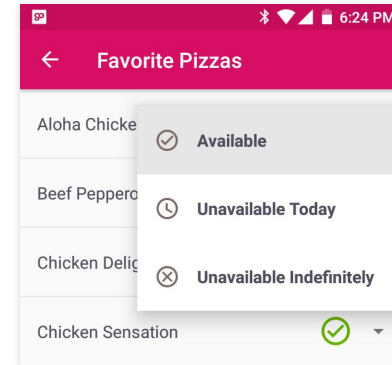
Tap on ☰ menu icon.

2

Tap on Menu Availability.

3

Tap on the relevant menu item and choose the availability status.





Manage Your Store
**View Your
Order List**



How to See Your New, Accepted and/or Upcoming Orders?

1

Tap on ☰ menu icon.

2

Tap on Orders Processing.

UPCOMING

It means we are still assigning our riders, please do not prepare the food yet.

NEW

When you receive a new order you will hear a lovely ding tone and see a displayed notification.

The order is waiting for your acceptance.

ACCEPTED

When you accept the order it will moved from New to Accepted.

It is time for you to prepare the order!



Learn more about the orders in the Order Journey section. If you have any issues related to orders and/or riders you can contact us via our chat support directly from the tablet. Learn more in Support.



Manage Your Store **Tablet Monitoring**



Auto-call

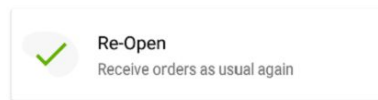
When our system notices your tablet is switched-off or offline during your business hours, we initiate robo-calls in the language of the restaurant owner to inform you to check the status of your device. The auto-calls stop when our system recognizes your tablet is switched-on or online.

We are using **+852 3008 8327** to reach out to you. We call you on the number you provided to us upon signing up. If you wish to change your number, please reach out to us via [Partner Support Request Form](#) (Choose “Others”).

Auto-close

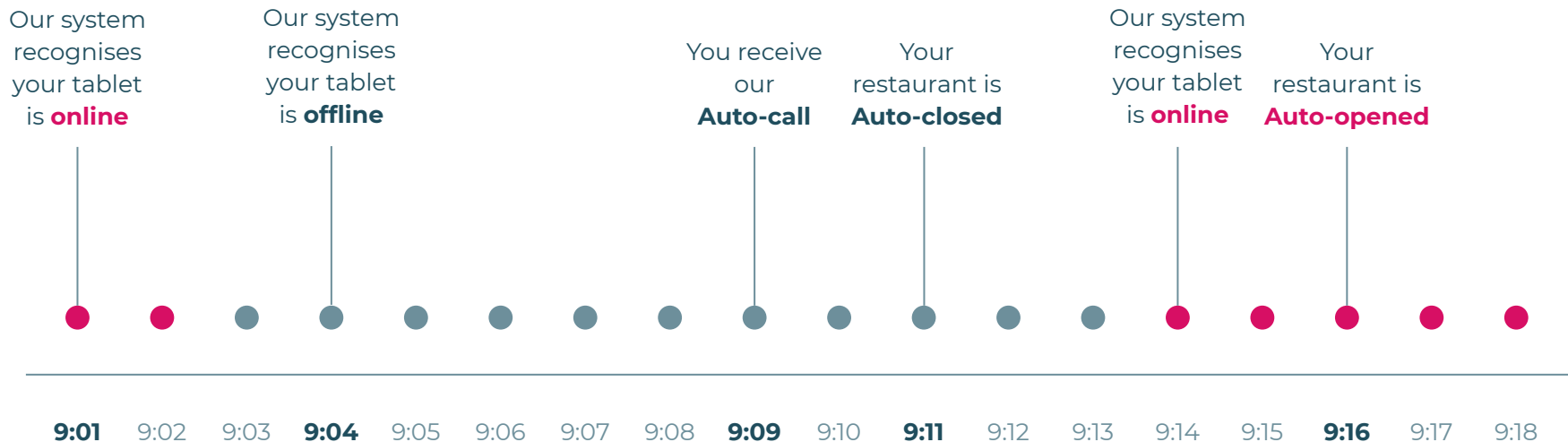
If your device is switched-off or offline for 10 minutes, we automatically close your restaurant. We will automatically re-open your restaurant 2 minutes after your tablet is switched-on or online. Otherwise, your restaurant will be re-opened automatically on the next business day.

Also, If you miss 3 consecutive orders due to being offline, we will automatically close your restaurant. You can re-open your restaurant by tapping the Re-Open button.



Look at the next page for a auto-call and auto-close example.

Auto-call & Auto-close Journey Example

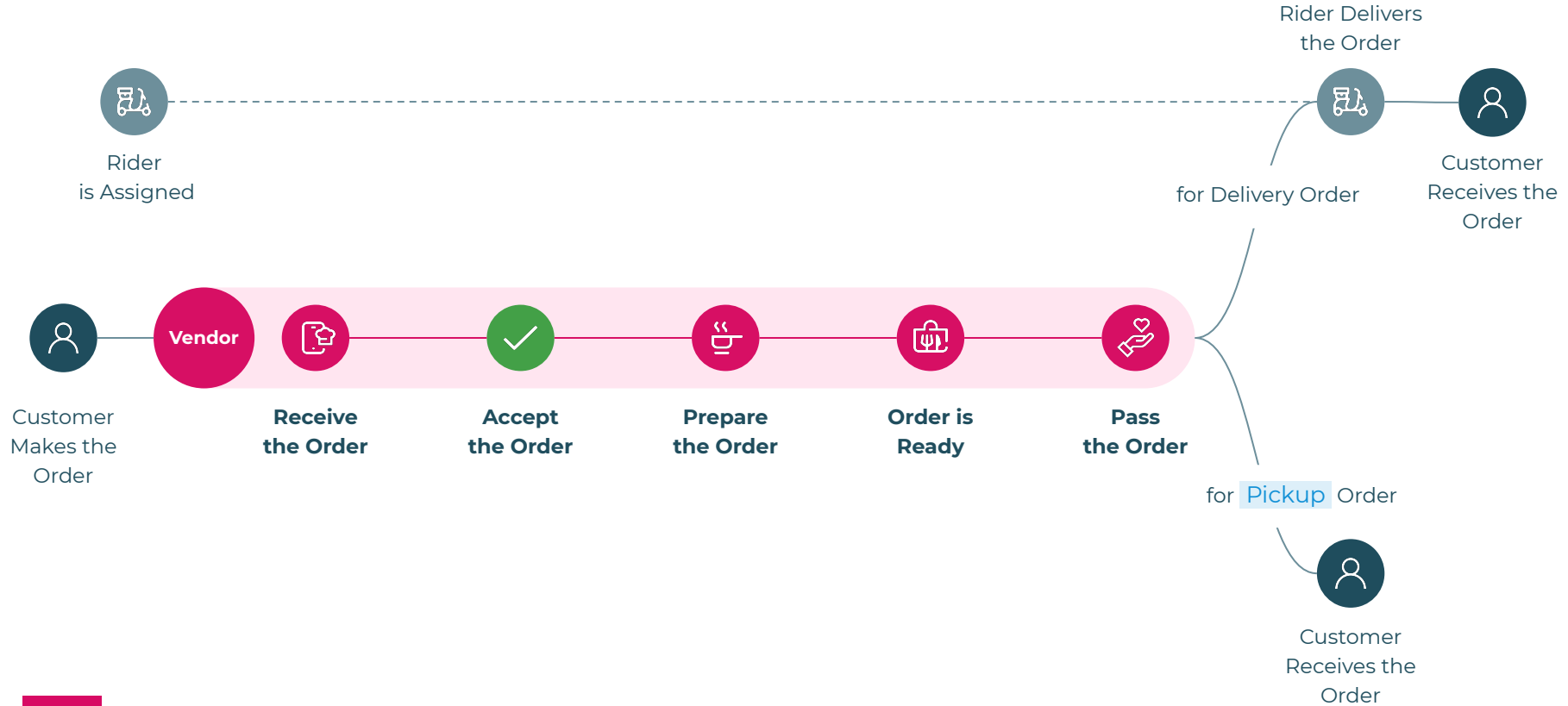




Order Journey



A Typical Order Journey





Receive the Order



Pre-Order

foodpanda provides pre-order option for customers to order up to 3 days in advance. You will be able to view the details of pre-orders under the Upcoming section before you need to prepare it.



Upcoming Orders

A newly placed order (both on-demand and preorders) will appear firstly under the Upcoming section of the overview list. We provide this section for you to see what is coming.

You should not be preparing the order in advance. Start accepting the order when the status is changed from Upcoming to New.



New Orders

In the New section, you can see all orders that are waiting for your acceptance. When you receive a new order you will hear a lovely ding tone and see a displayed notification. Tap on View Orders to see the item list.



The **Upcoming Orders** section is intended to only show orders that are scheduled for delivery within 5 hours from now.

For example, if now is 11:00 AM and if a pre-order is placed for after 04:00 PM it will not be included in Upcoming Orders.





Accept the Order

To accept the New order, tap on the green **ACCEPT** button.
You can see the **order code** (alpha-numeric) below the order number.

If the new order is left pending under the New status for over 30 seconds, there will be an additional display overlay along with the ongoing sound notification.

If you did not attend to the order for:

- 4 minutes: you will receive 1st Auto-call.
- 5 minutes: you will receive 2nd Auto-call.
- 11 minutes: the order will be Auto-declined.

Once you have accepted the order, the order would be moved to the **Accepted** section. All orders that are being prepared and awaiting for pick-up by our rider or customer can be viewed here, sorted by the shortest pick up time. The **minute** shown is the time remaining until our rider or customer arrives at your place. Details of the customer, rider, and the option to print the order again can be found in the Accepted order section (tap on the order line).

If you see **Pickup** remark on the orders it means the customers will pick the orders by themselves.



Order #00

XXXX-1234

TEST ORDER

9 min





Decline the Order

When an order arrives under New and is waiting to be accepted, you are able to decline it by selecting the **Decline** button shown at the top right corner of the selected new order. Upon declining the order you have to tell us the reason. Whenever “Too Busy” is selected as the decline reason, your restaurant will be automatically closed for 60 minutes to prevent further disgruntled customers.

Whenever an item is out of stock, we expect you to switch the product to “Unavailable” promptly. If three consecutive orders are rejected due to product unavailable, your restaurant will be auto-closed until the next business day. Once you are confident that no orders will be rejected again, you can re-open your restaurant anytime.

Customer Recovery Charge

Canceled orders lead to severe customer dissatisfaction, which is why we extends a Customer Recovery Charge (CRC) for orders canceled and/or delayed by vendors. For more details, please reach out via Help & Support function or your account manager.

← #00 - XXXX-1234 **Decline**



Order #00

XXXX-1234

9 min

Sad to see you decline.

Select your reason for declining.



Vendor closed



Item unavailable



Too busy



Instead of declining the order, we suggest to set your store as Busy beforehand. After 30 mins your restaurant opens again automatically.



Prepare the Order

An order shall be prepared after acceptance. Please make sure all ordered items are available and in good condition.

Please fulfill the customers' special instructions if feasible. You can also see a note if the order does not require cutlery or straws.

Re-print a receipt for your kitchen if needed, by clicking the printer button on the right top corner of the order detail page.

Please reach out to us via Help & Support immediately if there is any order you cannot prepare at this stage.

Tap on  menu icon > go to Help & Support > choose New Conversation

Orders		Open
1 x	KFC 椒麻脆辣雞2人餐 HK\$178.00	
1 x	1客家鄉雞皇飯(大)	--
1 x	5件巴辣香雞翼	--
1 x	2件經典葡撻	--
1 x	2客粟米杯	--
1 x	跟餐 2客馬鈴薯蓉	--
1 x	4件椒麻脆辣雞	--
1 x	1罐七喜 (330毫升)	--
1 x	1罐七喜 (330毫升)	--
VAT:		
- ** DO NOT PROVIDE CUTLERY OR STRAWS (不需要餐具或飲管)		
1 X	KFC 椒麻脆辣雞1人餐 HK\$76.00	
** more sauce 多醬		
1 x	2件椒麻脆辣雞	--
1 x	1件經典葡撻	--
1 x	1客馬鈴薯蓉	--





Order is Ready

Tap on **Ready for Delivery** when you have done preparing the order.



Pass the Order



For Delivery, pass the order to our lovely rider and you are all good!



For **Pickup** order, tap on **MARKED AS PICKED UP** button after you pass the food.





Manage Your Business
**Self Service &
Assistance**



Self Service (Restaurant Portal)

The best and fastest way for you to self-manage or update your menus, such as menu names, photos, descriptions, prices, etc.

Link: <https://foodpanda.portal.restaurant/>

Need Login Assistance?

Reach out to us via

[Partner Support Request Form](#)

Learn More Here:

[Restaurant Portal University Youtube Channel](#)

[Restaurant Portal Overview](#)

[Menu Management Guide](#)

Assistance

For any difficulties regarding the restaurant portal, please do not hesitate to reach us via

[Partner Support Request Form](#)

What Else Can You Do in Restaurant Portal?

Understand Your Business

- End of Day Report
- Order Details
- Performance Reports

Self-service Tools

- Menu Management
- Request Changes
- Opening Times
- Promote My Restaurant
- Invoices

Optimize your Business

- Use the data to improve and grow your business
- Reduce contact time with Partner Service team through self-serve tools





Support



Live Order Issue

If you have any issues related to **orders and/or riders** you can contact us via our chat support directly from the tablet.

Tap on ☰ menu icon > go to Help & Support > choose New Conversation

In case Help & Support does not show up, please change the app language to another one and switch it back again

Paper Bags and/or Printer Roll Request

Running out? Simply request for replenishment. Reach out to us via [Partner Support Request Form](#). Usually, you will receive it within 7 working days after you submitted the request.

Billing, Invoice, Payment Enquiry

We understand this is crucial for your business. We will make sure you are settled. Reach out to us via [Partner Support Request Form](#)

Change of Bank Details, Owner and/or Contact information

Changes are always for the better! Let us know if we need to update your important details at our end. Reach out to us via [Partner Support Request Form](#)

Customers' Feedback

If you receive any customers' feedback, please ask them to reach out to us via the customers' Help Center in the app or website. We will take care of it.





Troubleshooting



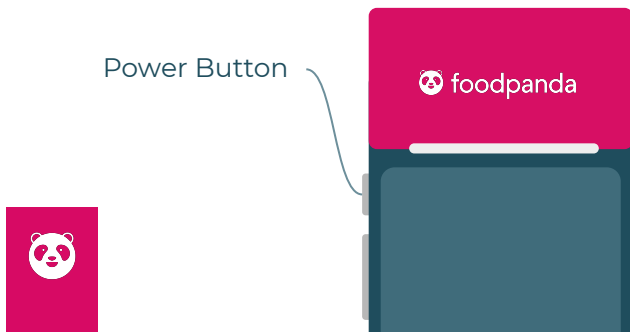
Frozen Tablet

- 1 Press the Power Button for 20 seconds to force-restart. Make sure your power cable is plugged-in.
- 2 The screen will go blank and goes to full restart mode.
- 3 Wait for a few seconds until you see your usual Home screen.

Disconnected Printer

- 1 Tap on ☰ menu icon.
- 2 Tap on Settings and go to Bluetooth Printer.
- 3 Choose InnerPrinter.

Power Button



Faded Prints

- 1 Take out the printer paper and put it back in the correct position.
- 2 Do a Test Print* and check the print-out quality.
- 3 If the issue persists, replace the paper roll with a new one.



**Correct
Position**



**Wrong
Position**

Broken Tablet

- 1 First of all, our deep condolences.
- 2 Ask for replacement via [Partner Support Request Form](#).
- 3 Our support staff will send a new tablet to your store as quickly as possible.

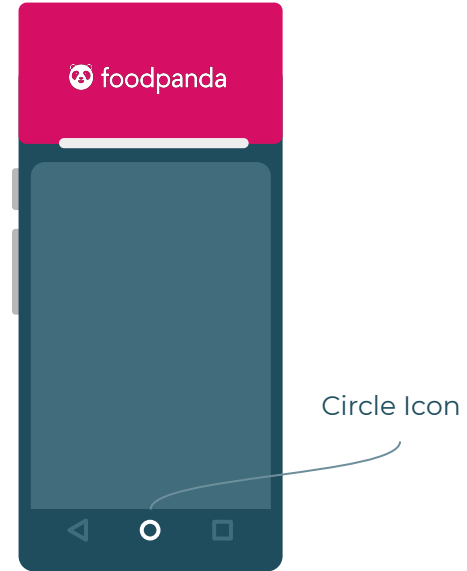
*How to do a Test Print?

Tap on  menu icon > Tap on Settings > Tap on **TEST PRINT** button



Internet Connection Issue

- 1 Tap on circle icon at the bottom of the screen.
- 2 Tap on Setting and go to Wi-Fi.
- 3 Make sure the Wi-Fi is off and press the power button for 5 seconds and tap on Restart.



Your tablet is equipped with our 4G SIM Card. We recommend you to use our 4G network instead of Wi-Fi to ensure connection stability.



Useful Links



Restaurant Portal

<https://foodpanda.portal.restaurant/>

Understand Your Business

- End of Day Report
- Order Details
- Performance Reports

Self-service Tools

- Menu Management
- Request Changes
- Opening Times
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Optimize your Business

- Use the data to improve and grow your business
- Reduce contact time with Partner Service team through self-serve tools

Restaurant Portal Full Guide

[Restaurant Portal University Youtube Channel](#)

[Restaurant Portal Overview](#)

[Menu Management Guide](#)

Partner Support Request Form

<http://bit.ly/psformhk>

- Billing, Invoice, Payment Enquiry
- Case Follow Up
- Change of Bank Details
- Change of Owner
- Change of Contact Information
- Filing Complaints
- Menu Changes Assistance
- Paper Bags and/or Printer Roll Request
- Restaurant Portal Access Request
- Rider Feedback
- Tablet Issues



