Menufy Online Ordering

Commonly Asked Questions

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Q: Does the tablet allow access to the web? I want to make sure that my staff cannot use it to surf the web or watch movies, etc.

Q: Menufy will “Lock Down” the tablet and will not allow employees to open browser windows. Employees would need to take several steps to change the settings in order to access the web. If they did change the settings Menufy would be alerted with “ping backs” immediately, and the support team will call. They would then “reset” the tablet in order to allow it to continue to receive orders.

Q: I have multiple delivery areas with odd boarders, can Menufy accommodate?

A: Yes, Menufy allows for multi-location maps, any shape areas, and varying delivery fees per location.

Q: What if my menu is too complicated?

A: We can handle any variety of menus. We do many different menu types pizza, Chinese, sushi. We can cut pizzas in half, have multiple topping prices, sides, checkboxes and dropdowns.

*(Basically you just want to convince the owner we can handle any menu. We have a special menu department that will help them with everything.)*

Q. What if I don’t have a computer?

A: You don’t need a computer to have this service, we do the hosting. All you need at minimum is a way to check email, text, or fax. An old cell phone can be connected to Wi-Fi and used to receive emails even if you don’t have cell service.

Q: How do I receive orders?

A: You can receive orders via text message, email, fax, or touch screen console. You can receive automated calls with all receiving methods. The automated calls inform you of the online order.

Q: How will I know I’ve received an order if I use text message and email?

A: You will always receive an automated phone call informing you that an online order has been placed. You won’t need to sit by your fax, computer or cell phone waiting for and order. Keep in mind we also have an order confirmation system which will prevent against missed orders.

Q: What happens if I change my prices?

A: You can simply call our support line or you can email menu@menufy.com. If you don’t have either option you can fax or mail us a menu update.

Q: What happens if someone uses a fraudulent credit card on my site?

A: Menufy handles all **charge-backs.** The credit card company calls us and we attempt to verify the transaction with the restaurant. We ask our restaurant partners to keep all printed receipts and try to obtain signatures.

**Menufy will absorb the loss** on lost chargebacks unless they’re directly the result of the restaurant not making the food ordered.

Q: Do I need a fax line?

A: You can receive orders with our manager app, multiple text messages, multiple emails or our own touch screen console. I wouldn’t suggest you install a fax line. Internet would be cheaper and would come in handy for business use. Our tablets are fully refundable if you choose to cancel service.

Q: How do we handle refunds?

A: You can call support. 913-738-9399. You will also have special manager account that will allow you to issue refunds, view orders, print reports, turn of online ordering, change delivery settings, and tracks payments. The manage site is http://manage.menufy.com.

Q: How long will the process take?

 A: If we have all your material and the owner is responsive we can get a site live within 10 business days.

Q: What if I don’t want to do online ordering but I do need a website?

A: We don’t offer website design without online ordering.

Q: How many orders do you think I will generate?

A: The order amount is in both of our hands. Until we actually set you up with an account we will never know. We will do everything in our power to get your restaurant orders. If you promote the site we can do even better. We will do web listings along with other search-ability tricks to increase your sales.

Q: What if I already have a Website?

A: We can either post a link on your current website, redirect your old site to our new Menufy site, or built a new site for you. Not all sites are the same. We will look at your site and give you the best suggestion. If your site looks fine, searches well and shows up on mobile browsers we’ll probably suggest you keep it. If your site looks bad we may suggest you transfer the URL to a better looking site. In any case the final decision is yours.

Q: How secure are your websites?

A: Users credit card information, although visible as they type it into your browser, is processed using 128-bit encryption. We do not store your credit card numbers in our database, as a result online users will have to enter their CC info each time they order. On the checkout page, the URL in the address bar is preceded by https, where the *s* stands for *secure* (as opposed to just http). Most browsers also display a visual lock next to the address bar to signify a secure connection.

Q: How do I know my money is safe?

A: We cannot remove money from your account only deposit it. You will have a manager account (manage.menufy.com) that you can use to track your orders, issue refunds and monitor payments.

Q: How do I get my money? How does the bank transaction work?

A: All we need from you is your acct and routing number which will let us deposit your money directly into your account. We use a standard ACH transfer system. Most clients use weekly deposits. Every week you’ll receive a deposit for the previous week’s orders. All deposits are accompanied by an email and fax report outlining your sales.

Q: How can I turn off my online ordering?

A: You can call support at 913-738-9399 or log-in to your manager account and turn off your online ordering. https://manage.menufy.com/

Q: How does this work with my POS?

A: Menufy works outside of your POS. You can either use our printer and tablet system or you can enter the order into your POS. Your Menufy rep will help you close tickets on your POS depending on your POS.

\*Menufy will integrate with the Clover system only.

Q: How does Menufy redeem the $1.25 from orders paid in store?

A: Each week we deposit your previous week’s credit card orders. We remove the $1.25 owed from any orders and deposit the remaining funds. Customers who choose the cash option will have to be charged an additional $1.25 in-store. The Menufy receipt sent to the online user will include the extra $1.25 for the restaurants convenience.

Q: Does the customer need to sign anything?

A: If you use a fax or a printer, we encourage you to collect and save signatures from orders, however it is not required.

Q: Is tax included?

A: Your local sales tax information is collected at registration. We tax all items just as you would in store. By default, delivery fees are not taxed, however that can be adjusted by calling or e-mailing support.

Q: Can I use my own Credit Card Processor?

A: No, unless the guest selects cash and pays in store with a credit card.

Q: Can I split the $1.25 online fee?

A: No, however you may charge an additional Carry Out or Delivery Fee to help absorb the costs associated with the $1.25 online fee.

Q: 2.5% + .30 cents per transaction is more than my in store credit card processor; why does it cost more?

A: Submitting credit card information online takes a bit of IT to make sure it’s just as secure as when you swipe a card in store.

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| --- | --- | --- | --- |
|  | Per Transaction Fee | CC fee | Monthly Fee |
| Menufy | 1.25 per order | 2.5% + 30 cents | NONE |
| Hunger Rush | through merchant | through merchants cc processing | $79/mo. basic package |
| Chow Now | N/A | Visa, MC, Discover 2.6% + 10 centsAmerican Express 3.5% + 15 cents | $99/mo. + $495 startup fee. |
| Grub Hub | 10%-20% commission | 3.1% + 30 cents |   |
| Eat Street | 10% on each order | included in the 10% | N/A |
| Eat 24  | 12.50% commission | 3.0% + 30 cents  |  |
|  |

Q: What if I have questions about my reporting?

A: Please call Menufy support to address any questions regarding your reporting.

Q: Can I make my own changes to the menu?

A: Unfortunately no. We use sophisticated software that our menu specialists are trained to use so they may make updates to your online menu. For any changes, please e-mail or call support. Menu updates typically take 2-3 to process.

Q: What if I get too busy?

A: Menufy should make things much easier in busy times. If you’re understaffed you can call support and we will temporarily turn off delivery or carry out service for your online ordering. You could also ask support to increase your wait-time.

Q: What if I have to close unexpectedly?

A: You can call support and we can temporarily turn off your online ordering. You can also access your manager account to turn online ordering off.

Q: How do you handle holiday closures?

A: For all major holidays, we will call each restaurant to see if there is a need to close or to change hours just for the holiday.

Q: Are there any alternatives to weekly deposits?

A: We offer bi-weekly, monthly and daily deposits.

Q: Can you service multiple delivery zones?

A: You may set up multiple delivery zones with varying delivery fees for each zone. Each zone can be a complex polygon.

Q: What if I don’t have internet?

A: We can send your orders via text, e-mail and fax to help service restaurants that don’t currently have an internet connection.

Q: How do you get my website traffic?

A: Menufy will list your website across a number of different online directories and listings. If you have an existing website and Menufy has an “Order Online” link, we will instead make sure your existing website is listed appropriately across each directory and listing.

Q: What if I have multiple locations?

A: We can service any number of locations and even create a “Locations” page so that your customers may choose their location more easily.

Q: Can I negotiate the credit card rate from 2.5 % - I have a rate from my bank of 2%, and do not want to pay a higher fee of 2.5 % plus +.30

A: Unfortunately we cannot negotiate a lower rate. Submitting credit card information online takes a bit of IT to make sure it’s just as secure as when you swipe a card in store. For this reason the cc fee is a little higher for online ordering. This is standard in the industry. Menufy is very competitive in area.

Q: Is the online fee negotiable?

A: Unfortunately, there is no flexibility with the $1.25

Q: Can you send me a check instead of direct deposit?

A: We only offer direct deposit.

Q: Can I edit orders?

A: Restaurants who use the Menufy Tablet to receive orders may adjust totals, add tips, void orders and issue credit. For those restaurants that don’t use the Menufy Tablet you can log in to manage.menufy.com or call support to make any changes.

Q: How do customer’s tip?

A: Customers may tip when they pay for their orders online using their credit card or they can tip upon receiving the order. If a customer has paid online and decides to leave a tip upon receiving the order, you can use the Menufy Tablet, manage.menufy.com or call support to make any necessary adjustments.

Q: How will my customers know wait times?

A: Once a customer completes an order, they will receive an e-mail detailing the wait times based on the wait times created at registration.

Q: When is support available?

A: Currently support is available from 10:00 AM to 10:00 PM CST. We are currently working to extend support hours until 2:00 AM CST.

Q: How long has your company been doing business?

A: Menufy has been servicing online ordering for restaurants for over six years.

Q: Do you have Facebook ordering?

A: Facebook offers a free “Call-To-Action” button so your users can find Menufy Online Ordering through your page. Call Menufy if you need any assistance.

Q: Can I use my own tablet?

A: Currently our Menufy Restaurant App is only approved through a limited number of devices, however we can send orders via e-mail so that you may use your tablet to receive orders.

Q: What will my customers see on their Credit Card statement?

A: Your customers will see a 14 character descriptor from your restaurant.

Q: How is the online ordering fee displayed to my customers?

A: If you choose to charge the online fee to the customer, a $1.25 “Online Fee” will be displayed in the shopping cart and checking out.

Q: How often can I update my menu?

A: There are no limitations to menu updates, however menu updates can take 2-3 days to process.

Q: Are there any requirements to sign up for Menufy?

A: We only service restaurants with a permanent store front. We do not recommend service for restaurants that have rotating menus as menu updates can take 2-3 days minimum to be updated.

Q: Why do you need my EIN?

A: We require your EIN so that sales tax may be reported appropriately as we will send a 1099.

Q: Why do you need my bank account information?

A: We send weekly deposits via ACH to your bank account.

Q: What if I have a POS system?
A: If you have a POS system already, you do not need the printer. Instead you can enter your OL orders directly from the tablet into your POS system. You can use an unused key like the “paper check” key.

Q: What if my Menufy tablet or printer breaks down?
A: If there is a breakdown in equipment due to general daily wear and tear, replacements will be sent as needed at no charge. However, gross negligence (theft, tampering etc.) will obviously incur restocking fees.

Q: Does Menufy integrate with 3rd party delivery services?

A: No. Menufy does not integrate with a restaurants delivery service. Also, Menufy does build online ordering solutions for businesses who are a delivery service.

Q: Can Menufy build online ordering page for a catering service?

A: No. The Menufy platform is built solely for restaurants. Due to estimated time of delivery and the large dollar amount for catering orders, it’s not a good fit.

Q: Will Menufy build an online ordering page for a beer distributor?

A: Menufy does not allow for the sale of alcohol online. It is illegal in most states, and because Menufy processes those online credit card orders, they would be liable for any underage purchases. Clover clients could, since they use their own credit card processing and control their own menu, offer alcohol but are urged not to for the same legal reasons.

**Additional information:**

* Verification on the tablet:
1. If you have a tablet, hit confirm, you then need to hit print for the printer to print out the order.
2. If you do not hit the confirm button in 10 mins. Someone from the support center will call.
* Facebook integration:
* An online order button can be added to Facebook. At no additional charge from Menufy.
* NOTE: Facebook does offer a full integration for about $100.