



# QR Code Ordering

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# Document Scope

The purpose of this document is to define the requirements and order flow for both **QR Pickup Ordering** & **QR Table Ordering** and how they can be exploited for your business.

# QR Pickup Ordering

## Introduction

- QR Pickup Ordering is achieved by displaying a QR code usually at the storefront or the waiting area.
- Customers can scan and place an order without needing to go through a full walk-in flow within the store. This is very convenient for customers who want to either skip the line or do something else while waiting for the order e.g. mall shopping.

## Requirements

- One QR Code per store.

## Order Flow

- Customer scans the QR code. The QR code has the following information embedded:
  - Division (It is automatically set to Pickup)
  - Store
  - Order time (It is automatically set to Now)
  - Guest Checkout (It is automatically set to True)
  - Website Order Now URL (It automatically redirects)
- Customer is redirected to the store's menu with the above options pre-selected, therefore skipping all the initial steps.
- Customer places items to the basket.
- Customer confirms and places order.
- Customer is informed of the pickup time and order number.
- Order is sent to BOH and follows a typical pickup order flow as defined in the store's configuration.
- Customer picks up the order and pays at the counter if has not paid online.

# QR Table Ordering

## Introduction

- QR Table Ordering is achieved by displaying a QR code on each dine in table.
- Customers can scan and place an order without needing to call the server, even when one is available. This is very convenient for customers who want to speed up the order taking process or when there are no servers available but want their order served to the table.

## Requirements

- One QR Code per store.

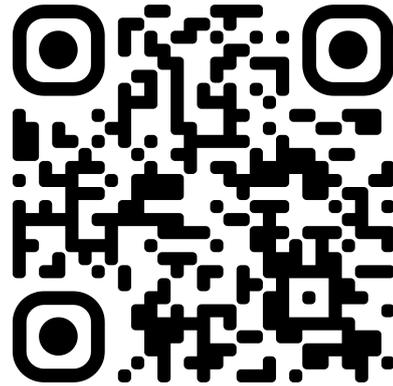
## Order Flow

- The Order Flow is exactly the same as the QR Pickup Ordering with the following exceptions:
- The QR code also has the following information embedded:
  - Division (It is automatically set to Dine In)
  - Table Number
- Customer is informed of the promise service time.
- Customer has the option to send supplementary orders.
- Order is sent to BOH and follows a typical dine in order flow as defined in the store's configuration.
- Customer is served the order and pays at the server if has not paid online.

# Types of QR Codes

Depending on requirements and printing specifications, you can select one of the 3 types of QR codes below:

- Plain



- Branded



- Rich

