Fimble®

Guide

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Introduction

For those using Fimble, we welcome you to our "world." We hope that Fimble is adding significant value to running your business. Online consumer channels are driving sales, attracting new clients, creating a loyal base, and above all giving your clients the best experience online in association with your brand.

Yes, this tutorial is long and detailed; we know it! What would one expect from a robust online ordering system like ours? It is designed, though, to help you navigate to what you need to review or better understand. If you can't find what you need or have suggestions for improvement, please email us at support@fimble.io.

Getting Started with Fimble

With Fimble you can start selling food online through your own restaurant website in just a few minutes. Use the steps below so that your customers can easily order online while you easily manage orders.

Log into the Fimble Administration Platform

Admin account URL → https://www.yourdomain.com/admin/
Fimble provides the initial username and password for the system admin to log into the system. Thereafter, the system admin will create and provide credentials to team members. Fill in the respective fields, press enter and / or click on the arrow to log in.



Login in Window

When the Fimble account is set up, the designated “Super Admin” will receive the sign-in credentials. This user holds the “keys” to the system and will create the user levels and provide the login credentials for those that will have access to the admin as well as the Fimble portal.

After that, the super admin and/or assigned users will need to perform some basic setup tasks to prepare the system accordingly. The following section outlines the key setup tasks that need implementation.

Once logged in, you will notice 2 static elements:



The Application bar on the left.



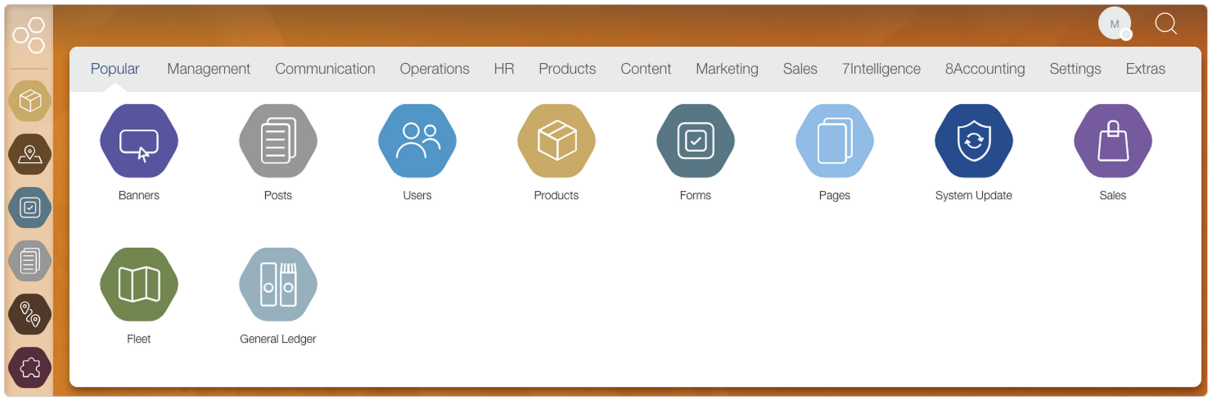
The Tool bar on top right.

Application bar

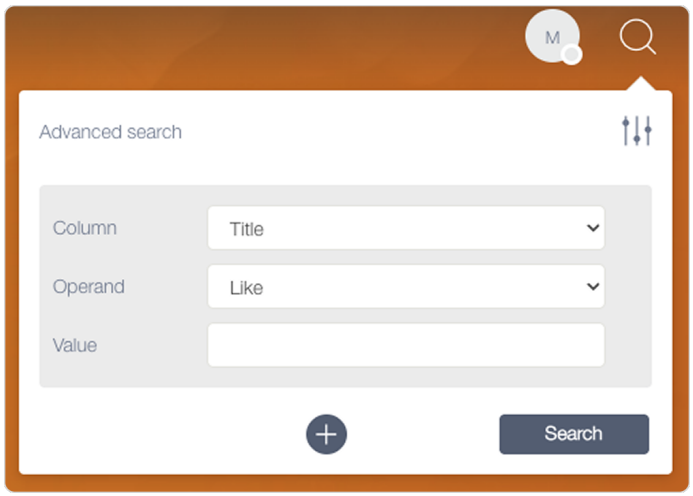


From the application bar, you can launch the dashboard. By clicking on this icon, all the apps that they have been given access to will populate.

Once you open the dashboard, you have the respective user level access to applications broken down by most popular and/or by major categories. Users can also “dock” specific apps to the application bar by dragging them from the application launch bar to the application bar.



Toolbar



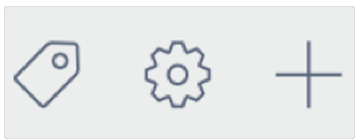
This toolbar contains your profile and search function with advanced search option capabilities. It also lets you quickly search for and launch applications. When an app is open, you can search within it in greater detail.

Creating a New Record & Basic Apps Functionality

Most apps share a common structure and logic. Once you open an app, you can a) create a new record and b) carry out certain actions for the record. These actions can be found in the upper right section of the opened app.

Tags: The first icon is for tags. Tags are set up in the tags app. You can create tags and assign them to apps and records. Tags are searchable within the system.

Gear: The Gear opens options like Delete, Print, and Export.
New Record: "+" opens a form that allows you to create a new record.



After creating a new record, click the **CHECK** mark to **SAVE** it. To close without saving, click the back arrow.



Edit a Record

You can edit all of the records you've created, as well as perform a variety of other actions, using the Gear and Media buttons described above.

- **Edit a Record** – To edit a record, first open it, then edit the content, and finally click the checkmark to save.

Other actions that can take place while creating and/or editing a record

Go to the Gear to perform additional actions within the record. When you click on the gear, you will see the following options:

- **Save & New** – Save the current record you are working on, and a new record with no content will open, allowing you to continue creating a new one.
- **Save & Copy** – Save the current record and open a new copy of it to use as a template.
- **Apply Changes** – Save the record while keeping it open.
- **Share Link** – Create a link to the record that you can share with others.
- **Print** – Print the contents of that record.
- **Versioning** – View all saved versions of the record, including the option to revert to an older version.

You also have the ability to go to the **Media** tab next to the **Gear**, then click on the Media file button, which will open the **File Manager,** and from there you can select and drag the media into the record.

Create your Restaurant's Online Menu

Add your menu, including product categories, products, sizes, variants, raw materials, and price lists.

See how to create your online menu

Manage your Website's Content

Discover how to manage the content you publish on your restaurant website.

See how to manage content for your restaurant's website

Set up your Restaurant Address and Contact Data

Complete the restaurant's basic information, such as the address, phone number, email address, and so on. This will make it easier for customers to contact your restaurant.

See how to set up your restaurant's address and contact information

Set up Working and Delivery Hours

Define your restaurant's working and delivery hours per day, taking into account the types of order fulfillment.

See how to configure working and delivery hours

Start Receiving Orders

You can receive online orders through any web browser or Fimble's dedicated mobile app.

See how to receive online orders

Additional Elements for a Better Experience

- Control who can access different areas of the platform by creating users and assigning permissions.

  See how to set up users and give permissions
- Define your delivery areas to ensure customers can order from the correct locations.

  See how to add your delivery zones
- Customize how customers place orders by configuring the available order types.

  See how to configure order types
- Improve kitchen efficiency by setting up the Kitchen Display System (KDS).

  See how to set up the kitchen display
- Streamline order preparation by configuring your printing preferences.

  See how to set up printing options
- Organize and highlight content using tags for products and banners.

  See how to set up tags in products

  See how to set up tags in banners (gallery page)

Powerful Marketing Tools to Engage your Audience

- Drive more sales and encourage repeat purchases with offers and coupons.

  See how to set up offers and coupons
- Reward loyal customers and increase retention with a loyalty program.

  See how to set up a loyalty program
- Delight customers and encourage more orders by offering gifts.

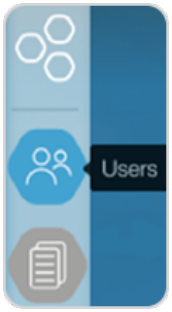
  See how to set up gifts

Users & Permissions

User Account Management (Users app)

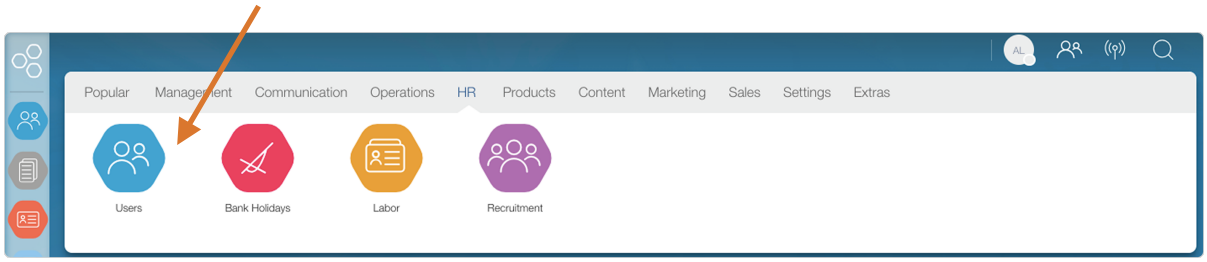
Fimble allows you to create an unlimited number of user accounts and assign different permission levels based on each user's role. As an administrator, you can create users, assign access levels, and control which applications and features they can access.

Creating and Editing Access Levels

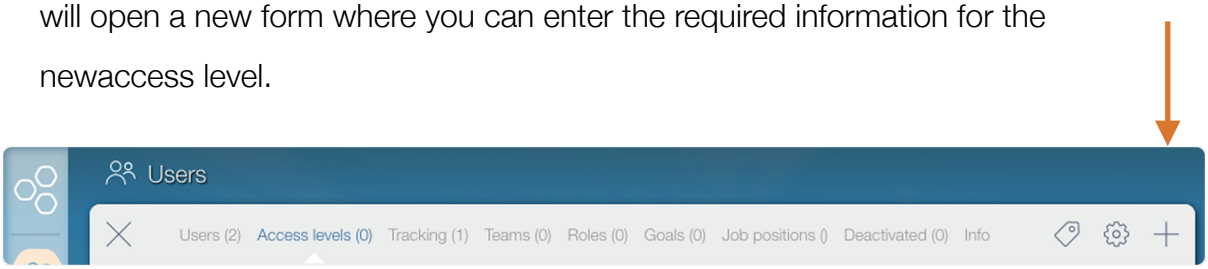


1. Go to the left sidebar menu and click on the Application bar. If the **Users app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **HR Category** where you will find the **Users app** inside.



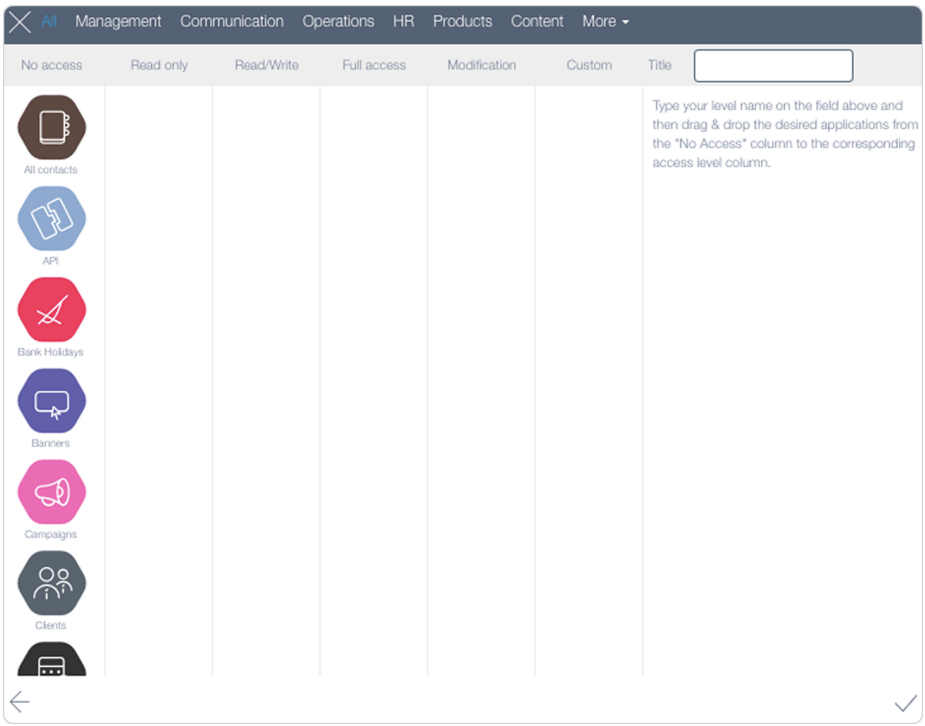
3. Launch the **Users app,** then select the **Access Levels tab** and click the "+" icon. It will open a new form where you can enter the required information for the newaccess level.



4. You should, among other things, fill in the following information:

You should set up a **Title** for the access level (e.g., cashiers, waiters, drivers, etc.) so that you can easily distinguish between them. Each category consists of all of the management platform's applications to which your administrator account has been granted access, as well as five columns containing a list of “user rights” that each user may be assigned. To move an application into a column, simply drag it there.

Access Levels



- **No Access** – This column lists all the applications to which the user with the specific access level has no access at all.

- **Read Only** – This column lists all of the applications in which a user with the appropriate access level can only open a record, such as a product or a sale, see all of the necessary information, and perform a series of actions (such as exporting to certain file types) but cannot a) edit it, b) add a new log, or c) delete a log.

- **Read / Write** – This column lists all of the applications for which a user with the appropriate access level can edit or create a log (e.g., a product or a sale) and

perform a series of actions (such as exporting to a file type, adding a tag, etc.) but cannot delete them.

- **Full Access** – This column lists all the applications for which the user with a specific access level can perform all the actions specified by the system.

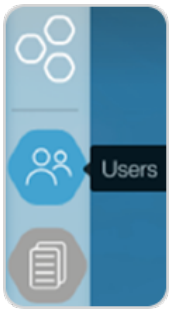
- **Custom** – This column lists applications where the user with a specific access level has specific rights for specific tabs rather than universal permissions. For example, in the application Products, we can grant a user full permissions in the Categories tab but only read in sizes, and so on.

5. After creating a new access level, click the CHECK mark in the bottom-right corner to save it. To close the form without saving, click the back arrow in the bottom-left corner. After you've set up the Access Levels, you're ready to create users.



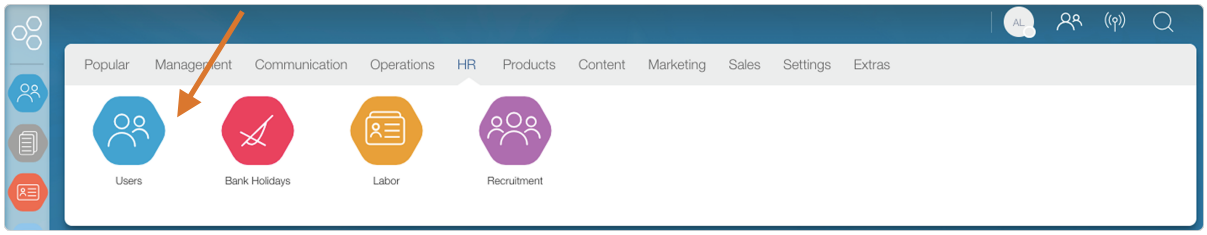
Creating and Editing Users

Follow the steps below to create users that can manage the areas of the system they have been given access to.

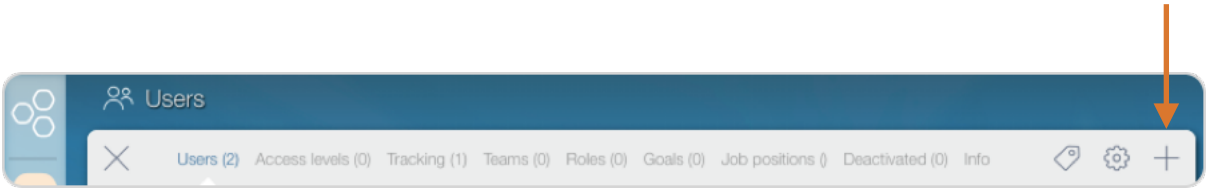


1. Go to the left sidebar menu and click on the Application bar. If the **Users app** is already docked click on the app icon to open it. If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you can see which apps are available to you based on your user level. The apps are broken down by most popular and major categories. After that, you can choose the **HR Category,** which is where the **Users app** is located.



3. To see more information about a user, open the **Users app,** go to the **Users tab,** and click the "+" icon or their name. You can also search for the user's name or other info using the search icon in the upper right corner. When you add a new user, a new form will pop up where you can fill in the necessary information for that user.



4. Among other things, you should fill in the following sections:

You can either create a new user (+) or edit an existing one by selecting them and clicking on the pencil icon that appears at the bottom left of the Users tab.

User image: Select an existing image from the **File Manager,** or drag and drop an image file to assign a profile picture to the user.

Sub Tab: Contact Details

- **Title** – Select a title for the user, such as Mr., Mrs., Ms., Dr., or Prof.
- **First & Last Name** – Add the user's first and last name.
- **RFID Clocking Pin** – Assign a numeric code to drivers who use the driver routing application. This code can be used instead of scanning a QR code to connect the driver to Dispatch and start their shift.



- **Notes** – Add internal notes about the user. These notes are not visible to the user when logged in to their account unless they have full permissions in the **Users** app.

- **Branch** – Select the branch the user is associated with (for example, the store where they work or the branch they manage).

- **Country** – Select the user's country.

- **Date of Birth** – Enter the user's date of birth.

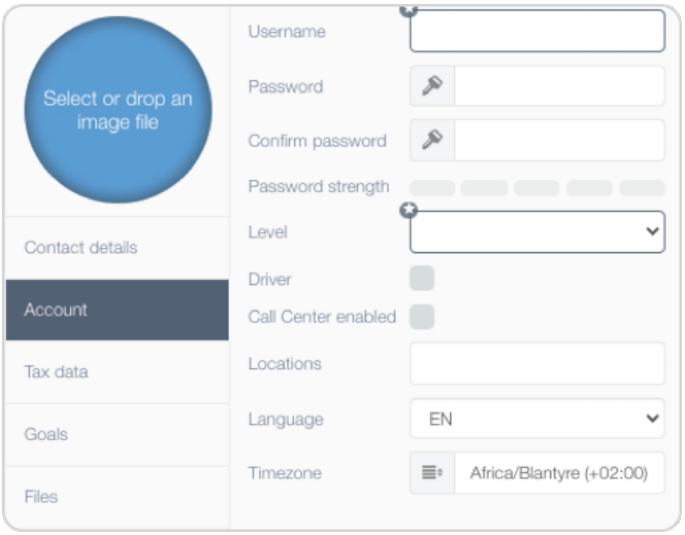
- **SSN** – Add their social security number, if needed.

- **Company – Sales Rep – Job Position** – Enter the company the user works for, the name of their manager, and their job title.

Use the Communication Details section to record additional contact information for the user, such as personal and work email addresses, home and work addresses, landline and mobile phone numbers, social media links, and other relevant details.

- **Communication Details – Auto Inform** – Choose the user's preferred method of communication. Choose whether they should receive automatic notifications by email, SMS, or phone call, or not receive them at all, and specify their preferred contact details for each method.

Changing User Password (Users app)



Sub Tab: Account

- **Username & Password** – Enter the username and password that the user will use to sign in to the platform. For security reasons, the password is encrypted after the account is saved and cannot be viewed again. If necessary, you can reset it, but you cannot retrieve the original password. Record the password in a secure location or password manager before saving so you can provide it to the user.

- **Confirm Password** – Re-enter the password for confirmation.

- **Access Level** – Select the access level to assign to the user. Access levels determine which applications and features the user can access. Create the

required access levels before assigning them to users, following the process that we described in the Access Levels section.

See how to manage access levels

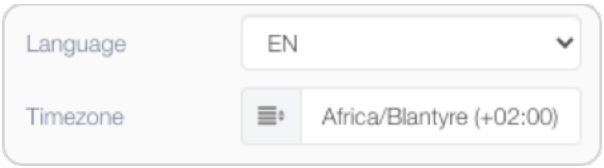
- **Is Driver** – Select this option if this user is a driver. Driver accounts appear in the **Orders Monitor**, can connect to **Dispatch**, and can use the **Driver Assist** application. If this option is not enabled, the user cannot access these driver-specific features.

- **Call Center** – Enable this option if your Fimble account is configured to support call center integrations (such as Avaya or Caller ID). The user will be able to receive incoming call notifications within Fimble, open customer records directly from incoming calls, view customer information, and perform related call-handling actions.

- **Location** – Select the locations that the user can access within the management platform. This determines which location-specific information and functions the user can view and use, such as Orders, Sales, and the POS system. Location access is typically assigned to operational users such as cashiers, store managers, and supervisors.

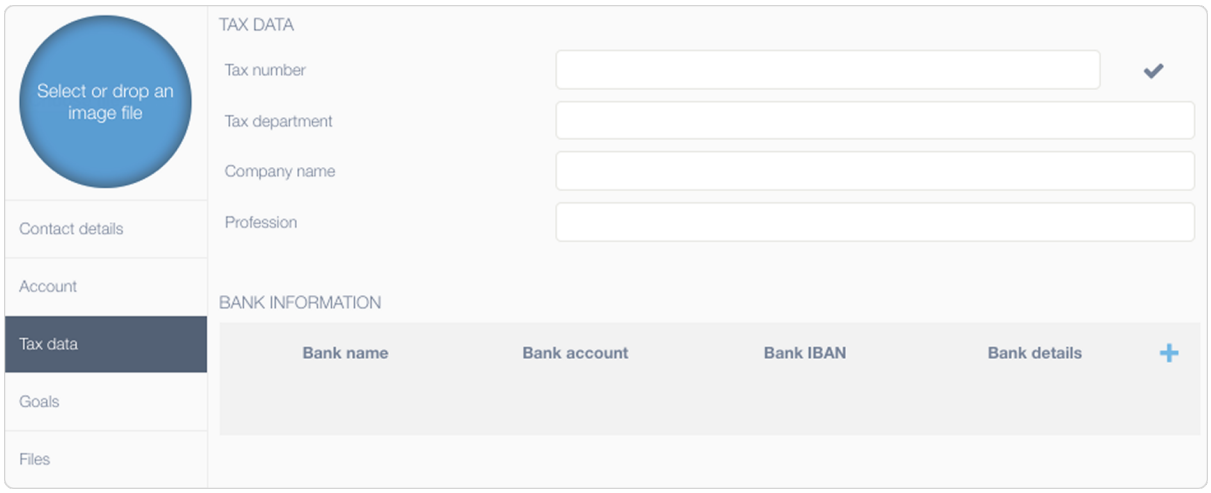
  See how to manage locations

Changing the Language of Fimble Admin (Users app)



- **Language & Timezone** – Select the language and time zone for the user. To change a language (and time zone if necessary), select the desired language, log out of the account, and log back in. The new system language will be displayed after logging in again. Only users with Full Permissions in the Users application can change the language of an Administrator account. The Super Admin account language can only be changed directly through the database. Contact Fimble support if you need to change the language settings for the Super Admin account.

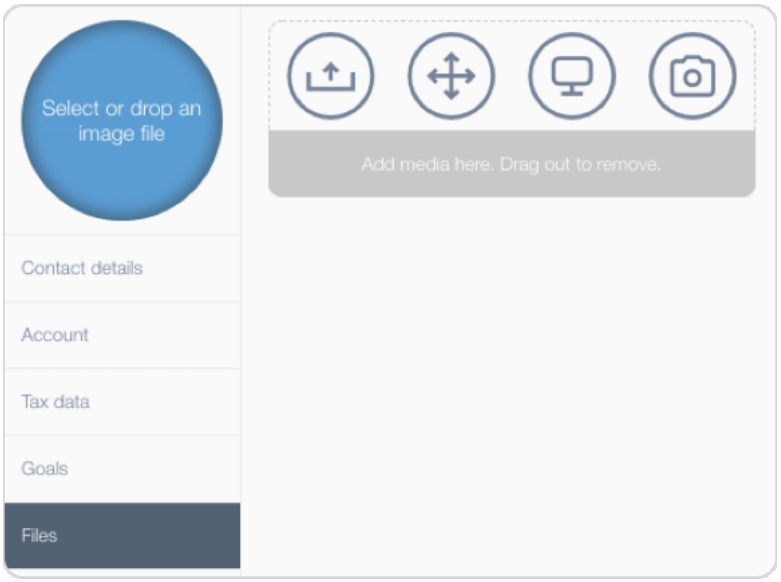
Sub Tab: Tax Data



Use this section to add the user's tax information when required. This information is necessary for invoicing purposes. If you enter a corporate VAT number in the relevant field, the remaining tax information may be automatically completed by the system. You can also add the contact's bank details in this section for bank transfer reference purposes.

Sub Tab: Files

Use this section to upload files related to the user, such as a CV, clearance documents, salary receipts, or other relevant documents.



5. After creating or editing a user, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving your changes, click the back arrow in the bottom-left corner.



Menu

Getting Started with the Menu

The Menu allows you to organize, manage, and customize the products available in your system. It consists of the following elements:

Product Categories

Organize your menu by grouping similar products into categories, making it easier to navigate items such as Pizza, Burgers, or Drinks. See how to add product categories

Sizes

Offer products in different options such as kinds or sizes, e.g., pizza sizes, pasta types or drink capacity. See how to add sizes

Products

Create and manage the products available in your menu that fall into different categories e.g., Margherita, Cheeseburger, Lemonade. See how to add products

Variants

Customize product details by adding information such as VAT, product codes, sizes, prices, and availability. See how to add product variants

Raw Materials

Manage the ingredients and materials used throughout your operations, including supplier orders, recipes, and product compositions. Raw materials support material types, default storage locations, unit types, purchasing and selling prices, and minimum stock level settings. See how to add raw materials

Pricelists

Create flexible pricing structures for different order types, such as Delivery, Takeaway, and other sales channels. See how to create pricelists

Product Categories Management (Products app)

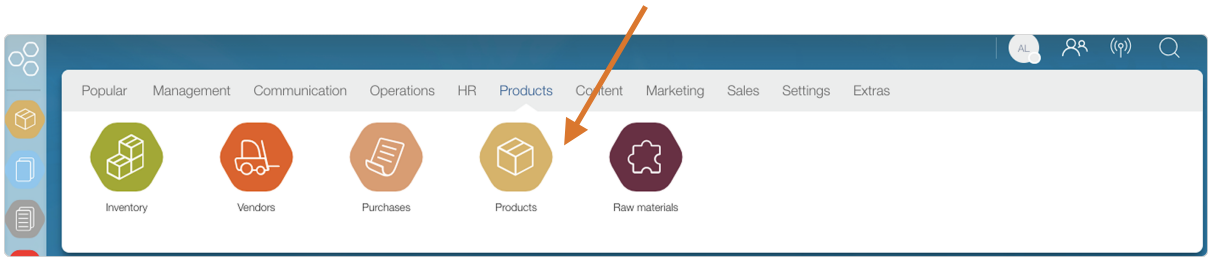
In Fimble, you can create product categories to organize the items in your restaurant's online menu. Categories and subcategories help structure your products, making it easier for customers to browse the menu and quickly find what they are looking for.

Creating Category



1. Go to the left sidebar menu and click on the Application bar. If the **Products app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

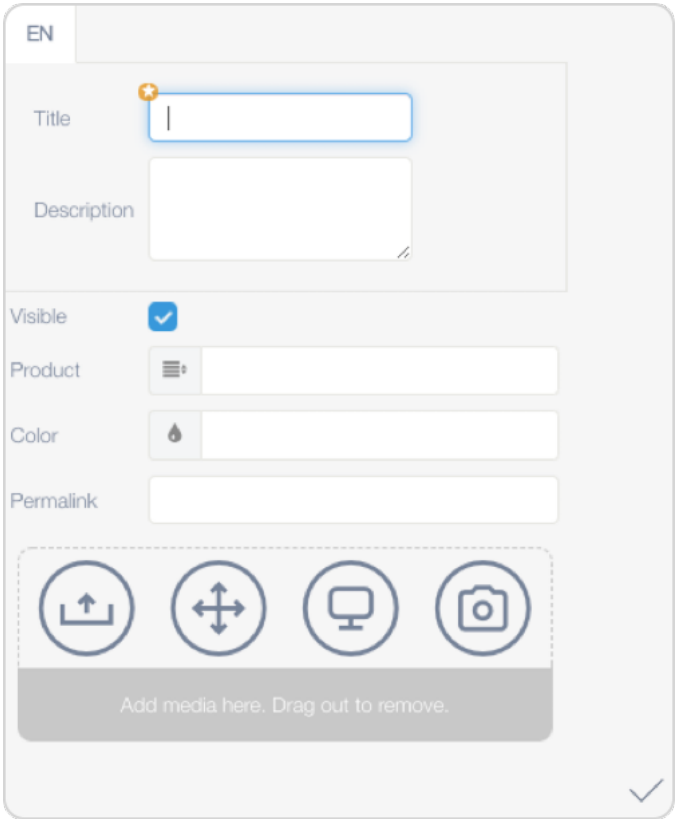
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Products app** inside.



3. Launch the **Products** app, then select the **Categories** tab and click the "+" icon. It will open a new form where you can enter the required information for the new category. Categories that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following information:



- **Title** – Add the category name in each language available on the website (e.g., EN: Greek / EL: Ελληνική, etc.).

- **Description (Optional)** – Add a category description in each available language on the website (e.g., EN: Upgrade your burger to 250gr with extra €1.50 / EL: Μεγάλωσε το burger σου στα 250gr με 1,50€).

Managing Product Category Visibility (Products app)

- **Visible** – Enable this option when you are ready to publish the category on the website and available channels.

- **Color** – If you use the POS, select a color to identify this category within the POS interface.

- **Permalink** – Define the URL name for the category. Use lowercase English letters only (for example: beef). For multiple words, separate them with hyphens and do not use spaces or capital letters (for example: beef-burgers).

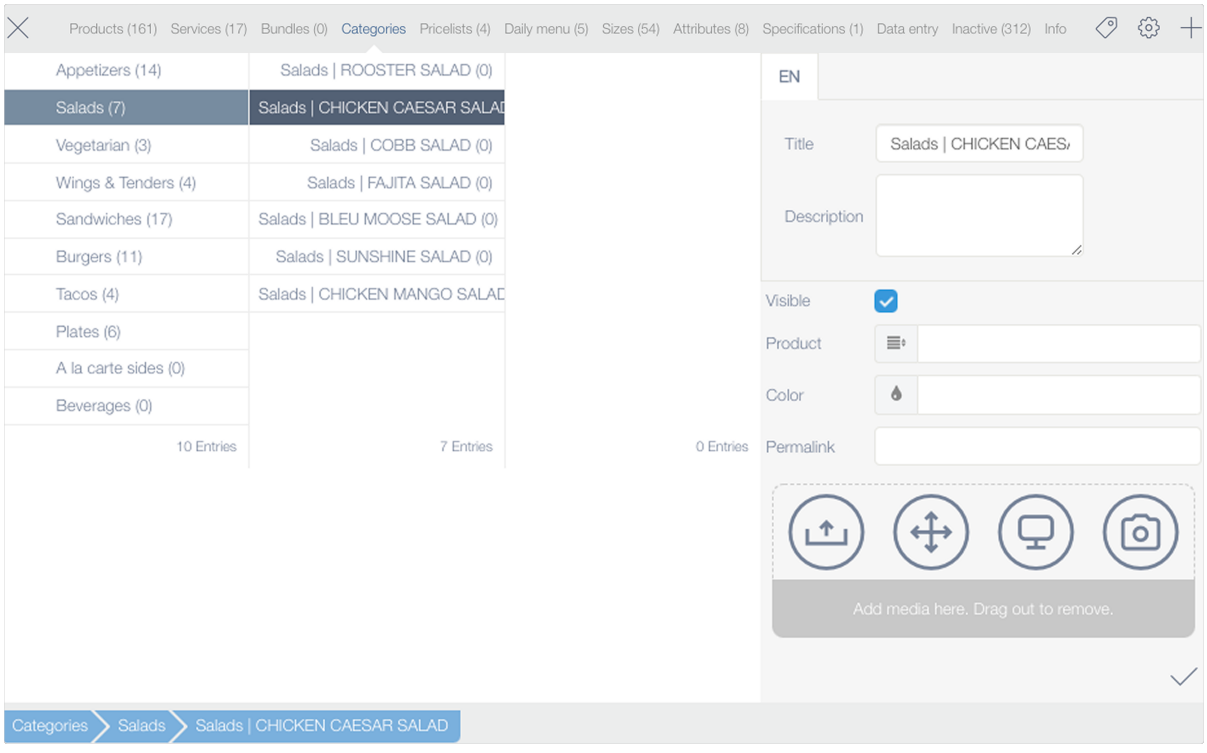
- **Media** – Add a category icon by a) dragging and dropping a media file, b) uploading a file from your computer or c) selecting a file from the Files app. The uploaded image will be displayed across supported channels, such as the website and mobile applications.

5. After creating a new category, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Creating a Subcategory

After creating your main categories, you can optionally create subcategories to organize products internally within the Fimble administration platform. Subcategories are not displayed on the restaurant website. They are used to structure products during product setup and management.



For example, under the Salads category, you can create subcategories such as: “Salads | Choriatiki, Salads | Caesar’s, Salads | Boiled vegetables”, etc. Each product should have its own related subcategory.

You should fill in the following information:

- **Title** – Enter the subcategory name in each available language (eg. EN: Salads | Caesar’s / EL: Σαλάτες | Caesar’s, etc.).

- **Description (Optional)** – Add a description for the subcategory in each available language, if required.

- **Color** – If you use the POS, select a color to identify this subcategory within the POS interface.

- **Permalink** – Define the URL name using lowercase English letters only. Use hyphens to separate multiple words (for example: beef-burgers). Do not use capital letters or spaces.

After creating a new subcategory, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Sizes Management (Products app)

You should create the sizes that correspond to products.

Creating a Size

1. Go to the left sidebar menu and click on the Application bar. If the **Products app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

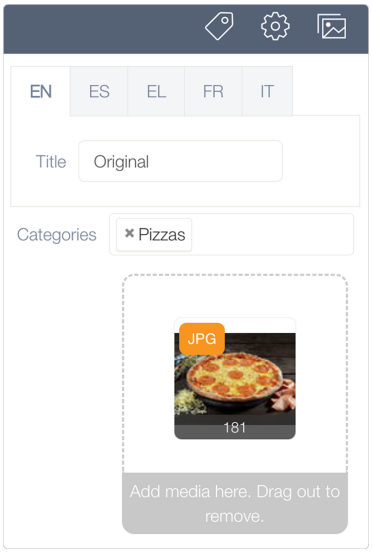


2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Products** app inside.



3. Launch the **Products app,** then select the **Sizes** tab and click the “+” icon. It will open a new form where you can enter the required information for the new size. Sizes that are not completed will not appear on the restaurant website or mobile applications.

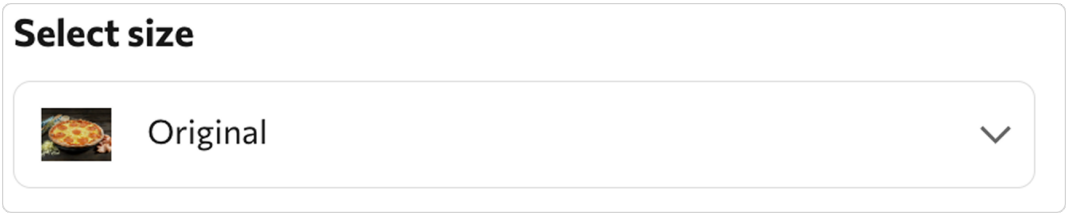
4. You should fill in the following information:



- **Title** – Enter the size name (e.g., Half portion, Whole portion, 350ml, 500ml, and so on).

- **Categories** – Select the subcategories where this size option should be available (e.g., for the size Large (10 Slices), select the subcategory Pizza | BBQ Pizza).
  See how to manage product categories

- **Image** – Select the image that will be displayed when the size option is shown within a product's size selection field.



5. After creating a new size, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

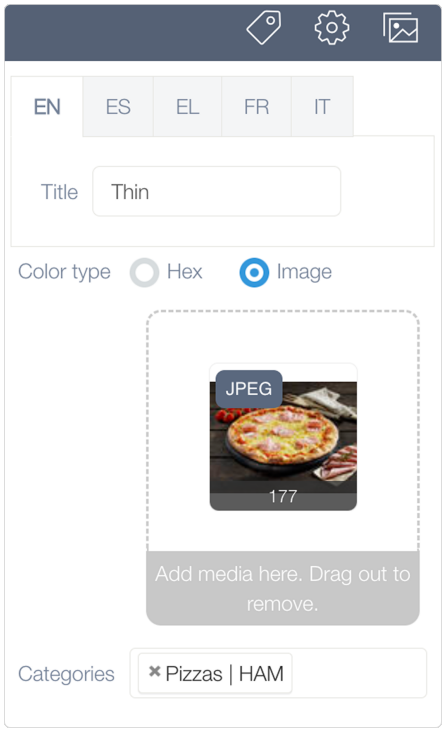


Attribute Management (Products app)

Attributes provide you the ability to give different specifications on products sizes. For example, let's say that we have a pizza with three different sizes such as 6 pieces, 8 pieces and 12 pieces and we also have different crusts for each size. Then you can match a size with a color (crust) such as, 6 pieces -> thin curst, 8 pieces -> fluffy and 12 pieces -> philadelphia. The same would be if instead of a pizza was a burger, with different breads (colors).

1. Once you open the **Products app** go to the **Attributes tab** and create a new one.

2. You should fill in, among other things, the following information:



- **Title** – Add the attribute title.

- **Color type** — Select & add an image (optional)

- **Categories** – Add the sub-categories that correspond to the products.

Products Management (Products app)

In Fimble admin you can easily manage products on your menu. See how to add products, how to manage them, and how to upload their photos. With these options you will make your website more attractive and increase online sales in your restaurant.

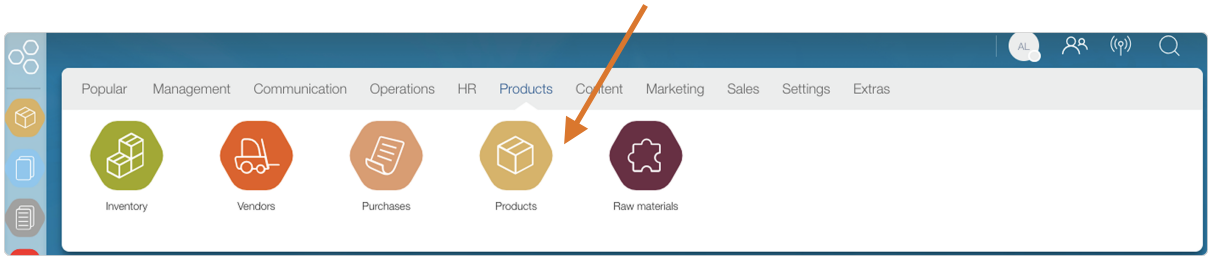
Adding Products

See below the steps to easily add products to the menu that you want to offer to your restaurant customers.

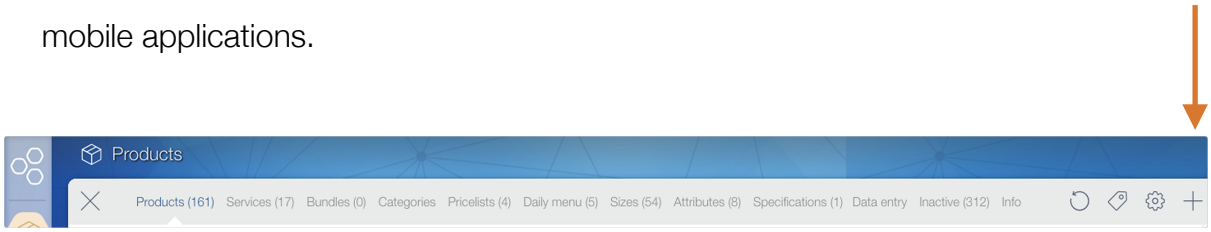


1. Go to the left sidebar menu and click on the Application bar. If the **Products app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Products app** inside.

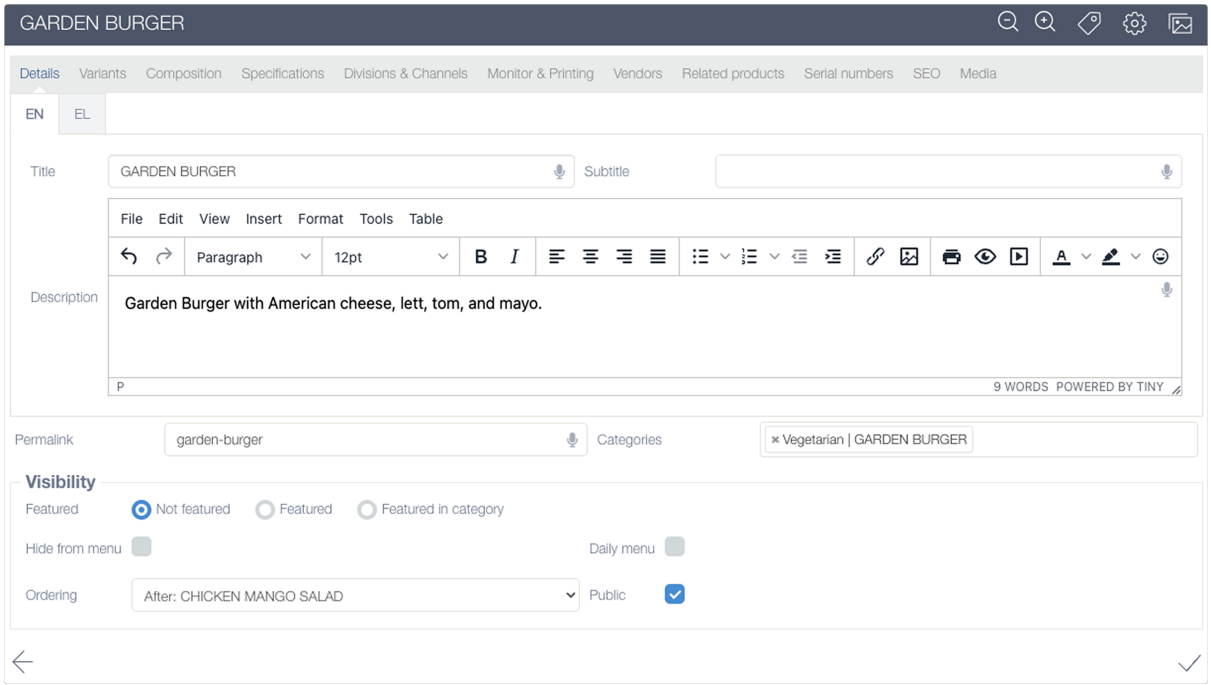


3. Launch the **Products app,** then select the **Products tab** and click the “+” icon. It will open a new form where you can fill in the required fields for the new product. Products that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in, among other things, the following information:

Sub Tab: Details



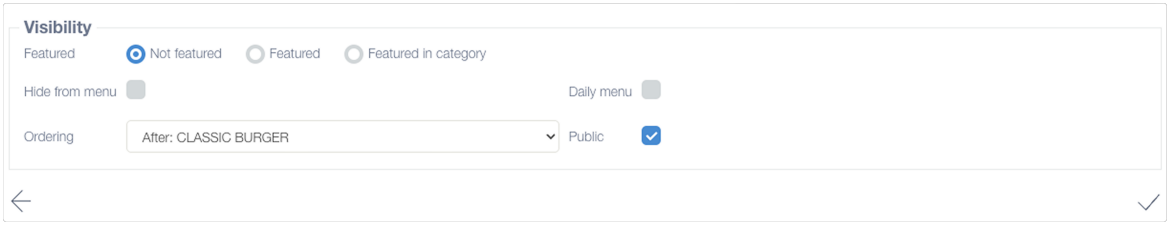
- **Title** – Enter the product name in each available language (e.g., EN: Greek Salad / EL: Χωριάτικη).

- **Description** – Add a description of the product in each available language (e.g., EN: tomato, cucumber, olives, feta cheese, onion, olive oil / EL: ντομάτα, αγγούρι, ελιές, φέτα, κρεμμύδι, ελαιόλαδο).

- **Categories** – Select the subcategory where the product should be assigned (e.g., for the product BBQ Burger, select the subcategory Burger | BBQ Burger).
  See how to manage product categories

- **Permalink Name** – Define the URL name for the product. Use lowercase English letters only (for example: greek). For multiple words, separate them with hyphens and do not use spaces or capital letters (for example: greek-salad).

Managing Product Visibility (Products app)



- **Hide from menu** – Enable this option if you want to make the product available for purchase without displaying it in the menu. For example, products that are only sold as part of a combo offer should be Public but Hidden from Menu. You can also use this option for items such as utensils or plastic bags that should only be available during checkout and not appear in the main menu.

- **Daily menu** — Enable this option to include the product in one or more daily menus. Daily menus allow you to display different products based on the day of the week, location, and a specific date range.
  See how to create a Daily menu

- **Public** – Enable this option when the product is ready to be published. Public products become available in the selected sales and distribution channels.

- **Ordering** – You can optionally specify the display position of the product within its category. By default, products appear in the order they are created.

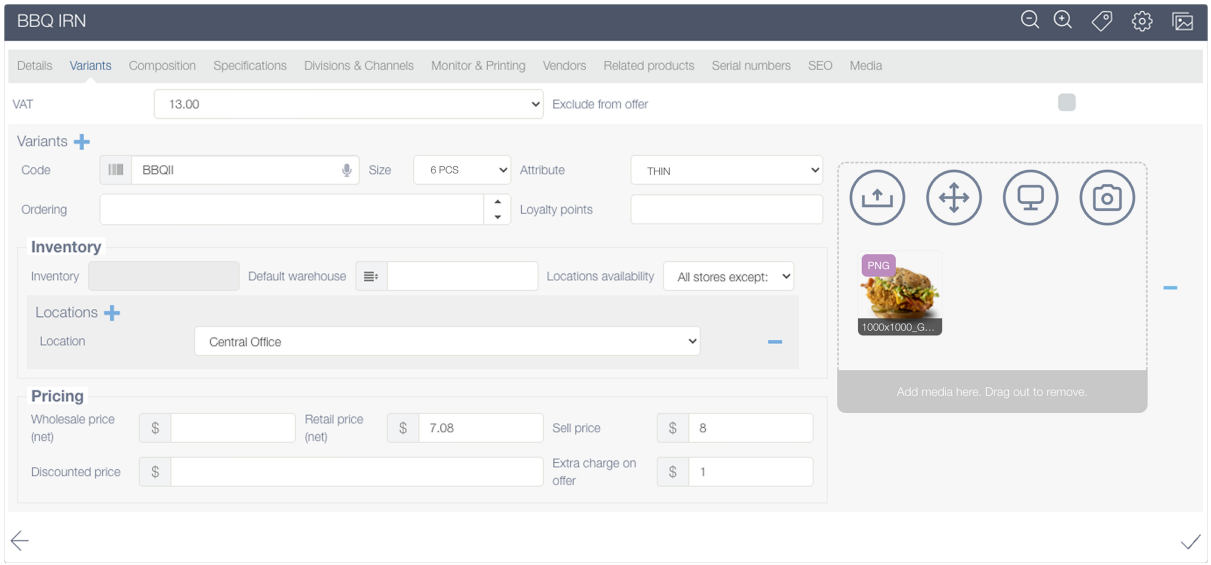
- **Featured** – Enable this option to display the product in the **Featured Products** section. When enabled, the **Featured Ordering** field becomes available, allowing you to define the product's position among the other featured products.

Variants Management (Products app)

Sub Tab: Variants

A product can have multiple variants, allowing you to offer different combinations of sizes, attributes, prices, and product codes. Click the **+** button to add a new variant or the **–** button to remove an existing one.

- **VAT / TAX** – Select the VAT or tax rate that applies to the product variant.



- **Code** – Enter a unique code for the product variant. If you do not already use product codes, you can create one using ideally two to five uppercase, latin letters based on the product name (for example, Greek Salad → GRSLD).

- **Size** – Select the size associated with the variant.
  See how to manage sizes

- **Image per variant/size** — Select an image for the specific variant. When customers choose a different size or variant in the product customizer, this image is displayed instead of the default product image. This image is separate from the image assigned to the size itself.

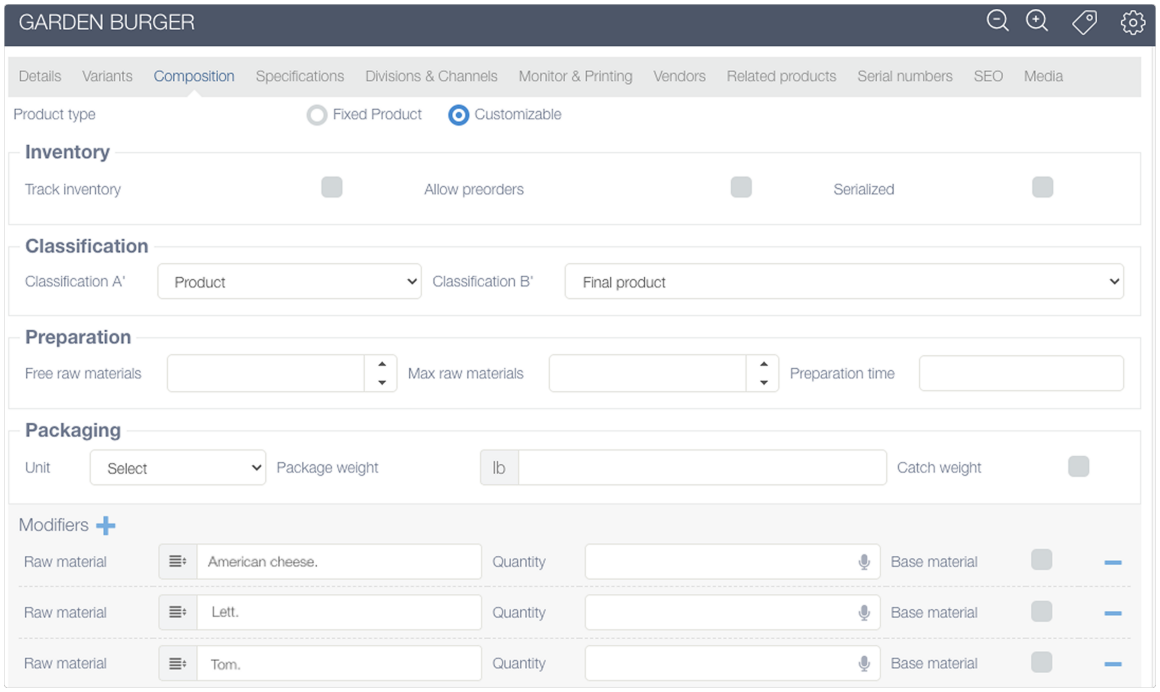
- **Attribute (per size variant)** — Select the attribute that corresponds to the selected size (for example, Size: 6 Pieces and Attribute: Thin Crust). Attributes are only displayed when they are assigned to a size.

- **Sell Price** – Enter the selling price for the variant. The system automatically calculates the corresponding pre-tax retail price based on the selected VAT or tax rate.

- **Discounted Price** – Enter the discounted price for this variant as it should appear in the menu.

- **Store Availability** – If you operate multiple stores, select the locations where this variant should not be available. The variant will only appear in the menus of stores that are not excluded.
  See how to manage locations

Composition Management (Products app)



Sub Tab: Composition

The Composition tab defines the recipe for the product and determines whether customers can customize its ingredients.

- **Product Type**
  - **Fixed** – Select this option if customers should not be able to add or remove ingredients. They can only add a comment to the order.
  - **Customizable** – If you would like the customer to be able to add or remove some ingredients from the recipe.

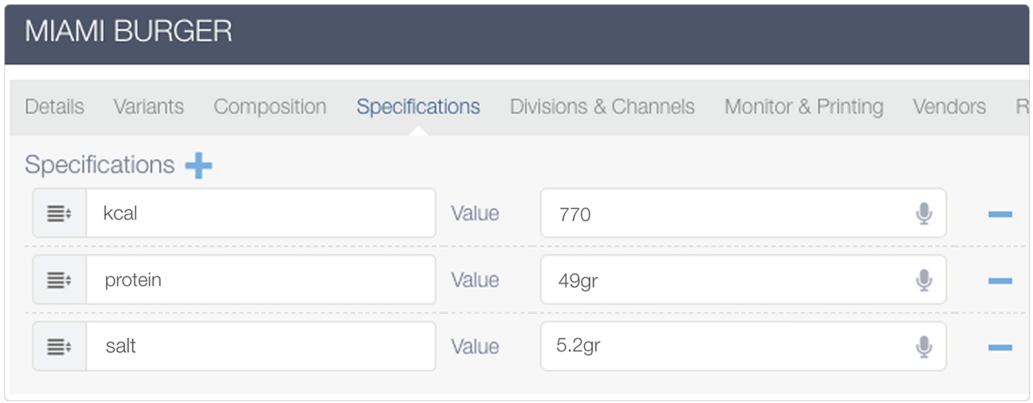
- **Modifiers** – Click the **+** button to add the raw materials that make up the product recipe. Click the **–** button to remove a raw material. You can also assign a raw material as the main ingredient for its category. When a customer removes a main ingredient, they must select a replacement from the same ingredient category before they can add the product to their cart. For example, if the main ingredient is Pita Bread and the customer removes it, they must choose another option from the same category, such as Arabic Bread, Cypriot Pita, or Double Pita, before completing their order.

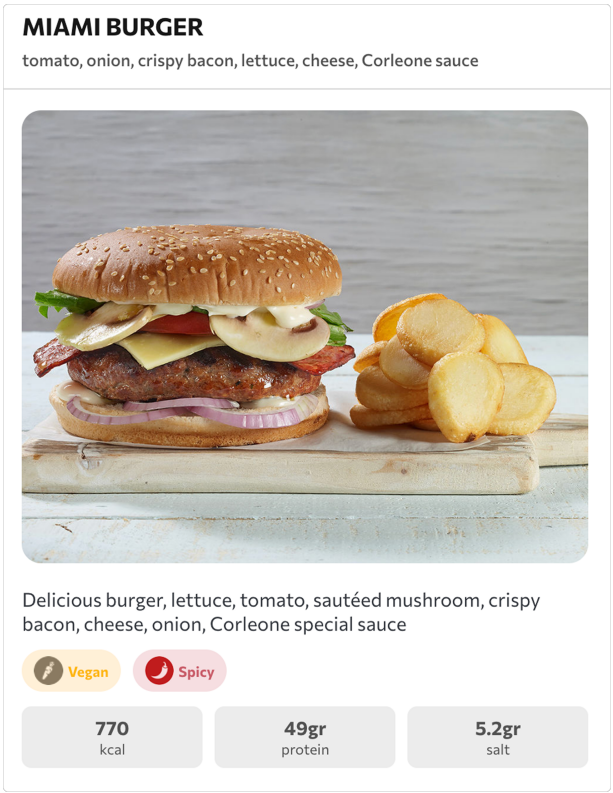
  See how to manage raw materials

Specifications Management (Products app)

Sub Tab: Specifications

Use the Specifications tab to add nutritional and other product information that can be displayed in the product customizer on your website.

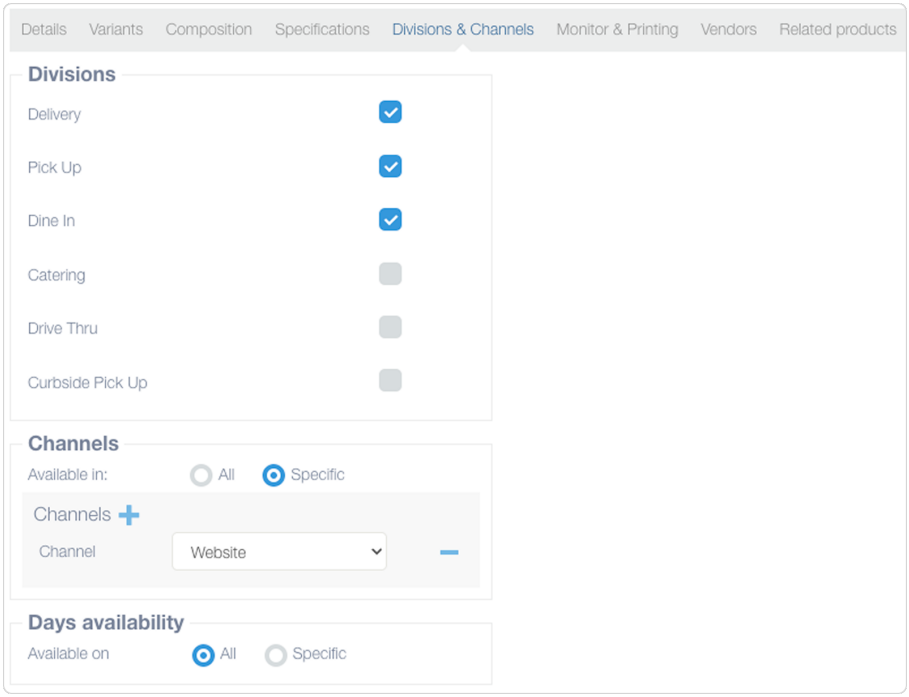




Managing Divisions & Channels (Products app)

Sub Tab: Divisions & Channels

Use the Divisions & Channels tab to control where and when a product is available for purchase.

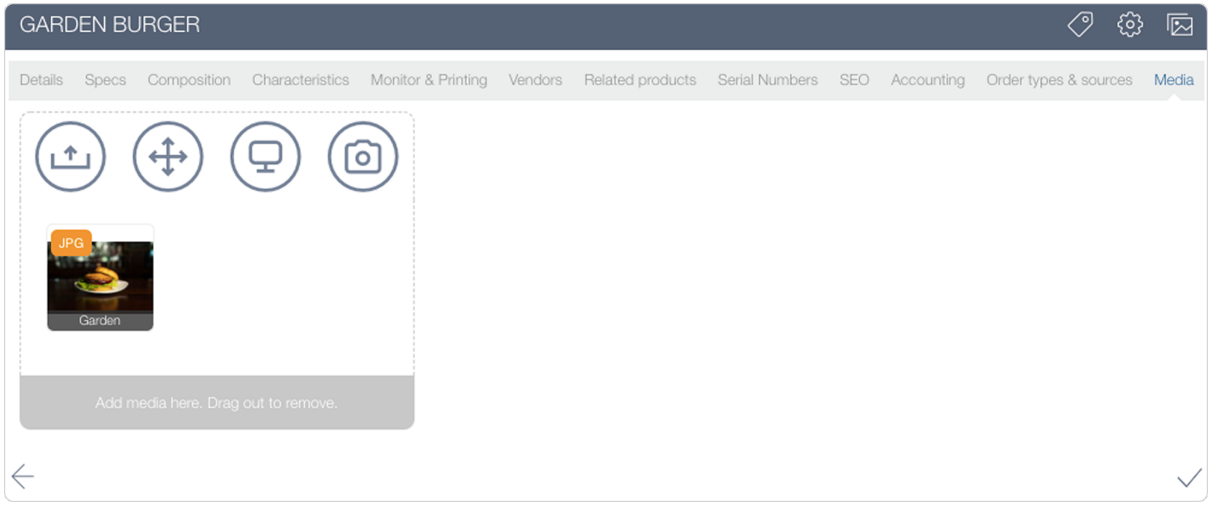


- **Divisions** – Select in which divisions, the product will be available, such as Delivery, Takeaway, Dine-in, Drive-thru, or Curbside (if applicable).
  See how to manage divisions and channels

- **Channels** – Select in which channels, the product will be available, such as the website, Android app, iOS app, or other supported channels.

- **Days Availability** – Specify the days of the week when the product will be available for purchase.

Sub Tab: Media



- **Media** – Add images of your products by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app. The uploaded images will be displayed across the selected channels (e.g., website, mobile apps, etc).

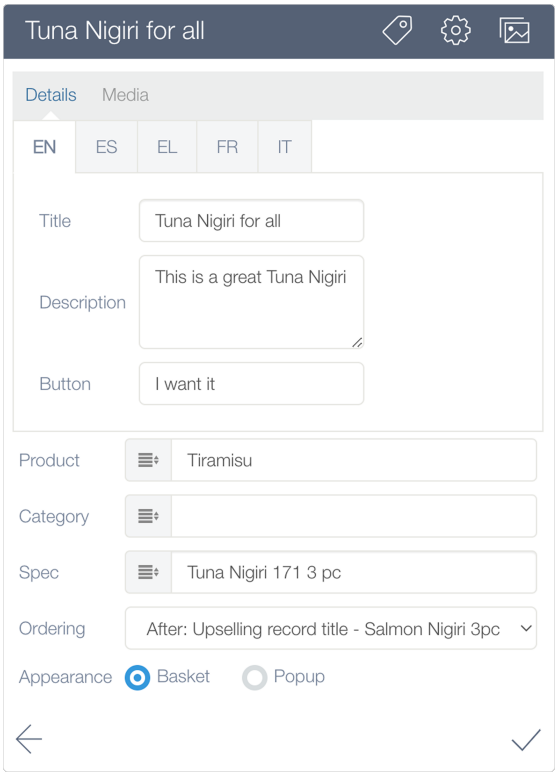
5. After adding a new product, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Managing Cross-selling products (Upselling app)

Cross-selling allows you to suggest additional products to customers when they add a specific item to their cart. These suggestions appear in the shopping cart and encourage customers to add complementary products to their order.

1. Search for the **Upselling app** by clicking the magnifying glass in the top-right corner and typing its name.
2. Launch the **Upselling** app, select the **Upselling** tab and click the **+** icon.
3. You should fill in, among other things, the following information:



- **Title** – Enter the title that will be displayed in the basket for the suggested product. If left empty, the default product name will be used.

- **Description** – Add a description for the suggested product.

- **Button** – Enter the button text displayed for the suggested product (for example: I WANT IT). If left empty, the basket icon will be displayed instead.

- **Product** – Select the product that will trigger the cross-selling suggestion. The selected cross-sell product will appear in the basket when this product is added to the cart.

- **Category** – Select a product category if you want the cross-selling suggestion to appear for all products within that category.

- **Spec** – Select the product that will be suggested as the cross-selling item. For example, if you want to suggest a Coca-Cola when a customer adds a Burger to their cart, the product is Burger (the product that triggers the suggestion) and the spec is Coca-Cola (the suggested cross-selling product).

- **Ordering** – Define the display order of cross-selling suggestions in the basket.

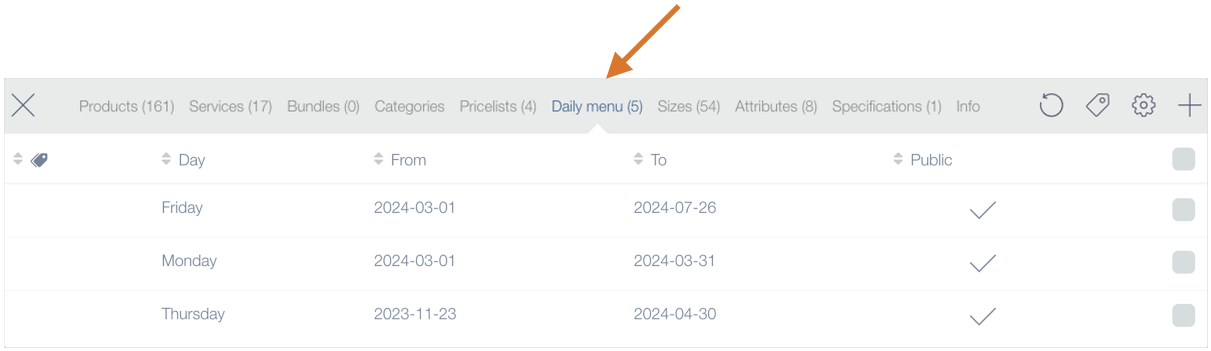
- **Appearance** – Select **Basket** to display the cross-selling product suggestion in the shopping cart.

4. After adding a new cross-selling product, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving it, click the back arrow in the bottom-left corner.



Managing Daily Menus (Products app)

You can create different menus for specific days, locations, and time periods. Daily Menus let you offer selected products on certain days while controlling when and where they are available. Open the **Products** app, go to the **Daily Menu** tab, and click the **+** icon. Add the products you want to include and configure the required settings.



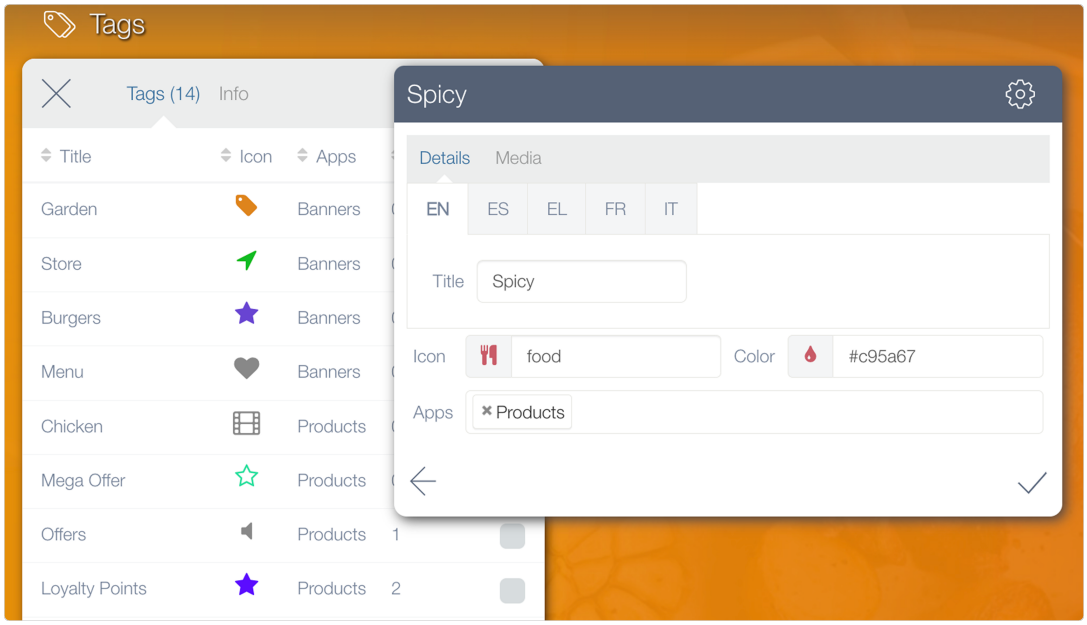
- **Day** – Select the day of the week when the Daily Menu should be available.
- **Period (From - To)** – Define the date range during which the Daily Menu will be active. For example: Every Monday from 01/03/26 to 31/03/26.
- **Locations** – Select the location(s) where the Daily Menu should apply.
- **Overwrite menu** – Enable this option if you want the website and mobile apps to display only the products included in the Daily Menu instead of the full menu.
- **Products** – Select the products that should be included in the Daily Menu.
- **Public** – Enable this option to make the Daily Menu available.

After creating a Daily Menu, go to the **Products application → Products tab** and enable the Daily Menu option for each product included in a Daily Menu. Products marked as both Daily Menu and Public will only appear on the website or apps on the days defined in the Daily Menu. Products marked as Public only will always be displayed on the website or apps regardless of whether they are included in the Daily Menu.

Managing Product Tags (Tags App)

Fimble allows you to create product tags that help customers filter and identify products based on specific characteristics, such as **Vegetarian, Gluten-Free, On Offer, Loyalty Points,** and more.

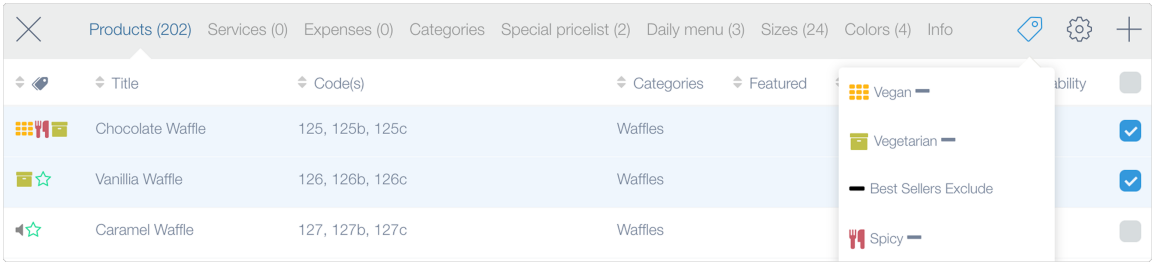
1. Open the **Tags app** and click the **+** to create a new tag.
2. You should fill in the following sections:



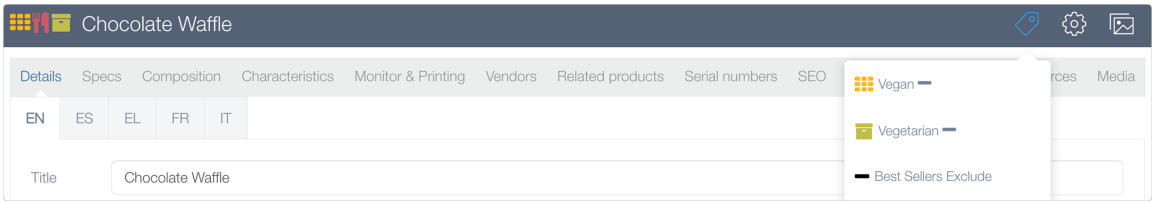
- **Title** – Enter the tag name in each language available on your website.
- **Icon** – Select an icon that best represents the tag.
- **Color** – Select the color used to display the tag.
- **Apps** – Assign the tag to the **Products** app.

3. After creating your tags, open the **Products** app and assign the relevant tags to your products. A product can have multiple tags assigned to it. For example, a product can be marked as **Vegetarian, Spicy,** and **On Offer** at the same time.

- **Mass Selection** — Select multiple products using the checkboxes, click the **Tags** button, and assign the required tag(s).



- **Single selection** — Open the product, click the **Tags** button, and assign the required tag(s).



- **Remove tag** — To remove a tag, follow the same steps and click the assigned tag again to remove it from a single product or multiple selected products.

4. After completing the setup, visit your website to verify that the filters are displayed correctly. Your tags should look like this.



Raw Materials Categories Management (Raw Materials app)

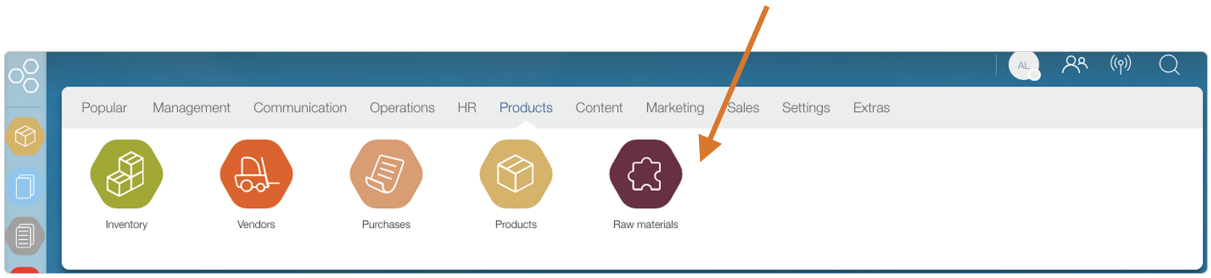
In Fimble, you can easily organize and manage the raw material categories used in your products. Categories help you structure raw materials and simplify product composition management.

Creating a Category

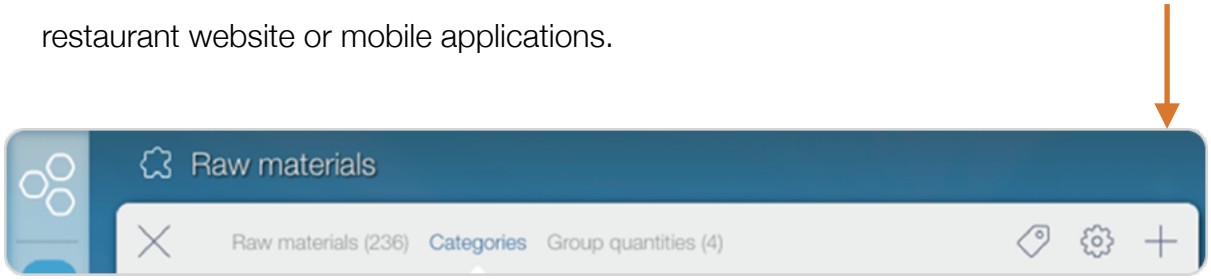
1. Go to the left sidebar menu and click on the Application bar. If the **Raw Materials app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



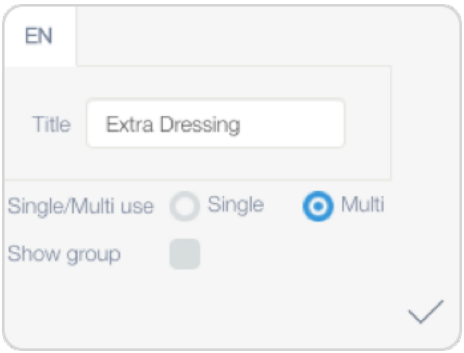
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Raw Materials app** inside.



3. Launch the **Raw Materials app,** then select the **Categories tab** and click the "+" icon. It will open a new form where you can fill in the required fields for the new raw materials category. Categories that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following sections:



- **Title** – Enter the category name in each language available on your website (for example: EN: Vegetables / EL: Λαχανικά).

- **Single / Multi Use** – Select whether customers can choose only one or multiple raw materials from this category when customizing a product.

- **Show Group** – Enable this option if you want to link this category to a specific quantity group.

- **Quantities in Categories** – Enable this option to associate this category with a quantity group. Then select the quantity group that should apply to this category.

5. After creating a new category, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Group Quantities Management (Raw Materials app)

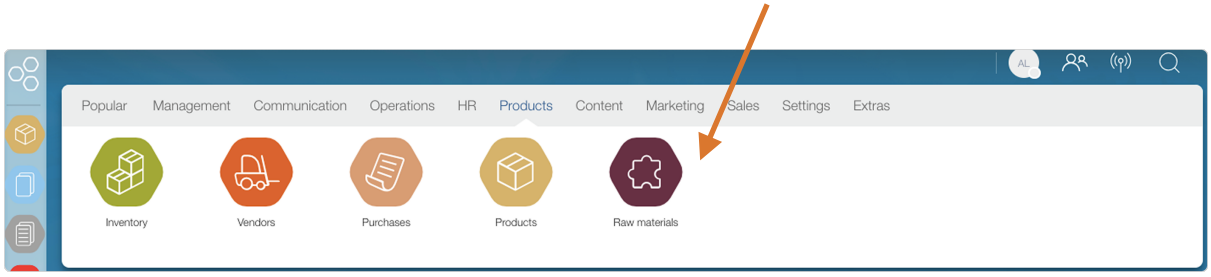
In Fimble admin you can easily manage the group quantities of the raw materials for your products in your menu. See how to create group quantities, and how to manage them.

Creating a Group Quantity

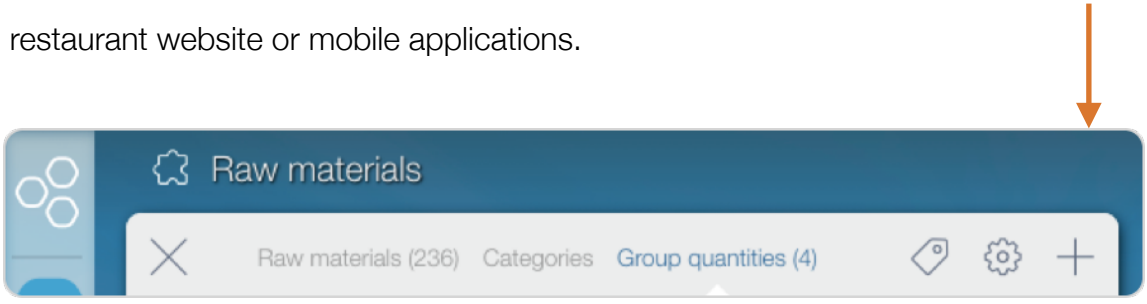
1. Go to the left sidebar menu and click on the Application bar. If the **Raw Materials app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



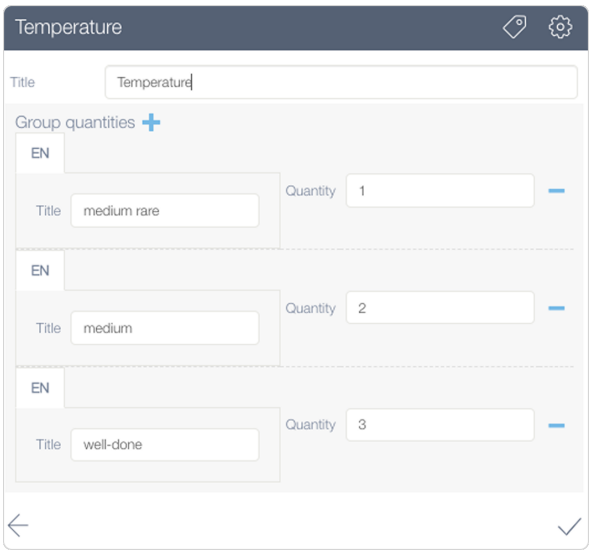
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Raw Materials app** inside.



3. Launch the **Raw Materials app,** then select the **Group Quantities tab** and click the "+" icon. It will open a new form where you can fill in the required fields for the new group quantity. Categories that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following information:



- **Title** – Enter an internal title. This title is not displayed on the website or mobile app.

- **Group Quantities** – Define quantity options that customers can select when adding a specific raw material to a product. Instead of displaying technical quantities (such as ½, 1, or 2 portions), you can create customer-friendly options based on how customers normally describe quantities. For example, when a customer adds Sugar to an Americano Coffee, they can choose options such as Medium or Sweet instead of selecting the number of sugar spoons. So, you can set a title for internal use (e.g., “Sweeteners for coffee”) and then add all the rest of the options by defining the title that the customer will see (e.g., Medium) and the multiplier based on the raw material portion. In this example, if the standard portion of a spoon of sugar is 50g and the Medium option requires two spoons of sugar then the multiplier would be two. After creating the available Group Quantities, assign them to the relevant Raw Material Categories. For example, the Sweeteners for Coffee group quantity should be assigned to the “Sweeteners” category which contains White Sugar, Brown Sugar and Stevia. When customers add one of these raw materials, they will see the available quantity options, such as Medium or Sweet. You can also define different quantity rules for different product categories, depending on your requirements.

5. After creating a new group quantity, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow on the bottom-left corner.



Raw Materials Management (Raw Materials app)

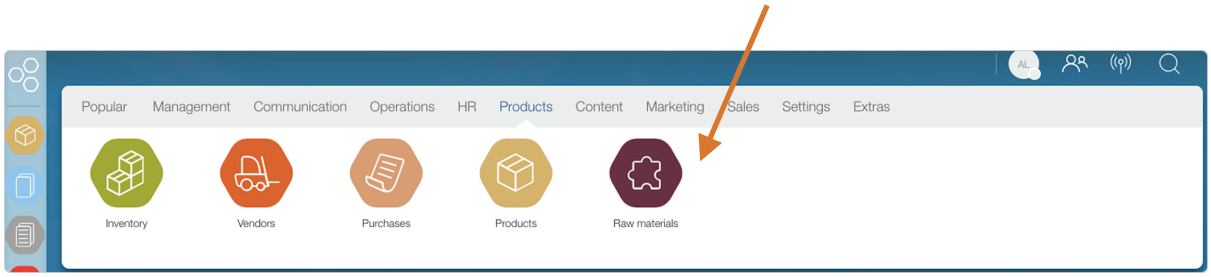
See below the steps to easily add raw materials to products that you want to offer to your customers.

Adding a Raw Material

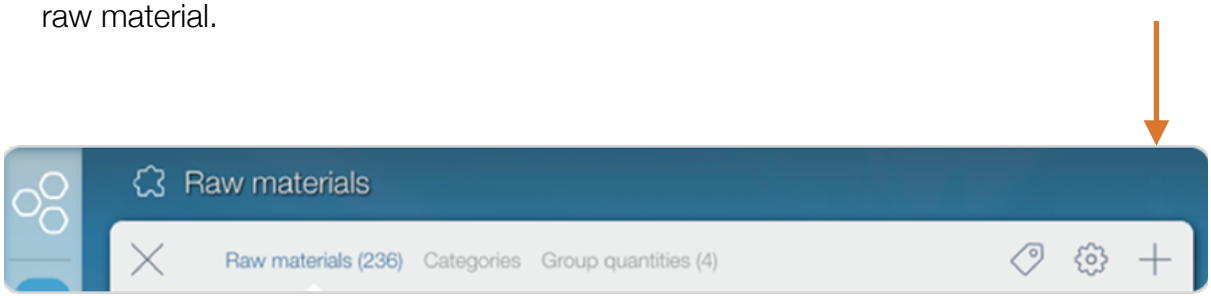
1. Go to the left sidebar menu and click on the Application bar. If the **Raw Materials app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Raw Materials app** inside.

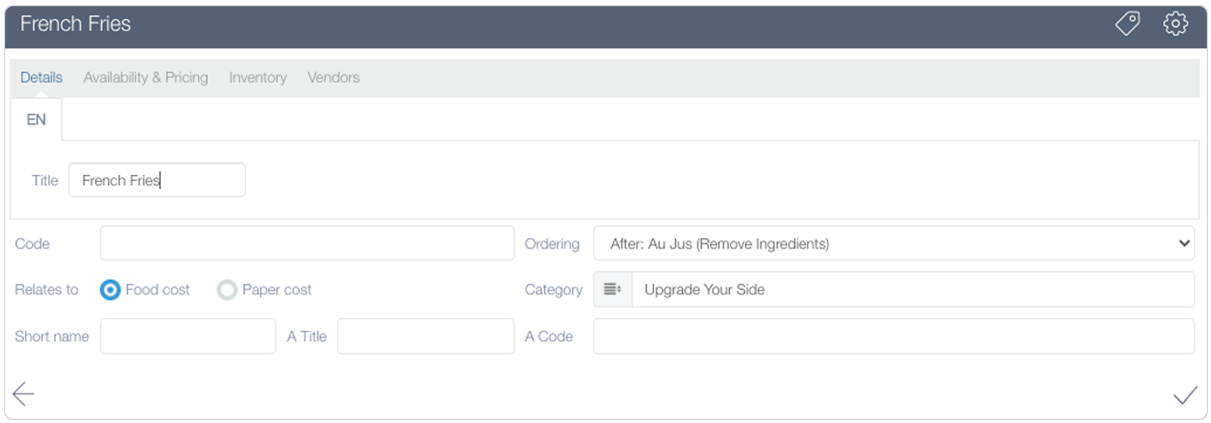


3. Launch the **Raw Materials app,** then select the **Raw Materials tab** and click the "+" icon. It will open a new form where you can fill in the required fields for the new raw material.



4. You should fill in, among other things, the following information:

Sub Tab: Details



- **Title** – Enter the material name that will be displayed on the website.
- **Code** – Define a unique internal code for the raw material.
- **Ordering** – Set the display order of the raw material within the product customizer.
- **Relates to** – Select whether the raw material cost is calculated as Food Cost or Paper Cost.
- **Category** – Select the raw material category that will be displayed within the product customizer.
  See how to manage raw materials categories

Sub Tab: Availability & Pricing



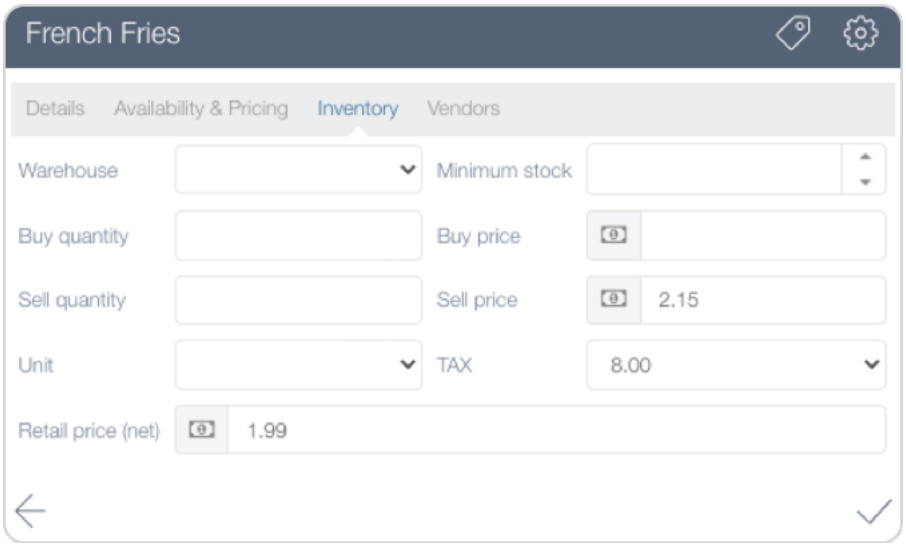
- **Available in Categories** – Select the product subcategory or subcategories where this raw material should be available.
  See how to manage product categories

- **Show Group** – Enable this option to assign a quantity group to the raw material. For example, if you create the raw material Sugar and assign the Sweeteners quantity group with options such as Simple, Medium, and Sweet, customers will see these options when selecting Sugar in the product customizer.
  See how to manage group quantities

- **Prices per Product Sizes** – Define the price of the raw material for each product size. For example, the cost of Ham may differ depending on whether it is added to an 8-piece, 12-piece, or 24-piece pizza. Select the product size and enter the corresponding price. Add additional rows to define prices for other sizes.
  See how to manage sizes

- **Store Availability** – If you operate multiple stores and the raw material is not available in all locations, select the stores where it should be excluded from the menu.
  See how to manage locations

Sub Tab: Inventory



- **Set VAT and Sell Price.** Select the applicable VAT rate and enter the selling price of the raw material. If the material is sold by weight, select Kilo as the Unit of Measurement and enter the price per kilogram in the Sell Price field.

5. After adding a new raw material, click the CHECK mark in the bottom-right corner to SAVE the record.To close the form without saving, click the back arrow in the bottom-left corner.



Pricelist Management (Products app)

In case there are different Pricelists per type of order (Delivery, Takeaway, etc.), then you can create a new Pricelist through Fimble admin.

Creating a Pricelist

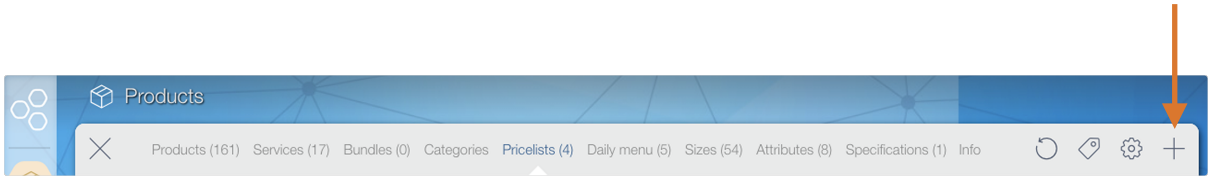


1. Go to the left sidebar menu and click on the Application bar. If the **Products app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

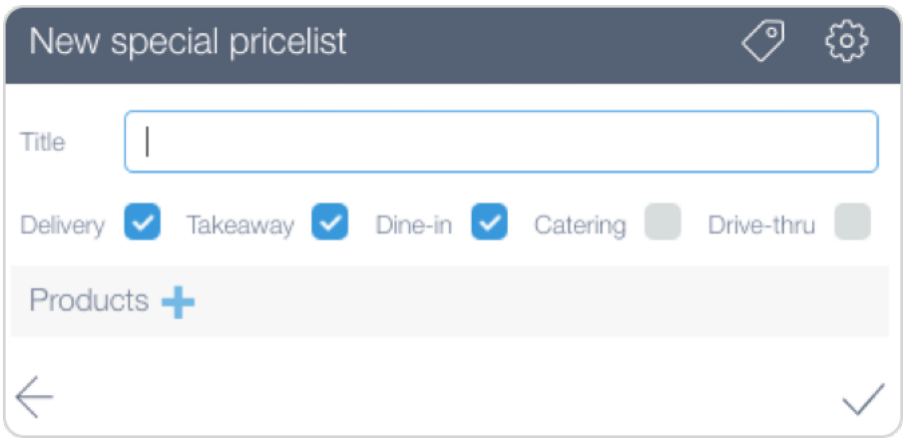
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Products Category** where you will find the **Products app** inside.



3. Launch the **Products app,** select the **Pricelists** tab and press the “+” icon. It will open a new form where you can fill in the required fields for the new pricelist.



4. You should fill in the following sections:



- **Title** – Enter a title for the pricelist. This title is for internal use only and is not displayed on the website.

- **Delivery Method** – Select the delivery method(s) to which this pricelist should apply, such as Takeaway or Delivery. You can assign more than one delivery method to the same pricelist.

- **Products** – Add the products included in this pricelist and define the corresponding prices.
  See how to manage products

5. After creating a new pricelist, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Note: You do not need to create a separate pricelist for every delivery method. If a store supports multiple methods, such as Delivery and Takeaway, creating a pricelist for Takeaway will automatically separate the prices between the two methods. In this case, the prices entered in the Products tab apply to Delivery and the prices entered in the Pricelist apply to Takeaway.

CMS

Managing Content on the Website

Learn how to manage your website content and customize your online ordering experience to better engage customers.

Add Content to the Website

Create and organize website pages to showcase important information, improve customer navigation, and provide a better online ordering experience.

See how to add content to the website

Add Images to the Website

Enhance your website with photos and banners displayed in different areas. You can also create slideshows to showcase your dishes and attract customers with engaging visuals.

See how to add images to the website

Create Forms & Checklists

Create dynamic customer surveys to collect feedback, gather customer information, and improve your services. You can also create internal checklists to help your staff follow daily procedures and maintain consistent business standards.

See how to create forms & checklists

Web Page Categories Management (Pages app)

Fimble provides predefined website page categories created by the Fimble team. You can create subcategories within these categories to organize your website structure and define where different types of content can be added.

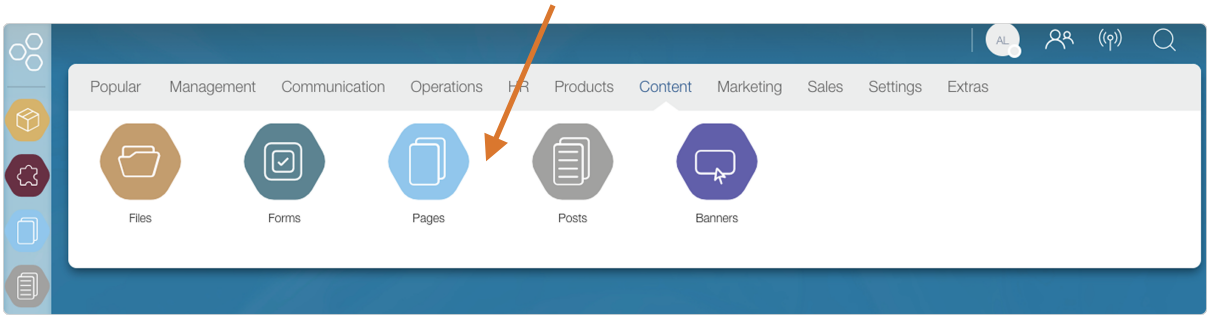
Creating or Editing a Subcategory

Subcategories are used internally to structure website content in Fimble. They follow a format such as: “Core | Home, Sub footer | Privacy Policy, Footer | Information”, etc. As a best practice, avoid deleting the predefined subcategories, as they are used to maintain the website structure.

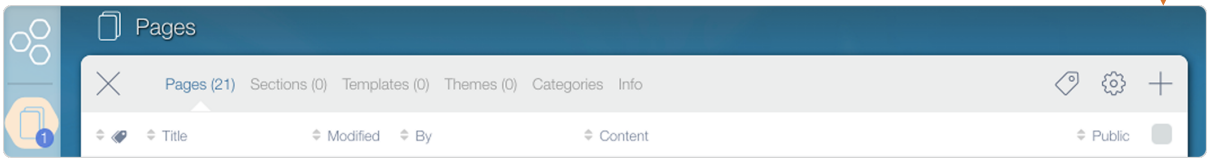
1. Go to the left sidebar menu and click on the Application bar. If the **Pages app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



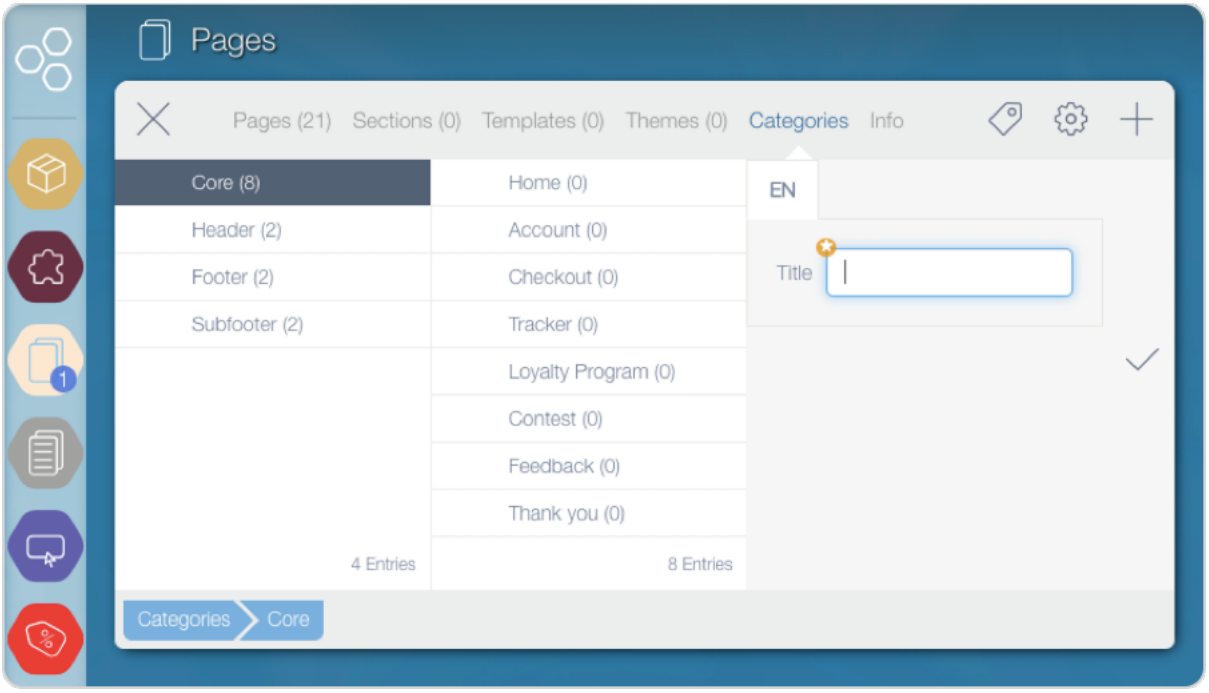
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Pages app** inside.



3. Launch the **Pages app,** select the **Categories** tab and click the “+” icon to add a new subcategory. It will open a new form where you can fill in the required fields for the new subcategory. Subcategories that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following information:



- **Title** – Enter the subcategory name in each language available on your website (for example: EN: Terms / EL: Όροι & Προϋποθέσεις).

5. After creating or editing a category or subcategory, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Web Page Content Management (Pages app)

Manage the pages of your website from the **Pages** app. You can create and edit pages, upload images, and control where and when content is displayed across your website and other channels.

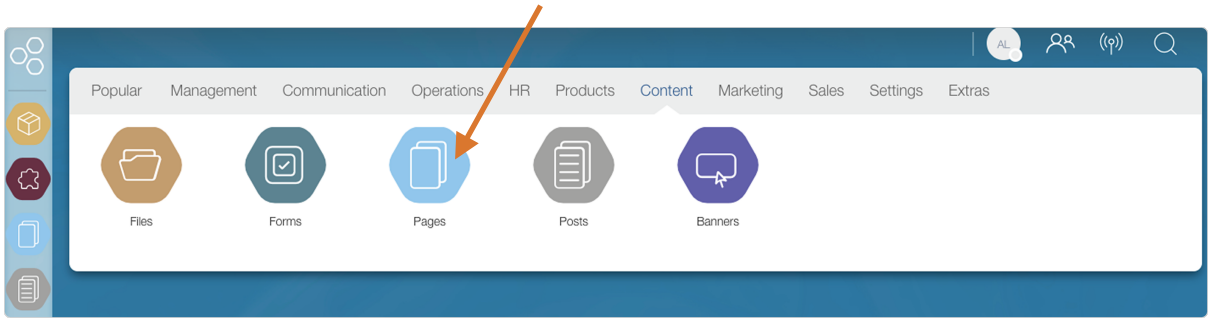
Adding or Editing a Page

Use the Pages app to create new website pages and manage existing ones. If you can't find a page in the Pages app, it may be managed through the Posts app or created using a combination of the Pages and Posts apps (e.g., the Careers page).

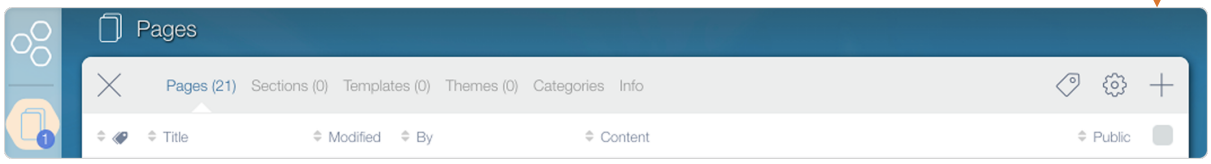
1. Go to the left sidebar menu and click on the Application bar. If the **Pages app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Pages app** inside.

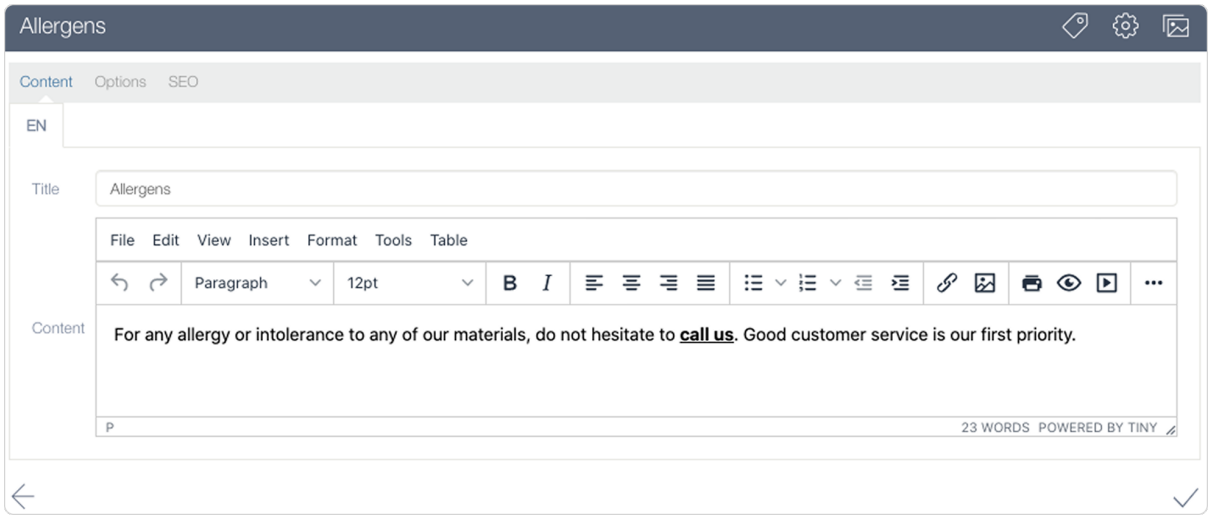


3. Launch the Pages app, select the Categories tab and click the "+" icon to add a new page. It will open a new form where you can fill in the required fields for the page. Pages that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in, among other things, the following information:

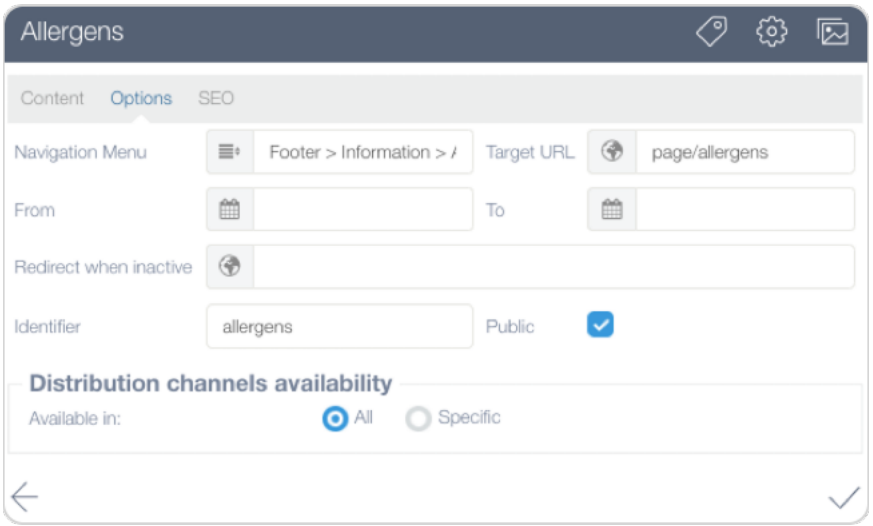
Sub Tab: Content



- **Title** – Enter the page title in each language supported by your website.

- **Content** – Enter the page content in each supported language in your website.

Sub Tab: Options



- **Navigation Menu** – Select the navigation menu where the page should appear.

  See how to manage web page categories

- **Target URL** – Enter the destination URL for the page. If it is an external page, enter the full URL. For pages within your website, enter only the path after the domain. For example, for domain.com/page/terms-and-conditions, enter page/terms-and-conditions.

- **From** – Select the date when the page should become available.

- **To** – Select the date when the page should no longer be published.

- **Identifier** – Defines where the page content is displayed on the website. Each page is linked to a unique system identifier that corresponds to a specific section of the website. **Do not modify this field** unless instructed by the Fimble team.

- **Public** – Enable this option to publish the page and make it available in the selected distribution channels.

- **Distribution Channels Availability** – Select where the page should be displayed. For example, if you want to publish it across all supported channels choose “All”. If you want to publish it only in selected channels, choose “Specific”.

5. After adding or editing a new page, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

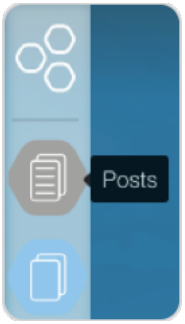


Managing Post Categories (Posts app)

In Fimble, you can create categories for custom website sections and other areas that require dynamic content. Categories and subcategories help organize this content and define where it is displayed on your website. For example, some website pages—such as the **Careers** page—are built using a combination of the **Pages** and **Posts** apps. In this case, the **Pages** app defines the page structure, while the **Posts** app manages the dynamic content displayed on that page.

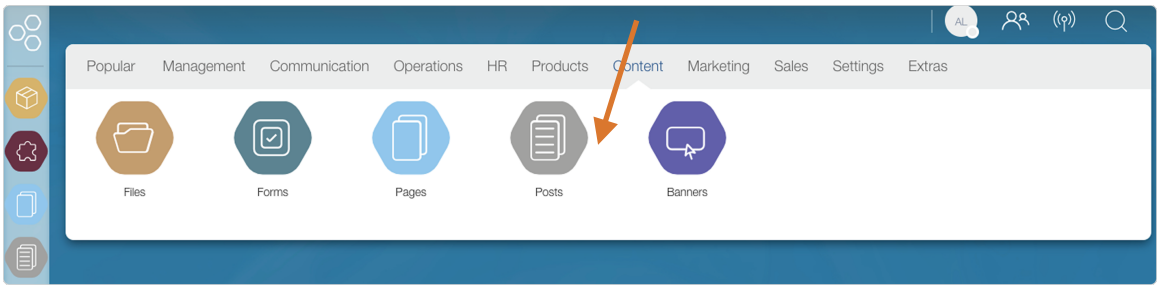
Creating or Editing a Category

Categories are typically organized by website section, for example: “Careers | Job Openings, Kiosk | Cancel Order, etc.

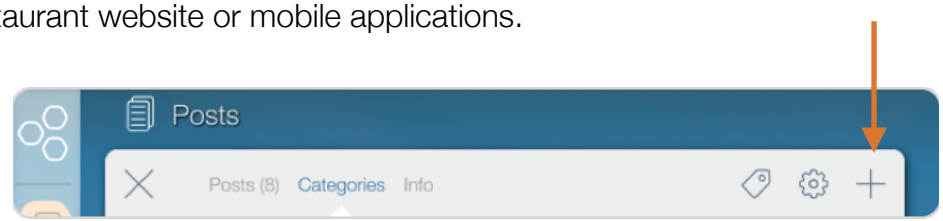


1. Go to the left sidebar menu and click on the Application bar. If the **Posts app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

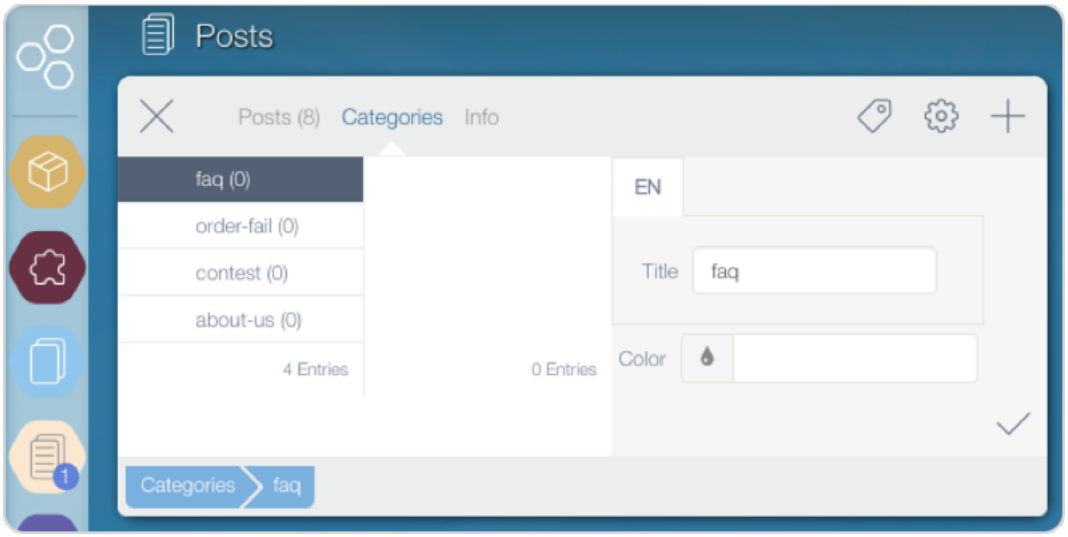
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Posts** app.



3. Launch the **Posts app,** select the **Categories tab,** and press the “+” icon to add one or more categories. It will open a new form where you are able to fill in the required fields for the category. Categories that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following section:



- **Title** – Enter the category name in each language available on your website (for example: EN: FAQ / EL: Συχνές Ερωτήσεις).

5. After creating or editing a category, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Creating or Editing a Subcategory

After creating a category, create subcategories to further organize its content. Unlike categories, subcategories are displayed on the website where applicable. Subcategories are typically organized by website section, for example: “About Us | History Timeline, Careers | Job Postings, etc.

1. You should fill in the following sections:
   - **Title** – Enter the subcategory name in each language available on your website (for example: EN: Careers | Job Postings / EL: Εργασία | Ανοιχτές Θέσεις Εργασίας).

2. After creating or editing a new subcategory, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Managing Posts (Posts app)

Manage dynamic website content with the Posts app. Create and edit posts, organize them into categories, and upload images to keep your website engaging.

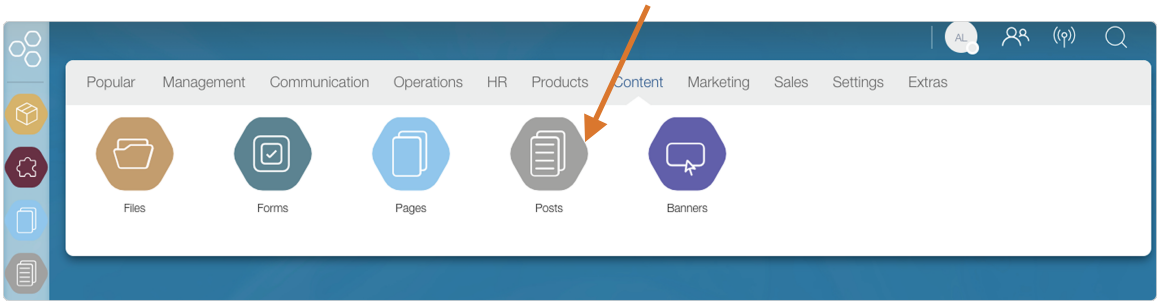
Adding or Editing a Post

Follow the steps below to easily add pages to your restaurant's website. Some website pages, such as the Careers page, are built using a combination of the Pages and Posts apps. The Fimble team can also help you build custom website or mobile app pages by providing predefined page and category templates available in Fimble's CMS applications.

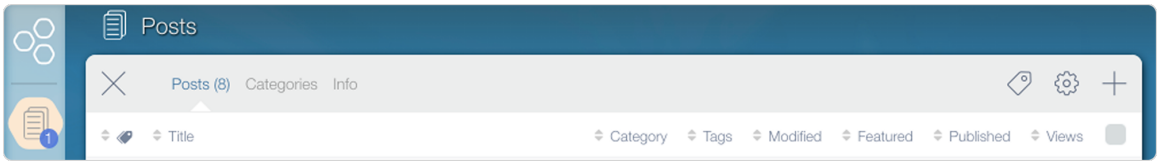


1. Go to the left sidebar menu and click on the Application bar. If the **Posts app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Posts app** inside.

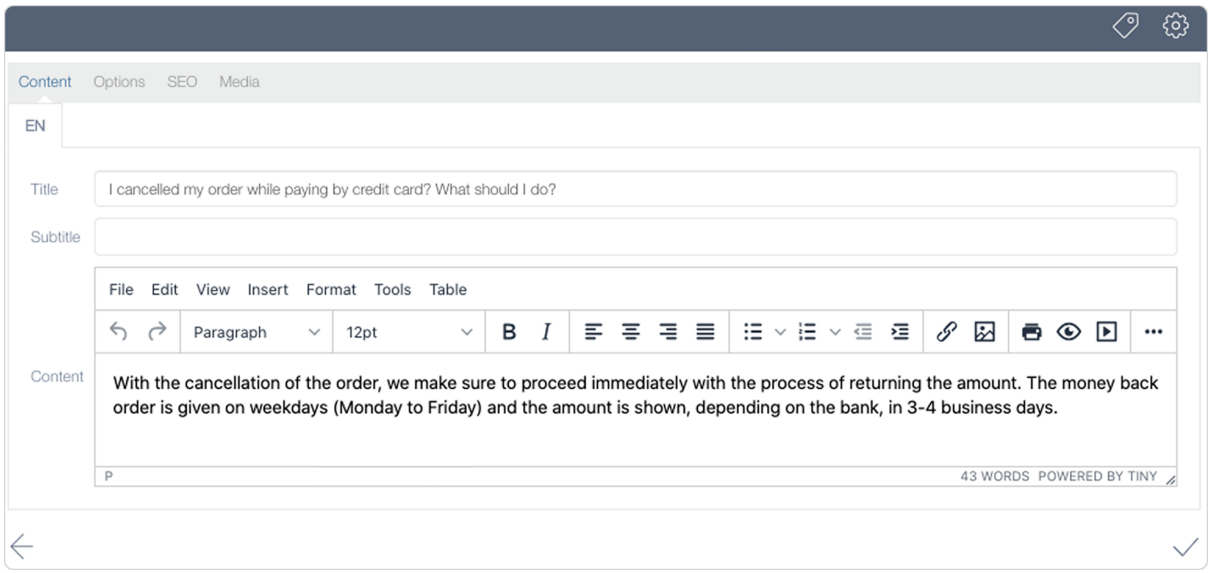


3. Launch the **Posts** app, select the **Posts** tab and click the "+" icon to add a new post. It will open a new form where you can fill in the required fields for the new post. Posts that are not completed will not appear on the restaurant website or mobile applications.



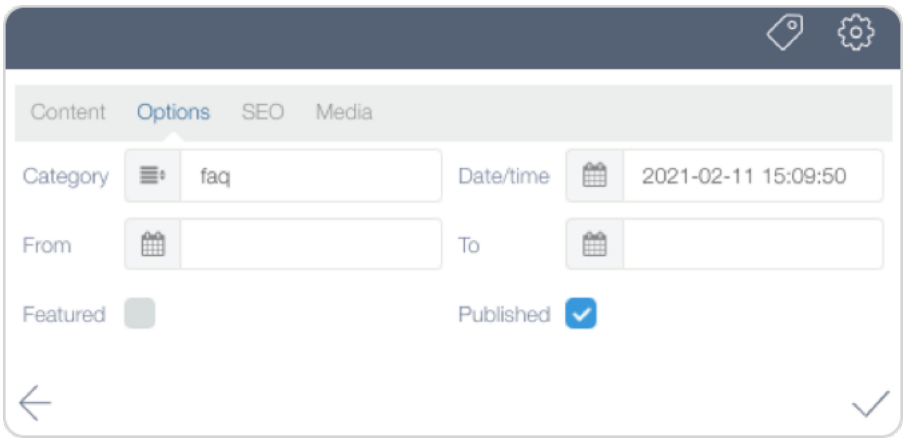
4. You should fill in, among other things, the following information:

Sub Tab: Content



- **Title** – Enter the post title in each language supported by your website.
- **Subtitle** – Enter the post subtitle in each supported language.
- **Content** – Enter the post content in each supported language.

Sub Tab: Options



- **Category** – Select the category where the post will be displayed.

  See how to manage post categories

- **Date / Time** – Set the date and time that will be displayed as the post's publication date. This is typically used for blog posts and articles.

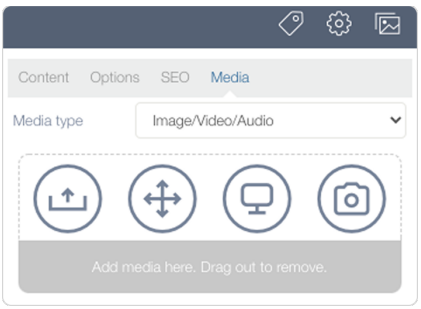
- **From** – Select the date when the post should become available.

- **To** – Select the date when the post should no longer be published.

- **Featured** – Enable this option to mark the post as featured. Featured posts can be displayed more prominently, such as at the top of a page or with a special badge, depending on your website design.

- **Published** – Enable this option to publish the post.

Sub Tab: Media



- **Media Type** – Select the type of media you want to add, provided it is supported by your website layout.

- **Media** – Add images to the post by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app. The uploaded images, will be displayed on the respective channels (e.g., website, mobile apps, etc.).

5. After adding or editing a new post, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow on the bottom-left corner.



Editing the Information Displayed on the Contact Page

The **Contact** page is one of the most important sections on your restaurant's website. Make sure it contains relevant and accurate information so customers can easily reach your business.

Editing the Information Displayed on the Stores Page

Manage the information displayed on the **Stores** page, including your locations, contact details, opening hours, and other store-specific information, to help customers find and contact the right branch.

Adding Images to your Website (Banners app)

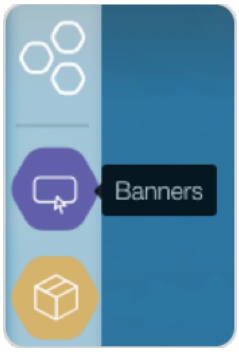
Fimble allows you to add images for your website pages or products either by uploading them directly to the File Manager in bulk or by adding them within the Pages or Products apps.

You will find the main website banner zones predefined by the Fimble team. If you would like to create additional banner zones that relate specifically to the website structure in Fimble, please contact us and we will guide you through the process.

Zones define the areas of your website and mobile application where banners can be displayed. Keep in mind that whenever a new zone is created, it needs to be connected to the corresponding location within the website or mobile application in order to function properly.

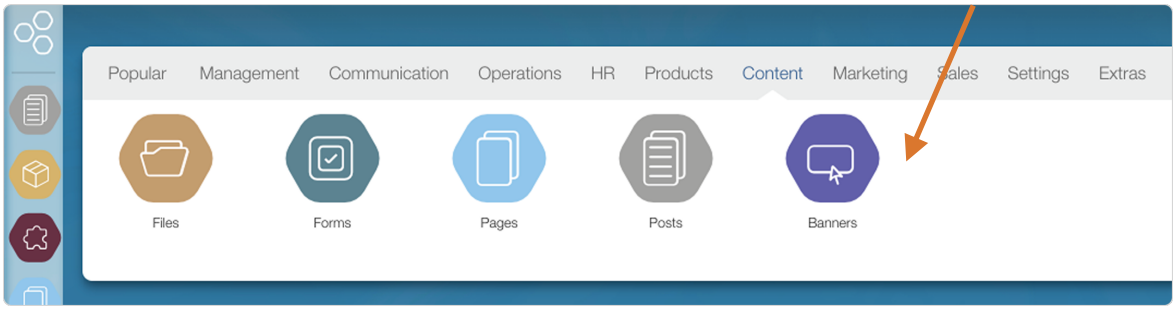
Adding or Editing Web Page Banners

See below the steps to easily add banners to the restaurant's website or mobile application.

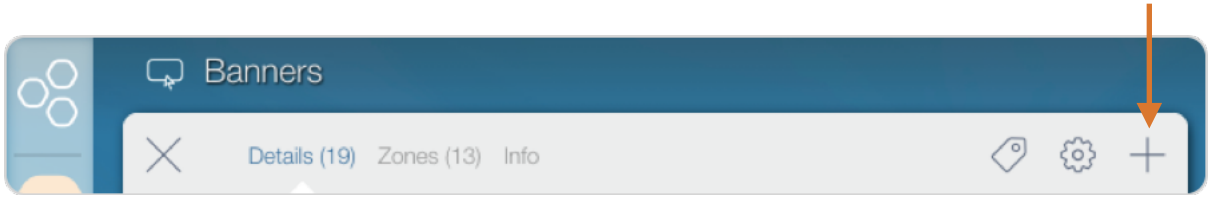


1. Go to the left sidebar menu and click on the Application bar. If the **Banners app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Banners app** inside.



3. Launch the **Banners** app, select the **Details** tab and click the "+" icon to add a new subcategory. It will open a new form where you can fill in the required fields for the new banner. Banners that are not completed will not appear on the restaurant website or mobile applications.



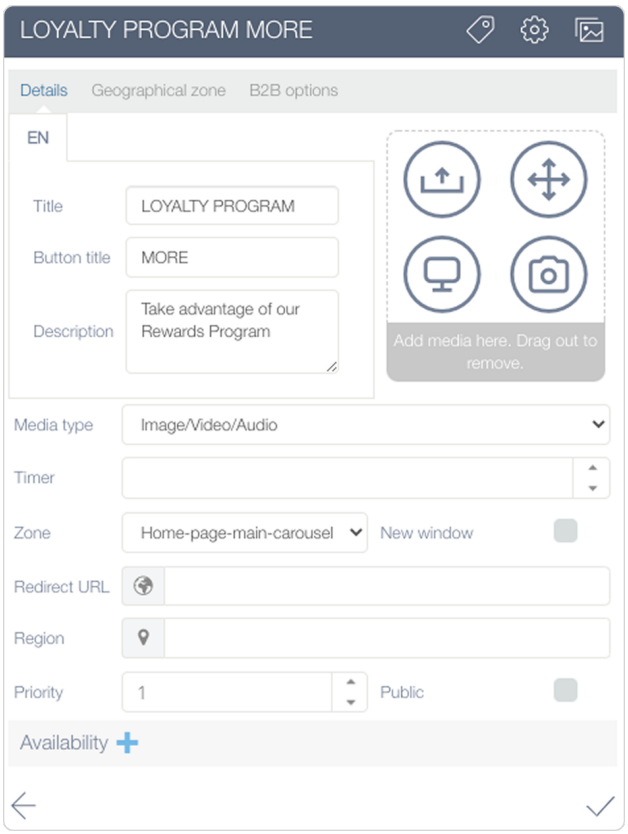
4. You should fill in, among other things, the following information:

Sub Tab: Details:

- **Title** – Enter the banner title in each language supported by your website. The title is displayed in **bold** at the top of the banner modal.

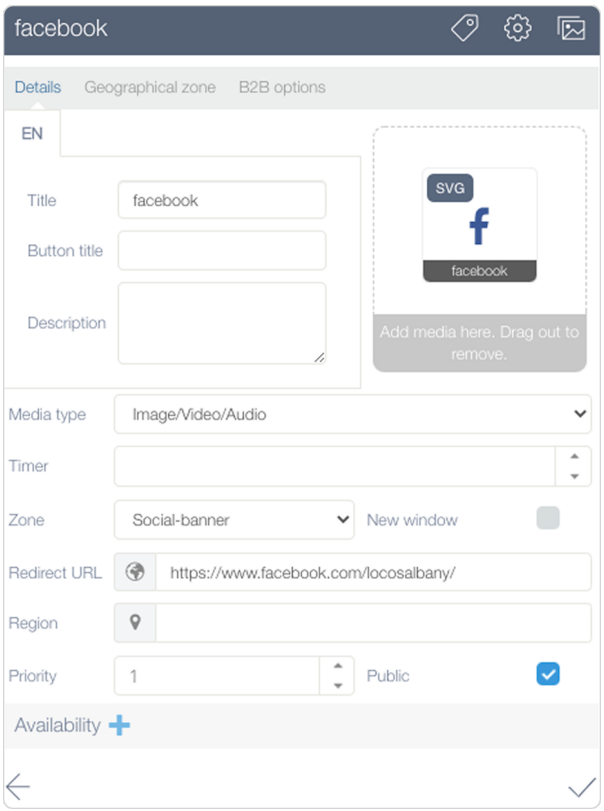
- **Button title** – Enter the text displayed on the banner button in each supported language.

- **Description** – Enter the banner description in each supported language.



Adding Social Media Profiles to your Restaurant's Website (Banners app)

Fimble allows you to add social media profiles to your website footer using **Social Banners.** These banners do not display a title or description; you only need to add the social media logo and the corresponding profile URL. For example, to add your Facebook page to the website footer, select the Facebook logo and add your Facebook page URL.



- **Media Type** – Select the media type required to create the banner. Depending on the selected option, you may need to add additional information, such as a URL or custom code. For example, if you want to add an external url, you will have to select "Webpage URL" and add the link in the field. Available options include:
  - **Image / Video / Audio** — Add a standard media file.
  - **Youtube URL** — Display a YouTube video instead of a banner.
  - **Vimeo URL** — Display a Vimeo video instead of a banner.
  - **External Media URL** — Add an external link, such as a Facebook button that redirects users to your Facebook page.
  - **Web page URL** — Add a webpage link, such as a Google Maps location that redirects users to your restaurant.

- **Custom Code** — Use this option for advanced or custom functionality. If you have specific requirements, contact the Fimble team for assistance.

- **Media** – Add your media file by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app. The uploaded media will be displayed on the respective channels (e.g., website and mobile apps).

- **Timer** – Define how long the banner remains visible before changing to the next banner in a carousel.

- **Zone** – Select the area where the banner should appear. The dropdown includes predefined zones created by us and any additional zones you have created.

- **New Window** – Enable this option if you want the banner link to open in a new browser window. This option applies only to supported media types.

- **Redirect URL** – Enter the URL where customers will be redirected when they click the banner or button.

- **Priority** – Define the display order of public banners. A lower number appears before banners with higher numbers.

- **Public** – Enable this option to make the banner visible.

- **Availability** – Select the days of the week when the banner should be displayed on your website.

5. After adding a new banner, click the CHECK mark in the bottom-right corner to SAVE the record. To make the banner visible on your website and/or mobile application, contact the Fimble team so we can enable it for you. To close the form without saving, click the back arrow in the bottom-left corner.



Adding Images and Tags in the Gallery Page (Banners app)

To add images to your gallery page, follow the steps below.

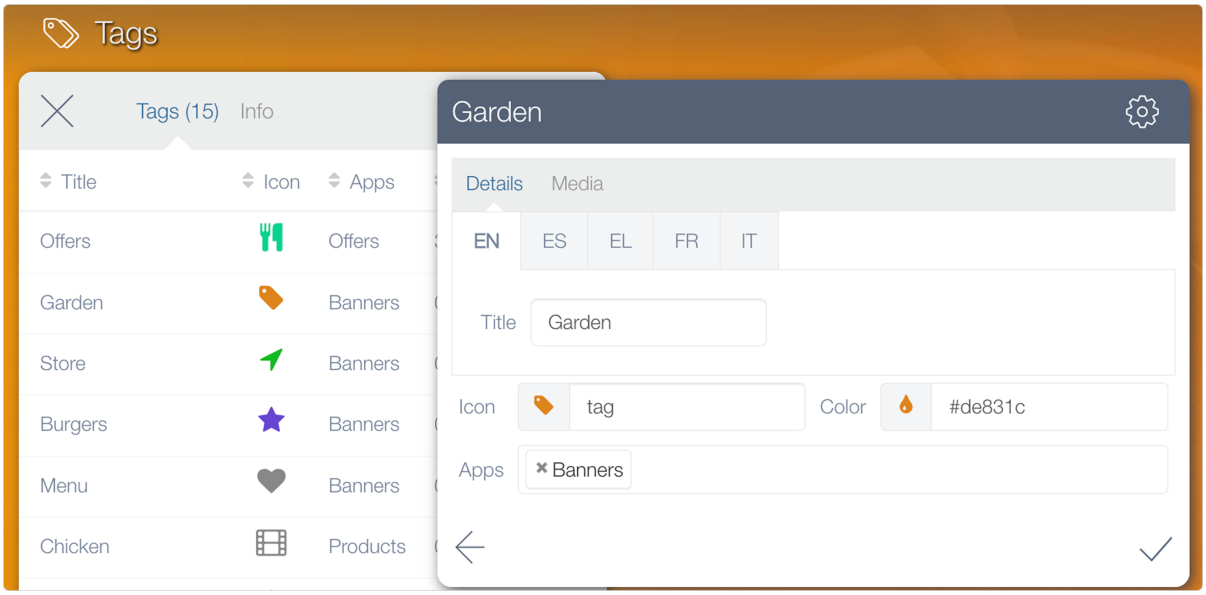
1. Open the **Banners app** and click the '**+**' button to create a new banner record.
2. You should fill in, among others the following sections:
    - **Title** – Enter the image title in each language supported by your website. The title will be displayed both inside and outside the image, depending on your website layout.
    - **Description** – Enter the image description in each language supported by your website. The description will be displayed both inside and outside the image, depending on your website layout.
    - **Media** – Add your media by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app. The uploaded media, will be displayed on the respective channels (e.g., website, mobile apps, etc.).
    - **Media Type** – Select the media type from the dropdown menu: Image, Video or Audio.
    - **Priority** – Define the display order of your public banners. Set which banner should appear first, second, and so on.
    - **Zone** – Select the Gallery-banner zone to display the image on the gallery page.
    - **Public** – Enable this option to make the image visible on the gallery page.

Managing Tags (Filters) in Gallery Page

In Fimble, you can create different filters (tags) for your gallery images, such as **Latest, Trending,** and other categories that help customers browse your content more easily.

1. Open the **Tags app** and click the '**+**' button to create a new tag.

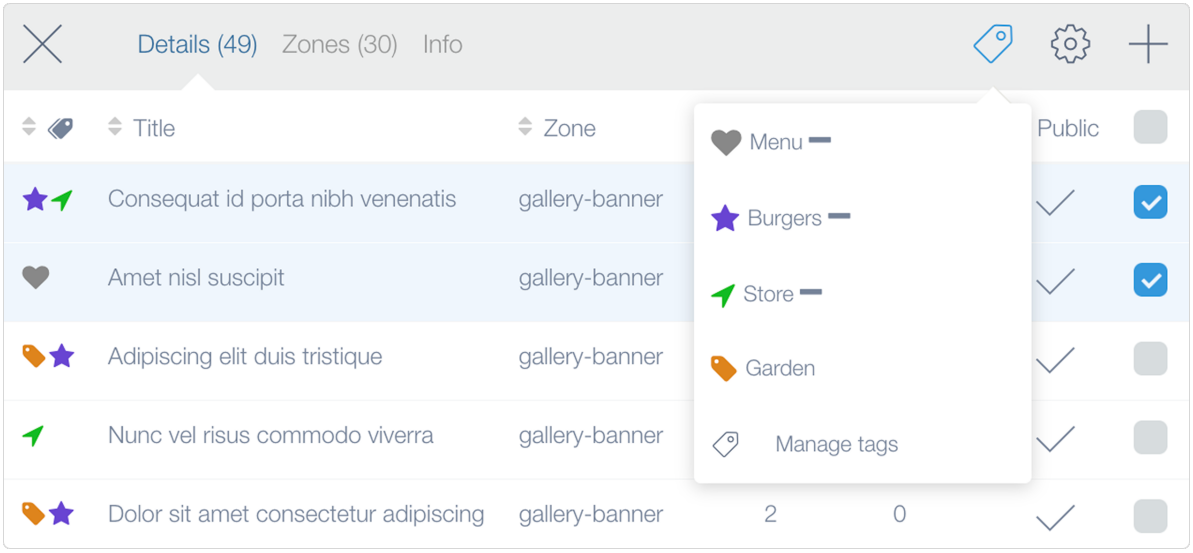
2. You should fill in the following sections:



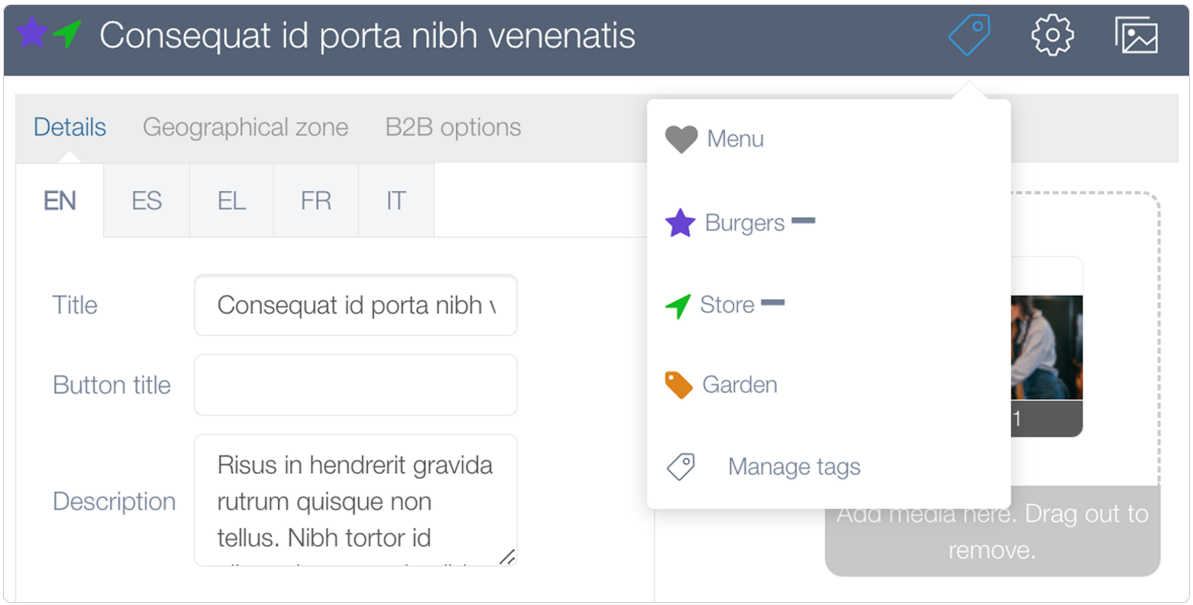
- **Title** – Enter the tag name in each language available on your website.
- **Icon** – Select the icon that best represents the tag.
- **Color** – Select the color used to display the filter.
- **Apps** – Assign the tag to the Banners app.

3. After creating your tags, open the **Banners** app and assign the relevant tags to your banner records. A banner can have multiple tags assigned to it. For example, an image can be tagged as both **Latest** and **Trending**.

- **Mass selection** – Select multiple banners using the checkboxes, click the **Tags** button, and assign the required tag(s).



- **Single selection** – Open a banner, click the **Tags** button, and assign the required tag(s).



- **Remove tag** – To remove a tag, follow the same steps and click the assigned tag again to remove it from a single banner or multiple selected banners.

Uploading Files to the File Manager (Files app)

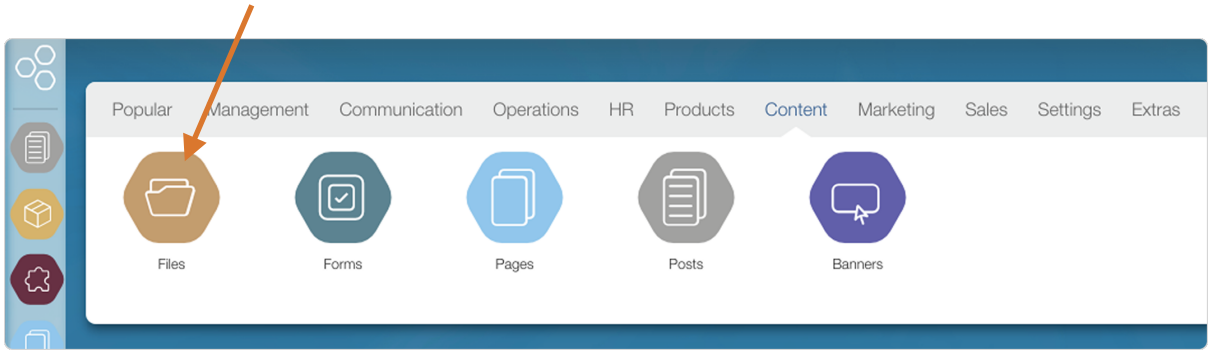
Fimble allows you to upload and manage multiple files at once with storage in different folders, simplified sharing functionality with specific privileges for each access level and drag and drop method for easy movement of the files within folders. The images files can be later attached to specific web pages and / or products, among other places.

Uploading Files



1. Go to the left sidebar menu and click on the Application bar. If the **Files app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Files app** inside.



3. Launch the **Files app** and click the “+” icon. A dropdown menu will appear, allowing you to create a new folder or upload files.

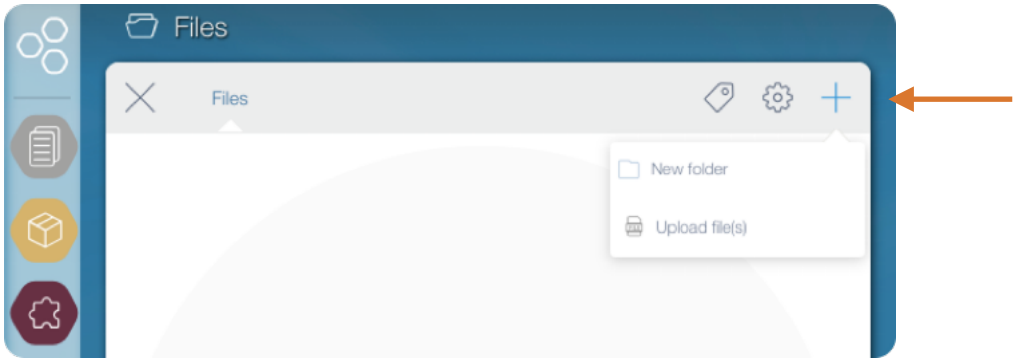


Image Sizes Recommendations for Your Website

Fimble allows you to create a website that is not only functional and easy to navigate but also visually appealing for both you and your customers. To ensure your content is displayed correctly and looks professional, follow the recommended image sizes and formats when uploading images to your restaurant's website.

- **Logo** – Use a vector file or a high-resolution PNG format.
- **Image Slider** – Recommended size: **1920 × 1000 px** (JPG format).
- **Product & Gift Images** – Recommended size: **1000 × 765 px** (JPG format).
- **Offer Images** – Recommended size: **1024 × 1024 px** (JPG format). Keep any text centered within the image to ensure it remains visible across different screen sizes.

Creating Forms & Checklists (Forms app)

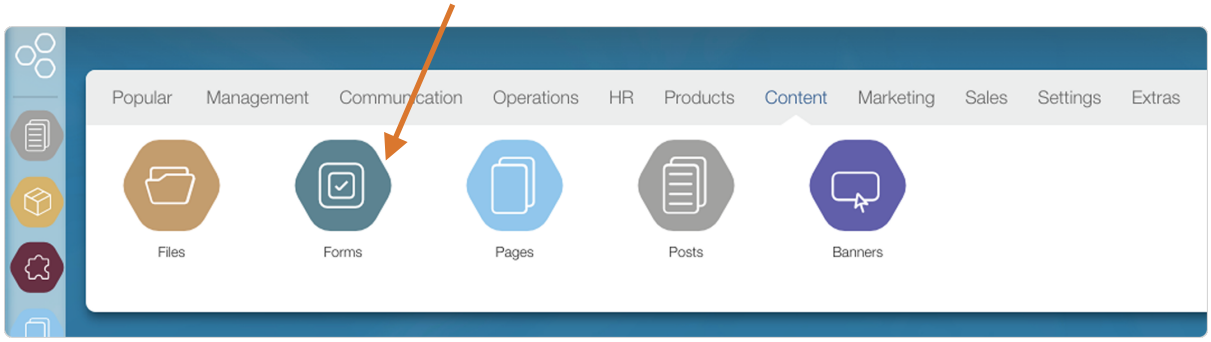
In Fimble admin you can easily create and manage all types of forms including web forms, surveys, data acquisition forms, customer profiling forms or employee tests, etc. In order to create a form, you will first need to create the elements of that form.

Creating Form Elements



1. Go to the left sidebar menu and click on the Application bar. If the **Forms app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Forms app** inside.

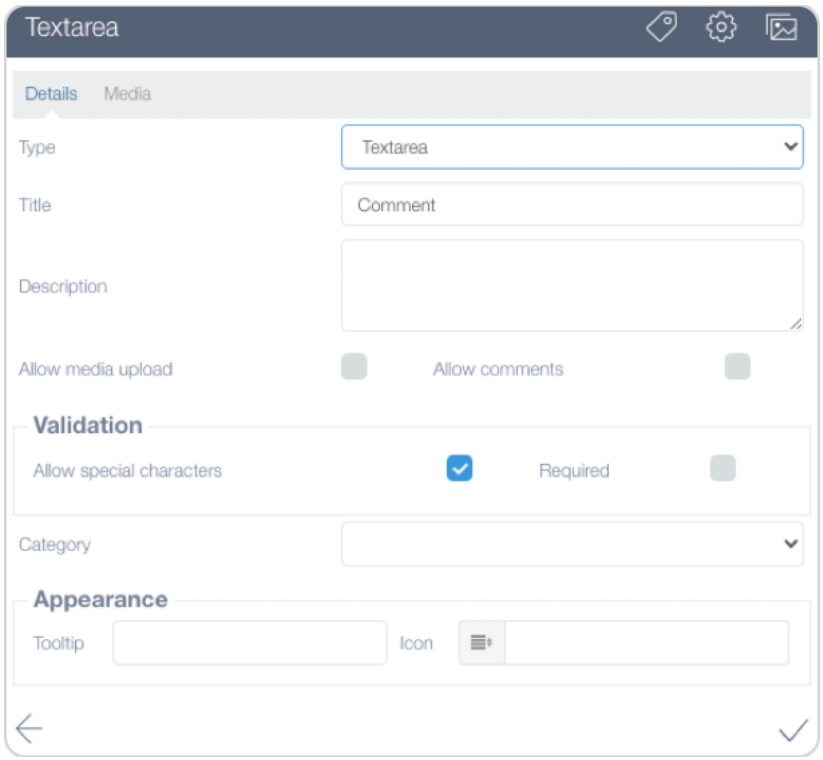


3. Launch the **Forms app,** select the **Form Elements tab** and click the “+” icon. It will open a new form where you are able to fill in the required fields for the new form element.



4. You should fill in, among other things, the following information:

Sub Tab: Details



- **Type** – Select the element type. Each type defines how users/customers can provide an answer. The available element types are:

    - **Textfield** – A single-line text field where users can enter information. It is suitable for answers such as names, phone numbers, or other short responses. A **character limit** is applied.

    - **Text area** – A multi-line text field that allows users to enter longer responses **without a character limitation.**

    - **Radio Button** – Allows users to select **one option** from **multiple available choices**. For example: “Let us know which is the best product category in the restaurant” 1. Meat, 2. Pizza, 3. Burger, 4. Sushi.

    - **Checkbox** – Allows users to select **multiple options** from a list. For example: “When do you usually order food” 1. Morning, 2. Noon, 3.

Afternoon, 4. Evening. A user can select more than one answer, such as Morning and Noon.

- **Date** – Allows users to enter a date as an answer.
- **File upload** – Allows users to upload a file as an answer, such as an image, video, or document.
- **Video URL** – Allows users to provide a video URL as an answer.

- **Title** – Enter the title or question of the element. For example, “Enter your name” can be created using a Textfield element where the user enters their name.
- **Description** – Enter a description for the element. This works as a placeholder or additional guidance for users (for example: “Choose your favourite product category”).
- **Allow Media Upload** – Enable this option if users/customers should be able to upload a file as an answer. For example, candidates applying for a job can upload their CV.
- **Allow Comments** – Enable this option if users/customers should be able to add additional comments to their answer.
- **Validation**
  - **Allow special characters** – Define the type of input allowed in the field: 1. Characters only, 2. Integer numbers or 3. Decimal numbers by selecting to allow the special characters or not.
  - **Required** – Enable this option if the field must be completed before submitting the form.
  - **Accept multiple answers as correct** – Enable this option if users/customers can provide more than one correct answer to a question.

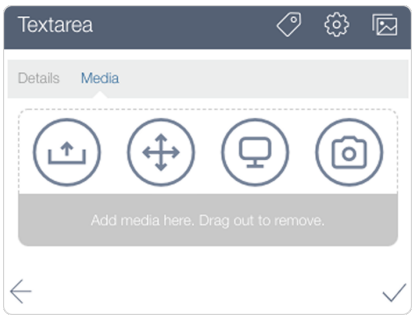
- **Minimum Characters** – Define the minimum number of characters allowed in the field.
- **Maximum Characters** – Define the maximum number of characters allowed in the field.
- **Tooltip** – Add a short helper text that explains the purpose of the element and helps users understand what information is required.

Some element types, such as Radio Buttons and Checkboxes, require additional options to be created. These options define the possible answers available to users.

- **Relate form element option with**
  - **Element Option** – Create and associate the available answer options with the element type. For example, a Radio Button question may include multiple answer choices such as Yes, No, or Maybe.
  - **Correct** – Enable this option to mark an answer as correct when creating quizzes or questions with predefined answers.

Sub Tab: Media

- **Media** – Upload an icon for the element, if applicable, by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app.



5. After creating a new form element, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

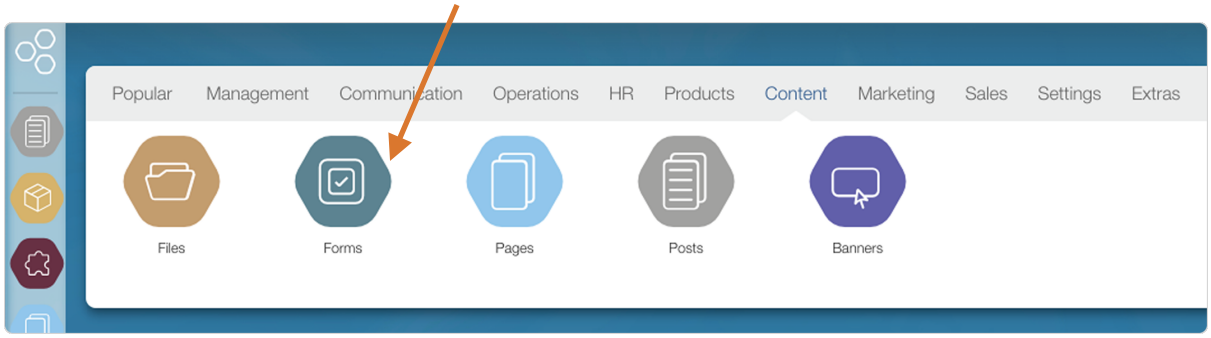


Creating a Form

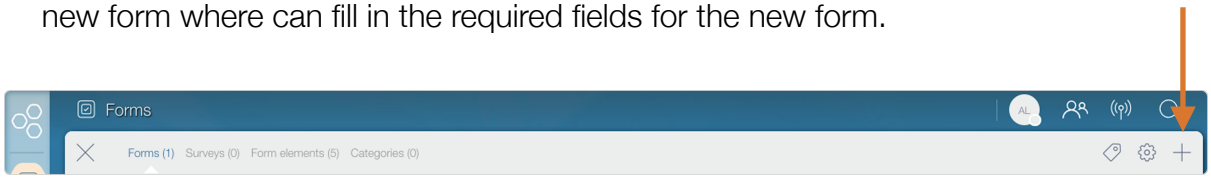
1. Go to the left sidebar menu and click on the Application bar. If the **Forms app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Forms app** inside.



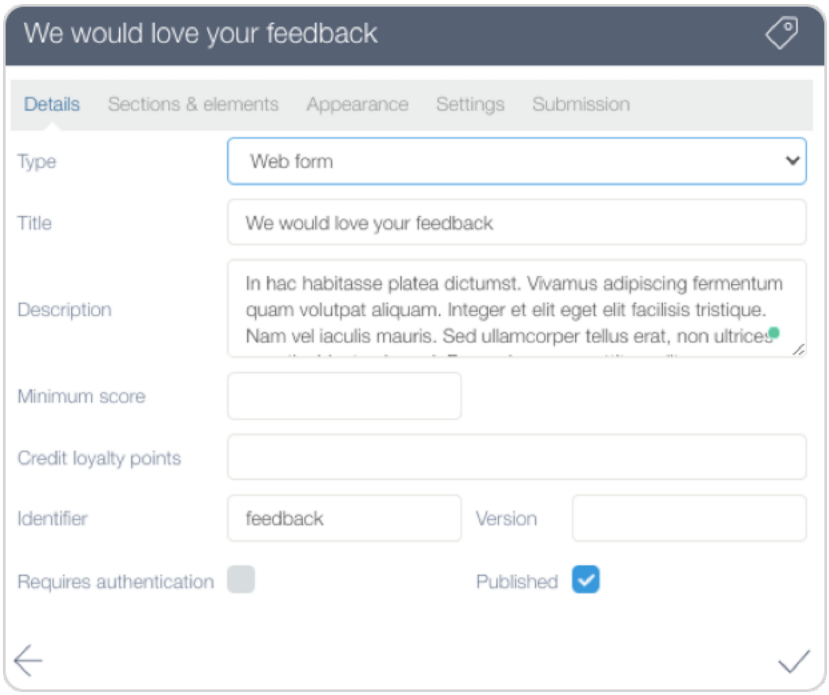
3. Launch the **Forms app,** select the **Forms tab** and click the "+" icon. It will open a new form where can fill in the required fields for the new form.



4. You should fill in, among other things, the following information:

<u>Sub Tab: Details</u>

- **Type** – Select the type of form you want to create. Available options include:
  - **Web Form**
  - **Survey**
  - **Review**
  - **Profiling**
  - **Ticket**



This guide focuses on the most commonly used form type, the Web Form. The other form types can be created in a similar way, with only some differences in the available fields and settings.

- **Title** – Enter the form title (for example: “Favourite Food Questionnaire”). The title will be displayed at the top of the form page.

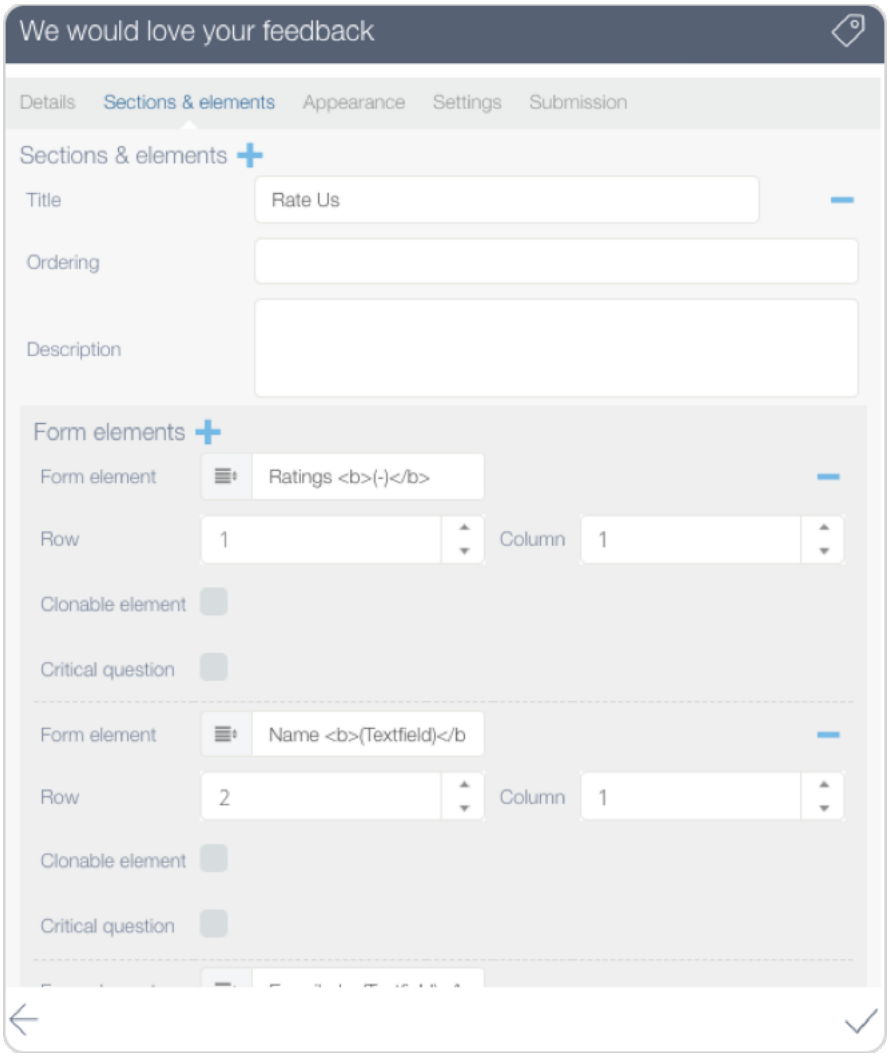
- **Description** – Enter a description for the form. This text appears below the title and can include a short explanation of the form’s purpose.

- **Identifier** – This field is used by the system to determine where the form content will be displayed on the website. Each form has a unique identifier that is connected to the corresponding form section in the Forms application. **Do not modify this field when editing an existing form.**

- **Published** – Enable this option to make the form publicly available.

Sub Tab: Sections & Elements

The Sections & Elements tab allows you to organize your form structure and add the form elements you have already created.



Click the **+** icon in the **Sections & Elements** section to create a new section and assign the required form elements.

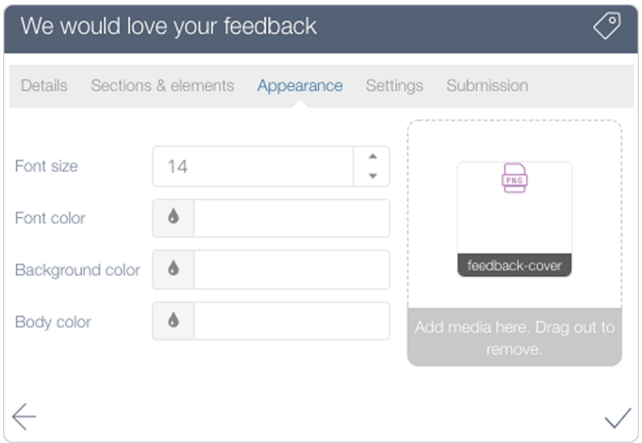
- **Sections & Elements**
  - **Title** – Enter the section title (for example: Personal Details).
  - **Ordering** – Define the order in which the section will appear compared to other sections.
  - **Description** – Add an optional description for the section if additional instructions or information are required.

- **Form Elements**
  - **Form Element** – Select the form elements that will be used within the section. These elements must have already been created.
    See how to manage form elements
  - **Row** – Define the row where the form element will be displayed within the section.
  - **Column** – Define the column where the form element will be displayed within the section.
  - **Clonable Element** – Enable this option to allow users to add multiple entries of the same element type. For example, for the question “What equipment do you have?”, a user can select iPhone and then click + to add another entry, such as iPad.
  - **Critical Question** – Enable this option to mark an important question that requires special attention when reviewing results. For example, in a training evaluation, you may allow users to make several mistakes but still want to identify errors made in critical questions.

Note: You can organize a form into multiple sections to improve the user experience. For example: 1. Personal details, 2. Favourite food, 3. Questionnaire about our store, etc. Alternatively, you can include all elements within a single section. The structure depends on how you want the form to appear to end users. You can create as many sections and form elements as required.

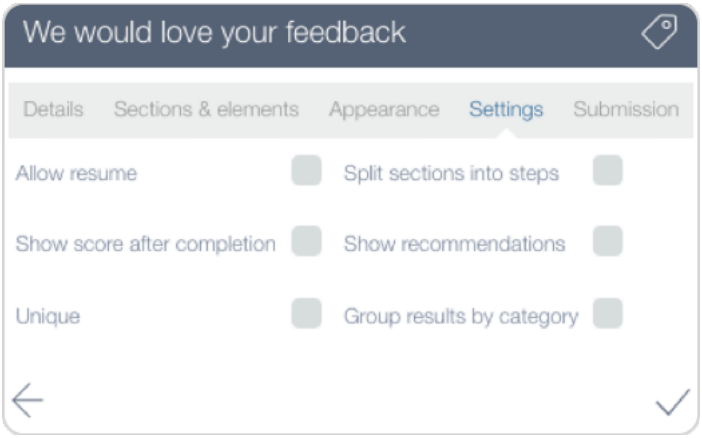
Sub Tab: Appearance

Use this section to apply basic styling options to your form.



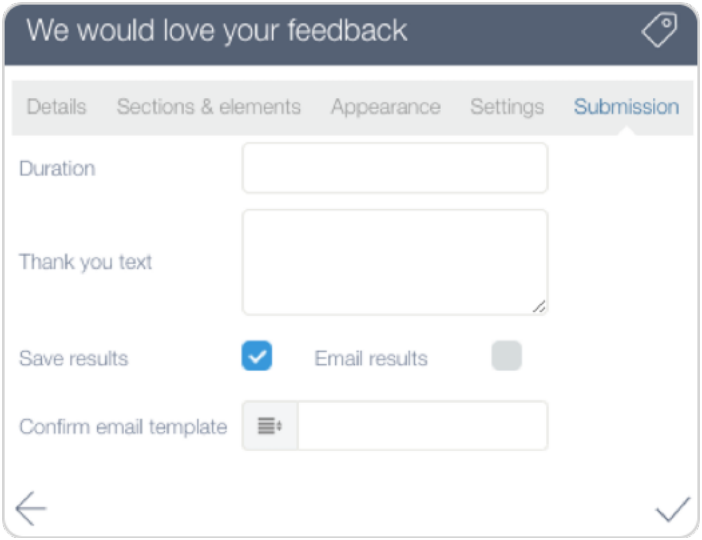
- **Font Size** – Select the font size used throughout the form.

Sub Tab: Settings



To display different sections of the form as separate steps, enable the “Split Sections into Steps” option.

Sub Tab: Submission



- **Thank you text** – Enter the message that will appear after the form has been successfully submitted.

- **Save Results** – Enable this option to save submitted form results in the Feedback application.

- **Email Results** – Enable this option to send submitted form results to specific email recipients.
    - **Sender Account** – Select the sender email account used for sending results. The account must first be created as a channel in the Gateway application.
    - **Recipients** – Select the recipients who should receive the submitted form results.

- **Confirm Email Template** – Select the email template that will be sent to the person after completing the form.
  See how to manage email templates

Additional fields may be available for web forms. These options are less commonly used but are available depending on your requirements.

5. After creating a new form, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Restaurant Management

Managing Location Settings (Locations app)

In Fimble, you can use the **Locations** app to add and manage your restaurant stores.

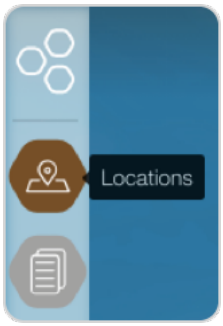
Understanding the Use of Stores

Stores represent your restaurant locations and are used across different parts of your website and mobile application. They are displayed on the **Stores** page of your website or mobile application and appear in the location selection dropdown when a customer chooses the **Takeaway** option.

Stores are also used during the delivery ordering process. When a customer selects a saved address, the system checks which store can serve that address based on the assigned service areas.

Each store is connected to one or more **Service Areas**. When a customer starts a delivery order, they can only enter or select an address that is covered by a service area assigned to a specific store.

Adding or Managing a Location

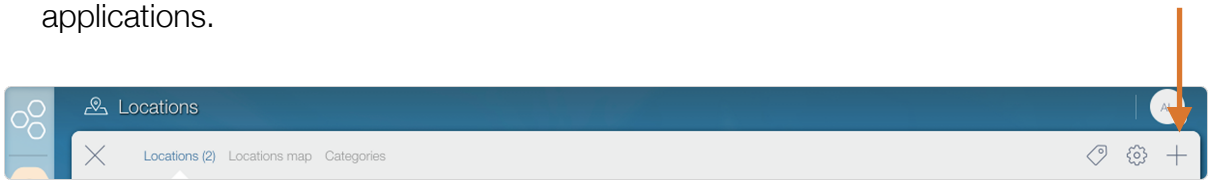


1. Go to the left sidebar menu and click on the Application bar. If the **Locations app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Settings Category** where you will find the **Locations app** inside.

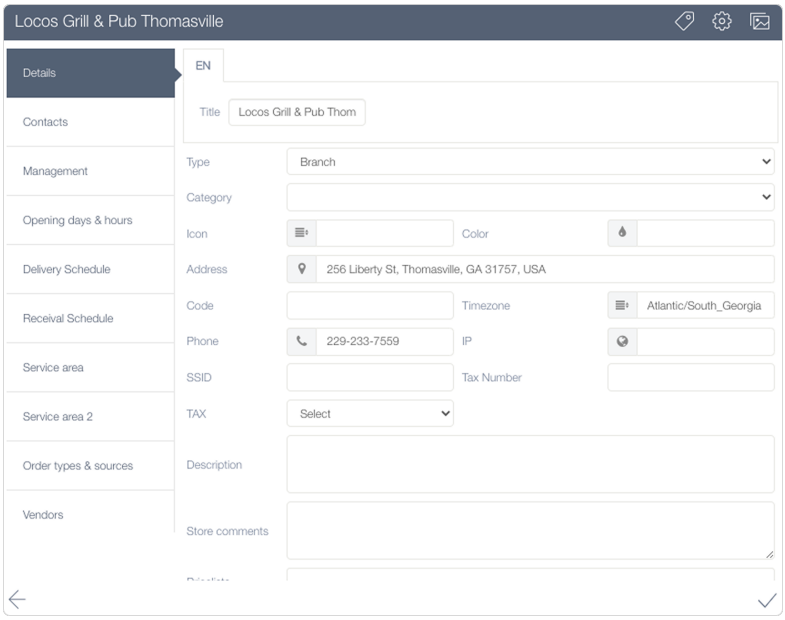


3. Launch the **Locations app,** select the **Locations tab** and click the “+” icon. It will open a new form where you can fill in the required fields for the new location. Locations that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in, among other things, the following information:

Sub Tab: Details



- **Title** – Enter the location title in each language supported by your website (for example, your restaurant address or store name).

- **Type** – Select **Branch** as the location type.

- **Icon & Color** – Assign an icon and color to the location to help distinguish it from other locations.

- **Address** – Enter the physical address of your store. Start typing and select the correct address from the Google address suggestions. This address will also be used as the starting point of the store's service area.

- **Timezone** – Select the store's timezone from the available options (for example: Europe/Athens (+03:00)).

- **Phone** – Enter the store's phone number.

- **IP** – Enter your store's static IP address, if available.

- **SSID** – If you are using the **Driver Assist** mobile application, enter your store's Wi-Fi network name (SSID). For example: TP-Link-483920. The SSID is used to automate certain driver actions. When drivers return to the store and connect to the store's Wi-Fi network, their status is automatically updated to **Available**, allowing you to assign new delivery orders that are ready.

- **VAT** – Set a default VAT value for the store. This VAT will automatically apply to all products assigned to this location.

- **Description** – Add a description for the store.

- **Store Comments** – Add any internal comments or notes related to the store.

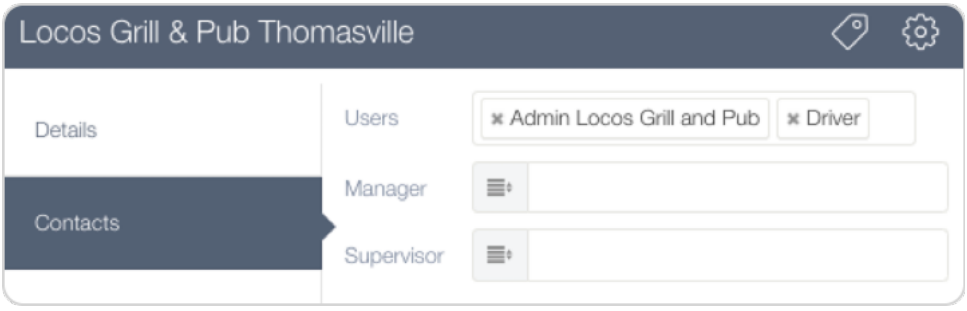
- **Pricelists** – Assign the pricelists created in the **Products** application to display the correct prices for this store's menu on the website or mobile application.
  See how to manage pricelists

- **Temporarily Closed** – Enable this option to temporarily take the store offline. This can be used in urgent situations, such as a power outage or internet connection issue that prevents the store from receiving orders.

- **Allow Supplementary Orders** – Enable this option to allow customers to place additional orders without a minimum order amount and/or without an additional delivery charge.

- **Public** – After completing the store settings, enable this option to make the store available on your restaurant's website and mobile application.

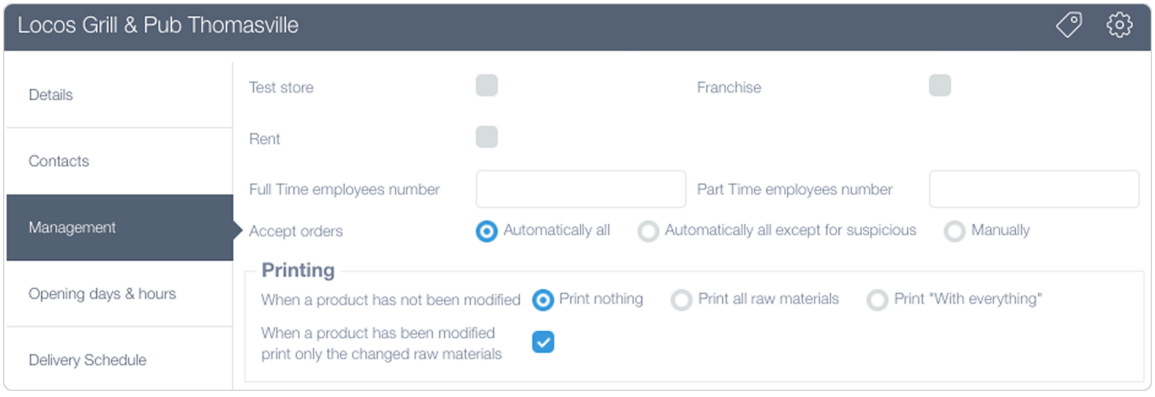
Sub Tab: Contacts



- **Users** – Select the users who can access this store's location. Assigned users can use this location across other Fimble applications, such as the Orders Monitor application.
  See how to manage users

- **Manager** – Select the store manager. The selected user will have access to specific system areas that are only available to managers.

- **Supervisor** – Select the store supervisor. The selected user will have access to specific system areas that are only available to supervisors.



Sub Tab: Management

- **Test Store** – This option is enabled for testing purposes only. Test stores are used internally by the Fimble team and are not visible publicly.

- **Franchise** – Enable this option if the store location is a franchise. This information is used for reporting purposes.

- **Rent** – Enable this option if the store location is rented rather than owned. This information is used for reporting purposes.

- **Full-time Employees Number** – Enter the number of full-time employees working at this location.

- **Part-time Employees Number** – Enter the number of part-time employees working at this location.

- **Accept Orders** – Select how orders should be accepted in the **Orders Monitor** application:
    - **Automatic Acceptance** – Orders are accepted automatically and can be auto-printed. If preferred, staff can operate using only the printed order tickets.
    - **Manual Acceptance** – Orders must be monitored and manually accepted through the **Orders Monitor** application.

      See how to accept orders

- **Printing** – Configure how order details are printed through the Fimble Printerman application. Select how product information should appear on printed tickets **when the product has not been modified at all.** You can choose between the following available options:
    - **Print nothing** – Print only the product title.
    - **Print all raw materials** – Print all materials included in the product.
    - **Print "with everything"** – Print the phrase "with everything" on the ticket.

- **Print only the changed materials** – Enable this option to print only the materials that have been modified from the default product setup.

Setting Working Hours (Locations app)

Sub Tab: Opening Days & Hours

Set your store's opening schedule for customers to place **Takeaway** orders.

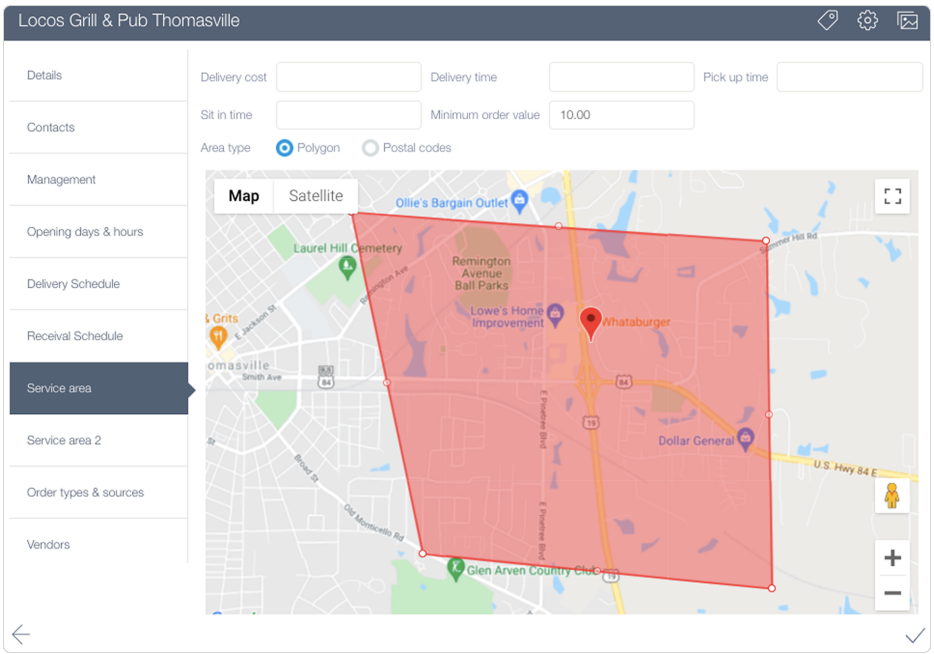
Sub Tab: Delivery Schedule

The **Delivery Schedule** works the same way as the **Opening Days & Hours** section. Here you define the hours during which customers can place **Delivery** orders through your website or mobile application.

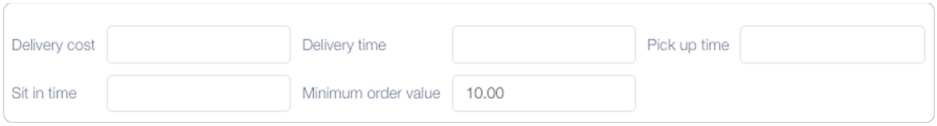
Adding Delivery Zones (Locations app)

Sub Tab: Service Area

Use this section to define your store's delivery zone.



- **Service Method** – Select the method you want to use for defining your delivery area. If you have a **KML file available**, we can investigate importing it.



- **Polygon** – Draw a polygon on the map to define the exact area where your restaurant provides delivery service. Click on the map points where you want to set the delivery boundaries, and Fimble will create the polygon automatically. You can use the **+** and **–** buttons in the bottom-right corner of the map to zoom in or out and define the boundaries more accurately. You can also switch between **Map** and **Satellite** view.

- **Postal Codes** – Enter the postal codes where your restaurant provides delivery service.

- **Delivery Cost** – Set a delivery cost that is added on checkout for each delivery order your customer places.

Setting Delivery Time (Locations app)



- **Delivery Time (Estimated Time)** – Set the estimated delivery time to provide customers with a better ordering experience.

- **Pick-up Time (Estimated Time)** – Set the estimated takeaway preparation time, allowing customers to know when they should arrive at the store to collect their order.

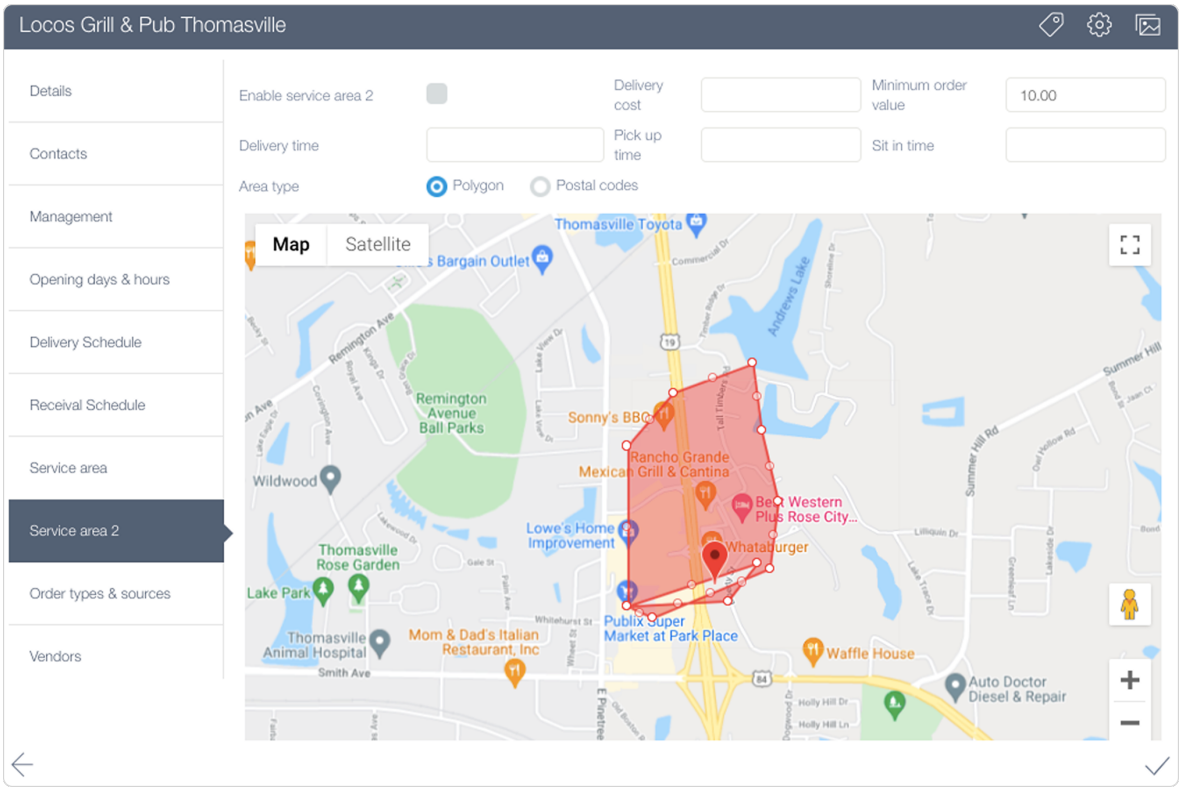
- **Sit-in Time (Estimated Time)** – Set the estimated dine-in service time, showing customers how long they should expect to wait from placing their order until receiving it at their table.

Setting Minimum Order Value (Locations app)

- **Minimum Order Value** – Define the minimum order amount required to complete an order. Orders below this value cannot proceed to checkout.

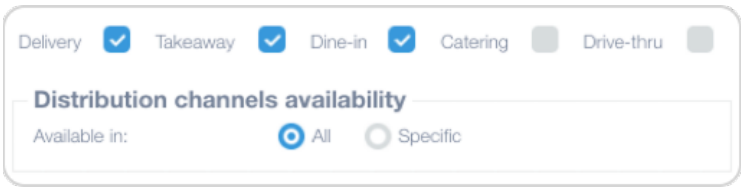
Sub Tab: Service Area 2

Service Area 2 is used to define a **secondary delivery area** for customers, usually with different conditions or restrictions, such as a higher minimum order value, increased delivery cost, or extended delivery time. Service Area 2 follows the same setup logic and configuration process as Service Area 1.



Managing Order Types (Locations app)

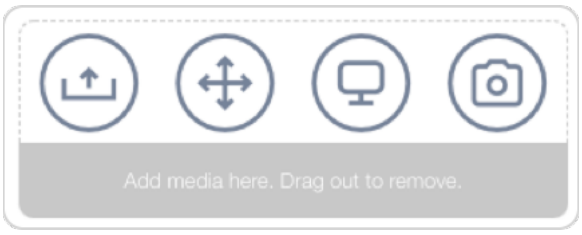
Sub Tab: Order Types & Sources



Use this section to define the order types available for the store. The available order types include: **Delivery**, **Takeaway**, **Dine-in**, **Catering**, and **Drive-thru**.

- **Distribution Channels Availability** – Select the channels where this store will be available. You can choose **All** channels or select specific predefined channels, such as: Web, Mobile, POS, etc.

Sub Tab: Media



- **Media** – Add an image of your store by a) dragging and dropping a media file, b) uploading files from your computer or c) selecting files from the Files app. The uploaded image will be displayed in the **Stores** section across the selected channels, such as the website and mobile applications.

5. After adding or editing a new location, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Orders Management

Orders Monitor Setup (Orders Monitor app)

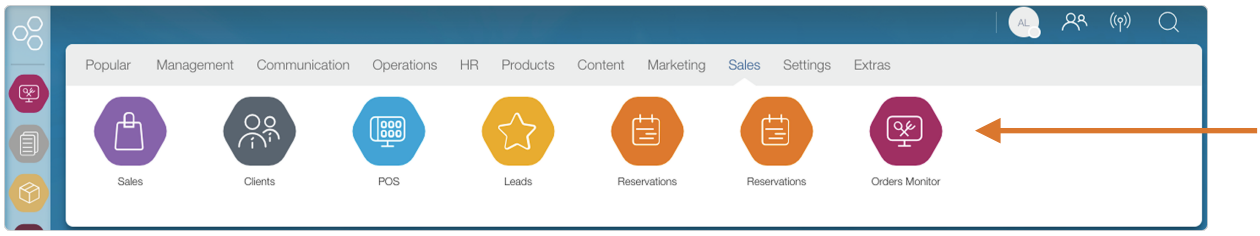
From here, you can create the monitors where orders will be displayed based on your store's operational needs. Each monitor can be configured to display specific orders or products for different workstations.

For example, if you want orders containing only soft drinks to appear on the cash register monitor, products that require baking to appear on the kitchen monitor, and salads to appear on the bar monitor, you should create and configure three separate monitors accordingly.

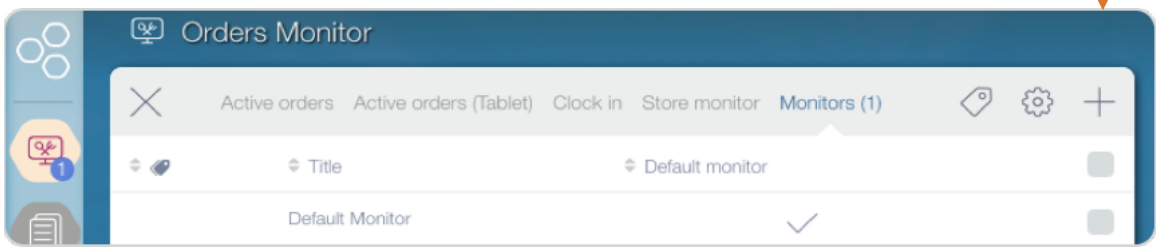


1. Go to the left sidebar menu and click on the Application bar. If the **Orders Monitor app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

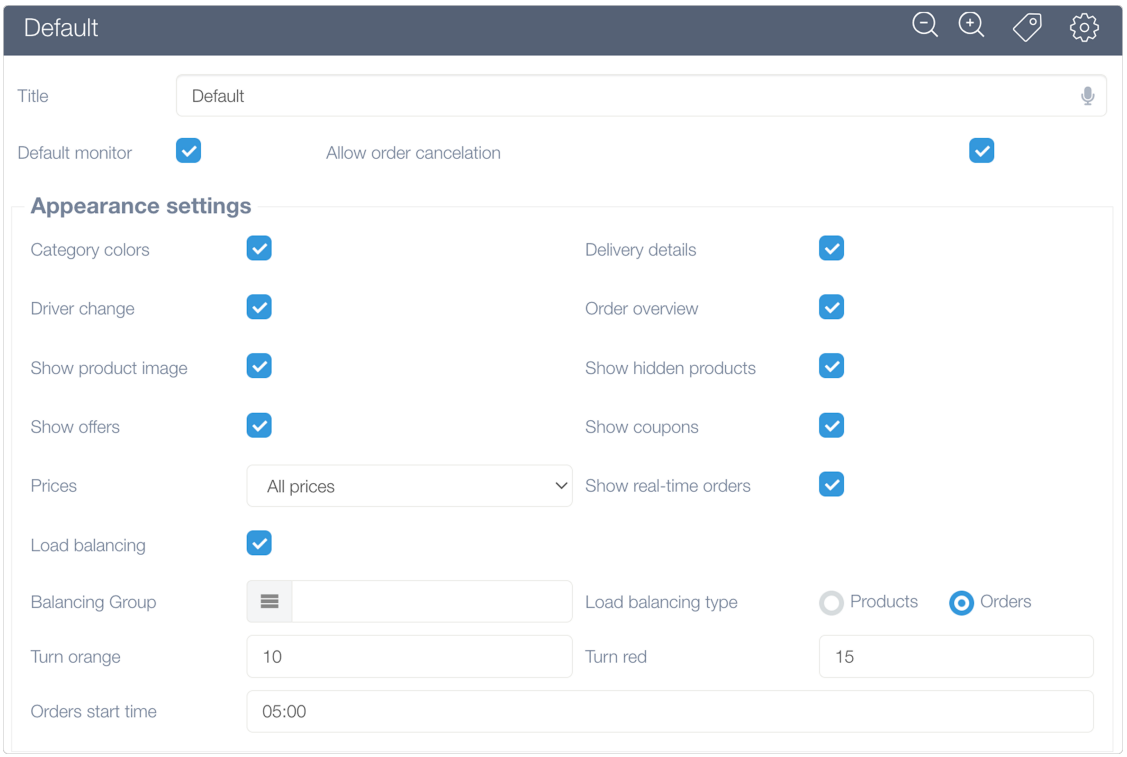
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Sales Category** where you will find the **Orders Monitor app** inside.



3. Launch the **Orders Monitor app** and go to the **Monitors** tab.



4. You should fill in the following sections:



- **Title** – Define the monitor title (e.g., Cashier, Kitchen, Bar, etc.) to easily identify its purpose.

- **Default Monitor** – Enable this option if you want this monitor to open by default every time you launch the application.

- **Allow order cancellation** – Enable this option if you want the cancellation functionality to be available on the specific monitor you are creating.

Appearance Settings

In this section, you can select the features you want to display on your monitor and customize the information available to staff.

- **Category colors** – Displays the category color on each product that belongs to the respective category. These colors are also displayed in the POS.

- **Delivery details** – Displays customer delivery information, such as address, phone number, doorbell, and floor (available only for delivery orders).

- **Driver change** – Allows users to change the assigned driver directly from the Orders Monitor (requires the Dispatch module).

- **Order overview** – Allows users to view an overview of an ongoing order.

- **Show product image** – Allows users to view a product image by clicking the relevant icon (training mode must be enabled.)



- **Show hidden products** – Displays products that have been marked as **hidden from the menu** through the Products app.

- **Show offers** – Displays whether an offer has been applied to an order.

- **Show coupons** – Displays whether a coupon has been applied to an order.

- **Show real-time orders** – When a user creates an order through the POS, the items added to the basket appear in the Orders Monitor before the order is completed. These items are marked with a green icon, which disappears once the order is finalized.



- **Prices** – Select how prices should be displayed on the monitor:
  - **All Prices** – Displays the price of each product, the total order amount, and tips separately. Example: Burger €5 + Potato €3 + Soft Drink €2 = Total €10, Tips €1.
  - **Totals and Tips** – Displays only the total order amount and tips, without showing individual product prices. Example: Burger + Potato + Soft Drink = Total €10, Tips €1.
  - **Only Totals** – Displays only the total order amount without individual product prices or tips.

- **Don't Show** – Hides all price information. This option is useful for kitchen monitors, where product prices, order totals, and tips are not relevant to staff.

- **Load balancing** – Load balancing is used when multiple kitchen stations are available. It distributes orders between stations based on either the number of orders or the number of products being prepared. You can choose between two scenarios:
  - **Per order** – Orders are distributed between stations according to the current workload of each station. Example: If Station 1 has three orders and Station 2 has two orders, the next order will be assigned to Station 2.

  - **Per product** – Products are distributed between stations according to the quantity of products currently assigned to each station. Example: If Station 1 has five burgers and Station 2 has three burgers, the next burger orders will be assigned to Station 2 until both stations are balanced.

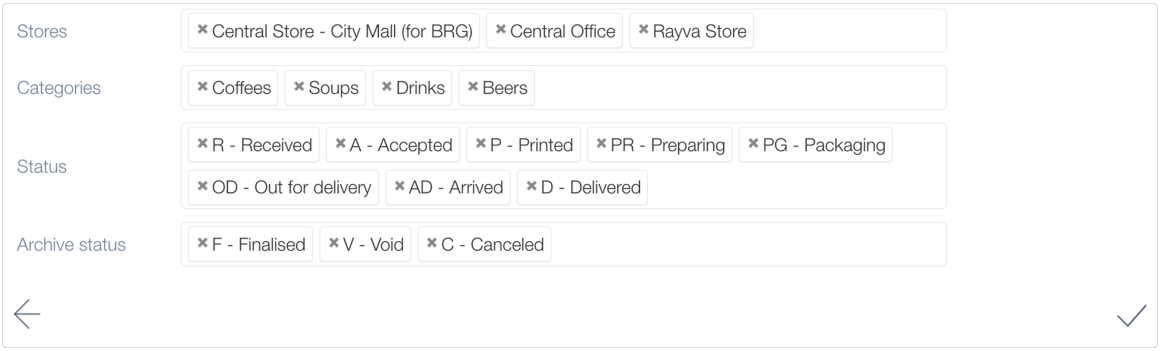
  If load balancing is disabled and there is more than one station, every order will appear on all stations.

Order Time Indicators

- **Turn Orange** (minutes) – Define how many minutes after an order enters the system it should turn orange. This indicates to staff that **the order requires attention soon.**

- **Turn Red** (minutes) – Define how many minutes after an order enters the system it should turn red. This indicates to staff that **the order requires immediate attention.**

- **Orders start time** – Select the time when the Orders Monitor automatically clears archived orders and refreshes without displaying previous orders. This setting does not apply to the **Active** and **Timed Orders** tabs.



- **Stores** – Select the store(s) where this monitor setup will apply.
  See how to manage locations

- **Categories** – Select the product categories that should appear on this specific monitor.
  For example, a kitchen monitor may display only products requiring cooking, a bar monitor may display drinks, a cashier monitor may display soft drinks or other selected items.
  If no product categories are selected, all products will be displayed by default.
  See how to manage product categories

- **Statuses** – Select the statuses that will appear in the **Active Orders** tab only (e.g., Received, Accepted, Printed, Out for Delivery, Payment Processing).

- **Archive Statuses** – Select the statuses that will appear in the **Archive** tab (e.g., Finalized, Rejected, Void, Void Printed, Canceled).

5. After adding a new monitor, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Receiving Orders (Orders Monitor app)

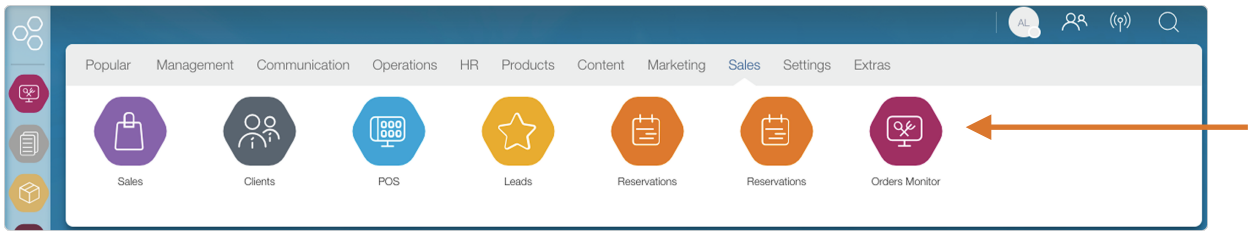
Fimble allows you to manage orders placed online from any device. Incoming orders remain available for acceptance or rejection until the end of the day. However, quick staff response is essential for maintaining a high level of customer satisfaction, so we recommend reviewing and handling incoming orders as quickly as possible.

Accepting orders

1. Go to the left sidebar menu and click on the Application bar. If the **Orders Monitor app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



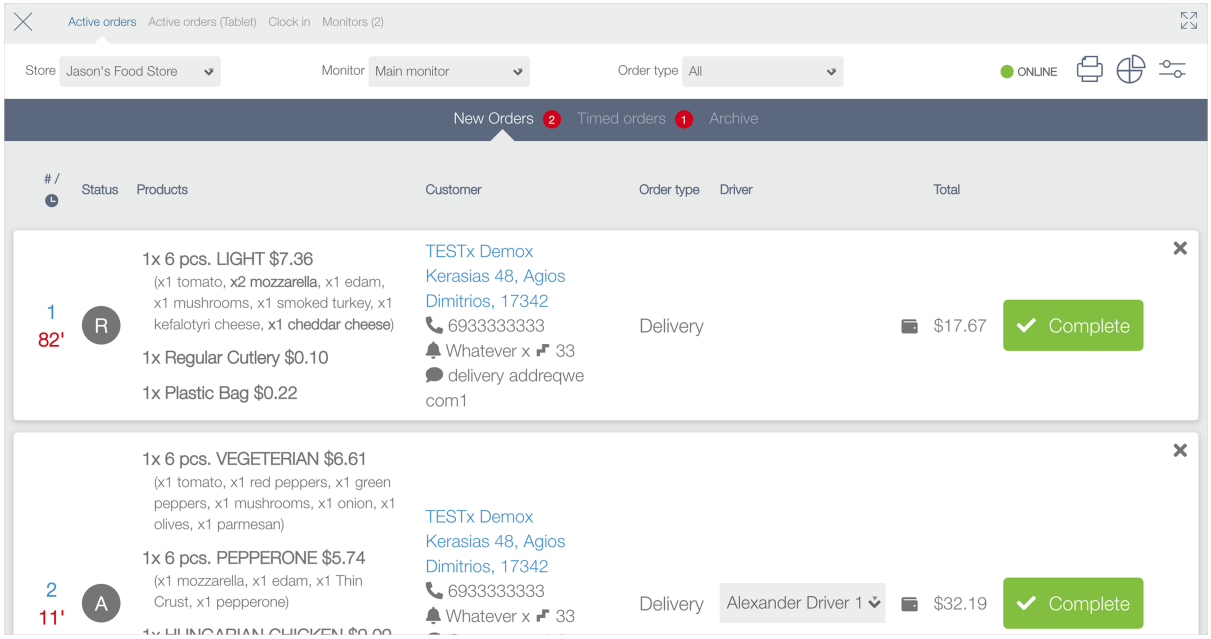
2. Launch the **Orders Monitor app.**



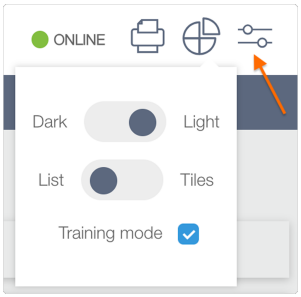
3. You should monitor the following things:

- First, make sure that the system is online by checking the **status indicator in the top-right corner.** The status should appear in **green** when the system is connected. If the system is offline or loses connection, a continuous **beeping sound** will be activated to notify you.

- For a more convenient experience and to maximize the available screen space, you can enable **Full Screen mode** by clicking the Full Screen icon in the top-right corner.



Sub Tab: Active Orders



- **Dark / Light theme** – Switch the Orders Monitor between Dark and Light mode. You can change the theme from the Configuration settings in the top-right corner.

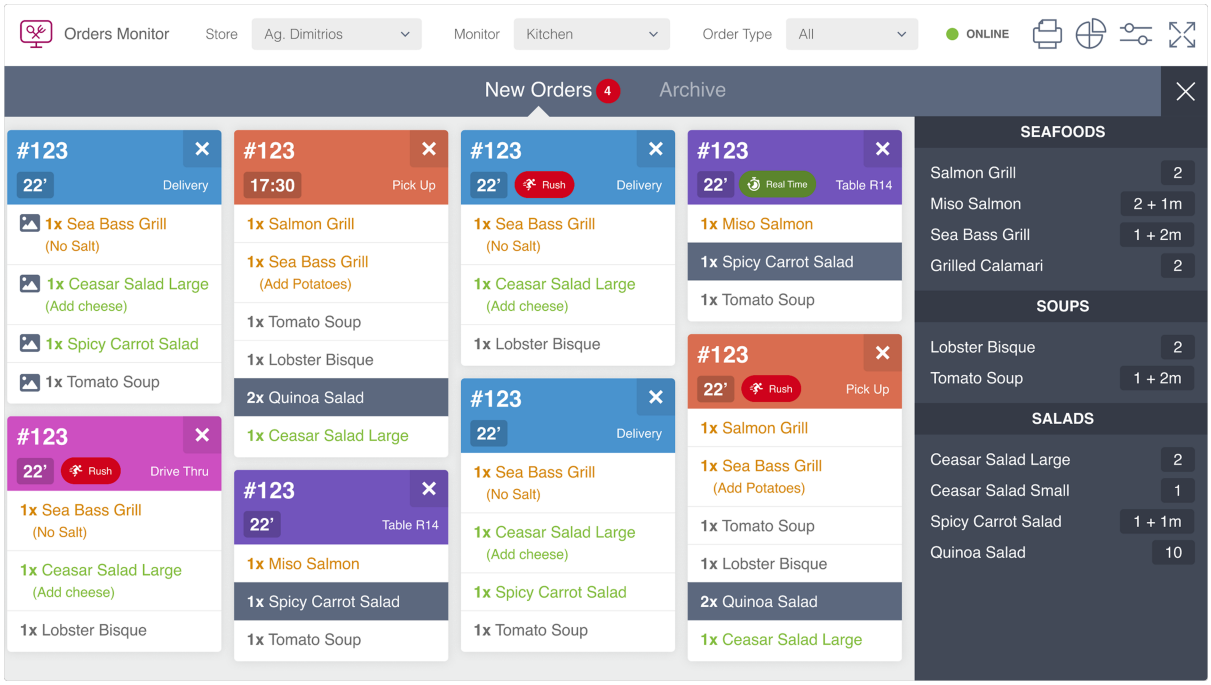
- **Training mode**

    - **On** – When enabled, each product is displayed with its full title, recipe, additional ingredients (if any), and its image (if **Show Product Image** is also enabled).
    - **Off** – When disabled, products are displayed using only their product codes and any additional ingredients.

- **List / Tiles view** – The Orders Monitor offers two display modes to suit different workflows.

    - **List view** – Displays all order information in a single list, including products, customer details, order type, assigned driver, prices, and actions such as completing or cancelling an order.

- **Tiles view** – Provides an alternative layout that is especially useful for kitchens / back of house operations and businesses handling a high volume of orders. In addition to all the features available in List View, Tiles View allows you to mark individual products as completed by removing them from an order and group products by category and quantity. For example, if three different orders each include a Cheeseburger, the right-hand panel displays the product name, the total quantity to prepare, and its product category.



- **Performance** – View key performance metrics for the current day, including the number of orders per order type (delivery, takeaway, etc.), the percentage of orders by source (web, mobile, etc.) as well as the preparation times for each order type.

- **Store** – Filter the displayed orders by store.

  See how to manage locations

- **Order Type** – Filter the displayed orders by order type, such as Delivery, Takeaway, or Dine-in.

  See how to manage order types

- **New Orders** – All new orders received (e.g., from the Website, Mobile App, or POS) are displayed here reflecting the current date and time.

Whenever a new order is received, a short **beep** sounds and the order immediately appears on the screen. For each order, you can view information such as:

- Time elapsed since the order was received
- Time the order has been waiting for processing
- Payment method
- Current status
- Order total

The **Order Number** in the first column is clickable and opens the complete order details. To begin processing an order, click **Accept**. The order then moves to the next available status, such as **Printed, Preparing, Packaging, Out for Delivery, or Oven,** depending on the workflow configured in your Fimble system.

- **Timed Orders** – Displays orders received from the **Website, Mobile App, or POS** that are scheduled for a future date or time.

- **Archive** – Displays orders that have reached an archived status, such as **Finalized, Void,** or any other status configured to move orders to the archive. Typical archived statuses include: **Rejected, Void, Void Printed, Finalized,** and **Canceled**. Customers can also view archived orders with these statuses in their order history.

Sub Tab: Active Orders (Tablet)

A dedicated **Active Orders (Tablet)** tab is available for tablet devices. This view is optimized for tablets and opens the **Active Orders** screen in a new browser tab in full-screen mode, providing a better experience for staff.

Rejecting an Order (Orders Monitor & Workflow App)

If an order cannot be fulfilled, you can reject it directly from the **Orders Monitor** as well upon receiving the order. If rejection reasons have been configured, the user can select the appropriate reason before rejecting the order.

The rejected order is then transferred to the Workflow application for any further processing that may be required, such as forwarding it to another store.
The customer is automatically notified of the rejection by email.

Cancelling an Order (Orders Monitor & Workflow App)

Orders can also be cancelled after they have been accepted if they can no longer be fulfilled or if the customer requests cancellation.

Orders may be cancelled either from the Orders Monitor or from the Workflow application if they become delayed or stuck during processing.

If cancellation reasons have been configured, the user can select the appropriate reason before cancelling the order. The customer is automatically notified of the cancellation by email.

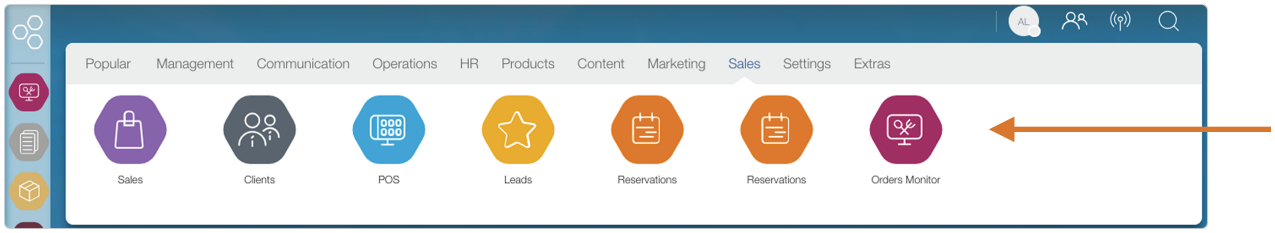
Changing Product Status & Managing Order Preparation Time (Orders Monitor app)

Fimble allows you to to manage temporarily unavailable products and update your store's order preparation time. TThese actions can be performed by the store manager from the Store Overview tab.

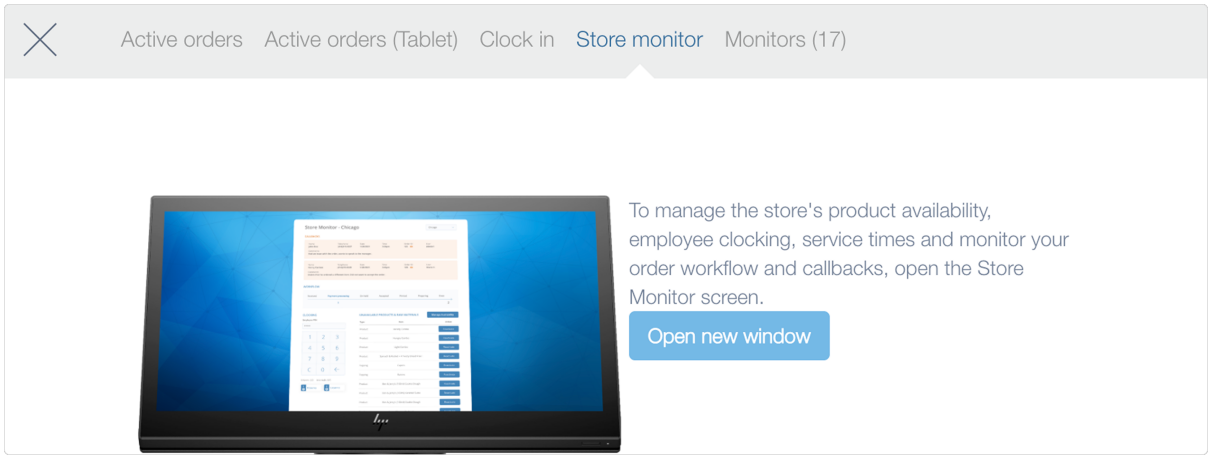
1. Go to the left sidebar menu and click on the Application bar. If the **Orders Monitor app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Sales Category** where you will find the **Order Monitor app** inside.



3. Launch the **Orders Monitor app** and go to the **Store monitor** tab.



4. Click the **Open new window** button to open the selected store's management screen.

    - **Unavailable Products** – View and manage products that are currently unavailable for the selected store.
        - **Manage Availability** – Mark products as unavailable so customers can no longer order them.
        - **Reactivate** – Make previously unavailable products available for ordering again.

    - **Service Times** – Update the estimated order preparation time for the selected store.

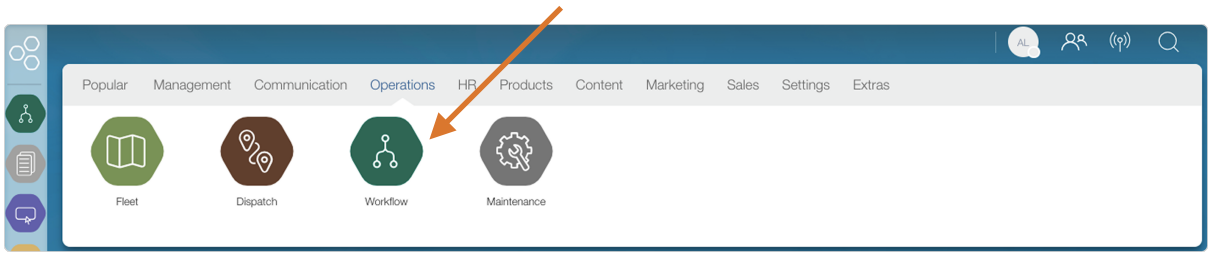
Managing Delayed & Problematic Orders (Workflow App)

Fimble allows you to manage stuck and delayed orders through the **Workflow** application in the **Pending Orders** tab.



1. Go to the left sidebar menu and click on the Application bar. If the **Workflow app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Operations Category** where you will find the **Workflow app** inside.



3. Launch the **Workflow app** and go to the **Pending Orders** tab.

4. You should monitor the following sections:

Each order status has an average waiting time. If this time passes and the status has not been updated, the order is marked as **Delayed** and appears in the **Workflow** application. After communicating with the responsible team to determine the reason for the delay, you can either update the order to the next available status or cancel it if necessary.

The **Pending Orders** tab also displays orders with the following statuses:

- **On Hold** – This is a conditional status used according to your company's needs. For example, you may place an order **On Hold** after a successful payment for an

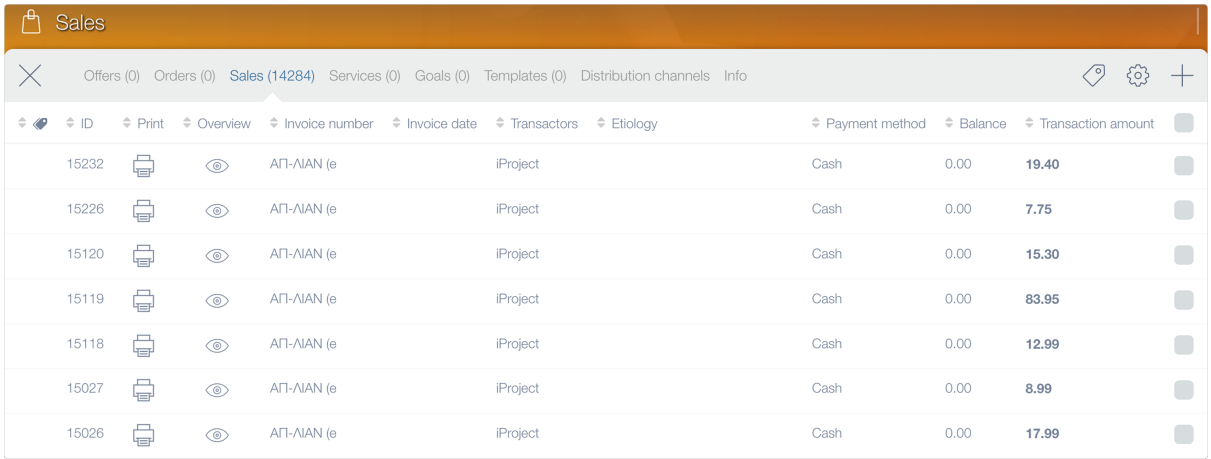
order over $500 if it appears suspicious and requires further investigation, communication with the customer or store, or special handling.

- **Payment Processing** – If an order is paid online, its first status is **Payment Processing.** This status remains while the system waits for confirmation from the payment gateway that the payment was successful.

- **Rejected** – If a store rejects an order for any reason, you can reroute it to a different store.

Managing Orders through the Sales App

Another way to manage your orders and access all the necessary order information is through the **Sales app**. Open the **Sales app** and go to the **Sales tab**. Here, you can view important information for each order at a glance and perform various actions to manage them.



- **ID** – The unique ID of the order.

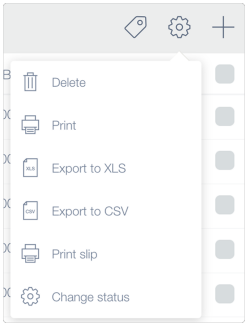
- **Overview** – A summary of the order, including customer details, delivery information, order status, and more.

- **Invoice number** – The invoice number (e.g., Retail Invoice, Retail Credit Invoice).

- **Invoice date** – The date the invoice was issued.
- **Transactors** – The customer's name.
- **Etiology** – The order comments or notes (e.g., "Don't ring the bell").
- **Payment method** – The payment method used, such as cash, card, PayPal, etc.
- **Transaction amount** – The final amount of the order.

Sales Actions

The Sales app provides an additional way to manage your orders. By clicking the **gear icon,** you can access various actions, such as **Delete**, **Export to XLS or CSV**, **Print Slip** (this does not apply to receipts, only to order slips), and **Change Status** of an order.



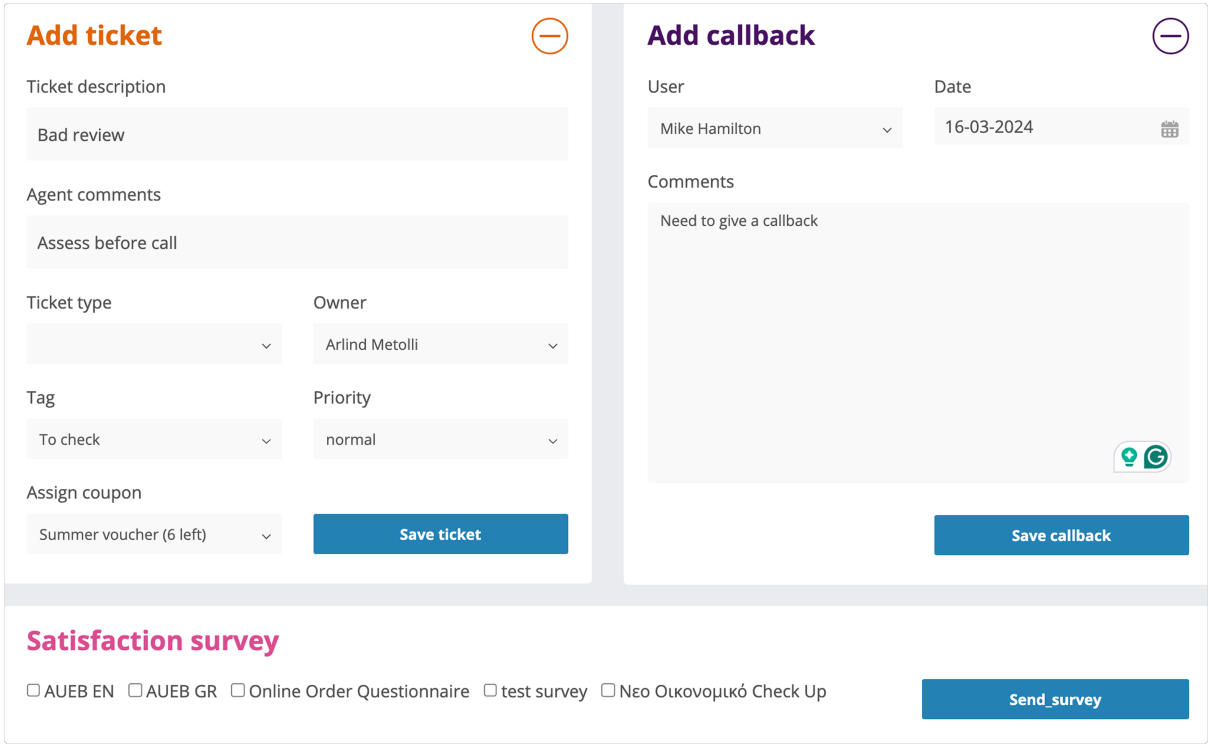
Sales Overview

- By clicking the **eye icon,** you can view the full order overview and access additional information, such as **Sale details, Customer details, Delivery details, Order status**, and more.
- From the order overview, you can also perform the following actions:
  - **Add Ticket** – Create a ticket for customer complaints, internal investigation, or customer compensation (e.g., providing a "sorry" coupon). You can add details such as: ticket description, agent comments, ticket type (e.g., bad review), owner (the person responsible for handling the ticket), tag, priority, and coupon assignment. If a coupon is assigned, an automated email will be sent to the customer with the relevant information.
  - **Add Callback** – Create a callback request by assigning the user responsible for contacting the customer, the callback date, and comments. After saving,

the system automatically assigns the callback to the selected user.

See how to manage a callback

- **Send Surveys** – Send one or multiple surveys to customers by selecting the required orders and clicking the **Send Survey** button.



Printing

Print Orders via the Printerman App

Fimble helps you print orders via the Printerman application. First, you need to set up Printerman to connect Fimble with your printer. Through this integration, accepted orders will be automatically printed using supported and tested printer models.

Required Equipment

- 1 x PC / Laptop
- 1 x Printer

Guide

1. Install Printer Drivers

First, install the appropriate drivers for your printer on your PC/Laptop. Once the installation is complete connect the printer to the PC/Laptop and then, perform a test print through your computer's printing system to confirm that the printer is working correctly.

2. Download and Open Printerman

Download the Printerman application by clicking on this link: Download Printerman app (In-store Applications → Printerman). If you are using an Apple device, after downloading the file, change the file extension from **.exe** to **.jar** before opening it.

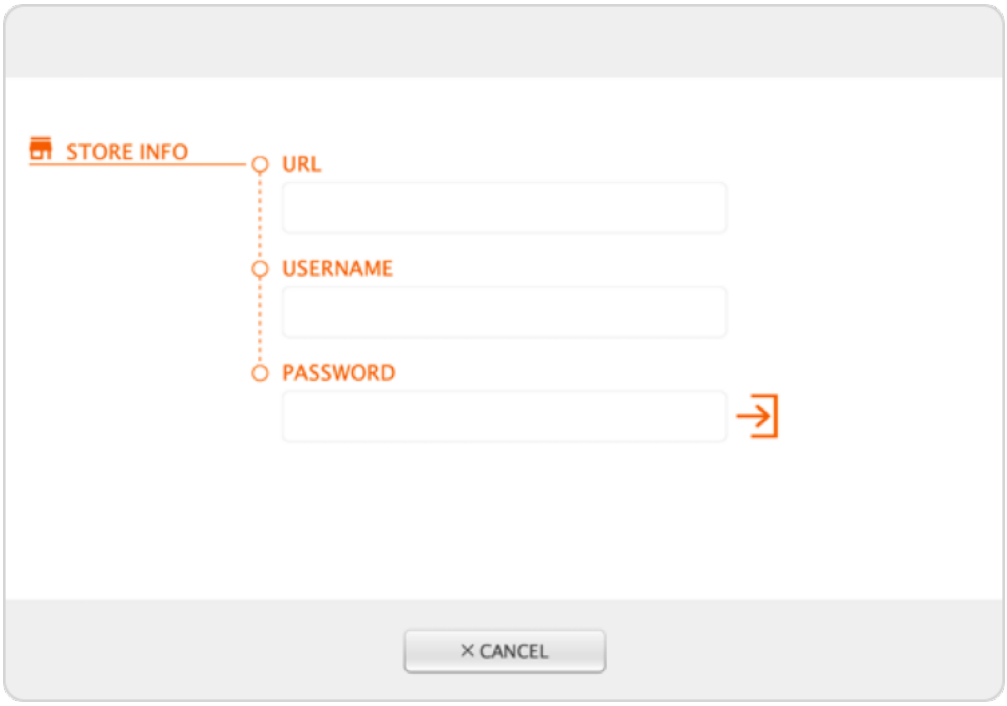
Launch the Printerman application and click the **gear icon** to open the settings page.

3. Login to Printerman

Fill in the credentials that will log you into your account:

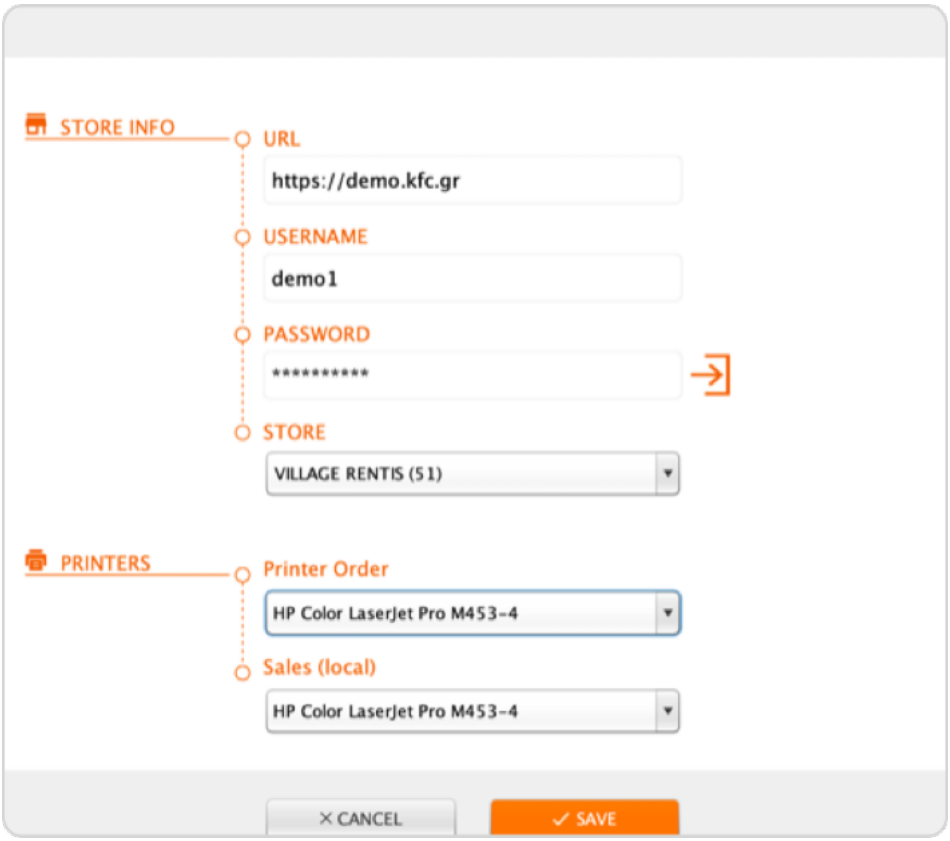
- **URL:** Your Fimble URL
- **Username:** Provided by Fimble team
- **Password:** Provided by Fimble team

After entering your credentials, click **Login**.



4. Configure Store and Printer Settings

After logging in, select the store where you want to receive orders and the correct printers for printing.

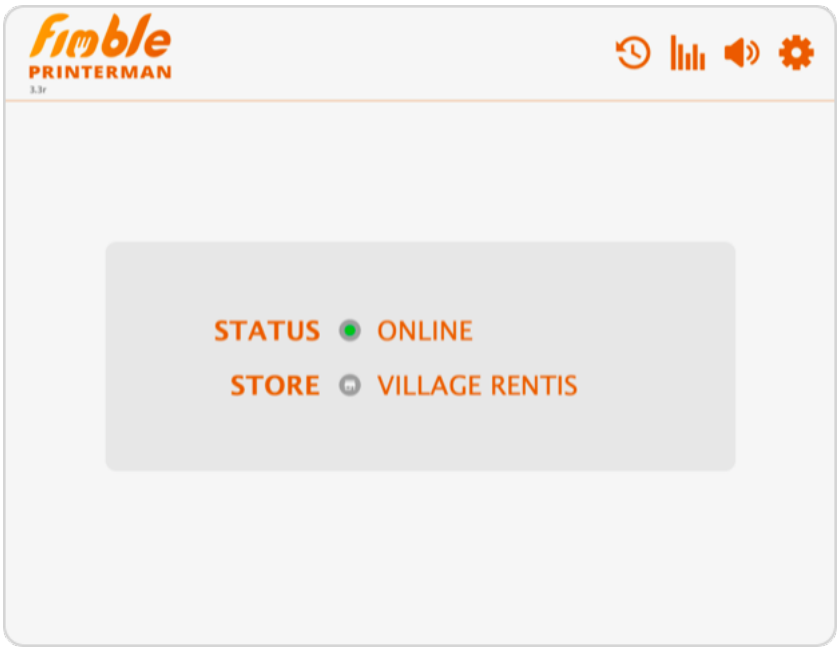


Open the **Printer Order** and **Sales (Local)** dropdown menus to view the available printers. Select the printer for which you installed the drivers in the previous steps. Once the settings are complete, click **Save**.

5. Check Printerman Status

After saving, you will be redirected to the Printerman homepage, where you can see the selected store and connection status.

- **Status: Online** → Printerman is working correctly.
- **Status: Offline** → Restart the Printerman application.



6. Test Printer Connection

To verify that Printerman is connected correctly to your printer, you can create a print report:

- Click the print report icon on the Printerman homepage.
- Click the PRINT REPORT button at the bottom of the page to generate the report.

If the printer prints the report successfully, the connection is working correctly.

7. Connect Printerman with Fimble

After completing the Printerman setup, connect it with the Fimble platform.

Login using the same credentials used in the Printerman application:

- **URL:** Your Fimble URL
- **Username:** Provided by Fimble team
- **Password:** Provided by Fimble team

You can now create new orders through the **POS application** or receive orders through your restaurant's online ordering system.

Orders will appear in the **Fimble Orders Monitor** application and must have the status **"P" (Printed)** in order to be sent to Printerman and printed automatically.

Customers & Reviews

Customer Data Management (Clients app)

Customer data management is the process of collecting, storing, and managing customer information in a secure and efficient way. Maintaining an accurate customer database allows you to personalize marketing campaigns, create targeted promotions, and build stronger customer relationships. With the **Clients** app in Fimble, you can easily manage your restaurant's customer database.

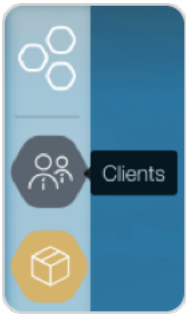
Customer Database

Fimble stores two types of customers:

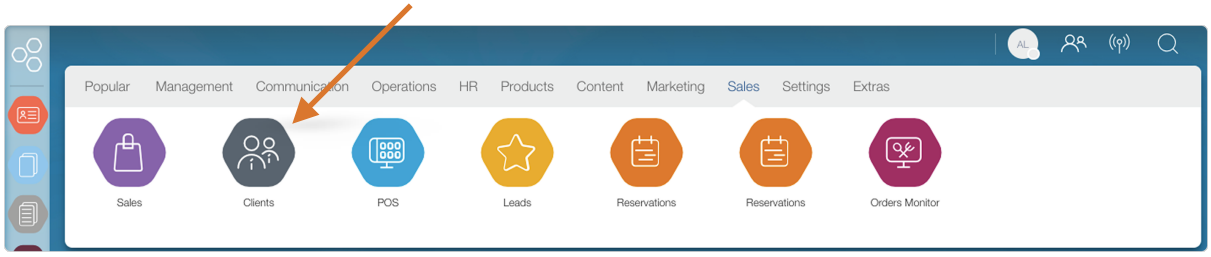
- **Registered customers** – Customers who have created an account.
- **Guest customers** – Customers who placed orders without creating an account.

See how to view and manage your restaurant's customer database in Fimble.

1. Go to the left sidebar menu and click on the Application bar. If the **Clients app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

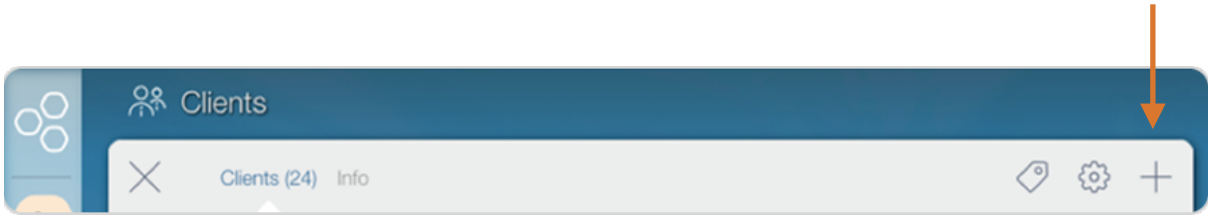


2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Sales Category** where you will find the **Clients app** inside.



3. Launch the **Clients app,** select the **Clients tab** and click the “+” icon to add a new customer or click a customer’s name to see their details. You can also search for a

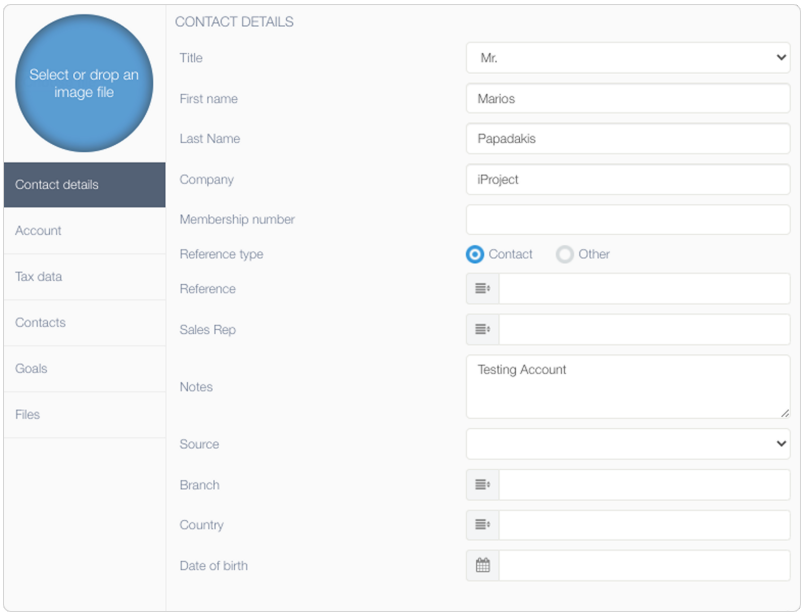
customer by using the **search icon** in the top-right corner. You can search by the customer's name or other available details. If you need to create a new customer, a new form will open where you can add the required information for the customer profile.



4. You can view, add or edit, among other things, the following information:

Profile Image – Add a customer image by selecting a file from the Files app or by dragging and dropping an image into the field.

Sub Tab: Contact Details



- **Title** – Select the customer's title (Mr, Mrs, Ms, Dr, Prof., etc.).

- **First Name & Last Name** – Enter the customer's first and last name.

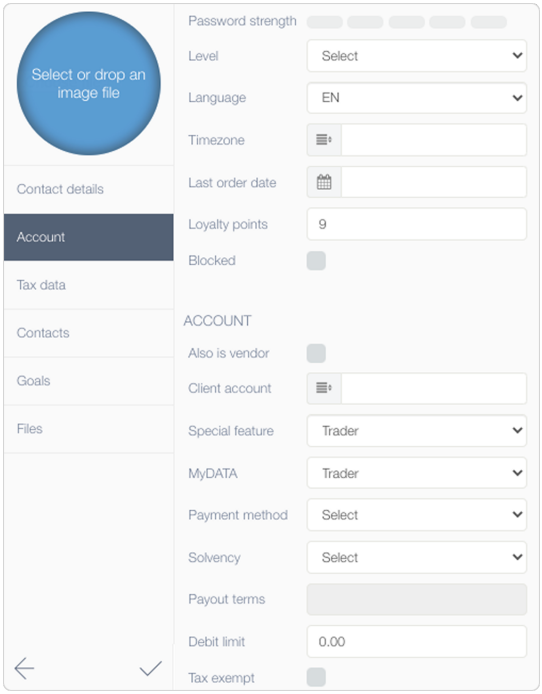
- **Membership Number** – If you use Fimble's loyalty program, each customer is automatically assigned a unique membership number, which also serves as their membership card number in the mobile application.

- **Notes** – Add internal notes about the customer. These notes are visible only to your staff and cannot be seen by the customer.

The Communication Details section allows you to store customer contact information, including personal and business email addresses, home or work addresses, landline and mobile phone numbers, social media links, and other contact information.

- **Communication Details - Auto Inform** – This section contains the contact information that customers provide when registering on your restaurant's website or mobile application. These details are required for order processing and can be edited or updated whenever necessary.

Sub Tab: Account



- **Username & Password** – Define the username and password that customers use to log in to your restaurant's website or mobile application. For security reasons,

passwords are encrypted and cannot be viewed after they are created. If necessary, you can reset a customer's password, but you cannot retrieve the existing one.

- **Confirm Password** – If you change a customer's password, re-enter the new password to confirm it.

- **Loyalty Points** – If your restaurant uses Fimble's loyalty program, this field displays the customer's current loyalty points balance. Points are updated automatically as customers earn or redeem them.

Sub Tab: Tax Data

Here you can enter the customer's tax information when an invoice needs to be issued to a business.

If you enter a valid corporate VAT number, the remaining tax details are automatically completed by the system in supported countries.

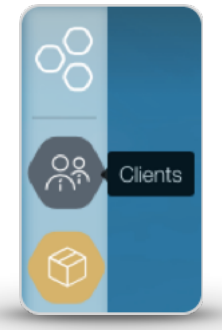
5. After creating or editing a customer, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



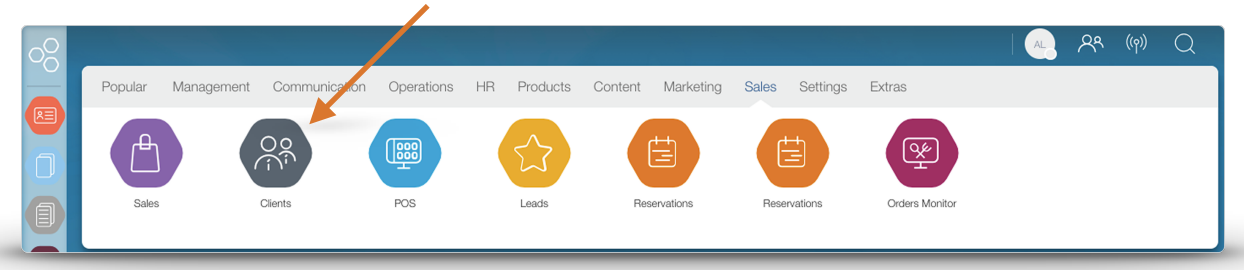
Customer Information (Clients app)

Detailed information about the selected customer.

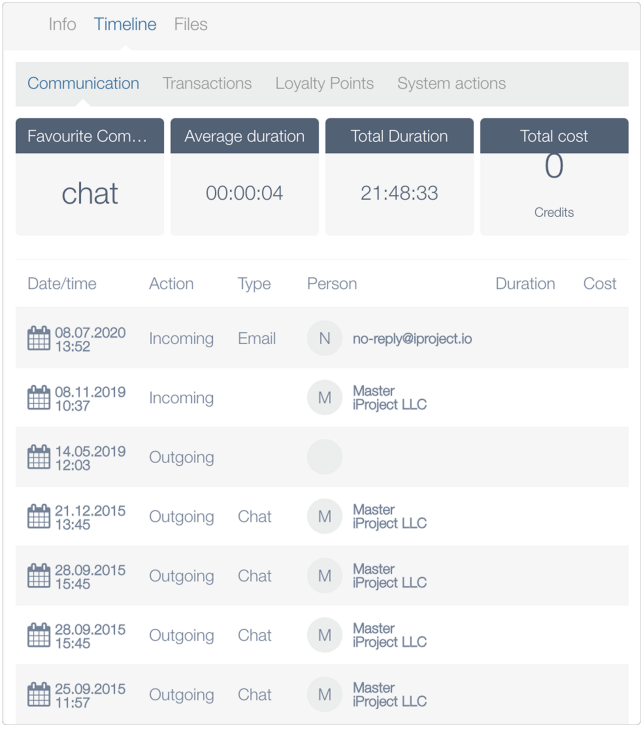
1. Go to the left sidebar menu and click on the Application bar. If the **Clients app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Sales Category** where you will find the **Clients app** inside.



3. Launch the **Clients app,** select the **Clients tab,** and go to the **Timeline sub tab**. You will see a list of all the communication history of the customer along with other details like their orders history, loyalty points and system actions, etc.



Sub Tab: Loyalty Points

In the **Loyalty Points** tab, you will find four widgets that provide an overview of the customer's loyalty activity, including:

- **Available Points** – The customer's current points balance.
- **Redeemed Points** – The total number of points the customer has redeemed.
- **Total Points** – The total number of points the customer has earned.
- **Total Amount Spent** – The total value of orders (€, $, etc.) in which the customer earned, redeemed, or both earned and redeemed loyalty points.

Below the widgets, a detailed list displays the customer's loyalty activity for each order.

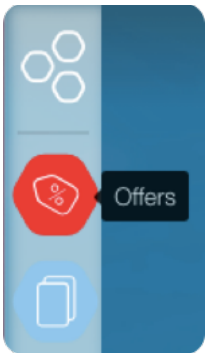
Similarly, the **Transactions, System Actions, Subscriptions,** and **Files** tabs provide detailed information related to each respective category.

Offers & Coupons

Offers Management (Offers app)

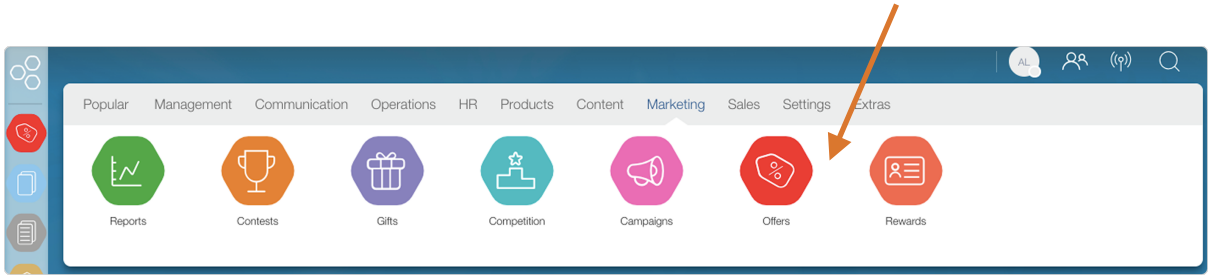
Offers help create an effective marketing strategy and increase sales. You can create any offers for your customers, but before you do it, identify the goal(s) you want to achieve with them.

Creating an Offer

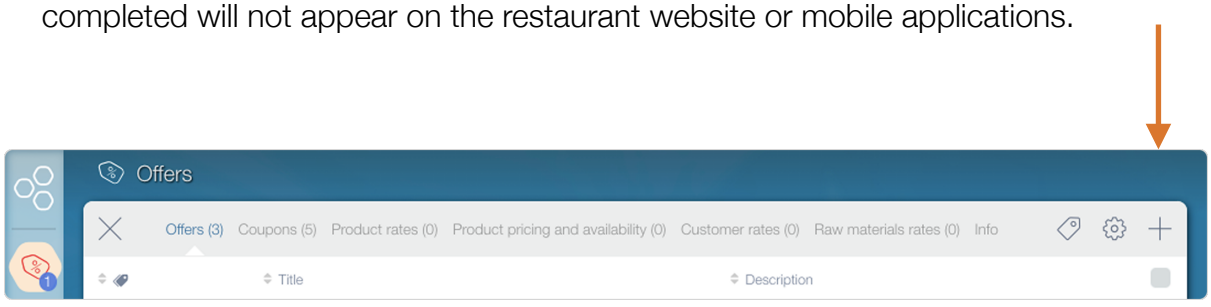


1. Go to the left sidebar menu and click on the Application bar. If the **Offers app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Offers app** inside.

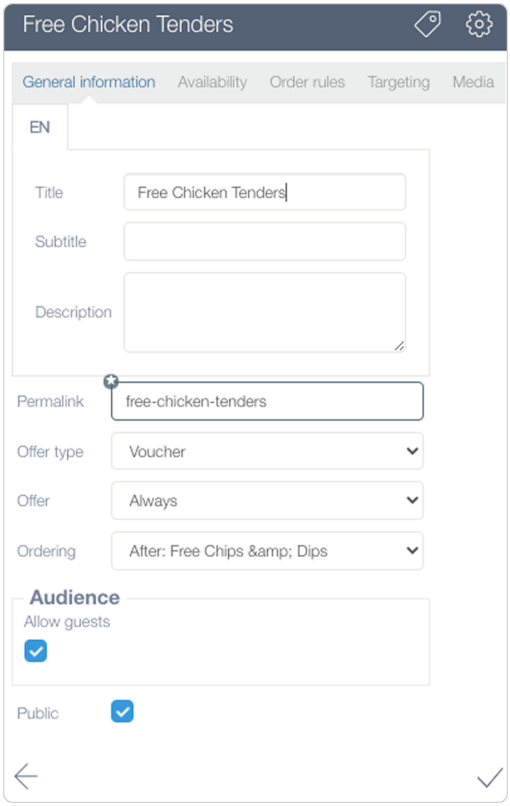


3. Launch the **Offers app,** select the **Offers tab** and click the “+” icon. It will open a new form where you can fill in the required fields for the new offer. Offers that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in, among other things, the following information:

Sub Tab: General Information



- **Title** – Add the offer title.
- **Subtitle** – Add a short description.
- **Description** – Add a detailed description of the offer.
- **Permalink** – Add a permalink that will appear in the URL. Always use lowercase English letters (e.g. extra10off). For multiple words, separate them with hyphens and avoid spaces or capital letters (e.g. 2nd-classic-burgers-half).
- **Offer Type** – Select the type of offer:
  - **Automatic** – The offer is applied automatically when the required products are added to the basket. It is not displayed in the menu.
  - **Guided** – The offer is visible in the menu and can only be selected from there.

- **Automatic & Guided** – Combines both options above.
- **Coupon** – The offer is activated only through a coupon code.
- **Automatic, Guided & Targeted** – Combines Automatic and Guided functionality while allowing the offer to be assigned to specific customers.
- **Merged** – Allows this offer to be combined with another offer. For example, a product with a 15% discount can also participate in an additional merged offer, enabling both discounts to be applied together.

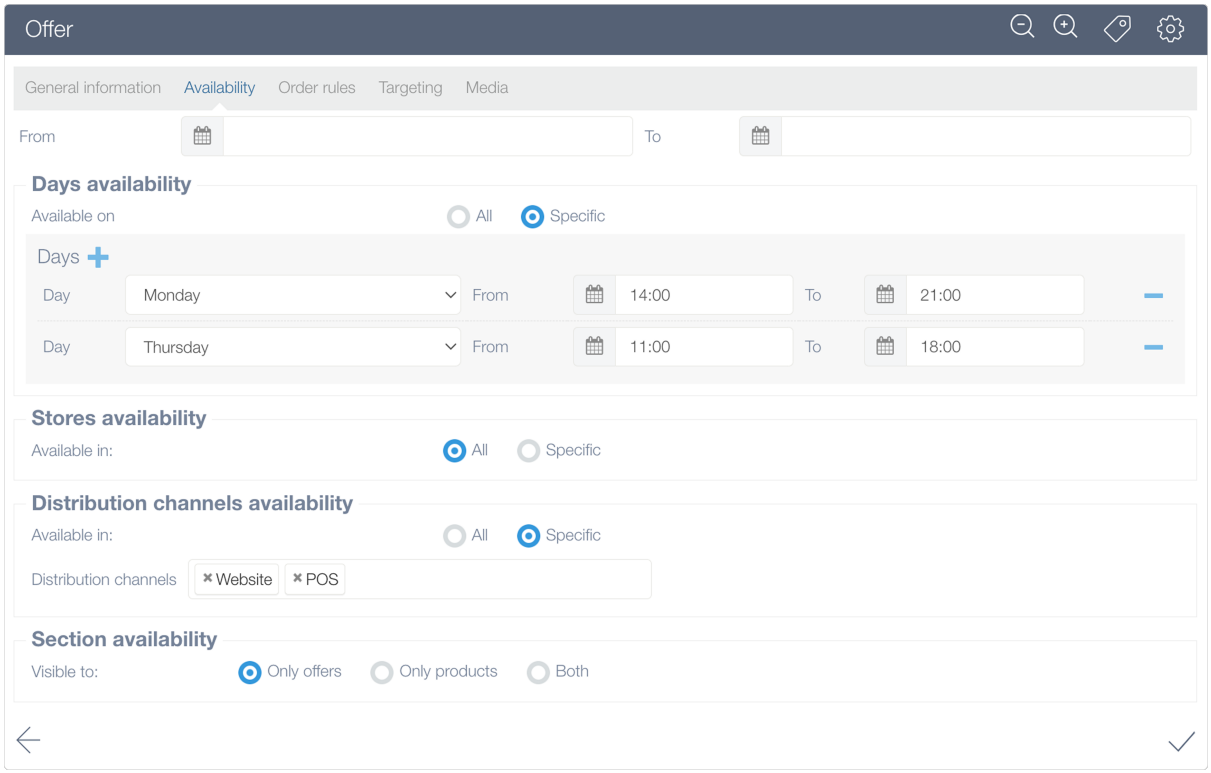
- **Offer** – Choose when the offer is valid:
  - **Now** – Valid only for NOW orders.
  - **Post date order** – Valid only for future dated orders
  - **Timed order** – Valid only for pre-orders
  - **Always** – Valid for all order types described above

- **Ordering** – Define the display order of the offer in the menu (Guided offers only).

- **Allow Guests** – Enable the offer for customers ordering without creating or logging into an account.

- **Public** – Make the offer visible in the selected channels.

Sub Tab: Availability



- **From - To** – Select the date range during which the offer will be available.

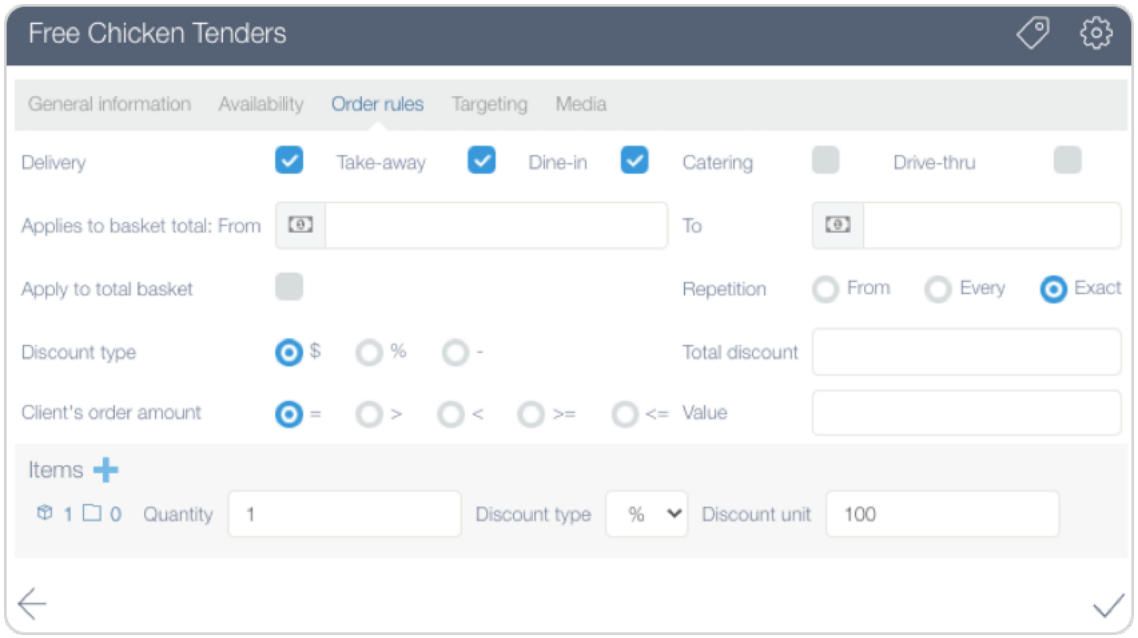
- **Days Availability** – Select whether the offer is available every day or only on specific days. This setting works together with the **From - To** date range. For example, if the offer is active during October and availability is set to Thursdays, the offer will only be available on Thursdays in October.

- **Store Availability** – Select the stores where the offer will apply.
  See how to manage locations

- **Distribution channels availability** – Select the channels where the offer will be available (Web, iOS, Android, POS, etc.).

- **Section availability** – Define where the offer will be displayed on the website (Offers section, Products section, or both).

Sub Tab: Order Rules



- **Delivery Method** – Select the delivery methods where the offer applies.

- **Applies to basket total** – Enable this option if the offer should apply when the basket total falls within a specific amount range. For example, you may set the offer to apply to the whole basket for purchases from €25 to €35.

- **Apply discount on total basket** – Select this if the discount should apply to the entire basket total.

- **Repetition** – Choose how the offer repeats
  - **From** – The offer becomes active once the minimum required quantity is reached. For example, for an offer such as "Buy more than 2 Pepsi products and get 20% off all of them", set this field to 2.
  - **Every** – The offer is applied every time the qualifying quantity is added to the basket.
  - **Exact** – The offer is applied only once per customer.

- **Discount Type** – Choose how the discount is calculated:
  - **Fixed price ($/€)** – Default price (e.g. It costs the customer 10€)

- **Percentage (%)** – Applies a percentage discount (e.g. -10%)
- **Fixed Discount (-)** – Quantitative discount that deducts a fixed amount (e.g. -5€)

- **Client's order amount** – You can display offers depending on how many orders a customer has completed. For example, if the If the **Value field** is set to **10**:
  - **=** → Offer appears **only on the 10th order**.
  - **>** → Offer appears **from the 11th order onwards**.
  - **<** → Offer appears **from the 1st to the 9th order**.
  - **>=** → Offer appears **from the 10th order onwards**.
  - **<=** → Offer appears **from the 1st to the 10th order**.
  - If the value field is **empty** or set to **0**, the offer is available from the customer's first order.

- **Items** – Select the categories, products, or sizes to include in the offer. If you add multiple product categories within the same tier, they are treated as **OR** conditions. For example, if you add both the **Pizza** and **Calzone** categories to the same tier, the offer will be activated when the customer purchases either a Pizza **or** a Calzone. If you want the offer to require both (e.g. **Pizza AND Calzone**), add each category, product, or size in a separate tier.
  See how to manage product categories, See how to manage products, See how to manage sizes

- **Quantity** – Set the required quantity for each item included in the offer. For example, if the offer is Buy 2 pizzas and 1 Choco Cratch, get a 1.5L soft drink free, set the quantity to 2 for the pizza tier, 1 for the Choco Cratch tier, and 1 for the soft drink tier (the free gift).

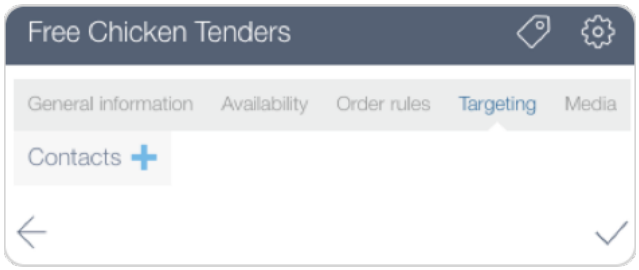
- **Offer Discount Total** – Enter the discount value when it applies to the **entire offer rather than to a specific product**. For example, if the customer buys 2 pizzas, 1 Choco Cratch, and 1.5L soft drink and receives 20% off the entire offer, enter 20 in this field and select % as the Discount Type.

- **Offer Discount Unit** – Enter the discount value when it applies to a **specific product within the offer** instead of the entire offer. For example, if the customer buys 2 pizzas and 1 Choco Cratch and receives a 1.5L soft drink for free, select the soft drink tier, set the Discount Type to %, and enter 100 in this field to apply a 100% discount (free) to that product. The same applies if you want to apply a fixed discount amount (€) or set a fixed price for a product (e.g. the soft drink costs €0.50).

Sub Tab: Targeting

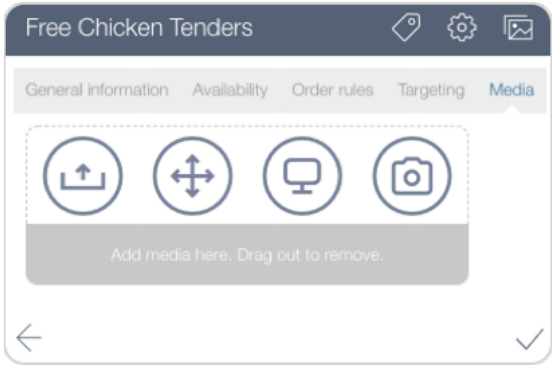
Contacts – If the offer type is **Automatic, Guided & Targeted,** select the customer or customers who will have access to this offer.

See how to manage customers



Sub Tab: Media

Media – Upload an image for the offer by dragging and dropping a media file, uploading it from your computer, or selecting it from the Files app. The uploaded image will be displayed on the selected distribution channels (e.g. website, mobile apps, etc.).



5. After adding a new offer, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

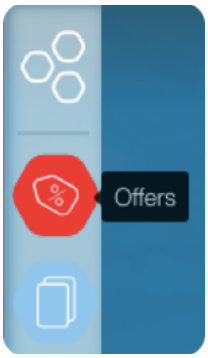


Coupons Management (Offers App)

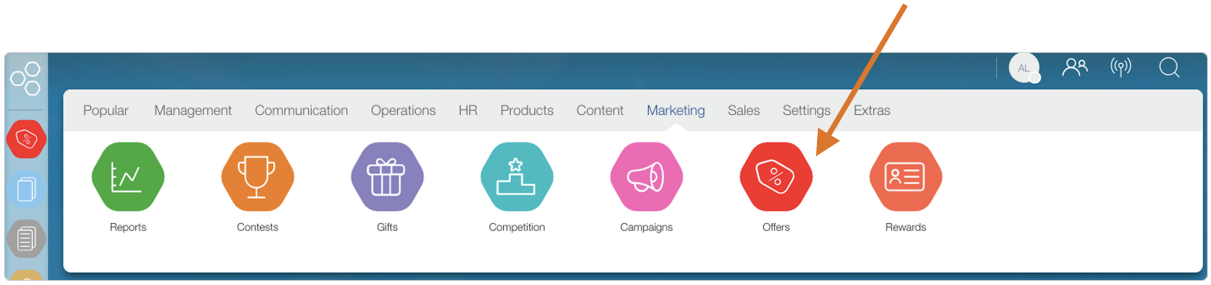
In Fimble, you can easily create different types of discount coupons for your customers. Coupons help increase sales, encourage repeat purchases, and build customer loyalty.

Adding a Coupon

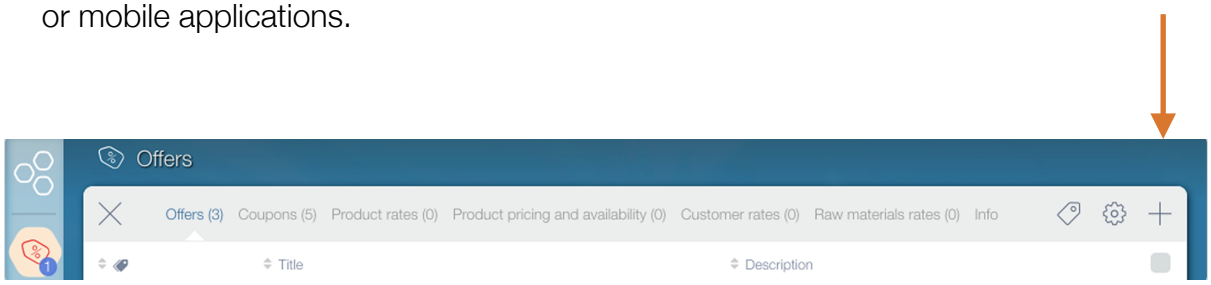
1. Go to the left sidebar menu and click on the Application bar. If the **Offers app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Offers app** inside.

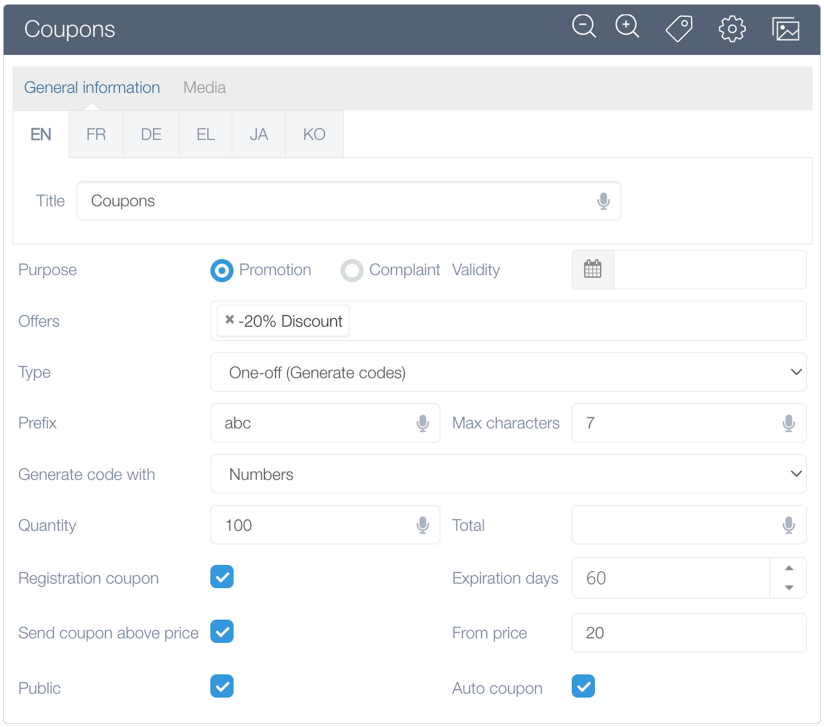


3. Launch the **Offers app,** select the **Coupons tab** and click the “+” icon to add a new coupon. It will open a new form where you are able to fill in the required fields for the coupon. Coupons that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in, among other things, the following sections:

Sub Tab: General Information



- **Title** – Enter the coupon title. This title is displayed at checkout when the coupon is applied.

- **Coupon Purpose** – Select whether the coupon is intended for a **Promotional** campaign or as a **Complaint Reward** for a customer.

- **Validity** – Set the coupon's validity period. If left blank, the coupon remains valid until you deactivate it or all available coupon codes have been used.

- **Offers** – Select the Offer(s) (configured with **Offer Type: Coupon**) that will be linked to this coupon.
  See how to manage offers

- **Type** – Select one of the following coupon types:
  - **Recurring** – Creates a single coupon code that can be used multiple times by all customers. You can also define the maximum number of uses and set a usage limit per registered customer.

- **Generate codes (one-off)** – Generate unique coupon codes by defining a **Prefix**, a set of characters (**Maximum Characters**), a set of codes **(Quantity & Total)**, and a code structure **(Generate code with): Numbers**, **Characters**, and **Alphanumeric**.

- **Generate codes with stepper** – Generate sequential coupon codes by defining a **Prefix**, a set of characters **(Maximum Characters)**, a set of codes **(Quantity),** a code format **(Generate code with): Numbers**, **Characters**, and **Alphanumeric,** as well as the **Step** by which they will be generated. For example, if the step is set to 2, the generated codes will follow a sequence such as CB002, CB004, CB006, etc.

- **Generate codes after import** – Paste the coupon codes you want to import into the text area, separating each code with a comma (without spaces).

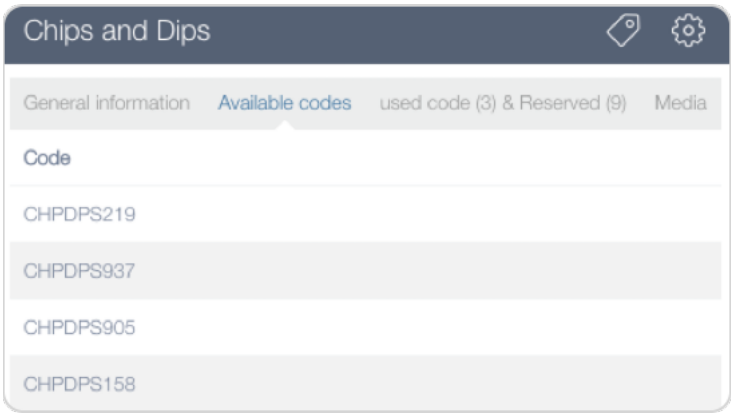
- **Public** – Enable this option to make the coupon available on the selected distribution channels.

- **Registration Coupon** – Enable this option if the coupon should be automatically assigned when a customer registers on the website or mobile app. You can also specify an **Expiration Date** (in days) for the coupon.

- **Send coupon above price** – Enable this option to automatically send a coupon to customers whose order total exceeds the amount specified in the **From Price** field. Customers who qualify will also receive an email notification.

- **Auto Coupon** – Enable this option to automatically apply the linked offer to the customer's basket at checkout, without requiring them to enter the coupon code manually.

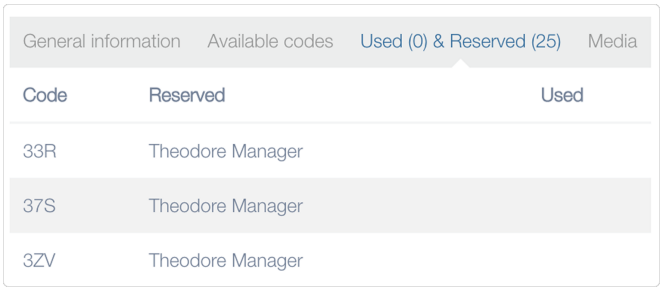
Sub Tab: Available Codes



Here you can view the coupon codes that are still available for customer use. For example, if you created a coupon with the **prefix CB**, a maximum of **6 characters**, **alphanumeric** format, and a quantity of **100 codes**, and **60 codes have already been used**, this section will display the remaining **40 unused codes** (e.g. CB1234, CB5678).

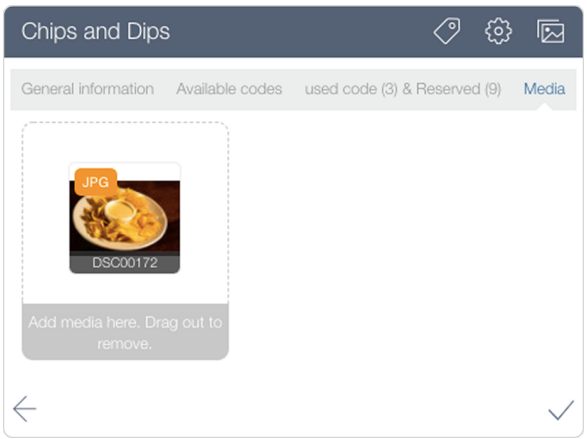
Sub Tab: Used & Reserved

Here you can view the coupon codes that have already been redeemed by customers and can no longer be used.



Sub Tab: Media

Media – Upload the coupon image by either dragging and dropping a media file, uploading a file from your computer, or selecting a file from the Files app. The uploaded image will be displayed on the website under **Profile → My Coupons.**

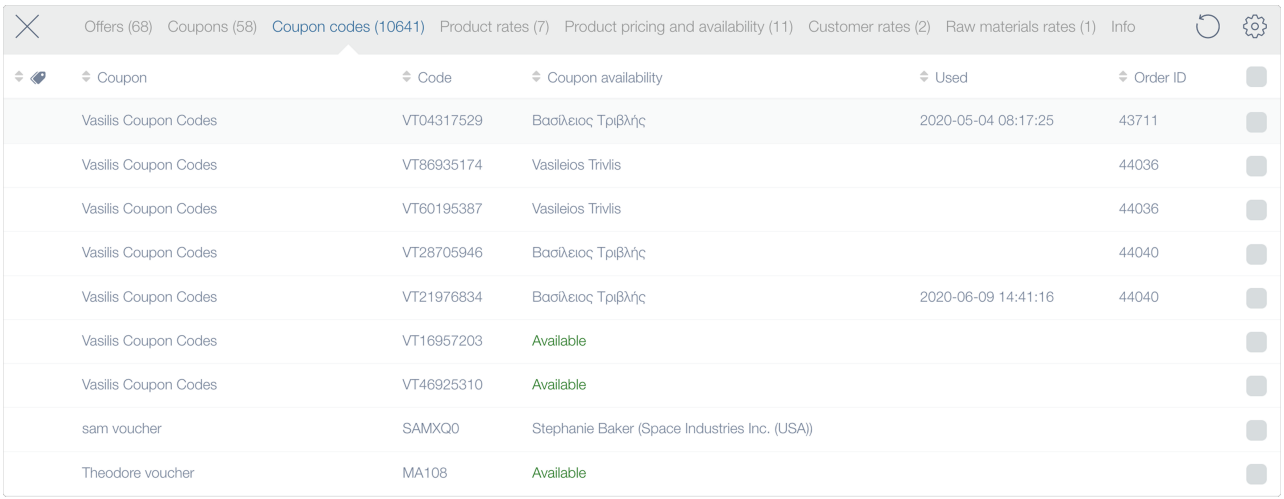


5. After adding a new coupon, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom left-corner.



Coupon codes

Launch the **Offers** app and select the **Coupon Codes** tab. This section provides an overview of all created coupon codes and displays the following information:



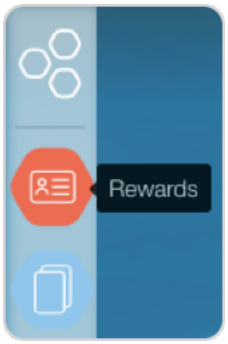
- **Coupon** – The title of the coupon.
- **Code** – The coupon code.
- **Coupon availability** – Indicates the current status of the coupon:
  - **Available** – The coupon is still available to be reserved and used by a customer.
  - **Customer's name** – If a customer's name is displayed instead of **Available**, it means that the coupon has already been reserved by that customer (the **Used** field should remain empty).
- **Used** – Displays the date when the coupon was redeemed.
  -
- **Order ID** – Displays the order in which the coupon was used.

Loyalty Program

Loyalty Program Management (Rewards App)

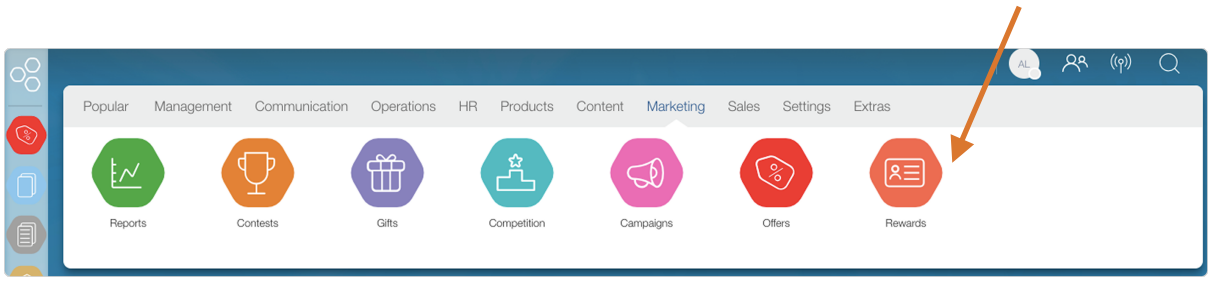
Fimble allows you to reward your restaurant's most active customers. Loyalty programs are an effective way to increase sales, encourage repeat purchases, and strengthen customer loyalty.

Creating a Loyalty Program

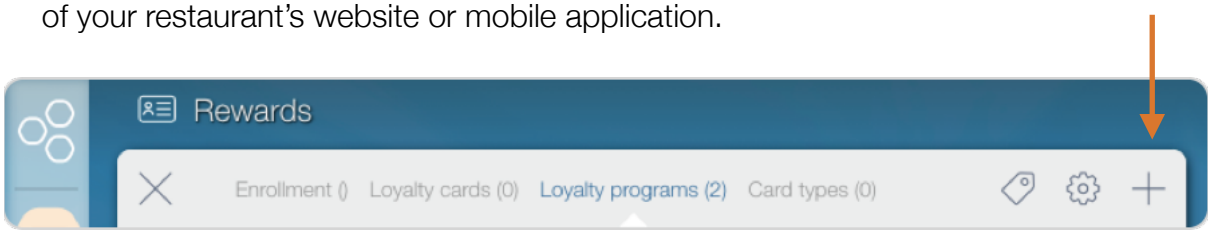


1. Go to the left sidebar menu and click on the Application bar. If the **Rewards app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

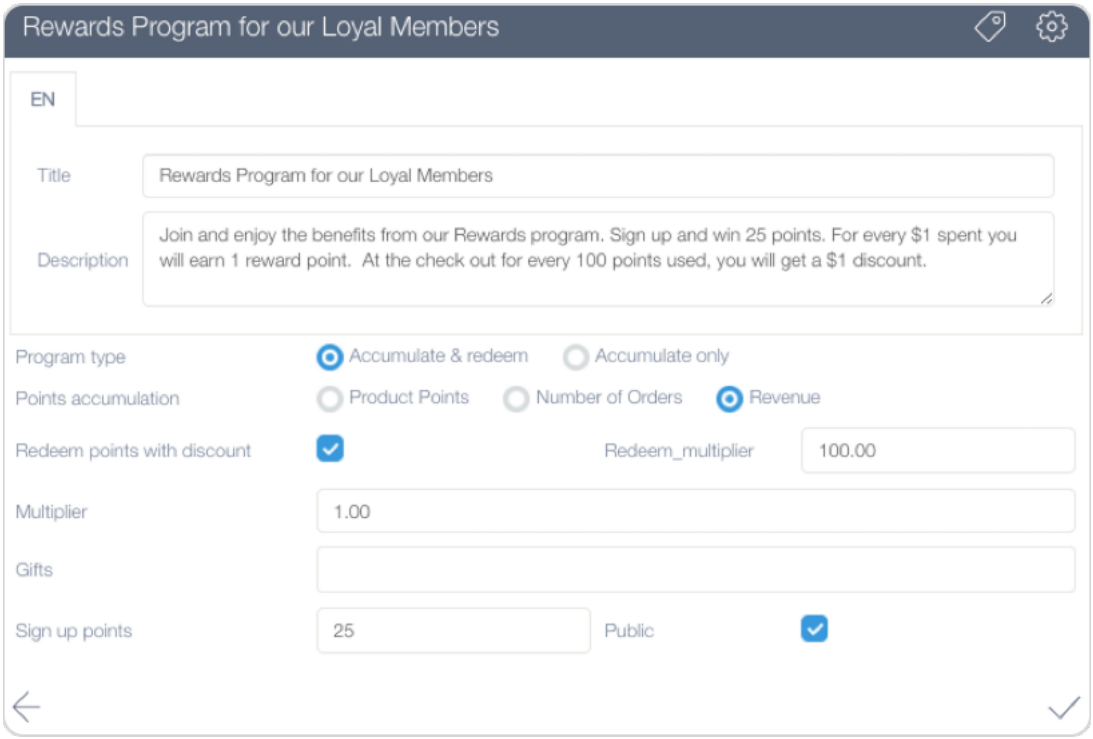
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Rewards app** inside.



3. Launch the **Rewards app,** select the **Loyalty Programs tab** and click the "+" icon. It will open a new form where you can fill in the required fields for a new loyalty program. Loyalty programs that are not completed will not appear in the loyalty page of your restaurant's website or mobile application.



4. You should fill in the following information:



- **Title** – Add the title of the loyalty program (e.g. Best Restaurant Loyalty Club).

- **Description** – Add a description of the loyalty program and provide customers with a compelling reason to join. This information will be displayed on the loyalty program enrollment page on the website and mobile app (e.g. Sales Revenue Program: $1 = 1 Point).

- **Program Type** – Select whether this program is:
  - **Accumulation & Redemption** – Customers collect points through their orders and can redeem them for discounts or gifts.
  - **Accumulation Only** – Customers can only collect points without the option to redeem them.

- **Points Accumulation** – Select how customers will earn points. There are three available options:
  - **Product Points** – Customers earn a specific number of points for each product purchased. Each product can have its own assigned points value.
  - **Number of Orders** – Customers earn a specific number of points for each completed order.

- **Revenue** – Customers earn points based on the amount spent (e.g. a specific number of points per €1 / $1 spent).

- **Redeem Points with Discount** – Enable this option if customers can redeem their points for discounts. Point redemption can be applied during checkout.
  - **Redeem Multiplier** – Define how many loyalty points equal a specific discount value. For example, if the multiplier is set to 100, then 100 loyalty points = €1 / $1 discount.
  - **Multiplier** – Define how many points customers earn for every € / $ spent. This option applies only to the Number of Orders and Revenue accumulation types and is used only for collecting points.

- **Gifts** – Select the gifts available for redemption through this loyalty program.
  See how to manage gifts

- **Signup Points** – Define the number of points customers receive when they sign up for the loyalty program.

- **Loyalty Levels (Accumulate only)** – Create different loyalty levels that customers can reach by collecting points.
  - **Title** – Add the loyalty level title (e.g. Gold, Silver).
  - **Points** – Define the number of points required for customers to reach each loyalty level.
  - **Discount %** – Set the discount percentage customers receive when they reach each loyalty level.

- **Public** – Enable this option to activate the loyalty program on your online ordering system.

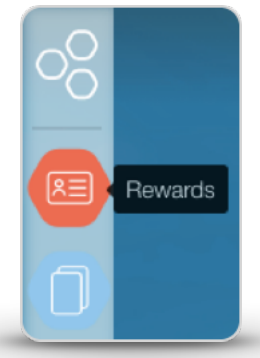
5. After creating a new loyalty program, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



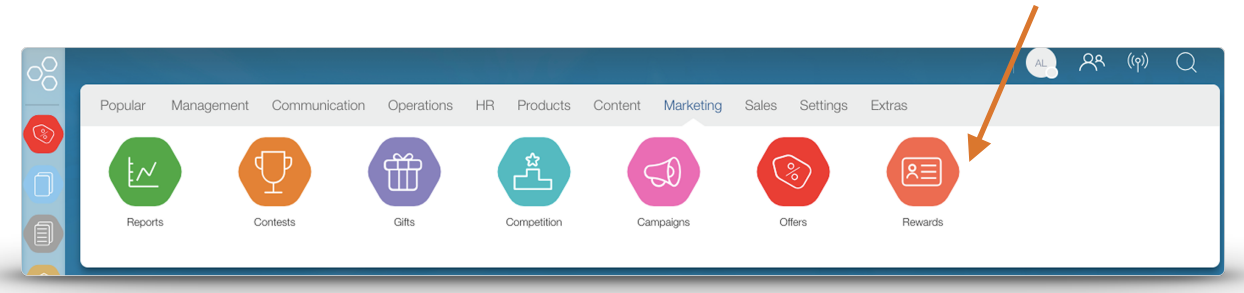
Enrollments

View a list of all customers enrolled in a loyalty program, along with the date each customer enrolled.

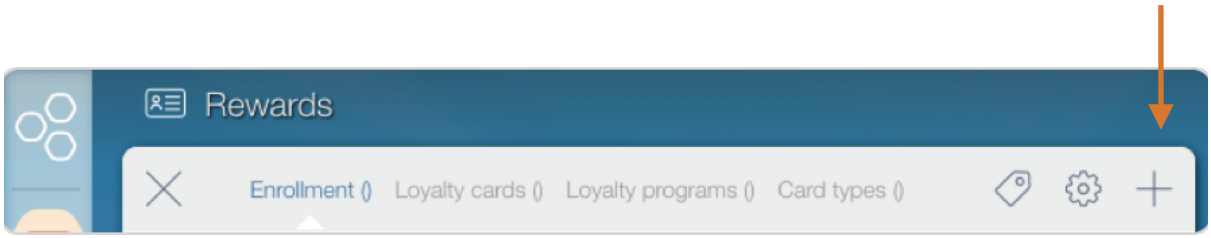
1. Go to the left sidebar menu and click on the Application bar. If the **Rewards app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



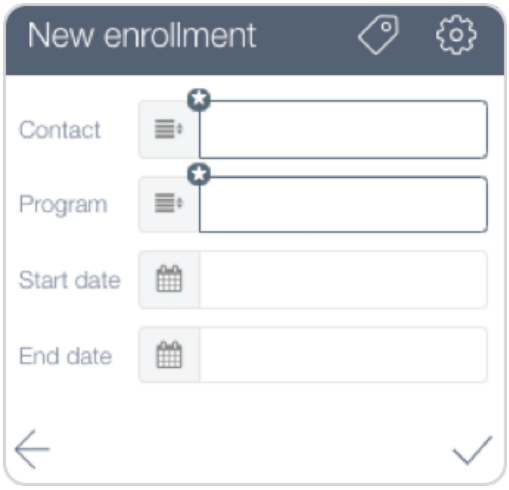
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Rewards app** inside.



3. Launch the **Rewards app,** select the **Enrollment tab** and click the “+” icon. It will open a new form where you are able to fill in the required fields for a new enrollment.



4. You should fill in the following information:



- **Contact** – The member enrolled in a loyalty program.

  See how to manage customers

- **Program** – The loyalty program in which the member is enrolled.

  See how to manage loyalty programs

- **Start Date** – The date the member enrolled in a loyalty program.

- **End Date** – The date the member was removed from a loyalty program.

5. After adding a new enrollment, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Gifts Management (Gifts app)

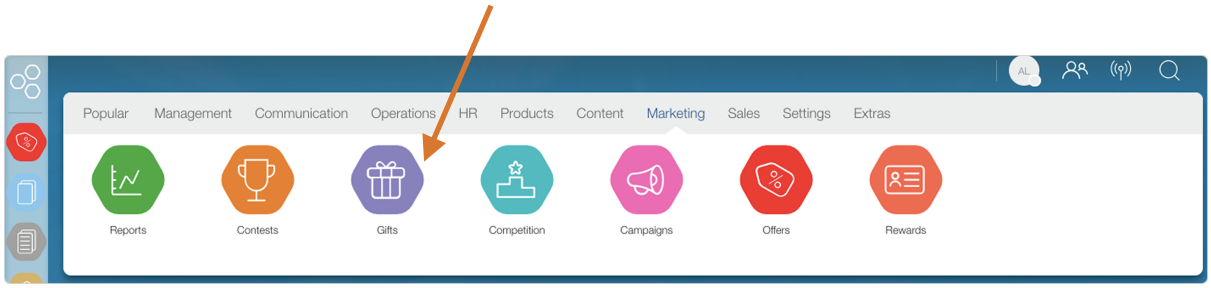
Fimble allows you to create rewards for your active customers of your restaurant. The customers can redeem their loyalty points which they gain by completing orders in your restaurant's website or mobile application and get rewards.

Creating Gift

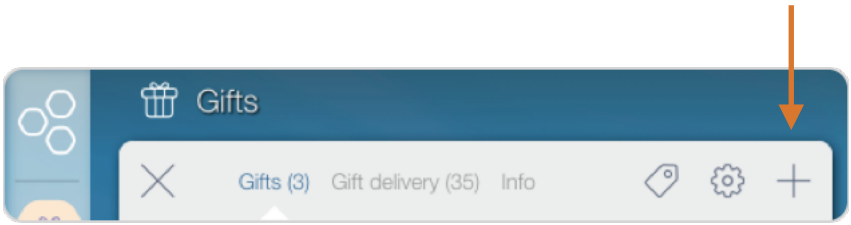


1. Go to the left sidebar menu and click on the Application bar. If the **Gifts app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

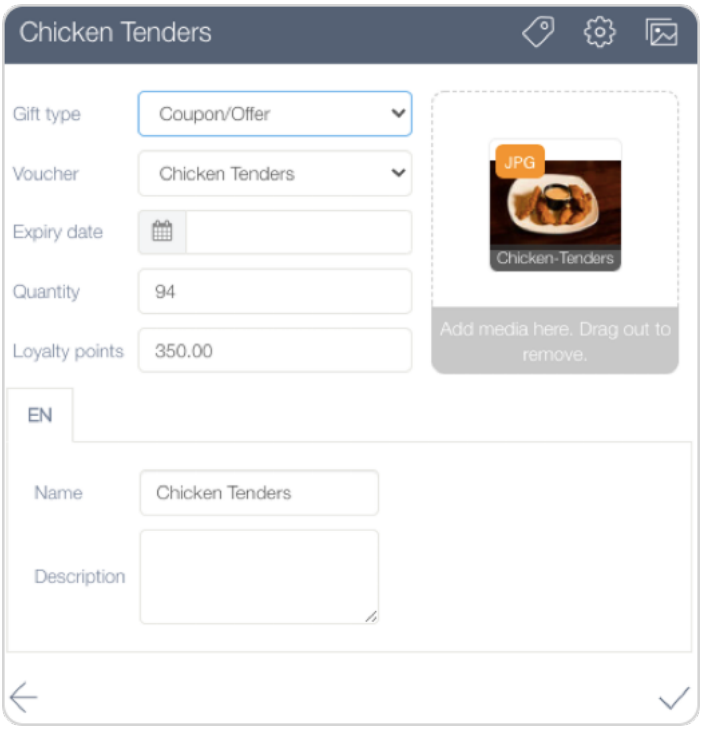
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Gifts app** inside.



3. Launch the **Gifts app,** select the **Gifts tab** and click the "+" icon. It will open a new form where you can fill in the required fields for the new gift. Gifts that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following information:



- **Gift Type** – Always select the Coupon / Offer option. This matches the gift to a coupon. When a customer redeems their loyalty points for this gift, they will receive the corresponding coupon in **Profile → My Coupons** on the restaurant's website or mobile application, which they can later redeem for discounts while ordering.

- **Expiry Date** – Set the date when the gift coupon expires and is no longer available on the loyalty program page of the website and mobile application. You can update the expiration date at any time, as the gift remains stored in Fimble and is not deleted.

- **Quantity** – Set the maximum number of times the gift can be redeemed. For example, if you set the quantity to 20, the gift will no longer be available on the website and mobile application after it has been redeemed by 20 customers.

- **Loyalty Points** – Set the number of loyalty points a customer must redeem to receive the gift.

- **Media** – Upload an image for the gift by dragging and dropping a media file, uploading it from your computer, or selecting it from the Files app. The uploaded image will be displayed on the website and mobile application.

- **Name** – Enter the name of the gift. It will be displayed below the gift image on the loyalty page of the website and mobile application.

- **Description** – Add a short description explaining the gift. This will be displayed below the gift name.

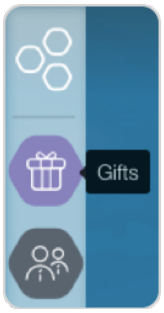
Note: To display a gift on the website or mobile application, you must add it to the Gifts section of an active loyalty program.

5. After creating a new gift, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

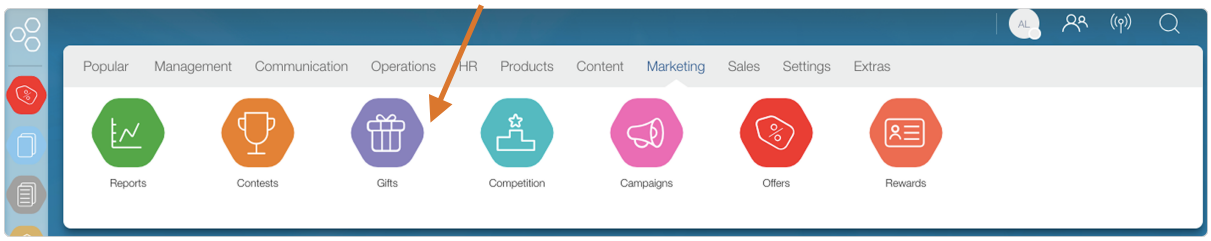


Gift Delivery

1. Go to the left sidebar menu and click on the Application bar. If the **Gifts app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



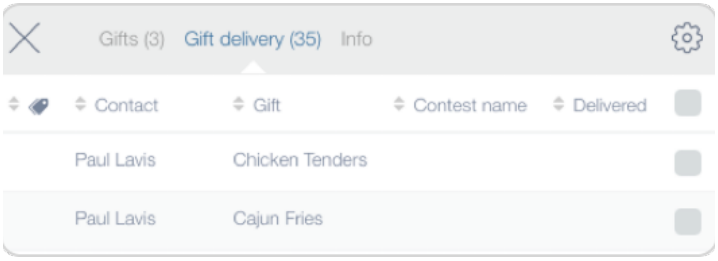
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Content Category** where you will find the **Gifts app** inside.



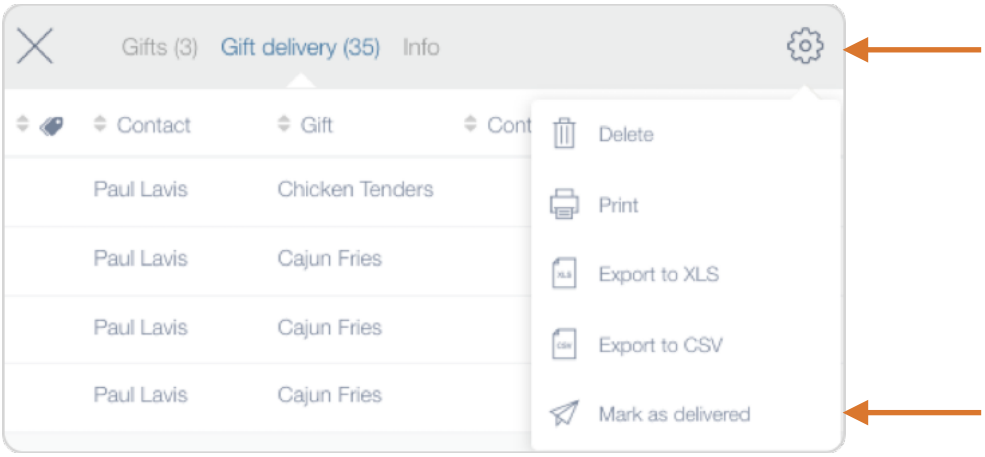
3. Launch the **Gifts app** and select the **Gift Delivery** tab.



4. Then you can see the list of all the customers who received the gift and what kind of gift it was. Also you are able to see if the gift was delivered to them or not yet.

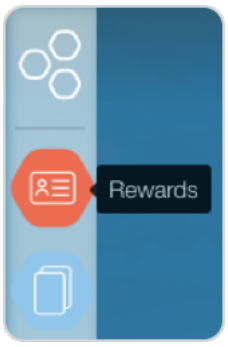


5. Once you have the list of customers who took the gift, you are able to mark the gift as delivered by going to the Gear on the top right corner of the Gifts app and select the Mark as delivered option, after you have selected all the customers with delivered gifts.



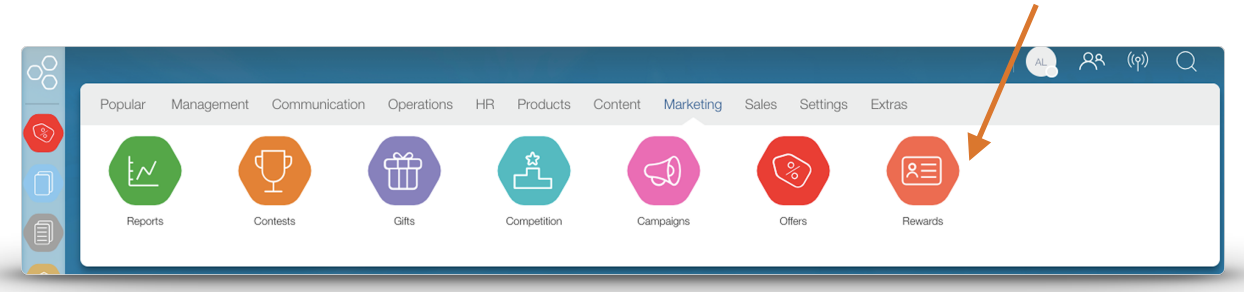
Loyalty Card Management (Rewards app)

Creating Card Type

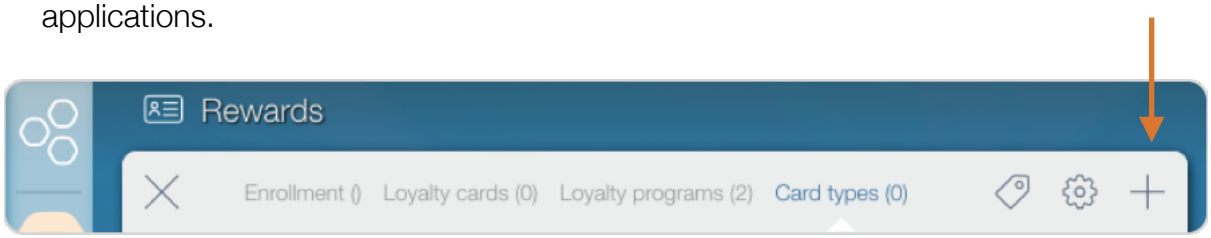


1. Go to the left sidebar menu and click on the Application bar. If the **Rewards app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Rewards app** inside.

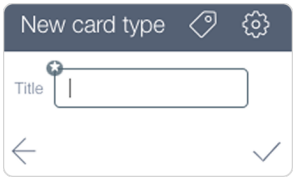


3. Launch the **Rewards app,** select the **Card Types** tab and click the "+" icon. It will open a new form where you can fill in the required fields for the card type. Card types that are not completed will not appear on the restaurant website or mobile applications.



4. You should fill in the following information:

   - **Title** – Add the title of the card type (e.g. Staff card).



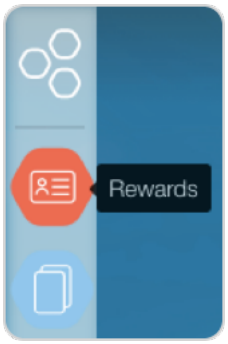
5. After creating a new card type, to SAVE the record click the CHECK mark on the bottom right corner. In order to close the form without saving, click the Arrow on the bottom left corner.



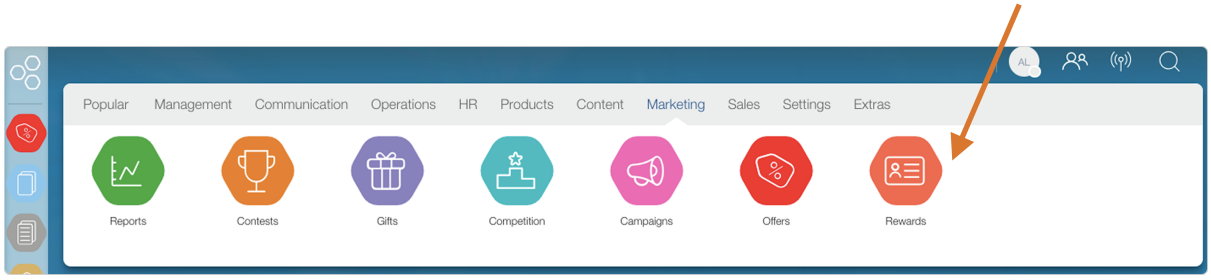
Loyalty Cards

View a list of all gift cards assigned to customers, including the sender (if the card was gifted by another customer), the card number, card type, current balance, and expiry date. Gift cards can be transferred from one customer to another, automatically assigned when predefined criteria are met, or manually issued to a customer by an administrator through the Fimble system.

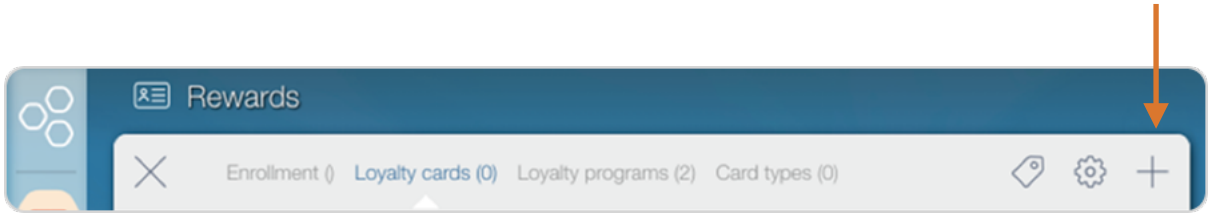
1. Go to the left sidebar menu and click on the Application bar. If the **Rewards app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



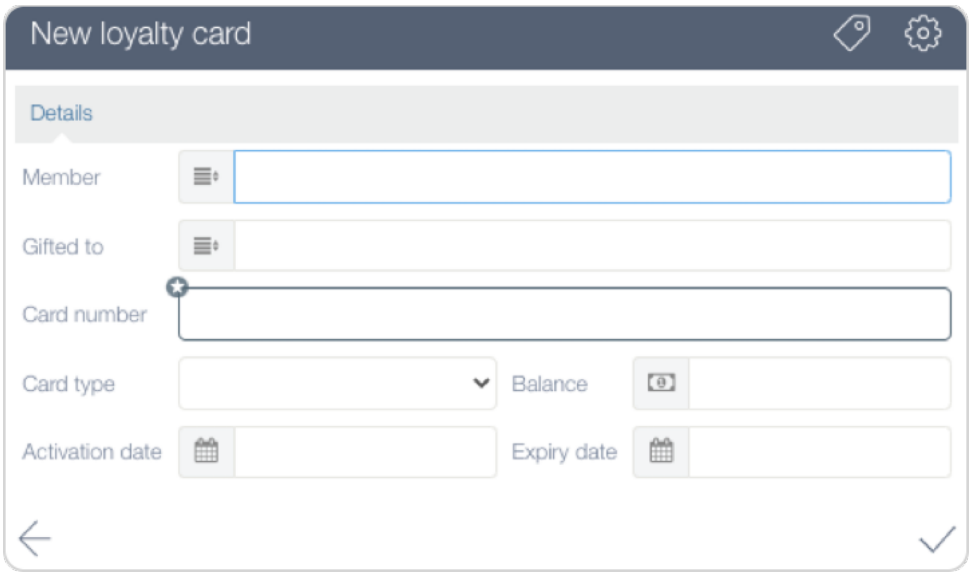
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Marketing Category** where you will find the **Rewards app** inside.



3. Launch the **Rewards app,** select the **Loyalty Cards** tab and click the “+” icon to add a new loyalty card. It will open a new form where you can fill in the required fields for the new loyalty card.



4. You should fill in the following information:



- **Member** – The member who gifts the loyalty card to another customer.
  See how to manage customers

- **Gifted to** – The member who receives the loyalty card from another member.

- **Card Number** – Enter the unique card number.

- **Card Type** – Select the card type previously created in the Card Types section of the Rewards app (e.g. Staff Card).
  See how to manage card types

- **Balance** – Displays the current balance of the loyalty card (€ / $ etc.).

- **Activation Date** – Set the date when the loyalty card becomes active and can be used.

- **Expiry Date** – Set the date when the loyalty card expires and can no longer be used.

5. After adding a new loyalty card, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



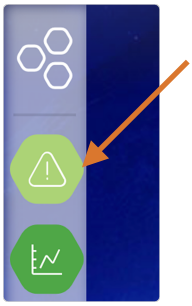
Tickets

Ticket-Complaint Management (Tickets app)

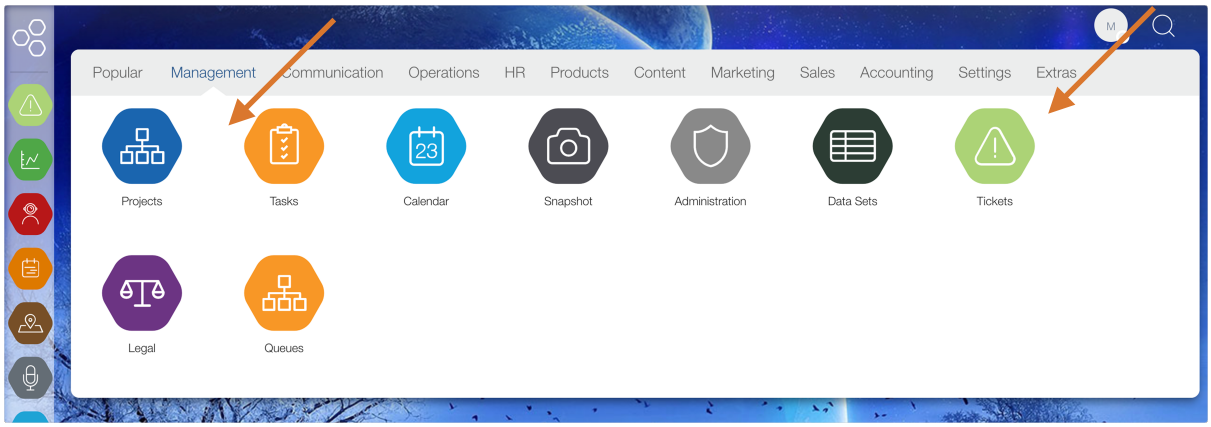
Fimble provides you with an easy way to manage your customers' complaints through the Tickets application. With a variety of features such as ticket categories, complaint types, ticket statuses, and more, you can get a clear picture of your customers' complaints and handle them the way you see fit.

Tickets can be used internally or externally. You can create a ticket and assign it to the appropriate person to handle, or you can receive a ticket from a customer through your website (as a complaint) and assign it to the appropriate person to handle as well.

1. Go to the left sidebar menu and click on the Application bar. If the **Tickets app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Management Category** where you will find the **Tickets app** inside.



3. Launch the **Tickets app.** From here, you can access the available tabs through which you can manage your tickets.

Setting Up Tickets

Adding / Editing Ticket Categories

Categories help you organize tickets and complaints based on your business needs. For example, you can create categories such as “Customers” and “Staff” to separate different types of complaints. This categorization also helps with reporting and analysis.

- To create a new category go to the **Categories** tab, click the “+" button, enter the category title and click save (✓).
- To create a **sub-category** select the main category, click the “+”, enter the subcategory title and click save (✓).

Adding or Editing Ticket Types

Ticket types help classify complaints, making them easier to manage and categorize. Examples include *Bad Food Quality*, *Late Delivery*, and *Wrong Order*. When creating or editing a ticket type, complete the following fields:

- **Title** – Enter the name of the ticket type (e.g. Bad Food Quality).
- **Category** – Assign the ticket type to the relevant category (e.g. Category: Customers → Ticket Type: Bad Food Quality).
- **Priority** – Select the priority level of the ticket type: **Low, Normal, or High.**
- **Estimated Time of Completion** – Set the expected time required to resolve the specific ticket type.
- **Assign to** – Define who will automatically receive tickets of this type.
    - **Contact** – Assign the ticket type to one or two specific users. Whenever this ticket type is selected, the ticket will automatically be assigned to the selected user(s).

- **Account level** – Assign the ticket type to one or two user access levels (see **Users → Access Levels**). Any user with the selected account level will be eligible to handle tickets of this type. See section Users – Access levels.

- **Ticket Form** – If additional information is required when creating a ticket, select a form that has already been created in the **Forms app**.

- **Default Comments** – Enter default comments or instructions that will be displayed to users when handling this ticket type.

Adding or Editing Tickets

To create a new ticket, click the **"+"** button from the **My Tickets, All Tickets, Unassigned,** or **Resolved** tabs. In the **Details** tab, choose whether the ticket is created for an **Existing Contact** or a **New Contact**.

Existing Contact

Use this option when the ticket is submitted by an existing customer or registered user. Complete the following fields as needed:

- **From Contact** – Select an existing user or customer as the source of the ticket. For example, if a registered customer emails a complaint about a poor-quality product, you can create a new ticket, select that customer in the From Contact field, and assign the ticket to the appropriate team member.

- **Owner** – Select the user responsible for handling the ticket.

- **Related to** – Associate the ticket to an **Order**, **Product**, **Service**, **Store**, or **Contact**. For example, you can associate the complaint with a specific product (e.g. Green Burger).

- **Ticket Type** – Select the appropriate ticket type (for example, Bad Food Quality).

- **Priority** – Choose **Low, Normal,** or **High.**
- **EDC** – Set the Estimated Date of Completion.
- **Completion** – Track the ticket's progress using the completion percentage (0–100%).
- **Description** – Enter the customer's message or describe the issue.
- **Private Comments** – Add internal notes visible only to the ticket owner(s).

New Contact

Use this option when the ticket is submitted by someone who is not already registered in the system. Complete the following fields:

- **First name, Last name** – Enter the contact's first and last name.
- **Email** – Enter the contact's email address.
- **Phone** – Enter the contact's phone number.
- **Address** – Enter the contact's address.
- **Owner** – Select the user responsible for handling the ticket.
- **Related To** – Associate the ticket with an **Order, Product, Service, Store,** or **Contact.**
- **Ticket Type** – Select the appropriate ticket type (e.g. 'Bad Food Quality').
- **Priority** – Choose **Low, Normal,** or **High.**
- **EDC** – Set the **Estimated Date of Completion.**

- **Completion** – Track the progress of the ticket (0–100%).

- **Description** – Write the description/message of the ticket (in this case, the customer's message)

- **Private comments** – Write your comments for this ticket. These are internal comments and only the owner(s) of the ticket can see them.

All tickets, My Tickets, Unassigned and Resolved tabs

All Tickets

Displays every ticket in the system, regardless of whether it is assigned, unassigned, or resolved.

My Tickets

Displays only the tickets assigned to you, where you are the designated owner.

Unassigned

Displays tickets that do not yet have an assigned owner. To assign one, open the ticket record and select a user in the **Owner** field. Once assigned, the ticket is automatically removed from **Unassigned** and appears in both **My Tickets** (for the assigned owner) and **All Tickets**.

Resolved

Displays all resolved tickets. To resolve a ticket, open its record and enable the **Resolved** checkbox (bottom-left corner). The ticket will then be moved to the **Resolved** tab.

The ticket lists displayed in the tabs above include the following information:

- **Ticket ID** – The unique identification number of the ticket.

- **Contact** – The registered customer or existing contact who submitted the ticket.
- **First Name / Last Name** – Displayed when the ticket was created for a new contact.
- **Ticket Type** – The category of the issue (for example, Bad Food Quality).
- **Owner** – The user assigned to handle the ticket.
- **Description** – A brief summary or message describing the issue.
- **Creation Date** – The date the ticket was created.
- **Overview** – Opens a detailed view containing ticket information, contact details, attached files, and the conversation thread.
- **Resolved** – A ✓ indicates that the ticket has been resolved.

Communication

Communication Management (Communication Log app)

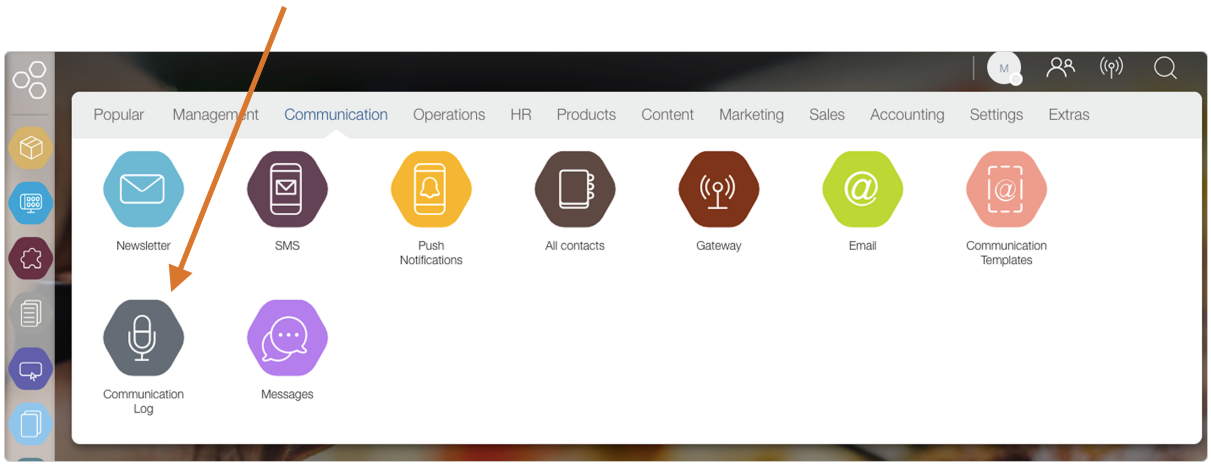
Fimble allows you to monitor all communications sent through the system, record completed communications, manage callbacks, and review missed calls.

Adding / Monitoring Communication Log

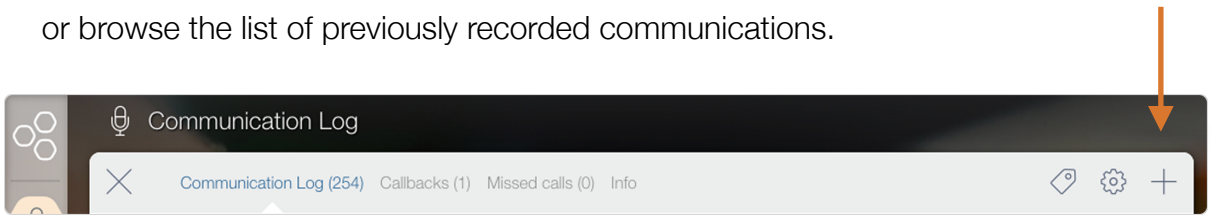
1. Go to the left sidebar menu and click on the Application bar. If the **Communication Log app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



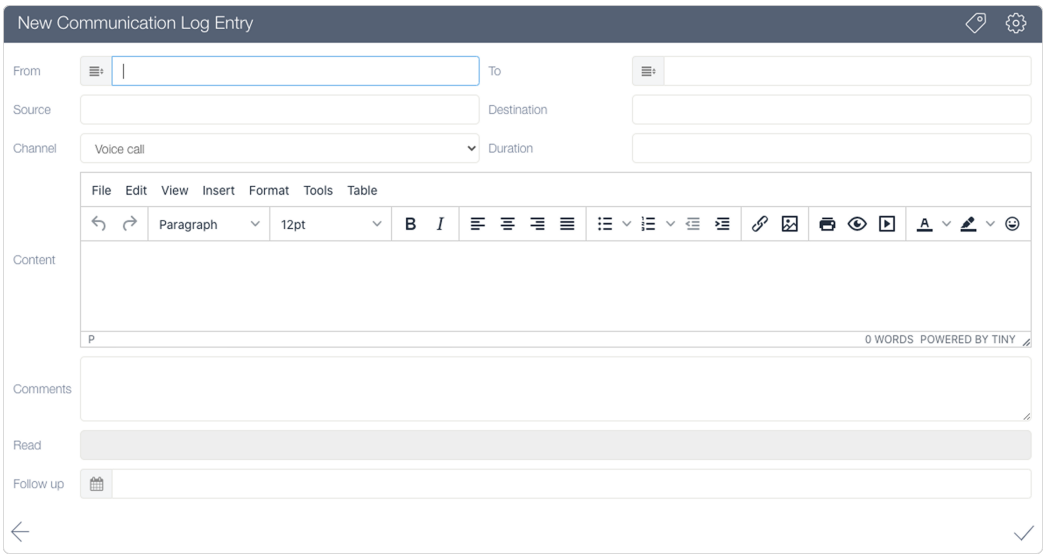
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Log app** inside.



3. Launch the **Communication Log** app and open the **Communication Log** tab. From here, you can either click the **"+"** button to record a new communication or browse the list of previously recorded communications.



4. When creating a new communication, fill in the following information:



- **From** – Select the contact (within the system) who initiated the communication.
- **To** – Select the contact (within the system) who received the communication.
- **Source** – Enter the source of the communication (for example, orders@eshop.com).
- **Destination** – Enter the communication destination (for example, customer-name@gmail.com).
- **Channel** – Select the communication channel used (for example, **Email**).
  See how to manage communication channels
- **Duration** – Enter the duration of the communication.
- **Content** – Add the communication content or message.
- **Comments** – Add any additional notes or comments related to the communication.
- **Read** – Indicates whether the communication has been opened.

- **Follow Up** – Set the date when the responsible team member should follow up on this communication.

5. After adding a new communication log entry, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

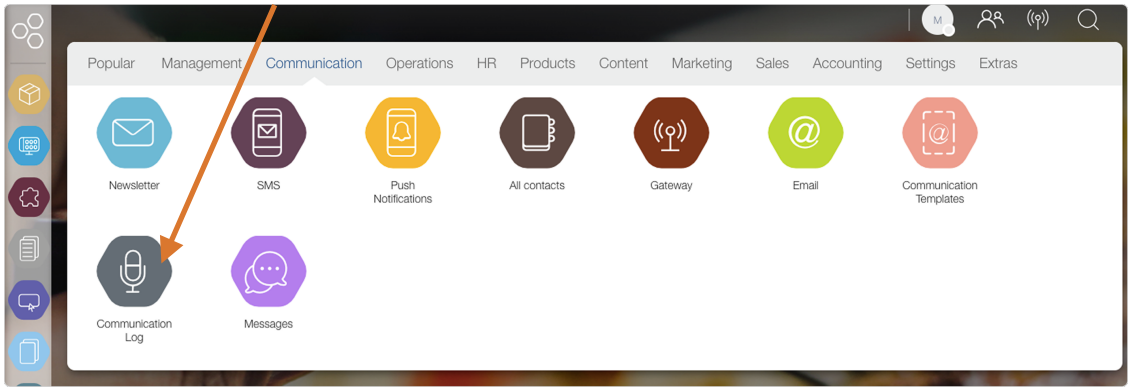


Adding and Monitoring Callbacks

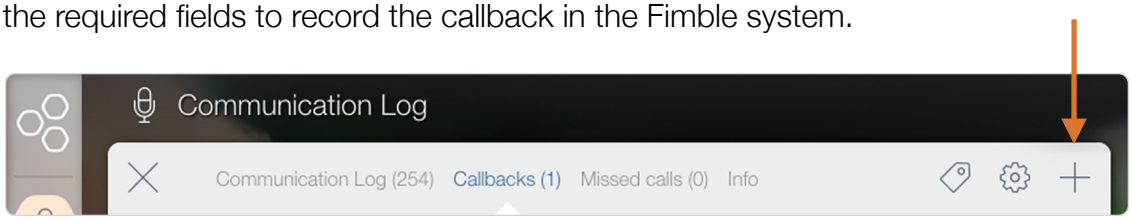
1. Go to the left sidebar menu and click on the Application bar. If the **Communication Log app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Log app**.



3. Launch the **Communication Log app** and open the **Callbacks tab.** From here, you can either click the **"+"** button to create a new callback or view the list of all pending callbacks. When creating a new callback, a form will open where you can complete the required fields to record the callback in the Fimble system.



4. When creating a new callback, complete the following information:
   - **From** – Select the contact (within the system) who needs to be called back.
   - **To** – Select the contact (within the system) who is responsible for making the callback.
   - **Comments** – Add any notes or comments related to the callback.

5. After adding a new callback to the log, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

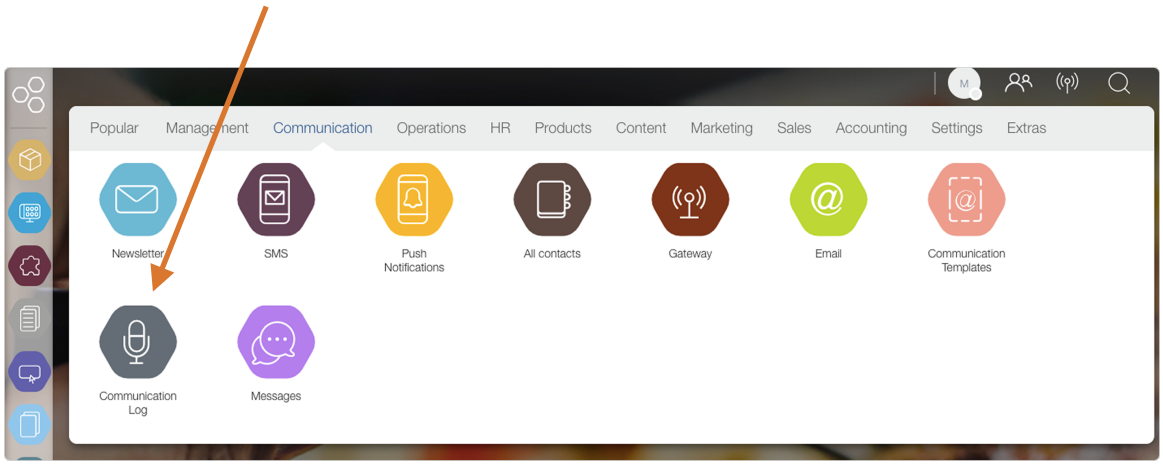


Adding and Monitoring Missed Calls

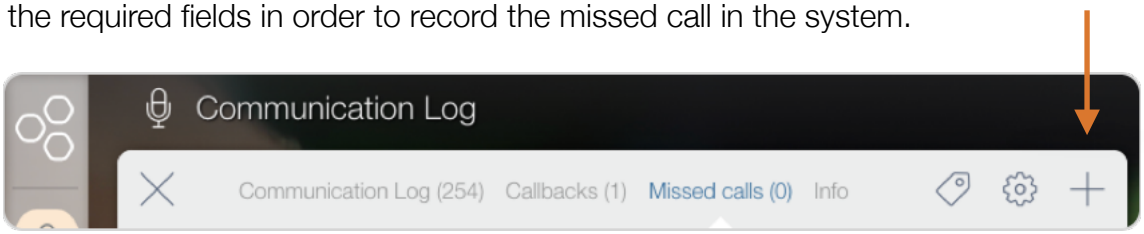
1. Go to the Application bar on the left sidebar menu, and choose either to launch the **Communication Log app** by clicking on the app icon if it is already docked (avoid step 2 in this case) or to launch the dashboard by clicking on the top icon on the left sidebar menu.



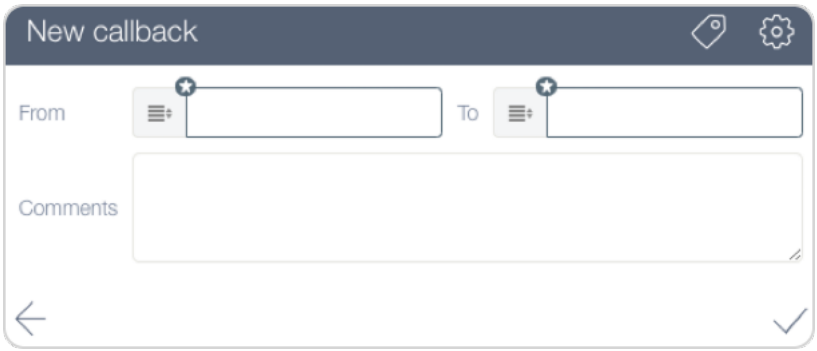
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Log app**.



3. Launch the **Communication Log** app and open the **Missed Calls** tab. From here, you can either click the **"+"** button to add a new missed call that needs to be reviewed for a possible callback, or view the list of all missed calls recorded in the system. When creating a new missed call, a form will open where you can complete the required fields in order to record the missed call in the system.



4. When creating a new missed call, complete the following information:



- **From** – Select the contact (within the system) who called and whose call was missed.

- **To** – Select the contact (within the system) who received the call but did not answer.

- **Comments** – Add any additional notes or comments related to the missed call.

5. After adding a new missed call to the log, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Communication Channels Management (Gateway app)

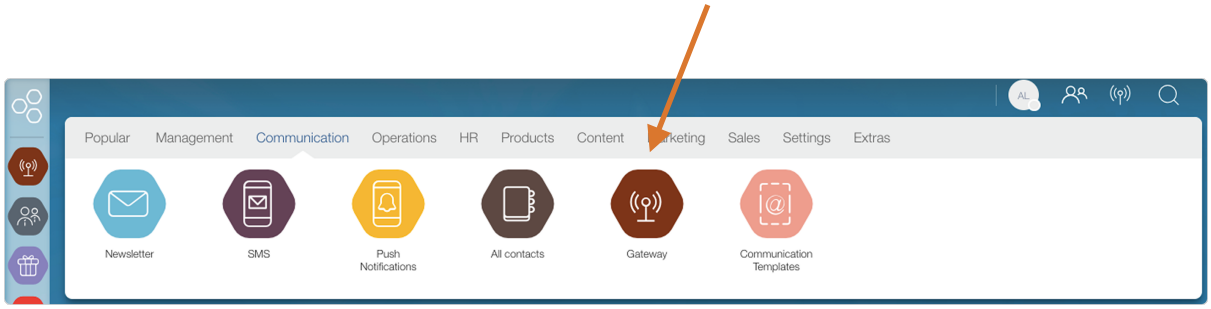
Fimble allows you to manage your communication by creating different types of channels and assigning access privileges to specific users or user levels. The system supports multiple communication methods, including email accounts, printers, SMS channels, and more.

Creating a New Printer Channel

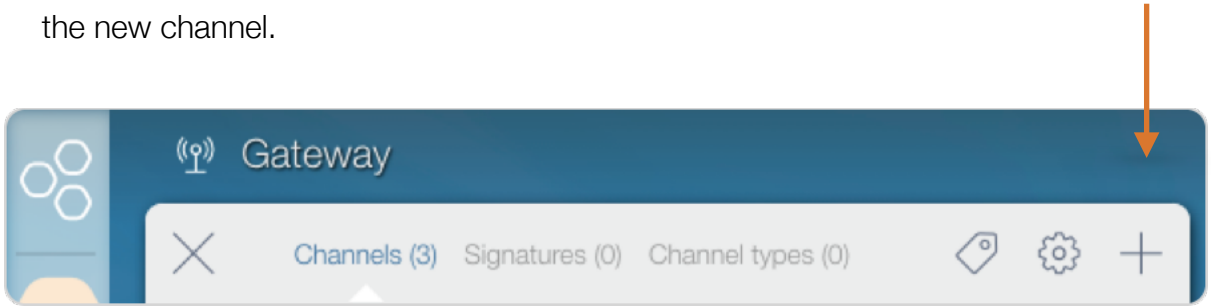


1. Go to the left sidebar menu and click on the Application bar. If the **Gateway app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.

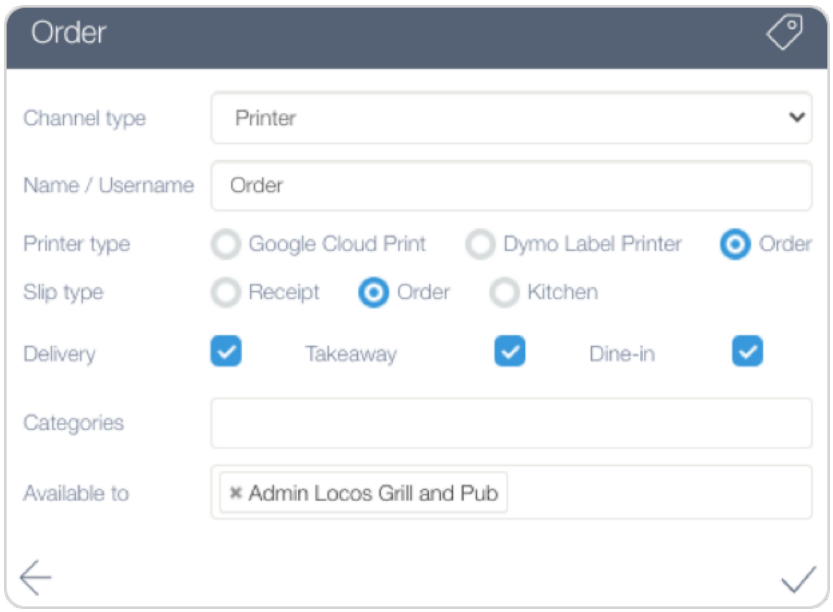
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Gateway app** inside.



3. Launch the **Gateway app**, select the **Channels tab** and click the "+" icon to add a new channel. It will open a new form where you can fill in the required fields for the new channel.



4. You should fill in the following information to create a new channel:



- **Channel Type** – Select the type of channel you want to create. For printer setup, select the **Printer** channel type.

- **Name / Username** – Enter the name of the printer. Usually, this should describe the location or position where the printer is installed. For example: 1. Kitchen, 2. Bar, 3. Cashier. The **Name** will appear as an option in the Printerman environment when setting up a new location. Using clear names (such as "Bar" or "Kitchen") makes it easier to match each channel with the correct printer device.
  See how to print orders

- **Printer Type** – Select the **Order** option. For Dymo Label Printers, please contact the Fimble team, as additional setup is required on our side first.

- **Slip Type** – Select the type of slip that the printer will generate:
  - **Receipt** – The printer will print customer receipts. To use this option, the printer must be connected to a tax mechanism. This option is typically used for cashier printers.

  - **Order** – The printer will print order slips containing only the order products and no additional tax information. This option is typically used by kitchen, bar,

or other preparation staff.

- **Kitchen** – The printer will also print order slips, but it allows different printing settings compared to the **Order** slip type. For example, you may choose to display only product names, display materials only when a recipe is modified, or apply other kitchen-specific printing rules. This allows you to differentiate between general order printing and kitchen-specific printing requirements.

- **Order Types** – Select which order types should be printed through this channel. For example, if you select **Delivery**, only delivery orders will be printed through this channel, while takeaway orders will not. Available options include: **Delivery**, **Takeaway**, and **Dine-in**.
  See how to manage order types

- **Categories** – Select the product categories that should be printed through this channel. For example, if an order contains: 2 cocktails, 2 pizzas, and 2 salads, and you have separate printers for the bar and kitchen, the bar printer can be configured to print only the cocktail category, while the kitchen printer prints only the food categories.
  See how to manage product categories

- **Available to** – Select the users who can access and use this gateway channel. Fimble clients usually assign this type of channel management to their admin account. However, administrators can also create additional users and assign them the required permissions to use the Printerman software. These users must also be added to the **Available To** field in order to access the channel.
  See how to manage users

5. After adding a new printer channel, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Creating a New Email Channel

By creating an **Email channel**, you can use the configured email address throughout the Fimble platform. This allows you to connect your incoming and outgoing mail servers and send emails directly through Fimble. For example, when creating a communication template, you can select one of the email channels as the sender. Similarly, when using the **Forms** application, you can select a configured email account to send survey results or other form-related communications. All email accounts created in the **Channels** tab of the **Gateway** application will be available for use across the Fimble platform.

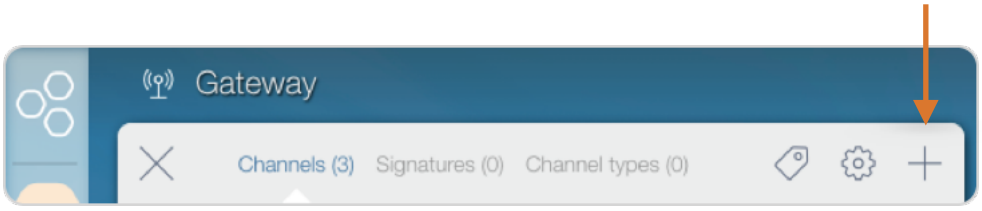
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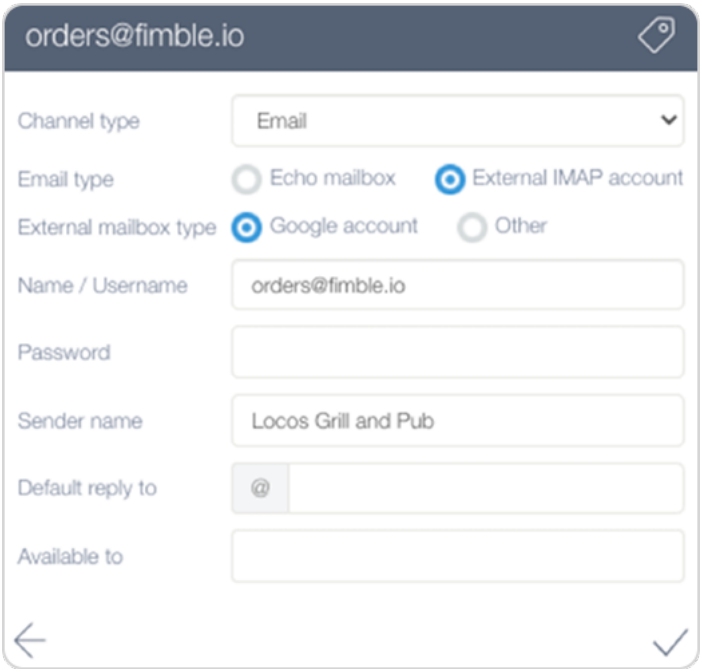
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Gateway app** inside.



3. Launch the **Gateway app,** select the **Channels tab** and click the “+” icon to add a new communication channel. It will open a new form where you can fill in the required fields for the new channel.



4. To create a new email channel, fill in the following information:



- **Channel Type** – Select **Email** as the channel type from the list.

- **Email Type** – Select the **External IMAP Account** option.

- **Echo Mailbox Type** – Select either **Google Account** or **Other**, depending on your email provider. Based on your selection, you will need to complete the required fields related to your email account setup in Fimble. The necessary information can be provided by your email hosting provider.

- **Available to** – Select the users who are allowed to use this gateway channel. Fimble clients usually assign this type of channel management to their admin account. However, the admin account can also create additional users and assign the appropriate permissions. These users must be added to the **Available To** field in order to access and use the channel.
  See how to manage users

5. After adding a new email channel, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.

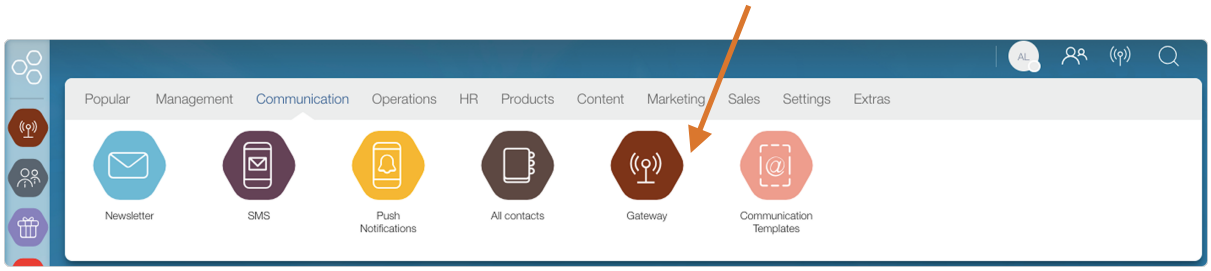


Creating a New SMS Channel

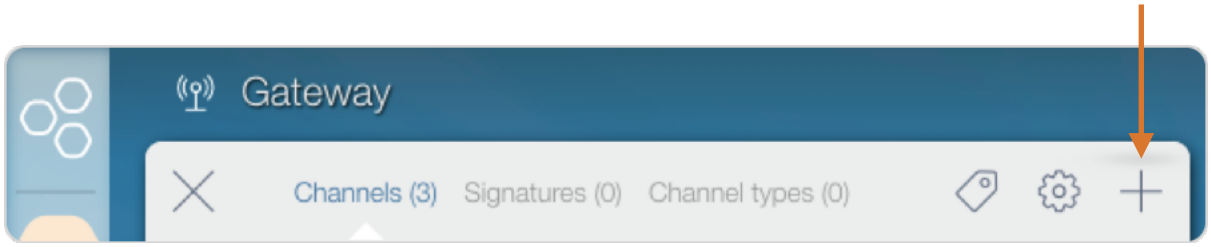
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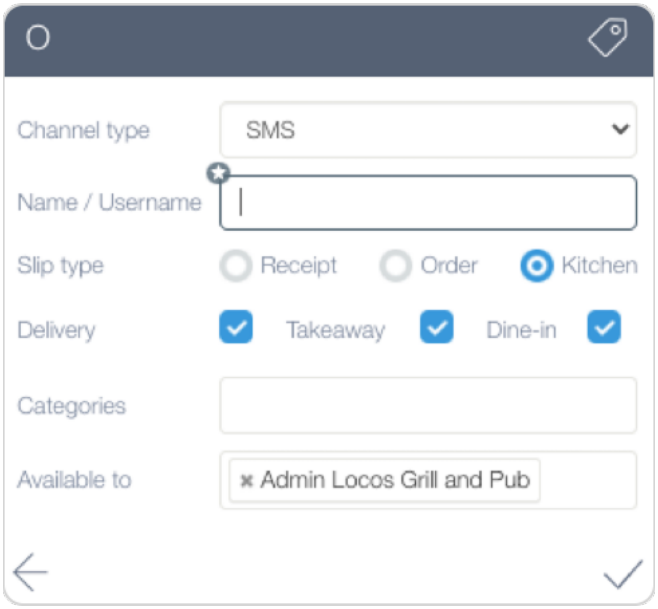
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Gateway app** inside.



3. Launch the **Gateway app**, select the **Channels** tab and click the "+" icon to add a new channel. It will open a new form where you can fill in the required fields for the new channel.



4. To create a new SMS channel, complete the following fields:



- **Channel Type** – Select **SMS** as the channel type from the list.

- **Available to** – Select the users who are allowed to use this gateway channel. Fimble clients usually assign this type of channel management to their admin account. However, the admin account can also create additional users and assign the appropriate permissions. These users must be added to the **Available To** field in order to access and use the channel.
  See how to manage users

5. After adding a new SMS channel, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Communication Templates Management (Communication Templates app)

Fimble allows you to manage multiple communication templates, including **Email, SMS, Push Notifications,** and other communication types. These templates use the communication channels configured in the **Gateway** application, which define the source from which emails, SMS messages, and push notifications will be sent. Each template also includes specific identifiers used internally by the system. These identifiers allow Fimble to associate the template with a specific condition or action and determine when the communication should be triggered and sent.

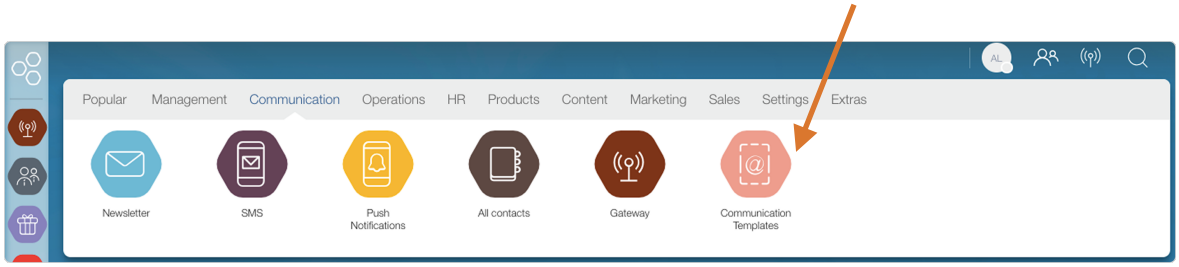
Email Templates Management

Users can configure the content and message templates of the emails that are automatically sent by the system in specific cases. These are predefined and hard-coded in Fimble, with each one assigned a unique identifier. This identifier is stored in the **Tag** field and should not be modified when editing an existing template, as it is used by the system to correctly associate the template with the corresponding action.

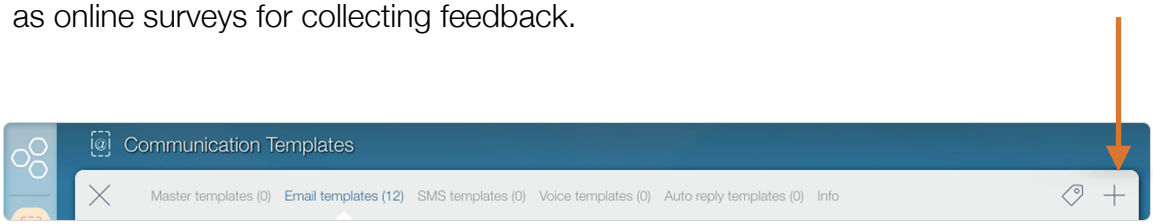
1. Go to the left sidebar menu and click on the Application bar. If the **Communication Templates app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Templates** app.

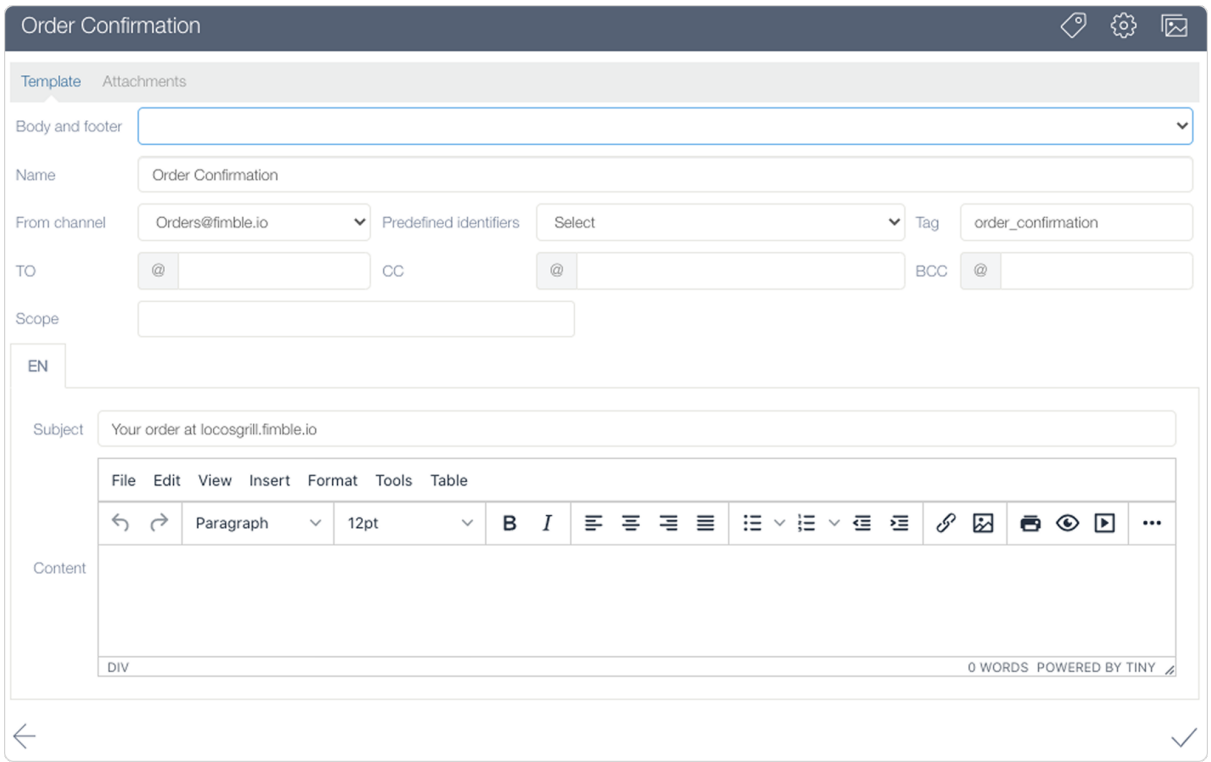


3. Launch the **Communication Templates app,** select the **Email Templates** tab and click the “+” icon to add a new email template. It will open a new form where you can fill in the required fields for the email template.
   Once created, the template can be used by the Fimble system to send transactional emails automatically, such as order confirmation emails, or to manually send marketing communications to all customers or selected customer segments, such as online surveys for collecting feedback.



4. To create a new email template, fill in the following information:

Sub Tab: Template



- **Name** – Enter the name of the email template. This is used for identification, searching, reporting, and other internal purposes.

- **From Channel** – Select the email address that will be used as the sender of the email. To see the available options in the dropdown list, you must first create an email channel through the **Gateway** application.
  See how to manage communication channels

- **Predefined Identifiers** – Select the type of email template from the predefined options available in the dropdown list (for example, **Thank You, Forgot Password,** etc.).

- **Tag** – A predefined identifier that connects the email template with a specific system action (for example, the **forgot** tag is used for the **Forgot Password** process).

- **Subject** – Enter the subject line of the email that will be sent to the customer.

- **Content** – Add the email body content that will be sent to the customer. The content can be a simple text message or a more advanced marketing email template. Fimble can also implement custom email template designs based on your requirements, or you can reuse an existing template if it matches the purpose of the communication.

Note: Do not delete or modify the identifiers and tags of predefined email templates, as they are used by the system to connect each template with its corresponding action. For example, the **Forgot Password** email template is linked to the password recovery process of your restaurant's website and mobile application through its identifier and tag.

5. After adding a new email template, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



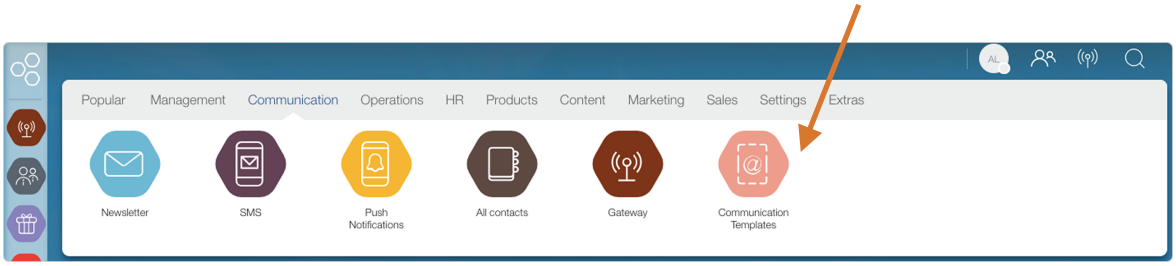
SMS Templates Management

Users can configure the content and message templates of the SMS messages that are automatically sent by the system in specific cases. These cases are predefined and hard-coded in Fimble.

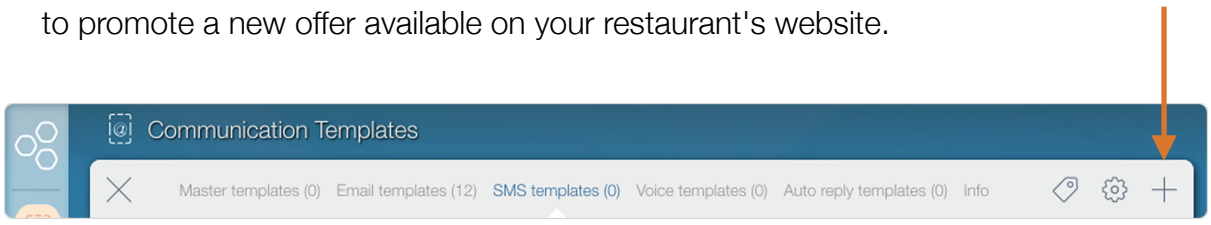
1. Go to the left sidebar menu and click on the Application bar. If the **Communication Templates app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



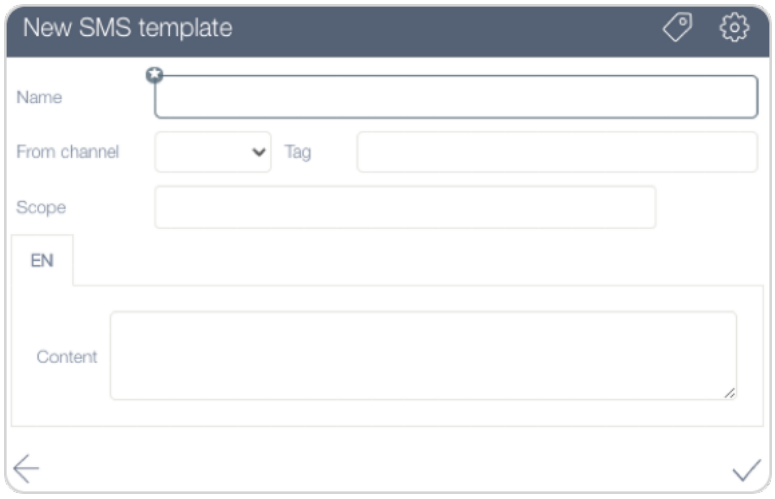
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Templates** app.



3. Launch the **Communication Templates** app, select the **SMS Templates** tab, and click the “+” icon to add a new SMS template. It will open a new form where you can fill in the required fields for the SMS template. Once created, the template can be used by the Fimble system to send automated SMS messages, such as birthday greetings with a discount coupon, or to send bulk SMS campaigns, for example to promote a new offer available on your restaurant's website.



4. To create a new SMS template, fill in the following information:



- **Name** – Enter the name of the SMS template. This is used for identification, searching, reporting, and other internal purposes.

- **From Channel** – Select the SMS channel from the **From Channel** dropdown list. To make an SMS channel available, you must first create it in the **Gateway** application. If an SMS channel does not already exist, create a new channel with the **SMS** channel type (for example, **SMS** or **sms**). Once created, it will appear as an option in the **From Channel** field when creating SMS templates.
  See how to manage communication channels

- **Scope** – Select the application(s) where the SMS template will be used. For example, if the template is intended for SMS messages sent through the **POS** application, select **POS** in the **Scope** field to associate the template with that application.

- **Content** – Enter the SMS message that will be sent to the customer.

5. After adding a new SMS template, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



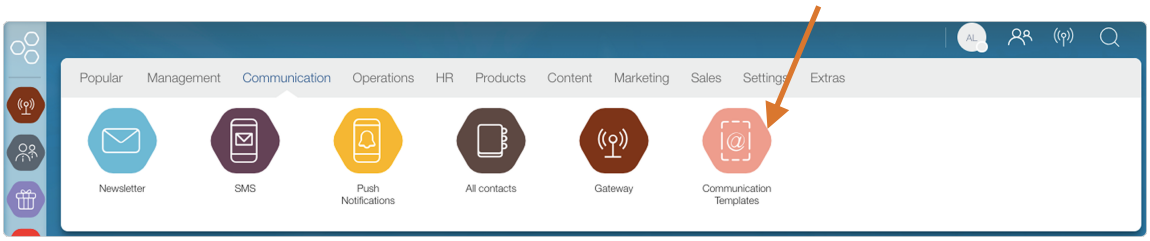
Push Notification Templates Management

Users can configure the content and message templates for push notifications that are automatically sent by the system in specific scenarios. These scenarios are predefined and hard-coded, with each one linked to a specific identifier through the **Tag** field. This field should not be modified when editing an existing template. For example, you can configure a push notification that is automatically sent to a customer when their order status is updated to **Out for Delivery.**

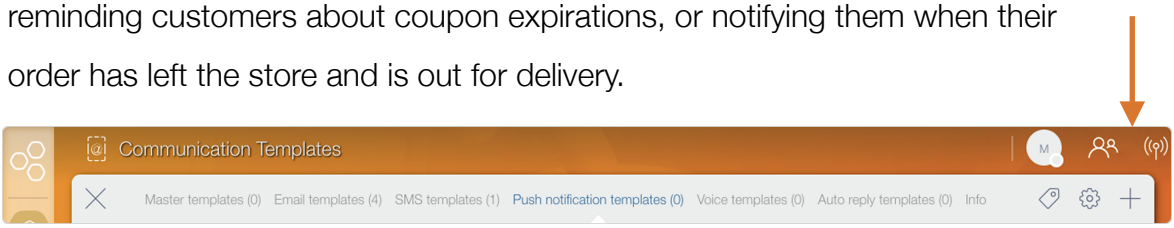
1. Go to the left sidebar menu and click on the Application bar. If the **Communication Templates app** is already docked click on the app icon to open it (and skip step 2). If not, click on the top icon on the left sidebar menu to open the dashboard.



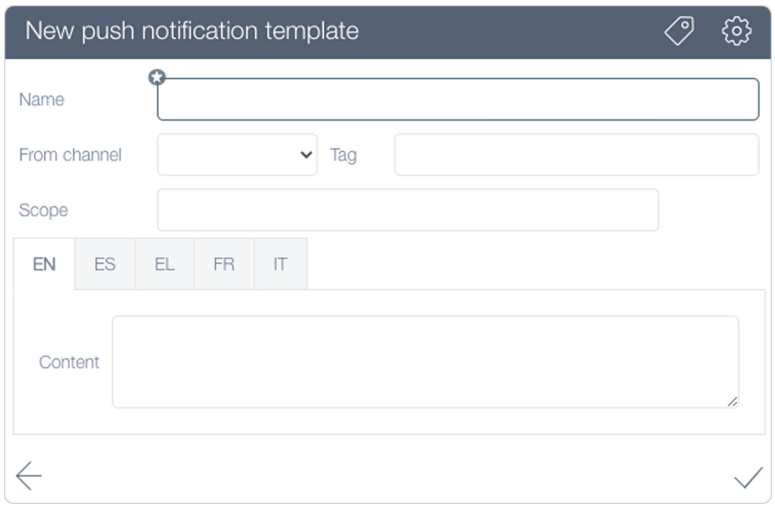
2. When you open the dashboard, you will see user-level access to applications organized by most popular and major categories. From here, you can select the **Communication Category** where you will find the **Communication Templates** app.



3. Launch the **Communication Templates** app, select the **Push Notification Templates** tab, and click the “+” icon to add a new push notification template. It will open a new form where you can fill in the required fields for the push notification template. Once created, the template can be used by the Fimble system to send push notifications to customers through the Fimble mobile application. These notifications can be used for a variety of purposes, such as announcing new offers, reminding customers about coupon expirations, or notifying them when their order has left the store and is out for delivery.



4. To create a new push notification template, fill in the following information:



- **Name** – Enter the name of the push notification template. This is used for identification, searching, reporting, and other internal purposes.

- **From Channel** – Select the channel from which the notification will be sent.

- **Tag** – As mentioned above, this is the unique identifier used by the system to match the template with a specific automated action.

- **Scope** – Select the application that triggers the push notification when a relevant record is updated.
-
- **Content** – Enter the message that will be sent as the push notification.

Note: Do not modify the **Tag** values of the preconfigured push notification templates. These tags are used internally by the system to link each template to a specific action, such as sending a "You received a new birthday coupon" notification through the mobile application. If you create a new push notification template, the tag you define will be used to associate the template with the corresponding system action.

5. After adding a new push notification template, click the CHECK mark in the bottom-right corner to SAVE the record. To close the form without saving, click the back arrow in the bottom-left corner.



Fimble®

Any Questions?

For more information contact us:

support@fimble.io