



FAQ

Frequently asked questions in FOS365

Abstract

This document covers the repeatedly asked questions and their solutions.

Establishment

1. What is FOS365?

FOS365 have food ordering system to handle orders and delivery of a restaurant

2. How does it work?

Customer opens the portal, and configure location, items, prices.

The items created will be shown in customer portal.

You accept the order which will be placed through website or app of FOS365.

You prepare the items requested by the customer.

Your delivery persons deliver the food to the door steps base on the order.

You will track the progress on our delivery app.

3. How are you different from aggregators?

We provide our product to brand your name in the market, unless being one in many we help you to become The One among your customers and save you unnecessary charges spent in aggregators. Based on the package selected you can avail our web site, download app from play store or app store, POS (for chain on restaurants), POS (for single restaurant), Delivery app.

4. What if I want to keep my restaurant's existing website?

Yes, you can set up a link from your own website with an "Order Now" button. Your site will still maintain your brand identity. There's absolutely nothing to install, so your ordering function can be up and running with just a few clicks.

5. Can I change the language?

Yes, for now we have provided Hindi, Tamil, English(default) and Arabic languages.

6. How do I grow my customer database?

When an order is made the details will be saved and is given as report in the administrative portal you can call up and enquire. Or give away offer by defining them in the administrative portal which will be shown to each of your customer

7. Is my customer's data secured?

Yes, our product uses SSL certification to maintain utmost security of inflow of data.

Configuration

Item

8. How can I upload multiple items?

You can upload multiple items though upload options

9. Not able to see the items created?

Create an item and check show in menu.

Check the meal of day when it is available

Enter price of the item in item price detail

10. How do I make items unavailability?

Mark the item in out of stock. This will be applicable for a day, for many location, for many items

11. How many Categories and items I can upload in a year?
Sky is the limit for that !!, no restrictions in adding categories and items to agreed locations.
12. Can you send orders to multiple kitchens?
No, right now all the orders will be shown in one KDS (Kitchen Display Screen). But will be incorporating orders to multiple kitchens soon
Order
13. Unable to see the orders in order detail page?
Create a Location.
Create a User.
Map the user and location in user location.
Login as the user and see the orders of location he/she mapped with.
14. Will my restaurant be notified of orders?
We notify your customers orders via email. We also offer SMS text notifications to alert you of new orders.
15. How will online payment for orders work?
Online payment will be linked with a bank, you provide us with the details of the bank you are tied up with and we integrate with our application.
16. Does system take future orders?
Yes, based on the configuration system can take orders for future date or time. Pre-ordering will allow the customer to select the items and checkout with Cash on Demand option. Before 15mins of the order time they will receive notification of the order details.
Delivery
17. Does FOS365 help me do delivery?
Yes, we offer customer to place order through our customer app and mobile app and delivery app to track the orders. Delivery will be handled by restaurant. Delivery distance will vary with each restaurant's norms, which can be configured in the administrative portal.
18. How can I set minimum value for delivery?
We can set minimum value for home delivery in administrative portal, while defining location or outlets
Performance
19. Mobile app is slow, what can I do?
Performance of the app depends on a number of factors:
Check the network bandwidth
Mobile should have internet connection
For low ram mobiles, shut other unwanted apps and try and open
Take updates and clean-up mobile caches
Support
20. What if I have more questions or need support?

Please contact us at support@fos365.com, we are glad to assist!