

# HereUGO INSTRUCTIONS

Access incoming orders by choosing the menu button on the top left.

Press **My Dashboard** to open the orders page.

## 1. New Orders

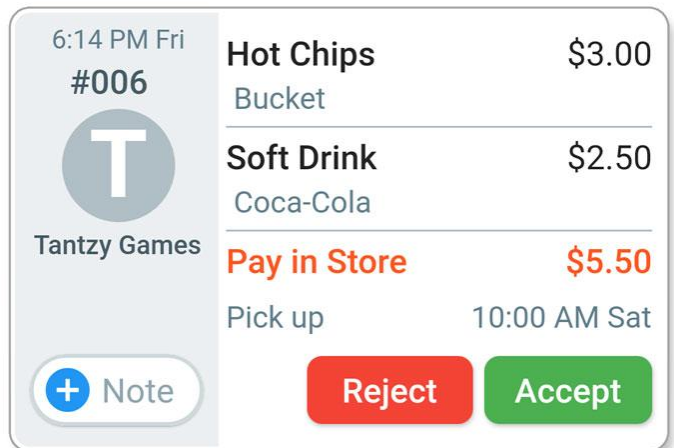
New orders appear on the order screen and the app makes a new order sound.





Press **+Note** to ask a question or give the customer more information.

Press **Reject** if you are unable to fulfill the order (eg. if an item is out of stock or the store is closed).

Press **Accept** if you can fulfill the order.

Press the customer icon or their name to view their details.



6:14 PM Fri	Hot Chips	\$3.00
#006	Bucket	
	Soft Drink	\$2.50
Tantzy Games	Coca-Cola	
	<b>Pay in Store</b>	<b>\$5.50</b>
	Pick up	10:00 AM Sat
		

## 2. Prepare Order

If **Pick up** shows **ASAP**, prepare the order as soon as you can.

If there is a **Pick up** time, wait until closer to the time to prepare the order.

Press **Ready** to let the customer know that the order is ready to pick up.

## 3. Complete Order

When the customer comes to collect their order:

- Take payment for **Pay in Store** orders, then
- Press **Paid** or **Picked up** to complete the order.

## Out of Stock?

On the  **Products** tab, choose **Items** or **Options** and uncheck any out of stock items.

Check the items again when they are back in stock.