

Merchant App Training Guideline

Bolt Food



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Bolt Merchant app

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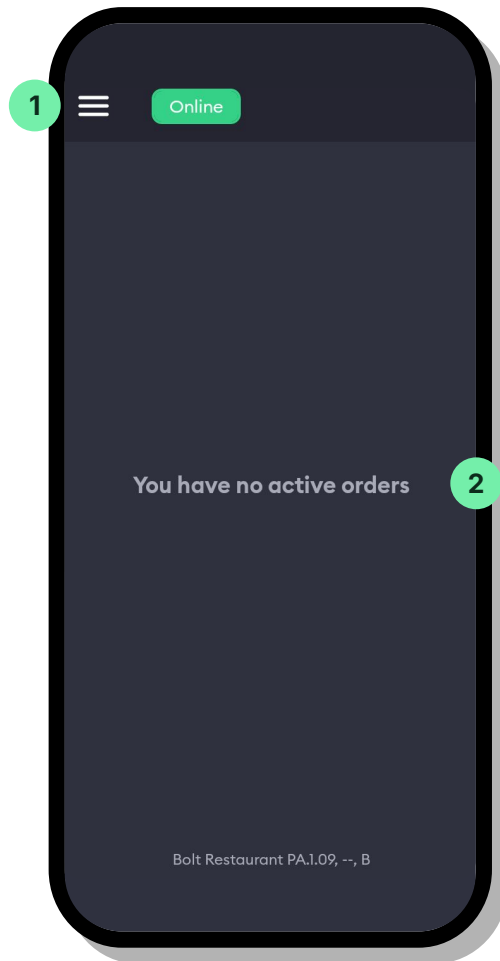
Bolt Merchant app

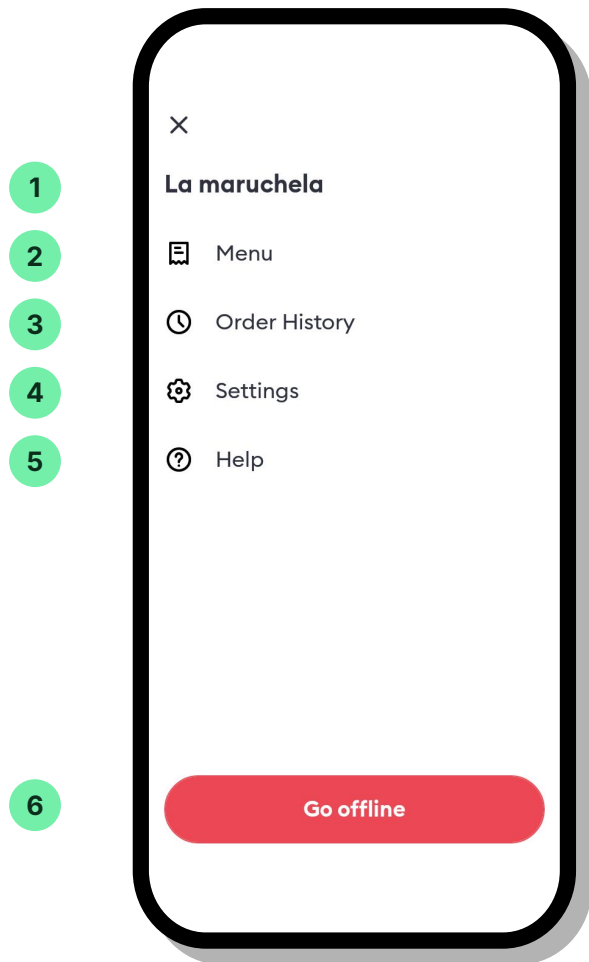
Main page

1. Menu and online status, which includes:

- The restaurant menu, where you can indicate the availability of dishes
- Order history
- Settings
- Help
- A pause button

2. Active orders — this sidebar will contain a list of your active orders.

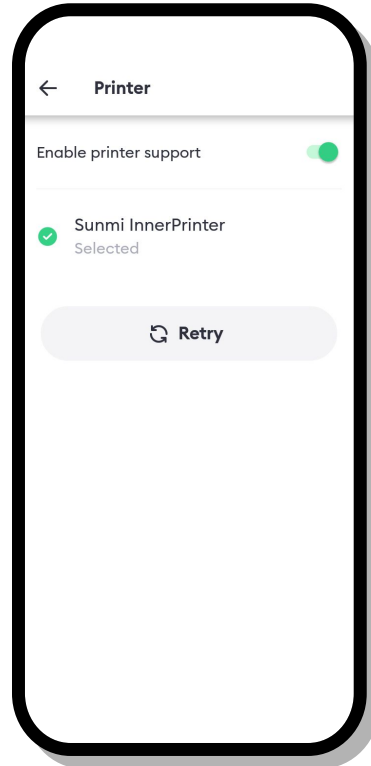
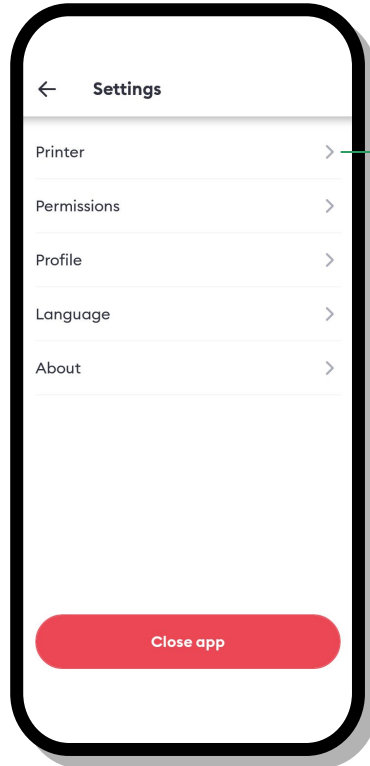
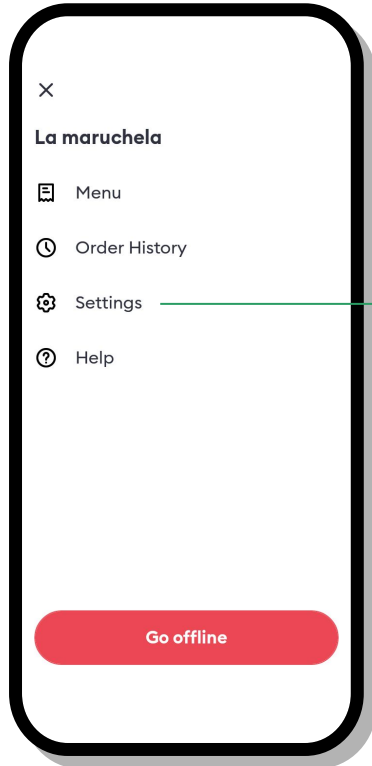




Main page

1. **Restaurant name**
2. **Menu** — view your menu items and indicate their availability.
3. **Order history** — view your order history over the last 30 days.
4. **Settings** — adjust your in-app settings, e.g. language and checking for app updates.
5. **Help** — reach out to our Support team for assistance.
6. **Go online (or Go offline) button** — set your restaurant to active or inactive, depending on your needs.

Configure your Sunmi printer



Enable printer support
and the Sunmi InnerPrinter
will be selected

Accepting an order

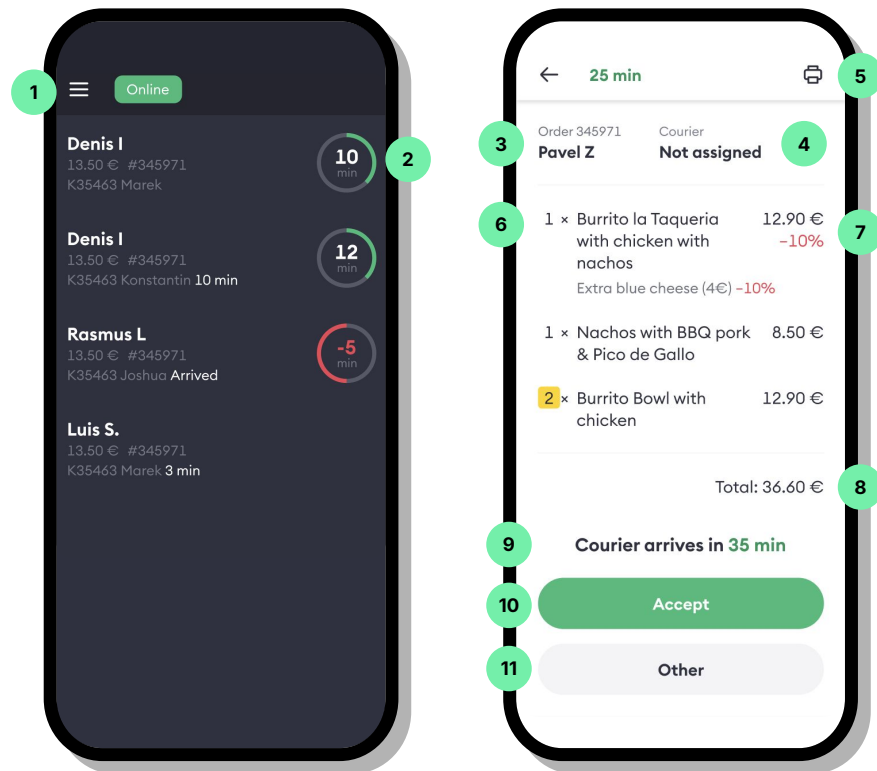
When a new order arrives,
the app will make a distinctive sound.

To view a new order, tap the screen.

Note: If you have more than one restaurant in the same address working with Bolt, please reach support through maltaprovider@bolt.eu to create you a **group account** in order to receive all orders in the same system/device.



Order interface



1. **Active orders sidebar**
2. **Order preparation time** — the green ring will count down as the time runs out.
3. **Order number and customer details**
4. **Courier details** — while a courier isn't assigned to the order, "Not assigned" is displayed. Once a courier has been assigned, the courier name will appear here.
5. **Print button** — this lets you print the order if a printer is configured.
6. **Order details**
7. **Any applied discounts**
8. **Total order price**
9. **Estimated courier arrival time**
10. **Accept order button**
11. **"Other" option** (change the cooking time or reject the order)

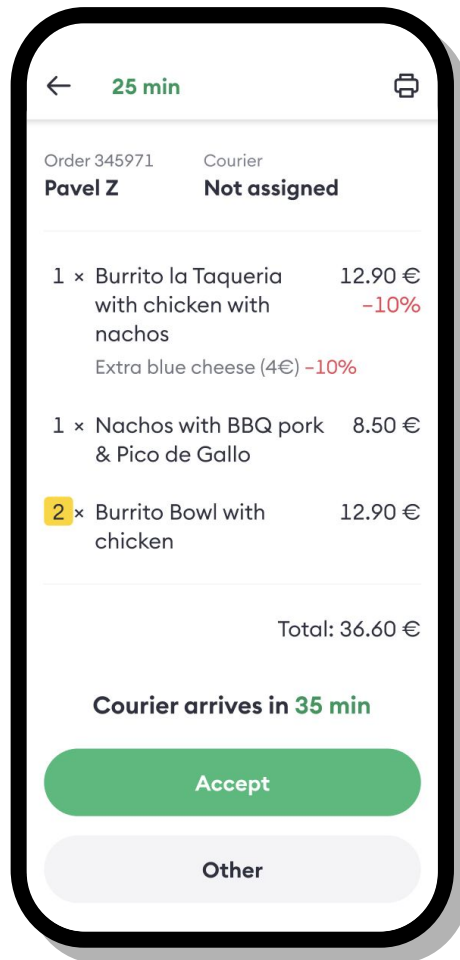
When you click **Accept**, the customer receives a notification that their order is being prepared, and a courier will be sourced. If you can prepare the order within the specified time, click **Accept** — thereby changing the order status.

'Other' button

When customer orders, please check the cooking time before accepting. In the order example on the left, the cooking time is 35 min.

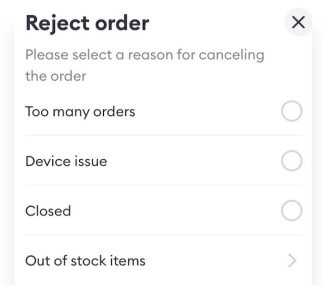
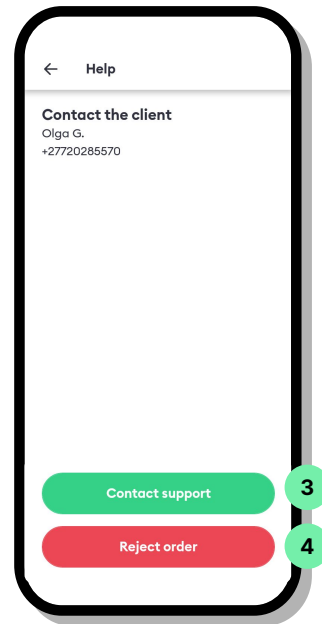
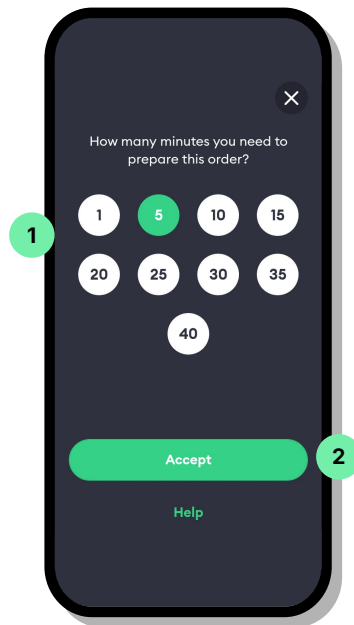
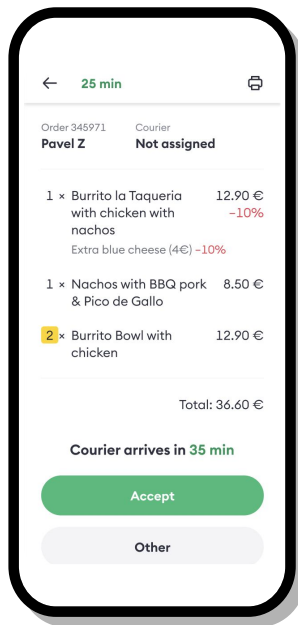
If you can't prepare the order within the specified time, you can change the cooking time by tapping the **Other** button and selecting the new order preparation time.

NB! After accepting an order, you can no longer change the cooking time or cancel it. If you have any problems, please contact our Support team.



'Other' button

1. **Select a different preparation time.**
If your initial cooking time is too little to prepare the order, you can select a new preparation time **before accepting the order**.
2. **Accept order button**
3. **Contact the client** via the **Help** button.
This is only valid for live orders, so you can't contact a customer once an order's been completed.
4. **Reject order** if you can't prepare it. You'll be prompted to select a reason, e.g. *Too many orders, Device issue, Closed, Out of stock items*. If you mark the reason as Out of stock items, you will be prompted to select the item in question, which will automatically mark it out of stock.



When the order is ready

At a certain point, a courier will be assigned to the order. Their details will appear in the order information screen.

Once your order is ready for pick-up, tap the **Ready For Pickup** button.

If you have multiple orders, these will appear on the sidebar of the device.

- A list of orders is indicated in the left sidebar. Selecting any of these orders will take you to the detailed order view for that order.
- An order's remaining cooking time is highlighted on the right of the order, and the countdown wheel changes over time.

NB! Don't wait for the time to run out. Press **Ready For Pickup as soon as you complete the order!**

Order interface

Additional details

Regular Bolt order

Regular Bolt payment order with courier delivery. This means the order has been paid via the Bolt Food platform, and a courier will deliver the order.

Please do not accept money from the courier for Bolt payment orders.

Pick-up orders

Pick-up orders. In the case above, the customer has placed a pickup/takeaway order that they will pick up themselves.

Pickup orders are indicated with a person icon in the order and courier details section of the order view.

Look out for dish notes from customers. They'll appear as yellow banners.

Cash orders

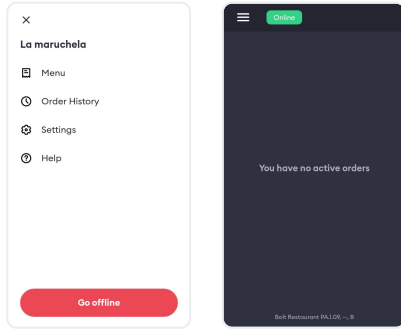
Cash orders. In the case above, the customer has opted to pay in cash. **Don't forget to take money** if there's a prompt, as above.

Cash orders are indicated with yellow banners and a small money symbol.

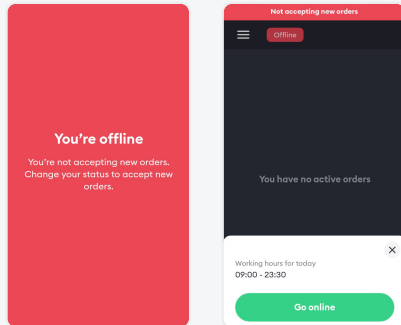
NB! For cash orders, remember to acknowledge payment receipt.

Check more info [here](#).

Bolt Food tablet is online



Bolt Food tablet is offline



Pausing new orders

If, for some reason, you need to suspend incoming orders, please do the following:

- Open the Main Menu by tapping the button with three stripes in the upper-left corner.
- Click the '**Go offline**' button.

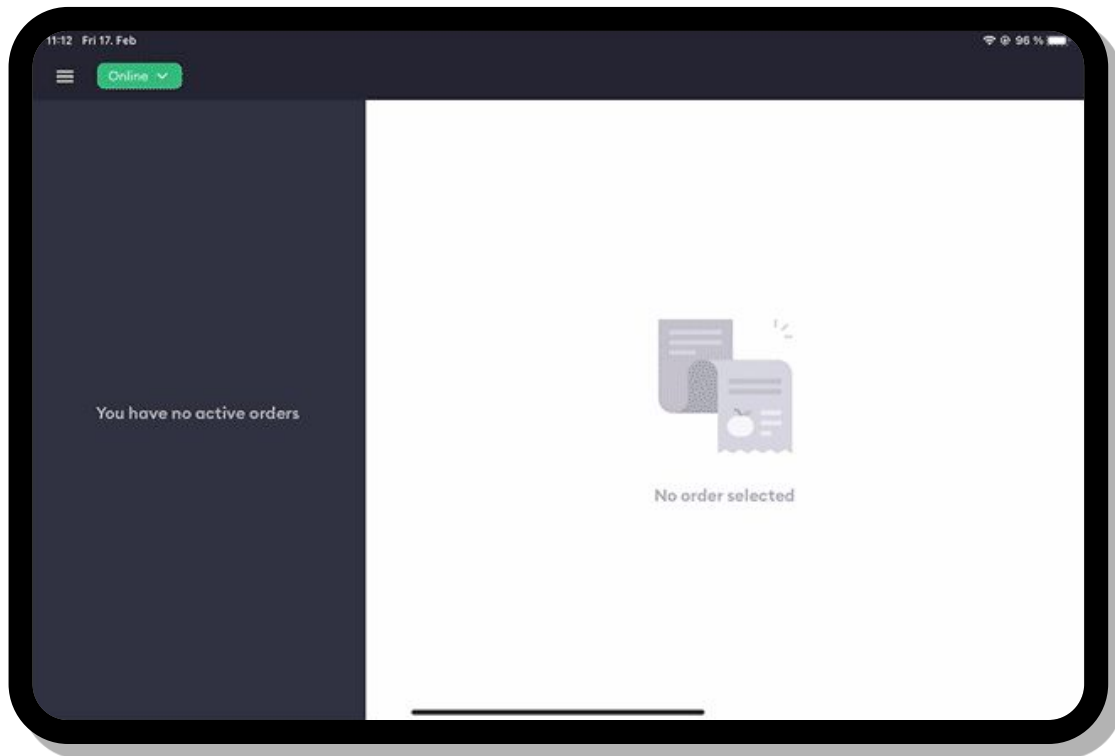
At the top of your screen, a red bar will appear saying, "**You're offline**". Clients can't order from your restaurant until you resume accepting orders. To do so, click the '**Go online**' button.

Busy mode

Click to you current status to find the '**Busy mode**' button.

Use it when you have too many orders. This way your cooking time will be automatically changed to the selected amount of time. We will notify customers about longer expectation of their orders.

You can activate busy mode for 15, 30 and 45 minutes. Then we will bring you back online automatically when this time has passed.



Scheduled orders

 Luis S 13.50 € #345971 Courier not assigned	15:30 Today	Incoming scheduled order for today
 Pavel Z 13.50 € #345971 Courier not assigned	20:15 Tomorrow	Incoming scheduled order for tomorrow
 Denis I 13.50 € #345971 Courier not assigned	20:15 05 Apr.	Incoming scheduled order for some other day
 Pavel Z 13.50 € #345971 Courier not assigned	20:15 Tomorrow	Selected scheduled order. Same principles for date apply here
 Luis S 13.50 € #345971 Courier not assigned	15:30 Today	Not-selected scheduled order. Same principles for date apply
 Denis I 13.50 € #345971 K35463 Konstantin 10 min		Scheduled order in preparation stage

Eaters are able to schedule orders from a restaurant

- You can accept the order at any time even within non working hours.
- A schedule order cannot be delayed, can only either be accepted or rejected it.

In terms of order time, there are multiple options:

- When order is **scheduled for the same day** as the current one, we should write the exact time and **'Today'** underneath
- When order is **scheduled for the next day**, it should state the time and **'Tomorrow'** underneath
- If the order is scheduled for some **specific date** that is not today or tomorrow, we should show the **exact time and the date** in a format <DD Mon.>

When you need to start preparing the order, the "1" balloon in purple will appear and you just need to click to "Start Preparation".

What if dishes or ingredients are not available?

NB! Before accepting an order, make sure that you have everything you need to cook it!

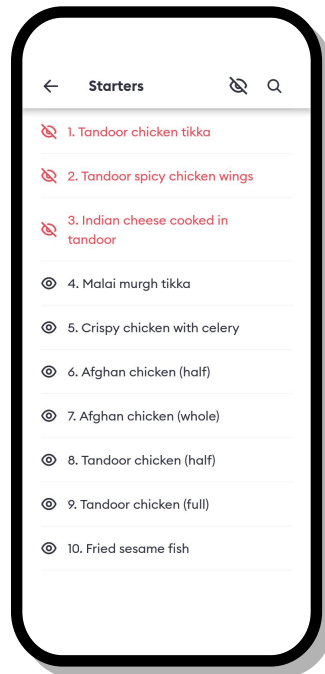
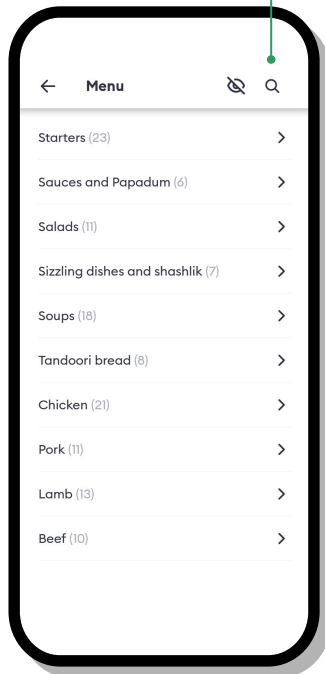
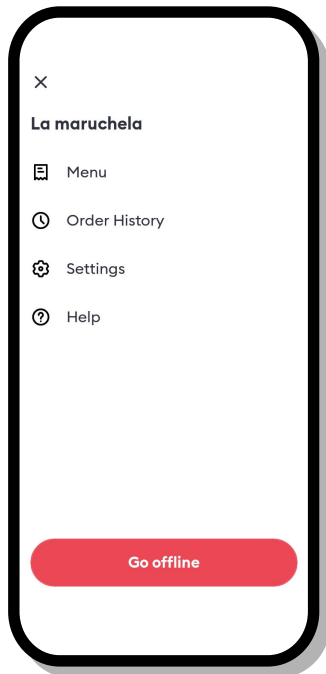
If dishes or ingredients aren't available, be sure to indicate this in the menu:

- Open the Main Menu by tapping the button with three stripes in the upper-left corner;
- Tap **Menu**;
- Find the dish or ingredient currently out of stock;
- Tap the **Available** button and choose **Sold out today**, **Sold out indefinitely** or **Hidden**
- When you select **Sold out today**, the dish or ingredient will automatically become available on the menu again at 4.00 a.m.;
- When you select **Sold out indefinitely**, the dish or ingredient will appear on the menu only when you mark it as **Available**;
- Items marked as **Hidden** are invisible to the customer. Items in the **Sold out** statuses for longer than 14 days will automatically be hidden.

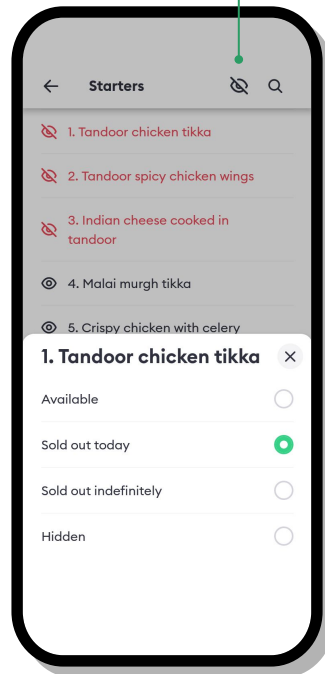
If you accept an order and after doing so realise you don't have an ingredient, please contact the customer to tell them and offer a replacement.

What if dishes or ingredients aren't available?

Search your menu
by ingredient



View full list of your unavailable/
out of stock/hidden items



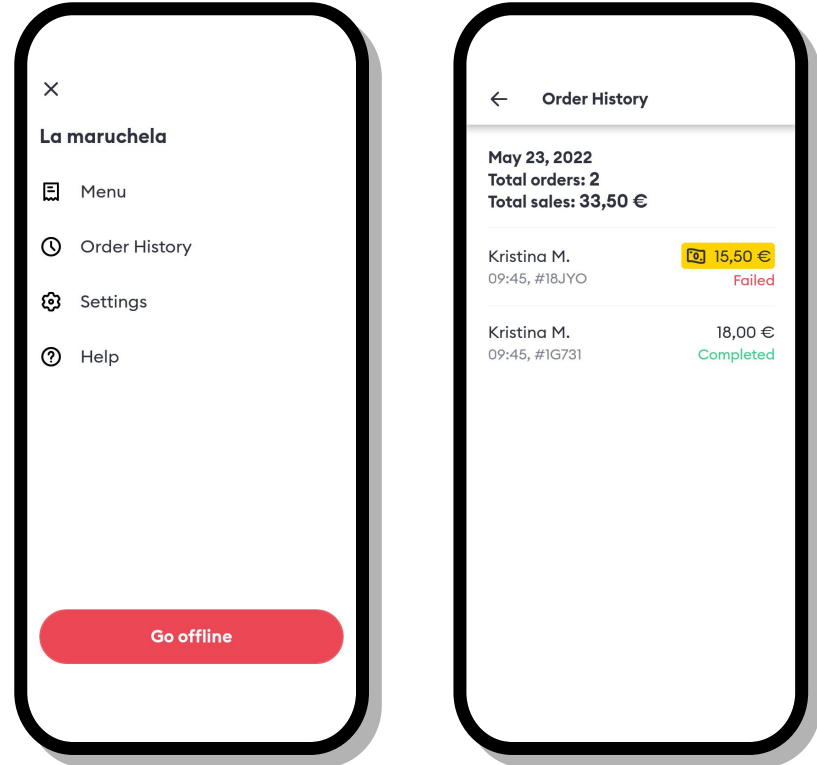
Viewing your order history

To view your order history and sales reports:

- Expand the three-line menu in the top left corner of your tablet;
- Select the Order History option.

Your order history will show the order Status, Order number, Customer and Courier details, Total sales, and the payment type (e.g. cash payments appear with a bright yellow tag).

If you have any questions,
please contact our Support team.



**Multiple restaurants
in one app**

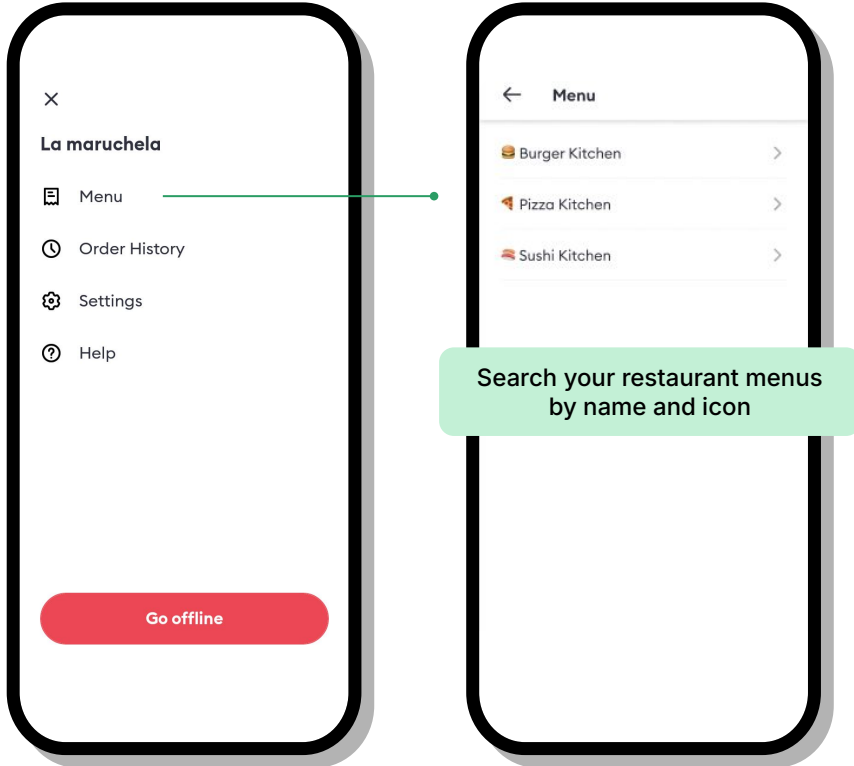
Multiple restaurants in one app

If you have multiple restaurants operating from the same premises, **you can now operate them all from one Bolt Food device.** When doing this, please note that:

- You will not be receiving reminders about out of stock items;
- If working hours differ for the different restaurants, these will not be shown in the app;
- When contacting Bolt Food Support, please specify which restaurant you need assistance for.

Different restaurants will be represented by name and unique icons.

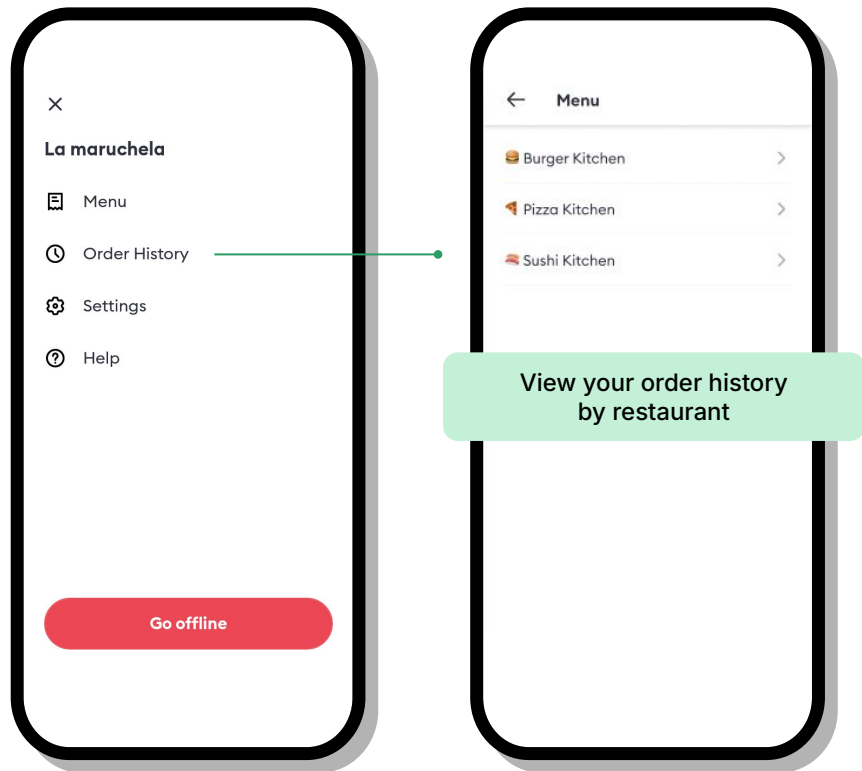
Viewing your menu



You can view the different menus for your restaurants by:

- Going into the Main Menu and selecting the **Menu** option;
- The list of restaurants in your app will be listed with a name and icon. Choose the restaurant you want to view.
- View and change item availability on the menu, as usual.

Viewing your order history



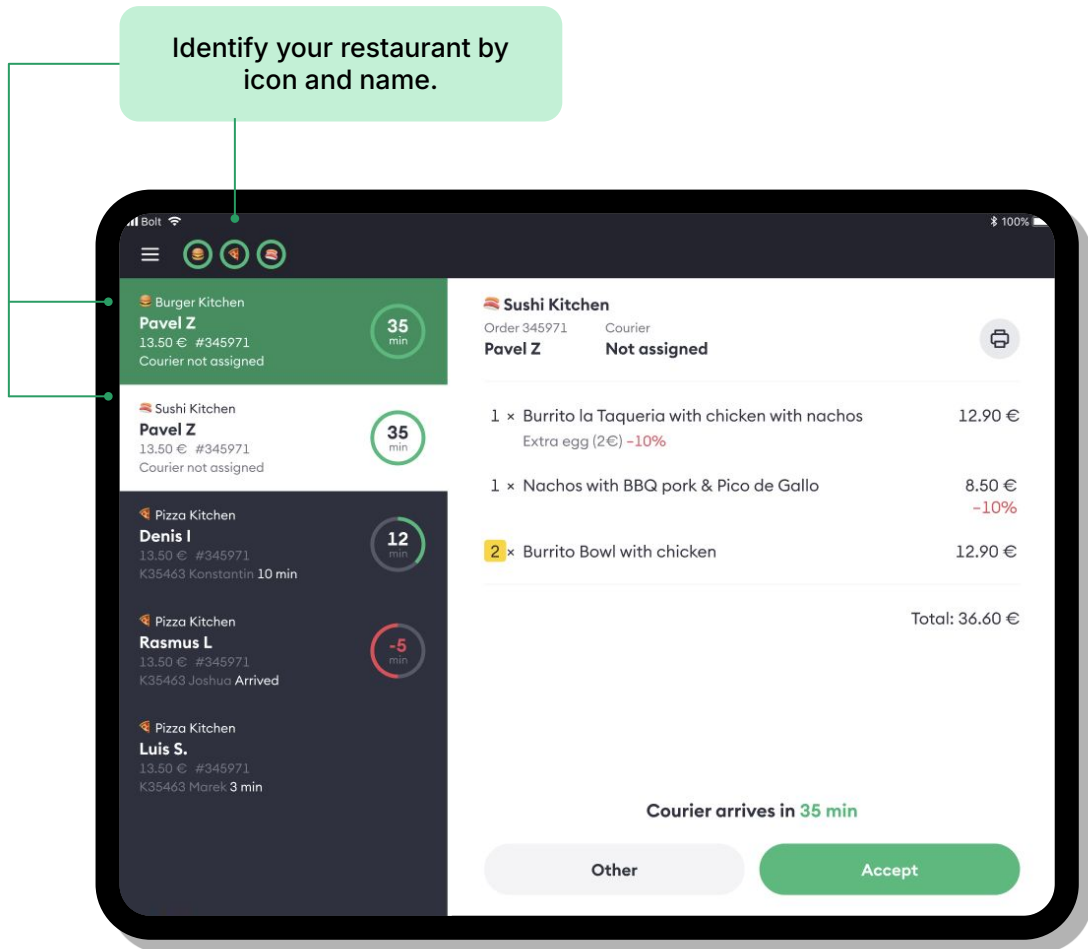
You can view the order history for your restaurants by:

- Going into the Main Menu and selecting the **Order History** option;
- The list of restaurants in your app will be listed with a name and icon. Choose the restaurant you want to view;
- View your order history, as usual.

Ongoing orders

Your ongoing orders will be viewable as normal on the screen.

Identify orders for different restaurants by icon and by restaurant name at the top of the order.



Additional information

Bolt Food dine-in solutions enable restaurants to streamline operations by:

- Reducing wait times and enable quicker table turnovers;
- Improving dining experience by providing customers with digital menus that include images, descriptions, and customisation options;
- Reducing labour costs by automating the ordering and payment process;
- Reducing menu management costs with the help of a digital menu;
- Collecting more reviews that help improve food and service quality and attract new customers;
- Incentivising repeat visits with integrated customer loyalty programs in the future.

→ If you are interested in having this solution at your restaurant, please reach out your account manager.

Dine-In

Restaurants will be able to use **Bolt's Food dine-in feature through QR code for eat-in eaters**, you can simply scan the QR code using their smartphone, and will be able to:

- View the menu from there
- After diner, pay the meal and leave a tip

How to contact a customer

If you need to contact a customer about an **active order**:

- Go to the active order;
- Click the **Help** button at the bottom of the screen;
- Choose **Contact a customer** from the list of options;
- You'll see a window which includes the customer's name and phone number.



Contacting Bolt Food Support

You can contact support via **callback request** (particularly for urgent issues) or the **chat function** (any issues or queries). Our support team will assist you as soon as possible. You can contact support through:

The active order window - recommended for urgent issues with active orders

- Click **Help** and then choose **Request callback** or **Start chat**

Order history - recommended for issues with historical orders

- Open the Main Menu by clicking the ☰ icon
- Click **Order history** and choose the order you need help with
- Click **Help** and then choose **Request callback** or **Start chat**

Help section - recommended for general queries

- Open the Main Menu by clicking the ☰ icon
- Click **Help** and then choose **Request callback** or open one of the existing chats

Where possible, please describe your issue before sending the callback request. Please note that you can only have one open support case per order. If you have an open chat with the Support team and you contact support again about the same order, you will be redirected to your open chat.

If your problem doesn't require a quick fix, you can visit our online support page for Restaurants [here](#).

Adjusting your information

Logging into the system

You shouldn't be asked to log into the system too often. If you've forgotten your username and/or password, please contact your manager or supervisor.

Adjusting your restaurant information

Please reach out to our Support team if you need to make changes to any of the following:

- Restaurant ownership change;
- Restaurant location and exact address;
- Contact numbers;
- Personal details;
- Banking information.

For other changes you can make yourself, please do so through your Bolt Food Partner Portal.



Your Bolt Food Partner Portal

Accessing your Partner Portal

The Partner Portal for your restaurant(s) will be linked to the email address you used when signing up with Bolt Food. You may log in through [this link](#), using your email as the username and resetting your password by tapping the **Request new password** link.

What you can do in your Partner Portal?

- Edit your menu or create a new one;
- Check your sales, orders, and ratings overview;
- Download item and order CSV reports;
- View your detailed order history;
- Adjust menu item availability;
- Adjust your working hours.

If you require access or would like additional access, please reach out to our Support team.



Couriers

An eater wants to cancel an order

After accepting an order, the eater can't cancel it.

If you accept an order by mistake and aren't able to complete it, please contact our Support Team before we cancel the order.

Courier is late

If your order is ready to be delivered, but the courier isn't yet at your door, reach him through the available contact you see of him. If you can't reach him, please contact our Support Team as soon as possible.

The order is too big to fit the courier bag

If you receive a big order and think it can't fit the couriers bag, please contact our Support Team. You can request one or more couriers to help delivering the order.

If the courier arrived to collect the order without a bag, ask him to leave and come back with the bag. Please only deliver an order with a bag.

Sunmi device

If your tablet doesn't work, please inform your superior so that they can contact our Support team at country-food@bolt.eu

If you're experiencing trouble charging your tablet:

- Please ensure you use the same adapter we gave you during onboarding.
- If you're using the correct charger, but the tablet still doesn't charge, please inform your superior so that they can contact our Support team.

If you're experiencing trouble with the app, check the [Play Market](#) or [App Store](#) for the latest version of Bolt Restaurant App.

To restart the tablet:

- Press and hold the tablet's power button and tap 'Restart';
- Restart the Bolt Food Restaurant app.

Check out the Provider's Portal Guidelines

[Click here](#)



Bolt