

Click N Order – Contactless In-Venue Ordering

As the world emerges from the COVID-19 lockdown, there has been a marked shift in consumer behaviour with how Food & Beverage transactions occur. Patron self-ordering across three streams – home delivery, venue pickup and in-venue ordering – have emerged as preferred methods to transact.

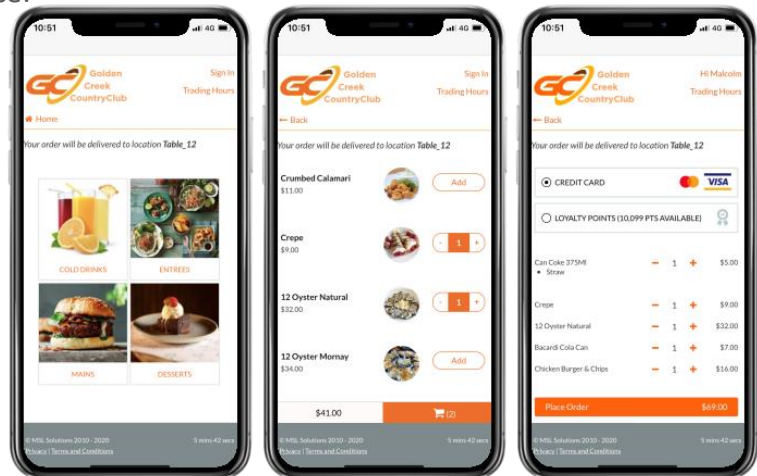
Whilst this offers venues the potential for new web based sales channels such as home delivery and in-venue pickup, the change in consumer patterns also presents significant benefits for in-venue ordering.

Patron self-ordering ordering can reduce:

- POS hardware requirements
- payment bottlenecks
- order non-payment
- staff overheads

...and increase:

- ordering efficiency
- speed of service and table turn
- customer convenience
- social distancing compliance



What is Click N Order?

Click N Order is a patron self-ordering solution that leverages the QR code scan capability of smartphones to direct a consumer to a web URL that is dedicated to a venue and location (e.g. a table in a café or a seat in a stadium) in MSL's cloud infrastructure which in turn, is securely connected to the venue's POS system.

Since the QR Code URL is venue specific, when an order is placed it is submitted back into the POS as if the transaction were made at a normal terminal. It can even be associated to its delivery (e.g. table 12) or marked for in-venue pickup (e.g. the closest outlet in a stadium or arena).

Full POS Integration

Unlike other ordering apps on the market, the two-way integration with the POS means that venues maintain complete control over the Click N Order menu options, products, modifiers, and pricing using exactly the same configuration methods as with conventional terminals.

All of the data is maintained where it should be – in your POS.

There is no double handling of menus & products, no duplicated reporting / stock control processes, and no reliance on 3rd parties every time a menu change is required.

Features & Benefits

Front of House	Back of House
<ul style="list-style-type: none"> ✓ Full contactless smartphone Patron Self-Ordering System ✓ Themed to a venues' logo and colour scheme ✓ Engaging menu & product graphics ✓ Supports member pricing ✓ Loyalty system integration (earn or burn loyalty points) ✓ Supports the following scenarios <ul style="list-style-type: none"> • Table ordering • In-seat ordering • Order deliver or pickup • Pay on order or pay on pickup 	<ul style="list-style-type: none"> ✓ Uses the same products, prices, kitchen printer configurations, and keyboard layout as normal terminals ✓ No reliance on 3rd party app providers – leverage your existing POS knowledge ✓ No change to back office reconciliation, reporting and stock/inventory processes ✓ No double handling of data or duplicate processes ✓ Apple Pay & Google Pay support in development ✓ Patron notification system in development

Try it Yourself

To see how easy the Click N Order Contactless Ordering solution is, try it in our demo environment.

Scan the adjacent QR Code to place an order at Table 12 of MSL's Golden Creek Country Club venue.

In this example, the SecurePay payment gateway is being used. Alternative gateways can be plugged in, subject to certification.

To experience the full end to end process, use the following credit card details or use the SIGN IN option at the top right to pay by points.



SCAN TO ORDER

Credit Card Number	4444 3333 2222 1111	Member No	263
Expiry	<< Any date in the future >>	Password	263
CVV	123		