



Trivec Buddy

User Guide

Why do you need a user guide?

In this guide we will show you how to **configure and manage** Trivec Buddy.

This user guide will teach you how to:

- Update your menu
- Add new or change products and categories
- How to set open hours
- Change logos, colors and fonts.

In order to manage Buddy you need some basic Knowledge of how the Trivec backoffice works.

User Guide

- Categories
- Products
- Product images
- Auto addons
- Open hours
- Design
- QR-Codes
- Payment transactions



Categories

In Trivec Buddy, your menu is grouped in different categories. For example: food, antipasti & drinks.

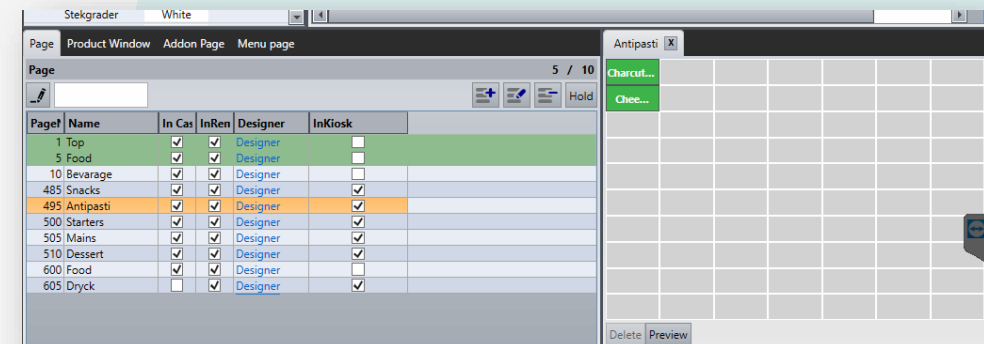
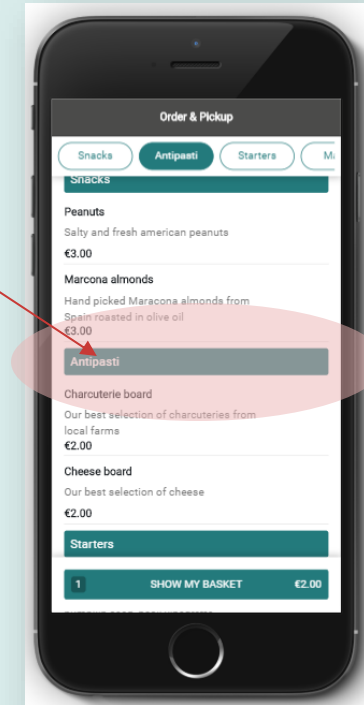
Product Pages

Each category in Buddy represents a product page in Domino. All the pages that has **"InKiosk"** enabled appear on the Buddy menu.

How to add new category

To add a new category, go to the Domino backoffice and create a new product page with **"InKiosk"** enabled. The name of the page is the name you will see in Buddy. Be aware, the page number will affect order and grouping of products.

Example of a category



Products

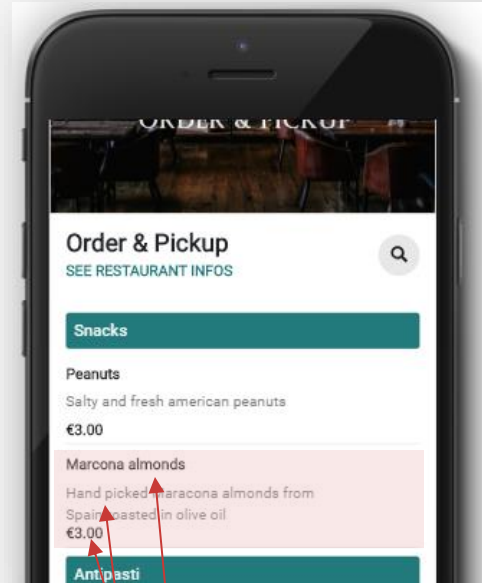
The products that you see in Buddy are published to a page with "InKiosk" enabled. Those are your "Buddy pages."

So, if you want to add a new product to Buddy, use the simple drag & drop functionality and move it from your product list to your Buddy page.

Naming: The product's name in Domino, will be the name of the product displayed on your Buddy menu.

Price: Buddy will use the product's base-price.

Description: All the text you add to the info-field in Domino will be displayed as the product description in Buddy.

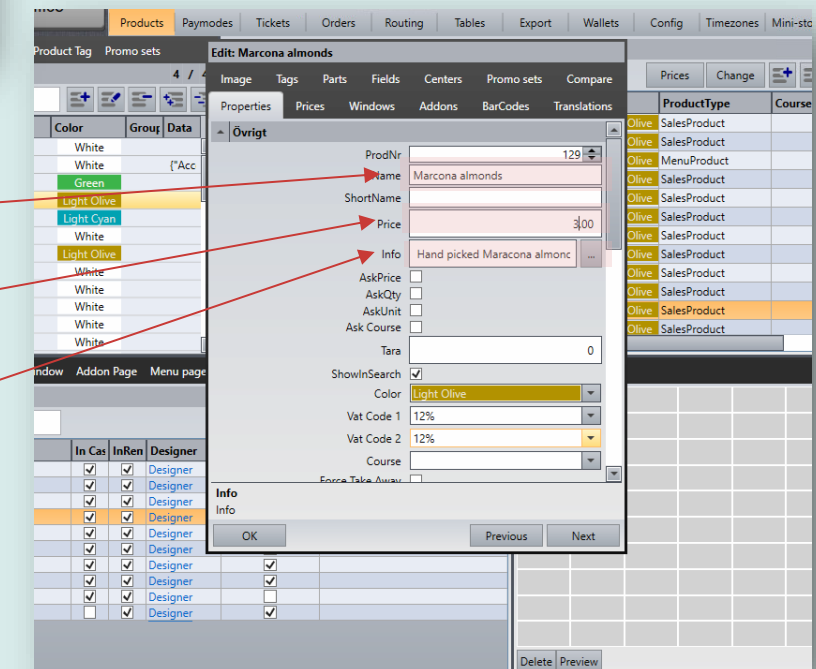


Good product names and clear descriptions will help your guests when they order, and help you sell your products.

Name

Price

Description



Product images

If you want, you can add images/photos to be displayed on the menu for each product in Buddy. The images are added to the product in Domino backoffice.

How?

Enter edit-mode in Domino. Go to the “image” tab in the product editor and add your image.

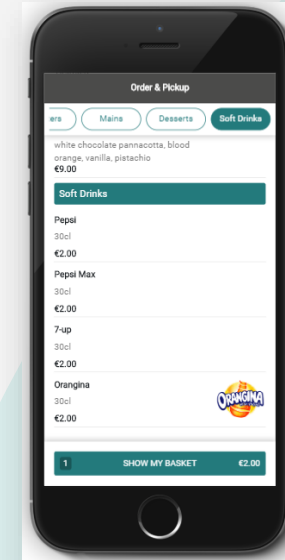
Can't see the “image” tab? Contact our support and we will help you.

Image size?

1140px * 690px

Format?

The logo needs to be **.jpg** or **.png** (if transparent)



Auto-addons

For products in Buddy its possible to use auto-addons.

What is auto-addons?

For example, if you have a product where the guest needs to choose cooking temperature (rare, medium, well-done, etc.), or have the possibility to add something extra, you can automate the follow-up question.

More about Auto-addons

An addon can be either free or with a price. It can be multi or single option per addon.

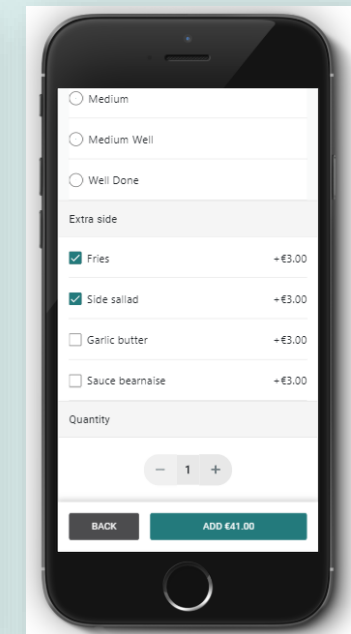
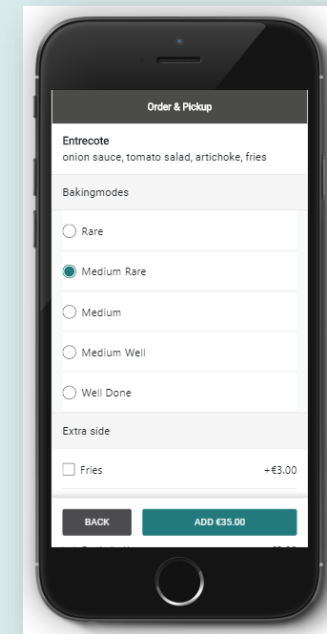
The addons for Buddy are configured the same way as for normal products in your Domino system.

Make sure that “InKiosk” is enabled for the addon page you want to use as auto-addon in Buddy.

The screenshot shows the Domino system configuration interface. The top section displays 'Product groups' with a list of categories like Products, Food, Snacks, Starters, Mains, Baking modes, Dessert, Info Kitchen, Kitchen +, Kitchen -, and Non alcoholic be. The 'Mains' group is selected, showing a list of products with columns for Name, Color, Group, and Data. The bottom section shows the 'Addon Page' configuration for the selected product group. It includes a table with columns for Name, Color, Max co, Multi, Auto, Free s, Zero Price, InKiosk, and Designer. The table lists several products, including '1001 Info Kik', '1002 Bakingmodes', '1003 Kok+', '1004 Kok-', and '1008 Extra side'. The '1002 Bakingmodes' product is highlighted, showing its configuration details.

ProdNr	Name	ShortName	Price	Color	ProductType
1	Oppen Mat		0.00 €	Light Olive	SalesProduct
9	Entrecote		35.00 €	Light Olive	SalesProduct
11	Cotoletta		27.00 €	Light Olive	SalesProduct
12	Cioppino		27.00 €	Light Olive	SalesProduct
13	Linguine frutti di mare		27.00 €	Light Olive	SalesProduct
23	Fries		3.00 €	Light Olive	SalesProduct
24	Side sallad		3.00 €	Light Olive	SalesProduct
25	Garlic butter		3.00 €	Light Olive	SalesProduct
26	Sauce bearnaise		3.00 €	Light Olive	SalesProduct

Page	Name	Color	Max co	Multi	Auto	Free s	Zero Price	InKiosk	Designer
1001	Info Kik	White	0	✓	Auto	✓	Always	✓	Designer
1002	Bakingmodes	White	0	✓	Auto	✓	Always	✓	Designer
1003	Kok+	White	0	✓	Auto	✓	Always	✓	Designer
1004	Kok-	White	0	✓	Auto	✓	Always	✓	Designer
1008	Extra side	White	0	✓	Auto	✓	Never	✓	Designer



Open hours

Trivec Buddy is only open when you are
For Buddy you can set the open hours to make sure the app is open for ordering during your opening hours. It is possible to set different opening hours for different days of the week & multiple slots per day.

Align opening hours with your kitchen hours

Keep in mind that open hours should define when a guest can order the products available Buddy.
So it can be a good idea to align Buddys open hours with the open hours of your kitchen if food is available in Buddy.

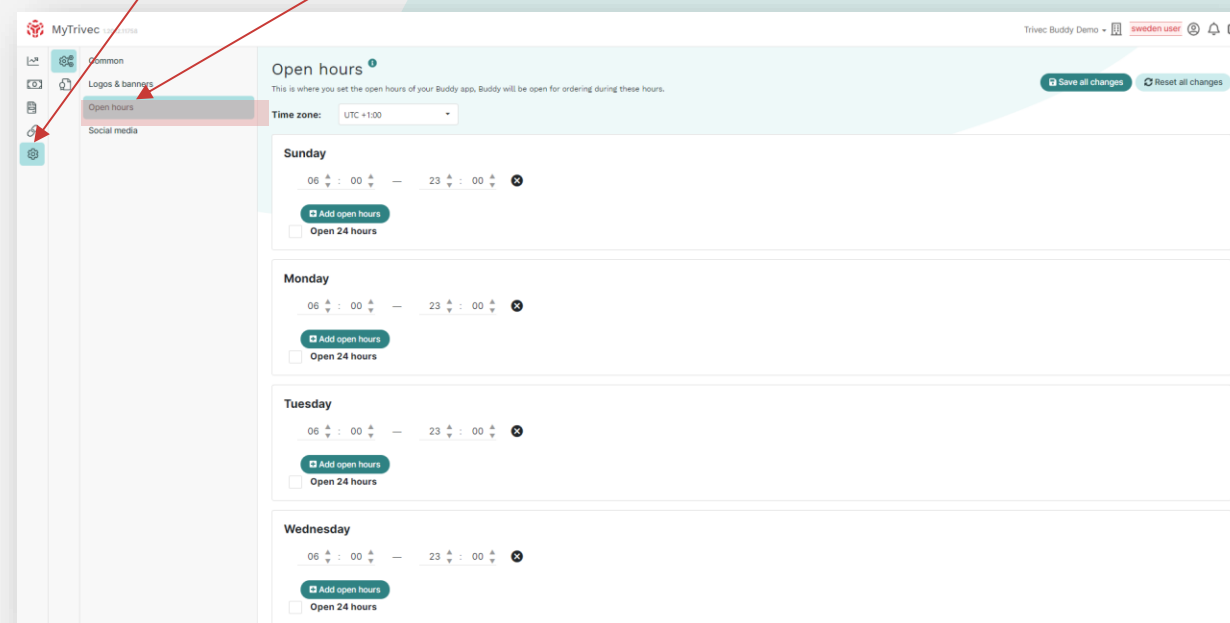
Setup in MyTrivec

The open hours are set on MyTrivec under settings > Common> open hours.

Don't forget to save your changes after setting them!

Press this cogwheel to go to the settings page.

Open hours



MyTrivec

Trivec Buddy Demo sweden user

Common

Logos & banners

Open hours

Social media

Open hours

This is where you set the open hours of your Buddy app, Buddy will be open for ordering during these hours.

Save all changes Reset all changes

Time zone: UTC +1:00

Sunday

06 : 00 — 23 : 00

Add open hours

Open 24 hours

Monday

06 : 00 — 23 : 00

Add open hours

Open 24 hours

Tuesday

06 : 00 — 23 : 00

Add open hours

Open 24 hours

Wednesday

06 : 00 — 23 : 00

Add open hours

Open 24 hours

Design

When it comes to the design of Buddy, there are some parts that you can configure in MyTrivec:

Design elements

You can change the **color**, **FONT**, welcome text, restaurant information and banner/logo used. The settings can be accessed from two places: Buddy Management-page or Settings.

Admin access only

All Buddy configuration on MyTrivec is done by the site admin user, also called the site "owner."

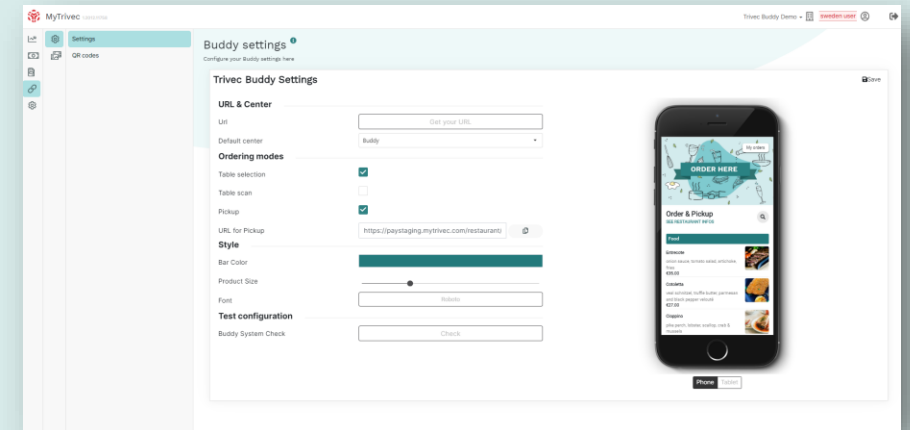
Buddy Management page

On the Buddy management page, in the "Buddy App" tab you can set **color**, **FONT** and product size.

You can also do a "check" to test the settings & connections.

When it comes to fonts we can choose any of the fonts in the google fonts library (excluding those available from external foundries).

*This can be found here:
<https://fonts.google.com/>*



Design

On the settings page, you can add/change the banner and logo you want to use. You can also access settings for currency, welcome text, etc.

Size guide for logos & banners

- Logo: 120px * 120px
- Top banner: 1140px * 690 px
- Background image: 1625px * 1080px
- Product image: 1140px * 690 px

! Important regarding optimization of images

For your Trivec page to load faster for your guests, we recommend you optimize the images to a maximum of 400 kB. You can, for example, use [TinyPNG.com](https://tinyPNG.com)

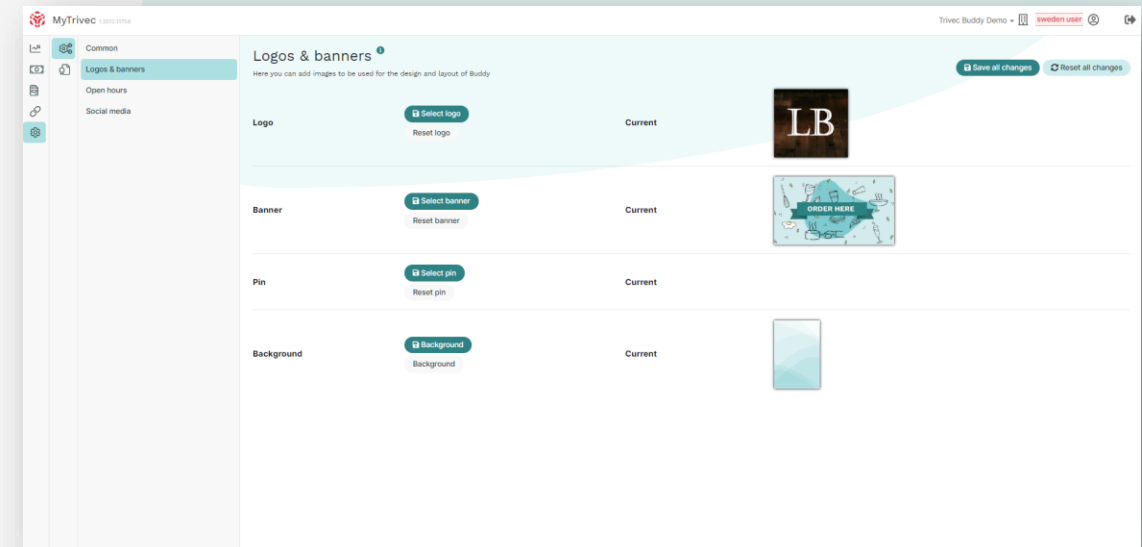
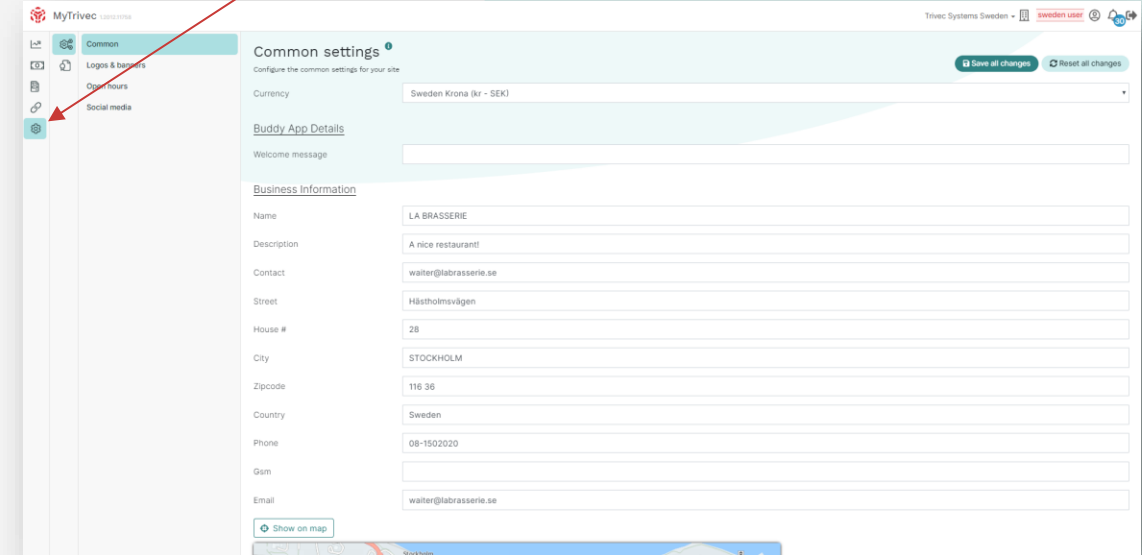
Format

The format should be .jpg or .png (if logo has transparency).

! Important regarding text on images

The banner & background is dependent on the device used and there is a centre fill, so try to keep some space without text on the sides.

Press this cogwheel to go to the settings page.



QR-Code Generator

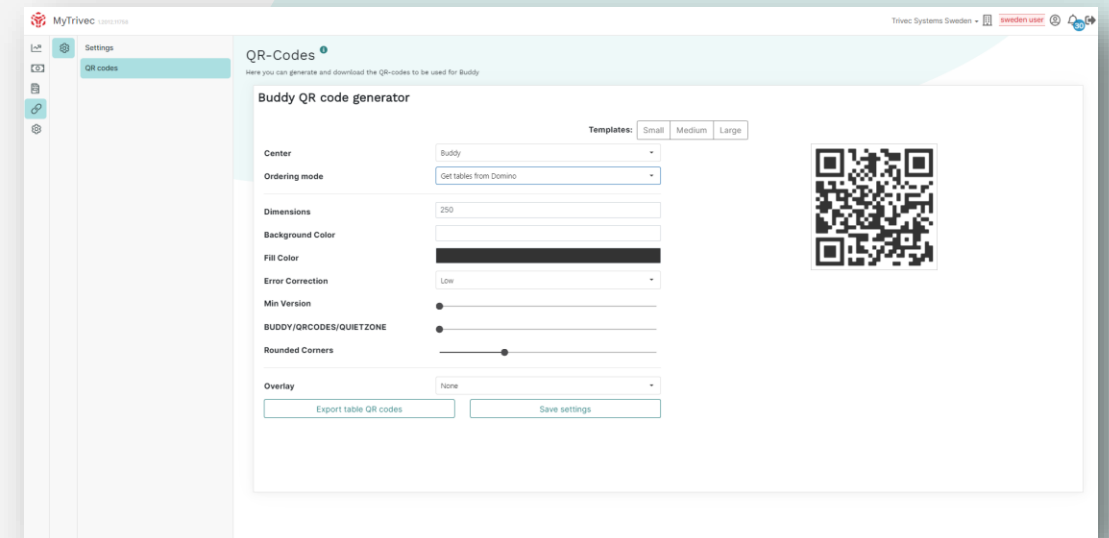
On MyTrivec you will also find a QR-code generator where you can configure and download QR-codes for your tables or pickup.

You can choose center to set what center is to be used for orders placed through this QR-code. Doing that allows you to have different menus in different areas.

! Important regarding table numbers

Note that you can only place orders in Buddy on table numbers that exists in your Domino system.

- **Overlay:** choose table number, that way you will see the table nr on the QR-code
- **Tables to export:** choose "Domino" to export the tables that exists in Domino only.



Payment transactions

Payment process

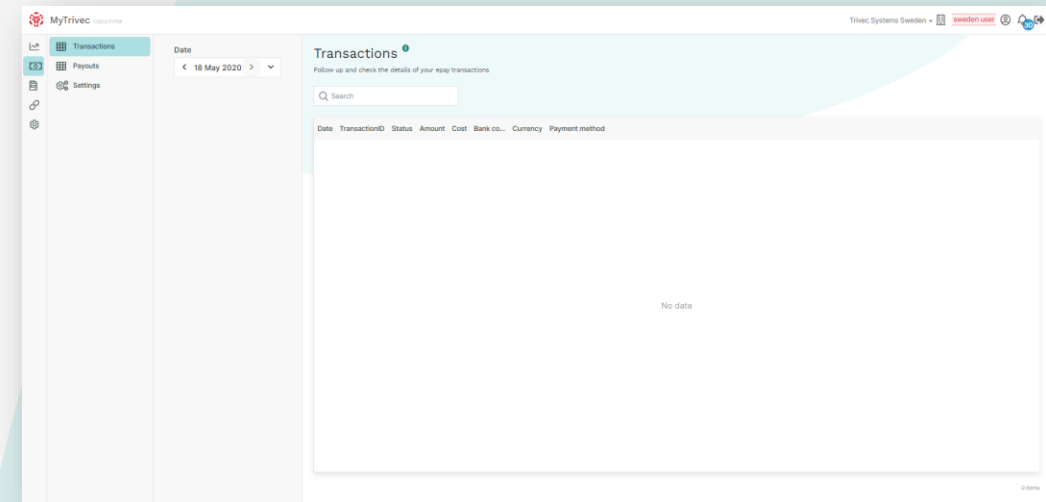
When your guests are using Buddy to order & pay all payments are processed through the payment provider linked to Buddy.

Transaction data is found in MyTrivec

If you use Adyen, go to MyTrivec to find all relevant data related to the transactions completed through Buddy. If you use Stripe, this is found in your Stripe portal.

Find the transaction data

To do this go to the Payment methods page and select “transactions”.





Good luck with your best Buddy!

In need of assistance? Don't hesitate to contact us!

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