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.

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User Guide

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- Open hours
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- QR-Codes
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Categories

In Trivec Buddy, your menu is grouped in different categories. For example: food, antipasti & drinks.
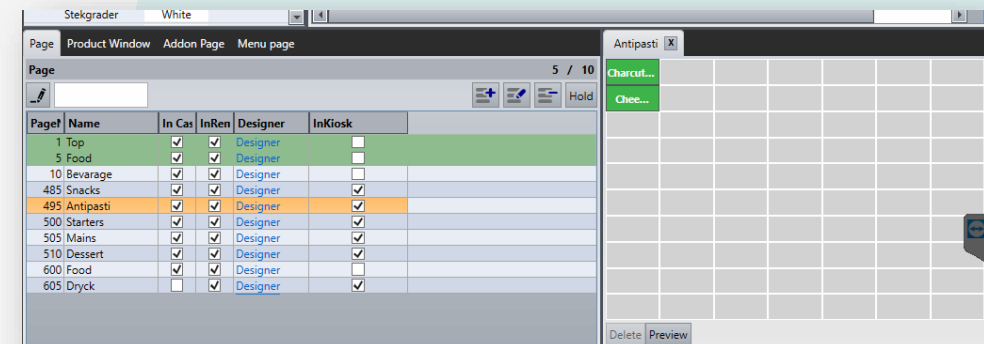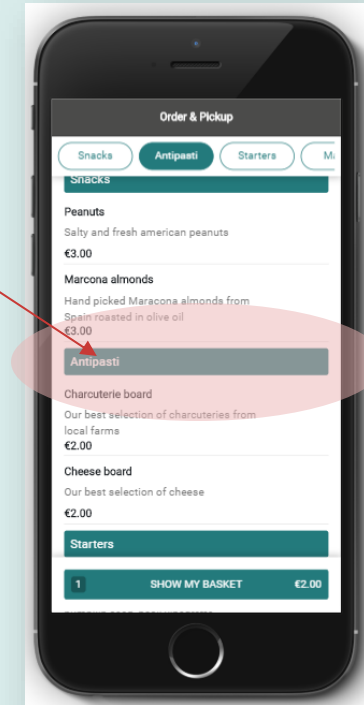
Product Pages
Each category in Buddy represents a product page in Domino. All the pages that has **"InKiosk"** enabled appear on the Buddy menu.

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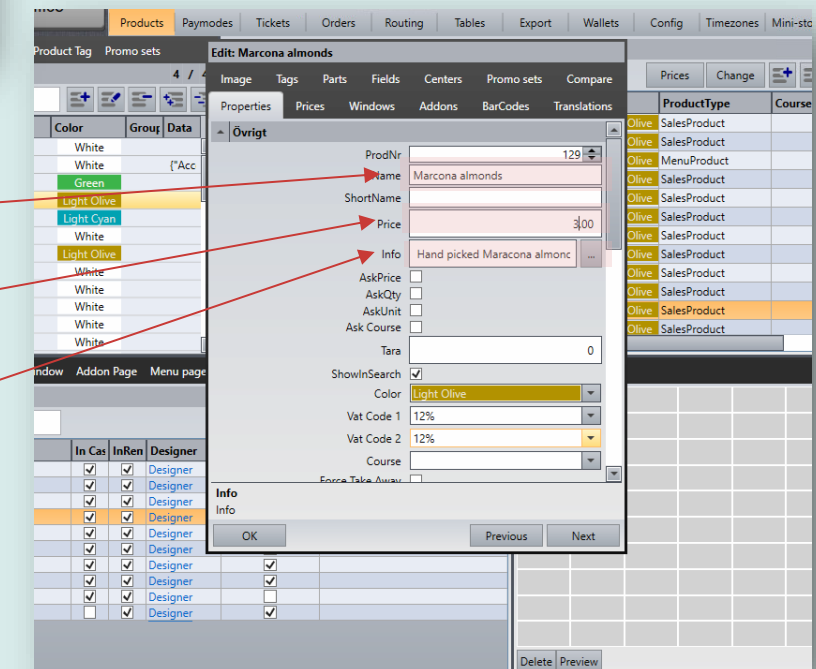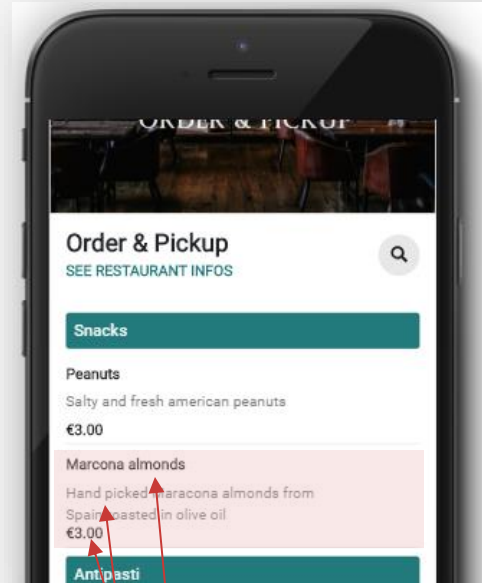
Good product names and clear descriptions will help your guests when they order, and help you sell your products.

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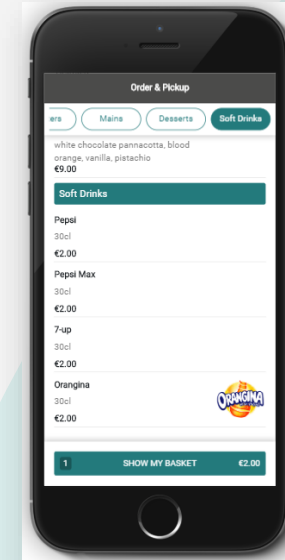
Can't see the "image" tab? Contact our support and we will help you.

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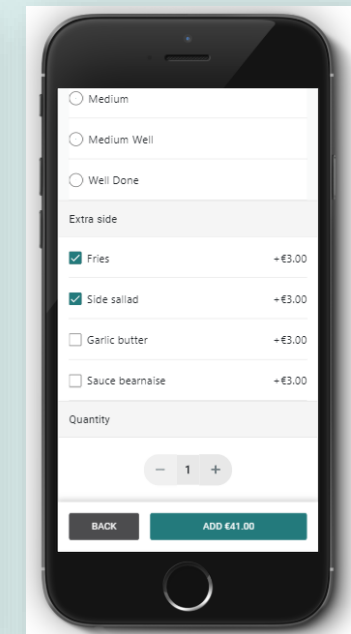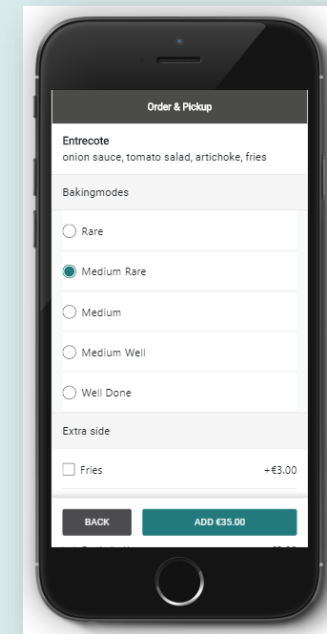
The addons for Buddy are configured the same way as for normal products in your Domino system.

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

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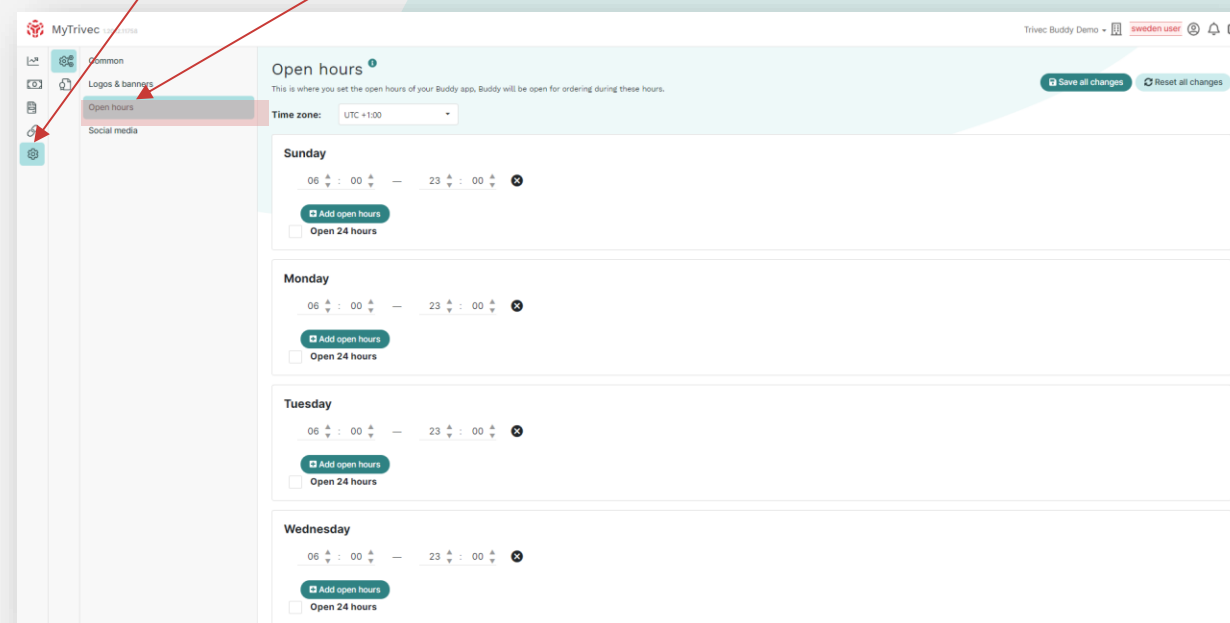
Setup in MyTrivec
The open hours are set on MyTrivec under settings > Common> open hours.

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

Press this cogwheel to go to the settings page.

Open hours

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."

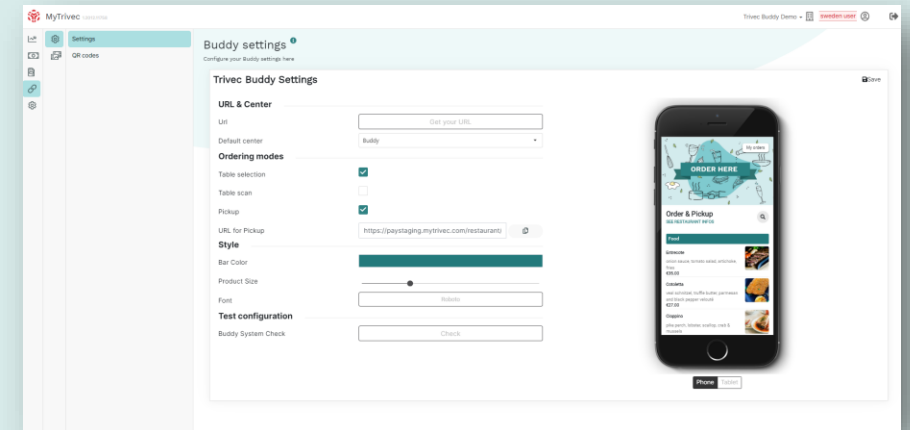**Buddy Management page**
On the Buddy management page, in the "Buddy App" tab you can set color, FONT and product size.

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/

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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

! Impotant 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
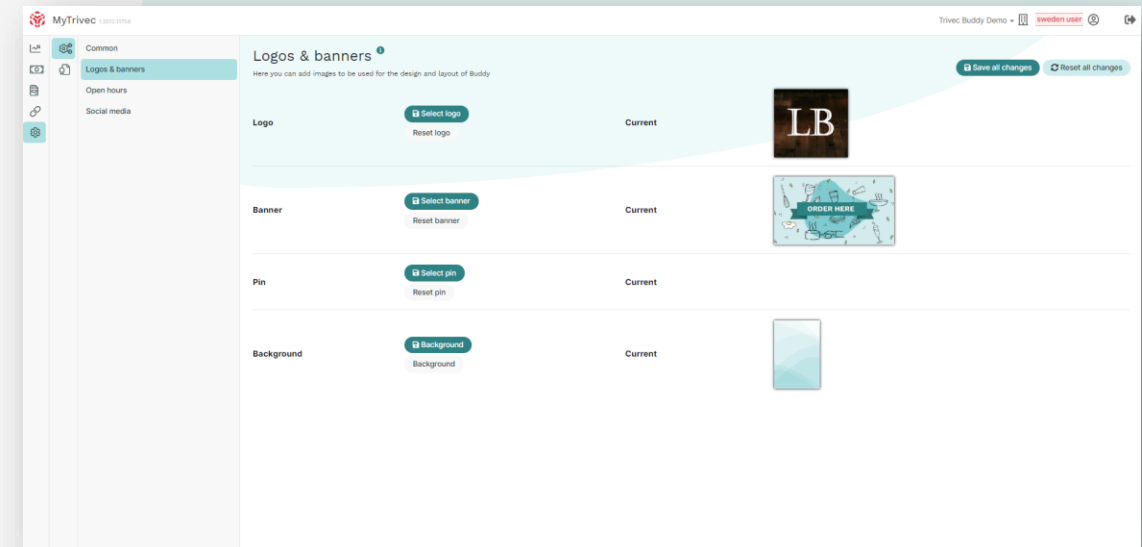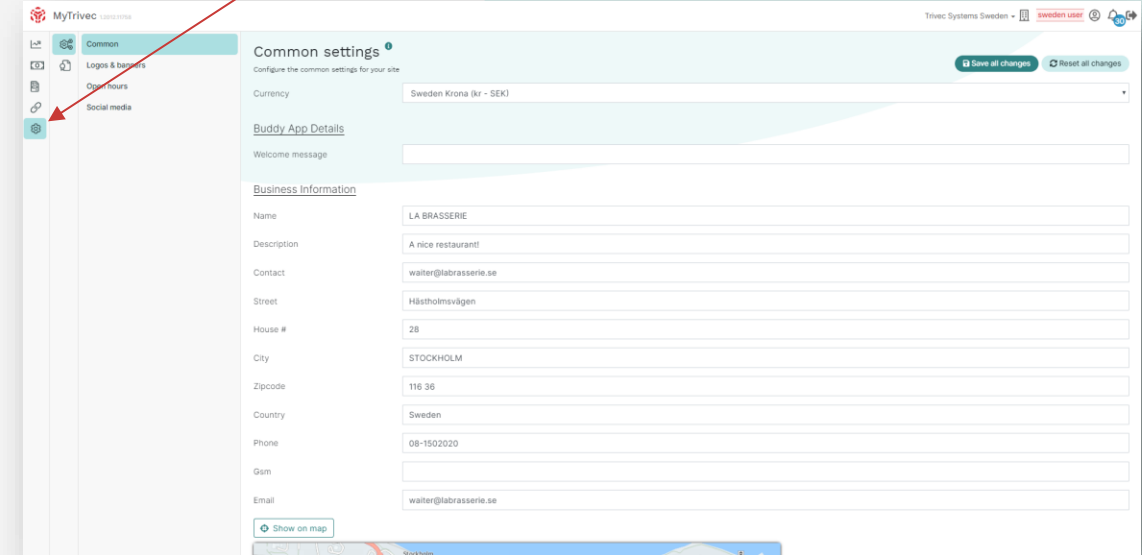
Format
The format should be **.jpg** or **.png** (if logo has transparency).

! 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.
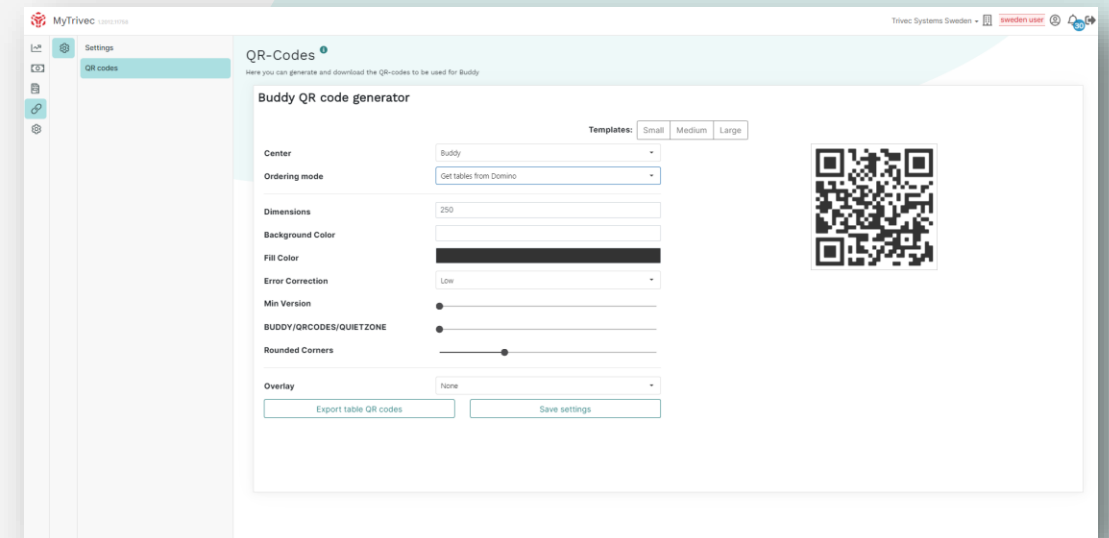
Payment transactions

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".
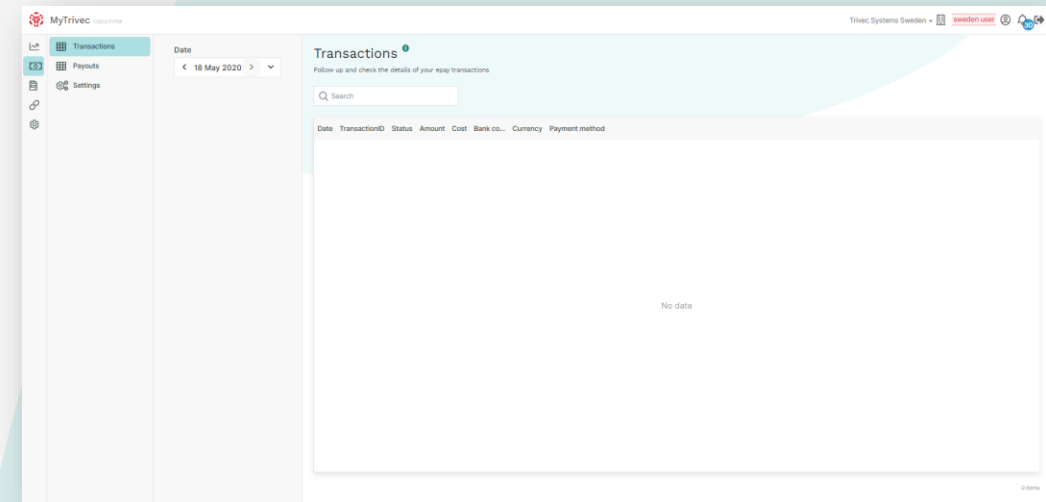
Good luck with your best Buddy!

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

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