



# Trivec Buddy

## Step by step introduction

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Product Management 2020



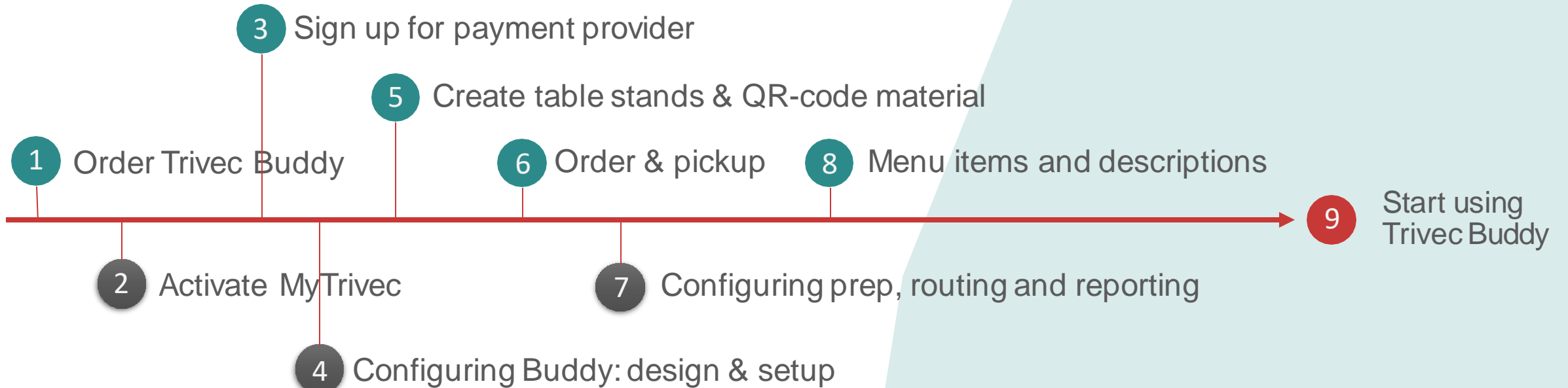
# Purpose

- ✓ This is a step by step guide to help our sales representatives and customers to get started with Trivec Buddy.
- ✓ We will go through what needs to be done & by who, before guests can start using Trivec Buddy to order food & beverages from the restaurant menu in the Buddy web app.



# Steps to go through

## Restaurant



## Trivec



# Order Trivec Buddy 1

To order Trivec Buddy, contact your sales representative or our inhouse sales team and let us know you want to get started.

During the whole 2020 Trivec will offer free installation and usage\* of Trivec Buddy.

Once the order has been confirmed Trivec will start setting up Trivec Buddy for your restaurant and before the guest can start using the service to place orders the following steps need to be done.

\*transaction fees from payment provider is not included in this offer



Trivec Buddy works as a helping hand for both you who work in a restaurant, and your guests. We have chosen to name the product "Buddy", as it serves as a friend who you can trust for help and support.



# Activating MyTrivec 2

MyTrivec is Trivecs cloud portal that is to be your go to place for back office functionality and reporting.

For Trivec Buddy the general configurations such as open hours, payment provider linking, colours, fonts, logos and banners are done here.

First thing Trivec will do after your order of Trivec Buddy, is to make sure you have a MyTrivec account, your site activated and the module for Buddy configured.



# Sign up for payment provider 3

As payment provider, Trivec Buddy is currently using Stripe. <https://stripe.com/>

To get started with Buddy, you as a restaurant needs to sign up for an account at Stripe. Once you have created an account, you can link Stripe as payment provider for Trivec Buddy on MyTrivec.

When you have your stripe credentials ready, follow the steps below:

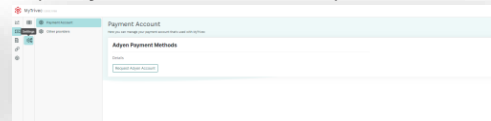
1

Log in to MyTrivec and go to payment methods and then settings



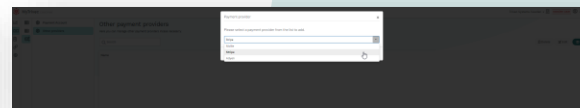
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Choose "Other payment providers for Stripe or Payment Account for Adyen (Only for BE,FR & NL)"



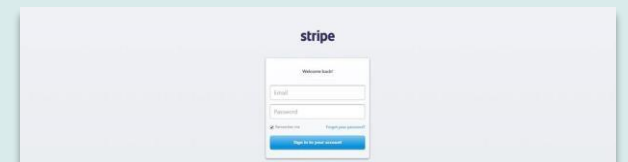
3

To connect with Stripe choose "Stripe" in the drop down list, and then press "connect with stripe"



4

Sign in with your Stripe credentials to finalize the link between Stripe and Buddy. On Stripes web you can set your logo and other setting used in the checkout.



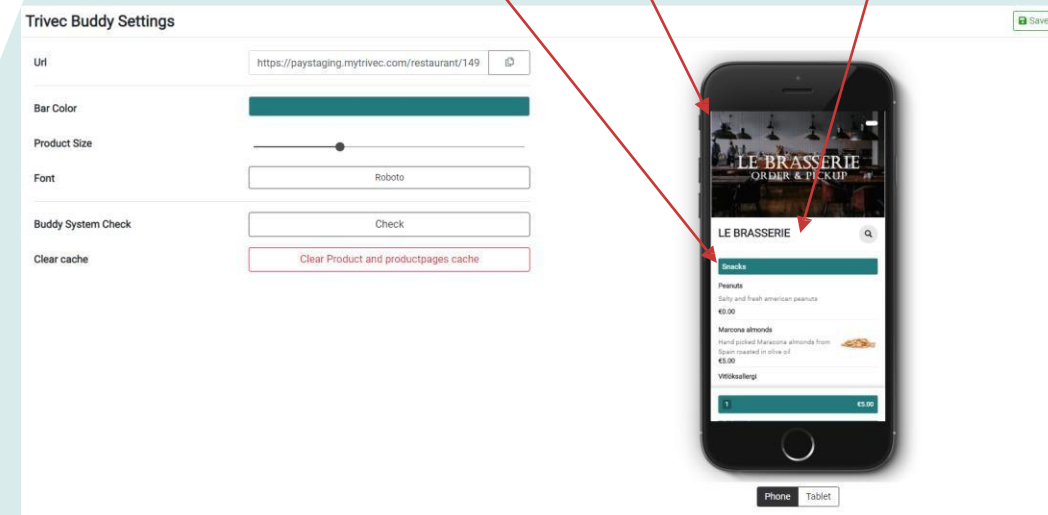
# Configuring Buddy – Design and Setup 4

To make Buddy look great and work as expected, Trivec will configure the design layout, general setting and system settings in MyTrivec and your POS system.

What we need from the restaurant to do this is you preferred colour code, logo, banner, font & open hours for Buddy orders.

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/>



# Create table stands and QR-code material

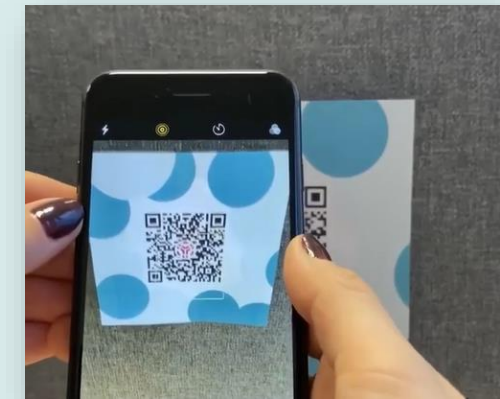
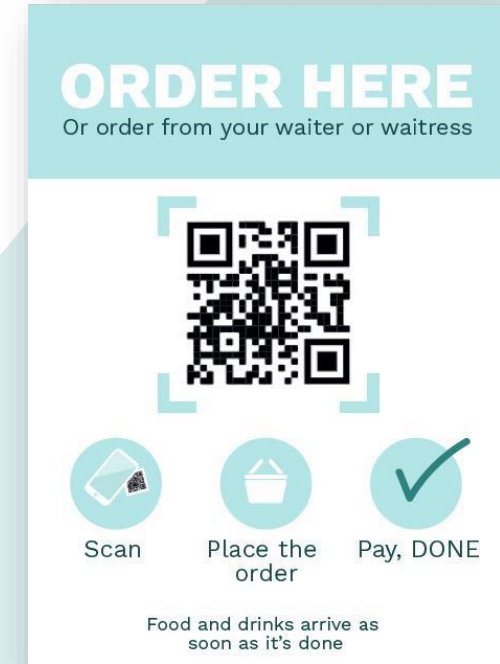
5

To use Trivec Buddy, the guests needs a QR-code to scan at the table. The QR-codes for each table nr can be downloaded from MyTrivec.

The restaurant needs to provide the actual stickers / flyers or other material used to physically apply the QR-codes to the tables.

This could for example be a table stand that also includes a guide for the guest on how to use buddy.

If the QR-code is added to the table by itself, we recommend to also provide a table stand or flyer with a guide to the guests.





# Order & Pickup 6

If you use the order & pickup functionality of Trivec buddy for takeaway ordering, you can either use a QR-code on your website or physically shown in your restaurant where you want your guests to scan & order for take away, or you can use a URL that can be shared in social media or used as a link on your web to you online ordering menu.

When you use the pickup functionality of Buddy, the guest will see the same web app as for table ordering, with the difference that before checkout they will choose a time for pickup and write a name + email that are sent with the order.

The order will be sent from Buddy to the delivery module in Domino where all orders for pickup are collected as open tickets, linked to an account for the guest who made the order.

When the guest has made an order, a confirmation mail will be sent to the address that the guest entered.

The URL that you can show/share will look like this:

[https://trivecbuddy.com/"yourrestaurant"](https://trivecbuddy.com/)



# Configuring prep, routing and reporting 7

When the orders from Trivec Buddy start coming in its important that the workflow is configured in the best possible way to make the service go as easy as possible. A

Also the restaurant will be eager to follow up the success of Buddy.

To do this Trivec will make sure that the routing of preparation tickets are optimized for Buddy, and that the reports needed to follow up on Buddy is in place.



The image shows a printed receipt from Trivec. At the top, it says 'Buddy Roteseri' and '25-03-2020 00:07'. The Trivec logo is on the right. Below a dashed line, it lists 'Intern: Internkonto', 'Delivery: 01:07', and 'KvittoNamn'. Another dashed line follows, then 'Bord 111 Namn', 'Gäster {0} 4', and 'Konto'. A third dashed line is below. The section titled 'Course' is underlined, with 'TakeAway' below it. The items are listed in two groups, each with a price of 10.50. Each group includes '1 Produkt', 'Addon', 'Memo', and 'Info'.

<u>Buddy Roteseri</u>	
25-03-2020 00:07	
Trivec	
-----	
Intern: Internkonto	
Delivery:	
01:07	
KvittoNamn	
-----	
Bord 111 Namn	
Gäster {0} 4	
Konto	
-----	
<u>Course</u>	
TakeAway	
1 Produkt	10.50
Addon	
Memo	
Info	
1 Produkt	10.50
Addon	
Memo	
Info	

# Menu items and descriptions

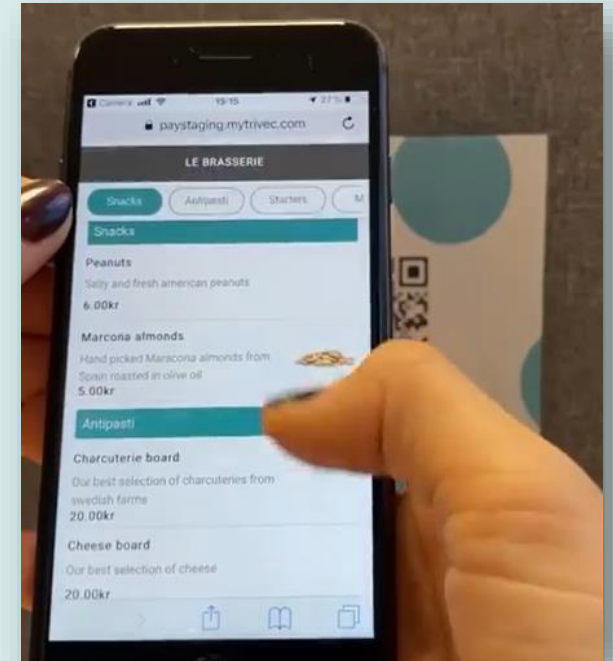
8

All products that are to be sold in Trivec Buddy needs to be added to specific product pages in back office with a nice name and a good description.

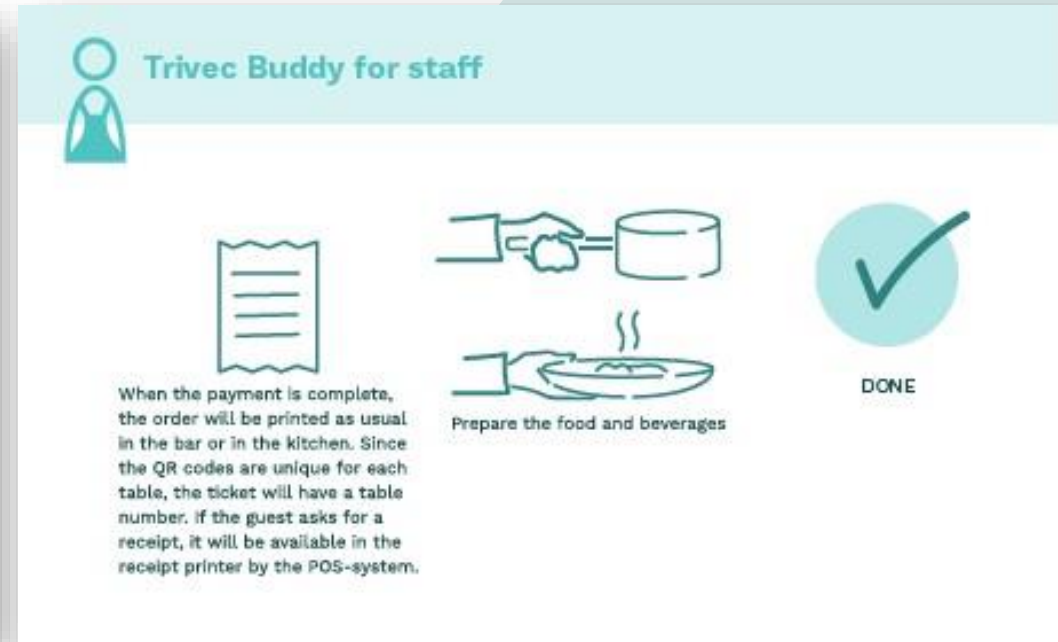
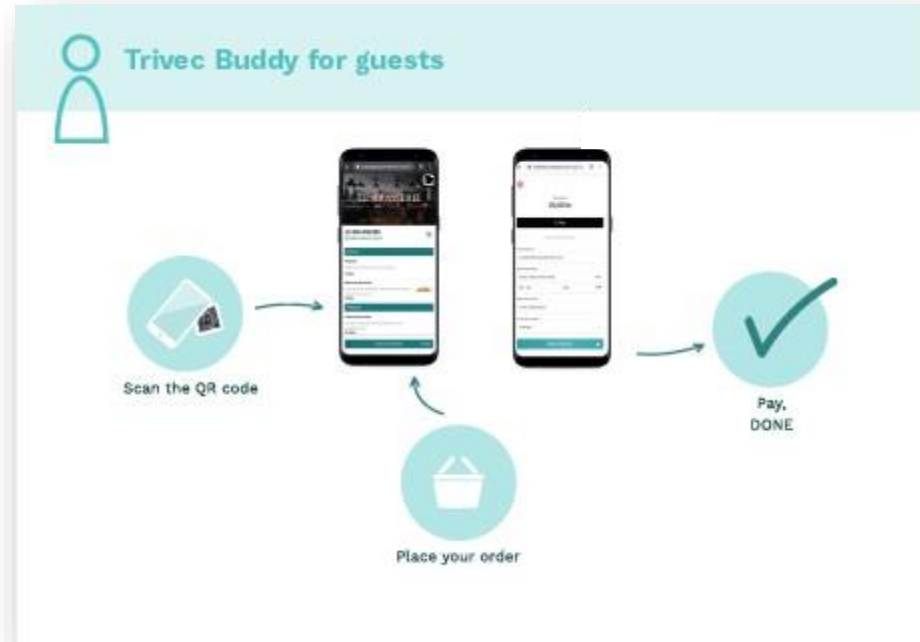
Each page with "in kiosk" enabled will be visualized in Buddy as a separate category, where the page name is the name of the category.

This will make it much clearer and nicer for the guests using Buddy.

If you want you can also add product images to show you dishes and drinks in the app.



# Start using Trivec Buddy 9

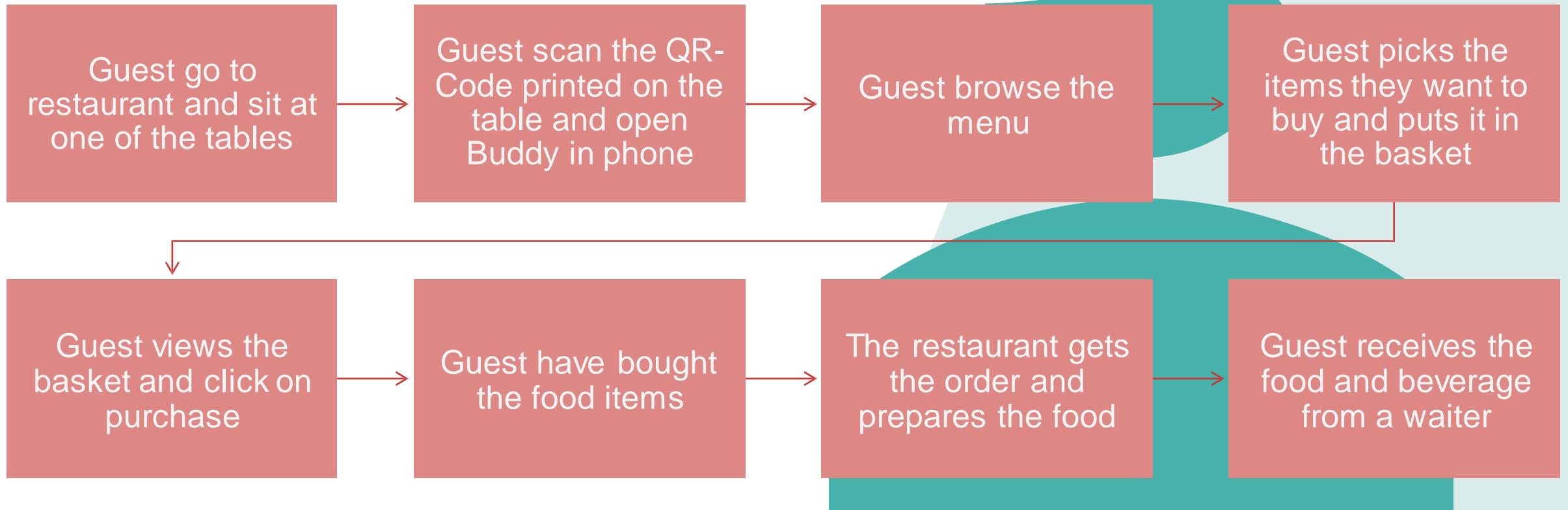




# User Cases

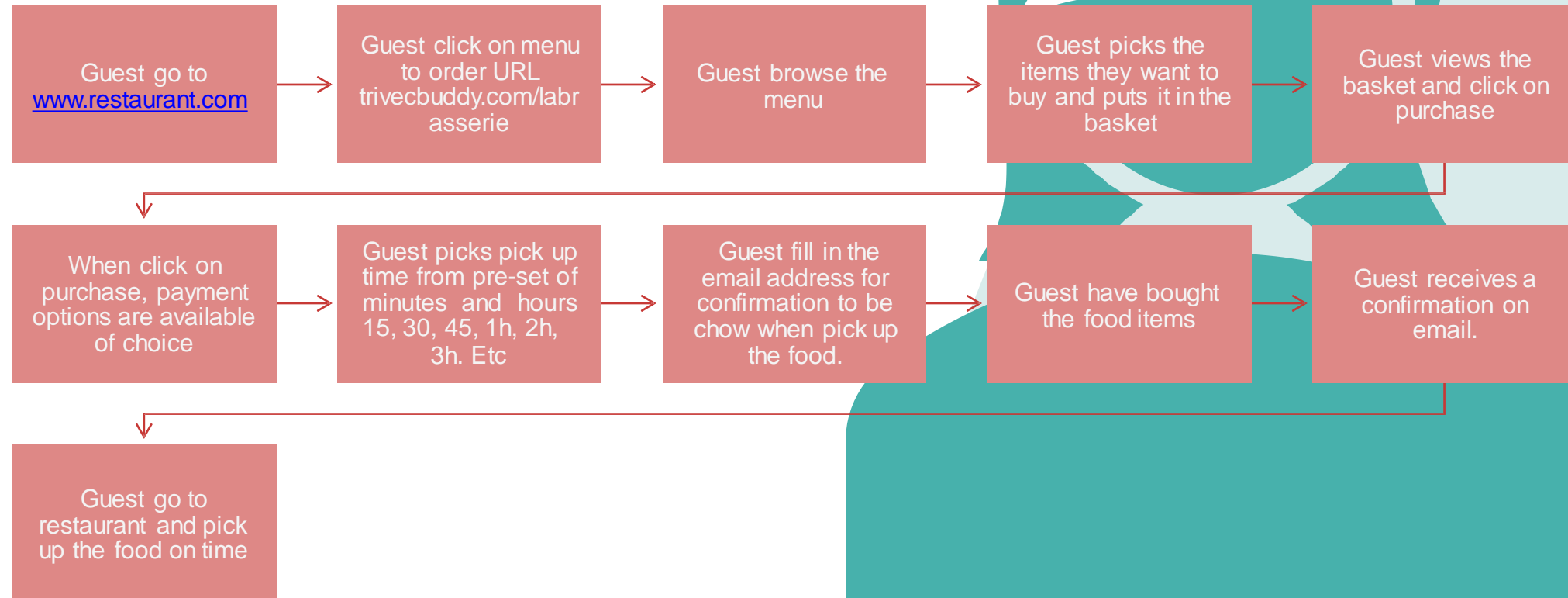
# Guest user case 1

Order at the table



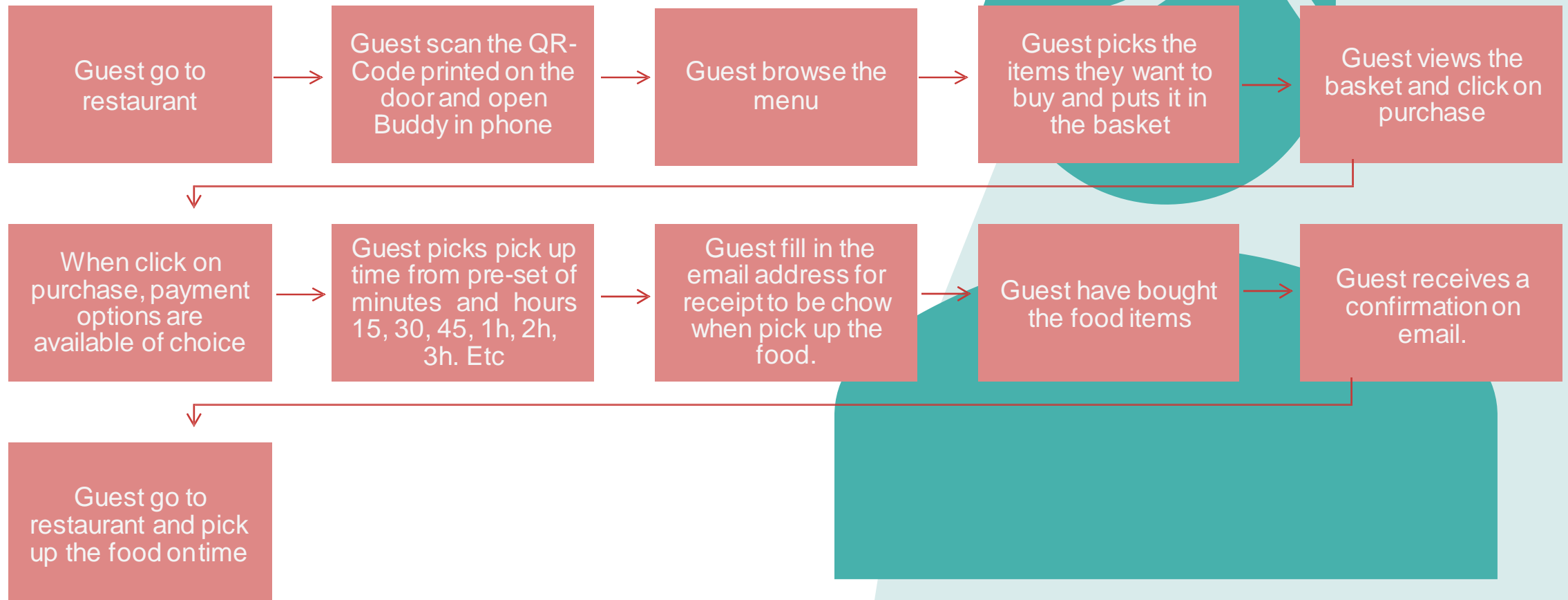
# Guest user case 2

Order online & pickup



# Guest user case 3

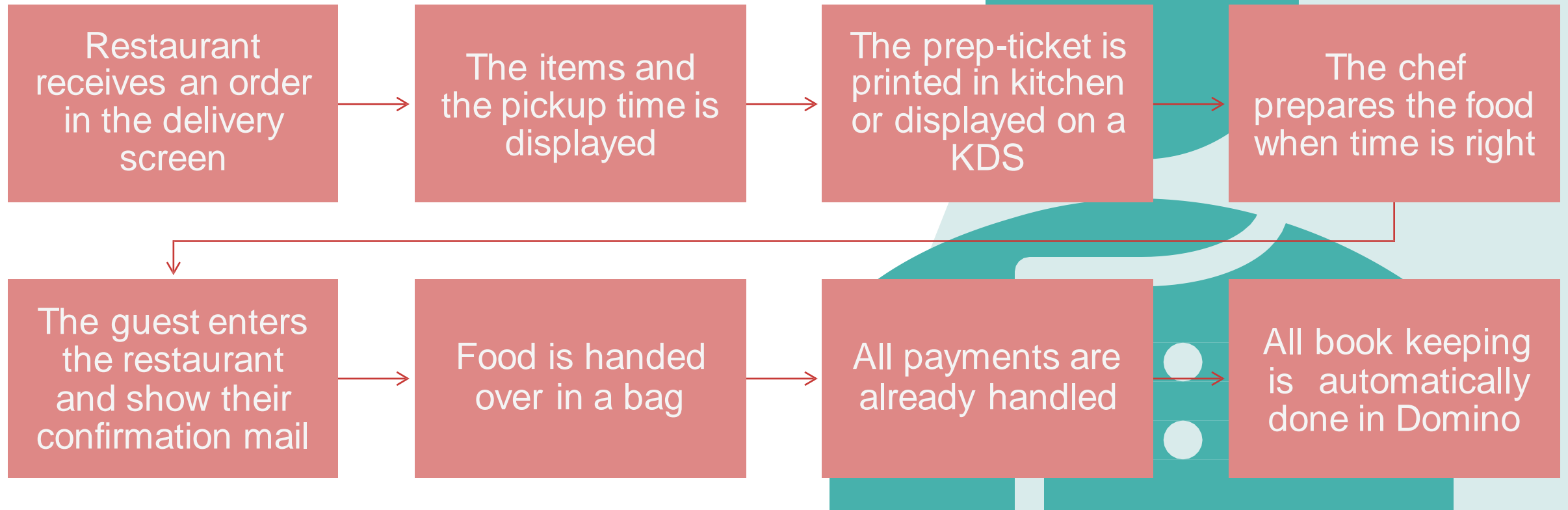
## Order on-premises & pickup





# Restaurant user case 1

Handling a pickup order



# Restaurant user case 2

Handling a table order

