



Frequently Asked Questions: Click & Collect



Question: Do you need to have Zonal's EPoS system to use Click & Collect?

Answer: Yes, you will need to be using Zonal's Aztec EPoS in order to deploy our Click & Collect solution.

Question: How would my team manage the number/volume of orders that come through the Click and Collect channel?

Answer: Capacity is managed through Zonal's content management platform - iOrder, at a head office level. Each timeslot can have a maximum number of orders and this can be configured per site.

Question: What percentage of sales could we expect to receive from Click & Collect?

Answer: It depends on a number of factors - each business is unique. We would look to address this as part of a project scoping exercise.

Question: Can I start with a smaller menu and increase the size at a later date?

Answer: Yes, this is fully customisable - you can create a menu specifically for Click & Collect, with a smaller subset of products and then add more products as you see fit.

Question: Can I set different prices for eat-in and takeaway?

Answer: Yes - products and prices can be configured separately in Zonal's EPoS system, allowing you to create separate products or portions with different price points.

Question: What are the main use cases of Click & Collect? For example, is it aimed for restaurants in the city to be able to provide takeaway lunches?

Answer: The primary use case is to offer the convenience to the customers to allow them to come in-venue to pick up the items for consumption out of the venue. It could be that the customer is on the way home from their commute or wants to a different experience to what they would receive from a traditional takeaway.

Question: Does Apple pay currently only work when accessing the site through Safari?

Answer:

Yes, Apple Pay on the web requires Safari and iOS devices with a Secure Element—an industry-standard, certified chip designed to store payment information safely. On mac operating systems, users must have an Apple Pay-capable iPhone or Apple Watch to authorize the payment or a



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MacBook Pro with Touch ID. For more information visit
https://developer.apple.com/documentation/apple_pay_on_the_web

Question: Do you need Zonal's Kitchen IQ system, or can the old Logwood system still be used?

Answer: Yes, the Logwood system can be used as well as Kitchen IQ.

Question: Do you need extra hardware, software or plug-ins on Aztec on the on-site PC?

Answer: ZCF will be needed to be installed at both head office level and site level.

Question: What payment gateway do you integrate with?

Answer: We integrate with Braintree Payments

Question: How do you see this progressing into other platforms like Uber Eats/Deliveroo etc?

Answer: We have integrations in pilot with delivery partners that will come to market later in 2019 that will enable our customers to remove the requirement to have a tablet to accept these orders.

Question: Has the product been implemented to smaller customers with little/no central IT/customer service resource?

Answer: Yes, we have small customers using the system.

Question: Who makes changes to items, prices, new items etc, do we (the customer) implement those, or do we send a list over to our Zonal account manager, who organises the changes?

Answer: In most cases, the iOrder Platform is used in a self-service manner. Depending on arrangements made with Aztec changes, it could be discussed.

Question: Is there an alternative to using Braintree as our payment gateway?

Answer: Unfortunately, currently Braintree is the only supported payment processor.

Question: How does order volume through Click & Collect compare to that of delivery?

Answer: This very much depends on your individual business



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Question: If an order is made for two hours' time, how does the system ensure that the item doesn't go out of stock?

Answer: When a Click & Collect order is placed, the order is delivered straight into Zonal's Aztec EPoS as a delayed order, which reduces from stock and then at a configurable time per site, the order is sent through to the kitchen to be prepared. It will use the stock limits at the time of ordering.

Question: How much does it cost, per site, per month? What is your pricing model?

Answer: The per site per month cost depends on the number of sites you have. There are also setup costs depending on how much web work is required by Zonal. Your Zonal account manager can provide a quotation for you based on the size of your estate.

Question: Will the menus created for Click & Collect within iOrder run off the same menus already created within iOrder for the order and pay app or do additional menus need creating?

Answer: Yes, existing menus that have been created can be utilised, if needed. It may depend on what products are offered to the customer in a Click & Collect journey. However, the menu is customisable as you can create a menu with a smaller subset of products and then add more products as they see fit.

Question: Do the single sign-on Click & Collect orders accrue rewards via Zonal's loyalty platform?

Answer: Not currently but this is on our roadmap.

Question: Can Click & Collect be used nationwide?

Answer: Yes, although you will know whether Click & Collect would be a suitable sales channel for your business depending on the location of your venue/s.