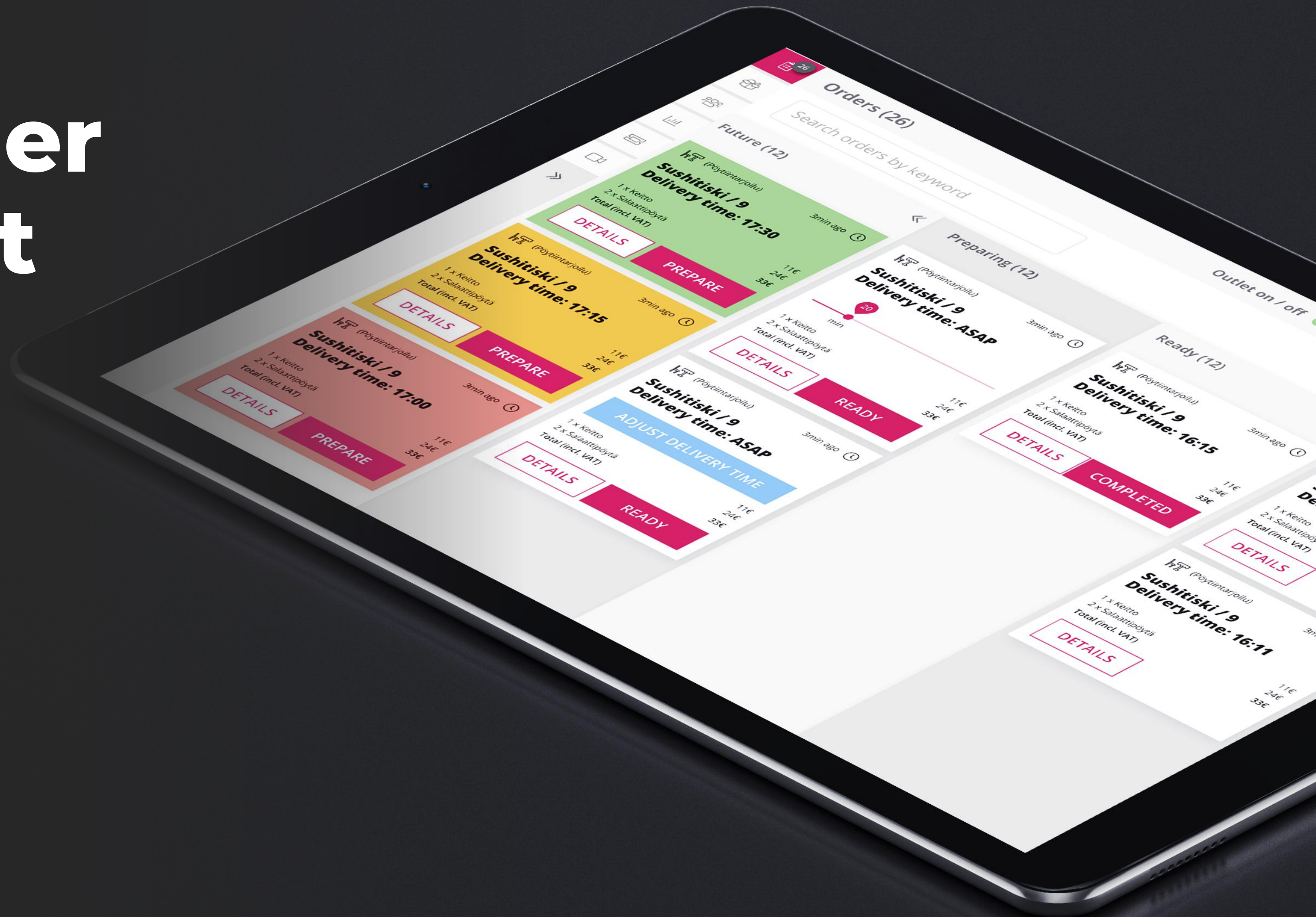


# Yonoton Order Management (Yorma) System Description

ver 1.0

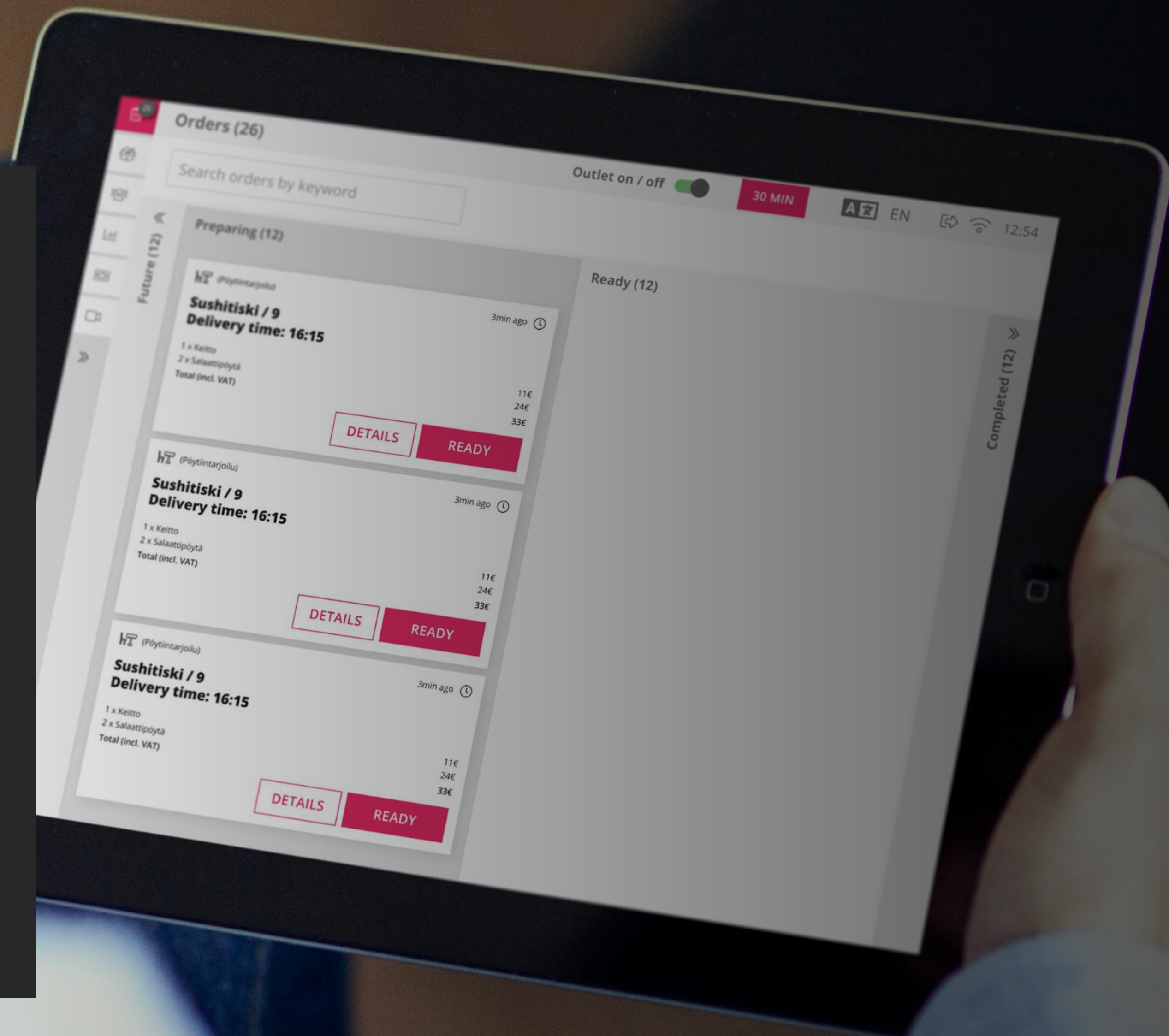


# Yonoton Order Management (Yorma)

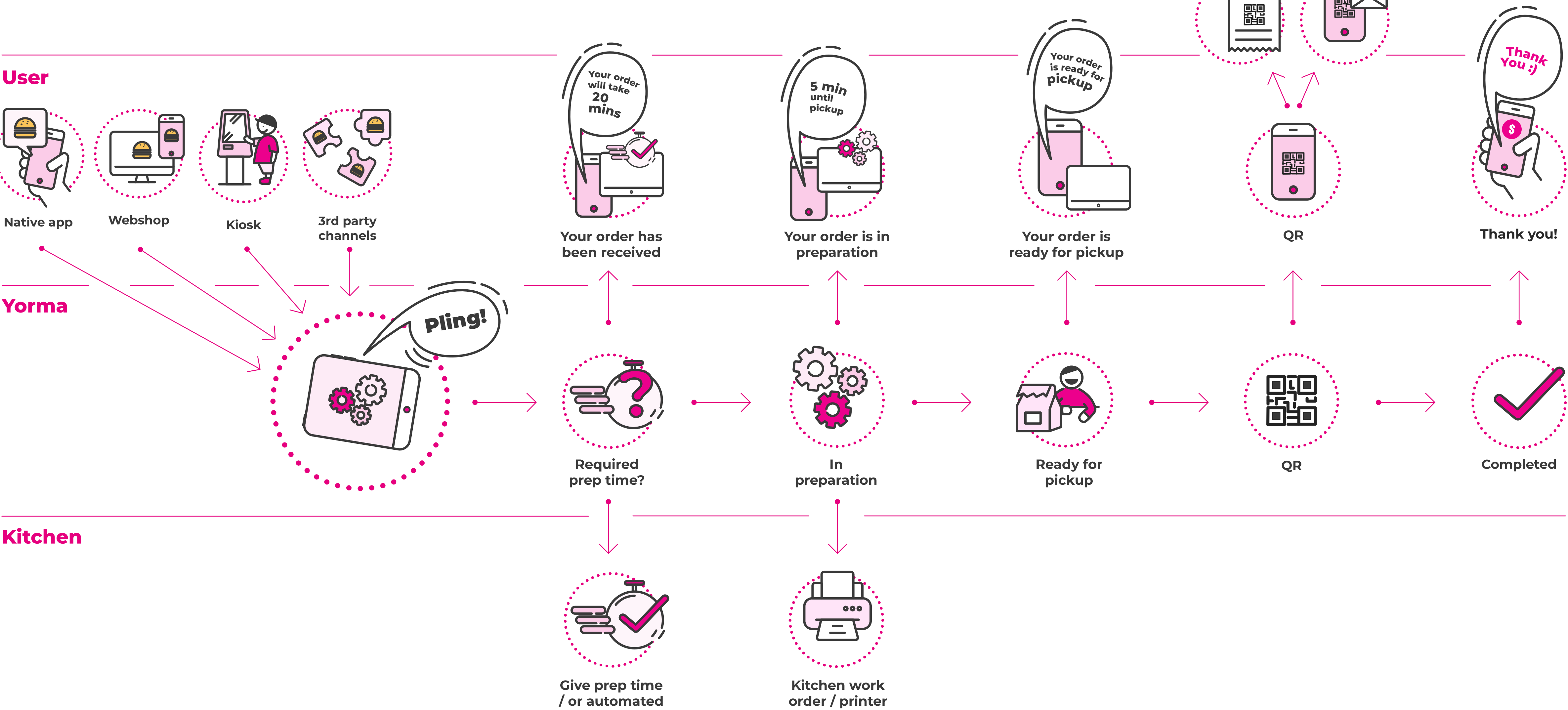
The Yonoton order management tool allows for optimizing restaurant operations through a central point where orders made through different sales channels can be processed in one interface, which allows for smooth restaurant operations.

Yorma connects mobile orders from the mobile app, webshop, point-of-sale and kiosk as well as external sales interfaces into the same operations pipeline. This allows staff to focus on creating the best hospitality experience as operations just work.

Orders can be received and sent to conference rooms, offices or at pickup point depending on the needs of the specific site. The staff can choose to use a mobile interface or stationary units. If desired, receipt printers can be utilized for process management.



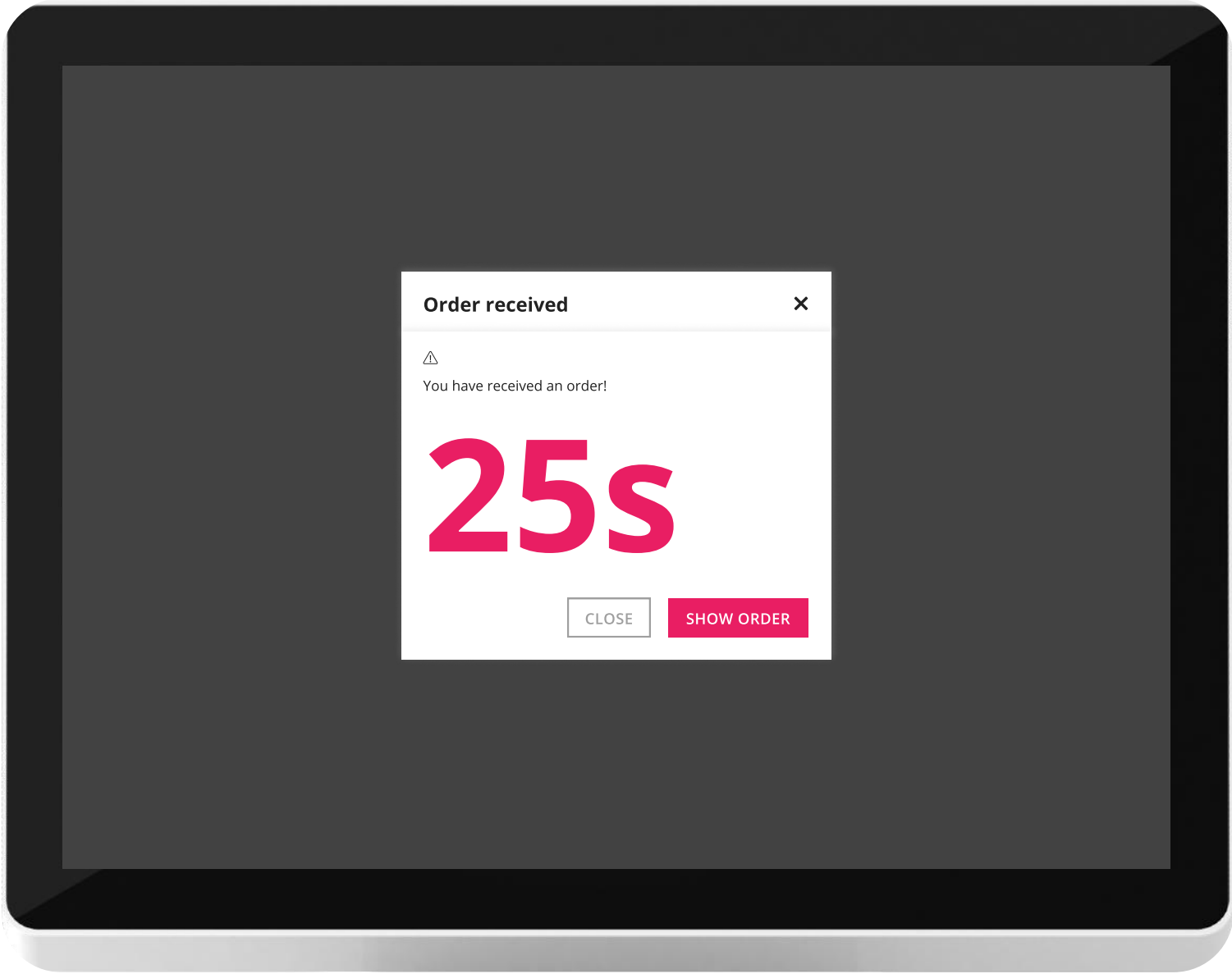
# Yorma flow



# 1. New order

Yorma can receive orders from all the different interfaces of the powered by Yonoton platform.

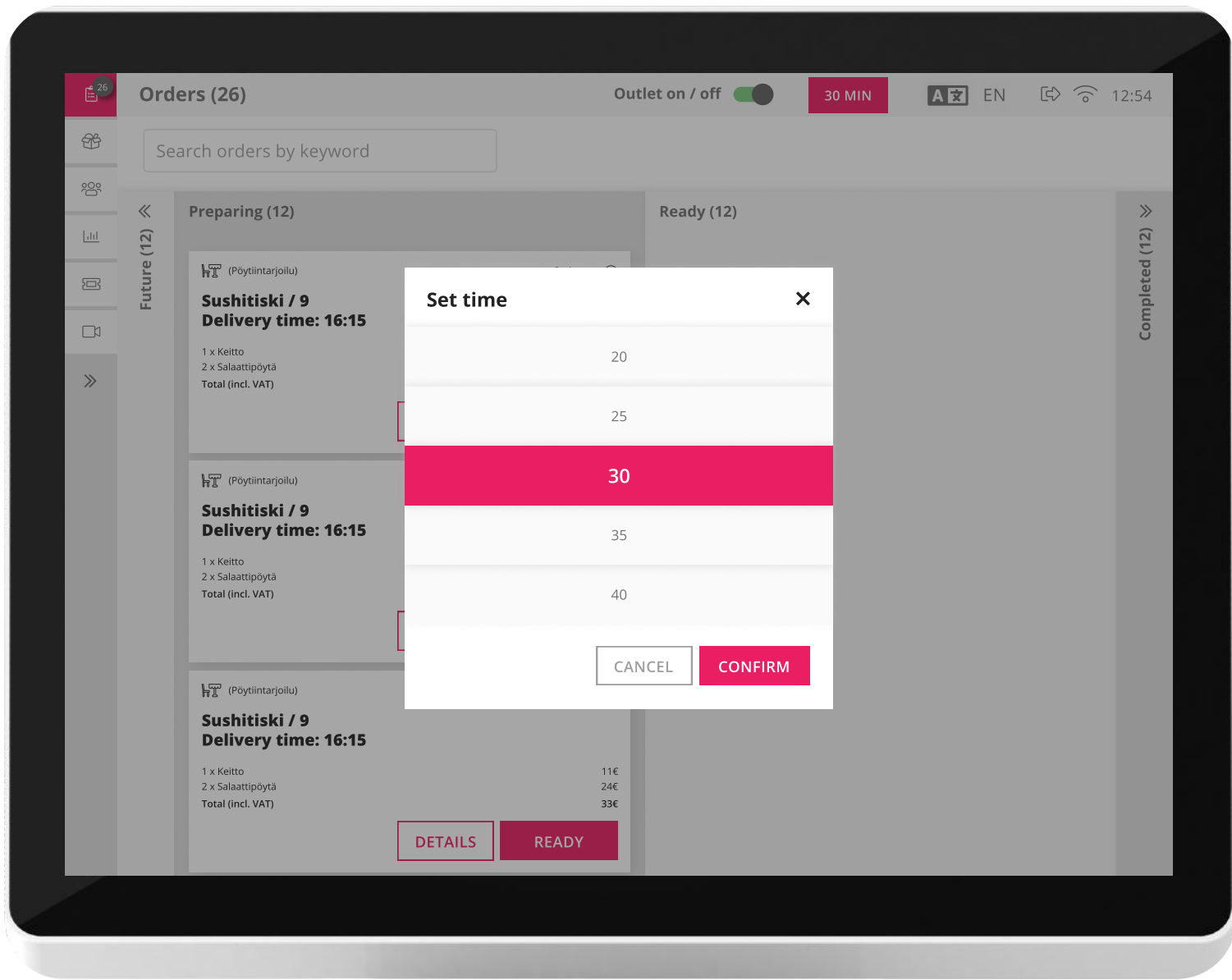
When a new order arrives, a sound is played and the screen starts flashing, to grab the attention of the employees behind the counter. A counter is displayed on the screen if there is no reaction from the staff. The sound starts out subtle, but increases in intensity if there is no reaction. This is to ensure that the disturbance is kept at a minimum for both staff and guests.



| Idle alarm

# 2. Require prep time

It is possible to configure the ordering process in such a way that the staff is required to set a preparation time for the order, and that time is used to communicate to the user using different sales interfaces.



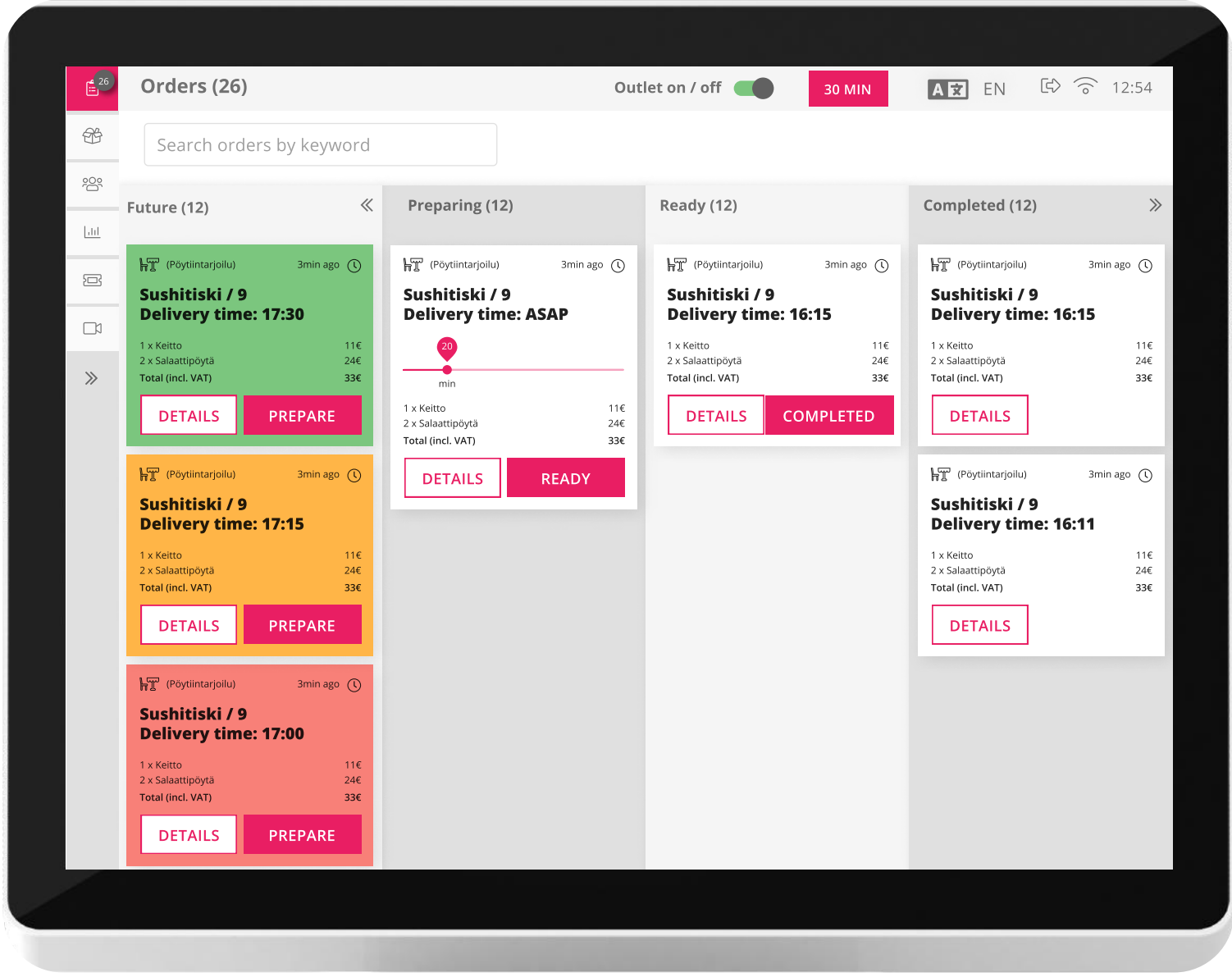
| Set preparation time

# 3. Just in time

Yorma makes sure that the staff receives each order just in time (preorders, ad hoc etc.) allowing for a lean production process. Preorders do not show up in Yorma before they need attention by the staff, simplifying the process at the restaurant end of the process.

Orders are color coded according to the delivery time, as well as sorted from most to least urgent. If the delivery time is unrealistic, it can be adjusted and the user will be notified.

If an order is moved into preparation too early, a warning is displayed



| Order view

## 4. Ready orders

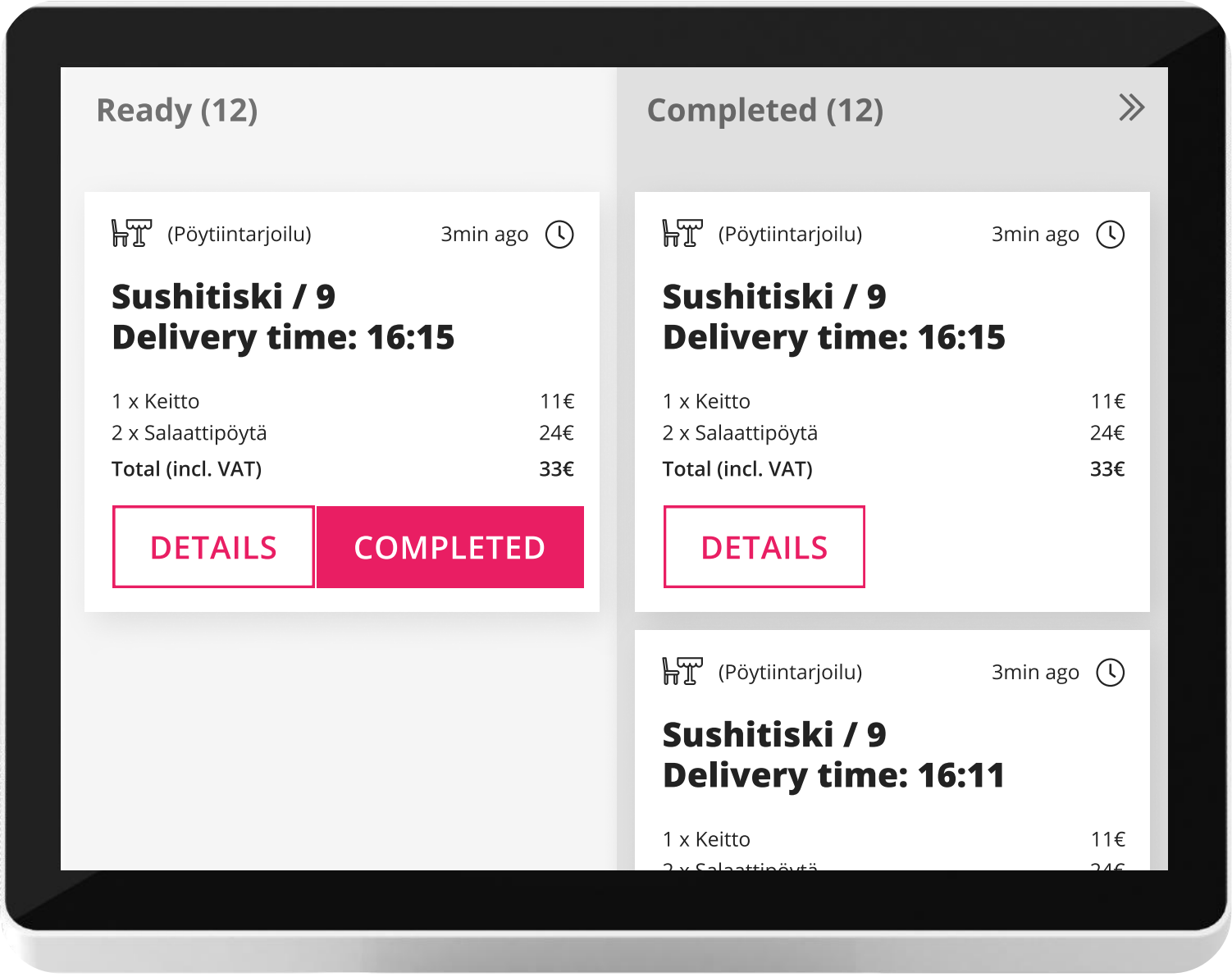
When the staff indicates that the order is ready, a notification(/email/SMS) is sent to the user, indicating that their order is ready for pickup.

The user walks to the counter, scans their QR code and the meal gets marked as completed. In addition, if there are problems reading the QR code, a short order code can also be used to recognise the order.

If there are problems with the order, for example an underage user fails to present a valid ID on an order that includes alcohol, the order can still be rejected at this stage.

## 5. Completed orders

Completed orders are visible in Yorma, making it possible to browse previous orders and refund the order(fully or partially), if necessary.

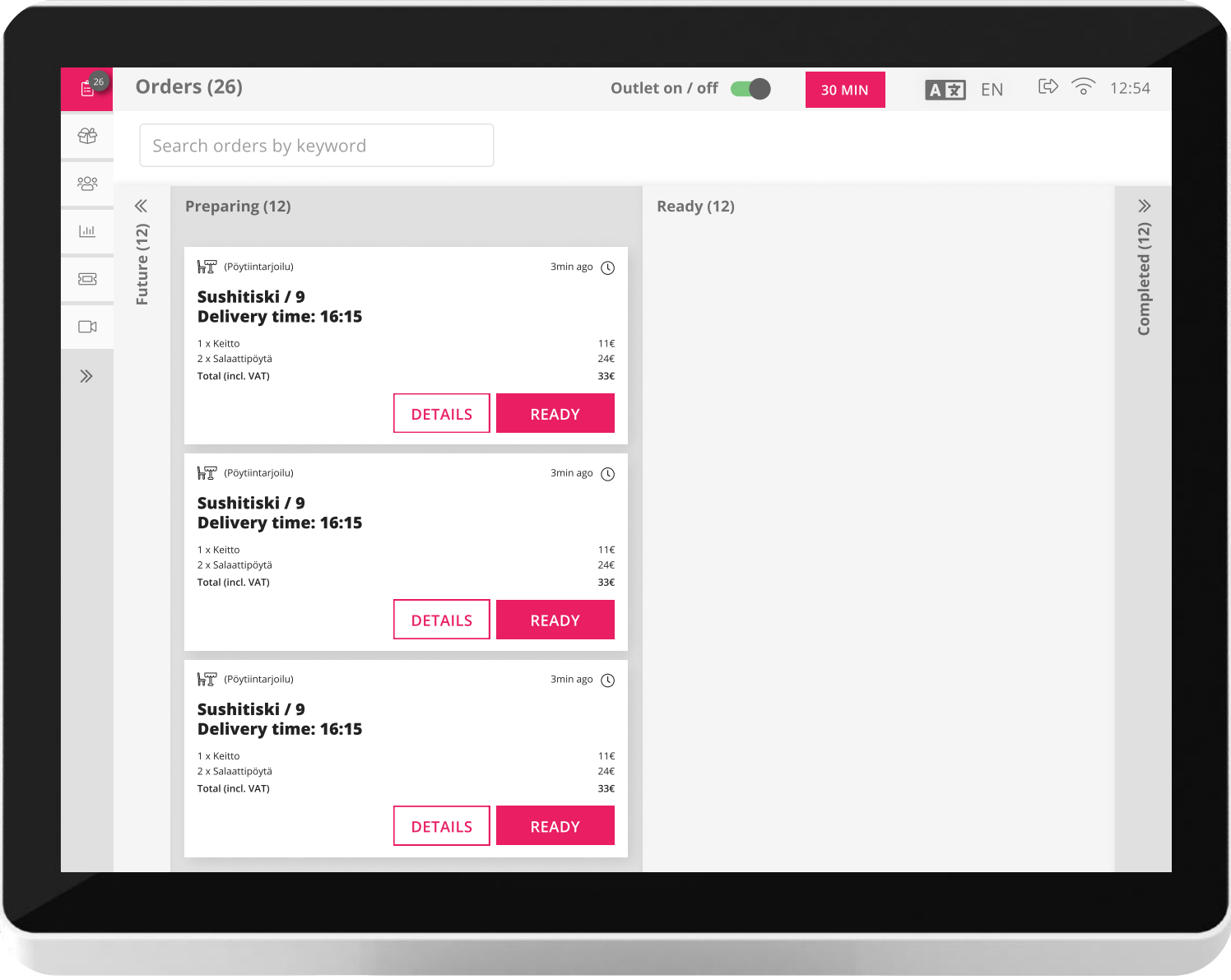


| Ready and completed orders lists

## 6. Hide / unhide columns

It's possible to hide/unhide columns based on which are necessary. For example, a Yorma set in the kitchen should only see the in preparation column as they only need to be concerned about those orders at that time.

It is possible to set custom order statuses and add in-between stages if that is necessary for managing the process optimally.



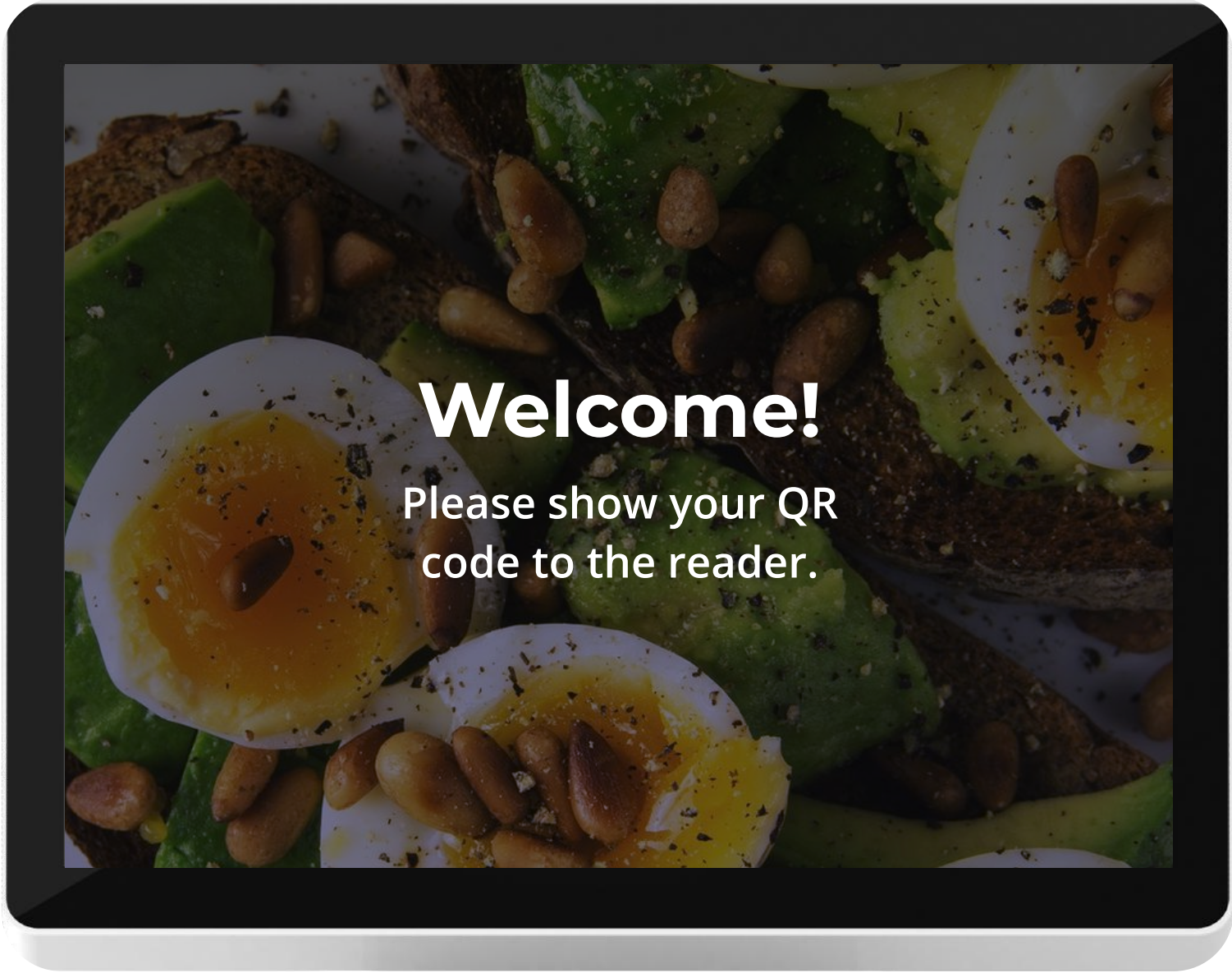
| Main menu, future, and completed columns hidden / minimised

# 7. Print work order

It’s possible to print paper work orders for the kitchen if that makes operations smoother. They can include a QR code which is read by a scanner when prepared, thus updating the order status without the need to touch the screen, increasing hygiene.

# 8. Self-checkout

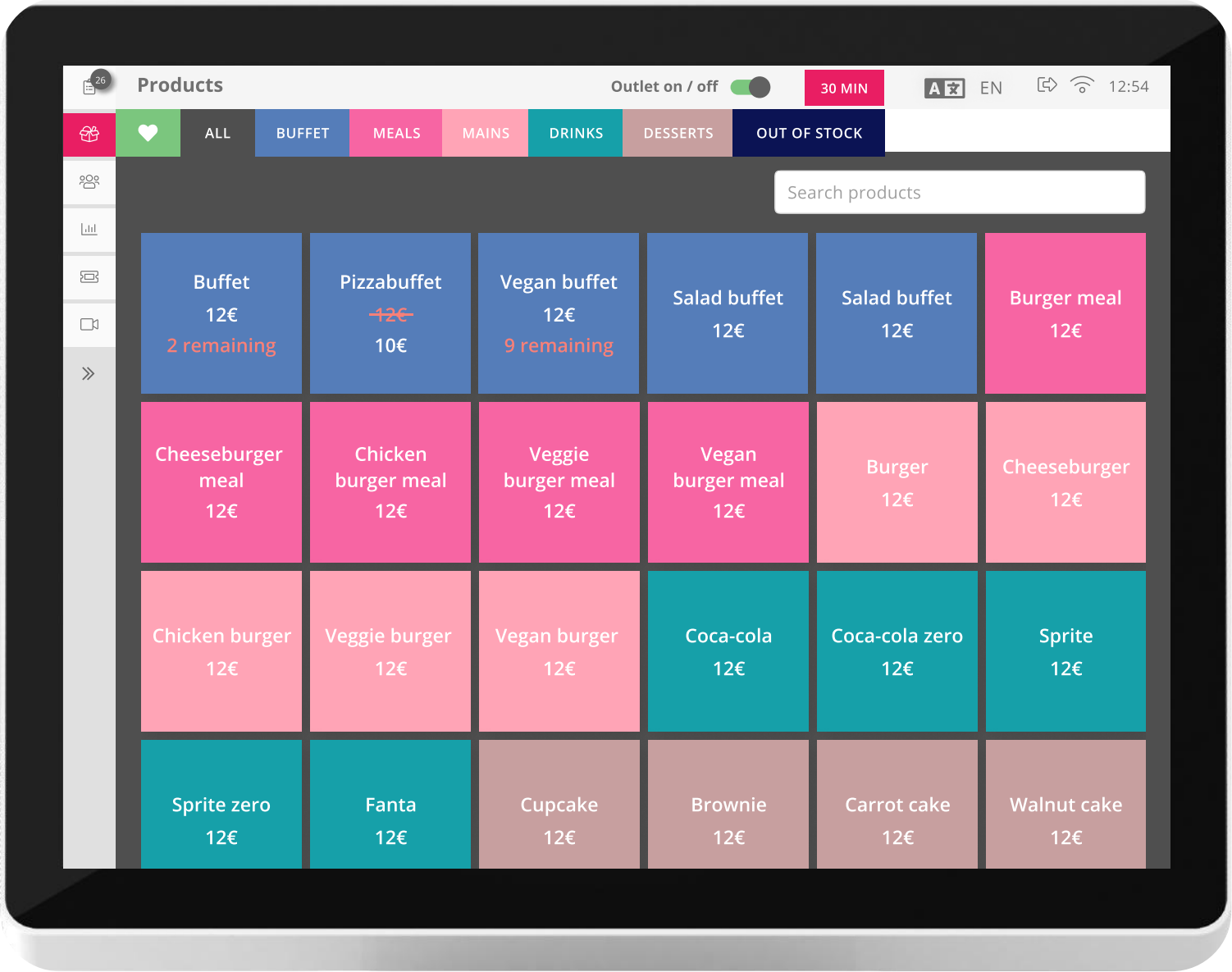
At buffets it is possible to set up a self-checkout interface, allowing users to order their food and checkout independently without any involvement of staff.



| Self check-out

# 9. Manage products

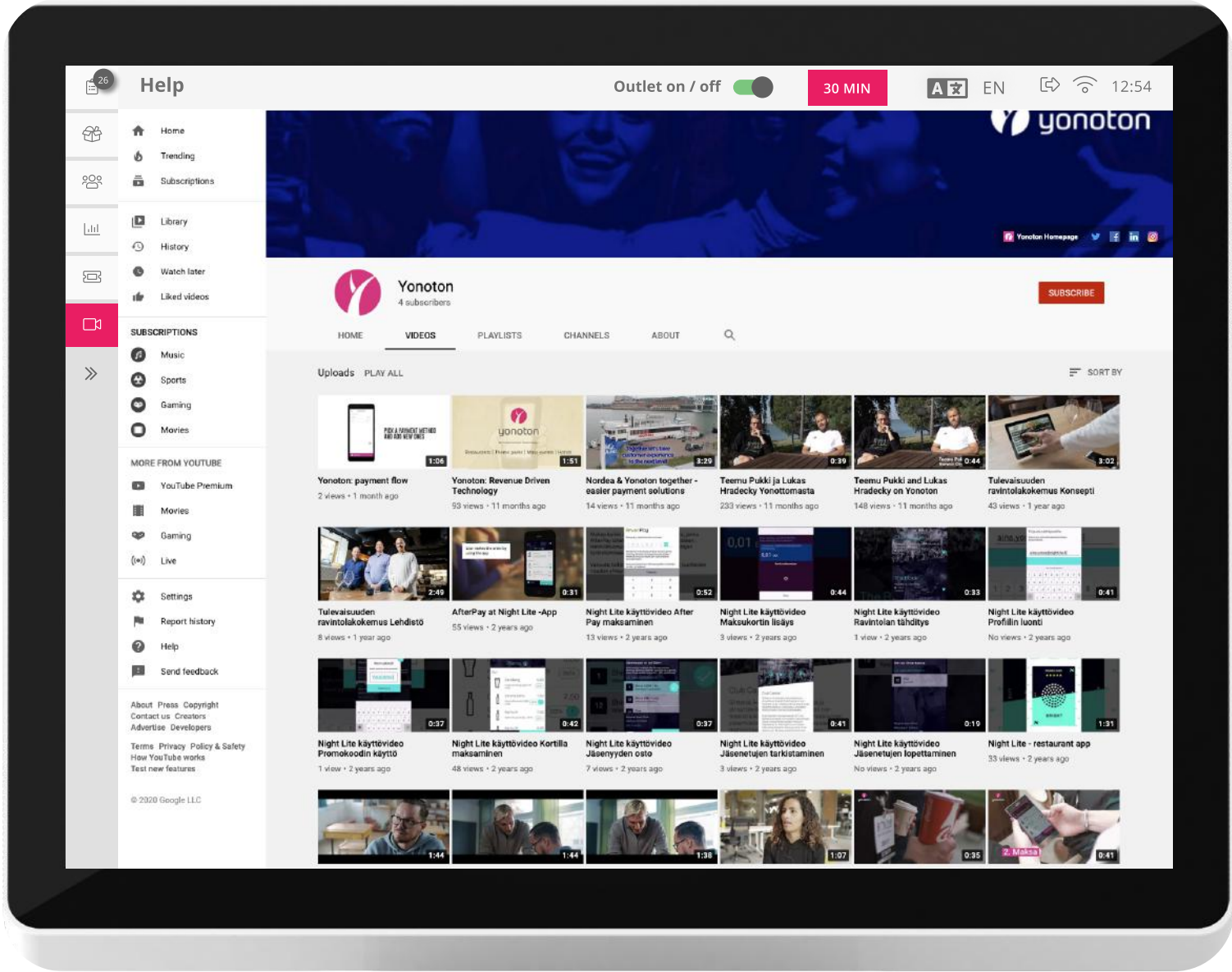
If products need to be disabled from sale, it is straightforward to do so.



| Manage products

# 10. Instructions

The customer can link their own support portal to be visible with a click of a button.



| Support portal linked to Youtube

# 11. Device Management

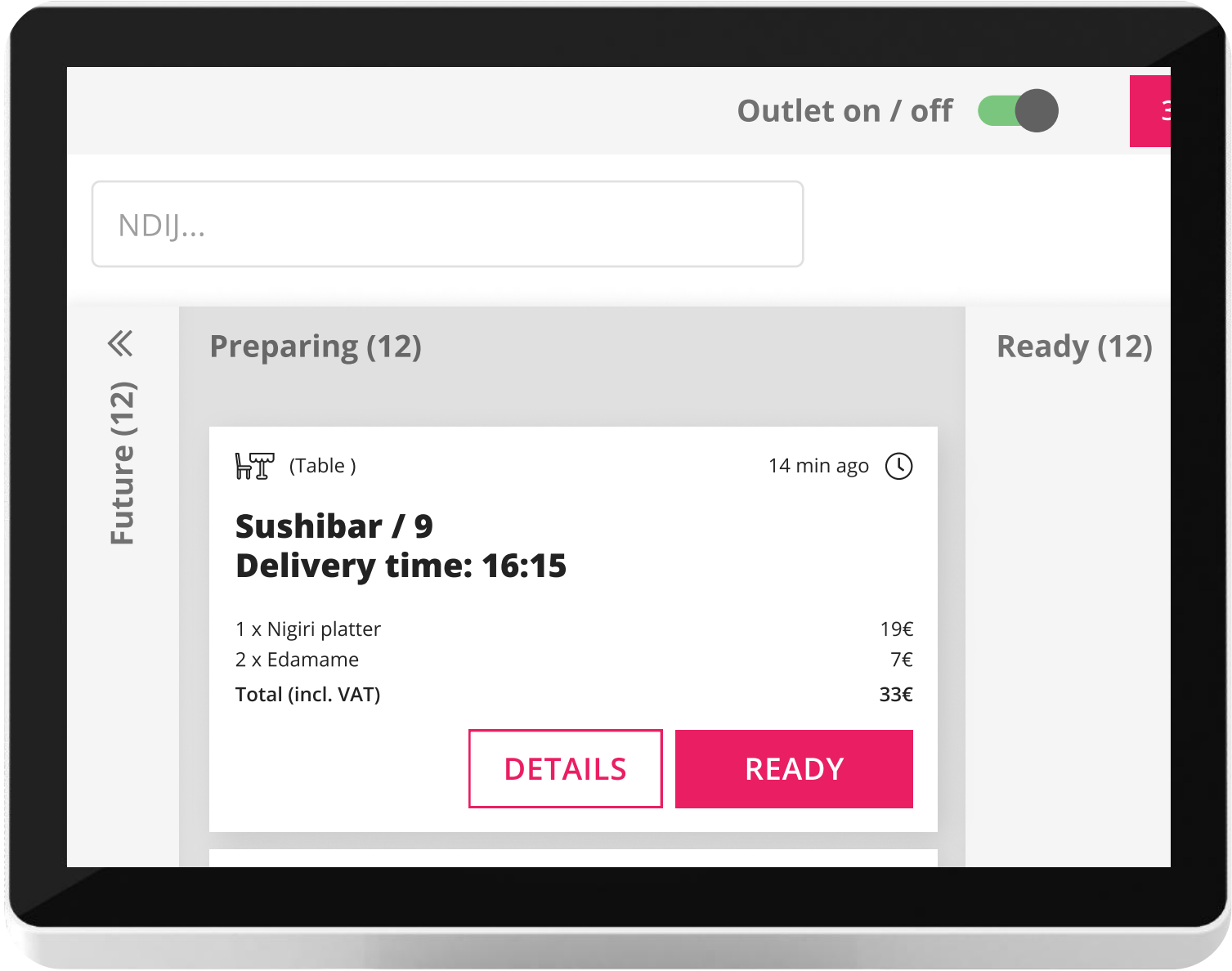
Yorma can be managed through Mobile Device Management software and locked so that no apps are available outside of a limited whitelisted selection. It is possible to set an allowed set of apps that can also include apps outside of the Powered by Yonoton -ecosystem if necessary.

# 12. Moving a device

It's possible to choose where the device is activated, allowing for easy moving around of the device within the premises.

# 13. Search

It's possible to search for order using either the short code or the QR-code. This can be useful if the user shows up at the wrong outlet, the staff can find the order and provide guidance to the guest.



| Search orders

# 14. Partial orders

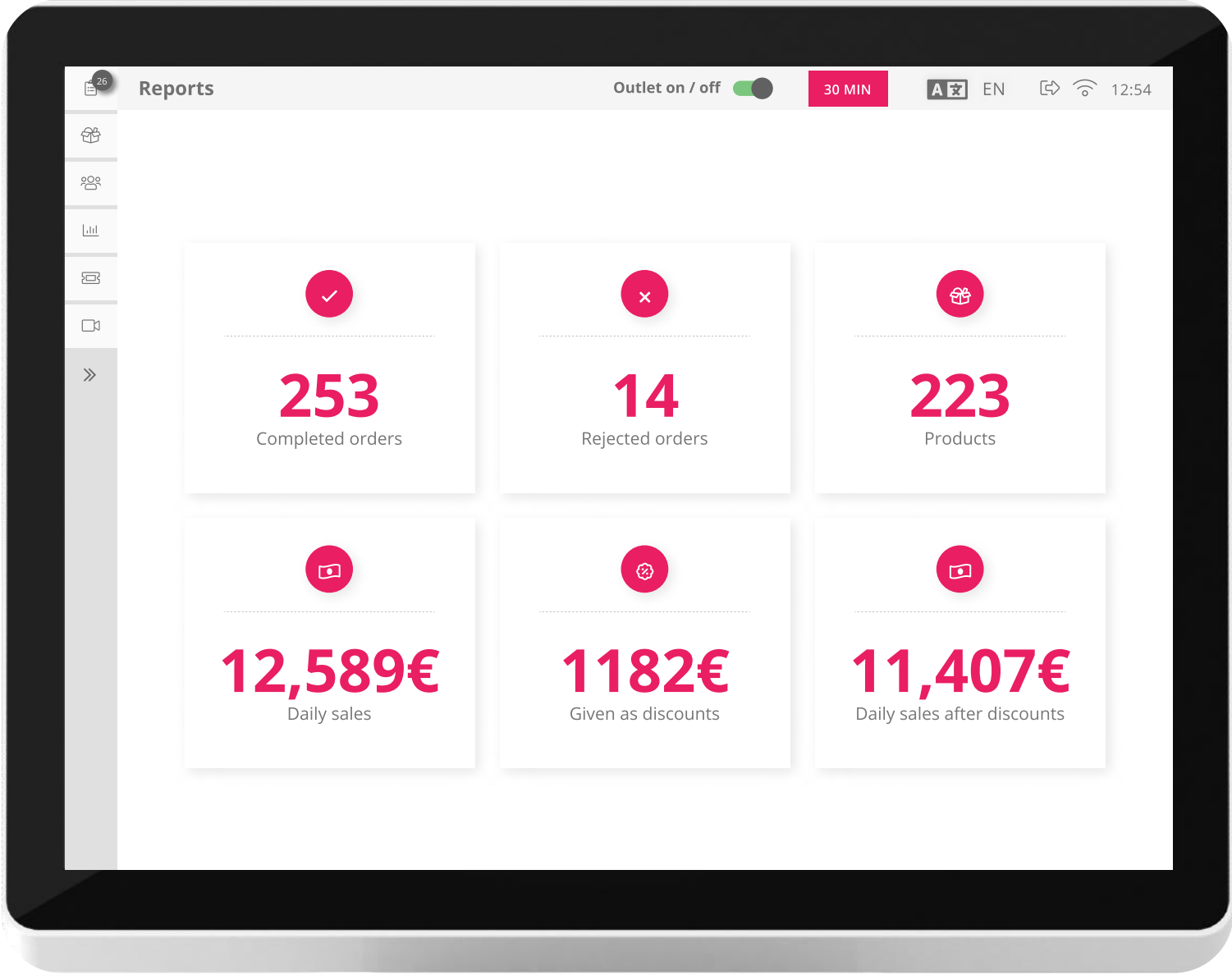
It's possible to split an order into several parts in order to get the timing correct (entrees, drinks, mains). Also, if some orders need to be sent to a different prep stations, it can be done manually in addition to the product level settings.

# 15. Prep stations

It is possible to set some items to one prep station in the kitchen and other products to another (for example a separate station for cold / warm dishes). This can be set as a parameter in the product information.

# 16. Dashboards

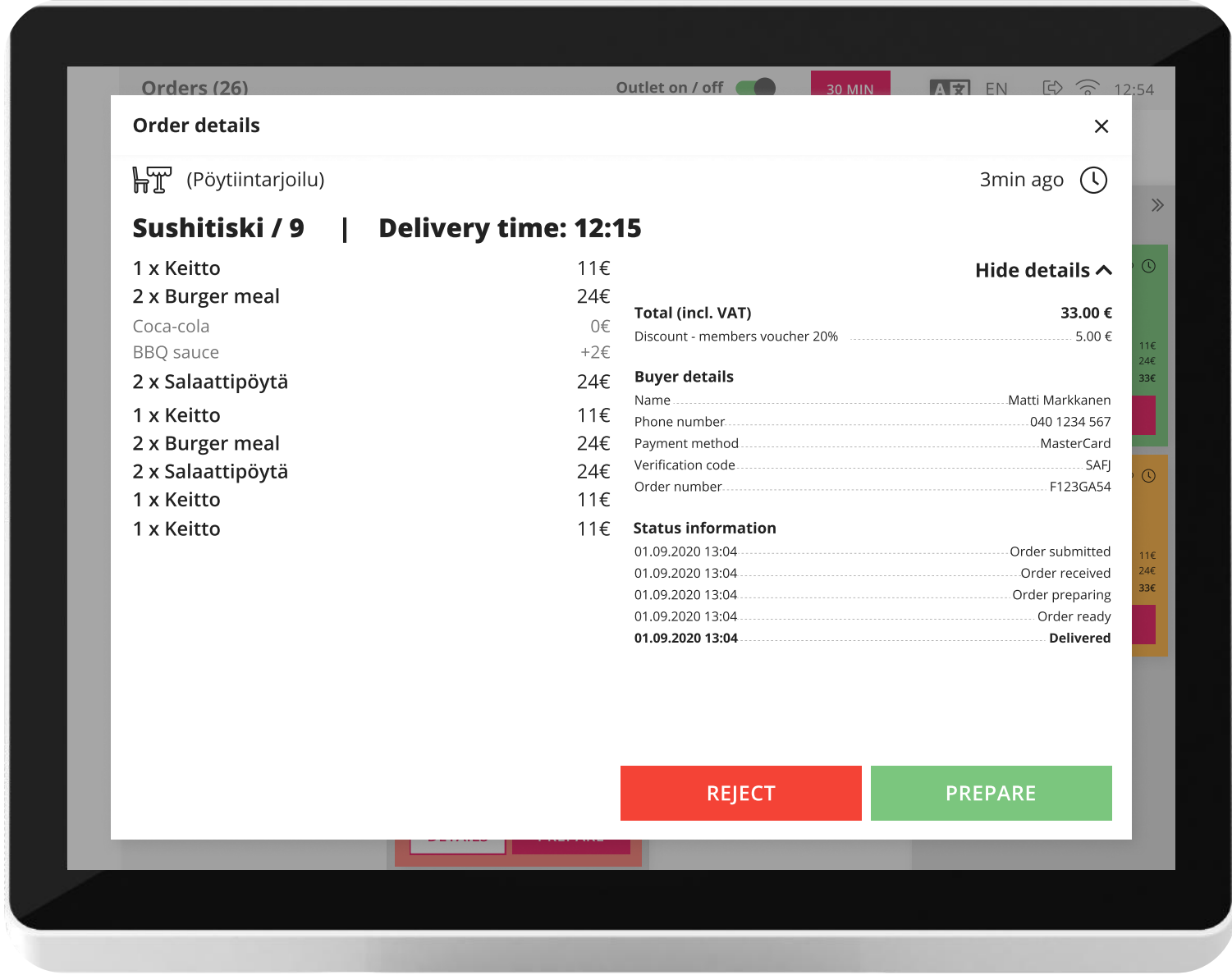
Dashboards can be defined to provide the staff with information necessary for smooth operations.



| Dashboard

# 17. Order details

Order details provide additional information to the staff if that is necessary.



| Product details



**See how the  
Yonoton Order  
Management  
works in real life**

**watch video →**

# The Digital Platform

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