

OPEN/CLOSE Locations for Mobile App Users

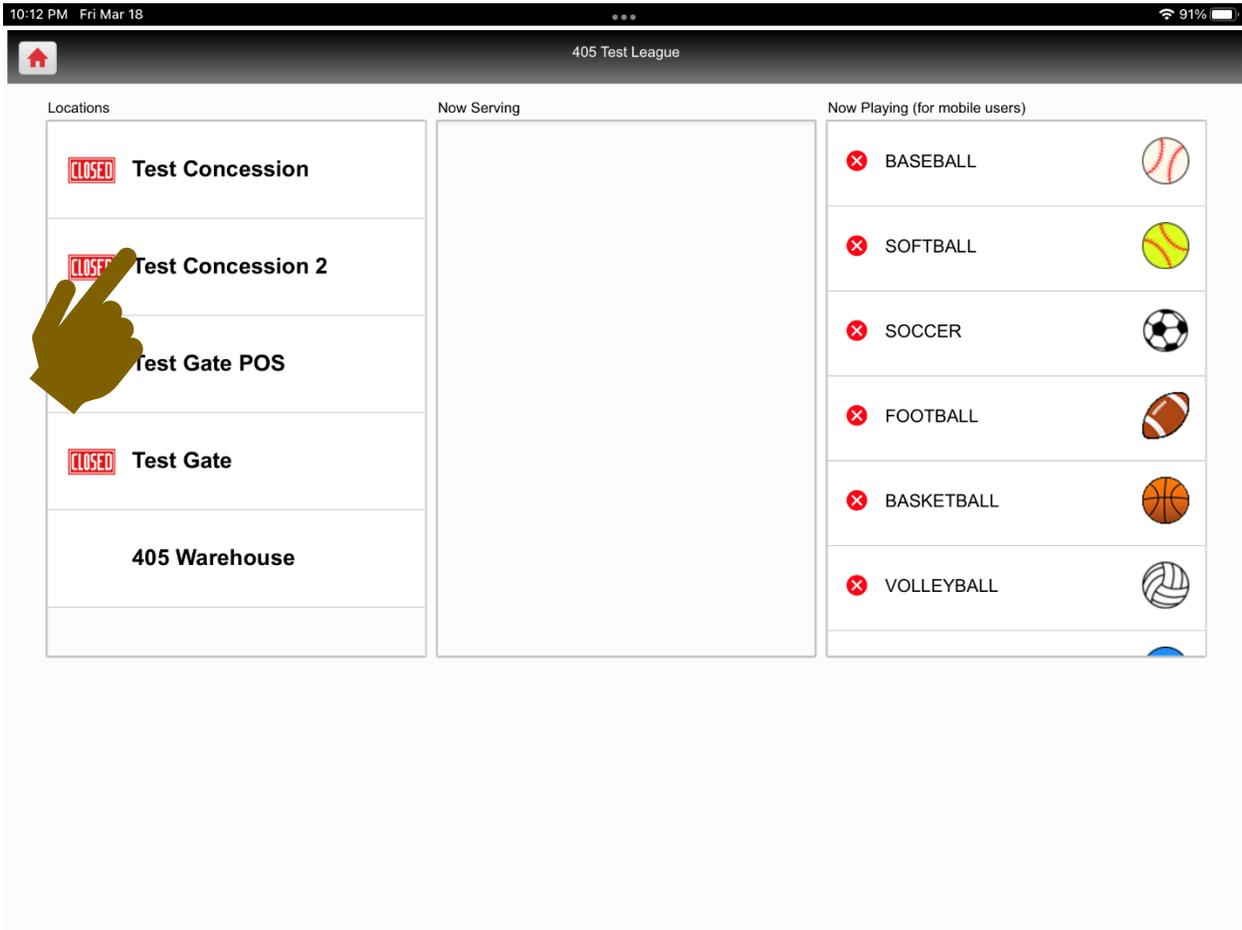
OPEN PROCEDURE:

NOTE: Mobile app users WILL NOT be able to order from the app until this procedure is performed.

1. After you are logged in, tap the “Locations” button.



2. Tap the location you want to open for “Mobile App” users.



3. **“IF”** your location has multiple menus, select the correct menu from the **“Now Serving”** column.

The screenshot shows a mobile application interface for "405 Test League". At the top, the status bar displays "10:12 PM Fri Mar 18" and "91%" battery. The app header includes a home icon and the text "405 Test League".

The main content is divided into three columns:

- Locations:** A list of locations, each with a "CLOSED" status icon. The items are "Test Concession", "Test Concession 2", "Test Gate POS", "Test Gate", and "405 Warehouse". A hand icon points to "Test Concession 2".
- Now Serving:** A list of menu options. "Everything (No Breakfast)" is selected with a green checkmark and has a grey pill containing "1,2,3,5,6". "Breakfast" is unselected with a red X and has a grey pill containing "1,2,3,4,5,6".
- Now Playing (for mobile users):** A list of sports categories, each with a red X icon and a corresponding ball icon. The items are "BASEBALL", "SOFTBALL", "SOCCER", "FOOTBALL", "BASKETBALL", and "VOLLEYBALL".

At the bottom, there is a "Pickup Window" section with a yellow background and a "CLOSED" status indicator. To the left, it says "Mobile users pick up orders at". To the right, there is a "Select another" button.

4. Select the icon you want displayed for “Mobile App” users from the “Now Playing” column.

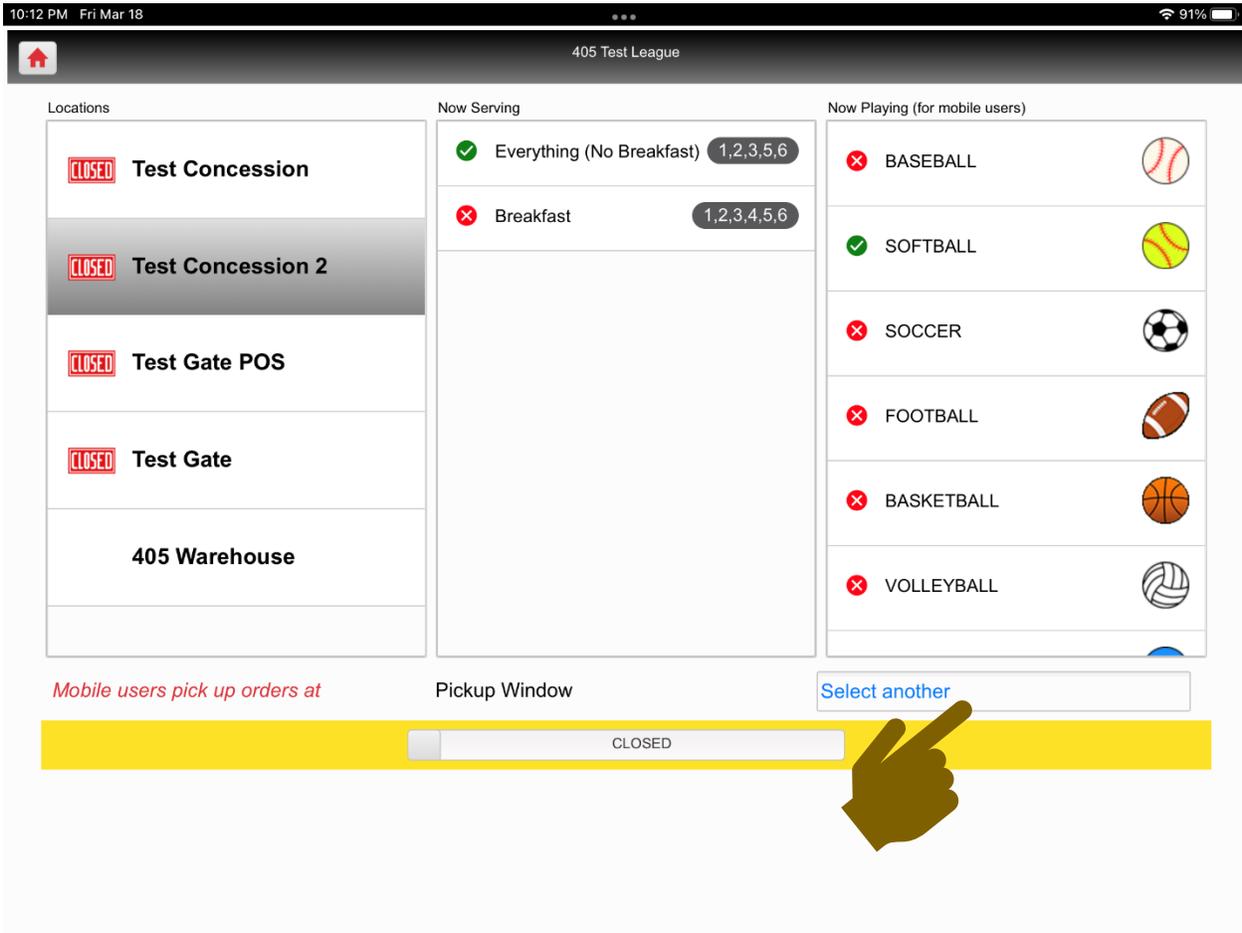
The screenshot shows a mobile application interface for "405 Test League". At the top, the status bar displays "10:12 PM Fri Mar 18" and "91%" battery. The app header includes a home icon and the title "405 Test League".

The main content is divided into three columns:

- Locations:** A list of locations, each with a "CLOSED" status icon. The items are "Test Concession", "Test Concession 2", "Test Gate POS", "Test Gate", and "405 Warehouse".
- Now Serving:** A list of serving options. The first option is "Everything (No Breakfast)" with a green checkmark and a grey pill containing "1,2,3,5,6". The second option is "Breakfast" with a red 'x' icon and a grey pill containing "1,2,3,4,5,6".
- Now Playing (for mobile users):** A list of sports categories, each with a red 'x' icon and a corresponding ball icon. The items are "BASEBALL", "SOFTBALL", "SOCCER", "FOOTBALL", "BASKETBALL", and "VOLLEYBALL". A hand icon is pointing to the "SOFTBALL" row.

At the bottom of the screen, there is a yellow bar containing a "Pickup Window" slider set to "CLOSED". To the left of the slider, it says "Mobile users pick up orders at". To the right, there is a button labeled "Select another".

5. Tap the "Select Another" button.



6. Select the "Window" you'd like to "Open."

10:13 PM Fri Mar 18 91%

405 Test League

Locations

- CLOSED Test Concession
- CLOSED Test Concession 2
- CLOSED Test Gate POS
- CLOSED Test Gate
- 405 Warehouse

Now Serving

- ✔ Everything (No Breakfast) 1,2,3,5,6
- ✘ Breakfast 1,2,3,4,5,6

Now Playing (for mobile users)

- ✘ BASEBALL
- ✔ SOFTBALL
- ✘ SOCCER
- ✘ FOOTBALL
- ✘ BASKETBALL
- ✘ VOLLEYBALL

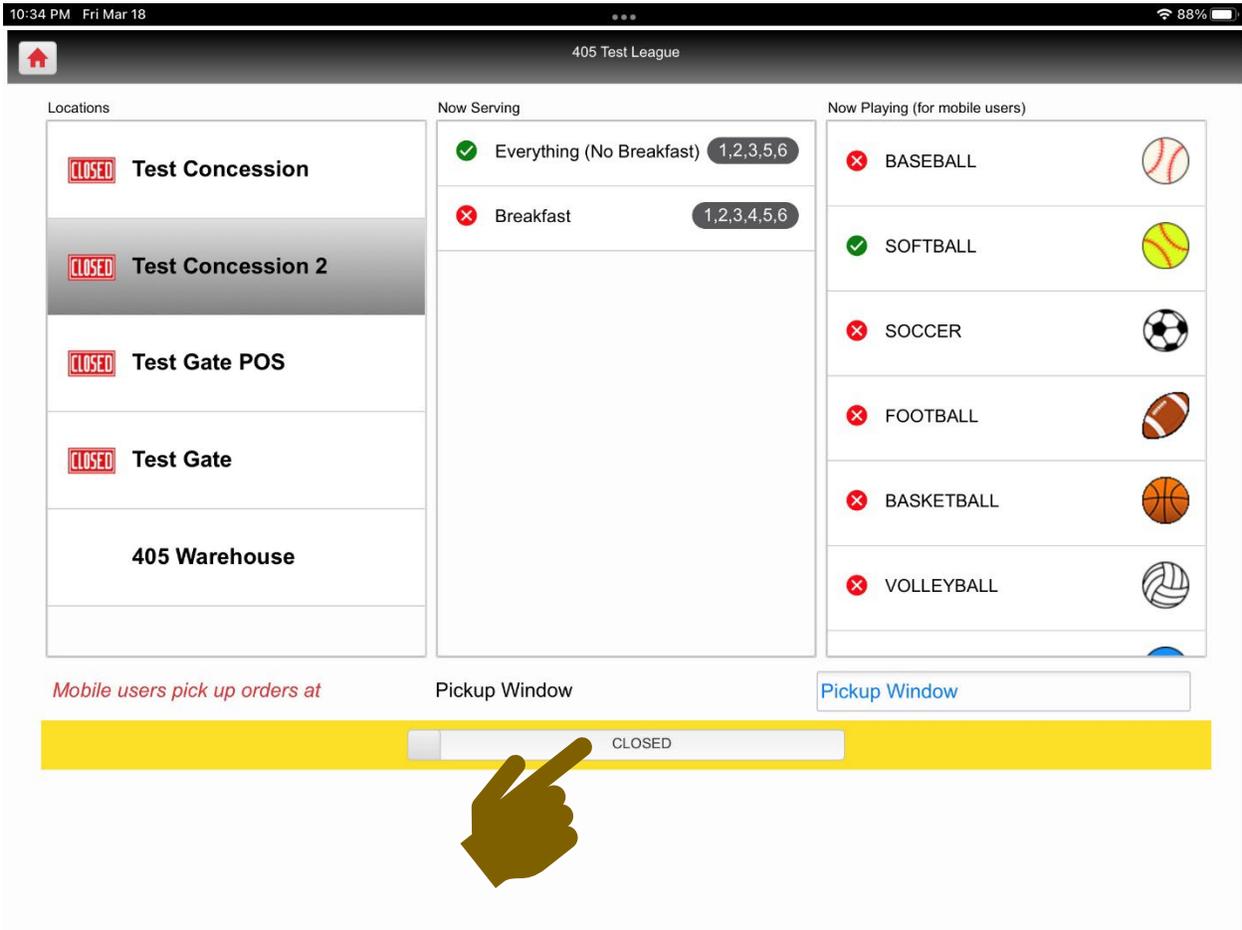
Mobile users pick up orders at Pickup Window Select another

CLOSED

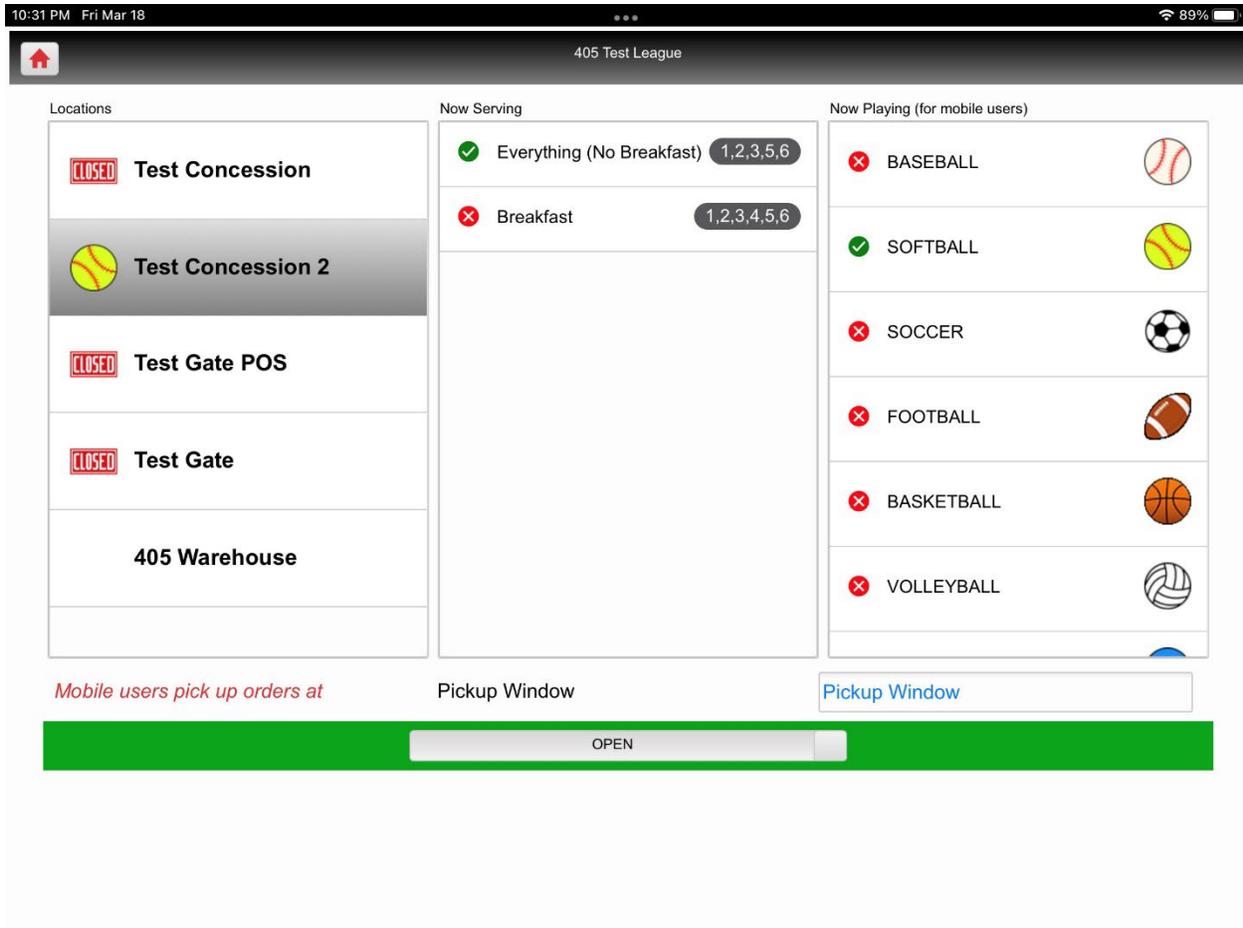
- ✔ Select another
- Pickup Window
- Window 4



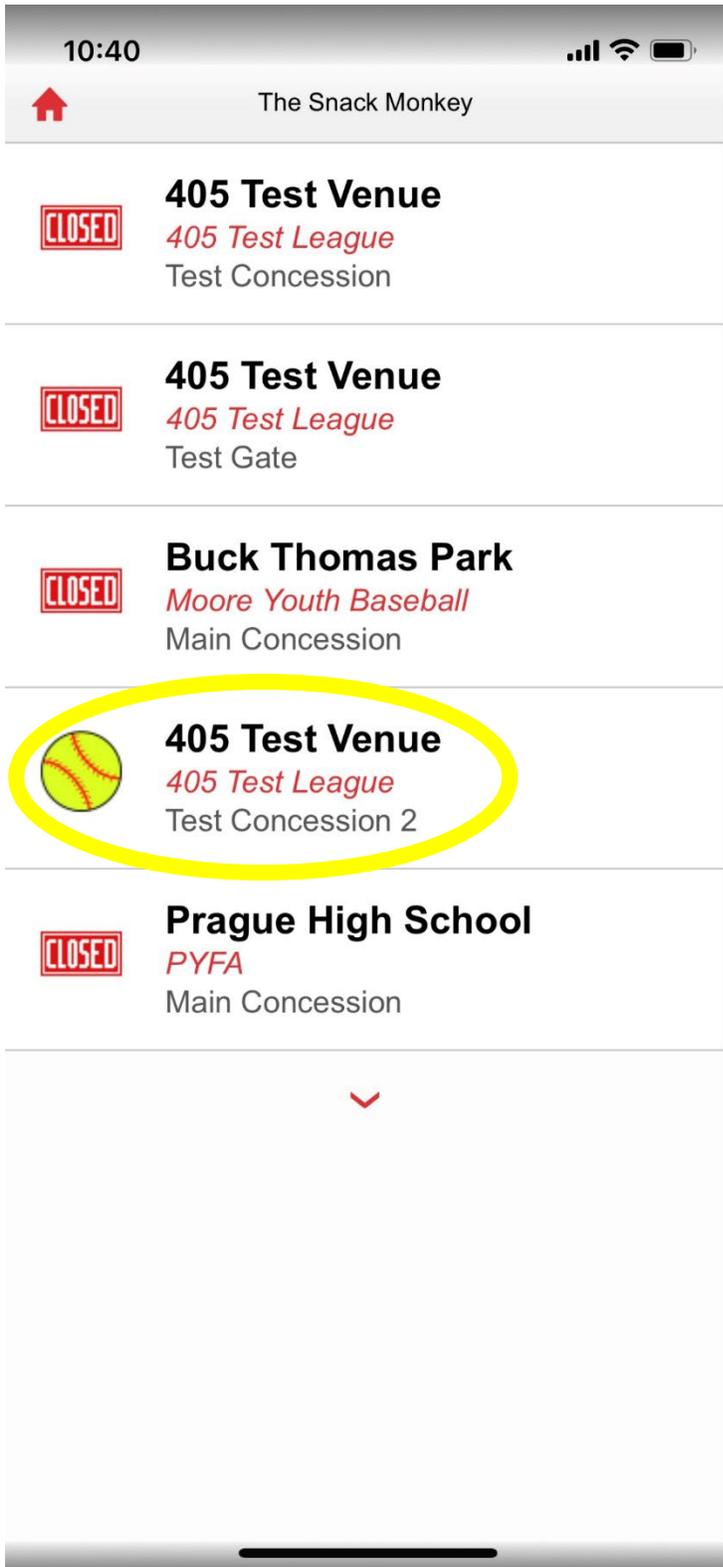
7. Tap the yellow "CLOSED" bar at the bottom of the screen.



8. Your location is now **“OPEN”** and **“Mobile App”** users will now see your location open and can order menu items from their phone.



Mobile App View



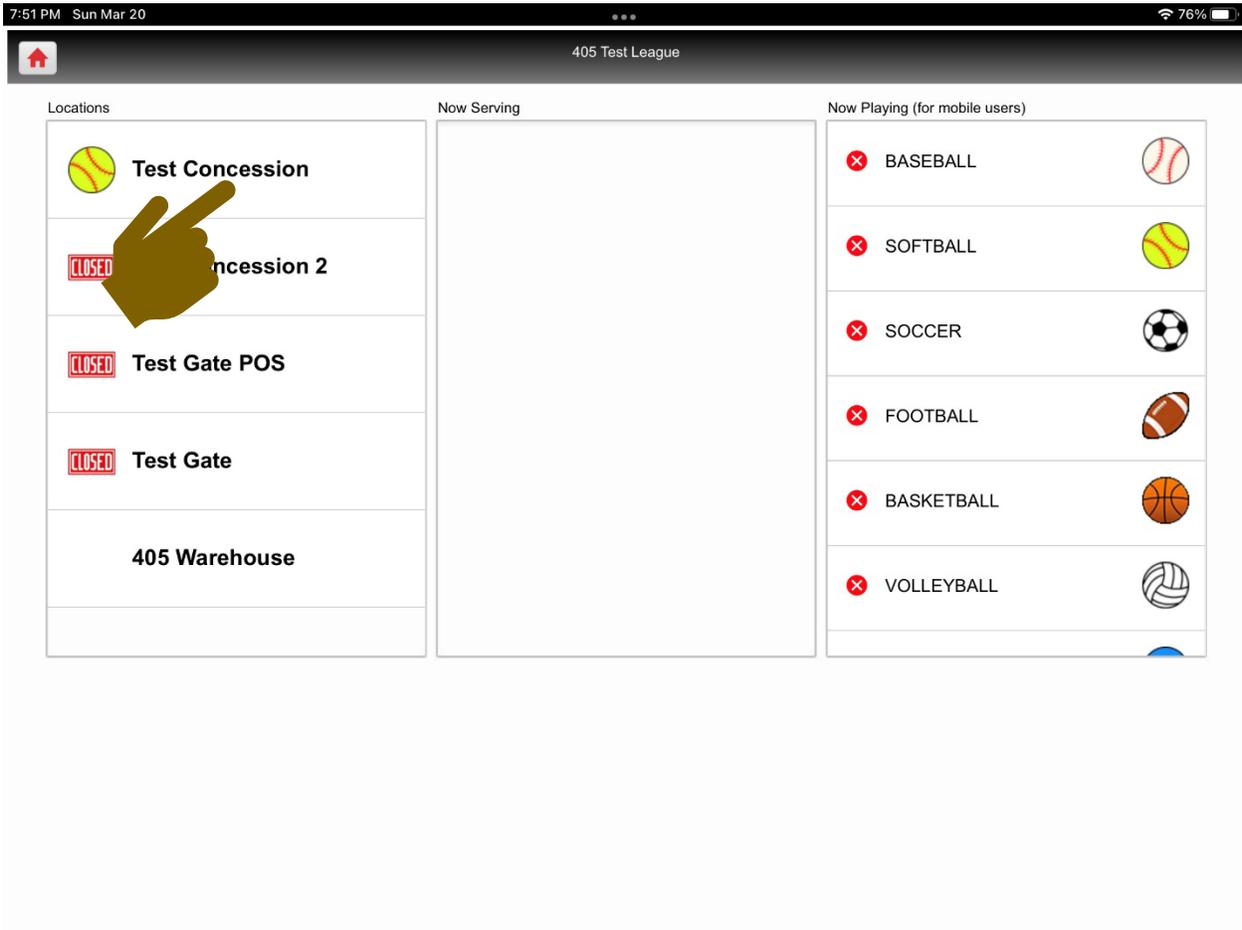
CLOSE PROCEDURE:

NOTE: Mobile app users WILL be able to order from the app until this procedure is performed. It is recommended that you complete this 15 to 30 minutes before you close your location. If you don't, app users will be able to order and pay for their items while you are closing or already closed.

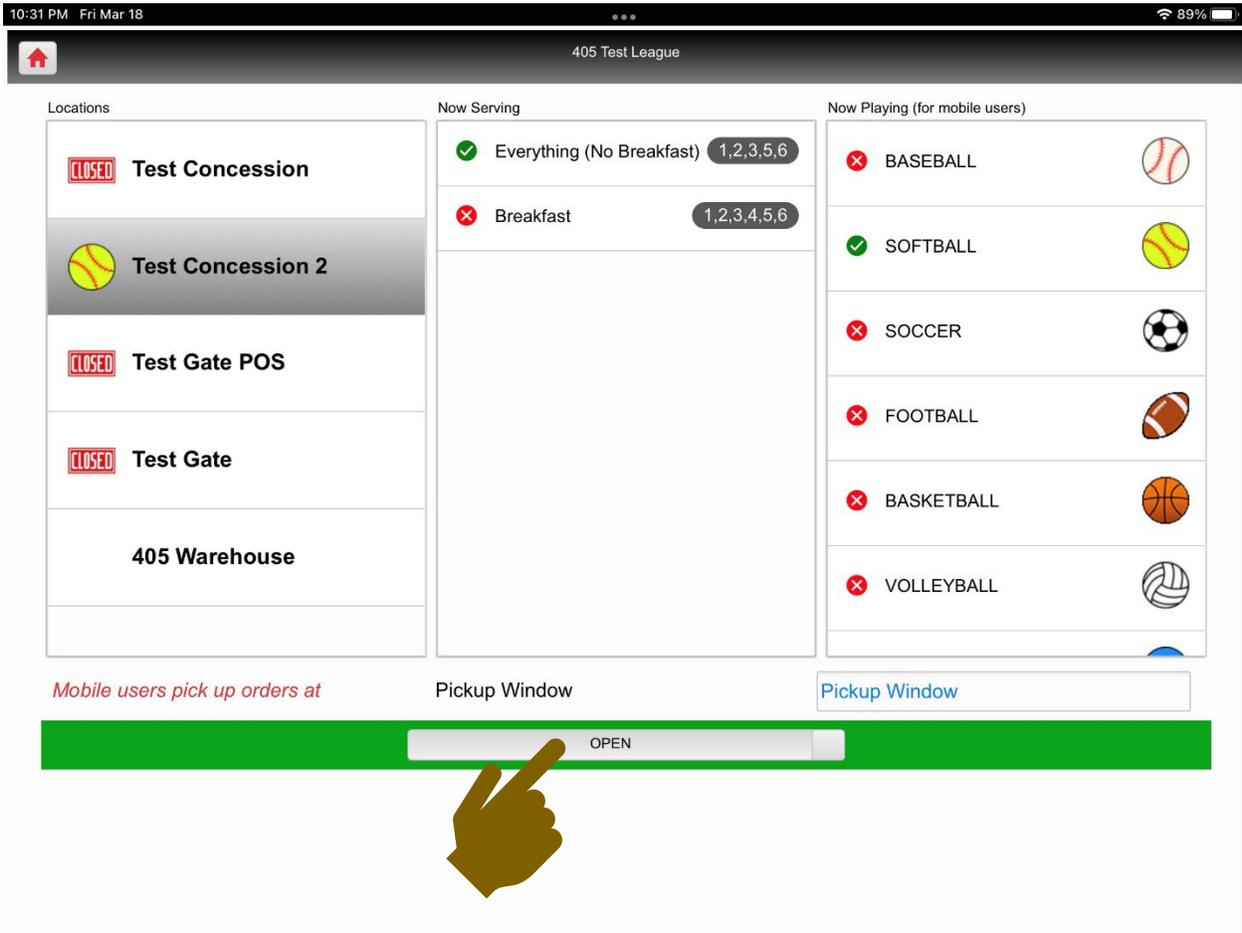
1. After you are logged in, tap the “Locations” button.



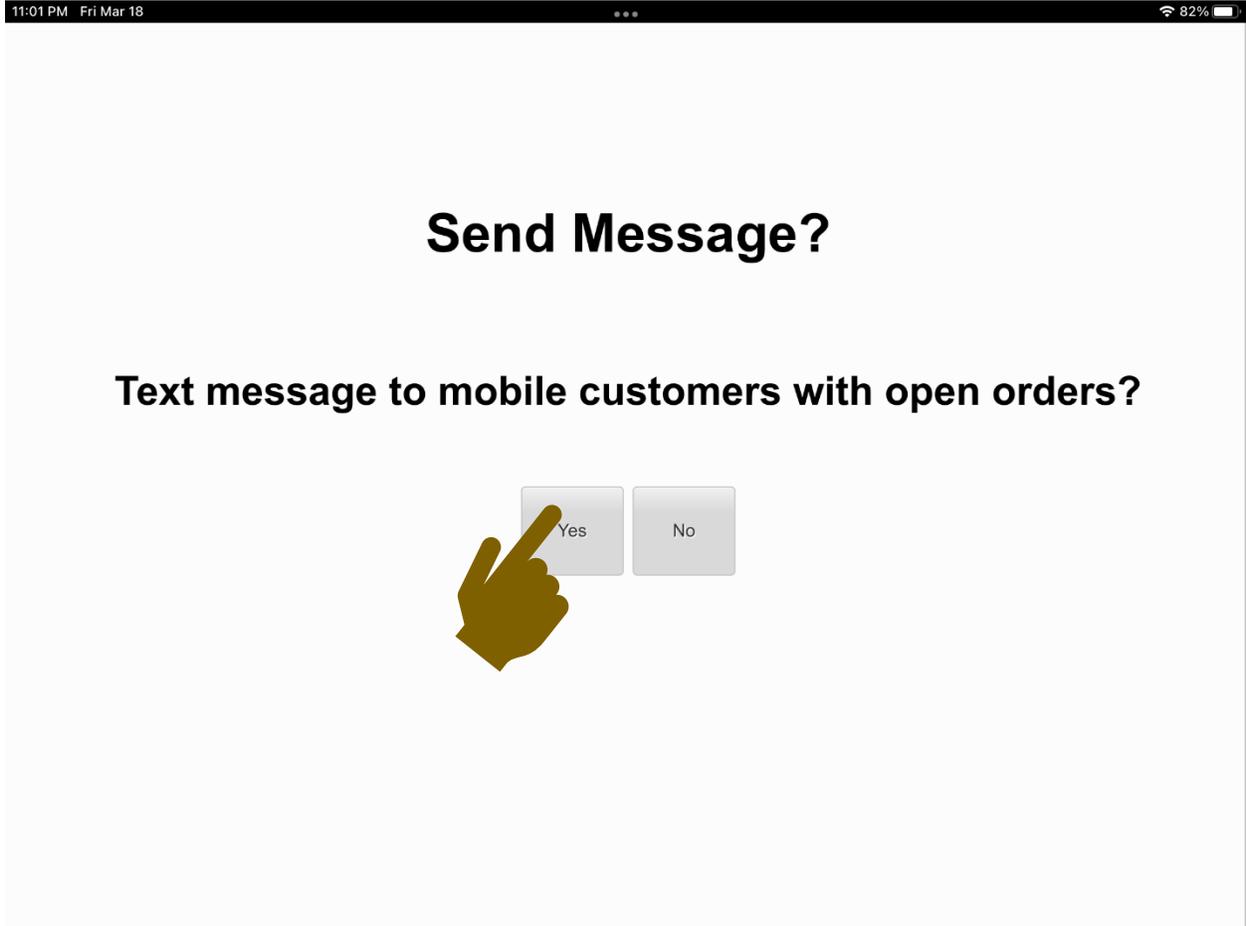
2. Tap the location you want to close.



3. Tap the green "OPEN" bar at the bottom of the screen.



4. A message will pop up on your screen asking if you'd like to **“Text message to mobile customers with open orders?”** This **IS** recommended. By tapping **“Yes”**, any user that has started an order on their phone, but has not completed and paid for it, will get a text alerting them the concession will close in 5 min. This message is meant to give the mobile user the option to complete their order or abandon it. This function can help avoid confusion for your customers.



5. After tapping **“Yes”**, you will get another pop up letting you know how many open orders are currently pending. Tap the **“OK”** button.

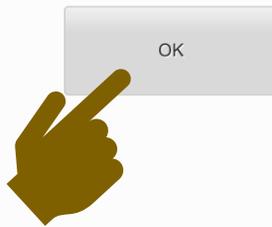
11:02 PM Fri Mar 18



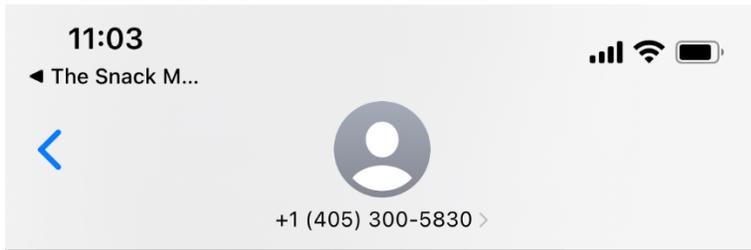
82%

Attention

**1 customer was notified of closing.
Monitor the ORDER PICKER for 5 minutes.**

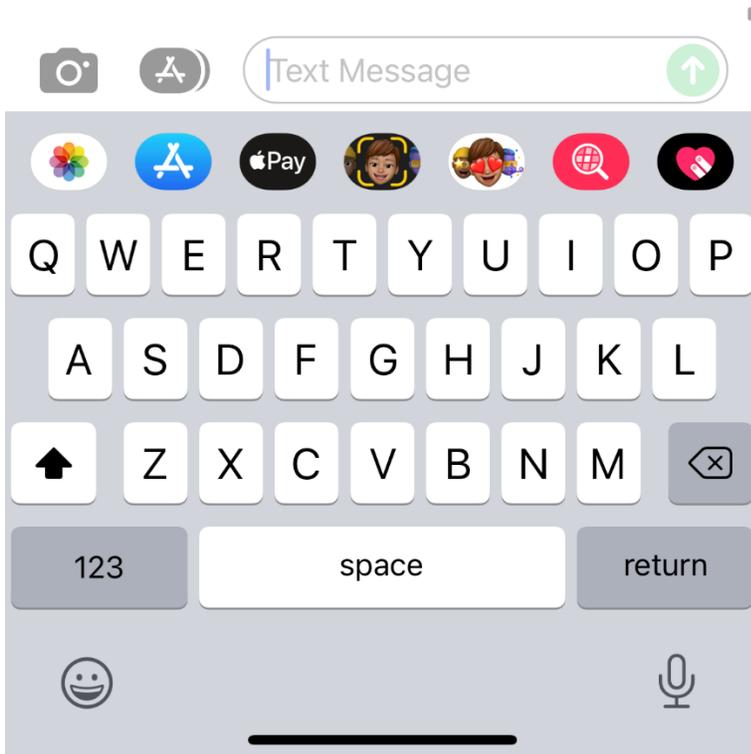


Text Message Mobile App Users Receive

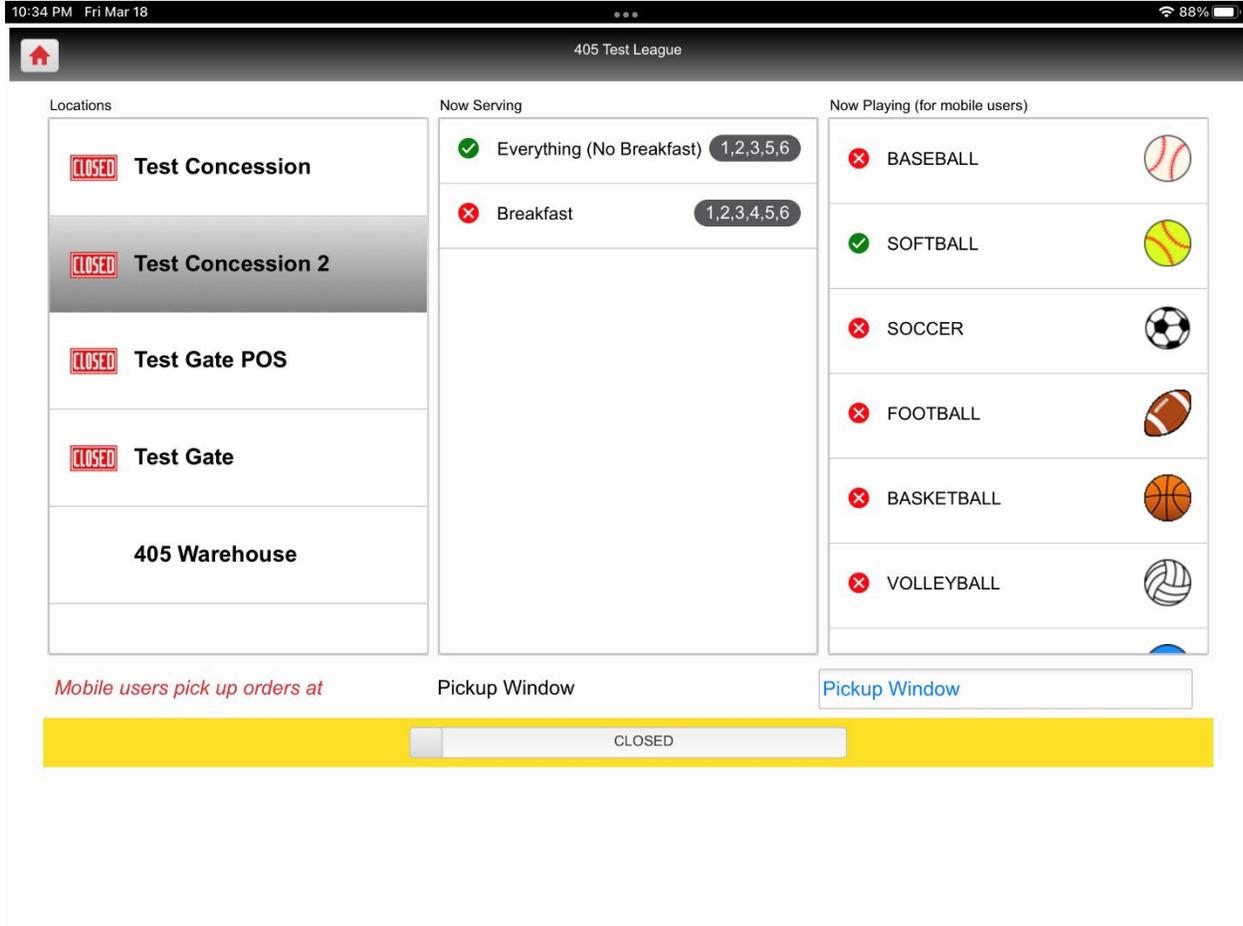


Today 11:02 PM

The Snack Monkey 405 Test League: Do not reply! The Test Concession 2 is closing in 5 minutes. You have an order in progress.



6. You will now see the bar at the bottom of the screen is yellow and says “CLOSED.” No new mobile orders will be allowed, and open orders will only be able to be completed within 5 minutes.



Mobile App Users View

