payroc

Start Here

This is your FULL guide to *Activate*, *Market*, & *Manage* your new amazing platform.

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Activate

Follow these steps to get your new platform LIVE

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Menu Setup

We set up your digital menu for you!

Email your menu to “support@labrador.ai”

You can share your menu in any format : PDF, PNG, link to 3RD Party Ordering, Excel spreadsheet, etc)

DoorDash Link

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Printer Setup

Install your Smart Receipt Printer!

All you need is power and internet.

Printer can be connected with a hard wire or set up via WiFi. Please refer to the installation manual by clicking on the image to the right.

Click here to download Installation Guide

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

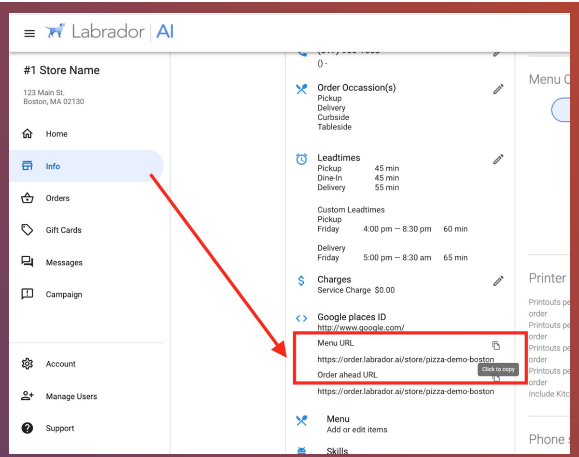
Website Update

Add “Place Order” button and Text to Order copy to your website.

Assign your menu URL to that button.

Your menu URL can be found in your dashboard. Go to business.labrador.ai > Info > Menu URL

Click to see example → **Place Order**



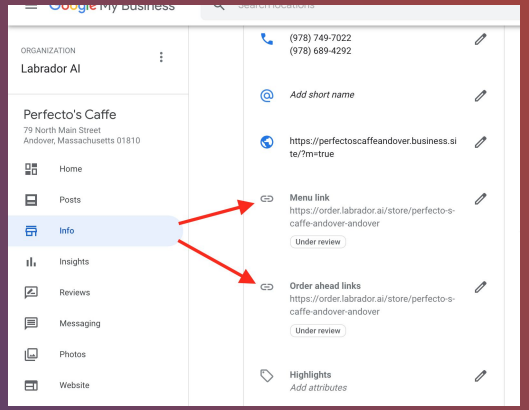
© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Business Links

Update your Business Links, starting with your Google My Business account.

Update your menu & order URLs.

Your menu & order URLs can be found in your dashboard. Go to business.labrador.ai > Info > Menu & Order URL



© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Thank you for calling! Did you know you can skip the wait and text your order?

Press 1 to start a text order.

Press 2 to be connected to the store.

Press 3 to schedule a reservation.

Auto Attendant

Set up your new Auto Attendant Phone Greeting!

Follow these simple call forwarding steps

Your call forwarding number can be found in your dashboard. Go to business.labrador.ai > Auto Attendant > "Auto Attendant Number"

Turn call forwarding **ON**:

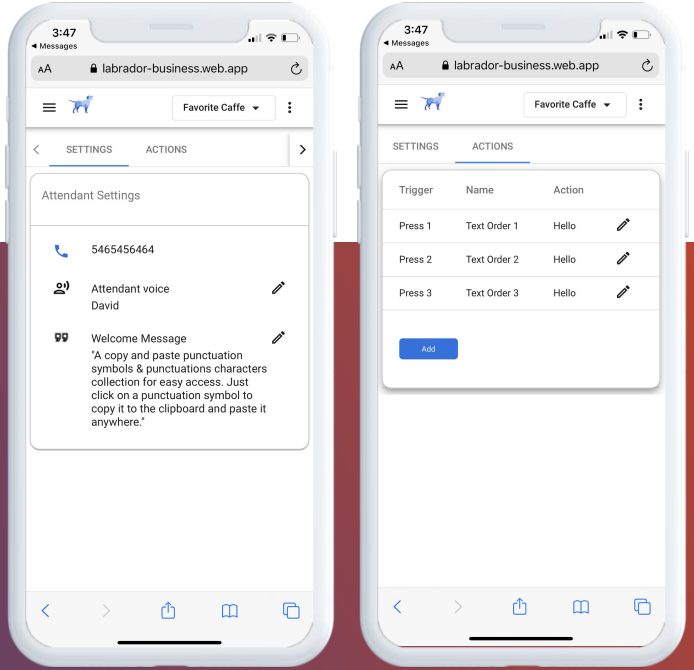
1. Pick up main line receiver and Enter *72
2. Enter the Auto Attendant phone number (including area code).
3. Wait for confirmation. You should hear a confirmation tone or message.

Turn call forwarding **OFF**:

1. Pick up main line receiver and dial *73

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Set Greeting



You can customize your phone attendant's call in options!

Set custom open and closed hour greetings with multiple numbered options for take out, reservations, and transfer selections.

Check your current settings by calling your IVR number.

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Check List

Did you successfully complete the following checklist?

If you need help, please contact support@labrador.ai or text your partner success manager.

- [ ] Menu Setup
- [ ] Printer Setup
- [ ] Website Update
- [ ] Business Links
- [ ] Auto Attendant

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

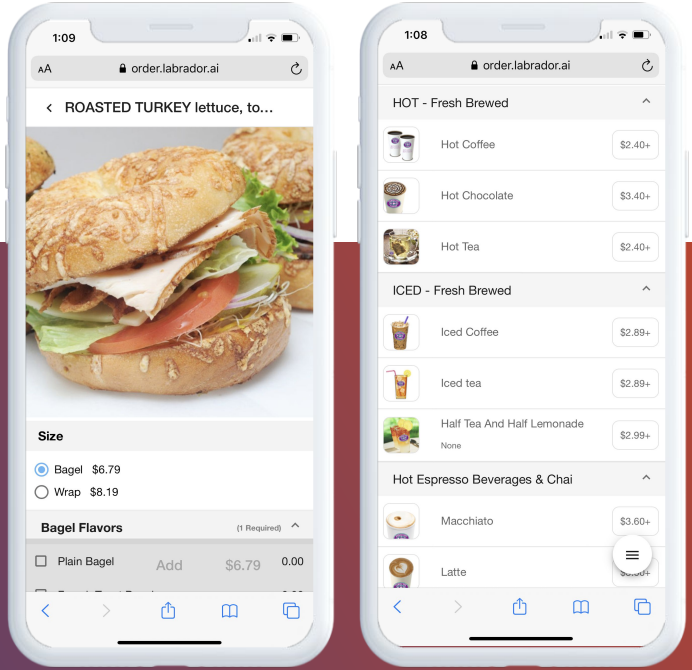
payroc

Launch

Now that you're LIVE, follow these best practices to ensure platform success!

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Add Images



Add menu item images!

Your guests eat with their eyes - help them pick their favorite choice by adding beautiful pictures of your menu items.

[Click here to see a video of how to add menu images]

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Table Signage

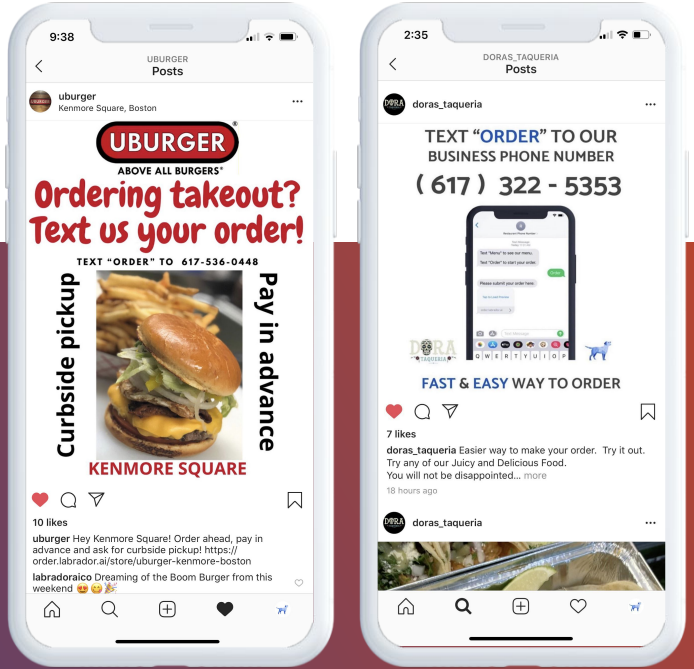
Add table numbers, QR Code stickers, or names for Tableside dining!

Text order instructions and Scannable QR code included.

QR code can be found in your dashboard. Go to business.labrador.ai > Info > "Menu QR Code"

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Social Posts



Post on all your social media accounts to let your guests know you now accept text orders & more!

Use the Labrador template or create your own design.

[Click here to download the Social Post template]

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Paper Menu

Add wording to your Paper menu to let your guest know that they can “Text to Order” to your existing business phone number.

You can also include scannable menu QR Codes!

QR code can be found in your dashboard. Go to business.labrador.ai > Info > “Menu QR Code”

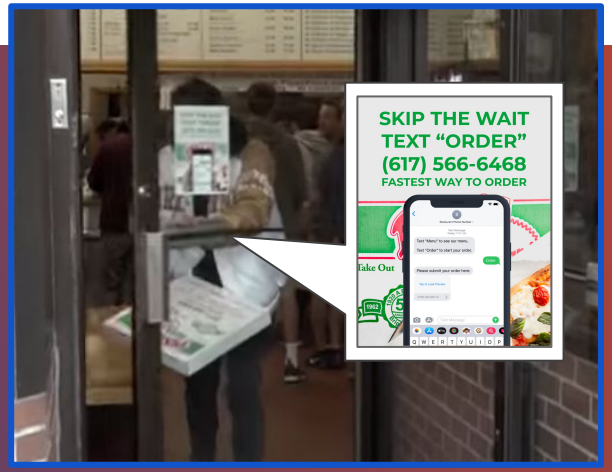
© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Add Posters

Add posters and door clings to let your in store guests know as well!

Use the Labrador template or create your own design.

[Click here to download the Poster template]



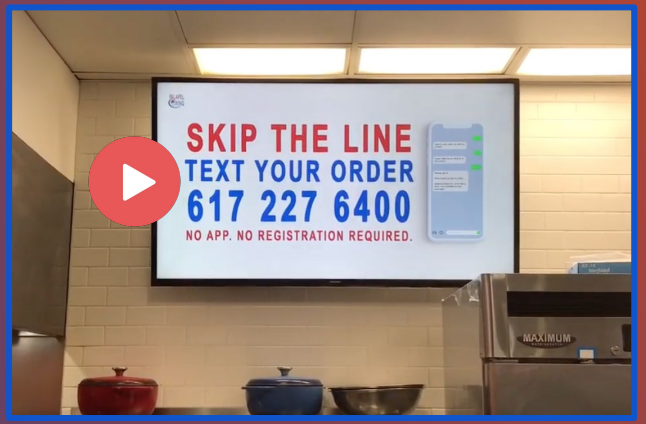
© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Digital Displays

Do you have digital menu boards and digital displays?

Promote your new platform through video and digital marketing messaging.

Click on the video to the right to see an example.



© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Banners

Large outdoor banners are a great way to share business information and your new Text Ordering solution!

Great option for Parking lot Curbside pick up!

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Custom Swag

Team member T Shirts work great to make your guests smile and make a memorable impression!

Inform your guests with custom Swag.

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Learn

Here is an easy to use video tutorial guide to help you answer FAQs

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Home

- Home
- Info
- Orders
- Gift Cards
- Messages
- Campaign

- Account
- Manage Users
- Support

How do I....

[Generate a midday report?]

[Generate an end of day report?]

[View detailed monthly report?]

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Info

- Home
- Info
- Orders
- Gift Cards
- Messages
- Campaign
- Account
- Manage Users
- Support

How do I....

Set delivery radius, charges, and set minimums?
Set hours of operation?
Manage Order Types (Pick up, Delivery, Tableside, etc.)?
Set General Order Lead times?
Set Custom Window Order Lead times for busy windows?
Add a digital ordering service charge?
Set receipt print quantity setting?
Find my menu URL for website buttons and business listings?
Place the system into standby mode?
Access my menu QR code?

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

Menu

- Home
- Info
- Orders
- Gift Cards
- Messages
- Campaign
- Account
- Manage Users
- Support

How do I....

[Find my digital menu?]
[Add a menu item?]
[Adjust a menu item price?]
[Add a menu category?]
[Change menu item availability?]
[Adjust a menu item display sequence?]
[Adjust a menu category display sequence?]
[Add a modifier group?]
[Assign modifier groups to an item?]
[Add an image to a menu item?]

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

payroc

Orders

- Home
- Info
- Orders
- Gift Cards
- Messages
- Campaign
- Account
- Manage Users
- Support

How do I....

[Reprint an order receipt?]
[Manually force close a tableside open tab?]
[Refund a transaction?]

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.

© labrador.ai 2020 | **CONFIDENTIAL** | US Patent No. 20190280992 | Patents Pending.