WaiterOne

COS

DRAFT (30/03/21)

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WHAT IS COS

For years, our Client Ordering System (COS) has been in development, evolving through various iterations and concepts. Our first prototype was an iPad app designed for restaurants and bars, allowing customers to place orders directly from their tables. It seemed like a smart solution—eliminating the need for staff to take orders—but placing an iPad at every table or handing one over to each guest quickly became impractical and expensive.

We then asked ourselves: why not leverage a device that's both affordable and ubiquitous—the customer's own smartphone? That's when we began testing a web app that clients could use on their smartphones, connected to your iPad. By simply linking to the iPad, customers could browse the menu and place orders themselves. While the idea worked in theory, it soon became clear that iPads weren't ideal for serving as web servers.

Additionally, we realized that many customers might want to place orders from home—another challenge. Connecting a home device to an iPad in a restaurant wasn't a practical or scalable solution. Going back to a dedicated app seemed too labor-intensive, especially since we'd need to create separate versions for both iOS and Android.

So, we pivoted. A web app—accessible on any device, anywhere—was the answer. And that's what we built.

TL;DR

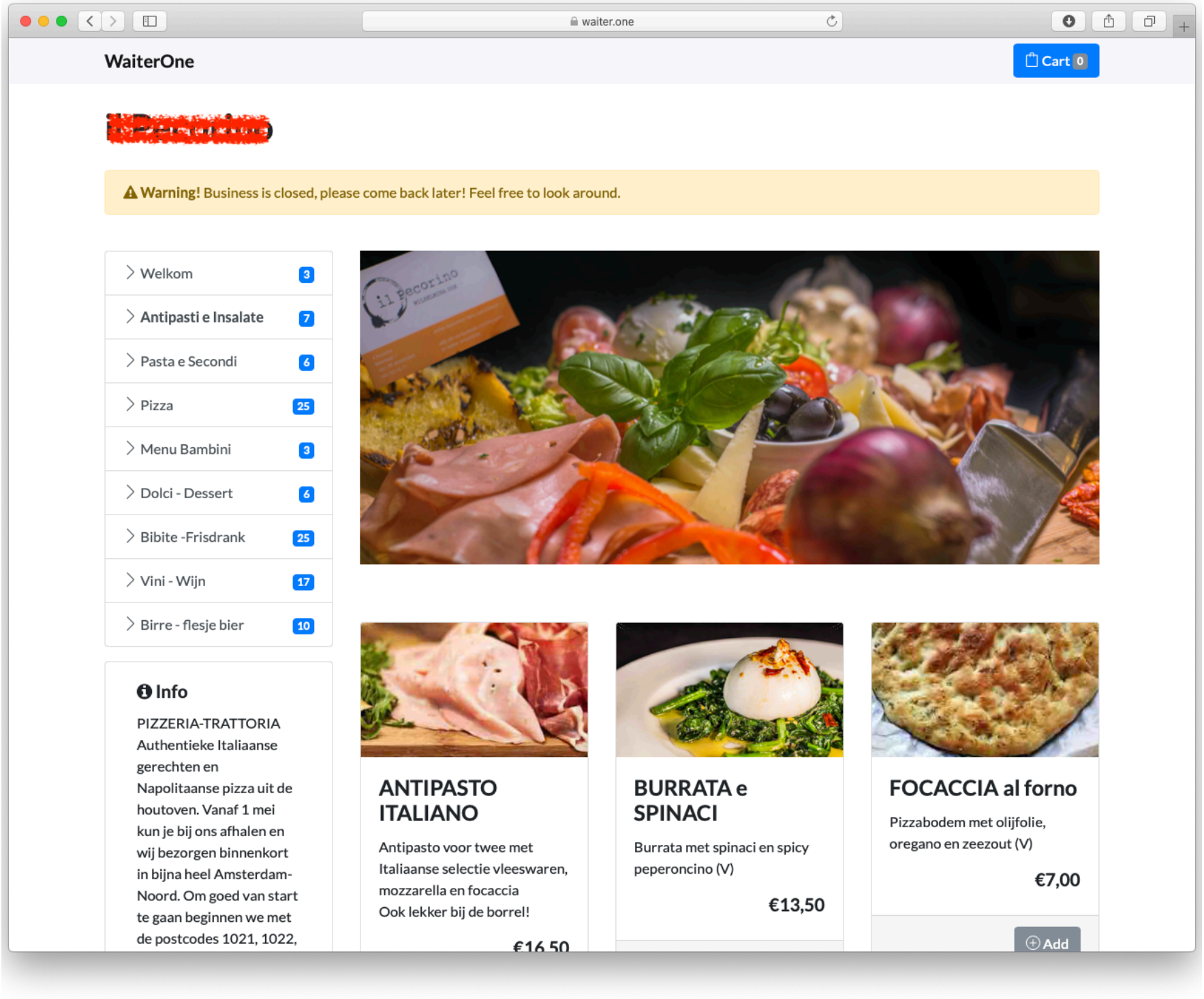
Config in WaiterOne :

- Download the latest version of WaiterOne
- In the Settings -> Client Ordering System, click on Activate Client Ordering System
- In the Settings -> Client Ordering System, fill in all information
- In the Data -> Groups, click on the Client Ordering System tab on the right, select every single group your want to upload and add a description and image
- Go back to the Settings -> Client Ordering System, click on Upload to the cloud

- Surf to https://waiter.one, search for your business, or scan your business QR code and order something

- You order should arrive in WaiterOne on the COS page, delete or accept it

COS FEATURES



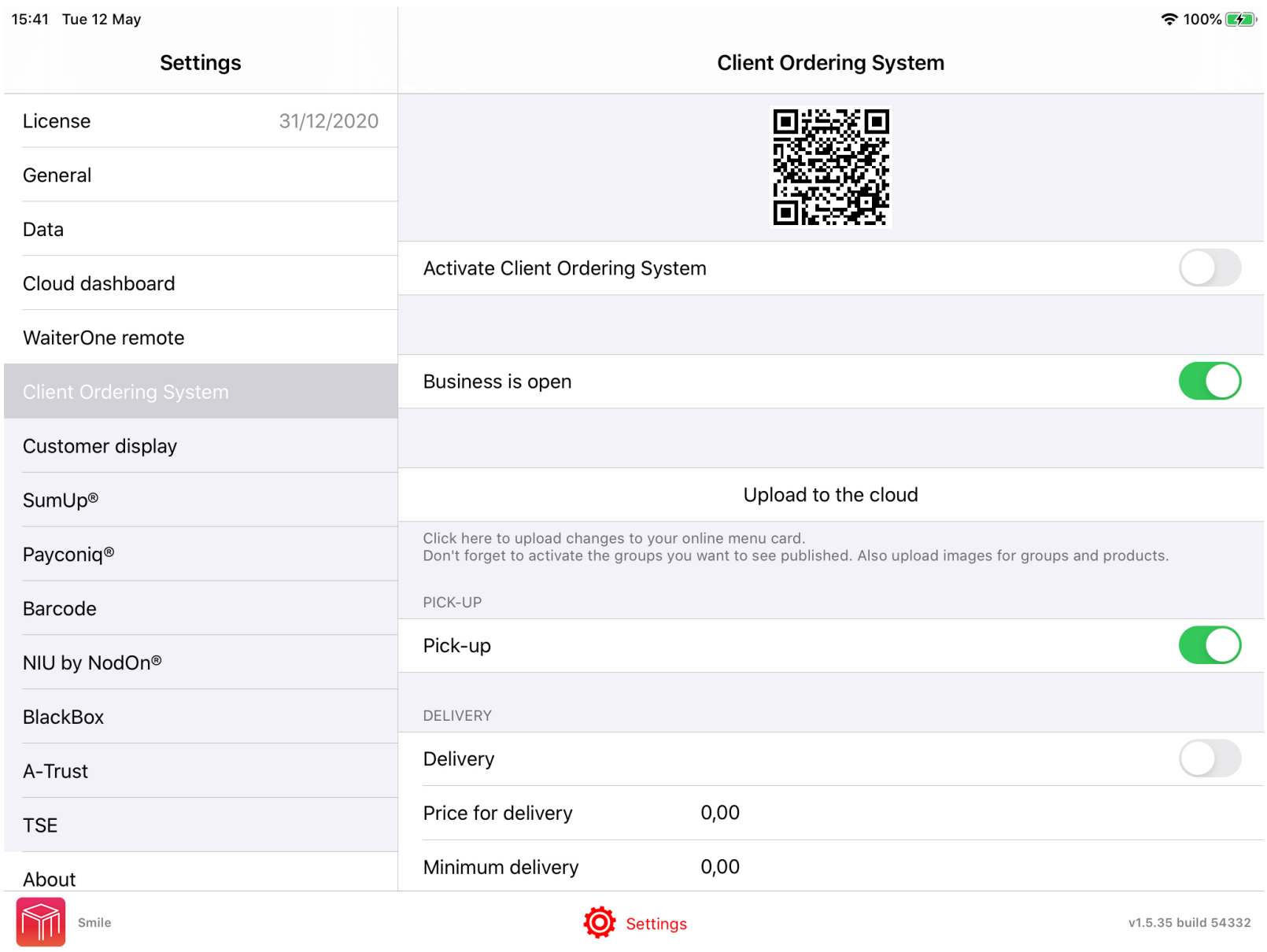
Our COS have a lot of exciting features. Let's check them out :

- Runs on al browsers (pc, Mac, tablets, smartphone)
- Configuration happens in WaiterOne : all groups and buttons in WaiterOne can be transferred to our COS. No need to enter and maintain your products once more.
- Can be used outside your business (home delivery or pick-up) and in your business (table ordering or a dedicated kiosk setup) : our COS can be used wherever your clients are.
- Clients use their own connection : everything is done in a secure matter on the device of your client, no need to open your network.

- Orders come directly into WaiterOne : alle orders are pushed in a split second to your WaiterOne. Printers can be configured to print out orders as soon as the orders arrive.

- Receive online payments with Mollie.

CONFIGURATION



All settings of the COS can be found in the Settings -> Client Ordering System and in the Data -> Buttons and the Groups on your main WaiterOne device (there should be a Client Ordering System on the right after activating it in the main settings). As soon as you make a change that should be visible or activated on your order page, click on Upload to the cloud in the settings.

These are the settings you have in the Client Ordering System page :

- Pick-up : activate this if you allow pick-up or take away.

- Delivery : activate if you do delivery. There are 3 extra fields, the price for delivery, the minimum delivery, free delivery. Leave these on 0 if you don't want to active it.

  - Price for delivery : the price that will be added to every order when doing delivery.

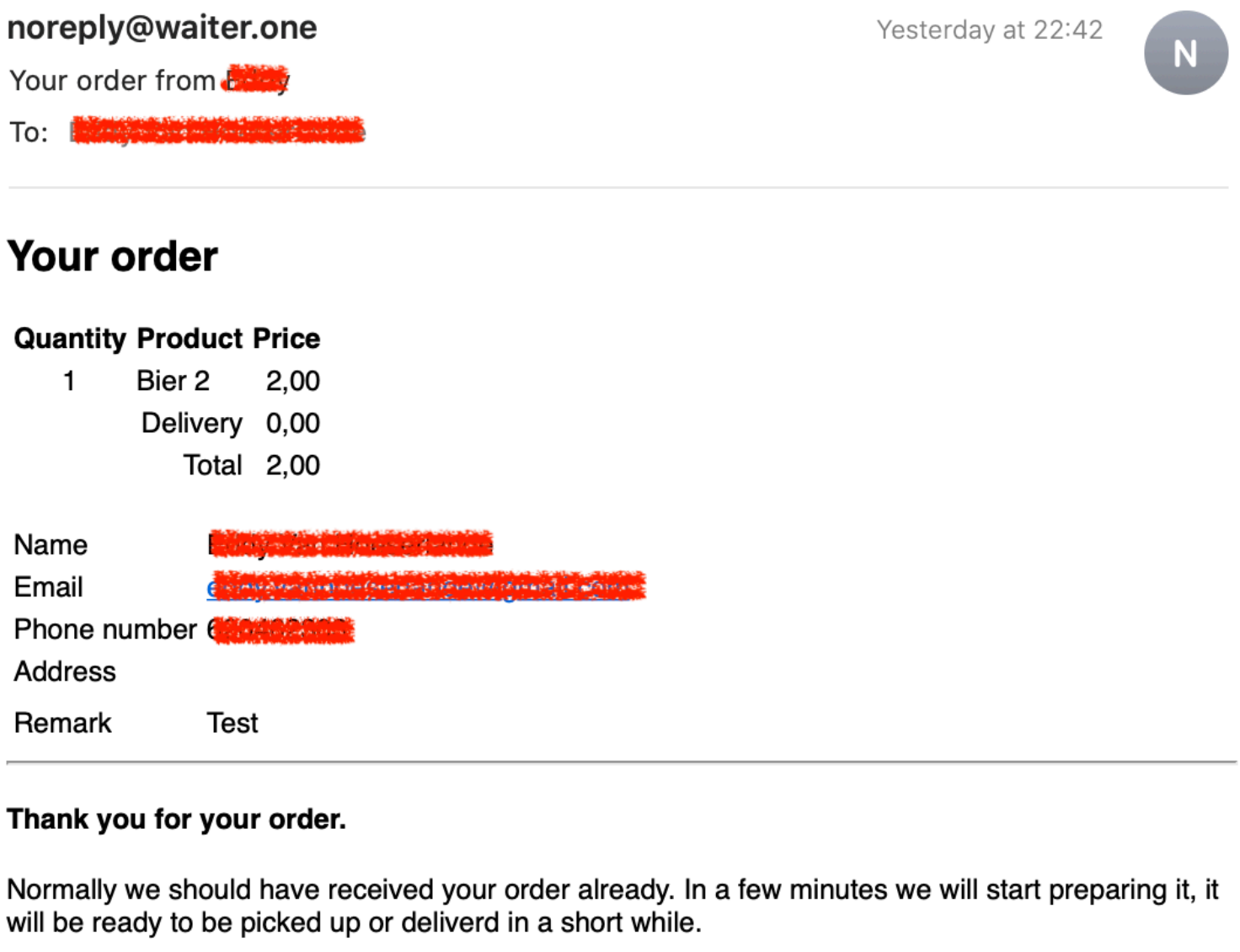
    - Minimum delivery : the minimum amount you accept to do a delivery. If you client don't order enough they will not be able to select delivery as service.
    - Free delivery : once that amount is reached delivery will not be added to the order.
- In-house order taking : activate this if you allow ordering by at a table or if you have a COS activated in a kiosk.
- Configuration : these are the general configuration, will determine how your own COS page will look like, which kind of information your clients will see and so on.
    - Title : enter here the name of your business. The name your clients will see when they are on your page. The name they will see if they search for a business like yours.
    - Description : enter s description for your business, e.g. best pizzas in town.
    - Address, town, phone.
    - Email : if you want people also to have your email enter it here.
    - Website : if you have your own webpage then here it goes.
    - Currency : Your main currency, please enter only 1. And be sure it is also the one you will use for your prices, e.g. €
    - Text : extra text you can enter, e.g. opening days and hours.
    - Meta : enter meta tags, can be used so clients but also search engines can find your page e.g. pizza, Italian, pasta, home made, at the beach, …
    - Logo : upload your business logo here. This is not working yet in WaiterOne.
    - Image : upload an image, e.g. photo of your business.
- Payments : You can accept payments on delivery or you ask your clients to pay online when ordering. If you want online payment you can activate Mollie here. For more information about Mollie go to mollie.com and create an account.
- Miscellaneous : these are all kind of settings, not enough to put in its own group of settings
    - Price : you can select 1 of the 3 prices here. As WaiterOne can work with 3 prices. Imagine you have a different price for take away or delivery.

- VAT/TAX : some countries have different VAT/TAX levels depending if it in dine in or take away. Select the one you have in your country here.

- Print QR code on the bill : if activated a QR code of your business will be added on your bill. When scanning that QR code, your clients will go to your unique COS page, ready to start ordering.

- Text : the text that will appear under that QR code, e.g. Scan me and order yourself.

- Email order : we added an extra safety net in WaiterOne, all orders can also be sent as an email, in case your iPad fails to connect. Sometimes emails will not arrive, depending on your SPAM filter with your provider or with the client's his provider.



noreply@waiter.one

Yesterday at 22:42

N

Your order from [redacted]

To: [redacted]

Your order

Quantity	Product	Price
1	Bier 2	2,00
	Delivery	0,00
	Total	2,00

Name [redacted]

Email [redacted]

Phone number [redacted]

Address

Remark Test

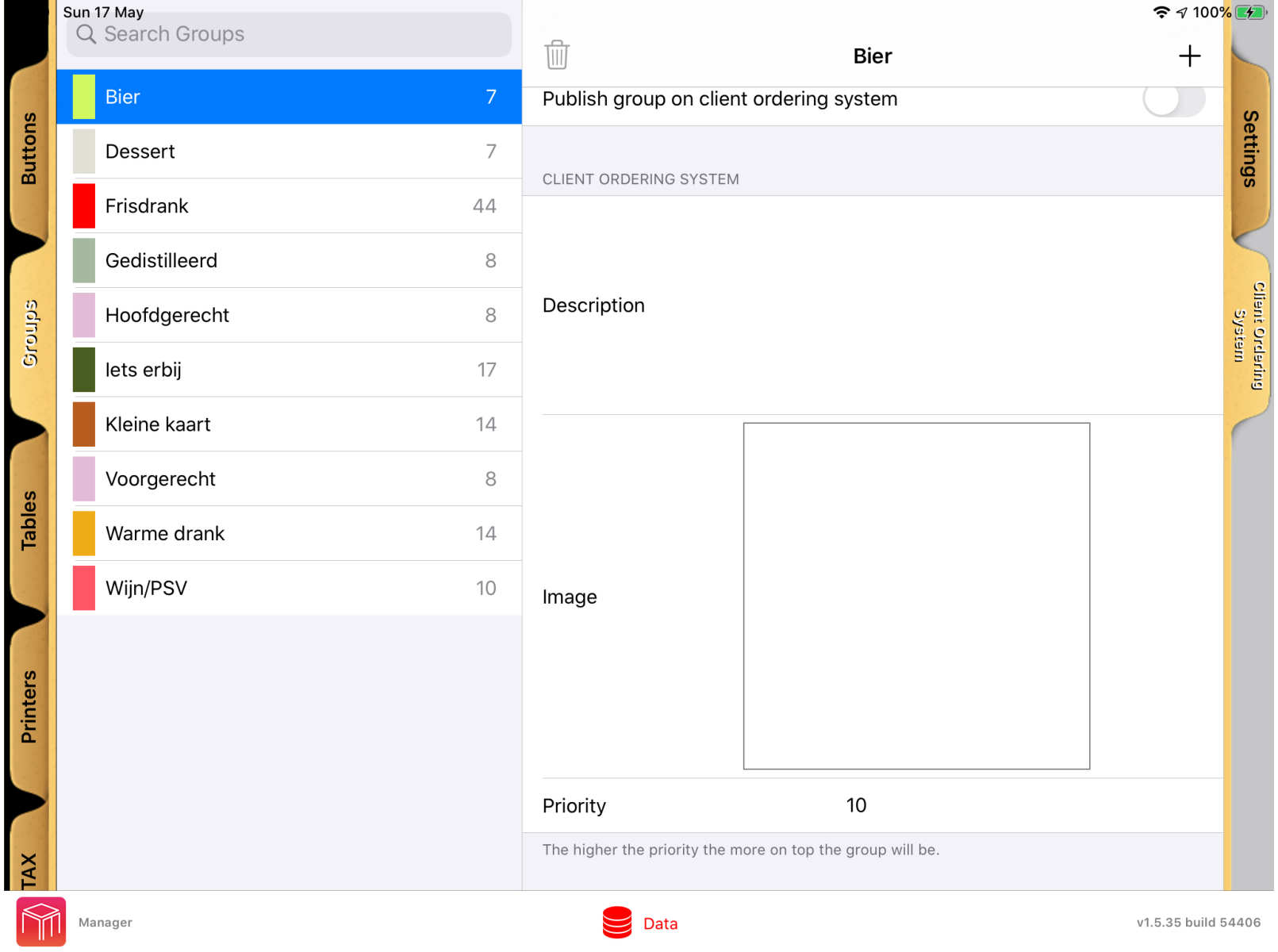
Thank you for your order.

Normally we should have received your order already. In a few minutes we will start preparing it, it will be ready to be picked up or deliverd in a short while.

- Activate email to clients : activate to send your client an extra email containing their order

- Email from : enter here your email, if you don't want to start a conversation with your client maybe better leave it empty. If left empty the order email will have a non reply email address.

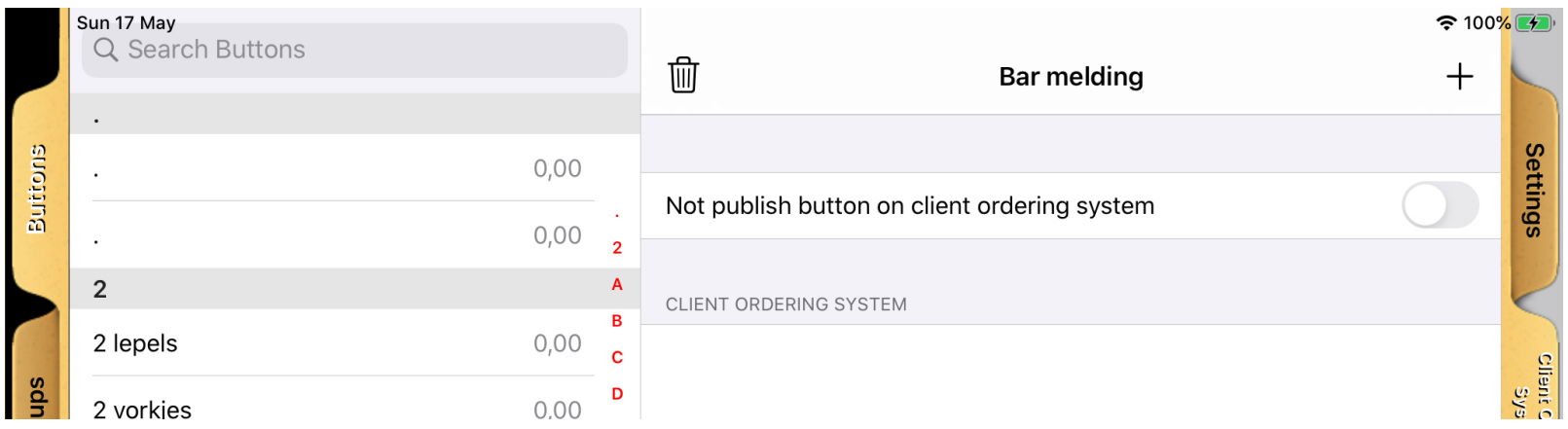
- Email Cc : enter your email address here if you want a copy of it.



- Email Bcc : same as Cc, but then made invisible for your client.

There is second thing to configure. Very simple but essential. You have to tell our COS which groups you want to be seen online and you can also add a description and image to your groups and products.

Go to Data -> Groups, on the right side under the settings is a special COS tab. You have the same for the buttons, but buttons work a bit different as buttons will follow the settings of the groups (see next item).



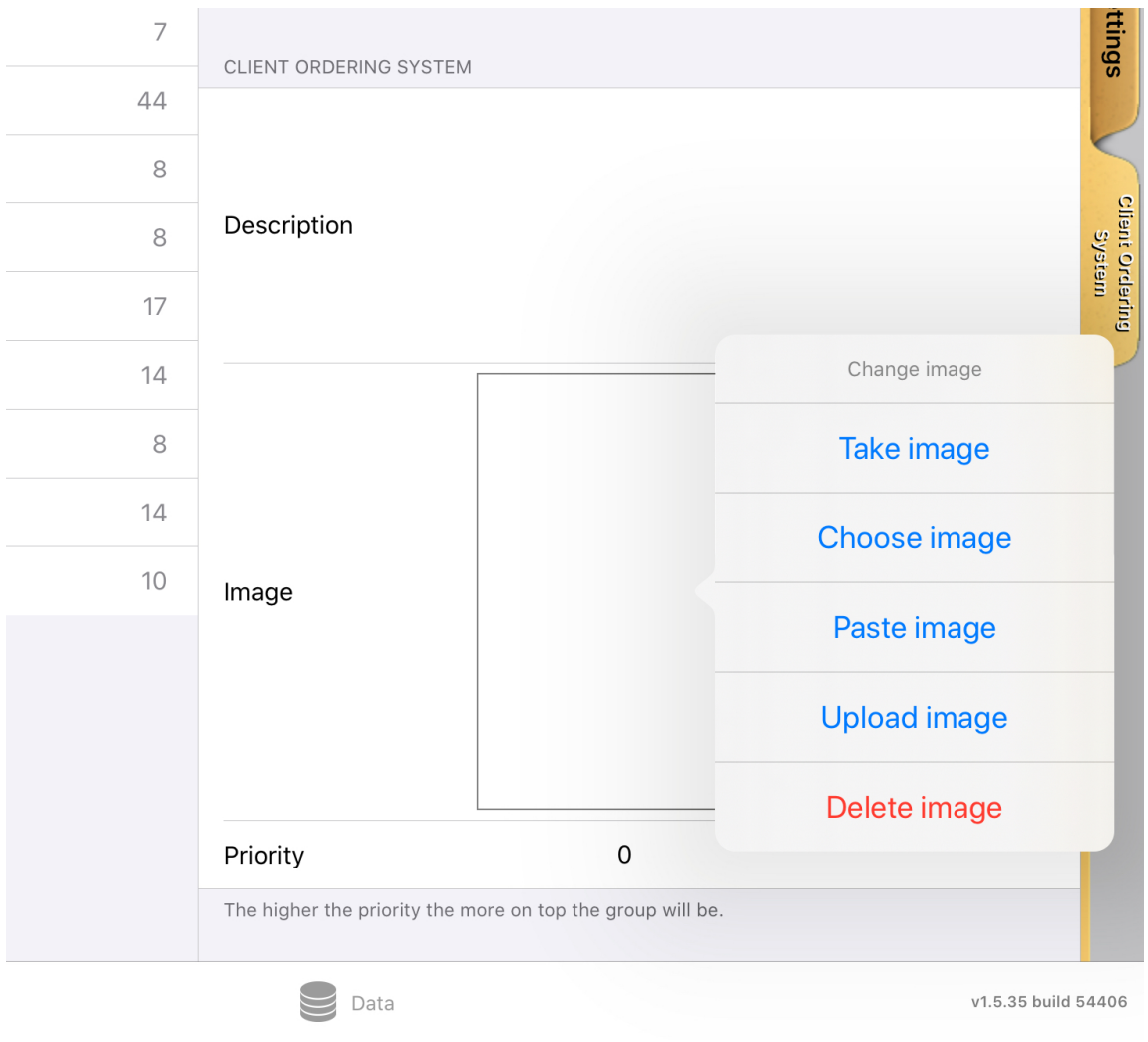
- Publish group on client ordering system : activate if you want to see this particular group on your COS page. Sometimes you will not want to have certain groups available for delivery or pick-up. Buttons follow the settings of the groups, but in case you don’t want a button or product to be published you can select not to publish it.

- Description : add a description for your group or product
- Image : add an image for your group or product
- Priority : this is a special field, a number you can add to a group or product so that you can change the order your groups or products appear on your COS page. The higher the number the more on top groups and products with the same number will appear. Besides this number groups and buttons will be listed alphabetically. E.g. you want your famous cheese cake to be listed on top, give it a 10, as the rest has 0, it will appear all the way on top of your COS page.

Some extra stuff about images:

When you click on that big image square you will see a menu with all the possibilities you have depending the situation you are in.

- Take image : why not use the camera of the iPad. Just make a nice picture of your prepared meal or nicely presented cocktail. Easy.
- Choose image : have some on your iPad already, maybe done by a professional photographer. Select it here.
- Paste Image : you can copy and paste images on your iPad. You can even copy it from your Mac and paste in on your iPad in WaiterOne. Saw a nice image online? Copy, … paste!

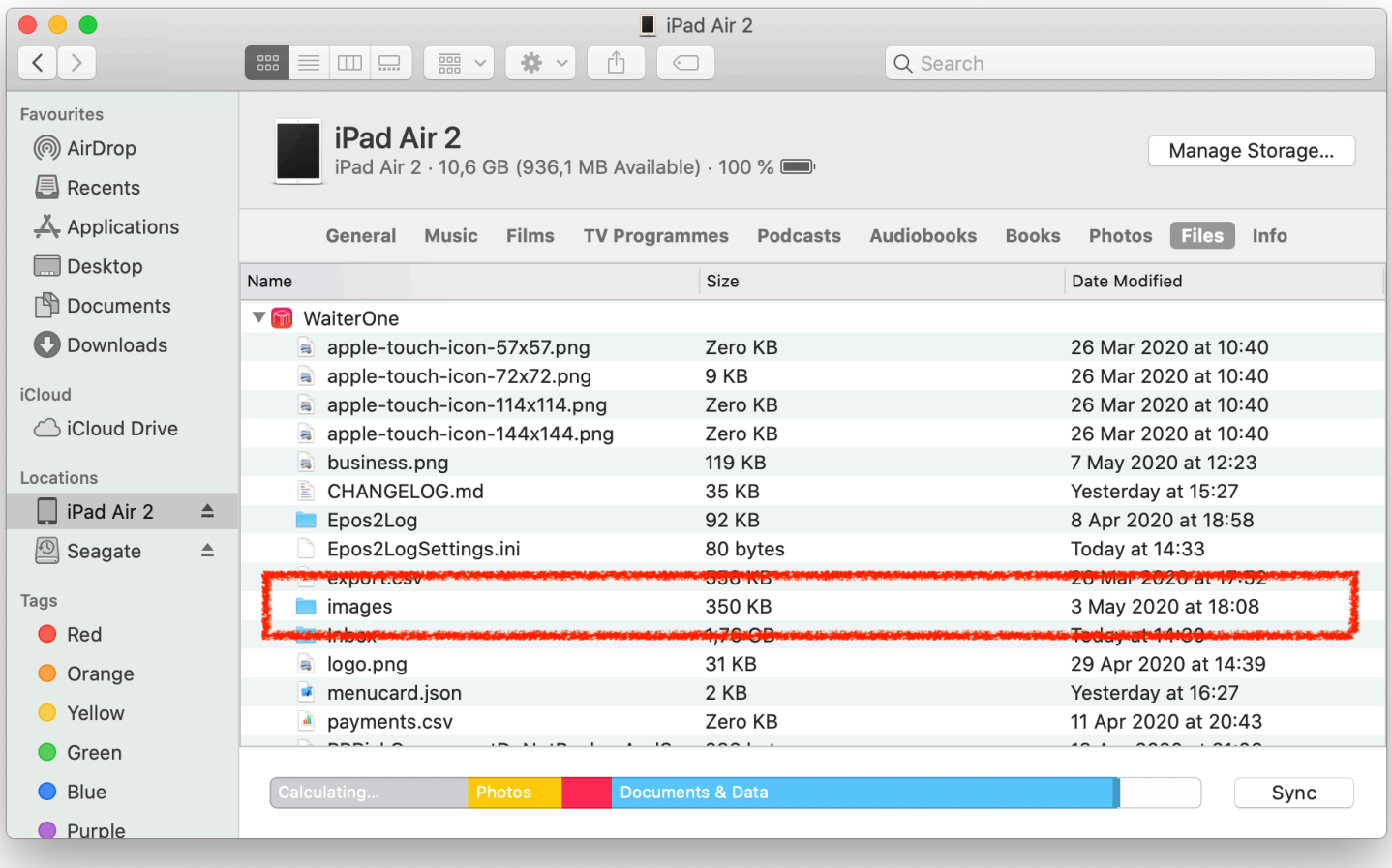


- Upload image : every image selected is automatically uploaded to your COS page. Maybe something went wrong or you had no internet connection at that time? With upload you can do it manually.

- Delete image : delete a image, on your iPad and online.

Sometimes images appear upside down on your iPad or COS page. This happens when you take your pictures … up side down. You iPad has an left and right, up and down. Try to retake the image but now with the home button on the left instead of the home button on the right. We will fix this in a future upgrade as we check out how you are holding your iPad when taking pictures.

All images are stored in WaiterOne, if you go to your iPad, to the WaiterOne sharing folder, there should be a folder called images. If you want you could also copy that whole folder to your pc or Mac and edit from there. But maybe that is a bit too fare fetched.



QR CODE

In WaiterOne we have created the possibility to print out a QR code, that way your clients can find and order on your COS page even faster. Just scan the QR code with your smartphone, follow the link and start ordering. You don't need extra software to scan a QR code on recent smartphones.

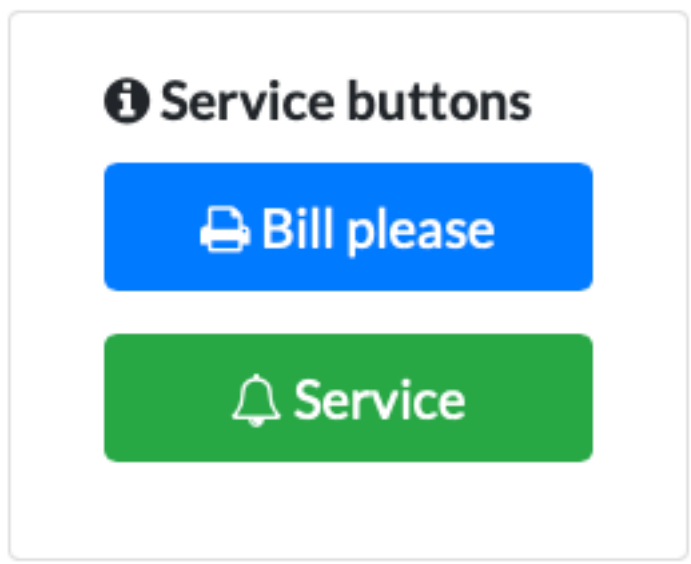
In WaiterOne are 2 different QR codes, one is for pick-up or delivery, the other one is for the in-house ordering (e.g. to put it on a table).

The first QR code can be found in WaiterOne in Data -> Printers ,click on the QR code next to your printer's address (e.g. your bill printer). A QR code should be printed. When your clients scan this QR code they will be redirected immediately to your COS page. The QR code is actually a link to the website waiter.one with a business id added to it. It looks something like this : https://waiter.one/business.php?id=18059d21e3db41e3bb80cecb2f3c9d0e. In case you want, you can also create your own QR code (there are sites for that, but it is not needed actually as we have everything done in WaiterOne).

Instead of working with that QR code you could also use this link on your website, so people can go from your website to your COS page. Putting a QR code on your website is kind of stupid. They are already on your website, so why put a QR code on it.

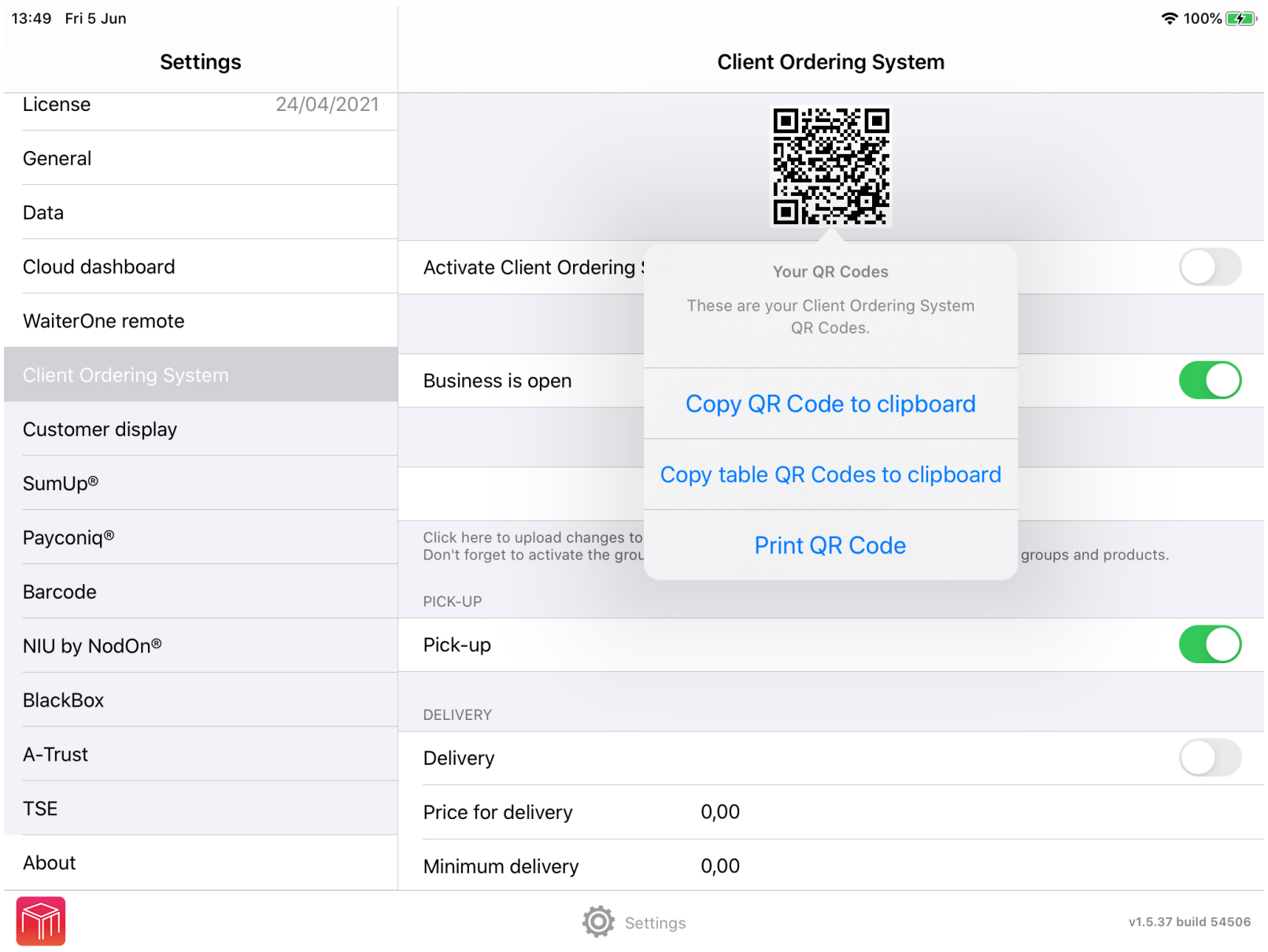
You can also go to the Settings -> Client Ordering System. The QR code on top is actually your QR code, you can scan it to check out your COS page, you can also click on it to copy it in your clipboard and paste it in whichever app you are using or paste it on your Mac.

The second type of QR code you can find in WaiterOne if you go to Data -> Tables and you click on the QR code next to the name of a table. That QR code will be printed but it will also have a table identification on it. These QR codes should be used to put on your tables in your business. So when people order in your business sitting at a table, you know which table ordered something. They will look a bit bigger and they will also have the name of the table printed underneath it (when printed with WaiterOne). We added the table name on it, so you know where to put them. These QR codes will not ask for an email address or phone number when ordering. When your clients scan these table QR codes they will also be able to do some extra things in the COS. We added some service buttons on it so your clients can ask you for service, ask you for the bill. This features is kind of cool and very original.



When clicking on the QR code button in WaiterOne, it will not only print out the QR code but WaiterOne will also save a copy in your clipboard. You could use it in other apps (e.g. email) or paste it on your Mac.

All QR codes can also be found in the settings -> client ordering system, click on the QR code on top and continue …



Cancel

Table QR codes

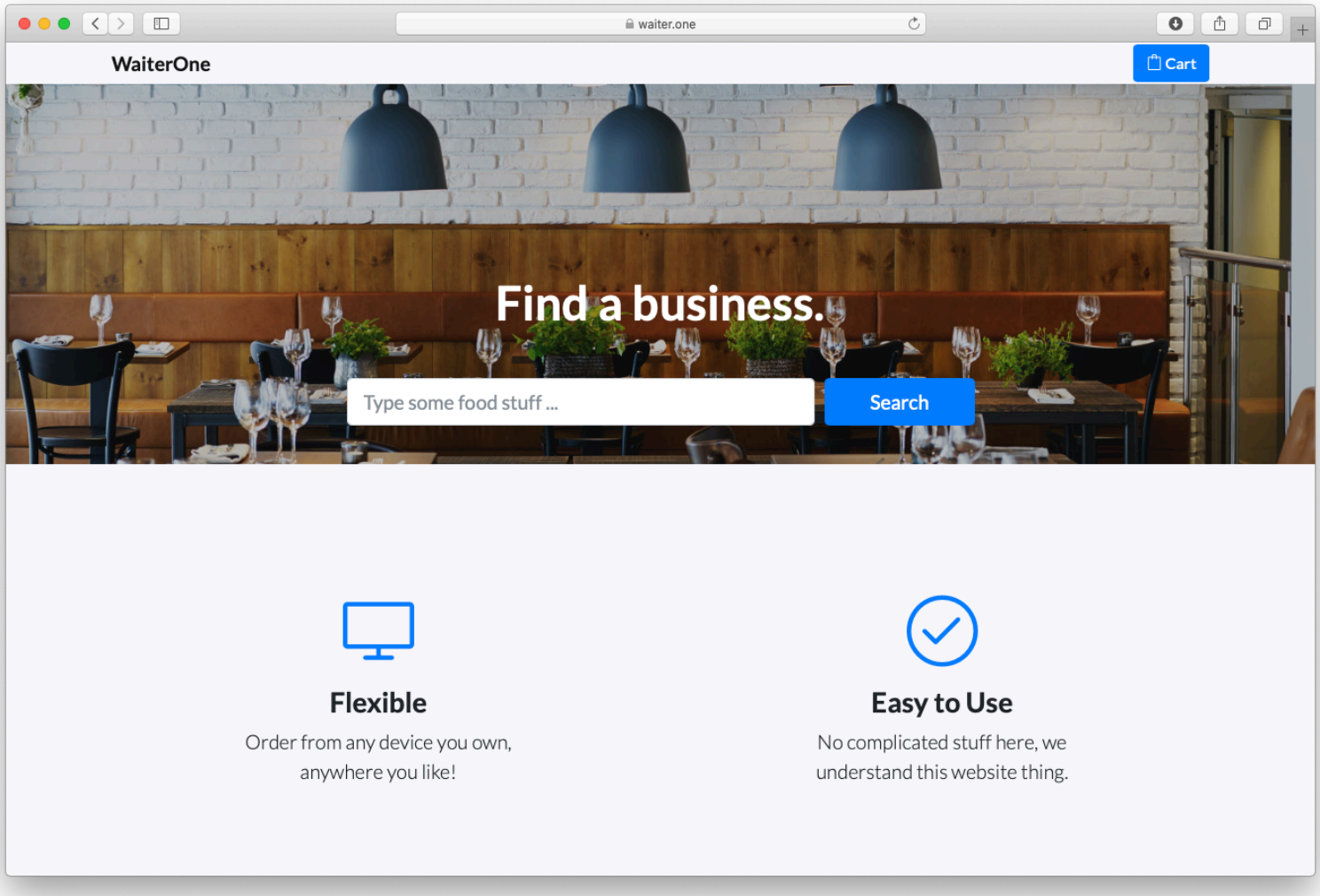
Subject: Table QR codes

1

Scan me and order yourself

2 minutes ago
Unread

THE WEBSITE : OUR CLIENT ORDERING SYSTEM



Surf with your browser to www.waiter.one, type in your business name (title) or enter some tags (e.g. pizza, beach, …) or text to find your business. Go through the list of businesses and select yours. You could also scan your QR code which will lead you directly to your business. Your information as entered above should be visible. Your groups and products should be there too. Follow the logic of this website and make an order. Once finished you should receive a notification on your iPad saying that there is a new order.

Depending on the QR code you scanned or how you want your order, as pick-up/take away or delivery, or maybe you are using the COS in a kiosk, your checkout could be different. It makes sense that the address should not be asked if the client is going for pick-up. When scanning a table QR code no name nor table will be asked.

Full name *

Full name

Email address *

Email

Phone number *

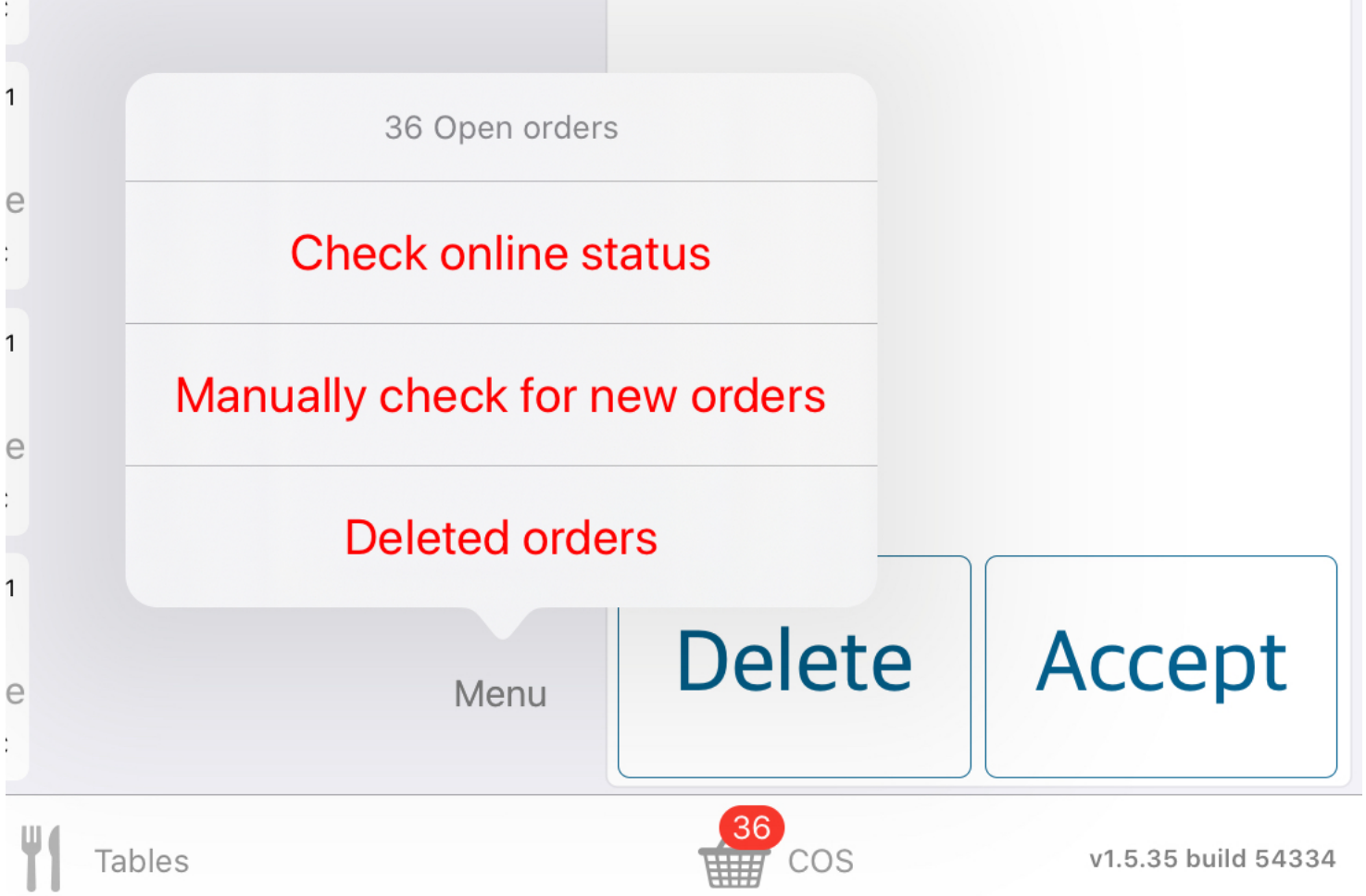
Phone number

Remark or delivery/pick-up time

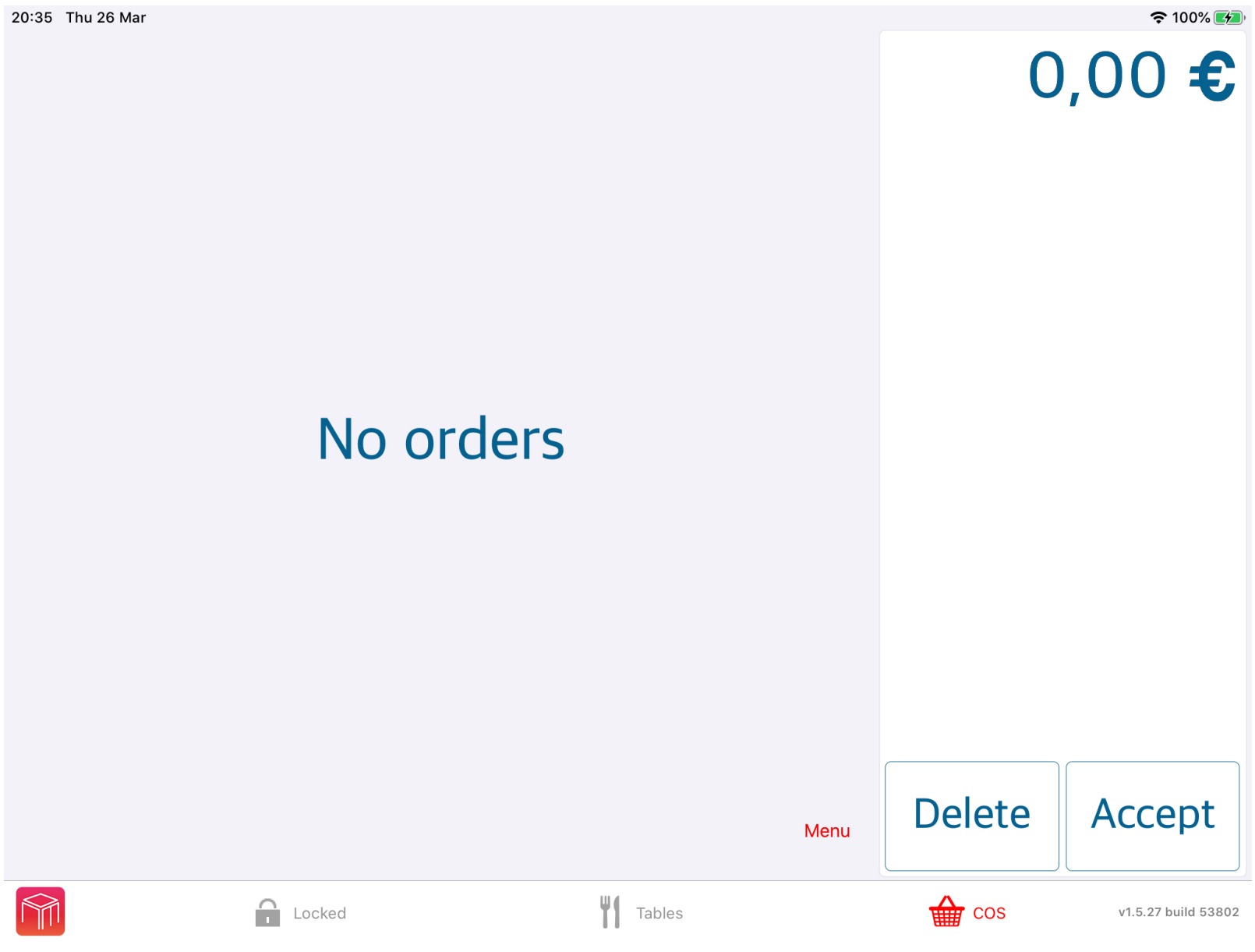
Add a remark or delivery/pick-up time here

Continue Shopping

Place Your Order



WAITERONE : THE COS PAGE



If you log into WaiterOne and you have activated the COS, there should be a new tab in the cash register called COS. Click on it. Your online orders will arrive here. Click on an order to

delete or accept it. If you accept an order it will automatically go through WaiterOne as if you typed in the order yourself. Your kitchen/bar printer will print out an order ticket so everybody knows that an online order was made. These order tickets will also have extra information about the client.

There I also a menu button in the corner. With this menu you can do some extra functions.

- Check online status : check your online status. You can change the status of your online business in the Settings -> Client Ordering System.

- Manually check for new orders : if you think you have missed an order somehow, maybe because you iPad was not online for while.

- Deleted orders : show all deleted orders, maybe undelete some of them. The way this works is more or less the same as our Kitchen Display System (KDS).