

THE PIZZA Portal

Order #XXXX CAESAR MAN
Taken Mar 15 2017 09:08:54 AM By Kalle D.



New Make Items
HNR 3 Meat Treat

Other Items
Crazy Bread

Total Item Count: 2



MAKE TICKET

Assemble the order
with the items listed



Digital

ORDER#XXXX

HNR 3 Meat Treat 413

CAESAR MAN



PORTAL LABEL

Scan this label to begin the
process of loading the order



LOADING SCREEN

Will scan and display orders
for loading the Portal

LOADING THE PORTAL

- 1 Take the order to the Portal and scan the barcode
- 2 Confirm that the order number on the screen and label match
- 3 **Green lights** will flash next to the assigned compartment

- 4 Open the door and load the compartment

Place side item(s) in a bag, in the front
of the compartment

Load the pizza(s); up to 2 high

Push the order to the front for easy removal

- If there is a handicap icon on the P label, the system
automatically assigns an ADA accessible compartment.

- 5 If an additional compartment is needed, press

Add Compartment ; lights will flash next

to the added Portal compartment

- 6 After the order is loaded correctly, press **Confirm**



Note: Press **Cancel** at any time to exit the loading screen

CUSTOMER INTERACTION

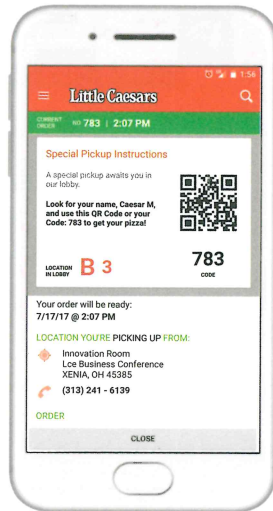
RETRIEVING THEIR ORDER

Once a customer's order is loaded into the Portal and the CONFIRM button is pressed, the customer will receive a pick-up notification with their compartment number, QR code and a 3-digit unlock code to retrieve their order.

The customer finds their name on the Portal and enters their 3-digit code or scans their QR code on the order pick-up screen

The customer's order will appear on the Order Screen and the compartment(s) with their order will automatically open

If the compartment door closes before the customer retrieves their order, the same code can be used to reopen the compartment



If the customer can't find their code:

Check the green Current Order bar at the top of the mobile app


If the customer does not have their confirmation email, last name or the mobile app:

A crew member will assist the customer by removing the order from the Portal

REMOVING AN ORDER

If a customer comes to the Front Counter without their access code, requests their order at the drive-thru or if an order must be canceled/wasted, a crew member must remove the order from the Portal.

- 1 Find the customer's name/order number on the loading screen

- 2 Press  next to the order being removed


- 3 Select the reason for removal:

Wasted

Drive Through

Counter

Order Canceled

- 4 Remove order from the compartment; press 

- 5 Complete the order in Caesar Vision; See the Front Counter reference card to close out the order

If an order is canceled or wasted, inform the Manager