Frequently Asked Questions (FAQ)

Can this reduce hiring or free up staff?

Yes, use the Self-service Kiosk option, built into the Chalkboards Point-Of-Sale to open up an extra point of sale, particularly for busy hours, or free up your staff so they can help elsewhere. Customers also save time, particularly when they already know what they want.

How will this save me money?

The Self-service saves you money on employee costs. Also, you can use the instant-promotions to send out quick promotions when things are slow, so you can reduce waste. Additionally, the email/text promotion mechanism sending mechanism is already built into the point of sale. No need to pay some third party just to send out your promotions. More saving for you.

How can I handle sudden rushes of customers

Are your customers showing up all together, creating long lines? You can activate as many Self-service POS terminals that you need, and turn them off when you don't need them. You can also have an 'express' menu to reduce variations at rush hour. Chalkboards can switch menus automatically, based on time of day or day of the week.

How can this reduce staff training time

Chalkboards is designed to be extremely easy to use. Our user interface is intuitive and a minimal training is required. Also, if you create discounts, specials, or other promotions, the point-of-sale can recognize these and adjust prices automatically, via the customer check-in system. Your staff don't have to enter any numbers or follow complicated steps. Easy to use means less training.

Will I get help with on-boarding?

Yes, we will have someone dedicated to help you during the initial set-up and on-boarding. You can also use the new system for maybe one or two days a week, to make sure everything's running smoothly. Take advantage of our no-obligation free trial, for worry-free on-boarding of your staff and your customers. We are confident it will be easy and fun.

Will Chalkboards increase my sales

Yes, Chalkboards will help you increase sales in three ways:

1. With self service you can handle more customers, with more stations, you can handle sudden burst of customers, and not lose sales.

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2. Check-in rewards and Loyalty rewards are proven ways to increase sales. We make it easy and fun.
3. Instant promotions can bring in customers on a slow day.

We will help you choose what works best for you.

How do I attract first-time customers

Create and offer single-use promotions and share them on social media or via email-text. Promotions are a great way to invite and introduce people to visit your business. The 'single-use' feature makes sure there is no repeated use by the same person, protecting you from losing revenue.

How do I make customers come back (repeat customers)

Check In rewards, loyalty rewards, both can encourage your customers to come back

How long will it take get transfer the proceeds to my account

Instantly, if you provide merchant with Vantiv or Paypal
Otherwise, end of the day
Other custom arrangement are also possible.

How will it help me cover my seats (fill up my restaurant)

On a slow day you can send out special instant promotions, only to your community of members (those who have shared email or mobile numbers). Instant promotions are a great way to fill up your seats and make sure you recover your costs and make a profit. It is easy to create an instant promotion, you can do it right from the point-of-sale.

Is it customizable to my business?

Every aspect of your menu/catalog as well as your user interface is customizable. Most data (like prices, pictures, descriptions, groupings) are editable directly from the interface. For more detailed look-and-feel changes, please contact us.

How easy is it to edit the menu/catalog ?

Your menu is fully editable. Chalkboards comes with its own built-in drag-and-drop menu editor. Create special menus for weekends, or holidays, add or remove items or hide items temporarily. All functions are at the tip of your finger.

How do I get started?

During our launch promotion, we do the entire software set up for you. Your business, catalog/menu will all be set up and ready to use from the first day.

Can it accept all credit cards?

Yes, Chalkboards accepts all types of cards, including Apple Pay, etc. We also offer the option of an old-fashioned swipe card. We are fully compliant with modern EMV-Chip standards, but many businesses prefer old fashioned swipe because of the speed. Just let us know, we can help you decide.

What are my options for hardware?

We have several options in addition to the default pictures shown in our website. We offer floor stands (metal), custom wooden stands, larger iPad screens (12 inch) etc.. Let us know, we can accommodate most of your custom needs and help you look good.

How difficult is it for my customers to use?

Your customers don't have to download any apps or visit any appstore. For mobile orders or for checking in, all they need is an email or text message from you. The links and codes are embedded in all messages, so your entire mobile webapp is always at their fingertip. The self-service Kiosk is designed with minimalist approach, so that a new user will be able to navigate and use the user interface without any trouble.

How easily can I change prices?

You can change the price of any item at any time. Note that previous orders will still show the older prices. You can also use our versioning system to create different sizes (small, medium large) with different prices.

Can I hide an item from customers when it is out of stock

If you need to hide an item from the menu temporarily or show it as out-of-stock, just go to the menu editor and change its status. We will immidiately update your menus/catalogs everywhere to reflect this change.

Does it have a loyalty system?

Yes, a loyalty system is already built-in and part of the 'check-in' mechanims. You just have to decide whether to activate it or not. If you think a loyalty program will help you, just pick an item, discount amount (free, 50%off etc), and activate it. The POS takes care of the rest. All you customers have to do is give you their email of mobile. Just sending them a receipt for a purchase also signs them up.

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For self-service, where will the tickets print?

You can set up one or more order-monitoring stations. Each station can have an associated printer. So you can as many such stations as you need, giving you complete flexibility. All stations are cloud connected, so no need to run cables to connect the different components (you do need power for the printer and iPad, of course).

Can I get mobile orders?

Your point of sale has a companion mobile webapp, ready to use. It is not AppleStore app, so no need for your customers to download anything. Instead, it is a link, and the link is embedded in every email, promotion or receipt. Clicking on the link will load the mobile ordering webapp and your customers can order straight from their mobile.

Accept all major credit cards safely and securely. We notify you by Email, Fax or Text. We even offer a convenient wireless label printer to help with shipping and handling.

How do I create an instant Promotion?

    a. Go to the promotion creation window
    b. Pick an item, pick a new prices (or percent off)
    c. Add a few words
    d. Send it to emails from your email list.

How much will it cost?

(call us)

How does Chalkboards compare to other POS?

	Square	Revel	Clover	Chalkboards	FourSquare	Groupon	Thanx
Self-service	No	Yes	No	**Yes**	n/a	n/a	No
Built-in Email/text	No	No	No	**Yes**	n/a	Yes	No
Check-in	No	No	No	**Yes**	Yes	No	Yes
Mobile Ordering	Native App (Caviar)	No	No	**Yes (app-less)**	No	n/a	n/a
Loyalty	Needs mobile number	No	No	**Yes**		No	Yes
Check-in Points	No	No	No	**Yes**	Yes	No	Not sure