



## Managing Restaurant Orders on Yaha

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Welcome to Yaha, your partner in efficient restaurant order management. Whether your customers are dining in or opting for pickup, Yaha streamlines the process seamlessly.

### Placing Orders

Customers can easily place orders by visiting your personalized Yaha page:

[www.orderyaha.com/r/{your-restaurant-username}](http://www.orderyaha.com/r/{your-restaurant-username})

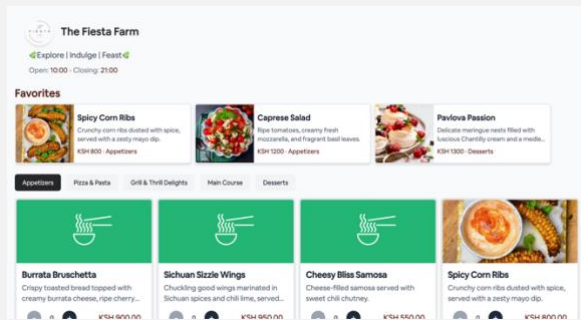


Figure 1: The Fiesta Farm Yaha Profile

Customers can browse and select menu items based on current availability, which you can conveniently update from your dashboard.

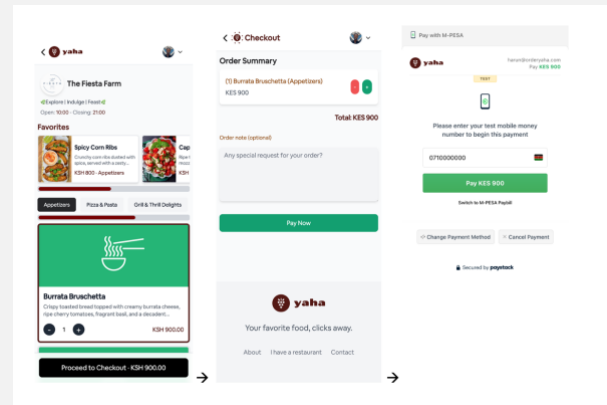


Figure 2: Simple 3 step checkout: select meals, confirm and pay

Once the order is placed, the following happens:

1. We send an SMS to the restaurant phone with the order details. We also send you a notification on your registered restaurant device

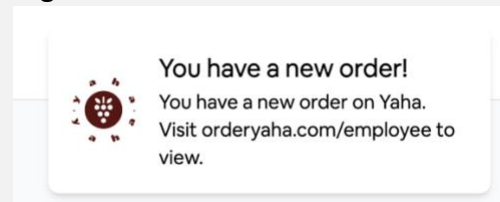


Figure 3: New order notification

2. The order shows up on your order board in the dashboard and the status of that order is new

Below is what we show the user once they order

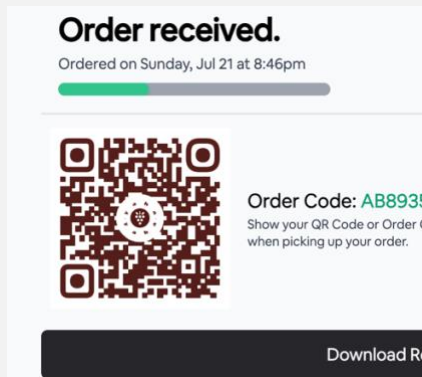


Figure 4: Order status page for customer

To promote quick reordering, we show the customer their last 5 orders on their home page and they can reorder in just 2 clicks

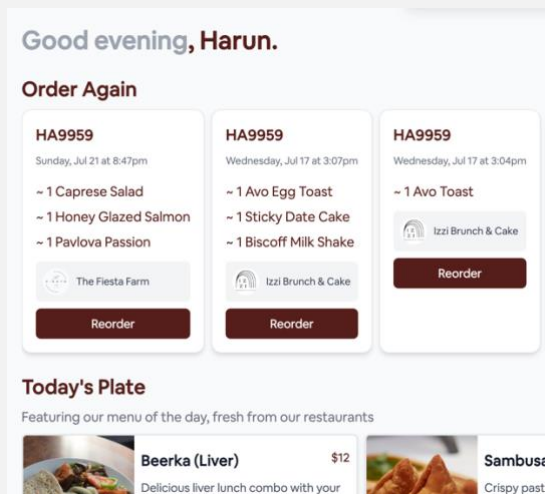


Figure 5: Quick reordering for regulars

The user also has access to a history of all their orders and can download their receipts

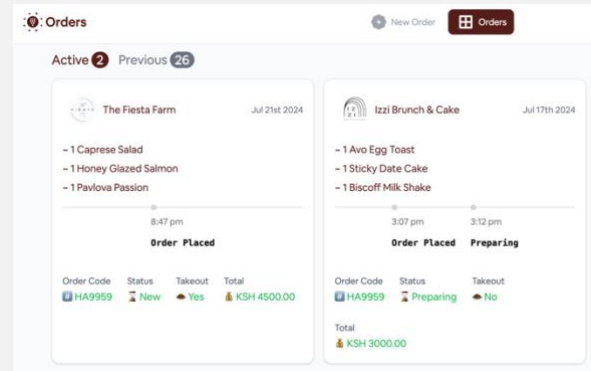


Figure 6: Past Orders

## Managing Orders

To manage your orders, head over to the order board. You can access this from the following link:

[www.orderyaha.com/employee](http://www.orderyaha.com/employee)

Enter the restaurant username and sign in using your unique 10-digit employee number to access the dashboard

You will be taken to your order board which contains draggable cards showing your current orders in the 3 statuses: new, preparing and ready

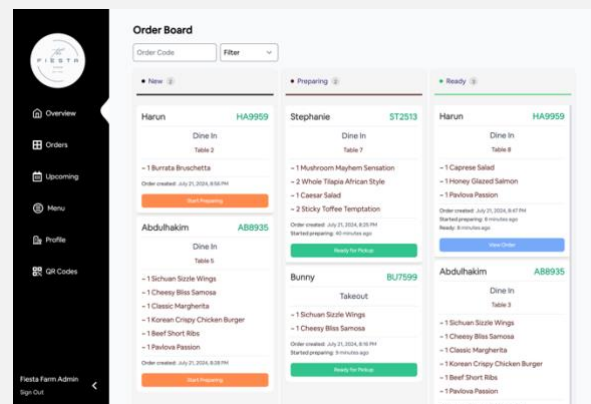


Figure 7: Order Board

These cards contain details about the order such as the items ordered, table number and customer name and order code and any note from the customer

To update the status of an order, simply drag it to the next stage on the order board—moving from 'new' to 'preparing', and then to 'ready'. This action triggers notifications to inform the customer that their order is being prepared or is ready for pickup.

When an order is ready, it remains visible on the order board for an additional 15 minutes before being automatically removed.

For older orders, visit the orders page where you can view all orders from the past 2 days.

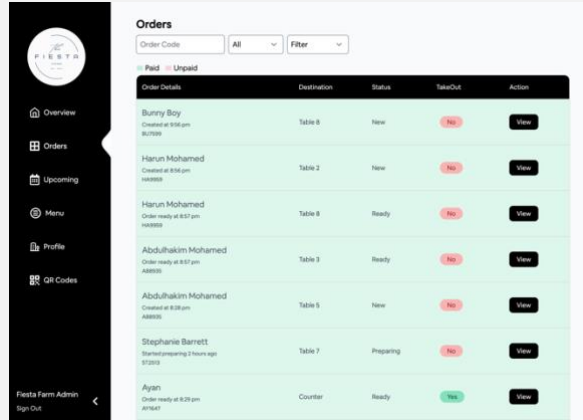


Figure 8: Last 2 days orders

The green background means the payment was successful. To view more details about an order, click the view button which takes you to the page below

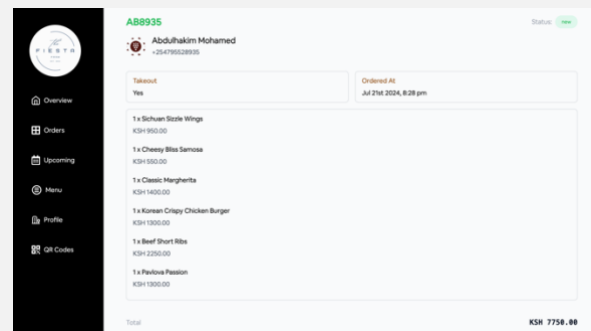


Figure 9: Order Details

Access a dedicated page to view all orders scheduled for later pickup by your customers.

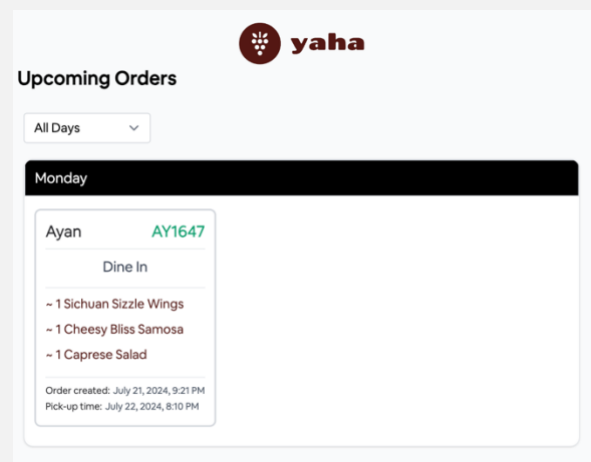
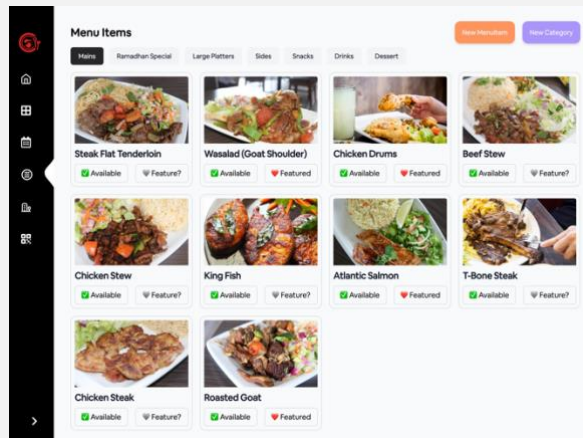


Figure 10: Upcoming Orders

## Menu Management

To manage your menu, head over to the menu page which shows you all your menu items including available and featured meals



Easily update your menu items by visiting the menu page, where you can view all available and featured meals. Adjust item availability with a simple click of the 'available' button. Highlight special dishes by marking them as favorites, ensuring they appear prominently at the top of your menu in a separate carousel.

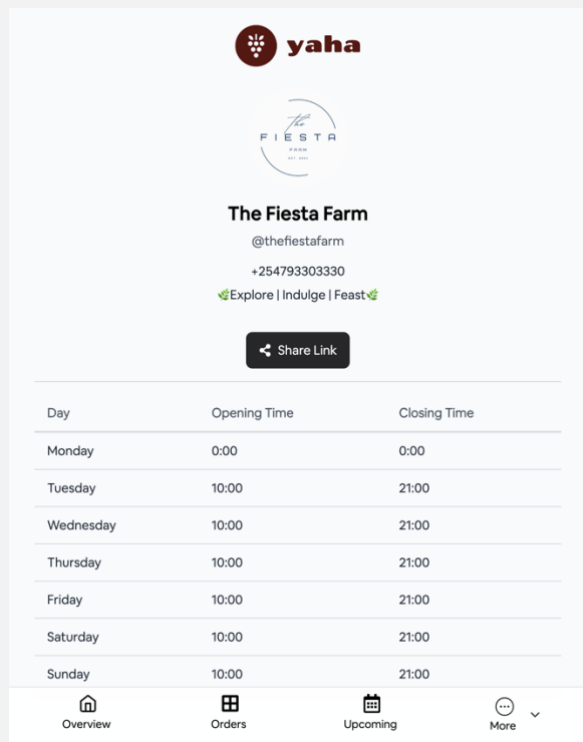


Figure 11: Restaurant profile

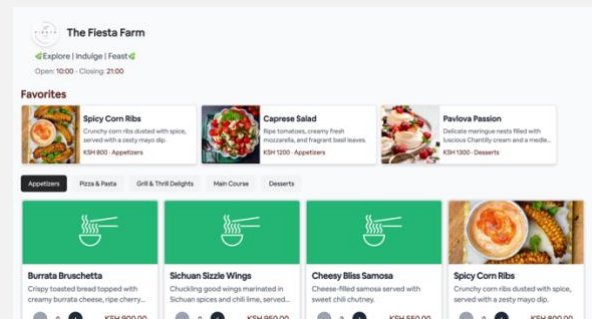
On your profile page, find comprehensive details including your daily schedule, displaying opening and closing times for each day.

Enable customers to order directly from their tables by generating QR codes. Place these codes on tables for easy customer access.



Figure 12: Generate QR Codes for your store

Scanning the Table QR code directs customers to your Yaha profile page, where they can browse your menu, place orders, and manage their orders.



## Order Process Overview

1. **Order Placement:** Customers select items and complete payment securely through Yaha.

2. *Notifications:* You receive immediate notification of new orders, allowing you to start preparing promptly.
3. *Customer Updates:* Customers are notified of any status changes to their order, ensuring transparency and timely updates.
4. *Menu Management:* Maintain control over your menu by updating item availability as needed.
5. *Daily Payouts:* Enjoy daily payouts directly to your preferred bank account, starting from 3 days after your first successful order on Yaha.
6. *Platform Fees:* Yaha charges a modest 3.2% platform fee per order, supporting operational costs, marketing efforts, and ensuring high-quality service. Additionally, each payout incurs a standard 3.8% payment processing charge, totaling 7% including card fees—significantly lower than the industry average of 30%.
7. *Unlimited Support:* Yaha does not charge setup fees, ensuring a swift and straightforward onboarding process. Our dedicated team is available to assist you at any time via email at [team@orderyaha.com](mailto:team@orderyaha.com).
8. *Commitment to Success:* At Yaha, our success is tied to yours. We thrive

when you succeed and are committed to supporting you every step of the way, allowing you to focus on delivering exceptional culinary experiences to your customers.

### **In Summary**

To manage your restaurant orders using Yaha, follow these steps:

### **Customer Ordering Process**

1. *Access Your Yaha Page:* Customers can order from your restaurant by visiting your Yaha page. The URL format is [www.orderyaha.com/r/{your-restaurant-username}](http://www.orderyaha.com/r/{your-restaurant-username}) (e.g., [www.orderyaha.com/r/bakesbynoor](http://www.orderyaha.com/r/bakesbynoor))
2. *Select Menu Items:* Customers can browse and select menu items, which you can update from your dashboard.
3. *Order Placement:* Once an order is placed:
  - An SMS with order details is sent to the restaurant phone.
  - A notification is sent to your registered restaurant device.
  - The order appears on your order board in the dashboard with a status of "new".

### **Order Management**

1. *Access the Order Board:* Go to [www.orderyaha.com/employee](http://www.orderyaha.com/employee), enter your restaurant username, and

log in with your unique 10-digit employee number.

2. *Order Board Interface:* The order board shows draggable cards with orders in three statuses: new, preparing, and ready. Each card includes:
  - Items ordered
  - Table number
  - Customer name
  - Order code
  - Any customer notes
3. *Update Order Status:* Drag the order card to the next status (e.g., from new to preparing, and from preparing to ready). This action notifies the customer of the status change.
4. *Order Visibility:* Orders marked as ready are displayed on the order board for 15 minutes before being removed. To view older orders, visit the orders page, which shows all orders from the last two days.

## Menu Management

1. *Access the Menu Page:* This page shows all your menu items, including available and featured meals.
2. *Update Item Availability:* Click the available button to update the availability of a menu item. To spotlight a meal, click the favorite button to display it at the top of your menu in a favorite items carousel.

## Profile and Table QR Codes

1. *Profile Page:* View your details, including your daily schedule with opening and closing times.
2. *Table QR Codes:* Generate QR codes for your tables so customers can easily scan and order directly from their tables.

## Payout and Fees

1. *Daily Payouts:* Payouts are made daily to your preferred bank account, starting three days after you join Yaha.
2. *Platform and Processing Fees:* Yaha charges a 3.2% platform fee per order. Additionally, there is a 3.8% payment processing charge, totaling 7% in fees per order.

## Support

For any assistance, contact Yaha at [team@orderyaha.com](mailto:team@orderyaha.com). Our team is available to help you with setup and ongoing support to ensure your success.