

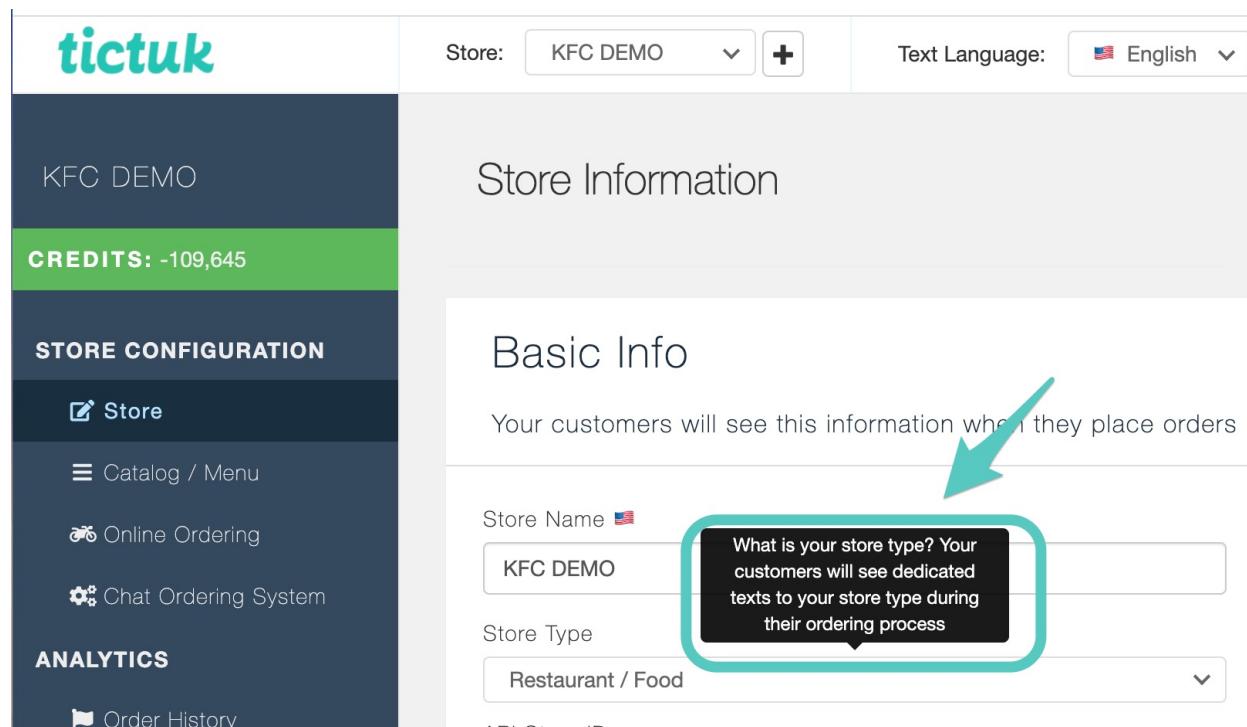
ToolTips

WHAT ARE TOOLTIPS?

ToolTips are text labels that appear when the user scrolls, hovers over, or touches an element. Use it to see brief explanations, tips and advice about any element of the platform.

HOW TO USE?

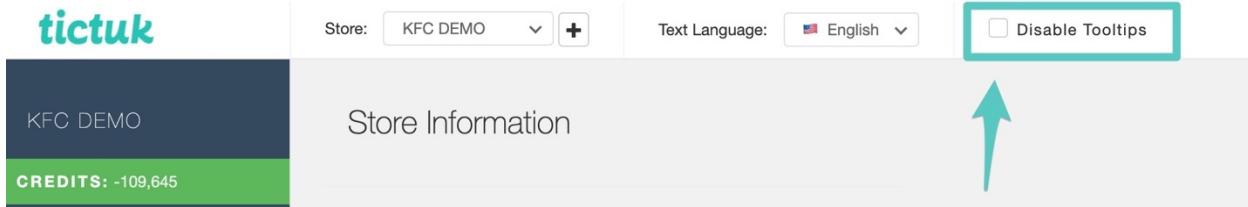
Hover over the element. Wait a short while. A message in a black box will appear.



HOW TO ENABLE?

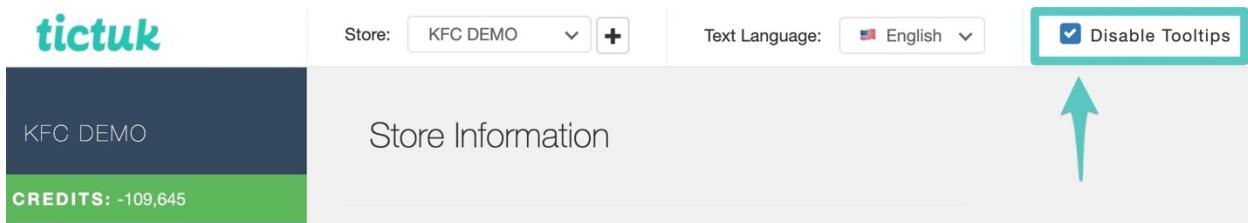
Look for the "Disable Tooltips" checkbox in the upper right corner of your screen. Uncheck it.

The enabled Tooltips look like this:



HOW TO DISABLE?

Look for the "Disable Tooltips" checkbox in the upper right corner. Mark it. Disabled Tooltips look like this:



How to Set Up a Homepage Banner

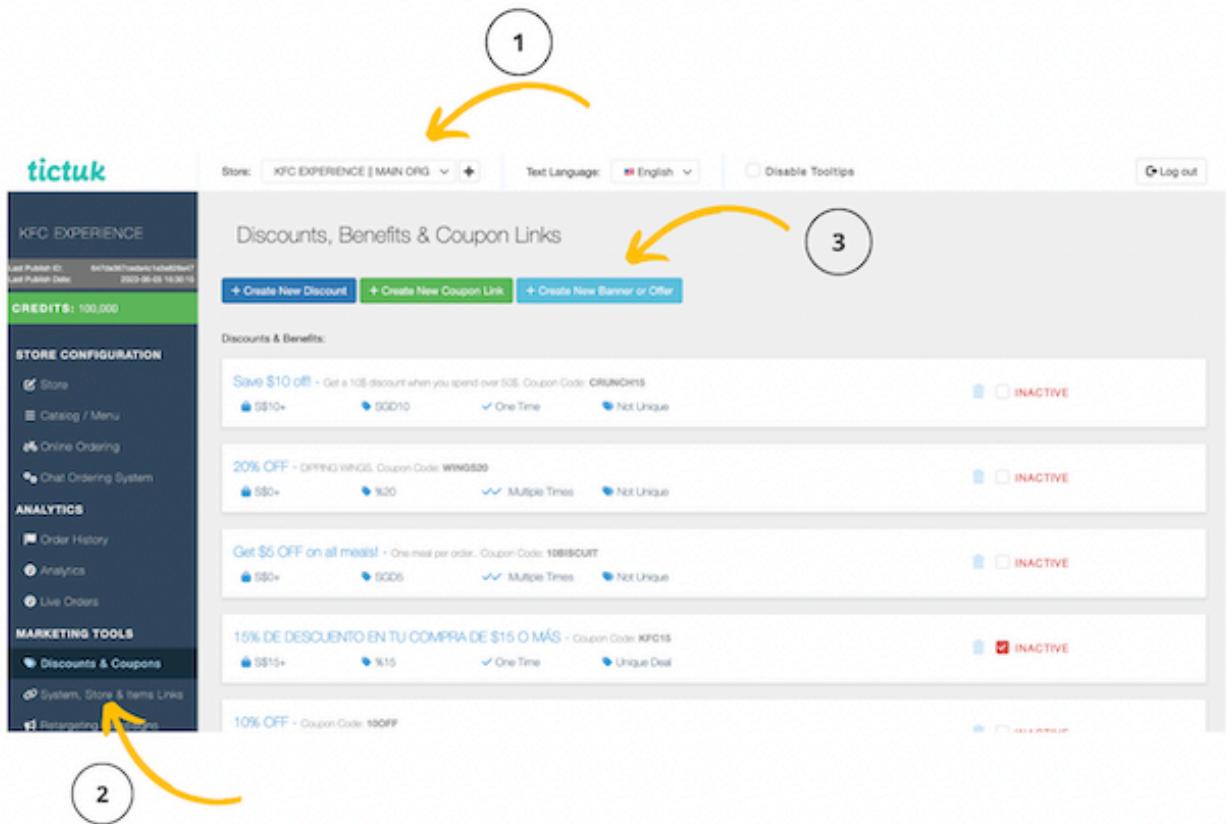
Homepage banners can be used for several purposes, such as highlighting exclusive deals, drawing attention to a specific item, or simply boosting engagement.

Banners have the three following capabilities:

- Only for display (i.e. the banner doesn't contain a link)
- When the user clicks on the banner, it prompts an instant checkout with a specific item
- By clicking on the banner, the user starts an order with a coupon applied

How to Set Up a Banner (see screenshot below)

1. Make sure you're on your Main Org
2. Go to the Discounts & Coupons tab
3. Click on Create New Banner or Offer
4. Select 'Banner'
5. Select what will happen when the user clicks on the banner
6. Add an image for desktop or mobile
7. Make sure you click on apply - then PUBLISH!



Create / Edit a Banner

Are you creating a Banner or an Offer ?

Banner

Select the action that will occur when the user clicks on the banner or offer

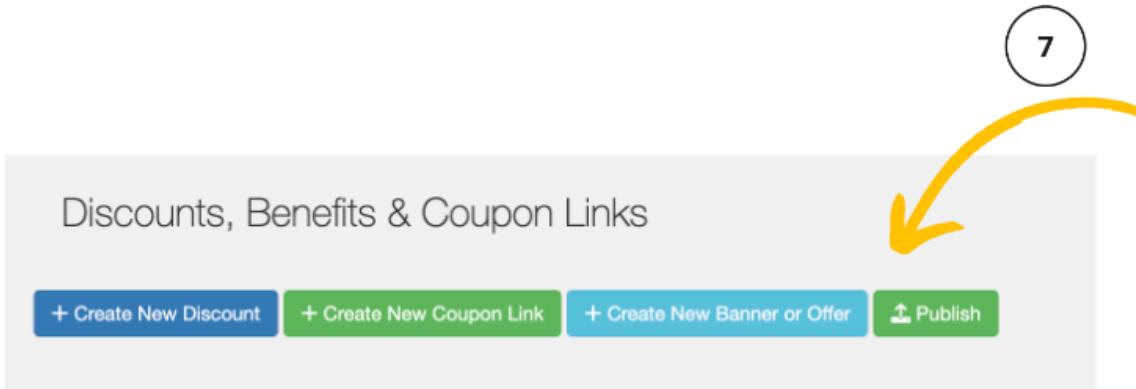
Choose an action

Desktop Banner (2000px x 400px), jpg

Mobile Banner (1600px x 1200px), jpg

Cancel Reset Apply

- 4
- 5
- 6
- 7



Credits

WHAT ARE CREDITS

Credits are the balance for SMS, email campaigns and template messages (WhatsApp).

Credits are presented in packages. It is highly recommended to have a certain budget for that type of campaign. Our studies show that regular campaigns get the most result for less price.

Contact the Tictuk team to get your personalized credits package plan.

WHERE TO FIND THE CREDITS BALANCE

1. Login to Tictuk.
2. Credits are located at upper part on the left side.

tictuk

demo



CREDITS: 0

STORE CONFIGURATION

Store

Catalog / Menu

Online Ordering

Chat Ordering System

WHAT ARE CREDITS FOR?

Credits are needed to run a campaign for customers who started a session more than 24 hours ago. If the session of your customer is out of the 24 hour window you need to use paid templates for SMS, emails, and WhatsApp campaigns.

The paid template message builder is located at the Message Creation section of Retargeting Campaign/Loyalty Drip Campaign and is highlighted In blue.

Example:

You want to get back customers who didn't place any orders in the last couple of weeks or months. Create an SMS/email/ Whatsapp campaign and use credits to notify customers about your special deals.

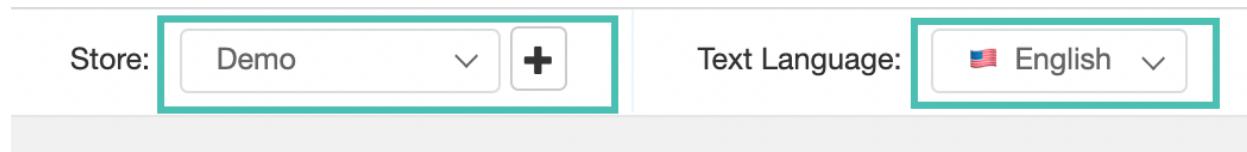
HOW MUCH DO CREDITS COST?

Price for credits can vary depending on your country's rates.
Please contact the Tictuk team to get price quotes.

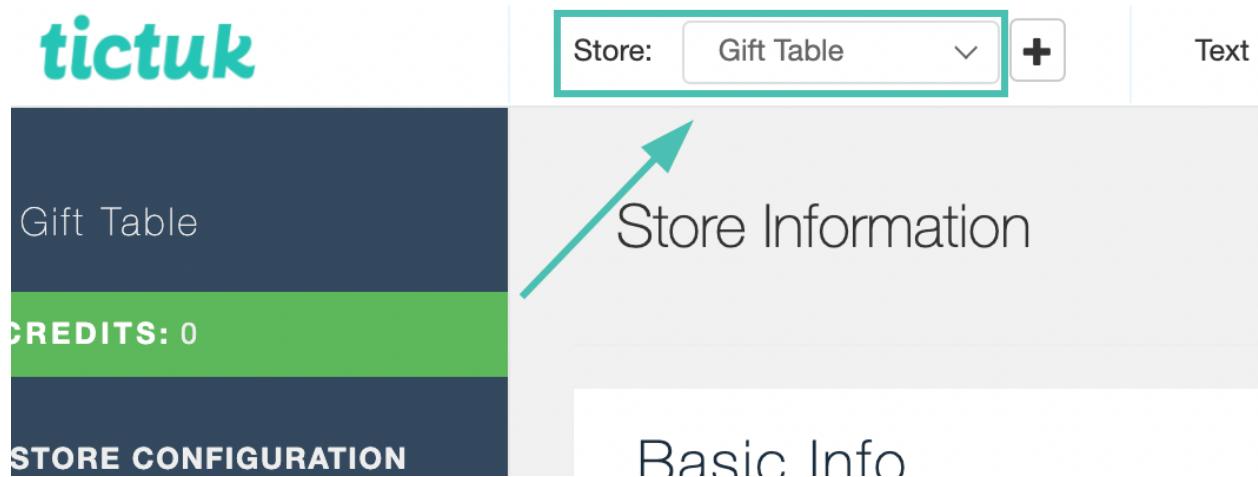
Find a Store

HOW TO FIND A STORE?

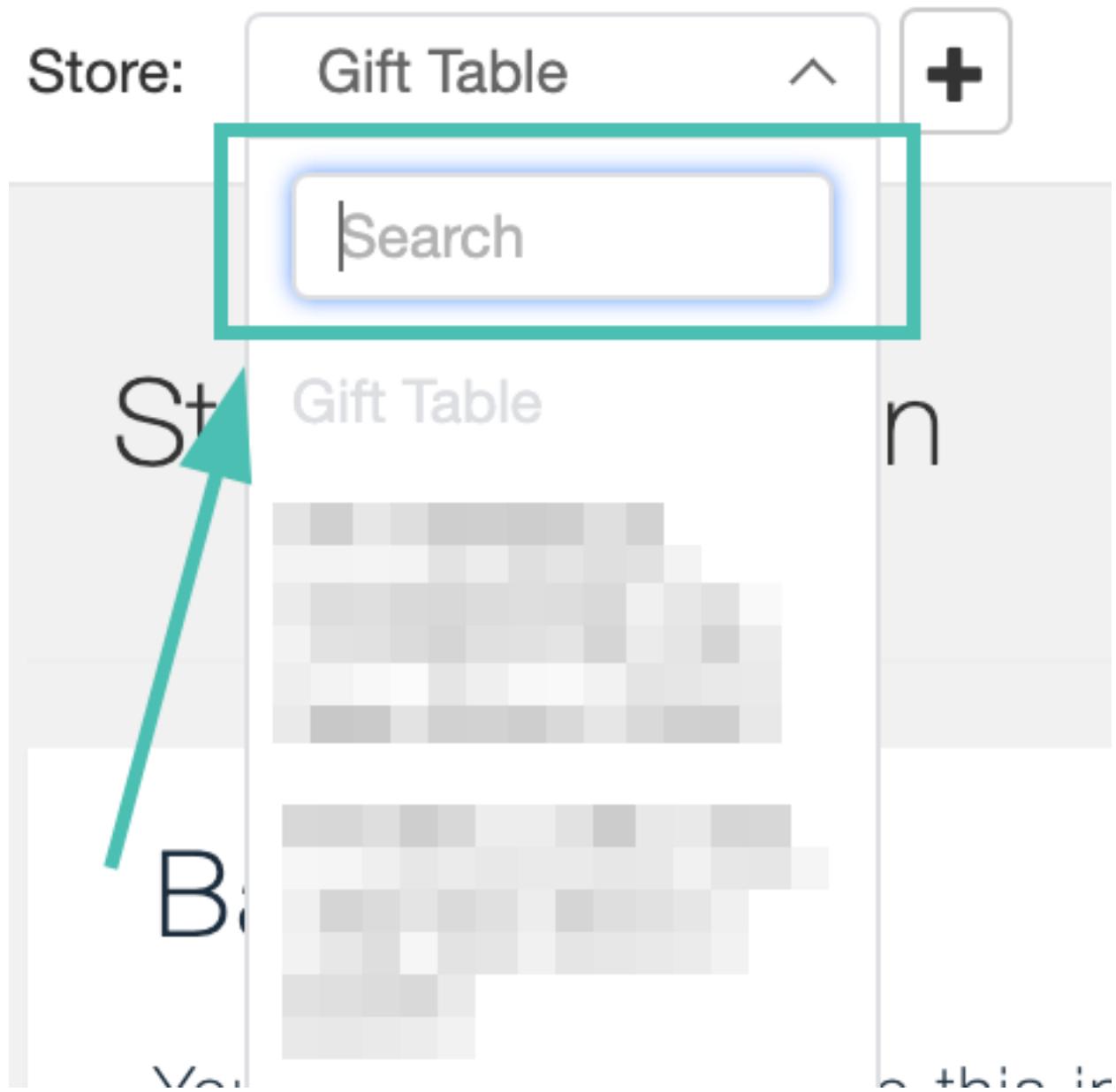
1. Login to Tictuk.
2. Select the relevant language. This is the language that your store is set up in.



3. Find the "Store" field and click.

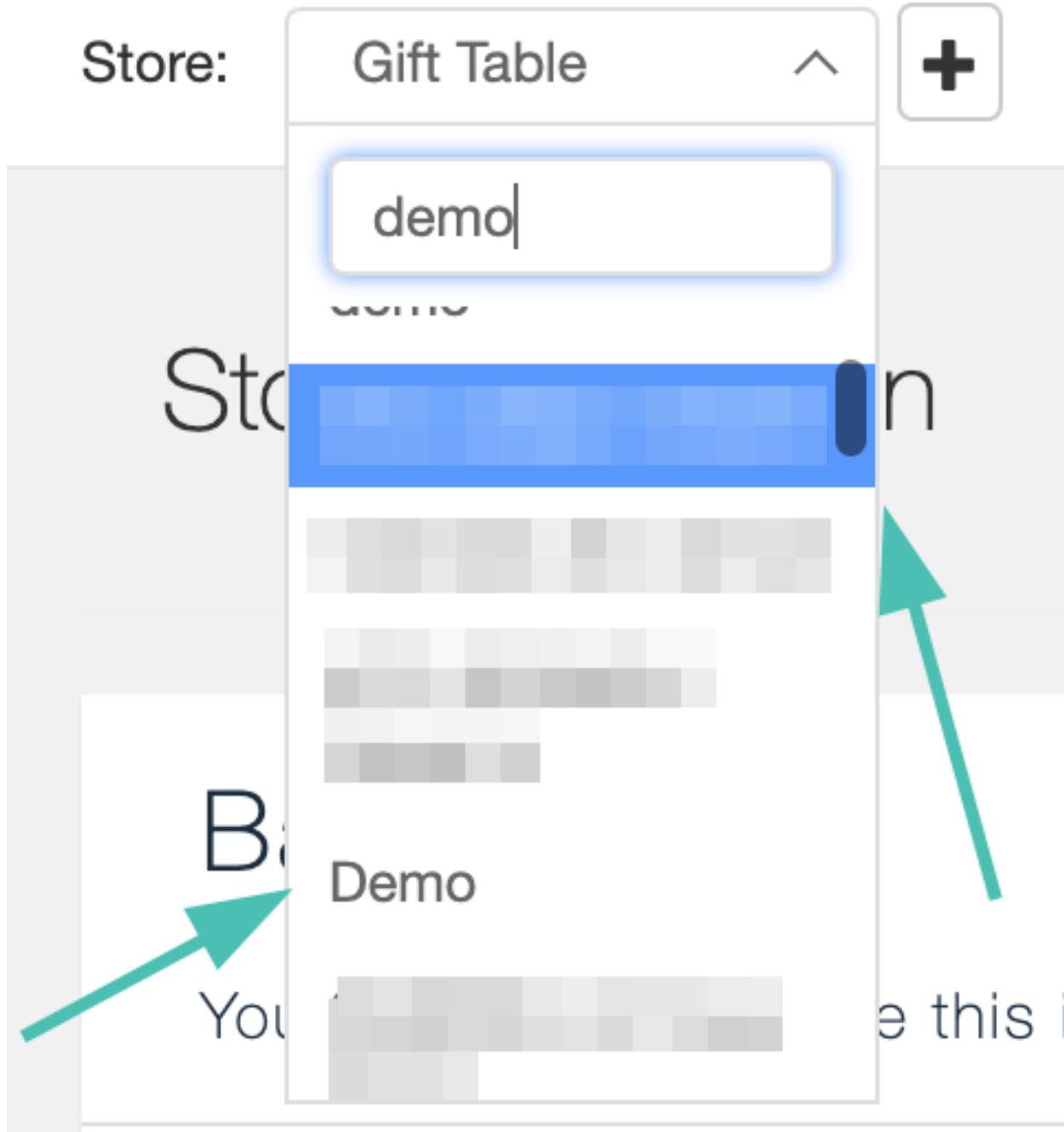


4. Type in the name of your store.



5. Choose the relevant store.

Note: the list is scrollable.



NOTE

If you have a chain of stores, the main store has "Main Org" in its name.

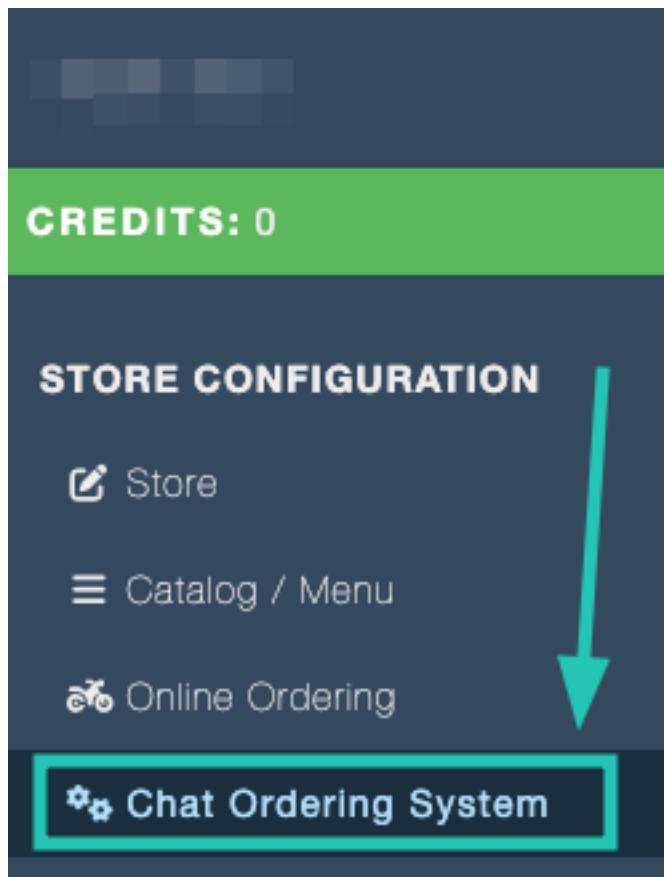
Some Main Store settings can affect all your stores in the chain.

Some changes that were applied at the main store will be applied to all stores in your chain:

- Shut Down Button
- Discounts
- Chat ordering system- Reset messages, Share Gift

Pixel Configuration

1. Login to Tictuk and find your main store.
2. Go to "Store configuration" and select "Chat Ordering System".



3. Scroll down and find "Pixel Configuration".

HOW TO CONFIGURE THE PIXEL?

1. Click "+" to add pixel field

Pixel Configuration

Configure pixels to track analytics data



2. Choose the relevant Pixel type.

Pixel Configuration

Configure pixels to track analytics data

Pixel Type:

Select Value ^

Search

Facebook

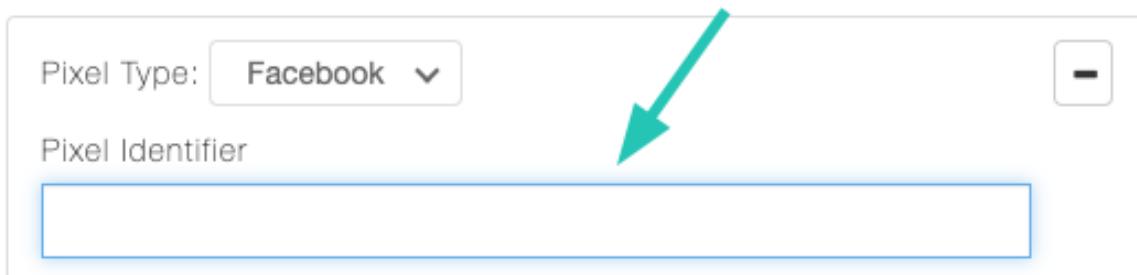
Google



3. Put the Pixel Identifier

Pixel Configuration

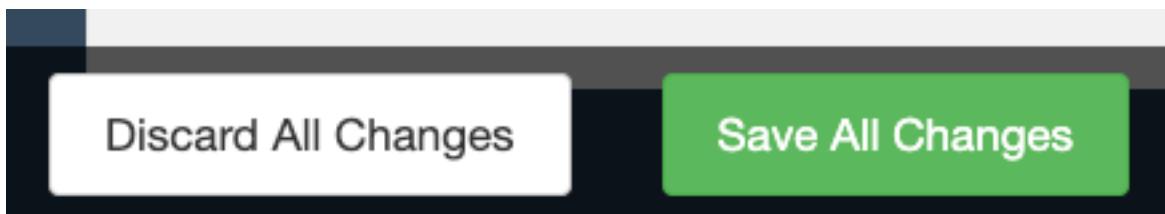
Configure pixels to track analytics data



A screenshot of a web-based configuration tool. At the top left, it says "Pixel Type: Facebook". To the right is a small minus sign icon. Below this, there's a label "Pixel Identifier" followed by a long, empty text input field with a light blue border. A teal arrow points from the text "Put the Pixel Identifier" in the previous step down to the "Pixel Identifier" input field.



4. Click "Save" to save all changes.



HOW TO DELETE PIXEL CONFIGURATION?

1. Find the Pixel configuration that you would like to remove.
2. Click "-".

Pixel Configuration

Configure pixels to track analytics data

Pixel Type: Google ▾

Pixel Identifier

fw



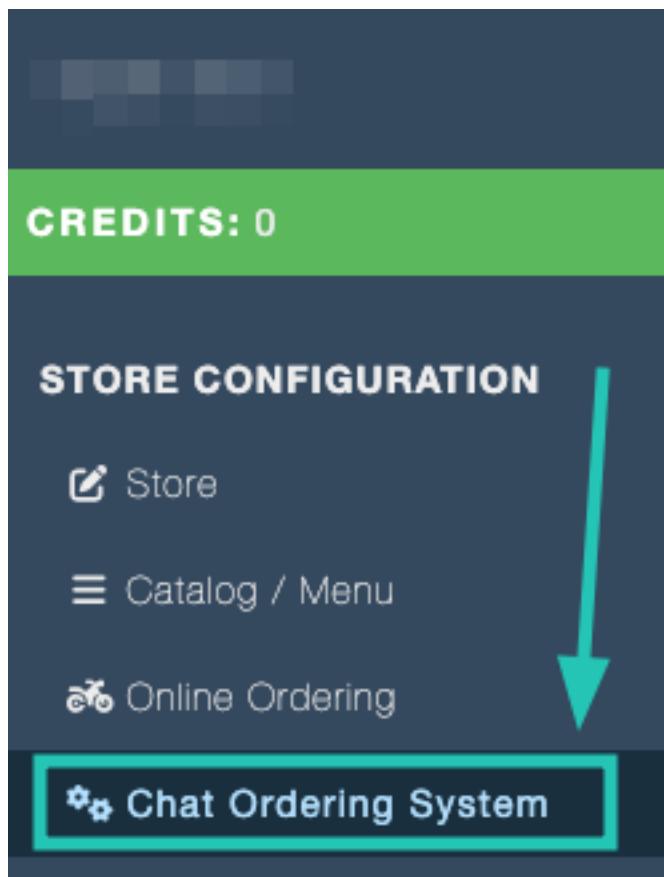
3. Click "Save" to save all changes.

Discard All Changes

Save All Changes

Chat Images

1. Login to Tictuk and find your main store.
2. Go to "Store configuration" and select "Chat Ordering System".



3. Scroll down and find "Chat Images".

Chat Images

Images customers see when ordering via your chat store

Commands List Image

A screenshot of a "Commands List Image" from the Tictuk POS app. It shows a list of useful commands: "Help", "Back", and "Reset" in yellow buttons, and "tictuk" in a green button at the bottom. To the right of the text is a small illustration of a white and orange robot holding a brown paper bag.

Opening image

A screenshot of an "Opening image" from the Tictuk POS app. It features a large blue plus sign centered within a dashed rectangular frame.

COMMANDS LIST IMAGE

This image is shown in the first message of the order flow.



We highly recommend that this image will include the following text/or equivalent:

USEFUL COMMANDS: HELP, RESET, BACK



When no image is set, this default image will be used.

OPENING IMAGE



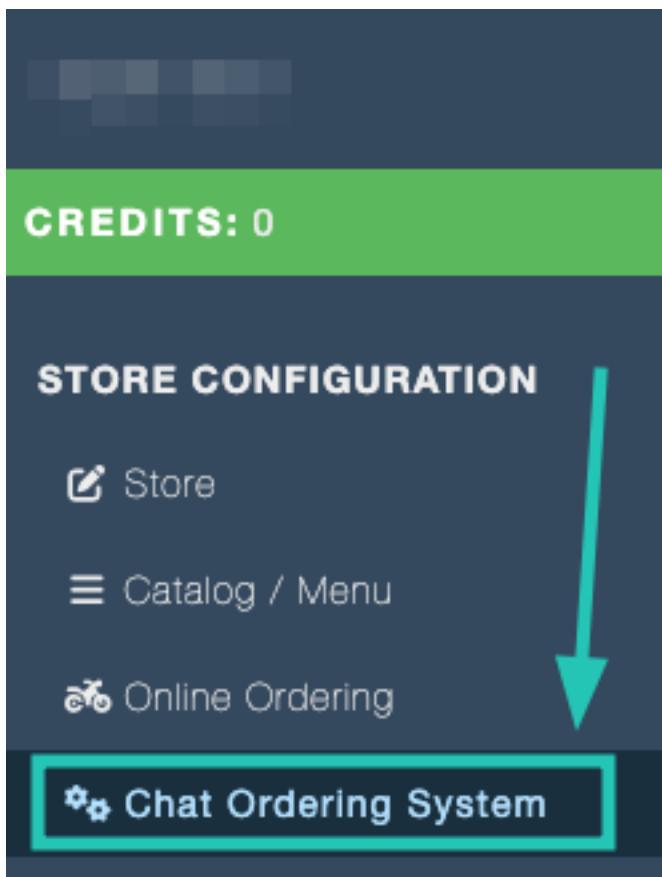
This image is shown ONLY if 'ALLOW CUSTOMER SERVICE' is checked above

We will use it in the first message the user receives when contacting a bot that has customer service enabled.

Chat: General Settings

HOW TO CHANGE SETTINGS FOR CHAT AND THE WEB STORE?

1. Login Tictuk and find your main store.
2. Go to "Store configuration" and select "Chat Ordering System".



3. Scroll down and find "General Settings".

General Settings

General settings regarding your chat and web store

Store name *	1st Timers Reset Message		
<input type="text" value="Boti"/>	<input type="text"/>		
Reset Message	Shared With Friends	Share Message	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Share Gift			
'Start a new order' emojis	Order Reset Time	<input type="checkbox"/> Auto Gift	
	<input type="text" value="2"/> hours <input type="button" value="▼"/>	<input type="checkbox"/>	
<input type="checkbox"/> Don't Show History Items	<input type="checkbox"/> Show Language Change		
<input type="checkbox"/> Enable Search on Menu	Address Added Prefix	Phone Number Prefix	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Number On Address	<input type="checkbox"/> World Wide	<input type="checkbox"/> Enable Coupons	<input type="checkbox"/> Skip ETA
<input type="checkbox"/> Allow Only Zip Code Address			

STORE NAME

Users who communicate with your chat store will see the name in the first message.

1ST TIMERS RESET MESSAGE

Write the message you want customers who hasn't completed an order to receive after they've abandoned their cart or show no activity.



EG. Complete your order within the next 60 min and receive 10% off your next order...



256 characters max.

RESET MESSAGE

Write the message you want your returning customers to recieve after they've abandoned their cart or show no activity.



EG. We value our loyal customers, here is a coupon for \$2 off your next order...



256 characters max.

SHARED WITH FRIENDS

When someone will share your store with his friends after he completed an order, this will be the message his friends will receive.



EG. I just completed an order on this awesome chat ordering system. You must give it a try.



EG. here is a free pizza. A small gift from me when you order through this link.



256 characters max.

SHARE MESSAGE

Write the "Share us with your friends" message you want your customers to receive once they completed their order.



EG. Liked our online store? Share us with your friends and they will receive a free item.



256 characters max.

SHARE GIFT

Would you like the people who enter your store via a Shared Message to have an item automatically added to their cart?



EG. Your friend sent you a free family size pizza! Tap the button below to claim now!

Your friend sent you a free pair of socks. Tap the button below to claim now!

START A NEW ORDER EMOJIS

When a customer receives a button to start a new order, we use two emojis. Configure those emojis to reflect your business



Get emojis here: <https://emojipedia.org/>

ORDER RESET TIME

How long to wait, after a customer abandoned his cart, before sending the Reset Message above.



We are sending the Reset Message only between 10:00am and 10:30pm.

Customers who abandoned their carts between 10:30pm and 10:00am will receive the reset message at 10:00am the following day.

AUTO GIFT

Automatically add an item to the cart of anybody who starts an order



EG. Free Chocolate bar on all orders / Free socks on all orders

DON'T SHOW HISTORY ITEMS

When checked, your store will not offer returning users items from their order history with their preferences.

SHOW LANGUAGE CHANGE

When checked, your customers will receive an option to change language in every ordering flow.

ENABLE SEARCH ON MENU

When checked, users will be given an option to search for items on menu page.

ADDRESS ADDED PREFIX

We will add this prefix for better results on google maps (Country name).

PHONE NUMBER PREFIX

Click "+" to add phone number prefix.

NUMBER ON ADDRESS

Check this if you want to force your customers to enter at least one digit when writing the delivery address.

WORLD WIDE

Check if you receive orders worldwide.

ENABLE COUPONS

When checked, users will be given an option to enter coupon codes. You may define an item's coupon code when you edit the item via the Catalog / Menu tab.

SKIP ETA

When checked, users will not see the 'ETA' part in the order confirmation message they receive when completing an order.

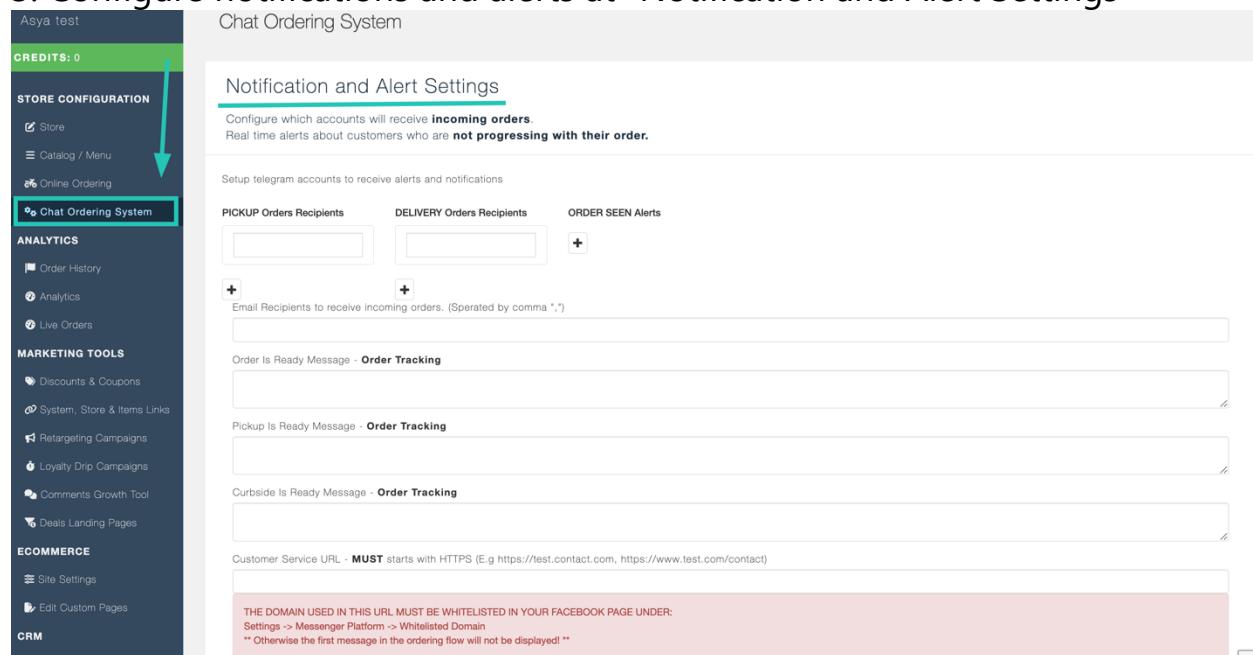
ALLOW ONLY ZIP CODE ADDRESS

Check this if you want to allow customers to enter just a zipcode as an address. Good for countries where the zipcode/postcode is very accurate.

Notification and Alert Settings

HOW TO CONFIGURE NOTIFICATION AND ALERT MESSAGES FOR WHATSAPP, MESSENGER AND TELEGRAM?

1. Login Tictuk and find your main store.
2. Go to "Store configuration" and select "Chat Ordering System".
3. Configure notifications and alerts at "Notification and Alert Settings"



The screenshot shows the Tictuk platform's left sidebar with various sections like Credits, Store Configuration, Analytics, Marketing Tools, E-commerce, and CRM. The 'Chat Ordering System' section is highlighted with a red box and an arrow pointing to the main content area. The main content area is titled 'Notification and Alert Settings' and includes sections for 'Setup telegram accounts to receive alerts and notifications', 'PICKUP Orders Recipients', 'DELIVERY Orders Recipients', and 'ORDER SEEN Alerts'. It also contains fields for 'Email Recipients to receive incoming orders' and several message templates for Order Tracking, Pickup Ready Message, Curbside Ready Message, and Customer Service URL. A note at the bottom states: 'THE DOMAIN USED IN THIS URL MUST BE WHITELISTED IN YOUR FACEBOOK PAGE UNDER: Settings -> Messenger Platform -> Whitelisted Domain ** Otherwise the first message in the ordering flow will not be displayed! **'

PICKUP ORDER RECIPIENTS

That setting allows to receive real time pickup order alerts. Put the Telegram account to configure the setting.



Only one email can be placed in the field.

If you need to state more than 1 Telegram account for pickup orders notification click "+" and place the account in the new field.

DELIVERY ORDER RECIPIENTS

That setting allows to receive real time notifications for delivery orders. Put the Telegram account to configure the setting.



Only one email can be placed in the field.

If you need to state more than 1 Telegram account for delivery orders notification click "+" and place the account in the new field.

ORDER SEEN ALERTS

That setting allows to receive real time alerts if the order was accepted for processing. Put the Telegram account to configure the setting.



Only one email can be placed in the field.

If you need to state more than 1 Telegram account for order seen alerts click "+" and place the account in the new field.

EMAIL RECIPIENTS TO RECEIVE INCOMING ORDERS

Place email address to receive notifications of each incoming orders.



If you need to place more than 1 email address separate them with comma.

Eg. email1@doomain.com, email2@domain.com

ORDER IS READY MESSAGE

Write the message you want your customers to receive once you mark an order as ready.



This is available ONLY if you receive incoming orders via Telegram.



Character limit is 256 max.

PICKUP IS READY MESSAGE

Write the message you want your customers to receive once you mark an order as pickup ready.



This is available ONLY if you receive incoming orders via Telegram.



Character limit is 256 max.

CURBSIDE IS READY MESSAGE

Write the message you want your customers to receive once you mark a curbside is ready.



This is available ONLY if you receive incoming orders via Telegram.



Character limit is 256 max.

CUSTOMER SERVICE URL

The URL will be used to forward users to your own Contact page when they request to leave a message/request customer service.

The button will be placed at:

- The first message in the ordering flow
- The reset message users when they do not complete their order
- The final message after they complete an order

Change Store Logo

HOW TO CHANGE THE STORE PICTURE (LOGO)?

1. Login to Tictuk.
2. Find your store.
3. Go to the Store section of the menu.
4. Find Store Logo and hover with your mouse.
5. Click Upload Logo.

The screenshot shows the Tictuk platform's 'STORE CONFIGURATION' sidebar with 'Store' selected. The main area is titled 'Basic Info' with the sub-instruction: 'Your customers will see this information when they place orders'. It includes fields for 'Store Name' (containing 'New restaurant'), 'Store Description (Optional)', 'Store Type' (a dropdown), and 'API Store ID'. A large teal arrow points from the 'Store Logo' section to a modal dialog titled 'Store Logo'. The dialog contains 'Choose File' and 'Upload Logo' buttons, with a placeholder 'Upload your logo' below them. The entire 'Store Logo' section is highlighted with a teal border.

6. Choose the logo.
7. Click "Save All Changes" to save the changes.

Basic Info

Your customers will see this information when they place orders

Store Name 

Demo

Store Description

New store - Desc

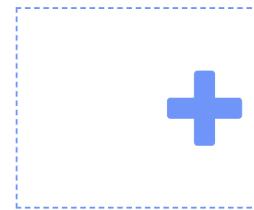
Store Type

Restaurant / Food

API Store ID



Store Logo



Store ID: 308992

Discard All Changes

Save All Changes

8. Click "Publish" to publish the changes.

Store Information

 Publish



Basic Info

Your customers will see this information when they place an order.

Store Name 

Demo

Change Store Name

HOW TO CHANGE THE STORE NAME?

1. Login to Tictuk.
2. Find your store.
3. Go to "Store".
4. Click "Store Name" field.
5. Put a new name.

Demo

CREDITS: 0

STORE CONFIGURATION

Store

Catalog / Menu

Online Ordering

Chat Ordering System

Store Information

Basic Info

Your customers will see this information when they place orders

Store Name Demo

Store Description New store

Store Type

Store Logo

6. Click any empty space outside the field.
7. Click "Save All Changes" to save the changes.

Basic Info

Your customers will see this information when they place orders

Store Name Demo

Store Description New store - Desc

Store Type Restaurant / Food

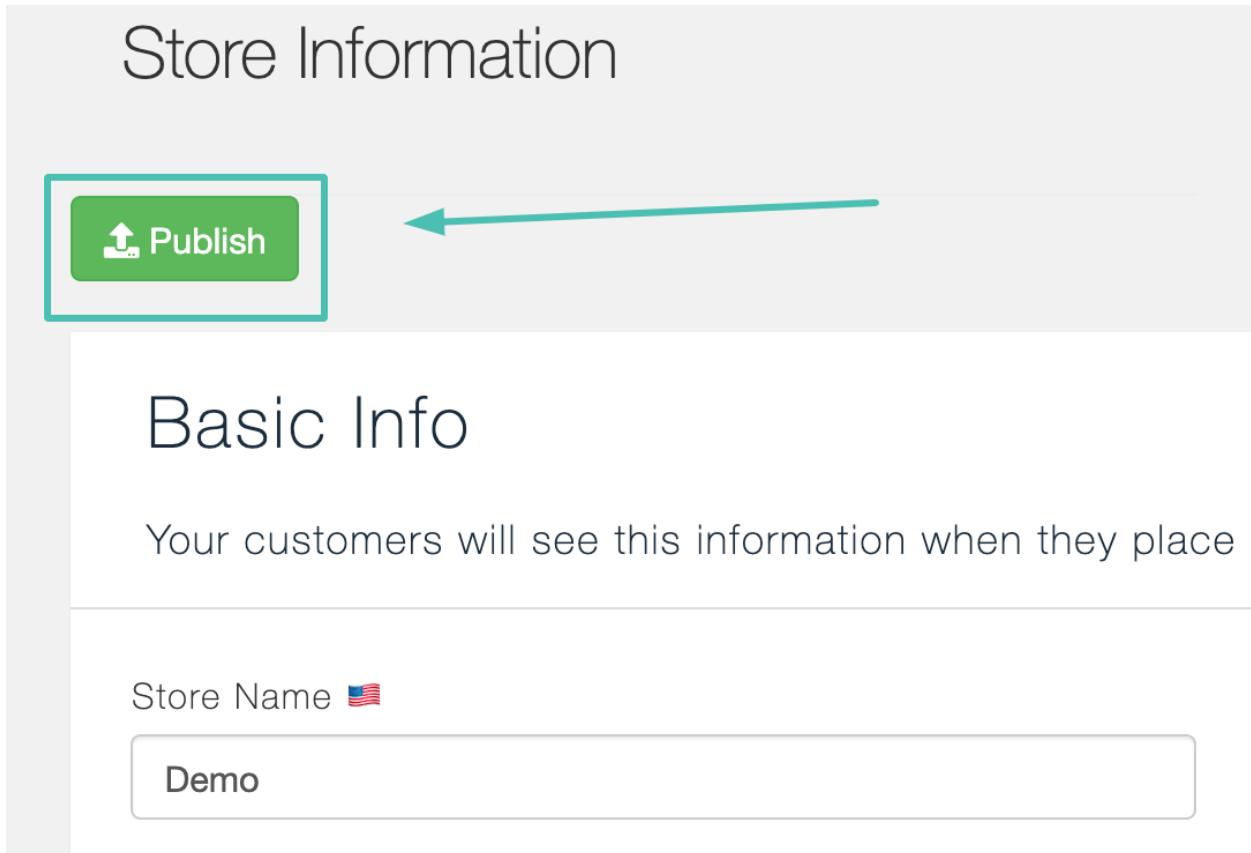
API Store ID

Store Logo

Store ID: 308992

Discard All Changes **Save All Changes**

8. Click "Publish" to publish your changes.



Store Opening Hours

WHERE TO FIND STORE OPENING HOURS?

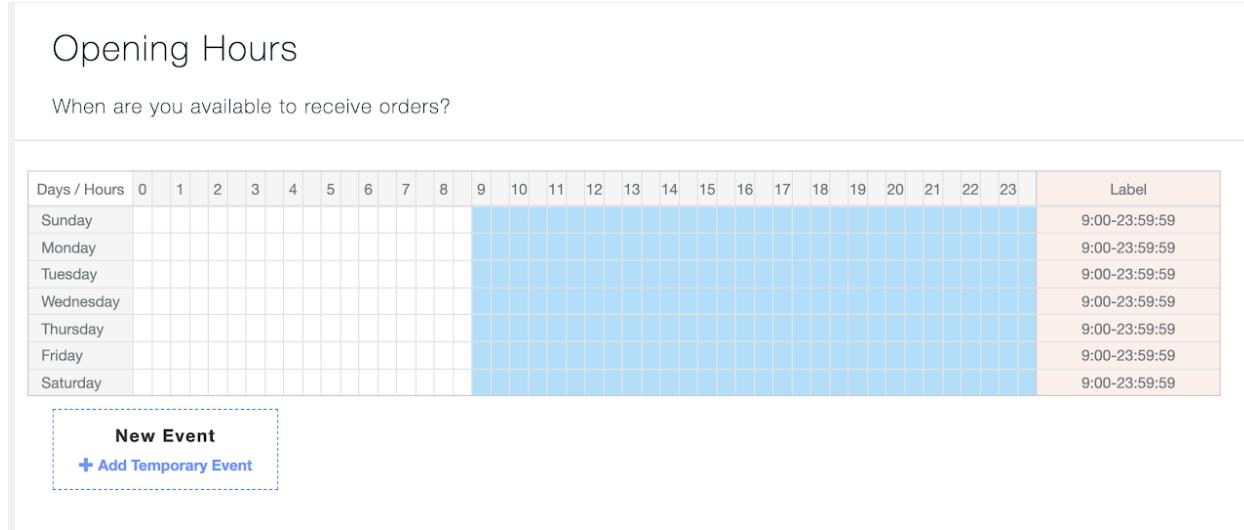
1. Login to Tictuk.
2. Find your store.
3. Click "Store" section (menu at the left side).
4. Scroll down to "Opening Hours".



NOTE

White parts indicate that the store is closed.

Blue parts indicate that the store is open.



HOW TO CHANGE STORE OPENING HOURS?

1. Click and drag to cover the area of time and days that you want the shop to be opened or closed. Alternatively, you can click each cell to mark it as opened or closed.
2. Click "Save All Changes" to save the changes.
3. Click "Publish" to publish the changes.



NOTE

This setting works for the Pickup Store opening hours. By default, It will apply the same for the delivery hours. You may edit the delivery hours inside the delivery zone map.

BE ADVISED

You can set up opening hours for all stores at your MAIN ORG store.
If every store should have different hours, place the hours for each store manually.



ATTENTION

If you have POS integration contact TicTuk team for assistance.

CHANGE OPENING HOURS FOR EVENTS

1. Find "Opening Hours" section.
2. Click "+ Add Temporary Event" at "New Event" section.

Opening Hours

When are you available to receive orders?

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		Label
Sunday																									Open All Day	
Monday																									Open All Day	
Tuesday																									Open All Day	
Wednesday																									Open All Day	
Thursday																									Open All Day	
Friday																									Open All Day	
Saturday																									Open All Day	

New Event
+ Add Temporary Event

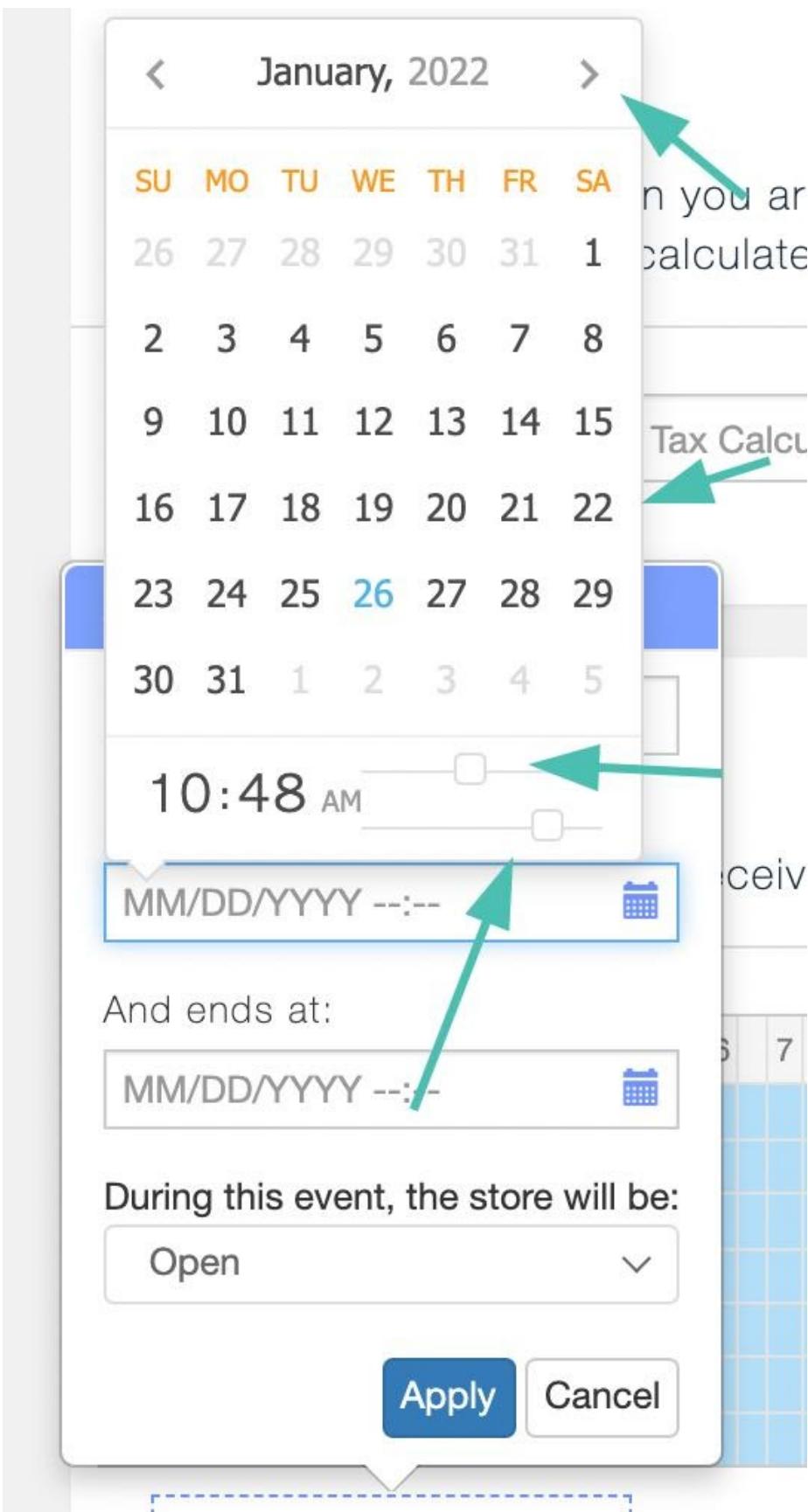


3. Complete relevant fields.

Write the event's name: put the name for the event.

Event starts at: put date and time when the event starts. Select the month and date at the calendar section. Use slider to adjust the time.

And ends at: put date and time when the event ends. Select the month and date at the calendar section. Use slider to adjust the time.



During this event, the store will be: select the relevant option.

Add Special Event

Write the event's Name

Event starts at:

01/27/2022 11:06 am



And ends at:

01/28/2022 11:06 am



During this event, the store will be:

Open



Apply

Cancel

Add Special Event

Write the event's Name

Event starts at:

01/27/2022 11:06 am



And ends at:

01/28/2022 11:06 am



During this event, the store will be:

Open



Open

Closed

4. Click "Apply" once all is done.

Add Special Event

Write the event's Name

Event starts at:

01/27/2022 11:06 am



And ends at:

01/28/2022 11:06 am



During this event, the store will be:

Open



Apply

Cancel



Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		Label
Sunday																										8:00-17:00
Monday																										8:00-17:00
Tuesday																										8:00-17:00
Wednesday																										8:00-17:00
Thursday																										8:00-17:00
Friday																										8:00-17:00
Saturday																										8:00-17:00

 Holiday:

Closed from Jan 27, 2022 12:24 PM until Jan 28, 2022 12:24 PM

 Early Bird deals:

Open from Jan 29, 2022 12:00 AM until Jan 29, 2022 7:24 AM

New Event

+ Add Temporary Event

5. Click Save All Changes to save the changes.

Opening Hours

When are you available to receive orders?

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Sunday																			
Monday																			
Tuesday																			
Wednesday																			
Thursday																			
Friday																			
Saturday																			

Holiday:

Closed from Jan 27, 2022 12:24 PM until Jan 28, 2022 12:24 PM

Early Bird deals:

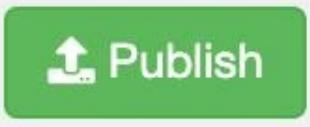
Open from Jan 29, 2022 12:00 AM until Jan 29, 2022 7:24 AM



Discard All Changes

Save All Changes

6. Scroll up and click "Publish" to publish the changes.



Publish



Basic Info

Your customers will see this information w



NOTE

Events, when the store is closed, are marked with red.

Events, when the store is open, are marked with green.



NOTE

Event set up re-writes time settings for the store. At the event's date and time, the opening hours settings will be in accordance with the event set up.

Shut Down the Store

HOW TO SHUT DOWN THE STORE

1. Login to Tictuk.
2. Find your store.
3. Click on the "Store" section (menu at the left side).
4. Scroll to the bottom.
5. Click on "Shut Down".

Shut Down Settings

SHUT DOWN

Close the entire chain and respond to customers with the Shut Down Message.
(Also applicable at night when everything is closed)

Shut Down Message



NOTE

You can leave a "Shut Down Message" which will be displayed to the customer.

6. Click Save All Changes to save the changes.

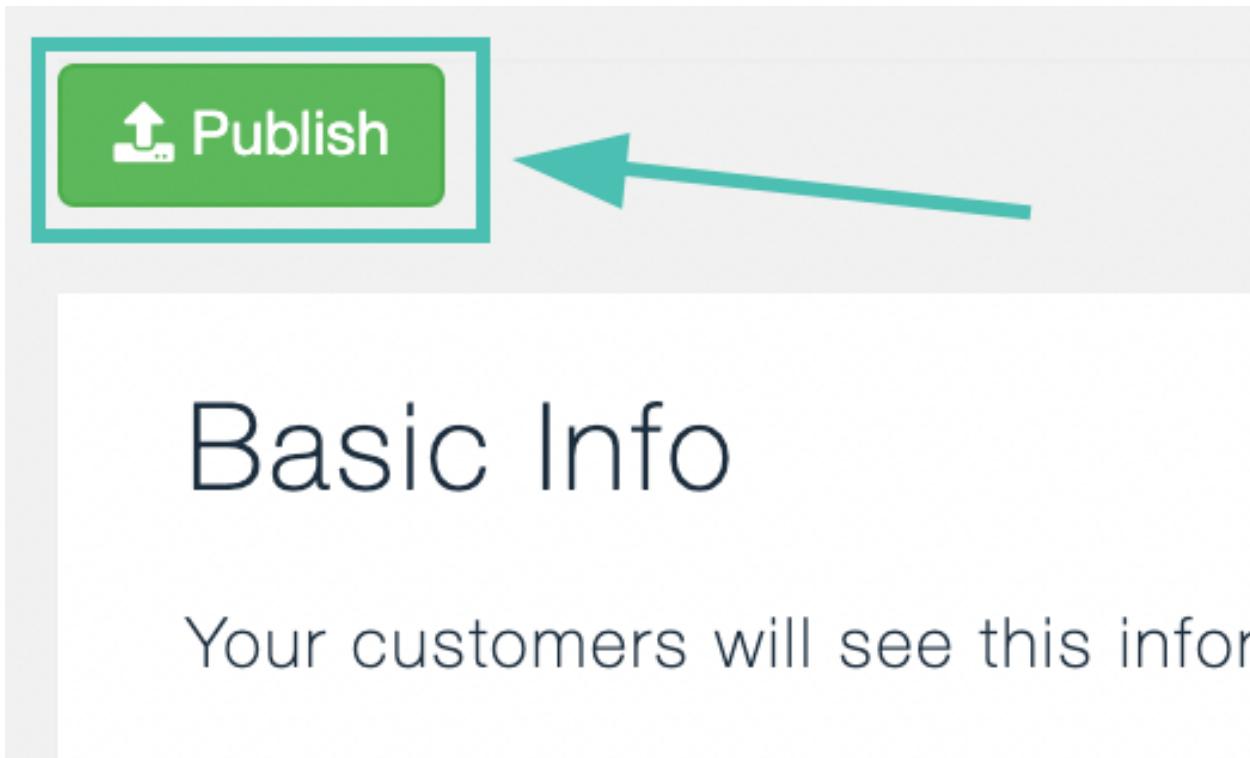
Shut Down Settings

SHUT DOWN

Close the entire chain and respond to customers with the Shut Down Message.
(Also applicable at night when everything is closed)

Shut Down Message

7. Scroll up and click "Publish" to publish the changes.



NOTE

Go to Main Org store to shut down all stores in the chain.

Go to the particular store to shut down only one store.

HOW TO OPEN THE STORE?

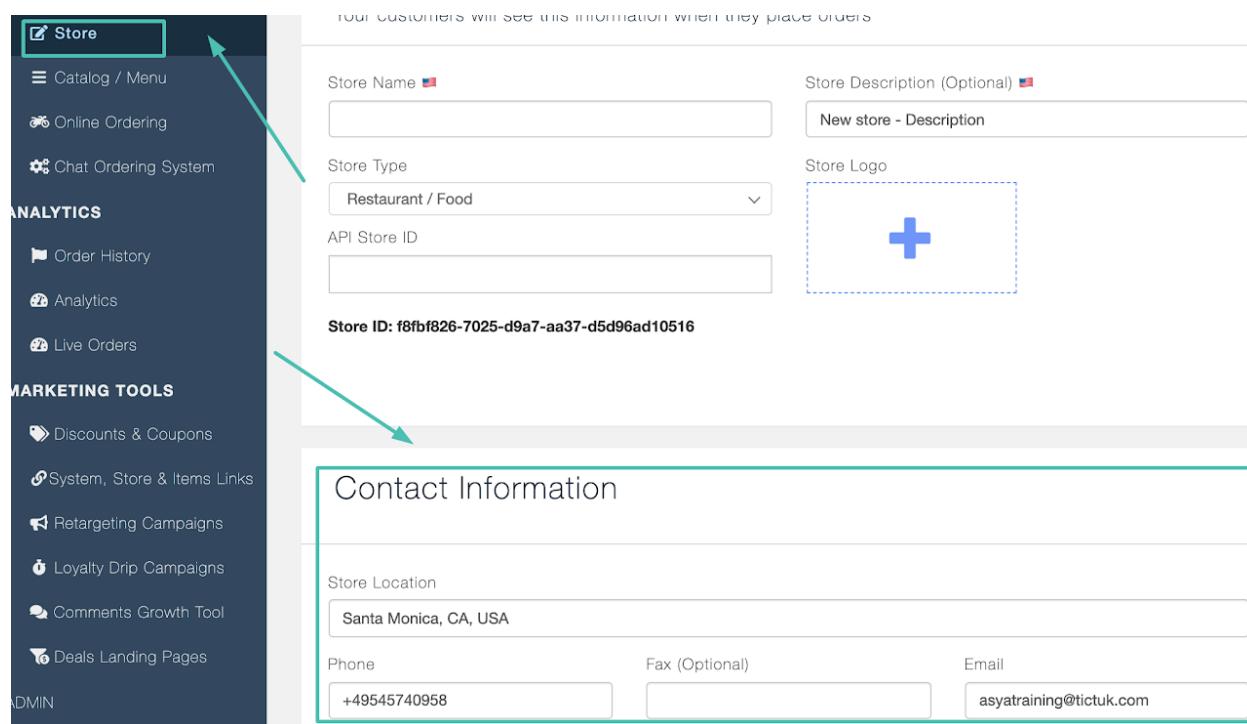
1. Login to Tictuk.
2. Find your store.
3. Click "Store" section (menu at the left side).
4. Scroll to the bottom.
5. Uncheck "Shut Down".
6. Click Save All Changes to save the changes.

7. Scroll up and click "Publish" to publish the changes.

Contact Information

HOW TO CHANGE CONTACT INFORMATION

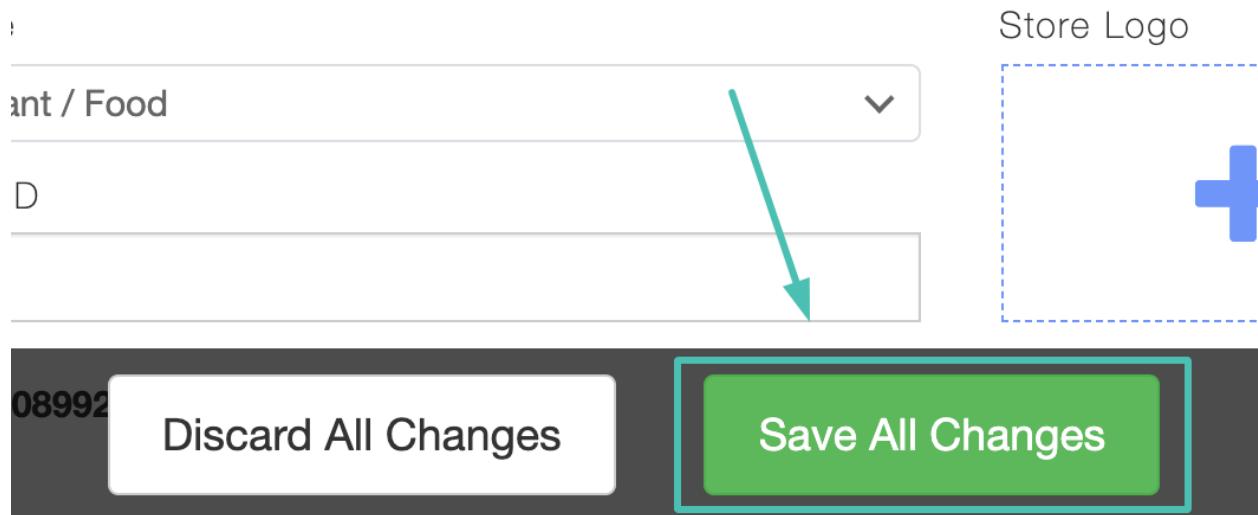
1. Login to Tictuk.
2. Find your store.
3. Click on the "Store" section (menu at the left side).
4. Find the "Contact information" section.



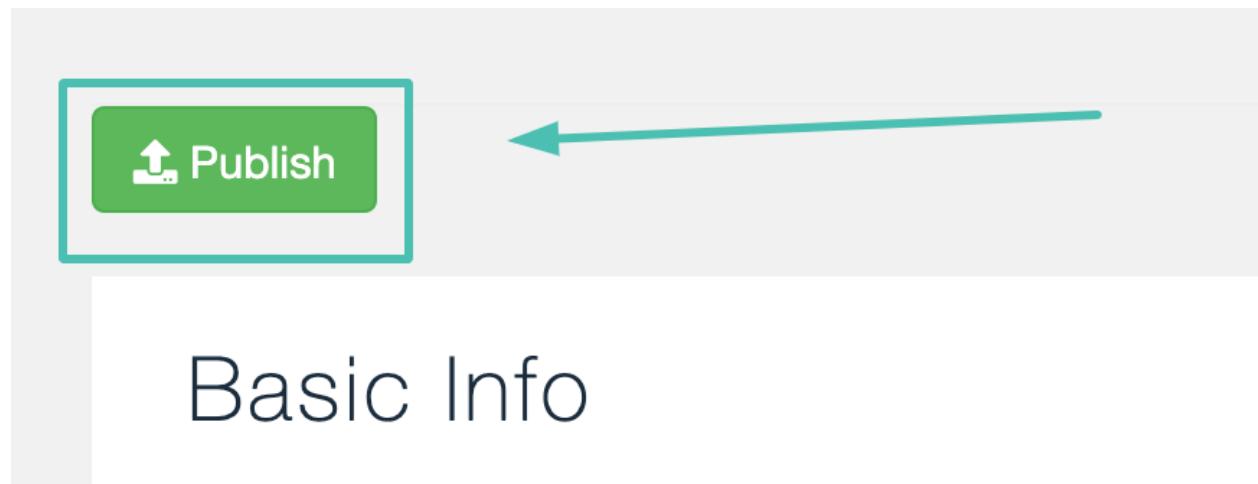
HOW TO CHANGE STORE ADDRESS

1. Put your address into the "Store Locator" field.
2. Choose one of the options offered by the drop down menu.

3. Click "Save All Changes" to save the changes.



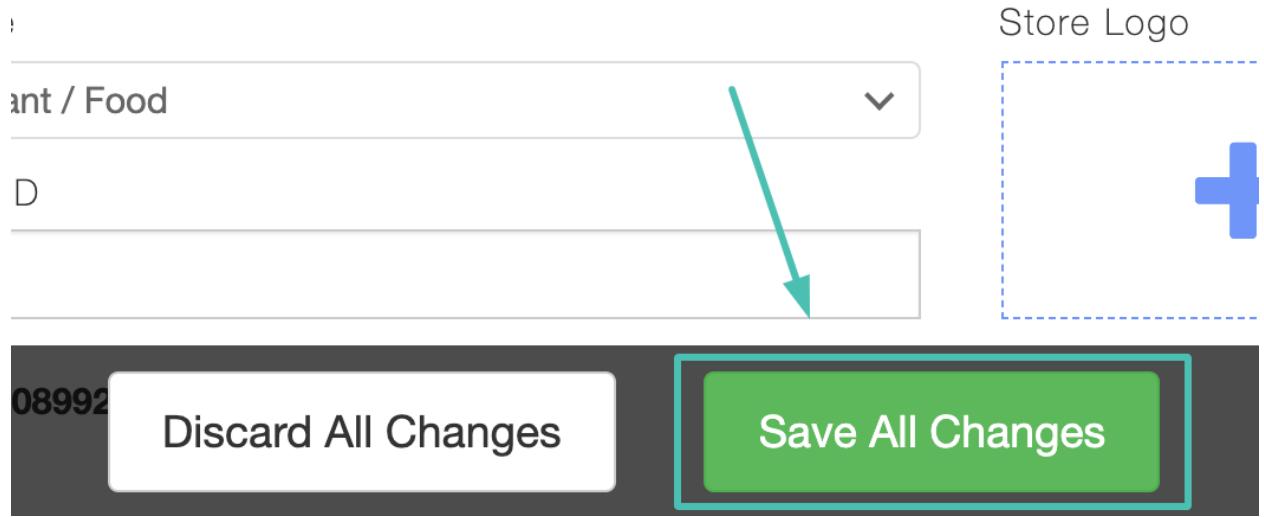
4. Click "Publish" to publish the changes.



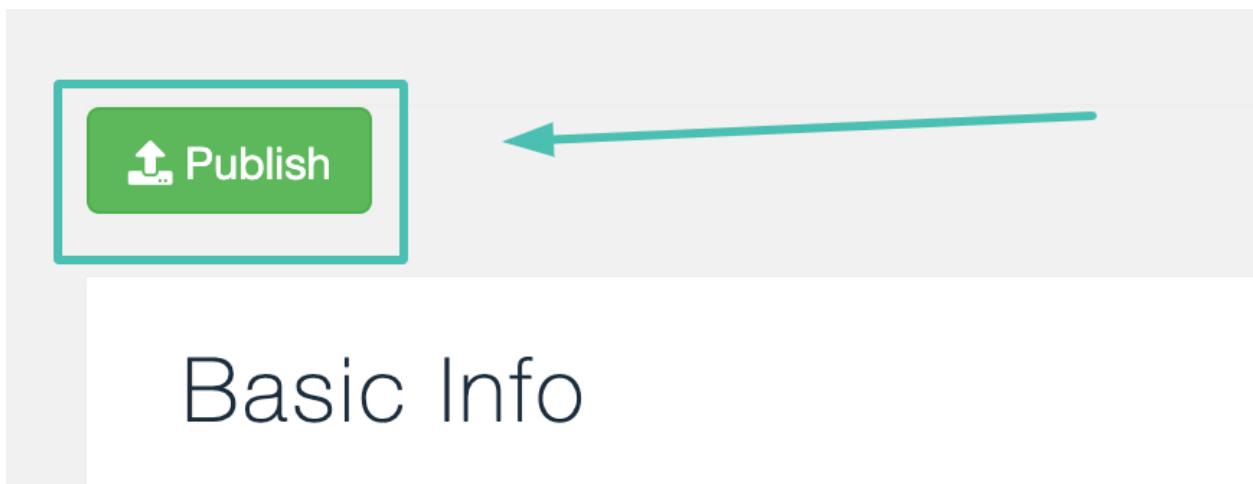
HOW TO CHANGE THE CONTACT PHONE NUMBER?

(STORE WITHOUT INTEGRATION)

1. Put the phone number into the "Phone" field.
2. Click "Save All Changes" to save the changes.



3. Click "Publish" to publish the changes.



NOTE

The phone number should be the following format:

(country code)(phone number)

Example:

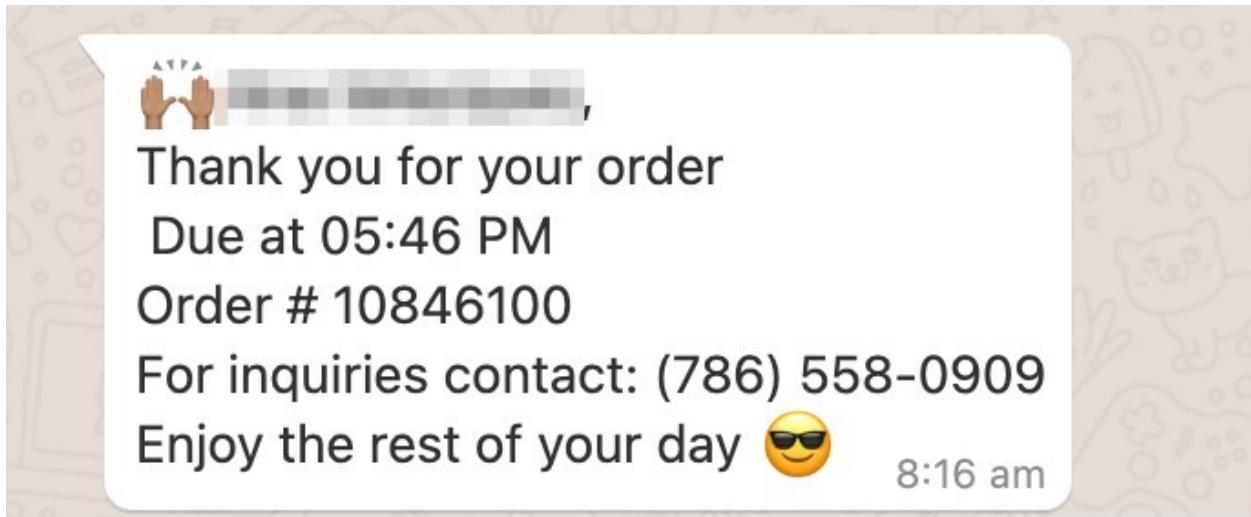
+12124567890



NOTE:

Phone number is seen by client once the order is placed

Example 1: WhatsApp



Example 2: Website

X

Jan 24, 2022
04:19 PM



Ana, thank you for ordering at
Pizza Hut Ecom FL, your order will arrive soon



Order number: **10846108**
Payment method: Cash to the driver
ETA: 05:49 PM

DELIVERY

MY ORDER

Big Dinner Box With Pasta x1

\$23.99

Create Your Own

Original Pan® Pizza

No Crust Flavor

Classic Marinara

Regular

Regular Cheese

Create Your Own

Original Pan® Pizza

No Crust Flavor

Classic Marinara

Regular

Regular Cheese

Breadsticks

Tuscani® Meaty Marinara

Delivery Fee

\$0.00

Total

\$23.99

Comments

Hi!



STORE INFORMATION

Pizza Hut Ecom FL

Florida, USA

Store number: (800) 800-0000



MY INFORMATION

[REDACTED]

Miami, FL, USA

Contact number: [REDACTED]

Get a FREE COKE when you Share us
with your friends



SHARE





BE ADVISED

You can place a single phone number for all stores on your MAIN ORG store.

If every store should have a different number, place the contact number at each store.



ATTENTION

If you have POS integration contact TicTuk team for assistance.

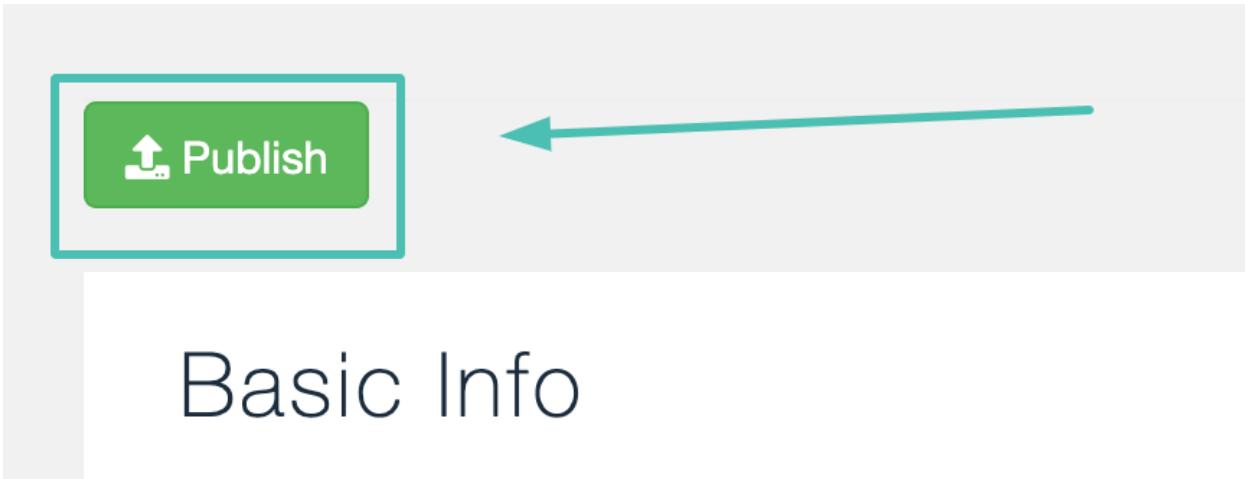
HOW TO CHANGE THE CONTACT EMAIL ADDRESS?

(STORE WITHOUT INTEGRATION)

1. Put the email address into the "Email" field.
2. Click "Save All Changes" to save the changes.

The screenshot shows a user interface for managing store details. At the top right is a placeholder for 'Store Logo' with a dashed blue border and a blue plus sign icon. Below it is a dropdown menu with the text 'Food / Restaurant'. The main input fields are 'Address' (containing 'D') and 'Phone Number' (containing '08992'). At the bottom are two buttons: 'Discard All Changes' (white background) and 'Save All Changes' (green background with a teal border). A green arrow points from the 'Phone Number' field towards the 'Save All Changes' button.

3. Click "Publish" to publish the changes.



ATTENTION

If you have POS integration contact TicTuk team for assistance.

Push Notifications for Drip Campaigns & Retargeting Campaigns

What Are Push Notifications?

Push Notifications are alerts/messages generated by an app when the app itself isn't open, notifying the user of a new message, update, or other piece of information. They are a great way to deliver important and time-sensitive messages directly to your users, and can influence conversions.

Important Notes & Conditions

For users to receive push notifications the following rules must apply:

1. Users are using an app that's been updated and supports push notifications
2. Users have logged in and had an active session on the app
3. Users have accepted push notifications (*see screen shots below)
4. Please note that creating a push notification campaign will target the users whose last session was on the app

5. The cost per push notification is \$0.004 USD (please note you need to purchase a minimum package valued at \$1000; speak to your customer success manager to learn more)



≡ **KFC**

ORDER TODAY!



DELIVERY



PICKUP

ENTER YOUR DELIVERY ADDRESS



USE MY LOCATION

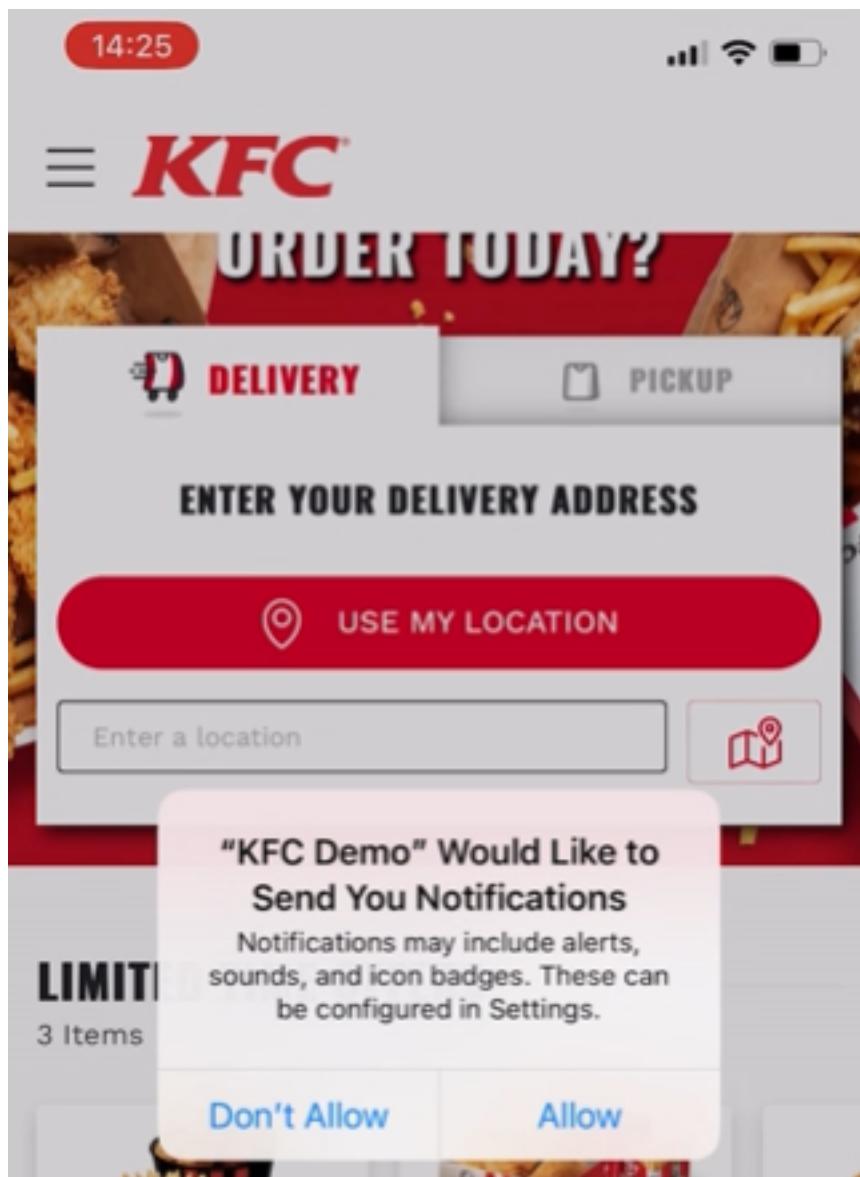
Enter a location



Would you like to be notified about our special deals and discounts?

NO

YES



*Enable notifications by approving the two pop-ups (one will be from Tictuk, the other from iOS/Android).

Advanced Configuration

For advanced configurations related to Push Notifications (such as purchasing/updating credits and allowing SMS and EMAILS to be sent from a particular org) please contact your customer success manager.

Setting a Push Notification for Drip Campaigns & Retargeting

- Select the main chain store

- Open the **Loyalty Drip Campaigns** section or the **Retargeting Campaigns** section in the dashboard and click the **Create New Campaign** button
- Choose the relevant targeting rules for the audience receiving the push notifications
- Target by Platform** dropdown → choose ‘App Push’
 - This means that the campaign will be sent to **users whose last session was on the app**

Target By Platform:



- Message Creation**
 - The subtitle field will be the text displayed with the push notification
 - Set the desired action after clicking on the notification:
 - i.Start a regular order
 - ii.Start an order with a coupon applied
 - iii.Instant checkout

Card 1:**Image (Width: 382px. Height: 200px)****Title (Up to 80 characters) 🇺🇸**

Buy a 3 piece Combo (title)

Subtitle (Up to 80 characters) 🇺🇸

Buy a 3 piece Combo (sub title)

Call-To-Action Button Text

START AN ORDER

Autofill Text

REDEEM THIS COUPON

Button Action

Start an Instant Checkout order (Of a specific item)

Select an Instant Checkout Item:

3 PIECE COMBO - S\$21

 Allow Quantity No Minimum Order Skip Gifts**Ref Code:****Hours Limit:****POSTBACK:**

%7B%22i%22%3A%2218005ce8-2070-677c-ad1f-669eec125611%22%2C%22ref%2C%22%

Copy

Comments Growth Tool

WHY DO I NEED "COMMENTS GROWTH TOOL"?

1. You want your client to get a response about deals, promotions, offers, terms, and conditions via Facebook posts and messengers automatically from a Facebook comment.
2. You want to share discount coupons for specific items if a customer comments on your Facebook posts.
3. You want to increase and automate interactions with your customers on Facebook.
4. You want your customers to feel the care and support of your brand by replying to comments and messages immediately.
5. You want to have data of customers that you have reached on Facebook in analytics.

HOW TO USE THE COMMENTS GROWTH TOOL?

1. Login to Tictuk.
2. Find your MAIN ORG store.
3. Find Comments Growth Tool among MARKETING TOOLS.

CREDITS: 0

STORE CONFIGURATION

 Store

 Catalog / Menu

 Online Ordering

 Chat Ordering System

ANALYTICS

 Order History

 Analytics

 Live Orders

MARKETING TOOLS

 Discounts & Coupons

 System, Store & Items Links

 Retargeting Campaigns

 Loyalty Drip Campaigns

 Comments Growth Tool

COMMENTS GROWTH TOOL SETUP

1. Choose the available tags at "Tags Activation".

Tags Activation

When a user write a comment in one of your posts, we recognize the text and give his comment a tag. Here you select which tags will be responded automatically and also what will be the response.

Available Tags

Select Value



+

2. Scroll down and complete the relevant fields at Tags Response Text.

Tags Response Text

You may change the default texts we have per each tag with your own text. NOTE: If the Default Answer text is set, we will answer ALL comments and not just the comments we recognize with a tag.

Default Answer

* Set this ONLY IF you wish to answer all incoming comments. When left blank, only comments that match one of the tags that you selected above will be answered

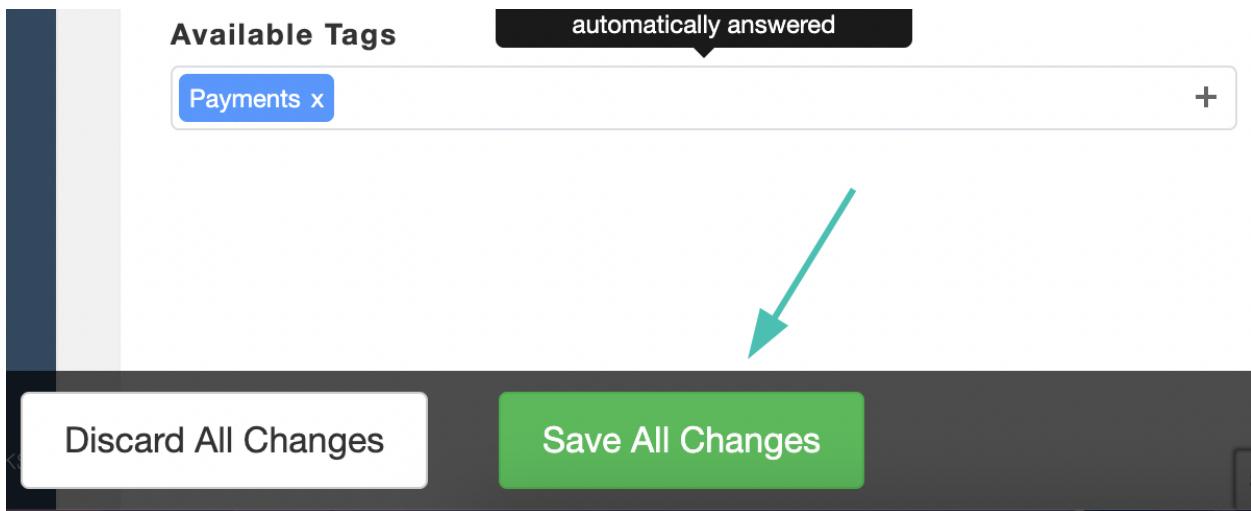
Customize Tags Texts:

Payments



NOTE

Click "Save All Changes" to save the changes.



SET UP YOUR CUSTOM TAGS AND RESPONSES

You can set up custom tags for the comments growth tool:

1. Scroll to the bottom of Comments Growth Tools and find the Custom Tags section.
2. Click on "Add a Tag".

Custom Tags

Create your own tags to be recognized in a comment, then configure the response text

[+ Add a Tag](#)

HOW TO ACTIVATE / DEACTIVATE THE COMMENTS GROWTH TOOL?

Check / Uncheck the box near "ALLOW COMMENTS RESPONSES" to turn on / turn off the Comments Growth Tool.

Comments Growth Tool

ALLOW COMMENTS RESPONSES

Tags Activation

When a user write a comment in one of your posts, we recognize the text and give his comment a tag. Here you s responded automatically and also what will be the response.

Available Tags

Instant Checkout

HOW TO CREATE INSTANT CHECKOUT FOR WHATSAPP OR FACEBOOK MESSENGER

1. Login to Tictuk.
2. Choose any of your stores except the "Main Org" store.
3. Go to "System Store & Item Links".
4. Find "Instant Checkout".

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons

System, Store & Items Links

 [REDACTED]
Direct links to your web store and s

Web Store Link:
<https://cdn.tictuk.com/webviewFlow/ca>

Messenger Chat Store Link:
You must configure your messenger chat

Telegram Chat Store Link:
You must configure your telegram bot first

Instant Checkout

Links for a very fast purchase process of s
Recommended for increasing the conversio

1. Select an Item

5. Place text at the field "Change Link Text:". Customers will see this text on WhatsApp.
6. Put the referrer in the referral field. This code is used to track data for this link on analytics.
7. Select the product at the dropdown menu of the "Select an item" field.
8. Copy the Messenger/Facebook link by hitting the button "Copy Link" near the "Messenger" / "WhatsApp" field.
9. Use the link on your campaigns.

Instant Checkout

Links for a very fast purchase process of specific items from your catalog/menu.
Recommended for increasing the conversions especially with paid ads

1. Select an Item



PEPPERONI - \$15.4 (6101) (AA01)

NO MINIMUM ORDER AMOUNT

SKIP GIFTS

Add a REFERRAL code (Underscore is not allowed '_'):

2. Here is your Messenger link:

https://m.me/null?ref=EC_r_73e1e182-349c-aded-752e-c96f2dd32dd5_en_cf5b494

3. Here is your WhatsApp link:

<https://wa.me/undefined?text=%F0%9F%8F%B7%EF%B8%8F%20REDEEM%20>

Change Link Text:



NOTE

You can shorten your link at "Retargeting Campaigns":

1. Select "Create New Campaign".
2. Go to "Message Creation"
3. Place the link at "Long Link" and click "Short" button.



ATTENTION

The following requirements should be met before creating the instant checkout:

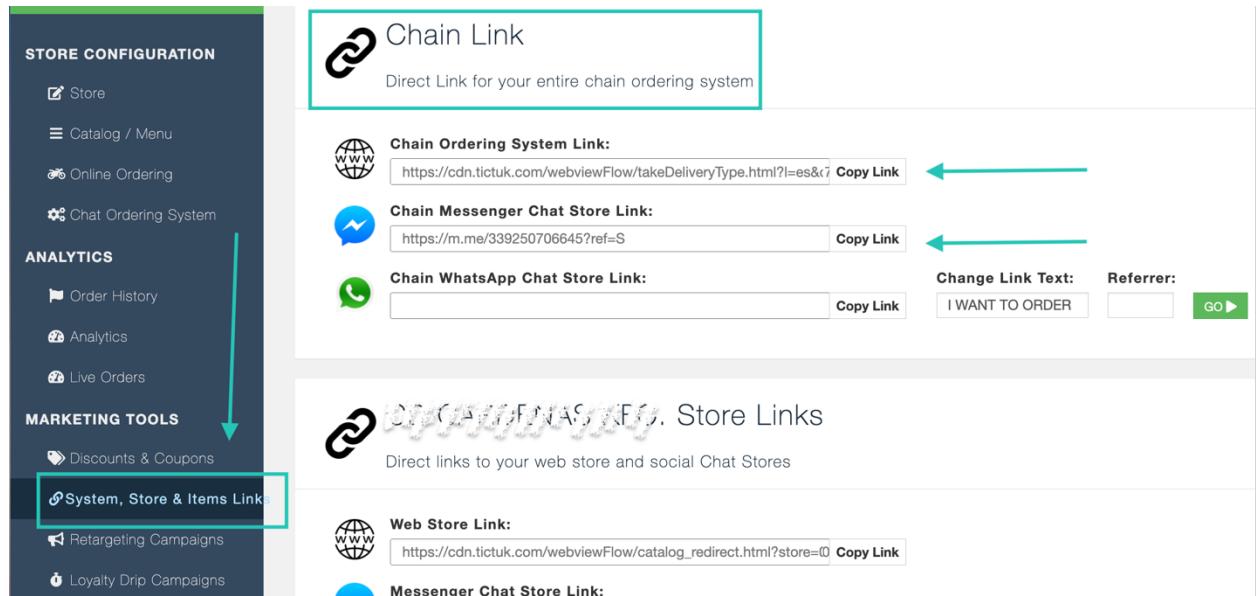
- the item should be in all menus (stores)
- the coupon of that item should be the same in all menus (stores)
- the item price should be the same in all menus (stores)
- the item can have options (example: size variations for pizza, meat variations for sandwiches, chicken recipe)

- the item should have an image

Store and Menu Links

HOW TO FIND THE LINK (WEB ADDRESS) OF YOUR STORE?

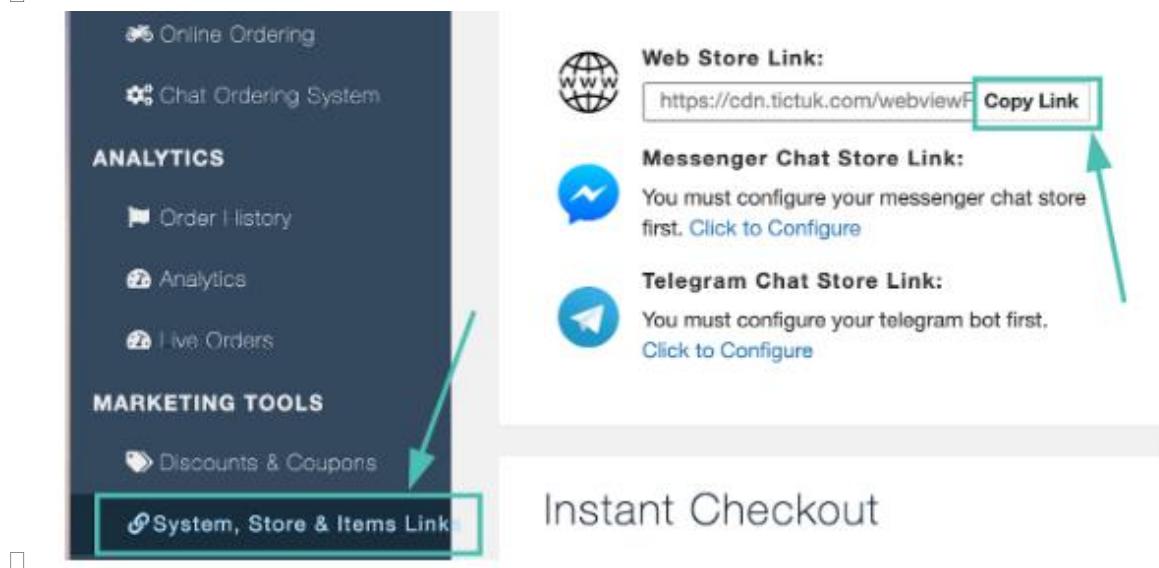
- 1. Login to Tictuk.
- 2. Find your store.
- 3. Click the "System, Store & Items Links" section (menu at the left side).
- 4. Find the field "Chain Link".
- 5. Click "Copy Link" near the relevant field or copy your store link.
-



□ HOW TO FIND THE LINK (WEB ADDRESS) OF YOUR MENU?

- 1. Login to Tictuk.

- 2. Find your store.
 - 3. Click "System, Store & Items Links" section (menu at the left side).
 - 4. Find field "Web Store Link:"
 - 5. Click "Copy Link" to copy your menu link.
-



Short Link

HOW TO CREATE A SHORT LINK

1. Login to Tictuk.
2. Choose any of your stores except the "Main Org" store.
3. Go to Retargeting Campaigns.
4. Click on "+ Create New Campaign".

CREDITS: 0

+ Create New Campaign

STORE CONFIGURATION

Store

Catalog / Menu

Online Ordering

Chat Ordering System

ANALYTICS

Order History

Analytics

Live Orders

MARKETING TOOLS

Discounts & Coupons

System, Store & Items Links

Retargeting Campaigns

Campaigns:

You
Re
cre
driv



Contact Us

5. Go down to the "Message Creation" section.

6. Paste the long link in "Long link" field.

7. Click the "Short" button.

8. You will get the link on the right side of the button. That is the short version of your long link.

Message Creation

Create the message you wish to send

Long Link: <https://wa.me/5215515154747?text=I%20WANT%201>

Auto Fill Text: REDEEM THIS COUPON

SHORT ► <https://lili.ly/9943233b>

Lily Links with Google Ad

HOW TO USE LILY LINKS WITH GOOGLE AD

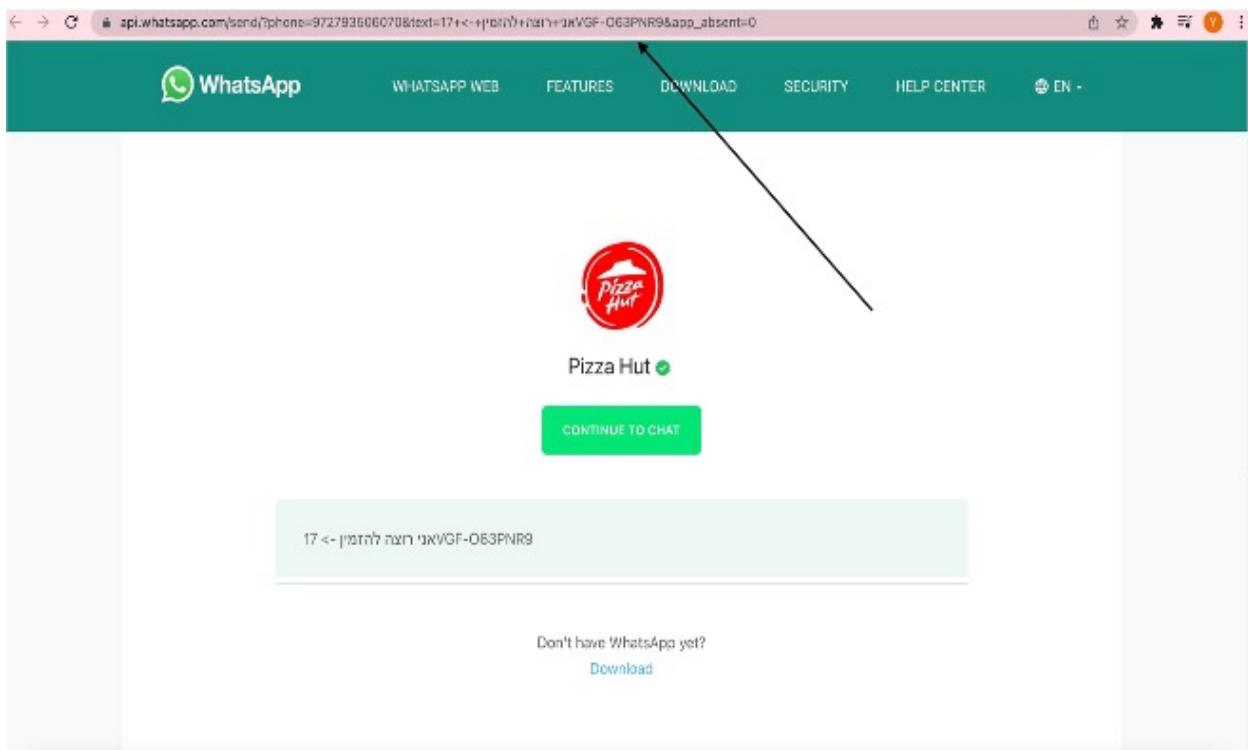
1. Create a lily link with a REF for each campaign on Google.



NOTE

If you have several ad sets, we recommend creating different lily links for each one to see which audience converts best.

2. Open WhatsApp Web on your desktop and send the lily link to yourself or to somebody else (chat or group).
3. Click the sent link.
4. The following window will be opened.
5. Copy the URL.



6. Paste the URL shown above to the "Final URL" in the ad creation (at Google).
7. Keep the display path empty.

A screenshot of an ad creation interface. On the left, there are two input fields: 'Final URL' containing 'https://api.whatsapp.com/send/?phone=972793606070&text=17+<-+>+&token=2KVGF-C63PNR9&app_absent=0' and 'Display path' containing 'api.whatsapp.com/'. Below these fields are progress bars showing '0 / 15' and '0 / 15'. On the right, there is a 'Preview' section showing a smartphone screen with the text 'Ad - api.whatsapp.com/' and 'Locals' favorite pizza | Exclusive deals only for today | Two for the price of one'.

LILY LINKS FOR SITELINKS

1. Create instant check-out links for specific items and place them in the Sitelink extensions.
2. A user can start an order for a specific combo directly from the ad.

Sitelink extensions

Select and create campaign-level sitelink extensions

Add at least 2 sitelink extensions

Add new sitelink extension	
Sitelink 1	
Sitelink text	
Two's Company	13 / 25
Description line 1 (recommended)	
3 larges pizza and 2 large bottled	②
	34 / 35
Description line 2 (recommended)	
Final URL	0 / 35
https://wa.me/972793506070?text=%F0%9F%8F%B7%EF%B8%8F%20%D7%90%D7%A0%D7%99%20%20 ②	

Whatsapp Link

HOW TO CREATE A TRACKABLE WHATSAPP LINK

1. Login to Tictuk.
2. Choose any of your stores except the "Main Org" store.
3. Find "System, Store & Items Links".

CREDITS: 0

STORE CONFIGURATION

 Store

 Catalog / Menu

 Online Ordering

 Chat Ordering System

ANALYTICS

 Order History

 Analytics

 Live Orders

MARKETING TOOLS

 Discounts & Coupons

 System, Store & Items Links



4. Find the CHAIN LINK section.
5. Put text in "Change Link Text" field. This text will appear on WhatsApp.
6. Place a short code at "Referrer" field. That will help you to track the data from this link in analytics.

Chain Link

Direct Link for your entire chain ordering system

Chain Ordering System Link:
<https://cdn.tictuk.com/webviewFlow/takeDeliveryType.h4> **Copy Link**

Chain Messenger Chat Store Link:
<https://m.me/339250706645?ref=S> **Copy Link**

Chain WhatsApp Chat Store Link:
[https://wa.me/.../339250706645?ref=S](#) **Copy Link**

Change Link Text:

Referrer:

GO ►



NOTE

Make Referrer code reasonable to the campaign that you run for WhatsApp.

Example:

Campaign: Free Pepsi this Christmas

Perfect Referrer code: FRPEPCHRI

7. Click "GO" button.
8. Click "Copy Link" near "Chain WhatsApp Chat Store Link".

**Chain Ordering System Link:**

[Copy Link](https://cdn.tictuk.com/webviewFlow/takeDeliveryType.html?l=es&c=764642)

**Chain Messenger Chat Store Link:**

[Copy Link](https://m.me/339250706645?ref=S)

**Chain WhatsApp Chat Store Link:**

[Copy Link](https://wa.me/5215515154747?text=I%20WANT%20TO%20ORDER%20-)

**NOTE**

You can shorten your links via the dashboard. Look for instructions in the "Short link" article. (<https://support.tictuk.com/portal/en/kb/articles/short-link>)

Retargeting Campaign (for Chats only)

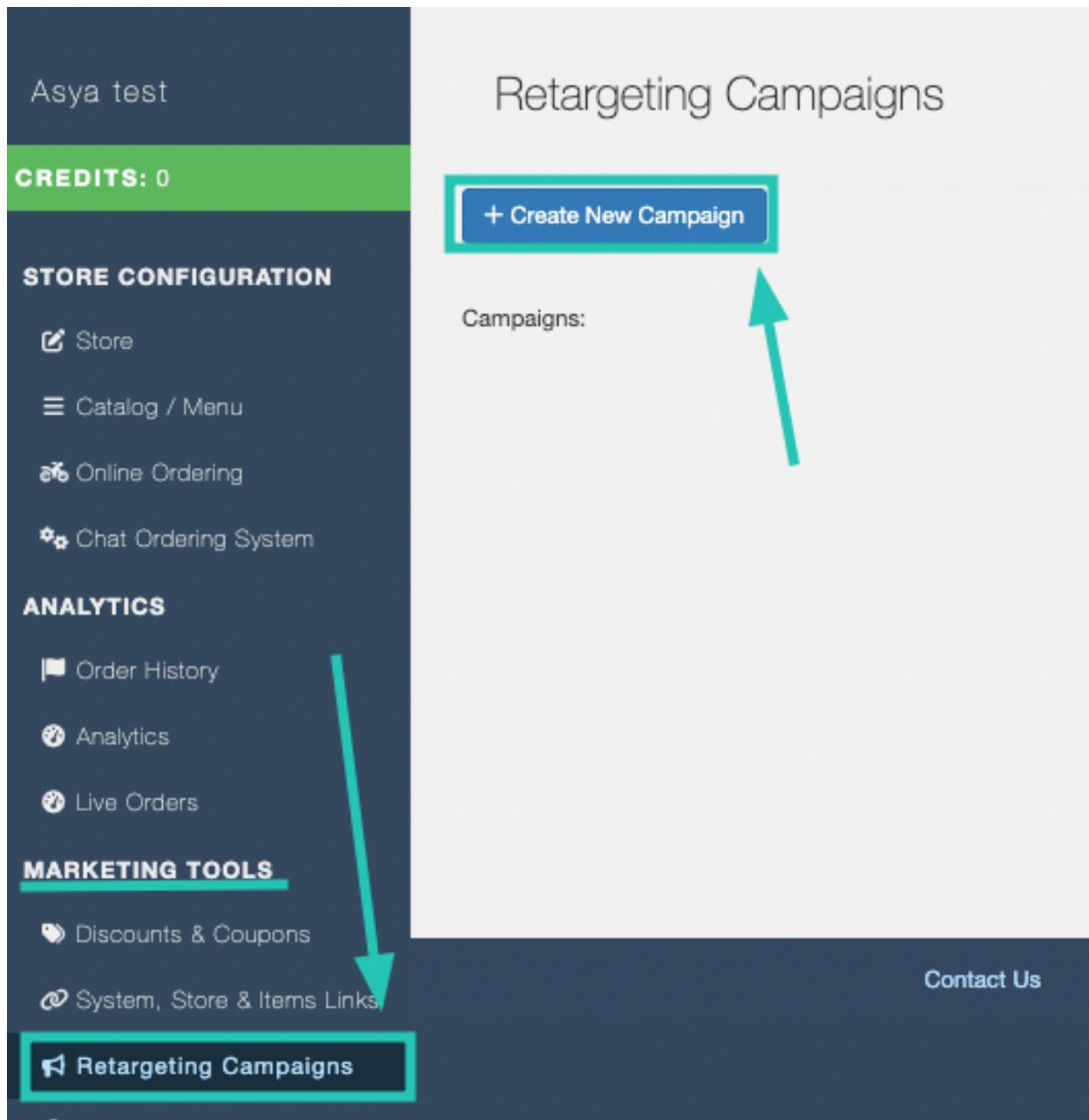
WHY DO YOU NEED TO SET UP A RETARGETING CAMPAIGN?

Send segmented campaigns to everyone who started a conversation in the chat (in the last 24 hours on WhatsApp) to remind them to place their order. Campaigns can have a promotion or they can lead to the general menu, it depends on your strategy.

Retargeting campaigns encourage purchases through messaging. Leverage high traffic that didn't convert into orders.

HOW TO SET UP RETARGETING CAMPAIGNS?

1. Log in to Tictuk.
2. Go to "Marketing Tools" and select "Retargeting Campaigns".
3. Click "Create New Campaign".



4. Set up the parameters.



All fields are optional. You can keep them empty as long as it is relevant.

Retarget Campaign Targeting Rules

Configure who will receive your retargeting message

Gender: <input checked="" type="checkbox"/> MALES <input checked="" type="checkbox"/> FEMALES <input checked="" type="checkbox"/> UNKNOWN	Orders amount: Send to customers with More than <input type="text" value="1"/> historical orders	Last Engagement: Select Engagement Period	Reference: (Optional) Case Sensitive Reference
	Previously Purchased Items: Select items (Optional) +	Target By Platform: Select platforms (Optional) +	Launch Date: MM/DD/YYYY HH:mm 
	Added to cart but didn't order: Select items (Optional) +	Target By Order Type: Select Order Types (Optional) +	

GENDER

The gender of your target market.

ORDERS AMOUNT

The number of times they have previously ordered.



If you'd like to create a campaign that reaches all previous customers, select a high number, such as 99, so that everyone is targeted.

PREVIOUSLY PURCHASED ITEMS

Products that the customer has previously ordered.

ADDED TO CART BUT DIDN'T ORDER

Products that the customer added to his cart and did not complete.

LAST ENGAGEMENT

You may target only customers with sessions in the previous X days.

TARGET BY PLATFORM

Select the platforms you wish this campaign to use for sending messages.



If you select none, then all platforms are allowed.

TARGET BY ORDER TYPE

Select the order types you wish this campaign to target. Only customers with a session that matches one of the order types will receive the message.



If you select none, then all Order Types are allowed.

REFERENCE

The messages will be sent only to customers who came to your ordering system with the reference code you placed at this field.



For more than one Ref code, write a Comma Separated list of ref codes.

LAUNCH DATE

Select the start date and time for the campaign.



When not selected, the campaign will start within an hour.

5. Customize your campaign.

Start filling in your campaign information on the left side, and on the right side, you can preview how they are going to see it.



If the last interaction was via WhatsApp, it reaches them via WhatsApp and if it was via Facebook Messenger they arrive via Facebook Messenger.

Card 1:

Image (Width: 191px. Height: 100px)

Title (Up to 80 characters) 🇺🇸

72hrs ONLY FREE COKE with the WOW BOX!!

Subtitle (Up to 80 characters) 🇺🇸

POSSIBILITIES ARE ENDLESS WITH TICTUK's CHAT COMMERCE
To go live info@tictuk.com

Call-To-Action Button Text (Up to 20 characters)

START AN ORDER

Button Action

Start an Instant Checkout order (Of a specific item)

Select an Instant Checkout Item:

WOW BOX + FREE COKE - \$15.95

Allow Quantity No Minimum Order Skip Gifts

Ref Code: demo1 **Hours Limit:** 72

POSTBACK:

%7B%22%62%3A%22ec897290-e5f5-46a3-3ac6-68bd7770b08c%22%2C%22

[Copy](#)

Message preview: This is what your customers will see

72hrs ONLY FREE COKE with the WOW BOX!!
POSSIBILITIES ARE ENDLESS WITH TICTUK's CHAT COMMERCE
START AN ORDER



Utilize a clever subject line and strong CTA to push for conversations. A/B test with different variations to see which drives maximum results.



Leave the blue section blank. This section is for Template Messages pack configuration. Ask the Tictuk team for the rates in your Country.

Message Creation

Create the message you wish to send

Long Link:

PLEASE ENTER HERE THE LONG URL YOU WISH TO SHOF

SHORT ►

Copy Link

Email Subject

SMS Body

Add Unsubscribe Link

Length: 0
Remaining: 160

Messages: 0
Per Message: 160

WhatsApp Template Name

6. Give your campaign a name.

3. Additional Information

Give your campaign a name:

7. Save your campaign. You can use one of the following options:

Contact

UPDATE & LAUNCH

UPDATE & PAUSE

Discard All Changes

Update & Launch: Instantly launch your campaign.

Update & Pause: If you have the campaign ready but don't want to launch it yet, choose this option.

Discard all changes: Nothing will be saved.



Later you will be able to use the dashboard options to do the following:

- PAUSED: Allows you to activate the campaign later.
- COMPLETED: You can see the campaigns that have already been completed.
- To delete them you can click on the trash can icon.



Loyalty Drip Campaigns (for Chats Only)

WHY DO YOU NEED LOYALTY DRIP CAMPAIGNS?

Define a specific segment and create automated loyalty campaigns. Campaigns can be sent via WhatsApp, FB Messenger, SMS* and Email*.



*At an additional cost, depending on the rates in your country. Please contact the Tictuk team for rates.

Once your campaign has been created, the daily system will search for those who apply to the segment you defined and will send them the message. We recommend leaving these campaigns running for long periods of time for the best results.

HOW TO CREATE A LOYALTY DRIP CAMPAIGN?

1. Login to Tictuk.
2. Go to "Marketing Tools" and select "Loyalty Drip Campaigns".
3. Click "Create New Campaign".

Loyalty Drip Campaigns

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons
- System, Store & Items Links
- Retargeting Campaigns

Loyalty Drip Campaigns

+ Create New Campaign

Campaigns: (Sorted by priority, Drag & Drop using the handles)

Contact Us

4. Set up the parameters.



All fields are optional. You can keep them empty as long as it is relevant.

1. 1st Message Targeting Rules

Configure who will receive your first message

Gender: <input checked="" type="checkbox"/> MALES <input checked="" type="checkbox"/> FEMALES <input checked="" type="checkbox"/> UNKNOWN	Orders amount: Send to customers with More than <input type="text" value="1"/> historical orders	Last Engagement: Select Engagement Period	Reference: (Optional) Case Sensitive Reference
	Previously Purchased Items: Select Items (Optional) +	Target By Platform: Select platforms (Optional) +	Launch Moment: The closest Select Hour O'clock to the moment the customer took his last action on the ordering system
	Added to cart but didn't order: Select Items (Optional) +	Target By Order Type: Select Order Types (Optional) +	OR: 30 minutes after the customer took his last action

GENDER

The gender of your target market.

ORDERS AMOUNT

The number of times the customer previously ordered.



If you'd like to create a campaign that reaches all previous customers, select a high number, such as 99, so that everyone is targeted.

PREVIOUSLY PURCHASED ITEMS

Products that the customer has previously ordered.



Add the whole menu to target as many clients as possible.

ADDED TO CART BUT DIDN'T ORDER

Products that the customer added to his cart and did not complete.

LAST ENGAGEMENT

You may target only customers with sessions in the previous X days.

TARGET BY PLATFORM

Select the platforms you wish this campaign to use for sending messages.



If you select none, then all platforms are allowed.

TARGET BY ORDER TYPE

Select the order types you wish this campaign to target. Only customers with a session that matches one of the order types will receive the message.



If you select none, then all Order Types are allowed.

REFERENCE

The messages will be sent only to customers who came to your ordering system with the reference code you placed at this field.



For more than one Ref code, write a Comma Separated list of ref codes.

LAUNCH MOMENT

Set up the moment when you want to launch your campaign.

5. Customize your campaign.

Start filling in your campaign information on the left side, and on the right side, you can preview how they are going to see it.

Card 1:

Message preview: This is what your customers will see

Image (Width: 191px. Height: 100px)



Title (Up to 80 characters) USA

72hrs ONLY FREE COKE with the WOW BOX!

Subtitle (Up to 80 characters) USA

POSSIBILITIES ARE ENDLESS WITH TICTUK's CHAT COMMERCIAL
To go live info@tictuk.com

Call-To-Action Button Text (Up to 20 characters)

START AN ORDER

Button Action

Start an Instant Checkout order (Of a specific item)

Select an Instant Checkout Item:

 **WOW BOX + FREE COKE - \$15.95**

Allow Quantity No Minimum Order Skip Gifts

Ref Code: **Hours Limit:**

POSTBACK:

```
%7B%22%622%3A%22ec897290-e5f5-46a3-3ac6-68bd7770b06c%22%2C%21
```

[Copy](#)

Message preview: This is what your customers will see



72hrs ONLY FREE COKE with the
WOW BOX!
POSSIBILITIES ARE ENDLESS
WITH TICTUK's CHAT
COMMERCIAL
[START AN ORDER](#)



Utilize a clever subject line and strong CTA to push for conversations. A/B test with different variations to see which drives maximum results.



Leave the blue section blank. This section is for Template Messages pack configuration. Ask the Tictuk team for the rates in your country.

Message Creation

Create the message you wish to send

Long Link:

PLEASE ENTER HERE THE LONG URL YOU WISH TO SHOF

SHORT ►

[Copy Link](#)

Email Subject

SMS Body

Add Unsubscribe Link

WhatsApp Template Name

Length: 0
Remaining: 160

Messages: 0
Per Message: 160

6. Set up your 2nd Message Triggers.

2nd Message Triggers are used as a sales tactic to send the consumer a follow-up message after not completing an action after the first message.

3. 2nd Message Triggers

Configure when a second message shall be sent. You may select several triggers and a message per each one. (Only the first trigger that will fire, will send a 2nd message to the customer)

Select 2nd message triggers:

- Started an order and didn't add anything to cart
- Started an order, added something to cart and didn't complete
- Reached order summary and didn't complete
- No action was taken days after the 1st msg

7. Give your campaign a name.

3. Additional Information

Give your campaign a name:

8. Save your campaign. You can use one of the following options:

Contact

 UPDATE & LAUNCH 

 UPDATE & PAUSE 

[Discard All Changes](#)

Update & Launch: Instantly launch your campaign.

Update & Pause: If you have the campaign ready but don't want to launch it yet, choose this option.

Discard all changes: Nothing will be saved.



Later you will be able to use the dashboard options to do the following:

- PAUSED: Allows you to activate the campaign later.
- RUNNING: You can see active campaigns.
- To delete them you can click on the trash can icon.



RUNNING



PAUSED

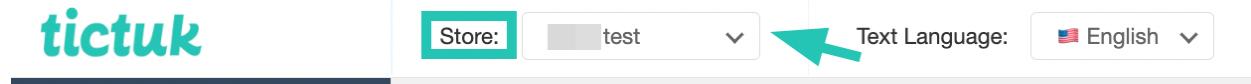
Discounts

HOW TO CREATE THE DISCOUNT?

Discounts can be created for all branches (chain) or for one store only.

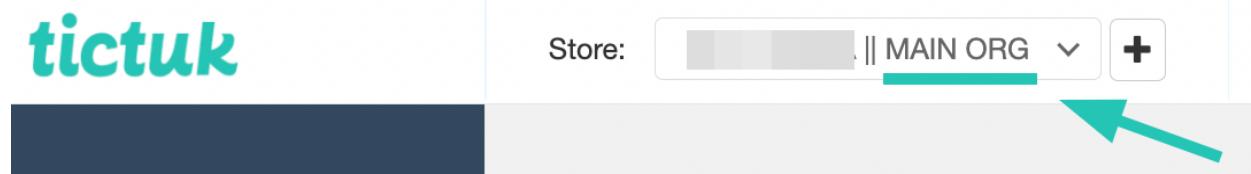
DISCOUNTS FOR STORE

If you want to create a discount in a particular store, go to that store to create it and it will only apply in that store.



DISCOUNTS FOR CHAIN

If you want to create a discount that applies to all branches, go to MAIN ORG, which is the general store that has the entire chain.



STEP - BY- STEP INSTRUCTIONS ON HOW TO CREATE THE DISCOUNT

1. Log in to Tictuk.
2. Choose the store or chain where you would like to have the discount.
3. Go to the "Marketing Tools" section and select " Discounts & Coupons".
4. Click "Create New Discount".

Discounts, Benefits & Coupon Links

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons** (highlighted)
- System, Store & Items Links
- Retargeting Campaigns

Discounts & Benefits:

+ Create New Discount + Create New Coupon Link + Create New Banner or Offer

Coupons Links:

Banners & Offers:

Information:

- i** You do not have Discounts added yet, add a...
Discounts may apply to the entire menu / Ent specific hours of your choice EG. Happy Hou
- i** You do not have Coupon Links added yet, ad...
retargeting, posts, ads etc...
- i** You do not have Banners added yet.

Contact Us Terms

5. Complete the relevant fields.

Create / Edit a Discount

Percentage Discount (%) Fixed Amount Discount (\$) Add Items Discount

Name  GET 20% OFF ALL MENU ITEMS

Discount Amount
20 %

Description 

You can get 20% off any item when you spend over \$20

Minimum Order: 20 \$ Coupon Code: 20OFF Quantity: API ID: One Time Unique Deal

Valid Order Types: Pick Up/Takeout x Delivery x Curbside x Table Side/Virtual Kiosk x + Valid Channels: WhatsApp x Messenger x Web x App x Telegram x +

Apply this discount to: Entire Menu Section Items

Tags: Select tag(s) +

 Discount is available during store's opening hours. [Open Discount's Availability](#)

[Delete Discount](#) [Cancel](#) [Apply](#) [Apply to tags](#)

PERCENTAGE DISCOUNT

The discount will be set up as a percentage.

FIXED AMOUNT DISCOUNT

The discount will be set up as a fixed value.

ADD ITEMS AS DISCOUNT

That configuration adds item(s) to the cart of the customer.

NAME

That is the name of your promotion. This name will be seen by the customer in the order summary.

DISCOUNT AMOUNT

Enter the desired discount amount or choose the product.

Example: If there is 30% off, write 30 in the box.

DESCRIPTION

Add a description to your coupon – visible to the users.

MINIMUM ORDER

Specify if there is a minimum purchase amount for the discount to apply. If there is no minimum amount, leave it at 0.

COUPON CODE

Choose a Coupon code name for the coupon (this appears on analytics and is what the users will enter).



If you don't insert a coupon code it will be available for all users in every order.

QUANTITY

Set a limit on coupon redemptions if you wish; otherwise, leave it blank.

API ID

API ID is available for POS integration only.

ONE TIME

This discount is only applicable once per user.

UNIQUE DEAL

If you want the customer to only have this coupon available, check this box.

This coupon cannot be combined with any other discount.

VALID ORDER TYPES

Select if you want the discount to apply to pickup, delivery, curbside and/or table side.

To remove an option, click the X on the option box.

Valid with:

Delivery Orders

Curbside Orders



VALID CHANNELS

Specify whether the discount applies to the entire menu, a section of the menu, or one or more items in particular.



If you choose a section or items, select the items you want the discount to apply to.

Apply this discount to

Entire Menu Section Items

MEGA NUGGETS - 8 PIEZAS x

Search

MEGA NUGGETS - 8 PIEZAS

MEGA FAMILIAR - 8 PIEZAS 

SUPER MEGA - 10 PIEZAS

MEGA FULL - 12 PIEZAS

MEGA HOT WINGS - 10 PIEZAS

MEGA HOT WINGS CON GASEOSA - 10 PIEZAS

[Discard All Changes](#) [Save All Changes](#)



If the discount applies to all stores (MAIN ORG), the available options are: ENTIRE MENU (full menu) and ITEMS (product).

DISCOUNT AVAILABILITY

At the bottom, select the hours in which the discount is available. They can be the same hours as the store, you can select new ones or create a temporary event.

In order for it to apply during the same store hours, the green check mark must be set to During Open Hours as shown in the following image:

 Discount is available during store's opening hours. [Open Discount's Availability](#)

During Open Hours Custom Hours

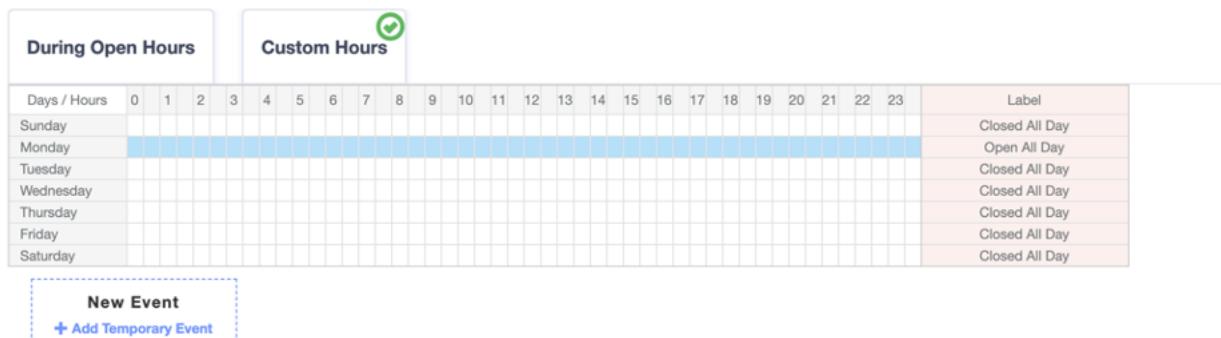
Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

New Event [+ Add Temporary Event](#)

HOW TO SET UP CUSTOM HOURS FOR THE DISCOUNT?

If you want the discount to apply at a specific time or day, click on Custom Hours and select the days and times you want the discount to apply.

 Discount is available during store's opening hours. [Open Discount's Availability ▾](#)



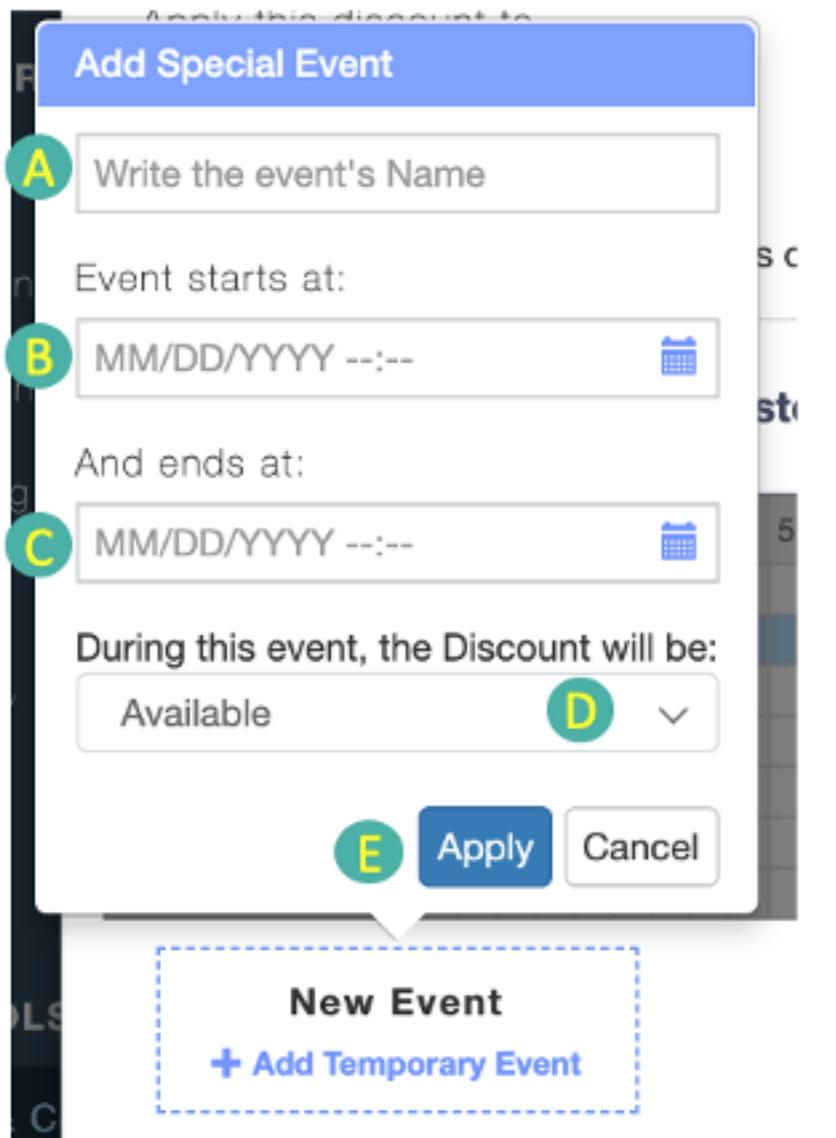
Blue color: Active

White color: Not active

If you want to deactivate or activate a discount on a specific day and time, you can use a temporary event

HOW TO SET UP THE EVENT FOR THE DISCOUNT?

Click on New Event.



- A. Name of event
 - B. Choose the date and time of the event
 - C. Choose the end date and time of the event
 - D. Select if you want the promotion to be during this time:
 - Available
 - Unavailable
 - E. Click on Apply
6. Click "Apply" to save all changes.

Create / Edit a Discount

Percentage Discount (%) Fixed Amount Discount (\$) Add Items Discount

Name 

Discount Amount %

Description 

Minimum Order \$ Coupon Code Quantity API ID One Time Unique Deal

Valid Order Types: Pick Up/Takeout x Delivery x Curbside x Table Side/Virtual Kiosk x +

Valid Channels: WhatsApp x Messenger x Web x App x Telegram x +

Apply this discount to

Entire Menu Section Items

Tags: +

 Discount is available during store's opening hours. [Open Discount's Availability](#) 

Cancel Apply Apply to tags




Once a Discount is created, it will appear in this list. You can remove or disable the discount.



We recommend not deleting any discounts.

HOW TO ACTIVATE OR DEACTIVATE THE DISCOUNT?

To deactivate, choose the box INACTIVATE (1) then click on SAVE ALL CHANGES (2).

Discounts, Benefits & Coupon Links

+ Create New Discount + Create New Coupon Link

Discounts & Benefits:

30% DE DESCUENTO EN TU PRIMERA COMPRA - Coupon Code: AA30

🔒 \$100+

👉 %30

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

ENVÍO GRATIS - Coupon Code: FREEDELIVERY

🔒 \$0+

👉 MXN100

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

1

HELADO GRATIS EN LA COMPRA DE TU COMBO

🔒 \$0+

👉 MXN100

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

ENVÍO GRATIS

🔒 \$0+

👉 MXN100

🛒 5

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

30% DE DESCUENTO EN TU PRIMERA COMPRA - No aplica sobre promociones. No aplica en merchandising, cajas de café, cajas de té ni en bolsas de café en grano.

🔒 \$0+

👉 %30

🛒 1

Discard All Changes

Save All Changes

2

To delete, click on the trash can (1) then click on SAVE ALL CHANGES (2).

Discounts, Benefits & Coupon Links

+ Create New Discount + Create New Coupon Link

Discounts & Benefits:

30% DE DESCUENTO EN TU PRIMERA COMPRA - Coupon Code: AA30

🔒 \$100+

👉 %30

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

1

ENVÍO GRATIS - Coupon Code: FREEDELIVERY

🔒 \$0+

👉 MXN100

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

1

HELADO GRATIS EN LA COMPRA DE TU COMBO

🔒 \$0+

👉 MXN100

🛒 1

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

ENVÍO GRATIS

🔒 \$0+

👉 MXN100

🛒 5

✓✓ Multiple Times

👉 Not Unique

📄 INACTIVE

30% DE DESCUENTO EN TU PRIMERA COMPRA - No aplica sobre promociones. No aplica en merchandising, cajas de café, cajas de té ni en bolsas de café en grano..

🔒 \$0+

👉 %30

🛒 1

Discard All Changes

Save All Changes

2



Create Menu Sections

ABOUT MENU SECTIONS

Dividing the menu into sections helps your customers navigate through the menu faster. Menu sections can be **VISIBLE** and **INVISIBLE**.

VISIBLE SECTIONS

Here will be the products that you want to offer to your customers. Some examples for these categories are:

- promotions
- combos
- drinks
- sides
- desserts

INVISIBLE SECTIONS

These sections will not be visible to the user when entering the menu.

They are used to create the sub-items (variants) of the main products within the item, which will then be nested in different types of product selection blocks that include some type of variables, such as:

- Size
- Flavour
- Additional features

In the invisible sections you can also create promotional products that do not appear in the menu (visible to the customer), such as a free product that they access through a coupon or a special product for an express order (Instant checkout).

HOW TO CREATE A SECTION?

1. Log in to Tictuk.
2. Search for the store in which you want to create or edit the menu in the search box.



NOTE

Make sure you are under the correct language for the setup. You can select the language of your market at the top of the page in the "Text Languages" tab.

3. Enter the Catalog / Menu tab.

Pizza Hut Demo

CREDITS: 0**STORE CONFIGURATION** Store Catalog / Menu Online Ordering**+ Create New Section****SPECIAL OFFER**

Create catalog sections, Create / edit items, Upload item images, Define Prices, Taxes and Availability for each item etc...



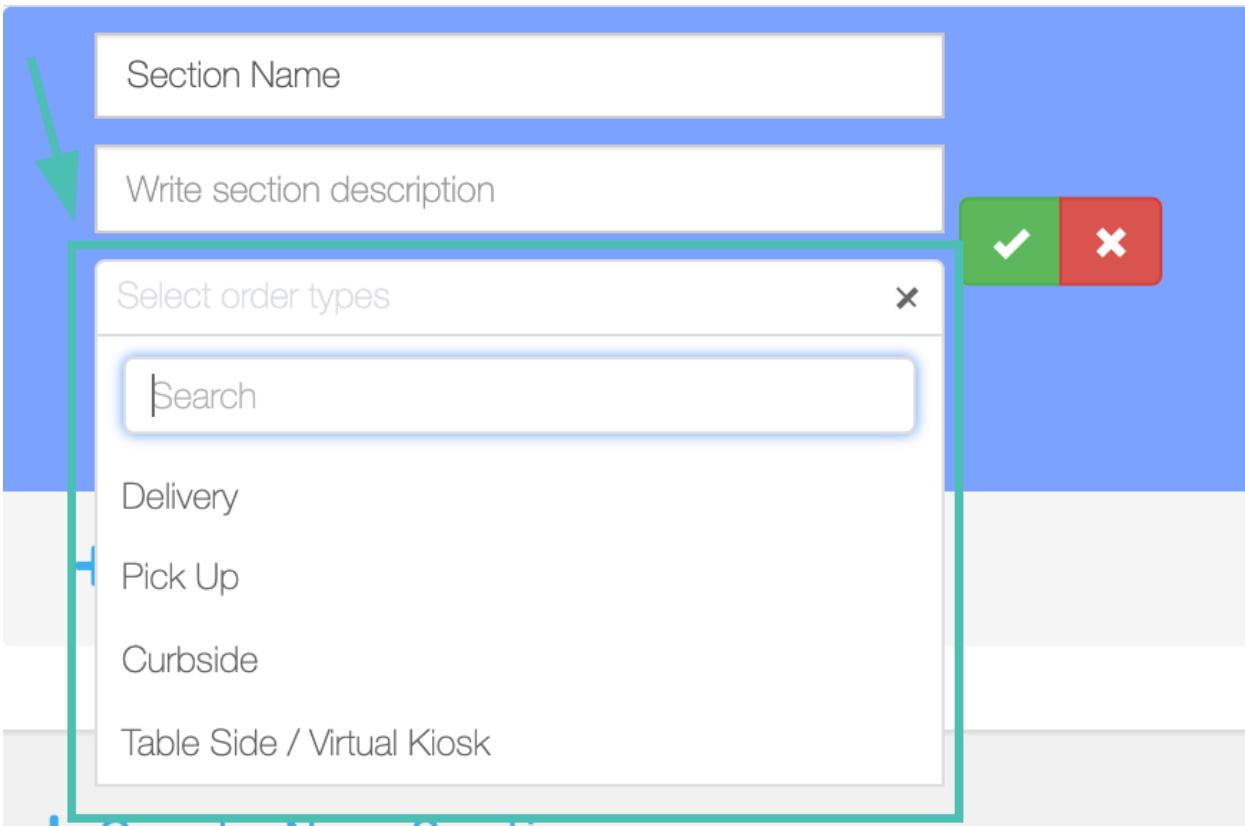
4. Click on "+ Create New Section".

A screenshot of the tictuk software interface. On the left, there's a sidebar with a dark blue header labeled "Pizza Hut Demo". Below it, a green bar displays "CREDITS: 0". Under "STORE CONFIGURATION", there are three items: "Store" (with a pencil icon), "Catalog / Menu" (with a list icon, highlighted in yellow), and "Online Ordering" (with a motorcycle icon). A large teal arrow points from the "Catalog / Menu" item in the sidebar to the "Catalog / Menu" section on the right. The main area has a light gray header "Catalog / Menu". Below it is a blue box containing a white button with a plus sign and the text "Create New Section". To the right of this is a "SPECIAL OFFER" section with a black background and white text: "Create catalog sections, Create / edit items, Upload item images, Define Prices, Taxes and Availability for each item etc...". At the bottom of this section is a small image of a pizza with the word "VALENTINE" written on it.

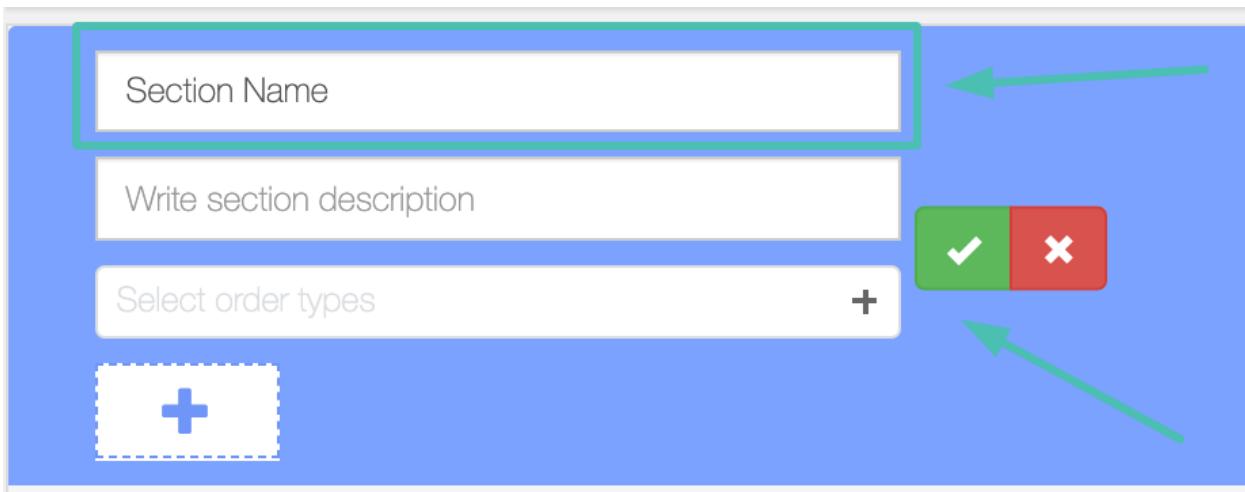
5. Put the name of the section in the "Section Name" field.
6. Select an "Order Type" to configure what type of orders the products offered in this section will be for.

**NOTE**

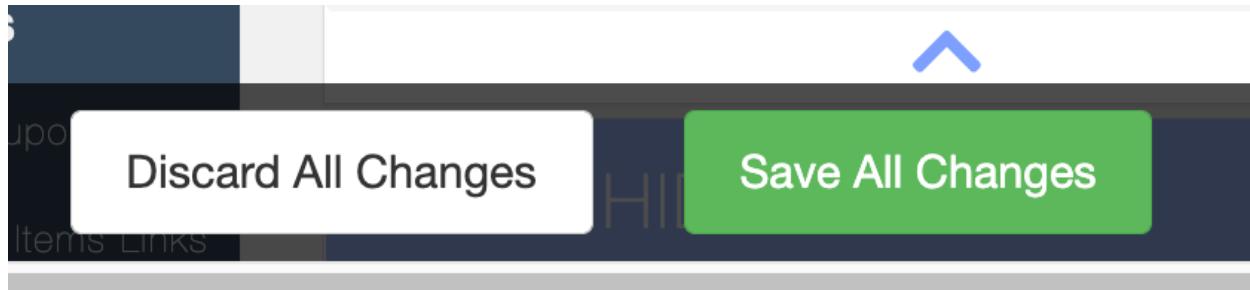
If you want all orders to have access to this section LEAVE THE FIELD EMPTY.



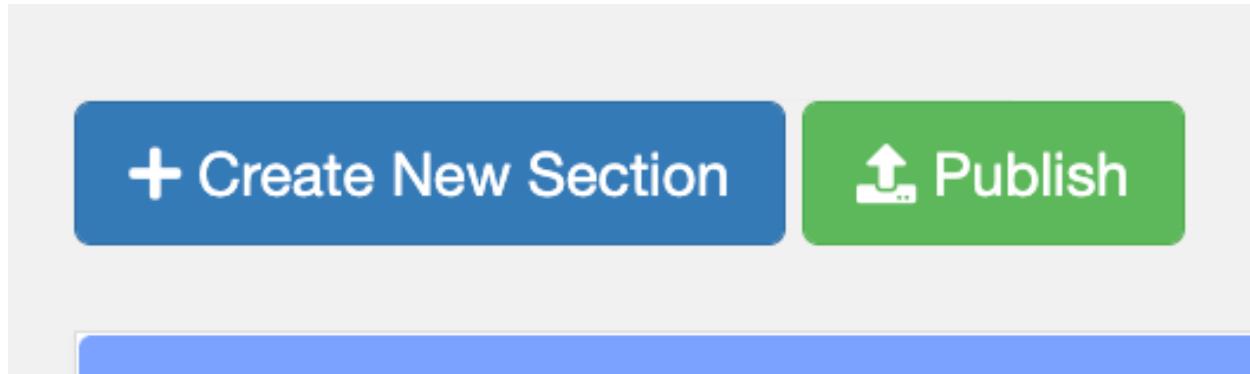
7. Click on the green check mark.



8. Click on "Save All changes" to save the changes. The button will appear at the bottom of your screen.

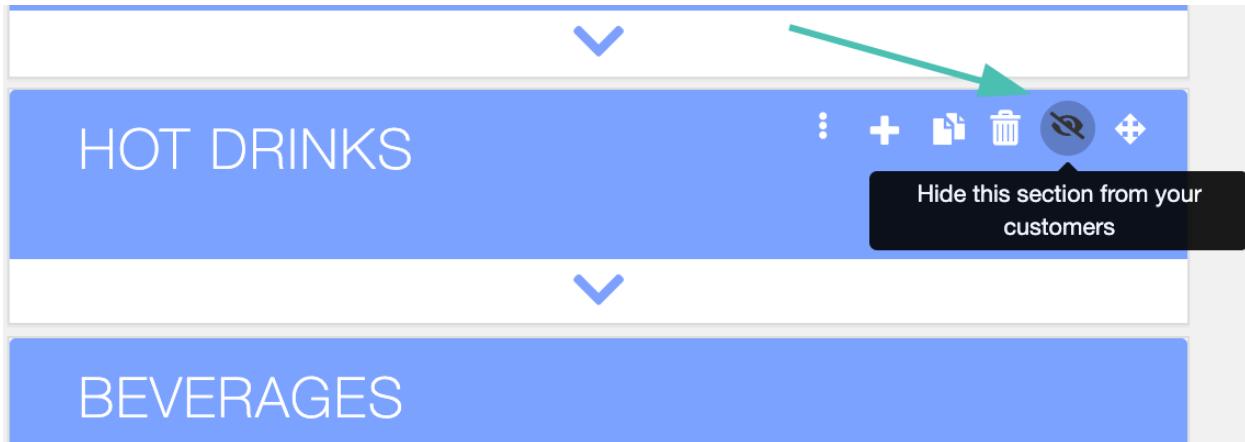


9. Then click on the "Publish" button to publish the changes. The button will appear in the upper left corner of the screen. It will appear only after you save the changes made.

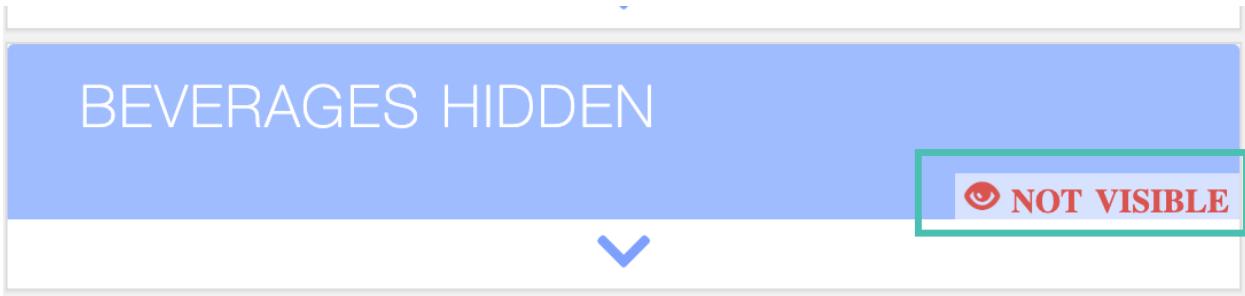


HOW TO MAKE THE SECTION INVISIBLE?

1. Hover your mouse over the top right of the section.
2. Click on the EYE icon.



3. The section will change from Blue to Light Blue and you will see the sign in red letters "NOT VISIBLE". The section is now invisible.

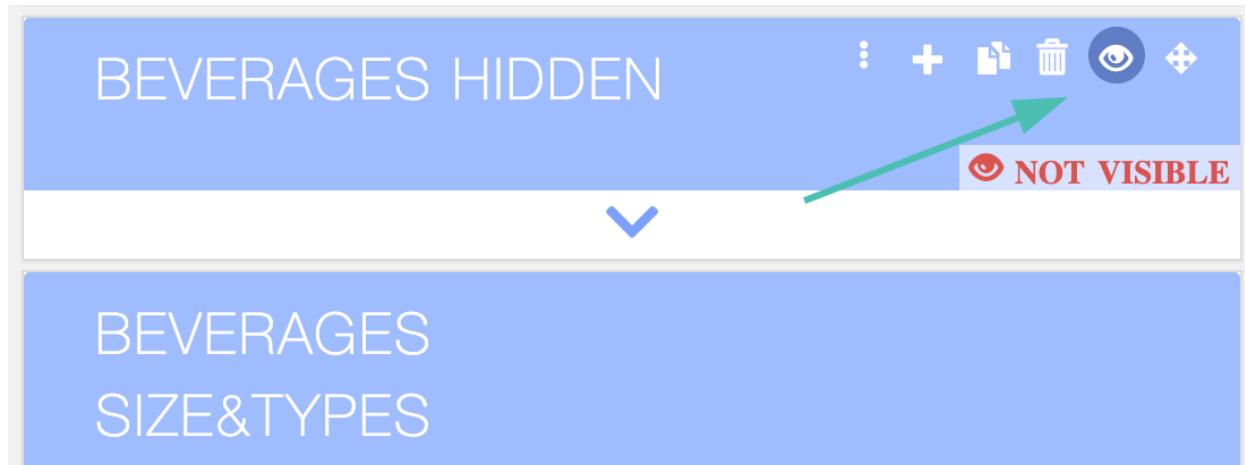


4. Click on "Save All changes" to save the changes. The button will appear at the bottom of your screen.

5. Then click on the "Publish" button to publish the changes. The button will appear in the upper left corner of the screen. It will appear only after you save the changes made.

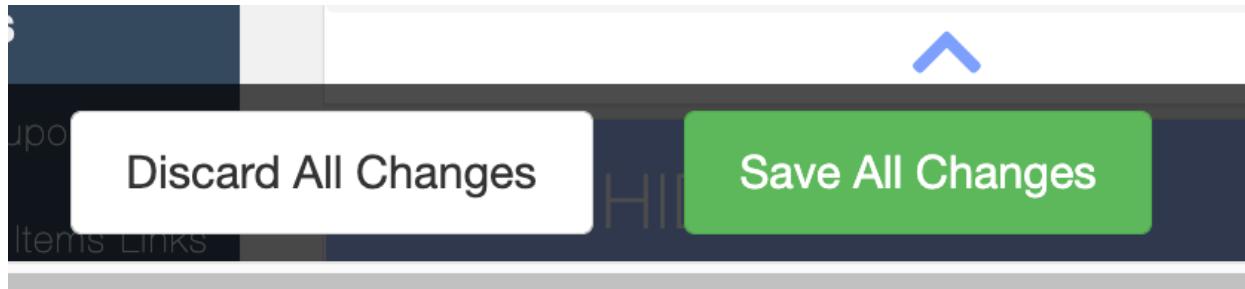
IF YOU WANT THE SECTION TO BE VISIBLE AGAIN

1. Hover your cursor over the top right of the section.
2. Click on the EYE icon.
3. The section will return to its original Blue and the "NOT VISIBLE" sign will disappear. The section is now visible to the user.



4. Click on "Save All changes" to save the changes. The button will appear at the bottom of your screen.

5. Then click on the "Publish" button to publish the changes. The button will appear in the upper left corner of the screen. It will appear only after you save the changes made.

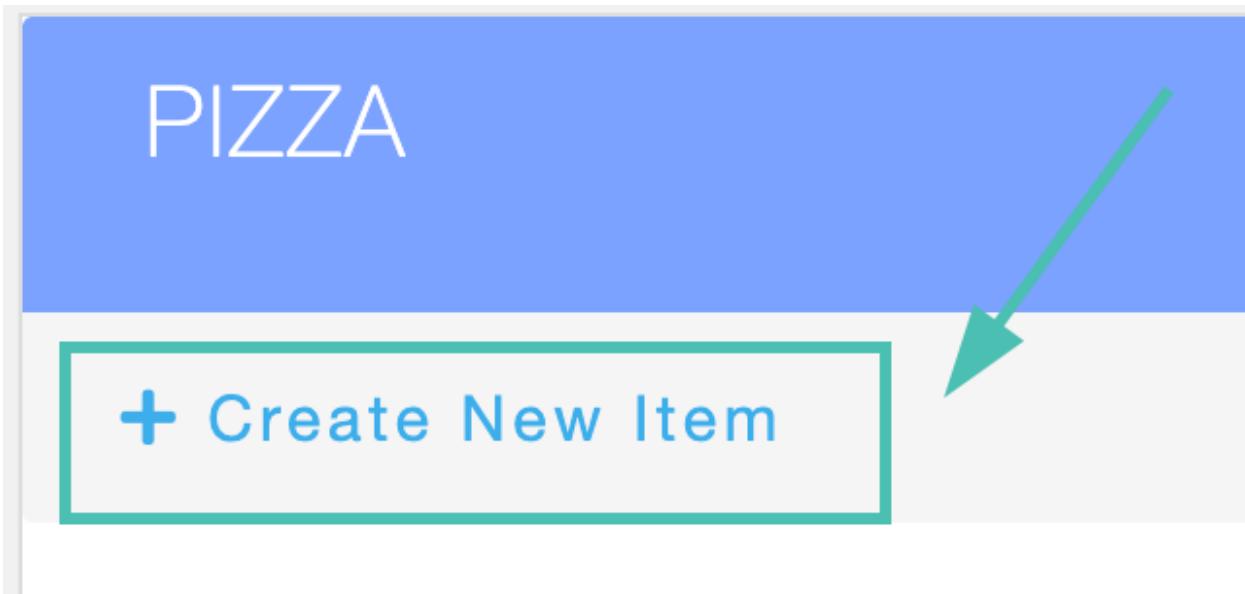


Create an Item

Items are the principal parts of the menu, the key elements which the whole menu is built upon. In this article, we will learn about how to create them in their relevant sections.

HOW TO CREATE AN ITEM?

1. Click "Create New Item" at any section.



2. Complete the relevant fields.

Add Item to Section Name

Item Images	Title	Price (€)	Quantity	Coupon #	Strikeout Price
<input type="file"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Description	Item Aliases <input type="text"/> eg: hamburger,burger,cheeseburger				
Tax Category	Tax (%)		Catalog #		
<input type="button" value="Tax Categories - Select ONLY if this item is taxable"/>		<input type="text"/> %	<input type="text"/>		
<input type="checkbox"/> ★ Featured/Special <input checked="" type="checkbox"/> Available <input type="checkbox"/> One Time <input type="checkbox"/> Unique Deal					
<input type="checkbox"/> Is Pizza <input type="checkbox"/> Free Delivery Minimum Order <input type="text"/> E.g: 0.0					

MAIN DETAILS OF THE ITEM

Item Images

Image of your item. This is the image which describes your item in the best way. To insert an image to the item, click on the blue + sign to upload the image from your device.



NOTE

For clarity and data purposes, the image must have the following specifications:

573x300 pixels

JPEG/JPG format

Not more than 150 kB in size.

Title

The name of your item. Recommended to be in full CAPS for clearer vision. (ex: FAMILY FEAST)

Price

The price of your item. If not rounded up, use a dot in between digits (ex: 15.95).

The currency of the price is pre-determined by the currency selection box on the STORE tab in the dashboard.

Quantity

The number of items available if your stock is limited. Leave it blank if you have no limitations.



NOTE

The system can only promise an approximate amount of this item to be enabled and you may see an over-use to some extent. (the quantity for the item applies for the whole chain.)

Coupon

The unique code that identifies every item on the menu (in every section). Every item must have a unique coupon code.

Recommended to be set in the following format: two capital letters + two numbers. ex: AA01.



NOTE

All stores in your chain needs to use the same coupon code for the same item, this will ensure the proper functionality of the different tools in the dashboard.

Strikeout Price

Mark this on items with a promotional price. The old price will appear with a strike-through next to the discounted price.



Example:

your item price is \$10. You decided to promote the item and put the price of \$8 for a special sale.

How to put a strikeout price

1. Put the old price in "Strikeout Price" field.
2. Put new price to "Price field".
3. Click "Save All changes" to save the changes.
4. Click "Publish" to publish the changes.
5. This is the final result.



Description

In this field, add a detailed description of your product so the customer will have information about the item. Cannot exceed 256 characters.



Example:

The item is a sandwich combo.

Possible description to be placed: whole grain bread, 2 slices of tomato, double mayo, gouda cheese, medium drink of your choice.

Item Aliases

Aliases are keywords which customers can use to search for their desired items easily. Put the keywords for item search in this box. In case of multiple keywords, they should be separated with a comma (,). It is recommended to provide aliases for every visible item.



Example: item is a vegan cheese sandwich.

Aliases to put: cheese, sandwich, vegan

Tax Category

Tictuk will calculate the tax for you automatically. If this item is taxable, select its tax category from below to achieve the most accurate tax calculation, based on the customer's location.



NOTE

Check your configuration with your project manager before using the tool to ensure if this is supported. This tool works only if the tax engine is connected.



NOTE

When you select a tax category, leave the tax (%) field empty.

Tax (%)

If you need to apply tax to the item put the number in that field. The stated value will be the tax in percentage.

To remove tax, place 0 in the tax field.



NOTE

If you wish Tictuk to auto-calculate the tax on this item, LEAVE THIS EMPTY and SELECT a TAX CATEGORY.

Catalog # - integrated menus only

The catalog number is the ID number of the item in your POS system.

★ Featured / Special

Check this box to promote items at the carousel or "Best Sellers".

Items marked as Featured / Special will appear on the main page of your App/E-commerce/Chat (Facebook).

We recommend building a special section for featured / special items for best sellers.



NOTE

You can mark a maximum of 3 items for the website/mobile app, and 10 items for chat.

Available

This checkbox refers to the visibility of the item. To enable or disable items, check or uncheck this box. Do not delete any items, as doing this will delete data. If your item is no longer available for customers, hide it using this checkbox.

Add Item to LIMITED TIME ONLY

Item Images



[+](#) [+](#) [+](#) [+](#)

Title

THE ULTIMATE CHICKEN T

Quantity

Coupon

LT01\$§d

Pricing

Price*

18.90

Display Price

e.g. from \$ to \$

Strikeout Price

0.00

Description

A taco made entirely out of crispy chicken! Our signature taco shell is made from boldly marinated crispy chicken and filled with creamy

Item Aliases

Ito, taco, chicken, ultimate

Tax Category

Tax Categories - Select ONLY if this item is taxat

Tax (%)

%

Catalog

★ Featured/Special

Available

One Time

Unique Deal

Is Pizza

Free Delivery

Minimum Order

E.g: 0.0

Checkout upsell

This item is available during store's opening hours. [Open Item Availability](#)

During Open Hours

Custom Hours

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

New Event

[+ Add Temporary Event](#)

Apply

Cancel

Add Item to LIMITED TIME ONLY

Item Images		Title	Quantity	Coupon #																																																																																																																																																																																																																																								
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<table border="1"> <thead> <tr> <th colspan="2">During Open Hours</th> <th colspan="22">Custom Hours</th> </tr> <tr> <th>Days / Hours</th> <th>0</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>11</th> <th>12</th> <th>13</th> <th>14</th> <th>15</th> <th>16</th> <th>17</th> <th>18</th> <th>19</th> <th>20</th> <th>21</th> <th>22</th> <th>23</th> <th>Label</th> </tr> </thead> <tbody> <tr> <td>Sunday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Monday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Tuesday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Wednesday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Thursday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Friday</td> <td></td> <td>Open All Day</td> </tr> <tr> <td>Saturday</td> <td></td> <td>Open All Day</td> </tr> </tbody> </table>					During Open Hours		Custom Hours																						Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label	Sunday																									Open All Day	Monday																									Open All Day	Tuesday																									Open All Day	Wednesday																									Open All Day	Thursday																									Open All Day	Friday																									Open All Day	Saturday																									Open All Day
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<input type="button" value="Apply"/> <input type="button" value="Cancel"/>																																																																																																																																																																																																																																												

One Time

Check this when the product can be purchased ONLY ONCE per user. Used primarily for promotional items, to avoid multiple-time purchase from the customer.

Unique Deal

Check this on promotional products that are NOT VALID with other promotions or discounts.

Is Pizza

Check this if the current item is Pizza. (relevant for integrated menus)

Free Delivery

Check this if you want to provide free delivery for orders that includes this item. This choice will override any other existing setup for delivery fees.

Minimum Order

This tool is used to provide a promotion that is based on a minimum order amount (example: the customer gets a free burger / discounted item only for orders that cost over 40 \$). Check this box to override any existing Minimum Order settings (for pickup or delivery).

ITEM AVAILABILITY

Created item is available during store's opening hours by default. To customize the hours, click on "Open item Availability".

★ Featured/Special Available

Is Pizza Free Delivery Minimum (

This item is available during store's opening hours. [Open Item Availability](#) 

[Delete Item](#)

Choose if you want the item to be available during the Open Hours (Store Hours) or if you want to assign the item its Custom Hours.

 This item is available during store's opening hours. [Open Item Availability](#) 



Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

Custom Hours

By choosing Custom Hours for an item, you can determine the specific days and hours for when the item will be available.

Example: you can make an item only available within 12:00 and 15:00, or only on weekends.

Click and drag to cover the area of time and days that you want the item to be available or not. Alternatively, you can click on each cell to mark it as open or closed.



Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									12:30-23:59:59
Monday																									12:30-23:59:59
Tuesday																									12:30-23:59:59
Wednesday																									12:30-23:59:59
Thursday																									12:30-23:59:59
Friday																									12:30-23:59:59
Saturday																									12:30-23:59:59

New Event
[+ Add Temporary Event](#)



NOTE

White parts in the time chart indicate that the item is **available**.

Blue parts show the times when the item is not available.

Setting item availability using Events

You can schedule the availability of an item for special occasions (festive/holiday specials, out of stock, etc.) by setting an Event. Through an event, you can make an item available or unavailable during a set amount of time.

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																								Open All Day	
Monday																								Open All Day	
Tuesday																								Open All Day	
Wednesday																								Open All Day	
Thursday																								Open All Day	
Friday																								Open All Day	
Saturday																								Open All Day	

To set an event: (specify between available/unavailable with pictures)

1. Write the name of the event.
2. Select start date and time.
3. Select end date and time.
4. Select if the item is Available/Unavailable.
5. Click Apply to save and activate the event.

Add Special Event

Write the event's Name

Event starts at:

MM/DD/YYYY --:--



And ends at:

MM/DD/YYYY --:--



During this event, the Item will be:

Available



Apply

Cancel

New Event

+ Add Temporary Event



Attention

Click "Apply" / "Apply To Chain" AND "Save All Changes" if any changes were done at the menu!

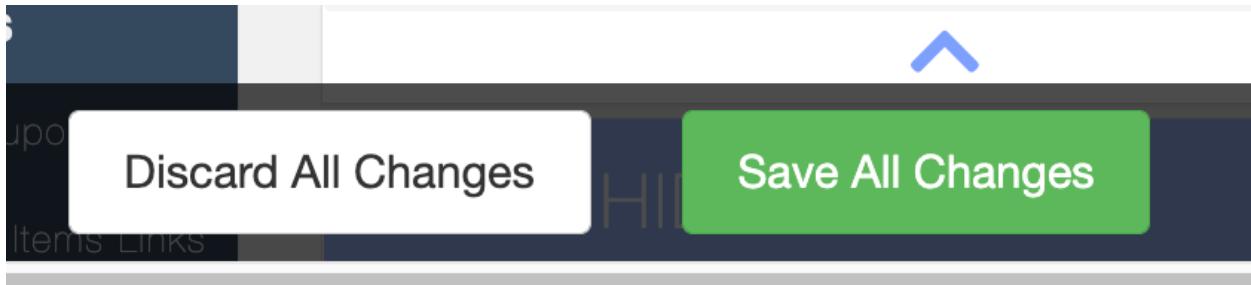


"Apply" will make the changes to be applied to one particular store where you make changes.

"Apply to chain" will apply the changes to all stores that you have in the chain.

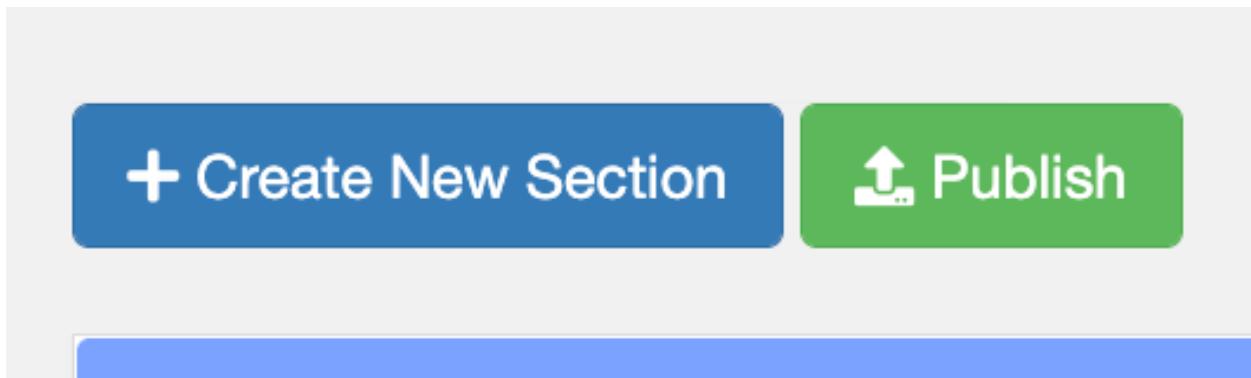
Make sure to save regularly while working on changes and/or updates.

"Save All Changes" button is green and will appear at the bottom of your screen.



Click "Publish" to publish the saved changes.

It will appear on the left side at the top of your screen.



Coupon Code of an Item

WHAT IS THE COUPON CODE?

The coupon code of an item is the **ID of the product** in Tictuk Dashboard, and is a unique code that identifies every item on the menu (must be done in every section).

Every item must have a unique coupon code. Use the following format: two capital letters + two numbers. ex: AA01.



NOTE

All stores in your chain needs to use the same coupon code for the same item, this will ensure the proper functionality of the different tools in the dashboard (Ex: "Apply to chain" function, Homepage Deals, Instant Checkout, etc.)

The coupon code of an item is set in here:

Add Item to SNACK BURGERS

Item Images

Title Quantity

Coupon #

Pricing

Price* Display Price Strikeout Price

e.g. from \$ to \$

Description

Item Aliases

Tax Category Tax (%) Catalog #

★ Featured/Special Available One Time Unique Deal

Is Pizza Free Delivery Minimum Order

Checkout upsell

Tons



In a merged menu (where the pickup and delivery menu is configured under the same store), when the pickup and delivery menu have the same items, the same coupon code is used for both

menus. However, we need to add special characters to the end of the code, §§d for delivery and §§p for pickup. Please refer to the following article for more details: <https://support.tictuk.com/portal/en/kb/articles/merged-menus>



As the coupon code is the identifier of the item, for featured/special items or deals to function properly, we need to make sure that this item shares the same code across the chain including the Main Org. menu.

Item Pricing

TYPES OF ITEM PRICING

In the Tictuk dashboard, there are multiple ways to display an item's price on the menu.

- Standard pricing
- Display price
- Strikeout price

PRICE OF AN ITEM

This is the regular price of an item. It can be set and edit under the Price field.

Add Item to ONLINE EXCLUSIVES

Item Images

Title Quantity Coupon #

NUGGET BOX NB40\$§d

Pricing

Price* Display Price Strikeout Price
e.g. from \$ to \$ 0.00

Description

A box loaded with 4 delicious nuggets, a Crunch burger, small chips and a 300ml can of Coke.

Item Aliases

box, nugget, crunch

Tax Category Tax (%) Catalog #

Featured/Special Available One Time Unique Deal

Is Pizza Free Delivery Minimum Order
E.g: 0.0

Checkout upsell

Tags

Delivery +
Select channel types +

This item is available during store's opening hours. [Open Item Availability](#)

DISPLAY PRICE

With the Display Price feature, you can show a price range in your item that can vary according to size, content, etc. (ex.: \$10 - \$50). To set a display price, check the Display Price box, put the price range and click Apply.

Add Item to ONLINE EXCLUSIVES

Item Images

Title Quantity Coupon #

NUGGET BOX NB40\$§d

Pricing

Price* Display Price Strikeout Price
e.g. from \$ to \$ 0.00

Description

A box loaded with 4 delicious nuggets, a Crunch burger, small chips and a 300ml can of Coke.

Item Aliases

box, nugget, crunch

Tax Category Tax (%) Catalog #

STRIKEOUT PRICE

When you set a strikeout price, the discounted price will show next to the (crossed out) original price of the item. To set up a strikeout price, write the original price in the Strikeout Price block and the discounted price in the Price field.

Add Item to PROMOTIONS X

Item Images + + + +

Title *	Quantity	Coupon #
ALLSTAR BOX		ASBO_0_0
Pricing		
Price* <input type="text" value="74.90"/>	<input type="checkbox"/> Display Price e.g. from \$ to \$	<input checked="" type="checkbox"/> Strikeout Price 90
Description *		
Crunch burger, small chips, piece of chicken, 2 wings and a 300ml drink		
Item Aliases		
chicken, burger, drink,		
Tax Category Tax (%)		Catalog #
Tax Categories - Select ONLY if this item is taxable		% ABC1699
<input type="checkbox"/> ★ Featured/Special <input checked="" type="checkbox"/> Available <input type="checkbox"/> One Time <input type="checkbox"/> Unique Deal		

OUR MENU DEALS FIND A KFC



ORIGINAL RECIPE COLONEL BURGER

A tender and tasty marinated fillet cooked golden-brown, topped with fresh lettuce, a slice of tomato and Colonel dressing on a burger bun.

\$4.60 \$6.00

[CUSTOMIZE & ORDER](#)

Click on Apply to apply changes, then Save All Changes and Publish.

Item Availability

HOW TO HIDE / SHOW AN ITEM

You can make an item available / not available in several ways:

- Checking/unchecking the availability setting - this will make the item visible or invisible to the customer.
- Configuring Custom Hours for the item - the item will only be available during the custom hours set for it.
- Creating a temporary event to program the item to Activate/Deactivate. This will ensure that the item will only be available during a temporary event, or unavailable during a set period of time.

HOW TO ACTIVATE/DEACTIVATE AN ITEM?

1. Go to the Catalog / Menu section.
2. Open the item that you would like to hide/show.
3. Find the "Available" checkbox with an eye icon next to it.
4. Check/uncheck the box.



NOTE

Check the box if you want the item to



Available

be available.



NOTE

Uncheck the box if you want the item to



Available

be unavailable.

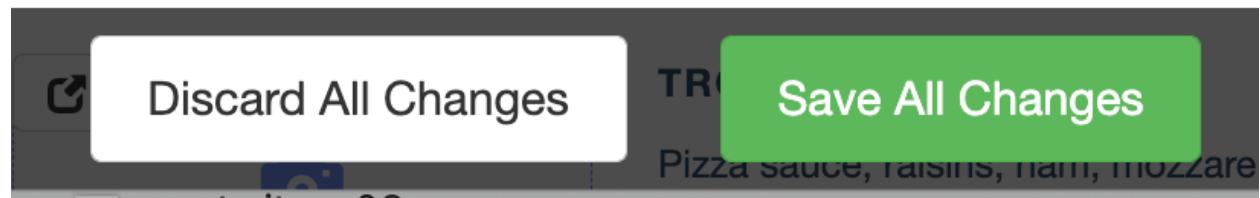
5. Click "Apply" or "Apply to chain" to save the changes in the item.

ial Available One Time Unique Deal

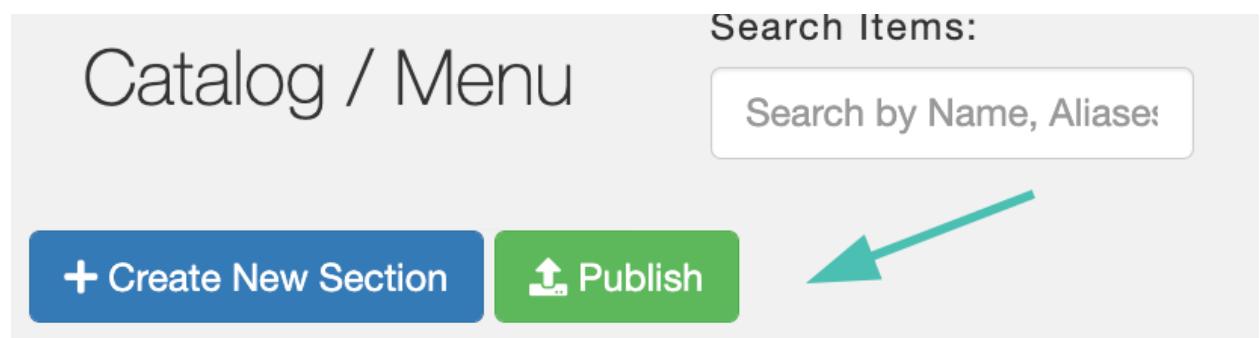
Delivery Minimum Order Display Price

E.g: 0.0 E.g: ab 20.90€

6. Click “Save All Changes” button to save the changes in the menu. This green button will appear at the bottom of your screen.

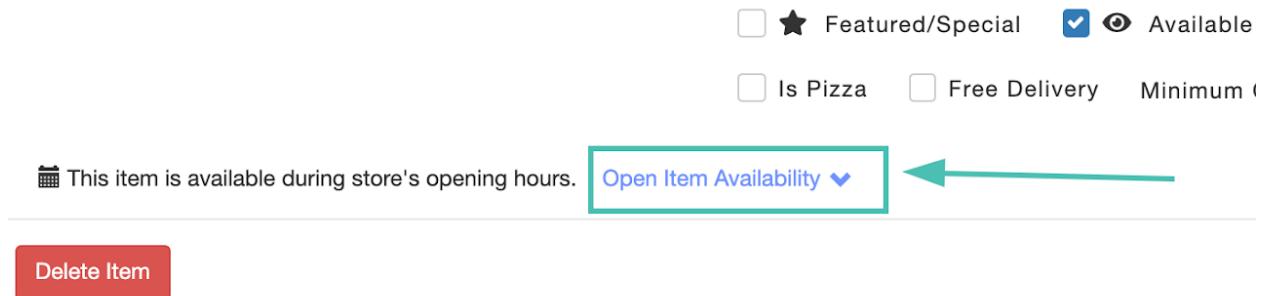


7. Click "Publish" to publish the saved changes. It will appear on the left side at the top of your screen.



ASSIGNING CUSTOM HOURS FOR AN ITEM

1. Open the item and click on "Open Item Availability".



2. Choose "Custom Hours" to make the item available / not available during particular hours and days.

The screenshot shows the 'Custom Hours' configuration interface. It has two tabs at the top: 'During Open Hours' (selected, indicated by a green checkmark) and 'Custom Hours'. Below the tabs is a grid for selecting specific days and hours. The grid has columns labeled 'Days / Hours' and rows labeled with days of the week. The 'During Open Hours' tab shows a green checkmark in the first column (Sunday). The 'Custom Hours' tab shows a green checkmark in the second column (Monday). The grid contains numerous small squares for each day/hour combination. To the right of the grid is a table with columns 'Label' and 'Days / Hours'. The 'Label' column shows 'Open All Day' for all days. The 'Days / Hours' column lists the hours from 0 to 23.

Label	Days / Hours
Open All Day	0
Open All Day	1
Open All Day	2
Open All Day	3
Open All Day	4
Open All Day	5
Open All Day	6
Open All Day	7
Open All Day	8
Open All Day	9
Open All Day	10
Open All Day	11
Open All Day	12
Open All Day	13
Open All Day	14
Open All Day	15
Open All Day	16
Open All Day	17
Open All Day	18
Open All Day	19
Open All Day	20
Open All Day	21
Open All Day	22
Open All Day	23

3. Click and drag to cover the area of time and days that you want the rule to apply.

During Open Hours									Custom Hours 															Label			
Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		Label	
Sunday																											12:30-23:59:59
Monday																											12:30-23:59:59
Tuesday																											12:30-23:59:59
Wednesday																											12:30-23:59:59
Thursday																											12:30-23:59:59
Friday																											12:30-23:59:59
Saturday																											12:30-23:59:59

New Event
+ Add Temporary Event

Alternatively, you can click each cell to mark it as active or not active.



NOTE

The white cells reflect the days and hours when item is NOT available.

The blue cells reflect the days and hours where the item is available.

ADDING A TEMPORARY EVENT

With a temporary event, you can program the availability of an item within a specified time period, to make the item available/unavailable according to need.

You can schedule the availability of an item using "New Event".

The screenshot shows a configuration interface for store hours. At the top, there are two tabs: "During Open Hours" (selected) and "Custom Hours". Below the tabs is a grid with columns labeled from 0 to 23 representing hours of the day. Rows represent days of the week: Sunday through Saturday. To the right of the grid is a column labeled "Label" with the value "Open All Day" for every row. In the bottom-left corner of the interface, there is a teal-bordered box containing a "New Event" button and a "+ Add Temporary Event" button.

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

UNAVAILABLE EVENT

This event is used when an item will be unavailable for a specified time - ex. when the store is expecting a shortage and the item will be out of stock.

To set up an Unavailable event, follow these steps:

1. Click on New Event and type in the event's name - ex. Out of Stock
2. Select start and end date and time.
3. Set the event as Unavailable during this time period.
4. Click Apply to save and activate the event and publish your updates.

Delivery

Select channel types +

Add Special Event

Out of Stock

Event starts at: 07/16/2023 02:43 pm

And ends at: 07/23/2023 02:43 pm

During this event, the item will be: Unavailable

Custom Hours

5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
																			Open All Day
																			Open All Day
																			Open All Day
																			Open All Day
																			Open All Day
																			Open All Day
																			Open All Day

New Event
+ Add Temporary Event

Apply **Cancel**

Apply **Cancel**



During Open Hours

Custo

Days / Hours	0	1	2	3	4	5
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						

⌚ Out of Stock:

**Unavailable from Jul 16, 2023 3:45 PM
until Jul 23, 2023 3:45 PM**



NOTE

For an unavailable item, the eye checkbox must be left as checked.

AVAILABLE EVENT

An available item is used when an item is intended to be only available for a specific time, such as a Halloween or seasonal special.

To set up an Available event, follow these steps:

1. Click on Custom Hours and drag your mouse over every cell to make them white. (Leave the availability (eye) icon checked.)



2. Click on New Event and type in the event's name - ex. Valentine's Day
 3. Select start and end date and time.
 - 4 Set the item as Available during this time period.
 5. Click Apply to save and activate the event and publish your updates.

 This item is available during store's opening hours. [Open Item Availability](#) 

During Open Hours

Custom Hours 

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Sunday																	
Monday																	
Tuesday																	
Wednesday																	
Thursday																	
Friday																	
Saturday																	

Valentine's Day Special:
Available from Jul 16, 2023 3:45 PM until Jul 17, 2023 3:45 PM

New Event
+ Add Temporary Event

Variations Within an Item: Selection Blocks

WHAT ARE SELECTION BLOCKS?

Selection blocks are choice blocks within the item, in which you can configure aspects like size, flavor, recipe, toppings, etc. Using selection blocks, you can also create extras, add-ons and upsells for your item.

Once the base of your item is created (name, image, price, description, etc.) you can create a selection block within the item.



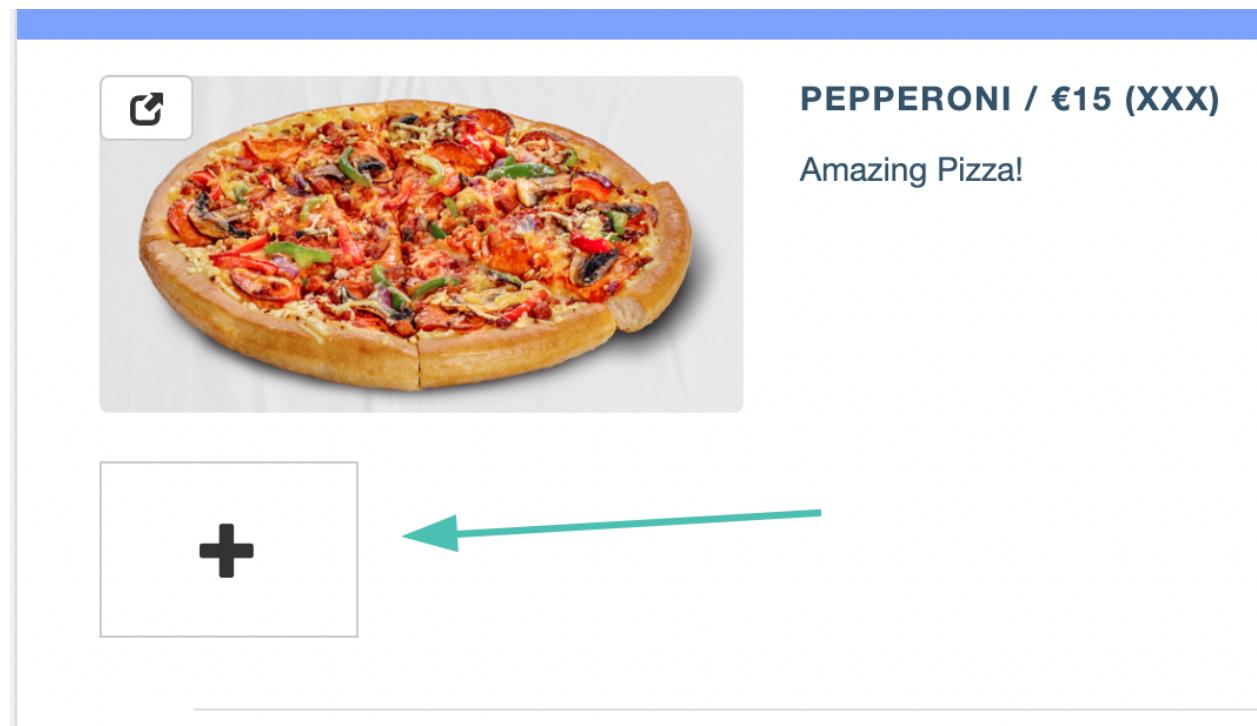
The block supports three formats of choice:

- Single Choice (<https://support.tictuk.com/portal/en/kb/articles/selection-blocks-single-choice>)
- Multiple Choice (<https://support.tictuk.com/portal/en/kb/articles/selection-blocks-multiple-choice>)
- Quantity Selection (<https://support.tictuk.com/portal/en/kb/articles/quantity-selection>)

For further information regarding these choices, please visit their related pages.

HOW TO CREATE A SELECTION BLOCK?

The block is located in the item section. Click "+" to create the block.



Nested Items

WHAT IS A NESTED ITEM?

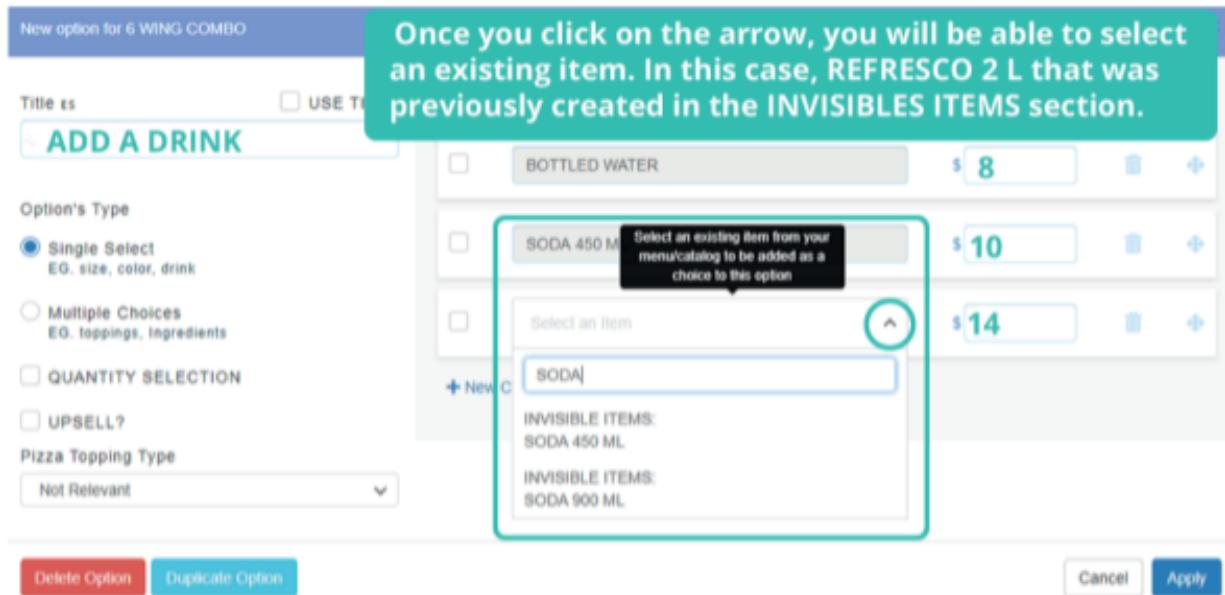
Nested items are items placed inside a selection block. They are useful if you need to create options (variables) to choose the size, flavor or any element that applies to the main product.

EXAMPLE

The screenshot shows a menu builder interface with a blue header bar containing icons for search, sort, and filter. Below the header, there's a section titled "INVISIBLE ITEMS". Inside this section, there's a card for a "2L SODA / \$3" item. The card has a placeholder icon for "ADD A PICTURE". To the right of the card is a green callout box with the text: "In the invisible sections of the menu, we will create sub-items for our main items. You may also add to the blocks of existing items." At the bottom of the card, there are two buttons: "FLAVOR" (highlighted with a green border) and a plus sign button. Below the card is a "Create New Item" button.

To include them in the blocks, you must first create these items in an invisible section of the menu. Once the variable items have been created, you will be able to select them to pull and nest them to the selection block in question, either as a selection or an upsell, using the "EXISTING ITEM AS A CHOICE" option as shown in the image below.

The screenshot shows a modal window titled "New option for 6 WING COMBO". On the left, there are settings for the title: "ADD A DRINK", "Option's Type" (set to "Multiple Choices"), "QUANTITY SELECTION" (unchecked), and "UPSELL?" (checked). On the right, there's a "Choices" section with three items: "BOTTLED WATER" (\$8), "SODA 450 ML" (\$10), and a third item with a dropdown arrow. Below the choices are buttons for "+ New Choice" and "+ Existing item as a Choice". At the bottom, there's a note about selecting choices and a "Cancel" and "Apply" button. A green callout box at the bottom contains the text: "To add the item (which you already created in an invisible section), click Existing Item as a Choice. A box will be added and if you click on the arrow, a dropdown will be displayed for you to choose the item."



Selection Blocks: Single Choice

Selection blocks are blocks that are located under an item, which provide options/variations/additions such as size, quantity or upsells.

Blocks within the item can be created as:

- single selection
- multiple choice
- quantity selection.

SINGLE SELECT (CHOICE) BLOCK

You should create this type of selection block in your item when there is a required (mandatory) selection that the customer must make for a single choice.

Example:

- customer can choose only one size of pizza variation
- customer can choose only one flavor of the drink
- customer can choose only one side.



NOTE

A single select block **requires** one item to be chosen as default.

It is recommended to keep the default option as the first choice/at the top of the variants.

HOW TO CREATE A SINGLE SELECTION BLOCK:

1. In an invisible section of your menu, create the sub-items/variations that will comprise the main item.
2. To create a selection block for the item, click on the plus (+) sign under the main product image.



THE ULTIMATE CHICKEN TACO A LA CARTE / RM14.9

A taco made entirely out of crispy chicken! Our signature taco shell is made from bold tomatoes and topped with delicious cheddar cheese.

CHOOSE YOUR DIPS
ADD A SIDE
ADD A DESSERT
+

3. A box with 'New Option for X' will show up, click on the Option Type that says Single Select.
4. To pull the sub-items/variations relevant to this item, you need to click on the blue 'Existing Items as a Choice' selection. Using this feature, you can nest them inside the selection block.

New option for THE ULTIMATE CHICKEN TACO A LA CARTE

Title USE TITLE

ADD A SIDE

Option's Type

- Single Select
EG. size, color, drink
- Multiple Choices
EG. toppings, Ingredients
- QUANTITY SELECTION
- UPSELL?

Pizza Topping Type

Not Relevant

Choices:

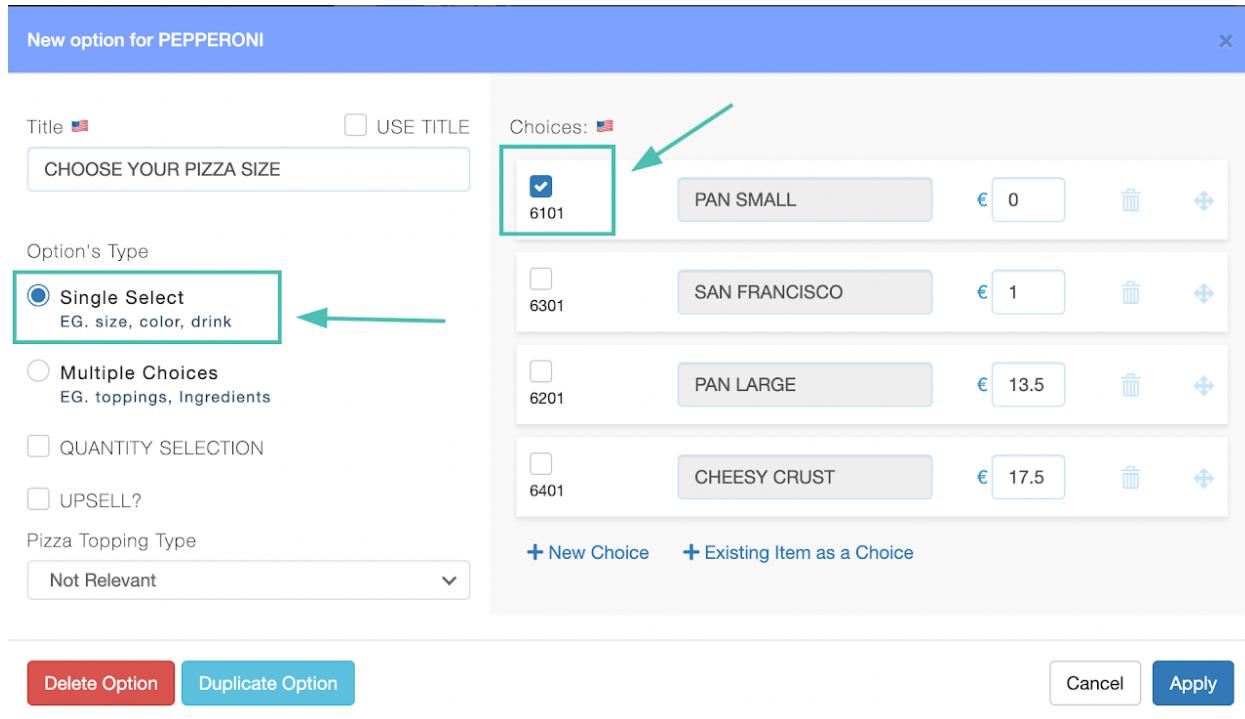
Choice	Price	Actions
CRUNCHY TACO	RM 5.9	
SOFT TACO	RM 5.9	
LOADED GRILLER	RM 6.9	
CHEESE QUESADILLA	RM 9.9	
NACHO CHIPS	RM 4	
MEXICAN FRIES	RM 5	
CHEESY NACHOS	RM 4.9	
NACHO FRIES	RM 5.9	

[+ New Choice](#) [+ Existing Item as a Choice](#)

How many choices can a customer select for this option?
 Minimum: Maximum:

[Delete Option](#) [Duplicate Option](#) [Cancel](#) [Apply](#)

5. Delete the first available option that appears as 'Choice Name'.
6. As mentioned above, choose a default (if needed, click and drag this item on the top of the list).
7. After you finish configuring the block, click Apply and then Save all Changes to save the changes.
8. Click on the green Publish button that will appear on the upper left side of your screen to publish the changes.



Selection Blocks: Multiple Choice

Multiple Choice Block

This type of block allows the customer to choose multiple variants.

It can be used for mandatory or optional multiple selections. Examples are:

- Choosing add-ons/sides/drinks within a combo (Ex: "Choose 3 sides")
- Extra ingredients within an item (burger, extra toppings on a pizza, etc)
- Extra sides

New option for KENTUCKY SANDWICH

Title USE TITLE

ADD A SIDE

Option's Type
 Single Select
 EG. size, color, drink

Multiple Choices
 EG. toppings, Ingredients

QUANTITY SELECTION

UPSELL?

Pizza Topping Type
 Not Relevant

Choices:

<input type="checkbox"/>	FRIES	EC\$ 4		
<input type="checkbox"/>	MASHED POTATO	EC\$ 3		
<input type="checkbox"/>	CORN	EC\$ 4.25		
<input type="checkbox"/>	COLESLAW	EC\$ 4.5		
<input type="checkbox"/>	BISCUIT	EC\$ 2		
<input type="checkbox"/>	GRAVY	EC\$ 1.5		

[+ New Choice](#) [+ Existing Item as a Choice](#)

How many choices can a customer select for this option?
 Minimum: Maximum:

[Delete Option](#) [Duplicate Option](#) [Cancel](#) [Apply](#)

How to Create a Multiple Selection Block:

Steps that are the same when creating a Single Selection Block:

1. In an invisible section, create the sub-items/variations that will make up the main item.
2. To create a selection block, click on the plus (+) sign which you can find under the image of the item.



THE ULTIMATE CHICKEN TACO A LA CARTE / RM14.9

A taco made entirely out of crispy chicken! Our signature taco shell is made from bold tomatoes and topped with delicious cheddar cheese.

[CHOOSE YOUR DIPS](#) [ADD A SIDE](#) [ADD A DESSERT](#) [+](#)

From here, you need to follow these steps to create a Multiple Selection Block:

- After you click on the + symbol, the block configuration window will open. Click on the Option Type that says Multiple Choices.
- By clicking on the 'Existing Items as a Choice' selection, you will nest the variants/sub-items that were previously created inside an invisible section in the selection block.
- Delete the first available option that appears as 'Choice Name' (using the trash can icon).

After this step, the configuration for Multiple Selection Blocks differ according to the setting.

For Upsells

- Click on the 'UPSELL?' checkbox to register this item as an upsell.

New option for THE ULTIMATE CHICKEN TACO A LA CARTE

Title: USE TITLE:

ADD A SIDE

Option's Type:

- Single Select
EG. size, color, drink
- Multiple Choices
EG. toppings, Ingredients

QUANTITY SELECTION

UPSELL? ←

Pizza Topping Type: Not Relevant

Choices:

Item	Price	Actions
CRUNCHY TACO	RM 5.9	trash + edit
SOFT TACO	RM 5.9	trash + edit
LOADED GRILLER	RM 6.9	trash + edit
CHEESE QUESADILLA	RM 9.9	trash + edit
NACHO CHIPS	RM 4	trash + edit
MEXICAN FRIES	RM 5	trash + edit
CHEESY NACHOS	RM 4.9	trash + edit
NACHO FRIES	RM 5.9	trash + edit

+ New Choice + Existing Item as a Choice

How many choices can a customer select for this option?
Minimum: Maximum:

Delete Option Duplicate Option Cancel Apply

- For each upsell item/choice, enter the extra cost that will be added to original item price.
- We will need to configure the Minimum and Maximum choices for this item.



Ex: If the customer can choose 2 extra items, the minimum will be 0 (as this choice is optional), and the maximum will be 2.

4. After you finish configuring the block, click Apply, Save all Changes and then Publish.



For this setting, we don't mark defaults for an upsell block as this will force the customer to apply an unwanted upsell.

For Mandatory Selections

1. This time, we will need to choose default choices. Click on the box at the left of the item name to mark them as default.
2. The minimum/maximum choices for this item will depend on the number of mandatory choices.



Ex: If there's a mandatory selection for 2 sauces, the minimum and maximum should be set as 2.

3. After you finish configuring the block, click Apply, Save all Changes and then Publish.

Selection Blocks: Quantity Selection

WHAT IS QUANTITY SELECTION?

Quantity selection is a type of selection that allows the customer to choose an item multiple times.

Situations that can apply to this kind of selection include:

- Combos / deals / meals with multiple mandatory selection: 2 drinks, 2 sides, etc.
- Toppings
- Upsells/upgrades: extras, add-ons, extra toppings, sauces, etc.

EXAMPLE

Item: 6 NUGGETS

Quantity selection block: "Choose 2 sauces"

The rule for block: customer can choose a maximum of 2 sauces.



6 NUGGETS - \$24.90

6 pieces of crispy, delicious golden brown Nuggets, paired with your choice of dipping sauce – Colonel Dressing or Sweet Chili sauce.

- 1 +
Qty.

CHOOSE 2 SAUCES

COLONEL DIP

(-) 2 (+)

SWEET CHILLI DIP

(-) 0 (+)

SNACKS



6 NUGGETS / \$24.9



6 pieces of crispy, delicious golden brown Nuggets, paired with your choice of dipping sauce – Colonel Dressing or Sweet Chili sauce.

CHOOSE 2
SAUCES



+ Create New Item

HOW TO BUILD A QUANTITY SELECTION

1. Create an invisible section called "NUMBERS FOR QUANTITY".

NUMBERS FOR QUANTITY

👁 NOT VISIBLE

2. Create number items "0", "1", "2" as many as needed.

NUMBERS FOR QUANTITY



ADD A PICTURE

0 / \$0



ADD A PICTURE

1 / \$0



ADD A PICTURE

2 / \$0



Each created item must have a unique coupon code.

3. For a mandatory selection and a maximum of 2 choices, create an invisible section with a relevant name, e.g. "SAUCES QUANTITY 2":

SAUCES QUANTITY 2

NOT VISIBLE



This section will include the sauce options available for choice.

The name is set as "QUANTITY 2" to make clear that this section contains items that can be selected for a maximum of 2 times.

4. Create the variant items that will be available for choice.

SAUCES QUANTITY 2

 NOT VISIBLE



ADD A PICTURE



COLONEL DIP / \$0



ADD A PICTURE



SWEET CHILLI DIP / \$0



5. Create a selection block within the items.

- Make the title of the selection block empty by selecting the whole name and pressing the "space" button on your keyboard.
- Have the "Multiple Choices" box checked.
- Keep the minimum and maximum to be set as 0/1. (minimum=0, maximum 1).
- Pull the number items we created within the 'Numbers for Quantity' block via "Existing item as a Choice". Always include the item number 0.

New option for COLONEL DIP

Title: USE TITLE

Choices:

<input type="checkbox"/>	0	\$ 0	<input type="button" value="Delete"/>	<input type="button" value="Add"/>
<input type="checkbox"/>	1	\$ 0	<input type="button" value="Delete"/>	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	2	\$ 0	<input type="button" value="Delete"/>	<input type="button" value="Add"/>

+ New Choice + Existing Item as a Choice

How many choices can a customer select for this option?
 Minimum: Maximum:

6. If the quantity selection belongs to mandatory items, we need to choose a default. In the above example, we choose 2 as default as there must be 2 sauces selected. If there's no mandatory selection involved, a default should not be chosen.
7. Then we need to create the same block within the other items in this section.
8. In case of a mandatory quantity selection, repeat step 5 except selecting a default option, as only one default can be chosen.
9. The final configuration for the options will look like this:

SAUCES QUANTITY 2



ADD A PICTURE

COLONEL DIP / \$0



ADD A PICTURE

SWEET CHILLI DIP / \$0



8. Then we need to create a corresponding section and relevant item.

SNACKS



6 NUGGETS / \$24.9

6 pieces of crispy, delicious golden brown Nuggets, paired with your choice of dipping sauce – Colonel Dressing or Sweet Chili sauce.

+

9. Within the item, create the relevant selection block.

- Put in the title.
- Check "Multiple Choices"
- Pull the items created in the corresponding invisible section via "Existing item as a Choice".
- The minimum and maximum choices are always the same number as the number of choices available. (for example, in a selection block with 6 choices, the minimum and maximum should be set as 6/6.)
- Check "QUANTITY SELECTION". If this selection block belongs to an upsell, check 'UPSELL?' as well.
- All choices need to be selected with a tick.

New option for 6 NUGGETS

Title USE TITLE
CHOOSE 2 SAUCES

Option's Type
 Single Select EG. size, color, drink
 Multiple Choices EG. toppings, Ingredients
 QUANTITY SELECTION
 UPSELL?
Pizza Topping Type
Not Relevant

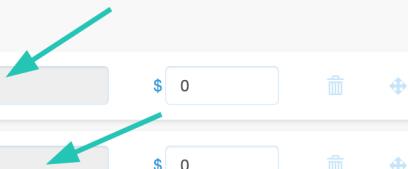
Choices:

Choice	Price	Actions
COLONEL DIP	\$ 0	
SWEET CHILLI DIP	\$ 0	

+ New Choice + Existing Item as a Choice

How many choices can a customer select for this option?
Minimum: Maximum:

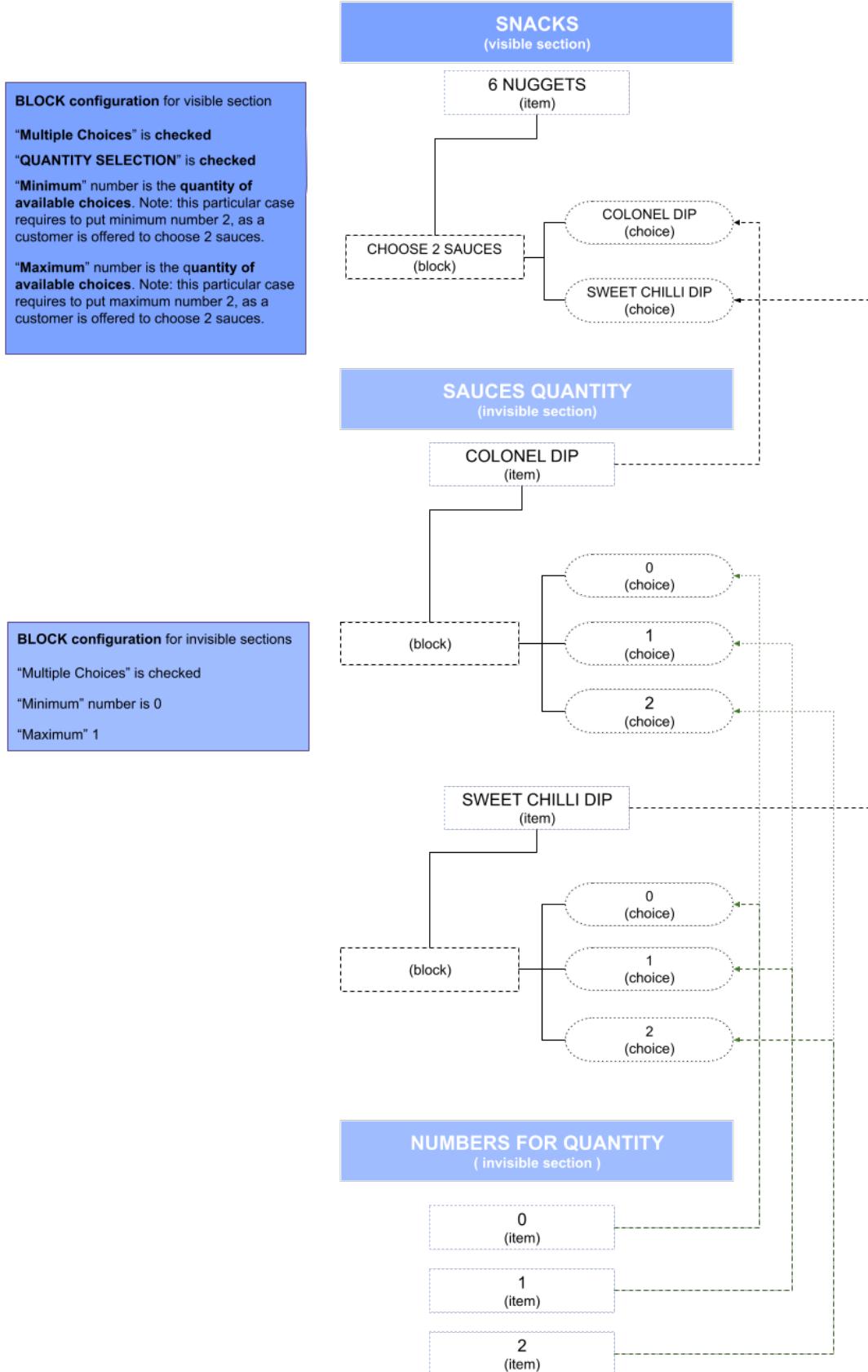
Delete Option **Duplicate Option** **Cancel** **Apply**



10, Click on Apply and then Save All Changes to save changes, then click Publish.

DIAGRAM EXPLANATION

Example for the multiple choice of a maximum of two options.



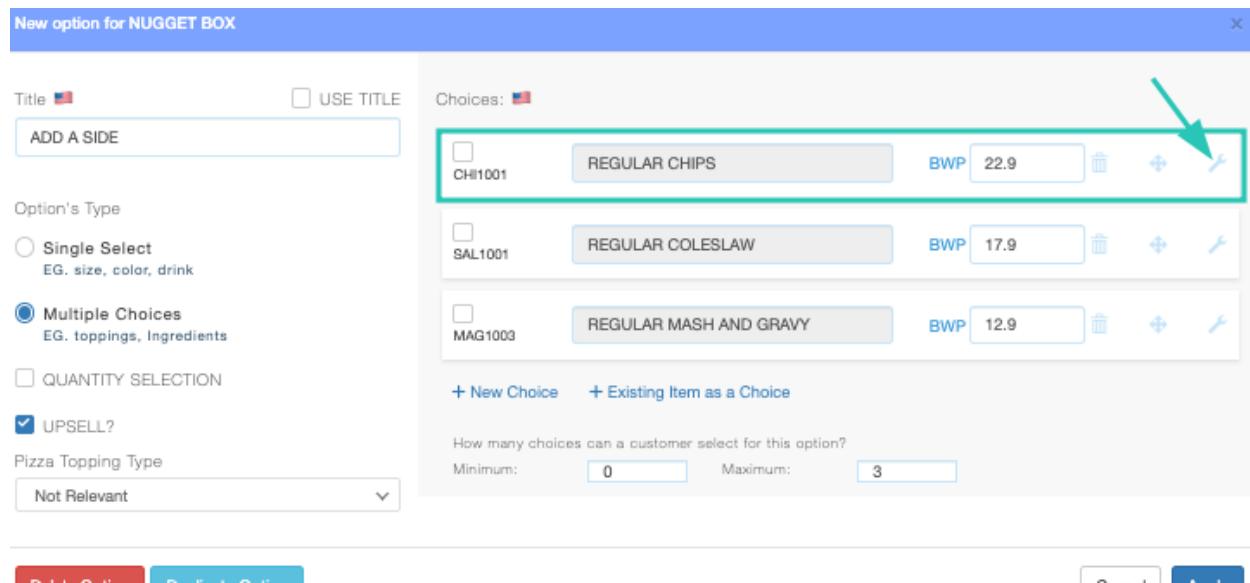
Bulk Price Update

HOW TO USE THE BULK PRICE UPDATE TOOL?

This feature enables to update the price of a variant in a selection block across the entire menu without having to edit each block individually.

To use this tool, follow these steps:

- Find the item you'd like to change its price, then click on the spanner icon on the right side.



- Click on the items you'd like to edit their price. To edit the prices of all items in the list, click the box on the upper left side of the tab.

Coupon		Catalog	Search to filter the results				
UP08_2	CHI1001		Search...		BWP	0.00	<input checked="" type="checkbox"/>
		SECTION	PARENT ITEM	TAGS	BLOCK	VARIANT	PRICE
<input type="checkbox"/>	SNACK BURGERS		SNACK BURGER ONLY ZX18§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	SNACK BURGERS		SNACK PACK SP18_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	SNACK BURGERS		SNACK BURGER DOUBLE TAKE SBDT_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	ONLINE EXCLUSIVES		2 X DUNKED CRUNCH BURGER 2DB0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	ONLINE EXCLUSIVES		2 X SWEET CHILLI TWISTER 2SC0_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	ONLINE EXCLUSIVES		2 X CLASSIC TWISTER 2CT0_0_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	ONLINE EXCLUSIVES		NUGGET BOX NB40§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	ONLINE EXCLUSIVES		COLONEL BURGER BOX CB40_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	BOX MEALS		TWISTER LUNCHBOX ZB39§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90
<input type="checkbox"/>	BOX MEALS		ALL STAR BOX MEAL AB69_0§§d	Delivery	ADD A SIDE	REGULAR CHIPS	BWP 22.90

- You have the option to increase, decrease or replace pricing. If you'd like to increase the price of selected items by a specific amount, click on the pencil icon on the right side and choose the plus sign, then type in the amount you'd like to increase the price by.

Coupon Catalog

UP08_2 CHI1001

Search to filter the results

Search...

+ BWP 5.00 ✓

SECTION	PARENT ITEM	TAGS	BLOCK	VARIANT	PRICE
<input checked="" type="checkbox"/> SNACK BURGERS	 SNACK BURGER ONLY ZX18§§d	<input type="button" value="Delivery"/>	ADD A SIDE	REGULAR CHIPS <input type="button" value="BWP"/>	22.90
<input checked="" type="checkbox"/> SNACK BURGERS	 SNACK PACK SP18_0§§d	<input type="button" value="Delivery"/>	ADD A SIDE	REGULAR CHIPS <input type="button" value="BWP"/>	22.90
<input checked="" type="checkbox"/> SNACK BURGERS	 SNACK BURGER DOUBLE TAKE SBDT_0§§d	<input type="button" value="Delivery"/>	ADD A SIDE	REGULAR CHIPS <input type="button" value="BWP"/>	22.90
<input checked="" type="checkbox"/> ONLINE EXCLUSIVES	 2 X DUNKED CRUNCH BURGER 2DB0§§d	<input type="button" value="Delivery"/>	ADD A SIDE	REGULAR CHIPS <input type="button" value="BWP"/>	22.90

In the above example, the price of selected articles will increase by 5 BWP once you click on the check symbol.

- If you'd like to decrease pricing, change the plus sign into minus and follow the same steps.
- To replace the prices of selected items, do not touch the pencil icon, type in the desired price and choose your items. Once you click on the check symbol, the price for those items will be updated.
- To save your changes, click on the Apply button on the bottom of the tab, then Save All Changes and Publish.

Moving Items Between Sections

HOW TO MOVE ITEMS BETWEEN SECTIONS?

You can transfer an item from one section to another by following these steps:

1. Click on "Move this item to a different section"



2. Choose the section to which you want to transfer the item (the section must already exist prior to this step, if not, create it and start the process again from step 1).



3. Done! The item is already in the new section, you can reorder according to your need (see reorder items/sections).



Block Duplication

SELECTION BLOCK DUPLICATION

When several items have **identical or similar** choices (example: choosing from the same selection of drink or a side, or adding the same upsells) it is useful creating the corresponding selection block in one item, and duplicating it into other related products.

To duplicate a selection block, follow these steps:

1. Click on "Duplicate this option", the double paper icon on the top left side on the block you want to duplicate.



2 TWISTER MEALS / BWP100

Get 2 Classic Twister meals, which include 2 Classic Twisters, 2 regular chips, and 2 drinks!

1ST
TWISTER

2ND
TWISTER

CHOOSE
YOUR 1ST
DRINK

CHOOSE
YOUR 2ND
DRINK

Duplicate this option

ADD A
DRINK



WINGS LUNCH BOX / BWP45

6 Succulent winglets breaded in our hot and spicy Zinger breading, small chips, and a 330ml drink.



CHOOSE
YOUR
DRINK

ADD A SIDE



2. Choose the item or items where the block will be duplicated (it is possible to choose more than one item)

Duplicate 'ADD A SIDE'

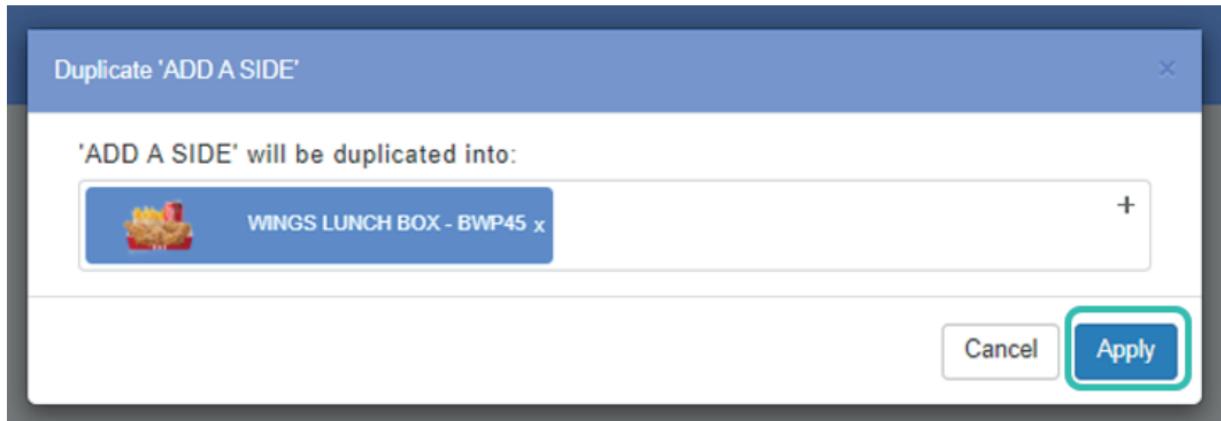
'ADD A SIDE' will be duplicated into:

Select Item(s) For Duplication

wings |

WINGS LUNCH BOX - BWP45

3. Click "Apply" once you have selected the item(s) to which you want to duplicate the block into.



The newly duplicated block will appear as the last choice in the flow.

So, depending on the flow, it may be necessary to reorder. (see reordering items, blocks, and sections - <https://support.tictuk.com/portal/en/kb/articles/moving-items-between-sections>

-
-
-

Item Duplication

How to Duplicate an Item?

In many cases, it can be useful to duplicate an entire item, to create a new one with a similar base to the original, and then modify it as necessary.

To duplicate an item follow the instructions below:

1. Click on the Duplicate icon (two blue sheets) that you will find on the top right of the product.



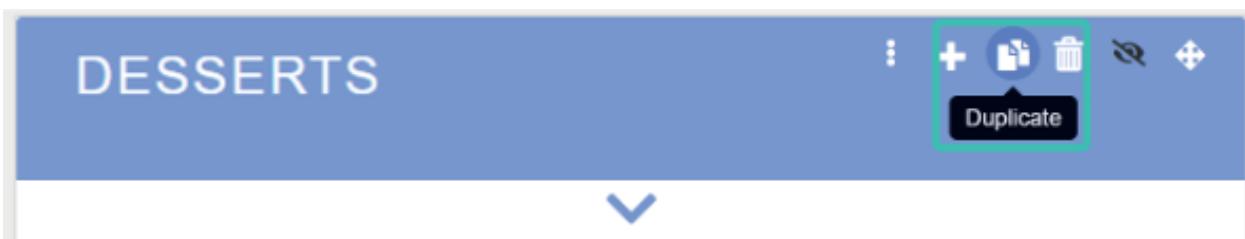
2. Once you have your duplicated item, make modifications if necessary, and move the new (duplicated) product to the menu section which it belongs in.
3. The duplicated item will be located at the end of its relevant section.
4. After the item is duplicated, you can edit its properties (coupon code, selection blocks, description, price, etc.) if needed.

Section Duplication

WHEN DO I NEED SECTION DUPLICATION?

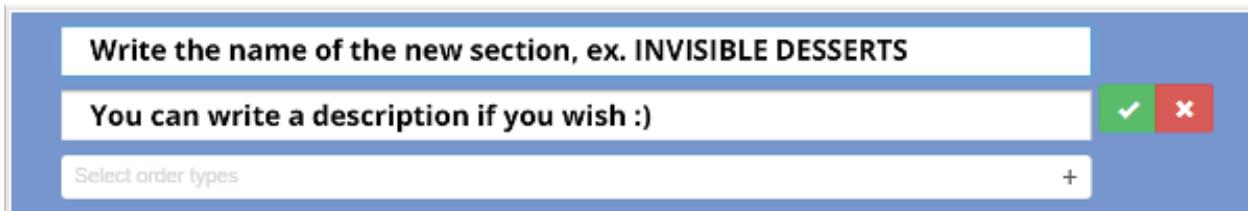
Sometimes it can be useful to duplicate a section, for example, if you want to create an invisible section identical or similar to a section that already exists. To duplicate a section follow the instructions below:

1. Click on the "Duplicate" icon on the section you wish to duplicate.



2. You will find the duplicated section at the end of your menu, fill in the corresponding boxes in the new section and click on the green check button

once completed. You can click on the move icon (arrows) to drag and reorder the section if you need.



Write the name of the new section, ex. INVISIBLE DESSERTS

You can write a description if you wish :)

Select order types +

3. If the new duplicated section must be invisible, you can click on the eye icon to hide this section from your customers.



NOTE

If you duplicated the section with the items please be sure to adjust the item content/settings accordingly.

Example: adjust coupon number because each menu item must have a unique coupon number.

Merged Menus

WHAT IS A MERGED MENU?

A merged menu is built from sections that are filtered by order type (ex. pickup, delivery, tableside, etc.) This type of setting allows to have a pickup and delivery menu built under the same store.

HOW TO SET UP A MERGED MENU?

Creating a merged menu is no different than creating a regular menu in most aspects - items, sections and selection blocks need to be created as usual. However, there are some key differences that need to be considered:

- 1) In a merged menu, sections need to be filtered by their order type (pickup/delivery). To learn more about how to create filters by order type and channels, please visit this article: <https://support.tictuk.com/portal/en/kb/articles/filters-by-order-type-and-channels>

The screenshot shows the 'Add Item to WRAPS' dialog box. On the left, there's a section for 'Item Images' containing a photo of a meal (two wraps, two fries, two Coca-Cola cans). Below it are four blue plus icons for adding more images. The main form area has several fields:

- Title:** TWISTER MEAL
- Quantity:** (empty input field)
- Coupon #:** TC01§§d (this field is highlighted with a green border and has a teal arrow pointing to it)
- Pricing:** Price: 129.90, Display Price: e.g. from \$ to \$, Strikeout Price: 0.00
- Description:** 2 Twisters, 2 regular chips, and 2 x 330ml Coke drinks.
- Item Aliases:** twister, combo, wrap
- Tax Category:** Tax Categories - Select ONLY if this item is taxable (dropdown menu)
- Tax (%):** % (input field)
- Catalog #:** LSM9368
- Checkboxes:** Featured/Special (unchecked), Available (checked), One Time (unchecked), Unique Deal (unchecked), Is Pizza (unchecked), Free Delivery (unchecked), Minimum Order (input field: E.g. 0.0), Checkout upsell (unchecked)

- 2) The item created under a section filtered for pickup order must have the special character §§p included in its coupon code. (same setting for delivery, with the special character §§d). For more information about coupon codes please visit this article: <https://support.tictuk.com/portal/en/kb/articles/coupon-code-of-an-item>



Section filtering and special character addition to coupon codes must be done also for invisible sections and items inside.

Filters by Order Type and Channels

FILTER TYPES

When building a menu, we can apply filters by order type and/or channels to sections and items, to make them visible for a specific order type and/or channel.

Currently the available filters for order types are:

- Delivery
- Pickup
- Curbside
- Tableside / Virtual Kiosk

Channel types available for filtering:

- WhatsApp
- Messenger
- Web (E-commerce)
- App
- Telegram

HOW TO FILTER SECTIONS BY ORDER TYPE AND CHANNEL?

You can filter sections of your menu by order type and channel as follows:



- 1) Click on the three dots placed on the top right of the section to edit it.

- 2) On the third line, click on the + symbol on the right side to choose your order type filter. It is possible to choose more than one order type.
- 3) On the fourth line, click on the + to choose your channel filter. It is possible to choose more than one channel.
- 4) Click on the green checkbox. Then Save All Changes and Publish.

HOW TO FILTER ITEMS BY ORDER TYPE AND CHANNEL?

Add Item to ONLINE EXCLUSIVES

Item Images

**ONLINE EXCLUSIVES
SAVE PIO**

+ + + +

Title **Coupon #**

SNACK BURGER AND 6 NI S6N_0_0\$

Pricing

Price* 35.00 Display Price Strikeout Price 0.00 e.g. from \$ to \$

Description

A delicious chicken patty served with shredded lettuce & Colonel dressing on a snack bun and 6 nuggets

Item Aliases snack , burger, nuggets

Tax Category Tax Categories - Select ONLY if this item is taxable % **Catalog #** ABC3441

★ Featured/Special Available One Time Unique Deal

Is Pizza Free Delivery **Minimum Order** E.g: 0.0

Checkout upsell

Tags

Delivery

Select channel types

This item is available during store's opening hours. [Open Item Availability](#)

- Filters by order type and channel can be applied to an item using the Tags section.
- If the item is living in a section which is filtered by any order type, the item will show up with the same tags which can't be removed. However, you can add additional filters.
- After configuring the channels and order type, click on Apply, then Save All Changes and Publish to save your changes.



This tool is available in our platform, however for menu fetch/push integrations, it needs to be reviewed if the relevant integration is supportive. Otherwise, the integration support needs to be developed.

HOW TO SET UP TAGS?

Tags are set up within the item.

- 1) Go to the item, then find the 'Tags' tab.

The screenshot shows a form for managing a food item. The 'Tags' tab is highlighted with a blue rounded rectangle. The form includes fields for Item Images, Title (NUGGET BOX), Quantity, Coupon #, Pricing (Price \$50.00, Display Price, Strikeout Price), Description (A box loaded with 4 delicious nuggets, a Crunch burger, small chips and a 300ml can of Coke.), Item Aliases (box, nugget, crunch), Tax Category, Catalog # (ABC1769), and various checkboxes for features like Featured/Special, Available, One Time, Unique Deal, Is Pizza, Free Delivery, Minimum Order (E.g. 0.0), and Checkout upsell. The 'Tags' section contains a 'Delivery' tag and a 'Select channel types' field.

- 2) Click on the plus (+) sign to add tags.
- 3) Click on Apply, then Save All Changes to save your changes.



If the section housing the item is using a specific filter, it's not possible to delete this filter from the item. Ex: if the item belongs in a section with a Delivery filter, you cannot remove the Delivery tag from it.

More than one filter may be added to an item. The filters added in an item has higher priority over a section filter. (ex. if an item has both Pickup and Delivery filters, it will show up on a Pickup menu even though its section is exclusively Delivery.)



For an item to have no limits on order or channel types, leave the fields blank.

Apply to Chain

The 'Apply to Chain' function allows you to apply changes you would like to do on your item throughout your whole chain, based on the item's Coupon Code that identifies your item across all of your stores.

WHICH CHANGES CAN BE APPLIED ACROSS THE CHAIN?

The following changes can be applied all across the chain, using the Apply to Chain feature:

- Title of the item
- Item description
- Item price
- Coupon code
- Item aliases
- Catalogue number (integration code)
- Marking item as Featured/Special
- Availability of the item
- Visibility of the item
- Tags for order and channel types
- Checkout upsell setting



The availability parameter in the 'Apply to Chain' confirmation window does not refer to the actual availability of the item on the menu, but the setup of special events and custom hours. To change the item's availability (to enable or disable the item), the relevant field is **visibility**.

WHICH CHANGES CANNOT BE MADE USING APPLY TO CHAIN?

The following features currently **cannot be changed** using the Apply to Chain feature and changes need to be done manually in each store:

- Image of the item
- Selection blocks
- Filters by channel and order sections

HOW TO USE APPLY TO CHAIN?

1. Go to the menu of your store from Catalog / Menu under the Store Configuration tab.
2. Click on any item you'd like to apply changes.
3. Click on the green Apply to Chain button on the bottom side.

Add Item to ONLINE EXCLUSIVES

Item Images

Title **Quantity** **Coupon #**

Pricing

Price* Display Price Strikeout Price
 e.g. from \$ to \$

Description

Item Aliases

Tax Category **Tax (%)** **Catalog #**

Featured/Special **Available** **One Time** **Unique Deal**

Is Pizza **Free Delivery** **Minimum Order**

Checkout upsell

Tags

This item is available during store's opening hours. [Open Item Availability](#)

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		
Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		
Sunday																										Label
Monday																										Open All Day
Tuesday																										Open All Day
Wednesday																										Open All Day
Thursday																										Open All Day
Friday																										Open All Day
Saturday																										Open All Day

New Event [+ Add Temporary Event](#)

Apply **Apply To Chain** **Cancel**

4. By default, all changeable parameters will be listed on a confirmation window. Any parameter that requires to be excluded from the Apply to Chain update can be removed by clicking the X next to each one.

CONFIRM

X

***** THIS ACTION CANNOT BE UNDONE *****

Are you sure you wish to update this item across the entire chain?

Remove the fields you wish to exclude from being copied across the chain:

Title x	Description x	Price x	Coupon # x	Aliases x	Tax Category x	Catalog # x	One Time x	+ <input type="button"/>
Unique Deal x	Is Pizza x	Free Delivery x	Featured/Special x	Availability x	Visibility x			
Coupon Quantity x	Strikeout Price x	Minimum Order x	Order Types Tagging x	Channel Types Tagging x				
Checkout Upsell x								

Confirm

Close



In the case of a market having the same menu but different prices for some of the stores, removing the Price field will prevent the price to be updated across the chain.



The changes will only be applied to the whole chain if this item shares the same coupon code across all the stores, including the Main Org.

5. After confirming the changes, click on Save All Changes and then Publish.

Menu Verification

WHY AND HOW TO CHECK THE BUILT MENU?

Once the changes and/or updates to the menu are done, we must confirm that all the changes are correct in terms of the user experience and that the order summary is clear for both the customer and for the store that receives the order.

For this purpose, we will go to the “SYSTEM, STORE & ITEMS LINKS” tab and copy the link of our store (web store link) to see the live online menu. We will then place a test order to confirm that everything looks correct.

1. On the left side of the board under the “MARKETING TOOLS” tabs, click on “SYSTEM, STORE & ITEMS LINKS” tab.



2. Copy the web store link.



3. Once you copy the web store link, you can open it in a new tab on your computer, this way you will access the menu to create your test order.


[ONLINE EXCLUSIV](#) [PROMOTIONS](#) [BOX MEALS](#) [BUCKETS](#) [FAMILY TREATS](#) [BURGERS](#) [WRAPS](#) [STREETWISE](#) [SNACKS & SIDES](#) [WINGS](#) [DRINKS](#) [ADD HOPE](#)

ONLINE EXCLUSIVES



BWP130.00

2 TWISTER MEALS



BWP45.00

WINGS LUNCH BOX



BWP159.90

BURGER & TWISTER COMBO



BWP169.90

12PC + FREE LARGE CHIPS



BWP55.00

2X COLONEL BURGERS

PROMOTIONS

50% OFF

Subtotal
BWP0

NEXT

4. Add the product(s) that you want to verify in terms of flow and user experience, and once added to your cart, click CONTINUE / NEXT / FINISH.



WINGS LUNCH BOX - BWP45.00

6 Succulent winglets breaded in our hot and spicy Zinger breading, small chips, and a 330ml drink.

- 1 +
Qty.

CHOOSE YOUR DRINK (Select an item)

[COKE](#) [SPRITE](#) [FANTA ORGANIC](#) [COKE ZERO](#) [CREME SODA](#)

ADD A SIDE (Select up to 6 items)

[CHIPS + BWP14.90](#) [COLESLAW + BWP10.90](#) [MASH & GRAVY + BWP9.90](#) [SPRINKLE POPS + BWP29.90](#) [POPS + BWP17.90](#)
[DUNKED POPS + BWP24.90](#)

ADD A DRINK (Select up to 5 items)

[2 LITERS SOFT DRINK + BWP25.90](#) [330ML SOFT DRINK + BWP12.90](#) [BUDDY BOTTLE 500ML + BWP14.90](#)
[LIQUIFRUIT 330ML + BWP14.90](#) [SOURCE WATER 500ML + BWP12.90](#)

CANCEL

ITEM TOTAL:
BWP55.9

ADD TO CART

KFC BOTSWANA PICK UP MENU



ONLINE EXCLUSIV PROMOTIONS BOX MEALS BUCKETS FAMILY TREATS BURGERS WRAPS STREETWISE SNACKS & SIDES WINGS DRINKS ADD HOPE

ONLINE EXCLUSIVES

 RWP108.00	 RWP45.00	 RWP159.90	 RWP169.90	 RWP55.00
2 TWISTER MEALS	WINGS LUNCH BOX	BURGER & TWISTER COMBO	12PC + FREE LARGE CHIPS	2x COLONEL BURGERS

Once you have selected the product, click NEXT to go to the order summary.

PROMOTIONS

			
Subtotal RWP55.00			

NEXT

5. Enter the information for DELIVERY / PICKUP for your order to access the order summary.

Order Details

Send my Order Confirmation to*: Send to Messenger My Email Ana Mow (20cm)

Full Name* (i)

Order Comments (i)

Write your mobile number* (i)

[Terms & Conditions](#) [Privacy Policy](#)

Complete the requested information and click on NEXT to continue to the order summary.

NEXT

6. Review the order summary, where you can see once again the purchased products, that the prices are correct, the total of the account, comments, type of delivery, user details, etc.

Order Summary - KFC BOTSWANA PICK UP MENU
Botswana

Order Type Pick Up	Payment Method CASH
Comments JEST_ emailholder: anamole@tictuk.com Full Name: Ana M.	
Phone: +52 55 7455 1947	
Courses	
<ul style="list-style-type: none"> - WINGS LUNCH BOX BWP 45.00 - COKE BWP 10.90 - COLESLAW 	
Grand Total: BWP55.90	

BACK
SUBMIT
SUBMIT

Menu Duplication

Once you have made the desired updates on the menu of one of your stores, you are ready to duplicate the menu to the rest of the chain. Before duplicating, you must determine if the menu is identical in all stores.

Some locations may have different menus for Pickup and Delivery, as well as different products and pricing.

SCENARIO 1

Identical menu in ALL stores

If you find yourself in this situation, check the article "Menu duplication: chain" (<https://support.tictuk.com/portal/en/kb/articles/menu-duplication-chain>)

SCENARIO 2

The menu is different for Pickup and Delivery stores

1. According to the need, work on the menu of a Delivery or Pickup store and then duplicate to the relevant stores. Check the article "Menu duplication: store" for more details. (<https://support.tictuk.com/portal/en/kb/articles/menu-duplication-store>)
2. Repeat the previous process with the different menu (depending on the order you have chosen, Pickup or Delivery)

SCENARIO 3

There are stores with a reduced menu

OPTION 1 (Only for menus with a few differences):

1. Duplicate the complete menu. Check the article "Menu duplication: chain" for instructions.
(<https://support.tictuk.com/portal/en/kb/articles/menu-duplication-chain>)
2. Go to the store that has a reduced menu and disable all items that are not available. Check the article "Item Availability / Visibility" for instructions.
(<https://support.tictuk.com/portal/en/kb/articles/item-availability>)

OPTION 2 (Only for menus with a lot of differences):

1. Work in a store with a complete menu (always remember to write down the modifications you make) and duplicate that menu to all stores except those with a reduced menu. Check the article "Menu duplication: store" for more details.
(<https://support.tictuk.com/portal/en/kb/articles/menu-duplication-store>)
2. Go to the store with a reduced menu and make the modifications that you need.
3. If you have more than one store with the same reduced menu, you can simply duplicate the reduced menu from that store into the other stores with a reduced menu. Check the article "Menu duplication: store" for more details. (<https://support.tictuk.com/portal/en/kb/articles/menu-duplication-store>)



NOTE

Be sure to review the menu before the duplication. Check the article "Menu verification" for instructions. (<https://support.tictuk.com/portal/en/kb/articles/menu-verification>)

Menu Duplication: Store

HOW TO DUPLICATE THE MENU TO A STORE?

Currently there are two methods available to duplicate a menu to a store.

METHOD 1

1. In the Dashboard go to the ADVANCED tab.
2. In "Select Origin Store" you must select the store where you updated the menu. In "destination store", enter the name of the store manually. As soon as you finish, don't forget to click on DUPLICATE MENU.

The screenshot shows the 'ADVANCED' tab selected in a software interface. Below it, a modal window titled 'Duplicate Menu' is open. The title bar of the modal also says 'ADVANCED'. The main content of the modal is titled 'Duplicate Menu' and has the subtitle 'Duplicate a menu from one store to another'. There are three steps listed: 1. Select origin store: A dropdown menu labeled 'Select origin' with a dropdown arrow icon. 2. Select destination tag(s): A dropdown menu labeled 'Select tag(s)' with a plus sign icon. 3. Select destination store(s): A dropdown menu labeled 'Select destination(s)' with a plus sign icon. At the bottom of the modal is a large green button labeled 'DUPLICATE MENU'.

ADVANCED

Duplicate Menu

Duplicate a menu from one store to another

1. Select origin store:

Select origin

2. Select destination tag(s):

Select tag(s) +

2. Select destination store(s):

Select destination(s) +

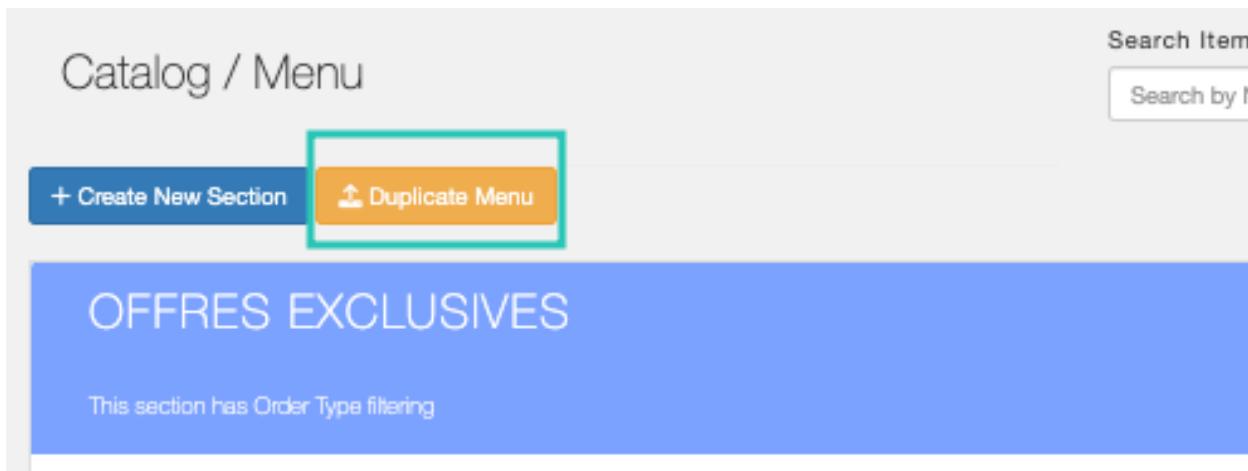
DUPLICATE MENU

3. You will see a confirmation message, where you will be able to see all the data that you have just entered. Please always check that everything is in order before confirming the action.

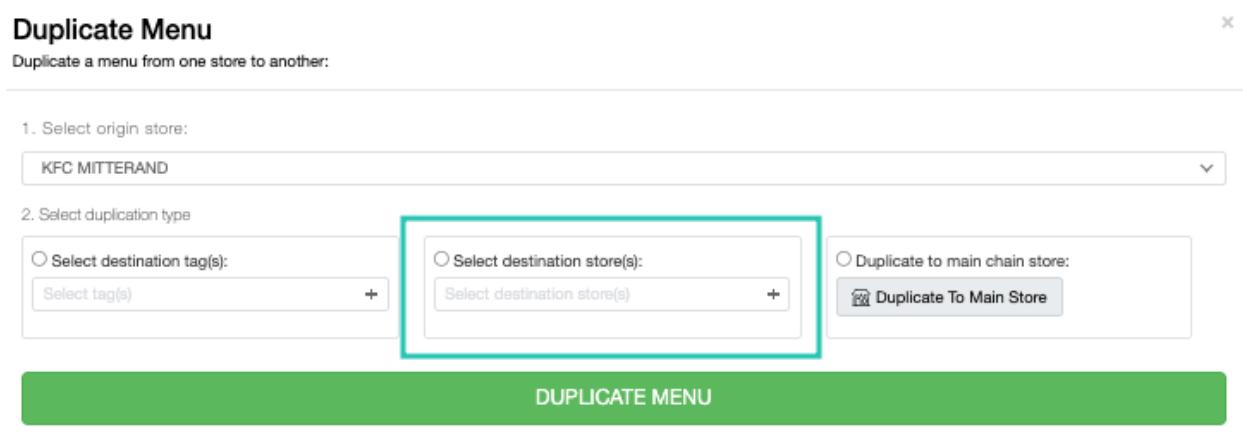


METHOD 2

1. In the Dashboard, go to the Catalog / Menu tab under Store Configuration.
2. Find the yellow 'Duplicate Menu' button near the top of the page.



3. Click on the 'Select Destination Store(s)' tab. There you can type/search for the store you would like to duplicate your menu into. It's possible to select more than one store by clicking on the plus (+) sign on the right side of the tab.



4. Click on the green 'Duplicate Menu' button. After clicking on 'Confirm' on the confirmation pop-up box, your menu will be duplicated to the stores you have selected. Please always check that everything is in order before confirming the action as this cannot be reversed.
5. You can also duplicate your menu to the Main Org store by clicking on the "Duplicate to Main Store" button.

Menu Duplication: Chain

HOW TO DUPLICATE THE MENU TO ALL STORES IN THE CHAIN?

There are currently two available methods to duplicate the menu to all stores in the chain.

METHOD 1

1. In the Dashboard go to the “ADVANCED” tab.
2. In "Origin Store" you must select the store where you updated the menu. In "Destination store", you must enter the name of the Chain. As soon as you finish, don't forget to click on “DUPLICATE MENU”.

ADVANCED

Duplicate Menu

Duplicate a menu from one store to another

1. Select origin store:



2. Select destination tag(s):



2. Select destination store(s):



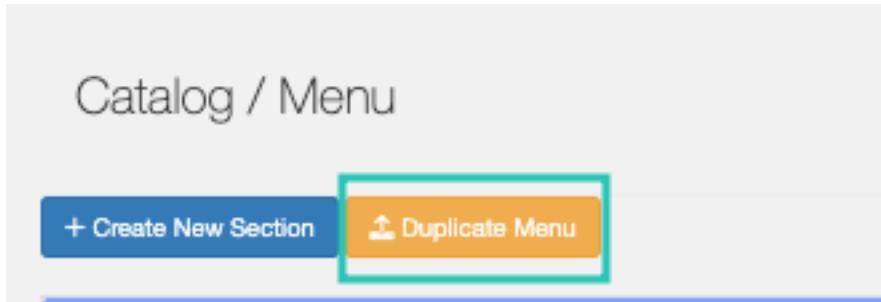
DUPLICATE MENU

3. You will see a confirmation message, where you will be able to see all the data that you just entered. Please always check that everything is in order before confirming the action.

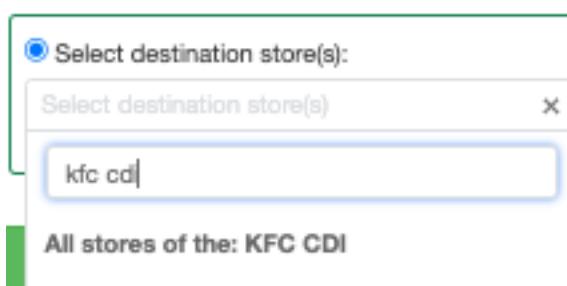


METHOD 2

1. In the Dashboard, go to the Catalog / Menu tab under Store Configuration.
2. Find the yellow 'Duplicate Menu' button near the top of the page.



3. Click on the 'Select Destination Store(s)' tab.
4. Write the name of your chain. You will see the option to choose all the stores of the chain in bold.



4. Click on the green 'Duplicate Menu' button. After clicking on 'Confirm' on the confirmation pop-up box, your menu will be duplicated to the chain you have selected. Please always check that everything is in order before confirming the action as this cannot be reversed.

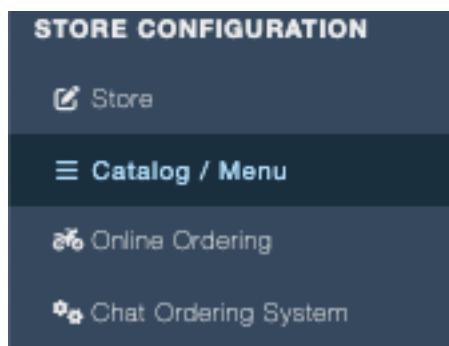
Menu Duplication with Store Tags

In a chain, it is possible to duplicate the menu of one store to a selected group of stores using tags. (ex. a group of stores are related to a specific menu). This is especially useful in chains with many stores.

For more information about how to create tags for stores, visit our 'Store Tags' article: <https://support.tictuk.com/portal/en/kb/articles/store-tags>

HOW TO DUPLICATE A MENU USING TAGS?

- 1) Create tags for your stores from the Super Duper tab.
- 2) Go to the Main Org. store of your chain.



- 3) Go to the Advanced tab.
- 4) On the Duplicate Menu tab, select the origin store (the store you want to duplicate the menu from).
- 5) Select the destination tag under the field "Select destination tag".
- 6) The stores grouped under the tag will be displayed under "Select destination stores". You can add/remove stores to this list if needed.

Duplicate Menu

Duplicate a menu from one store to another

1. Select origin store:
KFC MAHALAPYE

2. Select destination tag(s):
menu1

2. Select destination store(s):
KFC KUDU PICKUP x KFC MAUN PICKUP x KFC MAHALAPYE x KFC KANYE PICKUP x KFC MDWANA x KFC TLOKWENG x KFC AIRPORT JUNCTION x KFC FRANCISTOWN PICKUP x KFC FRANCISTOWN DELIVERY x KFC Lab Test Store x

DUPLICATE MENU

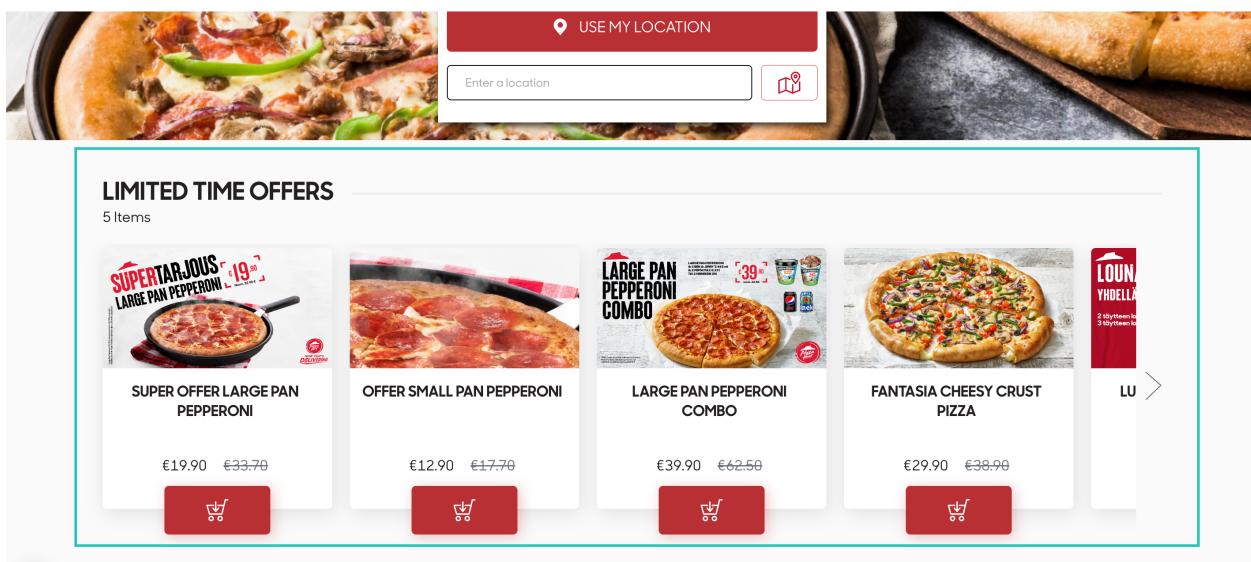
7) Click on "Duplicate Menu".

Homepage Deals - E-Commerce

WHAT ARE HOMEPAGE DEALS?

For markets that are using E-commerce, the Homepage offer a Deals Carrousel that can be configured through the dashboard in order to showcase and promote specific products.

These deals work as an **INSTANT CHECKOUT** ([for more information, please visit here: https://support.tictuk.com/portal/en/kb/articles/instant-checkout](#)), the selected item will be automatically added to the client's cart and the user will be able to customize it and go directly to checkout page OR continue navigate the menu to purchase more products.



HOW TO SET UP HOMEPAGE DEALS

1. Go to your **MAIN ORG menu**, find the items you would like to set up for Homepage Deals. Click on them to open the customization window.
2. Mark them as Featured / Special.

Add Item to OFFERS

Item Images



Title  Quantity Coupon #

OFFER Small Pan Pepperoni PEPpz_Sal

Pricing

Price* Display Price Strikeout Price

e.g. from \$ to \$

Description 

Plenty of pepperoni sausage, tomato sauce and mozzarella cheese.

Item Aliases

pizza, cheese, juusto, pepperoni

Tax Category Tax (%) Catalog #

Tax Categories - Select ONLY if this item is taxab %

Featured/Special Available One Time Unique Deal

Is Pizza Free Delivery Minimum Order
E.g: 0.0

Checkout upsell

Tags

Select order types +

Select channel types +

This item is available during store's opening hours. [Open Item Availability](#)

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

New Event + Add Temporary Event

The recommended number of items to be marked as Featured/Special is up to 5. Assigning a large number of items as Featured/Special can cause them to go unnoticed by the customer, as the carousel will not be able to show all of them together.



NOTES

The home page deal items need to be marked as Featured/Special in your chain's Main Org. store, however, to work properly, the product/s must be present (exist) across all the stores of the chain.

The coupon codes of these items also need to match in all stores of your chain and also the Main Org. store.

Checkout Upsells - E-Commerce

WHAT ARE CHECKOUT UPSELLS?

Unlike a regular upsell that is placed within the product selection flow, **this type of upsell will be activated in the checkout phase of the order as a final offer before submitting the order.**



NOTE

This feature is currently only available for E-commerce.

To create a checkout upsell, follow these steps:

1. Go to Catalog / Menu. This can be done in Specific store/s or in All stores of the chain in case you want to show the final offer in all your locations.

2. You can use the products of your existing sections such as DRINKS , DESSERTS, SIDES or alternatively to build an exclusive **invisible** section , and underneath create the items you would like to set as a checkout upsell.



NOTE

Checkout upsells items must always have a unique coupon code, an updated price and an image.

3. Open the edit window for the relevant item, and mark the "Checkout upsell" checkbox, to enable this item to be displayed as a final offer.

Add Item to ONLINE EXCLUSIVES X

Item Images

Title USA **Quantity** ∞ **Coupon #** NB40\$§d

Pricing

Price* 50.00 Write the item name Limit the amount of times this item can be purchased with its coupon. Note: The system can accept up to 1000 characters. The approximate amount of the item to be stabilized e.g. from \$ to \$

Display Price **Strikeout Price**

Description USA

A box loaded with 4 delicious nuggets, a Crunch burger, small chips and a 300ml can of Coke.

Tax Category Tax Categories - Select ONLY if this item is taxable **Tax (%)** % **Catalog #** ABC1769

Featured/Special **Available** **One Time** **Unique Deal**

Is Pizza **Free Delivery** **Minimum Order** Eg: 0.0

Checkout upsell

Tags

Delivery +

Select channel types +

This item has been added to the menu. [Edit](#) [Delete](#) [View Details](#)

4. Once you mark the 'Checkout upsell' box, a tab will open up right next to it, with 'All menu' filter chosen as default. This indicates that the upsell will show at the checkout stage if you choose any product of the menu.
5. You can modify this filter by disabling the 'All menu' option and choosing from the drop down a different filter such as a specific section/s or specific items.

Item Images

Title NUGGET BOX

Quantity Coupon #

NB40\$§d

Pricing

Price* Display Price Strikeout Price

Description A box loaded with 4 delicious nuggets, a Crunch burger, small chips and a 300ml can of Coke.

Item Aliases

Tax Category Tax (%) Catalog #

Tax Categories - Select ONLY if this item is taxable % ABC1769

Featured/Special Available One Time Unique Deal

Is Pizza Free Delivery Minimum Order

Checkout upsell

Tags

Delivery

Select channel types

All Menu x

Search

Sections

ONLINE EXCLUSIVES

PROMOTIONS

SNACK BURGERS

BOX MEALS

BUCKETS

Days / Hours 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 Label

Sunday Open All Day

In this example, if you choose the 'Buckets' section, this salad checkout upsell will show only if you add an item from the Buckets section to your cart.

6. If you would like to offer this upsell with a discount, you can modify its price from the Price box.



NOTE

If the Available box (with the eye icon) is not checked (if this item is not available), this item will not present itself as an upsell during checkout.



This tool is available in our platform, however for menu fetch/push integrations, it needs to be reviewed if the relevant integration is supportive. Otherwise, the integration support needs to be developed.

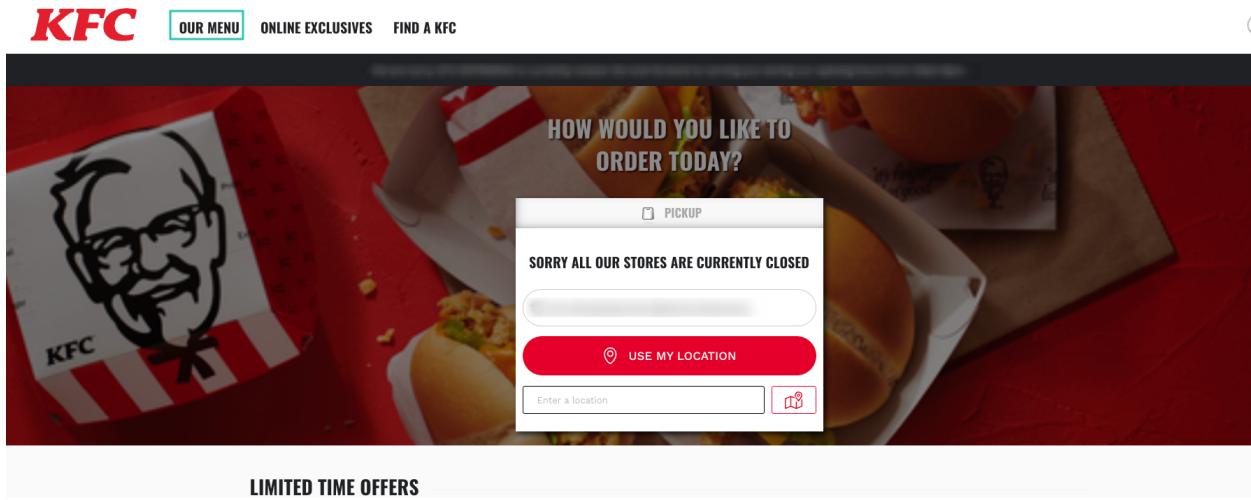
Static Menu E-Commerce

WHAT IS A STATIC MENU?

The static menu is the menu that can be accessed from the home page of a website, which can be navigated for a general overview before picking an order type and store.

HOW TO ACCESS THE STATIC MENU?

Users can access the static menu by clicking the menu button (usually named 'Menu', 'Our Menu' or some other variation) on the header of the chain's website.



HOW TO SET UP AND CONFIGURE THE STATIC MENU?

The static menu will show the menu that is under the Main Org. store of the chain.



Any item that is not available on all stores of the chain should also be made unavailable on the Main Org. store.

The limited time offers (LTOs) that are displayed on the Static Menu are the items on the Main Org. menu that have been marked as Featured/Special. For more information on how to set them up, please see this article: <https://support.tictuk.com/portal/en/kb/articles/homepage-deals>

Chat Ordering System

Chat ordering system allows you:

1. Activate Facebook Messenger and Telegram online ordering system.
2. Setup settings for Incoming orders and Alerts.
3. Make general chat settings.

Online Ordering

The screenshot shows the Tictuk platform interface for Pizza Hut TT. The left sidebar contains navigation links for Store Configuration, Analytics, Marketing Tools, E-commerce, CRM, and Admin. The main content area is titled 'Online Ordering' and includes sections for 'Pickup' and 'Delivery'. In the 'Delivery' section, there is a map of the Prince's Town area in Barbados, showing various neighborhoods and landmarks. A red arrow points to the 'Online Ordering' link in the sidebar.

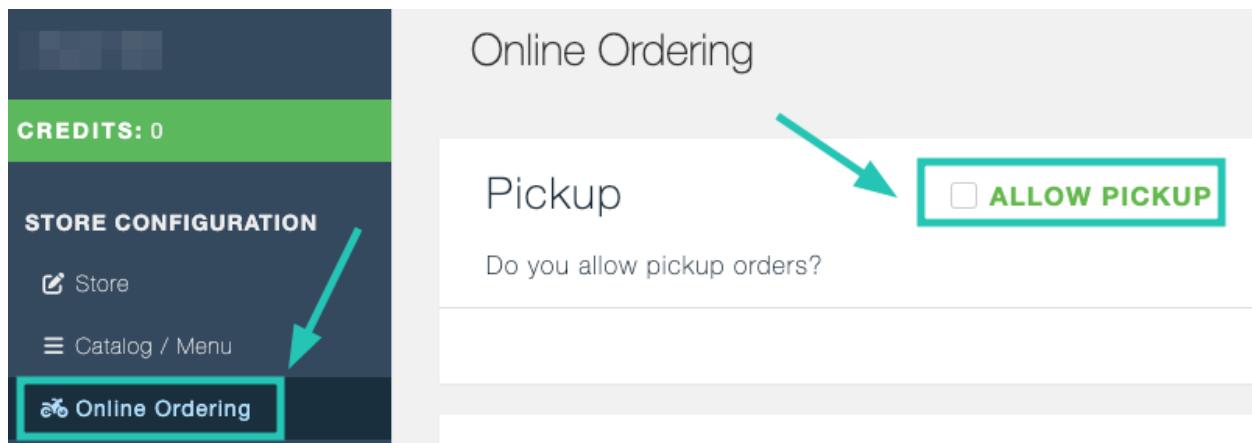
This section allows to:

1. Enable pickup orders/Delivery orders.
2. Set payment methods.
3. Draw delivery areas (On a map).
4. Set Delivery charges.
5. Set Delivery times and minimum order amounts for delivery.

Pickup

HOW TO TURN ON (ALLOW) PICKUP FOR ALL STORES?

1. Login to Tictuk and find your "MAIN ORG" store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Check "Allow Pickup" to enable pickup option at all stores.



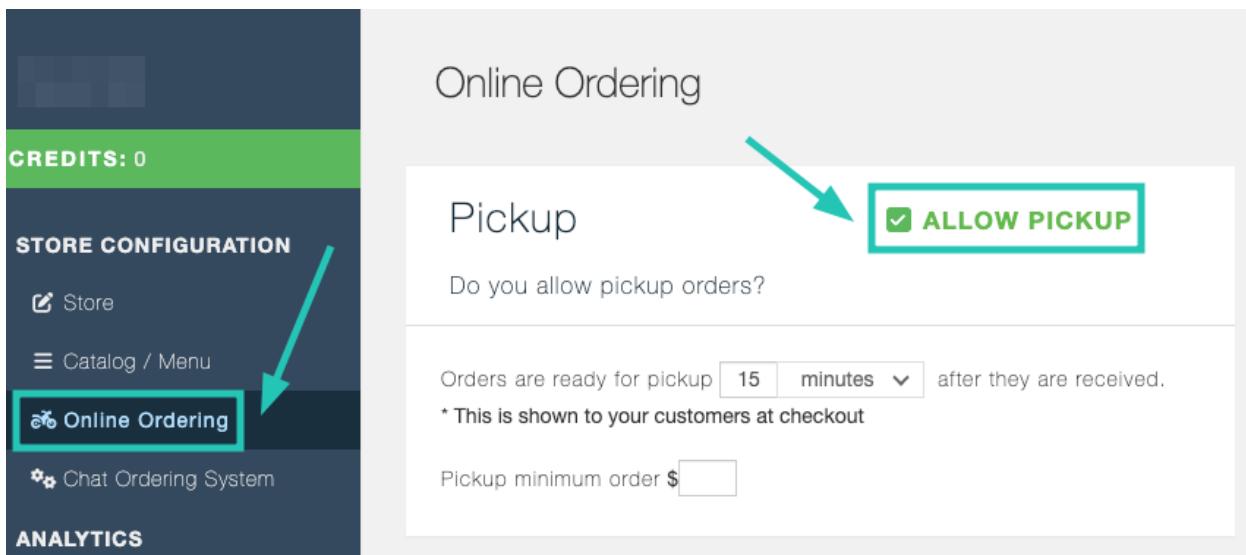
4. Click "Save All Changes" at the bottom of the page to save the changes.

Discard All Changes

Save All Changes

HOW TO TURN OFF (NOT ALLOW) PICKUP FOR ALL STORES?

1. Login to Tictuk and find your "MAIN ORG" store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Uncheck "Allow Pickup" to enable pickup option at all stores.



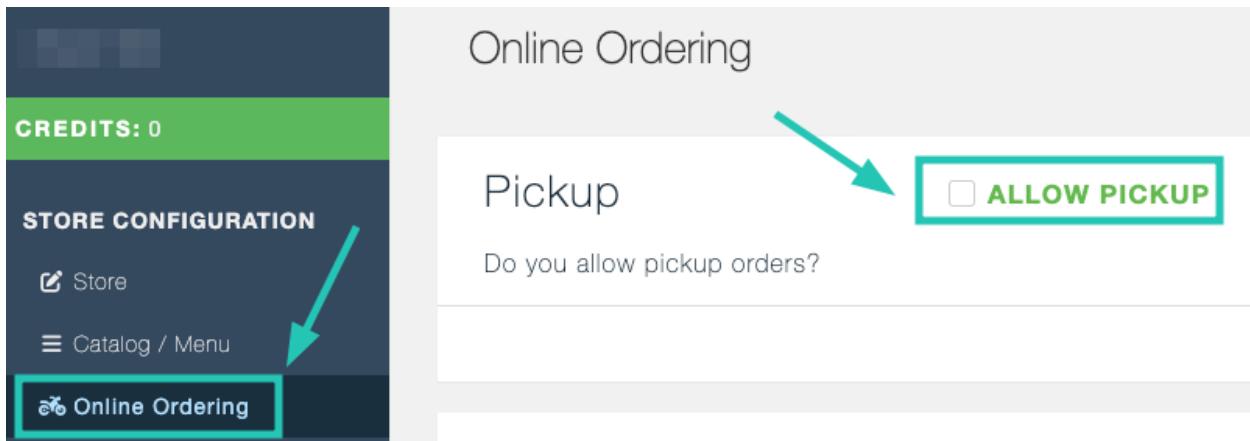
4. Click "Save All Changes" at the bottom of the page to save the changes.

Discard All Changes

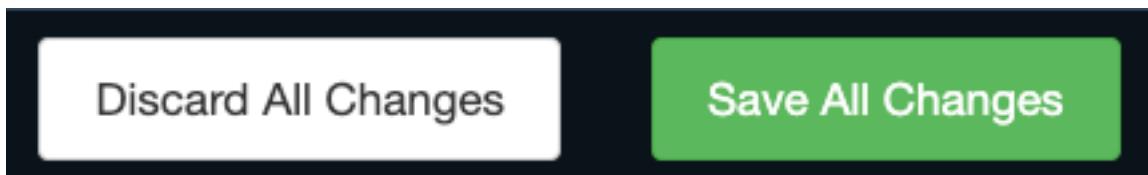
Save All Changes

HOW TO TURN ON (ALLOW) PICKUP FOR THE STORE?

1. Login to Tictuk and find the store where you would like to have a pickup option enabled.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Check "Allow Pickup" to enable the pickup option at the store.

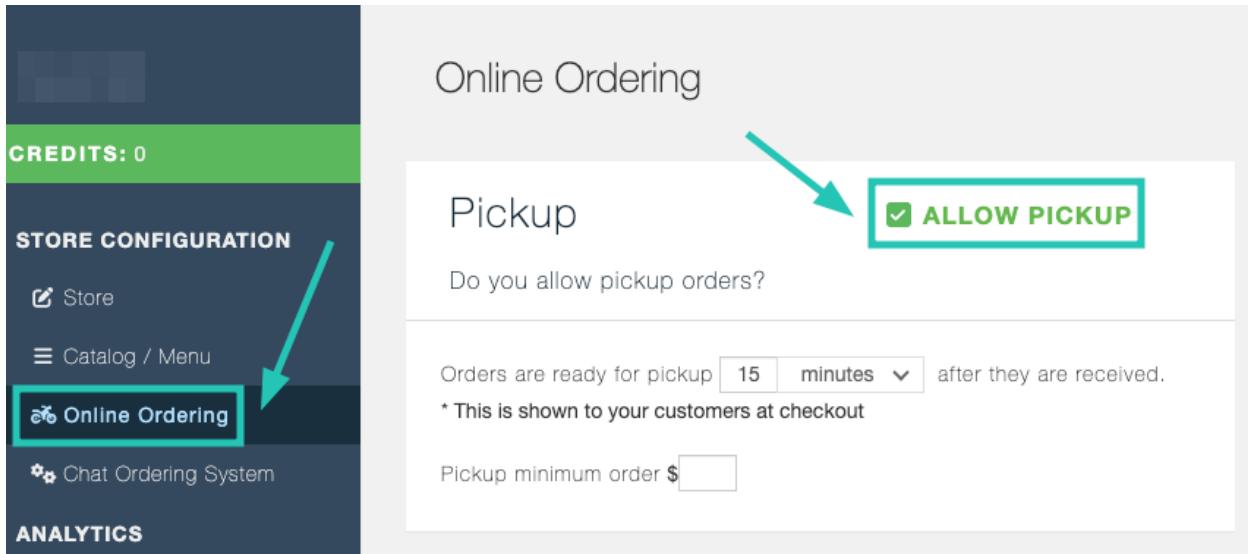


4. Click "Save All Changes" at the bottom of the page to save the changes.

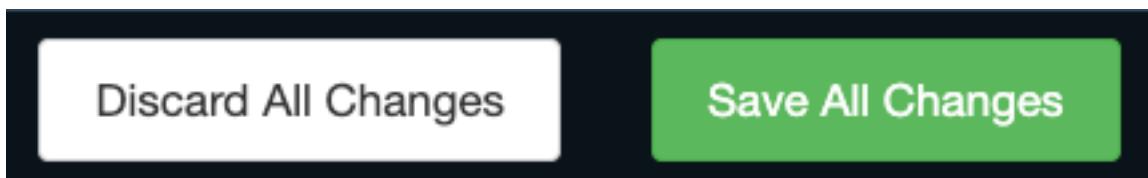


HOW TO TURN OFF (NOT ALLOW) PICKUP FOR THE STORE?

1. Login to Tictuk and find the store where you would like to have the pickup option disabled.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Uncheck "Allow Pickup" to disable the pickup option at the store.



4. Click "Save All Changes" at the bottom of the page to save the changes.



HOW TO SET THE PREPARATION TIME FOR THE PICKUP ORDER?

1. Login to Tictuk and find the store where you would like to put the preparation time setting.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Make sure that "ALLOW PICKUP" is checked.
4. Put the number and select the relevant option to set up when the order is ready for pickup.

KFC BOTSWANA

CREDITS: -26,503

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

ANALYTICS

Online Ordering

Pickup

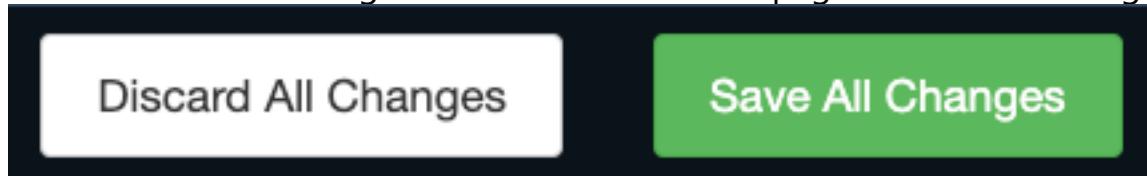
Do you allow pickup orders? **ALLOW PICKUP**

Orders are ready for pickup minutes after they are received.

* This is shown to your customers at checkout

Pickup minimum order BWP hours minutes

5. Click "Save All Changes" at the bottom of the page to save the changes.



HOW TO SET UP THE PICKUP MINIMUM ORDER?

1. Login to Tictuk and find the store where you would like to put the preparation time setting.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Make sure that "ALLOW PICKUP" is checked.
4. Put the pickup minimum order amount.

Asya test

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

Online Ordering

Pickup

Do you allow pickup orders? **ALLOW PICKUP**

Orders are ready for pickup minutes after they are received.

* This is shown to your customers at checkout

Pickup minimum order \$



(Optional) Use this ONLY in case you wish to set a minimum order for Pickup.



Default is no minimum order for pickup orders.

5. Click "Save All Changes" at the bottom of the page to save the changes.

Discard All Changes

Save All Changes

Delivery and Delivery Areas

HOW TO SET UP THE DELIVERY FOR THE STORE?

1. Login to Tictuk and find the store.
2. Go to the "Store Configuration" section and click "Online Ordering".
3. Scroll to the "Delivery" section and set up the settings.

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons
- System, Store & Items Links

Online Ordering

Pickup

Do you allow pickup orders?

ALLOW PICKUP

Delivery

Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times

Add Area You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

Allow Same Day Future Delivery orders

Allow Same Day Future Pick Up orders

Pre Order Is available Minutes before opening time.

HOW TO SET UP THE DELIVERY FOR ALL STORES?

1. Login to Tictuk and find your "MAIN ORG" store.
2. Go to the "Store Configuration" section and click "Online Ordering".
3. Scroll to the "Delivery" section and set up the settings.

Online Ordering

Pickup **ALLOW PICKUP**

Do you allow pickup orders?

Delivery

Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times

+ Add Area You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

Allow Same Day Future Delivery orders
 Allow Same Day Future Pick Up orders

Pre Order Is available Minutes before opening time.

HOW TO ADD THE DELIVERY AREA?

1. Login to Tictuk and find the store where you would like to have the delivery area to be set up.



Settings at "Main Org" will apply to all the stores that are in the chain.



Setting at the particular store of the chain can have the higher priority than "Main Org" store.

If any delivery setting will be set up at the store level, the system will ignore settings of the "Main Org".

2. Go to the "Store Configuration" section and click "Online Ordering".
3. Scroll to "Delivery" and click "Add Area".

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

Pickup

Do you allow pickup orders?

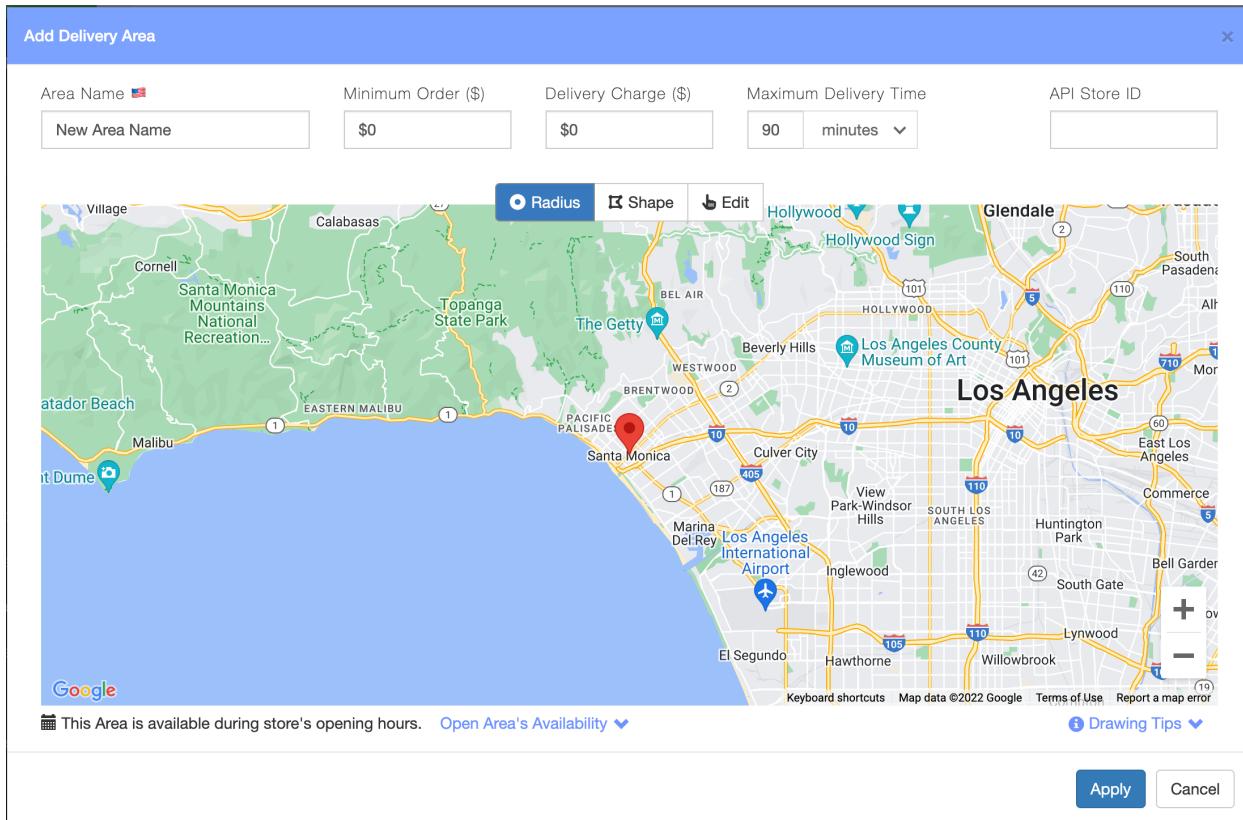
Delivery

Create delivery areas, and per each area define its Minimum and Delivery times

+ Add Area

You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

4. Complete the relevant fields for the delivery area and click "Apply" to save the changes.



AREA NAME

Put the name of the area.

MINIMUM ORDER (\$)

Place the minimum order amount customers must reach in order to receive a delivery from you in this area.



Put the number only.

The currency symbol will be added automatically once you click "Apply".

The currency is set up in accordance to your store settings.

DELIVERY CHARGE (\$)

Place the delivery fee for that area.



Put the number only.

The currency symbol will be added automatically once you click "Apply".

The currency is set up in accordance to your store settings.

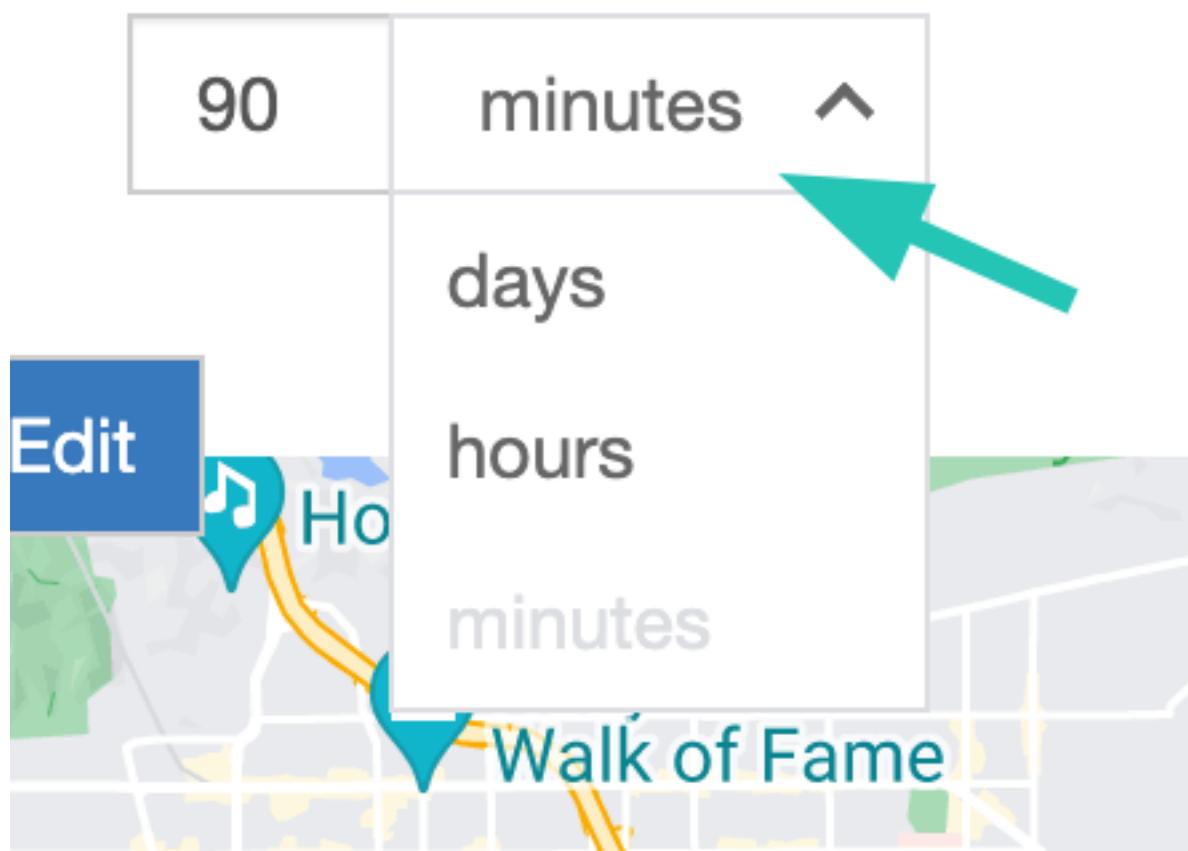
MAXIMUM DELIVERY TIME

Place how much time it usually takes for the delivery to reach that area.



Click "minutes" to change the setting to days or hours.

Maximum Delivery Time



API STORE ID



This is relevant ONLY for API/POS Integrations.

Set up the Store ID for this area, as it is expected on the API/POS.

We support a single store with multiple areas, and each area goes to a different branch.

DRAW THE DELIVERY AREA

1. Only one shape (Radius or a custom shape) is allowed. So in order to remove a shape, just draw a new one.
2. In order to draw more than one delivery area, create a new delivery area from the delivery screen.
3. Once you have completed drawing a shape/radius on the map, you may edit it by dragging its edges.
4. Only addresses that are inside the area drawn on the map will be eligible for deliveries.

RADIUS

Draw your delivery radius on the map.



Click and drag from the desired radius center.

SHAPE

Draw a custom shape for this delivery area.



Each click on the map adds a point to the shape.

EDIT

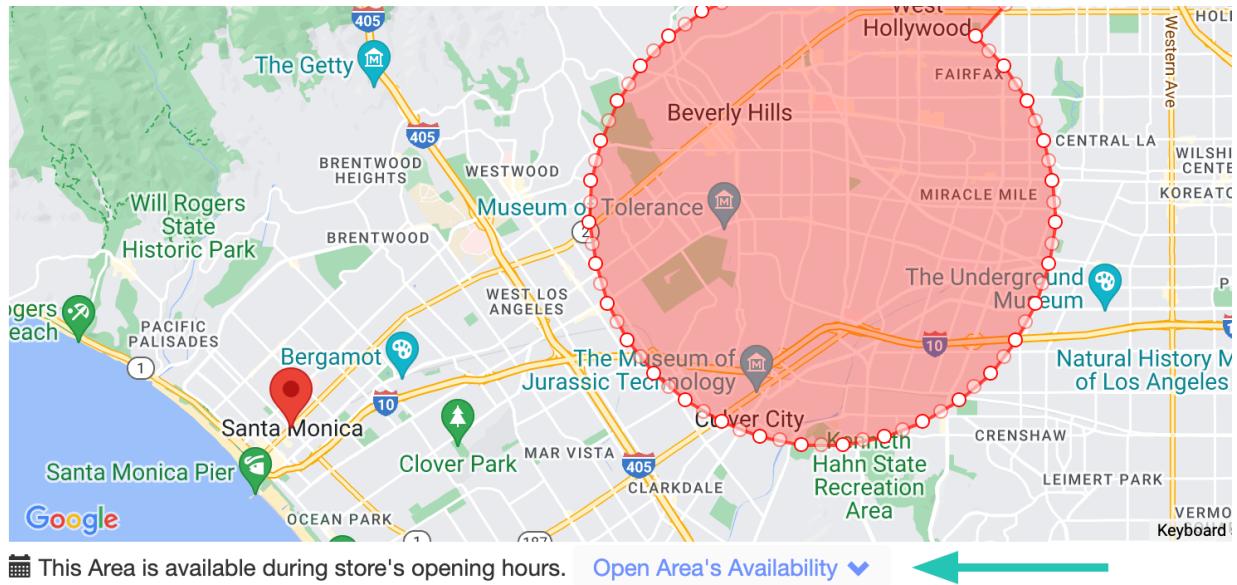
Edit the shape that is currently drawn on the map by dragging its edges.

HOW TO MAKE THE AREA AVAILABLE OR NOT AVAILABLE FOR THE DELIVERY?

You can customize the availability of the delivery area via "Open Area's Availability.



EG. This area is available only on Saturdays.



Delete Area

This Area is available during store's opening hours. Open Area's Availability

During Open Hours Custom Hours

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday																								
Monday																								
Tuesday																								
Wednesday																								
Thursday																								
Friday																								
Saturday																								

New Event + Add Temporary Event

Delete Area Apply Cancel

DURING OPEN HOURS

Keep the green checkmark at "During Open Hours" tab if you want the item to be available during the Open Hours (Store Hours).

CUSTOM HOURS

Select the "Custom" Hours tab if you want assign the custom hours to the area.

Click and drag to cover the area of time and days that you want the rule to apply.

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									12:30-23:59:59
Monday																									12:30-23:59:59
Tuesday																									12:30-23:59:59
Wednesday																									12:30-23:59:59
Thursday																									12:30-23:59:59
Friday																									12:30-23:59:59
Saturday																									12:30-23:59:59

Alternatively, you can click each cell to mark it as active or not active.



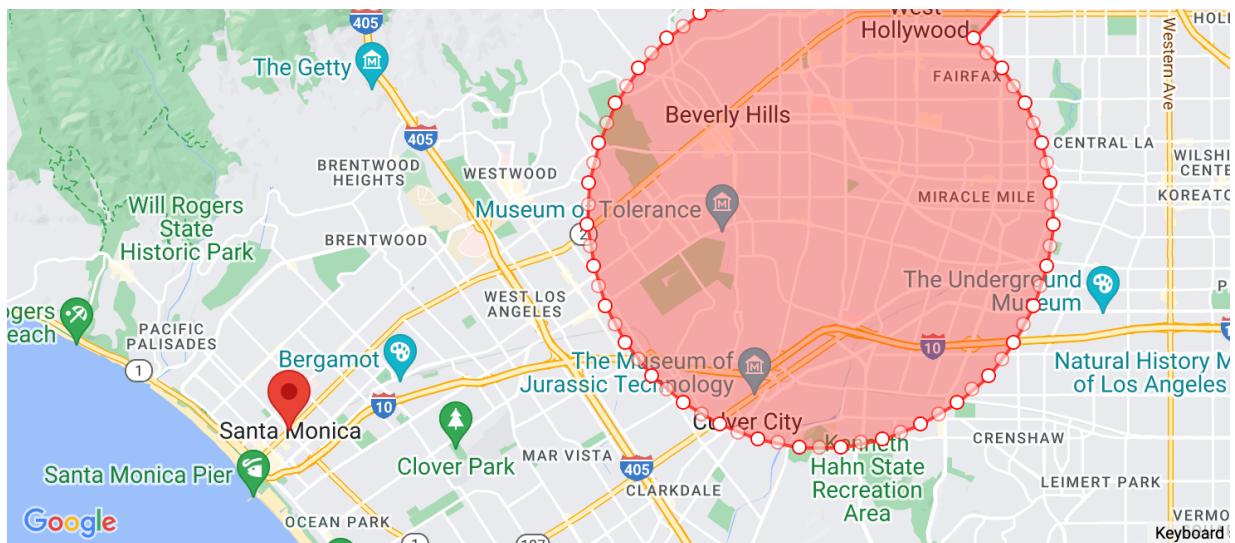
The **white part** means that the rule is **not applicable** for the white days and hours.

The **blue part** means that the rule **is applicable** for the blue days and hours.

TEMPORARY EVENT / NEW EVENT

Use this setting if you need to temporarily change the hours.

1. Click "Add Temporary Event"



This Area is available during store's opening hours. [Open Area's Availability](#)

[Delete Area](#)

This Area is available during store's opening hours. [Open Area's Availability](#)

Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

New Event
+ Add Temporary Event

[Delete Area](#) [Apply](#) [Cancel](#)

2. **Write the event's name:** put the name for the event.

Santa Monica Pier

Add Special Event

Write the event's Name

Event starts at:

MM/DD/YYYY --:--

And ends at:

MM/DD/YYYY --:--

During this event, the Area will be:

Available

New Event

+ Add Temporary Event

re's opening hours. [Open Area's Availability](#)

Custom Hours

5	6	7	8	9	10	11	12	13	14	15	16

3. **Event starts at:** put date and time when the event starts. Select the month and date at the calendar section. Use the slider to adjust the time.

25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

11:47 AM

MM/DD/YYYY --::--



And end at

Select start date & time

MM/DD/YYYY --::--



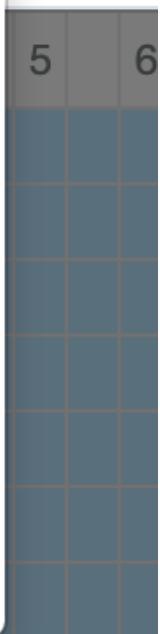
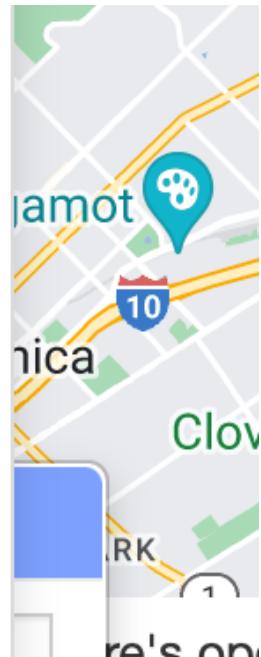
During this event, the Area will be:

Available



Apply

Cancel



4. And ends at: put date and time when the event ends. Select the month and date at the calendar section. Use slider to adjust the time.

< October, 2022 >

SU	MO	TU	WE	TH	FR	SA
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

11:47 AM

MM/DD/YYYY --:--

During this event, the area will be:

Available

New Event

+ Add Temporary Event

5. Select if the area is Available/Unavailable.

The screenshot shows a mobile application interface for adding a special event. At the top, there is a header bar with the text "Santa Monica Pier" and a map icon. Below the header, a blue banner says "Add Special Event". A large text input field asks "Write the event's Name". Underneath, there are two date inputs: "Event starts at:" and "And ends at:", each with a calendar icon. To the right of these inputs is a "Custom Hours" section featuring a grid from 5 to 9. A teal arrow points to the grid. Below the date inputs is a dropdown menu with "Available" selected. At the bottom, there is a dashed box containing "New Event" and "+ Add Temporary Event".

Santa Monica Pier

Add Special Event

Write the event's Name

Event starts at:

MM/DD/YYYY --:--

And ends at:

MM/DD/YYYY --:--

Custom Hours

Available

Available

Unavailable

New Event

+ Add Temporary Event

6. Click "Apply" to save and activate the event.

Add Special Event

Write the event's Name

Event starts at:

MM/DD/YYYY --:--



And ends at:

MM/DD/YYYY --:--



During this event, the Area will be:

Available



Apply

Cancel

New Event

+ Add Temporary Event

Delete Area



7. Click "Apply" to save the changes.

During Open Hours

Custom Hours

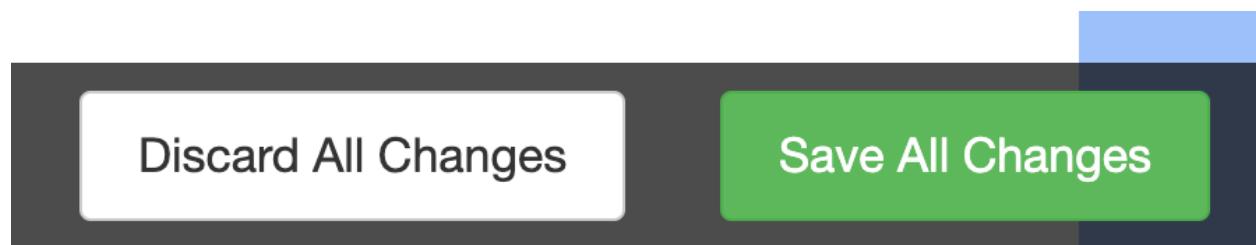
Days / Hours	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Label
Sunday																									Open All Day
Monday																									Open All Day
Tuesday																									Open All Day
Wednesday																									Open All Day
Thursday																									Open All Day
Friday																									Open All Day
Saturday																									Open All Day

Event "Available":
Available from Oct 27, 2022 11:47 AM until Nov 30, 2022 11:47 AM

New Event
+ Add Temporary Event

Delete Area Apply Cancel

8. Click "Save all Changes" to save all changes.



Future Delivery and Future Pickup

HOW TO SET UP FUTURE DELIVERY / FUTURE PICKUP FOR THE STORE?

1. Login to Tictuk and find your store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Scroll to "Delivery" section and set up the settings.

The screenshot shows the 'Online Ordering' configuration page. On the left, there's a sidebar with 'CREDITS: 0' and sections for 'STORE CONFIGURATION' (with 'Store', 'Catalog / Menu', and 'Online Ordering' highlighted), 'ANALYTICS' (with 'Order History', 'Analytics', and 'Live Orders'), and 'MARKETING TOOLS' (with 'Discounts & Coupons' and 'System, Store & Items Links'). The main area is titled 'Online Ordering' and contains two sections: 'Pickup' and 'Delivery'. The 'Delivery' section is highlighted with a teal border. It includes a note: 'Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times'. Below this, there's a 'Add Area' button with the note: 'You have no delivery areas defined. In order to accept delivery orders please add at least one delivery area.' There are two checked checkboxes: 'Allow Same Day Future Delivery orders' and 'Allow Same Day Future Pick Up orders'. A note at the bottom says 'Pre Order is available [180] Minutes before opening time.'

HOW TO SET UP FUTURE DELIVERY / FUTURE PICKUP FOR ALL STORES?

1. Login to Tictuk and find your "MAIN ORG" store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Scroll to "Delivery" section and set up the settings.

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons
- System, Store & Items Links

Online Ordering

Pickup **ALLOW PICKUP**

Do you allow pickup orders?

Delivery

Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times

Add Area You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

Allow Same Day Future Delivery orders

Allow Same Day Future Pick Up orders

Pre Order Is available Minutes before opening time.

HOW TO ACTIVATE FUTURE DELIVERY OR PICKUP?

1. Login to Tictuk and find the store where you would like to have the delivery area to be set up.



Settings at "Main Org" will apply to all the stores that are in the chain.



Setting at the particular store of the chain can have the higher priority than "Main Org" store.

If any delivery setting will be set up at the store level, the system will ignore settings of the "Main Org".

2. Go to "Store Configuration" section and click "Online Ordering".
3. Scroll down and check the relevant option:

- Allow Same Day Future Delivery orders

- Allow Same Day Future Pick Up orders

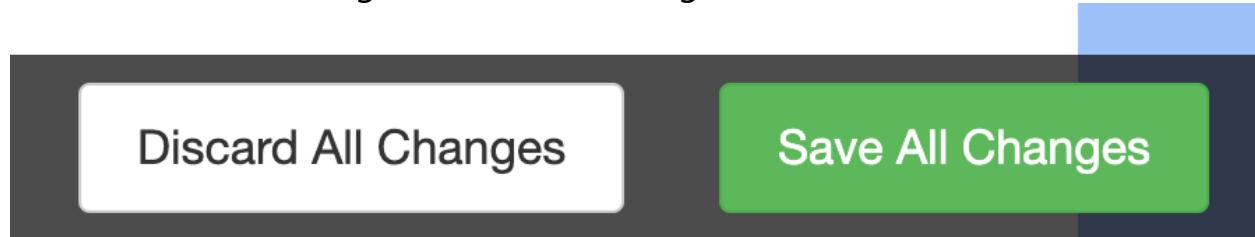


- Allow Same Day Future Delivery orders

- Allow Same Day Future Pick Up orders

Pre Order is available Minutes before opening time.

4. Click "Save all Changes" to save all changes.



Pre-Order Time

HOW TO SET UP THE PRE ORDER TIME FOR THE STORE?

1. Login to Tictuk and find your store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Scroll to "Delivery" section and set up the settings.

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons
- System, Store & Items Links

Online Ordering

Pickup **ALLOW PICKUP**

Do you allow pickup orders?

Delivery

Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times

Add Area You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

Allow Same Day Future Delivery orders

Allow Same Day Future Pick Up orders

Pre Order is available **[180]** Minutes before opening time.

HOW TO SET UP THE PRE ORDER TIME FOR ALL STORES?

1. Login to Tictuk and find your "MAIN ORG" store.
2. Go to "Store Configuration" section and click "Online Ordering".
3. Scroll to "Delivery" section and set up the settings.

CREDITS: 0

STORE CONFIGURATION

- Store
- Catalog / Menu
- Online Ordering**
- Chat Ordering System

ANALYTICS

- Order History
- Analytics
- Live Orders

MARKETING TOOLS

- Discounts & Coupons
- System, Store & Items Links

Online Ordering

Pickup **ALLOW PICKUP**

Do you allow pickup orders?

Delivery

Create delivery areas, and per each area define its Minimum order amounts required for delivery, Delivery fee and Delivery times

Add Area You have no delivery areas defined.
In order to accept delivery orders please add at least one delivery area.

Allow Same Day Future Delivery orders

Allow Same Day Future Pick Up orders

Pre Order is available **[180]** Minutes before opening time.

HOW TO SET UP THE PRE ORDER TIME ?

1. Login to Tictuk and find the store where you would like to have the delivery area to be set up.



Settings at "Main Org" will apply to all the stores that are in the chain.



Setting at the particular store of the chain can have the higher priority than "Main Org" store.

If any delivery setting will be set up at the store level, the system will ignore the settings of the "Main Org".

2. Go to "Store Configuration" section and click "Online Ordering".

3. Scroll down and put the number to set up when Pre Order is available before opening time.

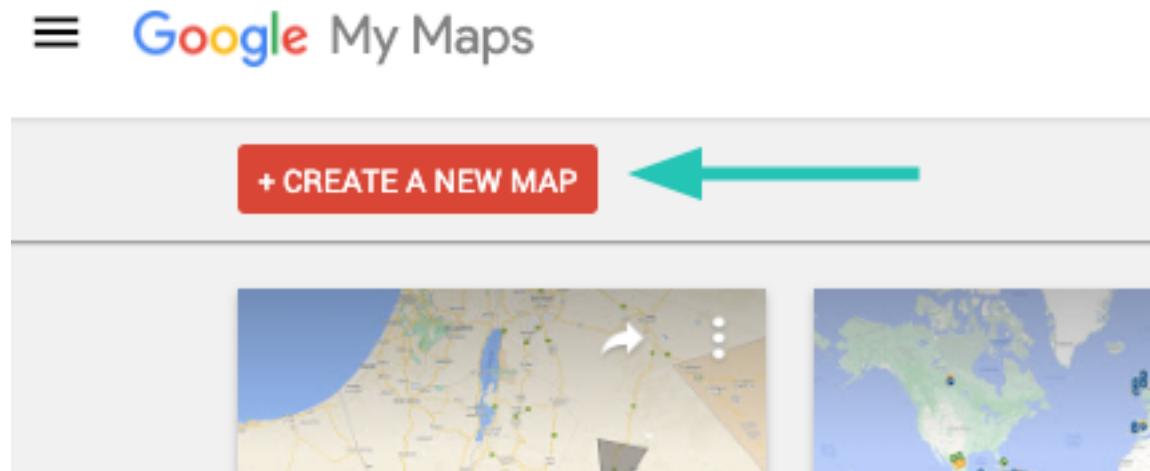
The screenshot shows a configuration interface for 'Online Ordering'. At the top right, there are tabs for 'Map', 'Delivery', and 'Pricing'. Below these, two checkboxes are checked: 'Allow Same Day Future Delivery orders' and 'Allow Same Day Future Pick Up orders'. A text input field contains the value '180'. To the left of the input field, the text 'Pre Order is available' is followed by a teal arrow pointing towards the input field. To the right of the input field, the text 'Minutes before opening time.' is displayed.

Delivery Areas Bulk Upload

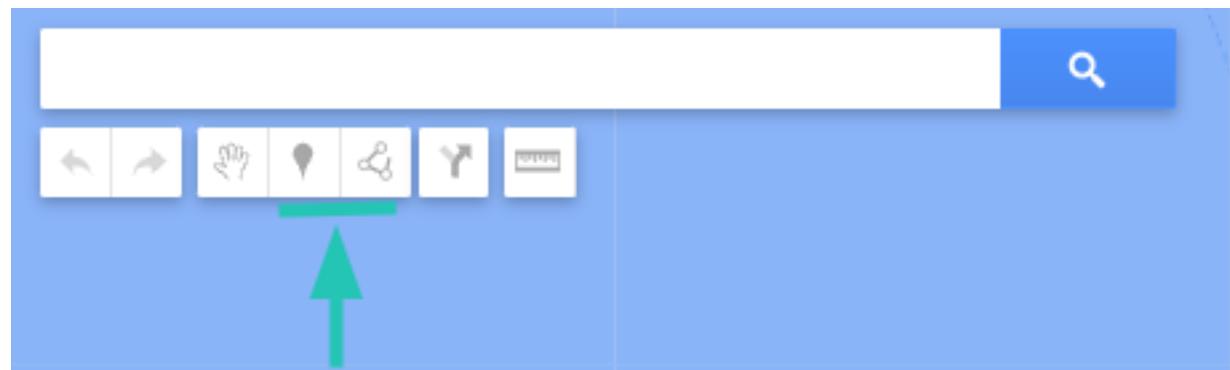
To upload several delivery areas at once please provide KML file (Polygons) your Tictuk manager.

HOW TO CREATE A KML FILE (POLYGONS)

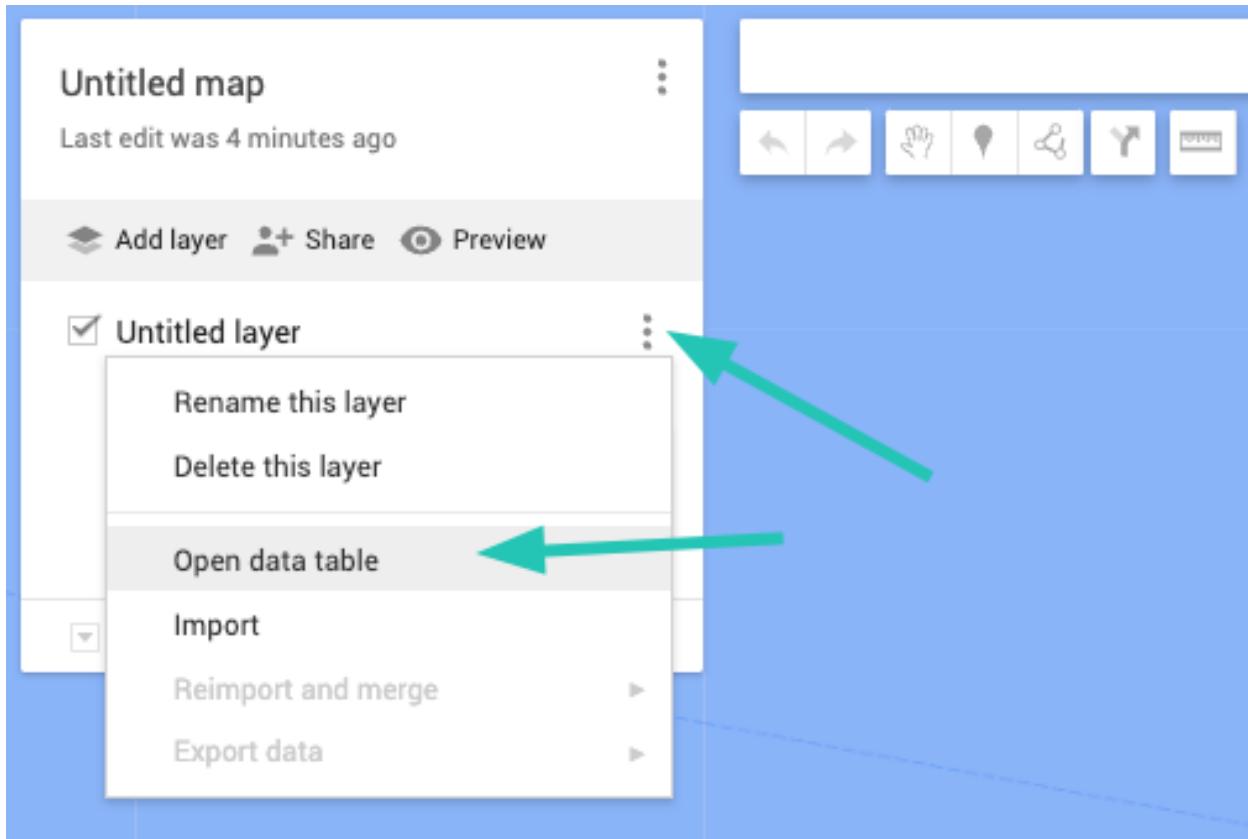
1. Go to <https://www.google.com/maps/d/>
2. Create a new map.



3. Add points and areas.



4. Click the three dots and click on "Open data table".



5. Add store extra columns and complete the fields.

The screenshot shows a table editor window titled "Untitled layer". The table has one column labeled "name" and two rows, "Polygon 4" and "Polygon 5". A context menu is open over the second row, with a green arrow pointing to it from the top right. The menu items are: "Sort A → Z", "Sort Z → A", "Insert column before" (which is highlighted with a green box), "Insert column after", "Duplicate", "Delete column", and "Set as title column".

	name
1	Polygon 4
2	Polygon 5

- **Store ID**

Put the Store ID number that is relevant to the polygon row.



Your Store ID is placed on the Tictuk dashboard: section store, API Store ID field.

- **Delivery fee**

Put the delivery fee that is relevant to the polygon row.

- **Delivery time**

Put the delivery fee that is relevant to the polygon row.

- **Minimum delivery**

Put a Minimum delivery fee that is relevant to the polygon row.

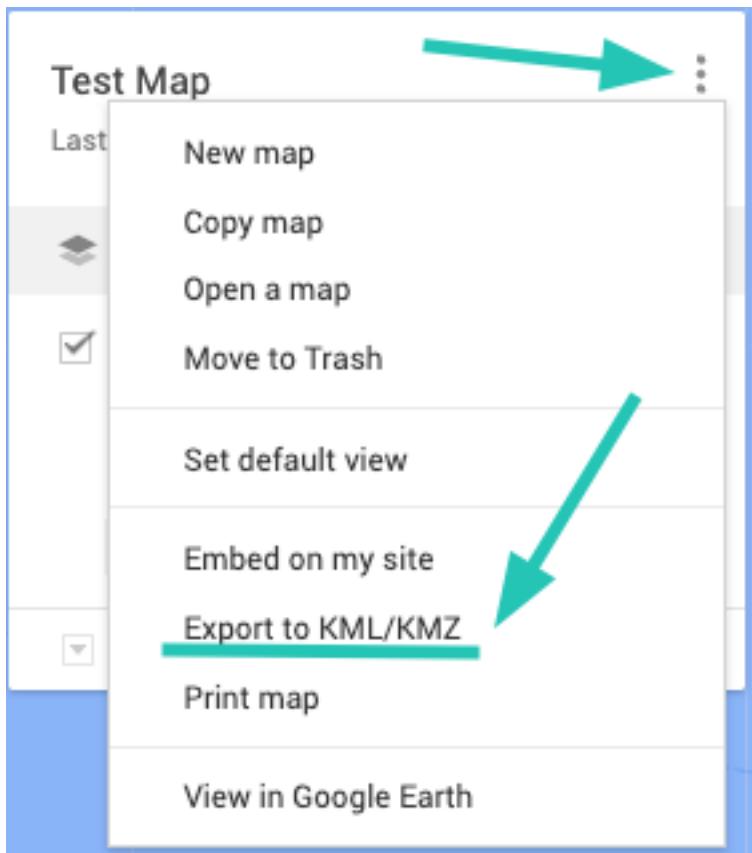


You can change any content in the table:

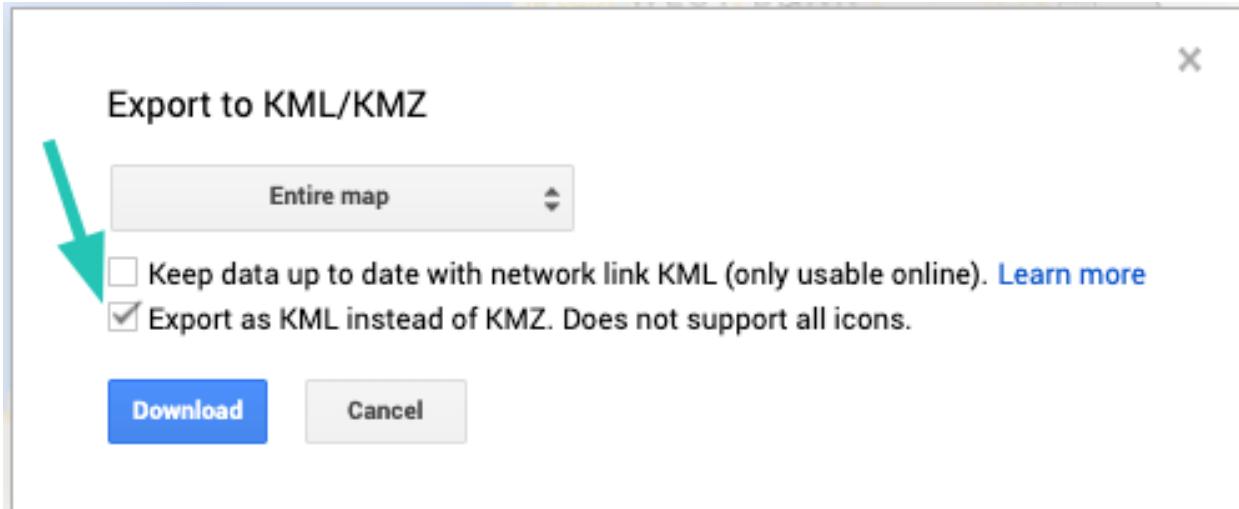
- Make a double-click to activate the cell.
- Edit the content.
- Click outside the cell to save changes.

6. Click the three dots in the map section.

7. Click on "Export KML/KMZ".



8. Check the box "Export as KML instead of KMZ" and click "Download".



9. Send the KML file to the Tictuk manager to upload.

Create an Account

WHY CREATE AN ACCOUNT?

- You want to give access to the platform to the employee.
- You opened a new store and want to create accounts for the employees.

HOW TO CREATE THE ACCOUNT?

1. Login to Tictuk dashboard.
2. Scroll down.
3. Find and click "Create Sub Account".



Gift Table

CREDITS: 0

STORE CONFIGURATION

Store

Catalog / Menu

Online Ordering

Chat Ordering System

ANALYTICS

Order History

Analytics

Live Orders

MARKETING TOOLS

Discounts & Coupons

System, Store & Items Links

Retargeting Campaigns

Loyalty Drip Campaigns

Comments Growth Tool

Deals Landing Pages

ADMIN

Create Sub Account

Store: **Gift Table**

Store Information

Basic Info

Your customers will see this

Store Name

New restaurant

Store Type



API Store ID

Store ID: 3556304729203101

Contact Information

Store Location

500 Terry A Francois Boulevard, S

Phone

+18008000000

4. Complete the relevant fields.

tictuk Create Sub Account

Account's Email*

Password*

Confirm Password*

Select your country code*

Phone Number* (without country code)

First Name

Last Name

Company Name

Stores*

Select All

Allowed Stores



Roles*

Select All

Sub Account Role(s)



Create Sub Account

* Mandatory Fields

Account's Email: type in an email address. It will be used as the login username.

Password: create a password for login.

Confirm Password: repeat the password that you placed at the "Password" field.

Select your country code: select the country code for your phone number. You can use a search field to find your country.

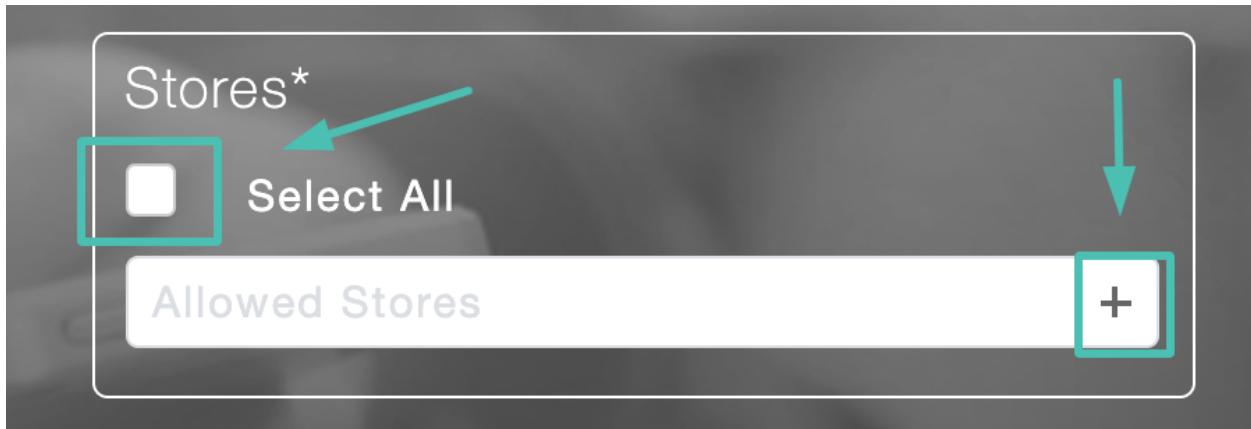
Phone Number: put your phone number without the country code.

First Name: put the name of the user.

Last Name: put the last name of the user.

Company Name: put the name of the company.

Stores: select the stores that this employee can have access to.



NOTE

To assign all stores to the user click "Select All".

To assign particular stores to the user click the sign + at "Allowed Stores" field and select the relevant stores.

Use the search field to find the stores and select the relevant ones.

tictuk Create Sub Account

Account's Email*

Password*

Confirm Password*

Select your country code*

Phone Number* (without country code)



Roles*

Select All

Sub Account Role(s)

Create Sub Account

* Mandatory Fields

tictuk Create Sub Account

Account's Email*

Password*

Confirm Password*

Select your country code*

Phone Number* (without country code)

Demo

DEMO STORE

DEMO STORE

DEMO STORE

PIZZA DEMO STORE

demo

Demo x **DEMO STORE x** **x**

Roles*

Select All

Sub Account Role(s) **+**

Create Sub Account

* Mandatory Fields



Once the relevant stores are selected click any empty background outside the form.

Roles: select the roles of the user.

Roles*

Select All

Sub Account Role(s) +



NOTE

To assign all roles to the user click "Select All".

To assign particular roles to the user click the sign + at "Sub Account Role(s)" field and select the relevant stores.

tictuk Create Sub Account

Account's Email*

Password*

Confirm Password*

Select your country code*

Phone Number* (without country code)

First Name

Last Name

Company Name

Search

Admin

Analytics

Live Orders

Marketing

Menu Editor

Store Management

Admin x

Menu Editor x

x

Create Sub Account

* Mandatory Fields



Once the relevant stores are selected click any empty background outside the form.

5. Click "Create Sub Account" once all fields are completed.