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Device User Guide

接單裝置使用教學

SUNMI Tablet - Hong Kong 2020

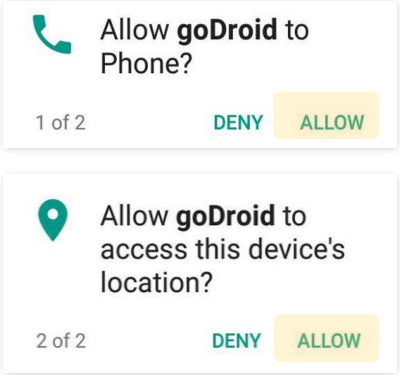
Set Up Your Device
安裝接單裝置

Enter Vendor App "goDroid"

在接單裝置上開啟接單程式
「goDroid」

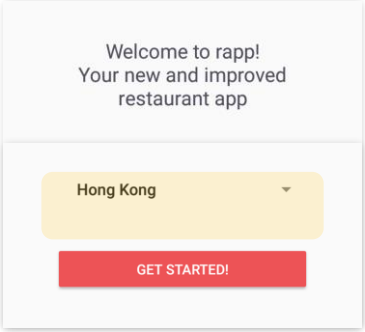
Click “Allow” for Phone & Location

以下提示會出現，選擇「Allow」



Select "Hong Kong" as location

選擇「香港」並按「開始吧!」



Click “Try Again” if the application kept loading for >1 minute

如畫面載入時間超過1分鐘，
按「重試」

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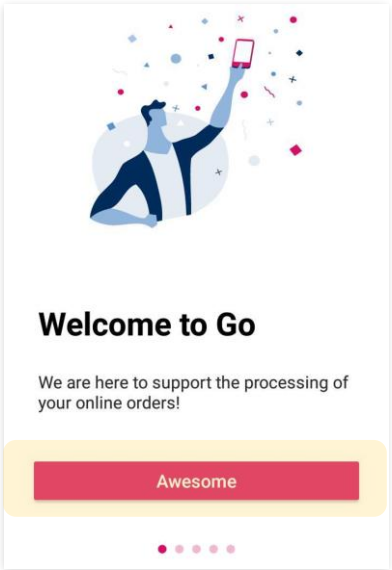
In-App Tutorial (Test Order)

接單程式內置教學 (連測試訂單)

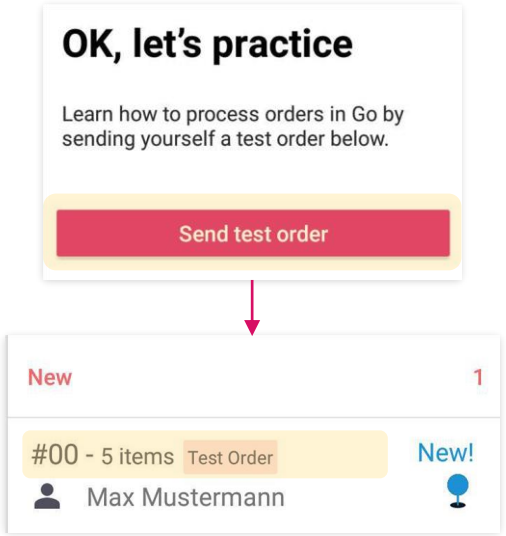
After successful login, follow our guide, go through the 5-step tutorial

成功載入接單程式後，
依照提示完成簡單教學



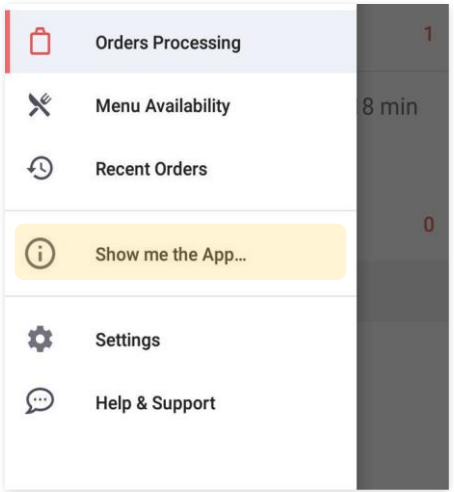
A Test Order will be sent to you for practice, please try to accept or decline it

測試訂單會傳送到接單裝置上，
並有鈴聲提示，您可嘗試接受或拒絕訂單



In the future, feel free to Click “Show me the App” under the main menu to review our app guide again

您可隨時回到主頁面的「顯示應用程式」，
再次觀看教學內容



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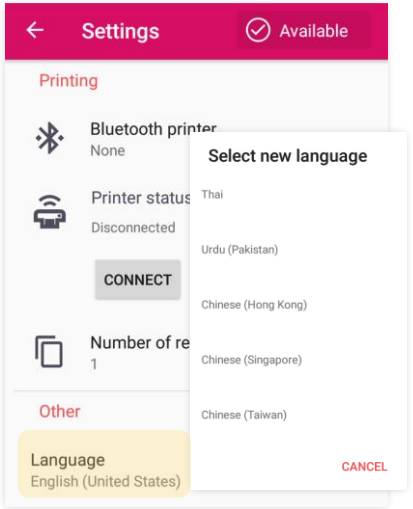
Change App Language
設定接單程式語言

Click on “hamburger” menu icon to view the Main Menu of our app

按左上角圖示，進入主選單

Change app language setting under “Settings” page

如需更改系統語言，進入主畫面後轉至「設定」頁面，選擇「中文(香港)」



Set Up Your Printer
設置打印機

Click on the Bluetooth icon

點選藍芽印表機圖示

Choose InnerPrinter

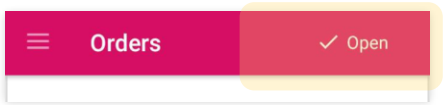
選擇InnerPrinter

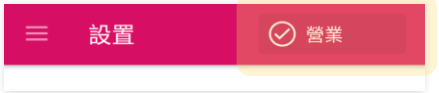
Set Your Restaurant Status

更新餐廳營業狀態

Click the “Open” button

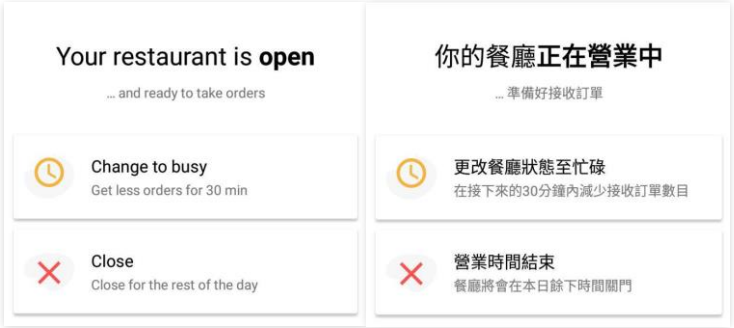
按左上角圖示





Set the status accordingly

隨時隨地轉換餐廳狀態



Available
Open for business

Busy
Close for 30 minutes

Unavailable
Closed for business

營業
正常接單

忙碌
暫時休息30分鐘

關門
全日暫時休息

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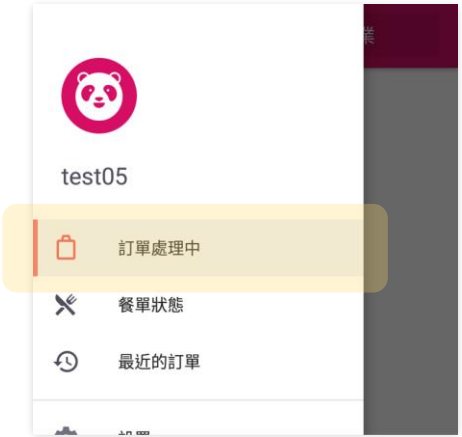
See Your Orders
查看即時訂單

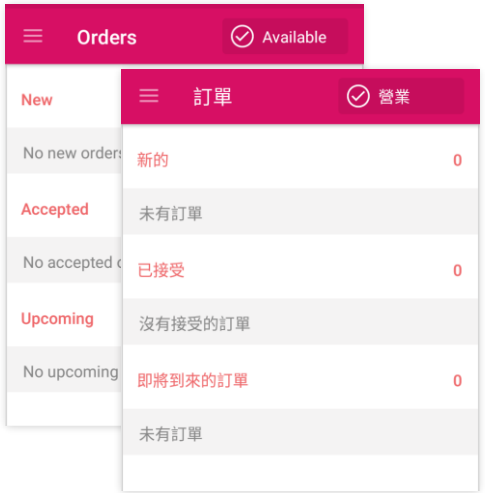
Go to Main Menu, switch to “Order Processing”

按主選單，選擇「訂單處理中」



New - Pending acceptance
Accepted - To be prepared and pass to rider
Upcoming - Assigning rider and do not need to prepare now

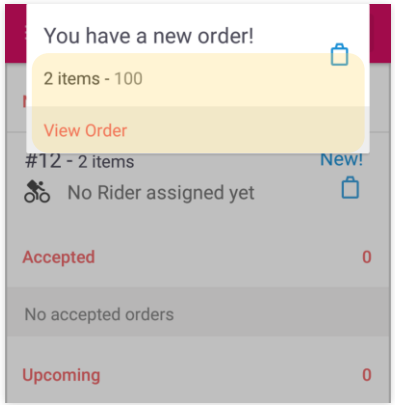
新的 - 正在等待餐廳接受
已接受 - 準備中並等待送遞員到達
即將到來的訂單 - 分配送遞員中，無須現在準備



Accept Orders
接受訂單

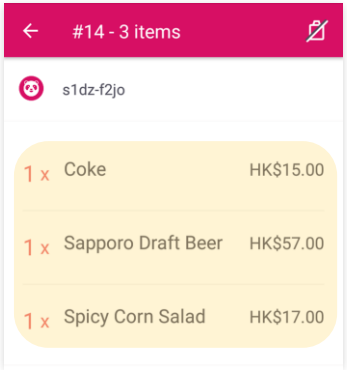
When there is a new incoming order, tablet will ring, click “View Order”

當新訂單出現，接單裝置會響起，選擇「查看訂單」



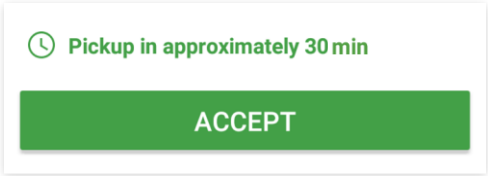
View order details, make sure all items are available

查閱訂單詳情，確保所有項目可供應



Review pick up time, click Accept Order

確認提取時間，按「接受」



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Decline Orders
拒絕訂單

Click on the “crossed shopping bag” icon

選擇「刪去的購物袋」圖示

Select the most appropriate decline reason

選擇合適的拒絕原因

Declining orders will greatly affect customer experience.

We highly recommend you to prevent order declination **by Changing Restaurant Status & Deactivating unavailable products.**

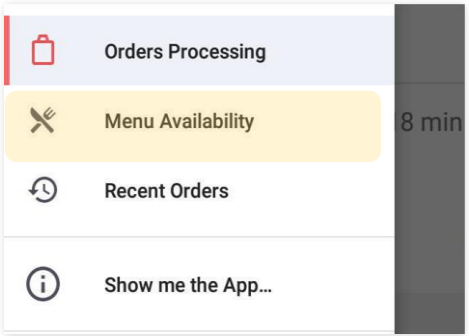
拒絕訂單會嚴重影響顧客體驗

為避免任何拒絕訂單的機會，
我們建議您在餐廳太忙時
立即更改營業狀態，
並將售罄的項目盡快下架

Set Unavailable Products
設定售罄項目

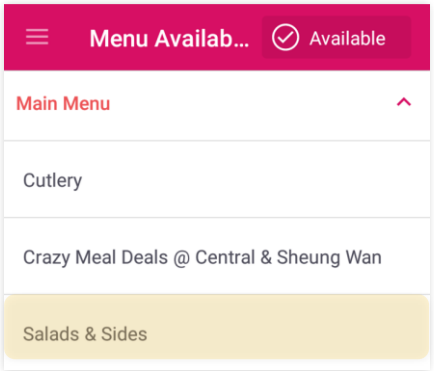
Go to main menu, switch to “Menu Availability”

按主選單，選擇 「 餐單狀態 」



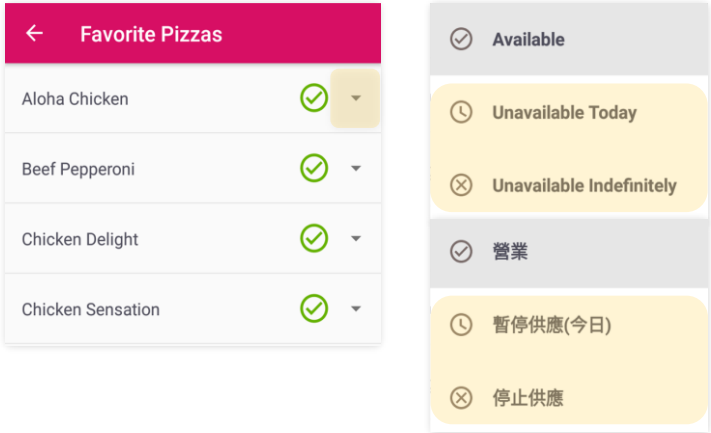
Select corresponding menu category

選擇相關的項目分類



Click on the drop down icon, change stock status accordingly

點選倒三角形圖示，
轉換至適當的庫存狀態



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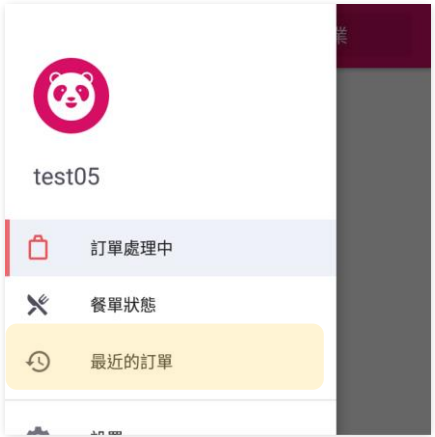
View Recent Orders
查看最近的訂單

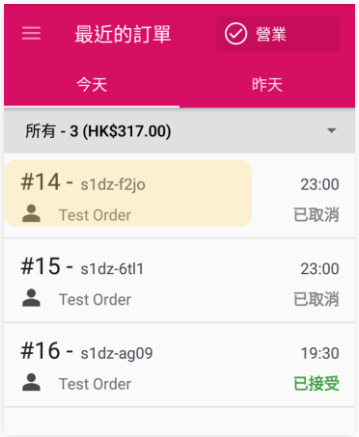
Go to Main Menu, switch to “Recent Orders”

按主選單，選擇「最近的訂單」



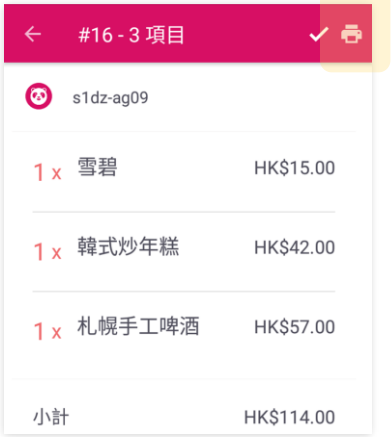
View orders received today and yesterday, click on order number to view details

顯示今天及昨天接收到的訂單，
點選訂單編號以查看詳細資訊



Click on “Printer” icon to reprint receipt if necessary

如有需要，
點選「打印機」圖示以重印收據



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Help & Support
即時對話

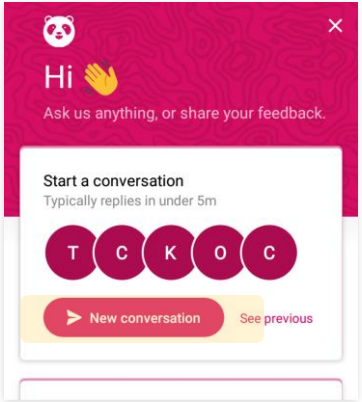
If “Help & Support” did not show up, please change the app language to another one and switch it back again
如「即時對話」功能未有顯示，請將語言設定轉換至其他語言，再轉至「中文(香港)」

Go to Main Menu, select “Help & Support” for assistance

按主選單，選擇「即時對話」

Click on “New conversation”

點選粉紅框內的
「New conversation」



Follow our guide in the message box, select what are you looking for and we will advise accordingly

依照對話框內的提示，選擇所需的協助內容
我們會根據您的回應，提供不同的資訊及支援

Support Channels
支援渠道

Newsletter
電郵通訊

Latest Updates
獲取最新資訊

Deals & Promotion Sign-Up
參與推廣活動

Help & Support
即時對話

Live Order Enquiry
即時訂單查詢

My Order Got Cancelled
我的訂單被取消

Order Has Not Been Picked Up Yet
訂單尚未被領取

Rider Picked Up The Wrong Order
車手提取了錯誤的訂單

Restaurant Portal
餐廳平台

Menu Changes
餐牌更新

Invoice Download
帳單下載

Opening Hours Change
營業時間更改

Vendor Request Form
申請表格

Billing Issues
帳單問題

Technical Issues
設備問題

Rider Feedback
送遞員意見反映

Paper Bags & Paper Rolls Request
餐廳物資供應