QUICK GUIDE

eDiningExpress Quick Guide
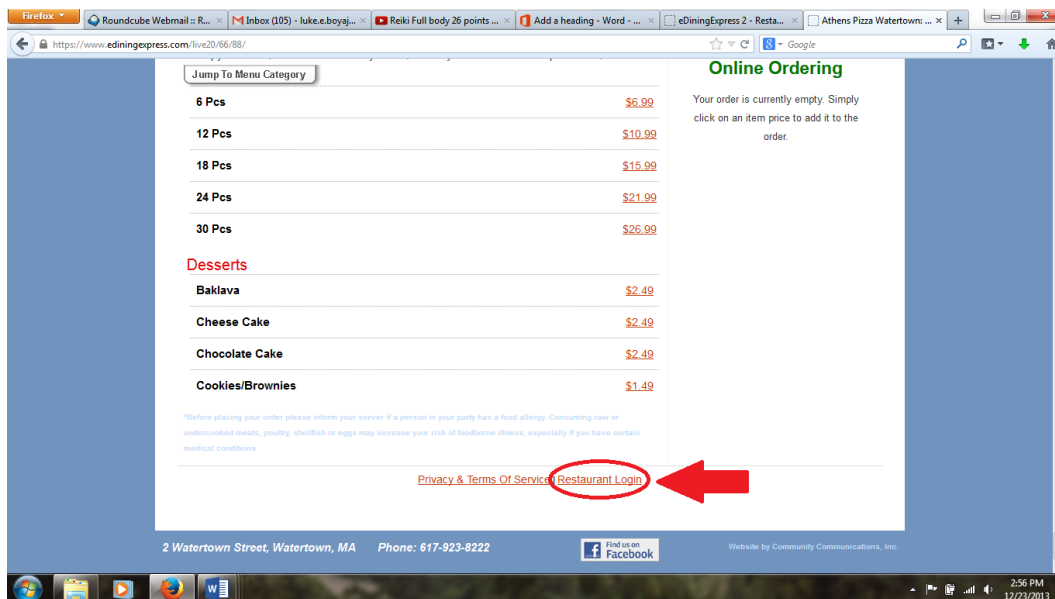
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How to Log In

You can easily access the control panel for your online ordering system directly from your website.

1. Go to your restaurant's website and click on the online ordering menu page.

2. At the bottom of the page click the **Restaurant Login** link.

3. Clicking this link will bring you to the login screen. Enter your login Email and Password in the appropriate fields
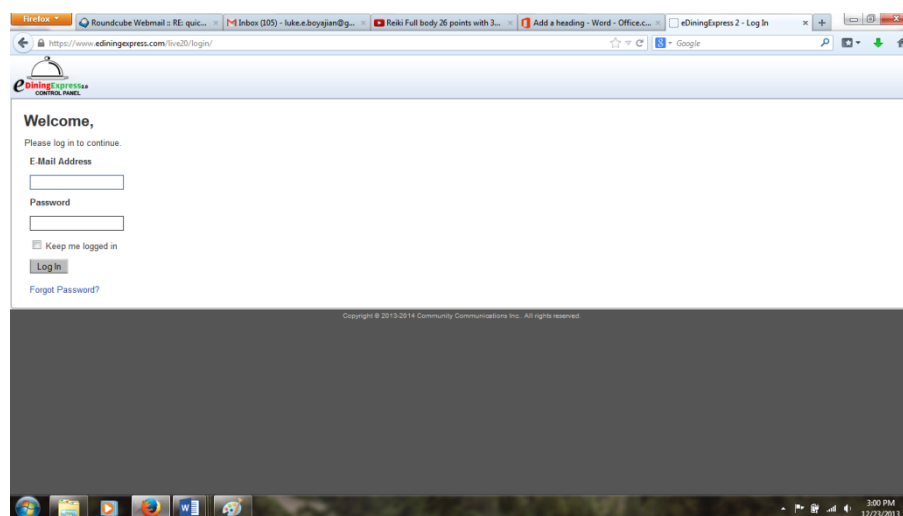
a. To access your ordering, you will need to locate the box titled email address and fill in the appropriate address into the field.

b. Underneath the e:mail address box, you will see a box titled password. Enter your password here. If for some reason your password isn't working or you've forgotten your password, you can click the blue **Forgot Password?** button. This will take you to a new screen that will ask you to enter your e:mail again. Filling this in and clicking the **Reset and Send Password** button below will delete your old password and send a new one to the e:mail you've entered.

c. Log into this e:mail account to see the new password. Repeat Step 1 above and you will be able to log into your account with the new password.

Turning Online Ordering On and Off

If you need to turn the online ordering on or off, you can manage this through the Preferences screen.

1. To access the preferences screen, click the **Preferences** button either from the control panel or from the hyperlink at the top of the page.
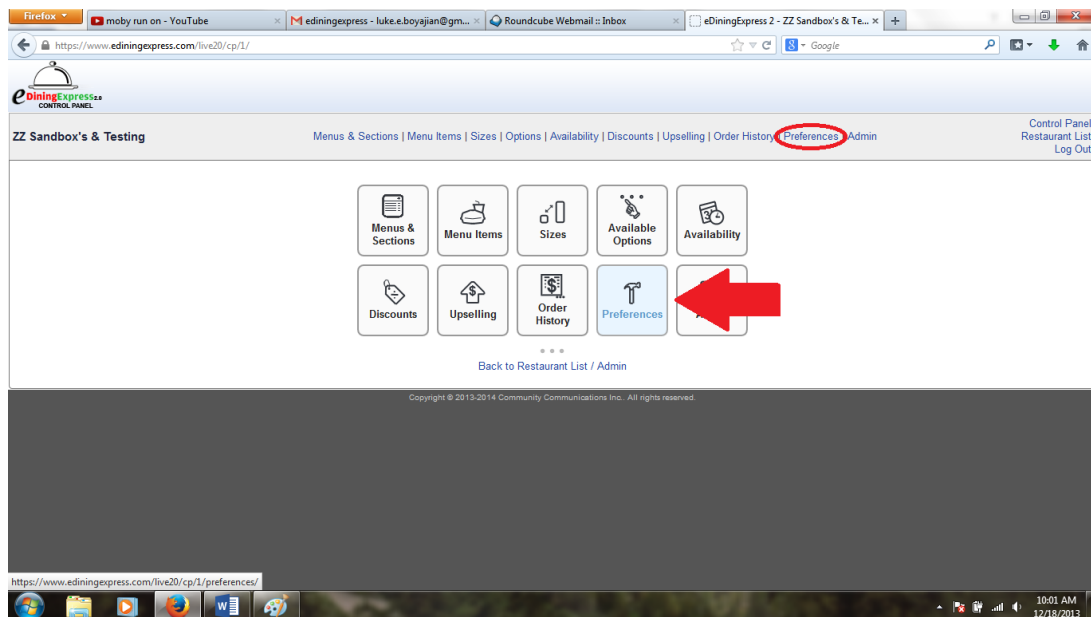
2. Clicking on **Preferences** will usually take you to the General page. You can confirm this by checking the tabs at the top. If General is not selected, click on the **General** tab.
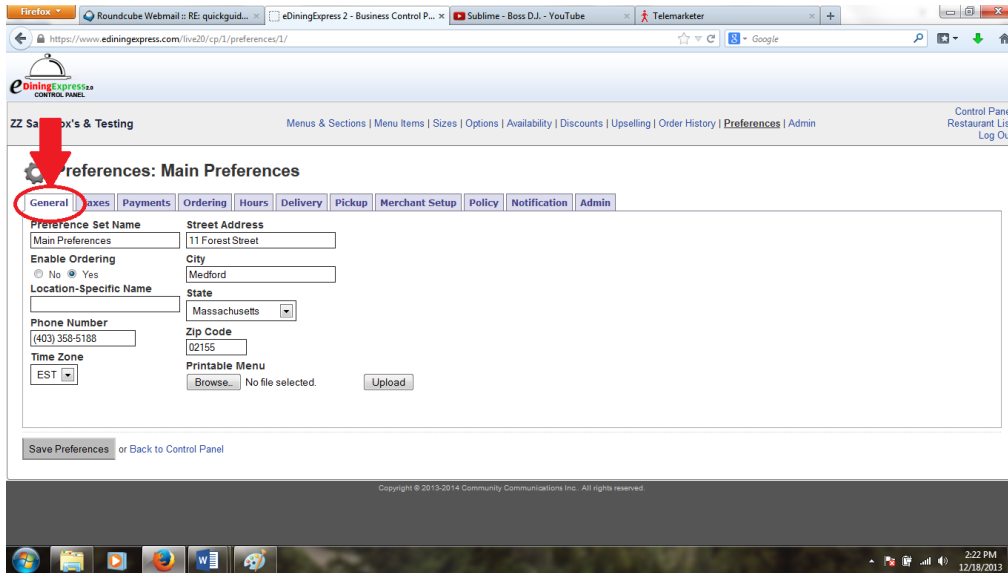
3. To turn online ordering off, click the **No** button beneath "**Enable Ordering**". To turn online ordering back on, click the **Yes** button. Then click the Save Preferences button at the bottom of the screen to confirm your selection.
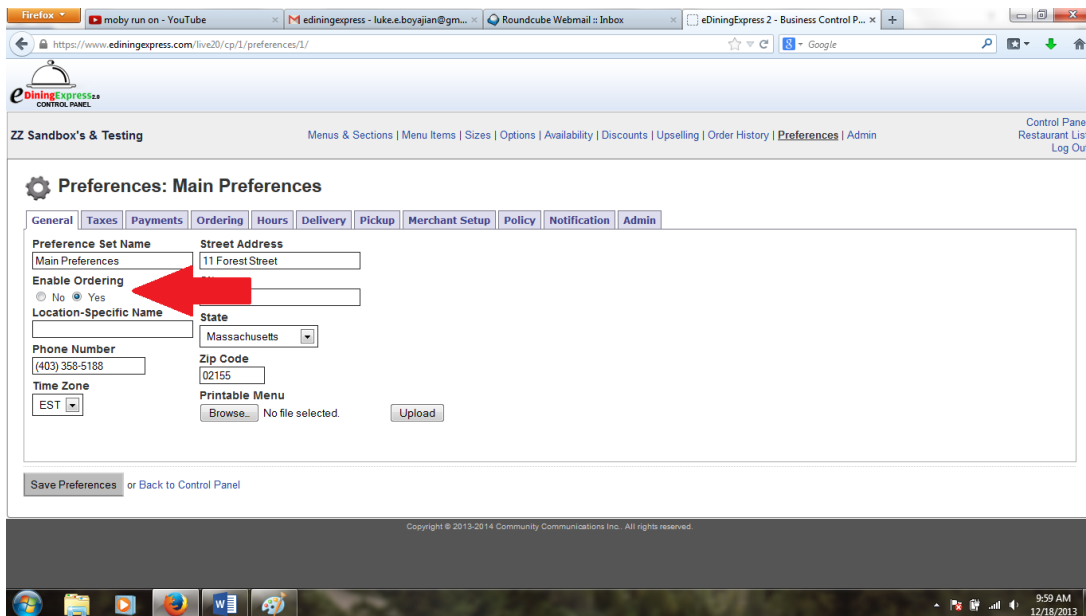
Looking Up Orders and Generating Sales Reports

Viewing a sales report will help show you trends in your business as well as provide overall numbers for a specific time period. It can also be used to see individual orders.

1. Start by clicking on the **Order History** button, either from the control panel or by clicking the hyperlink from the list at the top of the page.
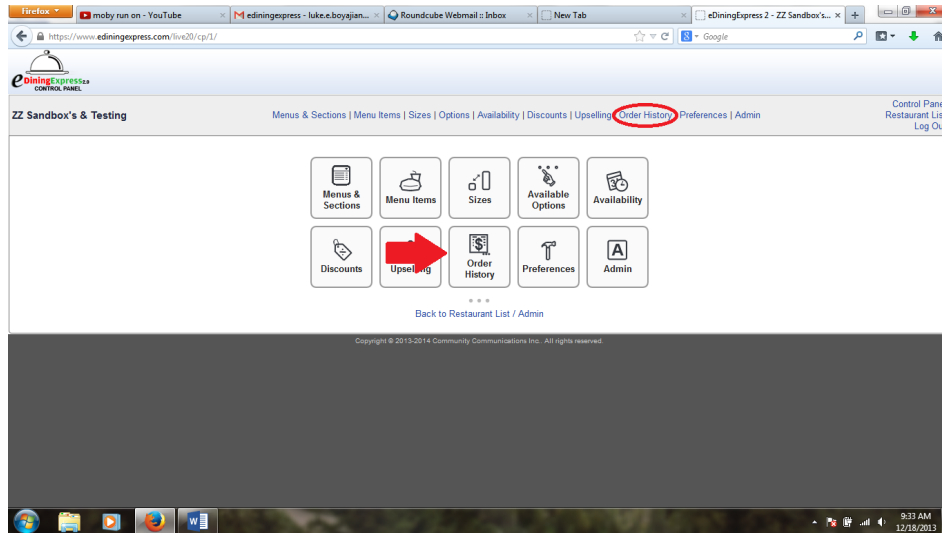
2. This will take you to a list of orders. You can look up specific date ranges by clicking on either of the two date boxes in the top right of the page. Clicking in either of these boxes will show a calendar from which you can search for a specific month and day. The left box chooses the start date for the sales report and the right box chooses the end date. Once your dates are selected, click the **View Order History** button.
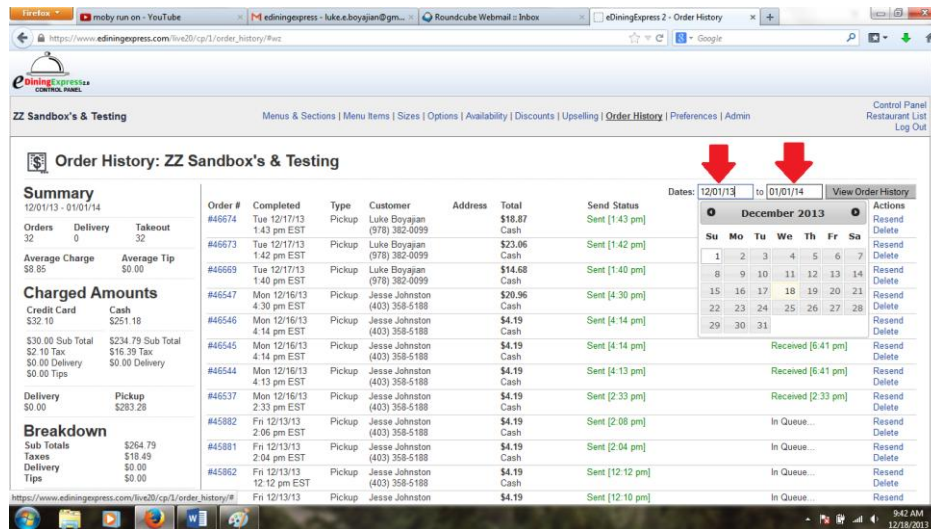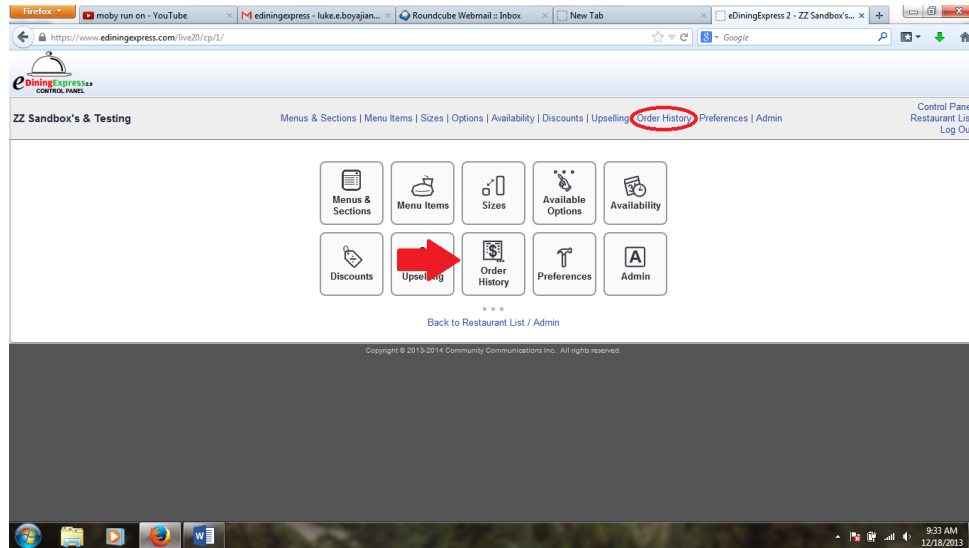

3. Here you will see a list of orders for this date range. In addition, on the left of the screen there will be a summary report for the time period you've selected.

Refunds and Resending Orders

At some point you may need to refund an order through the eDiningExpress system.

1. First, follow the steps in the Looking up Orders and Generating Sales Reports section until you get to the **Order History** page.
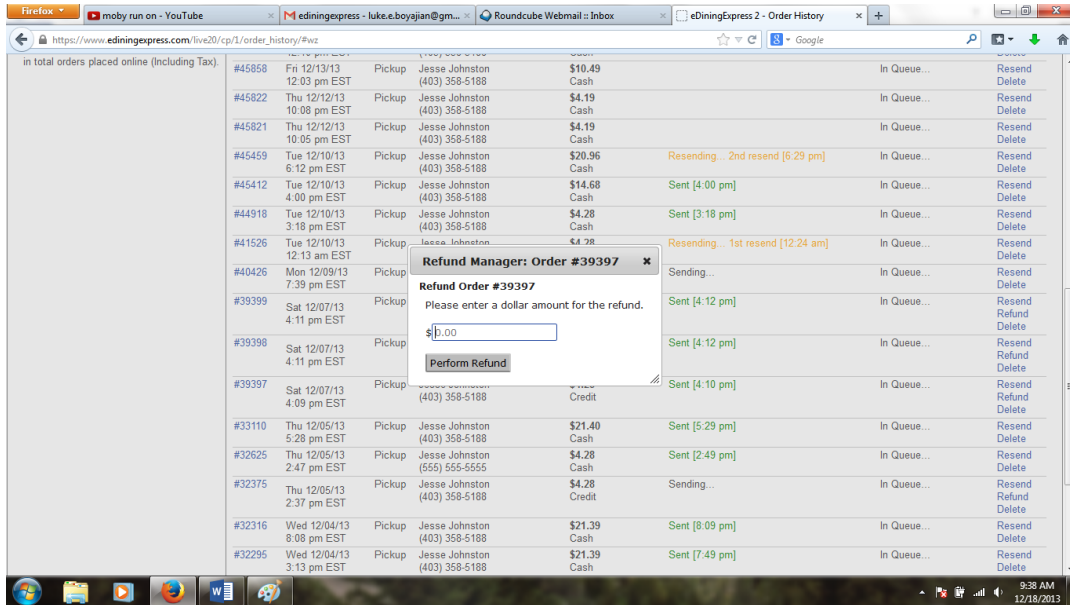

2. Locate the order in the list. On the rightyou will see three hyperlinks.

3. Click the Refund link.

4. This will bring up a new box that will ask for the dollar amount you would like to refund. (You can refund the entire order or just part of it). Enter in the amount you would like to refund and press the **Perform Refund** button.

There may also be a time when you need to resend an order that was not received correctly. To do this, find the order using steps 1 and 2 from the Refund explanation above.

1. Once you've located the specific order that needs to be resent, click the **Resend** link on the right of the page, above the **Refund** link.
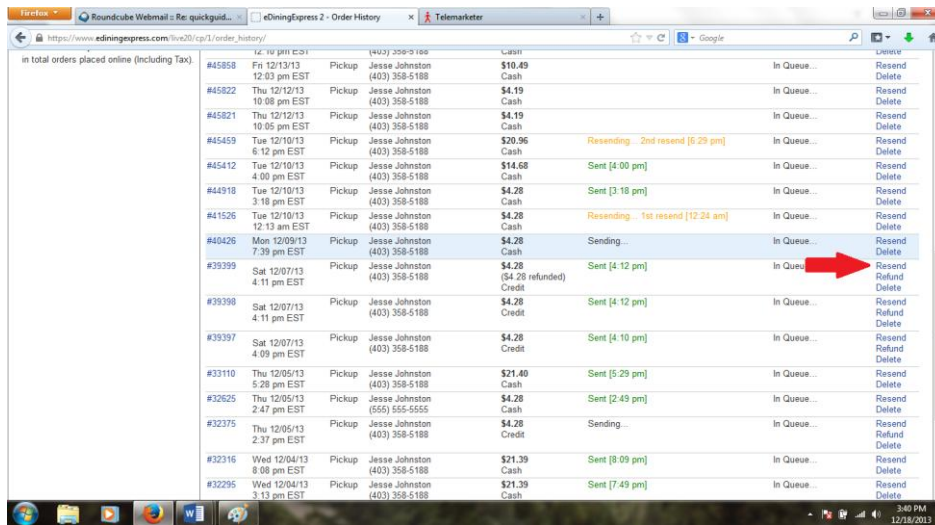
2. Once you've clicked the link, wait a moment and a confirmation screen will pop up saying the order number and that it has been resent.

Firefox

Roundcube Webmail :: Re: quickguid... | eDiningExpress 2 - Order History | Telemarketer

https://www.ediningexpress.com/live20/cp/1/order_history/#wz

Google

in total orders placed online (Including Tax).

	12:10 pm EST		(403) 358-5188	Cash			Delete
#45858	Fri 12/13/13 12:03 pm EST	Pickup	Jesse Johnston (403) 358-5188	$10.49 Cash		In Queue...	Resend Delete
#45822	Thu 12/12/13 10:08 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.19 Cash		In Queue...	Resend Delete
#45821	Thu 12/12/13 10:05 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.19 Cash		In Queue...	Resend Delete
#45459	Tue 12/10/13 6:12 pm EST	Pickup	Jesse Johnston (403) 358-5188	$20.96 Cash	Resending... 2nd resend [6:29 pm]	In Queue...	Resend Delete
#45412	Tue 12/10/13 4:00 pm EST	Pickup	Jesse Johnston	$14.68	Sent [4:00 pm]	In Queue...	Resend Delete
#44918	Tue 12/10/13 3:18 pm EST	Pickup			Sent [3:18 pm]	In Queue...	Resend Delete
#41526	Tue 12/10/13 12:13 am EST	Pickup			Resending... 1st resend [12:24 am]	In Queue...	Resend Delete
#40426	Mon 12/09/13 7:39 pm EST	Pickup			Sending...	In Queue...	Resend Delete
#39399	Sat 12/07/13 4:11 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.28 ($4.28 refunded) Credit	Sent [4:12 pm]	In Queue...	Resend Refund Delete
#39398	Sat 12/07/13 4:11 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.28 Credit	Sent [4:12 pm]	In Queue...	Resend Refund Delete
#39397	Sat 12/07/13 4:09 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.28 Credit	Sent [4:10 pm]	In Queue...	Resend Refund Delete
#33110	Thu 12/05/13 5:28 pm EST	Pickup	Jesse Johnston (403) 358-5188	$21.40 Cash	Sent [5:29 pm]	In Queue...	Resend Delete
#32625	Thu 12/05/13 2:47 pm EST	Pickup	Jesse Johnston (555) 555-5555	$4.28 Cash	Sent [2:49 pm]	In Queue...	Resend Delete
#32375	Thu 12/05/13 2:37 pm EST	Pickup	Jesse Johnston (403) 358-5188	$4.28 Credit	Sending...	In Queue...	Resend Refund Delete
#32316	Wed 12/04/13 8:08 pm EST	Pickup	Jesse Johnston (403) 358-5188	$21.39 Cash	Sent [8:09 pm]	In Queue...	Resend Delete
#32295	Wed 12/04/13 3:13 pm EST	Pickup	Jesse Johnston (403) 358-5188	$21.39 Cash	Sent [7:49 pm]	In Queue...	Resend Delete

Order #39397 has been re-sent to the restaurant

OK

3:42 PM
12/18/2013

Hours

Each restaurant has specific hours they are open and closed. Under hours, you'll also be specifying whether the restaurant allows pickup and delivery. If they do, you'll be specifying the days, times, and estimated wait times.

1. Click on the **Hours** Tab**.**

2. Select **Define Pickup Times.**

Pickup Times

3. Select the Days of the Week and Times when orders are available for pickup.

4. Select a **Start Time** and an **EndTime** from the drop down lists.

   Hint: This will be different than the hours the restaurant is open. For example, if the restaurant closes at 9:00pm, then you'll probably want an End Time of 8:00pm or 8:30pm.

5. Enter an **Estimated Wait** time in minutes.

   Hint: If this is left blank, then no estimate will be provided. Also, if the restaurant wants to provide different estimates depending on the time of day, you'll need to create a time range for each estimate. You can do this by clicking on **Add New Time** under the appropriate day of the week.

6. Click **Save Times**.

7. If needed, there is a button below **Save Times** that says **Copy Hours to Delivery**. This option will copy the hours from the pickup fields and paste them into the delivery fields (this eliminates a lot of extra clicking but remember, the times may differ for closing in the delivery section)

8. Click **Back to Preferences**.

Delivery Times

1. Select **Delivery Times** under the **Hours** Tab**.**

2. Select the Days of the Week and Times when orders are available for delivery.

3. Enter an **Estimated Wait** time in minutes.

   Hint: If this is left blank, then no estimate will be provided. Also, if the restaurant wants to provide different estimates depending on the time of day, you'll need to create a time range for each estimate. You can do this by clicking on **Add New Time** under the appropriate day of the week.

4. Click **Save Times**.

   Hint: If the times are the same as the **Pickup Hours** you can have them automatically fill in on the **Pickup Time** page by clicking the **Copy Hours to Pickup** button at the bottom of the page.

5. Click **Back to Preferences**.

Creating Holidays/Closed Days

Throughout the year there may be daysthat the restaurant will be open for limited hours or closed altogether. There are three different ways to schedule these:

I. Predefined Holidays – This will show a list of common U.S. holidays and you can simply select the ones that you will be not be open during normal hours for.

II. Exact Date – This is used to create an exact date; for example, you may close every April 1st.

III. Formulated Date – This is used to create a date that is based on a formula instead of an exact date; for example, you may want to close earlyduring the third Friday of every month.

To get to the Closed Days/Holidays section first go to **Preferences**, either by clicking on the icon in the Control Panel or by clicking the hyperlink at the top of the screen. From the tab's select Hours, then **Closed Days / Holidays**.
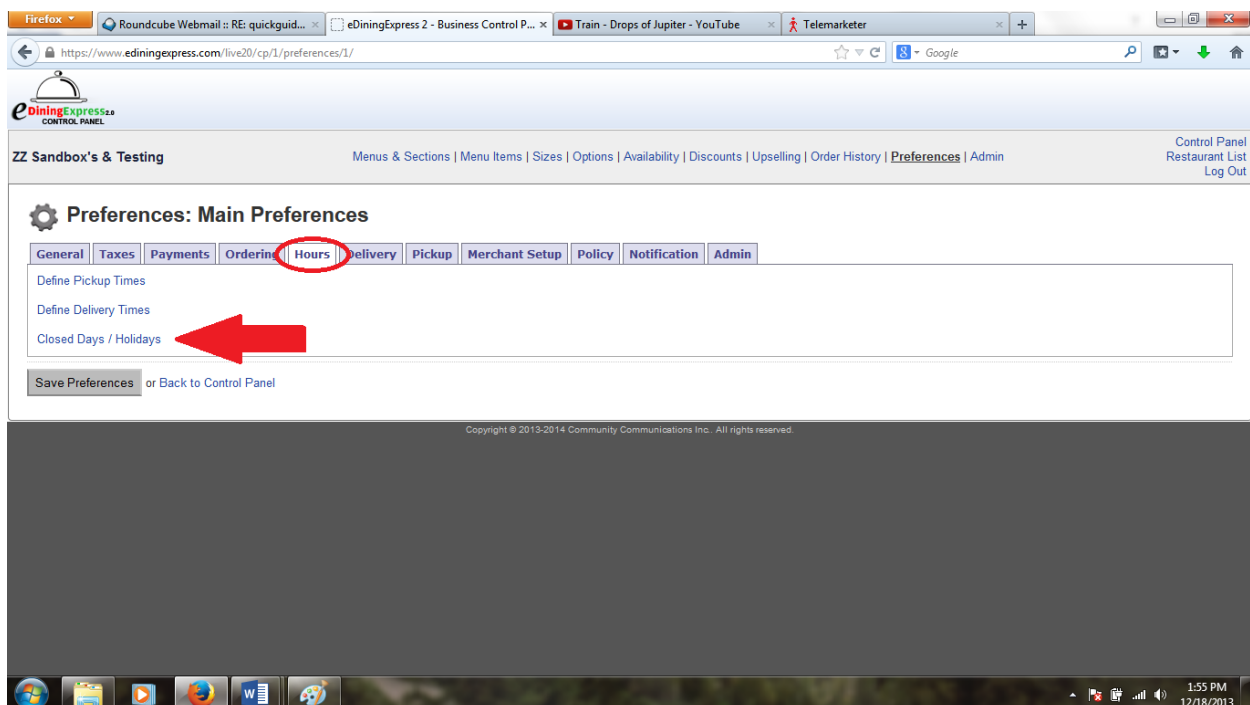

Predefined Holidays

1. Click the **Predefined Holidays** link:

   a. Check off the Holiday from the list.

   b. If the restaurant will be closed, leave the **Open?**box unchecked.

   c. If the restaurant will be open check the **Open?**box.

d. Select the start and end times for **Open Hours, Delivery** from the dropdown lists**.**

e. Select the start and end times for **Open Hours, Pickup** from the dropdown lists**.**

2. Repeat B through D until all your desired holiday's and hours are up to date.

3. Click **Save Holiday Schedule**.
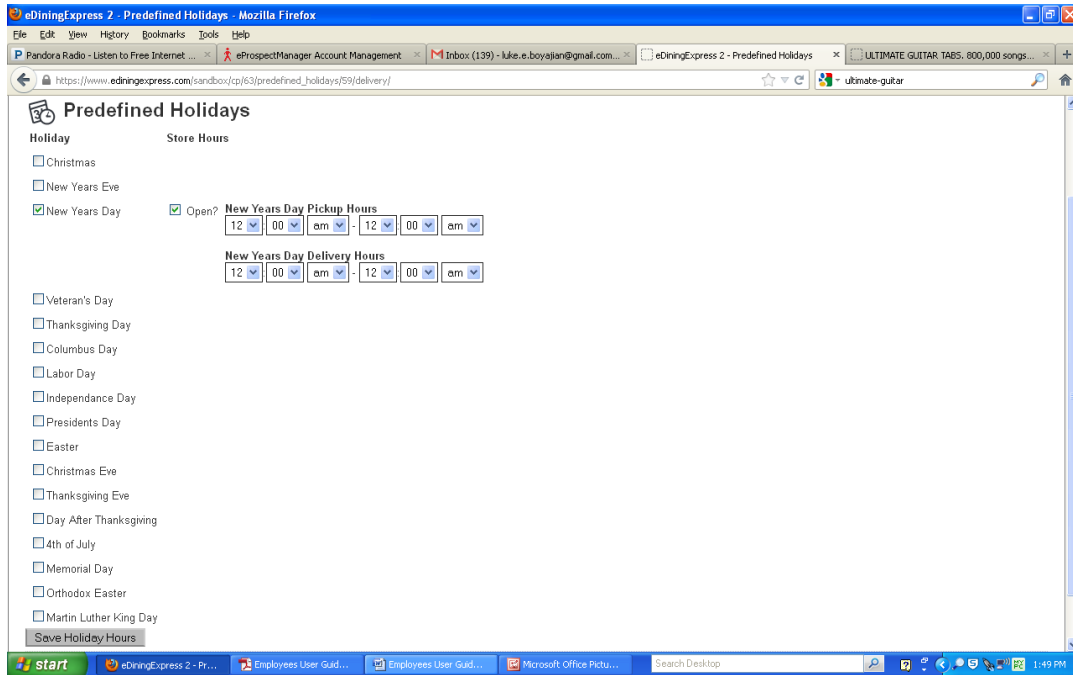
New Exact Date

1. Click the **New Exact Date** link.

2. Enter the **Holiday Name**.

3. Select a month and day from the dropdown lists for **On Day**.

4. If the restaurant will be closed, select **No** from the dropdown list under **Store Open?**.

5. If the restaurant will be open:

a. Select **Yes** from the dropdown list under **Store Open?**.

b. Select the start and end times for **Open Hours, Delivery** from the dropdown lists**.**

c. Select the start and end times for **Open Hours, Pickup** from the dropdown lists**.**

6. Click **Save Holiday**.
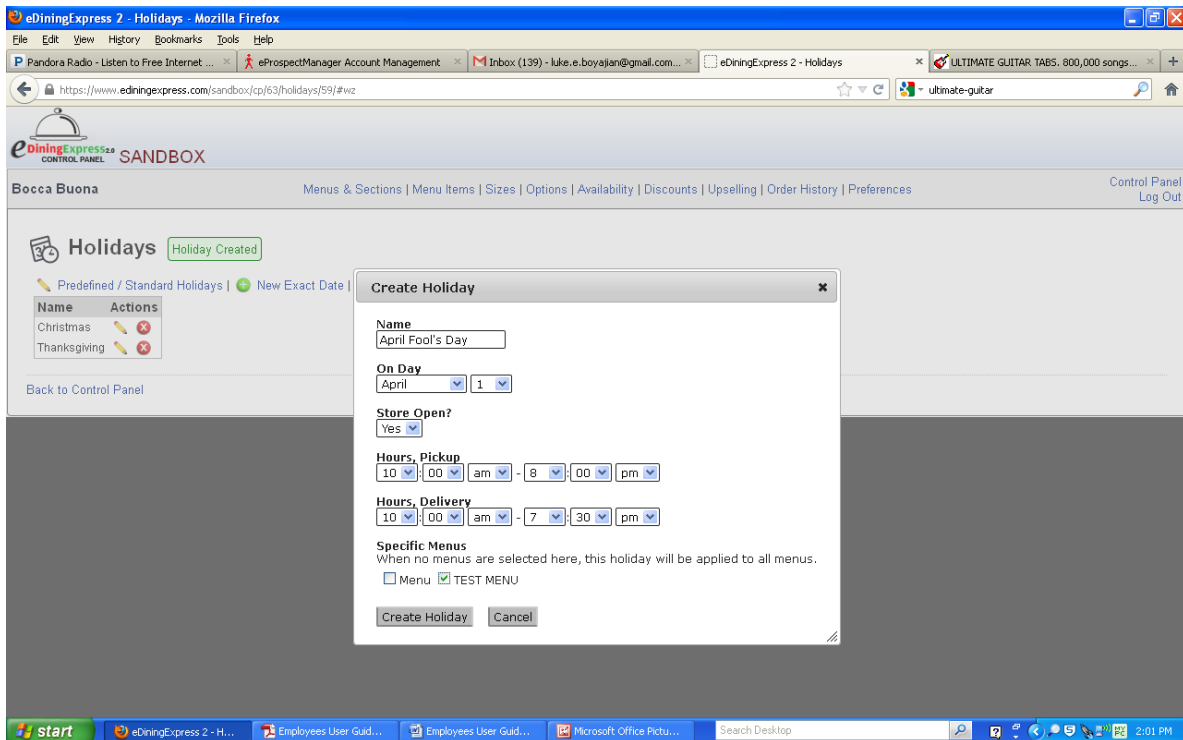
New Formulated Date

1. Click the **New Formulated Date**.

2. Enter the **Holiday Name**

3. Select a number, day of week, and month from the dropdown lists under**On The:**.

4. If the restaurant will be closed, select **No** from the dropdown list under **Store Open?**.

5. If the restaurant will be open:

   a. Select **Yes** from the dropdown list under **Store Open?**.

   b. Select the start and end times for **Open Hours, Delivery** from the dropdown lists**.**

   c. Select the start and end times for **Open Hours, Pickup** from the dropdown lists**.**

6. Click **Save Holiday**.