

## Frequent Questions

Feel free to contact us with comments or questions.

- How do I receive my orders?

Orders are sent via email and/or fax. If you choose, you can use your cellular phone's email too.

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Can I use my on-line menu as my web site?

Yes, you can use it as it is or for a fee we can expand your on-line menu to include additional pages. You may point your existing domain to the on-line menu system or we can register a domain for you. See our pricing page for applicable fees.

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Can the look & feel of my on-line menu be changed?

Yes, for a fee we can give your on-line menu a completely custom look & feel.

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Can I add photos to my menu items?

Yes, we suggest using 400x400 pixel images set to 72dpi. The on-line menu system will generate the thumbnail image automatically. We also provide on-site photography for an additional fee. See our pricing page for applicable fees.

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Can I turn off on-line ordering?

Yes, on-line ordering can be turned off at any time. Visitors will still be able to view the menu. However, they will not be able to order from it.

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How do I make my on-line menu successful?

Sign up for our service. Get the word out, let the world know they can now order from you on-line. Publish your web address everywhere you can: signs, menus, business cards, print ads, etc.

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Who maintains my on-line menu?

We provide full support services. Menu updates, adding coupons, email blast and general maintenance are performed by us. See our pricing page for applicable fees.

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Can I maintain my own on-line menu?

Yes, we encourage you to do as much as your budget and free time allow.

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What is the default method of payment through the on-line menu?

The default method of payment is C.O.D. (Cash On Delivery).

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Can I take credit card payments through my on-line menu?

Yes, we can integrate a payment processor into your on-line menu. See our pricing page for applicable fees.

- Can I have different pricing for different customer groups?

Yes, our system will support multiple pricing structures: percent discount, quantity breaks, and per item pricing. Example, a bakery could have retail pricing for the person off the street and also have wholesale pricing for commercial buyers. This can also be used for catering menus too.

- Can a customer have more than one delivery address?

Yes, our system will support multiple delivery addresses for those who may want to order from home or work. In addition, this can be used for bakeries that supply baked goods to more than one location in a single account.

- How do customers get added to the newsletter database?

Your newsletter database is opt-in only. This means that customers have to add themselves to your newsletter database. This can be done through the home page of your on-line menu.

- How do I contact customers that order on-line?

We can send them an email from the on-line menu system. This email can be daily specials or a special event notice or what ever you want it to be.